

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

**Kia Motors America
Consumer Affairs Department**

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

told cust I would recontact after speaking with DPSM

*** NOTES 09/10/2003 02:15 PM US Mountain Standard Time JHirshfield Action Type:Manager review

[!<For Internal Use Only
work # 909-597-1821 ext 4577

cell# 909-727-6529>!]

*** PHONE LOG 09/10/2003 02:44 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with [REDACTED] and informed her of Kia's offer of \$15/day and referred her to speak with Dean @ Corona Kia

*** CASE CLOSE 09/10/2003 02:47 PM US Mountain Standard Time JHirshfield

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K225907	36,000
CHANDLER AZ [REDACTED]		Dealer: AZ033 Desert Kia		

Case History

Complaint Rental Car

*** PHONE LOG 10/02/2003 03:19 PM US Mountain Standard Time CRountree
CUSTOMER STTES:

1. **FAN** CAME OFF.
2. DLR SAYS THEY DON'T KNOW IF THEY CALL GIVE ME A RENTAL
3. DLR IS 40 MILES AWAY.
4. THIS IS THE 2ND TIME THIS HAPPENED.
5. LIKE TO KNOW I CAN GET A VEHICLE IF I TAKE THIS DOWN THERE.

WRTR STTES;

1. KIA DOES NOT HAVE A LOANER OR RENTAL POLICY UNDER THE WARRANTY.
2. WRTR CAN CONTACT DLR TO SEE WHAT THEY WILL DO.
3. SPOKE WITH DANA. SM.
4. ASKED DANA ABOUT POSSIBLE ASSISTANCE UNDER SPORTAGE **FAN** BLADE CONCERN.

DANA, STTES:

1. WILL CONTACT DPSM
2. THEN WILL CONTACT CUSTOMER.

WRTR STTES;

1. ADVISED CUSTOMER DANA WILL CONTACT HIM.

*** CASE CLOSE 10/02/2003 03:19 PM US Mountain Standard Time CRountree
RENTAL REQUEST

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Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723225	K519415	32,000
Greenacres FL			Dealer: FL090 West Palm Beach Kia	

Case History

Complaint Rental Car

*** PHONE LOG 07/25/2005 01:56 PM US Mountain Standard Time ABegoody

Cust stated:

1. would like to make a complaint against FL090
2. waited 3 hours to have veh towed on 7/23/05
3. veh was towed to dlr
4. veh arrived same day
5. FL090 did not look at cust veh until 3:30 pm
6. cust is w/out a veh again
7. dlr adv cust they would have to order radiator & *fan*
8. veh overheated & *fan* blew up
9. feels the dlr is not working quick enough
10. dlr should have looked at veh earlier & should have ordered parts sooner
11. cust is w/out veh & needs a veh
12. will speak w/SM or GM of this dlr
13. is aware this dlr is under new ownership

Writer stated:

1. apologized
2. complaint will be documented
3. Kia does not have a rental/loaner policy
4. rental/loaner is provided by dlr as a courtesy to cust if available
5. adv cust to speak w/SM or GM of the dlr
6. Mondays is the busiest day of the week
7. dlr may have had some appt they have to keep
8. adv cust to hold, cust agreed
9. writer called FL090 & recpt stated:
 - a. Joe (SM) is gone for day
 - b. & Chris Rodriguez is the new GM, GM is not available
10. will document comments

*** CASE CLOSE 07/25/2005 01:56 PM US Mountain Standard Time ABegoody

*** PHONE LOG 08/05/2005 02:39 PM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer Stated:

1. The car is still at the dealer. FL090
2. They have given me a car to drive but I'm paying 20 dollars a day for the ins.
3. They FL090 are waiting on the part still.
4. Very frustrated.
5. Can you help.
6. Cell [REDACTED]

Writer Stated;

1. Sorry for the concern.
2. Let me research.

Don Stevens Stated:

1. Tell the customer that I will check and see if I can expedite the part. (UPER order)
2. Will also see if there is something I can do about the insurance.
3. Can not guarantee the insurance will be taken care of but I will see.
4. PDC is close now.

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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]	KNDJB723225 [REDACTED]	K519415	32,000
Greenacres FL [REDACTED]			Dealer: FL090 West Palm Beach Kia	

5. I will check on Monday.
6. Can you call me on Monday?

Writer Stated:

1. Advised the customer of the info.
2. Gave case #, and extension to call me back on Monday.

Customer Stated:

1. Thanks for the help.

*** Writer checked AS400 and some dealers in FL are showing parts in stock.

1. Will look into that on Monday.

*** PHONE LOG 08/08/2005 12:59 PM US Mountain Standard Time CDiaz Action Type:Outgoing call
Writer called the dealer but was on hold for a long time.

Writer called DPSM Don Stevens to see if he had heard anything new.

Don Stated:

1. I have tried the dealer aslo with the same results.
2. I will get in touch with them and call you back.

*** PHONE LOG 08/08/2005 01:00 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer called and left a VM

1. Can you call me back.
2. Trying to see what is going on.

*** NOTES 08/08/2005 04:47 PM clarify Action Type: Manager review

*** Performed by contact: Roberta Kent, 5613040660

I am now being told it will take until SEPTEMBER 11, 2005 to get the part for my car. MY car has been unuseable since July 23,2005. this is unacceptble, yes i am now in a rental car. after i had to rent one myself so i could get to work for three days after missing two days. And i beleive the only reason they put me in a car was because i told them i was going to contact our local news channel to try and get some help. Well i am pretty much in yhe same place now, i am getting no answers and i have no idea if my car is even at the dealers. they have not tried to contact me and they do not answer there phone. THIS IS NO WAY TO RUN A BUISNESS.....

I HAVE BEEN TRYING TO BE NICE BUT I GUESS BECAUSE I AM A WOMEN EVERYONE THINKS I AM STUPID, WELL I AM NOT AND I WOULD LIKE SOMEONE TO GET THIS RIGHT .

*** PHONE LOG 08/09/2005 11:24 AM US Mountain Standard Time CDiaz Action Type:Incoming call
Writer called Don Stevens.

Don Stated:

1. Jeff Dowell is the SM at FL083 and has the part.
2. They have 5 of the parts and are sending them to the dealer FL090 today.
3. I have been trying to get to speak to Terry at FL090 but have not yet.
4. I will pick up the ins. from yesterday 8/8/05 today till the car gets picked up. (not to exceed 20 dollars per day)

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K519415	32,000
Greenacres FL 33463			Dealer: FL090 West Palm Beach Kia	

- Stated: [REDACTED]
1. We are getting the parts from another dealer.
 2. Terry has been working on this but I know parts are coming.

- Writer called the customer:
1. Left name 800# and case #
 2. Requested a call back.

*** PHONE LOG 08/09/2005 02:06 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer called back.

- Writer Stated:
1. Gave info.
 2. Take receipts to the SM when you get the car.
 3. They will work with the DPSM from Kia to get that reimbursed.
 4. I you need to call me back.

Customer understands.

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

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*** CASE CLOSE 08/09/2005 02:13 PM US Mountain Standard Time CDiaz
Customer will call back if needed.

- *** PHONE LOG 11/04/2005 04:41 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer left a VM for writer.
1. Got billed by the rental car agency 300+ dollars on my CC
 2. Was told this would be covered.
 3. I need someone to call me back.

*** NOTES 11/07/2005 04:10 PM US Mountain Standard Time CDiaz Action Type:Manager review
Home [REDACTED]
Day #: [REDACTED]

*** PHONE LOG 11/09/2005 03:36 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Writer called [REDACTED] and stated:

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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]	K519415	32,000
Greenacres FL	[REDACTED]			Dealer: FL090 West Palm Beach Kia

[REDACTED] Stated: SM FL090

1. Terry was the service manager here but he is no longer here.
2. I will pull the hard copy and see what we need to do.

Writer called the customer.

1. I will see what I can do.
2. Can you fax me the receipts for the rental?

Mrs. Kent Stated:

1. I can fax the receipts.
2. Will try and find them all and get them to you tomorrow.

Writer Stated:

1. I will work on this and call you back.

*** NOTES 11/10/2005 10:20 AM US Mountain Standard Time CDiaz Action Type:Manager review

Writer received fax docs from the customer.

1. Writer attached docs to case.

*** PHONE LOG 11/10/2005 10:23 AM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer called DPSM DStevens and advised of the case on his VM

1. Requested a call back to follow up and find out what our next step would be.
2. I have attached the docs to the case.

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

Send to:[DStevens@kiausa.com]

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*** NOTES 11/14/2005 02:58 PM US Mountain Standard Time CDiaz Action Type:Manager review

Dispatching to the region for resolution and customer follow up. No DPSM contact.

*** NOTES 11/16/2005 04:13 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer will review case with DPSM

*** NOTES 11/16/2005 05:06 PM Eastern Daylight Time OSprague Action Type:Manager review

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB72322	K519415	32,000
Greenacres FL			Dealer: FL090 West Palm Beach Kia	

- * I will review this with the service manager at FL090
- * Customer should not have paid for the rental
- * Please call the customer and tell them to be patient and I will handle this next week.

2. Writer spoke to customer
- * Our district manager will be handling this
- * He will be going to the dealer next week so please be patient while he gets this handled
3. Gave customer contact information

4. Case notes and attachments will be faxed to DPSM

Case closed as no further action is required by SRCAA.

*** EMAIL OUT _ OSprague Action Type:External email
Send to:[Stevens, Donald]
Don,
I have faxed you the case notes and attachments from the customer

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

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*** CASE CLOSE 11/16/2005 05:12 PM Eastern Daylight Time OSprague

*** PHONE LOG 12/12/2005 09:02 AM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer called and left a VM.

1. This still has not been taken care of.
2. I have been waiting a long time.
3. I know your are on vacation but can you call me back.

*** PHONE LOG 12/12/2005 09:36 AM US Mountain Standard Time CDiaz Action Type:Outgoing call
Writer called DStevens

1. Advised that the customer has left a message inquiring about her reimbursement.

DStevens Stated:

1. Can I get the full vin?
2. What extension are you at.

Writer gave info.

DStevens Stated:

1. I will look into this and get back to you.

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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>
		KNDJB723225	K519415	32,000
Greenacres FL				Dealer: FL090 West Palm Beach Kia

*** PHONE LOG 12/15/2005 02:55 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Writer Called the customer and left a message to call us back.

*** NOTES 12/15/2005 02:55 PM US Mountain Standard Time CDiaz Action Type:Manager review
Dispatching case to the region for resolution and customer contact. No DPSM contact.

*** PHONE LOG 12/15/2005 04:07 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer called and left a VM:
1. [REDACTED] is my cell phone.
2. If I'm not at home you can call me on my cell.

*** PHONE LOG 12/16/2005 04:12 PM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer Stated:
1. Calling you back.
2. What is going on?

Writer Stated:
1. Have sent the case to our regional level and they are going to take care of this.
2. Call me back if needed.
3. Someone from our regional office will call you to let you know what is going on.

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

Send to:[Stevens, Donald]

Don

The call center dispatched case to region. They told customer someone from region would call with status of them getting reimbursed for rental.

Please review case and let me know what I should tell the customer.

Thanks

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*** NOTES 12/20/2005 12:07 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer sent case history to DPSM for his review
2. Writer will contact customer as soon as DPSM gives update on rental reimbursement

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723225	K519415	32,000
Greenacres FL			Dealer: FL090 West Palm Beach Kia	

*** NOTES 12/21/2005 04:28 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to DPSM and he will talk to the dealer about reimbursing the customer for rental
2. Writer will contact customer and state the above
3. Case closed as no further action is required by the region

*** CASE CLOSE 12/21/2005 04:36 PM Eastern Daylight Time OSprague

*** PHONE LOG 02/28/2006 04:27 PM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer called and left a VM

1. Have not been reimbursed.
2. Will contact an attorney and new stations.
3. Can you call me back?

*** PHONE LOG 02/28/2006 04:35 PM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer called Don Stevens:

1. Advised of the case.

Don Stated:

1. Will be at the dealer tomorrow.

Writer Stated:

1. I will call you tomorrow.
2. Will send you the case notes.

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

Send to:[DStevens@kiausa.com]

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*** NOTES 03/01/2006 03:05 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer called southern region and left voicemail for SRCOA stating:
 - * I have not been reimbursed for the rental
 - * Please call me to discuss or I will get an attorney
2. Writer spoke to DPSM and he stated " I am at FL090 and this is what happened":
 - * Dealership paid Enterprise Leasing Company
 - * They were suppose to reimburse the customer for the amount she paid
 - * Enterprise is saying they did not receive the payment
 - * The dealer controller is looking for a copy of the check
 - * Once it is found, a copy will be sent to Enterprise, the customer and to the southern region office

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K519415	32,000
Greenacres FL [REDACTED]			Dealer: FL090 West Palm Beach Kia	

- * It will be the responsibility of Enterprise to reimburse the customer
- 3. Writer left message for customer with above information

Note: Call center can close case and SRCAA will follow-up with customer

*** NOTES 03/01/2006 03:41 PM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM called and stated:
 - * The dealership has cut check # 011792 in the amount of \$322.63 payable to Ms. Kent
 - * Please call the customer and see if she wants to pick up the check or should the dealer mail it.
2. Writer left message for customer stating:
 - * Please call and let me know if you want to pick up the check or have it mailed
 - * If you want it mailed, please verify your mailing address.

Case pending call back from customer

*** NOTES 03/01/2006 05:42 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer called and stated:
 - * Thank you for getting back to me
 - * Please have the dealer send the check to my work address
 - * Please sent to: [REDACTED]

Del Ray Beach, FL [REDACTED]

2. Writer called Charlotte at FL090 and gave her the address to send the check
3. Charlotte will mail the check on Wednesday (3/2/05).

*** CASE CLOSE 03/01/2006 04:12 PM US Mountain Standard Time CDiaz

Cusotmer will call back if needed.

*** PHONE LOG 03/07/2006 05:30 PM Eastern Daylight Time OSprague Action Type:Incoming call

1. Customer called to confirm she received the check
2. Customer thanked writer for the help is getting this resolved.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K1005352	76,882
Bunnlevel NC [REDACTED]			Dealer: VA024 Patrick Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/25/2005 08:20 AM US Mountain Standard Time CHamilton

Caller [REDACTED] states:

1. **Fan** on my niece's car broke out, wrecked the radiator, whole bunch of stuff
2. Calling to find out about the TSB on this, I talked to the tech at Patrick Kia VA024
3. He said to get it over there, he'd take a look, see if he can get it covered under the warr by Kia
4. Said he'd have to look at it first
5. See on the Internet there are a lot of these out there

Wtr states:

1. Updated, no recalls
2. W/S is 3/25/2002
3. 5/60 LBW for the **fan** is expired
4. But if dlr looks at it and thinks it is something Kia might cover, would recommend having them look at it
5. Cannot guarantee
6. 10/100 PTW internal components of the engine, transmission and axles--for man defects
7. R/S will tow to the nearest Kia dlr yrs unlimited mileage
8. Kia dlr will have to inspect, make determination
9. Wtr does not have TSB info, not technically trained, referred to Kia dlr service

*** CASE CLOSE 08/25/2005 08:21 AM US Mountain Standard Time CHamilton

*** PHONE LOG 08/31/2005 06:32 AM US Mountain Standard Time CDiaz Action Type:Incoming call
VA024 (Christopher Williams - SA)

1. Engine **fan** was broken.
2. Customer said that this should be covered.

Writer Stated:

1. Not aware of a TSB on this.
2. Paul LeGood can review and decide if Kia will offer coverage.

*** CASE CLOSE 08/31/2005 06:33 AM US Mountain Standard Time CDiaz

Gave info. Referred to DPSM Paul LeGood

*** PHONE LOG 09/02/2005 06:11 AM US Mountain Standard Time MEstrella Action Type:Incoming call

Caller states: [REDACTED]

1. says that he is not sure what is going on
2. he is still waiting on the **fan** issue to be resolved
3. he really feels that this should be covered due to this has happended to many many other Kia veh's and Kia out out a TSB on it
4. was trying to get this covered through someone at Kia

Writer states:

- 1 that we can call the dealer to see what is going on
2. not a recall at this time
3. cannot reach dealer now , will try again and see waht we can find out for him
4. csut req call back at [REDACTED]

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K1005352	76,882
Bunlevel NC [REDACTED]			Dealer: VA024 Patrick Kia	

*** PHONE LOG 09/02/2005 06:45 AM US Mountain Standard Time MEstrella Action Type:Outgoing call
Writer called Patrick Kia Va024
1.no answer in service

*** PHONE LOG 09/02/2005 06:54 AM US Mountain Standard Time MEstrella Action Type:Outgoing call
Writer called DPSM Paul Legood
1.Advised of case
2.Advised that [REDACTED] at dealership (VA024) called us here asking us to try to cover this.
3.Christian Diaz C/A rep told him that he needs to call DPSM and that we cannot auth anything here.
4.dealer s/a, [REDACTED] has been advised before ,that this office has no auth to make any authorizations and he must call the DPSM
4.who is the actual svc mgr at Patrick Kia

DPSM states:

- 1.dealer has not called him about this veh
- 2.the svc mgr is Todd Hutchison , not [REDACTED]
- 3.he will call this dealer and straighten this out
- 4.in regards to this customer, he will auth this claim to be covered as a goodwill gestrure
- 5.he will let the dealer know this and writer can advise the customer this

*** PHONE LOG 09/02/2005 07:01 AM US Mountain Standard Time MEstrella Action Type:Outgoing call
Called customer
1. left vm for him to call writer at ext 45359 at 800# and ref to case # provided

*** PHONE LOG 09/02/2005 07:20 AM US Mountain Standard Time MEstrella Action Type:Incoming call
Caller stated [REDACTED]
1.he got writers msg

Writer states:

- 1.Writer spoke to DPSM, he is going to auth the repairs to be covered as a goodwill cust sat. issue
- 2.we apologize for delay at dealership
- 3.DPSM has not heard from dealer about this and was going to call them and speak to them, and auth the repairs

Cust states:

1. thank you for assistance ,my neice will be very happy to hear this

*** PHONE LOG 09/02/2005 08:05 AM US Mountain Standard Time MEstrella Action Type:Incoming call
Caller states: [REDACTED] Mother
1.Called to thank writer for assistance and she really appreciates the assistance that Kia is providing
2.this will really help them out and they are very thankful

Writer thanked her for taking the time to call to say thank you

*** EMAIL OUT _ MEstrella Action Type:External email
Send to: fPLegood@kiausa.com

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K1005352	76,882
Bunnlevel NC [REDACTED]			Dealer: VA024 Patrick Kia	

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*** CASE CLOSE 09/02/2005 02:52 PM US Mountain Standard Time MEStrella
DPSM AUTH REPAIRS

*** PHONE LOG 09/08/2005 10:11 AM US Mountain Standard Time CDiaz Action Type:Incoming call

[REDACTED] Stated: VA024 Service

1. Customer told us that Kia was covering this.
2. We have not heard this.

Writer Stated:

1. Seems that PLeGood has offered coverage.
2. Call DPSM to confirm.

Dealer agreed.

*** CASE CLOSE 09/08/2005 10:12 AM US Mountain Standard Time CDiaz
gave info.

*** PHONE LOG 09/16/2005 05:30 AM US Mountain Standard Time MLefebvre Action Type:Incoming call

CUSTOMERS DAUGHTER [REDACTED] STATED:

1. I'M CALLING TO CHECK ON THE STATUS OF THE REPAIRS TO MY MOTHERS VEHICLE.
2. THE VEHICLE HAS BEEN THERE FOR 3 MONTHS.
3. THE ONLY INFO I HAVE IS THIS FILE#.

WRITER STATED:

1. APOLOGIZED FOR DELAY IN REPAIR.
2. THE NOTED INDICATE THERE WAS NEED FOR AUTHORIZATION BEFORE REPAIRS COULD COMMENCE.
3. WRITER PROVIDED NAME AND PH# OF DEALER FOR CALLER.
3. I CAN CALL THE DEALER TO CHECK ON REPAIR STATUS NOW THAT REPAIRS HAVE BEEN AUTHORIZED.

WRITER CALLED VA024 AND SPOKE WITH [REDACTED] WHO STATED:

1. THERE WAS SOME CONFUSION WITH AUTHORIZATION.
2. SOME PARTS WERE ON B/O BUT ALL THE PARTS ARE IN AS OF TODAY.
3. WE WILL BE DOING THE REPAIR TODAY AND MIGHT HAVE IT COMPLETED TODAY AS WELL.
4. WE WILL CALL THE CUSTOMER WHEN ITS DONE.

WRITER ADVISED CUSTOMERS DAUGHTER OF THIS.

CUSTOMERS DAUGHTER [REDACTED] STATED:

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K1005352	76,882
Bunnlevel NC [REDACTED]		Dealer: VA024 Patrick Kia		

1. I WAS GOING TO PICK UP THE VEHICLE.
2. WILL THE DEALER CALL ME AT 804 704 1168?

WRITER STATED:

1. I'M NOT SURE THE DEALER IS AWARE OF THIS.
2. YOU MIGHT WANT TO CALL THEM AT THE PH# PROVIDED TO DISCUSS THIS WITH THEM.

CUSTOMERS DAUGHTER [REDACTED] STATED:

1. OK I'LL CALL THEM.

*** CASE CLOSED 03/16/2005 09:31 AM BY: [REDACTED] ***

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of	Case Number	Mileage
			K1197157	26,000
Sarasota FL			Dealer: FL052 Kia AutoSport	

Case History

Complaint Dealer

*** PHONE LOG 06/29/2006 09:14 AM US Mountain Standard Time DFerrick

Caller states:

1. I want to make a complaint about the dlr in Tallahassee
2. Reason I contacted the dlr was because I totaled my car
3. And my insurance company was going to end my rental car
4. Went in to the dlr and told them that I wanted to buy a car
5. And that I would later trade out of the car
6. Dlr asked for a \$2500 deposit
7. I had never had to put any money down on a car before
8. I was concerned that I would not get the \$2500 back
9. Sales manager assured me that I would get the full \$2500 back when I traded out of the vehicle
10. Ended up buying an '02 Sportage
11. Car did not run right from the start
12. Come to find out there was a cracked *fan*
13. I was told that I had 72 hours to cancel the sale
14. Well I tried to do cancel sale within 72 hours
15. Dlr told me that there was nothing that they could do until the sale went through

Writer states:

1. Updated, apologized
2. Referred caller to sales manager or GM over sale of vehicle
3. Kia does not own the dlrs
4. Kia dlrs independent businesses protected by federal anti-trust laws
5. Kia cannot interfere in the day to day operations of the dlr

Caller states:

1. There's more ... finance manager did not want to do the loan through my bank
2. They ended up financing the car at 3.5% more interest than I could've got through my bank
3. This is ridiculous
4. Now I'm stuck in a car that I don't want
5. Tried to speak with the GM and was told to go to the sales manager
6. It's just not right
7. This car was sold under false pretenses
8. Car was sold \$2000 over retail so I can't even refinance because my bank with only refinance at retail price
9. Dlr also promised that I would get a rental car any time my car was down at a Kia dlr
10. Contacted two different Kia dlrs in this area and they said no!
11. Plus the dlr tacked on an extended warranty that I did not want
12. Because there was so much time left on the current warranty

Writer states:

1. Apologized
2. Kia's obligation is to repair vehicle in accordance with manufacturer's warranty
3. Warranty is for repair or replacement of parts due to defects in material or workmanship
4. No provision in warranty for rental
5. Kia does assist on case by case basis
6. Writer to fully document caller's complaint

Caller thanked writer

*** CASE CLOSE 06/29/2006 09:14 AM US Mountain Standard Time DFerrick

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	K1197157	26,000
Sarasota FL	[REDACTED]	[REDACTED]	Dealer: FL052 Kia AutoSport	

*** CASE CLOSE 06/29/2006 09:14 AM US Mountain Standard Time DFerrick

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723025	K217096	11,000
CHANDLER AZ			Dealer: AZ026 Peoria Kia	

Case History

Complaint Reimbursement

*** PHONE LOG 09/12/2003 03:28 PM Pacific Daylight Time SMarino
Received letter - Customer States

1. Customer is requesting reimbursement for rental while vehicle was down for repairs - radiator *fan* blade

*** NOTES 09/25/2003 09:56 AM Pacific Daylight Time SMarino Action Type:Manager review
Reviewed customer letter and invoice

Processed GW check request

Closed case pending check

*** CASE CLOSE 09/25/2003 08:58 AM Pacific Daylight Time SMarino

*** NOTES 10/13/2003 02:12 PM Pacific Daylight Time SMarino Action Type:Manager review
Received check - ck # [REDACTED] \$279.16

Mailed check

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K182836	32,000
Victorville CA	[REDACTED]		Dealer: CA144 Hi-Desert Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/30/2003 08:52 AM US Mountain Standard Time MEstrella

CALLER STATED:

1. I FEEL THE DLR IS NOT HELPING ME
2. I NEED TO COMPLAIN THAT THE DLR IS NOT GIVING ME A RENTAL CAR
3. I UNDERSTAND THAT THIS IS NOT UP TO KIA TO GIVE A RENTAL - IT IS UP TO THE DLR.
4. I FEEL THAT IF I WOULD HAVE TAKEN THIS TO KIA OF RIVERSIDE THEY PROBABLY WOULD HAVE GIVEN ME
A RENTAL CAR
5. BUT THIS IS MY CLOSEST DLR
6. THE SVM SAID ON FRIDAY- HE WOULD TRY TO SEE IF HE COULD GET ME SOME REIMBURSEMENT FOR RENTAL
7. BUT WHEN I DROPPED OFF THE CAR THERE AFTER HAVING IT TOWED IN , HE SAID THAT THEY COULD NOT DO THAT- THEY COULD NOT REIMB IR PROVIDE LOANER
- 8 IT IS THE RADIATOR - THE *FAN* DISINTEGRATED - FLEW OFF AND CUT THE RADIATOR HOSE

WRITER STATED:

1. APOLOGIZE BUT THERE IS NO RENTAL PROVISION UNDER THE KIA MFR TERMS
2. IT IS UP TO THE DLR TO PROVIDE - IF THEY HAVE AVAIL - THEY ARE NOT REQUIRED TO AS IT IS NOT A PROVISION OF KIA MFR WARRANTY
3. CAN DOCUMENT YOUR COMPLAINT FOR YOU

CALLER STATED:

1. WILL THE DLR SEE THIS

WRITER STATED:

1. YES, THE DLR WILL RECIEVE A COPY OF THIS

CALLER STATED:

1. GOOD THANK YOU
2. I JUST FEEL THAT THEY ARE NOT TOO INTERESTED IN CUSTOMER SERVICE
3. THIS IS MY ONLY VEHICLE AND I CANNOT GET TO WORK

*** CASE CLOSE 06/30/2003 10:45 AM US Mountain Standard Time MEstrella

ADVISED NO RENTAL PROVISION UNDER THE KIA MFR WARRANTY - DLR COMPLAINT NOTED PER CUST REQUEST

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723425 [REDACTED]	K1224714	65,000
Lildale NY	[REDACTED]		Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/08/2006 01:25 PM US Mountain Standard Time CDiaz

Customer Stated:

1. I just put a timing belt put on at my mechanics.
2. The *fan* blade has cracks on it.
3. It there was one crack you would not hear from me.
4. But with eight cracks in it, that is a defect.
5. I had my mechanic replace the *fan*. (100 dollars)
6. The *fan* should not crack.

Writer Stated:

1. Sorry for the concern.
2. PTW does not cover this.
3. *Fan* is covered under the 5/60 lbw.
4. Wish there is something I could do to help.

Customer Stated:

1. I was going to buy a new Kia but because of this now I will not.

Writer Stated:

1. Go and buy the new Kia and call me back.
2. Would be glad to follow up and see if the cost of the *fan* could be reimbursed.

Customer Stated:

1. So you are saying that you will try to get my money back if I but another Kia.
2. This is a defect.

Writer Stated:

1. Yes I will try.
2. I understand there may be a defect in the car but it still is out of warranty.

Customer Stated:

1. Guess I can not do business with you.

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723225	K180781	60,634
Dallas TX			Dealer: TX056 Southwest Kia	

Case History

Inquiry Warranty Info

*** PHONE LOG 06/24/2003 08:18 AM US Mountain Standard Time ERobinson Action Type:Incoming call
CALLING ON BEHALF STATES:

1. WE OWN A 2002 SPORTAGE WITH 60,634 MILES.
2. WE TOOK THE VEHICLE TO THE DEALERSHIP BIG D KIA.
3. THE **FAN** CAME OFF AND CUT THE BELTS AND WENT THRU THE RADIATOR.
4. WHAT IS MY WARRANTY?
5. I NEED TO ASK KIA FOR A GOOD WILL GESTURE BECAUSE I AM 634 MILES OVER.
6. THIS IS A MANUFACTURE WARRANTY AND I BELIEVE THAT KIA SHOULD HONOR THEIR PRODUCT.

WRT STATES:

1. APOLOGIZE ABOUT ANY INCONVENIENCE.
2. 5/60K BASIC LIMITED WARRANTY HAS EXPIRED, 10/100K POWER TRAIN STILL REMAIN.
3. PUT CUST ON HOLD AND TALK TO CAL SRV ADV AND TONY BATES SRV MNGT AND BOTH SRV DEPT REP STATED THEY BELIEVE IT IS A MANUFACTURE DEFECT AND THEY WERE GOING TO CONTACT JOHN MILNER TO SEE IF JOHN WILL COVER THE PART AS A GOOD WILL GESTURE.
4. INFORMED SRV MNGT WRT WILL PRESENTED THIS CASE TO DPSM.
5. WRT RETURN TO CUST AND REQUEST TIME TO DO SO SOME RESEARCH AND WRT WILL PRESENTED CUST'S CASE TO THE DPSM.
6. DPSM WILL MAKE THE FINAL DECISION ON CUST'S VEHICLE.

*** PHONE LOG 06/24/2003 08:22 AM US Mountain Standard Time ERobinson Action Type:Outgoing call
WRT STATES:

1. PRESENTED CASE K180781 TO DPSM JOHN MILNER AND JOHN STATES:
 - A. WE WILL COVER THE PART FOR CUST.
 - B. I WILL CONTACT TONY AND TONY WILL CONTACT THE CUST.
2. WRT THANK JOHN AND WRT WILL CONTACT CUST.

*** PHONE LOG 06/24/2003 08:23 AM US Mountain Standard Time ERobinson Action Type:Outgoing call
WRT STATES:

1. CALL ANTHONY HOMES AND INFORM CUST DPSM WILL COVER THE GOOD WILL GESTURE FOR CUST.
2. INFORMED CUST TO CONTACT TONY BATES SRV MNGT.

*** PHONE LOG 06/24/2003 08:25 AM US Mountain Standard Time ERobinson Action Type:Outgoing call
WRT STATES:

1. CALL TONY SRV MNGT AND INFORMED TONY DPSM JOHN MILNER WILL COVER THE PART FOR CUST.
2. JOHN WILL CALL TONY TO VERIFICATION.

*** CASE CLOSE 06/24/2003 08:26 AM US Mountain Standard Time ERobinson
DPSM GOOD WILL CUST'S REQUEST.

*** PHONE LOG 06/26/2003 12:19 PM US Mountain Standard Time ERobinson Action Type:Incoming call
CUST STATES:

1. I WANT TO FILE A COMPLAINT AGAINST THE DEALERSHIP BECAUSE THEY KEEP GIVE FALSE ETA AND FALSE DATE WHEN MY VEHICLE WAS GOING TO BE FINISH.
2. THE CAR WAS NOT READY UNTIL THE NEXT DAY FROM THE DATE THEY INFORMED ME THAT THEY WILL DONE WITH THE SRV.

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]	K180781	60,634
Dallas TX [REDACTED]			Dealer: TX056 Southwest Kia	

3. THE DEALERSHIP DROVE THE VEHICLE TO MY WORK AND I TOLD THEM THEY HAVE TO BE HERE BY 1:40 PM FOR ME TO TAKE HIS WORKER BACK TO THE DEALERSHIP.
4. THE DRIVER DID NOT ARRIVE UNTIL 2:10 AND MY BREAK WAS OVER AND I COULD NOT DRIVE THE WORKER BACK TO THE EMPLOYEE.
5. TONY SRV MNGT INFORM ME I AM NOT ALLOW TO COME BACK TO THEIR DEALERSHIP ANY MORE.
6. WHAT CAN I DO?

WRT STATES

1. CUST CAN ESCALATE CUST'S CASE TO THE GM, AND OWNER.
2. WRT WILL DOCUMENT CUST'S CONCERNS.

*** CASE CLOSE 06/26/2003 12:20 PM US Mountain Standard Time ERobinson
DOCUMENT CUST'S CONCERNS.

*** PHONE LOG 08/25/2004 12:36 PM JCook Action Type:Incoming call
Customer Stated [REDACTED]

- 1.Says they had the cooling *fan* replaced on this vehicle last year.
- 2.Says the *fan* has broken again and has caused some damage but he has not taken the vehicle to the dealer yet.
- 3.Wanted to know if this is going to be covered under warranty.

---Writer advised customer:

- 1.That the cooling *fan* and radiator was replaced last June at 60,600 miles and was out of warranty at the time,but they went ahead and covered it.
- 2.Advised that he now has 123,707 miles on the vehicle and all warranties have expired on the vehicle.
- 3.Even the 12 month part warranty has expired.
- 4.Advised that he needs to set up an appt. so they can verify the extent of the damage, but he will have to pay for the repair.

Customer Stated:

- 1.That he should not have to pay because this vehicle has been a piece of garbage and even the dealer told him when he had this replaced last year that this should not have happened.
- 2.Says he wants to speak with someone who can cover this under warranty.

---Writer advised customer:

- 1.That when he went in last year at 60,600 miles this was the first warranty repair on the vehicle, and it has been almost another 62,000 miles they have driven since last year's repair.
- 2.Advised that no one here can cover this under warranty because his vehicle expired long ago.
- 3.Advised that he needs to set up an appt. with the Kia dealer to get the vehicle in and speak with the Svc. Mgr.
- 4.Advised at that point, if he wants to call this writer back, we will speak with the Svc. Mgr at that time, but writer made no guarantees about coverage.
- 5.Advised of this writer's name and extension.
- 6.Advised that we will document his concerns on file.
- 7.Verified that there are no recalls, and verified all customer info.

*** CASE CLOSE 08/25/2004 12:36 PM JCook
Info given.

*** PHONE LOG 08/26/2004 06:49 AM DZigabarra Action Type:Incoming call
Customer Stated [REDACTED]

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K180781	60,634
Dallas TX	[REDACTED]		Dealer: TX056 Southwest Kia	

1. Talked to [REDACTED] before, not mad at you.
2. Don't think I should have to pay for repair at dealership for \$600.
3. **Fan** broke again like last year.
4. Broke belt and torn radiator too.
5. Advised by dealer/Big ""D"" Kia, that not defective part, but that they are using stronger part from 1994/1995 again.
6. Will get lawyer, feel it's defective part, and will have to pay again next year.

Writer stated:

1. Advised of Jason FCM's comments regarding warranty and parts warranty again.
2. Probably won't cover again, due to warranty expired and current mileage at 123,707.
3. Can call dealer for you, to find out whats happening and contact factory rep; can't guarantee outcome.
4. Wanted to provide writer contact; but caller didn't have pen.
5. Writer will call you back with status.

Caller [REDACTED] stated:

1. Ok, thank you.

*** PHONE LOG 08/26/2004 06:53 AM DZigabarra Action Type:Outgoing call

Writer called Big ""D"" Kia, and stated:

1. Want to know status of customer's car.

SA Kyle stated:

1. 6/26/03 last repair.
2. Car isn't here.

Writer stated:

1. Ok, thank you.

*** PHONE LOG 08/26/2004 06:55 AM DZigabarra Action Type:Outgoing call

Writer called number above, and stated:

1. Need to know which dealership your car is at.
2. Dealership in our system is incorrect.

Caller [REDACTED] stated:

1. Southwest Kia.

Writer stated:

1. Ok, thank you.

*** PHONE LOG 08/26/2004 07:11 AM DZigabarra Action Type:Outgoing call

Writer called Southwest Kia, and stated:

1. Want to speak to the SM.
2. Want to know status of car.
3. Improved parts now?

Jackie SM stated:

1. No ticket yet.
2. Last time here was November.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723225 ██████████	K180781	60,634
Dallas TX ██████████			Dealer: TX056 Southwest Kia	

3. Will check.
4. Have car here.
5. SA Kevin and I, spoke to ██████████ yesterday.
6. Did advised that we are now using improved parts.
7. But advised customer, that car is well out of warranty now.

Writer stated;

1. Understand and advised customer too about warranty.
2. Can you call factory rep and talk to him about situation.
3. Last repair was at Big D kia on 6/24/03, just over of 12 months part warranty.
4. Want to know if anything can be done, since customer thinks parts were defective.
5. Provided writer contact information and case number.

SM Keith stated:

1. Ok, will call rep.
2. Thank you.

*** PHONE LOG 08/26/2004 11:40 AM SLarez Action Type:Incoming call
CUSTOMER CALLED BACK, ██████████
██████████ STATES.

1. I WAS TOLD I WOULD GET A CALL BACK AND HAVE NOT HEARD ANYTHING.
2. I WOULD LIKE TO SPEAK TO ██████████ OR ██████████
3. WHO CAN MAKE DECISIONS OVER THESE PEOPLE.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. I DO SEE THAT DIANE HAS PLACED A CALL TO THE SERVICE MGR, KEITH ACCORDING TO THE NOTES, AND SHE HAS NOT HEARD ANYTHING. FROM HIM.
3. THE KIA REP IS THE ONE THAT WILL BE REVIEWING YOUR SITUATION SINCE THE CAR IS OUT OF WARRANTY AND HE IS THE ONE THAT WILL MAKE ANY DECISION ON THIS CAR.
4. DIANE HAS REQUESTED THE SERVICE MGR CALL THE KIA REP.
5. I CAN CALL THE SERVICE MGR AND FIND OUT IF HE HAS HEARD ANY THING.

CUSTOMER STATES.

1. I WOULD LIKE THAT.

*** PHONE LOG 08/26/2004 11:41 AM SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND SPOKE WITH JACKIE BARKER, SERVICE MGR.
JACKIE STATES.

1. WE HAVE A CALL INTO OUR REP ALREADY AND HE HAS NOT CALLED ME BACK YET.
2. AS SOON AS HE DOES I WILL CALL THE CUSTOMER.

*** PHONE LOG 08/26/2004 11:43 AM SLarez Action Type:Incoming call
WRITER GOT BACK TO THE CUSTOMER
WRITER STATES.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K180781	60,634
Dallas TX [REDACTED]			Dealer: TX056 Southwest Kia	

1. I SPOKE WITH THE SERVICE MGR JACKIE
2. JACKIE STATED HE IS WAITING FOR A CALL FROM OUR REP AS WELL.
3. I WOULD RECOMMEND KEEPING IN CONTACT WITH JACKIE SINCE HE IS DIRECTLY INVOLVED WITH THE KIA REP AND IT WILL SAVE YOU A PHONE CALL TO US.
4. I WILL UPDATE THE FILE.

CUSTOMER STATES.

1. I WILL GET A HOLD OF JACKIE MYSELF, THANK YOU FOR THE INFORMATION.

*** CASE CLOSE 08/27/2004 04:37 AM DZigabarra

*** PHONE LOG 08/27/2004 05:23 PM US Mountain Standard Time CRountree Action Type:Incoming call
WRITER STTES

1. CALLED CUSTOMER ON [REDACTED]
2. ASKED ABOUT PROBLEM WITH VEHICLE.

CUSTOMER STTES

1. NEEDS THE DEFECTIVE PARTS REPLACED.
2. KEVIN AT DEALER STATES: "KIA REALIZED THE PARTS FROM LAST YEAR WERE WEAK AND WERE GOING TO REPLACE IT WITH A STRONGER PART.
3. THEY WERE USING THE SAME AS THE 96 TO 97 **FANs**. THEY ACTUALLY SENT THE SAME PART AS THE DEFECTIVE PART.
3. CAR STILL AT DEALER WAITING ON ME TO CALL AND PAY FOR THIS **FAN** AND RADIATOR.
4. YOU WILL PROBABLY TELL ME THE SAME THING AS EVERYONE ELSE.

WRITER STTES

1. WILL RESEARCH FURTHER AND CALL BACK.
2. SORRY FOR THE PROBLEM.

*** PHONE LOG 08/30/2004 06:18 AM SCook Action Type:Incoming call
Caller stated:

- [REDACTED] ***Requested Supervisor at on set of call***
1. Bought ext warranty, ran congruent with my factory warranty. Wasnt told that.
 2. Was told **fan** was upgraded, must mean **fan** is defective.
 3. Currently paying for a rental and the car note.
 4. Veh at the dealer, have left messages and have not heard back from anyone.

Writer stated:

1. We have contacted dealer, can follow up and see if any decision has been made.

Writer phoned dealer, spoke to Jackie

Jackie stated:

1. Spoke to John Milner.
2. Mileage is 123,703.
3. Veh has no maintenance, customer needs to assume some responsibility.

Writer advised customer:

1. Factory rep has advised dealer no assistance will be provided.
2. Veh is outside of warranty.
- 3 Can have a supervisor return your call

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K180781	60,634
Dallas TX [REDACTED]		Dealer: TX056 Southwest Kia		

4. Provided case#

Caller stated:

1. I thought that would be the case.
2. Have contacted an attorney, Kia can pay either way.
3. Will be expecting a call back.
4. Thank you.

*** NOTES 08/30/2004 06:37 AM SCook Action Type:Manager review
Forwarded File to Supervisor TShamburger for Call back to Customer

*** PHONE LOG 08/30/2004 07:20 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Tammy Interim leader called cust back for supervisory call---

1. understand your situation
 2. will doc your concern [REDACTED] but kia has made a decision that this would not be covered.
 3. im sorry if you wish to write in your complaint for review you may do so
- cust states
1. that is ok, im seeking a lawyer to get some advice
 2. thank you, but i think this part was defective to begin with and should be covered
- wrt states
1. defects are always covered under mfr warr, while you veh is under mfr warr
 2. you veh is no longer under mfr warr by your miles.
 3. you have driven veh 60,000 + miles in a year and veh is way out of warranty now
- cust thanked wrt call ended.

*** CASE CLOSE 08/30/2004 07:23 AM US Mountain Standard Time TShamburger
not under warranty

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K325057	53,012
Las Vegas NV [REDACTED]		Dealer: NV001 Courtesy Kia		

Case History

Complaint Rental Car

*** PHONE LOG 06/14/2004 09:46 AM US Mountain Standard Time ATafoya
Geraldine King states:

- Fan** broke last year at this time and it is again broken.
 - Wanted to know if this was something that was an ongoing problem.
 - Does not have an appt w/the dlr.
- Writer states:
- No open recalls on vehicle
 - Advised to make an appt with the dlr
 - Advised to call back one appt is made for repair assistance

*** CASE CLOSE 06/14/2004 09:46 AM US Mountain Standard Time ATafoya

*** PHONE LOG 06/14/2004 02:09 PM BGauldin Action Type:Incoming call
customer stated;

1. vehicle is at Courtesy Kia today.
2. the radiator **fan** broke.
3. vehicle has not looked at the vehicle.
4. speaking with the SA Vance.
5. the diagnostic is not completed.
6. is rental vehicle available.
7. thanked writer for information.

writer stated:

1. ask the concern.
2. the diagnostic would need to be completed before determination of if a warrantable repair.
3. some dealerships have rentals, other's shuttle service. - some do not have any assistance.
4. KIA does not have a provision for rentals in the warranty.
5. thanked customer for calling KIA.

*** CASE CLOSE 06/24/2004 07:01 AM BGauldin

customer called and has vehicle in for **fan** concern but wanted to know if KIA had a rental available. writer informed customer

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723425 ██████████	K220552	20,400
San Bernardino CA ██████████		Dealer: AZ028 Avondale Kia		

Case History

Complaint Rental Car

*** PHONE LOG 09/22/2003 11:11 AM US Mountain Standard Time TShamburger
customer called:

1. spoke to ██████████
2. the veh was taken to the dealer last night
3. the *fan* and radiator busted and the belt pwr steering pump.
4. the dealer has to order the parts
5. and the dealer could not offer a rental.
6. wanted to know what to do
7. im home now in CA but my car is in AZ
8. I have to take children to school and everything I cant be without a veh

Wrt states:

1. understand, I will have to speak to the SM at the dealer.
2. asked cust to hold and called SM at dealership.
3. SM wrt is told is at lunch, he will be back in an hour.
4. wrt will call back, wrt went back on with customer
5. explained to cust that trip interruption is a program under the roadside, if your veh
6. brksdown over 150 miles from home kia will reimburse you for the rental up to a totally of \$300.
7. but you would initial pay for the rental and send reciept in to claims.
8. I will call dealership later when SM is back in from lunch, currently he is at lunch
9. wrt wanted to speak to SM about veh and possible rental.
10. kia mfr warr has not provision for rentals, so I have to speak to SM about this exception.
11. wrt will call you back after speaking to SM

cust states:

1. ok thank you.

*** PHONE LOG 09/22/2003 01:00 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called dealer and left msg for SM to call wrt back regarding this customer
2. cust calling Kia for a rental.
3. left 1 800 number with ext and case number and cust name.

*** PHONE LOG 09/22/2003 02:47 PM TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. WAITING TO GET DECISION FROM KMA ON WHAT IS GOING ON
2. WILL LEAVE VM MESSAGE FOR CSR, TAMMY

WRITER STATES:

1. ADVISED CSR, TAMMY IS CASE MANAGER
2. REFER TO TAMMY FOR FOLLOW UP
3. TRANSFER TO CSR TAMMY VM.

*** PHONE LOG 09/23/2003 08:41 AM US Mountain Standard Time TShamburger Action Type:Incoming call

SM Jack called back wrt and left a msg.

1. returning your call

*** PHONE LOG 09/23/2003 08:42 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K220552	20,400
San Bernardino CA			Dealer: AZ028 Avondale Kia	

wrt states:

1. called dealer and left msg for SM Jack to call wrt
2. gave 1 800 with ext and cust name with receptionist.

*** PHONE LOG 09/23/2003 10:36 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states

1. called cust and left msg
2. letting cust know wrt is still trying to get a hold of SM at the dealer
3. when wrt gets a hold of him, wrt will call you back.

*** PHONE LOG 09/23/2003 12:53 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

- 1 called Tom steinwinter regarding this veh
 2. cust is asking for rental
- Tom steinwinter states;
1. spoke to Paul Stapleton about this cust
 2. Paul was going to call customer
 3. give Paul a call regarding

wrt states:

1. wrt will call Paul thank you

*** PHONE LOG 09/23/2003 12:55 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

WRt states:

1. called Paul stapleton and left msg for him to call wrt back.
2. left case number cust name, dealer name, briefly explain the cust situation
3. wrt left wrt's ext

*** PHONE LOG 09/23/2003 02:46 PM mespinoza Action Type:Incoming call

Customer Stated:

1. I need a veh to drive while my veh is being repaired.
2. I am being told that I need a new *fan*, and radiator.

Writer Stated:

1. We do not have a provision for a loaner veh in the warranty.
2. You may be covered under TRIP INTERRUPTION as long as the veh disablement was caused by a warrantable item.
3. You would have to submit receipts as well as the work order showing the cause of disablement to be a warrantable item.

Customer Stated:

1. Should I call the dealership and have them verify if this is going to be covered under warranty?

Writer Stated:

1. I will call the dealership and inquire on your behalf, once I have an answer for you I will contact you.

*** PHONE LOG 09/23/2003 02:52 PM mespinoza Action Type:Outgoing call

Writer phoned Avondale Kia and spoke to Joe.

Writer Stated:

1. Customer wants to be assisted by the TRIP INTERRUPTION and we need to make sure that her repairs are covered under

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K220552	20,400
San Bernardino CA			Dealer: AZ028 Avondale Kia	

warranty.

Joe Stated:

1. She drove the veh while it was overheated, so I am questioning if the veh will be covered under warranty.
2. I have one guy working on Kia vehicles and he is swamped.
3. I should have an answer for you tomorrow.

Writer Stated:

1. I will contact you tomorrow and get the answer from you.

*** PHONE LOG 09/23/2003 02:58 PM mespinoza Action Type:Outgoing call

Writer phoned customer.

Writer Stated:

1. I am being told that there is a question on whether your vehicle will be covered under warranty, due to the fact that the vehicle was being driven while overheated.
2. I will call the dealership tomorrow let you know what they came up with.

Customer Stated:

1. While I was driving the vehicle on the freeway there was no indication that the vehicle was overheating.
2. I cannot believe that this may not be covered.
3. The reason that the vehicle overheated is due to the fact that the *fan* broke and I shouldn't lay to blame for that.
4. I will go ahead and await your call.

*** PHONE LOG 09/23/2003 03:48 PM Pacific Daylight Time StapletonP Action Type:Incoming call

writer spoke with Mrs. Kinnard:

advised KMA will reimburse her up to \$30.00 dollars a day until her veh is repaired.

KMA will also reimburse her for the gas she uses to travel back to AZ to pick up her vehicle.

writer provided name, address, fax number, telephone number.

cust will fax in her receipts upon receipt of her vehicle.

[!<For Internal Use Only

*****Tammy Please dispatch the case to the region for handling*****>!]]

*** PHONE LOG 09/24/2003 09:30 AM US Mountain Standard Time ABegoody Action Type:Incoming call

Customer stated:

1. would like to speak to Tammy

Writer stated:

1. transferred cust to Tammy's VM

*** NOTES 09/24/2003 11:15 AM US Mountain Standard Time TShamburger Action Type:Manager review

per Paul Stapleton request case forward to region*****

*** PHONE LOG 09/24/2003 11:17 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called cust back per her msg on wrt VM box
2. left msg with cust wrt returning your call.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K220552	20,400
San Bernardino CA [REDACTED]			Dealer: AZ028 Avondale Kia	

*** PHONE LOG 09/25/2003 01:02 PM Pacific Daylight Time StapletonP Action Type:Incoming call
vehicle has been towed from Avondale Kia to Peoria Kia. to be serviced.
DPSM will contact writer back when he hears back from S/M when veh will be repaired.

*** PHONE LOG 09/30/2003 12:33 PM US Mountain Standard Time S Schutter Action Type:Incoming call
CUSTOMER STATES
1. DOESN'T HAVE THE MONEY TO GET A RENTAL
2. SOMEONE NAME PAUL SINGLETON CALLED AND SAID I HAVE NO LIMIT
3. I HAVE BEEN TRYING TO GET AHOLD OF HIM BUT CANT

WRITER STATES
1. RE EXPLAINED T/I GUIDELINES
2. TRANSFERRED CUST TO TERI D TO FOLLOW UP WITH PAUL

*** PHONE LOG 09/30/2003 12:39 PM TDonnelly Action Type:Outgoing call
WRITER STATES:
1. LEFT VM MESSAGE FOR RCAA WRCA, PAUL STAPLETON TO CALL WRITER
2. CUSTOMER STATES SHE DOES NOT UNDERSTAND MESSAGE ABOUT "NO LIMIT"
3. WRITER WAS TRYING TO VERIFY IF RENTAL WILL BE COVERED OR WILL CUSTOMER NEED TO SUBMIT FOR REIMBURSEMENT.
4. PLEASE CALL WRITER BACK AND ADVISE

*** NOTES 09/30/2003 12:46 PM TDonnelly Action Type:Manager review
WRITER STATES:
1. DISPATCHING CASE TO REGION FOR FOLLOW UP PER RCAA, PAUL STAPLETON
2. CUSTOMER IS REQUESTING RENTAL ASSISTANCE
3. CUSTOMER STATES SHE CAN NOT AFFORD TO PAY FOR RENTAL UP FRONT
4. CUSTOMER HAD QUESTIONS ABOUT WHAT WAS AUTHORIZED BY RCAA.

*** PHONE LOG 10/01/2003 07:06 AM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer Stated:
1. Not sure what is going on.
2. No word on the status of my car.

Writer Stated:
1. I can call the dealer and check the status.
2. Called Peoria Kia and spoke to Steven.

Steven Stated:
1. Put a motor in the car.
2. Tom (DPSM) was here yesterday.
3. We should be done with the car today.

Writer Stated:
1. Advised the customer of the info.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K220552	20,400
San Bernardino CA [REDACTED]			Dealer: AZ028 Avondale Kia	

2. Customer was not aware that the car was moved from one dealer to another.
3. Customer asked what was done to the car.
4. Customer asked if her husband can pick up the car.
5. Customer stated her husband is in Mesa.
6. Advised that her husband should be able to pick up the car.
7. I contacted Steven back at Peoria Kia and conferenced the customer in.

*** PHONE LOG 10/01/2003 11:51 AM Pacific Daylight Time StapletonP Action Type:Incoming call
writer called dealer:
spoke with Keith Pollard s/m:
short block being placed into the vehicle today and will be ready for pick up tomorrow morning.
writer has called customer left detailed message requesting a call back.

*** PHONE LOG 10/02/2003 01:49 PM Pacific Daylight Time StapletonP Action Type:Incoming call
writer rec call from s/m cust has picked up vehicle

case closed.

*** CASE CLOSE 10/02/2003 01:49 PM Pacific Daylight Time StapletonP

*** PHONE LOG 10/07/2003 02:55 PM Pacific Daylight Time StapletonP Action Type:Incoming call
writer rec receipt for rental car expense.
cust will be reimbursed 193.94

*** PHONE LOG 10/07/2003 04:53 PM Pacific Daylight Time StapletonP Action Type:Incoming call
check request processed

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K1021602	84,000

Running Springs CA [REDACTED] Dealer:

Case History

Inquiry Warranty Info

*** PHONE LOG 10/03/2005 12:32 PM US Mountain Standard Time HReynolds

[REDACTED] STATES:

1. MY DAUGHTER DROVE THIS CAR AND IT BROKE DOWN IN BIG BEAR
2. WAS TOW TO LARRY'S AUTO REPAIR
3. **FAN** BLADE HAS BROKE OFF AND HIT THE RADIATOR
4. THEY REPLACED THE **FAN** AND RADIATOR
5. WANT TO KNOW WHAT WOULD COVERED UNDER WARRANTY

WRITER STATES:

1. UPDATED/ NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, **FAN** AND RADIATOR FALLS UNDER 5/60KBLW
4. BLW IS EXPIRED THROUGH KIA BY MILEAGE
5. REPAIR WILL BE CUSTOMER'S RESPONSIBILITY

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K1224581	69,000
CLINTON TOWNSHIP MI [REDACTED]			Dealer: MI002 Jeffrey Kia	

Case History

Complaint Dealer

*** PHONE LOG 09/08/2006 10:17 AM US Mountain Standard Time LCoema

Cust States:

1. Has complaint against MI002 Jeffery Kia.
2. CEL came on.
3. Took veh to dlr.
4. Was given diagnosis & paid fee.
5. Purchased parts & had brother install parts.
6. CEL came back on.
7. Took veh back to dlr.
8. Told them veh made a noise when starting up & turning veh off.
9. Dlr adv normal noise.
10. Paid another \$48 for diagnostic fee to have CEL turned off.
11. CEL came on again.
12. Dlr stated to have person who did repairs look at veh.
13. Next day *fan* broke in 8 pieces & took out radiator.
14. Paid dlr \$675 to repair veh.
15. Don't understand how this could happen.
16. Was probably noise was hearing all along.
17. Feel like dlr is just brushing me off.
18. Spoke to SM John who stated he would check things out.
19. Never called back.
20. When called him, was told "we fixed your veh".
21. Was told to call KCC if had a complaint.
22. Understand repairs were not covered under warranty.
23. Just feel like dlr is not responding to my concerns.

Writer States:

1. Updated, no recalls.
2. Kia does not own the dlrships
3. They are independently owned and operated, not owned by Kia
4. Due to federal anti trust laws, Kia cannot interfere in day-to-day operations
5. Referred to GM or owner.
6. Provided name & fax number for owner.

*** CASE CLOSE 09/08/2006 10:17 AM US Mountain Standard Time LCoema

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723X25	K208359	40,000
Brookfield IL			Dealer: IL021 Northwestern Kia	

Case History

Complaint Rental Car

*** PHONE LOG 08/25/2003 09:43 AM US Mountain Standard Time ABegoody

Customer stated:

1. veh was towed to the dlr for a defect
2. @ time of sale the selling dlr (IN001) advised cust that Kia has a rental/loaner policy
3. now that the veh is at the dlr, IL021 advised cust that Kia does not provide rental/loaner
4. the dlr advised cust to rent a veh
5. cust lives 37 miles from home
6. needs veh for work
7. if cust misses work cust is out \$200.00
8. dlr advised cust they would keep the veh for 3 days
9. dlr advised cust this is know problem w/the vehs
10. will take legal action against Kia & will make sure that Kia covers the cost of the rental
11. cust disconnected

Writer stated:

1. apologized for the inconvenience
2. the dlrs are independently owned & operated businesses
3. Kia does not have a rental/loaner policy
4. rental/loaner is provided by dlr as a courtesy to cust if available
5. advised cust to speak w/the SM at the dlr
6. advised cust the selling dlr may have provided rental/loaner to their cust
7. Kia cannot justify the policies & procedures of the selling dlr
8. the warranty limitations is listed in cust Consumer Warr Info Manual
9. complaint will be documented on file
10. cust disconnected

*** CASE CLOSE 08/25/2003 09:43 AM US Mountain Standard Time ABegoody
Info given.

*** PHONE LOG 08/27/2003 10:08 AM US Mountain Standard Time ATafoya Action Type:Incoming call
CALLER STATED:
1.HAS BEEN PAYING \$47 FOR RENTAL AND IS UPSET THAT DLR STILL DOES NOT HAVE THE PART
WRITER TRANSFERRED TO ALVINA CASE MGR ASSIGNED

*** CASE CLOSE 08/27/2003 10:08 AM US Mountain Standard Time ATafoya
INFO GIVEN

*** PHONE LOG 08/27/2003 11:02 AM US Mountain Standard Time JCook Action Type:Incoming call
Customer Stated:
1.Says her vehicle has been at the dealer since Monday.
2.Sasy her *fan* blade cracked and came off.
3.Says she had to rent a car that day to get to work.
4.Says she is being told that the part for her vehicle is on backorder and may not be in until next week.
5.Says there is a dealer in In whivh is about an hour away that has the part in, and she does not know why the dealer cannot send a part runner to go get it, so they can get her vehicle fixed.
6.Says if the vehicle is not going to be fixed soon, then she feels the dealer or Kia should assist them with their rental coverage.

---Writer advised customer:

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	KNDJA723X25 ██████████	K208359	40,000
Brookfield IL ██████████			Dealer: IL021 Northwestern Kia	

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

---Writer called and spoke to Paul (Svc. Mgr @ IL021) who stated:

1. Says she needs a new cooling *fan* for her vehicle which is on backorder, and they have it on an E-order.
2. Says there is a dealer in IN that has this cooling *fan* in stock and he is working with them to get it shipped up to his dealer, and he hopes to have it by tomorrow or Friday.
3. Says if her vehicle is not ready by Friday, he will contact his Kia rep Cannon Fears about rental assistance for this customer.
4. Writer thanked Paul for his time.

---Writer advised customer:

1. That we spoke with the Svc. Mgr Paul.
2. Advised that he is working with the dealer in IN to get the cooling *fan* shipped to his dealer.
3. Advised that he hopes to have the *fan* in the next day or so.
4. Advised if her vehicle is not ready by Friday, he will contact his Kia rep about rental assistance for her.
5. Advised that she can always call Paul tomorrow afternoon about her part, but there is no guarantee that it will be in tomorrow.
6. Advised that we will document her concerns on file.

*** CASE CLOSE 08/27/2003 11:02 AM US Mountain Standard Time JCook
Info given.

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K1031457	26,000

Chicago IL [REDACTED]

Dealer: IL040 Evergreen Kia

Case History

Inquiry Warranty Info

*** PHONE LOG 10/27/2005 08:26 AM US Mountain Standard Time TDonnelly

CUSTOMER STATES [REDACTED]

1. WOULD LIKE TO KNOW IF AXLES ARE COVERED UNDER WARRANTY
2. WHERE IS CLOSEST KIA DEALER
3. WILL NEED TO MAKE ARRANGEMENTS TO GET CAR TO DEALER
4. WAS NOT AWARE THERE WAS TOWING
5. HOW DO I REACH RSA
6. WILL CALL BACK AFTER FOLLOW UP WITH DEALER.

WRITER STATES:

1. ADVISED OF IN SERVICE DATE
2. EXPLAIN VEHICLE COMES WITH 5/60K MILE BLW, 10/100K MILE POWER TRAIN
3. AXLES FALL UNDER POWER TRAIN COVERAGE
4. DEALER WILL NEED TO DIAGNOSE TO DETERMINE CAUSE
5. ONCE CAUSE IS DETERMINED DEALER CAN ADVISE IF WITHIN WARRANTY
6. DEALER INFO PROVIDED
7. ADVISED CUSTOMER HAS RSA BENEFIT
8. RSA WILL COVER TOW TO CLOSEST KIA DEALER
9. CUSTOMER WOULD CALL SAME 800# AND PRESS OPTION ONE FOR RSA..

*** CASE CLOSE 10/27/2005 08:26 AM US Mountain Standard Time TDonnelly

*** PHONE LOG 10/28/2005 06:31 AM US Mountain Standard Time JHirshfield Action Type:Incoming call caller:

1. she had taken her car to the closest mechanic yesterday after she had this loud noise from her car
2. they told her that is was not the axle but her *fan* blades were cracked
3. she still has warranty, correct?

wtr

1. yes, she is still covered under her BLW 5/60

caller

1. they told her it would be okay to drive the car the ten minutes to the dealership

wtr

1. i would suggest that she have the car towed
2. could potentially cause further damage to engine

cust to have car towed --will call R/A later

*** CASE CLOSE 10/28/2005 06:32 AM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1032481	56,000
Dowelltown TN 30759			Dealer: TN016 Cookeville Kia	

Case History

Complaint Repair Assistance

*** CASE CLOSE 10/31/2005 09:49 AM US Mountain Standard Time CDiaz
Customer will call back if needed.

*** PHONE LOG 10/31/2005 10:14 AM US Mountain Standard Time CDiaz
Customer Stated:

1. Current concern: Windshield Leak / Cruse Control / Fuse (Electrical)
2. I got some fuses and have been replacing them on my own.
3. Radiator *fan* broke and was fixed.
4. The fuses keep going out.
5. The windshield still leaks down by the gas pedal.
6. Was in FL when the windshield leak was addressed.
7. The fuses are causing the blinkers, cruse control, *fan*, and defrost not to work.
- 8.. FL075 told me that they can not fix the windshield because it is not a factory part.
9. They feel it has been replaced.

Writer Stated:

1. Sorry for the concern.
2. How many miles was on the car when you got it?

Customer Stated:

1. 7000 miles.

Writer Stated:

1. If a Kia dealer can determine there is a defect they could assist.
2. Suggested to get the car to a Kia dealer.
3. Give us a call once the car is at the dealer and we can follow up.
4. Windshield could have been replaced before you got the car.
5. I will doc your call here.
6. Want to take the proper steps to address each concern.
7. Gave case # to call us back.
8. Gave # to the near dealer (Cookville Kia)

Customer agreed.

*** PHONE LOG 11/14/2005 09:28 AM US Mountain Standard Time BBrown Action Type:Incoming call

Chris (SM) at Cookeville Kia states

- 1 This cust brought her veh in today and told us to call you immediately and refer to this case number
- 2 Cust has explained her concerns

Writer states

- 1 cust was told to get diagnosis at dlr and contact us when appt was set and we could follow up w/ you
- 2 I will reopen case and callback later today or early tomorrow and get an update on the veh

Chris states

I ok sounds good thank you

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723925	K1032481	56,000
Dowelltown TN			Dealer: TN016 Cookeville Kia	

*** PHONE LOG 11/15/2005 09:26 AM US Mountain Standard Time BBrown Action Type:Incoming call

Chris (SM) states

- 1 We put a fuse in that was blown and after three hours it did not blow and as of now it has not blown; Cust stated that five minutes after outting in the fuse it would blow
- 2 We could not find a leak in the windshield either we blew water all over and found no leaks
- 3 Cust has picked up the veh

*** CASE CLOSE 11/15/2005 09:27 AM US Mountain Standard Time BBrown

*** EMAIL IN 11/16/2005 11:12 PM Pacific Daylight Time CLARIFY@KIAPROD.KIAUSA.COM

DLRTN016 Re: Name/Vin# CYNTHIA KOUSA/ KNDJB723925166019 WE COULD NOT FIND A LEAK AFTER WE RAN WATER OVER IT ALSO REPLACED A FUSE TO THE CRUISE CONTROL AND IT IS STILL WORKING

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K1214480	32,000
PALM COAST FL [REDACTED]		Dealer: FL072 Family Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 08/14/2006 06:54 AM US Mountain Standard Time ELeon
WRITER RECEIVED CALL FROM CUSTOMERS [REDACTED] Lachiewicz.
CUSTOMER STATED:

1. WHEN DRIVING THE VEHICLE AND THE ENGINE MADE A GRINDING NOISE AND STARTED TO SMOKE.
2. THE ANTI FREEZE WAS LEAKING OUT AND I PULLED OVER AND CALLED FOR A TOW HOME.
3. MY HUSBAND SAID THE MOTOR **FAN** BROKE AND MADE A GASH IN THE RADIATOR.
4. IS THAT COVERED UNDER WARRANTY?
5. CAN I BE REIMBURSE FOR THE TOW?

WRITER STATED:

1. SORRY.
2. THE MOTOR **FAN** AND THE RADIATOR IS COVERED UNDER THE BASIC 5/60K MANUFACTORY WARRANTY FOR DEFECTS OR WORKMANSHIP.
3. THE VEHICLES HAS KIA ROADSIDE ASSISTANCE FOR A TOW TO THE CLOSEST KIA DEALER.
4. PROVIDED CLOSEST KIA DEALERS.
5. THE KIA R/A TOW IS COVERED FOR THE NEAREST KIA DEALER.
6. YOU CAN FORWARD YOUR TOW RECEIPT TO KMA CLAIMS FOR REIMBURSEMENT REVIEW.
7. WRITER CANNOT GUARANTEE REIMBURSEMENT WILL BE APPROVED SINE THE VEHICLE WAS NOT TOWED TO A KIA DEALER.
8. YOU CAN CONTACT THE KIA DEALER FOR AN APPOINTMENT.
9. YOU CAN CALL KIA R/A FOR THE TOW TO THE KIA DEALER.

CUSTOMER STATED:

1. I WILL CALL THE KIA DEALER.
2. I WILL CALL THE KIA R/A.
3. THANK YOU.

*** CASE CLOSE 08/14/2006 06:54 AM US Mountain Standard Time ELeon

*** CASE CLOSE 08/15/2006 05:29 AM US Mountain Standard Time ELeon

*** PHONE LOG 08/17/2006 04:13 AM US Mountain Standard Time ERuiz Action Type:Incoming call
CALLER STATED

1. MY CAR WAS PICKED UP ON MONDAY.
2. THE COOLING **FAN** AND THE RADIATOR NEED TO BE REPLACE,
3. THE COOLING **FAN** IS ON BACK ORDER AND IT MAY BE READY BY FRIDAY.
4. I WOULD LIKE TO KNOW IF THERE IS ANY RENTAL PROVISION UNDER MY WARRANTY.
5. I HAVE NOT ASK THE DEALER, I THOUGH I WOULD HAVE TO GO THROUGH YOU FIRST.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THERE IS NO RENTAL PROVISION UNDER THE TERMS OF THE WARRANTY.
3. A LOANER VEHICLE MAY BE PROVIDED BY THE DEALER.
4. HOWEVER, ASSISTANCE IS NOT GUARANTEE.,
5. WRT ADVISED THE CUSTOMER TO SPEAK TO THE SVC DEPT TO SEE IF A LOANER MAY BE AVAILABLE.
6. CUSTOMER THANKED WRT FOR THE INFO.

**Kia Motors America
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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]	KNDJA723325 [REDACTED]	K1214480	32,000
PALM COAST FL [REDACTED]		Dealer: FL072 Family Kia		

*** CASE CLOSE 08/17/2006 04:14 AM US Mountain Standard Time ERuiz

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623625	K207160	20,000
LOUISVILLE TX			Dealer: TX048 Central Kia	

Case History

Complaint Rental Car

*** PHONE LOG 08/21/2003 08:53 AM US Mountain Standard Time SSchutter
CUSTOMER STATES

1. REQUESTING CAR RENTAL ASSISTANCE
2. **FAN** BROKE AND DAMAGED THE RADIATOR AND OTHER ITEMS
3. VEHICLE IS GETTING TOWED TO THE DLR AS WE SPEAK
4. CALLED JIM SERVICE ADVISOR TO REQUEST A RENTAL BUT HE SAID NO
5. WORK # 972-242-4000 EXT 234

WRITER STATES

1. KIA DOES NOT HAVE A PROVISION FOR RENTALS BUT WILL HAVE A CASE MANAGER FOLLOW UP
2. PROVIDED CUST WITH CASE #

*** PHONE LOG 08/21/2003 10:44 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and spoke to Mike (Svc. Mgr @ TX026) who stated:

1. That this vehicle has not come into his dealer yet.
2. Advised that the radiator is damaged from the colling fan flying apart.
3. Advised that customer is requesting a rental vehicle.
4. Advised that we know they need to look at vehicle first, but most of these radiator and **fan** parts are on backorder and should start coming in next week.
5. Says his Dpsm Tom Hiltz is on vacation this week.
6. Advised that we are going to give the region a call to see how they are handling rentals for these backordered parts.
7. Writer thanked Mike for his time.

*** PHONE LOG 08/21/2003 10:51 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and left message for June Sifford (RCAA @ Southern region) to give this writer a callback.

*** PHONE LOG 08/21/2003 11:32 AM US Mountain Standard Time JCook Action Type:Incoming call
Writer received voicemail back from June Sifford (RCAA @ Southern Region) stating:

1. That if the dealer has CCP cars we can authorize up to \$15 a day.
2. Says to offer this first and if the customer is upset with this we can always offer \$30 a day, but we would need to let her know.
3. Says that most of these parts should be in late next week and the dealer needs to make sure that all these parts are on emergency orders, and they will not be charged for this at this point.

*** PHONE LOG 08/21/2003 11:52 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and spoke to Jim (Svc. Adv. @ TX026) who stated:

1. That his Svc. Mgr Mike is in a meeting.
2. Says he spoke to the customer this morning.
3. Advised per June Sifford at the region, Kia will cover up to \$15 a day towards a rental which the dealer can set up through Enterprise rent a car.
4. Says the customer will pay the other \$15 a day, and his dealer will be reimbursed from Kia.
5. Jim says the car is not there yet, but they will let the customer know this once they have a diagnosis.
6. Advised that we will have the customer speak with him when he brings the vehicle in.
7. Writer thanked Jim for his time.

*** PHONE LOG 08/21/2003 11:53 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer tried calling customer back at number given, but he was at lunch, we will try again later.

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]	KNDJB623625 [REDACTED]	K207160	20,000
LOUISVILLE TX [REDACTED]		Dealer: TX048 Central Kia		

*** PHONE LOG 08/22/2003 06:01 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and left message for a callback from this customer.

*** PHONE LOG 08/22/2003 06:31 AM US Mountain Standard Time JCook Action Type:Incoming call
Customer called back and stated:

1. That he had to have his vehicle towed to Central Kia in Plano, TX because there was a big wreck on the highway close to Huffines Kia.
2. Sasy his vehicle is currently at Central Kia and they have put him in a rental vehicle and everything is being taken care of at this point.
3. Says he was told that the parts may not be in for 30 days or so.

Writer advised customer:

1. That we are glad the dealer has put him in a rental.
2. Advised that the last we heard most of the parts should be coming into our warehouses next week and the week after to take care of this problem.
3. Advised that his dealer will keep him advised.

Customer Stated:

1. Thanked this writer for following up with him.

*** CASE CLOSE 08/22/2003 06:31 AM US Mountain Standard Time JCook
Info given.

*** NOTES 09/19/2003 11:48 AM Eastern Daylight Time JSifford Action Type:Manager review
8/21/03 W TX048 35504 A 02 COOLANT **FAN** ASSY, R& COWLING ASSY-**FAN** 20136

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K237158	22,000
Dixon CA [REDACTED]			Dealer: CA159 Barber Kia	

Case History

Complaint Rental Car

*** PHONE LOG 10/29/2003 05:54 PM US Mountain Standard Time SReed

Caller stated

1. This is the second major repair that I have had done to this veh
2. Last time was because my *fan* exploded and it took 30 days for the parts to come in
3. They provided me with a rental car for that
4. I just took veh back to Barber Kia for repair to the ball joint that had broken
5. The veh has been repaired but I had to rent a veh for 2 days
6. I would like to be reimbursed for the \$60 that I spent on it

Wtr stated

1. My apologies for the problems that you are having
2. Unfortunately the warranty does not provide for a loaner while the veh is in for warranty repairs
3. When you were waiting on the parts for the *fan*, because of the extreme delay of the parts, Kia decided to go beyond the warranty and provide loaner assistance
4. That was not provided by the warranty
5. Please refer to your warranty handbook and you will read that Kia does not provide for compensation or alternate transportation while veh is at dealerships having warranty repairs done
6. I will certainly document your complaint

Caller stated

1. Not happy with that part of the warranty

*** CASE CLOSE 10/29/2003 05:54 PM US Mountain Standard Time SReed

Warranty info given

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723425	K522882	60,000
Tensed ID			Dealer: MT004 Incredible Kia	

Case History

Complaint Roadside Assistance

*** PHONE LOG 07/29/2005 07:52 AM US Mountain Standard Time YDomerofski

Cust Stated:

1. In middle of road trip, my car broke down in Montana
2. The car towed to Incredible Kia(MT004), dlr ordered the parts but it will come on Monday
3. We already spend the night here, we need the rental car
4. Ok, thanks

Writer Stated:

1. Updated
2. No open recall
3. Apologized for the situation
4. Provided the trip interruption info
5. Please submit the original receipts, work order from dlr and the cover letter to Kia Claims Dept
6. Provided the claims dept address
7. Provided the case#

*** CASE CLOSE 07/29/2005 07:52 AM US Mountain Standard Time YDomerofski

*** PHONE LOG 08/08/2005 07:57 AM US Mountain Standard Time HReynolds Action Type:Incoming call

STATES:

1. CAR WAS BROKE DOWN 500 MILES FROM MY HOME
2. NEED TO PICK UP THE VEHICLE FROM DEALER
3. WANT TO KNOW IF S/A WILL COVERED FOR RENTAL CAR
4. I ONLY USED ONE DAY OF RENTAL TO COME HOME FROM BILLINNS

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED, WRITER IS NOT SURE HOW TRIP INTERRUPTION WORKS, FOR THREE CONSECUTIVE DAYS OR JUST THREE DAYS TOTAL
3. WRITER WILL R/A CLAIM OFFICE TO FIND OUT
4. WRITER PUT CUSTOMER ON HOLD

WRITER STATES:

1. WRITER PHONED R/A CLAIMS, NO ANSWERED, WAITED SEVERAL MINUTES
2. WRITER HUNG UP

WRITER STATES:

1. THANKED CUSTOMER FOR HOLDING
2. ADVISED, WRITER WAS NOT ABLE TO SPEAK TO R/S CLAIM
3. WILL TRY AGAIN TO GET CORRECT INFO
4. WILL FOLLOW UP WITH CUSTOMER

CUSTOMER STATES:

1. OK, THANK YOU

*** NOTES 08/09/2005 08:04 AM US Mountain Standard Time HReynolds Action Type:Manager review

[!<For Internal Use Only

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723425 [REDACTED]	K522882	60,000
Tensed ID [REDACTED]		Dealer: MT004 Incredible Kia		

WRITER REVIEWED CASE WITH TEAM LEAD, JASON
JASON SAID, TRIP INTERRUPTION WILL BE COVERED FOR THREE DAYS OF RENTAL WHETHER IT'S
CONSECUTIVE DAYS OR NOT
>!]

*** PHONE LOG 08/09/2005 08:05 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:
1. WRITER PHONED CUSTOMER, LINE BUSY

*** PHONE LOG 08/09/2005 09:31 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller stated
1. he had spoken with someone about having to rent a car to go get his own car and if the trip interruption benefits had to be used
on three consecutive days or not

wtr stated
1. Hun attempted to call this AM
2. they do NOT have to be 3 consecutive days
3. it would be fine to use it in this manner

*** CASE CLOSE 08/10/2005 06:04 AM US Mountain Standard Time HReynolds

*** PHONE LOG 08/17/2005 10:02 AM US Mountain Standard Time TMorales Action Type:Incoming call
Cust stated:
1. The *fan* blew up and pierced the radiator
2. The dlr says the radiator and *fan* are on back order
3. We are waiting for the part
4. Don't waste your time calling the dlr about this; I have been in contact w/ them and they say the part needs to be shipped from
KIA
5. It is an 1100 round trip to go get the veh
6. The gas and time and hotel room is a big deal; and a lot of cost
7. I would like to pursue having the veh delivered back to Idaho
8. I don't know what KIA considers a normal repair time and this is not something the fault of the dlr, but if the dlr can't get the
parts then it is costing me money
9. To compensate

Writer advised:
1. Apologized for the problem
2. The R/A and other warranties say that veh reunite
3.

*** PHONE LOG 08/17/2005 10:08 AM US Mountain Standard Time TMorales Action Type:Outgoing call
3. Reunite is not provided by the warranty
4. But writer will contact the factory rep; he is the one to contact when the cust is requesting something the warranty doesn't
provide for
5. But writer doesn't know if he can do this, this is not provided by the warranty
6. Will call back cust after speaking w/ the factory rep

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723425 [REDACTED]	K522882	60,000
Tensed ID	[REDACTED]		Dealer: MT004 Incredible Kia	

Cust stated:

1. Ok thanks

*** PHONE LOG 08/17/2005 10:10 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called MT004 Parts Dept Rick who stated

1. The radiator is here and in the veh
2. The *fan* clutch has been on back order and it is supposed to be released today
3. The part # is 0k048 15140a and order number is R29705 upgraded to emergency order status

*** PHONE LOG 08/17/2005 10:26 AM US Mountain Standard Time TMorales Action Type:Incoming call

Writer called DPSM T Timms who stated:

1. I am aware that the *fan* shroud has been on back order; it is supposed to be released today?
2. Good, but can't change the terms of the warranty; reunite is not provided
3. Cust should use Trip Interruption benefits to minimize expenses

*** PHONE LOG 08/17/2005 12:39 PM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called cust and received busy signal

*** PHONE LOG 08/18/2005 10:59 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called cust and lvm stating:

1. Apologized but the DPSM says he can't help w/ reuniting the veh w/ the cust
2. DPSM suggests the cust max out the Trip Interruption reimbursement
3. Please call back at ext 45262 at Consumer Affairs

*** PHONE LOG 08/18/2005 01:44 PM US Mountain Standard Time TMorales Action Type:Incoming call

Writer received vm from cust stating:

1. Got your message, am disappointed
2. But thanks for calling back

*** CASE CLOSE 08/18/2005 01:44 PM US Mountain Standard Time TMorales

*** PHONE LOG 09/19/2005 11:54 AM US Mountain Standard Time DLyons Action Type:Incoming call

cust states:

1. it's been so long since they originally called regarding where to submit for reimbursement for trip interruption
2. can I obtain the address from you

Writer advised:

1. so sorry to hear of this concern
2. would be happy to provide address to Kia Extra Mile Care
3. advised to include a ltr requesting reimbursement & what needed to be included.
4. updated cust info, no previous cases, no recalls.

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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>
		KNDJA723425	K522882	60,000
<u>Tensed ID</u>			Dealer: MT004 Incredible Kia	

*** PHONE LOG 10/19/2005 10:38 AM US Mountain Standard Time YLabarca Action Type:Incoming call
CUST STATES
1 WANT TO FOLLOW UP ON THE TRIP INTRUPPTION REIMBURSEMENT

WRITER STATES
1 TRANSFERRED TO CLAIMS

*** CASE CLOSE 10/19/2005 10:38 AM US Mountain Standard Time YLabarca

*** PHONE LOG 11/17/2005 08:39 AM US Mountain Standard Time ERuiz Action Type:Incoming call
CALLER STATED
1 WANT TO SPEAK TO YOUR CLAIMS DEPT

WRITER STATED
1 TRANSFERRED TO CLAIMS

*** CASE CLOSE 11/17/2005 08:39 AM US Mountain Standard Time ERuiz

*** PHONE LOG 11/17/2005 09:21 AM US Mountain Standard Time MEstrella Action Type:Incoming call
Caller states:
1. calling
2. I want to talk to the highest person in Kia possible
3. no offense, but someone at your level is not sufficient to address this issue with
4. I need someone with authority who can make decisions
5. reiterated all above noted issues
6. says veh was down from 28 July- through 1 Sept
7. broke down in Billings MT and live in ID Kia refused to deliver car back to me once it was done
8. rental fees and food and lodging and back and forth were way over 300.00
9. Kia claims dept reimbursed me 75.64 and told me to call Kia for the rest
10. Claims told me that only the first 3 days, which was 117.23 was reimbursable, but yet they only gave me 75.23
11. this is an outrage and is totally unacceptable
12. we are lucky that this was not our only car and we were not dependent upon this
13. This is a matter of principle now and Kia needs to do the right thing
14. wants appropriate compensation or will take Kia to small claims court
15. need someone higher than you

Writer states:
1. Will be happy to connect to a supv
2. cust insists writer is not at a sufficient level to handle his situation

Writer called JCOOK, no answer
Advised cust supv on another call at this time, can transfer to his VM
Advised supv can speak to him but cannot write him a check for expenses incurred
Will probably be best to submit total request for reimbursement to KMA NCA address w/ receipts for expenses incurred

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723425	K522882	60,000
Tensed ID			Dealer: MT004 Incredible Kia	

Apologize for situation

Caller states:

1. do not want to write a letter , want to talk to that person.

Connected to Team lead, Supv JCook VM per cust request

*** PHONE LOG 11/17/2005 10:19 AM US Mountain Standard Time JCook Action Type:Incoming call
Customer left a vm for this writer to give him a callback.

*** PHONE LOG 11/17/2005 10:21 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called customer and left a message on answering machine for a callback.

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

Send to:[ttimms@kiausa.com]

CC List:[krulye@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K522882_JCook_11-17-2005102037.doc>>

*** PHONE LOG 11/17/2005 10:27 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and left a vm for Dpsm Terry Timms to give us a callback about this case.

*** PHONE LOG 11/17/2005 10:54 AM US Mountain Standard Time JCook Action Type:Incoming call
Writer received a vm from customer to give him a callback.

*** PHONE LOG 11/17/2005 11:13 AM US Mountain Standard Time JCook Action Type:Outgoing call

*****SUPERVISOR CALL FROM MESTRELLA*****

Writer called customer who stated:

- 1.Stated same comments previously in case.
- 2.Says his vehicle was down for over a month and was a grave inconvenience.
- 3.They only reimbursed him \$75 and he feels this is a slap in the face for all the expenses he incurred, which were over \$300.
- 4.Says this is not about the money it is the principle, and if he does not get some additional help he is going to contact a lawyer and they will get it for him.

---Writer advised customer:

- 1.Apologized for situation.
- 2.Advised that we have already placed a call to the Kia rep about this issue, and we will be forwarding his case to the regional office for review.
- 3.Advised him to fax us a copy of all his receipts so we can include them in the file.

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723425	K522882	60,000
Tensed ID			Dealer: MT004 Incredible Kia	

Customer Stated:

- 1.I will fax you a copy of the receipts but it may be tomorrow or the next day.
- 2.I will wait to see what Kia is going to do before I proceed further.
- 3.I will wait to hear from you or the regional office.

*** PHONE LOG 11/17/2005 03:04 PM US Mountain Standard Time JCook Action Type:Incoming call

Writer received a call from Dpsm Terry Timms and advised:

- 1.Advised of case, and that we are having the customer fax his receipts to us.
- 2.Terry advised that we do need to review this and see what we can do for this customer.
- 3.Advised this writer to forward case to the region after we have the copies of the receipts from the customer for review.
- 4.Thanked Terry for his time.

*** PHONE LOG 11/17/2005 03:07 PM US Mountain Standard Time JCook Action Type:Outgoing call

Writer called customer and left message on answering machine advising:

- 1.That we spoke to the Kia rep who is willing to review his receipts to see what he can do, but writer made no guarantees.
- 2.Advised that once he faxes copies of his receipts we will add them to the case and forward to the regional office for review.
- 3.Advised to call this writer back if any questions.

*** NOTES 11/21/2005 06:02 AM US Mountain Standard Time JCook Action Type:Manager review

Writer received faxed copies of R/O's and receipts of expenses.
Faxed into file as an attachment.

*** NOTES 11/21/2005 06:03 AM US Mountain Standard Time JCook Action Type:Manager review

Forwarding to Region:

- 1.Forwarding to region per Dpsm Terry Timms for evaluation of customer expenses.

*** PHONE LOG 11/29/2005 10:16 AM US Mountain Standard Time JCook Action Type:Incoming call

Customer left this writer a vm wanting to know if we had received the faxed paperwork from him and what the status was.

*** PHONE LOG 11/29/2005 10:20 AM US Mountain Standard Time JCook Action Type:Outgoing call

Writer called customer back and advised:

- 1.That we did receive all his faxed paperwork on 11/21 and we forwarded the file over to our regional office for evaluation.
- 2.Advised since last week was the Thanksgiving holiday, it may be a few days before he hears anything back about this.

Customer Stated:

- 1.That is fine, thank you for the callback.

*** CASE CLOSE 12/01/2005 10:25 AM Pacific Daylight Time KRuyle

*** CASE CLOSE 12/13/2005 11:26 AM Pacific Daylight Time KRuyle

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723425	K522882	60,000
Tensed ID			Dealer: MT004 Incredible Kia	

*** PHONE LOG 12/13/2005 03:44 PM Pacific Daylight Time KRuyle Action Type:Outgoing call
wrtr called cust and left vm asking for a return phone call

*** PHONE LOG 12/19/2005 01:39 PM Pacific Daylight Time KRuyle Action Type:Outgoing call
wrtr called cust and left vm asking for a return phone call

*** PHONE LOG 12/20/2005 11:51 AM Pacific Daylight Time KRuyle Action Type:Incoming call
wrtr rec call from cust who said

1. returning your phone call
2. guess, we broke down in July
3. vehicle was towed to the nearest dealership in Billings MT
4. at first thought it was just the *fan* blade, but turned out the engine fried as well
5. dealer told us it would be a couple of weeks to get the engine in and done
6. few weeks later got a call from dealer saying the engine is done, but waiting for the *fan* and shroud
7. on BO and not coming in for a while
8. we waited over a month from that phone call before the car was repaired
9. was told to submit our rec to trip interruption for reimb
10. was appalled when we got a check for only \$75
11. we went as light as possible and we totalled for the 3 days at just over \$300
12. and all they gave us was \$75
13. the lodging, rental cars and the food was about \$130 alone
14. its the principle of the matter

wrtr said

1. thats why I am calling
2. we feel the same about the reimb
3. very sorry about the inconveniences associated with this concern
4. we would like to reimb you the remaining money you are out from the issue
5. the rec you sent in total \$304.61 and with the \$75 you have already received
6. I would like to reimb you the remaining \$229.61 as a goodwill gesture for your inconven.

cust said

1. that would be very nice of you
2. do appreciate that

wrtr said

1. great
2. I will submit for the money
3. it wontbe until late Jan or early Feb before I get the check
4. will contact you when I get the check to let you know its coming

cust said

1. that would be nice
- 2., thank you very much

*** CASE CLOSE 12/22/2005 10:06 AM Pacific Daylight Time KRuyle

*** NOTES 01/19/2006 02:15 PM Pacific Daylight Time KRuyle Action Type:Manager review

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723425 [REDACTED]	K522882	60,000
Tensed ID [REDACTED]	Dealer: MT004 Incredible Kia			

wrtr rec check from NCA

*** NOTES 01/19/2006 02:15 PM Pacific Daylight Time KRuyle Action Type:Correspondence sent
wrtr sent check to cust

*** CASE CLOSE 01/19/2006 02:15 PM Pacific Daylight Time KRuyle

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K1207489	40,500
SOMERVILLE TX [REDACTED]		Dealer: TX095 Palmer Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 07/26/2006 03:02 PM US Mountain Standard Time SBowyer
CUST STATED

- 1.MY SPORTAGE IS IN THE SHOP MORE THAN I OWN IT, AND IT HAS TO BE TOWED EVERYTIME
- 2.THIS IS THE 3RD OR 4TH TIME FOR A TOW, IT WENT IN YESTERDAY
- 3.I WAS SUPPOSED TO PICK UP THE VEH YESTERDAY AFTER BEING LOOKED AT OR REPAIRED
- 4.I FOUND OUT THAT THEY CANT FIGURE OUT WHAT IS WRONG WITH IT, AND THEY SAY WHEN THEY DRIVE IT THEY DONT DUPLICATE THE PROBLEM
- 5.I AM SCARED TO GET IN THE CAR FOR FEAR I AM NOT GOING TO GET TO WHERE I AM GOING
- 6.THE SVC MGR JEFF IS A S**THEAD, HE TREATS WOMEN LIKE CRAP.
- 7.THE VEH JERKS AND VIBRATES WHILE YOU ARE DRIVING AND WHEN YOU ARE SITTING, AND SEEMS LIKE IT IS GOING TO FALL APART, IT MADE A POPPING NOISE ALSO.
- 8.I CANT DRIVE THIS VEH ANYWHERE BECAUSE IT WONT MAKE IT ANYWHERE, I AM SCARED TO GET IN IT.

WRITER STATED

- 1.SORRY FOR PROBLEMS
- 2.WRITER ACKNOWLEDGES CUST ISSUE WITH REPEAT VISITS TO THE DLR FOR THIS JERKING PROBLEM
- 3.KIA IS CONCERNED ABOUT THE EXPERIENCE CUST RECEIVE AT THE DLRS AND THE CUST COMPLAINT AGAINST THE SVC MGR IS NOTED IN DETAIL
- 4.WRITER WILL FOLLOW UP WITH DLR IN REGARDS TO VEH TOMORROW
- 5.WILL SUGGEST KIA TECH LINE TO SVC MGR JEFF TO SEE IF THIS IS AN OPTION TO HELP TECHS FIND PROBLEM
- 6.WILL CALL CUST BACK ONCE CALLS MADE
- 7.INTERMITTENT PROBLEMS ARE HARD TO DUPLICATE AND TAKE TIME AND PATIENCE

CUST STATED

- 1.LEAVE ME A MESSAGE IF YOU DONT GET A HOLD OF ME
- 2.THANK YOU BYE.

*** PHONE LOG 07/27/2006 09:28 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
OWNER [REDACTED] TX095 STATED

- 1.WE CANNOT GET THE PROBLEM TO DUPLICATE, OR PRINT OUT ANY CODES. I HAVE HAD 3 PEOPLE DRIVING IT THIS MORNING JUST TO DUPLICATE THE PROBLEM
- 2.IF WE WERE TO CALL TECH LINE, THEN THEY WOULD ASK FOR THE TROUBLE CODES
- 3.I AM HAVING A SVC ADV GO BACK AND PULL UP ALL OF THE SVC RECORDS ON THIS FOR MORE INFO
- 4.I READ THE NOTIFICATION AND NOTES ON THE FILE FROM YOUR OFFICE THIS MORNING
- 5.SVC MGR JEFF SAID THAT THERE IS A LOOSE EXHAUST PIPE THAT HE IS GOING TO CHECK OUT
- 6.I WILL HAVE MY SVC MGR JEFF CALL YOU AS SOON AS WE DO SOME MORE INSPECTIONS ON THE VEH TO FIND THE PROBLEM

WRITER STATED

- 1.CUST EXPLAINED THAT PROBLEM WAS A VIBRATION AT LOW RPM'S, AND WHEN YOU ARE STOPPED.

*** PHONE LOG 07/27/2006 02:58 PM US Mountain Standard Time SBowyer Action Type:Incoming call
CUST LVM STATING

- 1.HAVNT HEARD FROM YOU OR DLR TODAY
- 2.CALL ME PLEASE

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	KNDJA723025 ██████████	K1207489	40,500
SOMERVILLE TX ██████████		Dealer: TX095 Palmer Kia		

*** PHONE LOG 07/27/2006 03:03 PM US Mountain Standard Time SBowyer Action Type:Outgoing call

OWNER ██████████ TX095

- 1.THEY FOUND A RATTLE IN THE EXHAUST SYSTEM, THEY ARE WAITING ON A PART SO FAR I BELIEVE.
- 2.JEFF HAD TO LEAVE FOR FAMILY AFFAIR. HE SAID HE WOULD CALL YOU ONCE THEY FINISH WITH THE VEH, PROBABLY TOMORROW
- 3.THEY BELIEVE THAT THE VIBRATION IS TIED INTO THE EXHAUST PROBLEM

*** PHONE LOG 07/27/2006 04:07 PM US Mountain Standard Time SBowyer Action Type:Outgoing call

WRITER STATED

- 1.REVIEWED NOTES FROM OWNER MIKE LANDERS
- 2.HAVE PART ON ORDER FOR EXHAUST SYSTEM

CUST STATED

- 1.I ALREADY HAD TOLD THEM ABOUT THE EXHAUST RATTLE BEFORE
- 2.IT JERKS SO BAD THAT YOU HAVE TO PULL OVER TO THE SIDE OF THE ROAD
- 3.CALL ME TOMORROW PLEASE

*** PHONE LOG 07/31/2006 08:46 AM US Mountain Standard Time SBowyer Action Type:Incoming call

SVC MGR JEFF LVM FOR WRITER 7/28 STATING

- 1.CALLING YOU ABOUT ██████████ VEHICLE
- 2.I WILL SPEAK WITH YOU ON MON ABOUT THIS

*** PHONE LOG 07/31/2006 10:38 AM US Mountain Standard Time SBowyer Action Type:Incoming call

CUST STATED

- 1.THE DLR TOLD ME TO PICK UP MY VEH
- 2.I SPOKE TO JEFF AND HE SAYS THE MUFFLER WAS PART OF THE VIBRATION
- 3.JEFF TOLD ME THEY COULDN'T FIGURE OUT THE OTHER VIBRATIONS, AND THAT THEY HAD NEVER HAD THIS PROBLEM BEFORE
- 4.HE SAID THAT WHEN YOU HAVE PROBLEMS WITH THE COMPUTER IT RETURNS CODES OR SOMETHING
- 5.WHY IS THIS THE PROBLEM WITH ONLY THE SPORTAGES.
- 6.I AM BACK TO SQUARE ONE AND I AM AFRAID TO DRIVE IT.

WRITER STATED

- 1.WRITER IS GOING TO BE FOLLOWING UP WITH SVC MGR TODAY
- 2.INTERMITTENT PROBLEMS AGAIN, ARE HARD TO DIAGNOSE AND IF DLR HAD CAR FOR A WEEK AND WAS NOT ABLE TO FIND THIS JERKING ISSUE, IT MIGHT NOT HAPPEN AGAIN, AND THIS IS UNIQUE TO CUST VEH. THE DLR COULD NOT DUPLICATE IT
- 3.IF CUST NEEDS ANYTHING ELSE CAN CALLBACK

CUST STATED

- 1.OK BYE.

*** PHONE LOG 08/01/2006 01:50 PM US Mountain Standard Time SBowyer Action Type:Outgoing call

OWNER ██████████ TX095 STATED

- 1.I TALKED TO ██████████ TODAY, TOLD HER THAT TECH LINE CONFIRMED ALL OF THE WORK THAT WE DID WAS CORRECT, AND THAT THEY HAVE NO BACKGROUND INFO ON THIS PROBLEM WITH THE SPORTAGES
- 2.SHE MENTIONED ANOTHER PROBLEM WITH IT AND THAT SHE COULDN'T KEEP THE VEH RUNNING.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K1207489	40,500
SOMERVILLE TX [REDACTED]		Dealer: TX095 Palmer Kia		

3.WE PUT 71 MILES ON THE VEH TRYING TO GET IT TO DO SOMETHING
4.I TOLD HER TO BRING IT IN AGAIN WHEN SHE GETS A CHANCE.

*** CASE CLOSE 08/01/2006 01:51 PM US Mountain Standard Time SBowyer

*** PHONE LOG 08/22/2006 02:21 PM US Mountain Standard Time LCoema Action Type:Incoming call

Cust States:

1. Veh has broke down again.
2. Stuck on road.
3. **Fan** blade has broken.
4. Veh has been vibrating.
5. Dlr won't repair veh.
6. Veh still runs bad when after being repaired.
7. SM states veh is repaired according to standards.
8. Called dlr when took veh home that veh wasn't running right.
9. SM told me to bring it back, but didn't have time.
10. Now stuck.
11. How am I suppose to get home?
12. Will need transportation.
13. If I was man wouldn't be treated this way.
14. I guess I will have to get an atty.

Writer States:

1. Updated, no recall
2. . Adv Warr provides for the repair of the veh
3. Kia does not have a provision for rentals
4. However, Kia does assist with rentals on a case-by-case basis
5. The decision will not come from this office
6. Must have a diagnosis at the Kia dlr to consider
7. We can review this request with the SM and possibly our area rep to determine if rental assistance can be provided.
8. Would be nothing writer can do until veh is at dlrshp.
9. RS will tow to closest KIA dlrshp.
10. Writer will call dlrshp in am to determine problem with veh.
11. Writer will call KIA area rep to see if any rental assistance could be offered.
12. Can't promise assistance will be approved, but will ask.
13. Writer will work with SM at dlrs to ensure all KIAs resources are being utilized to repair veh.
14. Provided writer's ext.
15. Transferred cust to RS.

*** PHONE LOG 08/23/2006 12:41 PM US Mountain Standard Time LCoema Action Type:Outgoing call

Writer called TX095 spoke with Jeff SM who stated:

1. Veh has been repaired.
2. Coolant **fan** came apart.
3. Had part in stock.
4. Drove veh & dlr principal drove veh.
5. Could not duplicate vibration cust is experiencing.
6. Vehicle is operating normally.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K1207489	40,500
SOMERVILLE TX	[REDACTED]		Dealer: TX095 Palmer Kia	

- 7. When explained this to cust became angry.
- 8. Veh is repaired.
- 9. Cust doesn't need rental.

*** CASE CLOSE 08/23/2006 12:41 PM US Mountain Standard Time LCoema

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723425 [REDACTED]	K350620	41,000
Langeloth PA [REDACTED]	[REDACTED]	[REDACTED]	Dealer: PA051 South Hills Kia	

Case History

Complaint Rental Car

*** PHONE LOG 08/11/2004 06:21 AM RHutton
[REDACTED] stated:

- 1-The blades flew off the *fan* & went through the radiator in my veh
- 2- We took the veh to PA051 South Hills Kia
- 3-My wife spoke w/srv mgr, he said it could be a few weeks before he can get to it because of parts that need to be ordered
- 4-The dlr said we would have to rent a car
- 5-This car is becoming a lemon
- 6-I did not buy a car so my wife would have to walk to work
- 7-They can keep the damn car & consider it paid off if it's going to be like this
- 8- C/B 724-947-0598hm

Writer stated:

- 1-Advised I will forward onto a Kia FCMgr for further assistance
- 2-Writer made no promise of a rental veh

*** PHONE LOG 08/11/2004 02:19 PM TDonnelly Action Type:Incoming call

WRITER STATES:

1. CUSTOMER LEFT VM MESSAGE ON 800# VM RECEIVED 8-10-2004 AT 4:01 PM

*** PHONE LOG 08/12/2004 08:24 AM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, TONY
2. ASK WHEN DID CUSTOMERS CAR COME IN SHOP
3. WHAT IS DEALERS DIAGNOSIS
4. CUSTOMER IS STATING THAT WILL TAKE SEVERAL WEEKS TO GET VEHICLE REPAIRED.
5. IS THERE A SITUATION WITH BACKORDER PARTS, ECT
6. HOW ARE PARTS BEING ORDERED.
7. THANKS FOR INFO.

DEALER STATES:

1. CAR CAME IN SHOP YESTERDAY
2. SO FAR WE HAVE DIAGNOSED CAR NEEDS RADIATOR AND *FANS*
3. WE DID NOT ADVISE CUSTOMER THAT IT WILL TAKE SEVERAL WEEKS TO GET VEHICLE REPAIRED
4. WE ARE GOING TO ORDER THE PARTS "E" ORDER, CAR DOWN.

*** PHONE LOG 08/12/2004 08:26 AM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

*** PHONE LOG 08/12/2004 02:17 PM TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. RETURNING WRITERS CALL
2. DEALER HAS NOT LOOKED AT VEHICLE YET
3. LAST TIME THEY HAD MY CAR WAS IN SHOP FOR A WEEK
4. I NEED CAR TO DRIVE
5. DEALER TOLD ME YESTERDAY THEY DID NOT LOOK AT IT YET
6. THEY SHOULD HAVE LOOKED AT IT WHEN IT FRIST CAME IN
7. DEALER ALSO SAID IF THEY HAD TO ORDER PARTS COULD TAKE COUPLE OF WEEKS
8. THIS CAR IS PEICE OF JUNK

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723425 [REDACTED]	K350620	41,000
Langeloth PA [REDACTED]			Dealer: PA051 South Hills Kia	

9. THERE IS LEMON LAW, MAYBE I SHOULD FILE THAT
10. DEALER DID NOT CALL ME AND TELL ME WHAT THEY FOUND
11. I AM NEVER GOING TO PURCHASE ANOTHER KIA VEHICLE
12. SO WHAT YOU ARE TELLING ME IS THAT I AM ON MY OWN
13. THIS IS B-----
14. KMA IS C---
15. I AM GOING TO TAKE ALL MY STUFF OUT OF CAR AND LEAVE IT THERE AND YOU CAN CONSIDER IT PAID OFF.
16. CALLER DISCONNECTED.

WRITER STATES:

1. FOLLOWING UP ON CALL CUSTOMER MADE YESTERDAY
2. WHO AT DEALERSHIP TOLD CUSTOMER THAT CAR WILL NOT BE READY FOR COUPLE OF WEEKS
3. SPOKE TO SM, TONY
4. THEY FOUND VEHICLE NEEDS RADIATOR AND *FANS*
5. DEALER HAS E ORDERED PART, THIS WILL BE FASTEST WAY TO GET PARTS
6. RENTAL VEHICLE IS NOT A PROVISION OF WARRANTY
7. IF DEALER DID NOT CALL CUSTOMER BACK, WOULD RECOMMEND CUSTOMER ADVISE SM SO HE CAN FOLLOW UP WITH HIS ADVISORS
8. DEALER JUST GOT CAR YESTERDAY
9. NEED TO GIVE DEALER OPPORTUNITY TO GET VEHICLE REPAIRED
10. KMA OBLIGATION UNDER WARRANTY IS TO REPAIR VEHICLE
11. CAN SEE CUSTOMERS REPAIR HISTORY AND CAR HAS ONLY BEEN IN SHOP 2X SINCE 2001, THIS TIME IS 3RD
12. CAR HAS THOUSANDS OF MOVING PARTS THAT CAN FAIL AT ANY TIME
13. APOLOGIZE CUSTOMER FEELS THIS WAY
14. IF CUSTOMER DOES NOT PAY FOR HIS CAR, THE ONLY PERSON HE IS HURTING IS HIMSELF
15. ADVISED CUSTOMER THAT IF HE CONTINUED TO CURSE, WILL HAVE TO END THE CALL.
16. CALLER DISCONNECTED.

*** CASE CLOSE 08/12/2004 02:17 PM TDonnelly

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K513070	59,371

Kingsport TN [REDACTED]

Dealer:

Case History

Complaint Quality

*** PHONE LOG 07/15/2005 04:40 PM US Mountain Standard Time RBriones

Cust Stated:

1. Am having problems with the veh.
2. The engine *fan* and clutch has gone out on the veh.
3. Am leaving on vacation Sunday.
4. Had a mechanic look at vehicle.
5. Said it should be covered under the 10/100pw.
6. What if I can't get veh in before 5/60 lbw expries?

Writer Stated:

1. Apologized for prob.
2. Adv cust would need to ctc dlr svc dept for appt.
3. Gave cust numbers for nearest Kia dlr svc dept.
4. If there aren't able to get her in right away, we do have it documented that you called prior to 60K.
5. Engine *fan* not coverd under 10/100 pw.

*** CASE CLOSE 07/15/2005 04:40 PM US Mountain Standard Time RBriones
info given

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K209796	10,495
Oak Ridge TN [REDACTED]		Dealer: TN006 Harry Lane Kia		

Case History

Complaint Rental Car

*** PHONE LOG 08/27/2003 12:12 PM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and left message for Dpsm Tom Morgan to give this writer a callback.

*** PHONE LOG 08/27/2003 12:12 PM US Mountain Standard Time JCook
Customer Stated:

- 1.Says her vehicle has been at the dealer for almost a week.
- 2.Says the *fan* blade cracked and destroyed the radiator.
- 3.Says she was told that the parts were on backorder.
- 4.Says she wants to know if she can get a rental vehicle, because the parts are still not in.
- 5.Says the Svc. Mgr is David

---Writer advised customer:

- 1.That we need to speak with the Svc. Mgr David about her vehicle.

Customer Stated:

- 1.That the Svc. Mgr David is right next to her, and she will put him on.

Writer spoke to David (Svc. Mgr @ TN006) who stated:

- 1.That they still have parts on backorder like the radiator.
- 2.Says they received some of the parts but are still waiting on some.
- 3.Says he does not have any rental cars to give the customer.
- 4.Says he spoke to his Kia Rep Tom Morgan who has not authorized rental coverage for this customer.
- 5.Writer advised David that we are going to place a call to his Kia rep or the region about this and we will give the customer a callback.
- 6.Asked David if he could put the customer back on.

---Writer advised customer:

- 1.That we are going to place a call to the Kia rep to see if we can get some rental assistance, but writer made no guarantees.
- 2.Advised that we will call her back once we have spoken with him.

*** SEND CASE HISTORY 08/27/2003 12:13:17 PM JCook
Case details sent to tmorgan@kiausa.com.

*** PHONE LOG 08/27/2003 01:34 PM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called customer back and advised:

- 1.That we have placed a call to the Kia rep about a loaner, but we have not heard back from him yet.
- 2.Advised that he is a traveling rep and it may be tomorrow before we hear from him.
- 3.Advised that once we hear from him we will give her a callback.

*** PHONE LOG 08/28/2003 09:47 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and spoke to David (Svc. Mgr @ TN006) who stated:

- 1.That he spoke with his Kia Rep Tom Morgan this morning who has approved to put the customer in a rental vehicle.
- 2.Says he has called the customer back and left a message on her cell phone and home phone to give him a callback.
- 3.Writer thanked David for his time.

*** PHONE LOG 08/28/2003 09:49 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called customer back and left message on cell phone stating:

- 1.That the Kia rep has approved to put her in a rental.

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723X25	K209796	10,495
Oak Ridge TN			Dealer: TN006 Harry Lane Kia	

2. Advised that she needs to give the Svc. Mgr Dave a call so he can get her set up.
3. Advised her to give this writer a callback about this if necessary.

*** CASE CLOSE 08/28/2003 09:49 AM US Mountain Standard Time JCook
Info given.

*** PHONE LOG 09/02/2003 10:01 AM US Mountain Standard Time DUnderwood Action Type: Incoming call
CALLER STATED:

1. CHECKING ON THE BACK ORDER RADIATOR

WTR STATED:

1. PROVIDED CASE NUMBER / CASE MGR'S EXTENSION
2. OFFERED TO TRANSFER CALLER TO CASE MGR'S VM

CALLER STATED:

1. THANKS

*** CASE CLOSE 09/02/2003 10:01 AM US Mountain Standard Time DUnderwood
TRANSFERRED TO CASE MGR

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K355636	85,000

Oxford GA [REDACTED]	Dealer:
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Case History

Inquiry Warranty Info

*** PHONE LOG 08/23/2004 10:05 AM BKelley

Caller [REDACTED] states:

1. The *fan* blades broke off and it went into the radiator
2. Would that be covered under warr

Caller states:

1. Updated contact info
2. No recalls
3. Warr st dt 1/29/2002, 10/100 PTW, engine, axles and transmission
4. *Fan* blade not an internal component of engine -- not covered under warr
5. Referred caller to Kia dlrshp for further assistance
6. Trans caller to Kia r/s

*** CASE CLOSE 08/23/2004 10:05 AM BKelley

Provided info

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K199146	33,000
Sunrise FL [REDACTED]		Dealer: FL034 King Kia		

Case History

Complaint Rental Car

*** PHONE LOG 08/05/2003 11:20 AM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. CAR IS AT DEALER, KING KIA (FL034) SINCE WEDNESDAY LAST WEEK
2. THE ENGINE BLEW
3. DEALER IS TELLING ME PARTS ARE ON BACK ORDER
4. I ASK DEALER FOR CAR TO DRIVE
5. DEALER ADVISED THEY WILL PROVIDE \$15.00 PER DAY FOR RENTAL
6. I CAN NOT AFFORD ANY RENTAL EXPENSE
7. I ASKED DEALER IF THEY WILL GIVE ME \$15.00 PER DAY SO I CAN PAY MY DAUGHTER TO DRIVE ME AROUND.
8. DEALER TOLD ME TO CALL KCC FOR THIS ASSISTANCE.
9. THIS CAR IS NO GOOD, I SHOULD HAVE STAYED WITH TOYOTA.
10. I CAN NOT AFFORD ANY COST FOR RENTAL
11. I WILL PURSUE THIS FURTHER, CUSTOMER DISCONNECTED.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED KMA OBLIGATION PER THE TERMS OF WARRANTY IS TO REPAIR VEHICLE
3. RENTAL VEHICLES ARE NOT A PROVISION OF KIA WARRANTY
4. IF DEALER IS OFFERING SOME FORM OF ASSISTANCE, IS BETTER THAN NOTHING AT ALL
5. ADVISED THAT KMA WILL REPAIR VEHICLE
6. KMA HAS NOT ADVISED CUSTOMER CAR WILL BE DOWN A MONTH.
7. WHILE SPEAKING CUSTOMER DISCONNECTED.

*** PHONE LOG 08/05/2003 11:23 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, DENNY MCGEE
2. ADVISED CUSTOMER IS LOOKING FOR RENTAL ASSISTANCE, FULL COVERAGE OR REIMBURSEMENT EXPENSE FOR DAUGHTER DRIVING CUSTOMER AROUND WHILE CAR IS IN SHOP.
3. DOES DEALER HAVE AN ETA FOR PARTS
4. WHAT PARTS ARE ON ORDER.

DEALER STATES:

1. THE **FAN** CLUTCH AS PUT HOLE IN RADIATOR
2. NEEDS **FAN** CLUTH AND RADIATOR
3. CAR CAME INTO SHOP AT 3PM ON WEDNESDAY
4. WE EXPLAINED COULD PROVIDE \$15.00 A DAY
5. EXPLAINED TO CUSTOMER THAT KMA DOES NOT PROVIDE MONEY TO CUSTOMER FOR FUEL EXPENSE
6. WE DO NOT HAVE AN ETA FOR PARTS.
7. WILL PLACE CALL TO DPSM, DON STEVENS.

*** PHONE LOG 08/05/2003 11:26 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, DON STEVENS TO CALL WRITER.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723025	K199146	33,000
Sunrise FL			Dealer: FL034 King Kia	

*** PHONE LOG 08/05/2003 12:09 PM US Mountain Standard Time BGauldin Action Type:Incoming call

SM Denny stated:

1. was advised by DPSM D Stevens to cl and document in the case.
2. the parts are on National back order.
3. date of original order 7/31/03, order K212 and notified today on National Back Order and upgraded to E order.
4. the part is a engine cooling *fan* and radiator.#0k04815200 & 0k03815140A.
5. DPSM D Stevens may cl in to KCC and extend goodwill, in regards to alternate transportation.

writer stated:

1. case mgr TDonnelly away from desk.
2. may writer assist.
3. have documented to case .
4. read statements back to clr SM Denny.
5. advised case mgr T Donnelly will see notes.

*** PHONE LOG 08/07/2003 10:11 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR SM, DENNY MCGEE TO CALL WRITER.

*** PHONE LOG 08/07/2003 10:48 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

DEALER STATES:

1. SM DENNY MCGEE RETURNING WRITERS CALL
2. SPOKE TO DPSM, DON STEVENS
3. ADVISED CUSTOMER IS REQUESTING MONEY DIRECTLY BECAUSE CAN NOT AFFORD ANY MONEY FOR RENTAL
4. DPSM STATES HE MAY CONSIDER GOODWILL GESTURE FOR THIS ISSUE.
5. DPSM WAS TO FOLLOW UP WITH CALL CENTER.

WRITER STATES:

1. WANTED TO CLARIFY NOTES LOGGED BY CSR BRENDA FROM SM DENNY
2. THANKS FOR THE INFO
3. WILL FOLLOW UP WITH DPSM.

*** PHONE LOG 08/07/2003 10:50 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, DON STEVENS TO CALL WRITER.

*** PHONE LOG 08/08/2003 03:50 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

DPSM DON STEVENS STATES:

1. I HAVE ADVISED I WILL COVER \$35.00 A DAY RENTAL WHILE CAR IS DOWN
2. I WILL NOT GIVE CUSTOMER ASSISTANCE FOR GAS MONEY
3. THIS IS BEST I CAN DO FOR ANY FORM OF ASSISTANCE

WRITER STATES:

1. WILL REFER CUSTOMER TO SM

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K199146	33,000
Sunrise FL [REDACTED]		Dealer: FL034 King Kia		

2. WILL ADVISE WILL NOT BE REIMBURSEMENT FOR GAS MONEY
3. WILL COVER RENTAL ASSIST AT \$35.00 PER DAY.

*** PHONE LOG 08/08/2003 03:51 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. PLACE CALL TO CUSTOMER, CALL BACK IS FAX.

*** NOTES 08/08/2003 04:06 PM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:

1. CALL ME LETTER SENT THIS DATE.

*** CASE CLOSE 08/08/2003 04:07 PM US Mountain Standard Time TDonnelly
CLOSED PENDING CALL BACK FROM CUSTOMER.

*** PHONE LOG 09/02/2003 12:54 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. LEFT VM MESSAGE STATING TO CALL BACK AT WORK NUMBER [REDACTED]

*** NOTES 09/02/2003 12:57 PM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:

1. SEE CASE FILE K208223
2. BACK ORDER PARTS ON ORDER.

*** PHONE LOG 09/02/2003 04:52 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO CUSTOMER
2. ADVISED RETURNING CUSTOMERS CALL
3. ADVISED THAT KMA HAS OFFERED CUSTOMER COVERAGE UP TO \$35.00 A DAY UNTIL VEHICLE IS REPAIRED.
4. ADVISED THAT IF INSURANCE IS REQUIRED, KMA IS NOT REQUIRED TO COVER THIS COST.
5. KMA OBLIGATION UNDER WARRANTY IS TO REPAIR VEHICLE
6. KMA IS NOT REQUIRED TO PROVIDE CAR WHEN CAR IS IN SHOP, BECAUSE OF DELAY WITH BACKORDER PARTS KMA IS EXTENDING ASSISTANCE TO CUSTOMER.
7. IF CUSTOMER FEELS SHE NEEDS TO TAKE OTHER ACITON, THEN SHE SHOULD DO SO
8. KMA IS DOING ALL THAT CAN BE DONE TO EXPEDITE THE PARTS.

CUSTOMER STATES:

1. THIS CAR IS PEICE OF CRAP
2. IT SHOULD NOT TAKE SO LONG FOR PARTS TO COME IN
3. THIS IS NO GOOD
4. NOW THEY TELL ME I HAVE TO PAY INSURANCE FOR RENTAL VEHICLE, I SHOULD NOT HAVE TO PAY ANY MONEY
5. WHAT DO I HAVE TO DO, GET AN ATTORNEY
6. I SHOULD NOT HAVE TO BE DELAYED SO LONG

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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]	K199146	33,000
Sunrise FL [REDACTED]		Dealer: FL034 King Kia		

7. I SHOULD NOT HAVE TO PAY ANYTHING FOR CAR TO DRIVE
8. THIS CAR IS TERRIBLE, SH--
9. IF KMA DOES NOT HELP ME, I WILL GET AN ATTORNEY.
10. CALLER DISCONNECTED.

*** NOTES 09/02/2003 04:54 PM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. SENDING CASE FILE TO REGION FOR FOLLOW UP WITH CUSTOMER AND DEALER
2. CUSTOMER HAS BEEN ADVISED KMA WILL COVER \$35.00 A DAY FOR RENTAL
3. CUSTOMER STATES SHE CAN NOT AFFORD TO PAY INSURANCE FOR RENTAL VEHICLE AND KMA SHOULD PAY ALL INCIDENTALS
4. CUSTOMER STATES IS TAKING TOO LONG, CAR IS IN SHOP SINCE AUG 8TH
5. CUSTOMER STATES SHE WILL GET AN ATTORNEY AND PURSUE THIS LEGALLY.

*** NOTES 09/02/2003 04:55 PM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. SEE OPEN CASE RELATED K208223

*** NOTES 09/30/2003 09:49 AM Eastern Daylight Time POLiver Action Type:Manager review
Per DPSM Vehicle Down Report, vehicle repaired (no longer reflected on reprot)

*** CASE CLOSE 09/30/2003 09:50 AM Eastern Daylight Time POLiver