

**PE06-042**

**HYUNDAI**

**12/22/06**

**ATTACHMENT TAB 1**

**PART 1 OF 2 E**

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

Page 2 of 3

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

\*\*\* NOTES 10/09/2006 07:32 AM Pacific Daylight Time ARomo Action Type:Manager review

Rec'd BBB call report for customer seeking Repair Assistance or Replacement.

Customer concerns are as follows:

1. CEL

Sent copy to DPSM via fax.

\*\*\* PHONE LOG 10/11/2006 11:16 AM Pacific Daylight Time KRuyle Action Type:Outgoing call

wrtr called cust and spoke with [REDACTED] who said

1. CEL is on
2. been on for 2-3 days now
3. TX082 just cant seem to fix it right
4. dont know why, but I am not going to take it back anymore
5. tired of the run around and not getting the CEL fixed

wrtr said

1. very sorry for the concerns
2. rec the BBB initail call report and wanted to see if there was anything KMA could do to help resolve
3. but if you dont want to take the vehicle back to a dealership, not much I can do to assist

cust said

1. I called the BBB because TX082 really upset me'
2. dont think they have been upfront
3. TX082 told me that if I called the BBB that you would give me a new one

wrtr said

1. very sorry, but replacement does not work that way
2. we replace vehicles under the terms of each states lemon laws
3. there is a qualification for each vehicle and I do not see that your vehicle qualifies
4. based on the age and the miles on the vehicle
5. I would be more than happy to assist in repairing the vehicle if you'd like

cust said

1. live 50 miles from TX082, which is the closest
2. I am not supposed to drive anymore
3. wife has to drive us there and back and thats hard with no other car there
4. I have my 83 Ford pickup, but I am not supposed to drive it anymore
5. that makes this very hard to take it back and forth to the dealer
6. I dont really want another car, I really just want this one fixed
7. think what I will do is take it to a shop here and have them pull the code

wrtr said

- 1 if you would like to call me I'd be happy to pass that on to my FTR and set an appt for the vehicle
2. I dont have availability until November, but would like to see about scheduling him

cust said

1. will call you
2. get the info and will call you back about setting an appt for the car to be repaired
3. appreciate you calling

wrtr gave cust number

**Kia Motors America  
Consumer Affairs Department**

Page 3 of 3

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
Ferguson	Johnny	KNDJB723925170961	K1235068	48,000

---

Coupland TX 78615 Dealer: TX082 Hewlett Kia

---

\*\*\* CASE CLOSE 10/11/2006 11:18 AM Pacific Daylight Time KRuyle  
pending cust call back

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

Page 1 of 1

<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]	KNDJA623X25 [REDACTED]	K1200299	42,000
BAGDAD AZ [REDACTED]	[REDACTED]	[REDACTED]	Dealer:	

Case History

Complaint Repair Assistance

\*\*\* PHONE LOG 07/10/2006 08:15 AM US Mountain Standard Time TMorales

CUST STATED:

1. I HAD A **FAN** BLOW UP AND WANT TO KNOW IF THERE IS WARRANTY
2. I AM 200 MILES FROM HOME
3. THE VEH IS NOT DRIVEABLE
4. DO I HAVE TO GO TO THE KIA DLR FOR SVC

WRITER ADVISED:

1. APOLOGIZED FOR THE PROBLEM
2. EXPLAINED 5/60 PTW LBW AND 5/XX R/A WARRANTIES
3. LBW COVERS FOR DEFECTIVE RADIATOR **FANS**
4. FOR WARRANTY SVC VEH MUST BE AT THE DLR, CONFIRMED NEAREST DLR INFO
5. R/A WILL TOW THE VEH TO THE NEAREST DLR IF NOT DRIVEABLE
6. EXPLAINED TRIP INTERRUPTION BENEFIT
7. TRANSFERRED CUST TO R/A AT REQUEST

CUST STATED:

1. OK THANK YOU

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

Page 1 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K193363	17,000
Bessemer AL [REDACTED]			Dealer: AL016 Bill Byrd Kia	

**Case History**

Complaint    Repurchase

\*\*\* PHONE LOG 07/23/2003 08:49 AM US Mountain Standard Time JProkopp

Customer states:

1. My vehicle has been in the shop 7 times already and it is less than a year old.
2. Right now the *fan* to the radiator came apart.
3. The vehicle is at Bill Byrd Kia.
4. They are replacing the *fan*, radiator, and the guard.
5. I want out of this vehicle.
6. I was told that I need to call you to do that.

Writer states:

1. I apologize that you have had issues with your vehicle.
2. I only show two previous warranty repairs to the vehicle.
3. Kia stands behind the warranty and will repair your vehicle under the terms of the warranty.
4. I can assist you in getting the vehicle repaired.
5. I cannot assist you in getting out of the vehicle.

Customer states:

1. I will just call my attorney then and file for the lemon law.

\*\*\* PHONE LOG 07/23/2003 08:52 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Bill Byrd Kia. Writer was unable to get through to service.

\*\*\* PHONE LOG 07/24/2003 07:29 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Bill Byrd Kia and spoke with Doug, the service manager.

Doug states:

1. The *fan* blades were all broken off and in the shroud.
2. It looked like someone may have tinkered with it, but we could not tell for sure.
3. We repaired the vehicle and the customer picked it up yesterday.
4. The customer has brought the vehicle into us before for a wind noise and a vibration.
5. We did not find any problems with the vehicle.
6. She also brought the vehicle in stating that it was going all over the road.
7. We did not duplicate that problem.
8. The only prior repairs that have been done were the orvr valve and the alignment.
9. Everything else we have not been able to duplicate.

\*\*\* NOTES 07/24/2003 07:31 AM US Mountain Standard Time JProkopp Action Type:Manager review

Writer forwarding to region as a heads up.

Customer stating that she will be contacting an attorney and filing for the lemon law.

Vehicle is currently repaired.

Vehicle has two unrelated repairs in history.

\*\*\* SEND CASE HISTORY 07/24/2003 07:32:31 AM JProkopp

Case details sent to tmorgan@kiausa.com.

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

Page 2 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K193363	17,000
Bessemer AL	[REDACTED]		Dealer: AL016 Bill Byrd Kia	

\*\*\* PHONE LOG 07/25/2003 11:50 AM Pacific Daylight Time PMorris Action Type:Outgoing call  
Writer tried to contact customer and got dial tone

\*\*\* PHONE LOG 07/28/2003 11:30 AM Pacific Daylight Time PMorris Action Type:Outgoing call  
Writer called customer and left a message

\*\*\* PHONE LOG 07/29/2003 08:39 AM Pacific Daylight Time PMorris Action Type:Outgoing call  
Writer called customer and left a message

\*\*\* PHONE LOG 07/30/2003 10:03 AM Pacific Daylight Time PMorris Action Type:Outgoing call  
Writer called customer and left a message

\*\*\* PHONE LOG 07/31/2003 06:45 AM Pacific Daylight Time PMorris Action Type:Incoming call  
Writer received VM from Tracy Fisher  
Tracy left number of 205-477-4427 work between 9-5

\*\*\* PHONE LOG 07/31/2003 11:16 AM Pacific Daylight Time PMorris Action Type:Outgoing call  
Writer called customer and asked what was currently wrong with her vehicle  
customer said that she took the vehicle home and noticed the horn did not work and the A/C was not cooling properly and she said it does not handle well so the dealer told her she will have to get it aligned for the second time.  
customer said she is not happy with this vehicle and she does not want the vehicle anymore  
customer said the dealer said they would trade her into another vehicle but she does not want to do that  
customer said she wished she would of never traded her old vehicle in  
writer told customer that we are sorry that you are experiencing any problems with your vehicle but at this time KMA is not going to provide any assistance other than repair assistance  
writer told customer to call back and speak with me if you have any more issues and we will do what we can to help  
writer asked customer if she has a appointment to take the vehicle to the dealer for the latest issues  
customer said no she will take it on sat  
writer thanked customer and told customer to call back if problems continue to exist

\*\*\* CASE CLOSE 07/31/2003 11:19 AM Pacific Daylight Time PMorris

\*\*\* PHONE LOG 08/05/2003 09:12 AM Pacific Daylight Time PMorris Action Type:Incoming call  
Writer received VM form customer  
customer requested call back at [REDACTED]

Writer called customer and left a VM

\*\*\* PHONE LOG 08/06/2003 11:31 AM Pacific Daylight Time PMorris Action Type:Outgoing call  
Writer called customer and left a message

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

Page 3 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723825	K193363	17,000
Bessemer AL			Dealer: AL016 Bill Byrd Kia	

Writer received message from customer  
customer left call back number of

Writer called dealer and asked what happened on monday  
dealer said customer came in on monday without a appointment and wanted to get ahead of all the other vehicles for repairs  
dealer said they had 17 vehicles ahead of her and would try to work her in but she would have to wait until something comes open  
dealer said she did wait for a 2-3 hours and than left before they closed  
dealer said the customer left  
dealer said she came in for the horn being inop. A/C not cooling all of the time, and lock caps messed up  
Dealer said the previous repair was for a *fan* coming apart

Writer called customer and asked her what was going on  
customer said she went to the dealer on monday and say from 10-3 and they still were not even looking at the vehicle  
writer asked customer if she had a appointment  
customer said no she just came in  
writer told customer that sometimes dealers are too busy to get someone worked in when they are a walk in  
customer said they could of told her it would of been that long of a time and she would of ran some errands  
writer told customer that we are sorry for the situation  
Writer told customer that we would like to get you back in there so they can look at you vehicle  
writer asked customer what day would be available for you to brig your vehicle in  
customer said sat  
writer told customer that we will call the dealer and see  
customer said that this is our last time to repair this vehicle and that she has a attorney and is going to file the LL.  
Writer told customer as a consumer you have every right to pursue this  
Writer told customer that KMA is not going to re[purchase your vehicle at this time but we will continue to offer valid warranty  
repairs and repair assistance  
writer told customer that we will call the dealer and see if we can get a appointment set for you  
writer tod customer that we will call you back this afternoon

Writer called dealer and informed them of the situation  
dealer said they only do maint on sat  
writer asked dealer if they could call the customer and schedule them for appointment  
dealer said they would  
writer gave out number

\*\*\* PHONE LOG 08/07/2003 03:40 PM Pacific Daylight Time PMorris Action Type:Outgoing call  
Writer called customer at work and she already left  
Writer called customer at home and got hung up on

\*\*\* PHONE LOG 08/08/2003 11:42 AM Pacific Daylight Time PMorris Action Type:Outgoing call  
Writer called customer and asked if she had been contacted by dealer yet  
customer said no  
Writer told customer that they would not be able to look at her vehicle on sat due to lack of techs  
customer said she could have her son take it in first thing on monday  
Writer told customer that we will call dealer and see what we can do

Writer called Dealer spoke with SvcM  
SvcM said he could not fit them on monday but Tues would be good  
SvcM said he was leaving and to contact Monya for the rest of the day

**Kia Motors America  
Consumer Affairs Department**

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K193363	17,000
Bessemer AL	[REDACTED]	[REDACTED]	Dealer: AL016 Bill Byrd Kia	

---

Writer tried to contact customer and line was busy

Writer called customer and informed her of the situation

customer said that she would be available on Tues

Writer told customer that we will call the dealer and confirm it and call you back

Writer called dealer and confirmed schedule of Tues at 8:00am

Writer told dealer that we will call the customer and inform them of this

Writer called customer and confirmed with her

\*\*\* CASE CLOSE 08/08/2003 11:43 AM Pacific Daylight Time PMorris

\*\*\* PHONE LOG 10/21/2003 08:05 AM BGauldin Action Type:Incoming call

customer requesting assist :

1.took 800 225-3193 for P. Morris.

\*\*\* NOTES 10/21/2003 08:06 AM BGauldin Action Type:Manager review

writer stated:

1.gave info.

\*\*\* CASE CLOSE 10/21/2003 08:07 AM BGauldin



**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
Burleson TX		KNDJB723225	K328051	47,000
			Dealer: TX040 Buz Post Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 06/21/2004 11:30 AM JHirshfield  
caller:

1. car broke down -- *fan* came apart
2. towed to Buz Post --as of today still has not had a chance to diagnose the car
3. they have not called her back like they said they would
4. she had to miss work today because of no car
5. what can she do?

wtr

1. Kia cannot dictate the repair schedule of a dealership
2. also no rental provision in the warranty
3. need to speak with Buz Post svc mgr

wtr spoke with svc mgr, Mike Carlson @ TX040

1. v he does have a lot of vehicles currently in the shop
2. he needs to check on repair timeline  
(after discussion with his tech)
3. they have parts instock
4. he has elevated the repair to E - status---will be the next car in
5. if no other damage, should be repaired today

wtr thanked Mike for his assistance with this matter

wtr reiterated to cust what svc mgr had said

csut thanked wtr for the assistance

\*\*\* CASE CLOSE 06/21/2004 11:30 AM THirshfield

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

Page 1 of 4

---

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K313600	98,000
Drybranch GA	[REDACTED]		Dealer: GA044 Kia Time Macon	

---

Case History

Complaint Dealer

\*\*\* PHONE LOG 05/07/2004 09:56 AM US Mountain Standard Time JProkopp

Customer states:

1. The dealership tore up my car.
2. They damaged it and they are not helping me.
3. I took the vehicle into Kia Time Macon.
4. They told me that the *fan* blade was broken and there was a hole in my radiator.
5. The vehicle wasn't like that when I took it in to them.
6. They need to cover this.

Writer states:

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

Writer placed customer on hold and called Kia Time Macon. Writer spoke with TJ the service manager.

TJ states:

1. The customer brought the vehicle in smoking and shaking.
2. The coolant *fan* broke.
3. There is hole in the radiator.
4. There is no coolant or oil in the engine.
5. The vehicle still has the oil filter that we put on it at 51k miles.
6. This customer has not maintained the vehicle and she drove it hot.
7. She did not want us to do repairs.
8. We repeatedly told her and put it on the invoice that she should not drive the vehicle in this condition.
9. She picked up the vehicle and drove off with it.

Writer got back on the line with the customer.

Writer states:

1. I called your dealership and spoke with the service manager.
2. Advised customer of service manager's comments.
3. These items are not warranty related repairs.
4. I would recommend that you get them taken care of to prevent any further damage to your vehicle.

Customer states:

1. They did this to my car.
2. He is a liar.

Writer states:

1. If you feel that the dealership damaged your vehicle, you need to speak with management at the dealership.
2. It is up to them whether or not they feel that they are responsible for this.
3. These items are not covered under the manufacturer's warranty anymore.
4. I cannot offer coverage for this.
5. I will note a complaint on your behalf.

\*\*\* CASE CLOSE 05/07/2004 09:56 AM US Mountain Standard Time JProkopp

\*\*\* PHONE LOG 12/20/2004 12:33 PM WNoonan Action Type:Incoming call

WRITER RECEIVED INCOMING CALL FROM Yvonne Flagg.

CUSTOMER STATED:

1. I TOOK THE VEHICLE TO THE DEALER IN MAY AND THEY SAID THAT I NEEDED TO HAVE REPAIRS

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K313600	98,000
Drybranch GA	[REDACTED]		Dealer: GA044 Kia Time Macon	

- DONE TO THE RADIATOR BECAUSE IT WAS LEAKING.  
2. I COULD NOT AFFORD THE REPAIR AND DROVE THE VEHICLE OFF THE LOT OF THE DEALER.  
3. NOW THE VEHICLE IS BACK TO THE DEALER FOR AN ENGINE PROBLEM AND THEY SAID THAT IT WAS NOT GOING TO BE COVERED.  
4. I DO NOT KNOW WHY?

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. IF THE DEALER WAS ABLE TO DIAGNOSE A PROBLEM LIKE A COOLANT LEAK AND ADVISED YOU IT NEEDED REPAIR AND YOU DECIDED TO DRIVE THE VEHICLE OFF THEIR LOT, THAT IS FURTHER DAMAGING THE ENGINE AND MAY VOID THE WARRANTY ON IT.
3. WRITER WOULD LIKE TO SPEAK WITH THE DEALER ABOUT THIS.
4. THERE ARE INTERVALS THAT MAINTENANCE SHOULD BE DONE TO THE ENGINE AT 30K, 60K, AND 90K.
5. WE WILL NEED TO SEE PROOF THAT THESE MAINTENANCE ITEMS WERE COMPLETED.

CUSTOMER STATED:

1. I DO NOT HAVE MONEY FOR THESE THINGS.
2. THE DEALER HAS NOT LOOKED AT THE VEHICLE YET AND I THINK I AM GOING TO JUST TOW THE VEHICLE OFF THEIR LOT.
3. I AM GOING TO CALL THE FINANCE COMPANY.
4. THANKS ANYWAY.

\*\*\* PHONE LOG 12/20/2004 12:43 PM WNoonan Action Type:Outgoing call  
WRITER PHONED Kia Time Macon AND SPOKE WITH T.J., SERVICE MANAGER.

T.J. STATED:

1. THE VEHICLE WAS DRIVEN IN HERE IN MAY SMOKING.
2. THE VEHICLE HAD A LEAKING RADIATOR, THE OIL DIPSTICK DID NOT HAVE ANY OIL AND THE ENGINE WAS KNOCKING.
3. WE ADVISED THE CUSTOMER OF THE REPAIRS NEEDED AND THEY DECIDED THAT THEY DID NOT WANT TO HAVE US REPAIR THE VEHICLE.
4. WE TOLD THE CUSTOMER IT WILL DAMAGE THE ENGINE IF SHE CONTINUED TO DRIVE IT AND IGNORED OUR RECOMMENDATION TO HAVE THE VEHICLE TOWED AND DROVE THE VEHICLE OFF OF OUR LOT WITH NO REPAIRS COMPLETED.
5. NOW THE VEHICLE IS HERE AND THE VEHICLE HAS A POSSIBLE BLOWN MOTOR, IT WILL NOT TURN OVER.
6. WE ADVISED OUR KIA FACTORY REP ABOUT THIS AND HE SAID THAT GIVEN THE SITUATION, IT SOUNDS LIKE IT IS GOING TO BE CUSTOMER PAY.
7. THIS IS WHAT WE ADVISED HER.
8. SHE WAS NOT HAPPY.

WRITER STATED:

1. I ADVISED HER THAT ABUSE WAS NOT COVERED, THAT DEFECTS IN MATERIAL OR WORKMANSHIP WERE.
2. SHE SAID THAT SHE WAS GOING TO HAVE THE VEHICLE TOWED OFF YOUR LOT.
3. WANTED TO LET YOU KNOW SHE CALLED US.

T.J. STATED:

1. THANKS.

\*\*\* CASE CLOSE 12/20/2004 12:44 PM WNoonan

**Kia Motors America  
Consumer Affairs Department**

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723425	K313600	98,000
Drybranch GA			Dealer: GA044 Kia Time Macon	

\*\*\* PHONE LOG 12/20/2004 04:26 PM WNoonan Action Type:Outgoing call  
WRITER PHONED CUSTOMER AND LEFT VM REQUESTING CALL BACK.

\*\*\* PHONE LOG 12/21/2004 08:17 AM WNoonan Action Type:Outgoing call  
WRITER PHONED CUSTOMER AND LEFT VM REQUESTING CALL BACK.

\*\*\* PHONE LOG 12/23/2004 08:27 AM WNoonan Action Type:Outgoing call  
WRITER PHONED CUSTOMER AND LEFT VM REQUESTING CALL BACK.

\*\*\* CASE CLOSE 12/23/2004 08:27 AM WNoonan  
CASE CLOSED

\*\*\* PHONE LOG 12/23/2004 09:03 AM WNoonan Action Type:Incoming call  
WRITER RECEIVED INCOMING CALL FROM YVONNE FLAGG.  
CUSTOMER STATED:

1. I DON'T KNOW WHY THE DEALER IS NOT COVERING THE REPAIR.
2. WE GOT THE VEHICLE BACK FROM THEM AND WE PUSHED THE VEHICLE OFF THEIR LOT OVER TO A GAS STATION TO HAVE THE RADIATOR FIXED.
3. I DID NOT DRIVE THE VEHICLE OFF THEIR LOT.

WRITER STATED:

1. THAT IS NOT THE STORY YOU TOLD US BEFORE.
2. THE DEALER SAID YOU DROVE THE VEHICLE OFF THE LOT.
3. THE KIA FACTORY REP HAS ALREADY MADE THE DECISION AND THEY ARE NOT COVERING THE REPAIR BECAUSE OF ABUSE.
4. YOU DROVE THE VEHICLE AFTER THE DEALER TOLD YOU THAT DRIVING WOULD DAMAGE IT.

CUSTOMER STATED:

1. CAN YOU TOW THE VEHICLE FROM THE DEALER TO MY HOME FOR ME?

WRITER STATED:

1. YES, BUT YOU WOULD HAVE TO PAY FOR IT.

CUSTOMER STATED:

1. NO THANKS.

\*\*\* CASE CLOSE 12/23/2004 09:03 AM WNoonan  
NOT COVERED UNDER WARRANTY.

\*\*\* PHONE LOG 12/28/2004 02:26 PM JProkopp Action Type:Incoming call  
Customer states:

1. Reiterated previous concerns.
2. Kia needs to cover this repair.

**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]	KNDJB723425 [REDACTED]	K313600	98,000
Drybranch GA [REDACTED]		Dealer: GA044 Kia Time Macon		

---

Writer states:

1. The dealer has inspected your vehicle.
2. The engine was damaged due abuse and lack of maintenance.
3. Kia will not cover this under the warranty.

\*\*\*\*\*Conversation repeated several times\*\*\*\*\*

\*\*\* CASE CLOSE 12/28/2004 02:27 PM JProkopp

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

Page 1 of 1

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K394961	42,000
RENO TX [REDACTED]			Dealer:	

---

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 11/18/2004 11:07 AM SLarez  
CUSTOMER STATES.

1. I HAVE A SQUEAKING NOISE AND THE MECHANIC WHO REPLACED THE BELTS STATED THE **FAN** IS CRACKING AND THAT IT COULD BREAK AND CAUSE A LOT OF DAMAGE.
2. I AM WONDERING IF THAT IS UNDER THE WARRANTY

WRITER STATES

1. THE **FAN** IS CONSIDERED TO BE UNDER THE BASIC WARRANTY FOR 5YRS 60K MILES
2. THE PART WOULD HAVE TO BE DEFECTIVE AND DIAGNOSED BY THE KIA DEALERSHIP
3. YOU MAY HAVE THE CAR TOWED BECAUSE IT MAY SNAP AT ANY TIME AND CAUSE DAMAGE OR YOU MAY CALL THE DEALERSHIP TO SET UP AN APPOINTMENT.
4. I WILL CALL THE DEALERSHIP AND THEN CALL BACK FOR TOWING.

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		kndjb723325	K200533	23,529
Riverside CA			Dealer: CA109 Shaver Kia	

Case History

Complaint Rental Car

\*\*\* PHONE LOG 08/07/2003 02:13 PM US Mountain Standard Time MWeiseman  
caller stated

- 1.) the *fan* broke in our sportage
- 2.) the veh has been down for 2 weeks, and it could be another week
- 3.) the part is order
- 4.) i have spent 300 on a rental, and i can't spend any more
- 5.) i am requesting rental assistance
- 6.) i don't have the VIN

writer stated

- 1.) i'm sorry you've had this problem
- 2.) i will call the svc mgr and get a diagnosis
- 3.) i will call the factory rep in your area and request rental assistance
- 4.) i will call you back at the end of the day with an update

writer called CA109 and spoke with

- 1.) left mark a message
- 2.) writer reviewed case details
- 3.) writer stated that he was under the impression that there was a rental assistance for this issue
- 4.) writer asked for mark to call back with diagnosis

writer called terry oliver

- 1.) terry hasn't set up voice mail yet
- 2.) will try again later

writer called mr flores

- 1.) writer updated mr. flores on situation
- 2.) writer stated that he had left messages for both parties involved
- 3.) writer stated he call with an update/decison in the morning

writer added

- 1.) writer will retrieve mileage and VIN from dealer

\*\*\* PHONE LOG 08/08/2003 07:19 AM US Mountain Standard Time MWeiseman Action Type:Outgoing call  
writer called CA109 and spoke with mark

- 1.) svc mgr spoke with mr. flores shortly after writer did
- 2.) svc mgr set him up with the \$15 rental assitance
- 3.) writer stated that he didn't know this
- 4.) writer thanked mark

writer called mr. flores

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

---

<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]	K200533	23,529
Riverside CA	[REDACTED]		Dealer: CA109 Shaver Kia	

---

- 2.) writer stated that he had spoke with mark the svc mgr at the dealership
- 3.) writer stated that he wanted to confirm that he had received the \$15 a day rental assistance
- 4.) writer advised caller to call writer back with any questions

\*\*writer closed case pending further contact on this issue\*\*

\*\*\* CASE CLOSE 08/08/2003 07:20 AM US Mountain Standard Time MWeiseman



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

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K325535	21,202

BOYNTON BEACH FL [REDACTED] Dealer: FL080 Johnson's Kia of Leesburg

**Case History**

Inquiry Roadside Assistance

\*\*\* PHONE LOG 06/15/2004 07:10 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. WE WERE IN FL. GOING TO MICHIGAN AND THE **FAN** BROKE AND WENT THROUGH THE RADIATOR.
2. THE CAR WAS TOWED TO JOHNSONS KIA IN LEES BURG FL. AND WE SPOKE TO SOMEONE IN R/A AND THEY ADVISED FOR RENTAL REIMBURSEMENT.
3. I AM CALLING BECAUSE WE SPENT ABOUT 771.00 ON A RENTAL NOT TO MENTION HOTEL COST.

WRITER STATES.

1. GAVE ADDRESS TO MEDFORD FOR EVALUATION OF REIMBURSEMENT.
2. ADVISED THE BENEFIT FOR TRIP INTERUPTION IS UP TO \$300 FOR FOOD RENTAL AND LODGING.
3. IF YOU ARE GOING TO REQUEST MORE YOU MAY PUT THAT IN A LETTER EXPLAINING THE SITUATION
4. THE MAXIMUM AMOUNT ALLOTED IS \$300 FOR THE TRIP INTERUPTION
5. GAVE ADDRESS TO MEFORD MA. FOR EVALUATION OF REIMBURSEMENT.

\*\*\* CASE CLOSE 06/15/2004 07:10 AM US Mountain Standard Time SLarez

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K1208964	91,000
Clarks Grove MN	[REDACTED]		Dealer:	

---

Case History

Inquiry Recall Info

\*\*\* PHONE LOG 07/31/2006 10:28 AM US Mountain Standard Time WLevy

Caller states:

1. I saw on the Edmonds website that there is a TSB is available for the *fan* blades
2. It is on the NHTSA website
3. I was driving and they broke off

Wrtr states:

1. Updated; no recalls
2. Explained that VIN provides info about any recalls on one's veh

Caller states:

1. Well this should be covered
2. The veh isn't driveable right now

Wrtr states:

1. Advised if it is a warr repair, would need to be at a Kia dealership service dept

Caller states:

1. Well I don't live near a Kia dealership, how would I get it there?

Wrtr states:

1. Advised that w/s was 9/7/02 and that it expires on 9/7/07

Caller thanked wrtr

\*\*\* CASE CLOSE 07/31/2006 10:28 AM US Mountain Standard Time WLevy

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

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K289333	62,000
Conyers GA [REDACTED]		Dealer:		

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 03/03/2004 08:55 AM CHamilton

Anna states:

1. Calling from non Kia repair shop
2. Want to know if something covered under the 10/100 warr
3. Cooling *fan* is cracked between every blade, looks like its going to go any minute and take out the radiator

Wtr states:

1. Updated owner info, no recalls
2. Warr start date is 1/21/2002
3. 5/60 LBW expired
4. Balance remains of 10/100 PTW, covers engine, transmission and axles, internal parts only

\*\*\* CASE CLOSE 03/03/2004 08:55 AM CHamilton

\*\*\* PHONE LOG 03/08/2004 08:51 AM JCook Action Type:Incoming call

Customer Stated: [REDACTED]

1. Says she believes that she needs a new cooling *fan* blade for her vehicle.
2. Says she knows that her 5yr/60k lbw has expired on the vehicle, but she wanted to know if Kia would make an exception for her since she is not that far out of warranty.
3. Says she has not been to a Kia dealer yet.

---Writer advised customer:

1. That she needs to set up an appt. with her closest Kia dealer, so they can diagnose her vehicle.
2. Advised at that point she can speak with the Svc. Mgr at the dealer to see if he can contact his Kia Rep about possible assistance, but writer made no guarantees.
3. Advised that she can also call this writer back if necessary and we can speak with the dealer as well.
4. Advised that the vehicle has to be diagnosed by a Kia dealer before we can even consider offering any assistance.
5. Advised that we will document her concern on file.
6. Verified all customer info.

\*\*\* CASE CLOSE 03/08/2004 08:51 AM JCook

Info given.

\*\*\* PHONE LOG 03/23/2004 01:15 PM KBaker Action Type:Incoming call

Customer called and stated:

1. The closest Kia dealer is 60 miles away.
2. There is a Hyundai dealer near here.

Writer advised cust. must go to a Kia dealer.

\*\*\* CASE CLOSE 03/23/2004 01:15 PM KBaker

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
callahan FL		KNDJB723025	K1206734	28,000
			Dealer:	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 07/25/2006 11:02 AM US Mountain Standard Time CHart

cust [REDACTED] called

1. do i have r/s with this veh
2. my *fan* disintegrated, i can't turn my veh on

wrt states

1. apologize
2. veh has 5 yrs unlimited r/s

cust thanked wrt -- refused transfer to r/s -- call ended

\*\*\* CASE CLOSE 07/25/2006 11:02 AM US Mountain Standard Time CHart

\*\*\* PHONE LOG 07/25/2006 12:19 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. CAR IS BEING TOWED TO DEALER
2. CALLING TO CHECK ON KIA RENTAL POLICY
3. SO HOW DO I GET AROUND WHEN CAR IS IN SHOP FOR WARRANTY REPAIR
4. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. KIA WARRANTY COVERS REPAIRING VEHICLE FOR DEFECTS IN MATERIAL OR WORKMANSHIP
3. RENTAL OR LOANER VEHICLES ARE NOT A PROVISION OF WARRANTY
4. KIA CAN REVIEW REQUEST FOR ASSISTANCE ON CASE BY CASE BASIS ONCE CAR IS DIAGNOSED BY DEALER.

\*\*\* CASE CLOSE 07/25/2006 12:19 PM US Mountain Standard Time TDonnelly

\*\*\* NOTES 10/02/2006 10:08 AM Eastern Daylight Time CBarrett Action Type:Manager review

1. Rec'd MVDN on 10/2/06
2. Final repair date October 11, 2006
3. Faxed DPSM and Service Manager final repair letter and copy of MVDN.
4. Fed x Letter to customer on 10/2/06.
5. All information pertaining to the MVDN has be processed and handed to the corresponding analyst.

\*\*\* NOTES 10/16/2006 12:16 PM Eastern Daylight Time TFrancis Action Type:Manager review

WRITER STATES:

\*\*\*CORRECTION ON ABOVE NOTES\*\*\*

1. NO MVDN WAS RECVD-ONLY CCF FROM THE BBB
2. CUSTOMER DOES NOT QUALIFY--VEH PURCH USED AND OVER THE TIME PARAMETERS FOR PROGRAM SUMMARY
3. WRITER SENT BBB KIA POSITION OF REPAIRS ONLY
4. WRITER RECVD EMAIL FROM BBB STATING THEY ARE CLOSING FILE BECAUSE INELIGIBLE
5. CC DPSM DAVID KORDEK

**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]	K1206734	28,000
callahan FL	[REDACTED]			

---

Dealer:

---

\*\*\* CASE CLOSE 10/16/2006 11:17 AM Eastern Daylight Time TFrancis

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

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K225896	32,000
Sebring FL [REDACTED]			Dealer: FL056 Courtesy Kia of Brandon	

Case History

Complaint   Repair Assistance

\*\*\* PHONE LOG 10/02/2003 02:39 PM US Mountain Standard Time CRountree  
CUSTOMER STTES;  
1. DLR TOLD ME TO CALL YOU BECAUSE MY MOTOR BLEW AT 30K.  
2. DLR SAID YOU COULD HELP ME WITH A CAR.  
3. FRANK IS SVCE ADVISER.

WRTR STTES;  
1. SM IN A MEETING.  
2. ASKED FOR FRANK, RECVD V.M.  
3. LVM FOR SVCE MGR, RALPH.  
4. EXPLAINED KIA HAS NO RENTAL OR LOANER POLICY UNDER THE WARRANTY.  
5. CALLED SVCE MGR TO SEE IF HE COULD HELP.  
6. TOLD CUSTOMER LEFT MSSGE.  
7. ADVISED CUSTOMER TO FOLLOWUP WITH SVCE MGR BECAUSE OF TIME DIFFERENCE.  
8. INFORMED HER WRTR WOULD CALL HIM AS WELL, IF I DONT HEAR FROM HIM TONIGHT.

\*\*\* PHONE LOG 10/03/2003 09:00 AM US Mountain Standard Time CRountree Action Type:Outgoing call  
WRTR STTES:  
1. LVM FOR RALPH, SM.  
2. EXLPLAINED CUSTOMER WANTS A RENTAL.  
3. ASKED FOR CALL BACK.

\*\*\* PHONE LOG 10/03/2003 03:32 PM US Mountain Standard Time CRountree Action Type:Outgoing call  
CUSTOMER STTES:  
1. DLR UPSET AND WON'T PROVIDE A LOANER.  
2. CUSTOMER SVCE WITH KIA IS GREAT.  
3. DLR CUSTOMER IS NOT GOOD.  
4. THANK YOU FOR ALL YOUR HELP.  
5. YOU CALLED ME BACK THE DLR RARELY IF EVER DOES.  
6. BASED ON EXPERIENCE WITH DLR, WILL LIKELY NOT BUY ANOTHER KIA.

WRTR STTES:  
1. SORRY FOR YOUR EXPERIENCE.  
2. PLEASE CALL ME IF YOU HAVE ANYMORE CONCERNS.

\*\*\* CASE CLOSE 10/03/2003 03:34 PM US Mountain Standard Time CRountree  
DLR DECLINED LOANER OR RENTAL ASSISTANCE

\*\*\* NOTES 11/17/2003 02:25 PM Pacific Daylight Time OSprague Action Type:Manager review  
Received Motor Vehicle Defect Notification

Case Dispatch - Notice forwarded to the Southern Region for handling

\*\*\* PRIORITY CHANGE 11/17/2003 02:25:31 PM OSprague

\*\*\* CASE CLOSE 11/17/2003 02:25 PM Pacific Daylight Time OSprague

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K225896	32,000
Sebring FL [REDACTED]		Dealer: FL056 Courtesy Kia of Brandon		

\*\*\* PHONE LOG 11/18/2003 12:40 PM Eastern Daylight Time LMoore Action Type:Incoming call

Called cust., writer states:

1. acknowledging receipt of MVDN, where is car currently located

she states:

1. i thought i was supposed to be notified in writing

writer states:

1. normally, we respond to MVDN in writing to schedule final repair attempt
2. in this case, it didn't appear that veh needed a final repair attempt scheduled since the engine is blown
3. however, will acknowledge receipt of MVDN in writing

she states:

1. veh taken to FL056 on 9/24/03
2. is still there because of backorder on engines
3. told by dlr that Kia used to ship engine in parts but now assembles in Korea and then ships
4. engine was supposed to be shipped on 10/22/03 and released from customs on 10/29/03
5. only certain parts were shipped
6. told it will be another 3-4 weeks before engine arrives
7. repeatedly told dlr about noise and they misdiagnosed when it was actually *fan* blades coming off one by one which caused engine to blow

writer states:

1. will contact dlr to see what's going on
2. will also contact DPSM who is responsible for your case
3. will f/u once I get more info

\*\*\* PHONE LOG 12/11/2003 08:59 AM Eastern Daylight Time LMoore Action Type:Incoming call

Called cust., writer states:

1. f/u on Nov. conversation, did not receive sales docs that you were going to fax
2. wanted to make an offer of goodwill
3. are repairs complete

she states:

1. veh still at dlr
2. engine put in, p/u on Mon., drove 4 miles and CEL came on
3. took veh back to dlr
4. dlr doing some other repairs to cooling sys., thermostat and some other things
5. dlr trying to push car off on me and it wasn't totally fixed
6. faxed docs previously but will fax again

writer states:

1. will f/u with SM, Ralph York and DPSM, Dan Tacker re: your vehicle
2. will call to verify receipt of fax

\*\*\* PHONE LOG 02/04/2004 12:25 PM Eastern Daylight Time LMoore Action Type:Incoming call

Called cust., writer states:

1. calling to f/u on your phone call to RCAM on yesterday

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

Page 3 of 3

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K225896	32,000
<u>Sebring FL</u>		<u>Dealer: FL056 Courtesy Kia of Brandon</u>		

---

she states:

1. veh is currently repaired
2. still not happy with entire ordeal
3. fax documents that you requested twice and have not heard anything from you
4. have not gotten any resolution/satisfaction

writer states:

1. apologized again for inconvenience and delay
2. never received faxed documents
3. will continue to look for docs but at this time, nothing in your file
4. will call you this afternoon after I've looked for documents

\*\*\* PHONE LOG 02/04/2004 12:27 PM Eastern Daylight Time LMoore Action Type:Incoming call

Call from cust., she states:

1. wanted to know if you found anything

writer states:

1. no i have not
2. i would suggest sending docs via U.S. mail, certified with a return receipt
3. please send to the attention of RCAM to ensure receipt

she states:

1. will mail them today

\*\*\* PHONE LOG 11/30/2004 09:54 AM DZigabarra Action Type:Incoming call

Caller stated:

1. Have questions for car.
2. Got road service recently.
3. Mileage on car is 39,700K.

Writer stated:

1. RCA Leslie Moore is handling case.
2. Provided 800# and extension, for follow up.
3. Gave case number too.

\*\*\* PHONE LOG 11/30/2004 10:09 AM US Mountain Standard Time RHall Action Type:Incoming call

[REDACTED] CALLED

1 THE #800 IS NOT WORKING, SAYS IT CANT BE REACHED IN MY CALLING AREA

WRITER

1 THE #800 IS WORKING, EXT 151

\*\*\* CASE CLOSE 02/17/2005 10:56 AM Eastern Daylight Time LMoore

Vehicle repaired. Close.



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

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K326125	23,028
Chandler AZ [REDACTED]			Dealer: AZ019 Tempe Kia	

**Case History**

Inquiry Recall Info

\*\*\* PHONE LOG 06/16/2004 09:15 AM JCook

Customer Stated:

- 1.Says she wanted to know if there were any recalls on her vehicle.
- 2.Says the *fan* blades came off and she was told by the dealer and the tow facility that this is a known problem.
- 3.Wanted to know if she can get a rental or compensation for using her friends and families vehicles.

---Writer advised customer:

- 1.That there are no recalls on this vehicle.
- 2.Advised that we work with the dealer to get her vehicle fixed under warranty which is what they will do.
- 3.Advised that there are no rental provisions under the manf. warranty, and she would need to speak with the Svc. Mgr at the dealer.
- 4.Advised that there are no provisions for compensation or time off from work under the warranty.
- 5.Advised that we will document her concern on file.
- 6.Updated file with all new owner info.

\*\*\* CASE CLOSE 06/16/2004 09:15 AM JCook

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

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB72302 [REDACTED]	K199854	34,475
decatour AL [REDACTED]			Dealer: TX076 Pete's Car Smart Kia	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 08/06/2003 12:49 PM US Mountain Standard Time JBarry  
System would not take updated new address  
Cell Phone [REDACTED]

Caller States;

1. 07/24 Left Alabama to move to UT
2. 07/25 in Oklahoma, *fan* began to come apart
3. Took to Petes Car Smart Kia in Amarillo TX
4. Returned to Salt Lake City
5. Used trip interruption to get money back for costs assoc with getting to Salt Lake City \$500.00
6. I know that I only get \$300.00 back on the trip interruption reimbursement
7. Ed parts manager @ TX076 said that the vehicle needs to have a new oil *fan* clutch, *fan* shroud, and will get the vehicle back w/out a *fan* shroud, want the vehicle fixed completely.
8. What I want is to go to the closest dealership to me and be given a rental car to drive while my vehicle is being repaired.

Writer States:

1. Updated all customer information
2. Advised that writer will call the dealer to check status on the vehicle
3. Apologized for customer frustration
4. Writer advised will call to see if goodwill assistance will be authorized in this situation.
5. Advised will give call back with decision regarding rental assistance.

\*\*\* PHONE LOG 08/06/2003 03:09 PM US Mountain Standard Time JBarry Action Type:Outgoing call  
Writer called and spoke to Michael Perez svc manager @ TX076 who stated:

1. Old parts have been ordered (2001 Sportage) parts should be in any day
2. Beleives that the parts are in fact not on back order referred to Ed (Parts Mgr) for more info

Spoke to Ed (Parts Mgr @ TX076) who stated:

1. Says that parts are still on backorder
2. Says that the parts were ordered before the customer came in on a whim that the problem was the *fan*
3. Says that the parts that fit the 2002 were in fact on backorder
4. Says that the parts that were ordered were the 2001 Sportage parts that are in stock and still waiting on them to be delivered to the dealership.
5. Sys that the vehicle may be replaced w/out the shroud, the vehicle will run without the shroud.
6. The whole thing will be replaced, *fan* shroud, and clutch
7. Says that the dist mgr said to order the 2001 parts in order to get them in sooner for the cust.
8. Customer has priority on repair when the parts come in.

\*\*\* PHONE LOG 08/06/2003 03:17 PM US Mountain Standard Time JBarry Action Type:Outgoing call  
Writer called DPSM (Tom Hiltz) and left voice mail with detailed information requesting call back.

\*\*\* SEND CASE HISTORY 08/07/2003 07:50:01 AM JBarry  
Case details sent to Thiltz@kiausa.com.

\*\*\* PHONE LOG 08/08/2003 03:56 PM US Mountain Standard Time JBarry Action Type:Incoming call  
Writer made phone call to TX076 svc dept closed but Male who answered Ken Cader (Receptionist?) stated:  
1. He can still see the vehicle sitting in the "waiting for parts line" outside the window

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K199854	34,475
deatur AL	[REDACTED]		Dealer: TX076 Pete's Car Smart Kia	

Note: Ken was very helpful and new the entire story of the case on this vehicle.

\*\*\* PHONE LOG 08/12/2003 08:01 AM US Mountain Standard Time JBarry Action Type:Incoming call

Call from Tom Hiltz (DPSM) Stated:

1. The vehicle is ready as of today 08/12/03
2. Customer needs to rent another vehicle to get to his car to pick it up
3. Kia will be willing to pay no less than \$15.00 per day for each day that the customer is in a rental from 7/26/03 through 08/14/03
4. If roadside did not pay for certain days, Kia will but only if roadside paid 15 or less if they paid \$30 per day then we may be maxed out
5. Customer needs to submit all receipts to writer and writer is to forward them onto June Siffiord at the region (rental, roadside, etc)
6. No trip interruption \$ will be approved trip was not interrupted. Customer continued his move

\*\*\* PHONE LOG 08/12/2003 08:14 AM US Mountain Standard Time JBarry Action Type:Outgoing call

Writer called customer and advised:

1. The vehicle is ready today
2. Spoke with final decision-maker who stated
  - a) Will pay customer up to \$15.00 per day for rental charges from 7/26 until time of delivery of vehicle
  - b) Submit all paperwork/receipts to writer and they will be forwarded on to June @ Southern Region for a check to be cut
3. Apologized for the delay in return call
4. Gave case #, writers extension, and name
5. Gave fax # for customer to send receipts

Customer stated:

1. Dealership is delivering vehicle to me
  2. Will submit receipts
- Thanked this writer for the help

\*\*\* PHONE LOG 08/12/2003 09:28 AM US Mountain Standard Time JBarry Action Type:Incoming call

Call from Tom Hiltz stating

1. Customer saying that the roadside assistance is going to deliver his vehicle (confusion)

\*\*\* PHONE LOG 08/12/2003 09:32 AM US Mountain Standard Time JBarry Action Type:Outgoing call

Writer left voice mail for Tom Hiltz stating:

1. Writer never advised customer anything about roadside other than to submit the receipts that we requested for reimbursement from 07/26/03-current
2. Writer was under the impression that the customer was waiting for the dealership to deliver the vehicle to him
3. Roadside was never mentioned
4. Call back if any questions

\*\*\* PHONE LOG 08/13/2003 09:01 AM US Mountain Standard Time JBarry Action Type:Incoming call

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

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723025	K199854	34,475
deatur AL			Dealer: TX076 Pete's Car Smart Kia	

Writer called DPSM TOM Hiltz back and he stated>:

1. Customer stated that Phillip at roadside said that when the vehicle is ready, roadside will deliver it to him.
2. DPSM, Dealer, and writer have made no commitment to customer about the vehicle being delivered upon completion
3. DPSM Stated that the customer told the dealer that Roadside was going to put the vehicle on a flatbed and deliver to Utah
4. We will not continue to pay for a rental as stated in above notes, as long as the customers vehicle is repaired
5. Customers veh repaired as of 08/11/03 and he is aware of this information.

Writer advised:

1. Called roadside queue and gave VIN, customer contact #, and date range
2. Roadside assist could not locate a case therefore no information on who Phillip is or what was said by roadside could be obtained
3. Will have to wait and see what comes of this, no info from roadside in order to follow up on case

\*\*\* CASE CLOSE 08/13/2003 09:01 AM US Mountain Standard Time JBarry  
Informaiton Given

\*\*\* CASE CLOSE 11/13/2003 01:27 PM Pacific Daylight Time MWirz

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

<b>Last name</b>	<b>First name</b>	<b>VIN of 2002 SPORTAGE 4X2</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K202849	35,444
Salt Lake City UT [REDACTED]			Dealer: TX076 Pete's Car Smart Kia	

**Case History**

Complaint Roadside Assistance

\*\*\* NOTES 08/12/2003 04:33 PM clarify Action Type: Manager review

\*\*\* Performed by contact [REDACTED]

On July 24, 2003 my girlfriend and I set out on a trip from Alabama. I was moving to Salt Lake City, Utah to be with her. A trip which i thought would be uneventful because we were driving there in my 2002 Kia Sportage, which was only a year old. Everything was going as planned until we reached western Oklahoma, when I heard a pop from the hood of the car and pulled over to investigate. I found a piece of plastic -one of the *fan* blades on the passenger fender well. Upon which I called the roadside number for Kia that is displayed on the window. I was very upset to find that my 2002 car was falling apart, this should NOT happen on such a new vehicle. This occurred on July 25. I spoke to the operator who would only tell me that I was 100 miles from any dealership and would I like to have a wrecker sent. This was Friday evening and wouldnt be able to assist me until the dealership was closed, which wouldnt work because my girlfriend had to be back to work in Salt Lake City, Utah by Monday. We had no choice but to drive to Amarillo, Texas where Pete's Car Smart Kia is located. Upon arrival there, 15 minutes within their closing time I explained my Kia's problem and the situation we were in. They were most helpful and informed me of my "warranty" and the trip interruption program which includes covering expenses up to \$300, rental car and reuniting me with my vehicle and gave me the numbers to call to confirm this. We found a hotel room, I called 1-800-333-4KIA and spoke with Phillip and he confirmed all of the above and informed me to save my receipts and mail them to KIA Extra Mile Care P.O. Box 9145 Medford, Massachusetts 02115 along with a letter describing the situation and a copy of the Repair Order from Pete's Car Smart KIA. He also confirmed that when my vehicle was repaired, all the dealership had to do was then call KIA to arrange for them to reunite me with my vehicle. I was satisfied with these arrangements, even though I had extreme difficulty and expenses getting a rental car to drive home to Salt Lake City. A few days after arriving home I contacted Ed, Parts Manager at Pete's who told me the part was on back order still and wasn't sure when it would arrive. Finally on August 11th Mike (service mgr) from the dealership called, after 18 days and a few phone calls to Jennifer at 1-800-333-4KIA to notify me the part did arrive and the car was repaired. He inquired what he could do to reunite me with my car. I told him what I had been told, to contact Phillip who I had spoken with on 7/25/03 and he said he would make the arrangements. Mike said he would call me back as soon as he learned how to put my car in transit, no later than 12 noon Central Time on 8/12/03. I had not received a phone call today (8/12/03) by 5:30pm Central Time so I gave him a call and was dismayed to hear that the Kia company would not do as they had assured me would happen and that I would now have to find my own way to Texas to retrieve the vehicle myself. I then called the 800 number as mentioned above and asked Mike to speak to a supervisor. I realize that you would rather not pay out money to return my car to me, however, I wouldn't think that lying to me about it in the first place is a good idea either. If several people confirmed what could be done and now I am being told it cannot be done because of a loophole I was not aware of, nor was I informed of (because the car was not towed by your roadside assistance.) Had I known this, I would have had to stay in Texas with the car and put my girlfriend on a plane home. It seems like your company can't do anything but create more problems besides selling me a faulty vehicle that breaks down too quickly. I feel like I have been cheated and lied to, and what kind of customer service is that??? So, Friday, I have to leave to go 1000 more miles to go to Texas to pick up my temporarily repaired (who knows what will fall off next?) piece of junk vehicle that I have paid you a lot of money for!!! I would REALLY appreciate it if there is something that could be done to remedy this worsening situation so that I don't have to seek legal action or draw media attention to. I would really be happy to see your customer service skills dramatically improve. Please help me. Thank you, [REDACTED] Please feel free to give me a call if you have any information that can assist me instead of creating more problems. (801)943-1474

\*\*\* PHONE LOG 09/02/2003 10:24 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. CALLED TO SPEAK TO SM, MIKE WHO IS AT LUNCH
2. LEFT MESSAGE FOR SM TO CALL WRITER.

\*\*\* PHONE LOG 09/02/2003 10:57 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

DEALER STATES(MICHAEL-SM):

1. LEFT MESSAGE FOR WRITER TO CALL DEALER.

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

Page 2 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K202849	35,444
Salt Lake City UT [REDACTED]			Dealer: TX076 Pete's Car Smart Kia	

\*\*\* PHONE LOG 09/02/2003 11:03 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

WRITER STATES:

1. SPOKE TO SM, MICHAEL AT PETES CAR SMART KIA
2. ASK WHEN CAR WAS PICKED UP
3. WHEN DID CAR GO INTO SHOP
4. WHAT REPAIRS WERE COMPLETED ON VEHICLE
5. THANKS FOR THE INFO.

DEALER STATES:

1. CAR CAME IN HERE ON 7/26/03
2. CAR WAS PICKED UP 8/11/03
3. WE REPLACED THE COOLING *FAN* AND SHROUD.

\*\*\* PHONE LOG 09/04/2003 09:28 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SUSAN MARINO, NCA
2. ADVISED CUSTOMER STATES THEY WERE TOLD THEY COULD BE REUNITED WITH VEHICLE 2X PER TRIP INTERRUPTION BENEFIT.
3. WHEN CAR WAS REPAIRED WAS THEN ADVISED REUNITE WAS NOT AVAILABLE
4. CUSTOMER IS LOOKING FOR KMA TO ASSIST IN MATTER AS CUSTOMER MADE ARRANGEMENTS BASED ON INFO PROVIDED BY  
RSA REPS
5. CUSTOMER FEELS IF SOMEONE GAVE OUT INCORRECT INFO, THEY SHOULD STAND BEHIND WHAT THEY REPRESENTED.
6. WILL SEND E-MAIL TO HELENA PERCIVAL CCG FOR FOLLOW UP.

SUSAN MARINO NCA STATES:

1. I WOULD SEND THIS OFF TO HELENA PERCIVAL FOR FOLLOW UP
2. ASK HELENA TO REVIEW AND VERIFY IF ANY CLAIMS HAVE BEEN PAID OUT ON TRIP INTERRUPTION
3. ASK HELENA TO FOLLOW UP WITH WRITER ON THIS ISSUE.

\*\*\* NOTES 09/04/2003 09:37 AM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. SENDING CASE NOTES TO HELENA PERCIVAL, CCG RSA FOR FOLLOW UP PER SUSAN MARINO, NCA
2. CUSTOMER IS LOOKING FOR ASSISTANCE FROM KMA
3. CUSTOMER STATES THEY WERE ADVISED THAT TRIP INTERRUPTION BENEFIT HAS REUNITE AVAILABLE
4. CUSTOMER HAD VEHICLE REPAIRED AND WAS ADVISED 2X THAT COULD GET REUNITE
5. ONCE VEHICLE WAS REPAIRED CUSTOMER WAS ADVISED REUNITE WAS NOT AVAILABLE
6. CUSTOMER FEELS RSA SHOULD STAND BEHIND WHAT THEY WERE ADVISED WOULD BE COVERED EVEN IF MISTAKE WAS MADE.
7. HAS CUSTOMER FILED CLAIM FOR TRIP INTERRUPTION
8. PLEASE REVIEW AND FOLLOW UP WITH WRITER.

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

Send to:[HPERCIVAL@CROSSCOUNTRY-AUTO.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

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

Page 3 of 4

<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]	K202849	35,444
Salt Lake City UT			Dealer: TX076 Pete's Car Smart Kia	

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K202849\_TDonnelly\_09-04-2003103604.doc>>

\*\*\* PHONE LOG 09/08/2003 07:16 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR HELENA PERCIVAL, CCG TO CALL WRITER.

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

WRITER STATES:

1. LEFT MESSAGE FOR CUSTOMER TO CALL WRITER.

\*\*\* NOTES 09/10/2003 09:28 AM US Mountain Standard Time TDonnelly Action Type:Correspondence sent

WRITER STATES:

1. CALL ME LETTER SENT THIS DATE.

\*\*\* CASE CLOSE 09/10/2003 09:29 AM US Mountain Standard Time TDonnelly

CALL ME LETTER SENT THIS DATE.

\*\*\* PHONE LOG 09/11/2003 07:21 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. I AM RETURNING CALL FROM COUPLE DAYS AGO
2. I WAS TRAVELING WHEN CAR BROKE DOWN
3. WAS ABLE TO GET TO DEALER IN AMARILLO, TX
4. WAS HELPED BY A GUY IN RSA NAMED PHILLIP WHO EXPLAINED TRIP INTERRUPTION BENEFIT TO ME
5. PHILLIP DID EXPLAIN TO ME THAT THIS BENEFIT HAD A \$300.00 MAXIMUM ALLOWANCE AND WOULD ALSO COVER REUNITE
6. MY CAR WAS IN SHOP 18 DAYS IN AMARILLO
7. DEALER SM IN AMARILLO ADVISED ME WHEN CAR WAS READY THAT KMA DID NOT HAVE REUNITE POLICY AND HE HAD  
CHECKED THIS WITH HIS DPSM
8. NOW THE THING HERE IS THAT I WORK IN A DEALERSHIP, I AM AN ASSISTANT SM AND I CHECKED EVERYTHING BEFORE I  
DECIDED TO LEAVE MY CAR
9. WHEN DEALER EXPLAINED CAR COULD NOT BE REUNITED I CALLED BACK TO RSA
10. I SPOKE TO SOME SUPERVISOR WHO BASICALLY TOLD ME THAT THERE WAS NO PHILLIP THAT WORKED AT RSA
11. HE TOLD ME SINCE CAR WAS NOT TOWED TO DEALER BUT DRIVEN IN, I DID NOT QUALIFY FOR TRIP INTERRUPTION AND THAT  
I WAS SOL BASICALLY.
12. THIS TRIP ENDED UP COSTING ME APPROX \$1000.00
13. AND THEN I AM TOLD WILL NOT GET REIMBURSEMENT FOR ANYTHING

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

Page 4 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K202849	35,444
Salt Lake City UT [REDACTED]			Dealer: TX076 Pete's Car Smart Kia	

14. I AM READY TO PARK THIS KIA ON SOMEONES DESK NOW
15. CAN TELL YOU THAT I WILL NEVER PURCHASE ANOTHER KIA AND I AM VERY UPSET WITH ALL THE LIES TOLD TO ME.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT CUSTOMER IS ELEGIBLE FOR TRIP INTERRUPTION BENEFIT
3. EXPLAIN TRIP INTERRUPTION WILL REIMBURSE FOR REASONABLE EXPENSES FOR FOOD, LODGING AND ALTERNATE TRANSPORTATION WHEN VEHICLE IS 150 MILES OR MORE FROM LISTED HOME ADDRESS AND HAS WARRANTY RELATED MECHANICAL DISABLEMENT
4. EXPLAIN THE BENEFIT DOES HAVE A MAXIMUM BENEFIT ALLOWANCE OF \$300.00
5. IT DOES NOT MATTER IF VEHICLE IS TOWED INTO DEALER OR NOT
6. KMA DOES NOT HAVE A REUNITE BENEFIT
7. WILL FORWARD ALL INFO AND REVIEW WITH RSA DEPARTMENT UPPER MANAGEMENT
8. WILL ADVISED OF CUSTOMERS CONCERNS AND REQUEST FOR ASSISTANCE IN THIS MATTER
9. WRITER DOES APOLOGIZE CUSTOMER HAS HAD SUCH A DIFFICULT TIME
10. PLEASE SUBMIT RECIEPTS ON THIS MATTER INTO RSA FOR REIMBURSEMENT UP TO MAX BENEFIT ALLOWANCE WITH RO OF WARRANTY REPAIRS
11. ANY OTHER CONCERNS, PLEASE CALL WRITER BACK.

\*\*\* CASE CLOSE 09/18/2003 07:48 AM TDonnelly  
ADVISED CUSTOMER TO SUBMIT CLAIM FOR TRIP INTERRUPTION.

\*\*\* CASE CLOSE 11/13/2003 01:27 PM Pacific Daylight Time MWirz



**Kia Motors America  
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K495508	70,000
Fairmont NC	[REDACTED]		Dealer: NC016 Leith Kia of Fayetteville	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 06/22/2005 02:04 PM US Mountain Standard Time RBriones

Cust Stated:

1. Have a bit of a problem.
2. My Kia Sportage was picked up from my Home on May 13th.
3. Was towed to the Kia dlr on Fayetteville.
4. Veh has been there over a month, and have yet to fix it.
5. Dlr called today (well, rather I called them) and was told the vehicle was vandalized.
6. Coolant *fan* broke and punctured the radiator.
7. They got that fixed and then they said that the there was a problem with the valves in the engine.
8. Dlr svc told me they were going to have to take the veh apart again.
9. Were going to charge me an additional \$200 to tear down the engine.
10. I said okay and that was last week.
11. Dlr svc said they would be able to get to the engine on Thursday and would have an answer for me.
12. Called dealer svc dept on Monday and Rafael was not available.
13. Finally got a call back today, and was told they have not gotten to the engine yet.
14. On top of that the dlr svc dept was broken into over the weekend and my rims were stolen off my veh.
15. These were customer \$2500 rims on this vehicle.
16. Rafael tells me I need to call the sheriffs dept and describe my rims, and call my insurance company.
17. Dlr was charging me \$912 for *fan* blade, timing belt, power steering belt, and water pump.

Writer Stated:

1. Apologized for prob.
2. Dlrs are independent businesses not owned by Kia.
3. As far as the vandalism goes, I would call and speak with the general mgr about the theft of your wheels.
4. Not legally trained, can not state if they are liable for that theft on their property, but I would think so.
5. Can call dealer svc dept about repair and find out about delay tomorrow.
6. Just want to let you know too, the water pump is covered under the 10/100 pw.

\*\*\* PHONE LOG 06/23/2005 09:11 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called NC016 and Tim in svc stated:

1. Once we got the radiator, water pump, and that part of the repair back together,
2. we noticed the veh was running rough.
3. I called and spoke with [REDACTED] this morning, and am going to have the advisor call her back.
4. The problem with the engine, is because it was running too hot.
5. Would not be covered under warr, and the customer has been made aware of that.
6. Svc adv is going to call her as soon as he gets back.
7. Also had an unfortunate incident this weekend, someone broke into our gated area and hit six vehicles.
8. Her rims were stolen off here vehicle.

Writer Stated:

1. Thanks for the info.

\*\*\* PHONE LOG 06/23/2005 09:20 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and [REDACTED] stated:

1. Spoke with [REDACTED] this morning.
2. He told me they couldn't get it in right now, because it had no wheels on it.
3. Said he was going to get together with the techs to see about getting it take care of.
4. Did he tell you that their lot was gated, locked, and guarded?
5. Think it had to have been an inside job.
6. My wheels had locking lug nuts on them and the key was lock inside my veh.

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

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723X25	K495508	70,000
Fairmont NC			Dealer: NC016 Leith Kia of Fayetteville	

7. Don't know how they would have gotten them off.

Writer Stated:

1. Adv spoke with Tim this morning.
2. He did mention that the lot was gated and locked, but not guarded.
3. Tim stated he was going to speak with the svc adv and have him call you back on the repair.
4. Please feel free to call back if you have any other concerns.

\*\*\* CASE CLOSE 06/23/2005 08:21 AM US Mountain Standard Time RBriones  
concerns noted.

\*\*\* PHONE LOG 07/25/2005 10:07 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Caller states:

1. Car was the dlr
2. For repairs
3. While there, the tires and wheels were stolen
4. The insurance co is going to reimburse me \$2800. for the wheels
5. Dlr is telling me they cant do nothing until the car has tires and wheels on it
6. Cant they just put some tires and wheels on it to fix it
7. Because I dont want to put new ones on to have them taken again

Wtr states:

1. Updated
2. Advised dlr likely cannot do the engine with out wheels and tires on the car
3. They will not likely put some on then take them off again, from their stock
4. Kia does not own the dlrships
5. They are independently owned and operated, not owned by Kia
6. Due to federal anti trust laws, Kia cannot interfere in day-to-day operations
7. Referred to SM or GM regarding your request
8. Independent dlr issue

[!<For Internal Use Only

cross referenced duplicate cases K477261, K464355, Treaded in this case K495508>!]

\*\*\* CASE CLOSE 07/25/2005 10:07 AM US Mountain Standard Time CHamilton

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

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K464355	72,098
Fairmont NC [REDACTED]	Dealer:			

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 05/13/2005 06:01 AM SLarez  
CUSTOMER STATES.

1. THE **FAN** MOTOR BROKE A PART AND I AM NOT SURE WHAT ELSE IS GOING ON.
2. I KNOW I HAVE TO TAKE IT TO THE SHOP AND I HAVE NOT DRIVEN THE CAR SINCE.
3. I AM NOT SURE IF THE CAR IS UNDER THE WARRANTY

WRITER STATES.

1. THE CAR IS NOT UNDER THE WARRANTY ANY LONGER, I AM SORRY THIS HAPPENED.
2. YOU MAY CALL ME WHEN THE CAR IS THERE AND I CAN SEE WHAT I CAN DO FOR YOU IF YOU WOULD LIKE.
3. GAVE NAME AND EXTENSION

\*\*\* CASE CLOSE 05/13/2005 06:01 AM SLarez

\*\*\* PHONE LOG 05/17/2005 10:15 AM US Mountain Standard Time RBriones Action Type:Incoming call  
Cust Stated:

1. Had called Friday about my Kia.
2. R/a had it towed in after it broke down.
3. Spoken to someone and they said to call back once I knew what was wrong.
4. The radiator **fan** broke, and r/a pulled veh to Kia in Fayetteville.
5. Dlr is also telling me will be about \$1300 dollars, and they request half of that before they will work on it.
6. The **fan**, radiator, radiator belt, and water pump need to be replaced.

Writer Stated:

1. Apologized for prob.
2. The only part cov under pw would be the water pump.
3. It is cov for mfg defects or defective part concerns, if damaged due something else, would not be cov.
4. Asked cust to hold while I check on this for her.
5. Writer called NC016 and John (asst svc mgr) stated:
  - a. Let me check on this for you.
  - b. Looks like she needs to have the cooling **fan** replaced, the radiator.
  - c. Water pump is leaking, and am recommending that timing belt be replaced.
  - d. If water pump is cov under warranty, then she would just be paying for rad, **fan**, and timing belt.
5. Adv cust what John stated.
6. Kia owner's manual recommends timing belt be replaced at 60k miles.
7. If belt is not replaced, and it breaks and causes damage to the engine, would not be cov under warr.

\*\*\* CASE CLOSE 05/17/2005 10:15 AM US Mountain Standard Time RBriones  
info given

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

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K477261	72,000
Fairmont NC	[REDACTED]		Dealer: NC016 Leith Kia of Fayetteville	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 06/06/2005 06:03 AM US Mountain Standard Time DLYons  
cust states:

1. the *fan* broke to pieces & put a hole in the radiator
2. is this something that will be covered under the warranty

Writer advised:

1. so sorry to hear that customer is having this concern
2. would be happy to contact the dlrshp to determine if this is a warranty repair or not.

Writer placed customer on hold, called dlrshp Leith Kia of Fayetteville spoke to service manager John-Service Manager

1. cust is calling to determine what has caused the *fan* to break
2. will this work be covered under the warranty.

John -Service Manager was covering for Ted:

1. would like to research this information & give a call back to writer.

Writer Thanked John:

1. provided name, number, ext & case# for return call

Writer advised customer:

1. will return call to home # as soon as further information is obtained from the dlrshp.

\*\*\* PHONE LOG 06/06/2005 10:20 AM US Mountain Standard Time DLYons Action Type:Incoming call

Writer received a return call from John-Service Manager:

1. the vehicle was at the dlrshp for an extended period of time because they were waiting for the insurance company to make a decision for warranty repair
2. the insurance company denied coverage for the cooling *fan* & the radiator
3. dlrshp was in contact with the customer who approved the cooling *fan*, radiator & timing belt to be replaced
4. dlrshp has found that there is an uneven idle
5. dpsm has been contacted to see if further assistance can be provided to the customer, DPSM denied
6. this will be a customer pay repair
7. please return call if there are further questions.

Writer called cust:

1. advised of the above information
2. apologized that further assistance could not be provided.

\*\*\* CASE CLOSE 06/06/2005 10:21 AM US Mountain Standard Time DLYons

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

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K492744	33,800

Howell NJ [REDACTED]

Dealer:

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 06/21/2005 03:01 PM US Mountain Standard Time RBriones

Cust Stated:

1. Went to the Home Depot on the way home.
2. Started to get on the highway and felt like I hit something in the road.
3. Looked in the rearview mirror and there some plastic piece from under the car.
4. Thought I hit a milk bottle or something.
5. All the sudden, it felt like the a/c wasn't working.
6. Then the engine started getting very hot.
7. So I turned the a/c off and it seemed to cool down.
8. When I got home, opened up the hood and there pieces of the *fan* blade everywhere.
9. Going to need to get veh towed into dlr svc.
10. Is this covered under warr?

Writer Stated:

1. Apologized for prob.
2. Can not state for sure whether this is cov under warr.
3. Veh is still under 5/60 lbw for mfg defects or defective part concerns.
4. If this was caused by road hazard or broken belt, may not be covered.
5. Warm transferred cust to r/a

\*\*\* CASE CLOSE 06/21/2005 03:01 PM US Mountain Standard Time RBriones  
info given

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K206427	20,000

Kent WA [REDACTED] Dealer: UT010 Christopher Kia, Salt Lake

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 08/20/2003 07:47 AM US Mountain Standard Time TDonnelly  
CUSTOMER STATES:

1. I AM TRAVELING AND BROKE DOWN
2. I LIVE IN WA. AND CAR IS AT JERRY SEINER KIA, SALT LAKE (UT010)
3. I AM SPEAKING TO JOHNATHAN, SM
4. DEALER IS ADVISING THAT PARTS ARE ON BACKORDER
5. THE **FAN** HAS COME APART AND HAS PUT HOLE IN RADIATOR
6. DEALER STATES THEY MAY GET PARTS AROUND THE 27TH
7. I NEED TO GET BACK HOME TO WA
8. NEED A CAR TO DRIVE WHILE CAR IS IN SHOP, SO I CAN GET BACK HOME
9. SM ADVISED ME TO CALL KMA
10. CAN KMA HELP ME WITH THIS.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ASK IF DEALER GAVE ANY KIND OF ETA FOR THE PARTS
3. WILL NEED TO VERIFY SOME INFO FROM DEALER
4. ASK CUSTOMER TO HOLD WHILE WRITER CALLS DEALER.

WRITER STATES:

1. SPOKE TO SM, JOHNATHAN
2. ADVISED CUSTOMER IS CALLING FOR RENTAL VEHICLE
3. ASK IF DEALER HAS CONTACTED DPSM REGARDING CUSTOMERS REQUEST
4. CAN DEALER PLACE CALL TO DPSM FOR REQUEST
5. WRITER WILL EXPLAIN TRIP INTERRUPTION BENEFIT
6. BECAUSE OF TIME FRAME MAY NEED ASSISTANCE FROM DPSM FOR RENTAL ALONG WITH TRIP INTERRUPTION BENEFIT.

DEALER STATES:

1. CUSTOMER STATED HE WANTED TO CALL KMA
2. I HAVE NOT SPOKEN TO DPSM
3. WILL ADVISED DPSM OF CUSTOMER REQUEST
4. THIS HAS TAKEN OUT THE RADIATOR, THE COMPRESSOR AND OTHER PARTS.

WRITER STATES:

1. ADVISED CUSTOMER THAT WRITER DID SPEAK TO SM, JOHNATHAN
2. SM WILL PLACE CALL TO DPSM FOR ASSISTANCE
3. ADVISED THAT CUSTOMER DOES QUALIFY FOR TRIP INTERRUPTION BENEFIT
4. EXPLAIN TRIP INTERRUPTION BENEFIT IS REIMBURSEMENT BENEFIT
5. WILL REIMBURSE REASONABLE EXPENSES FOR FOOD, LODGING AND ALTERNATE TRANSPORTATION.
6. IS \$300.00 MAXIMUM BENEFIT ALLOWANCE
7. CUSTOMER MUST BE 150 MILES OR MORE FROM LISTED HOME ADDRESS
8. MUST BE WARRANTY RELATED MECHANICAL DISABLEMENT
9. ADDRESS FOR CLAIMS PROVIDED.
10. GIVE DEALER OPPORTUNITY TO ADVISE WHAT DPSM WILL ASSIST WITH AND MAKE ARRANGEMENTS ACCORDINGLY.
11. ANY OTHER QUESTIONS OR CONCERNS, CALL WRITER BACK

CUSTOMER STATES:

1. THANK YOU SO MUCH
2. WILL FOLLOW UP WITH SM

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

Page 2 of 2

<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]	K206427	20,000
Kent WA	[REDACTED]			Dealer: UT010 Christopher Kia, Salt Lake

\*\*\* PHONE LOG 08/21/2003 01:49 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT MESSAGE FOR SM, JOHNATHAN TO CALL WRITER.

\*\*\* PHONE LOG 08/27/2003 10:00 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, JOHNATHAN
2. ASK IF VEHICLE HAS BEEN REPAIRED
3. WHAT DID DEALER DO
4. THANKS FOR INFO.

DEALER STATES:

1. I SPOKE TO DPSM
2. DPSM ADVISED THAT WE TRY AND FIND USED PART
3. WE PUT USED PART ON CAR SO CUSTOMER COULD GET BACK HOME
4. THIS WOULD ELIMINATE THE TRIP INTERRUPTION EXPENSE OR KEEP IT LOW.
5. ONCE CUSTOMER IS BACK HOME, WILL BE ABLE TO GET NEW PART INSTALLED
6. IT IS MY UNDERSTANDING THAT HE IS BACK HOME AND WORKING WITH LOCAL DEALER.

\*\*\* CASE CLOSE 08/27/2003 10:01 AM US Mountain Standard Time TDonnelly

DEALER TO FOLLOW UP WITH DPSM.

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

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K463315	57,000
Inman SC [REDACTED]			Dealer: SC018 Farrell Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 05/11/2005 11:07 AM US Mountain Standard Time CDiaz

Customer Stated:

1. The *fan* belt broke and caused damage to the radiator.
2. Was told by State Farm that there is a recall on that.

Writer Stated:

1. Sorry for the concern.
2. No recalls on this car
3. Advised of the 2nd owner warranty.
4. Advised of R/A
5. Let me trans you to R/A so they can tow the car to the dealer.
6. Dealer can look at the car and determine if this is warranty.

Customer agreed.

\*\*\* CASE CLOSE 05/11/2005 11:07 AM US Mountain Standard Time CDiaz

Gave info. and trans to R/A

\*\*\* PHONE LOG 05/11/2005 11:57 AM CLausch Action Type:Outgoing call

CUST CALLED TO ADVISE

1. MY INSURANCE CO IS INSISTING THAT THERE IS A RECALL FOR THE *FAN* BLADE ISSUE THAT I HAD WITH THE VEH
2. THEY WILL NOT GIVE ME A COPY OF THIS RECALL INFO BUT INSIST THAT IT EXISTS

WRITER ADVISED CUST

1. AM SORRY BUT OUR INFO ON YOUR VEH IS THAT THERE HAS BEEN NO RECALLS
2. DO NOT KNOW WHAT YOUR INSURANCE CO IS REFERING TO, SORRY
3. THE GOV, NHTSA ISSUES ALL INVOLUNTARY RECALLS OR THE MANUF WILL VOLUNTARY ISSUE A RECALL, THIS HAS NOT HAPPENED
4. FOR THIS VEH ON THIS ISSUE



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

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K378339	21,000
Indio CA [REDACTED]			Dealer: CA179 Kia of La Quinta	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 10/15/2004 09:43 AM US Mountain Standard Time CDiaz

Customer Stated: Ed (Lel-Ed Motors - 760-363-7701)

1. I'm a used car dealer.
2. Car is still under warranty.
3. Under slow driving the car over heats.
4. Needs a *fan* clutch, the *fan* blades are missing.
5. I sold the car and the customer brought the car here.
6. Customer told me that the dealer said it would be 2 weeks before they can look at the car.

Writer Stated:

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

Roxane Stated: CA179 service

1. I have 6 or 8 today in today.
2. Will do our best to get the car in today.
3. May be Monday if we can not look at the car today.

Writer Stated:

1. Advised Ed of the info.
2. Advised that R/A could tow the car.
3. Trans to R/A and advised to call me back if needed.

\*\*\* CASE CLOSE 10/15/2004 09:43 AM US Mountain Standard Time CDiaz

Customer will call back if needed.

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
los lunas NM		kndjb723725	K361641	40,000
			Dealer: NM002 Rich Kia Sales	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/07/2004 08:46 AM JHirshfield

caller:

1. bought this 2002 Sportage about 3 months ago
2. 1X in for svc -- *fan* came apart
3. 2X for a gas smell
4. took it in and waited all morning her svc advisor, Eddie and the previous svc mgr, Marc Anthony confirmed that there was a strong gas smell
5. they could not get to the repair and asked her to bring 5the car back in a week
6. the car has been at Rich Kia for two weeks now ---
7. now they can't smell any gas but are now working on her transmission
8. Eddie told her he was going to see about getting her a loaner or rental, but has not called back
9. every time it goes in they find more things wrong

wtr spoke with svc mgr, Dennis Lister who stated

1. he drove car numerous times and CND gas smell,,but there is a noise from the trans --could be throw-out bearing or something like that
2. he will have to check with mech
3. have cust contact him directly of she has any questions or concerns

wtr referred cust to speak with svc mgr @ Rich Kia and to recontact if necessary

\*\*\* CASE CLOSE 09/07/2004 08:46 AM JHirshfield

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

Page 1 of 2

<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]	K347632	17,832
TUALLATIN OR [REDACTED]		Dealer: OR002 Beaverton Kia		

**Case History**

Complaint Reimbursement

\*\*\* PHONE LOG 08/04/2004 01:17 PM US Mountain Standard Time WNoonan

CUSTOMER STATED:

1. WHEN THE VEHICLE BROKE DOWN JULY 23RD.
2. ROADSIDE REFERRED ME TO ENTERPRISE RENTAL CAR.
3. THE VEHICLE WAS REPAIRED JULY 28TH.
4. I HAD TO PAY FOR A CAR RENTAL.
5. THE EXTENDED WARRANTY WILL ONLY COVER 1 DAY.
6. THE REASON THE VEHICLE WAS DOWN SO LONG WAS BECAUSE THE DEALER COULD NOT GET THE PARTS.
7. I HAD PAID FOR A \$400 RENTAL CAR BECAUSE MY VEHICLE WAS DOWN.
8. I THINK THAT KIA SHOULD REIMBURSE ME FOR THE EXPENSE.
9. THE EXTENDED WARRANTY HAS REIMBURSED ME \$30 A DAY THAT TOTALS \$150 BUT I HAVE THE REST OF THE RENTAL THAT I WOULD LIKE KIA TO REIMBURSE ME FOR.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. RENTALS ARE NOT A PROVISION UNDER THE WARRANTY.
3. WRITER CAN LOOK INTO THIS FOR YOU.
4. WRITER WILL CALL YOU BACK./

CUSTOMER STATED:

1. CALL BACK ON [REDACTED]

\*\*\* PHONE LOG 08/05/2004 08:13 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED Beaverton Kia AND SPOKE WITH ANDY, SERVICE MANAGER.

ANDY STATED:

1. THE **FAN** BROKE OFF AND DAMAGED THE RADIATOR.
2. WE HAD TO ORDER THE PARTS.
3. THE VEHICLE WAS DOWN FOR 5 DAYS.

WRITER STATED:

1. THANKS.

\*\*\* PHONE LOG 08/05/2004 08:21 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED NEAL FERDIG, DPSM AND EXPLAINED CUSTOMER'S REQUEST FOR RENTAL REIMBURSEMENT.

NEAL STATED:

1. THE DEALER GOT THE VEHICLE ON FRIDAY.
2. PROBABLY ORDERED THE PARTS ON MONDAY, GOT THE PARTS ON TUESDAY AND GAVE THE VEHICLE BACK ON WEDNESDAY.
3. WE WILL NOT REIMBURSE THEM FOR THE RENTAL.

\*\*\* PHONE LOG 08/05/2004 08:42 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED CUSTOMER BACK.

WRITER STATED:

1. HAVE SPOKEN WITH THE KIA REP AND THE DEALER.
2. AS I ADVISED YOU BEFORE, RENTALS ARE NOT A PART OF THE WARRANTY.
3. KIA IS NOT GOING TO REIMBURSE YOU FOR THE RENTAL VEHICLE.

CUSTOMER STATED:

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

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K347632	17,832
TUALLATIN OR [REDACTED]			Dealer: OR002 Beaverton Kia	

1. THIS IS POOR CUSTOMER SERVICE, I WANT TO SPEAK WITH YOUR SUPERVISOR.

WRITER TRANSFERRED CUSTOMER TO TAMMY SHAMBURGER.

\*\*\* CASE CLOSE 08/05/2004 08:43 AM US Mountain Standard Time WNoonan  
RENTAL REIMBURSEMENT NOT OFFERED.

\*\*\* PHONE LOG 08/05/2004 08:48 AM US Mountain Standard Time TShamburger Action Type:Incoming call  
customer was transferred to team lead for cust supervisor call----

1. wrt exp to cust that rental is not provided.
2. wrt apologized but wrt has no control over the ext warr and their rental program
3. through the mfr warr rentals are not provided
4. and this was explained to you, referred cust to WIC manual for explanation
5. this issue was address w/ kia dist mgr for area and he also declined coverage for your \$400. rental bill.
6. im sorry this would not be covered.

cust states

1. well if you are not going to cover this, who will
  2. the ext warr said they will only cover the 30.00 for the day it was repaired
- wrt states again it would not be covered.  
cust remain silent on the phone and would not answer wrt-----

1. wrt apologized again and ended call

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

---

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K308469	30,561
Fayetteville NC [REDACTED]			Dealer:	

---

**Case History**

Inquiry    Warranty Info

\*\*\* PHONE LOG 04/22/2004 12:33 PM US Mountain Standard Time JProkopp

Customer states:

1. My *fan* broke and damaged the radiator.
2. Is that still under the warranty?
3. Do I get a rental car?

Writer states:

1. The *fan* and radiator are both still under the 5/60 basic warranty.
2. Rental vehicles are not a provision of the Kia warranty.
3. They are considered a courtesy of the dealership.
4. Transferred customer to roadside assistance.

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K367013	81,000
Havana FL [REDACTED]		Dealer: FL052 Kia AutoSport		

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 09/21/2004 06:52 AM SCook

- [REDACTED]
1. Bought veh new at about 50mi.
  2. Prime is ext warranty provider.
  3. Friday *fan* broke, (2nd time). Ext warranty paid for that at 44k.
  4. Dealer told me when I bought the veh was under 10/100 warranty and sold me ext warr.
  5. Picked up veh from dealer yesterday, veh started shaking at stoplight. (FL052).
  6. The timing belt cover had a whole in it when I took veh back.
  7. Feel that when the *fan* broke, they should have looked at the whole veh.
  8. Now they're telling me the cover is my resp. Had to auth 274.00 for a teardown.
  9. Dont think this is fair.

Writer stated:

1. Updated record.
2. Advised did not show customer as original owner.
3. Provided fax# and case # for copy of Sales Contract.
4. Can contact dealer and verify diagnosis.

Writer phoned dealer, spoke to Able. (Svc mgr Garrett out on vac).

Able stated:

1. Veh was towed in Friday, *fan* had broken, blades punctured radiator.
2. Ext warranty covered the repair, released veh.
3. Customer called back with running rough concern.
4. Got veh back in, timing was off. told her timing cover has crack.
5. Doesnt appear to be related to, in beginnings of diagnosis.
6. Cant say if if we missed the first time or not, still trying to determine that.
7. Will contact her when we have diagnosis.

Writer stated:

1. Thanks Able.

Writer advised customer:

Caller stated:

1. Ok, thank you.

\*\*\* CASE CLOSE 09/21/2004 06:52 AM SCook

\*\*\* PHONE LOG 09/21/2004 01:06 PM SCook Action Type:Incoming call

Caller stated:

1. Called Dealer, spoke to Joe in service.
2. He said this is the vin number that is on the car.. (kndjb72312 [REDACTED])
3. Writer phoned Joe in service at FL052.

Joe stated:

1. kndjb723525 [REDACTED] is number on veh.
2. Went out and verified it on veh.
3. Told her wouldnt affect the warranty, she is still under the PTW.

Writer advised customer:

Writer stated:

1. Vin# that dealer advised is correct.
2. Vin provided by insurance co and ext warranty co is in valid.

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

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K367013	81,000
Havana FI [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Dealer: FL052 Kia AutoSport

Caller stated:

1. Why are they trying to go through my ext warranty co.

Writer stated:

1. Likely that your concern is not covered under factory warranty.

2. BLW expired at 60k.

Caller stated:

1. Still dont understand, Thanks.

\*\*\* CASE CLOSE 09/21/2004 01:07 PM SCook

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K347031	30,810
Chickasha OK [REDACTED]			Dealer: OK014 Edmond Kia	

**Case History**

Inquiry Rental Veh &

\*\*\* CASE CLOSE 08/03/2004 12:59 PM CHamilton

\*\*\* PHONE LOG 08/03/2004 12:59 PM CHamilton

Caller [REDACTED] states:

1. Calling about my mom's car
2. Was towed to Big Red Sports/Imports Kia
3. They are going to have it a few days
4. Does the warranty cover rental
5. She has a Tinker Credit Union ext warr to 100K miles, bumper to bumper

6. **Fan** broke, popped, busted **fan**, sliced radiator
7. Purchased from OK010 in Edmond, can I have their phone #

Wtr states:

1. Updated, no recalls
2. Advised no rental under man warr
3. OK010 is no longer in business, it is now Edmond Kia OK014
4. Check with ext warr company regarding rental
5. Look on sales docs or can call dlr at that location now, they may be able to tell you what kind of ext warrs the previous dlrship sold

\*\*\* CASE CLOSE 10/19/2004 08:54 AM Pacific Daylight Time WSpencer  
TREAD REVIEW



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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723425	K1006136	42,000
Smithfield KY			Dealer: KY008 The Kia Store	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 08/26/2005 11:20 AM US Mountain Standard Time ERuiz

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

1. MY CAR WAS TOWED IN YESTERDAY.
2. THE COOLING **FAN** BROKE, AND BLEW MY RADIATOR.
3. THE CAR WAS TOWED TO THE DEALER.
4. BRYAN CALLED ME AND ADVISED ME TO CALL YOU, BECAUSE THE PART IS ON NTL' BACK ORDER.
5. HE SAID THAT THE VEHICLE COULD BE THERE UNTIL MONDAY OR EVEN LATER,.
6. I NEED A RENTAL VEHICLE AND THE MONEY IS TIGHT RIGHT NOW.

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

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO.
3. WRT WILL RESEARCH THE INFO.
4. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.
5. RENTAL VEHICLE ARE NOT A PROVISION OF THE MANUFACTURE WARRANTY.
6. THEREFOR, RENTAL IS NOT GUARANTEE.
7. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.

\*\*\* PHONE LOG 08/26/2005 11:41 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Caller states:

1. Repeated above
2. Need a manager, dlr said to call back and explain the situation
3. Said the part is on national backorder, does not know when the part
4. I am unemployed, money is really tight
5. Dlr put me in a rental, but once the veh is fixed, I have to pay the rental on my credit card
6. I dont mind paying for rental for a couple days
7. but if its going to be past Monday or Tuesday, really need Kia to help me out
8. When will the part be in

Wtr states:

1. Advised Zeke is working on this for you, checking on part order status
2. Provided case #, Zeke's ext
3. Advised once Zeke has more info, he will call you back

\*\*\* PHONE LOG 08/26/2005 12:51 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

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

1. WRT CALLED KY008.
2. WRT SPOKE TO KIM.
3. SHE STATED:
  - a) BRYAN TOOK THE ORDER.
  - b) THE ORDER **FAN** ASSEMBLY, RADIATOR, AND ALTERNATOR BELT.
  - c) **FAN** ASSEMBLY IS ON BACK ORDER STATUS.
4. WRT THANKED KIM FOR HER ASSISTANCE.
5. WRT ASKED TO SPEAK TO THE PART DEPT.
6. WRT SPOKE TO DAVID
7. HE STATED:
  - a) THE ORDER # IS 440826
  - b) THE PART # IS 0K048 15140A.
  - c) I HAVE 3 ON E-ORDER FOR STOCK.
  - d) AS SOON AS WE GET ONE WE CAN USE IT FOR MRS GARVIN'S VEHICLE.
8. WRT THANKED DAVID FOR HIS ASSISTANCE.

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

Page 2 of 2

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723425 [REDACTED]	K1006136	42,000
Smithfield KY [REDACTED]			Dealer: KY008 The Kia Store	

---

\*\*\* PHONE LOG 08/26/2005 01:00 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

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

1. WRT CALLED DPSM, TOM JOHNSTON
2. WRT EXPLAINED THE SITUATION AND THE CUSTOMER'S REQUEST.
3. HE STATED:
  - a) I'LL HAVE NO PROBLEMS AUTHORIZING A RENTAL.
  - b) HAVE THE CUSTOMER TALK TO KIM OR MIKE.
4. WRT THANKED TOM FOR THE INFO.

\*\*\* PHONE LOG 08/26/2005 01:01 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

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

1. WRT CALLED [REDACTED]
2. SHE STATED:
  - a) THANK YOU FOR GETTING BACK W/ ME.
  - b) I'LL GO AHEAD AND CALL THE DEALER RIGHT NOW.

\*\*\* CASE CLOSE 08/26/2005 01:02 PM US Mountain Standard Time ERuiz

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K191712	14,238
Lancaster TX [REDACTED]			Dealer: TX056 Southwest Kia	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 07/18/2003 06:20 AM US Mountain Standard Time JCook  
Customer Stated:

- 1.Says his vehicle went into the dealer the other day because his radiator *fan* broke.
- 2.Says he is being told that this seems to be an epidemic because his dealer has 6 other vehicles in need of this.
- 3.Says the dealer has told him that they will only cover \$15 a day for a rental.
- 4.Says he is told it may be a month before the parts are in.
- 5.Says he cannot afford a rental car expense for this long and wanted to know if we could help further.

---Writer advised customer:

- 1.That we do not have the ability to authorize rental vehicles.
- 2.Advised that we are going to put him on hold while we call the dealer.

---Writer called and spoke to David (Svc. Mgr. @ TX056) who stated:

- 1.That he has 5 other vehicles that need the same parts.
- 2.Says this vehicle just came in yesterday.
- 3.Says the dealer down the street has 6 vehicles waiting for these parts.
- 4.Says the part numbers are:
  - a.Cooling *fan* assembly--OKO38-15-140A
  - b.Radiator assembly--OKO48-15-200
- 5.Says he is being told that this parts will not come in until about August 11th.
- 6.Says the \$15 a day is about all the his Dpsm John Milner has been offering.
- 7.Writer thanked David for his time.

---Writer called and left message for Dpsm John Milner to give this writer a callback.

---Writer advised customer:

- 1.That we spoke with the Svc. Mgr David.
- 2.Advised that he advised that this is all his Kia rep has been offering at this time to the customers.
- 3.Advised that we cannot overturn that decision.
- 4.Advised that we have placed a call to the Kia rep about this, to give us a callback.
- 5.Advised that we will give him a callback once we have spoken with him.
- 6.Customer's Cell phone numbers:
  - a. [REDACTED]
  - b. [REDACTED]
- 7.Verified all customer info.
- 8.Advised that all concerns will be noted in the file.

\*\*\* SEND CASE HISTORY 07/18/2003 12:41:38 PM JCook  
Case details sent to jmilner@kiausa.com.

\*\*\* PHONE LOG 07/18/2003 01:18 PM US Mountain Standard Time JCook Action Type:Outgoing call

Writer called and spoke to John Milner (Dpsm) who stated:

- 1.That this is the most we can do for the customer's right now.
- 2.Says the region and his analyst are aware of this backordered part problem.
- 3.Writer thanked John for his time.

\*\*\* PHONE LOG 07/22/2003 10:09 AM US Mountain Standard Time JCook Action Type:Outgoing call

Writer called and left message for a callback.

**Kia Motors America  
Consumer Affairs Department**

---

<b>Last name</b>	<b>First name</b>	<b>VIN of 2002 SPORTAGE 4X2</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K191712	14,238
Lancaster TX [REDACTED]			Dealer: TX056 Southwest Kia	

---

\*\*\* PHONE LOG 07/23/2003 01:18 PM US Mountain Standard Time JCook Action Type:Outgoing call  
Writer called customer back who stated:  
1. That they only have to pay for 3 days of rental and Kia is going to cover the rental for the rest of the time.

---Writer advised customer:  
1. That we just wanted to follow up with them  
2. Advised that we will document this on file.

\*\*\* CASE CLOSE 07/23/2003 12:19 PM US Mountain Standard Time JCook  
Info given.

\*\*\* NOTES 09/04/2003 12:19 PM Eastern Daylight Time JSifford Action Type:Manager review  
Vehicle is not listed on VD report  
previous notes indicate that the customer was handled by KCC and no request for SRCA assistance was requested  
File closed

\*\*\* CASE CLOSE 09/04/2003 12:19 PM Eastern Daylight Time JSifford

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K308898	12,200

Wahiawa HI [REDACTED]

Dealer: HI001 Aloha Kia

**Case History**

Inquiry Rental Veh &

\*\*\* PHONE LOG 04/23/2004 08:59 AM US Mountain Standard Time BKelley

Caller states:

1. Last night I had to have the veh towed to the Kia dlrshp
2. Every blade on the *fan* busted off and went through the radiator
3. After doing some research I've found that this has happened with other people
4. I want to get a rental veh
5. The dlrshp told me they were replacing the *fan* with a new type of *fan* where this will not happen
6. Is there something that can be done about getting me a rental veh
7. I have some appts that I have to go to today on base and I don't have a veh
8. I really need a veh

Wtr states:

1. Updated contact info
2. No recalls
3. Advised caller wtr will contact Kia dlrshp to get update on repairs
4. No provisions for rental/loaner veh under the terms of the manf warr
5. Advised caller some Kia dlrshps offer rental/loaner veh as a courtesy
6. Wtr will contact caller once wtr has update from Kia dlrshp
7. Confirmed best contact number (home number)

\*\*\* PHONE LOG 04/23/2004 09:18 AM US Mountain Standard Time BKelley Action Type:Outgoing call

Wtr called HI001 no answer

\*\*\* PHONE LOG 04/23/2004 12:23 PM US Mountain Standard Time BKelley Action Type:Outgoing call

Wtr called HI001, SM Todd Foster out of office:

SA Michelle states:

1. That veh is at our other location
2. You need to call [REDACTED]

Wtr thanked SA for her assistance

\*\*\* PHONE LOG 04/23/2004 12:25 PM US Mountain Standard Time BKelley Action Type:Outgoing call

Wtr called HI001 [REDACTED] phone is a fax number

Correct number [REDACTED]

\*\*\* PHONE LOG 04/23/2004 12:29 PM US Mountain Standard Time BKelley Action Type:Incoming call

Wtr called HI001 @ [REDACTED] SM Alfred states:

1. Veh came in last night
2. The *fan* blades at total broken off and have been thrown into the radiator
3. I will get the parts in this morning
4. As soon as the parts get here we will install the parts and get the veh back to the cust tomorrow
5. We will also be doing and oil change at the cust's request
6. I let the cust know if she can't come in to pick up the veh prior to closing we will leave the keys with sales so she can pick up the veh

Wtr thanked SM for his assistance

**Kia Motors America  
Consumer Affairs Department**

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K308898	12,200

---

Wahiawa HI [REDACTED] Dealer: HI001 Aloha Kia

---

\*\*\* PHONE LOG 04/23/2004 12:31 PM US Mountain Standard Time BKelley Action Type:Outgoing call  
Wtr called [REDACTED] LVM requesting callback -- provided contact info

\*\*\* PHONE LOG 04/26/2004 12:16 PM US Mountain Standard Time BKelley Action Type:Incoming call  
Wtr called [REDACTED] LVM requesting callback -- provided contact info

\*\*\* CASE CLOSE 04/26/2004 12:18 PM US Mountain Standard Time BKelley  
Closed pending callback

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

Page 1 of 1

<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]	K322278	20,000
Montgomery AL	[REDACTED]		Dealer: AL013 Capitol Kia	

**Case History**

Inquiry Roadside Assistance

\*\*\* CASE CLOSE 06/07/2004 06:45 AM US Mountain Standard Time BKelley  
Provided info

\*\*\* PHONE LOG 06/07/2004 06:45 AM US Mountain Standard Time BKelley  
Caller states:

1. Last night my radiator *fan* broke
2. Do you cover towing assistance
3. I've been trying to reach the Montgomery AL Kia dlrshp AL013 and the telephone appears to be off the hook be they are not answering
4. Do you offer rental vehs

Wtr states:

1. Updated contact info
2. No recalls
3. Warr st dt 1/3/2003, 5/unlimited r/s
4. Provided contact info for AL013
5. Advised no provision for rental/loaner veh under the terms of the manf warr
6. Some Kia dlrshps offer rental/loaner veh as a courtesy
7. Trans caller to Kia r/s

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

Page 1 of 2

<b>Last name</b>	<b>First name</b>	<b>VIN of 2002 2DR SPORTAGE 4X</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNDJB623925 [REDACTED]	K260630	23,000
Port St Lucie FL [REDACTED]			Dealer: FL023 Treasure Coast Kia	

**Case History**

Complaint Quality

\*\*\* PHONE LOG 12/30/2003 11:56 AM MEstrella

CALLER STATED:

1. HAVE 25 PAGES OF R/O'S FROM DLR SINCE BOUGHT THE CAR !
2. HAD TO YELL AND SCREAM AT THE GM BEFORE HE WOULD HELP ME AT ALL YESTERDAY I MADE PEOPLE LEAVE THE DEALERSHIP THEN -- - HE FINALLY GAVE ME A 800 NUMBER TO YOUR SOUTHERN REGIONAL OFFICE BUT THEY ARE CLOSED FOR THE HOLIDAYS SO THE OPERATOR TOLD ME TO CALL YOU IN THE MEANTIME
- 3.. STARTING DIFFICULTY, BRAKES AND ROTORS 3X . COOLING *FAN* BLADE CRACKED , A LOT OF MISC ISSUES W/ THE CAR
4. ALWAYS TAKES THE DLR SEVERAL TIMES TO FINALLY FIGURE OUT WHAT I AM COMPLAINING ABOUT AND ACTUALLY FIND THE PROBLEMS I HAVE
5. WANT TO BE RID OF THIS CAR - IT MUST BE A LEMON. - ASKED THE DEALER FOR A COPY OF THE LEMON LAW AND THE GM WOULD NOT GIVE ME ONE - HE TOLD ME HE CANNOT HELP ME ANYMORE
6. CAR NOT AT DLR NOW . NO CURRENT ISSUES BUT AT THE DEALER AT LEAST ONCE, IF NOT MORE, EVERY MONTH FOR SOMETHING

WRTR STATES:

1. SORRY SHE IS UNHAPPY W/ THE VEHICLE
2. ADVISED HER THAT WE CAN FILE HER COMPLAINT FOR HER
3. ADVISED KIA WILL CONTINUE TO HONOR THE WARRANTY AND REPAIR THE VEHICLE
4. ADVISED WE CAN WORK W/ THE SVM IN THE REPAIRS WHEN VEHICLE AT DLR
5. ADVISED THAT WE CANNOT ADVISE ON THE LEMON LAW SHE CAN REFER TO HER WCIM FOR GUIDELINES ON THAT PROCESS
6. ADVISED LEMON LAW Qualifications VARY PER STATE AND WE CANNOT ADVISE ON WHAT MAY OR MAY NOT QUALIFY

CALLER HELD WHILE CALLED DLR  
SPOKE TO JOE IN SVC - TJ SVM IS AT LUNCH  
JOE STATED:

1. SHE WAS IN HERE ON SAT FOR CUST STATES: LOW BRAKE FLUID , BELT NOISE AND AC VENTS HARD TO ADJUST - WE REPLACED THE WHEEL CYL - WAS LEAKING, ORDERED VENTS ,AND THE BELT NEEDED ADJUSTMENT - SHE WAS VERY UPSET SHE HAD TO PAY FOR THE BELT ADJUSTMENTS
2. DO NOT KNOW ABOUT HER TRIP TO THE SALES DEPT OR HER CONVERSATION W/ THE GM
3. SHOW ONLY 2X ROTORS IN THE SYSTEM, AND MISC REPAIRS , NOTHING ONGOING OR RECURRING

WRTR STATED TO CALLER :

1. ADVISED THAT DEALER SAYS THAT VENTS ON ORDER FOR HER,
2. ASKED HER WHAT SHE IS REQUESTING FROM KIA AT THIS TIME

CALLER STATES:

- 1 JUST WANT THE CAR TO RUN RIGHT AND NOT TO HAVE TO GO BACK TO DLR EXCEPT FOR OIL CHGS AND MAINTENANCE
2. REPURCHASE , LEMON LAW

WRTR STATED:

1. WIL NOTE HER COMPLAINTS ON FILE,
2. ADVISED IF NEEDS ASSISTANCE IN WORKING W/ DLR, PLEASE CALL WRTR IF HAS ANY FURTHER ISSUES IN THAT SHE MUST TAKE BACK TO DLR
3. WILL FORWARD HER CONCERNS

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



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

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB623925 [REDACTED]	K260630	23,000
Port St Lucie FL	[REDACTED]	[REDACTED]	Dealer: FL023 Treasure Coast Kia	

Send to:[JBRAMBLE@KIAUSA.COM]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K260630\_MEstrella\_12-30-2003152713.doc>>

\*\*\* CASE CLOSE 01/02/2004 08:21 AM MEstrella  
NO CURRENT ISSUES W/ VEHICLE

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

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723925	K274584	58,600
Unadilla NY			Dealer: NY019 Heart Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 01/30/2004 07:01 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. I BOUGHT THE CAR ABOUT 1 HOUR AWAY FROM THE DEALERSHIP
2. I HEARD A NOISE AND I TOOK THE CAR TO THE DEALERSHIP AND THEY SAID IT WAS THE BELTS.
3. I THINK IT IS THE WATER PUMP.
4. I TOOK THE CAR TO MY MECHANIC AND HE SAID IT WAS THE PULLY OR THE WATER PUMP.
5. THE DEALERSHIP SAID IT WAS THE BELTS AND THEY SAID THEY CAN CHANGE IT
6. THEY HAD TWO OF THE MECHANICS LOOK AT IT AND THEY SAID NOTHING WAS WRONG WITH IT.
7. THEY ADVISED IT WAS THE BELTS.
8. THEY SAID THEY CAN CHANGE IT BUT IT WOULD BE AT MY EXPENSE
9. HOW ARE THEY GOING TO CHANGE SOMETHING UNDER WARRANTY AT MY EXPENSE.
10. THAT DOES NOT MAKE SENSE.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. WE ARE GOING TO BACK THE DEALERSHIP'S DIAGNOSES, WE CANNOT TAKE YOUR MECHANIC'S DIAGNOSES.
3. IF THE DEALERSHIP SAID IT IS THE BELTS THEN WE CANNOT CHANGE THAT.
4. I CAN CALL THEM AND SPEAK TO THEM ABOUT THE DIAGNOSES.
5. IF YOU SAID IT WAS THE WATER PUMP THEY MAY HAVE OFFERED TO CHANGE IT AT YOUR EXPENSE BUT NOT UNDER THE WARRANTY

CUSTOMER STATES.

1. THIS CAR IS SUPPOSED TO HAVE A WARRANTY
2. THEY SAID THE WATER PUMP IS NOT COVERED AFTER 60K MILE.
3. THEY SAID THEY RECOMMEND TO REPLACE IT AT 60K

WRITER STATES.

1. THE WATER PUMP IS CONSIDERED TO BE A POWER TRAIN ITEM.
2. THAT IS COVERED FOR DEFECTS FOR 10YRS 100K MILE.
3. YOU NEED TO MAINTAIN THE CAR IN ORDER TO KEEP THE WARRANTY
4. I WILL CALL THE DEALERSHIP AND SPEAK TO THEM ABOUT THE SITUATION

\*\*\* PHONE LOG 01/30/2004 07:34 AM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER CALLED DEALERSHIP AND SPOKE TO STEVE

STEVE STATES.

1. THE CAR WAS BROUGHT IN HERE FOR A NOISE.
2. WE FOUND IT TO BE THE BELTS.
3. WE ALSO RECOMMENDED A COOLANT FLUSH AND SOME OTHER MAINTENANCE.

WRITER STATES.

1. HE WAS SAYING YOU ADVISE HIM HE WOULD HAVE TO PAY FOR A WATER PUMP.
2. HE ALSO ADVISE YOU SAID IT WAS NOT DEFECTIVE.
3. I TOLD HIM IF THE DIAGNOSES FROM THE DEALERSHIP IS THAT THEN WE WOULD NOT OFFER TO REPLACE A PART.
4. THE WATER PUMP IS COVERED UNDER THE POWER TRAIN WARRANTY FOR 10YRS 100K MILES FOR DEFECTS.

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

Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K274584	58,600
Unadilla NY	[REDACTED]		Dealer: NY019 Heart Kia	

\*\*\* PHONE LOG 01/30/2004 07:38 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER GOT BACK TO CUSTOMER

WRITER STATES

1. I SPOKE TO STEVE AT THE DEALERSHIP
2. STEVE STATES THE BELTS ARE BAD AND THERE IS NOTHING WRONG WITH THE WATER PUMP.
3. I ADVISED HIM OF THE WATER PUMP WARRANTY
4. 10YRS 100K MILES FOR DEFECTS.
5. THEY CANNOT JUST REPLACE YOUR WATER PUMP UNDER WARRANTY IF NOTHING IS WRONG WITH IT.

CUSTOMER STATES.

1. THAT IS FINE I WILL WAIT UNTIL IT FAILS.

WRITER STATES.

1. IF IT IS A DEFECT THEN WE WILL HONOR THE WARRANTY.

\*\*\* CASE CLOSE 01/30/2004 07:40 AM US Mountain Standard Time SLarez

\*\*\* PHONE LOG 02/16/2004 01:43 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

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

1. I TOOK MY CAR TO NY019 IN SEVERAL OCCASIONS.
2. IN TWO DIFFERENT TIMES THEY SWORE THAT THE BELTS WERE DEFECTIVE
3. AND THAT THEY NEEDED TO BE REPLACE.
4. I HAD THE BELTS REPLACED AT MY MECHANIC AND HE SHOWED ME THAT THERE WASN'T NOTHING WRONG W/ THE BELTS.
5. WHAT HAPPEN IS THAT EVERY SINGLE ONE OF THE BLADES OF THE COOLING **FAN** ARE BROKEN.
6. AND I CALLED EMPIRE KIA AND THEY TOLD US THAT THERE WAS A SVC BULLETIN.
7. AND THAT THEY WILL TAKE CARE OF THAT FOR ME.
8. MY HUSBAND SCHEDULE AN APPOINTMENT, AND THEY'LL TAKE CARE OF THAT FOR ME.

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

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. CALLER IS CONCERN ABOUT THE PREVIOUS DIAGNOSIS ON THE WATER PUMP.
3. WRT ADVISED THE CUSTOMER TO GET A SECOND OPINION AT EMPIRE KIA.
4. CALLER THANKED WRT FOR THE INFO.

\*\*\* CASE CLOSE 02/16/2004 01:44 PM US Mountain Standard Time ERuiz

\*\*\* PHONE LOG 02/19/2004 10:23 AM US Mountain Standard Time CRountree Action Type:Incoming call  
CUSOTMER STTES;

1. TOOK VEHICLE IN FOR INSPECTION OF **FAN** BLADE.
2. NOISE DISAPPEARED.
3. THEY (HEART KIA) HAD SAID THE **FAN** BELTS, AND WATER PUMPS AND TIMING CHAIN NEEDED TO BE CHANGED.
4. WOULD NOT LET THEN TOUCH VEHICLE ONCE THEY SAID IT WAS THE BELTS.
5. MY MECHANIC SPOTTED IT WAS THE **FAN**.

**Kia Motors America  
Consumer Affairs Department**

Page 3 of 3

---

<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]	K274584	58,600
Unadilla NY [REDACTED]		Dealer: NY019 Heart Kia		

---

6. EMPIRE KIA PUT THE **FAN** ON AND THE NOISE HAS STOPPED.
- 7 **FAN** AND HOUSING WERE CRACKED.
8. HEART KIA WAS GOING CHARGE ME FOR THE BELTS AND WATER PUMPS.
9. MY WIFE CALLED SEOUL, KOREA, AND SPOKE TO MR. JO, HEAD OF NORTH AMERICAN KIA.
10. EMPIRE KIA CHANGED THE **FAN** AND HOUSING. .

WRTR STTES:

1. SORRY FOR YOUR EXPERIENCE.
2. CHANGING YOUR COMPLAINT FROM WARRANTY TO ONE AGAINST DLR SVCE.
- 3 . SUGGEST YOU CONTACT GEN MGR OR OWNER OF HEART KIA.
4. DOCUMENTING YOUR COMMENTS IN ORIGINAL FILE.

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K1216129	70,000
. TOLEDO IL [REDACTED]			Dealer: IN015 Terre Haute Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/16/2006 01:54 PM US Mountain Standard Time SLarez  
CUSTOMER STATE.

1. I HAD A C.E.L. ON
2. WE TOOK THE CAR TO THE DEALERSHIP AND THEY ADVISED THE SCAN TOOL READ A STUCK THERMOSTAT.
3. THEY REPLACED THAT AND WHEN WE WERE ON OUR WAY HOME IT CAME ON AGAIN.
4. WE TOOK THE CAR BACK AND THEY ARE ADVISING THE **FAN** BLADES ARE CRACKING AND IT IS NOT BLOWING HARD ENOUGH TO COOL THE CAR.
5. THEY WANT TO CHARGE ME ALMOST ANOTHER TWO HUNDRED DOLLARS AND I CANNOT AFFORD THAT.
6. WHAT WOULD YOU DO IN THIS CASE.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. IF THERE WAS A FINANCIAL SITUATION IN MY CASE I MAY TAKE IT TO SOMEONE THAT I TRUST AND IS CHEAPER
3. WE WILL ALWAYS RECOMMEND A KIA DEALERSHIP
4. I CAN SPEAK TO THE DEALERSHIP IF YOU HAVE THEM DIAGNOSES IT TO SEE WHAT KIA CAN CONSIDER.

WRITER CALLED STEVE IN SERVICE  
STEVE STATES.

1. WE DID DIAGNOSE THIS AS THE **FAN** BLADE CRACKING AND THAT CAN CAUSE THE CLUTCH NOT TO WORK RIGHT AND CAUSE THE CAR TO OVER HEAT.

WRITER STATES.

1. I WANTED TO GET THE DIAGNOSES FROM YOU BEFORE I CALLED THE KIA REP
2. THANK YOU.

\*\*\* PHONE LOG 08/17/2006 06:07 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED TOM J. DPSM  
TOM STATES.

1. I HAVE NO PROBLEM COVERING ONLY THE **FAN**
2. I CAN LET RHONDA KNOW, SHE IS THE SERVICE MGR.

\*\*\* PHONE LOG 08/17/2006 06:09 AM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER CALLED RHONDA TO CONFIRM SHE WAS AWARE OF THE SITUATION

RHONDA, KIA SERVICE MGR STATES.

1. WE SPOKE TO THE CUSTOMER AND SHE IS GOING TO BE IN TOMORROW FOR THIS REPAIR.

\*\*\* PHONE LOG 08/17/2006 06:10 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER TO ADVISE OF KIA'S DECISION TO ASSIST WITH THE **FAN**.

CUSTOMER STATES.

1. I HAVE AN APPOINTMENT TOMORROW.
2. THANK YOU VERY MUCH

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K1216129	70,000
TOLEDO II	[REDACTED]		Dealer: IN015 Terre Haute Kia	

---

\*\*\* CASE CLOSE 08/17/2006 06:10 AM TIS Mountain Standard Time SLarez

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723025	K256824	16,456
PORT ISABELLE TX			Dealer: TX031 Bert Ogden Harlingen Kia	

**Case History**

Inquiry Address Change

\*\*\* PHONE LOG 12/23/2003 11:56 AM US Mountain Standard Time DUnderwood

CALLER STATED:

1. BELT ON VEHICLE IS SPLITTING
2. **FAN** IS CRACKING
3. WHERE IS CLOSEST DLR

WTR STATED:

1. APOLOGIZED FOR ANY INCONVENIENCE
2. WILL DOCUMENT CALLER COMPLAINTS AND CONCERNS
3. RECOMMENDS TAKING VEHICLE TO DEALER FOR DIAGNOSTIC
4. DEALERSHIP WILL DETERMINE WHAT IS COVERED UNDER WARRANTY
5. PROVIDED Bert Ogden Harlingen Kia INFO
6. OFFERED R/A - DECLINED

\*\*\* CASE CLOSE 12/23/2003 11:56 AM US Mountain Standard Time DUnderwood

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

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K1003288	43,000
OLNEY IL	[REDACTED]		Dealer: IN008 Evansville Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 08/22/2005 05:39 AM US Mountain Standard Time SLarez  
CUSTOMER STATES, [REDACTED]

1. MY SON HAD A PROBLEM WITH THE *FAN* BREAKING AND CAUSING ALL SORTS OF DAMAGE.
2. THE RADIATOR AND ENGINE NEED TO BE REPLACED.
3. I CALLED THE DEALERSHIP AND THEY ARE NOT GOING TO OFFER ME ANY TYPE OF RENTAL CAR.
4. THIS IS A DEFECTIVE COMPONENT FROM KIA MOTORS AND I AM VERY UPSET ABOUT HIS
5. MY SON NEEDS A CAR TO DRIVE.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. THE WARRANTY WE HAVE ON THE CAR WILL COVER DEFECTS HOWEVER IT WILL NOT COVER A RENTAL OR A LOANER CAR.
3. THAT IS UP TO THE OWNER TO SECURE.
4. WE CAN CONSIDER THINGS IF THE CAR IS DOWN FOR A WHILE OR THERE ARE BACK ORDER PARTS.
5. I AM SORRY

CUSTOMER STATES.

1. WELL CALL YOU DO SOMETHING FOR ME NOW.

WRITER STATES.

1. I CAN CALL THE DEALERSHIP AND FIND OUT IF THEY HAVE ORDERED PARTS.

\*\*\* PHONE LOG 08/22/2005 05:40 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED DEALERSHIP AND SPOKE TO WIL.

WIL STATES.

1. THE CAR IS HERE BUT THERE IS NOT A DIAGNOSES.
2. I AM NOT SURE WHEN IT WILL BE DIAGNOSED, IT WAS A TOW IN, WE WILL DO THE BEST WE CAN.

\*\*\* PHONE LOG 08/22/2005 05:41 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO WIL AT THE DEALERSHIP AND HE ADVISED THEY DO NOT HAVE A DIAGNOSES ON THE CAR.
2. I WOULD WAIT UNTIL YOU FIND OUT HOW LONG THE CAR IS GOING TO BE DOWN AND THEN YOU CAN GO FROM THERE.

\*\*\* CASE CLOSE 08/22/2005 06:00 AM US Mountain Standard Time SLarez



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

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K371067	43,045
San Bernadino CA [REDACTED]		Dealer: CA088 Bosch Kia of Fontana		

**Case History**

Complaint Repurchase

\*\*\* NOTES AND STATUS CHANGE 10/01/2004 09:31 AM Pacific Daylight Time DBattalino Action Type:Facsimile rec.  
Rec'd BBB call report for this customer seeking Repurchase. Cust concerns are as follows:

1. trans slips
  2. Oil filter housing leaking defective
  3. engine *fan* propellers broke off
  4. when a/c running car loses power & speed
  5. crack in muffler housing
  6. engine light pops on and off (CEL?)
- Sent cust a bbb notification letter

\*\*\* NOTES 10/11/2004 01:43 PM Pacific Daylight Time CButler Action Type:Manager review  
Call report faxed to dealer SM:

1. requests SM review customer's history & contact writer

\*\*\* NOTES 10/12/2004 08:07 AM Pacific Daylight Time CButler Action Type:Manager review  
Region received service history from CA088.:

Repairs: 1 oil filter housing, 1 *fan* assembly, 1 exhaust repair

CND: transmission, gas smell or a/c concerns

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

Page 1 of 2

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
██████████	██████████	KNDJB623325 ██████████	K334677	21,000
Lake Alfred FL ██████████			Dealer: FL065 City Kia	

**Case History**

Inquiry Rental Veh &

\*\*\* PHONE LOG 07/07/2004 08:47 AM US Mountain Standard Time YLabarca

CALLER STATES

- 1 I WANT TO KNOW IF I CAN GET A RENTAL
- 2 THE **FAN** IN MY RADIATOR SHATTERED AND DAMAGED MY RADIATOR
- 3 I HAVEN'T HAD A VEHICLE SINCE SATURDAY
- 4 I DONT KNOW IF THE REPAIRS ARE COVERED UNDER WARRANTY

WRITER STATED

- 1 EMPATHIZED WITH THE CUSTOMER
- 2 ADVISED THAT THE WARRANTY DOESN'T PROVIDE ANY TYPE OF RENTAL ASSISTANCE
- 3 IT WOULD BE A COURTESY OF THE DEALERSHIP
- 4 NO OPEN RECALLS
- 5 ADVISED CUSTOMER THAT I WILL CALL THE DEALERSHIP AND CALL HER BACK IN REGARDS TO WARRANTABLE REPAIRS

CUSTOMER THANKED WRITER

\*\*\* PHONE LOG 07/07/2004 08:48 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED DEALERSHIP AND LEFT MESSAGE WITH ZUMA FOR BOB GERALBY SERVICE MANAGER TO CALL ME BACK

\*\*\* PHONE LOG 07/08/2004 10:27 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED DEALERSHIP AND SPOKE WITH BOB THE SERVICE MANAGER  
BOB STATED

- 1 THE REPAIR WILL BE COVERED UNDER WARRANTY
- 2 THE PARTS ARE ON BACK ORDER

WRITER THANKED BOB

\*\*\* PHONE LOG 07/08/2004 10:29 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED CUSTOMER AND LEFT MESSAGE  
WRITER STATED

- 1 ADVISED THAT THE REPAIR IS GOING TO BE WARRANTABLE (PER BOB)
- 2 ADVISED THAT THE PART IS ON BACKORDER
- 3 ADVISED THAT SHOULD RECEIVE BY NEXT WEEK
- 4 ADVISED IF NEEDED TO CALL BACK TO DO SO
- 5 ADVISED OF CASE NUMBER

\*\*\* CASE CLOSE 07/08/2004 10:29 AM US Mountain Standard Time YLabarca

\*\*\* PHONE LOG 07/13/2004 10:37 AM US Mountain Standard Time SCook Action Type:Incoming call  
Writer received call from Paul at FL079

Paul stated:

1. Have a customer who had work done at another dealer. (FL065).
2. Problems related to work the other dealer did.
3. Requesting a rental car. wants veh towed to dealer that did the work.

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

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623325 [REDACTED]	K334677	21,000
Lake Alfred FL	[REDACTED]		Dealer: FL065 City Kia	

4. Would rather not get involved with issue. Seems to be a come back for FL065.
5. When towed RA would only send to nearest dealer.
6. She was advised she would have to pay for overages.

Writer stated:

1. Will document that to case.
2. Can contact Bob, svc mgr at FL065 for assistance.

Paul stated:

1. Customer can be reached at 863-678-1963.
2. Thanks.

\*\*\* PHONE LOG 07/14/2004 06:50 AM SCook Action Type:Outgoing call

Writer phoned dealer, left message for Bob

1. Provided name, 800# and ext.
2. Calling about Karin Gogolin, had veh repaired at dealer last week.

\*\*\* PHONE LOG 07/14/2004 07:21 AM SCook Action Type:Incoming call

Writer received vm from Bob, svc mgr at FL065

1. Returning your call.

2. Call a [REDACTED]

\*\*\* PHONE LOG 07/14/2004 07:24 AM SCook Action Type:Outgoing call

Writer left vm for svc mgr, Bob

1. Sorry I missed your call.
2. Will try back later.
3. Calling about a [REDACTED] had repairs at dealer last week.

\*\*\* PHONE LOG 07/16/2004 10:02 AM SCook Action Type:Outgoing call

Writer phoned customer:

Caller stated:

1. My daughter drives veh.
2. She took to FL079 and they fixed the car, it's running now.
3. The other dealer put on a new belt and it was squeaking. (FL065).
4. They told her that it was because the belt was new.
5. She took it to FL079 and they fixed it, the other dealer had left an air pocket in the radiator.
6. She had the radiator, *fan* and shrouds replaced.

Writer stated:

1. Wanted to verify that veh was fixed.
2. Have daughter contact me with any concerns.
3. Provided 800#, name and ext.

Caller stated:

1. Thank you.

\*\*\* CASE CLOSE 07/16/2004 10:03 AM SCook

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K1192511	48,000
Granbury TX	[REDACTED]		Dealer: TX040 Buz Post Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 06/16/2006 01:15 PM US Mountain Standard Time WLevy

Caller states:

1. We got to the town to meet my daughter
2. We heard a noise up underneath there
3. 4 of the blades on the *fan* are busted off
4. There's power steering fluid all over
5. I called the dealer where I bought it
6. They arranged to have it towed to this dealer, which is a non-Kia dealer

Wrtr states:

1. Updated; no recalls
2. Advised that veh would need to be at a Kia dealership
3. Explained provisions of Trip Interruption
4. Offered to conference with roadside for assistance

Caller states:

1. Yes, please

Wrtr placed caller on hold and warm transferred caller to Theresa in r/s assistance

\*\*\* CASE CLOSE 06/16/2006 01:15 PM US Mountain Standard Time WLevy

Closed pending callback from customer.

\*\*\* PHONE LOG 06/16/2006 02:26 PM US Mountain Standard Time TLarson Action Type:Incoming call

CUST STATES(DAUGHTER)

1 MY MOTHER CALLED IN A WHILE AGO AND WAS UPSET

2 I NEED TO BE ABLE TO GET THEM IN A RENTAL, THE LOCAL RENTAL COMPANIES DONT HAVE ANYTHING AVAILABLE

3 CAN YOU HELP ME IN GETTING THIS SET UP

WRITER ADVISED

1 KIA DOES NOT HAVE A GUARANTEED RENTAL PROGRAM IN THE EVENT OF A BREAKDOWN

2 TRIP INTERRUPTION DOES ALLOW THE CUST REIMBURSEMENT FOR ALTERNATE TRANSPORTATION

3 KIA DOES NOT HAVE THE RESOURCES AVAILABLE TO FIND A LOCAL RENTAL COMPANY

4 IF A LOCAL COMPANY DOES NOT HAVE RENTALS AVAILABLE THEY MAY BE ABLE TO RIDE WITH THE TOW TRUCK TO A LARGER CITY WITH MORE RENTALS AVAILABLE

5 ADVISED CUSTOMER OF RSA CONTACT INFO

CUST ADVISED

1 OK THANK YOU

\*\*\* CASE CLOSE 06/16/2006 02:29 PM US Mountain Standard Time TLarson

\*\*\* PHONE LOG 06/28/2006 10:50 AM US Mountain Standard Time LSims Action Type:Incoming call

[REDACTED] STATES:

1. I JUST NEED THE ADDRESS TO SEND IN FOR TRIP INTERRUPTION

WTR STATES:

1. GAVE ADDRESS FOR TRIP INTERRUPTION

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
Granbury TX		KNDJB723025	K1192511	48,000
			Dealer: TX040 Buz Post Kia	

\*\*\* CASE CLOSE 06/28/2006 10:51 AM US Mountain Standard Time LSims

\*\*\* CASE CLOSE 07/12/2006 08:59 AM Pacific Daylight Time MWirz  
TREAD REVIEW DONE

\*\*\* PHONE LOG 07/24/2006 05:21 AM US Mountain Standard Time CHamilton Action Type:Incoming call  
Caller states:

1. Broke down in McCallister OK 241 miles from my home (per Mapquest)
2. R/S towed to Kia dlr in Sherman TX
3. Sherman is closer than 150 miles
4. Sent my trip interruption claim in with a letter of explanation
5. They sent me back a denial letter stating that I was not 150 miles from home when I broke down
6. Seems like they did not even read the letter

Wtr states:

1. Updated, no recalls
2. Apologized

Transferred to r/s claims queue

\*\*\* CASE CLOSE 07/24/2006 05:22 AM US Mountain Standard Time CHamilton

\*\*\* PHONE LOG 08/14/2006 06:13 AM US Mountain Standard Time LColema Action Type:Incoming call  
Cust States:

1. Had sent in receipts & repair order for trip interruption.
2. Received letter back stating I wasn't 150 from home.
3. Mapped out distance which was over 200 miles & faxed everything back to claims.
4. Still haven't received reimb.

Writer States:

1. Updated, no recalls.

Writer put cust on hold & called claims spoke with Kevin who stated:

1. Trip interruption was approved.
2. Check was mailed on 8/10/06.

Writer went back to cust & stated:

1. Adv of Kevin's information.

\*\*\* CASE CLOSE 08/14/2006 06:13 AM US Mountain Standard Time LColema

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

---

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723X25	K312394	62,134

---

Frazier Park CA 93225

Dealer:

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 05/04/2004 07:43 AM US Mountain Standard Time BKelley

Caller states:

1. The cooling *fan* disintegrated
2. I'm not sure if I should contact the Kia dlrshp or r/s
3. I wanted to find out what my warr is

Wtr states:

1. Updated contact info
2. No recalls
3. Warr st dt 1/31/2002 5/60 LBW, 5/60 PTW, 5/unlimited r/s
4. Warr covers defects in manf parts or labor
5. Veh needs to be diagnosed as warrantable by Kia dlrshp
6. Trans caller to Kia r/s for tow assistance

\*\*\* CASE CLOSE 05/04/2004 07:43 AM US Mountain Standard Time BKelley

Provided info

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

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K445075	46,000
Columbus TX [REDACTED]		Dealer: TX010 Joe Myers Kia		

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 04/05/2005 06:09 AM US Mountain Standard Time mespinoza

Customer Stated:

1. The oxygen sensor was replaced twice.
2. Now the vehicle is acting up again and the CEL has turned on.
3. I want this taken care of.
4. I am afraid that this is going to be a problem once the warranty runs out.

Writer Stated:

1. Apologized.
2. Gave dealer info.
3. Advised contact when appointment made, so that I can follow up and offer resources.

Closing case pending customer contact.

\*\*\* CASE CLOSE 04/05/2005 06:09 AM US Mountain Standard Time mespinoza

\*\*\* NOTES 04/18/2005 11:16 AM Pacific Daylight Time SuziCrowell Action Type:Manager review  
NCA received a certified letter from the customer.

The customer states:

1. Oxygen sensor has been 'gone out' 3x's.
2. *fan* was cracked and small pcs. were missing.
3. Not sure if *fan* problem is a part defect.
3. Customer service has suggested to take car to different dealer, but that is not acceptable to me.
4. Requesting repair assistance before seeking legal representation.  
-writer to scan and forward letter to the region for further handling.

\*\*\* PRIORITY CHANGE 04/18/2005 11:21:30 AM SuziCrowell

\*\*\* PHONE LOG 04/18/2005 03:10 PM Pacific Daylight Time KRuyle Action Type:Outgoing call  
wrtr left message for cust asking for a return phone call

\*\*\* PHONE LOG 04/18/2005 03:10 PM Pacific Daylight Time KRuyle Action Type:Incoming call  
wrtr received message from cust asking for a return call

\*\*\* PHONE LOG 04/18/2005 03:25 PM Pacific Daylight Time KRuyle Action Type:Outgoing call  
wrtr called and spoke with [REDACTED] who said

1. have not taken the vehicle for the current concern
2. CEL came on and lost acceleration
3. took vehicle to a local mechanic in Columbus, TX
4. mechanic told me the O2 sensor was bad, again
5. the dealership is about an hour away in Houston, TX089
6. Call center wanted me to take vehicle to another dealership
7. dont want to

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K445075	46,000
Columbus TX	[REDACTED]		Dealer: TX010 Joe Myers Kia	

9. then I was recently changing my oil and saw the large *fan* near the radiator all cracked
10. concerned that if the *fan* breaks, I could be in a lot of trouble on the highway.
11. Call center it may not be covered under the terms of the warranty

wrtr said

1. very sorry for the concerns
2. will be happy to call the dealership and let them know the situation
3. do you have a good time to drop the vehicle off?

cust said.

1. i dont think I will be able to take it in until next week

wrtr said

1. is the vehicle driving OK right now?

cust said

1. its better than bfore the CEL came on
2. the local mechanic reset the CEL and the car runs a litle sluggish
3. has not left me anywhere, but not running the same

wrtr said

1. call me back with a good day and I will call the dealership and set up the time for you to drop the vehicle off for repairs
2. I will also look into the *fan* being covered under warrenty

cust said

1. work for an attorney so my schedule changes everyday
2. I will call you back

\*\*\* EMAIL IN 04/20/2005 11:11 PM Pacific Daylight Time CLARIFY@KIAPROD.KIAUSA.COM

DLRTX010 Re: Name/Vin# [REDACTED] / KNDJB723X25 [REDACTED] FYI, THIS CUSTOMER HAS NOT BEEN TO OUR DEALERSHIP SINCE SEPT 21, 2002. WE WILL BE GLAD TO LOOK AT THERE O2 SENSOR PROBLEM. BUT BAY CITY TEXAS IS OVER 100 MILES FROM THE DEALERSHIP.

\*\*\* PHONE LOG 04/21/2005 08:17 AM Pacific Daylight Time KRuyle Action Type:Outgoing call

wrtr called and left message for cust [REDACTED]

1. seeing if cust had decided on a date to bring the vehicle in for repairs
2. asked for a return phone call
3. left wrtr's 800 number

\*\*\* PHONE LOG 04/27/2005 11:16 AM Pacific Daylight Time KRuyle Action Type:Outgoing call

wrtr called cust and leftmessage asking for a return phone call

\*\*\* PHONE LOG 05/02/2005 07:52 AM Pacific Daylight Time KRuyle Action Type:Outgoing call

wrtr called cust and left message asking for a return phone call if cust would like assistance repairing her vehicle



**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]	KNDJB723X25 [REDACTED]	K445075	46,000
Columbus TX [REDACTED]			Dealer: TX010 Joe Myers Kia	

---

wrtr closing case pending cust's return phone call

\*\*\* CASE CLOSE 05/02/2005 07:53 AM Pacific Daylight Time KRuyle  
waiting for cust' retrun phone call

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

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB72322	K212839	18,557
Jacksonville FL			Dealer: FL054 Speedway Kia	

**Case History**

Inquiry Roadside Assistance

\*\*\* PHONE LOG 09/04/2003 04:48 AM US Mountain Standard Time CHamilton

Caller states:

1. I am an attny
2. Was traveling from Miami to Jacksonville
3. Broke down, had AAA tow me to Kia dlr here in Daytona Beach Speedway Kia FL--easier that way if I need someone to come get me
4. **Fan** blade broke, hit radiator, they are checking timing belt
5. Was towed to Speedway Kia FL054
6. They think that may have also damaged the head gasket
7. Prior to that, the windshield wiper came off on, went to Northeast Kia, they fixed, went on my way
8. Then later as I was driving I heard this noise, like a clunk, car started to overheat, was terrible
9. Dlr told me to call you to find out about the reimbursement for hotel, etc
10. Its about 200 miles from here to home

Wtr states:

1. Updated contact info, no recalls
2. Apologized and empathized with caller
3. Advise Kia r/s would have towed to nearest Kia dlr
4. Trip interruption under r/s will reimburse up to \$300, if qualified
5. Must be down at least 24 hours for warr related repair at least 150 miles from
6. Then can submit up to \$300 in receipt for food, lodging, related expenses to R/S for evaluation for reimbursement
7. Provided address

\*\*\* PHONE LOG 09/04/2003 04:49 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

SM Chet Daytone Kia states:

1. First have to find out what is going on, may have blown a head gasket
2. They are looking at it right now
3. Request call back info, will contact when find out

Wtr provided call back info

\*\*\* PHONE LOG 09/04/2003 05:02 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

VM received from SM Chet states:

1. Calling back about that radiator and **fan** belt
2. Both those parts are in out stock
3. Call back if any questions

\*\*\* CASE CLOSE 09/04/2003 05:03 AM US Mountain Standard Time CHamilton

explained trip interruption, provided address to submit receipts

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1202905	62,000
Greenville MS	[REDACTED]		Dealer:	

**Case History**

Complaint   Repair Assistance

\*\*\* PHONE LOG 07/17/2006 06:12 AM US Mountain Standard Time WLevy

Caller states:

1. My *fan* busted on my Kia
2. It didn't damage the radiator
3. Is that covered by a defect?

Wrtr states:

1. Updated; no recalls
2. Advised that a/c *fan* would have been covered under 5/60 LBW, which has expired
3. Explained that wrtr would not be able to speculate on whether or not there is a defect in caller's *fan*

Caller thanked wrtr

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K203090	22,000
Hesperia CA	[REDACTED]		Dealer: CA144 Hi-Desert Kia	

Case History

Complaint Rental Car

\*\*\* PHONE LOG 08/13/2003 11:29 AM US Mountain Standard Time CRountree Action Type:Incoming call  
CUSTOMER STATES:

1. **FAN** CAME APART; VEHICLE AT DEALER SINCE 8/8.
2. PARTS ON BQ.
3. WIFE NEEDS A RENTAL OR LOANER.

WRITER STATES:

1. SORRY FOR PROBLEM.
2. HOWEVER THE WARRANTY DOES NOT PROVIDE LOANER VEICLES.
3. WILL CONTACT DEALER ON STATUS OF VEHICLE AND ANY LOANER OR RENTAL ASSIST.
4. SPOKE TO JOE HEARN, SM.

DEALER, JOE, STATES:

1. PARTS ON BQ.
2. PART #S ARE **FAN**; OK3815140; RADIATOR; OK00K03815200; AND COWLING; OK03815211.
3. ORDER # IS 080803A
4. DEALER CA144.
5. WE DO NOT HAVE ANY ASSISTANCE FOR THE CUSTOMER.

WRITER STATES:

1. WILL FOLLOWUP ON PARTS.

\*\*\* PHONE LOG 08/13/2003 01:40 PM US Mountain Standard Time CRountree Action Type:Incoming call

WRITER STATES:

1. CALLED PDC ON STATUS;
2. SPOKE TO MARK, BQ TRACKING, EXT 332.

MARK, PDC STATES:

1. 59 DUE IN THIS WEEK.
2. 1600 ON BQ.
3. DEALER NEEDS TO UPGRADE TO URGENT.

\*\*\* PHONE LOG 08/13/2003 01:44 PM US Mountain Standard Time CRountree Action Type:Outgoing call

WRITER STATES:

1. CALLED JOE HEARN TO ADVISE HIM SOME ITEMS DUE IN THIS WEEK.
2. ADVISED HIM TO UPGRADE TO URGENT TO MOVE TO THE TOP OF THE LIST.

\*\*\* PHONE LOG 08/14/2003 04:05 PM US Mountain Standard Time CRountree Action Type:Outgoing call

WRITER STATES:

1. CALLED SM, JOE AT DEALER.
2. ASKED ABOUT PARTS AND RENTAL.

DEALER STATES:

1. UPGRADES PARTS TO URGENT.
2. CALLED AND ADVISED CUSTOMER, RENTAL ASSISTANCE HAS BEEN AUTHORIZED AT 15 PER DAY.
3. HAVE NOT HEARD FROM CUSTOMER.

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

Page 2 of 2

<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]	K203090	22,000
Hesperia CA	[REDACTED]	[REDACTED]	Dealer: CA144 Hi-Desert Kia	

\*\*\* PHONE LOG 08/14/2003 04:13 PM US Mountain Standard Time CRountree Action Type:Outgoing call

WRITER STATES:

1. CALLED CUSTOMER ON CELL PHONE.
2. ADVISED HIM THE PRIORITY ON HIS PARTS WERE UPGRADED TO URGENT.
3. ADVISED CUSTOMER 15 DOLLARS A DAY RENTAL ASSITANCE WAS AUTHORIZED.

CUSTOMER STTES:

1. SERVICE MANAGER SPOKE TO HIM LAST NIGHT.
2. WILL TRY TO GET A VEHICLE TOMORROW OR SATURDAY.

\*\*\* CASE CLOSE 08/14/2003 04:14 PM US Mountain Standard Time CRountree  
15 PER DAY RENTAL ASSIST APPROVED AND PART UPDGRADED TO URGENT

**Kia Motors America  
Consumer Affairs Department**

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K368201	47,000

---

MADDESON IL [REDACTED]

Dealer:

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 09/23/2004 10:12 AM WNoonan  
CUSTOMER STATED:

1. THE **FAN** BLADE CAME OFF AND DAMAGED THE RADIATOR.
2. ARE THE PARTS COVERED UNDER WARRANTY.

WRITER STATED:

1. YES, THE **FAN** AND THE RADIATOR ARE COVERED.
2. RECOMMEND HAVING THE VEHICLE TOWED TO THE DEALER.
3. THE WARRANTY COVERS MANUFACTURING DEFECTS.
4. NO RECALLS.

\*\*\* PHONE LOG 09/23/2004 10:12 AM WNO

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

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K502180	55,000
Houston TX	[REDACTED]		Dealer: TX010 Joe Myers Kia	

**Case History**

Complaint Roadside Assistance

\*\*\* PHONE LOG 06/29/2005 01:54 PM US Mountain Standard Time YDomerofski  
Cust Stated:

1. My broke down on me today, some plastic parts from underneath the car broke off and shattered the *fan*
2. There is a damage on radiator and possibility engine too
3. Called R/A and the agent said it will take 90 minutes, I'm leaving in Houston, I can't wait for tow truck for 90 minutes so I asked her supervisor
4. The supervisor name is Mike and his ID# is 9972
5. I told Mike why the tow truck take 60 minutes, I'm in city the tow truck can be here in 15 minutes, Mike said they using towing company in city but traffic is bad it takes while
6. I verified the towing co. name and called them, I found out the towing co. is in other city it's not in Houston and driver even told R/A to call other towing co. in city but R/A said it's OK
7. Basically, Mike's been lying to me and I like to KIA to know that
8. I was thinking about to trade in my car to new Sorento but now I have to think again because the R/A service
9. Who will investigate about this?, Some one will contact me?
10. OK

Writer Stated:

1. Apologized for the situation
2. In summer, R/A get a lot of calls and sometime the tow truck delay
3. Will document cust's complaint but don't know some one will investigate about this and contact cust
4. Provided case#, please call back if need further assistance

\*\*\* CASE CLOSE 06/29/2005 01:54 PM US Mountain Standard Time YDomerofski

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

Page 1 of 2

<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]	K367055	90,086
McClinty FL [REDACTED]			Dealer: FL044 Ray Carter Kia	

**Case History**

Complaint Repair Assistance

\*\*\* NOTES 09/21/2004 10:49 AM CHamilton Action Type:Manager review  
CASE NOTES LOST IN SYSTEM ERROR

Caller states:

1. Purchased the veh new
2. **Fan** blade broke, took out radiator too, 500. in damage
3. Car is at Ray Carter Kia
4. I am being told this is a concern with this VIN run on the 2002 Sportages
5. Feel I should have been told that I needed to replace what is probably a 35. part, that it might break and make damage
6. Have been told that Kia was made aware of the problem, but was not recalled

Wtr states:

1. Updated, no recalls
2. 5/60 LBW expired
3. Only Kia Rep can make authorize repairs outside the warr

Wtr called Ray Carter Kia, SM Barry states:

1. Never been here before
2. I will call DPSM David Kordek and call you back

Advised Caller Wtr will call back

\*\*\* PHONE LOG 09/21/2004 10:53 AM CHamilton Action Type:Incoming call  
VM from SM Barry states:

1. Spoke to DPSM, he checked around
2. Said Kia will pay for the parts only
3. I will call the customer as soon as I have an estimate together to advise
4. Can call me back at [REDACTED]

\*\*\* PHONE LOG 09/21/2004 10:56 AM CHamilton Action Type:Outgoing call

Wtr called [REDACTED] who stated:

1. I called Steve over there a little bit ago
2. He said the manufacturer was willing to pay for the parts, if I pay the labor
3. Which I am thrilled with
4. I told him to go ahead
5. Thank you so much, please tell him appreciate this

Wtr will pass along to the Kia Rep who authorized the offer

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

Send to:[DKordek@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K367055\_CHamilton\_09-21-2004120654.doc>>

\*\*\* CASE CLOSE 09/21/2004 10:57 AM CHamilton



**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]	K367055	90,086
McClinty FL [REDACTED]			Dealer: FL044 Ray Carter Kia	

---

\*\*\* CASE CLOSE 09/21/2004 10:57 AM CHamilton

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K348279	33,881
Greenville SC		Dealer: FL044 Ray Carter Kia		

**Case History**

Inquiry Rental Veh &

\*\*\* PHONE LOG 08/05/2004 12:37 PM US Mountain Standard Time ERuiz

\*\*CALLER STATED\*\*

[REDACTED] FROM FL044

1. I HAVE A CUSTOMER FROM SC.
2. [REDACTED] IS THE OWNER OF THE VEHICLE.
3. HOWEVER, SHE LEND THE VEHICLE TO SOME FRIENDS THAT ARE TAKING A CRUISE FROM FL.
4. THE CAR BROUGHT TO MY STORE W/ A VERY SIGNIFICANT PROBLEM.
5. THE VEHICLE LOSES ALL POWER AND IT STALLS.
6. I HAVE NOT BEEN ABLE TO FIGURE OUT THE CAUSE OF THE PROBLEM.
7. I'LL HAVE TO KEEP THE VEHICLE HERE.
8. THE CUSTOMER IS INSISTING OF GETTING A RENTAL.
9. THEY WANT TO KNOW HOW THEY CAN GET REIMBURSE FOR A RENTAL.

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

1. RENTAL VEHICLE IS NOT A PROVISION OF THE MANUFACTURE WARRANTY.
2. THEREFOR, THERE IS NOT REIMBURSEMENT FOR RENTAL.
3. HOWEVER, THE CUSTOMER MAY BE ELIGIBLE FOR THE TRIP INTERRUPTION.
4. WRT EXPLAINED TO JAMES THE TERMS OF THE TRIP INTERRUPTION POLICY.
5. [REDACTED] THANKED WRT FOR THE INFO.

\*\*\* CASE CLOSE 08/05/2004 12:37 PM US Mountain Standard Time ERuiz

\*\*\* PHONE LOG 08/04/2005 01:33 PM US Mountain Standard Time YLabarca Action Type:Incoming call  
CUST STATES [REDACTED]

- 1 IN GREENVILLE SC
- 2 CUT OFF ON US
- 3 TOOK TO KIA IN FLORENCE ON HWY 301
- 4 COULDNT FIND ANYTHING WRONG
- 5 10 MILES DOWN THE RD HAPPENED AGAIN
- 6 WHEN I GET UP TO 60MPH LOOSES PWR AND STOPS
- 7 TOOK TO ADV AUTO AND COULDNT FIND ANYTHING WRONG WITH IT
- 8 NO TROUBLE CODES
- 9 BEFORE THIS HAPPENED THEY REPLACED THE MASS AIRFLOW SENSOR AND THE **FAN** CRACKED AND SOMETHING ELSE
- 10 RAN FINE AND JUST COUPLE OF WKS AGO DOING THE SAME THING
- 11 I HAVE THE VEH NOW
- 12 THEY WANT TO CHARGE FOR DIAG
- 13 THE VEH OUT OF WARRANTY
- 14 I DONT WANT TO KEEP PAYING FOR DIAG

WRITER STATES

- 1 APOLOGIZED
- 2 NO RECALLS
- 3 REFERRED TO THE DLR FOR DIAG
- 4 ADV THAT THE DLR NEED TO DUPLICATE THE PROBLEM IN ORDER TO FIX IT
- 5 ADV CAN CL ME AND WILL FOLLOW UP WITH THE DLR
- 6 ADV THAT WILL HAVE TO PAY FOR DIAG FEE UNLESS COVERED BY PARTS WARRANTY
- 7 ADV OF MY NAME AND EXT

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

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K348279	33,881
Greenville SC [REDACTED]		Dealer: FL044 Ray Carter Kia		

---

\*\*\* CASE CLOSE 08/04/2005 01:33 PM US Mountain Standard Time YLabarca

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

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K524380	66,000
Von Ormy TX [REDACTED]		Dealer: TX002 Ancira Kia		

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/01/2005 06:43 AM US Mountain Standard Time SLarez

1. THE **FAN** BROKE AND CAUSED ALL SORTS OF DAMAGE TO THE CAR.
2. THE RADIATOR, **FAN**, AND **FAN** MOTOR ALL NEED TO BE REPLACED AND THE DEALERSHIP IS STATING I AM OUT OF WARRANTY

WRITER STATES.

1. WITH 60K MILES YOU WOULD BE OUT OF WARRANTY

CUSTOMER STATES.

1. I READ ON LINE THIS HAPPENED A LOT TO THE KIA SPORTAGES.
2. CAN KIA DO SOMETHING.

WRITER STATES.

1. I CAN CALL THE DEALERSHIP FOR YOU AND SPEAK TO THE SERVICE MGR ABOUT THE DIAGNOSES.
2. HE CAN THEN CALL HIS KIA REP TO SEE WHAT COULD BE CONSIDERED IF ANYTHING.

\*\*\* PHONE LOG 08/01/2005 06:44 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED RAY TRAVINIO IN SERVICE  
RAY STATES.

1. THE CAR IS HERE AND THE **FAN** IS THE PROBLEM.

WRITER STATES.

1. CALL YOUR KIA REP TO SEE WHAT HE CAN DO IF ANYTHING.
2. THE **FAN** WAS AN ISSUE FOR A WHILE AND HE MAY CONSIDER SOMETHING.

RAY STATES.

1. I WILL DO THAT AND THEN LET THE CUSTOMER KNOW.

\*\*\* PHONE LOG 08/01/2005 06:45 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I SPOKE TO RAY, YOUR SERVICE ADVISOR AND HE WILL CALL THE KIA REP TO SEE WHAT COULD BE CONSIDERED IF ANYTHING.

CUSTOMER STATES. THANK YOU.

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

Page 1 of 1

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA623725 [REDACTED]	K327221	64,000
Bonner Springs KS [REDACTED]		Dealer: MO004 Jack Miller Kia		

**Case History**

Inquiry Rental Veh &

\*\*\* PHONE LOG 06/18/2004 06:14 AM US Mountain Standard Time BKelley

Caller states:

1. I went to get my oil changed at the Kia dlrshp MO004 yesterday and on my way home it broke down
2. My car was towed back to the dlrshp
3. I was told the *fan* broke and caused problems with the radiator
4. SM Mike told me to call Kia to ask about getting a rental veh because this problem is due to Kia's negligence

Wtr states:

1. Updated contact info
2. No recalls
3. Advised no provisions for rental/loaner veh under the terms of the manf warr
4. Some Kia dlrshps offer rental/loaner veh as a courtesy to their cust

Caller states:

1. SM told me you would give me a rental because this is a known problem
2. This is not my fault and SM said it is due to Kia's negligence

Wtr states:

1. Advised SM can request rental assistance from his Kia fac rep if he feels a rental is warranted -- no guarantee

\*\*\* CASE CLOSE 06/18/2004 06:14 AM US Mountain Standard Time BKelley

Provided info

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

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K203285	29,000
Forest Falls CA [REDACTED]			Dealer: CA109 Shaver Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 08/13/2003 02:26 PM US Mountain Standard Time MEstrella  
CALLER STATED:

1. THE RADIATOR **FAN** BLEW
2. CAUSED DAMAGE
3. DLR SAYS WILL BE TWO WEEKS TO GET ONE IN- THAT THEY ARE BACKORDERED
4. CANNOT ACCEPT THIS - NEED CAR TO DRIVE
5. DLR SAYS WILL GIVE 15.00 A DAY
6. THIS WARRANTY REPAIR SHOULD NOT COST US A PENNY

WRITER STATED:

1. APOLGOZE HAVING PROBLEMS
2. CAN CALL DLR TO SEE WHAT WAS AUTHORIZED
3. THE 15.00 A DAYS IS SOMETHING THAT THE DLR MUST HAVE BEEN AUTH BY HIS KIA REP
4. THERE IS NO ALTERNATE TRANSPORTATION COVERED UNDER THE KIA WARRANTY
5. ASKED CALLER TO HOLD -CALL DLR NO ANSWER - PLACED ON HOLD \*\*\*\*\*

WRITER STATES:

1. ADVISED CUSTOMER THAT CAN TRY TOMORROW TO GET THRU TO DLR AND SPEAK TO SVM

CALLER STATES:

1. THANK YOU FOR TRYING

\*\*\* PHONE LOG 08/14/2003 12:09 PM US Mountain Standard Time MEstrella Action Type:Outgoing call

WRITER CALLED SVM AT DLR- MARK

1. WAS PUT TO HIS VM
2. LEFT VM STATING THAT CUSTOMER IS REQUESTING MORE THAN 15.00 A DAY FOR THIS
3. ADVISED HIM WE DO NOT HAVE RENTAL POLICY SO THE 15.00 A DAY MUST HAVE BEEN AUTH BY SVM THRU REP/
4. ADVISED HIM THAT WE CAN ASK DPSM WHAT HE ISREQUESTING BUT CANNOT GUARANTEE ANYTHING
5. CALL ME BACK

\*\*\* PHONE LOG 08/14/2003 12:16 PM US Mountain Standard Time MEstrella Action Type:Outgoing call

WRITER CALLED [REDACTED] DPSM

LEFT VM MESSAGE

1. ADVSIED THAT CUST SAYS DLR AUTH 15.00 DAY RENTAL ACCO
2. ADVISED THAT CANNOT REACH SVM MARK SINCE YESTERDAY - LEFT HIM MESSAGE TO CALL BACK
3. SO WRITER DOES NOT KNOW HOW LONG THE VEHICLE DOWN 2/ THE **FAN**
4. IF YOU CAN TRY TO REACH HIM FOR ME TOO, AND VERIFY DOWN DAYS AND SEE IF 15.00 A DAY IS ALL OR IF ANYTHING FURTHER CAN OR WILL BE AUTHORIZED IF APPROPRIATE -
5. ADVISED CSUTOMER NO RENTALS AND THE 15.00 A DAY IS OVER AND ABOVE ALREADY
6. PLEASE CALL ME BACK SO I CAN KNOW WHAT TO ADVISE THE CUSTOMER

\*\*\* SEND CASE HISTORY 08/14/2003 12:16:29 PM MEstrella

Case details sent to TOLIVER@KIAUSA.COM.

\*\*\* PHONE LOG 08/14/2003 12:27 PM US Mountain Standard Time MEstrella Action Type:Incoming call

WRITER CALLED CUSTOMER - LEFT MSGH

1. HAVE NOT REACHED SVM YET AND PUT A CALL INTO DPSM FOR RESPONSE RE: YOUR REQUEST

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

Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K203285	29,000
Forest Falls CA [REDACTED]			Dealer: CA109 Shaver Kia	

2. DO NOT HAVE ANY INFO YET - CALLING TO TELL YOU THAT AND KEEP YOU INFORMED
3. WILL CALL YOU ASAP WHEN I HAVE ANY INFO TO GIVE YOU

\*\*\* PHONE LOG 08/14/2003 02:00 PM US Mountain Standard Time MEstrella Action Type:Incoming call  
CALLER STATED:: [REDACTED]

1. GOT THE MESSAGE YOU LEFT THIS AM
2. WE ARE AT OUR WITTS END WITH THIS CAR
3. THE DLR ALWAYS USED TO GIVE US A RENTAL IF THERE WAS AN ISSUE
4. NOW THEY DO NOT
5. WE ARE SO TIRED OF THIS AND CAN NEVER GET THRU TO THE DLR EITHER
6. WE CANNOT AFFORD A 15.00 A DAY RENTAL
7. WE NEED IT ALL COVERED -MY KIDS AND I START SCHOOL ON MONDAY
8. WILL GO DOWN TO THE DLR AND MAKE A BIG SCENE

WRITER STATES:

1. SORRY FOR SITUATION- DO NOT HAVE ANY INFO TO GIVE YOU AT THIS POINT
2. THERE IS NO RENTAL PROVISION UNDER THE KIA MFR WARRANTY
3. SO THE 15.00 A DAY IS AN EXCEPTION AND MUST HAVE BEEN AUTH BY THE KIA REP FOR YOU
4. HAVE LEFT MESSAGE THAT YOU ARE REQUESTING MORE NAD HAVE NO ANSWER YET
5. WILL CALL YOU WHEN HAVE HEARD ANYTHING FROM SVM OR DPSM

\*\*\* SEND CASE HISTORY 08/14/2003 02:01:07 PM MEstrella  
Case details sent to TOLIVER@KIAUSA.COM.

\*\*\* NOTES 08/15/2003 09:28 AM US Mountain Standard Time MEstrella Action Type:Manager review

\*\*\*DISTPACTCHING TO REGION DUE TO ::

1. 2 DAYS - 2 CALLS TO SVM - NO RESPONSE
2. CALLED DPSM ADVISED THAT CUSTOMER IS REQUESTING MORE THAN 15.00 A DAY - NO RESPONSE
3. SAYS WARRANTY REPAIR SHOULD NOT COST THEM A PENNY DUE TO BACKORDERED PARTS
4. CUSTOMERS ARE FURIOUS AND SAY WILL CALL ATTORNEY AND NEWS AND FILE LEMON LAW IF THEIR RENTAL IS NOT ENTIRELY COVERED
5. SAY CANNOT AFFORD 15.00 A DAY AT ALL

\*\*\* NOTES 08/15/2003 09:47 AM Pacific Daylight Time CButler Action Type:Manager review

REGION HAS APPROVED FULL COVERAGE OF RAC @ \$30.00 PER DAY.

1. WRITER HAS NOTIFIED DEALER THAT WITH REGARD TO BACK ORDERED SPORTAGE **FAN** BLADES & SHROUD, KMA WILL COVER THE RENTAL.
2. SA CANDICE TO ADVISE CUSTOMER.

\*\*\* PHONE LOG 08/15/2003 02:30 PM Pacific Daylight Time CButler Action Type:Outgoing call

Writer contacted customer:

1. Customer called SM & was advised KMA would cover up to \$30 a day but Enterprise is out of RAC's.
2. Writer advised customer that customer could rent a vehicle from any location & submit the invoice to writer for reimbursement. (economy size rental)
3. Customer thanked writer.

\*\*\* CASE CLOSE 08/15/2003 02:30 PM Pacific Daylight Time CButler

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

Page 3 of 3

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K203285	29,000
Forest Falls CA	[REDACTED]		Dealer: CA109 Shaver Kia	

---

\*\*\* CASE CLOSE 08/15/2003 02:33 PM Pacific Daylight Time CButler

\*\*\* RESEARCH LOG 09/16/2003 02:26 PM Pacific Daylight Time DBattalino Action Type:Administrative task  
Writer rec'd rental receipts for GW reimbursement  
Processed GW and sent to NCA this date  
AS400 file #63556

\*\*\* CASE CLOSE 09/16/2003 02:27 PM Pacific Daylight Time DBattalino

\*\*\* RESEARCH LOG 10/08/2003 08:15 AM Pacific Daylight Time DBattalino Action Type:Sent Letter  
Rec'd GW check from NCA  
Sent to cust this date w/letter  
Close file



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

Page 1 of 2

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623925 [REDACTED]	K327428	49,000
Mullica Hill NJ [REDACTED]		Dealer: NJ003 Cherry Hill Kia		

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 06/18/2004 12:02 PM US Mountain Standard Time WNoonan  
WRITER SPOKE WITH [REDACTED] BOYFRIEND.

[REDACTED] STATED:

1. [REDACTED] BROKE DOWN IN THE VEHICLE.
2. THE VEHICLE NEEDED TO BE TOWED TO THE NEAREST DEALER.
3. IF THE VEHICLE HAD GONE TO THE SELLING DEALER THE RENTAL WOULD HAVE BEEN COVERED.
4. I WAS WANTING TO SEE IF ANYTHING COULD BE DONE WITH A RENTAL.

WRITER STATED:

- 1 SORRY TO HEAR THE VEHICLE BROKE DOWN.
2. WRITER WILL CALL THE DEALER AND SPEAK WITH THEM.
3. THE WARANTY DOES NOT PROVIDE FOR A LOANER VEHICLE.

[REDACTED] STATED:

1. THANKS.
2. CALL HER AT [REDACTED]

\*\*\* PHONE LOG 06/18/2004 12:07 PM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED Cherry Hill Kia AND SPOKE WITH DONNA, SERVICE MANAGER.

DONNA STATED:

1. WE JUST GOT THE VEHICLE TOWED IN.
2. WE HAVE NOT HAD A CHANCE TO LOOK AT IT.
3. WE DO NOT HAVE ANY RENTALS.
4. WE WILL LOOK AT IT ON SATURDAY.

WRITER STATED:

1. THANKS.

\*\*\* PHONE LOG 06/18/2004 12:08 PM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED [REDACTED] BACK ON CELL PHONE.

WRITER STATED:

1. THE DEALER HAS NOT HAD A CHANCE TO LOOK AT THE VEHICLE.
2. THE WARRANTY DOES NOT PROVIDE FOR A RENTAL.
3. WRITER WILL FOLLOW UP WITH THE DEALER ON THE REPAIR ON MONDAY AND GIVE YOU AN UPDATE.

CUSTOMER STATED:

1. THANKS.

\*\*\* PHONE LOG 06/22/2004 06:18 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED Cherry Hill Kia AND SPOKE WITH DONNA, SERVICE MANAGER.

DONNA STATED:

1. THE **FAN** BROKE, WE HAVE ORDERED THE PART AND IT SHOULD BE HERE TODAY OR TOMORROW.
2. IT IS NOT ON BACK ORDER.

WRITER STATED:

1. THANKS.

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

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB623925 [REDACTED]	K327428	49,000
Mullica Hill NJ	[REDACTED]		Dealer: NJ003 Cherry Hill Kia	

\*\*\* PHONE LOG 06/22/2004 11:56 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM CUSTOMER REQUESTING CALL BACK.  
CUSTOMER STATED:  
1. CALL ME BACK AT [REDACTED]

\*\*\* PHONE LOG 06/22/2004 12:04 PM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED CUSTOMER BACK.  
CUSTOMER STATED:  
1. I AM NOT GOING TO EVER TAKE THE VEHICLE BACK TO CHERRY HILL KIA.  
2. THEY HAD TOLD ME ORIGINALLY THAT THESE REPAIRS ON THE VEHICLE WOULD COST ME \$225.  
3. IT WAS MY SELLING DEALER THAT SAID THE VEHICLE WAS STILL UNDER WARRANTY.  
4. THEY WERE GOING TO LIE TO ME AND MAKE ME PAY FOR IT.

WRITER STATED:  
1 DONNA SAID THAT THEY SHOULD HAVE THE VEHICLE READY TOMORROW.  
2. THEY HAD THE PARTS ORDERED AND THEY WILL BE THERE TODAY OR TOMORROW.  
3. WRITER WILL STILL FOLLOW UP WITH THEM.

CUSTOMER STATED:  
1 THANKS.

\*\*\* PHONE LOG 06/23/2004 09:26 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED Cherry Hill Kia AND SPOKE WITH DONNA, SERVICE MANAGER.  
DONNA STATED:  
1. WE HAVE THE PART AND THE VEHICLE WILL BE REPAIRED THIS AFTERNOON.

WRITER STATED:  
1. THANKS.

\*\*\* CASE CLOSE 06/23/2004 09:27 AM US Mountain Standard Time WNoonan

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

Page 1 of 1

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623925 [REDACTED]	K328714	48,000
Mullica Hill NJ [REDACTED]	[REDACTED]	[REDACTED]	Dealer: NJ003 Cherry Hill Kia	

**Case History**

Inquiry Other

\*\*\* PHONE LOG 06/22/2004 11:20 AM RHall

[REDACTED] called:

1. Cust wanted veh towed to Turnsville Kia but rsa would only tow to Cherry hill kia NJ003
2. The *fan* assembly needs to be replaced and the NJ003 informed cust she would have to pay \$225
3. Cust called Turnersville and Service stated veh still under warranty
4. Cust contacted NJ003 and informed what other dlrship stated and then they said they would cover it under warranty
5. Dlrship ordered part and kia only sent *fan* blade
6. Cust wants entire assembly replaced and feels this dlrship is not honest
7. Cust wanted to know if KIA would tow veh from NJ003 to Turnersville

Writer stated: l

Transfer to rsa

\*\*\* CASE CLOSE 06/22/2004 11:20 AM RHall

\*\*\* PHONE LOG 06/22/2004 12:11 PM US Mountain Standard Time TShamburger Action Type: Incoming call  
customer [REDACTED] called back:

1. i want kia to tow veh out of Cherry hill kia
2. dont want them working on veh
3. i just dont trust them

wrt states

1. im sorry kia R/S guidelines, they will tow to the nearest dlr
  2. if you want it to another kia dlr, you would have paid for that tow's difference
  3. if you want veh towed out of Cherry Hill, it would be under your expense
  4. since you dont like that dlr
  5. but dlr is more than capable to repair veh
- cust thanked wrt.

\*\*\* CASE CLOSE 06/22/2004 12:11 PM US Mountain Standard Time TShamburger

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

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	kndja723025 [REDACTED]	K463729	47,000

New Market VA [REDACTED] Dealer: VA025 Steven Kia

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 05/12/2005 08:42 AM US Mountain Standard Time CDiaz

Customer Stated:

1. Current concern: **Fan** / Power steering
2. The **fan** broke and cut the power steering line.
3. The car overheated and stalled out.
4. The dealer has the car now and wants 500 dollars to drop the motor to see if this is covered.
5. Don't know why they are looking at the motor when the **fan** was the problem.
6. The dealer wants me to give them records of service but I got the car used.
7. Spoke to Jim in service.
8. Feel this should be covered.
9. [REDACTED] Cell

Writer Stated:

1. Sorry for the concern.
2. Let me follow up with the dealer.

Writer called the dealer and spoke to service.

Jim Stated: VA025

1. Towed in.
2. Customer told us she herd a loud pop and drove a car to rest stop.
3. **Fan** clutch and blades broke off. (damaged radiator and steering lines)
4. No compression in the motor.
5. Poss. cracked head, blown gasket.
6. Tech requested tear down.
7. Car is in better shape than average.
8. Customer was speaking to the sales manager about trading the car.
9. Have not heard back from the customer yet.
10. Service director advised of get authorization of tear down and maintenance records.

Writer stated:

1. Thanks for the info.
2. Think we should run this by the DPSM
3. He should be involved in this.
4. I will call the DPSM and see what he wants to do.

Writer called Alan Crouch and advised of the case.

Alan Stated:

1. Send me the case notes and I will follow up with the service director.
2. I will follow up with you after that.

Writer agreed.

Writer advised the customer:

1. DPSM to review and get back to me.
2. I will call you back once I have some further info.

Customer Stated:

1. I have all my receipts for the services that were done to the car since I have owned it.
2. Should I give them to the dealer?

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

Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		kndja723025	K463729	47,000
New Market VA			Dealer: VA025 Steven Kia	

Writer Stated:

1. For now hold on to them and if needed I can have you fax them to me.

Customer agreed and stated.

1. Try my home # first and if I'm not there try my cell.

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

Send to:[ACrouch@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K463729\_CDiaz\_05-12-2005095505.doc>>

\*\*\* PHONE LOG 05/13/2005 10:56 AM US Mountain Standard Time YLamarca Action Type:Incoming call

CUSTOMER STATES

- 1 CAN I SPEAK TO C DIAZ
- 2 WHAT DO I DO ABOUT THE TOWING BILL
- 3 WHAT ABOUT RENTAL CAR EXPENSES

WRITER STATES

- 1 ADV OF KIA EXTRA MILE CARE ADDRESS AND CRITERIA FOR CONSIDERATION OF REIMBURSEMENT FOR BOTH TOWING AND TRIP INTERRUPTION
- 2 CONFERENCED TO C DIAZ

\*\*\* PHONE LOG 05/13/2005 10:31 AM US Mountain Standard Time CDiaz Action Type:Incoming call

stated:

1. Dealer says I have to pay 500 dollars for belts, fluid, and plugs.

Writer called the dealer and spoke to Jim.

Writer called DPSM

Alan Crouch stated:

1. I approved the repair.
2. Dealer was to let the customer know.

Jim Stated: VA025 Service

1. We suggested maintenance.
2. DPSM approved the repair.

Writer Stated:

1. Advised the customer that the repair is being covered.
2. You are not required to do the 500 worth of maintenance at now.
3. Dealer has suggested the maintenance be done.

Customer understands.

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

Page 3 of 3

---

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	kndja723025 [REDACTED]	K463729	47,000
New Market VA [REDACTED]			Dealer: VA025 Steven Kia	

---

\*\*\* CASE CLOSE 05/13/2005 10:31 AM US Mountain Standard Time CDiaz  
Gave info.

\*\*\* PHONE LOG 05/23/2005 08:03 AM CLausch Action Type:Incoming call  
cust called to advised

1. am going to pick up the veh, will there be any charges for any of this repairs
2. dont call the dlr, will sell the veh when I pick it up, am afraid of it now

writer advised cust

1. per the notes in file, kia is taking care of the warranty repairs
2. if the cust has elected to do any maint, this would be at the cust cost
3. no recalls, cust declined writer to call the dlr to see if there are any charges for any maint done to the veh
4. am sorry that the cust is now afraid of the veh, any veh can have a defect that causes a repair

\*\*\* CASE CLOSE 05/23/2005 08:04 AM CLausch

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

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K368886	28,000
Miami FL [REDACTED]			Dealer: FL085 Kendall Kia	

**Case History**

Inquiry Other

\*\*\* PHONE LOG 09/24/2004 03:43 PM US Mountain Standard Time RHall

[REDACTED] called

- 1 did my veh spare tire come as a full size alloy wheel
- 2 two months ago i looked at the spare tire when my lock broke, it was alloy
- 3 one month later took veh to FL085 bec my *fan* broke
- 4 one month after that got flat tire, looked at spare and it is not alloy
- 5 by process of emlimination FL085 must have taken my alloy tire out, i am not accusing them, but they had veh last
- 6 dlrshp is telling me i have to prove it, will KMA please research this for me, call on cell [REDACTED]

Writer

- 1 no open recall
- 2 a kia fcm will cb w/ in 72 bus hrs on cell # [REDACTED]

\*\*\* PHONE LOG 09/28/2004 05:38 AM US Mountain Standard Time TShamburger Action Type:Outgoing call  
wrt called cust's cell phone and left msg ---

1. returning your call for a FCM
- 2 spare tire would be steel wheel, not alloy, not sure if selling dlr originally gave you a alloy wheel
3. any questions still please call wrt left 1800#,wrt's ext # and case #

\*\*\* CASE CLOSE 09/28/2004 05:38 AM US Mountain Standard Time TShamburger

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

Page 1 of 1

---

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K377603	34,320
CORAL SPRINGS FL [REDACTED]		Dealer:		

---

Case History

Complaint Warranty

\*\*\* PHONE LOG 10/14/2004 11:44 AM HReynolds

CUSTOMER STATES:

1. **FAN** BLADE HAS BROKE OFF FROM MIDDLE OF **FAN** AND IT HIT THE RADIATOR
2. HAS DENT ON RADIATOR
3. NEED TO TOW MY CAR TO DEALER
4. WHAT IS CLOSEST KIA DEALER
5. WILL CALL DEALER AND RSA
6. THANKS FOR INFO

WRITER STATES:

1. UPDATED CUSTOMER INFO
2. APOLOGY FOR SITUATION
3. WHERE IS YOUR VEHICLE
4. ADVISED CUSTOMER CONTACT THE DEALER THAT YOUR CAR WILL BE TOWED TO DEALER
5. CUSTOMER CAN DIAL SAME # AND PRESS OPTION #1 FOR RSA
6. NO OPEN RECALL

\*\*\* CASE CLOSE 10/14/2004 11:44 AM HReynolds



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

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723525	K449301	32,000
Bethel Park PA			Dealer: PA051 South Hills Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 04/14/2005 07:08 AM YDomerofski

Cust Stated:

1. Have a complaint against dlr service
1. 3mo after bought veh, it had airbag lights on
2. Wait 9 mo to get the parts
3. Front wheel had black dust all over, told by SM Tony, it's normal
4. Last night, veh got overheated and took to dlr today
5. 3 *fan* blades are broken off, dlr is so busy they will work on veh next monday or tuesday or wednesday
6. Told by GM Larry- will put in for hot priority, but no loaner veh
7. Told by salesman Dave when cust purchased veh, they will give loaner car
8. GM Larry said, it's been 3 years things changed
9. Thanks

Writer Stated:

1. Apologized for the problem
2. Dlr own and operate independently, KIA can't tell dlr to fix cust veh first
3. Explained warranty doesn't come w/ loaner veh
4. What writer can do is filed the complaint document against dlr
5. Will contact dlr make sure they order the part on time

\*\*\* CASE CLOSE 04/14/2005 07:08 AM YDomerofski

\*\*\* PHONE LOG 04/15/2005 05:39 AM YDomerofski Action Type:Outgoing call

Writer called service advisor Tony at dlr who stated:

1. Waiting for the parts
2. It should be in today

Writer Stated:

1. Reviewed the case details
2. Thanks

\*\*\* PHONE LOG 04/15/2005 05:43 AM YDomerofski Action Type:Outgoing call

Writer called cust

Writer Stated:

1. Repeated what service advisor Tony
2. Please call back if need further assistance

Cust(wife) Stated:

1. OK, thanks

\*\*\* CASE CLOSE 04/15/2005 04:43 AM YDomerofski

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

Page 1 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K389459	30,000

ENID OK [REDACTED] Dealer: OK014 Edmond Kia

**Case History**

Complaint Quality

\*\*\* PHONE LOG 11/04/2004 09:09 AM MEstrella

CALLER STATES: [REDACTED]

1. WE ARE NOT AT ALL HAPPY W/ THE QUALITY OF THE VEHICLE
2. THE DEALER Powers-williams Kia, NO LONGER IN BUSINESS, SAID THEY SOLD IT TO US NEW BUT THEN WE WENT TO REGISTER IT AND THEY TOLD US IT WAS USED, PREVIOUSLY SOLD, AND REGISTERED
3. OUR SALES CONTRACT SAYS NEW . THAT IS ILLEGAL ISNT IT?
4. WE HAVE HAD NOTHING BUT PROBLEMS W/ THE CAR,
5. WE NEED A RELIABLE CAR DUE TO WIFE'S NUMEROUS MEDICAL PROBLEMS
6. HAVE BEEN TO DEALERSHIP IN EDMOND (OK014) -100 MILES AWAY -SEVERAL TIMES FOR SEVERAL DIFFERENT THINGS
7. WE HAD 5 ALTERNATORS PUT IN THE VEH AND HTAT WAS NOT EVEN THE PROBLEM - THE REAL PROBLEMS WAS,
8. WE HAD A KEYLESS ENTRY SYSTEM INSTALLED FROM Powers-williams Kia THAT HAD CAUSE A LOT OF ISSUES WITH THE WIRING
9. GUESS IT WAS WIRED WRONG
10. THE **FAN** BLEW UP ON US ON THE HIGHWAY 1X
11. NOW TODAY THE CEL AND O/D AND HOLD LIGHT CAME ON THIS AM
12. WE ARE IN THE PROCESS OF HAVING IT TOWED AGAIN TO DEALER Edmond Kia OK014
13. THERE ARE ALWAYS PROBLEMS W/ THE PARTS COMING IN - IT TAKES FOREVER FOR PARTS TO GET TO DEALERSHIP
14. HOW CAN WE FILE FOR THE LEMON LAW
15. WE CANNOT AFFORD TO KEEP BREAKING DOWN LIKE THIS
16. WE WANT THIS TO GO TO THE REGIONAL MANAGER THAT IS ABOVE THE DEALERSHIP
17. WE CANNOT KEEP PAYING FOR A NEW CAR WITH THIS MANY PROBLEMS
18. WE NEED A REALIABLE VEHICLE

WRITER STATES:.

1. APOLOGIZED FOR SITAUION
2. ADVISED WRITER SHOWS 1 ALT UNDER WARRANTY, DOES NOT SHOW 5.
3. WE CAN WORK W/ THE DLR TO ENSURE ALL KIAS RESOURCES ARE USED TO REPAIR VEH
4. KMA WILL CONTINUE TO HONOR WARRANTY AND REPAIR THE VEH
5. FOR INFO ON LEMON LAW REPURCHASE, REF TO WCIM THAT CAME W/ VEH . WE CANNOT ADVISE
6. ADVISED CAN FAX USE SALES CONTRACT, IF NEW CAN CHANGE THEM TO REFLECT AS ORIGINAL OWNER
7. THAT PROCCES TAKES 4-6 WEEKS TO COMPLETE
8. PROVDDED FAX NUMBER , NAME AND EXT
9. CALL THE DEALER SVM AND INQUIRE IF VEH THERE YET

CALLED DLR SPOKE TO S/A DAVID

DAVID STATES:

1. SVM IS BOBBY NICOLS HE IS AT 405-478-8777
2. THESE CUSTOMERS HAVE HAD NUMEROUS ISSUES
3. CAR NOT HERE YET - 100 MILES AWAY - WILL NOT BE HERE UNTIL AFTER NOON
4. TODAY THE SAID HOLD LIGHT AND CEL AND SPEEDOMOTER NOT WORKING
5. WE CAN GIVE THEM A RENTAL FOR 3 DAYSTHROUGH KIA , ONCE IT'S DIANGOSED -- BUT THEIR CAR IS USUSALLY HERE LONGER AND THE DEALER EATS THE COST OF THE REST OF THE DAYS
6. THEIR ALTERNATOR ISSUE WAS THAT WE WERE GETTING BAD ALTERNATORS SENT FROM KIA

WRTR THANKED S/A FOR INFO

WRTR STATES:

1. ADVISED CUSTOMER
2. WILL SPEAK TO SVM LATER, AFTER VEH BEEN DIAGNOSED
3. WILL CALL KIA REP AND INFORM HIM VEH AT DLR

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

Page 2 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K389459	30,000
ENID OK [REDACTED]		Dealer: OK014 Edmond Kia		

4. WILL SPEAK TO THEM AFTER DEALER HAD TIME TO DIAG VEH

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

Send to:[PBayless@KIAUSA.COM]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K389459\_MEstrella\_11-04-2004101852.doc>>

\*\*\* PHONE LOG 11/04/2004 01:26 PM MEstrella Action Type:Incoming call

WRITER CALLED DEALER Edmond Kia (OK014)

SPOKE TO [REDACTED] S/A.

[REDACTED] STATES:

- 1.THEIR VEHICLE IS THE NEXT CAR IN THE SHOP
- 2.THEY ARE NOT OUR ONLY CUSTOMERS AND WE HAVE A VERY HEAVY WORKLOAD RIGHT NOW
- 3.WE SPOKE TO THEM AND ADVISED THEM THAT WE WILL DO WHAT WE CAN ONCE WE CAN GET VEH DIAGNOSED
- 4.MAY BE INTO TOMORROW

WRITER STATES:

1. WILL CALL CUSTOMERS

\*\*\* PHONE LOG 11/04/2004 01:40 PM MEstrella Action Type:Outgoing call

CALLED CUSTOMER , SPOEK TO MRS HARDAGE

- 1.ADVISED STATUS AT DEALER
- 2.THEIR VEHICLE IS NEXT TO BE SEEN
3. JUST WANTED TO LET HER KNOW WRITER WAS FOLLOWING UP AS STATED

CUST STATES:

1. ALRIGHT, APPRECIATE THAT

\*\*\* PHONE LOG 11/05/2004 10:26 AM MEstrella Action Type:Outgoing call

CALLED DEALER

SPOKE TO [REDACTED] S/A

[REDACTED] STATES:

1. THEIR O/D LIGHT WAS A TRANS SPEED SENSOR, WE REPLACED IT
2. THEIR CEL WAS: THEIR INJECTORS NEEDED AN INDUCTION SVC- MAINTENANCE, THEY AUTH THAT AND WE DID THAT SVC
3. CAR IS ALOMST DONE NOW

[!<For Internal Use Only

S/A MICHAEL SAYS CUSTOMERS ARE VERY DEMANDING AND IMPATIENT AND ALWAYS WANT DEALER TO PLACE THEIR NEEDS IN FRONT OF OTHERS >!] ]

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

Page 3 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723225	K389459	30,000
ENID OK			Dealer: OK014 Edmond Kia	

\*\*\* PHONE LOG 11/05/2004 11:50 AM MEstrella Action Type:Outgoing call  
CALLED CUSTOMER

1. ADVISED OF WHAT S/A STATED TO WRITER AS NOTED ABOVE, MAINTENANCE NEEDED AND O/D LIGHT WAS TRANS SPEED SENSOR
2. ADVISED VEH WAS ALMOST DONE WHEN WRITER SPOKE TO HIM
3. CAN CALL WRITER BACK IF NEEDED

CUSTOMER STATES:

1. WE SPOKE TO HIM AND HE SAIS THEY WERE GOING TO TEST DRIVE FURTHER AND LEFT US KNOW
2. WILL CALL BACK IF NEEDED

\*\*\* NOTES 11/05/2004 12:00 PM MEstrella Action Type:Manager review

DISPATCHING TO REGION:

1. CUST SAYS VEH IS UNRELAIBLE, NOT AT ALL HAPPY W/ IT FEELS PROBLEMS ARE EXCESSIVE FOR A NEW CAR
2. ASKING ABOUT LEMON LAW AND REPURCHASE
3. VEH IS REPAIRED
4. CASE NEEDS ASSISTANCE DETERMINATION AND CUSTOMER CONTACT
5. CUSTOMER WAS TO FAX HER SALES DOC TO WRITER FOR RDR, BUT HAD NOT YET DONE SO

\*\*\* PHONE LOG 11/05/2004 02:29 PM MEstrella Action Type:Incoming call  
VM RECEIVED FROM MARGARET HARDAGE STATES:

1. CAN YOU GIVE A CALL AGAIN

\*\*\* PHONE LOG 11/05/2004 02:32 PM MEstrella Action Type:Outgoing call  
CALLED CUSTOMER BACK

1. LINE RANG 10X, NO ANSWER NO VM

\*\*\* PHONE LOG 11/10/2004 11:35 AM MEstrella Action Type:Incoming call  
VM RECEIVED STATES:

1. NO ONE HAS CALLED ME BACK
2. CALL ME BACK

\*\*\* PHONE LOG 11/10/2004 11:35 AM MEstrella Action Type:Outgoing call  
CALLED CUSTOMER

1. LINE RINGS BUSY

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

Send to:[pstapleton@kiausa.com]

CC List:[pstapleton@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**

Page 4 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723225	K389459	30,000
ENID OK			Dealer: OK014 Edmond Kia	

pstapleton@kiausa.com\*\*CUST REQUESTING CB, LEFT WRITER VM THAT SAID NO ONE HAS CALLED HER YET \*\*\*

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K389459\_MEstrella\_11-10-2004151850.doc>>

\*\*\* PHONE LOG 11/11/2004 02:32 PM Eastern Daylight Time StapletonP Action Type:Incoming call  
writer tried to call the customer at the above number listed the phone line just rang approx. 10 x's before writer disconnected.

\*\*\* PHONE LOG 11/11/2004 02:44 PM Eastern Daylight Time StapletonP Action Type:Incoming call  
writer called dealer spoke with the service advisor: [REDACTED]  
he states that the customer has come in several times for a O/D and CEL.  
states he found out the concern was being caused by an "Aftermarket Alarm" that was installed by the original selling dealer.,  
states the key fobs do not state "Kia" on them..  
custs vehicle has been returned to the customer without the alarm installed.

\*\*\* CASE CLOSE 11/22/2004 02:49 PM Eastern Daylight Time StapletonP

\*\*\* CASE CLOSE 01/17/2005 04:26 PM Pacific Daylight Time WSpencer  
TREAD REVIEW