

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

**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] | KNDJB623525 [REDACTED]      | K1019171    | 20,000  |
| Navarre FL [REDACTED] |            | Dealer: FL001 Lee Kia       |             |         |

**Case History**

Inquiry Roadside Assistance

\*\*\* PHONE LOG 09/27/2005 09:47 AM US Mountain Standard Time TMorales

Cust [REDACTED] Daughter in Law of owner stated:

1. We were told we could try to write a letter and try to get reimbursed
2. Where can I send to get reimbursed for a tow

Writer advised:

1. Apologized for the problem
2. R/A doesn't work where the cust calls their own tow svc and gets reimbursed
3. But will provided KMA Medford MA address; cust can try
4. Provided address and instructions to send original receipt and cover letter

Cust stated:

1. Ok thanks

\*\*\* CASE CLOSE 09/27/2005 09:47 AM US Mountain Standard Time TMorales

\*\*\* PHONE LOG 11/14/2005 12:01 PM US Mountain Standard Time ERuiz Action Type:Incoming call

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

DAUGHTER IN LAW, [REDACTED]

1. THIS VEHICLE BELONGS TO MY MOTHER IN LAW.
2. I WOULD LIKE TO HAVE THE FAX # FOR THE DEPT THAT CAN REIMBURSE US FOR A WARRANTY REPAIR.
3. THE RADIATOR *FAN* AND RADIATOR BLEW AND MY MOTHER IN LAW TOOK IT TO A LOCAL GARAGE TO HAVE IT SVC,
4. WE DID NOT REALIZED THAT THE VEHICLE WAS STILL UNDER WARRANTY
5. WE PAID OVER \$500 FOR THE REPAIR.
6. IT WASN'T UNTIL WE TOOK THE VEHICLE TO THE DEALER THAT WE FOUND THAT THE VEHICLE WAS STILL UNDER WARRANTY.
7. WE WERE TOLD BY SOMEONE IN LEE KIA THAT HE HAD TALKED TO KIA CORP AND THAT WE COULD GET REIMBURSE FOR THE REPAIR.

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

1. APOLOGIZED FOR THE INCONVENIENCE.
2. NOT BEING AWARE ABOUT THE WARRANTY COVERAGE IS NOT REASON ENOUGH TO GET REIMBURSE FOR THE REPAIR.
3. ADVISED TO SPEAK TO THE REPRESENTATIVE AT LEE KIA WHO TOLD HER THAT SHE COULD GET REIMBURSE FOR THE REPAIR.
4. CUSTOMER IS WELCOME TO SEND HER REQUEST.
5. HOWEVER, THERE IS NO GUARANTEE FOR REIMBURSEMENT.
6. CUSTOMER THANKED WRT FOR THE INFO.

\*\*\* CASE CLOSE 11/14/2005 12:01 PM US Mountain Standard Time ERuiz

\*\*\* PHONE LOG 11/14/2005 02:51 PM US Mountain Standard Time ERuiz Action Type:Incoming call

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

1. WRT RECEIVED A CALL BACK FROM [REDACTED]
2. CUSTOMER REQUESTED A CALL BACK AT [REDACTED]

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| Last name  | First name | VIN of 2002 2DR SPORTAGE 4X | Case Number           | Mileage |
|------------|------------|-----------------------------|-----------------------|---------|
|            |            | KNDJB623525                 | K1019171              | 20,000  |
| Navarre FL |            |                             | Dealer: FL001 Lee Kia |         |

3. WRT CALLED MRS HUGHES.
4. CUSTOMER STATED
  - a) I TALKED TO RALPH AND HE SAID THAT HE SPOKE TO THE KIA REP, SCOTT.
  - b) HE SAID THAT IT SHOULD NOT BE A PROBLEM GETTING SOME OF THE MONEY BACK.
  - c) WOULD YOU LIKE ME TO GIVE YOU THE DEALER'S PHONE # AND/OR THE REP'S NAME.
5. WRT WILL HAS THE DEALER'S PHONE # AND THE REP'S NAME.
6. WRT WILL CALL RALPH TO CLARIFY ANY CONFUSION,
7. CUSTOMER THANKED WRT FOR LOOKING INTO IT.

\*\*\* PHONE LOG 11/14/2005 02:55 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

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

1. WRT CALLED FL001 AT (850) 244-3878
2. SPOKE TO RALPH IN SVC.
3. HE STATED:
  - a) THE CUSTOMER TOOK IT SOMEWHERE ELSE.
  - b) THEY WENT AHEAD AND REPLACED THE COOLING *FAN*.
  - c) THEN THE VEHICLE WAS BROUGHT IN W/ AN OVER HEATING PROBLEM.
  - d) WE TOOK CARE OF THE OVER HEATING PROBLEM.
  - e) BEFORE WE DID THAT I CALLED SCOTT AND ASKED HIM IF THERE WAS GOING TO BE ANY PROBLEMS SINCE THE CUSTOMER HAD THEIR VEHICLE SOMEWHERE ELSE.
  - f) I ASKED HIM ABOUT THE CUSTOMER'S REQUEST FOR REIMBURSEMENT.
  - g) HE SAID THAT HE WOULD ONLY REIMBURSE THE CUSTOMER FOR THE COST OF THE WARRANTY PARTS AND WARRANTY LABOR.
  - h) THAT WAS IT.
4. WRT THANKED RALPH FOR THE INFO.
5. WRT WILL CALL SCOTT TO CONFIRM THE INFO

\*\*\* PHONE LOG 11/14/2005 02:57 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

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

1. WRT CALLED DPSM, SCOTT CAMERON
2. WRT EXPLAINED ALL THE PERTINENT INFO OF THE CASE AND THE CUSTOMER'S REQUEST FOR ASSISTANCE.
3. HE STATED:
  - a) IF THE CUSTOMER CAN FIND THE OLD PARTS, THEN SHE CAN TAKE THEM TO THE DEALER.
  - b) THEN RALPH WILL LOOK AT THEM TO SEE IF THEY WERE DEFECTIVE OR NOT.
  - c) IF THERE IS NO PARTS, THEN THERE IS NO ASSISTANCE.
3. WRT THANKED SCOTT FOR THE INFO.

\*\*\* PHONE LOG 11/14/2005 02:58 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

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

1. WRT CALLED JULIE HUGHES BACK.
2. WRT EXPLAINED ALL THE PERTINENT INFO.
3. CUSTOMER STATED:
  - a) I AM GOING TO ASK MY MECHANIC IF HE STILL HAVE THE OLD PARTS THERE.
  - b) IF NOT, THEN I AM OUT OF LUCK.
4. IF CUSTOMER IS ABLE TO FIND THE OLD PARTS, THEN SHE'LL HAVE TO TAKE IT TO THE DEALER, TO THE SVC MGR'S ATTENTION.
5. CUSTOMER THANKED WRT FOR LOOKING INTO IT

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**Consumer Affairs Department**

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| <u>Last name</u>      | <u>First name</u> | <u>VIN of 2002 2DR SPORTAGE 4X</u> | <u>Case Number</u> | <u>Mileage</u>        |
|-----------------------|-------------------|------------------------------------|--------------------|-----------------------|
| [REDACTED]            | [REDACTED]        | KNDJB623525 [REDACTED]             | K1019171           | 20,000                |
| Navarre FL [REDACTED] |                   |                                    |                    | Dealer: FL001 Lee Kia |

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\*\*\* PHONE LOG 11/14/2005 03:01 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

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

1. WRT CALLED FL001.
2. SPOKE TO RALPH, IN SVC,
3. WRT EXPLAINED ALL THE PERTINENT INFO ABOUT WRT'S CONVERSATION W/ SCOTT AND THE CUSTOMER.
4. RALPH UNDERSTOOD THAT IF THE CUSTOMER IS ABLE TO FIND THE OLD PARTS, THEN SHE'LL BRING IT TO HIS ATTENTION.
5. THEN RALPH CAN SPEAK TO THE REP ABOUT GETTING THE CUSTOMER HER MONEY BACK.
6. RALPH UNDERSTOOD THE PROCESS.
7. WRT THANKED RALPH FOR HIS ASSISTANCE

\*\*\* CASE CLOSE 11/14/2005 03:01 PM US Mountain Standard Time ERuiz

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| Last name  | First name | VIN of 2002 2DR SPORTAGE 4X | Case Number           | Mileage |
|------------|------------|-----------------------------|-----------------------|---------|
| ██████████ | ██████████ | KNDJB623525                 | K520326               | 26,000  |
| NAVARRE FL | ██████████ |                             | Dealer: FL001 Lee Kia |         |

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 07/26/2005 01:49 PM US Mountain Standard Time HReynolds

██████████ - DAUGHTER IN LAW STATES:

1. CALLING ABOUT MY MOTHER IN LAW'S CAR
2. **FAN** BLADE BROKE THAT DAMAGED THE RADIATOR
3. CAR WAS TOWED TO TYLAR'S AUTO MOTIVE FOR REPAIR
4. THEY CONTACT THE LOCAL KIA DEALER AND FIND OUT THAT THE REPAIR COULD COVERED UNDER WARRANTY
5. WE HAD TO PAY FOR REPAIR
6. CAN WE GET THE REIMBURSEMENT FOR THAT
7. CAR STILL HAS PROBLEM WITH CRANKING
8. WHAT KIND OF WARRANTY THIS CAR HAS
10. THANKS FOR INFO

WRITER STATES:

1. UPDATED/ NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED HER THAT WARRANTY BENEFIT IS ONLY GOOD AT KIA DEALERS
4. KMA WILL NOT HONOR THE DIAGNOSE FROM NON KIA DEALER
5. CUSTOMER CAN SUBMIT FOR REIMBURSE BUT I CAN ALL MOST GUARANTEE THAT KMA WILL NOT REIMBURSE FOR WORK DONE AT NON KIA DEALER
6. PROVIDED CUSTOMER ADDRESS OF KMA IN IRVINE
7. PROVIDED CUSTOMER WARRANTY IN SERVICE DATE
8. THIS VEHICLE CAME WITH 5/60KBLW, 10/100KPTW, 5/UNLIMITED MILEAGE OF R/A
9. R/A CAN TOW OUT OF FACILITY TO KIA DEALER FOR CORRECT DIAGNOSTIC
10. KIA'S WARRANTY COVERS DEFECTS IN MATERIAL OR WORKMANSHIP

\*\*\* CASE CLOSE 07/26/2005 01:49 PM US Mountain Standard Time HReynolds

\*\*\* PHONE LOG 07/28/2005 04:32 AM US Mountain Standard Time ATafoya Action Type:Incoming call

--800# vm

--Writer received 800# vm, cust already contacted KCC

\*\*\* CASE CLOSE 07/28/2005 04:32 AM US Mountain Standard Time ATafoya

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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]        | KNDJA723425 [REDACTED]          | K480296                   | 58,787         |
| Denwitty VA      | [REDACTED]        |                                 | Dealer: VA024 Patrick Kia |                |

**Case History**

Complaint    Service Decision

\*\*\* PHONE LOG 06/10/2005 08:55 AM US Mountain Standard Time ABegoody

Chris (SM) from VA024 stated:

1. is calling to get info documented before cust calls cc
2. veh was towed on 6/8/05
3. dlr did not inspect veh until 6/9/05
4. this veh has cracked radiator & cooling *fan*
5. dlr adv cust the repairs would not be covered under warranty, concerns not caused by defect
6. under chassis of the veh was covered in mud
7. dlr adv cust they will have to pay
8. will contact DPSM w/info

Writer stated:

1. will document info & wait for cust to call
2. adv SM to contact DPSM w/diagnostic results
3. will send DPSM copy of the case history for review

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

Send to:[plegood@kiausa.com]

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K480296\_ABegoody\_06-10-2005095352.doc>>

\*\*\* CASE CLOSE 06/10/2005 08:57 AM US Mountain Standard Time ABegoody

concerns noted.

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| Last name  | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|------------|------------|--------------------------|-------------|---------|
| ██████████ | ██████████ | KNDJB723525 ██████████   | K394274     | 61,746  |

ANNISTON AL ██████████ Dealer: AL018 Crown Kia

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 11/17/2004 07:06 AM US Mountain Standard Time YLabarca  
CUSTOMER STATES

- 1 HAD TO TAKE VEHICLE TO CROWN MOTORS IN AL
- 2 TOOK IN FOR A NOISE
- 3 FOUND COOLANT **FAN** HAS CRACKS
- 4 I HAD TO PAY TO GET IT REPAIRED
- 5 ADV THAT THE HEAT OF THE ENGINE WAS DOING THIS TO SEVERAL VEHICLES
- 6 ADV THAT IT COULD HAVE COME APART
- 7 I HAD TO PAY 85.00
- 8 I SHOULD HAVE TO PAY FOR THIS PART IF THIS WAS A KNOWN PROBLEM
- 9 DON IN SVC TOLD ME ABOUT THE PROBLEMS THAT KIA IS HAVING WITH THE **FAN**

WRITER STATES

- 1 APOLOGIZED
- 2 NO RECALLS
- 3 ASKED TO HOLD WHILE I CALL THE DLR

\*\*\* PHONE LOG 11/17/2004 07:18 AM US Mountain Standard Time YLabarca Action Type:Incoming call  
WRITER CALLED AL018 AND SPOKE TO SVC MGR DON (SATELLITE STORE 256-231-0888)  
DON STATES

- 1 COOLING **FAN** ASSEMBLY HAD CRACKS IN IT
- 2 REPLACED COOLING **FAN** AND ALL THE BELTS AND REPLACED CUP HOLDER
- 3 DID CHARGE AND IS A TSB
- 4 THE WARRANTY ADMINISTRATOR TOLD ME OUT OF WARRANTY AND TO CHARGE
- 5 DID I DO SOMETHING WRONG HERE

WRITER STATES

- 1 WELL SINCE IT WAS A TSB AND YOU CHARGED IM GOING TO CALL THE FIELD REP TO SEE IF KIA CAN ASSIST THE CUSTOMER IN ANYWAY

\*\*\* PHONE LOG 11/17/2004 07:19 AM US Mountain Standard Time YLabarca Action Type:Incoming call  
WRITER GOT BACK TO CUSTOMER  
WRITER STATES

- 1 THIS IS SOMETHING I WILL HAVE TO PRESENT TO THE KIA FIELD REP
- 2 I WILL CALL YOU BACK

CUSTOMER THANKED WRITER

\*\*\* PHONE LOG 11/17/2004 07:22 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED ALAN HYATT DPSM  
WRITER STATES

- 1 ADV OF SITUATION
- 2 REQ A CALL BACK
- 3 ADV OF MY EXT

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| Last name   | First name | VIN of 2002 SPORTAGE 4X2 | Case Number             | Mileage |
|-------------|------------|--------------------------|-------------------------|---------|
| ANNISTON AL |            | KNDJB723525              | K394274                 | 61,746  |
|             |            |                          | Dealer: AL018 Crown Kia |         |

\*\*\* PHONE LOG 11/18/2004 12:14 PM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED TRACY FRANCIS AND LEFT VM MSG  
WRITER STATES  
1 ADV OF SITUATION  
2 REQ A CALL BACK  
3 ADV OF MY EXT AND CUSTOMER INFO

\*\*\* PHONE LOG 11/22/2004 07:52 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CALLED T FRANCIS AND LEFT VM MSG  
WRITER STATES  
1 ADV OF SITUATION  
2 REQ CALL BACK

\*\*\* PHONE LOG 12/09/2004 03:53 PM Eastern Daylight Time TFrancis Action Type:Outgoing call  
WRITER STATES:  
1. WRITER SPOKE WITH DPSM ALAN HYATT IN REGARDS TO GETTING THIS CUSTOMER A GOODWILL REIMBURSEMENT AS CUSTOMER SATISFACTION  
2. WRITER HAS CALLED THE CUSTOMER TO SEE IF HE CAN FORWARD HIS PROOF OF PAYMENT FOR A REPAIR DONE AT THE DLR  
3. CUSTOMER STATES HE WILL SEND IN BY MAIL  
4. CUSTOMER THANKED WRITER FOR ASSISTANCE  
5. GOODWILL TO CUSTOMER

\*\*\* NOTES WITH COMMITMENT 12/09/2004 03:54 PM Eastern Daylight Time TFrancis Action Type:Manager review

\*\*\* CASE CLOSE 12/09/2004 03:59 PM Eastern Daylight Time TFrancis

\*\*\* NOTES 01/10/2005 09:22 AM Eastern Daylight Time TFrancis Action Type:Manager review  
WRITER STATES:  
1. WRITER RECVD CUSTOMER RECEIPTS FOR REPAIR  
2. CUSTOMER WILL BE COMPENSATED FOR COOLING *FAN*/LABOR/TAXES TOTALLING \$125.17  
3. WRITER PREPARING GOODWILL REQUEST TO BE SENT TO NATIONAL

\*\*\* CASE CLOSE 01/10/2005 09:25 AM Eastern Daylight Time TFrancis

\*\*\* NOTES 02/01/2005 11:02 AM Eastern Daylight Time TFrancis Action Type:Manager review  
WRITER STATES:  
1. WRITER NOTICED DISCREPANCY WITH THE AMOUNTS TO BE REIMBURSED TO THE CUSTOMER  
2. WRITER CONTACTED DPSM ALAN HYATT FOR CLARIFICATION  
3. WRITER FORWARDING GOODWILL REQUEST THIS DATE TO NATIONAL



**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]          | K394274                 | 61,746         |
| ANNISTON AL [REDACTED] |                   |                                 | Dealer: AL018 Crown Kia |                |

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\*\*\* CASE CLOSE 02/01/2005 11:05 AM Eastern Daylight Time TFrancis

\*\*\* NOTES 02/11/2005 11:04 AM Eastern Daylight Time TFrancis Action Type:Manager review

WRITER STATES:

1. WRITER RECVD GOODWILL CHECK FROM NATIONAL
2. WRITER SENT CUSTOMER CHECK BY REGULAR MAIL

\*\*\* CASE CLOSE 02/11/2005 11:10 AM Eastern Daylight Time TFrancis

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| Last name  | First name | VIN of 2002 2DR SPORTAGE 4X | Case Number | Mileage |
|------------|------------|-----------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | [REDACTED]                  | K199097     | 0       |

Bradenton FL [REDACTED] Dealer: FL013 Gettel Kia

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/05/2003 10:05 AM Pacific Daylight Time OSprague

Received Motor Vehicle Defect Notification

Customer states that vehicle has been in shop for repair since July 6, 2003. **Fan** blades shattered and caused damage under hood.

Case Dispatch - Notice forwarded to the Southern Region for handling

\*\*\* NOTES 08/19/2003 03:17 PM Eastern Daylight Time CCurry Action Type:Manager review  
MVDN received on 08/05/03  
responded to on 08/14/03

ALLEGED CONCERNS CONSIST OF THE FOLLOWING:

1. Car has been in shop for repair since July 6, 2003.
2. **Fan** blades shattered and caused damage to inside of car underhood

Currently, **fan** blades are on back order and should be arriving within 2 weeks.  
Customer will be made aware when parts arrive and vehicle is repaired.

Case closed pending further notice.

\*\*\* PHONE LOG 10/08/2003 11:21 AM Eastern Daylight Time CCurry Action Type:Outgoing call  
Writer contacted Svc.Adv. Dave who stated:

1. a cooling **fan** assembly, thermostat assembly, and radiator hose was put into vehicle.
2. ro ticket was closed on 08/05/03.

Case closed pending further notice.

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| Last name                   | First name | VIN of 2002 2DR SPORTAGE 4X | Case Number | Mileage |
|-----------------------------|------------|-----------------------------|-------------|---------|
| [REDACTED]                  | [REDACTED] | KNDJA623425 [REDACTED]      | K319415     | 75,000  |
| SILVER SPRINGS N [REDACTED] |            |                             | Dealer:     |         |

**Case History**

Inquiry Roadside Assistance

\*\*\* PHONE LOG 05/26/2004 11:21 AM MEstrella

CALLER STATED:

1. SAYS HE NOTICED THE **FAN** BLADE IS CRACKED, CAR IS OVERHEATING
2. SAYS CAN HE GET TOWED TO DLR
3. SAYS WILL HE HAVE TO PAY FOR R/A
4. SAYS HE THINKS MAY BE THE WATER PUMP

WRITER STATES:

- 1 ADVISED THAT R/A WILL BE COVERED TO TOW TO NEAREST KIA DLR
- 2.ADVISED BLW IS EXPIRED AT 60 K MILES
- 3.ADVISED HAS REMAINDER OF THE PTW OF 10/100 , WATER PUMP FALLS UNDER PTW IF IT IS A MFR DEFECT
- 4.ADVISED DLR WILL NEED TO INSPECT
- 5.ADVISED R OCALL DLR , SPEAK TO SVC MGR AND ADVISE WILL TOW IN - NO RECALLS

\*\*\* CASE CLOSE 05/26/2004 11:21 AM MEstrella

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| Last name                   | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                            | Mileage |
|-----------------------------|------------|--------------------------|--|---------|
| ██████████                  | ██████████ | KNDJA723625 ██████████   | K346638                                | 11,200  |
| Richmond Hill NY ██████████ |            |                          | Dealer: NY039 Major Kia of Long Island |         |

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 08/03/2004 04:58 AM US Mountain Standard Time TShamburger customer ██████████ (wife) called ---

1. wanted to know why kia does not have a rental
2. the *fan* broke and the dlr said you cant get a loaner
3. the dlr said to call you
- 4 i hate this veh, it was breaking down from day one

wrt states:

1. im sorry for situation
2. the dlr's offer rentals/loaner only has courtesy
3. kia mfr warr does not cover addition transportation
4. did you speak to SM at dlr.

cust states

1. yes, i did
2. i need a rental, public trnsportation is expensive
3. it took me \$40, to get home yesterday

wrt states:

- 1 im sorry ms hunt
2. wrt will call dlr SM

Wrt states to SM--

1. cust calling KCC for a rental
2. the cust has a sportage and the *fan* came off and damage veh
3. do you think Mike if your dpsm could offer the \$15. Voucher for rental

SM Mike states

1. i will ask Dan and have the SA call cust

wrt states back to cust:

1. wrt exp to cust that wrt spoke to SM Mike and their dlr has not rental/loaner program
2. Mike is trying to see if he can get a \$15. voucher to help you pay for rental.

cust states

1. Wow, that is a great help, the rental would not be covered with that
2. thank you soooooos much
3. i will never buy another kia

wrt states

1. Im sorry ██████████ but stated in your WIC manual, addition trnsportation is not provided under warr
2. the dlr nor kia is obligated to offer a rental, wrt is here to assist you,
3. \$15.00 is there to help you out

cust states

2. thanks, cust disconnected.

\*\*\* CASE CLOSE 08/03/2004 04:58 AM US Mountain Standard Time TShamburger

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| Last name  | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723825 [REDACTED]   | K1099034    | 33,294  |

WINTER HAVEN FL. FL [REDACTED]

Dealer:

**Case History**

Complaint Other

\*\*\* PHONE LOG 04/26/2006 12:12 PM US Mountain Standard Time SLarez  
CUSTOMER STATES/

1. MY **FAN** BLADE BROKE TO PIECES.
2. THE CAR HAD A AWKWARD SMELL TO IT.
3. I AM WONDERING IF THIS IS COVERED UNDER THE WARRANTY

WRITER STATES.

1. THE WARRANTY WILL COVER THE **FAN** BLADES AND MOTORS IF DEFECTIVE, I WOULD RECOMMEND GETTING A DIAGNOSES AND THEN GOING FROM THERE.
2. I AM SORRY THIS WAS THE CASE.

CUSTOMER STATES.

1. I CANNOT DRIVE MY CAR.
2. HOW WILL I GET IT TO THE DEALERSHIP

WRITER STATES.

1. WE CAN TOW THE CAR THERE, YOU DO HAVE R/A FOR FIVE YEARS, YOU ARE STILL WITH IN THAT RANGE.

CUSTOMER STATES.

1. I WOULD LIKE TO HAVE IT TOWED.

WRITER WARM TRANSFERRED TO ROAD SIDE ASSISTANCE.

\*\*\* CASE CLOSE 04/26/2006 12:12 PM US Mountain Standard Time SLarez

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| Last name                | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|--------------------------|------------|--------------------------|-------------|---------|
| [REDACTED]               | [REDACTED] | KNDJA723025 [REDACTED]   | K1061766    | 40,000  |
| NORTH POLE AK [REDACTED] |            | Dealer: AK001 Aurora Kia |             |         |

**Case History**

Complaint    Repair Assistance

\*\*\* PHONE LOG 01/16/2006 02:33 PM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. CAR HAS BEEN BACK TO DEALER 4X FOR SAME CONCERN
2. CAR WAS JUST PICKED UP JAN 1, 2006 AND IS BEING TOWED BACK TO DEALER NOW
3. LAST TIME CAR WAS IN SHOP THEY ADVISED THEY COULD NOT DUPLICATE THE CONCERN
4. THEN RECOMMENDED THAT I CHANGE TIMING BELT AND DO TUNE UP
5. HAD TO GET THE CAR BACK SO DECLINED WORK STATING I WOULD DO IT AT A LATER DATE
6. DEALER HAS REPLACED THE SAME PART AT LEAST 3X
7. THEY KEEP TELLING ME IT IS THE COOLANT **FAN**
8. THE PROBLEM IS THAT WHEN CAR IS STARTED DOES NOT SHIFT CORRECTLY AND RPMS RUN HIGH
9. I AM SURE THAT CAR NEEDS A TRANSMISSION PROBLEM ADDRESSED
10. DEALER DID TRANSMISSION SERVICE ON VEHICLE AND I CHECKED FLUID FOUND IT WAS TOO FULL
11. ADVISED DEALER AND THEY STATED WAS AN AIR BUBBLE
12. HAD TO GO BACK A 2ND TIME BECAUSE KEPT STATING TOO FULL
13. DEALER FINALLY STATED IT WAS TOO FULL AND TOOK FLUID OUT
14. REALLY NEED TO GET THIS CAR REPAIRED.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. WARRANTY COVERS REPAIRING VEHICLE FOR DEFECTS IN MATERIAL OR WORKMANSHIP
3. IF DEALER CAN NOT FIND DEFECT, CAN NOT FIX WHAT IS NOT BROKEN
4. IF CUSTOMER IS HAVING ONGOING ISSUES, WOULD RECOMMEND GETTING CAR BACK INTO SHOP
5. IF CUSTOMER CAN ADVISE WRITER WHEN CAR IS IN SHOP, WRITER CAN FOLLOW UP WITH DEALER ON REPAIRS
6. CAN GET THE HISTORY
7. WILL CONFIRM WHO DEALER IS WORKING WITH AND CAN GET APPROPRIATE PEOPLE INVOLVED.
8. AFTER FOLLOW UP WITH DEALER, WILL CALL CUSTOMER BACK.

\*\*\* PHONE LOG 01/16/2006 02:36 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR SM, SAM TO CALL WRITER.

\*\*\* PHONE LOG 01/17/2006 05:21 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR SM, SAM TO CALL WRITER.

\*\*\* PHONE LOG 01/18/2006 09:35 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, BOB LINDEGREN TO CALL WRITER
2. ADVISED CUSTOMER STATES SAME REPAIR, COOLANT **FAN** 3X
3. CURRENT CONCERNS VEHICLE FEELS LIKE NOT SHIFTING CORRECTLY AND RPMS TOO HIGH
4. NOT BEEN ABLE TO GET FOLLOW UP FROM DEALER SM, SAM
5. IS THERE SOMEONE ELSE WRITER SHOULD BE SPEAKING TO OR CAN DPSM ASSIST AND VERIFY DIAGNOSIS
6. NOT ABLE TO SEE CALL TO TECHLINE FOR ONGOING CONCERNS.

\*\*\* PHONE LOG 01/18/2006 01:12 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

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**Consumer Affairs Department**

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| Last name     | First name | VIN of 2002 SPORTAGE 4X4 | Case Number              | Mileage |
|---------------|------------|--------------------------|--------------------------|---------|
|               |            | KNDJA723025              | K1061766                 | 40,000  |
| NORTH POLE AK |            |                          | Dealer: AK001 Aurora Kia |         |

DPSM BOB LINDERGREN STATES:

1. LEFT VM MESSAGE STATING THAT SM, SAM IS IN AND OUT ALL THE TIME
2. BEST CONTACT AT DEALERSHIP IS SERVICE DIRECTOR, TODD
3. HE CAN BE REACHED AT
4. IF FURTHER HELP NEEDED, PLEASE CALL BACK.

\*\*\* PHONE LOG 01/19/2006 11:11 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SERVICE DIRECTOR, TODD
2. ADVISED WRITER HAD ATTEMPTED TO REACH SM, SAM WHO HAS NOT RETURNED CALL
3. CUSTOMER IS CALLING KCC REGARDING REPEAT REPAIR CONCERN
4. STATES COOLANT **FAN** REPLACED 3X
5. STATES CONCERN IS REGARDING SHIFT PATTERNS AND HIGH RPMS
6. WHAT IS HISTORY
7. CAR WAS TOWED TO DEALER ON 1/16-HAS DEALER DIAGNOSED CAR
8. CAN DEALER CALL WRITER BACK ONCE CAR IS DIAGNOSED?
9. IF THIS IS RECURRING CONCERN, CAN DEALER ALSO FOLLOW UP WITH TECHLINE?
10. WRITER NUMBER AND EXTENSION PROVIDED.

DEALER STATES:

1. CAR IS HERE NOW
2. WE ARE JUST GETTING CAR INTO SHOP
3. CURRENT CONCERNS ARE NO START, CRANKS SLOW AND DELAY SHIFT PATTERN WHEN STARTED COLD
4. 1/4/06-TURNS OVER, NO CRANK-CHECK BATTERY-NO PROBLEM FOUND, RECOMMENDED TUNE UP AND TIMING BELT-CUSTOMER DECLINED.
5. 12/6/05-WHEN SITTING OVERNIGHT AND STARTED COLD THERE IS NOISE-FOUND **FAN** CLUTCH STICKING-REPLACED, OIL LEAK-REPLACED FRONT DIFFERENTIAL SEAL
6. 8/22/05-CEL-EVAP CODE-REPLACED GAS CAP
7. 6/15/05-SHIFT PROBLEM IN LOW-FOUND TRANSMISSION FLUID 2 QUARTS LOW-ADDED FLUID
8. 5/9/05-PULLS LEFT, CUP HOLDER BROKEN-CUSTOMER PAY-CUSTOMER DECLINED REPAIRS.
9. 4/26/05-RADIATOR LEAKING-FOUND **FAN** UNIT CRACKED-COOLANT **FAN** COMING APART-REPLACED
10. WILL CALL WRITER BACK ONCE CAR IS DIAGNOSED
11. IF REPEAT CONCERN, CAN FOLLOW UP WITH TECHLINE.

\*\*\* PHONE LOG 01/23/2006 04:00 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SERVICE DIRECTOR, TODD
2. ASK IF VEHICLE HAD BEEN DIAGNOSED
3. CAN DEALER ADVISE IF CONFIRMED IF TRANSMISSION SERVICE HAD BEEN DONE BY DEALER AS CUSTOMER STATED  
OR WAS IT A CONCERN THAT FLUID HAD BEEN TOO LOW AS DEALER STATED?

DEALER STATES:

1. WE HAVE NOT BEEN ABLE TO FIND A PROBLEM
2. CHECKED ALTERNATOR WITHIN SPECS
3. STARTER CHECKED OUT FINE
4. BATTERY AND HEATER CHECK OUT FINE
5. NO CODES STORED IN SYSTEM

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| Last name                | First name | VIN of 2002 SPORTAGE 4X4 | Case Number              | Mileage |
|--------------------------|------------|--------------------------|--------------------------|---------|
| [REDACTED]               | [REDACTED] | KNDJA723025 [REDACTED]   | K1061766                 | 40,000  |
| NORTH POLE AK [REDACTED] |            |                          | Dealer: AK001 Aurora Kia |         |

6. TEST DROVE CAR, NO PROBLEMS FOUND
7. CUSTOMER IS NOT THE ORIGINAL OWNER
8. HAVE NO INFO IN FILE FOR CUSTOMER PAY ON TRANSMISSION SERVICE
9. IF CUSTOMER HAS SOMETHING THAT SHOWS WE DID THIS SERVICE, HE WILL NEED TO SHOW IT TO ME.
10. THERE IS NO PROBLEM FOUND WITH CAR AT THIS TIME.

\*\*\* PHONE LOG 01/24/2006 01:48 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

\*\*\* PHONE LOG 01/25/2006 02:08 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

\*\*\* PHONE LOG 01/26/2006 02:59 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

\*\*\* CASE CLOSE 01/26/2006 02:59 PM US Mountain Standard Time TDonnelly  
CLOSED PENDING CALL BACK FROM CUSTOMER.



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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] | KNDJB723725 [REDACTED]   | K211439     | 8,000   |

Jacksonville FL [REDACTED] Dealer: FL044 Ray Carter Kia

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 09/02/2003 05:43 AM US Mountain Standard Time JCook

Customer Stated:

- 1.Says she was driving her vehicle on Saturday and she heard a squeeling sound and then the vehicle just shut down on her.
- 2.Says luckily she was right close to a mechanic who told her that the *fan* blade came loose and busted up her radiator.
- 3.Says she wanted to know if this problem would be covered under warranty since she did not do the damage to the vehicle.
- 4.Wanted to know what we could advise.

---Writer advised customer:

- 1.That she needs to call her Kia dealer to let them know that she is going to bring the vehicle into them.
- 2.Advised if her problem is deemed a manf. defect by the dealer, then she will be covered under warranty.
- 3.Advised that there are no recalls on her vehicle.
- 4.Advised that we are going to transfer her over to roadside so they can get her vehicle towed into the dealer.
- 5.Verified all customer info.
- 6.Transferred customer over.

\*\*\* CASE CLOSE 09/02/2003 05:43 AM US Mountain Standard Time JCook

Info given.

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| Last name           | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                 | Mileage |
|---------------------|------------|--------------------------|-----------------------------|---------|
| [REDACTED]          | [REDACTED] | KNDJB723725 [REDACTED]   | K190597                     | 21,000  |
| CEDAR HILL TX 75104 |            |                          | Dealer: TX056 Southwest Kia |         |

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 07/16/2003 09:15 AM US Mountain Standard Time WNoonan  
WRITER SPOKE WITH ELENA HURST.

CUSTOMER STATED:

1. I HAVE CALLED A TOW TRUCK TO COME AND PICK UP MY VEHICLE AND TOW IT TO BUZZ POST KIA.
2. THEY SAID THAT THEY WOULD NOT BE ABLE TO GIVE ME A LOANER UNTIL THEY COULD LOOK AT MY VEHICLE.
3. I NEED A RENTAL.
4. I PURCHASED AN EXTENDED WARRANTY FROM MY SELLING DEALER Southwest Kia.
5. I THOUGHT THIS WARRANTY GAVE ME A RENTAL.

WRITER STATED:

1. SORRY FOR THE CONFUSION.
2. THERE IS NOT A RENTAL PROVISION THROUGH KIA.
3. THE DEALER MAY BE ABLE TO GIVE A LOANER, BUT ONLY AFTER THEY SEE WHAT IS WRONG WITH IT.
4. YOU MAY WANT TO CHECK WITH YOUR EXTENDED WARRANTY COMPANY OR THE DEALER YOU PURCHASED IT FROM TO SEE WHAT RENTAL COVERAGE YOU MAY HAVE.

CUSTOMER STATED:

1. CAN I CHANGE THE TOW TO LOCATION TO MY SELLING DEALER, THE TOW TRUCK IS NOT HERE YET.

WRITER STATED:

1. TRANSFERRED CUSTOMER TO ROADSIDE ASSISTANCE.

\*\*\* CASE CLOSE 07/16/2003 09:15 AM US Mountain Standard Time WNoonan  
INFO GIVEN

\*\*\* PHONE LOG 07/18/2003 09:14 AM US Mountain Standard Time TDonnelly Action Type:Incoming call  
CUSTOMER STATES(ELENA HURST):

1. MY CAR IS AT SOUTHWEST KIA
2. DEALER HAS HAD A CAR FOR A WEEK
3. THE **FAN** BLADE ON VEHICLE DISENERGRATED AND CAUSED PROBLEM WITH STEERING
4. DEALER IS TELLING ME THAT PARTS ARE ON BACK ORDER.
5. MY SERVICE CONTRACT WILL COVER RENTAL FOR 5 DAYS
6. DEALER IS TELLING ME THEY HAVE OTHER CARS IN SHOP WITH SAME PROBLEM
7. APPARENTLY PARTS ARE ON NATIONAL BACK ORDER.
8. I DO NOT FEEL I SHOULD HAVE TO PAY FOR RENTAL VEHICLE
9. THIS CAR COULD BE DOWN FOR 30 DAYS, ACCORDING TO DEALER.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED WRITER WILL HAVE TO VERIFY PARTS INFO WITH DEALER.
3. EXPLAIN RENTAL VEHICLES ARE NOT A PROVISION OF WARRANTY
4. AFTER INVESTIGATION, WILL CALL CUSTOMER BACK

\*\*\* PHONE LOG 07/18/2003 09:22 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. SPOKE TO SM, DAVID JONES
2. ASK WHAT DIAGNOSIS OF VEHICLE IS
3. ASK FOR ORDER NUMBER

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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] | KNDJB723725 [REDACTED]   | K190597                     | 21,000  |
| CEDAR HILL TX [REDACTED] |            |                          | Dealer: TX056 Southwest Kia |         |

4. HOW WAS PART ORDERED
5. WHAT DID DEALER ADVISE ABOUT RENTAL VEHICLES

DEALER STATES:

1. THE PLASTIC COOLING *FANs* ARE BREAKING
2. WHEN THIS HAPPENS IT ALSO TAKES OUT THE RADIATOR
3. RIGHT NOW COOLING *FAN* IS ON BACK ORDER WITH ETA 8/22/03
4. ORDER NUMBER IS R198
5. ONCE PART IS PUT ON BACK ORDER WE UPGRADE TO EMERGENCY ORDER.
6. THE RADIATORS ARE ALSO ON BACKORDER
7. WE HAVE 6 CARS IN SHOP CURRENTLY WITH THIS SAME PROBLEM.

\*\*\* PHONE LOG 07/18/2003 09:30 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO MIKE, PDC
2. ASK ABOUT STATUS OF ORDER
3. ASK IF ANY WAY TO EXPEDITE.

MIKE PDC STATES:

1. PART IS ON NATIONAL BACK ORDER
2. THE ETA IS 8/22/03
3. THERE IS NO WAY TO EXPEDITE THIS MATTER.

\*\*\* PHONE LOG 07/18/2003 09:31 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, JOHN MILNER
2. ADVISED CUSTOMER IS REQUESTING RENTAL ASSISTANCE
3. PLEASE CALL WRITER BACK.

\*\*\* PHONE LOG 07/18/2003 09:34 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. HAS WRITER HEARD ANYTHING YET
2. THOUGHT WRITER WAS WORKING ON IT RIGHT AWAY
3. WILL WAIT FOR CALL BACK.

WRITER STATES:

1. STILL WORKING ON RESEARCH
2. THIS IS NOT SOMETHING I WILL HAVE AN IMMEDIATE ANSWER
3. WILL CALL BACK AFTER ALL RESEARCH IS OBTAINED.

\*\*\* PHONE LOG 07/18/2003 12:05 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR RCAA SRCA, JUNE SIFFORD TO CALL WRITER.

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| Last name     | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                 | Mileage |
|---------------|------------|--------------------------|-----------------------------|---------|
|               |            | KNDJB723725              | K190597                     | 21,000  |
| CEDAR HILL TX |            |                          | Dealer: TX056 Southwest Kia |         |

RCAA SRCA JUNE SIFFORD STATES:

1. CUSTOMER IS IN CAR CURRENTLY
2. CURRENTLY KMA WILL COVER \$15.00 A DAY
3. THIS CASE WILL BE FORWARDED TO REGION FOR REVIEW
4. WE WILL KNOW SOMETHING MORE ON MONDAY.
5. WE WILL LET CUSTOMER KNOW ON MONDAY IF MORE ASSISTANCE CAN BE PROVIDED CASE IS BEING REVIEWED

WRITER STATES:

1. YES CUSTOMER IS IN RENTAL COVERED BY SERVICE CONTRACT
2. SERVICE CONTRACT WILL ONLY COVER LIMITED TIME AND EXPIRE
3. WRITER WILL DISPATCH CASE TO REGION FOR FOLLOW UP.

\*\*\* PHONE LOG 07/18/2003 02:12 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

\*\*\* NOTES 07/18/2003 02:14 PM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. DISPATCHING CASE TO REGION FOR REVIEW AND FOLLOW UP PER RCAA SRCA, JUNE SIFFORD.
2. REGION TO FOLLOW UP WITH CUSTOMER ON MONDAY
3. KMA WILL PARTICIPATE IN RENTAL COVERAGE \$15.00
4. COULD BE CHANGED, REGION WILL ADVISE CUSTOMER ON MONDAY.

\*\*\* PHONE LOG 07/21/2003 07:49 AM US Mountain Standard Time WNoonan Action Type:Incoming call

CUSTOMER STATED:

1. SPOKE WITH TERI FRIDAY, WANT TO FIND OUT WHAT IS GOING ON WITH THE PARTS FOR THE VEHICLE.
2. ALSO WANT TO FIND OUT IF THERE CAN BE RENTAL CAR OFFERED.

WRITER STATED:

1. TERI IS NOT IN TODAY
2. CASE INFO HAS BEEN FORWARDED ON TO THE SOUTHERN REGION.
3. THEY ARE SUPPOSED TO BE CONTACTING YOU ABOUT THE RENTAL CAR COVERAGE.
4. RECOMMEND ALSO SPEAKING WITH THE DEALER ABOUT THIS.
5. THE PARTS ARE ON BACK ORDER AND THE ETA IS CURRENTLY 8/22/03, APPROXIMATELY 1 MONTH.
6. IF YOU DO NOT RECEIVE A PHONE CALL, PHONE WRITER BACK.
7. PROVIDED EXTENSION.

\*\*\* NOTES 07/22/2003 09:15 AM Eastern Daylight Time JSifford Action Type:Manager review

Writer spoke to KCC, DPSM and Customer on Friday 7/18/03 regarding rental assistance

rental was provided until Monday

SRCA out of office Monday

Writer spoke to Kevin Williams and Jim Peterson 7/22/03 regarding this issue and other similar issues with back ordered parts for Sportage and Optima (alternator)

writer will review this information with DPSM

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| <b>Last name</b>         | <b>First name</b> | <b>VIN of 2002 SPORTAGE 4X2</b> | <b>Case Number</b>          | <b>Mileage</b> |
|--------------------------|-------------------|---------------------------------|-----------------------------|----------------|
| [REDACTED]               | [REDACTED]        | KNDJB723725 [REDACTED]          | K190597                     | 21,000         |
| CEDAR HILL TX [REDACTED] | [REDACTED]        |                                 | Dealer: TX056 Southwest Kia |                |

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SRCA attempted DPSM contact  
LM on VM requesting call back

\*\*\* PHONE LOG 07/22/2003 10:45 AM Eastern Daylight Time JSifford Action Type:Incoming call  
Per DPSM, JMilner  
DPSM reviewed information with Service Manager and agreed to provide rental @ \$30.00 +tax until parts are available.

\*\*\* CASE CLOSE 07/22/2003 10:47 AM Eastern Daylight Time JSifford

\*\*\* NOTES 09/19/2003 11:44 AM Eastern Daylight Time JSifford Action Type:Manager review  
7/16/03 W TX056 54685 1 02 RADIATOR ASSY, R&R **FAN** ASSY-COOLING 21157

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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]        | KNDJB723X2 [REDACTED]             | K1215031           | 75,842         |
| ARKADELPHIA AR [REDACTED] |                   | Dealer: AR010 Crain Kia of Benton |                    |                |

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/14/2006 04:21 PM US Mountain Standard Time SBowyer  
CUST STATED

1. TODAY I WAS COMING OUT OF LITTLE ROCK AND THE *FANS* ATTACHED TO THE RADIATOR BROKE, THEY ARE THE PLASTIC ONES.
2. IT SOUNDED LIKE A STYRPHONE CUP CRUSHING, WHEN WE STOPPED IT HAD STARTED TO OVERHEAT
3. I AM GOING TO GO TO THE USED LOT WHERE I BOUGHT IT FROM AND HAVE THEM FIX IT I KNOW HE WILL I JUST GOT IT

WRITER STATED

1. SORRY FOR PROBLEM
2. VEH IS OUT OF 5/60 LBW WARRANTY THAT COVERS FOR FACTORY DEFECTS IN *FANS*
3. THIS IS NOT A REPORTED ISSUE ON THIS MODEL OR YEAR

CUST STATED

1. OK THANK YOU BYE.

\*\*\* CASE CLOSE 08/14/2006 04:21 PM US Mountain Standard Time SBowyer

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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] | KNDJB723025 [REDACTED]   | K239214                    | 22,000  |
| Silver City NM [REDACTED] |            |                          | Dealer: NM003 Jack Key Kia |         |

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**Case History**

Inquiry Roadside Assistance

\*\*\* PHONE LOG 11/04/2003 10:00 AM US Mountain Standard Time SCook

Caller stated:

[REDACTED]

1. I noticed that my *fan* came of.....I dont think I should drive it.
2. I called my dealer and they said to call R/A. NM003

Writer stated:

1. That's unfortunate.
2. Updated record.
3. Transferred to Patricia in R/A.

\*\*\* CASE CLOSE 11/04/2003 10:00 AM US Mountain Standard Time SCook

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| Last name                   | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                      | Mileage |
|-----------------------------|------------|--------------------------|----------------------------------|---------|
| [REDACTED]                  | [REDACTED] | KNDJB723025 [REDACTED]   | K232528                          | 19,150  |
| Port St Lucie FL [REDACTED] |            |                          | Dealer: FL023 Treasure Coast Kia |         |

**Case History**

Complaint Quality

\*\*\* PHONE LOG 10/17/2003 10:57 AM BGauldin

customer stated:

1.veh at res.

2.current concern, *fan* to radiator broke, blade came off and veh was repaired.

3.engineering should come up with better design.

4.this is not a quality material these *fans* are made of.

5.does Kia ever have a field engineer look at these issues.

6.want to know what happens when the warranty has expired.

7.OK, see that no one is going to go anything about the quality of the material. - disconnected.

writer stated:

1.ask if the veh repaired.

2.regrett that customer had this issue.

3.Kia cares a great deal about the customer's concern, but can not project this issue to arise.

4.Kia is aware of the customer's issue.

5.engineers would be contacted and addr any unusual event.

customer disconnected

\*\*\* CASE CLOSE 10/17/2003 11:02 AM BGauldin

customer had repair a few weeks ago, believes material of *fan* belt poor quality. wanting to know what happens after warranty expires. writer gave into. could not speculate in future. customer disconnected



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**Consumer Affairs Department**

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| Last name            | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                | Mileage |
|----------------------|------------|--------------------------|----------------------------|---------|
| [REDACTED]           | [REDACTED] | KNDJA723525 [REDACTED]   | K1205145                   | 86,000  |
| Vernon VT [REDACTED] |            |                          | Dealer: NH003 Kia of Keene |         |

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 07/20/2006 01:51 PM US Mountain Standard Time RSabin

CUST STATED:

1. I HAVE A VERY SERIOUS PROBLEM WITH MY VEH
2. THE **FAN** BROKE AND CAUSED THE PROBLEM
3. IT SHATTERED AND WENT THROUGH THE RADIATOR AND I NEED A NEW TIMING BELT AND THE HEAD'S NEED TO BE SENT OUT TO A SHOP
4. I HEARD A THUMP AND THEN I PULLED OVER BUT I DIDN'T SEE ANYTHING, I GUESS IT HAPPENED SO FAST THAT ALL THE FLUID JUST POURED OUT OF THE RADIATOR

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I WOULD NEED TO CALL THE DLR AND FIND OUT WHAT THEY HAVE DIAGNOSED ON YOUR VEH
3. YOUR PTW WOULD STILL BE VALID FOR DEFECT'S BUT IF SOMETHING OUT SIDE OF IT CAUSE'S IT TO FAIL THEN THAT WOULD NOT BE COVERED

CUST STATED:

1. I DON'T NEED TO KNOW THE DIAGNOSIS THEY ALREADY TOLD ME
2. THEY SAID THEY REVIEWED IT WITH THEIR DPSM AND HE DECLINED TO COVER IT

WRITER ADVISED:

1. IF THE DLR HAS ALREADY CONTACTED THEIR AREA REP THEN THEIR WOULD BE NOTHING ELSE I CAN DO HE IS THE ONE I WOULD ACTUALLY BE TALKING TO ABOUT YOUR SITUATION

CUST STATED:

1. SO WHAT DO I DO IF I DON'T AGREE WITH HIS DECISION

WRITER ADVISED:

1. PROVIDED KMA ADDRESS

CUST STATED:

1. OK THANKS

\*\*\* PHONE LOG 07/20/2006 01:53 PM US Mountain Standard Time RSabin Action Type:Outgoing call

DLR NH003 JODY SVC ADV ADVISED:

1. I SHOW ALL THE REPAIR'S NEEDED ON THIS VEH FOR THE TIMING BELT AND THE HEAD GASKET IS ON ORDER AS WELL AS A **FAN** BELT
2. MY SVC MGR SHELDON WAS ON TOP OF THIS FROM BEGINNING TO END BUT HE'S GONE HOME FOR THE NIGHT

\*\*\* PHONE LOG 07/21/2006 07:51 AM US Mountain Standard Time RSabin Action Type:Outgoing call

DLR NH003 SHELDON SVC MGR ADVISED:

1. THE **FAN** LET GO AND THE VEH OVERHEATED
2. THE **FAN** PUT A HOLE IN THE RADIATOR
3. WE ALSO NOTICED THE TIMING BELT WAS EXTREMELY LOOSE SO WE RECOMMEND SHE REPLACE THAT AND SHE DID
4. BECAUSE THE VEH OVERHEATED IT CAUSED DAMAGE TO THE HEAD GASKET
5. I REVIEWED IT WITH THE DPSM AND HE DECLINED COVERAGE BECAUSE THE HEAD GASKET WAS NOT DEFECTIVE IT WAS THE **FAN** THAT CAUSED IT AND IT WAS NOT COVERED
6. THE CUST CALLED THIS MORNING AND SHE AUTH THE REPAIR'S AND IS OK WITH THE SITUATION NOW I

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| <u>Last name</u>     | <u>First name</u> | <u>VIN of 2002 SPORTAGE 4X4</u> | <u>Case Number</u> | <u>Mileage</u> |
|----------------------|-------------------|---------------------------------|--------------------|----------------|
| [REDACTED]           | [REDACTED]        | KNDJA723525 [REDACTED]          | K1205145           | 86,000         |
| Vernon VT [REDACTED] |                   | Dealer: NH003 Kia of Keene      |                    |                |

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HER ISSUE

WRITER ADVISED:

1. OK THANKS

\*\*\* CASE CLOSE 07/21/2006 07:51 AM US Mountain Standard Time RSabin

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| Last name         | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                | Mileage |
|-------------------|------------|--------------------------|----------------------------|---------|
| [REDACTED]        | [REDACTED] | KNDJA723325 [REDACTED]   | K684992                    | 54,000  |
| Elk WA [REDACTED] |            |                          | Dealer: WA013 Overturf Kia |         |

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 08/09/2005 11:26 AM US Mountain Standard Time JWeiner

CUSTOMER STATES:

1. I WAS TRAVELING, ABOUT 200 MILES AWAY FROM HOME
2. HAD VEHICLE TOWED TO CLOSEST DEALER, (WA013)-OVERTURF KIA
3. VEHICLE NEEDS NEW ENGINE, DEALER STATED IT WOULD TAKE 2 WEEKS TO REPAIR
4. REPAIRS ARE UNDER WARRANTY, BUT I NEED A VEHICLE TO DRIVE NOW
5. I HAVE ALREADY RENTED A VEHICLE, COST ME \$213.00
6. DEALER STATED THEY COULD NOT GET ME A RENTAL OR LOANER VEHICLE

WRITER STATES:

1. APOLOGY FOR SITUATION
2. NEED TO VERIFY SOME INFORMATION
3. ASKED CUSTOMER TO HOLD

WRITER STATES:

1. SPOKE TO SM BRIAN AT DEALER
2. ADVISED HIM CUSTOMER CONTACTED US FOR RENTAL
3. HOW LONG WILL REPAIR TAKE
4. HAVE YOU SPOKEN TO DPSM YET REGARDING RENTAL VEHICLE
5. HOW FAR IS CUSTOMER'S HOME FROM DEALER
6. THANKS FOR INFO

DEALER STATES (SM BRIAN):

1. VEHICLE NEEDS MAJOR REPAIRS, NEEDS NEW ENGINE, *FAN* WENT INTO MOTOR, DAMAGED RADIATOR AND ENGINE
2. REPAIR COULD TAKE 2 WEEKS
3. HAVE SPOKEN TO DPSM, BOB LINDERGREN
4. DPSM DECLINED RENTAL VEHICLE FOR CUSTOMER DUE TO AGE AND MILEAGE ON VEHICLE
5. CUSTOMER'S HOME IS AROUND 3.5-4 HOURS FROM DEALER

WRITER STATES:

1. SPOKE TO SM BRIAN
2. STATED THAT HE DID SPEAK TO KIA REP, WHO DECLINED RENTAL VEHICLE
3. ADVISED CUSTOMER THAT HE DOES QUALIFY FOR EVALUATION OF REIMBURSEMENT FOR RENTAL VEHICLE  
SINCE DISABLEMENT OCCURRED OVER 150 MILES AWAY FROM AND DISABLEMENT IS WARRANTY RELATED
4. GAVE CUSTOMER ADDRESS FOR EVALUATION OF REIMBURSEMENT
5. ADVISED CUSTOMER TO SEND LETTER WITH RECEIPTS AND DEALER REPAIR ORDER
6. ADVISED THAT REPAIR HAS TO BE COMPLETED BEFORE MAILING OUT LETTER

CUSTOMER STATES:

1. WHERE DO I HAVE MAIL IN RECEIPTS FOR EVALUATION OF REIMBURSEMENT
2. SO I HAVE TO MAIL IT AFTER REPAIR IS DONE
3. THANKS FOR INFO

\*\*\* CASE CLOSE 08/09/2005 11:26 AM US Mountain Standard Time JWeiner

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| Last name               | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|-------------------------|------------|--------------------------|-------------|---------|
| [REDACTED]              | [REDACTED] | KNDJB72322 [REDACTED]    | K215800     | 33,963  |
| Knoxville TN [REDACTED] |            | Dealer:                  |             |         |

**Case History**

Inquiry Roadside Assistance

\*\*\* PHONE LOG 09/10/2003 10:34 AM US Mountain Standard Time ABegoody

Customer stated:

1. purchased veh used @ 27k miles on 3/27/03
2. was driving on the freeway & the *fan* blade broke off the veh
3. cust paid to have the veh towed back home
4. was advised by the dlr to call KCC for assist w/the tow
5. needs to have the veh towed

Writer stated:

1. apologized for the inconvenience
2. updated cust info
3. advised cust veh has 5/unlimited mile r/a benefit from org date of purchase
4. in svc date is 12/31/01
5. transferred cust to r/a for towing request, Carmilla (CCG r/a rep) assist w/the tow

\*\*\* CASE CLOSE 09/10/2003 10:34 AM US Mountain Standard Time ABegoody

Concerns noted.

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

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| Last name   | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                   | Mileage |
|-------------|------------|--------------------------|-------------------------------|---------|
|             |            | KNDJA723X25              | K192922                       | 95,000  |
| Bellevue NE |            |                          | Dealer: IA006 Lake Manawa Kia |         |

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 07/22/2003 08:53 AM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. CAR IS AT LAKE MANAWA KIA (IA006)
2. THE DEALER IS ADVISING ME THAT REPAIRS ARE NOT COVERED UNDER CONTRACT OR KMA
3. DEALER IS ADVISING THAT **FAN** BLADE IS CRACKED AND NEEDS TO BE REPLACED.
4. THEY ARE ALSO ADVISING THAT SEAL UNDER GEAR BOX IS BROKEN AND THAT I NEED NEW GEAR BOX
5. DEALER IS ADVISING REPAIRS ARE NOT COVERED
6. COUPLE OF MONTHS AGO DEALER HAD DONE SERVICE ON MY VEHICLE AND THEY OVERFILLED THE TRANSMISSION.
7. BECAUSE OF THIS DEALER HAD TO REPLACE OIL SEAL
8. THEY TOOK CARE OF THIS UNDER WARRANTY.
9. COULD DEALER HAVE DONE SOMETHING TO CAUSE FURHTER DAMAGE TO VEHICLE.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT **FAN** BLADE CRACKING IS UNDER BLW, CURRENTLY EXPIRED.
3. WILL HAVE TO SPEAK TO SM ABOUT DIAGNOSIS ON GEAR BOX ISSUE.
4. ASK CUSTOMER TO HOLD.

WRITER STATES:

1. LEFT VM MESSAGE FOR SM, CHUCK NORMAN TO CALL WRITER.

WRITER STATES:

1. ADVISED SM IS OUT TO LUNCH, WRITER LEFT MESSAGE FOR SM TO CALL WRITER BACK.
2. WILL NEED TO VERIFY DIAGNOSIS WITH SM
3. AFTER SPEAKING TO DEALER WILL CALL CUSTOMER BACK.

CUSTOMER STATES:

1. THAT IS FINE
2. WILL WAIT FOR CALL BACK.

\*\*\* PHONE LOG 07/22/2003 12:07 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

DEALER STATES:

1. LEFT VM MESSAGE FOR WRITER TO CALL DEALER.

\*\*\* PHONE LOG 07/22/2003 12:13 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, CHUCK NORMAN
2. ADVISED THAT CUSTOMER STATES VEHICLE NEEDS **FAN** BLADE AND STEERING GEAR BOX.
3. WANTED TO VERIFY IF GEAR BOX IS UNDER POWER TRAIN COVERAGE.
4. WHAT DID DPSM ADVISE.

DEALER STATES:

1. THE CUSTOMER DECLINED REPAIRS
2. FOUND THAT **FAN** BLADE IS BROKEN-COVERED UNDER BLW, CURRENTLY EXPIRED.
3. THE STEERING GEAR BOX IS UNDER BLW-CURRENTLY EXPIRED.
4. ADVISOR DID PLACE CALL TO DPSM, BRYAN JENKS FOR GOODWILL ASSISTANCE
5. DPSM DECLINED GOODWILL ASSISTANCE.

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

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| Last name   | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                   | Mileage |
|-------------|------------|--------------------------|-------------------------------|---------|
|             |            | KNDJA723X25              | K192922                       | 95,000  |
| Bellevue NE |            |                          | Dealer: IA006 Lake Manawa Kia |         |

\*\*\* PHONE LOG 07/22/2003 12:17 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. TRIED TO CALL CUSTOMER, NO ANSWER, NO MACHINE TO LEAVE MESSAGE.

\*\*\* PHONE LOG 07/22/2003 02:45 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. PLACE CALL TO CUSTOMER CELL NUMBER, CALLER CAN NOT BE REACHED.

\*\*\* PHONE LOG 07/23/2003 08:39 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO CUSTOMER
2. ADVISED WRITER SPOKE TO SM, CHUCK NORMAN
3. WRITER DID CONFIRM THAT CONCERNS REGARDING **FAN** ARE COVERED UNDER BLW-CURRENTLY EXPIRED
4. STEERING GEAR BOX ALSO FALLS UNDER BLW AND NOT POWER TRAIN
5. DEALER DID PLACE CALL TO DPSM FOR ASSISTANCE OUTSIDE OF WARRANTY
6. DPSM DECLINED REPAIR ASSISTANCE AS CAR IS SUBSTANTIALLY OUT OF WARRANTY
7. REPAIR COSTS WILL BE CUSTOMERS EXPENSE.

CUSTOMER STATES:

1. THANKS FOR CALL BACK
2. APPRECIATE THE HELP.

\*\*\* CASE CLOSE 07/23/2003 08:40 AM US Mountain Standard Time TDonnelly

CONCERNS FALL UNDER BLW CURRENTLY EXPIRED.

\*\*\* PHONE LOG 07/29/2003 05:03 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Caller states:

1. I think we spoke last week, you were very helpful
2. You called Lake Manawa Kia for me
3. What is going on with the **fan**

Wtr states:

1. Located previous case
2. Advised caller spoke to Teri
3. Provided case number
4. Advised that based on notes in case, **fan** blade and steering box were items that would have been covered under BLW, which is expired
5. Also that GW outside the man warr was requested and declined, repair will be at owners expense

Caller states:

1. Well, let me tell you about it, the blade broke

Wtr states:

1. BLW is expired
2. Transferred to case mgr Teri VM, advised leave case number with your message

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

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| Last name              | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                   | Mileage |
|------------------------|------------|--------------------------|-------------------------------|---------|
| [REDACTED]             | [REDACTED] | KNDJA723X25 [REDACTED]   | K192922                       | 95,000  |
| Bellevue NE [REDACTED] |            |                          | Dealer: IA006 Lake Manawa Kia |         |

\*\*\* CASE CLOSE 07/29/2003 05:04 AM US Mountain Standard Time CHamilton  
BLW is expired

\*\*\* PHONE LOG 07/29/2003 07:04 AM US Mountain Standard Time TDonnelly Action Type:Incoming call  
CUSTOMER STATES:

1. LEFT VM MESSAGE STATING THAT **FAN** HAS BLOWN APART
2. PART IS NOT AVAILABLE
3. NEED A CAR TO DRIVE UNTIL KMA CAN PROVIDE ME A PART FOR VEHICLE.
4. PLEASE CALL ME BACK.

\*\*\* PHONE LOG 07/29/2003 10:17 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. LEFT VM MESSAGE FOR SM, JOHN BLEU TO CALL WRITER.

\*\*\* PHONE LOG 07/29/2003 09:46 AM US Mountain Standard Time TDonnelly Action Type:Incoming call  
DEALER STATES:

1. SM, JOHN BLEU LEFT VM MESSAGE FOR WRITER TO CALL DEALER.

\*\*\* PHONE LOG 07/29/2003 10:03 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. SPOKE TO SM, JOHN BLEU
2. ASK WHAT PARTS DOES CUSTOMER NEED
3. WHAT IS STATUS OF PARTS
4. DOES DEALER HAVE ETA FOR BACKORDER
5. HAS DEALER CONTACTED DPSM
6. WHAT WAS DPSM DECISION.

DEALER STATES:

1. CAR IS OUT OF WARRANTY
2. I ADVISED CUSTOMER NOT TO DRIVE CAR WITH BLADE CRACKED
3. CUSTOMER DID DRIVE CAR
4. CUSTOMER IS GOOD CUSTOMER AND DOES ALL MAINTENANCE
5. THE CAR NEEDS **FAN** BLADE AND CLUTCH
6. PARTS ARE ON NATIONAL BACKORDER
7. WE DO NOT HAVE AN ETA
8. DPSM, BRYAN JENKS DECLINED ASSISTANCE, CAR OUT OF WARRANTY.
9. WAS GOING TO CALL DPSM BACK TODAY TO SEE IF HE CAN OFFER ANY ASSISTANCE IN GETTING PARTS.

\*\*\* PHONE LOG 07/30/2003 06:38 AM US Mountain Standard Time TDonnelly Action Type:Incoming call  
CUSTOMER STATES:

1. LEFT VM MESSAGE STATING STILL TRYING TO FIND PARTS
2. PLEASE CALL BACK.

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

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| Last name   | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                   | Mileage |
|-------------|------------|--------------------------|-------------------------------|---------|
|             |            | KNDJA723X25              | K192922                       | 95,000  |
| Bellevue NE |            |                          | Dealer: IA006 Lake Manawa Kia |         |

\*\*\* PHONE LOG 07/30/2003 10:09 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. SPOKE TO DPSM, BRYAN JENKS
2. ADVISED THAT CUSTOMER IS REQUESTING ASSISTANCE TO GET BACK ORDERED PARTS
3. CUSTOMER STATES IS KIA OBLIGATION TO HAVE PARTS AVAILABLE FOR VEHICLE
4. CUSTOMER IS REQUESTING RENTAL ASSISTANCE UNTIL PARTS ARE AVAILABLE.
5. IS THERE ANYTHING MORE CAN BE DONE TO GET PARTS EXPEDITED.

DPSM BRYAN JENKS STATES:

1. VEHICLE IS OUT OF WARRANTY FOR THESE PARTS
2. RENTALS ARE NOT A PROVISION OF KIA WARRANTY
3. ANOTHER SUGGESTION IS TO GO TO JUNK YARD AND GET PART IF ONE IS AVAILABLE.
4. I HAVE DECLINED ANY REPAIR ASSISTANCE OR RENTAL ASSISTANCE
5. THERE IS NOTHING MORE CAN BE DONE TO EXPEDITE THE PARTS.

\*\*\* PHONE LOG 07/30/2003 10:11 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. PLACE CALL TO CELL NUMBER
2. WIRELESS CALLER UNAVAILABLE
3. NOT ABLE TO LEAVE VM MESSAGE.

\*\*\* PHONE LOG 07/30/2003 10:12 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. PLACE CALL TO HOME NUMBER
2. LINE IS FAX MACHINE
3. NOT ABLE TO LEAVE MESSAGE, NO ANSWER.

\*\*\* PHONE LOG 07/30/2003 10:29 AM US Mountain Standard Time TDonnelly Action Type:Incoming call  
CUSTOMER STATES:

1. LEFT VM MESSAGE FOR WRITER TO CALL CUSTOMER.

\*\*\* PHONE LOG 07/31/2003 10:37 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. ADVISED CUSTOMER THAT WRITER HAS VERIFIED PARTS ARE ON NATIONAL BACK ORDER
2. THE DEALER HAD PLACED CALL TO DPSM FOR ASSISTANCE
3. DPSM HAS DECLINED ASSISTANCE, CAR IS OUT OF WARRANTY
4. WRITER SPOKE TO DPSM
5. ADVISED CUSTOMER WAS LOOKING FOR ASSISTANCE TO GET VEHICLE REPAIRED IN TIMELY FASHION
6. DPSM HAD OFFERED UP SUGGESTION TO GET PART AT SALVAGE YARD SINCE CAR IS OUT OF WARRANTY AND THERE IS NO ETA FOR PART.
7. THERE IS NOTHING MORE DPSM CAN OFFER TO CUSTOMER TO EXPEDITE REPAIRS.



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

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| Last name   | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                   | Mileage |
|-------------|------------|--------------------------|-------------------------------|---------|
|             |            | KNDJA723X25              | K192922                       | 95,000  |
| Bellevue NE |            |                          | Dealer: IA006 Lake Manawa Kia |         |

CUSTOMER STATES:

1. IT IS KMA RESPONSIBILITY TO KEEP PARTS AVAILABLE FOR VEHICLE
2. I HAVE DONE EVERYTHING KMA HAS ASKED ME TO KEEP CAR MAINTAINED
3. I USE THIS VEHICLE FOR WORK
4. IF I DONT GO TO WORK, I DONT MAKE ANY MONEY
5. THIS IS NOT MY FAULT
6. I DO NOT WANT TO PUT PARTS ON MY CAR FROM A JUNK YARD
7. KMA SHARES A PART OF RESPONSIBILITY IN THIS MATTER BECAUSE PARTS ARE NOT AVAILABLE.
8. THERE HAS TO BE SOMEONE AT KMA THAT CARES TO GIVE ME SOME FORM OF ASSISTANCE.
9. I WILL CONTINUE TO PURSUE THIS, I HAVE TO WORK.

\*\*\* CASE CLOSE 07/31/2003 03:39 PM US Mountain Standard Time TDonnelly  
DPSM HAS DECLINED ASSISTANCE FOR CUSTOMER.

\*\*\* PHONE LOG 08/12/2003 07:28 AM US Mountain Standard Time TDonnelly Action Type:Incoming call  
CUSTOMER STATES:

1. LEFT VM MESSAGE STATING THAT STILL HAS NO PARTS
2. STATES PARTS CAN BE OBTAINED ANY WHERE IN THE WORLD IN COUPLE OF DAYS
3. KMA NEEDS TO DO SOMETHING TO RECTIFY THIS MATTER.
4. PLEASE CALL ME BACK.

\*\*\* PHONE LOG 08/15/2003 09:45 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, BRYAN JENKS TO CALL WRITER.

\*\*\* PHONE LOG 08/15/2003 11:24 AM US Mountain Standard Time TDonnelly Action Type:Incoming call  
DPSM BRYAN JENKS STATES:

1. WILL VERIFY SOME INFO AND CALL WRITER BACK
2. THIS CUSTOMER IS PLAYING 2 DEALERS AGAINST EACH OTHER
3. WILL LET YOU KNOW KMA STAND.

WRITER STATES:

1. CAR IS NOT IN SHOP
2. CUSTOMER HAS DISASSEMBLED CAR IN HIS GARAGE.

\*\*\* PHONE LOG 08/19/2003 07:42 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, BRYAN JENKS TO CALL WRITER.

\*\*\* PHONE LOG 08/19/2003 08:31 AM US Mountain Standard Time TDonnelly Action Type:Incoming call  
DPSM BRYAN JENKS STATES:

1. KMA IS NOT ABLE TO PROVIDE ANY ASSISTANCE AT THIS TIME FOR CUSTOMER
2. PARTS ARE STILL ON NATIONAL BACK ORDER

**Kia Motors America  
Consumer Affairs Department**

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| Last name              | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                   | Mileage |
|------------------------|------------|--------------------------|-------------------------------|---------|
| [REDACTED]             | [REDACTED] | KNDJA723X25 [REDACTED]   | K192922                       | 95,000  |
| Bellevue NE [REDACTED] |            |                          | Dealer: IA006 Lake Manawa Kia |         |

---

3. CAR IS NOT IN SHOP CURRENTLY SO KMA CAN NOT ASSIST.

WRITER STATES:

1. THANKED DPSM FOR CALL BACK AND INFO
2. WILL FOLLOW UP WITH CUSTOMER.

\*\*\* PHONE LOG 08/19/2003 08:32 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER STATING THAT CAR IS NOT AT DEALERSHIP
2. KMA CAN NOT PROVIDE ANY OTHER ASSISTANCE IN THIS MATTER
3. IF ANY OTHER QUESTIONS, CALL WRITER BACK.

\*\*\* CASE CLOSE 08/19/2003 08:33 AM US Mountain Standard Time TDonnelly  
CAR NOT AT DEALER CURRENTLY.

# Kia Motors America Consumer Affairs Department

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| Last name | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|-----------|------------|--------------------------|-------------|---------|
|           |            | KNDJA723725              | K204595     | 13,000  |

Chandler AZ

Dealer: AZ019 Tempe Kia

## Case History

Complaint Backordered Parts

\*\*\* PHONE LOG 08/15/2003 02:32 PM US Mountain Standard Time SCook

Caller stated:

1. The radiator *fan* broke and cut the power steering line.
2. The dealership is waiting on the parts.
3. It's been there for almost three weeks.
4. I love my sportage.
5. I have no complaint with the dealership.
6. We only have one car.
7. They did give me a rental.
8. My dtr cant drive the rental because she's under 21.
9. I asked for a loaner off of the lot, but they wouldnt.
10. Now school has started, and transportation is becoming more difficult.
11. The service person said the parts were on national backorder.
12. My dtr was driving when it happened.

Writer stated:

1. I understand your concerns.
2. Your concerns are being documented.
3. I'd be glad to contact the svc dept and follow up on the parts for you.

Caller stated:

1. I dont need you to do that, i can do that myself.

Writer stated:

1. I'm just trying to address your primary concern.

Caller stated:

1. Well, what if i dont want the car anymore, How is kia going to compensate me?

Writer stated:

1. Each state has its own laws concerning that, there is a process that you can pursue as a consumer.

Caller stated:

1. Ok,

Writer stated:

1. Thanks for calling kia.

\*\*\* CASE CLOSE 08/15/2003 02:40 PM US Mountain Standard Time SCook

Documented concerns.

\*\*\* CASE CLOSE 11/10/2003 07:21 AM Pacific Daylight Time ARomo

**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]   | K1008195                 | 69,000  |
| Westmoreland TN [REDACTED] |            |                          | Dealer: TN030 Planet Kia |         |

**Case History**

Complaint Service Decision

\*\*\* PHONE LOG 08/31/2005 03:15 PM US Mountain Standard Time ELeon

Receive call from [REDACTED] Husband)

1. I had my wife vehicle into the dealer on Saturday.
2. My wife had a baby the next day and I did not call the dealer until Tuesday.
3. When I called they said it was a *fan* and radiator had blown and is under warranty.
4. I went down there and spoke with a lady in the service bay said *fan* and radiator under warranty.
5. I called 2 hrs ago and ask why is it under warranty because I think It is out of warranty.
6. The person in service said they had problems with the *fan* blowing like it did and it would be cover.
7. i just got off the phone with the service manager and he told me that the cost would be \$700 plus.
8. I ask who authorized the work and I was told there would be not cost.
9. The SM said I authorized the repair and It was not under warranty.
10. I said I authorized the repairs because i was told 4 times the repair was under warranty or else I would have taken it to a cheaper place or work on it myself.
11. The SM said he would remove the new part, put back the old parts and i can have the car back.
12. We both got into a heated discussion.
13. Then he hung up.
14. I cannot afford to pay this because my wife is out of work and we have one income.

Writer states:

1. I'm sorry you are having problems with your vehicle.
2. let me call the dealer and find out what is going on.

Writer place customer on hold.

Writer contact Aaron service manage at fRivergate Kia.

Arron states:

1. Vehicle has 69K and is out of warranty.
2. I spoke with the husband and had to hang up on him because he was too confrontational.
3. I called the DPSM Tom Morgan and he agreed to help the customer and will pay half of the repairs.
4. I was adding the adjusted figures and it may come out to \$452.00.
5. I was going to call [REDACTED] and give her an affordable payment plan for them .
6. If the husband would like i can take the part out and put the old parts in and let him, take the vehicle at no charge.
7. We will now speak only to [REDACTED]

Writer got the customer back on the line.

Writer states;

1. I spoke with Aaron the SM and hes aid he called his area rep and Kia will pay half of the repairs.
2. The vehicle is out of warrant
3. The amount is approximately \$452.
4. He was working on a on an affordable payment plan and will call your wife when he is finish calculation one.
5. If you do not want the plan then Aaron said call him back and He'll remove the new parts and put back the old parts and let you have the vehicle.
6. Dealers are a independent business and Kia cannot get involved with dealer issues.
7. I recommend you call the GM and discuss your concerns.
8. The tow from the dealer would be at your expense.
9. You can take your Vehicle to any dealer for future repairs.

Customer states:

1. I knew the vehicle was out of warranty and why did they keep telling me that it was.
2. I'll call the GM.
3. I'll have to figure out what I'm going to do.
4. Thanks for the help.
5. After speaking with you I think I'll keep the vehicle

**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]          | K1008195                 | 69,000         |
| Westmoreland TN [REDACTED] |                   |                                 | Dealer: TN030 Planet Kia |                |

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- 6. I will not go back to that dealer .
- 7. Thanks for your help.

\*\*\* CASE CLOSE 08/31/2005 03:15 PM US Mountain Standard Time FL eon

**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> |
|------------------|-------------------|---------------------------------|-----------------------------|----------------|
|                  |                   | KNDJA723625                     | K406452                     | 75,000         |
| Two Harbors MN   |                   |                                 | Dealer: MN007 Kia of Duluth |                |

**Case History**

Complaint Warranty

\*\*\* PHONE LOG 12/27/2004 10:18 AM US Mountain Standard Time mespinoza

Customer Stated:

1. I looked on the Internet and located a bulletin.
2. The *fan* on my vehicle is cracked.
3. I took it in to the dealership and they told me that this is a bulletin and not covered under warranty.
4. They noticed the crack when I had the timing belt replaced.
5. I asked what would happen if it shattered and broke the engine.
6. I was told that it probably would not be covered.
7. The tech told me that there are many of these that have this problem.

Writer Stated:

1. Apologized.
2. The warranty on the *fan* has expired.
3. You are 15K miles out of the BLW.
4. If you were advised that the *fan* has a crack than it is your responsibility to replace it.

**Kia Motors America  
Consumer Affairs Department**

| <u>Last name</u> | <u>First name</u> | <u>VIN of 2002 SPORTAGE 4X2</u> | <u>Case Number</u>         | <u>Mileage</u> |
|------------------|-------------------|---------------------------------|----------------------------|----------------|
|                  |                   | KNDJB723X25                     | K398035                    | 30,000         |
| Florence AL      |                   |                                 | Dealer: NV001 Courtesy Kia |                |

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 11/30/2004 12:22 PM ERuiz  
\*\*\*CALLER STATED\*\*\*

1. I BROUGHT THE VEHICLE IN BECAUSE THE *FAN* BROKE.
2. THERE WAS ANOTHER PART THAT NEED TO BE REPLACE.
3. THE PART WAS HANGING SO I DECIDED TO DUCKED TAPE IT TO
4. WHEN I GOT TO THE DEALER, THEY SAID THAT IT WAS NOT COVER UNDER WARRANTY, BECAUSE I'D TAPED IT.
5. I WOULD LIKE TO KNOW IF ANYTHING CAN BE DONE ABOUT IT.

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

1. APOLOGIZED FOR THE INCONVENIENCE.
2. ONCE THE PART HAS BEEN TEMPERED WITH, IT WILL BE DIFFICULT TO GET IT COVER UNDER WARRANTY.
3. UPON CUSTOMER'S REQUEST, WRT WILL CALL NV001 FOR MORE INFO.
4. WRT PUT THE CUSTOMER ON HOLD.
5. WRT CALLED NV001 AND SPOKE TO MARK IN SVC, HE STATED:
  - a) THE CUSTOMER TOLD MY SVC ADVISOR THAT A ROCK HIT THE PART AND BROKE IT.
  - b) THIS IS OF COURSE NOT COVER UNDER WARRANTY.
6. WRT THANKED MARK FOR THE INFO.
7. WRT PUT THE CUSTOMER BACK ON THE LINE AND EXPLAINED TO HIM WHY WASN'T THE PART BEING COVER UNDER WARRANTY
8. CALLER THANKED WRT FOR THE INFO.

\*\*\* CASE CLOSE 11/30/2004 12:22 PM ERuiz

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

| Last name  | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|------------|------------|--------------------------|-------------|---------|
| [REDACTED] | [REDACTED] | KNDJA72312 [REDACTED]    | K1046710    | 54,232  |
| Watford ND | [REDACTED] |                          | Dealer:     |         |

**Case History**

Inquiry ASL Authorization

\*\*\* NOTES 12/07/2005 03:14 PM Pacific Daylight Time SMarino Action Type:Manager review

Spoke to Terry @ NDA002

1. Customer states: Check loud noise in engine
2. Shop states: Cooling *fan* blade broke

Labor to diagnose and R&R cooling *fan*

0.8 x \$65.00 = \$52.00

Ordered Part

Closed case pending completed RO from ASL

\*\*\* CASE CLOSE 12/07/2005 03:14 PM Pacific Daylight Time SMarino

\*\*\* NOTES 01/18/2006 10:19 AM Pacific Daylight Time SMarino Action Type:Manager review

Submitted Warranty Claim

Processed Check Request

Closed Case pending Check

\*\*\* CASE CLOSE 01/18/2006 10:19 AM Pacific Daylight Time SMarino

\*\*\* NOTES 02/09/2006 10:36 AM Pacific Daylight Time SMarino Action Type:Manager review

Received check - ck # 00233320

Mailed check



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

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| Last name                 | First name | VIN of 2002 SPORTAGE 4X2 | Case Number              | Mileage |
|---------------------------|------------|--------------------------|--------------------------|---------|
| [REDACTED]                | [REDACTED] | KNDJB723225 [REDACTED]   | K1003112                 | 45,000  |
| Simi Valley CA [REDACTED] |            |                          | Dealer: CA082 Harper Kia |         |

**Case History**

Inquiry Rental Veh &

\*\*\* PHONE LOG 08/19/2005 02:46 PM US Mountain Standard Time BBrown  
CUST STATES

- 1 MY **FAN** BLEW UP AND THE CAR HAS BEEN IN THE SHOP SINCE MONDAY
- 2 I HAVE A RENTAL CAR BUT THE DLR SAYS IT HAS TO GO BACK BECAUSE I ONLY HAVE THREE DAYS OF COVERAGE
- 3 DLR SAYS PARTS ARE ON BACKORDER AND PROBABLY WON'T BE IN UNTIL TUESDAY NEXT WEEK
- 4 I AM MOVING THIS WEEKEND AND I NEED A CAR
- 5 DLR STATES THEY HAVE CALLED THEIR KIA REP

WRITER STATES

- 1 APOLOGIZED
- 2 RENTAL VEH IS NOT A PROVISION OF THE WARRANTY
- 3 LIKE THE DLR I WILL HAVE TO CONTACT KIA REP AND SEE IF HE IS WILLING TO EXTEND RENTAL COVREAGE
- 4 I WILL CONTACT CUST AFTER SPEAKING W/ DPSM

\*\*\* PHONE LOG 08/22/2005 12:04 PM US Mountain Standard Time BBrown Action Type:Incoming call  
WRITER LVM FOR LESLIE (SA) AT CA082 STATING

- 1 I EOULD LIKE THE STATUS OF REPAIRS
- 2 HAVE YOU SPOKEN W/KIA REP REGARDING EXTENDING THIS CUST RENTAL COVERAGE
- 3 PLEASE CALL BACK; PROVIDED WRITER CONTACT INFO

\*\*\* PHONE LOG 08/22/2005 02:03 PM US Mountain Standard Time BBrown Action Type:Incoming call  
LESLIE (SM) AT HARPER KIA STATES

- 1 WE PUT THE CUST IN VEH FOR THREE DAYS
- 2 WE HAVE TWO PARTS ON BACK ORDER THAT SHOULD BE HERE AT THE EARLIEST TOMORROW
- 3 WE HAVE NOT HEARD FROM KIA REP REGARDING RENTAL EXTENSION

\*\*\* PHONE LOG 08/22/2005 02:05 PM US Mountain Standard Time BBrown Action Type:Incoming call  
DPSM BILL FORDYCE STATES

- 1 IF THE CUST IS WAITING ON BACKORDERED PARTS THEN WE WILL COVER THE RENTAL UNTIL PARTS COME IN

\*\*\* PHONE LOG 08/22/2005 02:08 PM US Mountain Standard Time BBrown Action Type:Incoming call  
WRITER LVM FOR (SM) LESLIE STATING

- 1 DPSM FORDYCE HAS AUTHORIZED RENTAL UNTIL PARTS COME IN

\*\*\* PHONE LOG 08/22/2005 02:10 PM US Mountain Standard Time BBrown Action Type:Incoming call  
WRITER STATES TO CUST

- 1 KIA HAS AUTHORIZED RENTAL COVERAGE UNTIL PARTS COME IN

CUST STATES

- 1 THANK YOU SO MUCH

\*\*\* CASE CLOSE 08/22/2005 02:10 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 |
|---------------------------|------------|--------------------------|--------------------------|---------|
| ██████████                | ██████████ | KNDJB723225 ██████████   | K1003112                 | 45,000  |
| Simi Valley CA ██████████ |            |                          | Dealer: CA082 Harper Kia |         |

\*\*\* PHONE LOG 09/20/2005 01:53 PM US Mountain Standard Time ABegoody Action Type:Incoming call

cust stated:

1. is calling on behalf of daughter ██████████
2. veh was towed to CA082 on 8/14/05
3. veh has been at dlr since
4. would like to know what the delay on the repair
5. dlr did put cust in rental, what is going on

writer stated:

1. apologized
2. not sure what the delay is being caused by
3. adv cust to hold, cust agreed
4. writer called CA082 & stated:
  - a. no answer, LVM for Keith (SM) to call writer back
  - b. would like to know what is causing delay
  - c. left ext & call back #
5. will document comments
6. adv cust SM is not available, will have to wait for update
7. will call cust after speaking w/dlr

cust stated:

1. wants call back @ ██████████ cell

\*\*\* PHONE LOG 09/21/2005 01:21 PM US Mountain Standard Time ABegoody Action Type:Incoming call

██████████ stated:

1. has not got an update
2. would like to know what Kia is going to do

writer stated:

1. apologized
2. adv cust to hold, cust agreed
3. writer called CA082 & Lesley (svc adv) stated:
  - a. cust veh is ready for pick up
  - b. dlr inspected veh & found the *fan* damaged the radiator
  - c. dlr replaced the *fan*, radiator, *fan* belts & hoses
  - d. dlr test drove veh & found a leaking cylinder head
  - e. dlr ordered & replaced the cylinder head gasket
  - f. dlr then found issue w/the engine
  - g. dlr ordered short block & repaired veh
  - h. veh is repaired & ready for pick up
4. will document comments
5. adv cust of the info given
6. veh is repaired & ready for pick up

cust stated:

1. will inform daughter of update

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

Send to:[wfordyce@kiausa.com]

**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]   | K1003112    | 45,000  |
| Simi Valley CA [REDACTED] |            | Dealer: CA082 Harper Kia |             |         |

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K1003112\_ABegoody\_09-21-2005142020.doc>>

\*\*\* CASE CLOSE 09/21/2005 01:25 PM US Mountain Standard Time ABegoody

\*\*\* PHONE LOG 09/30/2005 10:28 AM US Mountain Standard Time TMorales Action Type:Incoming call

Cust [REDACTED] stated:

1. We just got the veh back and the CEL is on
2. The *fan* had blown up and the engine had to be replaced
3. We don't trust the dlr

Writer advised:

1. Explained that the CEL can come on for many reasons; some of them very minor
2. The dlr will need to put the veh on a scanner to read the code the CEL is giving
3. If the problem is not an easy quick repair please call us back; we will assist in any way we can

Cust stated:

1. Ok thanks

\*\*\* CASE CLOSE 09/30/2005 10:28 AM US Mountain Standard Time TMorales

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

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| Last name            | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|----------------------|------------|--------------------------|-------------|---------|
| [REDACTED]           | [REDACTED] | KNDJA723625 [REDACTED]   | K479190     | 32,360  |
| Tucson AZ [REDACTED] | [REDACTED] | [REDACTED]               | Dealer:     |         |

**Case History**

Complaint Quality

\*\*\* PHONE LOG 06/08/2005 12:45 PM TShamburger

customer [REDACTED] called

1. the dlr fix veh 3X
  2. out of nowhere the radiator *fan* broke and damage several things.
  3. the dlr fixed it and than i asked the dlr to do the 30K also.
  4. after the dlr repaired the veh died, the alternator was not connected right, the dlr repaired that and than the veh said, CEL came on the dlr said the temp sensor needed replacing and they ordered a new tail pipe for veh.
  5. and another thing the gear shift is sticking.
  6. but dlr could not verify this as of yet. we dont want this veh and just want kia to take it back.
- wrt states:
1. im sorry understand frustration
  2. wrt only see one repair for window in system
  3. and now the *fan* breaking and causing some damage to veh, along with your tail pipe repair recently
  4. mfr here to support mfr warr and get veh repaired under those guidelines, mfr does not just take back a veh.
  5. only buyback program is through your state laws, see WCIM for procedures.
  6. your veh would have to meet those perimeter for veh to be bought back
  7. other than that if you want to get rid of your veh, you would have to go to the sales dept and see how much dlr willing to give you for the sportage. A regular sales deal.
  8. your warr is there for you so that you are not charge for repairs.
- cust states
1. ok thank you. call ended.

\*\*\* CASE CLOSE 06/08/2005 12:45 PM TShamburger

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

| Last name           | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                | Mileage |
|---------------------|------------|--------------------------|----------------------------|---------|
| [REDACTED]          | [REDACTED] | KNDJB723525 [REDACTED]   | K1079013                   | 56,000  |
| Tulsa OK [REDACTED] |            |                          | Dealer: OK012 Kia of Tulsa |         |

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 03/02/2006 04:49 PM US Mountain Standard Time DFerrick

Caller states:

1. My car is currently at OK012 and it needs a new engine
2. There are many problems going on here that are not my fault
  - a) oil sensor leak
  - b) radiator leak
  - c) radiator *fan* cracked in several places
  - d) cracked valve cover gasket
  - e) oil leak
3. Car is only 3 years old and it's falling a part
4. These problems are not my fault
5. The dealer is telling me that the repairs are not covered under warranty
6. Problems were due to a lack of maintenance
7. This is not correct
8. I should not have to pay for anything

Writer states

1. Updated, apologized
2. No open recalls
3. Kia will repair vehicle in accordance with manufacturer
4. Warranty is for the repair or replacement of parts due to manufacturing defects
5. Warranty does not cover repairs as a result of lack of or improper maintenance
6. Writer to follow up with SM

Writer placed caller on hold and spoke with John (SM)

1. Customer provided maintenance records
2. All records were e-mailed to Kia factory rep
3. He called me this afternoon and declined any repairs under warranty
4. Reason: lack of maintenance

Writer went back to caller

1. Based on maintenance records provided,
2. Kia factory rep has declined any repairs under warranty
3. Reason: lack of maintenance

Caller states:

1. These problems were not caused due to a lack of maintenance
2. This problems were a result of the cracked valve cover gasket which caused the oil to leak out
3. I should not have to pay for the repairs
4. I insist on speaking with the Kia factory rep

Writer states:

1. Apologized
2. Kia factory rep is a dlr resource, not a public contact
3. Writer will forward request for contact
4. No promises made/no guarantee
5. Writer will follow up with caller as soon as further information becomes available

Caller states:

1. I can be reached at [REDACTED]
2. Again, I want to make it clear, these problems are not my fault
3. I should not have to pay anything

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

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| <u>Last name</u> | <u>First name</u> | <u>VIN of 2002 SPORTAGE 4X2</u> | <u>Case Number</u>         | <u>Mileage</u> |
|------------------|-------------------|---------------------------------|----------------------------|----------------|
|                  |                   | KNDJB723525                     | K1079013                   | 56,000         |
| Tulsa OK         |                   |                                 | Dealer: OK012 Kia of Tulsa |                |

Writer states:

1. Writer will fully document caller's dispute with the decision made

\*\*\* PHONE LOG 03/03/2006 10:24 AM US Mountain Standard Time DFerrick Action Type:Outgoing call  
Writer left VM for DPSM CCurry requesting call back

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

Send to:[CCurry@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\ClarifyOBJCA\_Attachments\SendHistory\Case\_K1079013\_DFerrick\_03-03-2006102325.doc>>

\*\*\* PHONE LOG 03/03/2006 12:44 PM US Mountain Standard Time ABegoody Action Type:Incoming call

Chris Curry stated:

1. wants to speak to person that e-mail case
2. does not want to leave a msg, will call back

writer stated:

1. Dwight is at lunch, offered to transfer, gave ext #

\*\*\* PHONE LOG 03/06/2006 10:28 AM US Mountain Standard Time DFerrick Action Type:Outgoing call

Writer spoke with DPSM CCurry who stated:

1. I was at the dlr on Friday and looked at the maintenance history
2. Not enough maintenance history to justify repairs under warranty
4. Declined due to lack of maintenance

Writer advised

1. Customer insists on contact

DPSM states:

1. Go ahead and dispatch case

Writer thanked Chris

\*\*\* NOTES 03/06/2006 10:33 AM US Mountain Standard Time DFerrick Action Type:Manager review

Dispatched to region for review, assist determination, customer contact:

1. Caller disputes decision made by OK012 and DPSM
2. Customer insists that repairs be covered under warranty
3. DPSM declined repairs under warranty due to lack of maintenance
4. Customer insists on speaking with Kia factory rep
5. [REDACTED] can be reached at [REDACTED]

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

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                | Mileage |
|-----------|------------|--------------------------|----------------------------|---------|
|           |            | KNDJB723525              | K1079013                   | 56,000  |
| Tulsa OK  |            |                          | Dealer: OK012 Kia of Tulsa |         |

\*\*\* PHONE LOG 03/06/2006 12:30 PM US Mountain Standard Time JWeiner Action Type:Incoming call

CUSTOMER STATES:

1. I BROUGHT MY VEHICLE TO THE DEALER ON 2/6/05
2. ON THE RECORDS, IT SHOWS THE COOLANT VISUAL PASSED, THE ENGINE PASSED FOR OIL LEAKS, AND IT SAYS IT PASSED FOR OIL LEAKS-OTHER
3. I TOOK IT BACK TO THE DEALER ON 2/23 FOR A CRACKED VALVE COVER
4. THE OIL PRESSURE SENSOR IS LEAKING BADLY
5. THE ENGINE HAS A ROD KNOCKING
6. THE ENGINE IS BAD
7. THE DEALER WONT COVER THIS BECAUSE OF LACK OF MAINTENANCE, BUT THE PROBLEM WAS BAD MAINTENANCE BY THE DEALER
8. THE DEALER SHOULD HAVE FOUND THESE PROBLEMS ON 2/6/06
9. WELL I DONT HAVE A CAR RIGHT NOW, I DONT HAVE A JOB, I CANT GET A JOB UNTIL I HAVE A CAR
10. IM THE SOLE BASIS OF INCOME FOR MY FAMILY
11. WELL CAN YOU PUT THIS ON URGENT NOTICE
12. I DONT THINK THIS VEHICLE CAN BE DRIVEN TO THE DEALERSHIP
13. CAN YOU TRANSFER ME BACK TO RSA PLEASE

WRITER STATES:

1. APOLOGY FOR SITUATION
2. WRITER SEES THE CUSTOMER CALLED US ON 3/2/06 REGARDING THIS SITUATION
3. THE CASE HAS BEEN FORWARDED TO THE REGION
4. SOMEONE FROM THE REGION WILL BE CONTACTING THE CUSTOMER, WRITER IS NOT CERTAIN WHEN THAT WILL BE
5. WRITER UNDERSTANDS THE CUSTOMER'S FRUSTRATION
6. RSA WILL TOW THE VEHICLE TO THE NEAREST KIA DEALER AT NO COST TO THE CUSTOMER
7. TRANSFERRED CUSTOMER TO RSA

\*\*\* PHONE LOG 03/07/2006 11:47 AM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer Stated:

1. Trying to get the status of my case.
2. Was declined due to lack of maintenance.
3. I'm disputing the decision.

Writer called AShoemo and warm trans the customer to writer

\*\*\* PHONE LOG 03/08/2006 10:23 AM Eastern Daylight Time AShoemo Action Type:Incoming call

Wtr spoke with customer

Wtr explained:

1. Per the DPSM, assistance was declined due to lack of maintenance.
2. The decision of the DPSM will stand unless their is new information that can be provided.

Customer states:

1. I provided 5 oil receipts to the dealer.
2. The other times I had my veh serviced at an independent facility.
3. Can see if I can find the receipts for the oil that was purchased by the independent facility.
4. KMA needs to warrant the repair of the engine.

**Kia Motors America  
Consumer Affairs Department**

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| Last name  | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage                    |
|------------|------------|--------------------------|-------------|----------------------------|
| [REDACTED] | [REDACTED] | KNDJB723525 [REDACTED]   | K1079013    | 56,000                     |
| Tulsa OK   | [REDACTED] |                          |             | Dealer: OK012 Kia of Tulsa |

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Wtr asked

1. KMA warranty covers any manufacturing defect in material or craftsmanship.
2. Does not cover damage due to lack of maintenance.
3. Was the veh serviced regularly according to the owner's manual.

Customer states:

1. I dont know.

Wtr explained:

1. If customer can provide any new information will provide to the DPSM for review.

Customer states I will try to find oil receipts

Wtr closed file pending customer contact or receipt of new information from the customer.

\*\*\* CASE CLOSED 02/08/2006 10:26 AM BY [REDACTED]



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

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| Last name   | First name | VIN of 2002 SPORTAGE 4X4 | Case Number | Mileage |
|-------------|------------|--------------------------|-------------|---------|
|             |            | KNDJA723425              | K1004360    | 61,500  |
| MARSHALL MO |            |                          | Dealer:     |         |

**Case History**

Inquiry Recall Info

\*\*\* PHONE LOG 08/23/2005 10:12 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. I HAD A PROBLEM WITH THE CAR
2. I TOOK THE CAR TO MY MECHANIC FOR A PROBLEM I HAD AND THEY NOTICED THE **FAN** IS CRACKING
3. I CALLED TWO DEALERSHIPS IN MY AREA AND ONE STATED THEY WERE AWARE OF A PROBLEM LIKE THIS AND THE OTHER ONE STATED THEY HAD NEVER HEARD OF THE PROBLEM.
4. I AM GETTING CONFLICTING STORIES AS TO THIS BEING A RECALL OR NOT.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THERE HAVE NEVER BEEN A RECALL ON THE COOLING **FANS**.
3. I HAVE HEARD OF SOME CRACKING BUT WE HAVE TAKEN CARE OF THAT UNDER THE WARRANTY
4. I WOULD RECOMMEND GETTING A DIAGNOSES BY A KIA DEALERSHIP AND CALLING ME WHEN THE CAR IS THERE
5. THE CAR IS OUT OF WARRANTY HOWEVER I CAN GET OUR KIA REP INVOLVED TO SEE IF HE WOULD CONSIDER ANY KIND OF ASSISTANCE.

CUSTOMER STATES.

1. WHAT ABOUT GETTING IT TOWED.
2. THE DEALERSHIP IS 60 MILES FROM ME AND IF I TAKE IT ON THE FREEWAY IT COULD FAIL.
3. I DO NOT WANT TO RUN THAT RISK.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. THE R/A IS FOR 5 YRS AND IT IS FOR WARRANTY RELATED TOWS, TECHNICALLY IT WOULD NOT BE COVERED HOWEVER YOU CAN SPEAK TO R/A AND SEE IF IS SOMETHING THEY WOULD COVER SINCE IT IS 5YRS.
3. I CANNOT GUARANTEE COVERAGE.

CUSTOMER STATES.

1. I DO NOT WANT TO TOW IT IF IT IS NOT GOING TO BE COVERED THE DEALERSHIP WILL CHARGE A LOT OF MONEY

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. I CANNOT SAY IT WOULD BE COVERED, I CAN CALL TO SEE WHAT COULD BE CONSIDERED.
3. THE ONLY THING I CAN SAY IS THE WARRANTY HAS EXPIRED, THAT I DO KNOW FOR SURE.

CUSTOMER STATES.

1. WE WILL SEE WHAT R/A STATES, I

WRITER TRANSFERRED CUSTOMER TO R/A

\*\*\* CASE CLOSE 08/23/2005 10:12 AM US Mountain Standard Time SLarez

**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> |
|------------------|-------------------|---------------------------------|--------------------------|----------------|
| goodman MS       |                   | KNDJB723325                     | K201468                  | 66,000         |
|                  |                   |                                 | Dealer: MS012 Wilson Kia |                |

**Case History**

Complaint Quality

\*\*\* PHONE LOG 08/11/2003 06:07 AM US Mountain Standard Time CLausch  
cust advised:

1. when we bought the veh & was told the veh had a 10/100 bumper to bumper warr
2. something fell off the engine & ruined the *fan* blade & damaged the radiator
3. now the dlr said that the warr expired at 60,000
4. is kia willing to address this issue for us at the dlr & assist us with the cost
5. we have not had the 60,000 maint done to the veh but do have all the oil changes

writer advised cust

1. the warr for this issue expired at 60,000 miles
2. writer cannot change the terms of the warr
3. but writer will call the dpsm to see if any goodwill will be offered to the cust on this issue
4. the dpsm may req all the maint receipts to verify that the veh has been maintained
5. this will include the 30,000 & 60,000 maint
6. the sm will know of the decision of the assistance req on the veh

\*\*\* PHONE LOG 08/11/2003 06:13 AM US Mountain Standard Time CLausch Action Type:Outgoing call

writer called ms012 & spoke to Al

Al advised:

1. hve not called the kia rep at this time
2. please have him call me with his decision

writer thanked Al

writer called the dpsm & lvm

1. the veh is at ms012 with a *fan* issue, which has come off the veh & damaged the radiator
2. the cust is requesting repair assistance
3. the veh has 66,000 miles on the veh
4. the sm al has not called you yet for this req
5. am passing on the cust req for repair assistance
6. please let Al at the dlr know of this final determination
7. followed dpsm script

\*\*\* SEND CASE HISTORY 08/11/2003 07:34:09 AM CLausch

Case details sent to scameron@kiausa.com.

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

| <u>Last name</u> | <u>First name</u> | <u>VIN of 2002 2DR SPORTAGE 4X</u> | <u>Case Number</u>           | <u>Mileage</u> |
|------------------|-------------------|------------------------------------|------------------------------|----------------|
| [REDACTED]       | [REDACTED]        | KNDJB623225 [REDACTED]             | K1096778                     | 78,000         |
| Anniston AL      | [REDACTED]        |                                    | Dealer: FL091 Bill Bryan Kia |                |

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 04/20/2006 09:51 AM US Mountain Standard Time CDiaz

Customer Stated:

1. Have a complaint.
2. Car has been great.
3. CEL came on right after we got gas.
4. We thought it was the gas cap because the car was driving fine.
5. We continued to drive the car but then heard a growling noise
6. We were 600 miles from home and happened to be close to a Kia dealer. FL070
7. Dealer told us first we needed a Water pump, *fan* blade cracked, and timing belt.
8. I only wanted the necessary repairs done so I could get home.
9. They ended up replacing the alternator also.
10. They said all the repairs were necessary.
11. They did not offer to help with a loner car.
12. Had to stay 5 days before they got the car done.
13. Stayed 4 nights at a hotel and one night at my daughters small once bed apt.
14. There were 4 people with us.
15. Complaint is with the dealer FL070, not the dealer where we got the car.

Writer Stated:

1. Sorry for the concern.
2. The dealer is there to fix the car.
3. They want to check the car over to ensure that any defect would be addressed.
4. They would not want to send you out without fixing a potential problem because if you had a problem with a concern they did not fix 100 miles down the road you would not be happy.

Writer Stated:

1. Gave TI info.

Customer Stated:

1. My phone is about to go dead.
2. Can I have the address?
3. Or can I get it online?

Writer Stated:

1. You can probably get it on line.
2. Offered to call her at a diff # (CS no that is ok just give it to me real fast)
2. Started to give address but the customer got disconnected.

\*\*\* CASE CLOSE 04/20/2006 09:51 AM US Mountain Standard Time CDiaz  
Customer will call back if needed.

\*\*\* PHONE LOG 04/21/2006 10:18 AM US Mountain Standard Time TShamburger Action Type:Incoming call  
[REDACTED] called

- 1 I went to dlr and i feel they are making me repair these things
2. when i just wanted to leave and go home to finish repairing vehicle.
3. in my home town, but i feel they did extra stuff and b/c of that had to be there five days.
4. anyway im calling for addr for r/s claims, the person i spoke to yesterday was going to give me the addr and phone

**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]        | KNDJB623225 [REDACTED]             | K1096778           | 78,000         |

---

Anniston AL [REDACTED]

Dealer: FL091 Bill Bryan Kia

disconnected.

5 he exp to me about r/s only cover 100 a day for a total of 3 days

wrt states

1 will doc your complaint with dlr doing extra items when you just wanted the minimum repair to get out of the area.

2. started exp trip interruption to cust and she said it was exp to her already.

3. wrt gave cust the address for r/s claims

cust thanked wrt. call ended.

\*\*\* CASE CLOSE 04/21/2006 10:18 AM US Mountain Standard Time TShamburger

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

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| Last name      | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                      | Mileage |
|----------------|------------|--------------------------|----------------------------------|---------|
|                |            | KNDJA723525              | K1207502                         | 69,138  |
| Minneapolis MN |            |                          | Dealer: MN006 Kia of Bloomington |         |

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 07/26/2006 03:19 PM US Mountain Standard Time CDiaz

Customer stated:

1. Current concern: **Fan** broke
2. The **fan** melted and then broke into many parts.
4. Dealer said the car is out of warranty and it would be 700 dollars.

Writer Stated:

1. Sorry for the concern.
2. I will doc your call here.
3. The warranty is over now.
4. That is why they are telling you have to pay.

Customer stated:

1. I told them long ago there was a smell and the car was loosing power.
2. The dealer told me they could not find anything wrong with the car.

Writer Stated:

1. Let me call the dealer.

Brent Stated: MN006 Service

1. **Fan** is broken.
2. Think the SA spoke to the DPSM and he declined.
3. DPSM will be here tomorrow, we can ask him again.

Writer Stated:

1. Will re review it with Ted Dorenkamp
2. Customer wants Kia to cover this above the warranty.

Writer advised the customer.

1. Will review with the DPSM and he will make a decision based on all the info.
2. Will call you back once I have some info.

Customer Stated:

1. Thanks.

\*\*\* PHONE LOG 08/08/2006 10:31 AM US Mountain Standard Time CDiaz Action Type:Incoming call

Brent Stated: MN006 Service

1. TD re reviewed the case and declined again.
2. Customer is paying for the repair.
3. She is picking up the car today.

\*\*\* PHONE LOG 08/08/2006 10:32 AM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer called the customer and left a VM

1. Gave name, 800# and case #
2. Requested a call back.

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

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| Last name                 | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                      | Mileage |
|---------------------------|------------|--------------------------|----------------------------------|---------|
| [REDACTED]                | [REDACTED] | KNDJA723525 [REDACTED]   | K1207502                         | 69,138  |
| Minneapolis MN [REDACTED] |            |                          | Dealer: MN006 Kia of Bloomington |         |

cust called

1. i spoke to CDiaz yesterday
2. he left me a message

wrt states

( placed cust on hold -- called CDiaz )

1. cust calling regarding case

CDiaz states

1. on another line at this time
2. please advise her i will call her back

wrt states

1. thank you

call ended

wrt states to cust

1. FCM on another line at this time
2. will leave a note in case that cust called
3. is there another number CDiaz can reach cust at?

cust states

1. my cell number is [REDACTED]
  2. he can call me back after 1 pm
  3. thank you
- call ended

\*\*\* PHONE LOG 08/11/2006 07:17 AM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer called the customer and left a VM to call back.

1. Gave name, 800# and case #.
2. Requested a call back.

\*\*\* PHONE LOG 08/11/2006 08:07 AM US Mountain Standard Time DLyons Action Type:Incoming call

cust returning call to CDiaz:

1. would like to speak to CDiaz

Writer advised:

1. can check to determine if CDiaz is available
2. if not writer would be happy to assist.

Writer called CDiaz who is on another line.

Writer advised customer CDiaz is not available at this time:

1. reviewed information & cust seems to be calling regarding repair assistance
2. this office has reviewed the information with the area rep
3. unfortunately, repair assistance has been declined
4. advised that cust is outside of the warranty for this type of repair.
5. will document that cust has received this information

\*\*\* CASE CLOSE 08/11/2006 07:08 AM US Mountain Standard Time DLyons

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

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| Last name             | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                 | Mileage |
|-----------------------|------------|--------------------------|-----------------------------|---------|
| [REDACTED]            | [REDACTED] | KNDJB723X25 [REDACTED]   | K1198589                    | 68,000  |
| Sulphur LA [REDACTED] |            |                          | Dealer: AL023 Brewbaker Kia |         |

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 07/05/2006 06:03 AM US Mountain Standard Time RBussey

[REDACTED] (Daughter) called: [REDACTED]

1. The dealer is telling me that the *fan* broke and hit radiator, caused it to run hot, and blow a head gasket.
2. The dealer is telling me this isn't covered under the warr.
3. I feel like it should be! This isn't my fault!
4. (Customer very angry that this isn't covered)
5. Not requesting anything, want you to doc that I am very very unsatisfied.

Writer stated:

1. Sorry,
2. Understand frustrations.
3. Dealer would be correct in stating that this isn't covered under warr because the *fan* is 5/60, it isn't part of the PTW of 10/100k.

(Placed customer on hold, called dealer, per Randy, *Fan* came apart, went into radiator, lost coolant, drove veh hot, blew headgasket)

(called DPSM Clyde Teasley, LVM for return call regardign this situation)

4. Advised customer talked to Randy, also LVM for DPSM to call back w/ decision.

Customer stated:

1. Ok so.....
2. I don't care because I will just get rid of this car when it is fixed anyway.
3. I am going to get a new car, and will not be a KIA!
4. Well you have not helped me at all!

\*\*\* PHONE LOG 07/05/2006 06:33 AM US Mountain Standard Time RBussey Action Type:Incoming call

Writer received return call dpsm DPSM Clyde:

Clyde stated:

1. Will cover.

Writer stated:

1. Thank you.

\*\*\* PHONE LOG 07/05/2006 06:34 AM US Mountain Standard Time RBussey Action Type:Outgoing call

Writer called customer:

1. Advised talked to DPSM, will cover cost.

Customer stated:

1. Ok, thank you.

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

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| <u>Last name</u>     | <u>First name</u> | <u>VIN of 2002 2DR SPORTAGE 4X</u> | <u>Case Number</u>             | <u>Mileage</u> |
|----------------------|-------------------|------------------------------------|--------------------------------|----------------|
| [REDACTED]           | [REDACTED]        | KNDJB623425 [REDACTED]             | K334178                        | 74,000         |
| Fenton MO [REDACTED] |                   |                                    | Dealer: MO014 Dan Sinclair Kia |                |

---

Case History

Inquiry Warranty Info

\*\*\* PHONE LOG 07/06/2004 11:50 AM TMorales

Cust stated:

1. Was on a road trip when the serpentine belt broke, causing the radiator *fan* blades to break and pierce the radiator
2. Would these repairs be under warranty?
3. If not cust will have non Kia r/f do the work

Writer advised cust:

1. Apologized for the problem
2. Updated cust contact info and mileage, checked for open recalls (none)
3. Mfr warranties protect against mfr defects; does not cover for damage by accidents or events not under the control of Kia
4. But cust cannot be sure repairs not warrantable until veh inspected by Kia dlr
5. Kia will not warrant repairs by non Kia technicians

\*\*\* CASE CLOSE 07/06/2004 11:50 AM TMorales



# Kia Motors America

## Consumer Affairs Department

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| Last name  | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                 | Mileage |
|------------|------------|--------------------------|-----------------------------|---------|
|            |            | KNDJB723525              | K340149                     | 38,000  |
| El Paso TX |            |                          | Dealer: AZ004 Childress Kia |         |

### Case History

Complaint Repair Assistance

\*\*\* PHONE LOG 07/20/2004 07:45 AM US Mountain Standard Time JProkopp

Customer states:

1. My vehicle has broken down for the third time for the same thing.
2. The cooling *fan* disintegrated and destroyed the radiator.
3. Right now the vehicle is at Lawley Kia.
4. They don't know if they have the parts for it yet.
5. I am over 250 miles from home.
6. I need Kia to pay for a hotel and a rental car.
7. Is this a common problem?
8. Is there something else causing this that they haven't repaired yet?

Writer states:

1. I'm sorry that you are having problems with your car.
2. There is a trip interruption benefit under the roadside assistance program where you can submit your receipts for food, lodging, and alternate transportation for reimbursement evaluation.
3. Explained guidelines and limitations of trip interruption.
4. I can assist you in getting the vehicle repaired.
5. I am not a technician so I cannot theorize on possible causes for this.
6. I can follow up with your dealer and ensure that they are getting any assistance that they need from Kia to get your vehicle fixed.
7. I will keep you posted.

\*\*\* PHONE LOG 07/20/2004 12:58 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Lawley Kia and spoke with Richard the service manager.

Richard states:

1. The customer brought the vehicle into us.
2. The cooling *fan* came apart and damaged the radiator.
3. We E-ordered the parts.
4. Ideally we should get them by tomorrow.
5. However, we have had backorder issues with these parts in the past.
6. I have not been in touch with my dpsm or tech line about this.
7. We've run across this before and the repair is pretty straight forward.

\*\*\* PHONE LOG 07/20/2004 01:03 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted TSteinwinter and LVM.

\*\*\* PHONE LOG 07/20/2004 01:04 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Writer received message from customer requesting call back at 520-459-5035 Room 109.

\*\*\* PHONE LOG 07/20/2004 01:08 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted customer.

Customer states:

1. I need to get this resolved by tomorrow.
2. I cannot afford to stay at a motel for another night.

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

| Last name             | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                 | Mileage |
|-----------------------|------------|--------------------------|-----------------------------|---------|
| [REDACTED]            | [REDACTED] | KNDJB723525 [REDACTED]   | K340149                     | 38,000  |
| El Paso TX [REDACTED] |            |                          | Dealer: AZ004 Childress Kia |         |

3. I am going to be broke after this.

Writer states:

1. I've spoken with your dealership.
2. They have put the parts on E-order.
3. I've also made the area rep aware of your situation.

\*\*\* PHONE LOG 07/21/2004 12:07 PM RHall Action Type:Incoming call

[REDACTED] called

1. Cust would like issue resolved, no parts arrived yet
2. Cust would like to speak to Josh

Writer stated

1. Apologized
2. Transf to Josh vm, Josh not available

\*\*\* PHONE LOG 07/21/2004 12:35 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Writer received message from [REDACTED] (son).

Customer states:

1. My father has been stranded for 3 days now.
2. This is the third time that this has happened.
3. The dealer is going to replace the same parts that have been replaced before.
4. They didn't get the parts today.
5. I want to know what is going on.
6. I want an explanation as to why this keeps happening.
7. If I can't get a straight answer from Kia, I'm calling an attorney.

\*\*\* PHONE LOG 07/21/2004 01:37 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Lawley Kia and left message with the service manager requesting call back.

\*\*\* NOTES 07/21/2004 02:51 PM US Mountain Standard Time JProkopp Action Type:Manager review

\*\*\*\*\*Customer's daughter also called in and a case was created. See case K340349\*\*\*\*\*

\*\*\* PHONE LOG 07/21/2004 02:52 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted [REDACTED] and spoke with the service manager Richard.

Richard states:

1. We received all the parts this afternoon.
2. We should be able to get this finished today.

\*\*\* PHONE LOG 07/21/2004 02:59 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted customer.

Writer states:

1. I've spoken with your dealership.

# Kia Motors America Consumer Affairs Department

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| Last name  | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                 | Mileage |
|------------|------------|--------------------------|-----------------------------|---------|
|            |            | KNDJB723525              | K340149                     | 38,000  |
| El Paso TX |            |                          | Dealer: AZ004 Childress Kia |         |

2. They did receive all the parts that they needed to repair the vehicle this afternoon.
3. The service manager has advised me that they should be able to get it finished by the end of the day.

Customer states:

1. I hope that they can get this done by today.
2. Otherwise, I will not have a place to stay.

\*\*\* NOTES 07/21/2004 03:02 PM US Mountain Standard Time JProkopp Action Type:Manager review  
Writer forwarding to regional office for review.

Customer is having cooling *fan* and radiator replaced for the third time.  
Vehicle has left customer stranded 250 miles from home.  
Customer's son is threatening legal action.  
Customer's daughter is threatening to go to the media (see K340349).  
Dealer is currently repairing the vehicle.  
Dpsm is aware of situation.

\*\*\* PHONE LOG 07/26/2004 08:36 AM US Mountain Standard Time JProkopp Action Type:Incoming call  
Writer received message from customer requesting call back.

\*\*\* PHONE LOG 07/26/2004 08:39 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted customer.

Customer states:

1. I would like to know what I have to do with my receipts for the trip interruption benefit.

Writer states:

1. You need to send your receipts, repair invoice, and cover letter to our claims address.
2. Provided claims address.

\*\*\* PHONE LOG 08/02/2004 01:46 PM Pacific Daylight Time LOMalley Action Type:Outgoing call  
Writer called customer, left message to call back

\*\*\* PHONE LOG 08/03/2004 01:07 PM Pacific Daylight Time LOMalley Action Type:Outgoing call  
Writer spoke with customer who stated:

1. veh not at dealer
2. veh is repaired
3. lost faith in veh
4. have been stranded in desert 3x because of *fan* disintegrating
5. request explanation why it keeps happening
6. request veh be repurchased/replaced
7. I will contact atty/AG office if I don't get a satisfactory resolution from Kia

Writer advised:

1. I will get DPSM and SM involved

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

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| Last name             | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                 | Mileage |
|-----------------------|------------|--------------------------|-----------------------------|---------|
| [REDACTED]            | [REDACTED] | KNDJB723525 [REDACTED]   | K340149                     | 38,000  |
| El Paso TX [REDACTED] |            |                          | Dealer: AZ004 Childress Kia |         |

3. Kia is very willing to work with you to resolve your concerns

\*\*\* NOTES 08/03/2004 03:21 PM Pacific Daylight Time OSprague Action Type:Manager review  
Received Letter - Customer states same concern as above

Case will be yanked and letter attached.  
Case will be reassigned to LOMalley in the western region for handling

\*\*\* NOTES 08/04/2004 10:53 AM Pacific Daylight Time LOMalley Action Type:Manager review  
Writer discussed case with WRCAM:  
Dispatching case to Southern Region for handling:

1. Veh is repaired
2. Cust lives in Texas and is now home
3. Received letter from customer's daughter who lives in AZ demanding buyback
4. Daughter is not owner of vehicle
5. Veh owner is Walter Karatyz who lives in TX
6. Copy of daughter's letter sent to Southern Region

\*\*\* PHONE LOG 08/10/2004 09:33 AM Eastern Daylight Time JSifford Action Type:Outgoing call  
Writer contacted AZ029 & spoke to Alan  
Writer advised--Alan

1. review of the warranty indicates part number as 0k048 15140A
2. TSB from 11/03 indicates that the PN should be 0k038 15 142 for cooling *fan*
3. need to verify which part was used
4. will call back (AZ 3 hrs behind,, SRCAA contacting dealer prior to parts dept open)
5. Alan will verify with Service Tech

\*\*\* PHONE LOG 08/10/2004 09:45 AM Eastern Daylight Time JSifford Action Type:Outgoing call  
Writer contacted [REDACTED] (Daughter)  
Writer advised

1. contacted Dealer this morning to review repairs
2. requested that the dealer check the part number used
3. the part number input in the system does not match the updated part number we have on file
4. wanted to let you know that we are reviewing the information with the dealer to ensure that you have the most updated parts available
5. if we find that the most updated parts were not used we may request that you take the vehicle back for another repair
6. if an additional repair is required we will consider providing reimbursement on one car payment
7. this will be up to the DPSM for that region

Daughter stats

1. Vehicle is currently in AZ
2. Father has moved to AZ
3. request's that writer contact Father

Writer agreed

\*\*\* PHONE LOG 08/10/2004 09:49 AM Eastern Daylight Time JSifford Action Type:Outgoing call  
Writer contacted [REDACTED]

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

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| Last name             | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                 | Mileage |
|-----------------------|------------|--------------------------|-----------------------------|---------|
| [REDACTED]            | [REDACTED] | KNDJB723525 [REDACTED]   | K340149                     | 38,000  |
| El Paso TX [REDACTED] |            |                          | Dealer: AZ004 Childress Kia |         |

1. contacted Dealer this morning to review repairs
2. requested that the dealer check the part number used
3. the part number input in the system does not match the updated part number we have on file
4. wanted to let you know that we are reviewing the information with the dealer to ensure that you have the most updated parts available
5. if we find that the most updated parts were not used we may request that you take the vehicle back for another repair
6. if an additional repair is required we will consider providing reimbursement on one car payment
7. this will be up to the DPSM for that region

[REDACTED] states

1. I now live in AZ
2. if vehicle needs to go back for another repair I will need a rental as I am in process of looking for a job and need to pick up my grandchildren

Writer advised

1. I will review this information with the DPSM for that dealer (AZ029)
2. Apologize for any inconvenience
3. wanted you to know that we are reviewing all information

\*\*\* NOTES 08/10/2004 09:51 AM Eastern Daylight Time JSifford Action Type:Manager review

Customer currently lives in AZ

Writer forwarding case to Western Region for follow up with the dealer on correct part and possible additional repair  
Writer will fax a copy of the customer information to Western region

\*\*\* PHONE LOG 08/12/2004 01:52 PM Pacific Daylight Time LOMalley Action Type:Outgoing call

Writer spoke with customer and stated:

1. Please bring veh back to dealer so we can be sure the updated part has been installed
2. DPSM has authorized a rental veh for you
3. DPSM has authorized goodwill compensation of one car pmt.
4. I will ask SM Kerry to contact you to arrange an appt at your convenience
5. I will ask Kerry to call me when you veh is there so I can follow up on the repairs
6. Please confirm your correct address and phone number

Customer stated:

1. Thank you for calling
2. New address is [REDACTED] Glendale, AZ [REDACTED]
3. New phone is [REDACTED]
4. The TX phone number is my cell phone and it is still active
5. My car payment is \$401 per month - I will send you a copy of my payment coupon

Writer provided name and address to submit payment coupon

\*\*\* PHONE LOG 08/13/2004 10:04 AM Pacific Daylight Time LOMalley Action Type:Outgoing call

Writer called SM Kerry and left message stating:

1. Please call customer and arrange appt for him to return to dealer
2. Please be sure veh has updated part installed
3. Please save old part for Tom to inspect
4. Please call me back with date of cust appt.

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

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| Last name  | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                 | Mileage |
|------------|------------|--------------------------|-----------------------------|---------|
|            |            | KNDJB723525              | K340149                     | 38,000  |
| El Paso TX |            |                          | Dealer: AZ004 Childress Kia |         |

\*\*\* PHONE LOG 08/17/2004 12:47 PM Pacific Daylight Time LOMalley Action Type:Outgoing call

Writer called customer and stated:

1. rcvd copy of your payment statement
2. do you have appt with dealer for repair?
3. I will request your reimbursement check - it takes 3-4 weeks to receive
4. dlr will provide a rental car for you

Customer stated:

1. Dlr has ordered the parts
2. they should be in today or tomorrow
3. dlr will call me to make appt
4. thank you for calling and for your assistance

\*\*\* NOTES 08/17/2004 01:13 PM Pacific Daylight Time LOMalley Action Type:Manager review

Writer gave file to D. Battalino to process for goodwill reimbursement

\*\*\* RESEARCH LOG 08/18/2004 02:51 PM Pacific Daylight Time DBattalino Action Type:Administrative task

Rec'd Goodwill request

Processed GW and sent to NCA this date

GW for one car payment \$401.

AS400 file opened #65574

\*\*\* CASE CLOSE 08/18/2004 03:03 PM Pacific Daylight Time DBattalino

\*\*\* RESEARCH LOG 08/31/2004 07:07 AM Pacific Daylight Time DBattalino Action Type:Sent Letter

Rec'd GW check from NCA

sent to customer this date w/letter

via FedEx

close file

\*\*\* CASE CLOSE 08/31/2004 07:08 AM Pacific Daylight Time DBattalino

\*\*\* PHONE LOG 09/01/2004 10:17 AM Eastern Daylight Time JSifford Action Type:Incoming call

SRCAA rec'd customer call- states

1. I am very upset that I did not receive full reimbursement for my hotel stay
2. My total bills cam to \$176.82 and I received a check for \$129.45
3. the missing amount is the amount of one night in the hotel
4. I had to stay an extra night because the car was not ready until almost 5:00p.m.
5. I will get this money back (\$47.37) or I will contact a Lawyer
6. you said that you would follow up on this and now I want you to take care of it
7. My daughter sent a letter and I guess it got to you
8. I want to know who I contact about this and who to contact about the vehicle
9. The vehicle has broken down several times and I want to talk to someone

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

| Last name  | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                 | Mileage |
|------------|------------|--------------------------|-----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJB723525 [REDACTED]   | K340149                     | 38,000  |
| El Paso TX | [REDACTED] |                          | Dealer: AZ004 Childress Kia |         |

Writer advised

1. it appears that the information was forwarded to the correct region (Western) and that they paid \$401.00 to you
2. other reimbursement came from RS/Trip interruption reimbursement
3. Decision on the amount of allowed reimbursement was made by RS
4. I will e-mail them and ask that someone contact you to discuss the amount of reimbursement
5. writer also provided number for Western Region and RS for customer contact

E-mail sent to RS and case dispatched to Western Region Queue for customer contact

[!<For Internal Use Only

Customer was very upset and continued to state that he would contact his attorney if he did not get the money. writer offered to assist and customer keep getting louder & more forcefull in nature.>!]

\*\*\* NOTES 09/01/2004 07:42 AM Pacific Daylight Time SMarino Action Type:Manager review  
Sent email to CCG - requested information regarding customer's reimbursement for trip interruption

\*\*\* NOTES 09/01/2004 08:52 AM Pacific Daylight Time SMarino Action Type:Manager review  
Received email from KEdgett @ CCG  
Double check the receipts and seeing the third night will add pay claim for the \$47.37 to member today.

\*\*\* NOTES 09/01/2004 09:56 AM Pacific Daylight Time LOMalley Action Type:Manager review  
Writer discussed situation with S. Marino who reviewed receipts submitted by customer and determined an oversight by RS in reimbursement for the third night hotel stay. S. Marino authorized reimbursement to customer for \$47.37.

\*\*\* PHONE LOG 09/01/2004 09:58 AM Pacific Daylight Time LOMalley Action Type:Incoming call  
Writer called customer at [REDACTED] and left message with daughter advising that reimbursement for additional \$47.37 had been authorized for customer.  
Writer left name and number for customer call back if desired.  
Closing case.

\*\*\* CLOSING CASE 09/01/2004 09:58 AM Pacific Daylight Time LOMalley Action Type:Closing case

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

| Last name  | First name | VIN of 2002 SPORTAGE 4X2 | Case Number              | Mileage |
|------------|------------|--------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJB72352-[REDACTED]    | K340349                  | 38,314  |
| El Paso TX | [REDACTED] |                          | Dealer: AZ029 Lawley Kia |         |

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 07/20/2004 11:14 AM US Mountain Standard Time CRountree  
[REDACTED] DGTR STATES

1. BEEN HAVING PROBELMS.
2. ONLY HAD VEHICLE FOR A YEAR AND A HALF.
3. 4TH TIME THE **FAN** BELT DESENTAGRATED.
4. 4TH TIME IN A YEAR AND HALF
5. HE IS STUCK BETWEEN WILCOX AND LARKSBURG.

WRITER STATES

1. SORRY FOR THE PROBLEMS.
2. WARRANTY START 9/28/2002.
3. NO RECALLS.
4. WILL CONTACT FATHER ABOUT PROBLEM.
5. EXPLAINED TRIP INTERUPTION.
6. ADVISED CUSTOMER WOULD CONTACT DEALER AND FIND OUT WHAT IS GOING ON.

\*\*\* PHONE LOG 07/20/2004 11:24 AM US Mountain Standard Time CRountree Action Type:Outgoing call  
WRITER STATES:

1. CALLED THE CUSTOMER ABOUT SITUATION.

CUSTOMER STATES:

1. VEHICLE IN SIERRA VISTA AT KIA DEALER.
2. PARTS COMING TOMORROW.
3. BURNING UP BECAUSE THE **FAN** HAS DISENTACT
4. MY HOTEL # [REDACTED]
5. MAD BEACAUSE THIS IT IS THE 3RD TIME.
6. NOBODY CAN TELL ME WHY IT KEEPS HAPPENING.

\*\*\* PHONE LOG 07/20/2004 11:27 AM US Mountain Standard Time CRountree Action Type:Outgoing call  
WRITER STATES:

1. CALLED LAWLEY KIA IN SIERRA VISTA.
2. SERVICE MANAGER AT LUNCH.
3. WILL CALL BACK IN AN HOUR.

\*\*\* PHONE LOG 07/20/2004 11:40 AM DZigabarra Action Type:Outgoing call  
Writer called [REDACTED] and stated:

- Received call as hot case and called number above.
1. Calling from Kia Motors regarding situation.
  2. Offering repair assistance.

Caller [REDACTED] stated:

1. Father broke down, had fourth repair for **fan** belt.
2. Two times, repaired at kia dealer in El Paso.
3. Once, at Arizona kia dealer.
4. And, now at Wilcox kia dealer.
5. Spoke to Calvin.
6. Can call father on cell number of [REDACTED]
7. Want problem fixed.



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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] | KNDJB723525 [REDACTED]   | K340349                  | 38,314  |
| El Paso TX [REDACTED] |            |                          | Dealer: AZ029 Lawley Kia |         |

Writer stated:

1. Will advise Calvin of situation.
2. Will offer repair assistance to father.

Caller [REDACTED] stated:

1. Ok, thank you.

\*\*\* PHONE LOG 07/21/2004 05:26 AM DZigabarra Action Type:Incoming call

Caller [REDACTED] stated:

1. Want name of President and number, of Kia.
2. Have spoken to many persons already, yesterday.
3. Will get lawyer for lemon law.
4. 4 times in repair, for same service, they can't get part yet.
5. Father is diabetic, and stuck in small town.
6. Want car fixed or want new car.
7. Told I have to pay for service.

Writer stated:

1. Sorry for situation.
2. Provided president name and Irvine address to writer complaint letter, or reimbursement request; can't guarantee outcome.
3. Will document your concerns.
4. Provided case number.
5. [REDACTED] isn't here yet, can transfer you to his voice mail; caller agreed.

Transferred caller to [REDACTED] VM.

\*\*\* PHONE LOG 07/21/2004 06:23 AM ATafoya Action Type:Incoming call

[REDACTED] stated:

1. My dad needs help he has been there for three days and has a heart condition and no one wants to help him
2. I wanted the ph# for the president of Kia and they told me I would have to write a letter, why doesn't he have a voice mail
3. Why can't I get a hold of the president of Kia.
4. Now everyone is telling me that my dad would have to submit for reimb and only aloud up to \$300
5. I want [REDACTED] to call me now.
6. I'm just going to go to the media now and then we'll see how fast Kia will want to help

Writer stated:

1. Apologized for inconvenience and advised writer will leave message w [REDACTED] writer offered to transf to [REDACTED] vm (cust declined)
2. Advised making attn to the president of Kia does have to be submitted by correspondence.

\*\*\* PHONE LOG 07/21/2004 12:32 PM US Mountain Standard Time CRountree Action Type:Outgoing call

WRITER STATES

1. CALLED DEALER ABOUT CAR.

HEATHER, SERVICE RECEPTIONIST.

1. CAN TAKE A MESSAGE FOR RICHARD SERVICE MANAGER.
2. ALLEN SERIVCE ADVISOR AVAILABLE.

ALLEN STATES:

1. ALLEN SERVICE ADVISOR STATES

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

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| Last name             | First name | VIN of 2002 SPORTAGE 4X2 | Case Number              | Mileage |
|-----------------------|------------|--------------------------|--------------------------|---------|
| [REDACTED]            | [REDACTED] | KNDJB723525 [REDACTED]   | K340349                  | 38,314  |
| El Paso TX [REDACTED] |            |                          | Dealer: AZ029 Lawley Kia |         |

2. ALL BLADES HAVE COME OFF.
3. CUSTOMER SAYS IT IS THE 3 TIME.
4. COVERED UNDER WARRANTY.
5. CUSTOMER SAID 2X WAS TOLD THEY HAD A NEW UPDATE.
6. OUT OF TOWN PASSING THROUGH.
8. PARTS SAYS THINKS THIS IS THE NEW **FAN**.
8. PART NUMBER IS 0K048-15140A

WRITER STATES

1. CALLED PDC ABOUT PART #

PDC, MARK, AT EXT 307 STATES:

1. PART NUMBER IS NEW.

WRITER STATES

1. CALLED [REDACTED]

[REDACTED] STATES

1. SHE IS NOT HERE NOW.

WRITER STATES;

- 1 PLEASE LET HER KNOW I WILL CONTACT HER FATHER.
2. CALLED HOTEL ROOM

DESK CLERK STATES

1. HE IS NOT THERE.

WRITER STATES

1. CALLED CUSTOMER'S CELL PHONE.

CUSTOMER STATES

1. THEY SWITCHED US TO ROOM 109.

WRITER STATES

1. ADVISED CUSTOMER A MODIFIED **FAN** BLADE WAS ORDERED.
2. SHOULD BE IN TODAY.
3. CALLED TOM STEINWINTER ABOUT SITUATION.
4. ADVISED HIM THIS WAS THE 3X OR 4X THE **FAN** HAS BROKEN.

\*\*\* PHONE LOG 07/21/2004 01:02 PM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer Stated: [REDACTED] (Daughter)

1. Father is stuck in a small town.
2. Has been there for three days.
3. The parts came in and the dealer has not started to work on the car yet.
4. The dealer told them that they would get to the car once a tech was free.
5. He has 3 other people with him.
6. I want someone from Kia to call the dealer have them fix that car NOW!
7. He should be in front of everyone.
8. [REDACTED]

Writer Stated:

1. I will contact the dealer and see if they can make the car a priority.
2. I will call you back and let you know what is going on.
3. I can not demand the dealer to put your car ahead of others but I will make the SM aware of the situation.
4. I called the dealer AZ029 and spoke to Richard the SM.

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

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| <b>Last name</b>      | <b>First name</b> | <b>VIN of 2002 SPORTAGE 4X2</b> | <b>Case Number</b>       | <b>Mileage</b> |
|-----------------------|-------------------|---------------------------------|--------------------------|----------------|
| [REDACTED]            | [REDACTED]        | KNDJB723525 [REDACTED]          | K340349                  | 38,314         |
| El Paso TX [REDACTED] |                   |                                 | Dealer: AZ029 Lawley Kia |                |

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Richard Stated: AZ029 SM

1. Let me check on that for you.
2. We are checking in all the parts now.
3. Need to determine that all the parts are here.
4. The car has priority over a lot of others.
5. Will make sure this gets taken care of asap.

Writer Stated:

1. Can you call me back once all the parts have been checked in.
2. Gave 800# and extension.

\*\*\* NOTES 07/21/2004 02:50 PM US Mountain Standard Time JProkopp Action Type:Manager review  
\*\*\*\*\*Prior case has been created in regards to customer's concerns. See case K340149\*\*\*\*\*

\*\*\* CASE CLOSE 07/21/2004 02:54 PM US Mountain Standard Time JProkopp

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

| Last name                        | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                    | Mileage |
|----------------------------------|------------|--------------------------|--------------------------------|---------|
| [REDACTED]                       | [REDACTED] | KNDJA723925 [REDACTED]   | K343657                        | 34,754  |
| Desert Hot Springs CA [REDACTED] |            |                          | Dealer: CA179 Kia of La Quinta |         |

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 07/27/2004 12:09 PM US Mountain Standard Time ATafoya  
Ken KAren stated:

1. Veh at Kia of La Quinta CA179 on July 6th I heard this boom and the car stopped, The *fan* motor had broken
  2. I had veh towed to the dlr, They didn't look at it for a couple of days
  3. In result the engine was blown and the engine ordered came in and the block was broken (ordered on July 8 or 9)
  4. Now I called today and he told me that they don't have the head, They expect that to come in tomorrow
  5. Dealing w/svc mgr Roxanne, Julio is very polite and nice and understands the frustration
  6. This is the worst svc dept I have ever seen, they are so disorganized
  7. What is going to end up happening is the dlr is going to end up owing me a month of a car payment.
  8. I have been a month w/out a car no rental or anything.
  9. Req contact at hm# [REDACTED]
- Writer stated:
1. Advised a Kia full case mgr will contact cust w/in 72 busin hrs or sooner for repair assistance
  2. Apologized for inconvenience and advised Kia full case mgr can oversee the svc dept to insure proper svc on veh.

\*\*\* PHONE LOG 07/29/2004 09:21 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Kia of La Quinta and spoke with the service manager Roxanne.

Roxanne states:

1. The customer brought the vehicle in on 7/14.
2. They need an entire new engine.
3. We were waiting on a head gasket.
4. We received the part yesterday.
5. We probably won't be finished with the vehicle until Tuesday or Wednesday of next week.
6. I don't believe that the customer is in a rental or loaner vehicle.

\*\*\* PHONE LOG 07/29/2004 09:26 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer attempted to contact customer at number provided. Line was busy.

\*\*\* PHONE LOG 07/30/2004 07:37 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted TD'Orazi and LVM.

\*\*\* PHONE LOG 08/03/2004 07:28 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted TD'Orazi

TD'ORazi states:

1. I'll check on this and call you.
2. I believe that the vehicle has already been repaired.

\*\*\* PHONE LOG 08/03/2004 08:21 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted customer and left message requesting call back.

\*\*\* CASE CLOSE 08/05/2004 07:13 AM US Mountain Standard Time JProkopp

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

| Last name             | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                    | Mileage |
|-----------------------|------------|--------------------------|--------------------------------|---------|
|                       |            | KNDJA723925              | K343657                        | 34,754  |
| Desert Hot Springs CA |            |                          | Dealer: CA179 Kia of La Quinta |         |

\*\*\* PHONE LOG 08/05/2004 10:15 AM US Mountain Standard Time BGauldin Action Type:Incoming call  
customer stated:

1. vehicle was at dealership since 7/13 and picked up 8/5 vehicle was ready Monday after.
2. picked up today and about a 25 minute drive.
3. was told the timing would be reset and test driven.
4. had to pull off freeway and vehicle would not restart, did get to start and no power, just made home .
5. vehicle has to be towed but do not want to go back to this dealership.

\*\*\* NOTES 08/05/2004 10:17 AM US Mountain Standard Time BGauldin Action Type:Manager review  
6. do not have confidence in this vehicle.

\*\*\* NOTES 08/05/2004 10:32 AM US Mountain Standard Time BGauldin Action Type:Manager review  
writer stated:

1. would be happy to assist the customer.
2. very sorry customer is having this issue.
3. spoke with the Parts and Service Director Roxianne.
4. under state the vehicle was taken on the 7/14 due to over heating and *fan* broke.
5. do not see the issue with what customer stated.

customer stated:

1. this dealership even ordered a engine and nothing about over heating.

\*\*\* NOTES 08/05/2004 10:38 AM US Mountain Standard Time BGauldin Action Type:Manager review

2. this is part of the issue then and now.
3. the vehicle even has a smell , like oil or something.
4. want to hear from some one at KIA about a rental.
5. do not feel the dealership can get the vehicle repaired.
6. want a rental from KIA or dealership, this is ridiculous not to repair the vehicle in such a length of time.
7. will wait until writer calls.

\*\*\* PHONE LOG 08/05/2004 01:33 PM US Mountain Standard Time BGauldin Action Type:Incoming call  
RA L Omalley returned call via VM:

1. returning call...

writer called :

- 1.returning call to the RA L Omalley

customer called:

1. going to wait until tomorrow on making appointment and taking vehicle in by tow.
2. do not want to go to this dealership that had vehicle for 3 weeks and still not repaired.
3. also expect someone, KIA or dealership to provide a vehicle due to great loss of time.

1. have call the appropriate de

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

| Last name             | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                    | Mileage |
|-----------------------|------------|--------------------------|--------------------------------|---------|
|                       |            | KNDJA723925              | K343657                        | 34,754  |
| Desert Hot Springs CA |            |                          | Dealer: CA179 Kia of La Quinta |         |

correction for 8/5/04:

writer stated;

1. have left word for the RA L Omalley ( Kia Representative to call writer)
2. will check back with the representative tomorrow.

writer called RCAA L Omalley:

1. customer having issue with repair and wants vehicle to go to another dealership.
2. roadside will only tow to the closest dealership.
3. customer requesting rental and has been informed Kia does not have a rental provision in the warranty.

\*\*\* PHONE LOG 08/06/2004 10:17 AM US Mountain Standard Time BGauldin Action Type:Incoming call  
writer called customer:

1. suggest customer call roadside assistance and see if permission to take the vehicle to another dealership.
2. just have to return the RCAA Lynn O'Malley( stated Kia Representative) will call customer back.

customer stated:

1. the other dealership is about 30 miles farther that the dealership .
2. will call roadside and see if will tow to another dealership

\*\*\* PHONE LOG 08/06/2004 10:20 AM US Mountain Standard Time BGauldin Action Type:Incoming call  
writer returned RCAA L OMalley call:

1. left VM returning call.

RCAA LOMalley called ( between leaving message):

1. spoke with Ted DPSM .

\*\*\* NOTES 08/06/2004 10:25 AM US Mountain Standard Time BGauldin Action Type:Manager review

2. DPSM TDORazi is authorizing a rental.
3. have customer tow the vehicle back to the dealership.
4. know the customer does not want to but let customer know DPSM TDORazi will personally be working with the vehicle.
5. DPSM will see the vehicle next week and will personally call the customer.
6. call the dealership and advise of customer's being given a vehicle so customer does not have a hassle.
7. dealership may call RCAA if any question of authorization.

writer stated:

1. just left message returning RCAA Call.
2. just spoke with customer and advised to call roadside assistance.
3. will call dealership and customer.
4. thanked RCAA for assistance.

\*\*\* PHONE LOG 08/06/2004 10:28 AM US Mountain Standard Time BGauldin Action Type:Incoming call  
writer called SM Roxanne:

1. advised the DPSM T DORazi giving customer a vehicle.
2. customer is to be towed back to the dealership.
3. if any qualms on the vehicle, to call region RCAA LOMally

SM Roxanne stated:

1. will give the vehicle.

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

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| Last name             | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                    | Mileage |
|-----------------------|------------|--------------------------|--------------------------------|---------|
|                       |            | KNDJA723925              | K343657                        | 34,754  |
| Desert Hot Springs CA |            |                          | Dealer: CA179 Kia of La Quinta |         |

2. DPSM TDOrazi to be here Tuesday, just found out.

\*\*\* PHONE LOG 08/06/2004 10:28 AM US Mountain Standard Time BGauldin Action Type:Incoming call

writer called customer:

1. line busy

writer called customer:

1. line busy

writer called customer:

1. line busy

\*\*\* PHONE LOG 08/06/2004 10:57 AM US Mountain Standard Time BGauldin Action Type:Outgoing call

writer called customer:

1. ask the customer to take the vehicle back to the dealership.
2. the Kia Representative will authorize a vehicle but the customer's vehicle must go back to LaQuinta Kia.
3. the KIA Representative will be handling the repair with dealership personally and will call the customer next week.

customer stated:

1. not sure this is the best way to go.
  2. do not feel confidence in this dealership.
- (customer spoke with wife )
3. will call the dealership about the vehicle
  4. will call roadside assistance back and take vehicle to the LaQuinta dealership.
  5. thanked everyone for assistance.

\*\*\* CASE CLOSE 08/06/2004 10:59 AM US Mountain Standard Time BGauldin

customer wanting assistance with repair, wanted rental , DPSM authorized Vehicle and will personally assist the repair and call customer

\*\*\* PHONE LOG 08/11/2004 11:15 AM US Mountain Standard Time BGauldin Action Type:Incoming call

customer stated:

1. vehicle was repaired in Riverside and only took one day.
2. issue is customer can not have the vehicle towed back.
3. customer can not drive on the freeway.
4. want writer to reunite the vehicle with customer.
5. since there have been issues, could not KIA make exception.
6. thanked writer

writer stated:

1. very sorry but KIA does not have a reunite policy.
2. customer has a right to feelings but was customer's choice to take to this dealership.
3. very happy customer's vehicle is repaired.
4. thanked customer for calling KIA.

\*\*\* CASE CLOSE 08/11/2004 12:18 PM US Mountain Standard Time BGauldin

customer declined Kia assistance for repair of vehicle. took vehicle to Riverside KIA. now customer requesting reunite with vehicle. writer provided information of coverage

# Kia Motors America Consumer Affairs Department

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| Last name       | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                  | Mileage |
|-----------------|------------|--------------------------|------------------------------|---------|
| Phillipsburg NH |            | KNDJA723X25              | K1013899                     | 30,435  |
|                 |            |                          | Dealer: PA005 Brown-Daub Kia |         |

## Case History

Inquiry Warranty Info

\*\*\* PHONE LOG 09/14/2005 01:26 PM US Mountain Standard Time TShamburger  
customer [REDACTED] called ---

1. the *fan* blew and it damage the radiator.
2. wanted to know if theres warr on veh
3. dlr said they were chking on parts, the dlr said he has a report on *fan* for veh wrt staes
1. veh warr start date is 10-22-02 its 5/60K whichever comes first.
2. no recalls
3. but dlr should be able to repair under warr, but of course they need to chk it to validate it.
4. also veh still has r/s asst and they will tow veh to dlr. same number here but hit 1.

csut thanked wrt. call ended.

\*\*\* CASE CLOSE 09/14/2005 01:26 PM US Mountain Standard Time TShamburger



**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> |
|------------------|-------------------|---------------------------------|-------------------------|----------------|
|                  |                   | KNDJB723X25                     | K1232117                | 72,000         |
| PHOENIX AZ       |                   |                                 | Dealer: AZ019 Tempe Kia |                |

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/28/2006 11:22 AM US Mountain Standard Time SBowyer  
CUST STATED

- 1.I NEED TO TALK TO SOMEONE ABOUT OUR WARRANTY
- 2.THE VEH IS AT THE KIA DLR RIGHT NOW FOR MY VEH THAT STOPPED RUNNING; IT WAS TOWED IN
- 3.THEY ARE SAYING THAT THE ENGINE IS SEIZED UP AND A PISTON ROD WENT THROUGH THE ENGINE
- 4.THEY WILL NOT COVER IT.THEY ASKED FOR MAINTENANCE RECORDS

WRITER STATED

- 1.SORRY, SHOWING ANOTHER PREVIOUS OWNER
- 2.SHOWING NO PTW COVERAGE PRESENT
- 3.IN ABLE TO SHOW THIS AS FULL 10/100 WILL NEED CUST TO FAX COPY OF SALES CONTRACT
- 4.DLR WILL ASK FOR MAINTENANCE RECORDS; THIS IS WHAT UPHOLDS THE WARRANTY

CUST STATED

- 1.I WILL TRY AND FIND ALL OF THAT
- 2.CAN YOU CALL THE DLR IN THE MEAN TIME AND TELL THEM ALL OF THIS
- 3.IT IS GOING TO TAKE SOME TIME TO GET ALL OF THAT

WRITER STATED

- 1.SURE, WILL SPEAK WITH DLR ABOUT SITUATION
- 2.WHEN NECESSARY WILL GET FACTORY REP INVOLVED WITH SITUATION
- 3.PROVIDED WRITER FAX AND EXTENSION
- 4.WILL AWAIT CUST INFO

CUST THANKED WRITER--CALL ENDED

\*\*\* PHONE LOG 09/29/2006 04:13 PM US Mountain Standard Time SBowyer Action Type:Outgoing call  
SVC ADV CHAD AZ019 STATED

- 1.IT LOOKS LIKE IT WAS NEGLECTED
- 2.THE **FAN** BLADE BROKE AND CAUSED THE VEH TO OVERHEAT
- 3.IT OVERHEATED THAT IS WHAT CAUSED THE ENGINE TO SEIZE UP; IT WAS DRIVEN CONSISTENTLY ONCE IT HAPPENED
- 4.THE **FAN** ISNT COVERED BECAUSE HE IS OUT OF THE 5/60
- 5.IT DOESNT LOOK AS IF IT IS A FACTORY DEFECT; EXCEPT FOR THE **FAN**; WHICH IS NOT COVERED
- 6.I EXPLAINED ALL OF THIS TO THE CUSTOMER; THAT IS WHEN I REFERRED HIM TO YOU

WRITER STATED

- 1.WANTED TO NOTIFY YOU THAT CUST IS SEARCHING FOR SALES CONTRACT FOR RDR CHANGE
- 2.ALSO CUST WANTS TO GET SOME MAINTENANCE RECORDS ALSO; THIS IS WHAT CUST ASKED OF WRITER

CHAD THANKED WRITER--CALL ENDED

\*\*\* NOTES 09/29/2006 04:29 PM US Mountain Standard Time SBowyer Action Type:Manager review  
CASE CLOSED PENDING CUST FAX

\*\*\* CASE CLOSE 09/29/2006 04:29 PM US Mountain Standard Time SBowyer

**Kia Motors America  
Consumer Affairs Department**

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| Last name               | First name | VIN of 2002 SPORTAGE 4X2 | Case Number | Mileage |
|-------------------------|------------|--------------------------|-------------|---------|
| [REDACTED]              | [REDACTED] | KNDJB723325 [REDACTED]   | K509549     | 37,965  |
| Texarkana TX [REDACTED] |            | Dealer:                  |             |         |

**Case History**

Inquiry Repair

\*\*\* PHONE LOG 07/11/2005 09:12 AM US Mountain Standard Time MEstrella  
CALLER STATED: MELODY HILL , SAYS Otis Keel IS HER CO-SIGNER AND CO-OWNER

- 1.THE **FAN** CLUTCH BROKE WHILE ON VACATION ON JULY 2,
- 3.VEH BROKE DOWN AND I WAS IN TX ARKANSANS , NO DEALERS THERE AND NO WAY TO KNOW WAS A WARRANTY ISSUE
- 4.SO HAD NO CHOICE BUT TO GO TO INDEPENDENT SHOP TO GET FIXED TO GET BACK ON THE ROAD ASAP
- 5.WHEN I GOT BACK HOME TO TX, DEALER HERE TOLD ME THAT THE **FAN** CLUTCH WAS A RECALL ON THE SPORTAGE
- 6.SO I SHOULD GET REIMBURSED , HOW CAN I GET REIMBURSED FOR THIS REPAIR

WRITER STATES:

- 1.APOLOGIZED
- 2.ADVISED ALL WARRANTY WORK MUST BE DIAGNOSED AND REPAIRED AT KIA DEALERSHIP
- 3.ROADSIDE ASSSITANCE WOULD HAVE TOWED UNLIMITED MILEAGE TO NEARST KIA DEALER FOR ASSISTANCE
- 4.NO RECALLS ON HER VEH

CALLER STATES:

- 1.SHE WAS NOT AWARE OF THIS AND HAD NO WAY TO KNOW THIS
- 2.SHE HAD NO CHOICE BUT TO GET VEH REPAIRED AT INDEPENDENT SHOP

WRITER STATES:

- 1.PROVIDED KMA ADDRESS FOR AN EVALUATION OF REIMBURSEMENT REQUEST
- 2.ADVISED THERE IS NO GUARANTEE OF ANY REIMBURSEMENT FROM WRITER OR KIA
- 3.ADVISED INCL BRIEF COVER LETTER W/ EXPLANTION OF ANY EXTENUATING , ORIG RECETIPS AN D KEEP COPIES FOR HER RECORDS
- 4.A RESPONSE IN APPROVAL OR DENIAL LETTER FROM WILL BE RECEIVED IN APOX 6 WEEKS FROM DATE OF RECEIPT

\*\*\* CASE CLOSE 07/11/2005 09:13 AM US Mountain Standard Time MEstrella  
PROVIDED KMA ADDRESS FOR EVAL OF REIMB.---MADE NO GUARANTEES

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

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| Last name             | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                   | Mileage |
|-----------------------|------------|--------------------------|-------------------------------|---------|
| [REDACTED]            | [REDACTED] | KNDJA723X25 [REDACTED]   | K1214934                      | 26,252  |
| Commack NY [REDACTED] |            |                          | Dealer: NY050 Smith Haven Kia |         |

**Case History**

Complaint Reimbursement

\*\*\* PHONE LOG 08/14/2006 03:01 PM Pacific Daylight Time CFurumoto  
NCA RECEIVED LETTER FROM CUSTOMER.

1. CUSTOMER STATES CLUTCH AND **FAN** BLADE ASSEMBLY FLEW APART CAUSING DAMAGE TO VEHICLE.
2. CUSTOMER STATES HE TRIED TO TAKE VEHICLE TO KIA DEALERSHIP BUT WAS ADVISED THAT THEY WERE CLOSING SO HE TOOK VEHICLE TO LOCAL MECHANIC WHERE VEHICLE WAS REPAIRED AT A COST OF \$1373.40.
3. CUSTOMER SEEKING REIMBURSEMENT FOR REPAIRS HE BELIEVES IS COVERED UNDER WARRANTY.

SCANNED AND DISPATCHED TO REGION FOR FURTHER HANDLING.

\*\*\* PHONE LOG 08/15/2006 01:15 PM Eastern Daylight Time RChristiansen Action Type:Incoming call  
writer called cust, wife answered

writer stated

- 1) reviewed situation
- 2) why was R/a Not used
- 3) we provide services so you don't have to panic
- 4) did not take advantage of those so I cannot cover under warranty
- 5) no knowledge of extended warranty
- 6) would need to find the warranty contract and contact the number they provide
- 7) would you like to fax me the contract and I will try to assist you with it?

cust stated

- 1) it was really hot that day
- 2) husband could not reach me on my vell phone
- 3) he panicked
- 4) so you aren't going to pay anything
- 5) what about the extended warranty I have, we paid \$3000 for it
- 6) I will picket your company
- 7) I am going to tell everyone about the bad experience we have had with your company
- 8) fine

writer looked in AS400

contract is KEPP contract

writer called KEPP

will not be covered if they did not get preauthorization/

\*\*\* NOTES 08/17/2006 08:52 AM Eastern Daylight Time RChristiansen Action Type:Manager review

Cust left message on 8/16/06

1st at 3:55 - requesting callback by 4:30

2nd at 4:27 - yelling at writer for not answering phone

3rd at 4:33 - yelling at receptionist for writer nor RPSM for answering phones and having receptionist taking hand written note.

writer discussed case with RPSM

RPSM suggested reimbursement of warranty cost to repair.

writer totaled bill to be \$911.99 at warranty cost.

# Kia Motors America Consumer Affairs Department

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| Last name  | First name | VIN of 2002 SPORTAGE 4X4 | Case Number                   | Mileage |
|------------|------------|--------------------------|-------------------------------|---------|
|            |            | KNDJA723X25              | K1214934                      | 26,252  |
| Commack NY |            |                          | Dealer: NY050 Smith Haven Kia |         |

\*\*\* PHONE LOG 08/17/2006 09:39 AM Eastern Daylight Time RChristiansen Action Type:Outgoing call

writer called cust

writer stated

- 1) reviewed company policies for warranty
- 2) reviewed warranty coverages and R/A coverages
- 3) reviewed costs of repairs
- 4) told cust as one time gesture to reimburse \$911.99

cust stated

- 1) understand warranty coverages
- 2) will in future follow procedures
- 3) thanks kia for reimbursement

\*\*\* NOTES 08/22/2006 08:32 AM Eastern Daylight Time RChristiansen Action Type:Manager review

package sent to NCA

\*\*\* CASE CLOSE 08/22/2006 07:35 AM Eastern Daylight Time RChristiansen

\*\*\* PHONE LOG 09/14/2006 03:06 PM Eastern Daylight Time RChristiansen Action Type:Outgoing call

writer called cust

talked to

confirmed address info

check # for \$911.99

tracking #

**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]          | K196916     | 40,000  |
| Evergreen CO [REDACTED] |            | Dealer: CO019 Osborn Automotive |             |         |

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 07/31/2003 06:48 AM US Mountain Standard Time JCook

Customer Stated:

- 1.Says her vehicle is currently at the dealer.
- 2.Says her colling *fan* flew apart and destroyed her radiator and power steering pump.
- 3.Says the parts are on backorder and will not be in for a few weeks.
- 4.Says she wanted to know is this a serious enough problem with other Sportages that we are out of the parts, wanted to know if there was a recall.
- 5.Says the dealer did put her in a loaner but it is a Rio.
- 6.Says it is very hard for her to drive her 91 year old father around in, and wanted to know if we could out her in a bigger vehicle.

---Writer advised customer:

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

---Writer called and spoke to Jim (Svc. Mgr @ CO019) who stated:

- 1.That the part are on backorder for this vehicle.
- 2.Says the Rio is the only loaner vehicle he had to give her.
- 3.Says when he gets his Sedona loaner back in, he will switch her out and she can have that, but he does not know when that will be.
- 4.Says they are trying to take care of the customer, but she is lucky she got a loaner at this point.
- 5.Writer thanked Jim for his time.

---Writer advised customer:

- 1.That we spoke with the Svc. Mgr Jim.
- 2.Advised that this is the only loaner they have at this time to give her.
- 3.Advised that he will switch her out when he gets his Sedona loaner back in at the dealer.
- 4.Apologized for the inconvenience.
- 5.Advised that there is no recall at this time for these parts.
- 6.Advised that we have had a small problem with some of our 02 Sportages having this issue, but they are getting it resolved and the new updated parts should be in soon.
- 7.Advised that we will document her concern on file.
- 8.Verified all customer info.

\*\*\* CASE CLOSE 07/31/2003 06:49 AM US Mountain Standard Time JCook

Info given.

**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]        | KNDJB723225 [REDACTED]          | K185813            | 0              |
| SOUTHLAKE TX [REDACTED] |                   | Dealer: TX063 Ancira I-10 Kia   |                    |                |
| <u>Case History</u>     |                   | iSKY Dealer                     |                    |                |

---

CUSTOMER STATED THE *FAN* BLEW UP AND SEVERED THE POWER STEERING. HE SAID THERE WAS A SURGE AND IT WANTS TO MOVE FORWARD WHEN HE IS NOT ACCELERATING. HE SAID THE DLR IS EXCEPTIONAL AND HE IS SATISFIED.

\*\*\* CASE AUTO CLOSE 07/07/2003 07:22:20 AM \*\*\*

**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]   | K343358     | 29,000  |

Lutz FL

Dealer: FL084 Century Kia of Wesley

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 07/27/2004 05:58 AM US Mountain Standard Time ATafoya

[REDACTED] stated:

1. Driving down the road the blades on the *fan* busted off and caused damage to other parts of engine/cooling syst
2. I took it in to the shop (FL084 Century Kia of Wesley Chapel, doesn't have name of svc person he's dealing with)
3. It (*fan* blade) caused veh to overheat, dlr has to replace the motor, still running real rough
4. When FL084 took the compression test they said the motor is in and telling cust to bring veh in now
5. They are going to have the veh over a week, they have to check the heads to see if it needs new heads
6. Cust req rental veh, dlr won't auth a rental.
7. Req to be contacted at cell [REDACTED]

Writer stated:

1. Advised a Kia full case mgr will contact cust w/in 72 busin hrs.
2. Advised rentals and loaners not provision under Kia warranty and advised writer can forward for review
3. Writer made no promise of rental or loaner being granted.

\*\*\* PHONE LOG 07/28/2004 07:18 AM US Mountain Standard Time BGauldin Action Type:Incoming call  
customer called;

1. told by the dealership it will be over a week before the heads are back from shop.
2. the dealership does have a discounted rental but told the customer will not be elligible.
3. the dealership has given a vehicle before.
4. don't understand why the dealership will not work with the customer.

writer stated:

1. very sorry customer is being inconvenienced.
2. some dealerships do loaners, some discounted rentals.
3. this is just a courtesy and up to the dealership.
4. will call the dealership and find out the current status

\*\*\* PHONE LOG 07/28/2004 07:26 AM US Mountain Standard Time BGauldin Action Type:Incoming call  
writer called the SM :

1. Barbara stated the SM in meeting in Tampa.
2. was transferred to speak with Dottie. - n/a
3. Receptionist Barbara took message for writer to receive a call back.

writer advised customer:

1. will have to hear back from the dealership.
2. gave writer information and customer may call if not heard before 4PM EST

customer stated;

1. appreciate the information and follow up.

\*\*\* PHONE LOG 07/29/2004 09:42 AM US Mountain Standard Time BGauldin Action Type:Incoming call  
customer left Vm:

1. requested call back

customer called again:

1. dealership called today
2. dealership wants to know if the motor is to be repaired
3. don't know why the dealership is not offering the same \$15 discounted rental
4. and now refusing to offer the \$15

**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]   | K343358                             | 29,000  |
| Lutz FL    | [REDACTED] |                          | Dealer: FL084 Century Kia of Wesley |         |

\*\*\* NOTES 07/29/2004 09:52 AM US Mountain Standard Time BGauldin Action Type:Manager review  
writer called SM Terry:

1. advised the customer upset over the denial of \$15 a day for rental.
2. thanked SM Terry, appreciate the information

SM Terry stated:

1. have spoken with DPSM D Tacker and \$15 was denied.
2. the customer has been informed of this.
3. the customer received the \$15 a day one time and thinks should be given each time.
4. one time under certain circumstances the dealership gave a new vehicle to drive.
5. customer does not understand this is not going to happen again with a new vehicle given.

\*\*\* NOTES 07/29/2004 09:54 AM US Mountain Standard Time BGauldin Action Type:Manager review  
writer informed customer:

1. there is no rental provision in the warranty.
2. the customer is not being given the \$15 a day as a personal denial.
3. this was a one time goodwill gesture for the customer the last time.
4. very sorry customer is going to be inconvenienced.

customer stated:

1. just didn't want anyone to be mad.
2. couldn't imagine why one time and then the second time denied.
3. thanked writer for information

\*\*\* CASE CLOSE 07/29/2004 10:28 AM US Mountain Standard Time BGauldin

customer wanted to know why the \$15 a day toward rental not given. writer stated each provided as goodwill and case by case bases.



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| <u>Last name</u>         | <u>First name</u> | <u>VIN of 2002 SPORTAGE 4X2</u> | <u>Case Number</u> | <u>Mileage</u> |
|--------------------------|-------------------|---------------------------------|--------------------|----------------|
| [REDACTED]               | [REDACTED]        | kndjb723025 [REDACTED]          | K508145            | 63,000         |
| Sharpsburg GA [REDACTED] |                   | Dealer: GA020 Kia of Union City |                    |                |

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 07/08/2005 08:54 AM US Mountain Standard Time TShamburger  
customer [REDACTED] called

1. does veh have warr, dont have vin.
  2. bought veh used mar 2003
  3. i was driving along and *fan* broke and hit the radiator causing a hole underneath
  4. i really didnt see veh getting out because water was coming out from underneath.
  5. so i drove veh hot and damage eng
  - 6 the private garage said i need a new eng now, can kia offer any asst, or do you know of a problem with *fan*.
- wrt states
1. im sorry, without vin cant give you accurate warr info, but with info you gave wrt.
  2. veh should have a 5/60k whichever comes first warr, but veh is out of this warr by your miles.
  3. there is no problem on veh regarding *Fan*
  4. advise cust to call back with vin and wrt will chk if veh has any recalls affecting veh. dont believe so, but it does not hurt to chk. cust thanked wrt call ended.

\*\*\* CASE CLOSE 07/08/2005 08:57 AM US Mountain Standard Time TShamburger

\*\*\* PHONE LOG 07/08/2005 10:01 AM US Mountain Standard Time YDomerofski Action Type:Incoming call

Cust Stated:

1. I called there before for warranty info but I didn't have VIN w/ me
2. Is there anyway I can get this repair under warranty?
3. Why PTW is not 10/100?, no matter first or second owner, the warranty term should be same
4. OK, thanks

Writer Stated:

1. Updated
2. Sorry, PTW and LBW are expired right now
3. Sorry, no one can change the warranty term

\*\*\* CASE CLOSE 07/08/2005 10:01 AM US Mountain Standard Time YDomerofski

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**Consumer Affairs Department**

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number             | Mileage |
|-----------|------------|--------------------------|-------------------------|---------|
|           |            | KNDJB723925              | K205194                 | 1,600   |
| Dallas TX |            |                          | Dealer: TX059 Big D Kia |         |

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 08/18/2003 11:02 AM US Mountain Standard Time ATafoya  
CORA KENNEBREW STATED:

1. VEH HAS BEEN AT TX059 FOR 3 WEEKS NOW BECAUSE OF THE COOLANT **FAN** BREAKING. **FAN** ASSEMBLY ON BACK ORDER
2. DLR DOESN'T KNOW WHEN THE PART WILL COME IN.
3. CUST IS REQ A RENTAL (DLR ALREADY STATED THEY DIDN'T HAVE ONE AVAIL)
4. REQ TO BE CONTACTED BY KIA-FULL CASE MGR AT 972-681-7676.

WRITER STATED:

1. ALL COMMENTS AND CONCERNS WILL BE NOTED ON FILE
2. ADVISED BECAUSE CUST'S SITUATION NEEDS ADDITIONAL ATTN A KIA FULL-CASE MGR WILL BE CONTACTING CUST W/IN 72 BUSIN HOURS.

\*\*\* PHONE LOG 08/19/2003 05:23 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called Big D Kia

Svc Mgr Tony Bates states:

1. I just faxed the info on all 14 vehs we have down right now for this backorder
2. Part number we are waiting on is oko3815140a
3. Came in 7/24/03
4. Mileage is 16233

Wtr thanked Tony for the info

\*\*\* PHONE LOG 08/19/2003 05:27 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called DPSM John Milner and stated:

1. Left name, case number, wtr ext and last 6 VIN
2. Veh is at Big D Kia since 7/23 for backordered **fan** part
3. Customer called yesterday and spoke to one of the people here that is helping to answer the phone
4. And is requesting rental assistance
5. Request call back

\*\*\* PHONE LOG 08/19/2003 01:34 PM US Mountain Standard Time CHamilton Action Type:Incoming call

DPSM John Milner states:

1. Have talked to the dlr about this
2. They don't have a rental company that they do business with
3. They do have CCP cars, all in use
4. So, I asked them to put her in used car, Told them I would pay them the CCP 30 per day, they said they only had three used cars on the lot
5. If customer wants to rent a veh for reasonable amount--30-35 per day, have her bring bill in and we will reimburse her thru the warranty
6. Dont know what else we can do

\*\*\* PHONE LOG 08/19/2003 01:36 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called number of record 2X, number is disconnected no longer in service

[!<For Internal Use Only

IF THIS CUSTOMER CALLS BACK, PLEASE GET CURRENT CALL BACK NUMBER, DPSM JOHN MINER HAS AUTH RENTAL REIMBURSEMENT NOT TO EXCEED \$35 PER DAY TOTAL UNTIL PARTS ARE IN AND VEH IS FIXED>!]

# Kia Motors America Consumer Affairs Department

| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number             | Mileage |
|-----------|------------|--------------------------|-------------------------|---------|
|           |            | KNDJB723925              | K205194                 | 1,600   |
| Dallas TX |            |                          | Dealer: TX059 Big D Kia |         |

\*\*\* PHONE LOG 08/19/2003 01:38 PM US Mountain Standard Time CHamilton Action Type:Outgoing call  
Wtr called Big D Kia Svc, request customer phone number  
states:  
Only number we have for her is home

\*\*\* PHONE LOG 08/19/2003 01:46 PM US Mountain Standard Time CHamilton Action Type:Outgoing call  
Caller states:  
1. Have already rented a veh for three weeks, cannot afford to rent one anymore--I already maxed out my credit card  
2. I already returned it  
3. Guy at Big D said they didnt have any cars  
4. SW Kia said they had some there, but veh is not there  
Wtr states:  
1. Updated address and phone info  
2. Will make a few calls to see what else wtr can arrange  
3. Provided wtr contact info

\*\*\* PHONE LOG 08/19/2003 01:54 PM US Mountain Standard Time CHamilton Action Type:Outgoing call  
Wtr called TX036 SW Kia Svc Mgr David Jones  
Wtr states:  
1. Do you have relationship with rental co or any program vehs available  
2. If can arrange with DPSM John Milner to pay, can you provide for this customer with veh at Big D Kia with backorder part  
3. Hertz requires a\$50 deposit  
4. So if she has that and John authorizes it, we can help her get into a rental  
Wtr states:  
1. Thanks for your help  
2. Will follow up and call you back

\*\*\* PHONE LOG 08/19/2003 01:55 PM US Mountain Standard Time CHamilton Action Type:Outgoing call  
Wtr made two attempts to contact Ms Kennebrew at number of record, no answer, no VM

\*\*\* PHONE LOG 08/20/2003 07:05 AM US Mountain Standard Time CHamilton Action Type:Outgoing call  
Wtr called number of record, no answer, no VM  
(214) 324-3083

\*\*\* PHONE LOG 08/20/2003 07:07 AM US Mountain Standard Time CHamilton Action Type:Outgoing call  
Wtr called number provided by Big D Kia 214-502-8637  
Left VM stating:  
1. Left wtr name, phone, ext and case number  
2. may have found a way to get you a rental  
3. Request call back ASAP

[!<For Internal Use Only  
IF THIS CALLER CALLS BACK, PLEASE GET A CONTACT TELEPHONE NUMBER FOR HER IF POSSIBLE>!] ]

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

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| Last name | First name | VIN of 2002 SPORTAGE 4X2 | Case Number             | Mileage |
|-----------|------------|--------------------------|-------------------------|---------|
|           |            | KNDJB723925              | K205194                 | 1,600   |
| Dallas TX |            |                          | Dealer: TX059 Big D Kia |         |

\*\*\* PHONE LOG 08/20/2003 11:04 AM US Mountain Standard Time CHamilton Action Type:Incoming call

VM received states:

1. [REDACTED] K205194
2. Cell is [REDACTED]
3. I am on break until 2:15 or call me after 3 PM

\*\*\* PHONE LOG 08/20/2003 11:14 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called [REDACTED] and stated:

1. May be able to arrange a rental through SW Kia, they have a relationship with a rental company
2. You will need to have a \$50 deposit, will that work for you

Caller states:

1. Yes, I can get them \$50 deposit

Wtr placed caller on hold, called SW Kia, request Svc Mgr David Jones

Operator states:

1. He is at lunch

Wtr left message requesting call back, left wtr contact info, Kennebrew rental, veh at Big D Kia

Returned to caller and stated:

1. Wtr left VM
2. Later today, please call David Jones at SW Kia to arrange rental
3. Wtr will follow up also
4. Call wtr back if any further problems

\*\*\* PHONE LOG 08/20/2003 11:24 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called DPSM John Milner and stated:

1. Called this owner yesterday, veh is at Big D
2. You had authorized 30-35 per day rental
3. Told he this, she stated could not do this, since her credit card is maxed out from last 3 weeks rental while waiting for part
4. She did not ask for reimbursement for this, wtr did not offer
5. So wtr called SW Kia, spoke to Svc Mgr David Jones, asked if they could arrange rental, he indicated he could with \$50m deposit, if DPSM was willing to pay for the rental
6. So wtr called [REDACTED] back, she does have the \$50 deposit
7. How can we arrange this

DPSM john Milner states:

1. can have the veh towed to SW, guess I could work it out by leaving it at big D also
2. Is David Jones willing to do this--wtr state he indicated he was, as long as DPSM will auth the rental paid
3. What about her previous rental bills--have her turn those in also when she picks up her car

Kia will reimburse for those also

Wtr thanked DPSM for the assistance, will notify customer

\*\*\* PHONE LOG 08/20/2003 11:30 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called [REDACTED] at cell number and stated:

1. Wanted to let you know that Kia will reimburse you up to \$30 per day on previous rental bill, related to this wait for parts
2. So when you pick your veh up at big D Kia after the repair is complete, take your receipt to them at Big D, they will submit it and get you reimbursement up to \$35 per day from Kia

Caller stated:

1. Wow, thank you so much

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| <u>Last name</u> | <u>First name</u> | <u>VIN of 2002 SPORTAGE 4X2</u> | <u>Case Number</u>      | <u>Mileage</u> |
|------------------|-------------------|---------------------------------|-------------------------|----------------|
| [REDACTED]       | [REDACTED]        | KNDJB723925                     | K205194                 | 1,600          |
| Dallas TX        | [REDACTED]        |                                 | Dealer: TX059 Big D Kia |                |

\*\*\* PHONE LOG 08/20/2003 11:38 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Caller Svc Mgr David Jones states:

1. Calling you back
2. Are we giving her a free rental?

Wtr states:

1. Per DPSM John Milner, Kia will pay up to \$35 per day rental
2. DPSM John Milner will be calling you back to arrange the payment/warranty info
3. Customer will contact you sometime today, she is working until 3Pm today
4. Customer has the \$50 deposit and per DPSM john Milner will also be getting reimbursed (thru Big D) for her previous rental expense
5. Thank you so much for your assistance in this matter

\*\*\* NOTES 08/20/2003 11:41 AM US Mountain Standard Time CHamilton Action Type:Manager review

Case notes to DPSM John Milner for your information.

Will close case pending call back.

\*\*\* SEND CASE HISTORY 08/20/2003 11:42:01 AM CHamilton

Case details sent to JMilner@kiausa.com.

\*\*\* CASE CLOSE 08/20/2003 11:44 AM US Mountain Standard Time CHamilton

Per DSPM John Milner, rental reimbursement auth up to 35 per day, will reimburse previous rental related to this part b/o, David Jones at SW Kia will arrange with his rental co to get owner into a rental, she has the \$50 dep. Closed pending call back.

\*\*\* NOTES 09/04/2003 04:14 PM Eastern Daylight Time JSifford Action Type:Manager review

vehicle is not showing on vehicle down report

file closed

\*\*\* CASE CLOSE 09/04/2003 04:18 PM Eastern Daylight Time JSifford

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| Last name               | First name | VIN of 2002 SPORTAGE 4X2 | Case Number                       | Mileage |
|-------------------------|------------|--------------------------|-----------------------------------|---------|
| [REDACTED]              | [REDACTED] | KNDJB723825 [REDACTED]   | K215730                           | 22,000  |
| Mira Loma CA [REDACTED] |            |                          | Dealer: CA132 Bosch Kia of Corona |         |

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 09/10/2003 09:04 AM US Mountain Standard Time SSchutter  
CUSTOMER STATES

1. **FAN** BROKE
2. SEEKING RENTAL
- 3 DLR ADVISED CUST THEY DO NOT PROVIDE LOANERS
4. DLR COULD NOT TELL HIM WHEN THE PART WOULD BE IN
5. NEED A VEHICLE, SELLING DLR TOLD HIM THEY WOULD PROVIDE A LOANER WHEN EVER THEY BRING IT IN
6. VEHICLE IS NOT AT THE SELLING DLR

WRITER STATES

1. KIA DOES NOT HAVE A PROVISION FOR RENTALS, ALL DLRSHIPS ARE INDEPENDENTLY OWNED
2. WILL HAVE A CASE MANAGER FOLLOW UP

\*\*\* PHONE LOG 09/10/2003 09:05 AM US Mountain Standard Time SSchutter Action Type:Incoming call  
CUST CAN BE REACHED AT [REDACTED]

\*\*\* PHONE LOG 09/10/2003 11:21 AM US Mountain Standard Time ERuiz Action Type:Incoming call  
\*\*\*CALLER STATED\*\*\*

1. I WANTED TO CHECK ON YOUR LONAER POLICY.
2. DOES KIA PROVIDE LOANER ASSISTANCE.
3. I WAS TOLD BY MY SELLING DELAER THAT THEY WILL PROVIDE ME A LOANER IN THE EVEN OF A BRAKE DOWN.

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

1. APOLOGZIED FOR THE INCONVENIENCE.
2. LOANER VEHICLE ARE NOT A PROVISION OF THE MANUFACTURE WARRANTY.
3. SOME DELAER WOULD PROVIDE A LOANER SVC FOR CUSTOMER SATISFACTION.
4. SELLING DELAER'S MAY OFFER LOANER TO CONTINUE TO BUILD A GOOD RELATIOINSHIP W/ THEIR CUSTOMER.
5. CUSTOMER WILL CONTACT HIS SELLING DEALER FOR MORE INFO.

\*\*\* CASE CLOSE 09/10/2003 11:22 AM US Mountain Standard Time ERuiz

\*\*\* PHONE LOG 09/10/2003 01:54 PM US Mountain Standard Time JHirshfield Action Type:Incoming call  
caller stated:

1. his Sportage has been @ Bosch Kia in Corona since Sunday
2. they need transportation ---Katie has been helping him but has not been successful
3. he understands that Kia doesn't provide for rentals but this is really bad not having a car
4. he tried to get Kia of Riverside(selling dealership) to help him and they referred him to Corona- " let them provide the rental- they are getting paid for the job"

wtr stated  
they need to speak with their Kia regional rep

wtr placed cust on hold and LVM for DPSM Ted D'Orazi