

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

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>
		KNDJB723325	K198428	27,500
SUPRISE AZ			Dealer: AZ024 21 Bell Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 08/04/2003 10:56 AM US Mountain Standard Time DUnderwood
CALLER STATED:

1. THE *FAN* BLEW APART
2. VEHICLE IS AT 21 BELL KIA
3. PARTS ARE ON BACK ORDER
4. REQUESTING ASSISTANCE THROUGH KIA FOR RENTAL
5. WAS TOLD 21 BELL IS SELLING DEALERSHIP AND KIA TOOK BACK ALL THEIR LOANER

WTR STATED:

1. APOLOGIZED FOR ANY INCONVENIENCE
2. WILL DOCUMENT CALLER COMPLAINTS AND CONCERNS
3. KIA DOES NOT HAVE A PROVISION OR POLICY FOR RENTALS.
4. DEALERSHIPS ARE INDEPENDENTLY OWNED BUSINESSES.
5. KIA CANNOT OBLIGATE THEM TO PROVIDE AN ALTERNATE MODE OF TRANSPORTATION
6. WILL FORWARD REQUEST TO SVC MGR & FACTORY REP
7. CANNOT GUARANTEE DECISION WILL BE IN CUSTOMERS FAVOR

CALLER STATED:

1. THANKS

*** PHONE LOG 08/04/2003 11:00 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WTR STATED:

1. PHONED 21 Bell Kia
2. ASKED FOR SVC MGR
3. WAS TOLD BOTH SVC MGR & PARTS MGR WAS GONE FOR LUNCH
4. LEFT VM FOR FRANK COX - SVC MGR
5. REQUESTING YOU CONTACT YOUR DPSM FOR POSSIBLE RENTAL ASSISTANCE
6. WAS CHECKING TO SEE WHAT THE ETA IS FOR PARTS

*** PHONE LOG 08/04/2003 11:04 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WTR STATED:

1. PHONED Tom Steinwinter, DPSM
2. LEFT VM
3. FORWARDED CUSTOMER'S REQUEST FOR RENTAL/LOANER - BACK ORDER PARTS
4. PROVIDED CASE NUMBER, WTR'S EXTENSION
5. REQUESTING WTR CALL BACK WITH DECISION

*** PHONE LOG 08/06/2003 12:38 PM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WTR STATED:

1. PHONED 21 Bell Kia
2. SPOKE TO SVC MGR,FRANK COX

FRANK STATED:

1. PARTS IS STILL NOT AVAILABLE
2. VEHICLE IS STILL DOWN

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723325	K198428	27,500
SUPRISE AZ			Dealer: AZ024 21 Bell Kia	

3. HAVE NOT HEARD FROM DPSM

*** PHONE LOG 08/06/2003 12:40 PM US Mountain Standard Time DUnderwood Action Type:Outgoing call
WTR STATED:

1. PHONED Tom Steinwinter, DPSM
2. LEFT VM 2X
3. FORWARDED CUSTOMER'S REQUEST FOR RENTAL/LOANER - BACK ORDER PARTS
4. PROVIDED CASE NUMBER, WTR'S EXTENSION
5. REQUESTING WTR CALL BACK WITH DECISION

*** NOTES 08/06/2003 01:31 PM US Mountain Standard Time DUnderwood Action Type:Manager review
WTR DISPATCHING CASE TO REGION FOR FOLLOWING REASONS

1. VEHICLE IS WAITING FOR PART ON BACK ORDER
2. VEHICLE IS DOWN AT DEALERSHIP
3. CUSTOMER REQUESTING RENTAL ASSISTANCE
4. LEFT VM 2X FOR DPSM - NO RESPONSE

*** RETURN 08/06/2003 02:38 PM Pacific Daylight Time StapletonP

No rental vehicle will be provided. As soon as KMA receives the parts they will be shipped to the dealer for installation.
Please advise the customer no rental vehicle.

*** PHONE LOG 08/06/2003 04:31 PM Pacific Daylight Time StapletonP Action Type:Incoming call

WRITER Spoke with the customer:

Customer dropped vehicle off on Saturday the 2nd.. dealer service dept was not open.
Dealer copntacted him on monday to advise that the part needed is on national backorder.
cust is in a rental vehicle at \$15 dollars a day./
cust works for enterprise and rec a employee discount.

writer authorized a rental vehicle from 8/2- to 8/13 at \$30 dollars a day. cust will submitt receipt or call on 13th to advise if car has been returned.

*** COMMIT 08/06/2003 03:39 PM Pacific Daylight Time StapletonP Action Type:Callback Required

*** PHONE LOG 08/06/2003 03:39 PM Pacific Daylight Time StapletonP Action Type:Incoming call
cust will call in on the 8/13/03 if vehicle is not repaired

*** CASE CLOSE 08/06/2003 03:39 PM Pacific Daylight Time StapletonP

*** PHONE LOG 08/13/2003 08:18 AM Pacific Daylight Time StapletonP Action Type:Incoming call
writer rec call from Mrs. Hardino:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K198428	27,500
SUPRISE AZ [REDACTED]			Dealer: AZ024 21 Bell Kia	

cust is waiting on rental car agency to send them the receipts.. vehicle turned in on 8/12/03.
cust to fax in receipts

*** CASE CLOSE 08/13/2003 01:47 PM Pacific Daylight Time StapletonP

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K188616	11,000
New Orleans LA [REDACTED]			Dealer: LA023 Tanner New Orleans	

Case History

Complaint Rental Car

*** PHONE LOG 07/11/2003 07:51 AM US Mountain Standard Time PMazur

Customer states

1. my daughter is the driver of the vehicle
2. the *fan* blade blew up and the dealership ordered the part
3. this is a defect in the product
4. shouldn't you pay for a rental for the my daughter?

Writer states

1. sorry for the situation
2. rentals are not a provision of the warranty
3. they are extended by the sm of the dealership
4. writer will call the dealership and inquire on a rental

*** PHONE LOG 07/11/2003 07:58 AM US Mountain Standard Time PMazur Action Type:Outgoing call
writer called dealership and spoke to Katie (warranty clerk)

Katie states

1. we are in between SMs right now
2. I will call DPSM for rental assistance
3. I will call you back

Writer states:

1. thank you

*** PHONE LOG 07/11/2003 09:00 AM US Mountain Standard Time PMazur Action Type:Outgoing call
customer called and asked for return call about rental car

*** PHONE LOG 07/11/2003 09:02 AM US Mountain Standard Time PMazur Action Type:Outgoing call
writer called customer

Writer states:

1. writer has called acting SM of dealership
2. call has been placed to DM for rental assistance
3. as soon as we have information writer will get back in touch with customer

Customer states:

1. thank you

*** PHONE LOG 07/11/2003 12:43 PM US Mountain Standard Time WNoonan Action Type:Incoming call
CUSTOMER STATED:

1. WOULD LIKE TO SPEAK WITH PATRICK.
2. WANT INFO ABOUT RENTAL.

WRITER STATED:

1. TRANSFERRED TO VM.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K188616	11,000
New Orleans LA [REDACTED]			Dealer: LA023 Tanner New Orleans	

Writer called dealership and spoke to Katie (acting SM)

Katie states:

1. ask the customer to call me on rental
2. have not heard from DPSM
3. we will make arrangements for rental for her

Writer states

1. thank you
2. will have her call you for details

*** PHONE LOG 07/11/2003 12:57 PM US Mountain Standard Time PMazur Action Type:Outgoing call

Writer called customer

Writer states:

1. Katie is acting SM
2. she has not heard from DM
3. she did state she will make arrangements to get you a rental
4. refer to Katie at dealership for details

Customer states:

1. thank you

*** CASE CLOSE 07/11/2003 12:59 PM US Mountain Standard Time PMazur
information given

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K214794	15,000

Alexandria VA [REDACTED] Dealer: VA019 Sheehy Kia of Springfield

Case History

Complaint Backordered Parts

*** PHONE LOG 09/09/2003 07:36 AM US Mountain Standard Time BGauldin

customer stated:

- 1.veh at VA 019 since Aug 29.
- 2.the the *fan* blades broke off.
- 3.SVC is very nice.
- 4.Blades on back order.
- 5.informed it would be the 23 of Sept.
- 6.the EZ care program only covers 6 days.
- 7.need a rental after the EZ care program.
- 8.spaking with SA Nick.

writer stated;

- 1.apologized for the customer's inconvenience.
- 2.regret the part delay.
- 3.would like to speak with SM Mike at dlr regarding the dlr policy.
- 4.then will contact the Kia Rep.
- 5.ask if customer did take part of the EZ Care program.
- 6.Kia does not have a loaner policy or rental policy in the warranty.
- 7.will see if the part could be located somewhere else but dlr is up on the date.

*** PHONE LOG 09/12/2003 06:58 AM US Mountain Standard Time BGauldin Action Type:Outgoing call

writer cld RA Mike Vitali: region is TBD

- 1.requested cl back.

*** PHONE LOG 09/16/2003 12:21 PM BGauldin Action Type:Incoming call

RA Mike Vitali left VM:9/15/03

- 1.requested cl back and offered assistance.

writer cld:

- 1.left Vm.
- 2.this is the E001.
- 3.would appreciate assistance.

*** PHONE LOG 09/16/2003 12:26 PM BGauldin Action Type:Incoming call

writer cld VA019:

- 1.ask for SM,SVC Dir, and shop foreman.
- 2.writer left message for SVC Dir or shop Foreman to cl writer back.

Shirazi:

- 1.will take message.
- 2.SM out today, SVC Dir not in at this time, Shop Foreman not answering page.

*** PHONE LOG 09/16/2003 12:30 PM BGauldin Action Type:Outgoing call

writer cld customer [REDACTED]

- 1.wanted to give customer update.
- 2.received wk # from [REDACTED]

writer cld customer :

- 1.attempting to receive cl back from Sm

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K214794	15,000

Alexandria VA [REDACTED] Dealer: VA019 Sheehy Kia of Springfield

customer stated:

1. went back to dlr.
2. part arrived and repair should be made tomorrow.

*** CASE CLOSE 09/16/2003 12:32 PM BGauldin

customer wanted a rental but part arrived before cls made back to writer. customer cld case pending any further assistance needed.

*** CASE CLOSE 09/19/2003 05:05 AM BGauldin

customer wanting a rental cld back and found part had arrived and should be repaired. writer had cld dlr regarding the part and dlr was waiting to see if arrival this day.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
KATY TX		KNDJB7231251	K195272	12,000
			Dealer: TX010 Joe Myers Kia	

Case History

Complaint Quality

*** PHONE LOG 07/29/2003 03:03 PM US Mountain Standard Time CLausch
cust advised:

1. the dlr has advised us to take the veh to another dlr for repairs, that this dlr has changed hands
2. the veh will have a back fire & a jerk, it feels like someone bumps the veh, but there is no one near me
3. i pulled the veh over & looked under the veh & cannot see any issues
4. the cel came on when i started the veh & the veh is running hot
5. now the veh has locked up the steering
6. what can i do & where can i take the veh
7. I bought this veh new, I should be the only owner of the veh

Writer advised:

1. sugg that the veh be towed to the closest dlr, since Jeff Haas is closing
2. please advise towing of this issue
3. gave the cust writers ph#, case# if there is a issue with the veh that cannot be resolved
4. please call Jeff Haas & speak to the sales dept to hve the ownership corrected
5. if the dlr is not cooperative, call writer back to see what we can do to assist

*** CASE CLOSE 07/29/2003 03:04 PM US Mountain Standard Time CLausch

*** PHONE LOG 07/30/2003 09:34 AM US Mountain Standard Time CLausch Action Type:Incoming call
cust advised:

1. the veh is at the dlr & the dlr is advising us that they will not be able to get to the veh until this afternoon
2. can we get a rental veh

Writer advised:

1. kia does not have a normal rental veh program with in the kia warr program, ref to warr booklet under " what is not cov"
2. the dlrs sometime have alt trans available to the cust but this is not mandtory
3. apologize for this inconvenience
4. Kia, as the manufacture, cannot get involved in the operating procedures of the dealership's,
5. All dealership's are privately owned & operated.
6. Strict Anti Trust Laws that were passed by your local government to protect the dealers from outside interference
7. this includes the scheduling of repairs
8. am sorry for the wait for a diagnosis

*** CASE CLOSE 07/30/2003 09:35 AM US Mountain Standard Time CLausch

*** PHONE LOG 07/31/2003 07:08 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
customer called:

1. cust wanted to know if I can get a rental
2. the vehicle ended up getting to the dealer and the diagnosis
3. was the *fan* flew off, radiator needs replacing
4. the dealer said they can help me with the rental with \$15.00 but not more
5. but SM Ed, told me it could take from 3 - 30 days for the parts to show up at his dealer
6. because there are no more parts in US but they are coming in from Korea.
7. I cant pay \$21.79 a day for 30 days.
8. i would like to know if Kia can help me with this, since part is taking so long.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K195272	12,000
KATY TX [REDACTED]			Dealer: TX010 Joe Myers Kia	

wrt states:

1. wrt will chk to see if I can get a better ETA of the parts
2. kia mfr warranty does not cover rentals but sometimes the dealer offer rentals as a courtesy
3. or through the SM, the SM can ask kia under certain conditions or help.
4. the \$15.00 discount could be coming from kia because Ed already asked.
5. will double chk on this, wrt will not call you back right away
6. it will be a few hours before I can get back to you.

cust states:

1. ok thank you

*** PHONE LOG 07/31/2003 07:57 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer called back:

1. wanted to know what to do, i loose money just sitting here with out a car
2. did you here from anyone, did you find out anything
3. SM ED said kia will pay the first 30.00 so the total bill that I will have to pay is 51.79
3. because ED said if kia will cover it, the price for me would be 21.79
4. so I wanted to know what to do and when will the parts come in
5. ED told me to call you to get the \$15. approved from kia

wrt states:

1. Ms Harris apologized for situation
2. but the SM ED will not direct you here if he was the SM
3. wrt will call dealer now, called dealer and SM Is John Sharp
4. wrt exp to John Sharp that the vehicle is there with a *fan* flying off and ruin the radiator.
5. cust is a little confuse about the kia \$15,00 discount on rental and cust claims Ed told
6. her to call her to get the \$15. approved.

SM John states:

1. no familiar with this veh and this would be through the DPSM
2. let me speak to Ed about customer and I wil call you back.

wrt states:

1. thank you , wrt went back on with cust
2. and explained John is looking into the situation. SM Is John Sharp, not ED.
3. when John calls me back wrt will call you back.

cust states:

1. I ok, but Im still losing money because Im a realtor

*** PHONE LOG 08/04/2003 11:41 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called Ed SA, SM in a meeting.

ED States:

2. the cust is in a rental \$15,00 aday for 5 days.
3. the parts are under Eorder, but its on backorder and ETA right now is the 11 or 12th.
4. i told this to the cust and there is no way it can get to us sooner.

wrt states:

thankl you ED.

*** CASE CLOSE 08/04/2003 11:42 AM US Mountain Standard Time TShamburger
customer in a rental w/ kia's 15.00 aday coupon.

*** PHONE LOG 08/05/2003 01:40 PM US Mountain Standard Time BGauldin Action Type:Incoming call

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K195272	12,000
KATY TX			Dealer: TX010 Joe Myers Kia	

customer cld very upset:

1. want Candy to cl writer.
2. have left messages.
3. spoke to T. Shamberger and do not want now.
4. want this to go to Supervisor.
5. there is no way the veh can get to owner until 7 days.
6. have checked with 5 car lots and part can not come in any sooner.

*** NOTES 08/05/2003 01:43 PM US Mountain Standard Time BGauldin Action Type:Manager review
writer stated:

1. this is what writer can do .

*** NOTES 08/05/2003 01:58 PM US Mountain Standard Time BGauldin Action Type:Manager review

2. regret the customer's inconvenience.
3. will cl and see if any further assist offered.

writer cld SM Bob:

1. ask about the customer ext delay and loaner.

SM Bob stated:

1. the DPSM FKrause will not give any further assist.
2. dlr does not have any loaner to give.
3. part has been delayed.

writer stated:

1. advised the customer, writer would contact DPSM FKrause.
2. will ask for extended goodwill.
3. will advise customer can not.

*** PHONE LOG 08/05/2003 02:19 PM US Mountain Standard Time BGauldin Action Type:Outgoing call

writer cld DPSM FKrause:

1. advised of customer's concern.
2. ask if any further goodwill could be consider.

DPSM FKrause stated:

1. will consider to continue the \$15 a day until 11th or 12th when part expected.
2. at that time the continuation would have to be reconsidered.
3. this is on a case by case bases and goodwill on behalf of Kia.
4. will cl SM Bob and advise.
5. writer will contact customer and details can come from SM Bob

writer cld customer at number above.

1. left VM.
2. advised Kia had considered to extend \$15 a day until 11th or 12 when part expected.
3. would have to be review at that time.
4. customer may confirm with SM Bob.

*** CASE CLOSE 08/05/2003 02:31 PM US Mountain Standard Time BGauldin

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Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K195272	12,000
KATY TX			Dealer: TX010 Joe Myers Kia	

customer wanted ext \$15 a day for rental and DPSM F Krause continuing until 11th or 12th goodwill on Kia 's behalf. anything further would have to be reconsidered . writer advised customer to cl and confirm with SM. cld pending further contact with custom

*** SEND CASE HISTORY 08/05/2003 02:32:46 PM BGauldin
Case details sent to fkrause@kiausa.com.

*** PHONE LOG 08/08/2003 11:36 AM Eastern Daylight Time JSifford Action Type:Incoming call
Writer rec'd customer call -- Per Ms. Harris
Vehicle is at Joe Myers waiting on radiator, *fan* and shroud
Customer is in rental but wants to know how long Kia will pay \$15.00 per day for rental
Customer states

Writer informed customer that I will contact DPSM and Dealer to review case and allow \$15.00 per day until customer is requested to pick up her vehicle.
[!<For Internal Use Only
Writer contacted DPSM & Bob Jenkins to review this information>!]

*** CASE CLOSE 08/08/2003 11:39 AM Eastern Daylight Time JSifford

*** PHONE LOG 08/12/2003 03:30 PM Eastern Daylight Time JSifford Action Type:Incoming call
Writer recd customer VM request for call back

*** PHONE LOG 08/12/2003 03:34 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted customer
Per customer
1. rental bill is too much for me and I need my car for work
2. Dealer has no idea when parts will be in

Writer reviewed ETA on parts to PDC
informed customer that dealer should have parts order on expedite
Writer will contact dealer to confirm order status and then request additional assist on rental

*** PHONE LOG 08/12/2003 03:35 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted DPSM, FKrause
reviewed situation and customer request for additional rental assist
per DPSM--per Corp e-mail we will allow \$30.00 per day

*** PHONE LOG 08/12/2003 03:36 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted Bob Jenkins
Parts on emergency order already
reviewed DPSM decision to allow \$30.00 per day rental for customer satisfaction

**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>
		KNDJB723125	K195272	12,000
KATY TX			Dealer: TX010 Joe Myers Kia	

Writer informed customer that we will pay \$30.00 per day for the remaining days rental
states she picked up vehicle on 7/30/03 and had 2 days with 15.00 per day
Writer will speak to DPSM but at this time we will pay
\$15.00 per day from 7/31/03-8/11/03
AND
30.00 per day from 8/12/03-pick up

[!<For Internal Use Only
per review of case notes--\$15.00 per day from 7/31/03-8/11/03
>!]

*** CASE CLOSE 08/12/2003 03:46 PM Eastern Daylight Time JSifford

*** NOTES 09/04/2003 03:57 PM Eastern Daylight Time JSifford Action Type:Manager review
Vehicle still showing on Vehicle Down Report

*** PHONE LOG 09/10/2003 08:40 AM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer spoke to customer and agreed to provided rental at \$30.00 per day from the time that she was provided a rental until her
vehicle is repaired and she is requested to pick up her veh.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA72302 [REDACTED]	K202289	15,900
Larned KS [REDACTED]			Dealer: KS005 Skaggs Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/12/2003 07:13 AM US Mountain Standard Time JBarry

Customer stated:

1. Why should i have to pay for a rental if what happened to my car is under warranty and I need a tow?
2. Vehicle is not derivable and is being towed to the dealership
3. **Fan** has blown apart on the vehicle
- 4 Car is not derivable
- 5 .I need to get to work and I need to have a loaner car to get around
6. The dealership in Dodge City does not have one and suggested that I go to my selling dealership (Witchita) but it is a lot further away

Writer asked caller to hold while Roadside assist was called and asked:

1. What is the discretionary mileage for towing?
2. What is the customer entitled to?

Roadside Stated:

1. Gave VIN and mileage (per roadside)
2. The selling dealer is 100 miles from the customer
3. The distance between the two dealerships is 53 miles
4. The customer will have to pay for the 47 mile difference

Writer returned to customer and stated:

1. Roadside will tow past the closest dealership, but you will be responsible for paying the difference of 47 miles
2. Call the dealership in order to find out first if there is a loaner available first
3. All dealerships are independently owned and operated and we cannot tell a dealership how to operate which includes loaners/rentals
4. It is advisable to call roadside with any further questions
5. It is advisable to call the dealership in regards to loaners as writer had made no guarantees that there will be a loaner available
6. Updated all customer information
7. No recalls on this vehicle
8. Advised to call back once vehicle is in svc dept for repair if any troubles.

*** CASE CLOSE 08/12/2003 07:14 AM US Mountain Standard Time JBarry
Information Given

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723525	K409134	29,000
Twentynine Palms CA			Dealer: CA179 Kia of La Quinta	

Case History

Complaint Survey

SURVEY DATE : 12/30/2004
SERVICE DATE : 12/03/2004

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :
CUSTOMER STATED THE DLR HAD HIS VEHICLE FOR TWO MONTHS. HE SAID THE DLR SHOULD KEEP THEIR PROMISES. Q002B: More frequent vehicle updates Q003: One or more items requested was not done Q004: Had to wait for repair to be completed/Took longer than promised Multiple Visits - Different Problem Multiple Visits - Same Problem Q005: Understanding of needs, knowledge, explanations.
184028

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

*** PHONE LOG 01/20/2005 04:13 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, RANDY
2. ADVISED WAS FOLLOWING UP ON CUSTOMERS SURVEY COMPLAINT REGARDING EXTENSIVE DOWN TIME
3. CAN DEALER ADVISE REPAIRS DONE TO VEHICLE
4. CAN DEALER ADVISE WHAT CAUSED DOWN TIME
5. THANKS FOR INFO.

DEALER STATES:

1. SURVEY WAS RELATED TO REPAIR DONE ON 9/27/04
2. RADIATOR **FAN** BLADE SHREDDED
3. WE HAD TO ORDER AND INSTALL ENGINE
4. RECEIVED ENGINE QUICKLY
5. THE **FAN** BLADE HAD BEEN ON BACKORDER AND TOOK SOME TIME TO GET IN.
6. CAN ADVISE THAT I HAVE BEEN HERE ABOUT 9 WEEKS
7. HAVE FIRED 3 PEOPLE HERE AND WORKING TO TURN THINGS AROUND
8. WE HAVE BEEN MADE AWARE OF THE LACK OF FOLLOW UP AND HOPEFULLY THIS WILL NOT CONTINUE TO BE ONGOING.

*** PHONE LOG 01/20/2005 04:15 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, TED DORAZI TO CALL WRITER.

*** PHONE LOG 01/21/2005 04:21 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, TED DORAZI TO CALL WRITER.

*** PHONE LOG 01/24/2005 11:40 AM TDonnelly Action Type:Incoming call

DPSM TED DORAZI STATES:

1. LEFT VM MESSAGE STATING THAT HE CAN BE REACHED TODAY AT (949)465-7633
2. PLEASE CALL BACK.

*** PHONE LOG 01/24/2005 02:02 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, TED DORAZI TO CALL WRITER.

**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>
██████████	██████████	KNDJB723525 ██████████	K409134	29,000
Twentynine Palms CA ██████████		Dealer: CA179 Kia of La Quinta		

*** PHONE LOG 01/24/2005 03:29 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, TED DORAZI TO CALL WRITER.

*** PHONE LOG 01/26/2005 03:08 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, TED DORAZI TO CALL WRITER.

*** PHONE LOG 01/26/2005 05:18 PM TDonnelly Action Type:Incoming call

DPSM TED DORAZI STATES:

1. THIS WAS BACK WHEN DEALER HAD ANOTHER SM
2. WAS AWARE OF COUPLE OF VEHICLES THAT HAD BEEN IN SHOP FOR SOME TIME PARTLY DUE TO BACKORDER PARTS AND ALSO DUE TO DEALER DELAY.
3. WOULD NEED TO LOOK AT THE RO FROM CUSTOMER OR DEALER AND WOULD ALSO NEED TO LOOK AT PAYMENT STUBS IF CUSTOMER HAS THAT
4. WILL REVIEW TO SEE IF WE CAN DO SOMETHING FOR CUSTOMER FOR HIS INCONVEINENCE.
5. ONCE WRITER GETS THIS FROM CUSTOMER, SEND THEM TO ME FOR REVIEW.

WRITER STATES:

1. CUSTOMER HAD COMPLAINED ON SURVEY REGARDING CAR BEING DOWN APPROX 2 MONTHS
2. VEHICLE WAS NOT READY WHEN PROMISED
3. BACKORDER PARTS
4. LACK OF FOLLOW UP FROM DEALER
5. CUSTOMER IS LOOKING FOR COMPENSATION FROM KMA FOR INCONVEINENCE.
6. WILL GET INFO FROM CUSTOMER AND ATTACH TO CASE AND WILL THEN SEND TO DPSM FOR REVIEW.

*** PHONE LOG 01/26/2005 05:19 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. PLACED CALL TO CUSTOMER, MESSAGE QUEUE FULL, UNABLE TO LEAVE MESSAGE.

*** PHONE LOG 01/27/2005 03:59 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT MESSAGE WITH FEMALE FAMILY MEMBER FOR CUSTOMER TO CALL WRITER.

*** PHONE LOG 01/31/2005 03:31 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

*** PHONE LOG 02/01/2005 09:58 AM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K409134	29,000
Twentynine Palms CA [REDACTED]			Dealer: CA179 Kia of La Quinta	

*** CASE CLOSE 02/01/2005 09:59 AM TDonnelly
CLOSED PENDING CALL BACK FROM CUSTOMER.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723925	K1070720	90,000
Evansville IN			Dealer: IN008 Evansville Kia	

Case History

Complaint Quality

*** PHONE LOG 02/08/2006 10:02 AM US Mountain Standard Time YLabarca

CUST STATES

- 1 I HAVE THE VEH
- 2 BEEN TAKING TO EVANSVILLE KIA
- 3 I DONT KNOW WHO I TALKED TO
- 4 THE CAR WONT START
- 5 HAVENT TAKEN THE VEH IN YET
- 6 MY FATHER IS A MECHANIC
- 7 HE TOLD ME THAT ITS THE DRIVE SHAFT
- 8 BEFORE THE CAR WAS OVERHEATING
- 9 THE **FAN** MELTED ON THE RADIATOR
- 10 I PURCHASED A **FAN** AND REPLACED IT
- 11 I DIDNT KNOW THAT THE RADIATOR HAD HOLES IN IT
- 12 NOW THE CAR OVERHEATING
- 13 I DONT WANT TO TAKE THE VEH TO THE DLR WHEN I KNOW THEY ARE GOING TO CHARGE ME
- 14 DO YOU UNDERSTAND WHAT I AM SAYING
- 15 I HAVENT HAD THIS MANY PROBLEMS ON MY OTHER VEH WHICH IS A LOT OLDER THAN THIS ONE
- 16 IM STILL PAYING ON MY VEH
- 17 THEY ARE CHARGING ME FOR WEAR AND TEAR ITEMS

WRITER STATES

- 1 APOLOGIZED
- 2 NO RECALLS
- 3 ADV THAT I WILL DOCUMENT COMPLAINT
- 4 ADV THAT KIA STANDS BEHIND THE VEH AND WILL REPAIR UNDER THE TERMS OF THE WARRANTY
- 5 REFERRED TO THE KIA DLR FOR DIAG OF THE CURRENT PROBLEMS
- 6 ADV THAT THE WARRANTY ON THE VEH NOW IS FOR 10/100
- 7 ADV THAT THERE IS ALSO A 1 YR WARRANTY ON THE REPLACEMENT PARTS
- 8 ADV THAT THE ONLY THING LEFT ON THE VEH WARRANTY IS FOR THE ENG AXLE AND TRANS

CUST THANKED WRITER

*** CASE CLOSE 02/08/2006 10:02 AM US Mountain Standard Time YLabarca

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K338024	49,500
Dallas TX	[REDACTED]		Dealer:	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 07/14/2004 02:51 PM US Mountain Standard Time MHoweth
Caller stated;

1. **Fan** exploded. It happened about a year ago, and now it has happened again.
Writer stated;
1. Inquired if anyone had been injured, no one had.
2. Informed caller of nearest kia dealer, with ph. #. and transferred call to roadside.
3. No recalls on vehicle.
4. Connection to caller's cell phone was almost unbearable, loudest static writer has encountered.

*** CASE CLOSE 07/14/2004 02:51 PM US Mountain Standard Time MHoweth
info given

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K207005	27,000
Elmendorf TX [REDACTED]			Dealer: TX032 World Car Kia	

*** PHONE LOG 08/21/2003 08:59 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND GOT AN ALTERNATE NUMBER FROM THEM

*** PHONE LOG 08/21/2003 09:00 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED THE ALTERNATE NUMBER AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 08/21/2003 01:32 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT MESSAGE TO RETURN CALL.

*** PHONE LOG 08/22/2003 09:07 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED [REDACTED]
WRITER STATES.

1. I SPOKE TO THE DEALERSHIP ABOUT THE SITUATION
2. THE PART YOU NEED IS ON BACK ORDER
3. WE ARE NOT EXPECTING IT UNTIL NEXT WEEK OR THE WEEK AFTER.
4. YOU HUSBAND DID ADVISE HE WAS FINE WITH TRANSPORTATION.
5. IF THERE IS A PROBLEM AND YOU NEED ANOTHER CAR WE MAY BE ABLE TO CONSIDER IT IN THIS SITUATION
6. IF THERE ARE ANY OTHER QUESTIONS YOU MAY CALL ME BACK.

*** CASE CLOSE 08/22/2003 09:00 AM US Mountain Standard Time SLarez

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K207005	27,000

Elmendorf TX [REDACTED]

Dealer: TX032 World Car Kia

Case History

Complaint Backordered Parts

*** PHONE LOG 08/21/2003 05:10 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I WAS DRIVING THE CAR A COUPLE OF DAYS AGO AND THE **FAN** BLADE HAD BLOWN APART.
2. IT DID NOT CAUSE ANY OTHER DAMAGE TO THE CAR BUT IT JUST EXPLODED WHILE I WAS DRIVING.
3. THE DEALERSHIP SAID THIS IS A PROBLEM AND THE PARTS COULD TAKE UP TO A MONTH TO GET HERE.
4. THIS IS A MAJOR CONCERN.
5. THE BRAKES ARE ALSO PULSATING A LOT AND FROM PAST EXPERIENCE THAT TELLS ME THE ROTORS ARE GOING OUT.
6. IS THERE A PROBLEM WITH THE **FAN** BLADE AND THE BRAKES.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. EACH CONCERN IS A DIFFERENT CONCERN
3. WE DO NOT HAVE A LOT OF COMPLAINTS ON THE **FAN** BLADE.
4. THERE IS A PART THAT IS ON BACK ORDER AND I WILL CONTACT THE DEALERSHIP REGARDING THAT.
5. ARE YOU IN ANY ALTERNATE TRANSPORTATION

CUSTOMER STATES.

1. I HAVE ANOTHER VEHICLE, THAT IS NOT THE PROBLEM.
2. I STILL NEED TO GET THIS VEHICLE FIXED AND THE MAIN CONCERN IS THE TIME IT MAY TAKE TO GET IT FIXED.

WRITER STATES.

1. I WILL CALL THE DEALERSHIP AND FIND OUT WHAT WE CAN DO.
2. THE CAR HAS 27K MILES AND THERE MAY BE SOME ADJUSTMENTS THAT NEED TO BE MADE TO THE BRAKE SYSTEM.
3. I WOULD RECOMMEND HAVING THE DEALERSHIP LOOK AT THAT ALSO.
4. I WILL CALL THE DEALERSHIP REGARDING THE PARTS AND THEN GET BACK TO YOU.

*** PHONE LOG 08/21/2003 08:56 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED RUBIO IN SERVICE
RUBIO STATES.

1. WE DID ORDER THE PART PRIORITY AND THAT IS WHAT WE WERE TOLD TO DO.
2. THE MEMO SAID IT WOULD BE ABOUT 48 HOUR TURN AROUND TIME WHEN IT IS ORDERED LIKE THAT.
3. I DO NOT THINK IT IS GOING TO HAPPEN

WRITER STATES.

1. OUR E.T.A. FOR THE COWLING IS 8/25-9/9
2. I WILL ADVISE THE CUSTOMER
3. I WANTED TO MAKE SURE YOU HAD ORDERED THE PART THE WAY IT WAS INSTRUCTED.,
4. THANK YOU.

*** PHONE LOG 08/21/2003 08:59 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED MAIN NUMBER AND THE LINE WAS DISCONNECTED.

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA72392	K203701	6,600
Norco CA			Dealer: CA064 Power Kia Ontario	

Case History

Complaint Backordered Parts

*** PHONE LOG 08/14/2003 08:35 AM US Mountain Standard Time JCook

Customer Stated:

- 1.Says her vehicle is currently at the dealer.
- 2.Says her radiator *fan* flew off and destroyed her radiator.
- 3.Says all these new parts are on backorder, and they are not sure when they are going to be in.
- 4.Says she knows we are aware of this problem, because she was told that there are 4 other vehicles in at this dealer for the same problem.
- 5.Says she wants a rental vehicle until the part comes in for her vehicle.
- 6.Says she was told to give us a call by the dealer.

---Writer advised customer:

- 1.That we are going to put her on hold while we call the dealer.

---Writer called and spoke to Rocky (Svc. Mgr @ Ca064) and advised:

- 1.That the customer is requesting a rental vehicle until the parts come in for her Sportage.
- 2.Advised that we do not have that authorization ability.
- 3.Advised that he needs to contact his Kia rep Terry Oliver about possible rental assistance for this customer.
- 4.Rocky says he will give his rep a call and let the customer know what he decides.
- 5.Writer thanked Rocky for his time.

---Writer advised customer:

- 1.That we spoke with her Svc. Mgr Rocky.
- 2.Advised that he is going to contact his Kia rep about possible rental assistance, but writer made no guarantees.
- 3.Advised that he will let her know what the Kia rep decides.
- 4.Advised that we will document her concerns on file.
- 5.Verified all customer info.

*** CASE CLOSE 08/14/2003 08:35 AM US Mountain Standard Time JCook

Info given.

*** NOTES 08/15/2003 06:14 AM US Mountain Standard Time JCook Action Type:Manager review

Writer received e-mail from Sean Cook (Kia Case Mgr) says this customer called back and was unable to reach the Svc. Mgr Rocky. She says that she was told that the dealer would only cover \$15 a day, and that this is not satisfactory. Says she is threatening to sue, and wants a callback from this writer.

*** PHONE LOG 08/15/2003 06:19 AM US Mountain Standard Time JCook Action Type:Outgoing call

Writer called and spoke to Dpsm Terry Oliver who stated:

- 1.That he did speak with Rocky yesterday and all they are offering is \$15 a day for rental assistance.
- 2.Writer thanked Terry for his time.

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

Writer called customer back who stated:

- 1.That she went ahead and rented a vehicle for \$30 which is not comprable to what she was driving.
- 2.Says she is having to pay \$15 a day until her vehicle is fixed, and Kia is only covering the other \$15.
- 3.Says she has no idea from the dealer when these parts will be in, and this \$15 a day could really add up.
- 4.Says she was loving her vehicle until this happened.
- 5.Says if this goes on for too long she may contact her lawyer about her legal rights.

---Writer advised customer:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723925	K203701	6,600
Norco CA			Dealer: CA064 Power Kia Ontario	

1. That we spoke with the Kia rep about this issue.
2. Advised that he is only willing to cover \$15 a day.
3. Advised that we are going to forward her case to the region for review and follow up.
4. Verified all customer info.

*** NOTES 08/15/2003 09:00 AM Pacific Daylight Time CButler Action Type:Manager review
Per DPSM T. Oliver:

1. KMA will cover customer RAC 100% due to backorder part.
2. Writer contacted dealer SA Doug Shannon.
3. SA to contact customer to advise of RAC coverage.

*** PHONE LOG 08/15/2003 01:29 PM Pacific Daylight Time CButler Action Type:Incoming call
Writer contacted customer spoke to Margaret co-owner of vehicle:

1. Writer advised dealer should have called to advise RAC was being covered 100% by KMA.
2. Customer stated she would advise Donna & thanked writer.

*** CASE CLOSE 08/15/2003 01:29 PM Pacific Daylight Time CButler

*** PHONE LOG 09/23/2003 11:58 AM JHirshfield Action Type:Incoming call
cust stated:

1. she is still without her car
2. they are still waiting on the *fan* shroud
3. car has been down for 40 days
4. they have her in a small rental car and she has Great Dane dogs and they don't fit well
5. how long is this going to be
6. she had spoken with a Chris Butler but does not have his number

wtr stated

1. according to our information most backorders should be being filled about now --most parts have arrived from Korea
2. Chris is the person who can best answer her questions --

wtr provided the 1-800-225-3193 # to cust

*** CASE CLOSE 09/23/2003 11:59 AM JHirshfield
info given

*** PHONE LOG 09/23/2003 12:48 PM Pacific Daylight Time CButler Action Type:Incoming call
Writer received message from customer:

1. Vehicle still down.
2. Want to know when repairs will be completed.

*** PHONE LOG 09/23/2003 12:49 PM Pacific Daylight Time CButler Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K203701	6,600
Norco CA [REDACTED]			Dealer: CA064 Power Kia Ontario	

1. Part in today.
2. Should be done tonight.

*** PHONE LOG 09/23/2003 12:51 PM Pacific Daylight Time CButler Action Type:Outgoing call

Writer contacted customer at work [REDACTED]

1. Advised repairs should be completed by tomorrow.

*** CASE CLOSE 09/23/2003 01:02 PM Pacific Daylight Time CButler

*** PHONE LOG 09/25/2003 10:12 AM Pacific Daylight Time CButler Action Type:Outgoing call

Writer contacted customer as follow-up to 9/23 conversation.

1. Customer has not heard from the dealer.

Writer will follow-up with dealer.

*** PHONE LOG 09/25/2003 01:05 PM Pacific Daylight Time CButler Action Type:Incoming call

Writer contacted dealer Shop Foreman & SA:

1. SF states vehicle should be complete today or tomorrow.
2. SA has left messages for customer (today) to keep her informed.

*** PHONE LOG 09/30/2003 08:42 AM Pacific Daylight Time CButler Action Type:Outgoing call

Per SA Doug Shannon:

1. Repairs complete / vehicle returned to customer.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1223642	37,000
Citrus Heights CA	[REDACTED]		Dealer: CA202 Folsom Lake ia	

Case History

Complaint Rental Car

*** PHONE LOG 09/06/2006 11:47 AM US Mountain Standard Time WLevy

Caller states:

1. The dealership told me I could give you a call to have my car towed yesterday
2. On my way home, I heard a really loud pop
3. I need tires, but I'm trying to wait until my baby's born in about 2 weeks
4. I drove it a couple of miles to an exit I take on my way home
5. It began to shimmy and shake
6. I called my boyfriend and he took my veh home
7. He says he thinks it's the *fan* blade
8. One of the blades is no longer attached
9. The dealership said it is a warr issue
10. The dealership said it would be covered under warr
11. My other problem is we need to have another veh while mine is in the shop
12. We need to know if Kia will authorize a rental

Wrtr states:

1. Updated; no recalls
2. Advised: "While Kia does not have a provision for rentals..."
3. Explained that wrtr would need to call Folsom Lake Kia for their input
4. Advised that wrtr would also call Kia rep for his assistance with rental

Caller states:

1. Well we need to get this set up so I can have a car tomorrow for my carpool

Wrtr states:

1. Explained that wrtr would call Kia rep, but might have to LVM for callback
2. Advised that callback could take up to 24 hours
3. Explained that rental cannot be set up in advance

Caller states:

1. Well as soon as you guys can order the tow truck, we can get it to the dealer
2. They told me that they could look at it this afternoon, when it gets towed in
3. If you could get the rental for us within a few hours today, that would be great

Wrtr states:

1. Advised that wrtr would make calls and call [REDACTED] back on cell: [REDACTED]

Caller thanked wrtr

Wrtr warm transferred [REDACTED] to Andrea in r/s towing

*** PHONE LOG 09/06/2006 01:09 PM US Mountain Standard Time WLevy Action Type:Outgoing call

Wrtr called service dept at Folsom Lake Kia and LVM for callback from personnel.

*** PHONE LOG 09/07/2006 07:23 AM US Mountain Standard Time WLevy Action Type:Outgoing call

Wrtr called SM Doug Peterson at Folsom Lake Kia, but he was not in yet. Wrtr stated:

1. Inquired if customer's veh has been diagnosed yet

SA Justin stated:

1. It actually came in at 5:40 p.m. yesterday
2. We haven't taken a look at it yet

Wrtr thanked SA Justin for his time

*** PHONE LOG 09/07/2006 09:07 AM US Mountain Standard Time WLevy Action Type:Incoming call

Wrtr retrieved VM from SM Doug, Folsom Lake Kia, 9/6/06, for callback.

*** PHONE LOG 09/07/2006 10:13 AM US Mountain Standard Time WLevy Action Type:Outgoing call

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723325	K1223642	37,000
Citrus Heights CA			Dealer: CA202 Folsom Lake ia	

Wrtr called SM Doug at Folsom Lake Kia and stated:

1. Inquired about diagnosis of customer's veh

SM Doug stated:

1. I just got off the phone with the customer
 2. We ordered the *fan* for her veh
 3. There was no other damage done
 4. That part should be in tomorrow
- Wrtr thanked SM Doug for his time

*** PHONE LOG 09/07/2006 10:18 AM US Mountain Standard Time WLevy Action Type:Outgoing call
Wrtr called DPSM Rick Darling and LVM for callback.

*** PHONE LOG 09/07/2006 10:20 AM US Mountain Standard Time WLevy Action Type:Outgoing call
Wrtr called [REDACTED] and stated:

1. Advised of conversations with SA Justin and SM Doug
 2. Advised of VM left for DPSM Rick Darling
 3. Advised that wrtr would call customer after speaking with Kia rep
- [REDACTED] thanked wrtr

*** PHONE LOG 09/08/2006 12:49 PM US Mountain Standard Time WLevy Action Type:Outgoing call
Wrtr called [REDACTED] and stated:

1. Advised of conversation with SM Doug
- [REDACTED] stated:
1. They actually called and said my car is ready
 2. My boyfriend is going over with one of his friends to pick it up
- [REDACTED] thanked wrtr

*** CASE CLOSE 09/08/2006 12:50 PM US Mountain Standard Time WLevy

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K1008317	105,918
Spotsylvania VA [REDACTED]			Dealer: VA031 Fredericksburg Kia	

Case History

Complaint Dealer

*** PHONE LOG 09/01/2005 06:23 AM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. I AM AT DEALERSHIP (VA031) RIGHT NOW (CUSTOMER CRYING)
2. CAR HAS BEEN IN SHOP FOR ALMOST A MONTH
3. THE COOLANT **FAN** BROKE
4. THIS BUSTED HOLE IN RADIATOR
5. RECEIVED A CALL FROM DEALER YESTERDAY STATING CAR WAS ALL READY TO GO
6. WENT DOWN TO DEALERSHIP THIS MORNING AND PICKED UP CAR
7. PAID OVER \$800.00 FOR VEHICLE TO BE REPAIRED
8. DROVE OFF WITH CAR AND IT CUT OFF ON ME.
9. WENT BACK INTO SHOP AND TOLD THEM THIS
10. EVERYONE WAS VERY RUDE TO ME AND YELLED AT ME
11. NOW I AM STUCK HERE, MY CAR WILL NOT RUN AND THEY WILL NOT GET ME A RIDE TO WORK
12. I ASKED THEM FOR MY MONEY BACK AND EVERYONE HERE IS BEING EXTREMELY NASTY
13. PASSED PHONE TO CHELSEA IN DEALERSHIP

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ASK IF CUSTOMER HAD HER VIN
3. SPOKE TO CHELSEA FROM DEALERSHIP
4. ASKED IF SHE HAD VIN
5. ASK IF SHE IS ABLE TO GET VIN
6. WHILE TRYING TO OBTAIN INFO FROM DEALER, MALE PERSON IN BACKGROUND IS STATING TO CHELSEA TO GET OFF CUSTOMERS PHONE AND DONT TALK TO KIA
7. WAS THEN TRANSFERRED TO AMY IN SERVICE
8. ASKED AGAIN IF COULD GET CUSTOMERS VIN
9. ASKED WHEN DID CUSTOMERS CAR COME INTO SHOP
10. REQUESTED TO SPEAK TO SM
11. EXPLAINED THAT CUSTOMERS PROVIDED PHONE TO DEALER TO PROVIDE INFO SO SHOULD NOT BE A PROBLEM
12. WILL CALL DEALER BACK.

DEALER STATES(CHELSEA):

1. NOT SURE WHEN CUSTOMER PICKED UP VEHICLE
2. SHE IS CAUSING A SCENE IN HERE
3. DO NOT HAVE THE VIN
4. TRANSFERRED WRITER TO AMY

DEALER STATES(AMY):

1. THIS CUSTOMER IS CAUSING A SCENE AND CURSING
2. CAR CAME INTO SHOP ON 8/31, THINK SHE PICKED CAR UP YESTERDAY TICKET WAS CLOSED OUT THEN
3. SM IS DERRICK
4. HE IS NOT HERE, HE IS IN HOSPITAL
5. HE HAS BEEN DEALING WITH THIS CUSTOMER
6. LINDA IS THE ADVISOR SHE CAN GIVE THE SPECIFICS
7. VIN PROVIDED.

WRITER STATES:

1. PLACED CALL TO DEALER
2. SPOKE TO AMY
3. AMY RECOMMEDED SPEAKING TO ADVISOR LINDA

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723725	K1008317	105,918
Spotsylvania VA			Dealer: VA031 Fredericksburg Kia	

4. SPOKE TO ADVISOR LINDA
5. ASK IF DEALER CAN ADVISE WHAT IS GOING ON
6. WAS CUSTOMER ADVISED THAT VEHICLE WOULD NEED FURTHER WORK
7. DID DEALER DOCUMENT THIS ON RO SO CUSTOMER HAD THIS WHEN CAR WAS PICKED UP
8. WHAT IS DEALER GOING TO DO NOW
9. CAN WRITER SPEAK TO CUSTOMER TO REVIEW INFO WITH CUSTOMER.

DEALER STATES:

1. MY SM, DERRICK ADVISED CUSTOMER THAT WE REPAIRED CONCERNS CAR CAME IN FOR ORIGINALLY
2. IT IS MY UNDERSTANDING THAT HE EXPLAINED TO HER THAT THEY MAY BE FURTHER ISSUES ON VEHICLE BUT WOULD NOT KNOW UNTIL CAR IS PUT BACK TOGETHER
3. CUSTOMER DECLINED ANY FURTHER WORK
4. WE ARE GOING TO GO AHEAD AND PUT HER IN 1 DAY RENTAL TO FURTHER DIAGNOSE
5. THIS IS NOT WARRANTY CONCERN
6. CUSTOMER HAD BEEN DEALING WITH DERRICK BECAUSE SHE HAD BEEN SO DIFFICULT
7. THE PARTS WERE ON BACKORDER AND WE DID NOT HAVE CONTROL OVER THIS
8. NOT SURE IF INFO HAD BEEN DOCUMENTED ON RO
9. DO NOT HAVE THE TICKET HERE SO CAN NOT TELL YOU WHAT IS ON THE TICKET
10. PUT CUSTOMER ON LINE.

WRITER STATES:

1. ADVISED CUSTOMER THAT WRITER HAD SPOKEN TO DEALER EMPLOYEE'S
2. VEHICLE IS CURRENTLY OUT OF WARRANTY
3. DEALER ADVISED THAT WHEN THEY DID THE REPAIR TO COOLANT *FAN* AND RADIATOR THEY ADVISED CUSTOMER THERE MAY BE FURTHER CONCERNS
4. LINDA HAD ADVISED THAT SM, DERRICK DID REVIEW THIS WITH CUSTOMER
5. DEALER IS NOW GOING TO PROVIDE CUSTOMER WITH RENTAL FOR A DAY TO FURTHER DIAGNOSE
6. WILL NEED TO SEE WHAT ELSE IS GOING ON
7. WRITER WILL FOLLOW UP WITH DEALER ON REPAIRS

CUSTOMER STATES:

1. THEY NEVER MENTIONED ANY OF THIS TO ME
2. WHEN HE CALLED ME YESTERDAY HE SAID IT WAS ALL READY TO GO
3. NEVER SAID IT WILL HAVE MORE PROBLEMS
4. I PAID ALOT OF MONEY
5. I JUST WANTED TO GET TO WORK, THEY COULD NOT EVEN SAY SORRY.
6. HAVE DONE ALL MY MAINTENANCE AT THIS DEALERSHIP, PAID FOR ALL BELTS AND HOSES AND OTHER THINGS THAT ARE REQUIRED.
7. APPRECIATE THE HELP
8. PLEASE CALL ME BACK.

*** PHONE LOG 09/01/2005 06:27 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, ALAN CROUCH TO CALL WRITER
2. WANTED TO REVIEW CUSTOMER COMPLAINT REGARDING DEALER.

*** PHONE LOG 09/01/2005 06:52 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

DPSM ALAN CROUCH STATES:

1. DID SPEAK TO GM, RICHARD
2. NOT SURE WHO SAID WHAT

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K1008317	105,918
Spotsylvania VA [REDACTED]			Dealer: VA031 Fredericksburg Kia	

3. WILL FOLLOW UP WITH DEALER
4. WILL TRY TO GO BY DEALERSHIP TODAY AND CHECK THINGS OUT

WRITER STATES:

1. ADVISED DPSM THAT WHEN TRYING TO CONFIRM INFO WITH DEALER THEY WERE NOT WILLING TO GIVE INFO
2. CAR WAS IN SHOP FOR BACKORDER PARTS
3. DEALER REPAIRED AND THEN ADVISED CUSTOMER TO PICK UP
4. DEALER IS TELLING THIS WRITER THAT THEY ADVISED CUSTOMER THAT ONCE REPAIRS WERE COMPLETED THERE
MAY BE OTHER ISSUES, CUSTOMER DECLINED FURTHER REPAIRS.
5. CUSTOMER STATES THIS WAS NEVER MENTIONED TO HER, SHE WAS TOLD CAR WAS REPAIRED AND READY TO GO
6. SHE DOES STATE SHE HAS BEEN GOOD KIA CUSTOMER
7. HAS DONE MAINTENANCE AT DEALERSHIP
8. WRITER CAN NOT CONFIRM INFO, DEALER WAS RELUCTANT TO GIVE INFO.
9. APPRECIATE ANY HELP DPSM CAN PROVIDE.

*** PHONE LOG 09/02/2005 07:08 AM US Mountain Standard Time JHirshfield Action Type:Incoming call

wtr received call from Derrick, svc mgr, @ VA031 who stated

1. he just got back to work after a few days and just got this print out
2. he is trying to clarify a couple of things
3. was this cust authorized a rental by KCC? ---she told him the she had

wtr

1. per case notes, Amy appears to have authorized the one day rental
2. advised that DPSM has been notified also, so he will probably ask him about this cust
3. did he want to leave a VM for Teri?

Derrick

1. no, he has a handle on this customer--he will go ahead and take care of this
- thanked wtr for the info

*** PHONE LOG 09/02/2005 08:04 AM US Mountain Standard Time HReynolds Action Type:Incoming call

[REDACTED] STATES:

1. I WANT TO SPEAK WITH BIG BOSS OF YOURS
2. JUST PICKED UP THE VEHICLE FROM DEALER YESTERDAY
3. CAR BROKE DOWN AGAIN
4. I WANT TO KNOW WHY CAN'T HAVE RENTAL CAR

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED, WRITER WILL RESEARCH FOR CUSTOMER
3. PUT CUSTOMER ON HOLD

WRITER STATES:

1. WRITER PHONED Fredericksburg Kia, WAITED ON SM FOR MORE THAN 5 MINUTES
2. WRITER HUNG UP

WRITER STATES:

1. WRITER THANKED CUSTOMER FOR HOLDING

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K1008317	105,918
Spotsylvania VA [REDACTED]		Dealer: VA031 Fredericksburg Kia		

2. ADVISED, WRITER WASN'T ABLE TO SPEAK TO DEALER
3. ADVISED, WILL FOLLOW UP WITH KIA DEALER FOR MORE INFO

CUSTOMER STATES:

1. PLEASE CALL ME AT CELL [REDACTED]
2. ALL I WANT IS GET A RENTAL FROM KIA

*** PHONE LOG 09/02/2005 08:06 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. TEAM LEAD JASON SPOKE TO DERRICK - SM AT VA031

JASON STATES:

1. CUSTOMER CALLING HERE FOR RENTAL ASSISTANCE

DEALER STATES:

1. VEHICLE HAS ISSUE
2. DPSM HAS AUTHORIZED FOR GOOD WILL ON REPAIR
3. WILL CONTACT HIM FOR RENTAL AUTHORIZATION
4. WILL LET CUSTOMER KNOW

JASON STATES:

1. PLEASE LET US KNOW ABOUT THE OUT COME FROM DPSM

*** PHONE LOG 09/02/2005 10:20 AM US Mountain Standard Time HReynolds Action Type:Incoming call

WRITER STATES:

1. CUSTOMER LEFT VM MESSAGE FOR WRITER TO CALL CUSTOMER AT 540-435-3498

*** PHONE LOG 09/02/2005 10:24 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO MRS. HELLEMAN
2. RETURNING CUSTOMER'S CALL

MRS. HELLEMAN STATES:

1. THANK YOU FOR LET ME HAVE A RENTAL CAR
2. DEALER SAYS, I CAN HAVE RENTAL CAR UNTIL VEHICLE IS FIXED
3. THANK YOU FOR YOU HELP

*** CASE CLOSE 09/02/2005 02:07 PM US Mountain Standard Time TDonnelly
DPSM AUTHORIZED REPAIRS AND RENTAL

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623525	K233131	0
PALM DESERT CA			Dealer: CA070 Kia Superstore	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/20/2003 10:15 AM US Mountain Standard Time ERuiz

CALLER STATED

1. ON SATURDAY MY VEHICLE BROKE DOWN.
2. THE CAR WAS TOWED TO THE ONLY DEALER IN THE ARE.
3. I TOOK TO A SVC AGENT ABOUT A LOANER.
4. THIS MORNING I TALKED TO CHIEF DETECTIVE SIMON.
5. I WAS INFORMED THAT THE DEALER WAS CLOSED DUE TO ILLEGAL ACTIVITY.
6. THEY SAID THEY CANNOT RELEASE MY VEHICLE.
7. THEY TOLD ME THAT I WILL PROBABLY GET MY CAR SOMETIME THIS WEEK.
6. THE **FAN** ON THE RADIATOR CAME OFF AND DAMAGE THE COOLING SYSTEM.
7. NOT ONLY I DON'T HAVE A VEHICLE TO DRIVE, BUT I AM NOT EVEN SURE WHEN I WILL BE ABLE TO GET MY CAR FIX.
8. I WANT SOMEONE TO CALL ME BACK W/ A SOLUTION TO MY PROBLEM AS SOON AS POSSIBLE
9. MY WORK PHONE # IS

WRITER STATED

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL CONTACT THE APPROPRIATE PERSONAL FOR MORE INFO AND ASSISTANCE.
3. CALLER DISCONNECTED.
4. WRT CALLED REGIONAL ANALYST, PAUL STAPLETON FOR MORE INFO.
5. PAUL STATED:
 - a) LET ME CALL THE STORE AND I'LL GIVE YOU A CALL.
6. WRT THANKED PAUL FOR HIS ASSISTANCE.

*** PHONE LOG 10/20/2003 11:20 AM Pacific Daylight Time StapletonP Action Type:Incoming call

writer spoke with the customer DAWN Hendrix:
advise she may rent a vehicle at \$30.00 dollars a day .

advised she may submitt the receipts to me for reimbursement.
writer provided fax and address and telephone to reach writer.

*** PHONE LOG 10/20/2003 11:31 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED PAUL STAPLETON BACK.
2. HE STATED:
 - a) THERE IS NOT A LOT OF INFORMATION THAT I CAN SHARE W/ YOU.
 - b) MICHELLE FROM NATIONAL WILL HAVE TO SEND YOU AN OFFICIAL E-MAIL TO LET YOU KNOW MORE DEALER INFO.
 - c) WE DON'T PROVIDE RENTAL ASSISTANCE.
 - d) I'LL GO AHEAD AND LOOK INTO IT AND CALL YOU BACK W/ MORE INFO.
3. WRT THANKED PAUL FOR THE INFO.

*** PHONE LOG 10/20/2003 11:33 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED AT WORK.
2. CUSTOMER STATED:
 - a) I AM CURRENTLY SPEAKING TO PAUL.
 - b) HE ADVISED ME TO TELL YOU THAT HE'LL BE TAKING CARE OF THE CASE.
3. CUSTOMER DISCONNECTED.

**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>
		KNDJB623525	K233131	0
PALM DESERT CA			Dealer: CA070 Kia Superstore	

4. CASE DISPATCH TO REGIONAL OFFICE FOR PROPER HANDLE

*** PHONE LOG 10/21/2003 10:15 AM Pacific Daylight Time StapletonP Action Type:Incoming call
writer spoke with Ed Godfrey S/M;

dealer placed customer inside vehicle , so no receipts will be submitted to KMA for reimbursement.
writer calling customer to confirm.

*** PHONE LOG 10/21/2003 10:23 AM Pacific Daylight Time StapletonP Action Type:Incoming call
writer spoke with the customer she confirmed she was in a dealer rental vehicle.
customer states she is satisfied. .
dealer is repairing customer vehicle.

*** CASE CLOSE 10/21/2003 10:23 AM Pacific Daylight Time StapletonP

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K334758	21,000
El Mirage AZ [REDACTED]			Dealer: CO009 Dale Spradley Kia	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 07/07/2004 11:43 AM CHamilton

Caller [REDACTED] states:

1. My Grandma had died
2. We were on our way to the funeral--going from AZ to Ft Collins CO
3. Car broke down on Friday, *Fan* broke, went thru the radiator
4. Was towed to Pueblo CO --Dale Spradley Kia around 3PM
5. Everything was closed for the weekend, even Monday
6. They emergency ordered the parts Tuesday, some came in today
7. Radiator is there, but not the *fan*
8. We have to go home,. we have jobs, a cat at home that we have to get back to
9. Someone has to help us get the car fixed
10. Or I will just leave it there and let Kia figure out how to get it back to us in AZ
11. Dlr said this is not the first Sportage to have this happen, Kia needs to recall it

Wtr states:

1. Updated, no recalls
2. Apologized for situation
3. Advised Trip Interruption +150 miles from home, veh down +24-hours for warr repairs
4. Can request evaluation for reimbursement up to \$100. per day, \$300. maximum
5. If leave the veh there, will have to go back and pick it up
6. Neither kia nor Kia dlr will be able to deliver the veh back to you in AZ
7. Wtr can check on part order status
8. And will call you back

Caller requests c/b at 970-667-0253

Jeff in Service states:

1. We were waiting for cooling *fan*
2. And have located one in Denver
3. We are sending our shuttle driver to Denver to pick it up right now
4. Should be done today or possibly tomorrow AM

Wtr called 970-667-0253, LVM stating:

1. Provided Wtr call back info, case #
2. Advised of Jeff info re parts and repair status
3. Request call back so that Wtr can provide address and more information on trip interruption

*** CASE CLOSE 07/07/2004 11:43 AM CHamilton

*** PHONE LOG 07/13/2004 10:43 AM SLarez Action Type:Incoming call

CUSTOMER STATES.

1. I AM TRYING TO REACH CARRIE. I HAVE LEFT A MESSAGE BUT I HAVE NOT HEARD FROM HER.
2. I WOULD LIKE TO SUBMIT RECEIPTS REGARDING GAS AND FOOD FOR A BREAK DOWN THAT OCCURED WHILE I WAS ON VACATION.
3. I WAS TOLD BY CARRIE I CAN SUBMIT THE RECEIPTS FOR EVALUATION OF REIMBURSEMENT.

WRITER STATES.

1. GAVE TRIP INTERRUPTION BENEFIT INFORMATION, BROKEN DOWN WITH A WARRANTABLE REPAIR MORE THEN 150 MILES AWAY FROM HOME ELIGBABLE FOR UP TO \$300 FOR FOOD, RENTAL, AND LODGING.
2. GAVE MEDFORD ADDRESS

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K334758	21,000
El Mirage AZ			Dealer: CO009 Dale Spradley Kia	

3. ADVISED WE HAVE BEEN VERY BUSY AND I AM SORRY A RETURN CALL HAD NOT COME YET.

CUSTOMER STATES

1. DO I GET REIMBURSED FOR GAS.

WRITER STATES.

1. I WOULD RECOMMEND SUBMITTING WHATEVER RECEIPTS YOU DO HAVE AND EXPLAINING IN A FORMAL LETTER WHAT YOU ARE REQUESTING.

CUSTOMER STATES.

1. THANK YOU.

*** CASE CLOSE 07/13/2004 10:44 AM SLarez

*** CASE CLOSE 10/19/2004 08:02 AM Pacific Daylight Time ARomo

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425	K1207398	82,000
Millington TN	[REDACTED]		Dealer: TN028 Gossett Kia - Mt. Moriah	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/26/2006 01:02 PM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. ABOUT TWO WEEKS AGO THE **FAN** BROKE APART AND SHATTERED THE RADIATOR.
2. TOOK CARE OF THAT BUT NOW THE CAR IS NOT GETTING ANY TYPE OF COMPRESSION
3. I THINK IT MAY BE THE TIMING BELT.
4. THAT IS PART OF THE POWER TRAIN RIGHT.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THE WARRANTY WILL COVER THE ENGINE IF THE TIMING BELT WAS REPLACED AT 60K MILES.

CUSTOMER STATES.

1. MY BOOK STATES 60-90K MILES.

WRITER STATES.

1. THE TIMING BELT IS AT 60K MILES ON PAGE 7-9 IT WILL TELL YOU THAT.

CUSTOMER STATES.

1. IT STATES 60K KM NOT MILES.

WRITER STATES.

1. IT DOES, BUT THAT IS INCORRECT, IT IS 60K MILES, I WOULD SAY TAKE IT TO A DEALERSHIP AND THEN GO FROM THERE.

CUSTOMER STATES.

1. I WILL AND IF I DO NOT GET ANY SATISFACTION THEN I WILL CALL KIA.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K1112992	86,000
TROY MO	[REDACTED]		Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 06/05/2006 08:41 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. THE RADIATOR **FAN** IS CRACKING WOULD THIS BE COVERED UNDER THE WARRANTY

WRITER STATES.

1. I AM SORRY BUT THIS IS CONSIDERED UNDER THE BASIC WARRANTY AND THAT IS EXPIRED.
2. THE POWER TRAIN IS COVERED FOR 10YRS 100K MILES AND THAT INCLUDES THE ENGINE TRANSMISSIONS AND AXLES.

*** CASE CLOSE 06/05/2006 08:41 AM US Mountain Standard Time SLarez

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K335214	43,000
Grand Prairie TX [REDACTED]			Dealer: TX048 Central Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 07/08/2004 05:48 AM US Mountain Standard Time BKelley

Caller states:

1. The *fan* on my car shattered and my veh was towed to the Kia dlrshp TX048 by Kia r/s
2. I was told by the r/s rep that a loaner veh would be offered to me if my veh was down for more than 24 hrs
3. When I called the Kia dlrshp they said Kia won't allow them to offer a rental veh

Wtr states:

1. Updated contact info
2. No recalls
3. Advised caller no provision for rental/loaner veh under the manf warr
4. Some Kia dlrshps offer rental/loaner veh as a courtesy
5. Apologized for information provided by r/s rep

*** CASE CLOSE 07/08/2004 05:48 AM US Mountain Standard Time BKelley

Provided info

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723125	K514964	53,905

Porterville CA 93257

Dealer:

Case History

Inquiry Warranty Info

*** PHONE LOG 07/19/2005 09:44 AM US Mountain Standard Time RBriones

Cust Stated:

1. Spoke with a Kia dealership.
2. Told me to give you guys a call.
3. On Sunday evening my husband was driving the veh to the store.
4. When he got back, he asked me if something was wrong with the power steering.
5. He raised the hood and the *fan* blades were all gone and one was lodged in a hose.
6. Said when he turned the corner, he felt that the power steering went out.
7. Then pulled in the driveway and parked it.
8. Base of the *fan* is there, but all the blades are off.

Cust Stated:

1. Apologized for prob.
2. Veh is still under 5/60 lbw, does not cover normal wear/tear items.
3. Warr covers mfg defects or defective part concerns.
4. Dlr svc dept would need to diagnose to determine warr cov.
5. Warm trans customer to r/a for towing.

*** CASE CLOSE 07/19/2005 09:44 AM US Mountain Standard Time RBriones
info given

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623025 [REDACTED]	K185565	17,000
tampa FL [REDACTED]		Dealer: FL060 Crown Kia		

Case History

Complaint Rental Car

*** PHONE LOG 07/03/2003 08:56 AM US Mountain Standard Time CDiaz
Customer Stated

1. Current concern: **Fan** Bolt
2. I needed to find out about a rental car.
3. The car is at FL060 now.
4. The dealer needs to order some parts.
5. I have no clue what they are ordering or what

Writer Stated:

1. Let me call the dealer and see what is going on.
2. I called the dealer but there is no one available right now.
3. Advised the customer that I have a call into the dealer since he did not have a clue what they were doing to the car or what they were replacing.
4. Advised that I can also address the rental issue.
5. Customer upset that writer tried to address the repair of the car first with out addressing the rental concern.
6. Advised that I wanted to address everything at once.
7. Customer asked if it was normal to have the dealer offer 15 a day for 3 days when the car is going to be there for 5 days.
8. Advised that under the warranty Kia does not offer rental cars.
9. Advised that is sounds like the dealer has spoken to there DPSM from Kia and he has authorized 15 a day for 3 days.
10. Customer thanked writer for the help.

*** CASE CLOSE 07/03/2003 08:56 AM US Mountain Standard Time CDiaz
Customer will call back if needed.

*** PHONE LOG 07/10/2003 08:37 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer [REDACTED] (wife) called:

1. the vehicle is at the dealer and is waiting on parts
2. the dealer initially stated the car would be ready no later than Saturday and they were open on the 4th of July
3. but so far the dealer still has the part and \$15. a day for three days does not cut it.
4. the part Im waiting for is the **fan** blade and housing
5. i really think I should get a rental without the 15.00 a day
6. i have been talking to Jim Serv person I think he is the SM.
7. vehicle is still new and this should have not happen

Wrt states;

1. sounds like your rental was already decided through the dealer
2. and the kia rep but wrt will chk on that; along w/the parts on order.
3. wrt will call you back
4. wrt will also see who the SM is

*** PHONE LOG 07/10/2003 08:42 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt states;

1. called SM not avail until 3:30pm today
2. wrt asked to speak to Serv Writer working on veh
3. wrt got Jim's VM and wrt left msg to have Jim call wrt back
4. left last 8 to vin and 1 800 number for wrt w/wrt's ext.
5. also need to know what part is customer waiting for and what is the diagnosis.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB623025	K185565	17,000
tampa FL		Dealer: FL060 Crown Kia		

*** PHONE LOG 07/10/2003 01:28 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called dealership and no one is avail in service
2. left msg with jim SA already regarding part
3. wrt will try tomorrow morning for SM

*** PHONE LOG 07/11/2003 05:30 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called dealership and the dealer SM not avail
2. and Jim SA not avail
3. will try back later.

*** PHONE LOG 07/11/2003 01:46 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Customer states:

1. Did not wish to be transferred to TShamburgers voice mail.
2. I have been trying to get parts for this vehicle.
3. I need a *fan* motor, a radiator, a *fan*, and a shroud.
4. I have been getting nowhere with Crown Kia.
5. I have been speaking with the general manager.
6. Parts manager and the service manager are nowhere to be found.
7. I am being told that the part is on national backorder.
8. I have been calling around to other dealerships and they need to know what the production date is for the vehicle before they can order the correct part.
9. I find it hard to believe that no dealership has these parts.

Writer states:

1. I can do some research on this and find out if the parts are on backorder.
2. If they are on backorder, I cannot expedite their arrival, but I will be able to find an eta.
3. I will call you once I have further information.

*** PHONE LOG 07/14/2003 06:03 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called Dan Tacker, and left msg.
2. cant get a hold of SM nor the SA for this customer to chk on diagnosis and part delay
3. can you chk on this for me, since no one is returning my calls.
4. left cust name, case number, last 8 on vin, dealer number.

*** SEND CASE HISTORY 07/14/2003 07:22:56 AM TShamburger

Case details sent to dtacker@kiausa.com.

*** PHONE LOG 07/16/2003 10:49 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called dan tacker about this vehicle parts.

Dan states:

1. we are working on trying to get a *fan* in for this veh
2. working with Jim Gilner on the *fan*, will call you back regarding this

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623025 [REDACTED]	K185565	17,000
tampa FL	[REDACTED]		Dealer: FL060 Crown Kia	

*** PHONE LOG 07/18/2003 07:36 AM US Mountain Standard Time TShamburger Action Type:Incoming call
Dan tacker called:

1. we are ordering the *fan* for this cust and should be in
2. we are trying a *fan* from a different year, but Im told this *fan* fits this veh

*** PHONE LOG 07/22/2003 11:46 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt states:

1. called Crown Kia and spoke with Jim in Serv
2. wrt asked Jim if veh is repaired.

Jim states:

1. the vehicle is done and no longer here.

wrt states:

1. thank you .

*** CASE CLOSE 07/22/2003 11:47 AM US Mountain Standard Time TShamburger
vehicle repaired.

*** PHONE LOG 08/05/2003 02:44 PM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER SPOKE WITH DAN HICKS.

CUSTOMER STATED:

1. STILL HAVING PROBLEMS WITH THE VEHICLE.
2. THE DEALER IS SAYING THAT THEY CAN NOT GET PARTS FOR THE VEHICLE.
3. I DO NOT WANT THIS VEHICLE ANYMORE.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER SHOWS THAT TAMMY IS YOUR CASE MANAGER.
3. PROVIDED CASE NUMBER.
4. TRANSFERRED TO VOICE MAIL.
5. WILL ALSO LEAVE A NOTE ON HER DESK.

CUSTOMER STATED:

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

*** CASE CLOSE 08/05/2003 02:48 PM US Mountain Standard Time WNoonan
TRANSFERED TO CASE MANAGER T.SHAMBURGER. LEFT NOTE WITH CASE NUMBER ON DESK.

*** PHONE LOG 08/06/2003 01:33 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt states:

1. called dealer and was told the service dept is backed up
2. due to the black out.
3. so just be patient with them answering the phone.
4. wrt will try back later.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB62302 [REDACTED]	K185565	17,000
tampa FL	[REDACTED]		Dealer: FL060 Crown Kia	

*** PHONE LOG 08/06/2003 01:56 PM US Mountain Standard Time TShamburger Action Type:Incoming call

- [REDACTED]
1. around the 4th of July
 2. we heard a little clinking sound.
 3. the *fan* flew off and broke the radiator.
 4. went to Crown Kia and Jim said need *fan*, alternator, and the cover.
 5. we kept calling crown kia and I was told the car was going to be done
 6. the repair went past the weekend.
 7. dealer told me no rental avail
 8. Monday came the 7th of July.
 9. Also our selling dealer was suppose to have the little washer fluid skirting things replaced.
 10. this was back in Feb 2003 and so far the selling dealer has not call us to tell us the part is in
 11. im renting the car myself
 12. I want three things from kia: 1. Is this vehicle going to be fixed. 2. I would like to be reimbursed for my rental,
 3. Are you making parts for this sportage?

wrt states:

1. vehicle is going to be fixed sir and kia does make parts for this vehicle
2. this part you are waiting for is on natl back order.
3. the rental I can only let kia know you would like to be reimbursed but could not guarantee anything
4. will forward your case to our regional office.

cust states;

1. thank you tammy it will be nice is someone from kia could tell me when these back order part will get to the dealer
2. i just dont want this vehicle any longer
- 3 im afraid if car breaks down I will have to go through the same thing again.

wrt states:

1 sorry for the situation, mr hicks.

cust states:

1. thank you tammy.

*** PHONE LOG 08/07/2003 06:35 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called dealer to verify with the *fan*, radiator and cover is still the parts cust is waiting for.
2. but serv dept phone is busy, will try back later.

*** PHONE LOG 08/07/2003 10:32 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called Crown Kia and asked for SM, got SM voicemail Box.
2. left msg for SM to call wrt on this vehicle. wanted to know if car still waiting for all the parts to come in
3. *fan*, radiator, cover. . . or anything else.
4. left 1 800 and ext with vin number,cust name,and case #

*** PHONE LOG 08/08/2003 06:59 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called SM Steve and left msg on voicemail box
2. asking if this cust's vehicle got fix or part still on back order.

*** NOTES 08/08/2003 07:03 AM US Mountain Standard Time TShamburger Action Type:Manager review

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJB623025 ██████████	K185565	17,000
tampa FL ██████████		Dealer: FL060 Crown Kia		

FORWARD TO REGION FOR HANDLING*****

1. cust does not want vehicle
2. he is waiting too long for these parts to come in
3. wrt tried calling dealer to verify the vehicle is still there, but cant get a hold of SM.
4. and this needs to be handled by region before cust becomes more frustrated.
5. cust is real nice but waiting for his new vehicle on parts that are not arriving is frustrating him.

*** PHONE LOG 09/11/2003 01:04 PM US Mountain Standard Time TShamburger Action Type:Incoming call
customer called

1. wanted to chk the status of my situation
- wrt states:
1. explained to cust that wrt did forward your case to our regional office
 2. wrt did escalated it
 3. wrt will give you the name of the person who is handling your case< Phillip Bayless
 4. gave cust 1 800 number to region

*** PHONE LOG 09/17/2003 06:08 AM Pacific Daylight Time PBayless Action Type:Outgoing call
Writer rec'd call from ██████████ L/V/M on cell phone ██████████

*** PHONE LOG 09/17/2003 06:37 AM Pacific Daylight Time PBayless Action Type:Outgoing call

- Writer s/w customer ██████████, he states:
1. his vehicle was down for 2-1/2 weeks due to a back ordered part
 2. he paid for 3 days of rental while his vehicle was down totalling \$144.00
 3. he is looking for reimbursement for his rental and any other compensation we can offer for his inconvenience.
 4. he owns 4 kias, one of them being a '03 Optima and he would appreciate if kia would buy him a bra for his vehicle for all of his troubles
- Writer states:
1. I will talk with the DPSM and see what we can work out
- Writer called DPSM Dan Tacker, he states:
1. he is aware of customers vehicle being down
 2. go ahead and cut the customer a goodwill check for the rental and the cost of the bra and labor
- Writer called dealer, they state it will be about \$150 for parts and labor
- Writer called customer, writer states:
1. we will cut him a check for \$294.00 for his rental and the bra
- Customer was very appreciative
- Writer will submit goodwill request to NCA and send check to customer.

*** PHONE LOG 10/06/2003 01:34 PM US Mountain Standard Time SShutter Action Type:Incoming call
CUSTOMER STATES

1. WANTED TO KNOW IF THEY SENT ME A CHECK FOR THE RENTAL REIM

WRITER STATES

1. ADVISED CUST OF COMMENTS AND PROVIDED HER WITH # TO REACH PBAYLESS

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB623025 [REDACTED]	K185565	17,000
tampa FL	[REDACTED]		Dealer: FL060 Crown Kia	

*** NOTES 10/09/2003 04:24 PM Eastern Daylight Time LMoore Action Type:Manager review
Submitted Goodwill Request for \$294.00
Closed Case

*** PHONE LOG 10/09/2003 04:26 PM Eastern Daylight Time LMoore Action Type:Incoming call
Called cust. to advise of check request, left VM

*** PHONE LOG 11/04/2003 12:05 PM BGauldin Action Type:Incoming call
customer cld for Mr. Bayless:
1.ask to speak with Phillip Bayless.
2.understand no longer working at Kia.
3.took region 800 225 # and ext for RA L.Moore currently working on the case.

writer stated:
1. pulled records and found RA L Moore had attempted to reach customer.
2.gave 800-225 # and ext for L Moore.

*** PHONE LOG 11/06/2003 08:56 AM Eastern Daylight Time LMoore Action Type:Incoming call
called Paul in Parts Dept. at FL056, writer states:
1. would you please fax a copy of order for front end mask showing price so that I can submit a check request to corp.

he states:
1. will do

*** NOTES 11/24/2003 12:45 PM Eastern Daylight Time LMoore Action Type:Manager review
Rec'd checks for rental reimbursement and front end mask as full settlement of concerns. Released both to cust. Closed case.

*** CASE CLOSE 11/24/2003 12:47 PM Eastern Daylight Time LMoore

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723925	K1001467	99,826
ELKTON MD			Dealer: MD025 Laurel Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/16/2005 12:07 PM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. MY **FAN** BLADE CRACKED AND BROKE OFF.
2. THAT CAUSED ALL SORTS OF DAMAGE TO THE CAR
3. I PAID FOR THE RADIATOR AND THE **FAN** TO BE REPALCED BUT THEN I WAS HAVING ANOTHER PROBLEM.
4. I TOWED THE CAR BACK TO THE DEALERSHIP AND THEY ADVISED I NEED A NEW ENGINE, THAT SHOULD BE UNDER THE WARRANTY

WRITER STATES.

1. I AM SORRY THAT IS THE CASE.
2. LET ME CALL THE DEALERSHIP AND SPEAK TO THEM THEN WE CAN GO FROM THERE.

*** PHONE LOG 08/17/2005 04:40 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED BUTCH IN SERVICE
BUTCH STATES.

1. WE ARE NOT DENYING HIM BECAUSE OF WARRANTY WE ARE DENYING HIM BECAUSE HE HAS NO MAINTENANCE RECEIPTS.
2. OUR KIA REP STATED HE NEEDS TO SHOW US RECEIPTS OF MAINTENANCE, HE SHOWED US A LOG BUT ANY ONE CAN LOG SOMETHING, OUR KIA REP NEEDS TO SEE ACTUAL RECEIPTS.

*** PHONE LOG 08/17/2005 05:58 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER GOT BACK TO CUSTOMER
WRITER STATES.

1. I SPOKE TO THE DEALERSHIP ABOUT THE SITUATION
2. THEY ARE NOT COVERING THIS UNDER WARRANTY BECAUSE THERE ARE NOT ANY MAINTENANCE RECORDS ON THE CAR.
3. THE OWNERS MANUAL WILL STATE YOU NEED TO KEEP ALL RECORDS.

CUSTOMER STATES.

1. I AM GOING TO FIGHT THIS BECAUSE I DO ALL THEM MAINTENANCE ON THE CAR.

WRITER STATES.

1. I AM SORRY BUT WE NEED SOME TYPE OF PROOF. I AM SORRY;

*** CASE CLOSE 08/17/2005 05:58 AM US Mountain Standard Time SLarez

*** PHONE LOG 09/06/2005 11:16 AM US Mountain Standard Time BBrown Action Type:Incoming call
Cust states

- 1 dlr is qouting me \$4300 to fix my veh
- 2 This incident has nothing to do w/ maintenance
- 3 If the **fan** blade had not broken I would be driving this veh

Writer states

- 1 Apologized

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723925	K1001467	99,826
ELKTON MD			Dealer: MD025 Laurel Kia	

3 It is however, the owners responsibility to provide proof of maintenance; that is written out for cust in owners manual and warranty manual

*** PHONE LOG 09/07/2005 07:12 AM US Mountain Standard Time BBrown Action Type:Incoming call
Butch service mgr at Laurel Kia states

- 1 This cust drove the veh after *fan* blade broke and veh over heated
- 2 veh rattles and needs new engine
- 3 Dpsm A Crouch states this cust must provide some sort maintenance proof
- 4 He has actually been in our loaner veh for 1 and a half months

*** PHONE LOG 09/07/2005 07:15 AM US Mountain Standard Time BBrown Action Type:Incoming call
Writer lvm for cust stating

- 1 Decision had already been made on this veh back in mid august
- 2 Dpsm has requested maintenance proof
- 3 Feel free to call bback w/ questions or concerns

*** PHONE LOG 09/07/2005 02:01 PM US Mountain Standard Time BBrown Action Type:Incoming call
cust states

- 1 My point is that this has nothing to do w/ maintenance
- 2 I would like this case escalated above the rep that made this decision

*** PHONE LOG 09/08/2005 06:56 AM US Mountain Standard Time BBrown Action Type:Outgoing call
Writer contacted Dpsm A Crouch who stated

- 1 I am not familiar w/ this cust of the top of my head
- 2 There must have been other factors than the just the *fan* or I would not have denied this claim
- 3 I will contact Butch at dlr and find out what the issues are here

*** PHONE LOG 09/13/2005 09:03 AM US Mountain Standard Time BBrown Action Type:Incoming call
Dpsm Crouch lvm for cust stating

- 1 This *fan* and radiator were repaired and working for a day or so
- 2 Then the cust continued to drive the veh after realizing the overheating problem
- 3 Cust has provided no maintenance records and has no history w/ dlr
- 4 As of now I am willing to assist in these repairs

*** NOTES 09/13/2005 09:05 AM US Mountain Standard Time BBrown Action Type:Manager review
Writer forwarding case to region because

- 1 Cust is in disagreement w/ dpsm decision to deny coverage
- 2 Cust feels the problem here has nothing to do w/ maintenance and feels that isi rrelevant
- 3 If the *fan* did not disinegrate he would still be driving the veh right now

*** PHONE LOG 09/15/2005 03:30 PM Eastern Daylight Time LMoore Action Type:Outgoing call
Called customer, writer states:

1. calling re: concerns with veh
2. did you have veh towed to dlr after *fan* broke?

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723925	K1001467	99,826
ELKTON MD			Dealer: MD025 Laurel Kia	

5. DPSM makes the ultimate decision, i will contact him to see if he can stop by Laurel and take a look at your veh and provide any assistance
6. i will call you back once i s.w. him

he states:

1. *fan* came apart
2. engine is knocking because it overheated
3. *fan* should never have come apart
4. the dlr agrees
5. i showed them pictures of my shop at my house
6. i use nothing but Castrol Syntec synthetic oil, i've taken very good care of my car, i've shown them pictures of my workshop, my tools, etc.
7. i don't have receipts for oil
8. this was an extremely hot day, i was on the highway, i didn't immed. know what happened
9. no, i called Laurel Kia, they didn't have a *fan*, they told me that it wasn't covered under warr; i went to dlr in Newark, DE near where i lived, i borrowed a friend's car to get there
10. when i went to put *fan* in, i found out radiator full of holes when i went to put in fluid it all came out, that's when i had it towed to dlr
11. i paid for the *fan*, i paid for the radiator and now they want \$4,300 for engine; this all began over something that should not have happened
12. they told me that Kia rep denied me, i would just like to s.w him, they told me that he doesn't talk to customers
13. it's (referring to vehicle) still sitting at Laurel Kia
14. i would even be willing to pay part of it, i'm not trying to get a free ride, i know that i am just about to be outside of the 100K but if the *fan* hadn't broken, the engine would be just fine

*** NOTES 09/26/2005 10:31 AM Eastern Daylight Time LMoore Action Type:Manager review
Note: Per DPSM, will replace engine under warranty.

*** PHONE LOG 10/20/2005 10:59 AM Eastern Daylight Time TFrancis Action Type:Outgoing call
WRITER STATES:

1. WRITER CALLED THE DLR TO GET A STATUS ON THE VEH
2. WRITER SPOKE WITH SA--STATES THEY ARE STILL REPAIRING THE VEHICLE
3. THE DPSM HAD AUTHORIZED AN ENGINE REPLACEMENT
4. CUSTOMER IS ON ONE OF THE DLR LOANER VEH
5. WRITER WILL FOLLOWUP AFTER REPAIRS

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723525 [REDACTED]	K481647	33,000
Alden PA [REDACTED]			Dealer: PA017 Wyoming Valley Kia	

Case History

Inquiry Recall Info

*** PHONE LOG 06/13/2005 12:40 PM US Mountain Standard Time TShamburger customer [REDACTED] called ---

1. my vehicle has had two repair for the CEL, something to do with filler cap
 2. anyway i had a past kia veh and the exhaust went out and the veh 4wd did not work
 3. it will take just a matter of time and this one will do the same thing.
 4. i dont want this veh
 5. on wed the *fan* broke in pieces and damage some other things, the dlr is wonderful
 - 6 and veh was repaired, but i just dont want this veh.
 7. the last veh i didnt want the dlr gave us another car, i dont want this one now.
- wrt states
- 1 im sorry but the mfr here to support the mfr warr and get veh repaired.
 2. the only buyback program we have is through your state or govern laws
 3. see WCIM for procedures, you would have to meet the states perimeter for buyback.
 4. dont know if you fall under that with your miles and age of veh, you would have to chk on this as a consumer, differ in every state.

(no recall)
cust thankd wrt call ended.

*** CASE CLOSE 06/13/2005 12:40 PM US Mountain Standard Time TShamburger

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K350070	36,236

hartselle AL [REDACTED] Dealer: AL015 Serra Kia of Gardendale

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/10/2004 07:42 AM MEstrella

Caller States: (Rachel Beaumer, a Svc mgr at Bramlett Suzuki Mazda in AL, not a kia dlr)

1. 2 or 3 weeks customer had his vehicle repaired at Gardendale AL
2. he was approx 70 miles away from home
3. his *fan* broke and he needed to rent a car
4. I need to get some of his rental bill reimbursed for him

Writer states:

1. there is not rental or alternate transportation provision under the Kia Mfr Warranty
2. we are sorry [REDACTED] had a problem but there is not rental reimbursement
3. explained trip int benefit would be an eval. of reimb for a claim that was more than 150 miles away from home and the warranty repair takes over 24 hrs to complete
4. this situation would not qualify for that benefit since 70 miles

*** CASE CLOSE 08/10/2004 07:42 AM MEstrella

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K346180	36,236

Hartsville AL [REDACTED]	Dealer:
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Case History

Inquiry Rental Veh &

*** PHONE LOG 08/02/2004 12:53 PM RHall

[REDACTED] called:

1. Last week veh broke down, when cust started to go, gave it gas, made a really horrible noise, starting getting hot
2. The *fan* blew up, and shredded parts in the engine, cust rented a veh for over a week \$130.80
3. Cust wanted to know if KMA will give reimbursment for rental veh

Writer stated

1 no open recalls

2 no provisions in kia warranty for rentals, ref cust to dlrshp for possible goodwill, no promises

*** CASE CLOSE 08/02/2004 12:53 PM RHall

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723125	K1008447	18,722
Albuquerque NM			Dealer:	

Case History

Inquiry Repair

*** PHONE LOG 09/01/2005 08:37 AM US Mountain Standard Time DLyons

-husband states:

1. when on vacation in TX the *fan* exploded and customer has found that this is a known concern
2. cust is seeking reimbursement for the *fan*, would like to have his credit card credited for the amount spent
3. cust replaced the part on the vehcile himself, there were parts that were purchased from World Kar Kia in San Antonio
4. cust did not have the repair completed at the dlrshp because they were only open until 5 pm that day & customer was on vacation and couldn't work with the dlrshp due to time constraints.
5. cust is seeking reimbursement of \$223.53 for the part.
6. cust was on his honeymoon which didn't turn out too well, on their was to LA, never made it.

Writer advised:

1. so sorry to hear of this concern.
2. apologized for the inconvenience that this has caused.
3. cust can submit for consideration of reimbursement, there are no promises that can be provided at this time.
4. this office does not make the decisions for reimbursement
5. provided address for KMA & case#.
6. updated cust info, no previous cases, no recalls.

*** CASE CLOSE 09/01/2005 08:37 AM US Mountain Standard Time DLyons

*** NOTES 10/07/2005 09:05 AM Pacific Daylight Time ALujan Action Type:Correspondence rec.
NCA received letter/receipt from customer.

1. Customer seeks reimbursement for non-KIA repair of *fan*blade.
Writer to scan and forward to Roadside for futher handling of claim.

*** NOTES 10/25/2005 02:45 PM Pacific Daylight Time SMarino Action Type:Manager review
Submitted Warranty Claim

Processed Check Request

Closed Case pending Check

*** CASE CLOSE 10/25/2005 02:45 PM Pacific Daylight Time SMarino

*** NOTES 11/17/2005 12:43 PM Pacific Daylight Time CFurumoto Action Type:Manager review
RECEIVED CHECK #00229906 \$223.53.

MAILED CHECK.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	K1035912	36,900

Starkville MS [REDACTED] Dealer: MS018 Kia of Columbus

1. I THOUGHT RENTAL VEH WERE PROVIDED WHEN THE VEH WAS DOWN FOR WARRANTY REPAIRS BUT I GUESS NOT
2. THANKS

*** CASE CLOSE 11/09/2005 03:53 PM US Mountain Standard Time RSabin

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
			K1035912	36,900
Starkville MS			Dealer: MS018 Kia of Columbus	

Case History

Complaint Rental Car

*** PHONE LOG 11/08/2005 01:40 PM US Mountain Standard Time CDiaz

██████████ Stated: (do not have the vin)

1. Car was towed to the dealer.
2. I work out of my car.
3. Asked if the warranty covered rental cars.
4. The dealer were not clear on that.
5. They said due to miles and age probably would not

Writer Stated:

1. Alt trans is not covered as part of the warranty.
2. If there are some reason the car needs to stay for an extended period time.
3. We can address alt trans if needed and the situations warrants it.

Customer Stated:

1. I understand.
2. Wish the dealer MS018 would have just told me that.
3. **Fan** Clutch blew up.
4. The dealer said they may have the parts to fix the car in stock.

Writer gave case # and info to call us back if needed.

*** CASE CLOSE 11/08/2005 01:40 PM US Mountain Standard Time CDiaz

Customer will call back if needed.

*** PHONE LOG 11/09/2005 03:52 PM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I TALKED TO ONE OF YOUR REP'S YESTERDAY
 2. HE TOLD ME TO CALL BACK WHEN I FOUND OUT HOW LONG MY VEH WOULD BE DOWN FOR
 3. THE DLR IS TELLING ME THAT IT MIGHT BE AVAILABLE FRIDAY OR POSSIBLY MONDAY
 4. I WORK OUT OF MY VEH SO I NEED SOMETHING TO DRIVE
- (CUST DID NOT HAVE VIN AVAILABLE)

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. UNFORTUNATELY RENTAL VEH'S ARE NOT A PROVISION OF YOUR WARRANTY
3. WE ARE NOT ABLE TO MAKE A DECISION ON WEATHER OR NOT TO PROVIDE A RENTAL VEH
4. I CAN ESCALATE THIS TO THE DPSM HE IS THE ONLY ONE WHO CAN DECIDE IF A RENTAL WOULD BE CONSIDERED
5. I CAN TELL YOU RIGHT NOW WE DO HAVE TO GIVE HIM 24 HRS TO RESPOND AND HE WOULD NEED TO KNOW WHAT IS GOING ON WITH THE VEH
6. SO WE ALSO WOULD NEED TO GET INFO FROM THE DLR TO FIND OUT WHEN THEY ARE EXPECTING YOUR VEH TO BE DONE
7. BY THEN IT MIGHT BE TOMORROW EVENING AND YOUR VEH MIGHT BE DONE ON FRIDAY SO I'M NOT SURE THAT THE DECISION COULD BE MADE SOON ENOUGH FOR YOU
8. BUT I WOULD BE MORE THAN HAPPY TO BRING THIS TO HIS ATTENTION IF YOU WOULD LIKE ME TO AT THIS POINT I'M JUST LETTING YOU KNOW THESE THING'S IN ADVANCE SO YOUR AWARE OF THE SITUATION (CUST DECLINED)

CUST STATED:

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	kndja723225 [REDACTED]	K1113009	61,994
Battle Mountain NV [REDACTED]			Dealer: NV002 Reno Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/05/2006 09:03 AM US Mountain Standard Time RBriones
Cust Stated:

1. Was driving down the road, and *fan* blade shattered.
2. Pieces of the *fan* blade lodged in the radiator.
3. And now dealer svc dept is telling me that this is not under the warranty.
4. This is a defective part, is that under your 100k mile warr?
5. Doesn't that cover defective parts?

Writer Stated:

1. Apologized for prob.
2. Asked cust to hold while I check on this.
3. Writer called NV002 and Jason in svc stated:
 - a. Cooling *fan* has disintegrated.
 - b. Haven't gotten much further on it right now.
 - c. Will have more detailed diagnosis this afternoon.
4. Adv cust that this part is out of warr.
5. Cooling system is covered under 5/60 lbw that is expired by mileage.
6. 10/100 pw is for engine, trans, and axles.
7. Can check to see if Kia can offer any assistance.
8. Will call back once dealer has more detailed diagnosis.

*** PHONE LOG 06/05/2006 01:55 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called NV002 and Jason in svc stated:

1. It is going to need the radiator and the *fan*.
2. And the *fan* just broke up.
3. The 00's to the 02's this seems to happen to.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 06/05/2006 01:58 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM, and stated:

1. Adv of customer situation.
2. Cust is requesting repair assistance.
3. Adv of what Jason in svc stated.

Rick Darling stated:

1. Will depend on how good of a customer this guy is.
2. Let me check on this with svc dept.
3. Will give you a call back.
4. What is your ext number?

Writer Stated:

1. Thanks for the help.
2. Gave ext number.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		kndja723225	K1113009	61,994
Battle Mountain NV			Dealer: NV002 Reno Kia	

DPSM, Rick Darling, left vm stating:

1. Spoke with svc dept.
2. Am covering cost of parts on Radiator.
3. Customer pays everything else.

*** PHONE LOG 06/05/2006 02:48 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called DPSM, and Stated:

1. Just wanted to double check offering for customer.

Rick Darling (DPSM) stated:

1. Yes, I will cover cost of radiator (most expensive part).
2. Cust will pay everything else.
3. Told the svc dept.

Writer Stated:

1. Thanks for info.
2. And the earlier message.

*** PHONE LOG 06/05/2006 02:49 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and stated:

1. Just wanted to check if the svc dept had contacted you.

Cust Stated:

1. Yes, they have.
2. I appreciate your help.

Writer Stated:

1. Am glad we were able to assist.

*** CASE CLOSE 06/05/2006 02:49 PM US Mountain Standard Time RBriones concerns noted.

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723225	K1112666	60,000
Battle Mountain NV			Dealer:	

Case History

Complaint Roadside Assistance

*** PHONE LOG 06/02/2006 01:18 PM US Mountain Standard Time YLabarca
CUST STATES

1 RADIATOR *FAN* DISINTEGRATED
2 WANT TO KNOW WHO IS GOING TO TOW THE VEH

WRITER STATES
1 APOLOGIZED
2 DID YOU TAKE THE VEH TO THE DLR
3 REFERRED TO KIA DLR
4 ADV THAT TOWING AVALIABLE TO THE NEAREST DLR
5 ADV OF R/A NUMBER

CUST THANKED WRITER

*** CASE CLOSE 06/02/2006 01:18 PM US Mountain Standard Time YLabarca

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K1072007	54,000
BURNSVILLE MN [REDACTED]		Dealer:		

Case History

Complaint Repair Assistance

*** PHONE LOG 02/13/2006 08:55 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I HAVE A 2002 KIA SPORTAGE.
2. THE COOLING **FAN** BROKE.
3. IS THIS COVER UNDER WARRANTY.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENEINC4E.
2. MANUFACTURE DEFECTS IN MATERIAL OR WORKMANSHIP ARE COVER UNDER WARRANTY.
3. WRT ADVISED THE CUSTOMER TO TAKE IT TO THE DEALER FOR INSPECTION.
4. THE VEHICLE'S INSPECTION WILL DETERMINATE THE CAUSE OF THE PROBLEM.
5. THE COOLING **FAN** IS UNDER THE BASIC 5/60 WARRANTY FOR DEFECTS.
6. CUSTOMER THANKED WRT FOR THE INFO.

*** CALLER STATED 02/13/2006 08:55 AM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA623525 [REDACTED]	K1228007	75,526
Kansas City KS [REDACTED]		Dealer: KS007 Shawnee Mission Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 09/18/2006 02:35 PM US Mountain Standard Time LCoema

Cust States [REDACTED] mother:

1. Radiator *fan* from radiator took out radiator & damaged engine.
2. Daughter was told to provide all maint records to determine if assistance could be approved.
3. Daughter was involved in nasty divorce.
4. We had to go with police to take possession of the veh.
5. Daughter has a few maint records.
6. Ex husband has the others.
7. Daughter can not have any contact with ex husband.
8. Daughter can get all the maint records.
9. Assistance with repair bill is needed.

Writer States:

1. Updated, no recalls.

Writer put cust on hold & called KS007 Shawnee Mission Kia & spoke with Kerry SA who stated>

1. Not a warranty repair to begin with.
2. Radiator caused damage to engine.
3. Spoke with DPSM SLockwood to determine if any assistance could be given.
4. DPSM requested all maint. records.
5. Cust is not able to obtain maint records.
6. My hands are tied.
7. DPSM will not approve.

Writer went back to cust & stated:

1. Adv of Kerry's information.
2. Any assistance would be good will.
3. Would there be any one else who could contact ex husband about maint records?

Cust States:

1. I wouldn't talk to the little s*** for anything.

Writer States:

1. There would be nothing else Kia could do without the maint records.

Cust States:

1. Kia just lost another cust.

*** CASE CLOSE 09/18/2006 02:35 PM US Mountain Standard Time LCoema

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

boutte LA [REDACTED] Dealer: [REDACTED]

Case History

Inquiry Warranty Info

*** PHONE LOG 01/03/2006 05:58 PM US Mountain Standard Time BBrown
Cust states

1 the radiator *fan* busted and blew the radiator; is it covered under warranty

Writer states

1 apologized

2 the radiator and *fan* are covered under 5/60 lbw for defects in material and workmanship

3 Cust would need to take veh to kia dlr for diagnosis and warranty determination

4 Kia rsa will also tow the veh to the dlr at no cost

CUst states

1 thank you can we set up a tow tonite

writer transfred cust to rsa

*** PHONE LOG 01/03/2006 05:58 PM US Mountain Standard Time BBrown

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723625	K320444	45,000
converse TX			Dealer: TX032 World Car Kia	

Case History

Inquiry Other

*** PHONE LOG 06/01/2004 08:02 AM JHirshfield
cust LVM requesting callback 800#VM

*** PHONE LOG 06/01/2004 12:29 PM JHirshfield Action Type:Outgoing call
wtr LVM for cust requesting callback

*** PHONE LOG 06/01/2004 02:44 PM JHirshfield Action Type:Incoming call
caller stated:

1. her car has to go in for another repair
2. the master cylinder is leaking
3. this is too much
4. last year the *fan* came apart and damaged the radiator
5. the clutch was just replaced a short time ago
6. she would like a new car and for Kia to pay off the difference between what she owes and what they will give her for trade in
7. she would like to get into another Kia

wtr:

1. Kia's repurchase policy is in accordance with their state's guidelines for Lemon Law
2. Caller will need to refer to the Warranty & Consumer Information Manual for assistance with buyback
3. Kia stands behind its product and will continue to repair the vehicle under the terms of it's warranty
4. i will notify the Kia DPSM of her concerns and forward her case to our regional office for an assist determination

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

Send to:[fkrause@kiausa.com]

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

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*** PHONE LOG 06/14/2004 12:30 PM JHirshfield Action Type:Incoming call
caller stated:

1. her car is broken again (not yet, "it's getting ready to go""I can tell")
2. "it is the transmission again"
3. she needs a rental / loaner
4. she got one the last time after we were called
5. can we authorize it or who does she need to talk to?

wtr:

1. apologize for the inconvenience--Kia doesn't provide for loaners
2. svc mgr needs to request from DPSM
3. her case was forwarded to our regional office
4. they are in the process of review with her vehicle
5. they will respond to her request within the next few days

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K320444	45,000
converse TX [REDACTED]		Dealer: TX032 World Car Kia		

*** PHONE LOG 06/15/2004 02:44 PM Eastern Daylight Time JSifford Action Type:Incoming call

Writer contacted Loren at TX055--Loren states

1. customer has appt to bring vehicle in 6/16/04 for inspection

Write advised

1. once vehicle is inspected then DPSM can be contacted to determine if rental will be authorized
2. I will notify DPSM

*** PHONE LOG 06/15/2004 02:47 PM Eastern Daylight Time JSifford Action Type:Outgoing call

Writer contacted DPSM and reviewed case

advised DPSM of previous repairs at TX055 and customer comments regarding possible trans concern

advised DPSM of Service Manager comments regarding rental and dealer self authorizing rental

advised DPSM that SRCA discussed with the Service Manager that until diagnosis is complete we will not be able to determine if this is a warranty or dealer issue

will wait for diagnosis prior to any rental authorization

*** PHONE LOG 06/15/2004 02:48 PM Eastern Daylight Time JSifford Action Type:Outgoing call

Writer attempted customer contact

LM advising that we are aware of a scheduled appointment

until vehicle is inspected we are unable to determine if rental can be authorized.

provided contact number

*** PHONE LOG 06/21/2004 03:17 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Customer states:

1. I just picked up my vehicle 6 hours ago.
2. It is having the same problem again.
3. I need to know who I can talk to about this.

Writer states:

1. Your case is being handled at the regional office.
2. Provided 800# for the region.

*** PHONE LOG 06/22/2004 07:33 AM TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. I HAVE LEFT MY CASE INFO AT HOME
2. SOMEONE IS WORKING ON MY CASE
3. NEED TO KNOW WHO THIS IS
4. NEED NUMBER TO REACH THIS PERSON.

WRITER STATES:

1. ADVISED THAT CASE IS BEING WORKED IN REGIONAL OFFICE
2. CUSTOMERS CONTACT IS JUNE SIFFORD
3. PROVIDED CUSTOMER 800# TO REGION AND RCAA EXTENSION.

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723625	K320444	45,000
converse TX			Dealer: TX032 World Car Kia	

*** PHONE LOG 06/22/2004 01:13 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer rec'd customer request for call back

*** PHONE LOG 06/22/2004 01:15 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted Ms. Hoffman--Ms. Hoffman states
1. got vehicle out of shop yesterday for starter
2. vehicle is back at shop today for starter
3. vehicle should not have to go back to dealer 3x's for master cyl and 2x's for starter

Writer advised
1. I will contact dealer to request additional information

*** PHONE LOG 06/22/2004 01:30 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted TX055--requested to speak to Loren, Svc. Manager--Per Loren
1. last repair was master cyl--just got a bad part , we replaced it and not it is fine
2. vehicle was towed in yesterday for a no start condition and found starter locked/frozen
3. call customer 30 min ago to tell her that the vehicle is ready
4. I have started it and it is fine

*** PHONE LOG 06/22/2004 01:34 PM Eastern Daylight Time JSifford Action Type:Incoming call
Writer attempted customer contact
LM on VM advising customer that veh is repaired and ready for pick up
1st repair for starter
suggest that you pick up vehicle and drive vehicle to ensure repairs
if any other concerns please schedule appt with dealer of your choice and contact me to let me know of current concerns.

*** CASE CLOSE 06/22/2004 01:34 PM Eastern Daylight Time JSifford

*** PHONE LOG 08/25/2004 06:39 AM US Mountain Standard Time mespinoza Action Type:Incoming call
Customer Stated:
1. The vehicle is in the shop again.
2. I need a loaner to drive.
3. I have called in on several occasions for various problems.

Writer Stated:
1. Apologized.
2. It looks here like you have had issues addressed by the region.
3. Gave J. Sifford as the contact person, and 800 #, as well as case #'s:
4. K320506 06/01/2004 08:45:27 AM Closed Closed CLUTCH-HOFFMAN
5. K211534 09/02/2003 07:06:17 AM Closed Closed Sportage/Rental request--Hoffman

*** CASE CLOSE 08/25/2004 06:40 AM US Mountain Standard Time mespinoza

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K211534	26,000
Converse TX		Dealer: TX032 World Car Kia		

Case History

Inquiry Rental Veh &

*** PHONE LOG 09/02/2003 07:15 AM US Mountain Standard Time JCook

Customer Stated:

- 1.Says her vehicle is currently at the dealer.
- 2.Says the timing belt and *fan* came off and went through the engine which now has to be replaced.
- 3.Says she wanted to know if there is any rental coverage under her warranty.
- 4.Says her vehicle has been at the dealer since last Thursday and she is being told that it may be ready by tomorrow.
- 5.Wanted to know what we could advise.

---Writer advised customer:

- 1.That there are no rental provisions under the warranty.
- 2.Advised that we are going to contact the Svc. Mgr at her dealer to see if he can call his Kia rep to see if they can offer any assistance, but writer made no guarantees.
- 3.Advised that we will have the Svc. Mgr follow up with her about this.
- 4.Advised that we will document her concern on file.
- 5.Advised that we work with the dealer to get her vehicle fixed under warranty.
- 6.Verified all customer info.

*** PHONE LOG 09/02/2003 07:18 AM US Mountain Standard Time JCook Action Type:Outgoing call

Writer called and spoke to Bob (Svc. Mgr @ TX032) who stated:

- 1.That her timing belt did not come off.
- 2.Says the *fan* blade came off and damaged the radiator and engine head.
- 3.Says the new *fan* and *fan* shroud are currently on national backorder.
- 4.Says they have ordered the new radiator and engine head.
- 5.This writer advised Bob of customer's rental request.
- 6.Advised that some Kia reps are authorizing rentals because of this problem.
- 7.Bob says he will contact his Kia rep Frank Krause about a rental and he will give the customer a callback.
- 8.Writer thanked Bob for his time.

*** CASE CLOSE 09/02/2003 07:18 AM US Mountain Standard Time JCook

Info given.

*** PHONE LOG 09/02/2003 07:28 AM US Mountain Standard Time JProkopp Action Type:Incoming call

Customer states:

1. Can I just trade in my car to the dealership to get another car?
2. I think that this car is defective.
3. I don't want it anymore.

Writer states:

1. Kia will repair your vehicle under the terms of the warranty.
2. Trade-ins are up to the discretion of the dealership.
3. Kia repurchases vehicles in accordance to what your state laws are.
4. I cannot assist you in that.

*** CASE CLOSE 09/02/2003 07:28 AM US Mountain Standard Time JProkopp

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K211534	26,000
Converse TX	[REDACTED]		Dealer: TX032 World Car Kia	

Vehicle not showing on VD report

8/28/03 W TX032 64980 B 07 CYLINDER HEAD ASSY, HEAD ASSY-CYL. 28199

8/28/03 W TX032 64980 D 07 RADIATOR ASSY, R&R RADIATOR ASSY 28199

*** CASE CLOSE 09/18/2003 08:58 AM Eastern Daylight Time JSifford

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K518966	64,000

Westerville OH [REDACTED] Dealer: _____

Case History

Inquiry Warranty Info

*** PHONE LOG 07/25/2005 07:17 AM US Mountain Standard Time CHamilton

Caller [REDACTED] states:

1. **Fan** in front kind of exploded and pierced the radiator
2. Got stranded and was towed in to a garage, not Kia
3. Inquiring about warr coverage, looks like the 10/100 is not for this, only power train
4. Is there any recall or bulletins fro this plastic piece breaking and causing damage

Wtr states:

1. Updated, no recalls
2. 5/60 LBW expired, included the **fan**
3. 10/100 PTW covers only engine, transmission and axles--internal parts only
4. Where have you been doing the maint-- Kia dlr or someplace else?

Caller states:

1. All at Chesrown, where we bought it
2. Can they help us out

Wtr states:

1. Advised to request assistance outside the warr, veh would need to be at the Kia dlr for inspection
2. they can contact Kia to see if any assistance outside the warr might be offered
3. Must be at the Kia dlr, inspected and diagnosed--cannot guarantee anything, part is out of warr
4. R/S will tow at no cost to nearest Kia dlr

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

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K342539	28,000
Martinez GA	[REDACTED]		Dealer: GA008 Kia of Augusta	

Case History

Complaint Rental Car

*** PHONE LOG 07/26/2004 05:26 AM BKelley
** CALL TAKEN FRIDAY 7/23/04 -- CLARIFY DOWN **

Caller states:

1. We bought this veh because of the warr and the fact that we would get a rental veh if our veh was in for repairs
2. Now we have a broken veh and we are told rentals are no longer an option
3. SM David at the dlrshp GA008 said that Kia stopped offering rentals in May
4. I'm taking my children on summer vacation tomorrow and we don't have a veh because Kia stopped offering rentals
5. Our *fan* blade broke off and the dlrshp has to order parts and they won't be here until Mon or Tues
6. SM David is trying to arrange a veh for me
7. There's no need for you to follow up with the dlrshp

Wtr states:

1. Updated contact info
2. No recalls
3. No provision for rental/loaner veh -- never a provision
4. Some Kia dlrshps offer rental/loaner
5. Advised caller wtr can follow up on repairs with Kia dlrshp -- declined
6. Referred caller to SM David for further rental assistance

*** CASE CLOSE 07/26/2004 05:26 AM BKelley
Provided info

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723225	K328462	30,000
Orange VA			Dealer:	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 06/22/2004 05:43 AM US Mountain Standard Time DZigabarra
Caller stated:

1. **Fan** blade exploded, and broke and ruined radiator.
2. Towed by Geico, to Centerville Tire Auto Place.
3. Realized that we still have warranty on car.
4. Centerville Tire Auto Place ordered part already.
5. What do I do?

Writer stated:

1. Sorry.
 2. You have roadside assistance benefit 5 years/unlimited mileage.
 3. Can't guarantee tow, but road assistance can provide guidelines for tow.
 4. May want to tow car to Kia dealership.
 5. Warranty work would have to be completed at Kia dealership.
 6. Provided local Kia dealer names and numbers.
 7. Non kia service is responsible for repairs, if they repair vehicle wrong, they could void warranty.
 8. If non kia service facility hasn't completed work, maybe you can have tow to Kia dealership.
 9. Warranty covered for manufactures defects only, kia dealer to make determination.
- Writer transferred caller to Kia roadservice for assistance.

*** CASE CLOSE 06/22/2004 05:43 AM US Mountain Standard Time DZigabarra

*** PHONE LOG 06/22/2004 11:28 AM US Mountain Standard Time DZigabarra Action Type:Incoming call
Caller stated:

1. Had car towed today; have been working with road service all morning.
2. Very upset with tow company that was set up for me.
3. Frank's Towing wants my credit card number.
4. They won't tell me where my car is.
5. You shouldn't have them for service.

Writer stated:

1. Sorry for situation, writer knows you're upset.
 2. Writer spoke with you the other day, in consumer affairs.
 3. Will document your complaint.
 4. Will transfer you to road service, so they can assist you.
- Transferred caller to road service, for assistance.

*** CASE CLOSE 06/22/2004 11:28 AM US Mountain Standard Time DZigabarra

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB72322	K209128	25,000
Lewisville TX			Dealer: ID008 Robert Allen Kia	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 08/26/2003 11:01 AM US Mountain Standard Time WNoonan

CUSTOMER STATED:

1. WE WERE ON A TRIP AND WE HAVE HAD TO RENT A VEHICLE NAD PAY FOR LODGING AND FOOD.
2. WE LIVE IN TEXAS AND ARE DISABLED IN IDAHO.
3. THE VEHICLE HAS BEEN DOWN FOR MORE THAN 3 DAYS.

WRITER STATED:

1. PROVIDED ADDRESS FOR TRIP INTERRUPTION.
2. EXPLAINED PROCEDURES FOR SUBMITTING RECEIPTS.
3. IT COVERS \$100 A DAY FOR 3 DAYS.

CUSTOMER STATED:

1. THE BILLS HAVE BEN MORE THAN \$300.

WRITER STATED:

1. TRIP INTERRUPTION COVERS A MAXIMUM OF \$300.

CUSTOMER STATED:

1. THANKS.

*** PHONE LOG 08/26/2003 11:12 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED Robert Allen Kia AND SPOKE WITH WADE, SERVICE MANAGER.

WRITER STATED:

1. ASKED ABOUT REPAIRS.

WADE STATED:

1. THE VEHICLE HAD A BROKEN COOLING *FAN*.
2. WE OVER NIGHTED THE PARTS AND WE SHOULD HAVE THE VEHICLE REPAIRED BY THIS AFTERNOON.

WRITER STATED:

1. THANKS.

*** CASE CLOSE 08/26/2003 11:12 AM US Mountain Standard Time WNoonan

INFO GIVEN

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K1010191	48,644
Hemet CA [REDACTED]	[REDACTED]	[REDACTED]	Dealer: CA137 Perris Valley Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 09/06/2005 03:31 PM US Mountain Standard Time BBrown
Cust states Tom Hess

- 1 Veh was towed in thursday until 23rd; *fan* blew and destroyed radiator; there are no parts in the US
- 2 I cannot go w/o a veh that long we are a two veh household; I need rental

Writer states

- 1 Apologized
- 2 I will contact dlr and get diagnosis
- 3 I will present your rental request to kia rep for a decision and let cust know once a decision has been made

*** PHONE LOG 09/07/2005 07:44 AM US Mountain Standard Time BBrown Action Type:Incoming call
Ray (sm) at Perris valley kia states

- 1 This veh is in need of *fan* and the parts are on Back order
- 2 this is common in the sportage
- 3 The shipping date is Sept 23rd

*** PHONE LOG 09/07/2005 07:52 AM US Mountain Standard Time BBrown Action Type:Incoming call
Wirter contact Dpsm N Ferdig who states

- 1 We will provide rental assistance; contact dlr and authorize
- 2 Please contact dlr and get part number and order reference number
- 3 Please email case notes to me

*** PHONE LOG 09/07/2005 08:34 AM US Mountain Standard Time BBrown Action Type:Incoming call
writer states to (sm) Ray at CA137

- 1 Dpsm Neal Ferdig has authorized rental veh for cust
- 2 may I have part number and order number

Ray transferred me to Damien in parts

- 1 Parts on backorder 0k 048-15140a and 0k 038-15200
- 2 And order number k2906

*** PHONE LOG 09/07/2005 08:38 AM US Mountain Standard Time BBrown Action Type:Incoming call
Writer states to cust

- 1 Kia rep has authorized rental veh until parts come in
- 2 Adv cust to speak to Ray in service for assistance

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

Send to:[nferdig@kiausa.com]
Neal,

Sportage *fan* disintegrated and caused radiator and engine damage. Parts 0k 048-15140a and 0k038 15200 are on backorder w/ a release date of 9/23/05 Order ref # k2906

Brian Brown ext 45782

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

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K1010191	48,644
Hemet CA [REDACTED]		Dealer: CA137 Perris Valley Kia		

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*** CASE CLOSE 09/07/2005 08:41 AM US Mountain Standard Time BBrown

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K361882	0

Phoenix AZ

Dealer: AZ026 Peoria Kia

Case History

Complaint Repurchase

*** PHONE LOG 09/07/2004 01:08 PM Pacific Daylight Time ARomo

CUSTOMER CALLED NCA (SPOKE WITH [REDACTED])

1. CUSTOMER ALLEGES THAT THE VEHICLE STOPPED IN THE MIDDLE OF THE ROAD AND SHE FELT LIKE SHE WAS GOING TO DIE
 2. SHE CALLED 911 TWO TIMES TO GET HELP AND BE TOWED FROM THE ROAD
 3. THE VEHICLE WAS TOWED TO THE DEALERSHIP AND THE TRANSMISSION REPLACED
 4. VEHICLE HAD THE **FAN** BREAK OFF AND NEEDED TO BE REPLACED
 5. NOW THE VEHICLE HAS A PROBLEM WITH THE DOOR LOCKS GOING UP AND DOWN BY THEMSELVES
 6. DEALERSHIP TOLD THAT ITS AN ELECTRICAL PROBLEM
 7. THE DEALERSHIP INSTALLED AN AFTERMARKET ALARM SYSTEM ON THE VEHICLE
 8. THE VEHICLE ALSO HAS ITS WINDOW DROP DOWN INTO THE CHANNEL AND WILL NOT GO BACK UP
 9. CUSTOMER WANTS KIA TO REPURCHASE THIS VEHICLE BECAUSE SHE FEELS THAT THIS VEHICLE IS UNSAFE TO DRIVE
 10. CUSTOMER WANTS TO GIVE KIA ON LAST CHANCE TO RESOLVE THIS CONCERN BY DOING THE RIGHT THING AND REPURCHASING THE VEHICLE
 11. IF KIA DOES NOT REPURCHASE THE VEHICLE SHE WILL GO TO THE MEDIA AND TAKE LEGAL ACTION.
 12. CUSTOMER OWES A MEDIA FILM COMPANY
 13. CUSTOMER FAXED OVER THE SALES CONTRACT
- WRITER UPDATED INFORMATION IN SYSTEM

CASE DISPATCHED TO THE REGION

1. CUSTOMER IS SEEKING A REPURCHASE
2. CUSTOMER FEELS THIS IS SAFETY ISSUE BECAUSE THE VEHICLE STALLED OUT IN THE MIDDLE OF THE ROAD

*** PHONE LOG 09/07/2004 03:51 PM Pacific Daylight Time LOmalley Action Type:Outgoing call

Writer spoke with dlr SM John who stated:

1. Veh not at dealer
2. Cust has appt tomorrow 9/8
3. Current concern is window and door locks
4. Trans replaced in Nov. 2003

*** PHONE LOG 09/07/2004 03:56 PM Pacific Daylight Time LOmalley Action Type:Outgoing call

Writer called customer left message to call back

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

Send to:[Steinwinter, Tom]

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

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Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723325	K361882	0
Phoenix AZ			Dealer: AZ026 Peoria Kia	

*** PHONE LOG 09/08/2004 02:07 PM Pacific Daylight Time PBastien Action Type:Incoming call

1. Writer received a message from the customer requesting a return call.
2. Writer checked with the Regional CA analyst and she also received a message from the customer.
3. Regional CA analyst advised the writer that she would be returning the customers call.

*** PHONE LOG 09/08/2004 02:32 PM Pacific Daylight Time Lomalley Action Type:Outgoing call

Writer spoke with customer who stated:

1. Very concerned about vehicle
2. Don't feel safe, scared to drive it
3. Have had trans replaced and coolant *fan* replaced
4. Veh at dealer now because door locks aren't working
5. And driver's window just fell down and won't roll up
6. We are videographers and we are documenting all these issues
7. I would appreciate anything Kia can do for us.
8. Dealer gave us a loaner but had to buy optional insurance.

Writer stated:

1. Apologized for concerns with vehicle
2. I will follow up with dealer on repairs to your vehicle
3. I will also get DPSM involved who will oversee repairs to your vehicle
4. I will ask dealer to do a thorough inspection/evaluation of your vehicle.
5. Kia warranty doesn't provide rental/loaner vehicles
6. Any loaner vehicle provided is goodwill from the dealer.
7. I have documented all of your concerns.

Customer stated:

1. I know that
2. We appreciate the dealer providing us with a car.
3. I wanted someone to be aware of this situation.
4. Thank you very much for calling me back.

*** PHONE LOG 09/14/2004 12:57 PM Pacific Daylight Time Lomalley Action Type:Outgoing call

Writer spoke with customer who stated:

1. No problems with vehicle since picked up from dealer.
2. Would still like for engineer to inspect vehicle

Writer stated:

1. FTR will be at Tempe Kia tomorrow 9/15/04
2. If that dealer is convenient I can arrange that for you.

Customer stated:

1. No Tempe Kia too far.

Writer stated:

1. OK. will have to schedule for sometime in October.
2. I will have the dealer follow up with you with the date.
3. FTR schedule not finalized yet.

Customer stated:

1. OK I'll wait to hear from you or the dealer.

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB72332	K361882	0
Phoenix AZ			Dealer: AZ026 Peoria Kia	

*** PHONE LOG 09/14/2004 04:00 PM Pacific Daylight Time LOMalley Action Type:Outgoing call
Writer called customer and left message advising:
1. customer could bring vehicle to AZ004 on 9/17/04 if that dealer was more convenient for customer.

*** PHONE LOG 09/15/2004 01:57 PM Pacific Daylight Time LOMalley Action Type:Outgoing call
Writer spoke with DPSM who stated:
1. I will meet with customer at AZ004 on 9/17/04 at 2:00 p.m.

*** PHONE LOG 09/15/2004 02:31 PM Pacific Daylight Time LOMalley Action Type:Outgoing call
Writer called customer and stated:
1. Tom Steinwinter will meet with you 9/17/04 at 2:00 at AZ004
2. He will inspect your brakes and any other concerns you may have
3. If you don't want to meet with him, you may drop off car and pick it up later,

Customer stated:
1. How long should I plan to be at dealer?
2. If it's going to be a long time I would prefer to just drop off vehicle.

Writer stated:
1. I will check with Mr. Steinwinter and call you back.

*** PHONE LOG 09/15/2004 02:59 PM Pacific Daylight Time LOMalley Action Type:Outgoing call
Writer spoke with SM Kerry at AZ004:
1. Customer will be at dealer 9/17 at 2:00
2. DPSM will meet with her and inspect vehicle
3. Customer looking for reassurance with vehicle due to previous repair history
4. Customer has current brake concern

Kerry stated:
1. I will call customer tomorrow to confirm
2. I will meet with her and we will inspect her entire vehicle
3. I will do my best to restore her confidence

*** PHONE LOG 09/22/2004 10:30 AM Pacific Daylight Time LOMalley Action Type:Incoming call
Writer rcvd call from SM Kerry who stated:
1. Did complete inspection of veh
2. Brakes OK
3. replaced *fan* assy because it has wrong part
4. Everything else OK
5. Spent long time talking with customer
6. She told me she feels better about vehicle now
7. Cust picked up veh and is happy.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K361882	0

Phoenix AZ Dealer: AZ026 Peoria Kia

Writer stated:

1. thank you for update.
2. I will close case
3. veh is repaired.
4. cust is satisfied.

*** CASE CLOSE 09/22/2004 10:31 AM Pacific Daylight Time LOMalley
Closing case veh repaired.

*** CASE CLOSE 10/14/2004 08:42 AM Pacific Daylight Time ARomo
TREAD

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723X25	K191042	15,000
Coker AL			Dealer: AL014 Locklear Kia	

Case History

Complaint Rental Car

*** PHONE LOG 07/17/2003 06:56 AM US Mountain Standard Time CHamilton

Caller states:

1. I am at Locklear Kia AL014
2. Veh broke down last night and I called r/s--it just died
3. They asked me where the nearest dlr was and I told them Locklear Kia AL014 was closest, so they towed it there
4. Kia Of Columbus is my selling dlr, would much rather have it repaired there
5. Every time I come into Locklear, they ask me if I bought it here
6. When I tell them no, they wont give me a car, act like they dont want to fix it
7. Svc here told me they can look at it today, but cannot diagnose until tomorrow
8. Will not give me a car to drive
9. Selling dlr said r/s will tow it to them, they can fix it
10. And will give me a car to drive
11. Am supposed to leave on vacation on Monday, need it fixed

Wtr states:

1. Updated address info
 2. r/s will tow to nearest dlr
 3. If request preferred dlr at time you call r/s, they are sometimes able to accommodate that request
 4. Will not tow under warr from one dlr to another
 5. Rental is not a provision of man warr
 6. Some dlrs have loaners, some do not
 7. Suggest speaking to Svc Mgr at selling dlr Kia Of Columbus MS006to see what he can advise
 8. Perhaps he would split the tow back to his dlrship with you or may have some other resources to assist you
- Caller agreed

*** CASE CLOSE 07/17/2003 06:58 AM US Mountain Standard Time CHamilton

no tow under r/s from one dlr to the other, no rental under terms of man warr.

Referred to svc mgr at selling dlr to see what assistance he is willing to provide.

*** PHONE LOG 07/17/2003 09:22 AM US Mountain Standard Time JCook Action Type:Incoming call

Customer Stated:

- 1.Says she wanted to know if there was any number she could call that would tell her if other people are having the same problem she is.
- 2.Says the dealer has not gotten to her vehicle yet today.
- 3.Says her preferred dealer could have looked at her vehicle already, but they towed her to the closest dealer, and she was told that they were not allowed to retow the vehicle to her dealer.

---Writer advised customer:

- 1.That there is no number like this she can call.
- 2.Advised as she was told, she will not be retowed to another dealer.
- 3.Advised that the roadside benefit will tow her to the closest dealer which they did.
- 4.Advised that the dealers are all independently owned and operated, and due to federal anti-trust laws we cannot tell them how to operate their business which includes scheduling.
- 5.Advised that we will document her concern on file.

*** CASE CLOSE 07/17/2003 09:22 AM US Mountain Standard Time JCook

Info given.

*** PHONE LOG 07/18/2003 11:47 AM US Mountain Standard Time WNoonan Action Type:Incoming call

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X25	K191042	15,000
Coker AL			Dealer: AL014 Locklear Kia	

CUSTOMER STATED:

1. I HAVE JUST PAID \$120 TO HAVE THE VEHICLE TOWED FROM LOCKLEAR KIA TO THE DEALER IN COLUMBUS, MISSISSIPPI.
2. LOCKLEAR KIA HAD SAID THAT THE VEHICLE JUST NEEDED A NEW *FAN* TO FIX THE PROBLEM WITH THE VEHICLE AND THEY WERE GOING TO TAKE MANY DAYS TO GET PARTS WITHOUT PROVIDING ME WITH A RENTAL.
3. THE DEALER IN COLUMBUS SAID THAT THE VEHICLE NEEDED A NEW *FAN* BUT ALSO NEEDED A NEW RADIATOR BECAUSE THE *FAN* DAMAGED THE RADIATOR.
4. THEY WERE ABLE TO ORDER THE PARTS AND HAVE THEM THE NEXT DAY AND THEY ALSO PROVIDED ME A RENTAL VEHICLE.
5. I WANTED TO REPORT THIS TO KIA BECAUSE LOCKLEAR KIA HAS NEGLECTED TO CORRECTLY DIAGNOSE THE VEHICLE.

WRITER STATED:

1. WILL DOCUMENT CONCERNS.
2. SINCE DEALERS ARE INDEPENDENTLY OWNED AND OPERATED, YOU MAY FIND DIFFERENT SERVICE DEPENDING ON WHERE YOU TAKE THE VEHICLE TO.

CUSTOMER STATED:

1. CAN I JUST HAVE THE VEHICLE TOWED TO THE COLUMBUS DEALER IF IT BREAKS DOWN?

WRITER STATED:

1. YOU CAN, BUT YOU WOULD HAVE TO PAY THE OVERAGE.
2. KIA COVERS TOWING TO THE NEAREST DEALER.

CUSTOMER STATED:

1. THANKS.

*** CASE CLOSE 07/18/2003 11:48 AM US Mountain Standard Time WNoonan
CONCERNS NOTED

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Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K326524	42,000

Coker AL [REDACTED] Dealer: MS006 Kia of Columbus

Case History

Complaint Repair Assistance

*** PHONE LOG 06/17/2004 07:00 AM US Mountain Standard Time ERuiz
CALLER STATED

1. LAST YEAR THE **FAN** BLEW OUT.
2. I HAD THE CAR TOWED TO THE DEALER.
3. THIS PAST WEEK I HAD MY CAR AT THE DEALER BECAUSE THE CEL CAME ON.
4. THE DEALER CHANGED THE THERMOSTAT.
5. ON JUNE 12TH I TOOK THE CAR BACK TO THEM BECAUSE THE CEL CAME BACK ON.
6. THEY SAID THE CAR WAS FINE AND SEND ME ON MY WAY.
7. RIGHT NOW THE CEL IS BACK ON AGAIN.
8. I WOULD LIKE TO KNOW WHERE I CAN TAKE MY CAR TO GET IT FIX.
9. BECAUSE APPARENTLY THE GUYS AT MS006 DON'T KNOW WHAT THEY'RE DOING.
10. I'LL BE TAKING MY CAR TO LOCKLEAR KIA INSTEAD.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. CUSTOMER WILL BE TAKING THE CAR TO ANOTHER KIA DEALER FOR A SECOND OPINION.
3. DOCUMENTED THE CUSTOMER'S COMPLAINT.
4. GAVE THE CASE # TO THE CUSTOMER
5. AND ADVISE HER TO CALL BACK ONCE THE DEALER IS ABLE TO DETERMINATE THE CAUSE OF THE PROBLEM.
6. CALLER THANKED WRT FOR THE INFO.

*** CASE CLOSE 06/17/2004 07:00 AM US Mountain Standard Time ERuiz

*** PHONE LOG 11/29/2004 02:23 PM MEstrella Action Type:Incoming call

CALLER STATES:

1. CEL IS ON AGAIN
2. CEL IS AN ONGOING ISSUE
3. DEALER DID A THERMOSTAT IN JUNE
4. NOW THE CEL IS ON AGAIN
5. WANT SOMETHING DONE
6. HAVE HAD 5 THERMOSTATS PUT ON VEH SINE THE **FAN** BLEW UP IN JUNE
7. CAR NOT AT DLR YET, DO NOT KNOW WHEN WILL HAVE TIME TO TAKE IT IN

WRITER STATES:

1. APOLOGIZED CEL IS ON , CEL CAN MEAN OVER 100 THINGS - DLR WILL HAVE TO DIAGNOSE
2. ADVISED WRITER SHOWS ONE THERMOSTAT UNDER WARRANTY IN JUNE - ASKED WHEN THE OTHER 4 WERE DONE ?

CUSTOMERS PHONE LINE WENT VERY SCRATCHY

WRITER COULD NOT UNDERSTAND A WORD AFTER THAT

WRITER STATES:

1. ADVISED HER THAT WRITER COULD NO LONGER HEAR HER LINE WENT VERY SCRATCHY WHEN SHE SPEAKS
2. ADVISED VEH WILL NEED TO GOT TO KIA DEALER FOR DIAGNOSIS
3. ADVISED IF CEL IS WARRANTY ISSUE - DLR CAN COVER, IF NOT DLR WILL CHARGE DIAG FEE AND QUOTE PRICE ON REPAIRS
4. ADVISED CAN CALL HER BACK TO SEE IF CONNECTION CLEARS UP

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X25	K326524	42,000
Coker AL				Dealer: MS006 Kia of Columbus

*** PHONE LOG 11/29/2004 02:33 PM MEstrella Action Type:Outgoing call

CALLED CUSTOMER:

1. SPOKE TO HER MOTHER
2. ADVISED WRITER JUST SPOKE TO HER DAUGHTER AT WORK BUT COULD NOT HEAR HER AFTER A CERTAIN POINT IN THE CONVERSATION
3. ADVISED SHE SAID SHE HAS CEL ON BUT CAR NOT AT DLR

MOTHER STATES:

1. SHE HAD TRIED TO GET THE LEMON LAW ON THE CAR BUT DID NOT QUALIFY . SHE IS HER MOTHER AND CAN SPEA FOR HER
2. CEL WAS ON LAST WEEK ,SHE TOOK TO DLR AND NOW IT IS BACK ON THIS WEEK
3. THE CAR IS NO GOOD , WE WONT EVER BUY ANOTHER KIA AGAIN
4. WE WANT THE CAR TAKEN BACK

WRITER STATES:

1. WE CAN WORK W/ THE DLR SVM TO ENSURE ALL KIAS RESOURCES ARE USED TO REPAIR VEH
2. FOR INFO ON REPURCASE, REF TO WCIM AND FOLLOW THOSE STEPS. WE CANNOT REPURCHASE VEH
3. WHEN THEY TAKE VEH TO DEALER , THEY CAN CALL WRITER AND WRITER CAN WORK W/.DLR TO GET VEH REPAIRED
4. CEL NEEDS TO BE DIAGNOSED
5. REF TO DLR
6. PROVIDED NAME, CASE NUMBER AND EXT TO CALL WRITER FOR REPAIR ASSISTANCE WHILE VEH AT DLR OR W/ APPT TIME

MOTHER STATES:

- 1 .SHE WILL GIVE HER THE MSG

*** CASE CLOSE 11/29/2004 02:34 PM MEstrella
PROVIDED NAME AND EXT TO CALL W. APPT TIME

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723025	K424839	27,934
KEHEI HI			Dealer: HI001 Aloha Kia	

Case History

Complaint Quality

*** PHONE LOG 02/11/2005 04:57 PM US Mountain Standard Time CLausch

Cust advised

1. the veh is running rough, at 18,000 miles, the dealership advised that the veh needed a tune up
2. they said that this was not under warranty, took the veh to a non-kia service center called Kia & the dealership
3. a week later the *fan* busted apart & this was the orig issue, not a tune up, got that repaired under warranty
4. now the brake light is on & topped off the brake fluid, the brake system is still loosing fluid
5. the dealership advised that the front brakes need to be replaced
6. now we have to pay for this maintenance at \$220
7. they did not even inspect the veh, how can they say there is nothing wrong if there is a leak in the brake system

writer apologized for this happening

1. will call the dealership on this issue to verify that this is not any kia defect
2. am sorry that the cust is doubting the dealer diag
3. will call the cust back on this issue
4. if this is a maint issue, this will be a cust pay issue
5. it is not unusual to replace the brake pads on a kia at this mileage

*** PHONE LOG 02/11/2005 05:01 PM US Mountain Standard Time CLausch Action Type:Outgoing call

writer called the HI001 Aloha Kia & spoke to Todd

Todd gave writer the ph# for the Satellite dealership in Maui 808-877-4545

1. writer addressed this brake fluid loss issue

Todd advised

1. call Steve at the facility & ask him to ck the master cylinder, this can be a leak issue in the Sportage

*** PHONE LOG 02/11/2005 05:05 PM US Mountain Standard Time CLausch Action Type:Outgoing call

writer called the Maui Aloha Kia & lvm for Steve

1. advised of the cust calling with this brake fluid leakage issue
2. called Todd at the Honolulu Aloha Kia & he advised that this could be a master cylinder issue
3. please call writer on this issue to see what the diagnosis was on this veh
4. cust wants to know why the fluid is leaking & why this cannot be explained
5. gave the case#, the cust name, writers name & 800# for a call back

*** PHONE LOG 02/15/2005 11:36 AM US Mountain Standard Time CLausch Action Type:Outgoing call

writer called the Maui Aloha Kia & spoke to Steve

Steve advised

1. did not inspect the veh, the cust did not hve time for this, just looked under the veh for a leak & did not see a leak
2. will hve to keep the veh to determine what the cause is for the brake fluid loss
3. for the miles on the veh, the veh will need brakes this is probably the brake issue
4. did not ck the master cylinder on the veh but if the brakes are worn, it will not be cov
5. do not go by the quick ref guide, have my own guide to go by

writer advised Steve

1. the cust has advised that the facility advised of a brake job with out inspecting the veh
2. per the quick ref, if this is other than adjustments, wear damage due to worn pads or any type of brake wear issue
3. it should be cov by warranty if this is a defect, as in the master cylinder
4. the quick ref guide is what kia goes by for warranty cov
5. will hve to call the cust back to advise that the veh will have to be inspected before a warranty determination can be made

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K424839	27,934
KEHEI H [REDACTED]	[REDACTED]	[REDACTED]	Dealer: HI001 Aloha Kia	

writer called cust to advise

1. spoke to Steve, unfortunately, writer was not there during the time the veh was taken to this kia facility for the brake issue
2. have clarified with Steve that if this is other than a wear issue or an adjustment with in the braking system, the should be cov under warranty
3. if this is a defect with in the braking system other than pad wear or damage due to pad wear
4. what writer can offer the cust is assistance when the veh is at this satalite facility for repair assistance by contacting
5. the kia rep. Steve has advsied that the veh was not left at the dealership for a proper diagnosis to be made on the braking system
6. gve cust 800# & case# for a call back when the veh is going to the facility for this issue
7. am sorry for the delay in the call to the cust

*** PHONE LOG 02/15/2005 11:37 AM US Mountain Standard Time CLausch Action Type:Incoming call

*** NOTES 02/15/2005 12:27 PM US Mountain Standard Time CLausch Action Type:Manager review

writer will email to the dpsm to advise of this cust brake issue

1. the cust is advising that she took the veh to the Maui satalite facility & that the veh was not inspected for this brake issue
2. the cust has to keep adding brake fluid to the veh & is concerned
3. cust advised that was told that the veh needed new brakes with out a inspection
4. writer called the satalite facility & spoke to Steve, tried to go over the Quick ref guide but was advised that Steve does not use this guide
5. for warranty determination
6. hve called the cust & sugg that the cust take the veh back to the satalite facility for a complete brake inspection
7. & hve req that cust call kia when the veh has a appt to over see this issue

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

Send to:[nferdig@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_K424839_CLausch_02-15-2005123426.doc>>

*** CASE CLOSE 02/15/2005 12:30 PM US Mountain Standard Time CLausch

will close this case until cust calls back with an appt date for the veh at the satalite facility for a diagnosis followup

*** PHONE LOG 02/15/2005 01:14 PM US Mountain Standard Time CLausch Action Type:Incoming call

cust called & lvm

1. thanks for the call back
2. will call you when I have a an appointment
3. really appreciate this assistance

*** CASE CLOSE 02/15/2005 01:19 PM US Mountain Standard Time CLausch

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723025	K424839	27,934
KEHEI HI			Dealer: HI001 Aloha Kia	

will close until the cust calls back with an appt date for the veh brakes to be inspected for a warranty defect repair

*** PHONE LOG 03/01/2005 05:28 PM US Mountain Standard Time CLausch Action Type:Incoming call
cust called to advise
1. the veh is going to the Satellite dealership in Maui 808-877-4545
2. on 3/3/05 for this brake fluid leak issue, wanted you to know of this appt date
3. thanks for this assistance

writer thanked cust for the call, will email the dpsm of this issue to see if he can follow up on the diagnosis on the veh
1. writer will also call the satellite facility on this issue

*** EMAIL OUT _ CLausch Action Type:External email
Send to:[nferdig@kiausa.com]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.595.5802 AND delete this email.

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*** PHONE LOG 03/02/2005 11:33 AM US Mountain Standard Time CLausch Action Type:Outgoing call
writer called Neal Ferdig
Neal advised
1. hve sent this case to the main dealership HI001 Aloha Kia & req that the sm be involved in this diagnosis
2.thanks for this info so we can follow up on this brake issue

*** CASE CLOSE 03/02/2005 11:33 AM US Mountain Standard Time CLausch

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K199297	10,500
Redding CA [REDACTED]			Dealer: CA099 Corning Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 08/05/2003 03:48 PM US Mountain Standard Time SReed
Caller stated

1. Veh is currently at Corning Kia and waiting for *fan* blade for the radiator
2. They tell me that this part is on national back order and not eta
3. My family is going of vacation Friday and the situation is getting bleak
4. I think that I will get a rental veh just to be sure that we have a veh for vacation

Wtr stated

1. I understand as well that there is a national backorder on the radiator and blade
2. Let me call the dealer and see what the status on both of those parts are

Caller stated

1. That would be fine
2. I am leaving now and will have my wife call you first thing in the morn concerning issue

*** PHONE LOG 08/05/2003 03:54 PM US Mountain Standard Time SReed Action Type:Outgoing call
Wtr called and spoke to Steve in service who stated (Svc Mgr gone home for the day)

1. Not sure what the situation on the parts are
2. Let me get you Parts Mgr Tom who can provide more info

Parts Mgr Tom stated

1. We are waiting on radiator (ok048-15-200) and radiator blades (ok038-15-140A)
2. The blades themselves are being released of 8/8
3. DPSM Bill Fordyce has authorized us to outsource radiator
4. In the last 1/2 hour I found a place in San Diego who has the part
5. We are looking at getting both parts in by Thursday
6. If everything went perfectly then we could have the veh repaired on Thursday

Wtr thanked Parts Mgr Tom for his info

*** PHONE LOG 08/05/2003 03:55 PM US Mountain Standard Time SReed Action Type:Outgoing call
Wtr called and LVM reiterating call to the dealership and requesting return call

*** PHONE LOG 08/06/2003 09:43 AM US Mountain Standard Time SReed Action Type:Incoming call
Caller stated

1. My husband asked me to give you a call at 10:00 AM to find out the status on our veh

Wtr reiterated conversation with Parts Mgr Tom and stated

1. They cannot be 100% certain as to whether the parts will arrive on Thursday
2. If they do arrive they can have the veh done that day
3. I understand that you are going on vacation on Friday

Caller stated

1. I think that we will just rent a veh and see if we can approach the dealership about possible reimbursement for the rental car
2. Thanks fo the help

*** CASE CLOSE 08/06/2003 09:43 AM US Mountain Standard Time SReed
Info given

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K336709	38,400
Arlington TX	[REDACTED]		Dealer: TX040 Buz Post Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/12/2004 12:32 PM US Mountain Standard Time mespinoza
Customer Stated:

1. The *fan* broke on my vehicle.
2. It caused damage to my radiator and belts.
3. They are charging me 200.00 + for the belt replacement.
4. I want to know why I am being charged for the replacement of the belts if it was the defective belt that caused the damage.

Writer Stated:

1. Apologized for the frustration.
- Phoned dealership and spoke w/ Adrian.
Adrian from dealership Stated:

1. The belts were making squealing noises.
2. It's strictly speculation on whether the *fan* breaking did damage to the belts.

Writer reiterated above info to customer.

Customer Stated:

1. Adrian told me that the belts probably were damaged due to the coolant getting on them.
2. That is a different story than what he is telling you.
3. The belts were not squealing prior to this happening.
4. I took my vehicle for a maintenance service 2 weeks ago and they did not mention anything about the belts looking bad.
5. Adrian told me that normally the belts would not have to be replaced for another 10K miles.

Writer phoned J. Milner (DPSM), left VM.

Writer Stated:

1. Belts got coolant on them.
2. Adrian told me that it's speculation that the coolant damaged the belts.
3. Customer feels that this needs to be covered as belts were not making any noise prior to the *fan* breaking.
4. My ext 46138, please call be w/ determination.

*** PHONE LOG 07/12/2004 03:41 PM US Mountain Standard Time mespinoza Action Type:Outgoing call

Writer phoned J. Milner.

J. Milner Stated:

1. Usually if you get anti freeze on belts it lubricates and can stop a squeal.
2. The belts are 12/ 12 and will not be covered.
3. If something under warranty caused damage to another component than that component would be covered as well.
4. This is not the case.

*** PHONE LOG 07/22/2004 09:33 AM US Mountain Standard Time mespinoza Action Type:Outgoing call

Info given to customer a while back.

Closing case pending customer contact.

*** CASE CLOSE 07/22/2004 09:33 AM US Mountain Standard Time mespinoza

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Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25[REDACTED]	K342604	30,000

Las Vegas NV [REDACTED]

Dealer:

Case History

Inquiry Other

*** PHONE LOG 07/26/2004 06:47 AM BKelley

Caller states:

1. Heard loud cracking noise could smell thermostat
2. The *fan* broke off
3. Veh was towed back to my house
4. Veh will start but runs hot -- what do I do

Wtr states:

1. Updated contact info
2. No recalls
3. Veh needs to be taken to Kia dlrshp
4. Trans caller to Kia r/s

*** CASE CLOSE 07/26/2004 06:47 AM BKelley
provided info

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K1202822	32,000

Pinellas Park FL [REDACTED]

Dealer: FL060 Crown Kia

Case History

Complaint Repair Assistance

*** PHONE LOG 07/17/2006 04:21 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I BOUGHT THIS VEHICLE ABOUT 4 YEARS AGO.
2. THE **FAN** AND CLUTCH CAME OFF THE MOTOR.
3. THE VEHICLE IS AT THE DEALER RIGHT NOW.
4. THEY SAID THE PULLEY IS NOT THERE ANYMORE.
5. MY FATHER IN LAW WAS DRIVING IT TO THE AIR PORT WHEN ALL OF THE SUDDEN THE CAR OVER HEATED.
- 6 HE TOOK IT TO A FIRESTONE PLACE AND THEY DID NOT WANT TO TOUCH IT BECAUSE THEY SAID THAT IT COULD STILL BE UNDER WARRANTY.
7. SO IT WAS TOWED TO THE DEALER.
8. THE KIA DEALER LOOKED AT IT AND SAID THAT THERE IS NO WAY ALL THIS PART COULD OF FELL OFF THE VEHICLE.
9. THIS IS WHAT HAPPENED AND IF KIA DOESN'T WANT TO COVER IT, I AM CALLING MY LAWYER.
10. NOW THE ENGINE IS DAMAGE BECAUSE OF THE OVER HEATING OF THE VEHICLE.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THE PARTS ARE MISSING FROM THE VEHICLE.
3. WRT IS SURE THE DRIVER SHOULD OF LISTENED TO SOME NOISE WHEN THE PARTS WERE FALLING OFF THE VEHICLE.
4. KIA'S OBLIGATION W/ THE CUSTOMER IS TO REPAIR THE VEHICLE UNDER THE TERMS OF THE WARRANTY.
5. THE DEALER MUST RETURN THE DEFECTIVE PARTS TO THE MANUFACTURE.
6. AND W/OUT ANY PARTS TO BE RETURN, CHANCES ARE THAT THIS IS NOT GOING TO BE COVER UNDER WARRANTY.
7. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.
8. CUSTOMER CAN BE REACH AT [REDACTED]

*** PHONE LOG 07/18/2006 11:09 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED FL060
2. WRT SPOKE TO KEVIN.
3. WRT EXPLAINED THE REASON OF THE CALL.
4. HE STATED:
 - a) THE VEHICLE WAS TOWED ABOUT A WEEK AND A HALF AGO.
 - b) THE CUSTOMER SAID THAT HE HAD IT TOWED FROM THE AIR PORT.
 - c) UPON INSPECTION THE
 - d) THE PULLEY, THE **FAN** CLUTCH AND COOLING **FAN** WAS MISSING, AND THE SNORKEL TUBE WAS MISSING.
 - e) WE CAME TO FIND OUT THAT THE FATHER IN LAW HAD IT TOW HERE FROM FIRESTONE
 - f) I EXPLAINED TO HIM THAT THE COMPONENTS THAT ARE MISSING, THERE IS NO WAY THE PART COULD OF JUST FALL OFF W/OUT MAKING ANY NOISE.
 - g) WE FOUND IT HAD 5 POUNDS OF COMPRESSION.
 - h) I GOT THE CUSTOMER TO AUTHORIZED 3 HRS OF LABOR AND I SPECIFICALLY TOLD HIM THAT THIS WAS NOT A WARRANTY CLAIM.
 - i) THE CUSTOMER SAID, WHAT CAN I DO, I NEED THE CAR.
 - j) AFTER WE LOOKED AT THE CAR WE TOLD HIM THAT IT WILL NEED AN ENGINE.
 - k) HE STARTED SAYING THAT THIS SHOULD BE COVER UNDER WARRANTY.
 - l) THE CUSTOMER DECLINED THE REPAIR.
5. WRT THANKED KEVIN FOR THE INFO.

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K1202822	32,000

Pinellas Park FL [REDACTED] Dealer: FL060 Crown Kia

*** PHONE LOG 07/18/2006 11:18 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR HUGHES.
2. WRT EXPLAINED THE REASON OF THE CALL.
3. WRT TOLD THE CUSTOMER THE REPAIR IS NOT UNDER WARRANTY, BECAUSE OF THE DIFFERENT FACTORS INVOLVED.
4. HE STATED:
 - a) NO ONE TEMPER W/ THIS VEHICLE.
 - b) THE PARTS ARE JUST MISSING AND KIA DOESN'T WANT TO TAKE ANY RESPONSIBILITY.
 - c) I'LL HAVE THE NEWS AND MY LAWYER TAKE CARE OF THIS.
5. IF THE MEDIA AND THE LAWYER CAN FIGURE OUT WHAT HAPPENED TO ALL THE PARTS MISSING ON THE VEHICLE, THEN THE CUSTOMER IS WELCOME TO CALL BACK.
6. CUSTOMER THANKED WRT FOR THE INFO AND STATED, SEE YOU IN COURT.

*** CASE CLOSE 07/18/2006 11:18 AM US Mountain Standard Time ERuiz