

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

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	

3. Asked for [REDACTED] to contact writer back.
4. Writer provided case #, 800#, and writer's ext.

*** PHONE LOG 08/22/2005 06:59 AM US Mountain Standard Time JTucson Action Type:Incoming call
[REDACTED] from Crown Kia, TX013, left vm (1455pst 8/19) stated:

1. The vehicle needs a shroud, *fan* and a radiator.
2. The radiator and the *fan* are on national backorder.
3. The eta for the parts to be received at the PDC is 8/30.
4. May take about 3 to 5 days to get the parts.
5. Customer vehicle may not be ready until Sept 5,6,or 7.

*** PHONE LOG 08/22/2005 09:20 AM US Mountain Standard Time JTucson Action Type:Outgoing call
Wtr called the DPSM, JMilner, left vm.

Wtr stated:

1. Customer requesting rental reimbursement or a rental.
2. The *fan* broke causing damage to the radiator.
3. *Fan* and radiator on backorder until 8/30.
4. Vehicle may be done on Sept, 5, 6, or 7th according to dlr.
5. Wtr asked for call back.

*** PHONE LOG 08/23/2005 12:06 PM US Mountain Standard Time JTucson Action Type:Outgoing call
Wtr called dlr, TX013 Crown Kia, spoke with Svc Mgr Brad.

Wtr stated:

1. Asked if he has been contact by DPSM for possible assistance for rental or rental reimbursement.

Svc Mgr stated:

1. He hasn't been contacted back.
2. The vehicle may not be repaired until Sept.
3. The Parts Mgr has been trying to local a *fan* at another dlr.

wtr thanked dlr.

*** NOTES 08/23/2005 12:08 PM US Mountain Standard Time JTucson Action Type:Manager review
Wtr forward file for:

1. Part on backorder, radiator *fan*.
2. Vehicle may not be repaired until early Sept.
3. Customer requesting rental or rental reimbursement.
4. No DPSM contact within 24 hours.

*** PHONE LOG 08/23/2005 12:20 PM US Mountain Standard Time JTucson Action Type:Outgoing call

**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>
		KNDJB723225	K1003042	25,150
Nacogdoches TX			Dealer: TX013 Crown Kia	

Customer stated:

1. She got a call from the service dept today.
2. Not sure who she spoke to.
3. The parts came in on a freight truck not the shipment the dlr gets for customers.
4. The parts are the right parts so the dlr installed them.
5. She just got the vehicle back about 30 minutes ago.
6. She returned the rental and the dlr stated that the District rep was going to cover 5 days of rental.
7. She didn't have to get reimbursed the dlr paid for the 5 days for her to Enterprise for the rental.

Wtr thaked customer for the info.

*** CASE CLOSE 08/23/2005 12:22 PM US Mountain Standard Time JTuason

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]	K219938	17,544

Watertown NY [REDACTED]

Dealer: NY027 FX Caprara Kia

Case History

Complaint Repair Assistance

*** PHONE LOG 09/19/2003 08:12 AM JCook

Customer Stated:

- 1.Says she had a problem with the cooling *fan* coming apart in her vehicle in August which the dealer replaced under warranty.
- 2.Says last week her vehicle would not start and she had to have the vehicle towed to the dealer and they installed a new battery.
- 3.Says there was even confusion on her battery warranty coverage at first and they wanted to charge her for half of the battery price which was over \$50.
- 4.Says finally they must have figured it out because she was not charged anything and the dealer never called her back about this.
- 5.Says now she is having a problem where her vehicle will not start again and they believe it is the battery again.
- 6.Says she has again called roadside to come and take the vehicle to the dealer.
- 7.Says she cannot believe she has had this many problems.
- 8.Says she wanted to know if she has rental coverage under her warranty.

---Writer advised customer:

- 1.That we work with the dealer to get her vehicle fixed under warranty.
- 2.Advised that her battery is covered for 2 years from her warranty start date.
- 3.Advised that there are no recalls on her vehicle.
- 4.Advised that there are no rental provisions under the manf. warranty.
- 5.Advised that she can always speak with the Svc. Mgr to see if they have any loaners or rentals.
- 6.Advised that we will document her concerns on file.

*** CASE CLOSE 09/19/2003 08:12 AM JCook

Info given.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	kndjb723025 [REDACTED]	K1087786	35,000
naples FL	[REDACTED]			Dealer:

Case History

Complaint Roadside Assistance

*** PHONE LOG 03/27/2006 08:02 AM US Mountain Standard Time JHirshfield
caller

1. *fan* went through radiator on Fri
2. she had it towed to dealership
3. she went there this morning and found huge scratches along the driver's side of the vehicle that were not there when they had it towed

wtr

1. updated info and transferred cust to R/A (Angie) for damage vehicle report

*** CASE CLOSE 03/27/2006 08:02 AM US Mountain Standard Time IHirshfield

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K1217631	66,020
DALLAS TX [REDACTED]		Dealer: TX065 Central Kia of Irving		

Case History

Complaint Repair Assistance

*** PHONE LOG 08/21/2006 11:44 AM US Mountain Standard Time SBowyer
CUST STATED

- 1.I WAS TOLD IT HAD THE 10/100 WARRANTY WHEN I BOUGHT IT
- 2.THE **FAN** BUSTED INTO A BUNCH OF PIECES
- 3.IF IT IS TO EXPENSIVE I WILL HAVE TO PAY FOR A TOW OUT OF THE DLR RIGHT

WRITER STATED

- 1.SORRY
- 2.VEH IS OUT OF 5/60 LBW FOR FACTORY DEFECTS IN **FAN** COMPONENTS
- 3.KIA DLR CAN STILL DO REPAIRS, CUST JUST WILL HAVE TO PAY
- 4.IF CUST LETS R/A TOW TO DLR, THERE IS ONLY ONE TOW PER DISABLEMENT WITHIN 7 DAY PERIOD
- 5.IF CUST CHOOSES TO NOT LET KIA DLR DO REPAIRS, THEY MAY CHARGE FOR DIAGNOSTIC FEE
- 6.PROVIDED CONTACT INFO TO TX065

CUST STATED

- 1.OK THANK YOU BYE.

*** CASE CLOSE 08/21/2006 11:44 AM US Mountain Standard Time SBowyer

**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>
		KNDJB723925	K1192202	85,558
Aledo IL			Dealer:	

Case History

Complaint Quality

*** PHONE LOG 06/15/2006 03:26 PM US Mountain Standard Time RBriones

Cust Stated:

1. Drove vehicle from Illinois down to Killeen, Tx.
2. And the cooling *fan* has shattered in the vehicle.
3. Is that still covered under warr?
4. And where would I take to get fixed?

Writer Stated:

1. Apologized for prob.
2. Coolant system is only covered under 5/60 lbw.
3. Gave cust address and phone number for Dennis Eakin Kia.

*** CASE CLOSE 06/15/2006 03:26 PM US Mountain Standard Time RBriones
conerns noted.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K365415	45,993
Perris CA [REDACTED]			Dealer: CA137 Perris Valley Kia	

Case History

Complaint Dealer

*** PHONE LOG 09/16/2004 10:36 AM SCook

Caller stated:

[REDACTED] daughter of Owner)

1. When we bought veh it came with an alarm system.
2. Had to remove the alarm because veh wouldnt start.
3. Veh currently at CA137 because *Fan* broke and damaged radiator.
4. Asked them to fix the alarm while veh is there.
5. They said the guy that installed it, no longer worked there and I would have to go to him to have alarm fixed.
6. He is all the way in Corona, dont feel I should have to go there, I bought the car here.

Writer stated:

1. Updated record.
2. Advised dealer is independently owned if work was contracted, we wouldnt be able to insist that they perform the work.
3. Can verify situation with dealer.

Writer phoned dealer, spoke to Raymond.

Raymond stated:

1. Told her we'd look at it for her, but couldnt fix it.
2. We've been sending all his customer's back to him.
3. Customer doesnt want to go to where he is.
4. She took the alarm out of veh.

Writer stated:

1. Thanks Raymond.

Writer advised customer:

1. Dealer is agreeing to look at alarm.
2. Alarm work was contracted by dealer, you have to go back to the person who performed the work.
3. We cant insist that dealer do other wise.
4. Advised of need to update RDR.
5. Advised of change in warranty from 1st to 2nd owner.
6. Provided fax# and case#, suggest faxing in copy of BOS.
7. Imperative to warranty.

Caller stated:

1. THANKS FOR NOTHING!

Caller disconnected*

*** CASE CLOSE 09/16/2004 10:36 AM SCook

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K342969	38,000
Hueytown AL [REDACTED]		Dealer: AL016 Bill Byrd Kia		

Case History

Complaint Other

*** PHONE LOG 07/26/2004 01:02 PM SCook

Caller stated:

1. Heard an explosion while driving.
2. AC stopped working, called RA.
3. Found a bulletin that this could happen. Has something to do with a cooling *fan*.
4. Spoke to John in Svc dept, was upset. (AL016). Showed me TSB, would not give it to me.
5. They asked if I continued to drive the car after I heard the explosion.
6. Asked about a loaner and was told "Kia doesnt do that".
7. Want to know if there are other bulletins on my veh I should know about?
8. Was real upset that this was something that could occur and I wasnt notified.
9. Considered buying Sorrento, now "dont want it".

Writer stated:

1. Updated Record.
2. Understand your feelings on the concern.
3. Information provided to dealers because it has occurred on some Kia's.
4. If defect, warranty will address concern.
5. Kia could not alert all owner's of veh if it was not happening on every MY Sportage. NHTSA determines when a concern is a recall.
6. Will document concerns.

Caller stated:

1. All right, thank you.

*** CASE CLOSE 07/26/2004 01:02 PM SCook

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>
Henderson NV		KNDJB62392	K511249	38,000
			Dealer: CA177 A.V. Kia	

Case History

Complaint Rental Car

*** PHONE LOG 07/13/2005 11:21 AM US Mountain Standard Time JProkopp

Customer states:

1. My husband was driving to Reno.
2. The vehicle broke down on him.
3. It was towed to A.V. Kia.
4. That is over 200 miles from our house..
5. It was taken there on 7/1 and it's been there ever since.
6. The engine blew on it.
7. They are saying that they won't be done with it until Friday.
8. They said that we could get a car to drive from them, but they are 200 miles away.
9. We need something to drive.
10. Kia will only reimburse us for 3 days of rental under roadside assistance.
11. The dealership here will not help us.

Writer states:

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

Writer placed customer on hold and called A.V. Kia. Writer spoke with Richard, the service manager.

Richard states:

1. The customer has the vehicle towed into us on 7/5.
2. The cooling *fan* blew up and the vehicle overheated.
3. It needs a new head.
4. The tech that was working on it quit.
5. We reassigned it to another tech.
6. He expects to be done with the vehicle on Tuesday or Wednesday of next week.
7. We can give them a car to drive, all they need to do is pick it up.

Writer got back on the line with the customer.

Writer states:

1. I spoke with your dealer.
2. They expect to keep the car until Tuesday or Wednesday of next week.
3. There is a trip interruption benefit.
4. Explained guidelines and limitations of trip interruption.
5. I will see if there is any additional assistance that Kia can offer.
6. I will call you back once I have further information.

*** PHONE LOG 07/13/2005 12:34 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted JHegmann and LVM.

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

Send to:[jhegmann@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.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
Henderson NV		KNDJB623925	K511249	38,000
			Dealer: CA177 A.V. Kia	

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*** PHONE LOG 07/14/2005 10:31 AM US Mountain Standard Time JProkopp Action Type:Incoming call
Writer received message from JHegmann.

JHegmann states:

1. The customer can give her receipt for the rental to the service advisor along with a letter requesting reimbursement when she picks up the vehicle.
2. They will give it to me and we will reimburse her for the rental bill.
3. Call me if you have any questions.

*** PHONE LOG 07/14/2005 10:39 AM US Mountain Standard Time JProkopp Action Type:Outgoing call
Writer attempted to contact customer. No answer.

*** PHONE LOG 07/14/2005 01:38 PM US Mountain Standard Time JProkopp Action Type:Outgoing call
Writer contacted customer.

Customer states:

1. Steve at the dealer already called us and told us to give him the receipt for the rental.
2. Thanks for your help.

*** CASE CLOSE 07/14/2005 01:38 PM US Mountain Standard Time JProkopp

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K313819	57,000

Safety Harbor FL [REDACTED]	Dealer: FL039 Lokey Kia
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Case History

Inquiry Warranty Info

*** PHONE LOG 05/10/2004 06:19 AM US Mountain Standard Time CDiaz

Customer Stated: [REDACTED] (Son)

1. What is the warranty on the car.
2. The *fan* broke and the car has been using a lot of oil. 3
3. Are rentals covered?

Writer Stated:

1. Advised of the warranty. (first owner)
2. Advied of the warranty manual in the glove compartment.
3. Advised that rentals are not covered.

*** CASE CLOSE 05/10/2004 06:19 AM US Mountain Standard Time CDiaz

Gave info

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K321706	56,300
Safety Harbor FL			Dealer: FL039 Lokey Kia	

Case History

Complaint Service Decision

*** PHONE LOG 06/03/2004 01:57 PM US Mountain Standard Time TShamburger customer called ---

1. the *fan* hit the radiator
2. and the dealer installed all these new things
3. but the car still did not work
4. engine needs a head, the radiator overheated
5. so the engine is head is needed
6. the dealer had to open the engine
7. to chk on engine because something
8. cause the engine a problem
9. but the dealer said they need maint receipts to break open the engine
10. i did that but the dealer is saying that now i owe \$1000.
11. for what reason i dont know

wrt states

- 1 understand sir but i have to call dealer to chk on what their diag
2. is and why they are charging you a 1000 that you dont know about

wrt called SM George

SM George states:

1. the vehicle *fan* damage radiator
2. vehicle overheated and the vehicle needs a head
3. we asked for maint receipt because the engine was giving us a problem
4. all but one receipt is handwritten, but when we tore open the engine there was sludge in engine
5. the dpsm and i spoke about this and jack agreed to cover the parts and cust has to pay for labor
6. cust does not want to pay labor and basically wants his mechanic to do the job and we give him the part
7. of course we told him we cant do that

wrt thanked sM and went back on with customer

wrt states

1. the vehicle is showing sign of lack of maint
2. so the kia rep made a decision to cover the parts and not the labor
3. wrt cannot override this decision

cust states

1. well im just asking you that you give me the part and my mechanic that only
2. charges me \$250. dollars can do it
3. i dont feel that the sludge cause the head to melt, this is what my mechanic is saying
4. sludge does not cause the repair of head to be replaced.
5. just speak to the kia rep about this because i dont feel its my fault to begin with

wrt states

1. we chk with jack our kia rep tomorrow
2. he is gone for the day already.

call ended.

*** PHONE LOG 06/04/2004 07:26 AM MEstrella Action Type:Incoming call

CALLER STATES:

1. TAMMY WAS GOING TO TALK TO KIA REP AND CALL ME TODAY
2. HAVE NOT HEARD

WRITER STATES:

1. ADVISED SHE IS ON THE OTHER LINE
2. PROVIDED CASE # AND CASE MGR EXT
3. ADVISED SHE HAS NOT SPOKEN TO KIA REP AS OF YET, ACCORDING TO FILE
4. SHE WILL CONTACT HIM WHEN SHE HAS INFORMATION FOR HIM

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K321706	56,300
Safety Harbor FL			Dealer: FL039 Lokey Kia	

CUSTOMER STATES:

1. CAN I WAIT IN THE LINE FOR HER TO GET OFF THE PHONE , NEED THIS ISSUE RESOLVED

WRITER STATES:

1. CANNOT HOLD ON THE LINE , WILL HAVE TO LEAVE MESSAGE OR CALL BACK
2. SHE WILL CALL HIM WHEN HAS INFORMATION FOR HIM
3. WRTR WILL GIVE THE MSG AS WELL

CUST STATES:

1. PUT ME TO VOICE MAIL AND GO TELL HER TO CALL ME ASAP

*** PHONE LOG 06/04/2004 07:59 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Jack Bramble and left msg*****

1. call wrt
2. cust arguing with us here about him having to cover the labor of a \$1000.
3. cust feels its not his fault
4. wants kia to give him the parts free and take his veh to his own mechanic
5. who only charge him 250. to do the job
6. wrt told him no, that is not possible
7. cust claiming sludge does not affect head repair
8. cust arguing with us, technically with what his mechanic is stating.
9. can you call customer and explain this is not an option
10. please call wrt.

*** PHONE LOG 06/04/2004 01:34 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
Wrt called DPSM and left msg

1. wrt asked dpsm if he could call this customer
2. cust arguing with wrt about your decision
3. can you please call customer and explained he is not getting anymore
4. he keeps saying his mechanic it should be covered.

*** NOTES 06/04/2004 01:38 PM US Mountain Standard Time TShamburger Action Type:Manager review
FOWARD TO REGION TO ASST DETERMINATION*****

1. cust wants an explanation from [REDACTED] why kia is not covering the engine head
2. the *fan* broke damage the radiator and timing belt changed
3. engine was still giving problem
4. jack offered parts and cust needs to pay labor because the engine had sludge
5. cust feel the head of the engine is not affected by sludge at all, this is what his mechanic is saying
6. cust needs [REDACTED] to speak to cust about the technical aspects to his decision
- 7 wrt is not a qualified technician
8. cust does not care what the SM has to say, but wants to hear from kia

*** PHONE LOG 06/17/2004 10:40 AM Eastern Daylight Time CCurry Action Type:Outgoing call
Writer left VM for DPSM requesting contact. Writer awaits contact.

*** PHONE LOG 06/21/2004 10:39 AM Eastern Daylight Time CCurry Action Type:Outgoing call

**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]	K321706	56,300
Safety Harbor FL [REDACTED]			Dealer: FL039 Lokey Kia	

Writer contacted DPSM and stated:

1. customer was inquiring why her request for assistance was denied.

DPSM advised:

1. I'm on my way to FL039 / Lokey Kia and I will get back with you after acquiring more specific information.

Writer thanked DPSM for assistance. Writer awaits contact.

*** PHONE LOG 06/21/2004 10:51 AM Eastern Daylight Time CCurry Action Type:Incoming call

Writer received contact from the DPSM who stated:

1. the *fan* went out and warped the head.
2. we paid for the timing belts.
3. customer paid for 3 belts being replaced.
4. vehicle has been repaired and dealership has not heard from the customer since vehicle has been repaired.

Writer thanked DPSM for assistance. Case closed.

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K340350	36,000
HARTVBILLW SC [REDACTED]			Dealer: SC016 Kia Time Florence	

Case History

Complaint Service Decision

*** PHONE LOG 07/20/2004 11:40 AM US Mountain Standard Time ERuiz

CALLER STATED

1. WE BOUGHT A USED KIA SPORTAGE BACK AT THE END OF DECEMBER.
2. WE BOUGHT THE CAR
3. RIGHT AFTER WE BOUGHT IT THE **FAN** BROKE.
4. ABOUT TWO WEEKS AN A HALF AGO, WE NOTICE A PROBLEM W/ THE TRANSMISSION.
5. THEY ASKED ME TO GET MAINTENANCE RECORDS, WHICH I DID.
6. THEN AFTER I GAVE THE MAINTENANCE RECORDS, JAMES ASKED ME FOR THE 15 K MILES.
7. WHICH OF COURSE, I DID NOT HAVE BECAUSE I DID NOT OWNED THE CAR THEN.
8. NOW I HAVE TO PAY OVER \$2700 BECAUSE THE DEALER PUT A USED TRANSMISSION, DRIVE SHAFT AND REAR END
9. I HAVE ALREADY TALKED TO A LAWYER, AND I WOULD LIKE TO KNOW WHAT KIA WANTS TO DO ABOUT IT.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO.
3. THERE IS NO GUARANTEE FOR ASSISTANCE.
4. CALLER THANKED WRT FOR THE INFO.
5. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.

*** PHONE LOG 07/20/2004 12:26 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. CALLED SC016.
2. SPOKE TO SVC MGR, JAMES, HE STATED:
 - a) MATT MEYER, HIMSELF DECLINED THE REPAIR
 - b) CUSTOMER WAS NOT ABLE TO PROOF THAT THE 15K MILES SVC WAS EVER DONE.
 - c) THE CUSTOMER BROUGHT SOME HAND WRITTEN MAINTENANCE RECORDS
 - d) WE DID THE 30 K MILES SVC HERE, BUT THAT DIDN'T TAKE CARE OF THE PROBLEM.
 - e) WE PUT A USED TRANSMISSION ON THE CAR.
 - f) MATT MEYERS DECLINED THE REPAIR ON 7/09/04 AND THE CUSTOMER GAVE US AUTHORIZATION TO PUT A USED TRANSMISSION ON HIS CAR.
 - g) THE USED TRANSMISSION CAME FROM A JUNK YARD AND NOT FROM KIA.
3. WRT THANKED JAMES FOR THE INFO.
4. WRT CALLED DPSM, MATT MEYERS.
5. MATT WAS NOT AVAILABLE.
6. WRT LEFT HIM A MESSAGE, AND REQUESTED A CALL BACK.
7. CALLER THANKED WRT FOR THE INFO.

*** PHONE LOG 07/21/2004 08:55 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. CALLED DPSM, MATT MYERS.
2. MATT WAS NOT AVAILABLE.
3. HE IS CURRENTLY ON A MEETING IN IRVINE, CA.
4. MATT'S V/M ADVISED TO LEAVE A MESSAGE AND HE'LL RETURN THE CAR AS SOON AS AVAILABLE.
5. WRT LEFT A MESSAGE, REQUESTING A CALL BACK FOR MORE INFO.

*** PHONE LOG 07/21/2004 12:20 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K340350	36,000
HARTVBILLW SC [REDACTED]		Dealer: SC016 Kia Time Florence		

WRITER STATED

1. RECEIVED A CALL BACK FROM [REDACTED]
2. CUSTOMER REQUESTED A CALL BACK FOR MORE INFO ABOUT HIS CASE.
3. WRT CALLED [REDACTED] HE STATED:
 - a) I REALLY WOULD LIKE TO SPEAK TO A FIELD REP.
 - b) THIS DEALERSHIP IS ABOUT TO GO OUT OF BUSINESS, AND IT SEEMS TO ME THAT THEY WANT TO GET ME TO PAY FOR THE REPAIR BECAUSE THEY CAN'T WAIT FOR TO GET REIMBURSE FOR A WARRANTY REPAIR.
 - c) I AUTHORIZED TO PUT A USED TRANSMISSION UPON THE DEALER'S RECOMMENDATION.
 - d) THE DEALERSHIP TOLD ME THAT KIA DENIED TO COVER THE COST OF THE REPAIR UNDER WARRANTY
 - e) SO I WAS LEFT OUT W/ ANY OPTIONS.
 - f) I NEED TO GET A CALL BACK AS SOON AS POSSIBLE.
4. WRT WILL FORWARD THE CUSTOMER'S REQUEST UP TO THE APPROPRIATE PERSONAL FOR REVIEW AND PROPER HANDLE.
5. CALLER THANKED WRT FOR THE INFO.

*** NOTES 07/21/2004 12:23 PM US Mountain Standard Time ERuiz Action Type:Manager review

WRITER STATED

1. CASE DISPATCH TO THE REGION BECAUSE:
 - a) CUSTOMER'S REQUESTING ASSISTANCE FROM KIA TO UNDERSTAND WHY WASN'T THE TRANSMISSION COVER UNDER WARRANTY.
 - b) VEHICLE WAS PURCHASED USED W/ 17 K MILES.
 - c) CUSTOMER PROVIDED PROOF OF MAINTENANCE.
 - d) THE VEHICLE'S 30 K MILES SVC WAS DONE AT THE DEALER.
 - e) RECEIVED NOT RESPONSE FROM DPSM.
 - f) CUSTOMER'S REQUESTING A CALL BACK AS SOON AS POSSIBLE.

*** NOTES 07/27/2004 11:29 AM Eastern Daylight Time TFrancis Action Type:Manager review

WRITER STATES:

1. WRITER REVIEWED CASE WITH DPSM MATT MYERS
2. CERTIFIED LETTER SENT TO CUSTOMER EXPLAINING WHY SERVICES WERE NOT COVERED
3. LETTER SENT CERTIFIED

*** CASE CLOSE 07/27/2004 11:31 AM Eastern Daylight Time TFrancis

*** PHONE LOG 07/28/2004 10:22 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I WOULD LIKE TO KNOW WHAT WAS THE FINAL DECISION.

WRITER STATED

1. CERTIFIED LETTER WAS SEND TO HER ON 7/27.
2. THE LETTER WILL EXPLAINED TO HER KIA'S DECISION.
3. CUSTOMER MAY CHOOSE TO CONTACT T. FRANCIS FOR MORE INFO.
4. GAVE THE REGIONAL'S 800# AND EXT.
5. CALLER THANKED WRT FOR THE INFO.

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]	K340350	36,000
HARTVBILLW SC [REDACTED]			Dealer: SC016 Kia Time Florence	

*** CASE CLOSE 07/28/2004 10:22 AM US Mountain Standard Time ERuiz

*** PHONE LOG 07/29/2004 09:20 AM SLarez Action Type:Incoming call
CUSTOMER CALLED BACK
CUSTOMER STATES.

1. I RECIEVED A LETTER IN THE MAIL STATING MY CONCERN FOR MY WINDSHIELD WAS NOT COVERED UNDER THE WARRANTY AND NOT CONSIDERED A MANUFACTURES DEFECT
2. THE CONCERN I HAD WAS NOT FOR A WINDSHIELD IT WAS FOR A TRANSMISSION
3. I AM NOT SURE WHY I WAS SENT THIS LETTER.
4. CUSTOMER PROCEEDED TO READ ENTIRE LETTER VERBATIM

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. THE TRANSMISSION WAS NOT COVERED BECAUSE THERE WAS NOT SUFFICIENT MAINTENANCE RECORDS, ACCORDING TO OUR DPSM
3. AS FAR AS THE LETTER STATING A WINDSHIELD CONCERN I AM NOT SURE WHY IT DOES SAY THAT.
4. YOU WERE GIVEN A NUMBER TO THE REGION TO CONTACT A L. DAVIS, GAVE NUMBER AND ADVISED TO CALL HER WITH ANY QUESTIONS

*** CASE CLOSE 07/29/2004 09:21 AM SLarez

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K1201372	87,000
Armuchee GA [REDACTED]			Dealer: GA037 Kia of Cartersville	

Case History

Inquiry Recall Info

*** PHONE LOG 07/11/2006 02:21 PM US Mountain Standard Time TShamburger
customer [REDACTED] called ---

1. cooling *fan* busted on her vehicle.
2. which damage several things on her vehicle.
3. we dont have a kia dlr close to us, chking to see if there is a recall, if there isnt there should be
4. i never saw this happen before and im a mechanic
wrt states
1 advise cust that there is no recall for this.
2. and LBW is 5/60K and so this part is out of warr
3. but wrt advise cust to have dlr chk veh out and if SM feels this should be address by his kia rep he can call them.
4. veh still has r/s asst, and they will tow veh to closest dlr.

cust states

1 will see what we will do. thank you. call ended.

*** CASE CLOSE 07/12/2006 06:54 AM US Mountain Standard Time TShamburger

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K201764	6,800
Ontario CA [REDACTED]		Dealer: CA147 Claremont Kia		

Case History

Complaint Backordered Parts

*** PHONE LOG 08/11/2003 11:21 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. ABOUT A MONTH AGO MY WIFE WAS DRIVING AND RADIATOR **FAN** FELL OFF AND DAMAGED THE RADIATOR.
2. THE DEALERSHIP STILL STATES THEY ARE WAITING FOR PARTS.
3. IT HAS BEEN DOWN FOR FOUR WEEKS.
4. I WOULD LIKE TO KNOW WHAT THE SITUATION IS.
5. I FEEL THE DEALERSHIP IS GIVING ME THE RUN AROUND.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. LET ME CALL THE DEALERSHIP AND FIND OUT WHAT THE SITUATION IS OVER THERE.
3. I WILL BE RIGHT BACK WITH YOU.

*** PHONE LOG 08/11/2003 11:23 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED GARY IN SERVICE, SVC MGR WAS NOT AVAILABLE.
GARY STATES.

1. THE PART IS ON NATIONAL BACK ORDER.
2. WE HAVE BEEN WAITING FOR IT
3. I KNOW THERE ARE ABOUT 400 OF THESE PARTS ON BACK ORDER.
4. I WANT TO GET THE CAR OUT OF HERE.

WRITER STATES.

1. MAY I HAVE THE PART NUMBER.

GARY STATES.

1. PART NUMBER KI-0K038-15-140A.
2. I DO NOT KNOW WHAT AN E.T.A. IS.

*** PHONE LOG 08/11/2003 11:25 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER GOT BACK WITH THE CUSTOMER
WRITER STATES.

1. I SPOKE TO THE DEALERSHIP ABOUT THE SITUATION
2. THIS PART IS ON A NATIONAL BACK ORDER.
3. THEY ARE ADVISING ME THEY DO NOT HAVE AN E.T.A.
4. I WILL CALL OUR PARTS DEPOT AND GET ONE FOR YOU.
5. ARE YOU IN SOME KIND OF ALTERNATE TRANSPORTATION.

CUSTOMER STATES.

1. YES I AM.

WRITER STATES.

1. ONCE I GET AN E.T.A. I WILL RETURN YOUR CALL.

*** PHONE LOG 08/12/2003 09:45 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED PARTS HOT LINE DEPARTMENT AND SPOKE TO DANNY
DANNY STATES.

1. WE ARE NOT EXPECTING THESE TO GET TO US UNTIL NEXT WEEK.
2. WE WILL THEN SHIP THEM TO THE DEAELRSHIP.
3. A FEW HUNDERED WERE RELEASED.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723525	K201764	6,800
Ontario CA			Dealer: CA147 Claremont Kia	

*** PHONE LOG 08/12/2003 09:48 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED WORK NUMBER AND LEFT MESSAGE TO RETURN CALL.

*** PHONE LOG 08/13/2003 06:17 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND SPOKE TO WIFE.
CUSTOMER STATES.

1. I SPOKE TO OUR PARTS HOT LINE.
2. THEY ADVISED THE PARTS SHOULD BE AT THE DEPOT BY NEXT WEEK
3. THEY WILL THEN BE SHIPPED OUT TO THE DEALERSHIP
4. I WOULD ADVISE THE E.T.A. WOULD BE AT LEAST TWO WEEKS IF EVERY THING GOES ACCORDING TO PLAN.

CUSTOMER STATES.

1. THE CAR HAS BEEN AT THE DEALERSHIP ABOUT A MONTH.
2. WE ARE GOING TO HAVE TO SEEK LEGAL ASSISTANCE TO GET OUT OF THIS CAR.
3. WE LIKE THE CAR BUT IF IT HAS TO STAY AT THE DEALERSHIP THIS LONG FOR A REPAIR THE WARRANTY IS POINTLESS.

WRITER STATES

1. I UNDERSTAND AND I AM SORRY
2. THE PART IS ON BACK ORDER AND WE ARE TRYING TO GET IT OUT AS SOON AS POSSIBLE.

CUSTOMER STATES.

1. I WILL LET MY HUSBAND KNOW.

*** SEND CASE HISTORY 08/13/2003 06:17:51 AM SLarez
Case details sent to TOLIVER@KIAUSA.COM.

*** NOTES 08/13/2003 07:10 AM US Mountain Standard Time SLarez Action Type:Manager review
DISPATCHING TO REGION SINCE CUSTOMER MAY SEEK LEGAL ASSISTANCE, THE CAR HAS BEEN DOWN FOR ABOUT A MONTH BECAUSE OF THE BACK ORDER PART. CUSTOMER IS IN A RENTAL.

*** NOTES 08/13/2003 03:29 PM Pacific Daylight Time CButler Action Type:Manager review
Parts have been upgraded to "E" order.
1. Dealer to contact customer to advise of repair status & offer additional assistance if necessary.

*** CASE CLOSE 08/13/2003 03:29 PM Pacific Daylight Time CButler

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K520186	69,000
KANSAS CITY MO	[REDACTED]		Dealer: MO004 Jack Miller Kia	

Case History

Please Specify

*** PHONE LOG 07/26/2005 11:23 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I AM HAVING A PROBLEM WITH THE CAR.
2. THE RADIATOR AND **FAN** ASSEMBLY WERE DAMAGED BECAUSE THE **FAN** BLADES BROKE OFF CAUSING A LOT OF DAMAGE TO THE RADIATOR.
3. I LIVE IN MO. AND HAVE THE CAR AT JACK YOUNGBLOOD KIA AND THEY STATE IT IS NOT COVERED.
4. I HAVE THE SERVICE ADVISOR HERE WITH ME AND I KNOW I HAVE A 10YR 100K MILE WARRANTY
5. I SHOULD BE COVERED

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. I CAN SPEAK TO THE SERVICE ADVISOR AND ADVISED HIM WHAT TO DO
3. THIS REPAIR IS OUT OF THE WARRANTY BUT LET ME CALL THEM AND GO FROM THERE.

CUSTOMER STATES.

1. I HAVE HIM ERE.

PHONE WAS PASSED TO SERVICE ADVISOR.

WRITER STATES.

1. WHAT IS THE DIAGNOSES

SERVICE STATES.

1. THE **FAN** IS BROKEN AND CAUSED DAMAGE TO THE RADIATOR

WRITER STATES.

1. WE DID HAVE AN ISSUE WITH THE **FAN** BLADES BREAKING I WOULD RECOMMEND CALLING YOUR KIA REP TO SEE WHAT COULD BE CONSIDERED.

SERVICE STATES.

1. I WILL DO THAT.

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO THE SERVICE ADVISOR AND HE WILL CALL THE DEALERSHIP AND THEN GO FROM THERE.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
ALVIN TX		KNDJB723825	K193481	35,000

Dealer: TX043 David McDavid Kia

Case History

Complaint Dealer

*** PHONE LOG 07/23/2003 11:37 AM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. THE A/C WAS ACTING UP
2. TOOK CAR TO DAVID MCDAVID KIA (TX043)
3. CAR WAS HOT IN CAR AND MY WIFE AND KIDS COULD NOT DRIVE IN CAR.
4. CAR WAS AT DEALERSHIP 2 DAYS
5. NOW CAR IS DOING THE SAME THING
6. DEALER STATES THEY REPLACED CONDENSOR AND CAR IS DOING THE SAME THING
7. I WAS DRIVING CAR AND COOLANT SENSOR IS ALL THE WAY TO HOT
8. I HAD CAR TOWED TO DEALER, ON THURSDAY
9. **FAN** BLADE BROKE ON RADIATOR AND CAUSED HOLE IN RADIATOR.
10. DEALER CAN NOT GIVE ME ANY INFO ON CAR
11. DEALER IS STATING THAT THEY ARE WAITING FOR RADIATOR TO COME IN.
12. CUSTOMER KEEPS GETTING BAD INFO FROM DEALER.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT WRITER CAN FOLLOW UP WITH DEALER
3. WRITER CAN VERIFY SITUATION
4. AFTER INVESTIGATION CAN CALL CUSTOMER BACK

*** PHONE LOG 07/24/2003 01:58 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, MIKE
2. ASK ABOUT CURRENT DIAGNOSIS OF VEHICLE
3. WHAT IS HISTORY ON REPAIRS.
4. THANKS FOR THE INFO.

DEALER STATES:

1. FIRST TIME CAR CAME IN WE FOUND HIGH PRESSURE LINE WAS FREEZING UP
2. WE ADVISED CUSTOMER TO PUT ON COLD AIR INDUCTION
3. CAR WAS FINE FOR SOME TIME
4. THE OTHER DAY CAR CAME IN AND COOLING **FAN** HAD COME APART
5. THERE IS HOLE IN RADIATOR
6. **FAN** SHROUD IS DAMAGED
7. PARTS ARE ON ORDER
8. TODAY WE RECEIVED A SLIP STATING PARTS ON BACK ORDER
9. I THINK WE HAVE ETA OF SOME TIME NEXT WEEK
10. WE DID PLACE CALL TO DPSM FOR ASSISTANCE, DPSM ADVISED NOTHING MORE CAN BE DONE UNTIL PARTS COME IN.

*** PHONE LOG 07/28/2003 08:31 AM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer Stated:

1. I want rental car and compensation for the time my car has been down.
2. I have been without a car for two weeks.
3. I'm a regional manager and require my car to do my work.
4. This is going on to long now.
5. It is not my fault that the car is broken and there are no parts for it.
6. I need my car back in a reasonable time.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K193481	35,000
ALVIN TX	[REDACTED]			

Dealer: TX043 David McDavid Kia

7. Cell [REDACTED]

Writer Stated:

1. Will research and call you back.
2. Called [REDACTED]
3. Advised of the customer requesting a rental car compensation for down time.

[REDACTED] Stated:

1. ETA I hear is the end of the month but I'm not sure.
2. No compensation but we can get assistance with a rental.
3. We can only offer 15 dollars a day for the rental.
4. I will call Mike Rosel and see what is going on.
5. Have the customer contact Mike for further info.

Writer Stated:

1. Advised that I will give the customer the info.
2. Spoke to JHirshfield regarding parts.
3. JHirshfield stated that the dealers parts area can put the part on critical order if they call the parts hotline.
4. Called the dealers parts area and gave info.

Paul Stated: TX043 parts dept

1. Release date is Aug 9th I think.
2. Will call the parts hotline to do that.

Trans to Mike in Service.

Mike Stated: TX043

1. The customer's car came in on 7/18/03
2. The customer calls me 4 or 5 times a day.
3. The customer is very angry.
4. I have explained to the customer that all I can do is wait for the part.
5. I have not spoken to FKrause about this customer yet.

Writer Stated:

1. Advised Mike that I will call him later this afternoon for an update.
2. Advised that FKrause should be calling you about this customer.
3. Advised that since the customer has been calling you a lot I will refer the customer to me and I will call you instead of the customer.
4. Mike thanked writer for the help.

*** PHONE LOG 07/30/2003 08:36 AM US Mountain Standard Time CLausch Action Type:Incoming call
cust advised, do not want [REDACTED] vm, want you to assist me

1. need a rental veh or will be filing a law suit
2. the parts are on a back order, this is not my fault
3. this offer from kia is not acceptable, want to speak to the kia rep on this issue
4. will be calling a lawyer, want to speak to a kia person that can help me
5. I do not have a cc to be able to rent a veh, want kia to give me a loaner
6. the dlr is kia & responsible for this issue, it will cost you more in a law suit than for a rental veh
7. the dlr has not even repaired the a/c correctly

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K193481	35,000
ALVIN TX	[REDACTED]			

Dealer: TX043 David McDavid Kia

writer put the cust on hold
writer called Mike at the dlr to verify that the cust has been offered the \$15 per day for rental veh
Mike advised
1. hve offered the cust the \$15 per day, the dpsn will not offer any comp on this back ordered parts issue

writer thanked Mike for this info

writer advised the cust

1. the kia rep has offered \$15 per day towards a rental veh & declined any other compensation
2. kia does not have a normal rental veh program with in the kia warr program, ref to warr booklet under " what is not cov"
3. the dlrs sometime have alt trans available to the cust but this is not mandtory
4. apologize for this inconvenience
5. will forward this to the kia rep & the region due to the cust insistance on a call back
6. if the cust does not have a cc to rent a veh, this is something that is out of kia's control
7. the \$15 per day is a goodwill offer from kia, whether the cust accepts this or not is up to the cust
8. am sorry that the cust feels this way

*** PHONE LOG 07/30/2003 08:42 AM US Mountain Standard Time CLausch Action Type:Incoming call
cust advised:

1. forgot to give you my call back # [REDACTED]
2. how do i get reimbursed for a rental veh, need some one to advise me on this

writer advised cust

1. am not sure how the reimb works, if it goes thru the dlr, but the sm should know this

*** PHONE LOG 07/30/2003 09:08 AM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer Stated:

1. I call JSifford to advise.
2. Reached JSifford's VM.
3. Advised that the case seems to be beyond the call center now.
4. Advised that I will dispatch the case to the region for review.

*** PHONE LOG 07/30/2003 02:28 PM Eastern Daylight Time JSifford Action Type:Incoming call

Writer rec'd KCC call w/customer on conference

Per [REDACTED]

1. can not rent vehicle from Enterprise due to previous rental that was broken into and Enterprise wants me to pay \$180.00 for repairs--I do not feel that I should have to pay this so I have not paid and can not rent a vehicle there
2. want to rent a vehicle from 3rd coast rental at \$25.00 a day instead of \$30.00 that Enterprise charges
3. have a baby on the way and wife is having contractions
4. bought this vehicle in January @ 8,000 miles
5. work for Tune-Up Masters and use the vehicle to travel for job
6. customer gave call back # of [REDACTED]

Writer explained

1. \$15.00 is goodwill, rental not a provision of warranty
2. 5/60,000 on both power train and basic
3. money owed to Enterprise is between customer and rental co--we can not control this situation
4. customer has 2 choices

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K193481	35,000
ALVIN TX	[REDACTED]		Dealer: TX043 David McDavid Kia	

- a. pay full bill for 3rd coast rental and submit bill to Kia for reimbursement
OR
- b. use Enterprise
- 5. writer offered to contact DPSM/Dealer for other choices
- 6. Writer informed customer that KMA and DPSM working to locate parts to get vehicle repaired and back to customer ASAP

Customer will see if he can work out rental

[!<For Internal Use Only

Writer contacted dealer--only us Enterprise

Writer contacted DPSM--use Enterprise or pay bill & submit for reimbursement from Kia>!]]

*** CASE CLOSE 07/30/2003 02:29 PM Eastern Daylight Time JSifford

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K209707	35,000
Miami Beach FL [REDACTED]			Dealer: FL077 Bill Seidle Kia	

Case History

Complaint Rental Car

*** PHONE LOG 08/27/2003 10:06 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. THE CAR IS AT THE DEALERSHIP NOW AND IS AWAITING A PART.
2. THE DEALERSHIP SAID THEY WOULD GET THE PART SOON AND HAS OFFERED TO PAY \$15 A DAY FOR A RENTAL.
3. I SHOULD NOT HAVE TO PAY ANYTHING SINCE THIS IS KIAS FAULT.
4. I WOULD LIKE KIA TO PAY FOR ALL OF IT.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. IT IS OUR GOAL TO FIX THE CAR AND HONOR THE WARRANTY
3. THE WARRANTY DOES NOT HAVE A PROVISION OF A RENTAL AND IF \$15 PER DAY IS WHAT WE ARE OFFERING THEN THAT IS WHAT WE CAN OFFER.
4. WE DO NOT THINK IT IS YOUR FAULT OR ELSE WE WOULD NOT BE FIXING IT UNDER THE WARRANTY
5. UNDER THE WARRANTY WE DO NOT OFFER RENTALS OR LOANERS

CUSTOMER STATES.

1. THEY DO NOT EVEN KNOW WHEN THE PART IS GOING TO COME IN.

WRITER STATES.

1. LET ME CALL THE DEALERSHIP AND FIND OUT WHAT PART IS ON ORDER.

*** PHONE LOG 08/27/2003 10:10 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHP AND SPOKE TO SERVICE
SERVICE STATES.

1. WE SPOKE TO DON STEVENS ON IT AND ALL HE AUTHORIZED WAS \$15
2. WE HAVE TOLD THIS CUSTOMER THIS ALREADY
3. THE PARTS WERE ORDERED
4. I WILL TRASFER YOU TO EDGAR.

WRITER WAS TRANSFERRED TO EDGAR
EDGAR STATES.

1. WE DID ORDER THE PART
2. IT IS A **FAN** CLUTCH AND I GOT OFF OF THE PHONE WITH MIKE A LITTLE WHILE AGO.
3. THEY TOLD ME THE PART NUMBER I HAD WAS ON BACK ORDER BUT THEY ISSUED ME ANOTHER NUMBER AND SENT IT OUT E.R. STATUS.
4. I SHOULD HAVE IT BY TOMORROW.

*** PHONE LOG 08/27/2003 10:13 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER GOT BACK TO CUSTOMER
WRITER STATES.

1. EXPLAINED THE SITUATION WITH THE PART.
2. ADVISED IT SHOULD BE IN BY TOMORROW.
3. SERVICE HAS SPOKE WITH OUR KIA REP AND WE WILL OFFER \$15.00 A DAY

CUSTOMER STATES.

1. THAT IS NOT RIGHT

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K209707	35,000
Miami Beach FL	[REDACTED]	[REDACTED]	Dealer: FL077 Bill Seidle Kia	

2. KIA SHOULD PAY FOR IT ALL.
3. WHY ARE THEY MAKING ME PAY FOR SOMETHING I DID NOT DO.
4. I AM IN SALES TOO AND WE TAKE CARE OF OUR CUSTOMERS IF IT IS OUR FAULT.

WRITER STATES.

1. AS DO WE.
2. WE HAVE THE WARRANTY THAT BACKS OUR PRODUCT BUT WE DO NOT OFFER RENTALS.
3. IN YOUR CASE WE HAVE AUTHORIZED \$15 AND THAT IS WHAT WE CAN OFFER.

CUSTOMER STATES.

1. I AM GOING TO CALL THE ATTORNEY GENERAL ON THIS.
 2. THIS IS NOT RIGHT.
- CUSTOMER DISCONNECTED.

*** CASE CLOSE 08/27/2003 10:14 AM US Mountain Standard Time SLarez
OFFERED \$15 A DAY FOR ALTERNATE TRANSPORTATION, PART SHOULD BE IN BY TOMORROW.

*** PHONE LOG 08/28/2003 09:57 AM US Mountain Standard Time ATafoya Action Type:Incoming call
CALLER STATED:

- 1.DIDN'T FEEL HE SHOULD HAVE TO PAY FOR THE RENTAL BECAUSE WAITING FOR THE PART
- 2.DIDN'T WANT TO DEAL CASE MGR W/STEVE

WRITER STATED:

- 1.ADVISED CALLER WRITER WOULD HAVE TO TRANSFER TO STEVE BECAUSE STEVE IS CASE MGR ASSIGNED TO CASE.(CUST HUNG UP WHILE ON HOLD)

*** CASE CLOSE 08/28/2003 09:59 AM US Mountain Standard Time ATafoya
INFO GIVEN

*** PHONE LOG 08/28/2003 11:07 AM US Mountain Standard Time ERuiz Action Type:Incoming call
CALLER STATED

SPANISH

1. I DON'T UNDERSTAND WHY IS NOT ONE ABLE TO TELL ME WHEN THE CAR IS GOING TO BE READY.
2. KIA SHOULD TAKE RESPONSIBILITY AND PAY FOR THE RENTAL.
3. STEVE SWORE THAT THE VEHICLE WOULD BE READY TODAY.
4. MY WIFE TOOK THE BUS TO THE DEALER JUST TO FIND OUT THE CAR WAS NOT READY.
5. HE TOLD ME THAT IF THE CAR IS NOT READY IN A WEEK THEN YOU'LL PAY FOR THE WHOLE RENTAL.
6. STEVE TOLD ME THAT THE CONVERSATION WAS BEING RECORDED.
7. I WANT KIA TO TAKE RESPONSIBILITY AND FIX MY CAR.

WRITER STATED

1. CASE DETAIL WILL BE FORWARD TO ORIGINAL CASE MGR, STEVE.
2. CUSTOMER IS REQUESTING A CALL BACK AS SOON AS POSSIBLE.
3. CUSTOMER REQUESTED A CALL BACK AT (954) 454-1904.

*** CASE CLOSE 08/28/2003 11:08 AM US Mountain Standard Time ERuiz

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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]	K209707	35,000
Miami Beach FL [REDACTED]	[REDACTED]		Dealer: FL077 Bill Seidle Kia	

*** PHONE LOG 08/29/2003 07:50 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND SPOKE TO EDGAR PARTS
EDGAR STATES.

1. THE PART DID COME IN ON THE SECOND ORDER SHIPMENT WE RECEIVED.
2. I JUST HANDED IT TO PARTS AND THEY ARE GOING TO FIX IT.

WRITER STATES.

1. CAN YOU TRANSFER ME TO PARTS.

WRITER SPOKE WITH NIENFA

NIENFA STATES.

1. WE WILL HAVE A MECHANIC HAVE IT READY TODAY FOR SURE.
2. I WILL PUT SOMONE ON IT RIGHT AWAY

*** PHONE LOG 08/29/2003 07:52 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED [REDACTED] AT HOME

WRITER STATES.

1. I SPOKE TO EDGAR IN PARTS AND HE SAID THE PART DID ARRIVE ON THE SECOND SHIPMENT OF ORDERS.
2. I ALSO SPOKE TO NIENFA IN SERVICE AND SHE PROMISED THE CAR TO BE READY

CUSTOMER STATES.

1. THANK YOU FOR CALLING ME BACK.

*** CASE CLOSE 08/29/2003 07:53 AM US Mountain Standard Time SLarez

*** NOTES 08/29/2003 01:47 PM Eastern Daylight Time POliver Action Type:Manager review

Per DPSM, Don Stevens, vehicle arrived at dlr 8/26/03 for shakes @ idle concern

1. *fan* blades borken OK048A-15-140A ordere number 0828E

2. DPSM agreed to \$15.00 rental

*** NOTES 09/18/2003 01:22 PM Eastern Daylight Time POliver Action Type:Manager review

Vehicle repaired.

*** CASE CLOSE 09/18/2003 01:23 PM Eastern Daylight Time POliver

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1220664	58,000
<u>FAIRDEALING MO</u> [REDACTED]			Dealer: AR012 Cavanaugh Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/29/2006 05:37 AM US Mountain Standard Time ELeon

CUSTOMER STATED:

1. HEAR A LOUD NOISE WHILE DRIVING ON THE HIGHWAY SO I PULLED OVER,
2. I SAW I WAS LOSING MY ANTI-FREEZE AND LOOK INSIDE THE HOOD AND I SAW PIECES OF THE MOTOR **FAN** BROKEN OFF AND HIT SOMETHING INSIDE THE VEHICLE.
3. THE VEHICLE WAS TOWED TO THE KIA DEALER IN Jonesboro,AR.
4. DOES THE KIA DEALER HAVE A TOLL FREE NUMBER?
5. IS THE VEHICLE STILL UNDER THE WARRANTY?

WRITER STATED:

1. SORRY.
2. THE ONLY KIA DEALER IS Cavanaugh Kia.
3. PROVIDED Cavanaugh Kia NUMBER.
4. AS 2ND OWNER YOU WILL HAVE THE REMAINING 5/60K MANUFACTURES BASIC AND POWER TRAIN WARRANTY FOR DEFECTS OR WORKMANSHIP.
5. THE KIA DEALER WILL NEED TO INSPECT THE DAMAGE AND MAKE THE DETERMINATION IF THERE IS A MANUFACTURER DEFECT.

CUSTOMER STATED:

1. I WILL CALL THE KIA DEALER.
2. THANK YOU.

*** CASE CLOSE 08/29/2006 05:38 AM US Mountain Standard Time ELeon

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB623125 [REDACTED]	K201888	22,371
Lake City SC [REDACTED]			Dealer: SC016 Kia Time Florence	

Case History

Complaint Quality

*** PHONE LOG 08/11/2003 01:49 PM US Mountain Standard Time CLausch
cust advised;

1. do I have towing to get the veh to the dlr
2. the *fan* came off the veh

writer advised cust

1. the veh does have towing
2. am sorry to hear of this issue, trans to r/a

*** CASE CLOSE 08/11/2003 02:07 PM US Mountain Standard Time CLausch

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]	K198203	45,000
Bruceville TX [REDACTED]			Dealer: TX014 Mitchell Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 08/04/2003 07:12 AM US Mountain Standard Time ATafoya

Caller stated:

1. Cust over 250 miles from home, cooling *fan* broke. Veh towed to TX014
2. TX014 stated to cust cooling *fan* broke, dlr has had this problem w/another cust and it took a few weeks.
3. Due to part being on back order. This may take [REDACTED] about the same amount of time.
4. Cust also had to pay for food and lodging and inq if she is able to get reimb.
5. Cust inq if she has to pay for rental and submit for reimb.
6. Cust is req a rental or alternate transportation since veh will be on back order. Req KIA's help
7. Prefers to be contacted on cell phone [REDACTED]

Writer stated:

1. Writer gave address for submitting for evaluation of reimb and advised to submit dlr's repair order.
2. Writer also advised since cust's situation needed further attn, a full case mgr would be contacting w/in 72 busin hours.

*** PHONE LOG 08/06/2003 11:07 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called cust back and left msg on Cell phone
2. wrt asking cust to call back: left case number, 1800 number and wrt's ext.

*** PHONE LOG 08/12/2003 07:13 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called cust back on Cell phone number and left another msg to call wrt.
2. left 1 800 number w/ext and case number.

*** PHONE LOG 08/13/2003 01:45 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states: (vehicle broke down in Junction TX and cust lives in Bruceville 199.8 miles away)

1. called cust back and explained to cust that for reimbursement on hotel, food and rental
2. under trip interruption will cover a totat of \$300,
3. you would need to send a letter explaining situation, a copy of the repair order and send the actual receipt on the items for
4. reimbursement.
5. gave cust the address to claims in Medford MA.

cust states

1. the dealer is still waiting on the *fan* for my veh, they said its on back order.

wrt states:

1. i will chk to see if the *fan* is on a rush order
2. *fan* should be coming in soon from Kia to the part dist ctr.

cust states:

1. thank you tammy

*** CASE CLOSE 08/13/2003 01:46 PM US Mountain Standard Time TShamburger
info given

*** CASE CLOSE 11/03/2003 03:47 PM JHirshfield

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	KNDJA723725 ██████████	K1025545	56,000
SAVANNAH TN ██████████			Dealer:	

Case History

Complaint Reimbursement

*** PHONE LOG 10/12/2005 06:08 AM US Mountain Standard Time YLabarca

CUST STATES

1 GOT THE VEH BK YESTERDAY

2 THEY KEPT THE VEH 3 WKS

3 JIM BRYAN TALKED TO MIKE HAWKINS AT GOSSETT MOTORS DLR IN MEMPHIS AND TOLD HIM THAT

PROBLEM WITH THE KIA THAT THE **FAN** BLADE WOULD BREAK

4 THIS IS WHAT HAPPENED TO MINE

5 I WANT TO KNOW IF I CAN BE REIMBURSED FOR THIS

6 TOOK TO RONNIE SMITH CHRYSLER NOT A KIA DLR FOR THE REPAIRS TO THE RADIATOR AND THE **FAN**
AND THE SHROUD

7 THEY COULDN'T GET THE SHROUD AT THE KIA DLR AND GOT A USED ONE

8 WANT TO BE REIMBURSED FOR THIS SINCE THIS WAS A PROBLEM

WRITER STATES

1 APOLOGIZED

2 NO RECALLS

3 ADV THAT DONT HAVE ANY RECALLS ON THE **FAN** BLADE

4 ADV THAT IF HE WANTED IT CONSIDERED BY KIA HAVE TO TAKE TO THE KIA DLR

5 ADV THAT KIA DOESN'T REIMBURSE FOR WORK DONE BY NON KIA DLR

6 ADV CAN SUBMIT FOR CONSIDERATION OF REIMBURSEMENT BUT LIKELYHOOD OF BEING REIMBURSED IS
SLIM BUT CAN TRY

7 PROVIDED KMA ADDRESS AND ADV TO WRITER A LETTER REQ REIMBURSEMENT

CUST THANKED WRITER

*** CASE CLOSE 10/12/2005 06:08 AM US Mountain Standard Time YLabarca

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K519092	41,969
ALBANY LA	[REDACTED]		Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 07/25/2005 09:18 AM US Mountain Standard Time BBrown
CUST STATES

- 1 **FAN** SHATTERED AND DAMGED THE RADIATOR; NOT DRIVEABLE
- 2 MY VEH IS IN MY YARD; HOW DO IGET IT FIXED

WRITER STATES

- 1 APOLOGIZED
- 2 ADV CUST TO HAVE VEH TOWED TO NEAREST DLR FOR DIAGNOSIS AND REPAIRS
- 3 EXPLAINED 5/60 PTW AND LBW AND 5/XX R/A
- 4 TRANSFERRED TO R/A

*** CASE CLOSE 07/25/2005 09:18 AM US Mountain Standard Time BBrown

*** PHONE LOG 07/26/2005 04:39 AM US Mountain Standard Time ATafoya Action Type:Incoming call
--800# vm
--Writer received 800# vm, cust already contacted KCC bfr writer contacted cust

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K368162	62,000
LAUDER HILL FL [REDACTED]			Dealer: FL018 Coral Springs Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/23/2004 09:09 AM WNoonan
CUSTOMER STATED:

1. THE **FAN** BLADE CAME OFF AND DAMAGED THE RADIATOR.
2. THE DEALER SAID THAT THE WARRANTY FOR THIS IS EXPIRED.
3. I THOUGHT IT WAS WEIRD AND WANTED TO CALL TO SEE IF THIS WAS A KNOWN PROBLEM AND IF KIA COUOLD HELP WITH THE REPAIRS.
4. THIS HAPPENED ON THE FLORIDA TURNPIKE AND I HAD THE VEHICLE TOWED TO THE NEAREST GAS STATION LAST NIGHT.
5. I HAVE ONLY OWNED THE VEHICLE FOR 2 WEEKS.

WRITER STATED:

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

*** PHONE LOG 09/23/2004 09:09 AM WNoonan Action Type:Outgoing call
WRITER PHONED JACK BRAMBLE, DPSM AND LEFT VM REQUESTING CALL BACK.

*** PHONE LOG 09/23/2004 12:44 PM WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK.

WRITER STATED:

1. HAVE NOT HEARD FROM THE KIA REP.
2. RECOMMEND IN THE MEAN TIME TAKING THE VEHICLE TO THE NEAREST DEALER.
3. WRITER TRANSFERRED CUSTOMER TO ROADSIDE TO ARRANGE THE TOW TO THE DEALER.

*** PHONE LOG 09/24/2004 09:39 AM HReynolds Action Type:Incoming call
CUSTOMER STATES:

1. CALLED EARLIER SPOKE TO SOME ONE
2. TOOK THE CAR TO DEALER, IT'LL COST ME \$575 + TAX , TO REPLACE **FAN** BLADE
3. IT BARELY OVER 60K AND PREVIOUS PERSON TOLD ME HE MIGHT HELP ME WITH REPAIR
4. WOULD LEAVE MESSAGE ON WES'S VM

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED CUSTOMER CASE MANAGER WES IS STILL WORKING ON THIS CASE
3. WOULD TRANSFER CUSTOMER'S WES' VM
4. TRANSFER CUSTOMER TO WES'S VM

*** PHONE LOG 09/24/2004 10:18 AM WNoonan Action Type:Outgoing call
WRITER PHONED Coral Springs Kia AND SPOKE WITH DOMINIC, IN SERVICE.
DOMINIC STATED:

1. THE **FAN** SHROUD CAME OFF AND DAMAGED THE RADIATOR.
2. THE VEHICLE HAS 62,000 MILES AND HE IS THE SECOND OWNER..
3. VEHICLE WAS TOWED IN HERE, NO DAMAGE FOR OVERHEATING.

WRITER STATED:

1. WILL CALL DPSM FOR ASSISTANCE.

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>
██████████	██████████	KNDJB723525 ██████████	K368162	62,000
LAUDER HILL FL	██████████		Dealer: FL018 Coral Springs Kia	

*** PHONE LOG 09/24/2004 10:30 AM WNoonan Action Type:Outgoing call
WRITER PHONED JACK BRAMBLE, DPSM AND EXPLAINED SITUATION.
WRITER STATED:
1. CUSTOMER IS LOOKING FOR ASSISTANCE.

JACK STATED:
1. WE WILL COVER THE PARTS ON THE REPAIR.
2. CUSTOMER WILL HAVE TO PAY FOR THE LABOR.
3. YOU CAN CALL AND SPEAK WITH JOE BENETIZ OR DOMINIC.

WRITER STATED:
1. THANKS.

*** PHONE LOG 09/24/2004 10:32 AM WNoonan Action Type:Outgoing call
WRITER PHONED Coral Springs Kia AND SPOKE WITH DOMINIC.
WRITER STATED:
1. KIA WILL COVER THE PARTS AND THE CUSTOMER WILL PAY FOR THE LABOR.

DOMINIC STATED:
1. WILL CALL JACK TO SEE HOW WE PUT THIS IN THE COMPUTER.
2. OUR WARRANTY CLERK IS NOT IN TODAY.
3. THANKS.

*** PHONE LOG 09/24/2004 11:40 AM WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK AND LEFT VM.
WRITER STATED:
1. THE KIA REP HAS AGREED TO COVER THE PARTS AND YOU WOULD BE RESPONSIBLE FOR THE LABOR TO REPAIR THE PROBLEM.
2. PROVIDED NAME, NUMBER AND EXTENSION FOR CALL BACK.

*** CASE CLOSE 09/24/2004 02:16 PM WNoonan

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723525	K198797	0
NEWARK IL			Dealer: MO015 Jay Wolfe Kia	

Case History

Complaint Survey

SURVEY DATE : 08/02/2003
SERVICE DATE : 07/14/2003

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :

00 VEHICLE WAS TOWED IN FOR EMERGENCY REPAIR. *FAN* UNDER THE HOOD CAME LOOSE AND CUT EVERYTHING UNDER THE HOOD. THEY PROMISED A CERTAIN DAY AND IT WASN'T READY AT THAT TIME, BUT CUSTOMER UNDERSTANDS THAT IT'S NOT THEIR FAULT EITHER DUE TO PARTS. THE SEAT BELT AND WARNING LIGHT AND SOUND COMES ON SEVERAL TIMES WHILE DRIVING, THE WINDSHIELD LEAKS. THE *FAN* INSIDE THE ENGINE AND CUTT IT Q003: One or more items requested was not done Q004: Parts issues

Case created and dispatched to Kia Consumer Assistance Center for customer contact and assistance.

*** PHONE LOG 10/16/2003 12:36 PM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WTR STATED:

1. PHONED STEPHANIE EDMEIER
2. LEFT VM
3. EXPLAINED WTR IS RESPONDING TO A ISKY SURVEY
4. WOULD BE HAPPY TO DISCUSS ANY CONCERNS
5. PROVIDED 800-333-4542 /46253 EXT / CASE #

*** PHONE LOG 10/17/2003 07:02 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WTR STATED:

1. PHONED STEPHANIE EDMEIER
2. LEFT VM 2X
3. EXPLAINED WTR IS RESPONDING TO A ISKY SURVEY
4. WOULD BE HAPPY TO DISCUSS ANY CONCERNS
5. PROVIDED 800-333-4542 /46253 EXT / CASE #

*** CASE CLOSE 10/17/2003 07:03 AM US Mountain Standard Time DUnderwood

SENDING "CALL ME" LETTER

*** PHONE LOG 10/28/2003 12:26 PM US Mountain Standard Time DUnderwood Action Type:Incoming call

STEPHANIE EDMEIER STATED:

1. LEFT VM
2. NOT HAPPY W/ VEHICLE
3. PROBLEM ARE
- * VEHICLE STILL MAKING A FUNNY NOISE
- * WINDSHIELD LEAKS
- * SEAT BELT STILL DINGS NOISE

*** PHONE LOG 10/29/2003 08:00 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WTR STATED:

1. PHONED STEPHANIE EDMEIER
2. LEFT VM

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723525 [REDACTED]	K198797	0
NEWARK IL [REDACTED]			Dealer: MO015 Jay Wolfe Kia	

3. PROVIDED WTR'S HOURS

*** PHONE LOG 10/30/2003 09:05 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call
WTR STATED:

1. PHONED STEPHANIE EDMEIER
2. LEFT VM

*** CASE CLOSE 10/30/2003 09:06 AM US Mountain Standard Time DUnderwood
CLOSED PENDING CONTACT

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723525 [REDACTED]	K323403	29,000
Kansas City MO [REDACTED]			Dealer: KS007 Shawnee Mission Kia	

Case History

Complaint Repurchase

*** PHONE LOG 06/09/2004 08:52 AM US Mountain Standard Time BKelley
KCC VM rec'd

*** PHONE LOG 06/09/2004 09:23 AM US Mountain Standard Time BKelley Action Type:Outgoing call
Wtr called Stephanie Edmeier, re VM:

Caller states:

1. A week after I purchased the veh the windows went out
2. The windshield has been replaced twice and needs to be replaced again because it's still leaking
3. The child safety lock didn't work and my 4 yr old opened the door as we were going down the hwy but then it was locked again
4. There is a problem with the driver's side seatbelt and the seatbelt chime will go off on its own
5. I was driving along and all of the sudden there was a clunk and I couldn't steer the veh
6. I was told a clip came off the *fan* and it cut my a/c belt, the power steering belt, and the *fan* stuck into the radiator
7. Now I'm being told the bearings are bad by the person who changes my oil
8. I took my veh to MO015 to look at my seatbelt issue and the bearings but I usually go to KS007
9. The veh should still be under warr and I'm being told I have to pay \$90 for each item that needs to be looked at
10. The people at MO015 were extremely rude -- I don't remember their names but one of them was the manager
11. When we purchased the veh the windshield had a big crack in it and the Kia dlrshp replaced the windshield but it still leaks
12. When I was driving down the road one day while it was raining the wiper flew off the veh
13. I have an appt to take the veh in on Sat for the dlrshp KS007 to look at the seatbelt, the windshield, the bearings and the a/c
14. The a/c has been making a loud noise ever since the *fan* broke off
15. Wouldn't my veh be considered a lemon with all the problems I have been having
16. If my veh is a lemon what do I need to do
17. I'm slipped a disk in my back so I'm on a lot of medication
18. I'll be here on Monday

Wtr states:

1. Updated contact info
2. No recalls
3. Advised caller Kia is here to assist in getting the veh repaired under the terms of the manf warr
4. Wtr can assist with veh bearings and seatbelt issues -- windshield would need to be addressed with the Kia dlrshp directly
5. Advised once veh is at Kia dlrshp wtr can follow up on veh repairs
6. Provided contact info
7. Advised caller Kia works in accordance with the lemon laws in caller's state
8. Referred caller to WCIM for outline of lemon laws in caller's state
9. Advised wtr is not legally trained and cannot advise on lemon law
10. Advised wtr will follow up with Kia dlrshp on repairs Mon as wtr is not in on Sat
11. Advised wtr will contact caller once update is avail

*** CASE CLOSE 06/09/2004 09:25 AM US Mountain Standard Time BKelley
Closed pending veh arrival at Kia dlrshp

*** PHONE LOG 06/14/2004 11:28 AM BGauldin Action Type:Incoming call
customer stated:

1. taking vehicle to dealership Wed.
2. issue is windshield and electrical seats and hub bearings.
3. since the vehicle was purchased in KS, owned by father in IL and caller living in MO where should the lemon law be filed.
4. dealership referred caller Stephanie, daughter of owner, to KCC for buy back.

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]	KNDJA723525 [REDACTED]	K323403	29,000
Kansas City MO	[REDACTED]		Dealer: KS007 Shawnee Mission Kia	

5. took KIA Financial # to speak with about getting out of loan.

writer stated;

1. very sorry customer is having this concern.
2. KIA stands behind the warranty and the customer.
3. ask when appointment made.
4. the customer may consult the Consumer Warranty Book, local state government sets the guidelines for lemon law.
5. KIA's objective is to repair the vehicle.
6. gave KIA Financial #

*** PHONE LOG 06/17/2004 05:38 AM BGauldin Action Type: Incoming call
writer called SM and left VM in the General VM recording, no operator available.:

1. gave case # , writer information and requested call back from SM or SVC Dir.

*** PHONE LOG 06/17/2004 05:47 AM BGauldin Action Type: Outgoing call
writer called KS007 to speak with SM:

1. GM John stated SM in meeting and ask to help.

writer stated:

1. advised of customer's complaint.
2. understood vehicle was to be at dealership yesterday but not given time.

*** NOTES 06/17/2004 06:00 AM BGauldin Action Type: Manager review
GM John stated:

1. SM in meeting and GM may assist.
2. took customer information.
3. customer had appointment for Wed. but did not keep appointment.
4. vehicle last at dealership 6/4/04.
 - a. did a inspection of seat belt, said light came on but found seat belts operating and no light.
 - b. front bearing needed adjusting but customer declined
 - c. both rear windows stuck and were repaired.
 - d. on 9/22/03 was replaced.

*** NOTES 06/18/2004 05:19 AM BGauldin Action Type: Manager review
Clarification: customer last replacement of windshield was 9/03

*** PHONE LOG 06/18/2004 05:23 AM BGauldin Action Type: Outgoing call
writer called customer:

1. was told customer taking vehicle to dealership.
2. spoke with SVC person and informed vehicle did not come in for SVC.
3. did the customer take to a different dealership?
4. if customer wishes assistance, please call writer when vehicle is in the dealership.

customer stated:

1. vehicle has not gone into the dealership.
2. ok ----- disconnected.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723525 [REDACTED]	K323403	29,000
Kansas City MO [REDACTED]	[REDACTED]	[REDACTED]	Dealer: KS007 Shawnee Mission Kia	

*** CASE CLOSE 06/18/2004 05:25 AM BGauldin
customer stated the vehicle was going into dealership but appointment was not kept. writer contacted customer and ask to be informed when vehicle would go to dealer svc. closed pending further contact

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of	Case Number	Mileage
YERINGTON NV			K1040808	75,000
			Dealer: NV002 Reno Kia	

Case History

Complaint Service Decision

*** PHONE LOG 11/21/2005 12:21 PM US Mountain Standard Time JWeiner

CUSTOMER STATES (REDACTED):

1. IVE HAD MY VEHICLE FOR 2 1/2 YEARS
2. I DONT HAVE THE VIN
3. THE VEHICLE QUIT RUNNING
4. THE DEALER (NV002) TOLD ME THAT THE ENGINE IS NO GOOD, THAT IT HAS TO BE REPLACED
5. A SERIES OF EVENTS HAPPENED TO CAUSE THE PROBLEM
6. I DONT HAVE THE RECEIPTS FOR THE REQUIRED MAINTENANCE
7. ONE MORNING, I STARTED THE VEHICLE AND I HEARD A SOUND
8. I DIDNT KNOW WHAT THE SOUND WAS, SO I DROVE TO WORK, WHICH IS ABOUT 5 MILES AWAY FROM MY HOME
9. I DROVE BACK HOME, I STOPPED IN FRONT OF THE HOUSE TO GET THE MAIL, AND THE VEHICLE WOULD NOT START BACK UP
10. MY DAD GOT THE CAR IN DRIVEWAY AND FOUND THAT THE **FAN** HAD BROKEN AND SLICED THE RADIATOR
11. THIS CAUSED THE ENGINE TO OVERHEAT
12. THE MECHANIC STATED THAT SO MANY **FAN**S HAVE BROKEN THAT THEY ARE ON BACKORDER, WHICH I THINK IS UNUSUAL
13. I STILL HAVE 3 YEARS TO PAY ON THIS CAR, I CANT AFFORD TO PAY FOR A NEW ENGINE
14. THEN WHY DID THE DEALER TELL ME TO CALL YOU
15. WHO DO I APPEAL THIS TO
16. THANKS

WRITER STATES:

1. UPDATED OWNER INFO
2. APOLOGY FOR SITUATION
3. IN THESE TYPE OF CIRCUMSTANCES, THE DEALER CONTACTS THEIR FACTORY REP
4. THE FACTORY REP MAKES DECISIONS ON WARRANTY CLAIMS
5. HE IS THE ONE WHO REQUESTED THE MAINTENANCE RECEIPTS
6. IF THEY ARE NOT PROVIDED, THE CLAIM IS DENIED
7. NO ONE HERE CAN CHANGE HIS DECISION
8. WRITER IS NOT SURE WHY THE DEALER HAD THE CUSTOMER CALL US
9. THE FACTORY REP IS NOT A PUBLIC CONTACT, HE IS A CONTACT FOR THE DEALERS ONLY

*** CASE CLOSE 11/21/2005 12:21 PM US Mountain Standard Time JWeiner

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Wrightwood CA		KNDJA723225	K186653	21,000
			Dealer: CA144 Hi-Desert Kia	

Case History

Complaint Dealer

*** PHONE LOG 07/07/2003 03:41 PM US Mountain Standard Time MEstrella

CALLER STATED :

1. I HAD MY CAR TOWED INTO DLR OVER THE WEEKEND
2. THEY DIAGNOSED TODAY THAT IT NEEDS A **FAN** AND THAT THIS **FAN** CAME APART
3. IT IS A DEFECT BUT CANNOT GET THE PARTS AT ALL FOR 3 WEEKS
4. THAT IS CRAZY AND I CANNOT AFFORD TO GET A RENTAL CAR FOR 3 WEEKS

WRITER STATED:

1. APOLGIZE FOR SITUATION
2. ALLOW ME TO CALL DLR SVM TO INQUIRE ON THIS

WRTR CALLED SVM JOE AT CA144

JOE STATED:

1. THAT IS CORRECT - ::- HE NEEDS A **FAN** - IT CAME APART
2. THIS HAS OCCURRED ON A FEW OF THESE CARS AT THIS DLRSHIP
3. THERE IS A NATIONAL BACKORDER ON THIS PART
4. I HAVE SPOKEN TO BOB LINDERGREN -- THE DPSM SINCE THE CUSTOMER WAS ADVSIED OF THIS AND HE HAS AUTH RENTAL AT 15.00 A DAY ASSSIATANCE FOR CUSTOMER
5. THE PARTS ARE ON A SHIP FROM KOREA AND THERE ARE NONE IN THE U.S. AT ALL - BOB LINDEREN IS AWARE OF THIS

WRTR STATED:

1. WILL ADVISE CUSTOEMR AND REFER HIM TO YOU FOR ADVISING ON THE RENTAL COVERAGE

WRTR TO CALLER SATTED:

1. SPOKE TO THE SVM JOE AND JOE HAS SINCE SPOKEN TO HIS ARE REP FROR KIA FOR THIS DEALSHIP AND HE HAS APPROVED SOME TYPE OF RENTAL CAR COVERAGE - I WILL REFER YOU TO JOE THE SVM FOR DETAILS ON THE TYPE OF RENTAL COVERAGE AVAIL FROM THE KIA REPRESENTATIVE TO ASSSIT IN THIS MATTER
2. THE PART IS ON A NATIONAL BACKORDER -* THERE ARE NON IN THE US AT THIS TIME HE IS EXT IMATING ARRIVAL AT 24 JULY

CALLER STATED:

1. THANK YOU FOF CALLING THEM
2. I WILL CALL DLR SVM

*** SEND CASE HISTORY 07/07/2003 03:41:52 PM MEstrella

Case details sent to RLINDERGREN@KIAUSA.COM.

*** CASE CLOSE 07/10/2003 01:25 PM US Mountain Standard Time MEstrella

GOODWILL RENTAL ASSISTANCE PROVIDED BY DPSM WHILE PART IS ON BACKORDER - REF TO DLR SVM

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723825 ██████████	K360276	17,110
Cathedral City CA ██████████		Dealer: CA179 Kia of La Quinta		

Case History

Complaint Backordered Parts

*** PHONE LOG 09/01/2004 04:50 PM TMorales

Cust stated:

1. The dlr is having problems getting the parts to have the veh fixed
2. The last person cust spoke w/ was junior, have also spoken w/ the svc mgr, parts mgr, parts and svc dept mgr is Roxanne
3. The veh *fan* blade disintegrated and put a hole in the radiator and tore up many engine parts
4. The radiator fluid was still leaking and the veh smelled hot, but the dlr explained that it was the new parts
5. Last thursday the veh overheated and lost a lot of radiator fluid, so the daughter took back to the dlr
6. The dlr was supposed to order the parts Mon and were supposed to arrive tue
7. Then the dlr said the parts said be there tue, Then said was supposed to arrive today, but the parts have still not arrived
8. Cust is very frustrated

Writer advised cust:

1. Apologized for the problems w/ the veh
2. Will call the dlr to investigate; please hold (cust agreed)

Writer called dlr and was placed on hold for too long, so advised cust:

1. Will call in the AM to get parts number, then will call Kia parts to check on parts eta (cust agreed)

*** PHONE LOG 09/02/2004 08:04 AM TMorales Action Type:Outgoing call

Writer called dlr and spoke to Parts Dept Henry who stated

1. Thermostat and gasket on emergency order on Mon morning
2. 0k01c15173b Thermostat Gasket, 0k01315171 Thermostat order number 8/31/04

*** PHONE LOG 09/02/2004 08:27 AM TMorales Action Type:Outgoing call

Writer called Kia Parts and spoke to Mike who stated:

1. These parts are in stock, the dlr should be able to get them anytime

*** PHONE LOG 09/02/2004 08:52 AM TMorales Action Type:Outgoing call

Writer called dlr and spoke to parts dept Henry and advised:

1. Have called Kia Parts and they have stated the parts are in stock everywhere
2. Will call DCS and Kia Parts to make sure the parts get here asap

*** PHONE LOG 09/02/2004 09:13 AM TMorales Action Type:Outgoing call

Writer called ██████████ and stated:

1. The part is available and should have arrived today
2. ██████████ in the parts dept is going to track the part; it should arrive today
3. The dlr will call the cust today

██████████ stated:

1. Thanks for all the help
2. Hope Kia knows the owner of this dlr went to jail for check kiting, and that the inmates are running the asylum

*** PHONE LOG 09/02/2004 09:14 AM TMorales Action Type:Outgoing call

Writer called KIA Parts

*** CASE CLOSE 09/02/2004 09:14 AM TMorales

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K189505	21,000
Denver CO [REDACTED]				Dealer: CO022 Shortline Automotive, Inc.

Case History

Complaint Backordered Parts

*** PHONE LOG 07/14/2003 02:48 PM US Mountain Standard Time TDonnelly

CUSTOMER STATES [REDACTED]

1. MY CAR IS AT SHORTLINE KIA (CO022)
2. DEALER HAS HAD CAR OVER A WEEK NOW
3. MY CAR HAS DAMAGE AND DEALER IS NOT SURE WHY
4. DEALER SAID COULD BE SQUIRREL OR CAT OR SOMETHING
5. DEALER HAS ADVISED REPAIRS WILL BE COVERED UNDER WARRANTY
6. DEALER TOLD ME TO CALL KMA ABOUT A RENTAL VEHICLE
7. I NEED CAR TO DRIVE
8. DEALER IS ADVISING THAT CAR WILL BE READY BY END OF WEEK
9. I NEED A CAR TO DRIVE WHILE CAR IS IN SHOP
10. IF KMA CAN NOT GIVE ME A CAR, THEN I WANT MY MONEY BACK.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED KMA OBLIGATION IS TO HONOR WARRANTY AND REPAIR VEHICLE
3. ADVISED IF CUSTOMER CONCERN IS DIRECT RESULT OF OUTSIDE SOURCE, WOULD NOT BE COVERED UNDER WARRANTY.
4. ASK CUSTOMER TO HOLD WHILE WRITER CALLS DEALER.

WRITER STATES:

1. SPOKE TO SM, DAVID EWING
2. ASK WHAT IS DEALERS DIAGNOSIS ON VEHICLE
3. CUSTOMER STATES THAT DAMAGE MAY HAVE BEEN CAUSED BY ANIMAL AND DEALER IS COVERING REPAIRS UNDER WARRANTY, IS THIS CORRECT?
4. CUSTOMER STATES SHE WAS ADVISED BY DEALER TO CALL KCC FOR RENTAL VEHICLE.

DEALER STATES:

1. VEHICLE HAS BROKEN COOLING **FAN**
2. WE HAVE FOUND ALL KINDS OF HAIR IN RADIATOR
3. WE ARE NOT SURE WHY **FAN** HAS BROKEN
4. WE HAVE NOT FOUND ANY KIND OF ANIMAL PEICES IN VEHICLE THAT WOULD SUBSTACIATE DAMAGE DUE TO ANIMAL
5. WE ARE WAITING FOR **FAN** TO COME IN.
6. WE HAVE LOANER VEHICLES BUT THEY ARE ALL OUT CURRENTLY
7. MY PEOPLE DO NOT ADVISE CUSTOMERS TO CALL KMA FOR RENTAL.
8. WILL TRY TO FIND OUT WHO IT IS.
9. WE HOPE TO GET PARTS IN ON WEDNESDAY.

WRITER STATES:

1. ADVISED CUSTOMER THAT WRITER SPOKE TO SM, DAVID EWING
2. SM STATES THEY CAN NOT VERIFY THE CAUSE FOR COOLING **FAN** TO BREAK
3. SINCE CAN NOT VERIFY WAS CAUSED BY ANIMAL, WILL COVER REPAIRS UNDER WARRANTY
4. DEALER HOPES TO GET PART IN BY WEDNESDAY.

*** PHONE LOG 07/14/2003 02:59 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

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]	K189505	21,000
Denver CO [REDACTED]			Dealer: CO022 Shortline Automotive, Inc.	

1. DOES KMA WANT TO GIVE ME MONEY I PAID FOR THIS CAR?
2. WHAT IS ADDRESS I CAN WRITE A LETTER OF COMPLAINT.
3. WILL FOLLOW UP WITH DEALER.

*** PHONE LOG 07/14/2003 03:04 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, LYLE STURSMAS
2. ADVISED CUSTOMER STATES WAS ADVISED BY DEALER THAT CAUSE OF PROBLEM COULD BE DUE TO SQUIRREL OR CAT.
3. DEALER STATES THEY CAN NOT VERIFY CAUSE OF PROBLEM SO WILL COVER REPAIRS UNDER WARRANTY
4. DEALER HAS HAD CAR IN SHOP FOR 1 WEEK NOW
5. DEALER IS ADVISING THEY HOPE **FAN** TO BE IN BY WEDNESDAY.
6. CUSTOMER IS LOOKING FOR RENTAL VEHICLE FROM KMA
7. DEALER DOES NOT HAVE ANY LOANER VEHICLES AT THIS TIME.

*** NOTES 07/14/2003 03:06 PM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:

1. SENDING CASE NOTES TO DPSM, LYLE STURSMAS FOR REVIEW AND FOLLOW UP WITH DEALER.
2. DEALER IS COVERING REPAIRS UNDER WARRANTY COOLING **FAN** BROKEN
3. DEALER STATES THEY CAN NOT VERIFY THIS IS DUE TO DAMAGE FROM OUTSIDE SOURCE.
4. DEALER STATES THERE IS HAIR AROUND RADIATOR.
5. CUSTOMER IS LOOKING FOR RENTAL VEHICLE
6. CUSTOMER STATES CAN NOT BE WITHOUT CAR FOR SO LONG.
7. DEALER STATES THEY HAVE NO LOANER CARS AT THIS TIME.

*** SEND CASE HISTORY 07/14/2003 03:07:07 PM TDonnelly
Case details sent to LSTURSMAS@KIAUSA.COM.

*** NOTES 07/16/2003 07:49 AM Pacific Daylight Time CButler Action Type:Manager review
PER DPSM:

1. AUTHORIZED REPAIR UNDER WARRANTY.
2. RENTALS ARE NOT A PROVISION OF WARRANTY.

*** PHONE LOG 07/16/2003 03:40 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

*** PHONE LOG 07/17/2003 03:56 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT MESSAGE FOR CUSTOMER TO CALL WRITER.

**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]	KNDJA723X25 [REDACTED]	K189505	21,000

Denver CO [REDACTED] Dealer: CO022 Shortline Automotive, Inc.

*** NOTES 07/17/2003 04:05 PM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. CALL ME LETTER SENT THIS DATE.

*** CASE CLOSE 07/17/2003 04:05 PM US Mountain Standard Time TDonnelly

CALL ME LETTER SENT THIS DATE.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K931597	63,000

Uhrichsville OH [REDACTED]

Dealer:

Case History

Inquiry Warranty Info

*** PHONE LOG 08/15/2005 05:23 AM US Mountain Standard Time YLabarca

CUST STATES [REDACTED]

1 PURCHASED NEW

2 THOUGHT 10/100 ON THE ENG

3 THE *FAN* BROKE

4 I THOUGHT THIS COOLED THE MOTOR

5 ISNT THIS SUPPOSED TO BE COVERED

WRITER STATES

1 APOLOGIZED

2 NO RECALLS

3 ADV THAT THE 10/100 FOR DEFECTS TO THE ENG ITSELF

4 ADV THAT THE COOLING SYSTEM WAS COVERED UNDER THE 5/60 AND NO LONGER COVERED

CUST THANKED WRITER

*** CASE CLOSE 08/15/2005 05:23 AM US Mountain Standard Time YLabarca

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K322988	31,281
LAS VEGAS NV [REDACTED]			Dealer:	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 06/08/2004 11:42 AM MEstrella

CALLER STATED:

1. NEED R/A
2. **FAN** BLADE BROKE - MAY HAVE DAMAGED THE RADIATOR

WRITER STATES:

1. NO RECALLS - UPDATED FILE INFO
2. ADVISED CAN TRANS TO R/A FOR ASSISTANCE

TRANS TO R/A

*** CASE CLOSE 06/08/2004 11:42 AM MEstrella

TRANS TO R/A

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Brandon MS		KNDJB723425	K1203824	73,000
			Dealer: MS012 Wilson Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/18/2006 10:19 AM US Mountain Standard Time HReynolds
TOMMY D ESHEE STATES:

1. PLASTIC **FAN** BLADE BROKE AND SHATTERED THE RADIATOR
2. TOWED TO WILSON KIA
3. THEY SAID, REPAIR WILL BE AROUND \$400
5. DEALER CALLED THIS MORNING AND SAID, IT WILL COST ME CLOSE TO \$1000
6. CAN'T BELIVE HOW PLASTIC **FAN** BLADE AND LITTLE BITTY RADIATOR COST \$1000
7. I WILL FIX IT BUT WILL NOT KEEP THIS CAR

WRITER STATES:

1. UPDATED/NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, DEALERS ARE INDEPENDENTLY OWNED AND OPERATED BUSINESSES
4. KMA INTERFERE WITH DEALERS OPERATIONS
5. IT WILL BE SM AT KIA DEALERS DISCRETION FOR ANY DISCOUNT
6. WOULD FOLLOW UP WITH SM TO REVIEW

*** PHONE LOG 07/18/2006 12:53 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO TONY - SA AT WILSON KIA, SM NOT AVAILABLE
2. CUSTOMER CALLED KMA TO DISCOUNT ON REPAIR COST

TONY STATES:

1. MY MANAGER QUOTED HIM FOR \$400 MORE OR LESS BUT NEED TO SEE THE CONDITION OF VEHICLE
2. CAR NEEDS NEW CLUTCH & DRIVE BELT AND RADIATOR
3. TOTAL COST IS \$805 BUT WILL WORK SOMETHING OUT TO LOWER THE PRICE

*** CASE CLOSE 07/18/2006 12:53 PM US Mountain Standard Time HReynolds

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Palermo CA		KNDJA723625	K223660	37,000
			Dealer: CA099 Corning Kia	

Case History

Complaint Replacement

*** PHONE LOG 09/29/2003 08:23 AM US Mountain Standard Time ATafoya

Caller stated:

1. Caller filed w/BBB previously under case K143495 for a crack in the engine concern now different problem
2. Problem w/the *fan* belt took out the power steering and the veh stalled.
3. Caller threatening to file under BBB autoline again. Veh was taken to CA099 on Thurs 9-24-03
4. Req a contact from Kia case mgr in regard to Cust's bbb threat at hm

Writer stated:

1. A Kia mgr would contact w/in 72 busin hrs. Writer apologized for inconvenience. (writer file under another file# because different concern)

*** PHONE LOG 09/29/2003 04:18 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, STEVE
2. ASK WHAT WAS REPAIR TO VEHICLE WHEN CAR WAS IN SHOP ON 9/24
3. WILL CALL DEALER BACK IN AM.

DEALER STATES:

1. CUSTOMERS HAVE HAD MANY PROBLEMS WITH VEHICLE
2. I DO NOT HAVE PAPERWORK ON VEHICLE RIGHT NOW AND I AM BUSY
3. CAN WRITER CALL BACK IN AM AND FOLLOW UP.

*** PHONE LOG 09/30/2003 02:52 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, STEVE
2. ASK ABOUT REPAIR HISTORY ON VEHICLE
3. IS VEHICLE CURRENTLY IN SHOP
4. HAS VEHICLE BEEN REPAIRED.

DEALER STATES:

1. CAR HAD PROBLEM WITH *FAN* BLADE TAKING OUT RADIATOR, ENGINE, ECT.
2. CAR IS CURRENTLY REPAIRED
3. CUSTOMER HAD ADVISED ME THAT THEY WANTED TO PURSUE WITH BBB AUTO LINE
4. THE CUSTOMER HAS HAD ISSUES WITH VEHICLE
5. I THOUGHT KMA WOULD WANT TO ASSIST IN KEEPING CUSTOMER A LOYAL CUSTOMER AND PUT THEM IN ANOTHER VEHICLE.
6. THIS TIME AROUND I HAVE NOT SPOKEN TO DPSM.

*** PHONE LOG 09/30/2003 03:04 PM TDonnelly Action Type:Outgoing call

CUSTOMER STATES:

1. SINCE ENGINE WAS REPLACED HAVE HAD MANY PROBLEMS
2. I FEEL THIS WILL BE A NEVER ENDING PROBLEM
3. I AM SO FRUSTRATED WITH THIS CAR
4. I HAVE HAD RENTAL CAR 6X BECAUSE OF ALL ISSUES
5. LAST TIME CAR WAS IN SHOP THE DEALER FORGOT TO BOLT ON THE MANIFOLD
6. I FEEL ALL THE ISSUES WITH VEHICLE ARE DIRECT RESULT OF ENGINE BEING REPLACED AND NOT BEING DONE CORRECTLY
7. CAR HAS BEEN IN FOR REPAIR MORE TIMES THEN THE OIL HAS BEEN CHANGED
8. I FEEL KMA SHOULD REPLACE THE VEHICLE
9. I DO NOT QUALIFY FOR LEMON LAW BUT I FEEL KMA SHOULD HELP ME HERE.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	KNDJA723625 ██████████	K223660	37,000
Palermo CA ██████████			Dealer: CA099 Corning Kia	

- 10. THIS CAR HAS HAD TOO MANY REPAIRS AND I WANT ANOTHER VEHICLE.
- 11. I HAVE DONE ALL I AM SUPPOSED TO DO, MAINTAINED THE CAR, MADE PAYMENTS ON TIME.
- 12. I WANT A RELIABLE AND DEPENDABLE CAR.

WRITER STATES:

- 1. APOLOGY FOR SITUATION
- 2. ADVISED KMA OBLIGATION IS TO HONOR WARRANTY AND REPAIR VEHICLE
- 3. CURRENTLY VEHICLE IS REPAIRED?
- 4. KMA WOULD HOPE CAR NEVER HAS PROBLEM, BUT CAR HAS THOUSANDS OF MOVING PARTS THAT CAN FAIL AT ANY TIME,
THAT IS WHY WE PROVIDE WARRANTY SO THERE IS NO EXPENSE TO CUSTOMER FOR REPAIR COSTS.
- 5. WRITER WILL FORWARD CUSTOMERS REQUEST FOR REVIEW
- 6. WRITER IS NOT IN POSITION TO STATE IF KMA CAN REPLACE VEHICLE
- 7. WILL ADVISE DPSM AND REGION
- 8. REGION WILL FOLLOW UP WITH CUSTOMER.
- 9. IF ANY QUESTIONS CONCERNS OR PROBLEMS, CAN CALL WRITER BACK.

*** PHONE LOG 09/30/2003 03:18 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

- 1. SPOKE TO DPSM, WILLIAM FORDYCE
- 2. ADVISED CUSTOMER IS REQUESTING KMA TO REPLACE VEHICLE
- 3. CUSTOMER STATES SINCE ENGINE REPLACEMENT CAR HAS HAD TOO MANY PROBLEMS
- 4. DEALER SM, STEVE STATES VEHICLE HAS HAD MANY PROBLEMS
- 5. DEALER SM STATED TO WRITER THAT HE THOUGHT KMA MAY WANT TO KEEP CUSTOMER LOYAL AND REPLACE THE VEHICLE.
- 6. CAR IS CURRENTLY REPAIRED, HAD TO GET RADIATOR, **FAN, FAN** BLADE
- 7. WRITER ADVISED WILL FORWARD REQUEST FOR REVIEW AND DECISION.

DPSM WILLIAM FORDYCE STATES:

- 1. I AM AWARE OF THIS CUSTOMER
- 2. PREVIOUS CASE IN ARBITRATION I WON
- 3. PLEASE SEND CASE TO ME AND TO REGION FOR FOLLOW UP.

*** NOTES 09/30/2003 03:19 PM TDonnelly Action Type:Manager review

WRITER STATES:

- 1. SENDING CASE NOTES TO DPSM, WILLIAM FORDYCE FOR FOLLOW UP WITH DEALER AND CUSTOMER.
- 2. CUSTOMER IS REQUESTING KMA REPLACE VEHICLE
- 3. CUSTOMER ALLEGES VEHICLE HAS HAD TOO MANY PROBLEMS
- 4. CUSTOMER STATES SINCE ENGINE REPAIR VEHICLE KEEPS HAVING OTHER PROBLEMS DIRECTLY RELATED TO
PREVIOUS REPAIRS.
- 5. WRITER ADVISED WILL FORWARD FOR REVIEW AND DECISION.

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

Send to:[WFORDYCE@KIAUSA.COM]

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

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K223660	37,000
Palermo CA	[REDACTED]		Dealer: CA099 Corning Kia	

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K223660_TDonnelly_09-30-2003161752.doc>>

*** NOTES 09/30/2003 03:23 PM TDonnelly Action Type:Manager review

WRITER STATES:

1. DISPATCHING CASE TO REGION FOR FOLLOW UP WITH CUSTOMER AND DEALER.
2. CUSTOMER IS REQUESTING KMA TO REPLACE VEHICLE
3. CUSTOMER STATES CAR HAS HAD TOO MANY REPAIRS AND PROBLEMS
4. DEALER STATES VEHICLE HAS HAD MANY PROBLEMS AND KMA SHOULD TRY TO KEEP LOYAL CUSTOMER AND REPLACE VEHICLE.
5. CUSTOMER IS AWARE THAT REGION WILL FOLLOW UP REGARDING DECISION.
6. VEHICLE HAS NO CURRENT CONCERNS.

*** PHONE LOG 09/30/2003 03:57 PM Pacific Daylight Time NDegamo Action Type:Outgoing call

Writer spoke w/ DPSM.

DPSM won arbitration and advised at that time that any future concerns w/ veh would continue to be repaired under warranty.

Veh is currently repaired. No current issues

DPSM recommends region offer cust some goodwill (2 car payments?) for the inconveniences.

*** PHONE LOG 10/02/2003 12:40 PM Pacific Daylight Time NDegamo Action Type:Outgoing call

Writer called cust at above# [REDACTED] - no answer, no machine to leave a message on

*** PHONE LOG AND STATUS CHANGE 10/02/2003 12:43 PM Pacific Daylight Time NDegamo Action Type:Outgoing call

Writer called cust at above# [REDACTED] and left a vmx requesting a callback.

*** PHONE LOG AND STATUS CHANGE 10/03/2003 02:15 PM Pacific Daylight Time NDegamo Action Type:Incoming call

Rec'd vmx from cust requesting a callback at home#

*** PHONE LOG AND STATUS CHANGE 10/03/2003 02:45 PM Pacific Daylight Time NDegamo Action Type:Outgoing call
Writer spoke w/ cust.

Writer advised cust that kia would not be in a position to replace veh, however kia would like to offer \$1000 goodwill for the inconveniences.

Writer advised cust that writer would like to fax cust offer letter for goodwill & release

Cust stated that sounded like a reasonable offer, but she would like to speak to her fiance first and will contact writer back

*** PHONE LOG 10/03/2003 04:25 PM Pacific Daylight Time NDegamo Action Type:Incoming call

Rec'd call from cust.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Palermo CA		KNDJA723625	K223660	37,000
			Dealer: CA099 Corning Kia	

Cust wants to accept goodwill offer and will sign release.
Cust states she will call back with fax# for writer to fax docs to

*** NOTES 10/06/2003 08:49 AM Pacific Daylight Time NDegamo Action Type:Manager review
faxed goodwill offer to cust

*** NOTES 10/06/2003 08:00 AM Pacific Daylight Time NDegamo Action Type:Manager review
Writer spoke w/ cust.
Cust states that DPSM had offered 3 car payments as goodwill settlement prior to arbitration earlier this year and wanted to know if writer will match that.
Writer reviewed file and notes that cust was offered 2 car payments prior to arb.
Writer advised cust that writer will offer \$1200 goodwill with a signed release, cust accepted offer.
Writer faxed offer letter & release to cust (goodwill settlement of \$1,200)
case pending receipt of signed offer letter & signed release from cust

*** PHONE LOG 10/08/2003 08:47 AM Pacific Daylight Time NDegamo Action Type:Outgoing call
Writer called cust and left a msg requesting a callback to see if cust rec'd fax

*** PHONE LOG 10/10/2003 01:15 PM Pacific Daylight Time NDegamo Action Type:Outgoing call
writer called cust on cust's cell phone to inquire if fax offer letter for goodwill was rec'd.
cust states she rec'd fax and still needs to think about it.
writer advised cust to contact writer once a decision has been made.

case closed pending any further contact from cust

*** CASE CLOSE 10/10/2003 01:15 PM Pacific Daylight Time NDegamo

*** NOTES 10/28/2003 03:33 PM Pacific Daylight Time WSpencer Action Type:Manager review
NCA RECEIVED ADL FROM LAW OFFICE OF ANTHONY J. SPERBER STATING
1. CUSTOMER HAS RETAINED HIS SERVICES TO ASSIST HER IN OBTAINING RELIEF
2. IS ASKING TO DIRECT ALL FURTHER COMMUNICATIONS TO HIS OFFICE
3. PROPOSES THAT THE CUSTOMER RETURN THE CAT IN EXCHANGE FOR A FULL REFUND OF ALL MONEY SPENT ON THE CAR LESS THE STATUORY MILEAGE OFFSET
4. STATES THIS OFFER WILL EXPIRE AT 5:00 P.M. ON 11/06/03

NCA TO SCAN LETTER AND DISPATCH CASE TO THE REGION

*** PRIORITY CHANGE 11/06/2003 01:59:06 PM DBattalino

*** NOTES 11/06/2003 02:00 PM Pacific Daylight Time DBattalino Action Type:Manager review
*****Reference case K143495 and AS400 #63951*****

**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]	KNDJA723625 [REDACTED]	K223660	37,000
Palermo CA [REDACTED]		Dealer: CA099 Corning Kia		

Rec'd attorney demand letter from Anthony Sperber
Prepared Ro Recap and doc's for WRCAM to review
Contacted dealership for any recent service--09/24/03 last date to dealership
WRCA previously sent Goodwill offer to customer and no response from customer

*** NOTES 11/21/2003 11:48 AM Pacific Daylight Time NDegamo Action Type:Manager review
Writer sent 3 option offer letter to cust's atty -
Cust accepting repurchase

*** CASE CLOSE 12/01/2003 01:54 PM Pacific Daylight Time PBastien

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>
██████████	██████████	KNDJA723925 ██████████	K502021	80,000
Kellyville OK ██████████			Dealer: OK012 Kia of Tulsa	

Case History

Complaint Other

*** PHONE LOG 06/29/2005 10:41 AM US Mountain Standard Time ATafoya

--Vivian Esterline stated:

- 1.The guy that sold me the car said I had bumper to bumper for 10yrs or 100k miles, upset sales man lied at OK002
- 2.This is the first time I had any trouble w/my Kia

3.The *fan* blade knocked a whole in the radiator and I thought it was cov'd and it wasn't

4.Complained the selling dlr lied and will be going to Channel 2 news

--Writer stated:

- 1.Apologized for inconvenience and advised blw covers 5/60k whichever comes first
- 2.The plw is 10/100k eng block and internal parts, transm and internal parts
- 3.Warranty info is in the "Warranty and consumer info guide"

*** CASE CLOSE 06/29/2005 10:41 AM US Mountain Standard Time ATafoya

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723025	K208983	28,225
Leakey TX			Dealer: TX002 Ancira Kia	

Case History

Complaint Rental Car

*** PHONE LOG 08/26/2003 08:04 AM US Mountain Standard Time CHamilton

Caller [REDACTED] states:

1. Veh broke down last Friday 100 miles from here, *fan* broke and messed everything up
2. Was towed to Ancira Kia TX002
3. R/S tried to get me a rental to get reimbursed, but its like 65 per day
4. Need to know how I am supposed to get back and forth to work
5. Am working with mgr there Bob

Wtr states:

1. Updated address info, no recalls
 2. No rental under terms of the man warr
 3. Kias obligation under the warr is to repair the veh according to warr terms, no provision for alternate transportation
 4. R/S trip interrupt feature requires veh broken down at least 150 miles from primary residence/would not qualify @ 100 miles
- Placed caller on hold, called Ancira Kia TX002

Svc Mgr Dan Miner

1. Towed in at 1 PM on the 25th, cooling *fan* broken, 28225 miles
2. No back order problem I know of, our Rep is telling me to order the earlier model *fan*
3. Should only take a day or so
4. Will go talk to the tech, see what part order status
5. And call wtr back if there is going to be any delay in getting it repaired

Wtr provided call back info

Wtr returned to caller and stated:

1. Veh has diagnosed problem with cooling *fan* broken
2. Svc Mgr Dan is checking status of part order
3. If there will be any delay, svc mgr will call this wtr back
4. If any delay in repair or parts more than a day or so, wtr will request GW rental assistance
5. Cannot guarantee, rental is not a provision of the man warr

Caller states:

1. If car manufacturer does not care enough about the consumer to provide rental, I will just pursue the lemon law
 2. I know for a fact that it qualifies as one
 3. All Kia is providing is a piece of junk--have had so many problems with it
- Caller disconnected

*** PHONE LOG 08/27/2003 01:30 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. MY CAR HAS BEEN IN SHOP OVER A WEEK
2. DEALER TOLD ME THEY COULD GET PARTS WITHIN A FEW DAYS
3. NOW THEY ARE ADVISING PARTS ARE ON BACK ORDER
4. DEALER IS NOT ABLE TO HONOR MY EXTENDED CONTRACT
5. THE CONTRACT IS AN IN HOUSE CONTRACT FROM SELLING DEALER
6. I DONT HAVE TIME TO WAIT FOR CSR, CARRIE I NEED HELP RIGHT NOW
7. I HAVE NOW BEEN ADVISED PARTS ARE ON BACK ORDER AND WILL NOT BE IN UNTIL MAYBE FRIDAY
8. IF THIS WAITS UNTIL FRIDAY THEN I WILL NOT BE ABLE TO GET TO VEHICLE IN SAN ANTONIO FOR A MONTH
9. I AM WORKING AT A GUEST RANCH AND WILL NOT BE ABLE TO LEAVE FOR THE MONTH BECAUSE I WILL BE RUNNING THE RANCH.
10. NEED SOME HELP WITH THIS ASAP.

WRITER STATES:

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723025	K208983	28,225
Leakey TX			Dealer: TX002 Ancira Kia	

1. APOLOGY FOR SITUATION
2. ADVISED THAT CSR, CARRIE IS CASE MANAGER
3. CARRIE IS IN BEST POSITION TO ASSIST CUSTOMER AND SHE DOES HAVE AN OPEN FILE
4. ADVISED IF CURRENT DEALER DOES NOT HONOR EXTENDED CONTRACT, CUSTOMER MAY HAVE THE OPTION TO PAY FOR RENTAL
AND THEN SUBMIT FOR REIMBURSEMENT FOR RENTAL TO CONTRACT COMPANY
5. KMA DOES NOT ADMINISTER THE CONTRACT AND WOULD NOT KNOW WHAT THE PROVISIONS OF CONTRACT ARE.
6. ASK CUSTOMER TO HOLD WHILE WRITER CALLS DEALER.

WRITER STATES:

1. SPOKE TO SM, DAN MINER
2. ADVISED CUSTOMER IS CALLING KMA FOR ASSISTANCE
3. CUSTOMER IS IN NEED OF VEHICLE TO DRIVE WHILE CAR IS IN SHOP
4. HAS DPSM BEEN CONTACTED REGARDING CUSTOMER REQUEST
5. IT IS WRITERS UNDERSTANDING THAT ISSUES REGARDING COOLING *FAN* ARE BEING ADDRESSED DIFFERENTLY DUE TO
DOWN TIME
6. CAN DEALER PLACE CALL TO DPSM FOR ASSISTANCE
7. WILL ADVISE CUSTOMER

DEALER STATES:

1. CAR CAME INTO THIS SHOP AND CUSTOMER DOES NOT WANT TO GO TO SELLING DEALER.
2. THE CONTRACT IS AN IN HOUSE CONTRACT
3. WE DID AGREE TO COVER RENTAL UP TO \$25.00 A DAY
4. MY SERVICE DIRECTOR APPROVED THIS.
5. WE CAN NOT GET PART ANY SOONER

WRITER STATES:

1. ADVISED CUSTOMER THAT WRITER SPOKE TO SM, DAN MINER
2. SM STATED HE DID GET AUTHORIZATION FOR RENTAL FOR CUSTOMER UP TO \$25.00 PER DAY
3. ADVISED CUSTOMER TO FOLLOW UP WITH SM DIRECTLY
4. PART ORDER HAS BEEN EXPEDITED
5. SINCE PART IS ON BACKORDER THERE IS NOTHING MORE THAT CAN BE DONE TO GET PART SOONER.
6. DEALER HAS ORDERED PART AS CAR DOWN
7. WRITER DOES RECCOMEND CUSTOMER FOLLOW UP WITH SM, DAN MINER

CUSTOMER STATES:

1. HE JUST TOLD ME NO BEFORE I CALLED YOU
2. I FEEL LIKE I AM GETTING A RUN AROUND
3. I WILL CALL SM
4. IF HE TELLS ME NO, I WILL CALL RIGHT BACK.

*** CASE CLOSE 08/28/2003 03:21 PM US Mountain Standard Time TDonnelly
PER SM, DEALER WILL PROVIDE ALTERNATE TRANSPORTATION.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1112266	55,334

MAYSVILLE KY [REDACTED]

Dealer: OH045 Jeff Wyler Fairfield Kia

Case History

Complaint Repair Assistance

*** PHONE LOG 06/01/2006 02:45 PM US Mountain Standard Time TDonnelly
CUSTOMER STATES:

1. COOLING **FAN** WENT THROUGH RADIATOR
2. IS CAR STILL UNDER WARRANTY
3. KIA DEALER TOLD ME TO CALL KCC TO GET CAR TOWED TO DEALER
4. I HAVE THE LETTER ON THE FUEL TANK RECALL
5. WOULD LIKE TO SET UP TOW TO DEALER.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED OF IN SERVICE DATE
3. EXPLAIN VEHICLE HAS BALANCE OF 5/60K MILE BLW, POWER TRAIN WARRANTY, 5/UNLIMITED RSA BENEFIT
4. DID DEALER ADVISE CUSTOMER TO CALL KCC TO GET TOWED TO DEALERSHIP
5. RSA WILL COVER TOW IN FULL TO CLOSEST KIA DEALER
6. COOLING **FAN** IS WITHIN BLW PARAMETERS
7. DEALER WILL NEED TO DIAGNOSE TO DETERMINE IF COVERED.
8. VEHICLE HAS 1 OPEN RECALL (SC059) FUEL TANK RECALL
9. RECALL CAN BE COMPLETED BY KIA DEALER, NO COST TO CUSTOMER
10. TRANSFER CUSTOMER TO RSA.

*** CASE CLOSE 06/01/2006 02:46 PM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K880092	50,500
Laurel MD [REDACTED]			Dealer: MD025 Laurel Kia	

Case History

Complaint Design

*** PHONE LOG 08/12/2005 08:54 AM US Mountain Standard Time TMorales

Cust stated:

1. I have a 2002 Sportage
2. The radiator *fan* disintegrated
3. My son was driving and he pulled over immediately
4. We drove the veh to dlr a couple of miles away
5. It is at the dlr now being fixed and wanted to inform KIA of this safety issue
6. The phone says something about a rental; the dlr says if they have a free one they can give it
7. I want to know about the extended warranty

Writer advised:

1. Apologized for the problem
2. Explained that loaner vehs are not provided by the warranty but many dlrs offer this
3. Thanks for letting us know; will document
4. Will transfer cust to KEPP for extended warranty info

Cust stated;

*** CASE CLOSE 08/12/2005 08:54 AM US Mountain Standard Time TMorales

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>
Garland TX		KNDJB723925	K195257	25,000
			Dealer: TX059 Big D Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 07/29/2003 02:08 PM US Mountain Standard Time BGauldin

customer stated:

- 1.veh at TX059.
- 2.*fan* blades broke off.
3. veh went in 14 days ago for repair.
- 4.the part is on order.
- 5.part was suppose to be on back order.
- 6.not told parts not in til aug 9.
- 7.will wait to hear from writer.

writer stated:

- 1.regrett the customer is having this delay.
- 2.with distribution centers across the uss, will find out the delay of part.
- 3/writer cld SM @TX059 tomorrow and get back to customer.

*** PHONE LOG 07/30/2003 12:48 PM US Mountain Standard Time SSchutter Action Type:Incoming call

CUSTOMER STATES:

1. SPOKE TO SOMEONE THERE YESTERDAY

WRITER STATES

1. YOU SPOKE TO BRENDA
- 2.PROVIDED CASE NUMBER
3. TRANSFER TO VM

CUST STATES:

1. THANKS

*** PHONE LOG 07/30/2003 02:52 PM US Mountain Standard Time BGauldin Action Type:Incoming call

writer cld dlr:

- 1.serv cld.

writer cld customer:

- 1.line busy

*** PHONE LOG 07/30/2003 02:56 PM US Mountain Standard Time BGauldin Action Type:Incoming call

writer tried dlr again:

- 1.SA Robert was in service.

*** PHONE LOG 07/30/2003 03:21 PM US Mountain Standard Time BGauldin Action Type:Outgoing call

writer cld dlr to go to SM VM, spoke wth SA Robert:

- 1.ask about the veh and # of days at dlrship.
- 2.ask about the projected day for back ordered part.
- 3.ask if surrounding area had been searched for part.
- 4.ask about loaner.
- 5.ask if DPSM JMilner been contacted.

SA Robert stated:

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		KNDJB723925	K195257	25,000
			Dealer: TX059 Big D Kia	

- 1.the veh has been in that amt of time.
- 2.the last update was 8/9/03.
- 3.would ask Parts Mgr is part searched for in area.
- 4.no loaner available, all out, no foreseen vehicles to loan soon.
- 5.do not know if DPSM JMilner knows about this particular veh.
- 6.transfer to Parts Mgr.

writer stated :

- 1.ask for update on *fan* assembly eta.
- 2.ask if area had been search for part.
- 3.thanked Parts Mgr Tone for info.

Parts Mgr stated:

- 1.have searched for part.
- 2.the projection date upgraded to 8/6/03.

writer cld DPSM J.Milner:

- 1.advised of customer in for 14 days.
- 2.part not to arrive til 8/6/03
- 3.no loaner available.
- 4.customer is asking for some goodwill toward rental.
- 5.was advised no provision for rental in mfg warranty.
- 6.asking for consideration.
- 7.leaving for 2 days off.
- 8.ask to respond to anyone at KCC with case number.
- 9.sending to region with same reasons.

writer cld customer:

- 1.advised update on eta part is now at 8/6/03.
- 2.no loaners available for customer.
- 3.have ask for GOODWILL from Kia Rep. J. Milner.
- 4.ask Kia Rep to respond to anyone at KCC since writer would be out.
- 5.this is not a promise of goodwill but Kia certainly cares about the customer.

customer stated:

- 1.appreciated the info.
- 2.would appreciate any assistance possible.

writer sending to Region:

- 1.customer veh been in 15 days.
- 2.part on back order til 8/6/03 estimated time.
- 3.e-mailed DPSM J.Milner.
- 4.no loaner available for customer from dlr.
- 5.asking for consideration and goodwill. Thank you

*** PHONE LOG 08/01/2003 11:02 AM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted DPSM, JMilner
Per DPSM--I will contact Dealer and advise to provide rental for customer

*** CASE CLOSE 08/01/2003 11:08 AM Eastern Daylight Time JSifford

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>
Garland TX		KNDJB723925	K195257	25,000
			Dealer: TX059 Big D Kia	

*** PHONE LOG 08/18/2003 01:55 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. MY CAR HAS BEEN IN SHOP OVER A MONTH
2. CAR IS AT BIG D KIA
3. THE PARTS ARE ON BACKORDER
4. THE DEALER HAS GIVEN 5 DIFFERENT DATES WHEN PARTS WILL ARRIVE, THEY HAVE COME AND GONE AND NO PARTS.
5. DEALER IS ADVISING ME THEY HAVE ABOUT 12 CARS IN THEIR SHOP WITH THE SAME ISSUE.
6. THIS IS A CRITICAL MATTER FOR ME
7. I CAN NOT GET MY KIDS TO SCHOOL OR MYSELF TO WORK
8. IF I DO NOT GET SOME HELP, I AM GOING TO HAVE TO PURSUE DIFFERENT OPTIONS.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED WRITER IS REVIEWING PREVIOUS CASE NOTES AND CAN SEE THAT DPSM HAD AUTHORIZED RENTAL VEHICLE FOR CUSTOMER
3. DID DEALER PROVIDE CAR FOR CUSTOMER TO DRIVE.
4. WILL HAVE TO VERIFY INFO WITH DEALER, ASK CUSTOMER TO HOLD.

WRITER STATES:

1. SPOKE TO SM, TONY BATES
2. ASK WHEN DID CAR COME INTO SHOP
3. CAN SEE IN REVIEW OF CASE NOTES THAT DPSM AUTHORIZED RENTAL VEHICLE FOR CUSTOMER.
4. SINCE DEALER IS OUT OF CARS, DID DEALER CALL DPSM AND ADVISE OF THIS
5. DID DPSM OFFER UP ANY OTHER SUGGESTIONS TO RESOLVE THIS MATTER
6. WILL FOLLOW UP WITH DPSM.

DEALER STATES:

1. I HAVE 14 OF THESE CARS IN MY SHOP NOW WITH SAME ISSUE
2. THE ETA ON PARTS HAS CHANGED AT LEAST 5X
3. WE HAVE ONLY 10 CCP CARS AND THEY ARE ALL OUT
4. I HAVE ADVISED DPSM, JOHN MILNER OF THIS ISSUE AND HE HAS NOT ADVISED ME WHAT TO DO.
5. I DO NOT HAVE A CONTRACT WITH RENTAL CAR COMPANY
6. I DO NOT FEEL I SHOULD HAVE TO PAY FOR RENTAL VEHICLE

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, JOHN MILNER TO CALL WRITER
2. ADVISED DEALER WAS INSTRUCTED TO PROVIDE CUSTOMER A CAR TO DRIVE WHILE PARTS ARE ON BACKORDER.
3. CUSTOMER DOES NOT HAVE ALTERNATE TRANSPORTATION
4. DEALER STATES NOT SET UP WITH RENTAL CAR COVERAGE WITH INDEPENDENT COMPANY.
5. CUSTOMER NEEDS FURTHER ASSISTANCE IN THIS MATTER, CALL WRITER BACK

WRITER STATES:

1. ADVISED CUSTOMER THAT WRITER SPOKE TO SM, TONY BATES
2. DEALER STATES HE IS OUT OF CARS TO GIVE CUSTOMER
3. WRITER DID PLACE CALL TO DPSM TO ADVISE CUSTOMER DOES NOT HAVE A CAR TO DRIVE

**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]	K195257	25,000
Garland TX [REDACTED]			Dealer: TX059 Big D Kia	

*** PHONE LOG 08/18/2003 01:57 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. REALLY NEED SOME HELP WITH THIS
2. PLEASE LET ME KNOW ASAP.

*** PHONE LOG 08/20/2003 08:19 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, JOHN MILNER TO CALL WRITER.

*** PHONE LOG 08/21/2003 08:50 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR JUNE SIFFORD RCAA SRCA TO CALL WRITER
2. EXPLAIN CASE NOTES ADVISED DEALER TO PROVIDE CUSTOMER CAR TO DRIVE
3. DEALER SM, TONY BATES ADVISED THEY DO NOT HAVE ANY CARS
4. SM, TONY STATES HE HAS ADVISED DPSM OF THIS
5. DPSM HAS NOT GIVEN SOLUTION FOR THIS ISSUE.
6. CUSTOMER IS IN CRITICAL NEED OF TRANSPORTATION.

*** PHONE LOG 08/21/2003 12:25 PM Eastern Daylight Time JSifford Action Type:Incoming call

Writer contacted DPSM, Tony Bates and Teri @ Kcc

Customer can rent vehicle and Dealer will reimburse up to \$30.00 per day.

*** PHONE LOG 08/21/2003 09:26 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

*** PHONE LOG 08/21/2003 10:30 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. RETURNING WRITERS CALL
2. ADVISED THAT DEALER HAS SPOKEN TO CUSTOMER MANY TIMES
3. DEALER ADVISED THERE IS NOTHING DEALER CAN DO
4. CUSTOMER HAD ASKED IF SHE COULD GET A RENTAL AND THEN GET REIMBURSED, DEALER ADVISED NO.
5. THANKS FOR THE INFO.
6. DOES WRITER HAVE ANY KIND OF ETA FOR THE PART.
7. WILL FOLLOW UP WITH WRITER IF FURTHER ASSISTANCE IS NEEDED.

WRITER STATES:

1. ADVISED KMA WILL AUTHORIZE REIMBURSEMENT FOR UP TO \$30.00 A DAY FOR RENTAL
2. SM, TONY BATES HAS BEEN MADE AWARE OF THIS BY DPSM AND REGIONAL OFFICE
3. SM STATES HE HAS BEEN TRYING TO REACH CUSTOMER AND DOES NOT HAVE A GOOD CALL BACK NUMBER

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K195257	25,000
Garland TX	[REDACTED]		Dealer: TX059 Big D Kia	

4. WHEN CUSTOMER PICKS UP CAR, GIVE RENTAL BILL TO DEALER
5. DEALER WILL REIMBURSE CUSTOMER
6. IF ANY PROBLEMS, LET WRITER KNOW.

*** CASE CLOSE 08/21/2003 10:30 AM US Mountain Standard Time TDonnelly
PER REGION, RENTAL WILL BE COVERED UP TO \$30.00 PER DAY.

*** PHONE LOG 08/29/2003 07:30 AM US Mountain Standard Time DUnderwood Action Type:Incoming call
ROBERT @ TX059 STATED:
1. VEHICLE WAS TOWED INTO US
2. NEED NUMBER TO REACH CUSTOMER
3. [REDACTED] GOES INTO BUSY SIGNAL

WTR STATED:
1. PROVIDED (972) 797-2204 AS ALTERNATE #

*** CASE CLOSE 08/29/2003 07:30 AM US Mountain Standard Time DUnderwood

*** NOTES 09/19/2003 11:46 AM Eastern Daylight Time JSifford Action Type:Manager review
7/16/03 W TX059 29966 1 02 RADIATOR ASSY, R&R RADIATOR ASSY 25591

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
San Bernardino CA		KNDJB723825	K1002770	50,000
			Dealer: CA109 Shaver Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/19/2005 05:35 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I HAVE A QUESTION ABOUT THE WARRANTY.
2. YESTERDAY ON MY WAY HOME THE CAR STARTING ACTING UP.
3. THE RADIATOR *FAN* BROKE AND PUNCTURE THE RADIATOR.
4. WOULD THIS BE COVER UNDER WARRANTY.
5. I HAVE TO BE IN LAS VEGAS TODAY.
6. WOULD I BE ABLE TO GET A RENTAL VEHICLE.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THE VEHICLE IS UNDER WARRANTY FOR MANUFACTURE DEFECTS.
3. THE COOLING SYSTEM IS COVER UNDER WARRANTY
4. THE WARRANTY REPAIR IS BASED UPON THE VEHICLE'S INSPECTION.
5. WRT ADVISED THE CUSTOMER TO CONTACT THE KIA DEALER FOR MORE INFO.
6. RENTAL VEHICLE IS NOT A PROVISION OF THE WARRANTY.
7. CUSTOMER WAS TRANSFERRED TO RSA FOR TOWING SVC.

*** CASE CLOSE 08/19/2005 05:35 AM US Mountain Standard Time ERuiz

*** PHONE LOG 08/19/2005 05:51 AM US Mountain Standard Time JTuason Action Type:Incoming call

Customer stated:

1. Wants the # to the regional personnel.
2. She was given a rental the last time that her vehicle was in and she feels that she should get one now.
3. She has to do home visits for a living and she needs alternate transportation.
4. RSA is enroute to pick up the vehicle now.
5. The vehicle was running hot and rough.
6. 2 Blades of the radiator *fan* broke off and punctured the radiator.
7. The blades looked like they sheared off.
8. Wants a rental.
9. Wants the regional personnel # so she can get a rental.
10. Will be calling back in a few hours.

Wtr stated:

1. Apologized.
2. Advised that the vehicle would have to be diagnosed by a Kia dlr.
3. Rentals aren't a provision of the warranty, but the dlr may have a policy or procedure themselves and may be able to assist.
4. The procedure is to have the vehicle taken to the dlr for a diagnosis, Kia wouldn't consider any assistance until that is done.
5. Advised customer that rentals are not a provision of the warranty.

*** CASE CLOSE 08/19/2005 05:52 AM US Mountain Standard Time JTuason

*** PHONE LOG 08/19/2005 08:15 AM US Mountain Standard Time BBrown Action Type:Incoming call

**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>
San Bernardino CA		KNDJB723825	K1002770	50,000
			Dealer: CA109 Shaver Kia	

TED (SA) AT SHAVER KIA STATES

- 1 THE VEH HAS NOT BEEN DIAGNOSED BUT JUST LOOKING AT IT THE RADIATOR *FAN* BLADES BROKE AND DAMAGED THE UPPER RADIATOR
- 2 WE ARE GETTING IT IN THE SHOP SOON
- 3 IF THERE IS NO OTHER DAMAGE AND THE PARTS ARE IN STOCK THEN THIS WOULD BE A ONE DAY REPAIR
- 4 BUT WE WILL NOT NOW UNTIL THE VEH HAS BEEN FULLY DIAGNOSED

*** NOTES 08/19/2005 09:25 AM Pacific Daylight Time JArboleda Action Type:Manager review
WRITER:

1. CUSTOMER IS TRYING TO GET RENTAL
2. WRITER INFORMED CUSTOMER THAT VEHICLE NEEDS TO BE DIAGNOSED
3. WRITER INFORMED CUSTOMER THAT KIA DOES NOT PROVIDE RENTALS, WHILE VEHICLE IS IN THE SHOP
4. CUSTOMER STATES SHE WILL WAIT AND TALK TO DEALER AFTER VEHICLE IS DIAGNOSED

*** PHONE LOG 08/22/2005 10:11 AM US Mountain Standard Time BBrown Action Type:Incoming call

TED (SA) AT SHAVER KIA STATES

- 1 THIS CUST HAS PICKED UP THE VEH
- 2 REPAIRS WERE DONE ON FRI
- 3 WE FOUND CEL CODE BUT CUST DECLINED SERVICE; ONLY WANTED TO GETT THE RADIATOR WORK DONE

*** CASE CLOSE 08/22/2005 10:11 AM US Mountain Standard Time BBrown

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]	K342052	114,000
Flintstone GA [REDACTED]		Dealer: KY007 Mike Smith Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 07/23/2004 05:10 AM US Mountain Standard Time TShamburger customer [REDACTED] called --

1. the *fan* fly and ruin my radiator
2. we were out of town when this happen
3. there was a serv bulletin
4. but it was not a recall
5. now i have a problem with vehicle it does not have enough pwr.
6. the repair was done June 2nd.
7. i feel because there was a TSB kia should cover it
8. i dont know why veh has no pwr, i still have to have it looked at.

wrt states:

1. understand sir your situation, but the vehicle is out of warranty
2. a TSB is only to help assist the tech, not a recall nor something the car mfr has to cover.
3. im sorry this would not be covered for you
4. will doc your complaint

(no recall)

cust thanked wrt call ended

*** CASE CLOSE 07/23/2004 05:10 AM US Mountain Standard Time TShamburger

*** PHONE LOG 07/23/2004 05:22 AM JCook Action Type:Incoming call

Customer Stated([REDACTED] from Kia Roadside)

- 1.Says this customer has called her about getting his vehicle fixed.
- 2.Says she believes he is confused, but he asking for someone to come out and fix the vehicle.
- 3.Wanted to know if we can check his info.

---Writer advised Felicia:

- 1.That this customer has over 100k miles on his vehicle.
- 2.Advised that all warranties have expired including towing on the vehicle.
- 3.Advised that he spoke to one of our case managers earlier who advised him of this already and advised him to take his vehicle to the dealer, but he would have to pay for any repairs.

Customer Stated:

- 1.Says she will make him aware of this again.
- 2.Thanked this writer for the time.

*** CASE CLOSE 07/23/2004 05:23 AM JCook

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K429149	54,473
Venus TX [REDACTED]		Dealer: TX056 Southwest Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 02/23/2005 11:58 AM US Mountain Standard Time ATafoya
BRENDA FARR:

1. THE **FAN** MOTOR EXPLODED IN IT AND HAD IT TOWED TO SOUTHWEST KIA DAY BEFORE YESTERDAY
2. DEALING W/DON IN SVC, NOT SURE IF HE'S THE SVC MGR
3. IT'S GOING TO TAKE QUITE A WHILE TO FIX IT AND ASKED FOR A LOANER AND THEY WOULDN'T GIVE ONE.
4. DLR SAID THE REPAIR WOULD TAKE A LONG TIME AND NOT SURE HOW LONG
5. REQ TO BE CONTACTED AT CELL# [REDACTED] (AGREED TO REPAIR ASSISTANCE INSTEAD OF RENTAL REQ)
6. WHAT REALLY MADE ME UPSET WAS THE DLR TOLD MY HUSBAND, "WHAT DO YOU EXPECT IT'S JUST A KIA"

--WRITER STATED:

1. APOLOGIZED FOR INCONVENIENCE AND ADVISED RENTALS & LOANER'S NOT PROVISION UNDER KIA WARR
2. ADVISED WRITER COULD FORWARD TO A KIA F C MGR FOR REPAIR ASSISTANCE(FOLLOW-UP ON REPAIR)

*** PHONE LOG 03/01/2005 08:38 AM ABegoody Action Type:Outgoing call
Writer called TX056 & Don (svc adv) stated:

1. cust veh towed to dlr on 2/22/05 @ 54,473 miles
2. cust adv dlr the engine **fan** came apart
3. dlr ordered **fan** blade, radiator assembly, cowling assembly, exhaust manifold, antifreeze, seals, gasket, O2 sensor, and engine head
4. the parts are in, dlr was just waiting for the engine head to come in
5. the **fan** blade came apart put hold in the radiator & radiator caused damage to the engine head
6. dlr did not assist cust w/rental, cust is paying for rental
7. repairs will be covered by Kia
8. dlr has called cust 3x w/an update, dlr will call cust now
9. dlr calling cust @ [REDACTED]

Writer stated:

1. will document comments

*** PHONE LOG 03/01/2005 08:43 AM ABegoody Action Type:Outgoing call
Writer called cust & stated:

1. calling to update cust w/info given by the dlr

Cust stated:

1. is upset w/the comments made by the dlr
2. dlr has been keeping husband updated w/the status of the repairs
3. dlr basically adv cust Kia vehs have no value
4. dlr adv cust this is a Kia veh, why would the veh have rental
5. is working w/the dlr, just wanted Kia to know how the dlr presents Kia

Writer stated:

1. apologized for the inconvenience
2. complaint has been documented
3. Kia has an ongoing monitor systems that reviews the dlrs cust svc monthly

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K429149	54,473
Venus TX [REDACTED]				Dealer: TX056 Southwest Kia

*** CASE CLOSE 03/01/2005 08:44 AM ABegoody
concerns noted.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	KNDJA723625 ██████████	K477559	87,000

ARCADIA FL ██████████ Dealer: _____

Case History

Inquiry Warranty Info

*** PHONE LOG 06/06/2005 10:06 AM SLarez
CUSTOMER STATES.

1. MY **FAN** BLADES BROKE AND MY CAR IS OVER HEATING.
2. I CALLED A FEW KIA DEALERSHIPS AND WAS TOLD THERE WAS A RECALL THEN I WAS TOLD BY OTHERS THERE WAS NOT A RECALL.
3. IS THERE A RECALL FOR THE **FAN** BLADES.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. THERE IS NOT A RECALL REGARDING THE **FAN** BLADES.
3. IF YOU WOULD LIKE CONSIDERATION FOR ASSISTANCE YOU WOULD NEED TO GET THE CAR TO THE KIA DEALERSHIP FOR A DIAGNOSES.

CUSTOMER STATES.

1. THE NEAREST DEALERSHIP IS VERY FAR.
2. I WAS TOLD I COULD GET IT TOWED TO THE KIA DEALERSHIP FOR FREE.

WRITER STATES.

1. THE R/A IS FOR 5YRS UNLIMITED MILES HOWEVER IT IS FOR WARRANTABLE REPAIRS AND THE CAR IS OUT OF WARRANTY
2. YOU CAN GET TO THE R/A AND THEY MAY TOW IT HOWEVER THERE WILL BE A DIAG FEE AND THEN GO FROM THERE.

CUSTOMER STATES.

1. WHERE CAN I GET PARTS TO FIX IT.

WRITER STATES.

1. REFERRED BACK TO DEALERSHIP FOR ALL PARTS.

.....

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]	K312963	0
Racho Cucamonga CA [REDACTED]			Dealer: CA064 Power Kia Ontario	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/05/2004 12:07 PM US Mountain Standard Time CRountree

CUSTOMER STTES;

1. MONDAY RADIATOR BROKE.
2. CAR NOT REGISTER ON COMPUTER AT DLR
3. THIS IS THE 3RD DAY.
4. RADIATOR IS BROKEN
- 5 HEARD POPPED AND IT OVER FLOW.
6. THE FIRST TOLD ME NOTHING.
7. YESTERDAY THEY WERE GOING TO WRITE IT UP.
8. TODAY THEY ARE SAYING IT IS THE CAR NOBODY KNOWS ABOUT.
9. SPOKE TO ROBERT IN SERVICE AND MATT.
10. VEHICLE BEEN AT DLR SINCE MONDAY.
11. CHUCK WAS GOING TO CALL ME BACK BUT, IT HAS BEEN AN

WRTR STTES

1. SORRY FOR THE PROBLEM.
 2. WARRANTY START 10/21/2002
 - 3.
- NO RECALLS.

CHUCK, SM, STTES

1. GOT IN DAY BEFORE YESTERDAY
2. NO INFORMATION FOUND ON VEHICLE.
3. WILL SEE WHAT CAN BE DONE ABOUT A RENTAL OR LOANER.
4. KENNY WILL BE TAKING CARE OF VEHICLE; CUSTOMER CAN FOLLOW UP WITH HIM.
5. WILL BE OUT OF OFFICE THIS AFTERNOON.
6. FOUND AN EXPLODED **FAN** CLUTCH AND **FAN** WENT INTO RADIATOR.
7. WILL TAKE ABOUT 3 DAYS TO GET PARTS IN.

WRTR STTES:

1. ADVISED CUSTOMER OF SITUATION.

CUSTOMER STTES:

1. NEED A VEHICLE HAVE BEEN OUT OF WORK.
2. NEED TO GET TO CLASS TMW. FOR EXAMS.

WRTR STTES

- 1.SORRY FOR SITUATION.
2. UNFORTUNATELY WARRANTY DOES NOT COVER LOANERS OR RENTAL.
3. SUGGESTED CUSTOMER SPEAK WITH KENNY THIS AFTERNOON.
4. WRTR CLLD DPSM TERRY OLIVER.
5. ADVISED TERRY OF SITUATION.

TERRY STTES:

1. WILL FOLLOW UP WITH DLR.

*** CASE CLOSE 05/06/2004 03:17 PM US Mountain Standard Time CRountree

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K412183	30,668
MAYFIELD KY	[REDACTED]		Dealer: KY007 Mike Smith Kia	

Case History

Inquiry Warranty Info

*** PHONE LOG 01/11/2005 10:47 AM US Mountain Standard Time YLabarca
CUSTOMER STATES
1 PURCHASED USED
2 GOT EXT WARRANTY ON IT
3 TROUBLE SQUEAKING
4 HAD IN 3 TIMES FOR THIS
5 TELLING ME ITS THE 3 BELTS \$114.00 BUT DONT KNOW WHICH ONES
6 WHEN I FIRST AND THE SECOND TIME TOOK IT IN THEY COULDNT FIND THE SQUEAKING
7 NOW ITS NOT COVERED UNDER WARRANTY
8 JACKIE BURGER WAS HELPING ME AND IS THE SVC MGR
9 JACKIE REFERRED ME BACK TO MY SALESMAN AND DONT KNOW WHY
10 TOLD ME THAT IF I HAD THE VEHICLE IN BEFORE 30,000 MILES WOULD HAVE BEEN COVERED

WRITER STATES
1 APOLOGIZED
2 NO RECALLS
3 ADV THAT THE USED VEHICLE HAS A 5/60 LBW AND PTW FOR DEFECTS
4 ADV THAT BELTS CONSIDERED MAINTENANCE BUT SOME BELTS COVERED UNDER WARRANTY AND NEED TO MEET CERTAIN CRITERIA
5 ASKED TO HOLD WHILE I CALL THE DLR

*** PHONE LOG 01/11/2005 10:52 AM US Mountain Standard Time YLabarca Action Type:Incoming call
WRITER CALLED KY007 AND LEFT MSG WITH WES FOR JACKIE BARKER SVC MGR
WRITER STATES
1 REQ CL BACK
2 ADV OF MY NAME NUMBER EXT AND CUSTOMER NAME

*** PHONE LOG 01/12/2005 09:25 AM US Mountain Standard Time YLabarca Action Type:Incoming call
WRITER CALLED KY007 AND SPOKE TO SVC
SVC STATES
1 REPLACED RADIATOR **FAN** BECAUSE CRACKED
2 DRIVE BELTS SQUEAKING
3 THE DRIVE, A-C, AND P-S BELTS NEED TO BE REPLACED
4 THESE BELTS ONLY HAVE A 12/12 WARRANTY

*** PHONE LOG 01/12/2005 09:27 AM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CALLED CUSTOMER AND NO ANS

*** PHONE LOG 01/12/2005 02:25 PM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER STATES
1 ADV OF WHAT SVC STATED

CUSTOMER STATES
1 WHEN I GOT THE VEHICLE IN JULY THEY CAR WAS SOUEAKING

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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]	K412183	30,668
MAYFIELD KY [REDACTED]			Dealer: KY007 Mike Smith Kia	

2 THEY TOLD ME THEY COULDNT HEAR THE SQUEAKING
3 I DID
4 I PURCHASED THE VEHICLE WITH 13,000 MILES
5 I PURCHASED AN EXT WARRANTY

WRITER STATES

1 IN ORDER TO FIX THE VEHICLE THE DLR IS SUPPOSED TO DUPLICATE THE PROBLEM
2 THE BELTS ARE COVERED FOR 12/12 FOR DEFECTS
3 WHEN YOU PURCHASED THE VEHICLE THE BELTS WERE ALREADY OUT OF WARRANTY
4 YOU MAY WANT TO CHECK WITH YOU EXT WARRANTY CO

*** CASE CLOSE 01/12/2005 02:25 PM US Mountain Standard Time YLabarca

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K1204200	60,800
BUSHKILL PA [REDACTED]			Dealer: PA019 Ertle Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/19/2006 06:47 AM US Mountain Standard Time HReynolds

[REDACTED] STATES:

1. HAD 60K MAINTENANCE AT Ertle Kia
2. COST ME \$800
3. KIA DEALER SAID, NEEDS NEW TRANSMISSION PAN BECAUSE IT'S LEAKING
4. CRACKED IN *FAN* ASSEMBLY
5. CAR IS OUT OF BLW
6. WILL COST ME ANOTHER \$600
7. MY CAR IS BARELY OVER 60K MILES
8. CAN KIA HELP ME WITH THIS?

WRITER STATES:

1. UPDATED/NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, SINCE VEHICLE IS OUT OF BLW, NEEDS REVIEWED BY DPSM FOR ANY ASSISTANCE
4. WILL FOLLOW UP WITH CUSTOMER AFTER REVIEWED

*** PHONE LOG 07/19/2006 07:01 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO VLAD - SA AT Ertle Kia
2. WOULD LIKE TO KNOW STATUS

VLAD STATES:

1. VEHICLE HAS CRACK COOLING *FAN*, LEAKING TRANSMISSION PAN

WRITER STATES:

1. SINCE VEHICLE IS JUST PASSED THE WARRANTY BY MILEAGE, DO YOU CONTACT THE DPSM FOR ANY ASSISTANCE?

VLAD STATES:

1. DPSM IS HERE

WRITER STATES:

1. WRITER WOULD LIKE TO SPEAK TO DPSM IF HE IS AVAILABLE

VLAD STATES:

1. WILL TALK TO HIM
2. DPSM HAS AGREE TO PAY 50% OF TRANSMISSION PAN ONLY
3. CUSTOMER IS RESPONSIBLE FOR COOLING *FAN* AND 50% OF THE PAN
4. DEALER WILL TAKE CARE OF THE LABOR

*** PHONE LOG 07/19/2006 07:05 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO [REDACTED]
2. ADVISED, DPSM HAS AUTHORIZED FOR 50% OF TRANSMISSION PAN ONLY
3. KIA DEALER WILL COVERED FOR LABOR
4. ADVISED CONTACT KIA DEALER TO LET THEM KNOW THAT WHETHER YOU ACCEPT THE OFFER OR NOT

CUSTOMER STATES:

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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]	K1204200	60,800
BUSHKILL PA [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Dealer: PA019 Ertle Kia

WRITER STATES:

1. WRITER WAS MISUNDERSTAND
2. APOLOGY TO [REDACTED] FOR WRONG INFO
3. SINCE LABOR FOR TECHNICIAN FROM DEALER, IT WILL BE SM'S DISCRETION FOR ANY DISCOUNT

*** CASE CLOSE 07/20/2006 05:39 AM IIS Mountain Standard Time HReynolds

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K1006588	50,000
Cleyburne TX [REDACTED]			Dealer: TX073 Van Griffith Kia	

Case History

Inquiry Warranty Info

*** PHONE LOG 08/29/2005 07:44 AM US Mountain Standard Time DLyons
cust states:

1. the cooling *fan* blades came off & caused damage to the radiator.
2. does customer still have warranty on the vehicle
3. how can she get to the dlrshp in her area

Writer advised:

1. so sorry to hear of this concern
2. advised that the customer is still covered by the warranty for 5/60k miles so she is still within the warranty guidelines
3. can connect with the RSA to arrange for the tow to the nearest kia dlrshp
4. cust transferred to Geetha in RSA.
5. advised there are no recalls, updated cust info, no previous cases.

*** CASE CLOSE 08/29/2005 07:44 AM US Mountain Standard Time DLyons

*** PRIORITY CHANGE 09/02/2005 11:37:31 AM HReynolds

*** PHONE LOG 09/02/2005 11:42 AM US Mountain Standard Time HReynolds Action Type:Incoming call
[REDACTED] STATES:

1. **FAN** BLADE BROKE AND WENT THROUGH RADIATOR
2. DEALER SAYS THE PARTS ARE BACK ORDER
3. CAN'T AFFORD TO HAVE A RENTAL CAR
4. SINCE THIS IS WARRANTY REPAIR AND WAITING ON BACK ORDER PARTS, KIA SHOULD GIVE ME A RENTAL CAR
5. I WILL GET A LAWYER IF I HAVE TO BECAUSE IT'S RIDICULERS

WRITER STATES:

1. UPDATED/ NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, KIA'S OBLIGATION IS REPAIR THE VEHICLE UNDER TERMS OF WARRANTY
4. RENTALS ARE NOT PROVISION OF KIA'S WARRANTY, DPSM NEEDS REVIEW THE CASE FOR RENTAL APPROVAL
5. WRITER WILL FOLLOW UP WITH KIA DEALER FOR STATUS OF VEHICLE

*** PHONE LOG 09/02/2005 01:49 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO SHIRLEY - SA AT TX073, SM ON VACATION
2. WOULD LIKE TO KNOW STATUS OF VEHICLE

SHIRLEY - SA STATES:

1. **FAN** AND **FAN** CLUTCH IS OUT
2. NO ETA

WRITER STATES:

1. PART#

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K1006588	50,000
Cleyburne TX	[REDACTED]		Dealer: TX073 Van Griffith Kia	

1. WOULD TRANSFER YOU TO PARTS DEP.

WRITER STATES:

1. SPOKE TO GLEN - PARTS MANAGER
2. **FAN** BLADE ASSEMBLY IS ON ORDER
3. ETA IS 9/23
4. PART# OK04815140A

*** NOTES 09/02/2005 02:09 PM US Mountain Standard Time RBussey Action Type:Manager review
Writer given case by Hun Reynolds.

*** PHONE LOG 09/02/2005 02:16 PM US Mountain Standard Time RBussey Action Type:Outgoing call
Writer called and LVM for John Milner:

1. Gave writer contact info and situation.

*** PHONE LOG 09/06/2005 05:07 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. WRITER SENDING E MAIL TO DPSM/JOHN MILNER
2. VEHICLE IS DOWN AT TX073 DUE TO **FAN** BLADE BROKE
3. DEALER IS WAITING ON BACK ORDER PART
4. CUSTOMER ASKING KMA FOR RENTAL ASSISTANCE

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

Send to:[jmilner@kiausa.com]

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*** NOTES 09/08/2005 02:09 PM US Mountain Standard Time HReynolds Action Type:Manager review

WRITER STATES:

1. DISPATCHING THIS CASE TO WESTERN REGION FOR CUSTOMER CONTACT
2. VEHICLE IS DOWN AT TX073, WAITING **FAN** BLADE
3. BACK ORDER ITEM, NO ETA
4. CUSTOMER ASKING KMA FOR RENTAL ASSISTANCE
5. NO RESPONSE FROM DPSM/JOHN MILNER

*** PHONE LOG 09/13/2005 01:04 PM Pacific Daylight Time KRuyle Action Type:Outgoing call

wrtr called and spoke with DPSM John Milner

wrtr said

1. part is on BO with an ETA of 9/23
2. cust is upset that she is having for a rental car

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723025	K1006588	50,000
Cleyburne TX			Dealer: TX073 Van Griffith Kia	

3. asking for assistance

DPSM said

- 1 was not aware she was having a parts issue or renting her own car
2. have SA call her and lets get her set up until the part comes in

wrtr said

1. OK, will contact SM at TX073
2. will also contact PDC and see if I can get the part any quicker

*** NOTES 09/13/2005 01:05 PM Pacific Daylight Time KRuyle Action Type:E-mail sent
wrtr emailed Chino PDC inquiring when we might be getting the *fan* assbl in for the dealer

*** NOTES 09/13/2005 01:05 PM Pacific Daylight Time KRuyle Action Type:E-mail rec.
wtr rec email back from PDC:'

DONE, Moved b/o to critical UPER status.

*** NOTES 09/13/2005 01:06 PM Pacific Daylight Time KRuyle Action Type:E-mail rec.
wrtr rec another email from PDC:

My guesstimate is: By Fri this week or sooner if all works right. 70 pcs. receiving tickets pulled for in anticipation of arrival AIR INTRANSIT shipment.

*** PHONE LOG 09/13/2005 01:09 PM Pacific Daylight Time KRuyle Action Type:Outgoing call
wrtr called Gene, SM at TX073
wrtr said

1. was told by our PDC that your order has been moved to a critical UPER
2. hoping to have the parts there today and you will hopefully get it by Friday

SM said

- 1, that would be great
2. thank you for the help

wrtr said

1. have you or Shelly contacted the cust regarding the rental?

SM said

1. yes, Shelly called her and she was very happy that we are going to help her with the rental car
2. it would be great if we could get her vehicle back to her by this weekend

wrtr said

1. we'll just have to wait and see if the part comes in by Friday

*** PHONE LOG 09/13/2005 01:17 PM Pacific Daylight Time KRuyle 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>
		KNDJB723025	K1006588	50,000
Cleyburne TX			Dealer: TX073 Van Griffith Kia	

1. just giving you an update on the part on order
2. it is Monday afternoon and we have not rec the *fan* assembly for cust vehicle
3. just wanted to let you know

*** PHONE LOG 09/20/2005 08:59 AM Pacific Daylight Time KRuyle Action Type:Outgoing call

wtr called Gene, SM at TX073

wtrr said

1 no true ETA on the assembly yet

2. does it truely need a clutch as well, or will just a *fan* work?

SM said

1., let me check hold on

2. not sure

3. the *fan* blades came off, but without the *fan* we dont know for sure whether or not the clutch is OK

wtrr said

1., we have a ton of *fan*s

2. how about we order a *fan* and get it to you tomorrow

3. if it fixes the car, we are all happy

4. if it does not and it still needs the assemble, its on its way some time

SM said

1. will do that

wtrr gave Sm part number to order

*** PHONE LOG 09/26/2005 08:05 AM Pacific Daylight Time KRuyle Action Type:Outgoing call

wtrr called and spoke with Gene, SM at TX073 who said

1. done and gone

2. she picked it up on Friday

wrt said

1 great, thanks

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1235068	48,000
Coupland TX [REDACTED]			Dealer: TX082 Hewlett Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/06/2006 10:32 AM US Mountain Standard Time JHirshfield caller

1. he is tired of having to take this car into dealership every two weeks
2. the CEL keeps coming on and they keep going back
3. this is about a 100 mile trip every time he goes there
4. they have had an engineer out to try and repair it but it only lasted about a month
5. he has to be without a vehicle every time he takes it in
6. it took them a week for repairs when the *fan* blades broke off
7. all he really wants is to get this fixed or a car that runs properly

wtr

1. CEL is an indicator for the emissions control system
2. Could be set off by up to 100+ different conditions
3. If there are no drivability issues and it persists, then they can make a svc appt and have it diagnosed at first opportunity
4. Kia will stand behind the warranty and continue to repair it under the terms of the warranty

cust

1. i will have to call the Atty General or the BBB
2. it has had to go back in too many times
3. he will take it back for one final repair attempt
4. he will speak with svc mgr directly

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

Send to:[fkrause@kiausa.com]

Frank:

Wanted to bring this case to your attention. Cusatomer has made seeral trips to dealershiip for same problem--even had FTR (he says) try and repair it. He is willing to take it back in one more time for a "final repair attempt" he says, but is very unhappy with the vehicle and the repeat repairs.

Thanks

Jon Hirshfield

1-800-333-4542 X 46635

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*** CASE CLOSE 10/06/2006 10:51 AM US Mountain Standard Time JHirshfield