

PE06-042
HYUNDAI
12/22/06
PART 2 OF 2 A

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K233764	25,061
Dallas TX	[REDACTED]		Dealer: TX056 Southwest Kia	

Case History

Complaint Dealer

*** PHONE LOG 10/21/2003 10:06 AM US Mountain Standard Time TShamburger customer called:

1. my complaint on the SA Kevin Reynolds
2. the first time the car went in the CEL was on
3. thermostate was going up the dealer replace the *fan* blade
4. the CEL came on again
5. the tech could not duplicate the problem
6. i wanted to know if I could get the handwritten work order
7. "PO013 said not a identifiable code", on the tech comments
8. but Kevin would give me a copy of the handwritten receipt
9. I did leave a msg for the owner to call me back

wrt states

1. im sorry
 2. wrt will doc your complaint
 3. the dealership will get complaint
 4. suggest speaking to SM at dealer if you have dont so
 5. wrt cannot reprimand employee to dealer
- cust understood and thanked wrt.

*** CASE CLOSE 10/21/2003 10:06 AM US Mountain Standard Time TShamburger info given

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K314041	60,000
Mcminville OR [REDACTED]		Dealer: WA008 Kia of Puyallup		

Case History

Complaint Service Decision

*** PHONE LOG 05/10/2004 09:56 AM US Mountain Standard Time SLarez

[REDACTED] CALLED.

CUSTOMER STATES.

1. I WAS HAVING A PROBLEM WITH A NOISE AND I TOOK THE CAR TO OR011 AND THEY ADVISED IT WAS THE BELTS ALONG WITH A **FAN** THEY WERE GOING TO ORDER
2. THE NOISE WAS STILL THERE AND THEY HAD NOT CALLED ME SINCE I WAS THERE ON THE 20TH SO I TOOK THE CAR TO KIA OF PUYALLUP
4. THEY SAID THE BELTS WERE FINE AND I DID NOT HAVE ENOUGH MONEY TO PAY FOR THE BELTS ORIGINALLY
5. I WANT MY MONEY BACK.
6. POWER KIA WAS VERY RUDE TO ME AND THEY DID NOT EVEN CALL ME TO LET ME KNOW ABOUT THE **FAN** NOT BEING IN.
7. WHEN I TOOK THE CAR TO THE DEALERSHIP IN WA. THEY HAD THE **FAN**
8. I WANT MY MONEY BACK FOR THE BELTS.

WRITER STATES.

1. WHAT IS THE DEALERSHIP SAYING ABOUT THE NOISE.

CUSTOMER STATES.

1. THEY DO NOT KNOW.
2. I AM HERE NOW DO YOU WANT TO SPEAK WITH THEM

WRITER STATES.

1. YES

CUSTOMER CONNECTED WRITER WITH TOM

TOM STATES.

1. THE CAR CAME IN WITH A NOISE
2. WE ARE GOING TO ADJUST THE BELT AND REPLACE THE **FAN** BECAUSE IT WAS CRACKED.

WRITER STATES.

1. THE CUSTOMER IS CALLING US BECAUSE SOMEONE TOLD HER THE **FAN** BELTS SHOULD NOT HAVE BEEN REPLACED

TOM STATES.

1. WE DID NOT SAY THAT WE SAID THEY WERE A LITTLE GLAZED AND STRETCHED
2. WE DID NOT SAY THEY SHOULD HAVE NOT REPLACED THEM

WRITER STATES.

1. PUT THE CUSTOMER BACK ON

CUSTOMER CAME BACK

WRITER STATES.

1. I SPOKE TO TOM AND HE STATES THE BELTS WERE A LITTLE GLAZED AND STRETCHED.
2. IF YOU WENT TO A DEALERSHIP FOR A BELT NOISE AND THEY SAW THE BELTS STRETCHED AND GLAZED THEN THE ONLY LOGICAL THING WOULD BE TO CHANGE THEM
3. IF THE NOISE DID NOT GO AWAY THEN IT WOULD BE UP TO THE DEALERSHIP WHO DID THE WORK BEFORE TO FIND THE PROBLEM
4. LET ME CALL THE OTHER DEALERSHIP IN OR. AS WELL AND FIND OUT WHAT THEY SAY.
5. IT WILL BE HARD FOR ME TO SAY TO REIMBURSE YOU THE BELTS IF THEY WERE GLAZED AND STRETCHED.
6. DO YOU HAVE MAINTENANCE DONE AT THE KIA DEALERSHIP

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K314041	60,000
McInville OR			Dealer: WA008 Kia of Puyallup	

CUSTOMER STATES.

1. NO

WRITER STATES.

1. LET ME CALL OR011 AND AND FIND OUT WHAT THE DIAGNOSES WAS AT THE TIME YOU WENT.

*** PHONE LOG 05/10/2004 10:45 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED DEALERSHIP AND SPOKE TO GREG OR011

GREG STATES.

1. WE SAW THE CAR AND SHE CAME IN WITH A BELT NOISE.
2. WE ORDERED A *FAN* AND REPLACED THE BELT./
3. SHE SAID SHE STILL HAD THE NOISE AND WAS GOING TO COME BACK SO WE COULD LOOK AT THAT.
4. SHE HAS NOT COME BACK

WRITER STATES.

1. THE DEALERSHIP IN PUYALLUP HAS THE CAR
2. THEY HAVE THE BELT AND A SERVICE ADVISOR, ACCORDING TO THE CUSTOMER, STATED THE BELTS DID NOT NEED TO BE CHANGED.
3. WHAT DID YOU FIND.

GREG STATES.

1. WE FOUND THE BELT WERE GLAZED
2. SHE NEEDED TO HAVE THEM REPLACED
3. WE CAN LOOK AT THEM AGAIN.

WRITER STATES.

1. SHE WANTS TO GET REIMBURSED FOR THE BELTS.
2. I ADVISED HER WE TRUST THE DIAGNOSES OF THE DEALERSHIP
3. I AM GOING TO CONNECT HER AND YOU CAN SEE WHAT SHE IS GOING TO DO.

WRITER STATES TO CUSTOMER

1. I HAVE GREG ON THE LINE FROM THE DEALERSHIP
2. I EXPLAINED THE SITUATION AND I AM GOING TO CONNECT YOU TO HIM.

GREG AND CUSTOMER CONVERSED

GREG STATES.

1. WE WILL SEE THE CAR AGAIN AFTER THE *FAN* IS INSTALLED BY PUYALLUP,
2. WE CAN GO FROM THERE AS FAR AS THE NOISE.
3. GREG AND CUSTOMER WILL GO OVER SITUATION

WRITER GAVE NAME AND EXTENSION

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K426522	56,033
West Palm Beach FL [REDACTED]			Dealer:	

Case History

Complaint Other

*** NOTES 02/16/2005 11:56 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

Hi my name is [REDACTED] and I am financing a 2002 Kia Sportage and I have nothing but trouble with it first the front brakes with the rotors warping then the cooling *fan* breaking, the a/c compressor going bad along with the bracket then the transmission mount. I am so fed up with this vehicle that I just dont want it no more so what can you do to help me out i have looked at the neww 2005 sportage and like it so can you help me out to get out of the 2002 sportage and get the 2005 sportage because I dont know what is going to go wrong next with the one I have i mean I should not have this many problems with my vehicle with not even 50000 miles put on it yet I would appreciate it if you would give a response asap so I will know what my next move will be also I have about 13000 dollars owed with a monthly payment of 344.00 and still need to stay around the same payment. Thank You resond asap please thank you John Lee

*** PHONE LOG 02/16/2005 03:16 PM TMorales Action Type:Outgoing call

Writer called cust and lvm stating:

1. Received email from the cust
2. Regarding making a trade and getting into a new Sportage; the cust must work w/ a dlr on this because car mfrs are not allowed to retail sell in the US. The mfr can only wholesale to dlrs.
3. If there are current concerns w/ the veh that need to be fixed, the writer can definitely help w/ this; KMA stands behind the warranty and wants to fix any mfr defects per the terms of the warranty
4. Please call back writer for repair assistance
5. Provided writer contact info

*** PHONE LOG 02/17/2005 10:49 AM TMorales Action Type:Outgoing call

Writer called cust and spoke to Mrs. Lee who stated:

1. [REDACTED] did get the message, thanks for calling

Case closed pending cust call back

*** CASE CLOSE 02/17/2005 10:49 AM TMorales

*** PHONE LOG 08/10/2005 08:38 AM Eastern Daylight Time StapletonP Action Type:Incoming call

writer rec BBB CCF:

Cust states

front rotors warping

fan clutch and *fan* shroud

a/c unit and bracket and mount

transmission mount

Cust seeking a replacement vehicle

Cust is ineligible to seek arbitration under the terms of the program summary.
correspondence has been sent to the customer,
case closed

*** CASE CLOSE 08/10/2005 08:40 AM StapletonP Action Type:Incoming call

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Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K519888	58,467
lott TX [REDACTED]			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 07/26/2005 06:35 AM US Mountain Standard Time MEstrella
caller states:

1. *fan* broke and they told me it might be covered under warranty
2. bought used, do not have vin

writer states:

1. need vin to check warranty
2. provided case # to cb with vin

*** CASE CLOSE 07/26/2005 06:37 AM US Mountain Standard Time MEstrella
cb w/ vin

*** PHONE LOG 07/27/2005 09:37 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I WOULD LIKE TO KNOW IF MY CAR IS STILL UNDER WARRANTY.

***WRITER STATED**

1. CUSTOMER PROVIDED A 16 DIGIT VIN #.
2. TOLD THE CUSTOMER THAT IT WILL BE REQUIRE TO HAVE ALL 17 DIGITS.
3. CUSTOMER DISCONNECTED....

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K340793	23,000
Winston Salem NC	[REDACTED]		Dealer: NC009 Bob King Kia	

Case History

Complaint Rental Car

*** PHONE LOG 07/21/2004 07:05 AM ATafoya

[REDACTED] stated:

1. The car blew up in the garage, The *fan* went trough the radiator and through the pedals, I don't feel safe in this car.
2. Veh has been at dlr (Bob King Kia NC009) since Sat, I take it to the garage and this is like an everyday occurance
3. I asked for a rental car, I still haven't gotten an answer on this, Doesn't know the svc mgr's name he's been dealing
4. I want an answer why this exploded but I haven't gotten an answer
5. Caller req rental and answers on why this happened
6. Req to be contacted at hme [REDACTED] w/ [REDACTED] ext 127

Writer stated:

1. Apologized for inconvenience advised a Kia full case mgr will call w/in 72 busin hrs or even sooner for review

*** PHONE LOG 07/22/2004 09:49 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called cust who stated;

1. Repeated what cust had told A Tafoya
2. This veh is going to be driven in a week on a trip on the interstate: cust's wife and grandaughter
3. If this should happen on the interstate they will be hurt; cust wants all this on record

Writer advised cust:

1. Verified cust contact info, update mileage, checked for open recalls (none)
2. Apologized for the problem/frustration
3. Writer will document an official complaint: Kia does care and appreciates input from custs to help us be better at what we do
4. Will call svc mgr at dlr and ensure he knows the history on this repair, and that he knows the cust wife and grandaughter are goin on a trip; we want his extra special attention on this
5. Will call back cust w/ update (cust agreed)

*** PHONE LOG 07/22/2004 09:55 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called DPDM B Strickland and advised:

1. Reviewed case details
2. Is there anything special dlr should know on the repair of this problem
3. Will call dlr and ask for svc mgr special attention on this one

B Strickland stated:

1. The dlr will know that there is an upgraded *fan* for the replacement; this is the part received when ordered, the dlr doesn't have to do anything special
2. Svc mgr name is Louanne

*** PHONE LOG 07/22/2004 10:01 AM US Mountain Standard Time TMorales Action Type:Incoming call

Writer called dlr and spoke to svc mgr Louanne and advised:

1. Reviewed case history
2. The cust wife and grandaughter going on a tripl; we need to make sure the veh is safe
3. Have spoken w/ DPSM B Strickland who advised that an upgraded *fan* is the replacement part
4. Could svc mgr pay extra attention to this repair

Louanne advised writer:

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K340793	23,000
Winston Salem NC	[REDACTED]		Dealer: NC009 Bob King Kia	

1. Will do
2. Radiator received is the wrong one; expect it to be in tomorrow and veh repaired

*** PHONE LOG 07/22/2004 10:09 AM US Mountain Standard Time TMorales Action Type:Incoming call

Writer called cust and left message w/ wife stating:

1. Have spoken w. dlr and told the history of this repair
2. Have asked the svc mgr to pay extra attention to this case
3. Have asked the factory reps advice on this repair
4. Radiator will come in tomorrow and veh will be repaired
5. Have cust call back if any further questions or assist requested

Case closed pending cust call back

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

*** PHONE LOG 07/26/2004 04:48 AM US Mountain Standard Time ATafoya Action Type:Incoming call

[REDACTED] stated:

1. Called back in reference to case
- Writer transf to case mgr TMorales's vm

*** PHONE LOG 07/26/2004 08:17 AM RHutton Action Type:Incoming call

[REDACTED] stated:

1-I need to speak w/TMorales

Writer stated:

1-Advised TMorales is currently busy, I could xfer you to his VM

[REDACTED] stated:

1-I need to speak to someone now

Writer xfer to CDiaz

*** PHONE LOG 07/26/2004 08:32 AM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer Stated:

1. There is a cover up.
2. The car is not safe.
3. The dealer has not fixed the car yet.
4. I can understand a motor or a trans going.
5. There is no way the *fan* should be going.
6. Will call the BBB and do some other things as well.
7. Dealer says the radiator came in wrong and now the *fan* came in wrong.

Writer Stated:

1. We are sorry for the concern.
2. Can get involved to ensure the car is fixed.
3. Understand that you are concerned with safety.
4. The part is a mechanical part jut like the trans and the motor.
5. You warranty is in place to cover defects.
6. The dealer is not covering anything up I assure you.
7. Can get involved to get the car fixed asap.

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K340793	23,000
Winston Salem NC [REDACTED]	[REDACTED]		Dealer: NC009 Bob King Kia	

8. The car will be safe to drive when the dealer completes the repairs.

Customer Stated:

1. I guess that is all you can do.
2. I understand I take complaints about furniture all day.
3. The dealer says it will be tomorrow when the car is done.

*** PHONE LOG 07/26/2004 08:32 AM US Mountain Standard Time CDiaz Action Type:Outgoing call
Writer called the dealer but Luanne is in a meeting.

Writer will call back later.

*** PHONE LOG 07/26/2004 01:22 PM US Mountain Standard Time CDiaz Action Type:Incoming call

Luanne Stated:

1. All the parts are in for the car.
2. To the best of my knowledge the car is done.

Holding

3. The car is done at this time.
4. Customer has been informed and the will pick up the car tomorrow.
5. Customer is in a rental car.

*** CASE CLOSE 07/26/2004 01:22 PM US Mountain Standard Time CDiaz

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723325 ██████████	K185539	14,000
Lancaster TX ██████████			Dealer: TX056 Southwest Kia	

Case History

Complaint Rental Car

*** PHONE LOG 07/03/2003 08:06 AM US Mountain Standard Time BGauldin

clr is co owner ██████████

1.veh is at TX056.

2.veh has no radiator *fan*.

3.been there one week.

4.told no *fan* parts in til July 16.

5.want a rental.

6.speaking about quality.

7.dlr is paying half of the rental but this is a new veh.

writer stated:

1.apologized for the custome's inconvenience.

2.Kia does not have a rental provision.

3.customer has been given goodwill by paying half of the rental.

4.writer wil cl and obtain part number, name of part and see if part is located somewhere else.

*** PHONE LOG 07/03/2003 08:41 AM US Mountain Standard Time BGauldin Action Type:Incoming call

writer cld SM David:

1.ask for part name # and ro.

2.verified the *Fan* Assmy is on National Back order.

SM David stated:

1.part is *fan* assy.

2.OKO3815140A

3.RO is 53093.

4.on National back order.

5.due in DC 7/16 and e order.

6.Kia goodwill \$15 a day for rental.

*** PHONE LOG 07/03/2003 08:51 AM US Mountain Standard Time BGauldin Action Type:Incoming call

writer cld customer:

1.advised customer Kia goodwilled half of the rental.

2.that is the answer.

3.the Kia Rep in area is not offering anything over the \$15.per day for rental.

customer stated:

1.want the next step over writer.

2.will not except this as the maximun Kia should given customer.

3.will have to go over writer. want to disconnect.

*** CASE CLOSE 07/03/2003 08:53 AM US Mountain Standard Time BGauldin

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K1004839	42,000
Virginia Beach VA	[REDACTED]		Dealer: VA026 Lynnhaven Kia	

Case History

Complaint Rental Car

*** PHONE LOG 08/24/2005 07:26 AM US Mountain Standard Time DLYons
cust states:

1. the *fan* baldes broke on the vehilce & caused further damage to the radiator
2. the veh has been at the dlrshp for 2 weeks already
3. dlrshp has advised that the ETA for this part is 9/5/05
4. customer cannot afford to continue to pay for a rental for another two weeks.
5. customer has been working with Christy Bowen-Service Advisor.

Writer advised:

1. so sorry to hear of this concern
2. would be happy to contact the kia dlrshp to get further information on the diagnosis & determine if there is any further assistance that can be provided.

Writer placed customer on hold, called Lynnhaven Kia to speak Service Manager - Bill Whittacker-LVM

1. would like to get further information on the needed repairs for customer
2. cust is requesting rental assistance, has the DPSM been contacted for decision
3. left name number ext & case# for return call.

Writer advised customer:

1. so sorry for the delay
2. the service manager was not available, left vm for return call
3. once contact has been made will be able to return call to customer

*** PHONE LOG 08/24/2005 12:39 PM US Mountain Standard Time DLYons Action Type:Outgoing call

Writer called dlrshp to speak to Service Advisor Christy Bowen:-LVM:

1. cust is calling regarding a rental
2. calling to get further information on customers repairs
3. provided name number ext & case# for return call.

*** PHONE LOG 08/24/2005 01:03 PM US Mountain Standard Time DLYons Action Type:Incoming call

Writer received return call from Christy-LVM:

1. returning call to you regarding customer
2. please call at [REDACTED]

*** PHONE LOG 08/24/2005 01:17 PM US Mountain Standard Time DLYons Action Type:Outgoing call

Writer returned call to Christy-Service Advisor:

1. trying to get further information in regards to customer repair

Christy states:

1. vehicle was a tow in on 8/17/05 not diagnosed until 8/19/05
2. part# OK03815200-radiator was ordered for the customer 8/19/05
3. dlrshp was advised of a backorder on the part with an ETA of 9/3/05
4. Christy & SM-Bill Whittaker have called DPSM-left message but no return call for rental assistance.

Writer Thanked Christy for the information.

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K1004839	42,000
Virginia Beach VA [REDACTED]			Dealer: VA026 Lynnhaven Kia	

*** PHONE LOG 08/24/2005 01:19 PM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called Paul LaGood-DPSM:

1. advised of the customers request for rental assistance due to backorder part
2. advised of order status

Paul LaGood states:

1. will call the dlrshp to determine if there is a loaner vehicle that can be provided to the customer
2. if not will arrange for rental assistance
3. will also advise the dlrhsp to upgrade the order to a critical order

Writer Thanked Paul for the information.

*** PHONE LOG 08/24/2005 01:23 PM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer returned call to customer:

1. advised that all of the information regarding the customers repair has been provided to the area rep
2. have also presented to the area rep a request for rental assistance that has been approved
3. suggested that the customer contact the dlrshp for assistance for the rental.

Customer is very happy with the outcome, states Thank you!

*** PHONE LOG 08/24/2005 01:28 PM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called dlrshp spoke to Bill Whittaker-Service Manager:

1. advised that the DPSM was contacted & has approved a rental for the customer
2. also discussed that if possible & a loaner is available that this might be an option for the customer also
3. DPSM has also mentioned to raise the order to an e order

Bill Whittaker-Service Manger states:

1. at this time there is not a loaner available
2. however there are a couple expected back tomorrow & if possible will put the customer into one
3. has not heard from the DPSM at this time
4. will work with the customer regarding the rental.

Writer Thanked Bill for the information.

*** CASE CLOSE 08/24/2005 01:31 PM US Mountain Standard Time DLyons

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K516649	70,000

Moultrie GA [REDACTED] Dealer:

Case History

Inquiry Warranty Info

*** PHONE LOG 07/21/2005 08:53 AM US Mountain Standard Time TMorales

Cust stated:

1. I own a 2002 Kia and the *fan* busted and went thru the radiator
2. Is this a common problem
3. I saw 2-3 other people on the internet w/ this problem

Writer advised:

1. Apologized for the problem
2. The 5/60 LBW that covered for *fan* has expired unfortunately
3. No recalls on the veh

Cust stated:

1. Ok thanks

*** PHONE LOG 07/21/2005 08:53 AM US Mountain Standard Time TMorales

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1018693	35,000

Ashville NC [REDACTED] Dealer: NC004 Paramount Kia

Case History

Complaint Rental Car

*** PHONE LOG 09/26/2005 01:28 PM US Mountain Standard Time JProkopp

Writer received call from [REDACTED] (wife).

Customer states:

1. My cooling *fan* broke.
2. My vehicle has been at Paramount Kia for a week now.
3. I cannot believe that Kia doesn't provide rental cars.
4. That is what I want to make a complaint about.
5. They are telling me that they have the part now and should be finished with the vehicle tomorrow.

Writer states:

1. I'm sorry that you are having problems.
2. Kia does not have a provision for rental or loaner vehicles under the warranty.
3. I will lodge a complaint on your behalf.

*** CASE CLOSE 09/26/2005 01:28 PM US Mountain Standard Time JProkopp

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K525700	72,000
ballwin MO	[REDACTED]		Dealer: MO017 Suntrup Kia	

Case History

Complaint Quality

*** PHONE LOG 08/02/2005 08:22 AM US Mountain Standard Time JHirshfield
caller:(purchased in Sept. 2002)

1. her car died yesterday --
2. they found that the *fan* had broken and possibly damaged the engine
3. Dave Sinclair Kia (Suntrup Kia MO017) referred her to call us to register a complaint after they told her that the car was out of warranty
4. she has never seen anything like this before and certainly cannot afford to replace the engine

wtr

1. apologized for the situation
2. explained that she was out of warranty

wtr spoke with Marcus @ MO017 who stated

1. svc mgr in meeting
2. cust car is at Firestone --they have not seen it
3. he did speak with this cust and referred her to contact us for filing complaint
4. if cust brings car then they can perform diagnostic and if necessary, contact DPSM for assistance
5. they have never seen the car -- was in last Nov when they were still Dave Sinclair Kia for some non-warranty work

wtr stated to cust

1. if she feels that kia should be responsible for this situaion and is looking for sort of assistance, then vehicle needs to go to dealership
2. once they perform their diagnostic (her responsibility), they can contact their DPSM and discuss the matter with him

*** CASE CLOSE 08/02/2005 08:22 AM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K340286	61,000
Eden NY	[REDACTED]		Dealer: NY044 West-Herr Kia	

Case History

Complaint Service Decision

*** PHONE LOG 07/20/2004 10:07 AM CHamilton Action Type:Incoming call

Caller [REDACTED] states:

1. I want to speak to the Kia area rep for my area
2. Engine seized up
3. Took to West-Herr Kia NY044
4. They said the head warped and leaked all the fluid
5. Ken Schmidt said they would pay half, I have to pay half
6. Because I did not have enough receipts for every oil change, only 4-5
7. I do most of my own oil changes, dont have receipts for those
8. Head seized, oil had nothing to with it, the head is warped
9. Service Manager there knows that, said to call this number, said he had taken it as far as he could go
10. He said maybe someone there could help get it covered

Wtr states:

1. Updated, no recalls
2. Apologized for frustration
3. Advised no number for Kia Rep that this Wtr can provide

Placed on hold, called West-Herr Kia NY044

Wtr held several minutes, returned to caller and stated:

1. Will call you back once Wtr has all info

Caller requests at [REDACTED]

*** PHONE LOG 07/20/2004 10:19 AM CHamilton Action Type:Outgoing call

Wtr called NY044, SM Ken states:

1. **Fan** blades let go into radiator, took out radiator, **fan** is gone
2. Head is warped from overheating
3. 61K miles, **fan** and radiator are out of warr, still has PTW
4. Asked for maint records
5. Looks like oil change about every 10K miles or so
6. Maint receipts are:
9000 LOF
30914 LOF
44700 LOF
(57,170 with oil and filter with air filter and tune up plugs)
7. Looks to have original timing belt
8. Coolant cant tell
9. If **fan** blades broke off, seems like would have overheated and would have made some noise
10. Ran it by Glenn, he said he would do 50% of the head

*** PHONE LOG 07/20/2004 11:12 AM CHamilton Action Type:Outgoing call

Wtr called [REDACTED] and stated:

1. Per SM at dlr, this is what they are finding:

fan blade broke, took out radiator--those components are not under warr

Engine overheated, warped the head

2. Maint is required to maintain the veh, more than just oil changes
3. Advised of 30K and 60K service, no records of those
4. In addition, timing belt is required changed as part of 60K service, and appears to be the original
5. In order to maintain the warr on the veh, maint must be performed according to the OM section 7
6. And WCIM states that maint records should be kept, and may be requested for warr repairs
7. Kia Rep has agreed to pay 1/2 the cost of the head

[REDACTED] thanked Wtr for the information

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K340286	61,000
Eden NY	[REDACTED]		Dealer: NY044 West-Herr Kia	

*** NOTES 07/20/2004 11:13 AM CHamilton Action Type:Manager review
Case notes forward to DPSM Glenn Vetzikian for review only, no call to action from this wtr at this time

*** EMAIL OUT _ CHamilton Action Type:External email
Send to:[GVetzikian@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_K340286_CHamilton_07-20-2004122240.doc>>

*** PHONE LOG 07/20/2004 11:14 AM CHamilton Action Type:Incoming call
Wtr LVM for Don Lyoyd

*** CASE CLOSE 07/20/2004 11:14 AM CHamilton

*** PHONE LOG 07/21/2004 04:38 AM CHamilton Action Type:Incoming call
Caller [REDACTED] states:
1. My car has been in for service at West Herr Kia every month this year
2. For 4 WD, lots of problems
3. Kia needs to give me a break
4. When I got my 30 K reminder in the mail, I called West Herr and asked if I had to do it
5. They (no name) told me no, I only had to do the oil changes
6. So I did not do the 30K service
7. And I am barely over 60K, I work 5 days a week, haven't had time to do the 60K
Wtr states:
1. Maint per OM section 7 is required to maintain the man warr, owner is responsible for the maint
2. Advised of same info that Wtr gave [REDACTED]
Caller states:
1. Give me a break
2. This car is a lemon
3. I am going to put lemons all over it and park it in front of the dlrship showroom
4. And go to the BBB
Caller disconnected

*** NOTES 07/21/2004 04:41 AM CHamilton Action Type:Manager review
Additional notes from previous call
[REDACTED] states:
1. I already told one person at your dealership yesterday not to buy a Kia--they're crap

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K340286	61,000
Eden NY	[REDACTED]		Dealer: NY044 West-Herr Kia	

*** PHONE LOG 07/21/2004 04:44 AM CHamilton Action Type:Outgoing call
Wtr called SM Ken and advised of [REDACTED] statements

*** PHONE LOG 07/21/2004 04:50 AM CHamilton Action Type:Outgoing call
Wtr called DPSM GVetzikian, advised of [REDACTED] statements:
1. Did not do 30K or 60K
2. Plans to put lemons on car and park in front of the dlrship
3. Stated she "told someone (a customer) at the dlrship yesterday not to buy a Kia-they're crap"
DPSM requests forward case to RCAA Kevin Davenport at the region for handling

*** EMAIL OUT _ CHamilton Action Type:External email
Send to:[KDavenport@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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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K340286_CHamilton_07-21-2004113509.doc>>

*** FORWARD 07/22/2004 05:01 AM Pacific Daylight Time DNealis

*** PHONE LOG 07/26/2004 03:58 PM Eastern Daylight Time PWilfong Action Type:Outgoing call
wrt left message
1 gave number for call back

*** PHONE LOG 07/27/2004 10:09 AM Eastern Daylight Time PWilfong Action Type:Outgoing call
wrt called cust at work
1 wrt informed cust I was handling case
2 ask cust what current concerns are

cust
1 I am very disappointed with this car
2 I have had problems with the 4-wheel drive and the brakes
3 We have had the car for 18 months, and it has been at the dlr for 9 of the 18
4 Kia said they would cover half of the cost to repair the car, but i do not have the \$1,400 to pay
5 West Herr told me they would do a trade in, but they said that I would not be offered allot because I have 60k miles on the car

wrt
1 West Herr offered you a trade in?
2 Who did you talk to at West Herr

cust
1 I spoke to George Achtiger and Andy, I do not remember Andy's last name
2 I will meet with them tonight at 5:15

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
I [REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K340286	61,000
Eden NY [REDACTED]	[REDACTED]		Dealer: NY044 West-Herr Kia	

3 I love my Kia, but I also owe \$10,000 on it so i don't know what to do

4 Kia told me the reason why I have to pay for repairs is that the *fan* is not covered by warrantee, and that i have not kept up my maint

5 I feel the *fan* is a defect

6 I have my husband change the oil form time to time so we have no receipts; I always keep my cars in shape

7 also when I got a notice in the mail for the 30k maint I called the dlr and they told me all i had to do was change the oil and keep the fluids filled

8 this is why we did not take it in for the 30k, and since the car has only 61k on it now and i work 5 days a week i have not taken it in for the 60k maint

wrt

1 asked cust for ROs

2 told cust that I will call her back tomorrow to see how the meeting at the dlr went

3 told cust if meeting w/dlr was not helpful we can take other steps

cust

1 thanked wrt

*** PHONE LOG 07/27/2004 10:44 AM Eastern Daylight Time PWilfong Action Type:Outgoing call

wrt called NY044 Gen Man George Achtziger

wrt

1 informed call was about [REDACTED] case

2 asked about possible trade in for tonight

3 asked if car was repairable

dlr

1 car is fixable, but i think she does not have the money

2 We are offering a trade in, but any of our used cars will most likely make her payments go up by \$150 or so

3 The trade in will probably not help her

wrt

1 she mentioned an instance where she received her 30k maint reminder, but when she called in she was told by an unnamed individual that all she needed to do was change the oil

dlr

1 she may have asked if she could have the maint done elsewhere, which is ok, but it is very unlikely that someone told her to just change the oil

2 she has an incomplete maint record, oil changes done at home or elsewhere with no ROs

3 she missed the 30k and now she has missed the 60k

4 she has put on over 60k miles in under a year, this car needed the maint

wrt

1 I know about the maint

2 she also said that she changes the oil after 10,000k becuse she does mostly highway driving, is this normal

dlr

1 off the top of my head i think its every 700o miles

wrt finds that normal maintenance is every 7,500 miles in OM

dlr

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K340286	61,000
Eden NY	[REDACTED]		Dealer: NY044 West-Herr Kia	

- 1 she also stated once that when she left the dlr she heard a loud noise in the front end, but she continued to drive home
- 2 this is when the *fan* hit the radiator
- 3 my question is; if this happened outside of the dlr, hen why didn't she simply bring it right back in instead of driving it 15 miles until it broke down?
- 4 the cust told me that she "didn't have the time"

wrt

- 1 right outside the dlr?
- 2 I was not aware of that piece of information
- 3 what i am going to do is let you meet with her and give her a call tomorrow to see how she feels about it
- 4 If we need to take more steps after that then we will
- 5 i do not think that anything will be resolved tonight, but good luck

dlr

- 1 I agree

*** PHONE LOG 07/28/2004 09:40 AM Eastern Daylight Time PWilfong Action Type:Incoming call

DPSM Glen V called wrt

Geln

- 1 The offer of \$1,400 stands and we are not giving any more

wrt

- 1 ok, it seems more then generos to me
- 2 I take it the trade in w/dlr didnt go well

Geln

- 1 no that didn't work out
- 2 there is nothing more I can do for this cust

wrt

- 1 Ill give her a call and let her know where we stand

*** PHONE LOG 07/28/2004 10:08 AM Eastern Daylight Time PWilfong Action Type:Incoming call

DPSM Glen v left message

wrt called Glen back

Glen

- 1 We are going to take care of the car fully
- 2 The *fan* blade is responsible for the damage

wrt

- 1 ill call the cust with the good news

*** PHONE LOG 07/28/2004 10:17 AM Eastern Daylight Time PWilfong Action Type:Outgoing call

wrt called cust at work

- 1 informed cust that car will be repaired on Kia for no cost

cust

- 1 thank you so much (about 6 times)

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]	K340286	61,000
Eden NY	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Dealer: NY044 West-Herr Kia

wrt

- 1 you can call the dlr to check on the status at your will
- 2 if you do not, the dlr will contact you when the car is finished

*** NOTES 07/28/2004 10:17 AM Eastern Daylight Time PWilfong Action Type:Manager review
case closed pending further cust contact

*** CASE CLOSE 07/28/2004 10:20 AM Eastern Davlight Time PWilfong

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]	K478840	44,000
winthop WA [REDACTED]			Dealer: WA018 Wenatchee Kia	

Case History

Complaint Dealer

*** PHONE LOG 06/08/2005 07:36 AM MEstrella

Caller states:

- 1.The dealer will not order my parts in advance for me nor will they give me a free rental car
- 2.The crank seal is leaking and the *fan* is cracked
- 3.A very good mechanic in my area has confirmed these things are wrong with my car , but they should be under warranty
- 4.I live 3 hrs from the delaer and am in real esate - I need my car
- 5.I called the dealer and asked them to order the parts adn thye refused
- 6.they told me I have to take the veh in , and they have to confirm this!!
- 7.I cannot believe this !
- 8.It is very obvious that these things are the issue
- 9.they refuse to go by my mechanics diagnosis, they want me to have to make 2 trips! I want it done in one day!
- 10.hope you can make them do this
- 11.she already talked to the dealership and the new manager refuses to help her , he told her to bring it in
- 12.if they just want me to drive my car around like this - then I will just do that untl it breaks down !! then Kia will have to pay !

Writer states:

- 1.we apologize for her proximity to the closest dealer
- 2.KMA cannot require the dealer to go by an independent shops diag and order parts based on that, in advance
- 3.Kia dealers are responsible for diagnossing and verifying issues
- 4.dealers can erder parts if not in stock
- 5.she would have to speak to the dealer mgmt about making any acceptions to dealer policy for her, KMA cannot require this of dealer
- 6.we advise not to drive around knowing there are problems with her veh
- 7.we recommend to have to towed w/ her free rsa unl miles to dealer and dealer can address her concerns once veh there
- 8.if she lets this go on purpose, that will lead to not be ing covered under warranty due to abuse/ neglect, knowingly driving with a known issue

Cust states:

1. then how ling will my car just sit there if I have it towed ?
- 2.and "maybe I just made that whole thing up, and I do not know anything is wrong with my car, then I am relieved of any liability"

Writer stated:

- 1.we are sorry she feels that way
- 2.we are advising to have towed w/ free rsa to dealer in a timely manner so they can address her concerns
- 3.she will have to talk to the dealer svc dept to inquire on how long it might take to fix once there

caller states:

1. will never buy a Kia again
disconnected ..

*** CASE CLOSE 06/08/2005 07:38 AM MEstrella

ref to roadside assistance

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K1221167	71,432
Calhoun GA [REDACTED]		Dealer: GA060 Prebul Kia of Dalton		

Case History

Complaint Reimbursement

*** PHONE LOG 08/29/2006 04:03 PM US Mountain Standard Time TDonnelly
CUSTOMER STATES:

1. THE **FAN** BROKE ON VEHICLE
2. VEHICLE WAS STALLING
3. TOOK CAR TO GOODYEAR BECAUSE CAR DIED DRIVING
4. GOODYEAR CALLED DEALER IN DALTON, GA
5. GOODYEAR INSTALLED PART
6. CAN I GET REIMBURSEMENT FOR THE REPAIRS, IS IT UNDER WARRANTY.
7. WHAT DOES THE POWER TRAIN WARRANTY COVER?
8. WAS TOLD TIMING BELT HAS TO BE CHANGED, IS THAT RIGHT?
9. DO I HAVE TO HAVE DEALER DO TIMING BELT?
10. HOPE THE BELT DOES NOT BREAK PRIOR TO GET IT CHANGED.
11. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THE COOLING **FAN** FALLS UNDER BLW
3. BLW CURRENTLY EXPIRED
4. ADVISED THAT CUSTOMER HAS BALANCE OF POWER TRAIN WARRANTY
5. POWER TRAIN COVERS, ENGINE, TRANSMISSION, AXLES
6. TIMING BELT IS REQUIRED TO BE CHANGED AT 60K MILE INTERVAL
7. THIS IS MAINTENANCE REQUIRED TO KEEP WARRANTY IN FORCE
8. KIA RECOMMENDS USING KIA DEALER AND KIA PARTS
9. CAN NOT WARRANTY WORK DONE BY GOODYEAR.

*** CASE CLOSE 08/29/2006 04:03 PM US Mountain Standard Time TDonnelly

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
████████████████████	████████████████████	KNDJB723925 ██████████	K313595	22,000
Conaga CA ██████████			Dealer:	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 05/07/2004 10:46 AM KBaker
Customer called and stated:

1. The *fan* busted off and cracked the radiator.
2. I read somewhere in the owner's manual Kia gives money if your vehicle breaks down.
3. What is the trip interruption?

Writer stated:

1. Verified and updated customer's info.
2. Apologized for customer's situation.
3. Explained guidelines of trip interruption.
4. Rentals are not a provision of Kia's warranty.

*** CASE CLOSE 05/07/2004 10:46 AM KBaker

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K1210943	103,000

Highland MI [REDACTED] Dealer:

Case History

Complaint Quality

*** PHONE LOG 08/03/2006 02:07 PM US Mountain Standard Time TMorales

CUST [REDACTED]

1. OUR WARRANTY HAS ONLY RUN OUT FOR 3K MILES
2. THE TIMING BELT WENT OUT THE **FAN** BLADE BROKE OFF AND GASHED THE RADIATOR
3. I WANT TO COMPLAIN ABOUT THE QUALITY OF THE VEH

WRITER ADVISED:

1. SORRY FOR THE PROBLEMS
2. ASKED IF TIMING BELT CHANGED AT 60K CUST DIDN'T KNOW AND SAID IT IS FIXED NOW AND NOT THE ISSUE
3. **FAN** WAS WARRANTED UP TO 60K MILES FIVE YEARS, SORRY
4. WILL DOCUMENT COMPLAINT ON VEH QUALITY AT CUST REQUEST

CUST STATED:

1. OK THANKS

*** CASE CLOSE 08/03/2006 02:07 PM US Mountain Standard Time TMorales

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723X25 ██████████	K1004509	59,683
Celina TX ██████████			Dealer:	

Case History

Inquiry Warranty Info

*** NOTES 08/23/2005 01:13 PM clarify Action Type: Manager review
*** Performed by contact: ██████████

I need to see if there has been a recall for the *fan* blades on the 2002 Kia Sportage. ██████████

*** PHONE LOG 08/24/2005 01:06 PM US Mountain Standard Time MLeFebvre Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM STATING:

1. WE RECD YOUR EMAIL REQUEST FOR *FAN* BLADE RECALL INQ.
2. WE CAN CHECK THAT FOR YOU IF YOU CAN PROVIDE THAT VIN.
3. WITH OUT THE VIN THE RECALLS FOR SPECIFIC VEHICLE IS NOT POSSIBLE.
4. SORRY I MISSED YOU , PLEASE CALL US AT 800-333-4542.

*** PHONE LOG 08/26/2005 07:20 AM US Mountain Standard Time MLeFebvre Action Type:Incoming call
WRITER CALLED CUST 2ND TIME

1. THIS TIME NO ANS AND NO VM.
2. VERIFIED PH#

*** PHONE LOG 08/29/2005 12:01 PM US Mountain Standard Time MLeFebvre Action Type:Incoming call
WRITER CALLED 3RD TIME AND LVM STATING:

1. SORRY WE MISSED YOU ON THIS 3RD TRY.
2. IF YOU WOULD STILL LIKE INFO ON RECALLS PLEASE CALL US W/ VIN.

*** CASE CLOSE 08/29/2005 12:01 PM US Mountain Standard Time MLeFebvre

*** NOTES 09/09/2005 01:00 PM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.
NCA received letter from customer.

1. Customer states that one of her *fan* blades broke off and busted the rest of the *fan* blades, damaged power steering pump res., and cut a wire to a/c compressor costing \$395.24.
2. Customer is also requesting reimbursement for rental car of \$58.65.

Scanned and dispatched to Roadside.

*** NOTES 09/11/2005 09:11 AM clarify Action Type: Manager review
*** Performed by contact: ██████████

I wrote two weeks ago concerning a problem with my Kia Sportage and have not heard from anyone about this. I feel this problem with my Kia should not have happened and that this was a faulty part. I would appreciate you checking into this for me. Thank you!

*** NOTES 09/27/2005 03:41 PM clarify Action Type: Manager review
*** Performed by contact: ██████████

I wrote to you a month ago concerning a problem with my Kia Sportage and have not heard from anyone concerning this. I would appreciate a response on this matter. Thank you!

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K1004509	59,683
Celina TX	[REDACTED]		Dealer:	

Processed Check Request

Closed Case pending Check

*** CASE CLOSE 09/29/2005 12:33 PM Pacific Daylight Time SMarino

*** PHONE LOG 10/10/2005 05:37 AM US Mountain Standard Time RBussey Action Type:Outgoing call

Writer called customer:

1. When first case was made Mike tried to call you 3 different times.
2. You case has not been ignored.
3. Please call us if you want to get in contact with us.
4. Gave 1-800-333-4542

*** CASE CLOSE 10/10/2005 05:37 AM US Mountain Standard Time RBussey

*** PHONE LOG 10/11/2005 06:23 AM US Mountain Standard Time ELeon Action Type:Incoming call

WRITER RECEIVED CALL FROM CUSTOMER.

CUSTOMER STATED:

1. I HAD A MESSAGE TO CALL.
2. I WOULD LIKE TO UPDATE ON MY CASE.

WRITER STATED:

1. Your case had been reviewed by national.
2. Submitted Warranty Claim
3. Processed Check Request
4. You maybe getting a check in a few days.

CUSTOMER STATED:

1. THANK YOU.

*** CASE CLOSE 10/11/2005 06:23 AM US Mountain Standard Time ELeon

*** NOTES 10/12/2005 09:22 AM Pacific Daylight Time ALujan Action Type:Manager review

Check received. [REDACTED] for \$395.24

A/C perf. check & wire repair. Check sent to customer.
case closed.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Celina TX		KNDJB723X25	K1005359	62,000
			Dealer:	

Case History

Inquiry Repair

*** PHONE LOG 08/25/2005 08:26 AM US Mountain Standard Time RBriones

Cust Stated:

1. Was calling to see if the *fan* blades were covered.
2. About a week ago my *fan* blades broke apart and did some damage.
3. Was just checking to see if that part might have been recalled.

Writer Stated:

1. Apologized for prob.
2. No recalls on veh.
3. Veh is out of LBW

Cust Stated:

1. Is there a corp address where I can write about this?

Writer Stated:

1. Gave cust KMA address.

*** CASE CLOSE 08/25/2005 08:26 AM US Mountain Standard Time RBriones

info given

*** PHONE LOG 08/25/2005 10:12 AM US Mountain Standard Time ATafoya Action Type:Incoming call

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

*** CASE CLOSE 08/25/2005 10:13 AM US Mountain Standard Time ATafoya

*** NOTES 09/09/2005 01:04 PM Pacific Daylight Time CFurumoto Action Type:Manager review

Writer opened case file in error.

Case closed.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723025	K359444	30,000
Pittsburg CA			Dealer: CA159 Barber Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/31/2004 12:39 PM ABegoody

Cust stated:

1. veh was towed to CA159 on 8/26/04 because veh over heated
2. dlr finally completed the inspection
3. dlr advised cust they would have to order parts & dlr will make the repairs when the parts arrive
4. dlr advised cust they would contact the Kia rep for assist w/the rental or loaner request
5. dlr advised cust they cannot guarantee assist
6. wants to know what Kia can do to expedite this process

Writer stated:

1. apologized for the inconvenience
2. advised cust Kia does not have a rental/loaner policy
3. rental/loaner is provided by dlr as a courtesy to cust if available
4. the dlrs are independently owned & operated businesses
5. dlr will have to contact the Kia rep for possible assist
6. Kia cannot guarantee rental/loaner assist
7. advised cust complaint will be documented & cust disconnected

*** PHONE LOG 09/01/2004 01:21 PM ABegoody Action Type:Outgoing call

Writer called CA159 & John (SM) stated:

1. cust veh was towed to dlr on 8/30/04 @ 34,538 miles
2. cust advised dlr the engine was overheating
3. tech states the *fan* & clutch is melted
4. will speak w/the svc adv & will call writer back w/an update
5. was not aware cust was requesting for a rental/loaner

Writer stated:

1. will document comments & wait for call back

*** PHONE LOG 09/03/2004 12:04 PM ABegoody Action Type:Outgoing call

Writer called CA159 & Danny (svc adv) stated:

1. dlr repaired the radiator *fan* & clutch assembly
2. veh is currently running
3. cust advised dlr the ac was no blowing cold air
4. dlr is in the process of diagnosing this concern
5. dlr will call cust when veh is ready for pick up
6. dlr put cust in a rental where Kia covers \$15.00 per day

Writer stated:

1. will document comments

*** CASE CLOSE 09/03/2004 12:04 PM ABegoody
concerns noted.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K204597	7,000
Vacaville CA	[REDACTED]		Dealer: CA094 Fairfield Kia	

Case History

Complaint Backordered Parts

*** NOTES 08/15/2003 02:38 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

We have a 2002 Kia Sportage that has had the radiator *fan* disintegrate while driving down the road. The vehicle has less than 7K miles on it, and when we took it to the dealer, they checked it out, and said they would order the *fan*, and cowlings. This was over a month ago, and all we get are empty promises of "Next week", or a repeated "The parts are on national backorder." How can a company that has grown so well, turn its back on its customers? I have spoken with several people on websites, and at dealerships in 3 states, and this *fan* problem seems to be very widespread. The dealer, the roadside assistance program, and anybody involved don't seem to care a whole lot about getting this resolved. In the meantime, my family has to use a vehicle that may overheat in a traffic jam, can't be driven for any long distances, and may have other problems we are unaware of. This has been going on for a month, and there seems to be no one who wants to deal with it.

*** PHONE LOG 08/15/2003 03:40 PM US Mountain Standard Time MWeiseman Action Type: Outgoing call
writer called [REDACTED]

- 1.) left msg on machine
- 2.) writer stated he was the case manager on this case
- 3.) writer asked for a call back

*** PHONE LOG 08/25/2003 03:00 PM US Mountain Standard Time TDonnelly Action Type: Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR SM, DAVE FORTIER TO CALL WRITER.

*** PHONE LOG 08/25/2003 03:33 PM US Mountain Standard Time TDonnelly Action Type: Incoming call
DEALER STATES(SM-DAVE):

1. LEFT VM MESSAGE STATING THAT HE HAS CAR IN SHOP FOR *FAN* COMING APART
2. HAS TO LEAVE FOR THE DAY NOW.
3. WILL CALL BACK IN AM TO FOLLOW UP WITH WRITER.

*** PHONE LOG 08/26/2003 01:47 PM US Mountain Standard Time TDonnelly Action Type: Incoming call
DEALER STATES:

1. SM LEFT VM FOR WRITER TO CALL DEALER.

*** PHONE LOG 08/26/2003 01:55 PM US Mountain Standard Time TDonnelly Action Type: Incoming call
WRITER STATES:

1. SPOKE TO SM, DAVE FORTIER
2. ADVISED CUSTOMER HAS SENT E-MAIL COMPLAINT
3. CUSTOMER UPSET WITH NO ETA OF PARTS FOR VEHICLE
4. CUSTOMER STATES HAS NO CAR TO DRIVE
5. HAS DEALER PLACED CALL TO DPSM FOR ASSISTANCE ON THIS MATTER
6. CAN DEALER PLACE CALL TO DPSM
7. IT IS WRITERS UNDERSTANDING THAT KMA IS PROVIDING ASSISTANCE DUE TO DOWN TIME.

DEALER STATES:

1. I HAVE BEEN ADVISED KMA DOES NOT PROVIDE LOANER VEHICLES
2. DPSM HAS TOLD ME THIS MANY TIMES

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K204597	7,000
Vacaville CA [REDACTED]		Dealer: CA094 Fairfield Kia		

4. CAR IS NOT UNDER LOVATO, BUT IS UNDER TRACY WOODS
5. WILL FOLLOW UP WITH DPSM
6. THANKS FOR THE INFO.

*** PHONE LOG 08/27/2003 08:32 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO SM, DAVE FORTIER
2. ASK IF DEALER HAD CONTACTED DPSM ABOUT RENTAL ASSISTANCE
3. WHAT WAS DPSM DECISION
4. WILL FOLLOW UP WITH DPSM

DEALER STATES:

1. DPSM, BILL FORDYCE ADVISED THAT HE WAS NOT AWARE OF LETTER ADVISING TO PROVIDE ASSISTANCE
2. DPSM DECLINED RENTAL ASSISTANCE
3. PLEASE LET ME KNOW WHAT YOU FIND OUT.

*** PHONE LOG 08/27/2003 08:33 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, BILL FORDYCE
2. ADVISED OF LETTER SENT TO KCC
3. EXPLAIN THAT LETTER WAS TO BE SENT TO REGIONS AND DPSM'S FROM MICHELLE CAMERON
4. LETTER DOES STATE TO PROVIDE CAR TO CUSTOMER IN THIS SITUATION
5. PLEASE CALL WRITER BACK.

*** NOTES 08/27/2003 11:53 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

Received call from Kia Rep. Called back, 3 times, have not had ANY response!

*** NOTES 08/27/2003 11:54 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

First call was 8-15-03, in afternoon, at home. Called back, got answering machine. Called on Monday, 8-18, and 8-20, got machine, left message, no response.

*** PHONE LOG 08/27/2003 12:13 PM US Mountain Standard Time DUnderwood Action Type:Incoming call

[REDACTED] STATED:

1. CHECKING ON STATUS OF MY CASE
2. HAS NOT RECEIVED CALL BACK BUT ONCE

WTR STATED:

1. APOLOGIZED BUT WTR ASSURED [REDACTED] THAT TERI - YOUR CASE MGR HAS BEEN CALLING BOTH SVC MGR AND THE KIA FACTORY REP TRYING TO ASSIST YOU WITH A RENTAL
2. RECOMMEND LEAVING HER A VM FOR CALL BACK

[REDACTED] STATED:

1. OH OKAY

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K204597	7,000
Vacaville CA	[REDACTED]		Dealer: CA094 Fairfield Kia	

2. WORK # [REDACTED]
3. THANKS - TRANSFER ME TO HER VM

**** TRANSFERRED Joe Lovato TO CASE MGR'S VM

*** PHONE LOG 08/27/2003 12:26 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

DPSM BILL FORDYCE STATES:

1. I CALLED DEALER FIRST THING THIS MORNING AND ADVISED TO PUT CUSTOMER IN A CAR
2. I WAS NOT EVEN AWARE THIS VEHICLE IS DOWN
3. DEALER DID CALL ABOUT THIS LATE YESTERDAY WHEN I WAS ON THE ROAD
4. IF CUSTOMER HAS PAID FOR RENTAL, HAVE CUSTOMER SEND RECEIPTS TO WRCA FOR GOODWILL REIMBURSEMENT
5. APOLOGIZE FOR NOT KNOWING ABOUT THIS.

WRITER STATES:

1. SPOKE TO SM AND HE STATED THAT DPSM WAS NOT AWARE OF LETTER FROM NCA ADVISING TO COVER RENTAL FOR DOWN TIME.
2. SM STATED THAT DPSM DID NOT AUTHORIZE COVERAGE
3. DOES DEALER NOW KNOW TO PROVIDE ASSISTANCE
4. WANTED TO VERIFY BEFORE SPEAKING TO CUSTOMER.
5. THANKS FOR THE INFO.

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

CUSTOMER STATES:

1. LEFT VM MESSAGE STATING CAR HAS BEEN DOWN 32 DAYS NOW
2. I AM STUCK DRIVING A CAR THAT REALLY CANT BE DRIVEN
3. I NEED SOME ASSISTANCE IN THIS MATTER.
4. CAN REACH ME AT WORK [REDACTED]

*** PHONE LOG 08/27/2003 05:03 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO CUSTOMER
2. ADVISED THAT WRITER HAD SPOKEN TO DPSM AND SM
3. SM ADVISED CAR IS IN SHOP BUT IN READING CASE NOTES NOT SURE CAR IS IN SHOP
4. IS CAR IN SHOP
5. ADVISED TO GET CAR IN SHOP
6. ADVISED THAT DPSM HAS ADVISED DEALER TO PROVIDE CUSTOMER A CAR
7. IF ANY PROBLEMS CALL WRITER BACK
8. ADVISED CSR, MICHAEL IS NO LONGER WORKING WITH KMA AND THAT IS WHY THE CALLS WERE NOT RETURNED.
9. PLEASE CALL WRITER BACK IF ANY OTHER CONCERNS.

CUSTOMER STATES:

1. WE HAVE CAR
2. DEALER ADVISED WE HAD TO DRIVE CAR BECAUSE THEY COULD NOT PROVIDE US A CAR
3. THE CAR IS ALMOST NOT EVEN DRIVABLE
4. WILL GET CAR IN SHOP

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723525	K204597	7,000
Vacaville CA			Dealer: CA094 Fairfield Kia	

5. APPRECIATE THE CALL BACK
6. HAD LEFT VM MESSAGE FOR CSR MICHAEL WHO DID NOT CALL BACK
7. THANKS FOR CALL BACK
8. WILL FOLLOW UP IF FURTHER ASSISTANCE IS NEEDED.

*** PHONE LOG 08/27/2003 05:05 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO DPSM, BILL FORDYCE
2. ADVISED THAT WRITER HAS SPOKEN TO CUSTOMER
3. CAR IS NOT IN SHOP
4. DEALER ADVISED WRITER IS IN SHOP
5. CUSTOMER IS LIMPING THE VEHICLE AROUND BECAUSE DEALER CAN NOT ASSIST.
6. WRITER ADVISED CUSTOMER TO GET CAR INTO SHOP TOMORROW
7. WRITER ADVISED DEALER WILL PROVIDE CAR FOR CUSTOMER TO DRIVE
8. CUSTOMER WILL CALL BACK IF ANY OTHER PROBLEMS

DPSM BILL FORDYCE STATES:

1. THANKS FOR INFO
2. THAT MAKES SENSE NOW THAT CAR WAS NOT IN CAR DOWN REPORT
3. PLEASE HAVE CAR GO INTO SHOP ASAP

*** PHONE LOG 08/28/2003 03:08 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, DAVE FORTIER
2. ADVISED THAT WRITER HAD SPOKEN TO CUSTOMER AND CAR IS NOT IN SHOP
3. CUSTOMER STATES HE HAS BEEN LIMPING CAR
4. WRITER ADVISED CUSTOMER TO BRING CAR IN SHOP THIS DATE
5. WRITER DID SPEAK TO DPSM WHO ADVISED THAT HE DID SPEAK TO DEALER
6. IS WRITERS UNDERSTANDING THAT DPSM DID ADVISE RENTAL VEHICLE
7. WANTED TO UPDATE DEALER ON INFO.

DEALER STATES:

1. I SPOKE TO CUSTOMER
2. I CALLED HIM YESTERDAY
3. I DID SPEAK TO DPSM AS WELL
4. DPSM DID AUTHORIZE RENTAL ASSISTANCE
5. CUSTOMER HAS NOT BEEN IN YET THIS DATE BUT IS SUPPOSED TO BE IN LATER.

*** CASE CLOSE 08/28/2003 03:09 PM US Mountain Standard Time TDonnelly
DPSM, BILL FORDYCE AUTHORIZED RENTAL WHILE CAR IS IN SHOP.

*** PHONE LOG 09/24/2003 08:49 AM Pacific Daylight Time NDegamo Action Type:Incoming call

Rec'd call from CA094 SM-Dave.

SM-Dave states DPSM BFordyce advised dlr to contact writer in regards to rental reimbursement
Due to backordered part, DPSM authorized rental reimbursement.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K204597	7,000
Vacaville CA [REDACTED]			Dealer: CA094 Fairfield Kia	

In the interest of cust satisfaction, the dlr paid for the rental charges upfront for the customer and kma will reimburse the dlr for rental charges.

Writer rec'd fax from dlr of rental invoice and related RO.

AS400 file 63642, check requested in the amount of \$174.98 payable to CA094.

*** CASE CLOSE 09/24/2003 08:49 AM Pacific Daylight Time NDegamo

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	kndja723825 ██████████	K1021989	61,000
kingsland GA ██████████		Dealer: GA032 Ray Carter Kia of		

Case History

Complaint Repair Assistance

*** PHONE LOG 10/04/2005 06:22 AM US Mountain Standard Time JHirshfield

caller: ---requesting to speak with ██████████

1. they own a 2002 Sportage ---
2. the *fan* blades broke and put holes in the radiator
3. his wife had no indication that the car had overheated ---she drove it about 3 miles home
4. she then started to drive it the next day and after a couple of miles it shut off
5. when he looked at it, he realized what had occurred and had it towed to GA032
6. he replaced the radiator and *fan* but he also needs a head and gaskets
7. they quoted him \$1500 --this is on top of the \$400+ that he has already spent replacing the *fan* and radiator
8. he is requesting that Kia perhaps assist him with some of the cost of the repair from what is certainly a manufacturer's defect
9. he was informed by GA032 the Mr Kordek was in meeting in Las Vegas this week, but he should try to contact us here at KCC to speak with him
10. he would really like to speak with DPSM directly and explain his situation

wtr

1. apologize for the situation
2. ██████████ is not out of this office ---we are in CA and he is based out of Atlanta (and FL)
3. confirmed that there were national meetings in Las Vegas this week which could delay communication
4. i will contact him and see if he would consider any assistance or would speak with him directly

*** EMAIL OUT JHirshfield Action Type:External email

Send to: ██████████

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*** PHONE LOG 10/04/2005 06:57 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with svc mgr Marshall @ GA032, who stated

1. he has a VM in with DPSM --who is in transit to Las Vegas
2. he also told the cust that the warranty is 60K and he is over that
3. he also, told cust that Kia did not design these parts to come apart at 61K
4. cust had about 53K when cust bought it
5. they have never seen the vehicle prior to this

wtr

1. will also attempt to reach DPSM about this cust request for assistance

*** PHONE LOG 10/04/2005 07:00 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

**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]	kndja723825 [REDACTED]	K1021989	61,000
kingsland GA [REDACTED]			Dealer: GA032 Ray Carter Kia of	

wtr LVM for DPSM D Kordek regarding this customer's request for assistance with repair cost

- *** PHONE LOG 10/05/2005 09:57 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke wirh Marshall, svc mgr @GA02 who stated
1. DPSM contacted him and authorized repair of the vehicle
 2. he will not reimburse for the cost of *fan* and radiator
 3. cust was informed yesterday evening

*** CALL LOG 10/05/2005 09:57 AM US Mountain Standard Time JHirshfield

**Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K350943	92,000
Taft TX [REDACTED]		Dealer: TX069 Oasis Kia		

Case History

Complaint Dealer

*** PHONE LOG 08/11/2004 12:55 PM US Mountain Standard Time RHall

- [REDACTED]
- 1 veh *fan* busted over 100miles away from where she is
 - 2 cust feels dlrsp is really expensive
 - 3 rsa towed veh to san antonio
 - 4 cust asked why didnt she have a warning light, dlrshp inf cust no warning light
 - 5 dlrshp asked if she drove longer bec radiator has hole in it
 - 6 serv SM Gary (Corpus Christi) was person she was dealing w/ at the other kia dlrhp
 - 7 cel has been on since veh was bought, cel stil on
 - 8 month ago, black smoke coming from engine, smells like eggs
 - 9 SA Ruben, parts have been order, will be in at end of week, faxed info for poss goodwill from kia, has heard nothing back
 - 10 Dlrshp stated will charge \$1000 to fix veh, Mgr David
 - 11 cust doesnt feel safe w/ veh, cust doesnt trust machanics, cust feels dlrhsp isnt listening to her
 - 12 cust has been in 5-6 for cel and Corpus Christi TX069, never have fixed prob, dont take cust seriously
- Writer
- 1 apologized
 - 2 parts if due to mfg defect would be under blw 5y/60k mi, veh out of warranty

*** CASE CLOSE 08/11/2004 12:55 PM US Mountain Standard Time RHall

*** CASE CLOSE 10/18/2004 09:43 AM Pacific Daylight Time WSpencer
TREAD REVIEW

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1211813	32,000
Tucson AZ [REDACTED]			Dealer: AZ001 Royal Kia	

Case History

Complaint Reimbursement

*** PHONE LOG 08/07/2006 09:30 AM US Mountain Standard Time DLyons
cust states:

1. two weeks ago the *fan* broke & cut all the hoses
2. I had the vehicle taken to Brake Max, who does all my oil changes
3. they said there was a hold in the radiator
4. cust was not aware that this could have been covered under warranty
5. customer paid \$1600.00 for the repairs, \$800.00 was labor
6. Craig Abbott service manager referred customer to this office.
7. veh then had to go to the kia dlrshp because the head was warped, this was covered for customer.

Writer advised:

1. apologized
2. all warranty repairs need to be completed at the kia dlrshp, not sure that this is something that can be reimbursed since kia was not able to review the needed repairs.
3. this office would not make the decision for reimbursement
4. service manager can review this information with the area rep to determine if there is reimbursement that can be provided
5. apologized for the inconvenience, please contact this office if there are future questions about the warranty
6. updated cust info, no previous cases, no recalls.

*** CASE CLOSE 08/07/2006 09:30 AM US Mountain Standard Time DLyons

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K221901	39,000
Temecula CA [REDACTED]		Dealer: CA124 Rancho Kia		

Case History

Complaint Dealer

*** PHONE LOG 09/24/2003 07:59 AM US Mountain Standard Time ATafoya

Caller stated:

1. Complaining on dlr CA124. had a/c problems and dlr didn't fix it
2. Cust kept telling dlr that the a/c was having problems and dlr ended up replacing the blower motor
3. Then the inside dome light wasn't working. Plus loud brake noise and ordered a muffler
4. Dlr wrote on paperwork like the work was completed and wouldn't change the paperwork
5. Cust claims white stuff still coming out of the vents for a/c
6. Belt noise and dlr hasn't been helpful.

Writer advised all comments and concerns will be noted in file, writer apologized for inconvenience and advised to try another dlr

*** CASE CLOSE 09/24/2003 07:59 AM US Mountain Standard Time ATafoya

info given

*** PHONE LOG 09/24/2003 09:25 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED DEALERSHIP AND SPOKE TO RAY

RAY STATES.

1. I SPOKE TO THE CUSTOMER THIS MORNING
2. SHE IS A LOT BETTER OFF THEN SHE WAS
3. SHE IS FRUSTRATED BECAUSE SHE HAS BROUGHT THE CAR IN A FEW TIMES THIS YEAR FOR DIFFERENT CONCERNS.
4. THE TOTAL DOWN TIME WE HAVE IS WAS FOR 24 DAYS BUT NOT CONSECUTIVE.
5. WE HAVE REPAIRED THE MUFFLER A FEW TIMES AND IT CAME BACK BECAUSE IT WAS NOT TIGHT
6. WE ALSO HAD TO REPLACE A CAT, THAT ALSO CAME BACK BECAUSE IT WAS MAKING A NOISE.
7. SHE IS ALSO HAVING A CURRENT CONCERN WITH THE A/C
8. I TOLD HER I WILL START CALLING TECH LINE ON IT
9. THE CAR IS FOGGING ON THE OUTSIDE WHEN THE DEFROST IS ON.
10. WE LIVE IN SAN DIEGO AND IT GETS HUMID SOMETIMES
11. SHE ALSO CLAIMS THERE ARE WHITE THINGS COMING OUT OF THE VENT WHEN SHE HAS THE A/C ON
12. I TOOK A TEST DRIVE WITH HER REGARDING THAT AND COULD NOT DUPLICATE THE CONCERNS
13. I WILL CALL HER BACK WHEN I HEAR ANYTHING REGARDING THE A/C FROM OUR TECH LINE.

*** PHONE LOG 09/24/2003 09:45 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I WAS GIVEN THIS CASE TO CONTACT YOU.
2. I UNDERSTAND YOU ARE HAVING ISSUES WITH THE DEALERSHIP AND THE CAR.
3. I SPOKE TO THE DEALERSHIP ABOUT THE SITUATION
4. [REDACTED] STATED THE CAR WAS NOT THERE.
5. HE STATES THAT THE MAIN CONCERN WITH THE CAR IS THE A/C
6. HE DID SAY HE IS GOING TO CONTACT OUR KIA TECH LINE FOR ISSUES REGARDING YOUR CONCERNS.
7. I DO UNDERSTAND THE CAR HAS ALSO BEEN THERE SEVERAL TIME THIS YEAR.

CUSTOMER STATES.

1. I DID SPEAK TO RAY THIS MORNING
2. HE DID ADVISE HE WOULD CALL YOU ABOUT THE A/C CONCERNS
3. I AM FRUSTRATED BECAUSE I HAVE TAKEN THIS CAR SEVERAL TIMES FOR REPAIRS.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K221901	39,000
Temecula CA	[REDACTED]		Dealer: CA124 Rancho Kia	

4. THE BLOWER MOTOR HAD TO BE REPLACED.
5. THEY REPLACED THE WHOLE EXHAUST SYSTEM AT ONE POINT.
6. THE *FAN* TORE APART AND THE CAR WAS DOWN FOR ABOUT A WEEK BECAUSE OF THE PART NOT BEING IN.
7. THE WINDOWS HAVE ALSO GIVEN ME PROBLEMS AND ALSO THE LATCH

WRITER STATES.

1. ARE THOSE STILL CONCERNS REGARDING THE CAR.

CUSTOMER STATES.

1. NO.
2. THE DEALERSHIP HAS REPAIRED THOSE CONCERNS.
3. IT IS JUST VERY FRUSTRATING.

WRITER STATES.

1. I UNDERSTAND.
2. THE PARTS WERE DEFECTIVE FROM KIA AND WE HAVE A WARRANTY TO BACK THE DEFECTIVE PARTS.
3. WE DO NOT ANTICIPATE A CAR TO HAVE DEFECTS BUT WE BACK OUR PRODUCT BY OUR WARRANTY
4. I AM SORRY ABOUT THE WHOLE SITUATION
5. WE WILL CONTINUE TO FIX THE CAR AND HONOR THE WARRANTY
6. THE DEALERSHIP IS GOING TO CONTACT OUR KIA TECH LINE FOR REPAIRS ON THE A/C
7. RAY FEELS CONFIDENT HE CAN FIX THE CAR IF SOMETHING IS DEFECTIVE.
8. IF THERE ARE ANY OTHER CONCERNS PLEASE GIVE ME A CALL.

CUSTOMER STATES.

1. WHAT IS YOUR POSSESSION

WRITER STATES.

1. I AM A MANAGER HERE AT THE CORP. OFFICE.
2. I WILL BE ABLE TO ASSIST YOU WITH CONCERNS.
3. GAVE CUSTOMER MY NAME AND EXTENSION.

*** CASE CLOSE 09/24/2003 09:46 AM US Mountain Standard Time SLarez
CUSTOMER WILL CALL BACK IF ANY OTHER CONCERNS.

**Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125	K189333	37,000
Pueblo CO			Dealer: CO009 Dale Spradley Kia	

Case History

Complaint Rental Car

*** PHONE LOG 07/14/2003 10:31 AM US Mountain Standard Time DUnderwood
CALLER STATED:

1. **FAN** ASSEMBLY EXPLODED
2. RADIATOR WAS DAMAGED
3. VEHICLE WAS TOWED TO Dale Spradley Kia
4. NEED A RENTAL

WRITER STATED:

1. APOLOGIZED FOR ANY INCONVENIENCE
2. WILL DOCUMENT CALLER COMPLAINTS AND CONCERNS
3. KIA DOES NOT HAVE A PROVISION OR POLICY FOR RENTALS.
4. DEALERSHIPS ARE INDEPENDENTLY OWNED BUSINESSES.
5. A RENTAL IS A COURTESY FROM THE DEALERSHIP WHEN PROVIDED.
6. KIA CANNOT OBLIGATE THEM TO PROVIDE AN ALTERNATE MODE OF TRANSPORTATION
7. OFFERED TO CALL AND SPEAK TO SVC MGR BUT CANNOT CHANGE HIS DECISION

CALLER STATED:

1. THANKS ANYWAY

*** CASE CLOSE 07/14/2003 10:31 AM US Mountain Standard Time DUnderwood

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	VIN of 2002 SPORTAGE 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJB723325 ██████████	K179531	26,000
Castorville TX ██████████			Dealer: TX002 Ancira Kia	

Case History

Inquiry Other

*** PHONE LOG 06/19/2003 03:52 PM US Mountain Standard Time SReed

Caller stated

1. Was driving down the road and heard a loud clanging sound
2. I was next to a Kia Pep Boys and took it there
3. They said it was a *fan* blade that came off and did damage to the radiator and other parts
4. What should I do

Wtr stated

1. This is something that could potentially be covered by the 5/60 warranty
2. You do have free R/A. KMA will tow the veh to the nearest Kia dealership at no charge to you
3. If the repair is the result of a defective part then the warranty will cover the cost of the repair

Wtr provided name of nearest Kia dealer and transferred her to R/A

*** CASE CLOSE 06/19/2003 03:53 PM US Mountain Standard Time SReed
referred to dealer

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K514145	65,000
Crossville TN [REDACTED]			Dealer: TN006 Harry Lane Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/18/2005 10:47 AM US Mountain Standard Time TMorales

Cust stated;

1. Yesterday we had to have the veh towed to Knoxville
2. The *fan* blew out and feel that KIA should cover this
3. I don't care about the warranty; you need to stand behind your product

Writer advised:

1. Apologized for the problem
2. Explained that the 5/60 LBW that covers for that part has expired
3. The only thing I can do is call the DPSM: but he can't change the terms of the warranty either
4. We do stand behind the product; just as outlined by the warranty
5. I will call the DPSM and call back cust w/ update

Cust stated;

1. Thanks

*** PHONE LOG 07/18/2005 10:52 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called dlr svc mgr Travis stated:

1. The *fan* blades came off
2. The cust needs a *fan* assembly
3. The veh is out of warranty on that part

*** PHONE LOG 07/18/2005 10:55 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called DPSM T Morgan and lvm stating'

1. Reviewed case history
2. Cust demands KIA fix under warranty or goodwill
3. I explained that LBW is expired but cust doesn't care and demands that someone hear this and decide
4. I will email case history to you to
5. Please call back to advise: provided writer contact info

*** EMAIL OUT TMorales Action Type:External email

Send to: [REDACTED]

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*** PHONE LOG 07/19/2005 10:37 AM US Mountain Standard Time TMorales Action Type:Incoming call

Writer received vm from DPSM T Morgan stating:

1. Got your message
2. Call me back

*** PHONE LOG 07/19/2005 10:38 AM US Mountain Standard Time TMorales Action Type:Incoming call

Writer called DPSM T Morgan and lvm stating

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K514145	65,000
Crossville TN [REDACTED]	[REDACTED]	[REDACTED]	Dealer: TN006 Harry Lane Kia	

1. Reviewed case details
2. Cust is demanding *fan* be covered by warranty
3. Please call back; returning your call

*** PHONE LOG 07/19/2005 02:24 PM US Mountain Standard Time TMorales Action Type:Incoming call

Writer received vm from DPSM T Morgan stating:

1. We will goodwill the parts \$460.00 worth
2. The cust would be responsible for the \$250.00 or so in labor
3. That is my final offer

*** PHONE LOG 07/19/2005 03:16 PM US Mountain Standard Time TMorales Action Type:Incoming call

Writer called cust and advised:

1. The DPSM is offering the parts free if the cust pays for the labor

cust stated:

1. I know, thanks for the help

*** CASE CLOSE 07/19/2005 03:41 PM US Mountain Standard Time TMorales

*** PHONE LOG 07/21/2005 12:39 PM US Mountain Standard Time CHamilton Action Type:Incoming call

800# VM from 7/18, already called back

[REDACTED] please call back [REDACTED]

knjdb723125 [REDACTED]

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K373886	87,000
Crestview FL [REDACTED]	[REDACTED]	[REDACTED]	Dealer: FL001 Lee Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/08/2004 06:45 AM ABegoody

Cust [REDACTED] stated:

1. was driving on the road & the temp gage went up
2. cust pulled over & opened the hood of the veh
3. the *fan* blade came off of the engine
4. cust had veh taken back to his home
5. dlr advised cust repairs may no be covered because veh is no longer covered under LBW
6. does not want to take veh to dlr because this is not a lubricated part
7. wants Kia to just give cust a *fan* blade & cust will repair the veh himself
8. if Kia does not help cust, cust will never buy another Kia

Writer stated:

1. apologized for the inconvenience
2. advised cust veh is no longer covered under 5/60k mile LBW but is still covered under 10/100k mile PTW
3. advised cust to take veh to dlr for inspection
4. if problem is caused by a defect & is part of the PTW the cost of the repairs will be covered by Kia
5. if problem is not caused by a defect & is not part of the PTW the cost of the repairs will be at cust expense
6. Kia will not be able to diagnose the veh over the phone
7. advised cust Kia cannot just send cust a part

*** CASE CLOSE 10/08/2004 06:45 AM ABegoody
info given.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Wichita KS		KNDJA723025	K1006252	30,000
			Dealer: KS001 Steven Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 08/26/2005 03:05 PM US Mountain Standard Time JHirshfield caller

1. her *fan* exploded in her Sportage and apparently the part is on backorder
2. she asked KS001 about alt transp and she was told that they not provide for any
3. they also checked with their Kia rep and he too denied assistance

wtr

1. advised that rentals are not a provision under the warranty
2. It would be done through the svc mgr @ dealership
3. Cannot obligate them to provide one
4. Apologize for any inconvenience
5. will need to check with the DPsm duirectly next week anout the ETA and rental

*** PHONE LOG 08/29/2005 11:47 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call wtr spoke with svc mgr @ KS001 who stated

1. part for radiator is on back order with no ETA
2. he did speak with DPsm Steve Lockwood and he denied rental coverage

*** PHONE LOG 08/30/2005 06:28 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call wtr spoke with Sean @ KS001 parts

1. ETA is listed as today ---should hopefully see the part by the end of the week

*** PHONE LOG 08/30/2005 02:38 PM US Mountain Standard Time JHirshfield Action Type:Incoming call caller stated

1. she was wondering what the repair status was
2. she is getting very nervous ---she HAS to go to OK on Fri and is worried that the car will not be ready on time

wtr

1. part should be arriving within the next couple of days
2. hopefully it will get done in time

cust to wait and see what the ETA will be

*** PHONE LOG 08/30/2005 02:38 PM US Mountain Standard Time JHirshfield Action Type:Incoming call caller stated

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K1006126	40,000
Glen Cove NY [REDACTED]			Dealer: NY055 Kia of Bayside	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/26/2005 11:06 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I BROUGHT MY CAR TO HAVE IT REPAIR.
2. THE CAR HAS BEEN AT THE DEALER FOR TWO WEEKS.
3. THEY ARE NOT OFFERING ME A RENTAL.
4. FOR HOW LONG DO I HAVE TO WAIT FOR MY CAR TO BE READY.
5. THE **FAN** ON MY CAR BROKE AND FLEW THROUGH OUT MY ENGINE.
6. THE RADIATOR WAS DAMAGED, AND ONCE THE PUT THE RADIATOR, THEY FOUND THEY NEEDED ANOTHER PART.
7. EVERY TIME I CALL THEM THERE IS ANOTHER PART MISSING.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO.
3. RENTAL IS NOT A PROVISION OF THE MANUFACTURE WARRANTY.
4. HOWEVER, WRT WILL PRESENT HIS REQUEST FOR ASSISTANCE TO THE APPROPRIATE PERSONAL.
5. ASSISTANCE IS NOT GUARANTEE.
6. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.
7. CUSTOMER WOULD LIKE TO BE REACH AT [REDACTED]

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

WRITER STATED

1. WRT CALLED CA144
2. WRT SPOKE TO RALPH
3. HE STATED:
 - a) I TALKED TO THE PDC
 - b) SHE WAS SUPPOSED TO GIVE ME A CALL BACK.
 - c) THE PART WAS SUPPOSED TO BE DELIVER TODAY
 - d) THE PART # IS 0K048 15140A
 - e) I BELIEVE THE ORDER # WAS K823A.
4. WRT THANKED RALPH FOR THE INFO

*** PHONE LOG 08/26/2005 12:33 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED THE KIA PARTS HOT LINE.
2. WRT SPOKE TO DANNY, HE STATED:
 - a) THE PARTS IS BEING INSPECTED
 - b) AND POSSIBLE RELEASE NEXT WEEK.
 - c) LET ME HAVE THE VIN SO I CAN UPGRADE THE PART TO A CRITICAL ORDER.
3. WRT GAVE HIM THE VIN #
4. PART WAS UPGRADED FROM E TO CRITICAL

*** PHONE LOG 08/26/2005 12:38 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DPSM, VITO SAMPOGNE.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723625	K1006126	40,000
Glen Cove NY			Dealer: NY055 Kia of Bayside	

2. HE STATED:
 - a) LET ME TRY TO FIND THE PART FIRST.
 - b) TELL THE CUSTOMER THAT I WILL GO AHEAD AND LOOK INTO IT,
 - c) IF WE'RE NOT ABLE TO GET THE PART, THEN I'LL PUT HIM ON A RENTAL.
 - d) HAVE THE CUSTOMER CALL BACK ON MONDAY.
3. WRT THANKED VITO FOR HIS ASSISTANCE.

*** PHONE LOG 08/26/2005 12:40 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR MAIORANA.
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT HIM A MESSAGE, EXPLAINING ALL THE PERTINENT INFO ABOUT THE PART ORDER PROCESS.
4. AND DPSM'S DECISION TO PROVIDE A LOANER, IF THE PART IS NOT AVAILABLE NEXT WEEK.
5. ADVISED HIM TO CALL BACK NEXT WEEK, IF NECESSARY.
6. CUSTOMER HAS THE CASE # AND WRT'S EXT.

*** CASE CLOSE 08/26/2005 12:41 PM US Mountain Standard Time ERuiz
CASE CLOSED, PENDING CUSTOMER CALL BACK.

*** PHONE LOG 09/14/2005 05:49 AM US Mountain Standard Time JProkopp Action Type:Incoming call

Writer received call from

Customer states:

1. My vehicle has been down for 5 weeks now.
2. It is still at Kia of Bayside.
3. Now they are telling me that they didn't order the part until Monday.
4. My car was supposed to be ready last week.
5. I've made a car payment for a car that I don't even have.
6. I've got not alternate transportation.
7. I can't take my kids to school.
8. I need something to drive.

Writer states:

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

Writer placed customer on hold and called Bayside Kia. Writer was unable to get through to service.
Writer got back on the line with the customer.

Writer states:

1. I'm unable to get through to service right now.
2. I can do some research on this.
3. I can ensure that they are getting the parts that they need from Kia.
4. I can see if there is any rental assistance that Kia can provide.
5. However, I cannot make any guarantees as rental vehicles are not a provision of the Kia warranty.
6. I will call you back once I have further information.

Customer states:

1. I need to know in 2 hours.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K1006126	40,000
Glen Cove NY [REDACTED]		Dealer: NY055 Kia of Bayside		

2. If I don't hear anything, I'm going to call an attorney.
3. I will call the BBB and I will call the local news.

Writer states:

1. I cannot guaranty an answer in 2 hours.
2. I may have to wait on some call backs which could take a couple days.
3. What you are asking me is not something that is guaranteed under the warranty.
4. You may do what you feel is necessary.

*** PHONE LOG 09/14/2005 05:54 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted VSampogne.

VSampogne states:

1. I'll give her a rental.
2. Call [REDACTED] at Bayside Kia and let him know.
3. If you can't get in touch with him, call me back.

*** PHONE LOG 09/14/2005 06:00 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Kia of Bayside and spoke with [REDACTED]

Writer states:

1. Vito is authorizing a rental vehicle for this customer.

[REDACTED] states:

1. I'll set it up.

*** PHONE LOG 09/14/2005 06:19 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted customer.

Writer states:

1. I spoke with your dealer and the area rep.
2. Kia will cover a rental vehicle.
3. I suggest that you contact Kia of Bayside and speak with Ralph to make arrangements.

Customer states:

1. Thanks for your help.
2. I'll give him a call.

*** NOTES 09/14/2005 06:21 AM US Mountain Standard Time JProkopp Action Type:Manager review

Writer forwarding to region for visibility.

Customer has a broken cooling *fan*.

Vehicle has been down for 5 weeks at Bayside Kia.

Customer is being put into a rental as per dpsm.

Customer was threatening to contact an attorney.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K1006126	40,000
Glen Cove NY [REDACTED]			Dealer: NY055 Kia of Bayside	

*** NOTES 09/22/2005 09:14 AM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the customer:

1. Writer states I was calling just to make sure that Kia of Bayside gave you a rental vehicle?
2. Customer states yes they did give us a rental vehicle and we are just waiting for the part at this point.
3. Writer states ok well let me give you my name and number and if you have any questions or further concerns please feel free to give me a call back.
4. Customer states everything is good now because we are in a rental so it doesn't matter how long it takes.
5. Writer stated that Kia covers 35/day anything beyond that the customer is and will be responsible for.
6. Customer states thank you so much.

*** NOTES 09/22/2005 09:15 AM Eastern Daylight Time DNealis Action Type:Manager review

Writer is closing the file until further contact from the customer.

*** CASE CLOSE 09/22/2005 09:15 AM Eastern Daylight Time DNealis

*** PHONE LOG 10/21/2005 09:05 AM Eastern Daylight Time MVitali Action Type:Incoming call

1. WRITER REC'D CALL FROM CUSTOMER WHO WAS UPSET THAT HIS VEHICLE HAD A FLAT TIRE AND DAMAGE TO INSIDE OF DOOR WHEN HE WAS READY TO PICK UP SAME.
2. CUSTOMER WAS IN RENTAL FOR 2 MONTHS.
3. ADVISED WILL CONTACT DEALER AND HAVE THEM RESOLVE AND GET BACK TO HIM.
4. WRITER CALLED BAYSIDE KIA, NY055, AND SPOKE WITH SERVICE MGR. RICH WHO ADVISED THEY WILL TAKE CARE OF FLAT AND REPAIR TO DOOR.
5. DEALER WILL PUT CUSTOMER IN RENTAL AT THEIR EXPENSE.
6. CALLED CUSTOMER BACK AND ADVISED BAYSIDE KIA WILL PUT IN RENTAL UNTIL REPAIRS ARE MADE.
7. CUSTOMER IS AT DEALER NOW.

*** PHONE LOG 10/21/2005 09:37 AM Eastern Daylight Time MVitali Action Type:Incoming call

1. WRITER REC'D ANOTHER CALL FROM CUSTOMER WHO IS NOW IN RENTAL, BUT IS STILL UPSET OVER ALL THE TIME AND INCONVIENCE HE HAS HAD TO ENDURE.
2. CUSTOMER PAYS \$350 PER MONTH IN CAR PAYMENTS AND DID NOT USE VEHICLE FOR 2 MONTHS.
3. CUSTOMER IS NOW 2 HOURS LATE TO WORK AND IS LOOKING FOR COMPENSATION FOR ALL HE HAD TO GO THROUGH.
4. WRITER ADVISED WILL RUN BY DPSM AND GET BACK TO HIM ASAP TODAY..
5. CUSTOMER CELL [REDACTED]

*** PHONE LOG 10/21/2005 10:02 AM Eastern Daylight Time MVitali Action Type:Outgoing call

1. WRITER CALLED DPSM VITO SAMPOGNE AND INFORMED OF SITUATION.
2. DPSM ADVISED THAT BAYSIDE KIA NY055 IS RESPONSIBLE FOR ANY COMPENSATION THAT CUSTOMER IS LOOKING FOR.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K1006126	40,000
Glen Cove NY [REDACTED]		Dealer: NY055 Kia of Bayside		

3. WRITER INFORMED PER DPSM, TO CALL SERVICE MGR AND TELL THEM TO RESOLVE ISSUES WITH CUSTOMER.
4. WILL DO SAME.

*** PHONE LOG 10/21/2005 01:45 PM Eastern Daylight Time BMcCarthy Action Type:Outgoing call

1. Writer called bayside kia to speak with service mgr ralph.
2. Advised that he was not available.
3. Left message to return my call.
4. Writer advised by another person that customer's vehicle will be ready Monday 10/24/05.

*** PHONE LOG 10/21/2005 03:18 PM Eastern Daylight Time BMcCarthy Action Type:Incoming call

1. WRITER REC'D CALL FROM CUSTOMER WHO STILL IS VERY UPSET ON HOW HE IS BEING TREATED BY BAYSIDE KIA.
2. WRITER INFORMED CUSTOMER THAT VEHICLE PER BAYSIDE KIA WILL BE READY ON 10/24/05.
3. HE FEELS THAT KIA SHOULD HAVE A DEALER THAT REPRESENTS THEM BETTER FOR CUSTOMER SERVICE.
4. WRITER WILL FOLLOW UP WITH DEALER TO MAKE SURE VEHICLE REPAIRS ARE MADE.

*** PHONE LOG 10/24/2005 08:18 AM Eastern Daylight Time BMcCarthy Action Type:Outgoing call

1. WRITER CALLED DEALERSHIP BAYSIDE KIA NY055 AND ASKED FOR SERVICE MGR RICH AND WAS INFORMED HE WAS NOT AVAILABLE.
2. WRITER INQUIRED ABOUT STATUS OF CUSTOMER'S VEHICLE AND WAS TOLD HE HAS PICKED UP SAME ALREADY THIS MORNING.
3. PER PRIOR NOTES, WE WILL NOT OFFER GOODWILL AT THIS TIME.

*** PHONE LOG 10/24/2005 04:47 PM Eastern Daylight Time BMcCarthy Action Type:Outgoing call

1. WRITER RETURNED CALL TO CUSTOMER AT CELL [REDACTED] AND LEFT MESSAGE TO CALL BACK.

*** PHONE LOG 10/24/2005 05:04 PM Eastern Daylight Time BMcCarthy Action Type:Incoming call

1. Writer received call back from customer who is still very upset over the way he was treated by Bayside Kia and Kia in general.
2. Writer advised cannot do anything further except refer to another dealership for any repairs that Bayside Kia did not complete.
3. Customer feels Kia should have more leverage over its dealer on customer service.
4. Writer informed customer will have ERCAM call him since he is still not satisfied.

*** PHONE LOG 10/24/2005 05:37 PM Eastern Daylight Time BMcCarthy Action Type:Outgoing call

1. Writer discussed case with ERCAM who informed me to mail him a customer assistance request form to fill out and send back to us.
2. Writer called customer at [REDACTED] and advised of above.
3. Customer will send in documentation ie: (car payment proof) with form.

*** PHONE LOG 10/28/2005 09:38 AM Eastern Daylight Time BMcCarthy Action Type:Incoming call

CALLER STATED:

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K1006126	40,000
Glen Cove NY [REDACTED]			Dealer: NY055 Kia of Bayside	

1. HE RECEIVED OUR LETTER.
2. CHECK ENGINE LIGHT IS NOW ON.
3. CUSTOMER ALSO HAD TIRE ORDERED AT BAYSIDE KIA.
4. HE THINKS THEY MAY NOT HAVE ORDERED IT ANYWAY.

WRITER STATED:

1. ADVISED TO TAKE VEHICLE TO AUTO WORLD KIA.
2. CUSTOMER AWARE TIRE WOULD NOT BE COVERED UNDER WARRANTY.

AWAIT PAPERWORK FROM CUSTOMER TO REVIEW WITH DPSM AND ERCAM.

*** PHONE LOG 11/01/2005 11:12 AM Eastern Daylight Time BMcCarthy Action Type:Outgoing call
WRITER STATES:

1. CALLED DPSM, VITO SAMPOGNE
2. DISCUSSED CUSTOMER REQUEST FOR \$860.14.
3. DPSM AGREED W/ ERCAM TO ALLOW \$636.82 FOR CAR PAYMENTS ONLY
4. DPSM WILL CHECK INTO IF DEALER PAID RENTAL
5. DEALER PROBABLY DID NOT PROCESS RENTAL.
6. DPSM ADVISED SERVICE MGR RESIGNED.

*** PHONE LOG 11/04/2005 09:24 AM Eastern Daylight Time BMcCarthy Action Type:Incoming call
CUSTOMER STATES:

1. INSIDE PANEL STILL NOT RIGHT
2. RENTAL BILL MIGHT BE ON CREDIT CARD
3. WILL LET ME KNOW IF ON NEXT STATEMENT

WRITER STATES;

1. TAKE TO ANOTHER DEALER
2. RECOMMENDED SUN KIA
3. DPSM LOOKING INTO RENTAL ISSUE
4. WILL GET BACK TO HIM

*** NOTES 11/17/2005 10:46 AM Eastern Daylight Time DNealis Action Type:Manager review
Writer rec'd a call form the customer:

1. Customer states I was working with you previously and then I was working with [REDACTED] and now I don't know what else to do.
2. Writer states I will try my best to help you with your concern what is the problem?
3. Customer states I sent all of my paperwork in for Brian to review and he stated that he would get back to me but he never did.
4. Writer pulled the file and reviewed it.
5. Writer states did [REDACTED] offer a goodwill payment of two car payments?
6. C/s [REDACTED] did not offer me anything and then next thing I know I call

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K1006126	40,000
Glen Cove NY	[REDACTED]		Dealer: NY055 Kia of Bayside	

back and he doesn't work there anymore.

7. W/s unfortunately there has been some changeover in the past couple of months but it has stopped now but we are just waiting for people to be fully trained.

8. W/s the DPSM & RCAM are willing to reimburse you two car payments which is a total of 636.82 for the inconveniences that you have experienced.

9. C/s ok that would be great.

10. W/s let me call the DPSM and let him know and placed the customer on hold.

Writer spoke to Vito:

1. Vito states we are only willing to reimburse for two car payments and if the customer would like to meet with me I would be willing to do that.

2. W/s I will check with the customer and let you know.

1. Writer advised the customer that the DPSM would be willing to meet with him if he would like.

2. Customer states that would be great because I am still having problems with my vehicle.

3. Writer states I will check on the date/time and I will let you know

1. Writer advised Vito that the customer would like to meet with him and Vito states get his name/number and I will call him to see when he can meet me at Auto World Kia.

2. Writer advised the customer of the above and stated I will have Vito call you and I will send out your GW Request and we should receive a check within three weeks.

3. Writer states ok that would be great I would appreciate it.

4. Writer called Vito and advised of the situation and stated give the customer and call once you know when you can meet with the customer.

*** NOTES 11/21/2005 12:50 PM Eastern Daylight Time RChristiansen Action Type:Manager review package sent to national RAF to follow

*** CASE CLOSE 11/21/2005 01:42 PM Eastern Daylight Time RChristiansen package sent to national

*** NOTES 12/05/2005 03:32 PM Eastern Daylight Time RChristiansen Action Type:Manager review recieved check from NCA

tracking number [REDACTED]

*** CASE CLOSE 12/05/2005 03:44 PM Eastern Daylight Time RChristiansen check sent to cust, case closed until further contact

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K865425	0

Glen Cove NY [REDACTED] Dealer: NY055 Kia of Bayside

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/12/2005 05:14 AM US Mountain Standard Time RBussey

1. **Fan** disinegrated and broke my radiator.
2. Am I entitled to a rental
3. Can the dlr tell me if the work is under warr?

wrt stated:

1. Rentals are not a provision of the KIA warr
2. Dlr may offer after they have diag the veh and they know the repairs will go more than 24hrs and that is only as a courtesy.
3. Yes, the dlr should be able to tell you if it is under warr or not.

call ended

*** CASE CLOSE 08/12/2005 05:14 AM US Mountain Standard Time RBussey

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K1243896	53,500
Oroville CA [REDACTED]			Dealer: CA085 Larry Geweke Kia	

Case History

Complaint Reimbursement

*** PHONE LOG 11/02/2006 12:03 PM US Mountain Standard Time LColema

Cust States:

1. In July radiator *fan* broke.
2. Was a distance from a Kia dlrshp.
3. But called CA085 [REDACTED] Kia & was told veh was not covered under warranty.
4. So had veh repaired at independent shop.
5. Mech used all Kia parts.
6. Then discovered veh was covered under warranty.
7. SM Vince at CA085 had me bring in all receipts for reimb.
8. Did all that.
9. Was told reimb. had been approved.
10. Have been waiting for reimb since.
11. Called dlr this morning & was adv to call & speak with Rick Darling.

Writer States:

1. Mr. Darling is not in this office.
2. Writer will call dlr & see what can find out about reimb.

Writer put cust on hold & called CA085 left VM message for [REDACTED] SM requesting call back.

Writer went back to cust & stated:

1. Will speak with [REDACTED] & possibly RDarling.
2. Will call cust back at number listed in file.

Writer called DPSM RDarling who stated:

1. Just received documents on Tuesday.
2. Will be calling cust to discuss charges.

Writer called cust & stated:

1. Adv of DPSM information.
2. Adv if doesn't hear from DPSM by early next week to call back.

*** CASE CLOSE 11/02/2006 12:03 PM US Mountain Standard Time LColema

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K191817	30,000
Desert Hot Springs CA		Dealer: CA070 Kia Superstore		

Case History

Inquiry Rental Veh &

*** PHONE LOG 07/18/2003 07:54 AM US Mountain Standard Time MEstrella
caller stated::

1. is there any rental car avail thru the manufacturer
2. My *fan* came apart and the part was out of the country for a while
3. Now the radiator is not in the country
4. I asked the dlr for a loaner car but they said the do not have loaners avail
5. I did not ask them for rental , my friend said to maybe call the manufacturer first

writer stated:

1. apology for inconvenience
2. There is no rental provision under the terms of the manufacturer warranty
3. At times, dlrs may have loaners or rental progmas avail as a courtesy but they are not required to since it is not a provision of the warranty w/ Kia.
4. Inquire w the svm at dlr if they have that avail

caller stated::

1. thank you
2. I will ask svm

*** CASE CLOSE 07/18/2003 10:48 AM US Mountain Standard Time MEstrella
NO RENTAL PROVISION

*** PHONE LOG 07/21/2003 11:18 AM US Mountain Standard Time MEstrella Action Type:Incoming call
CALLER STATED::

1. I WAS WONDERING IF IT WAS POSSIBLE TO GET ANY HELP WITH THE COST OF RENTING THIS CAR
2. I HAVE IT RENTED THRU WEDNESDAY
3. IT IS GETTING EXPENSIVE
4. THEY CANNOT FIND A RADIATOR AND LAST TIME I SPOKE IT WAS NOT IN THE COUNTRY AND THEY DID NOT KNOW IF THEY COULD FIND ONE ANYTIME SOON
5. I CALLED HTE DLR AND THEY DO NOT HAVE ANY RENTALS OR LOANERS AVAIL AT ALL
6. CHUCK IS A VERY NICE MAN - I DO NOT HAVE ANY PROBLEMS WITH HIM AT ALL
7. I DO NOT WANT TO UPSET HIN OR MAKE THINGS BAD WITH HIM

WRITER STATED::

1. APOLOGIZE FOR INCONVENIENCE
2. ALLOW ME TO CALL - I WILL NOTE HTAT YOUR PROBLEM IS NOT WITH THE DEALER - IT IS WITH THE PARTS AND RENTAL CAR ISSUE
3. DO NOT WORRY - THE DLR WILL SEE THE NOTES AND KNOW YOU ARE NOT UPSET WITH THEM IN ANY WAY

WRITER CALLED CHUCK AT DLR

CHUCK STATED::

1. I FOUND A RADIATOR FOR HER
2. JUST DID ABOUT 10 MIN AGO
3. THIS AM WHEN I TALKED TO HER - I COULD NOT FIND ONE BUT I FOUND ONE SO I WILL HOPE TO HAVE HER CAR READY BY TOMORROW
4. WE ARE OUT OF LOANERS AND WOULD HAVE HAD TO GET PRIOR AUTH FOR RENTAL AND I DID NOT
5. WE WILL HAVE IT DONE TOMOROW - HOPEFULLY.

WRITER TANKED CHUCJ FOR TIME

WRITER STATED:

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K191817	30,000
Desert Hot Springs CA [REDACTED]		Dealer: CA070 Kia Superstore		

1. WILL ADVISE CUSTOEMR OF THAT

WRITER TO CALLER STATED::

1. ADVISED THAT CHUCK AT DLR SAYS THAT HE FOUND A RADIATOR FOR HER
2. HE SAYS WILL HAVE VEHICLE DONE HOPEFULLY BUY TOMORROW

CALLER STATED::

1. OH GOOD THANK YOU
2. I WILL CALL HIM

*** CASE CLOSE 07/23/2003 09:21 AM US Mountain Standard Time MEstrella
DLR SVM FOUND PART FOR CUSTOMER WILL COMPLETE REPAIRS TODAY - CUST ADVISED

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]	K1215196	35,499
Euharlee GA [REDACTED]			Dealer:	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 08/15/2006 07:45 AM US Mountain Standard Time WLevy

Caller, [REDACTED], states:

1. My veh tore up
2. The *fan*, which is plastic, broke
3. It disintegrated the radiator
4. I called Kia of Cartersville
5. The woman there, Lisa, told me not to drive it
6. I knew that, but I needed to have my veh towed
7. I thought we had towing, but was told we would have to pay for towing
8. I called my husband and he called a tow truck
9. Do we have towing still under our warr?

Wrtr states:

1. Updated; no recalls
2. Advised that towing is effective for 5 years, until 8/31/07
3. Provided address for roadside claims
4. Explained that evaluation and customer contact would be 4-6 weeks
5. Advised that it's possible they would not reimburse customer

Caller thanked wrtr

*** CASE CLOSE 08/15/2006 07:45 AM US Mountain Standard Time WLevy

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K337189	90,000
Tuscumbia AL [REDACTED]			Dealer: AL020 Huntsville Kia	

Case History

Complaint Warranty

*** PHONE LOG 07/13/2004 09:34 AM MEstrella
CALLER STATED:

1. COOLING **FAN** IS BROKEN BLADES ARE GONE, DEALER IS TELLING ME THAT WILL BE OVER 600.00 FOR REPAIRS
2. NOT SURE WHY DEALER IS TELLING ME WILL BE A CHARGE FOR THIS
3. THOUGHT HAD 100K MILE WARRANTY

WRITER STATES:

1. SORRY HAVING PROBLEMS
2. ADVISED THAT COLLING **FAN** IS A 5/ 60 COMPONENT , EXPIRED AT 30K MILES AGO FOR BLW
3. ADVISED PTW IS INTERNAL ENGINE TRANSMISSION AND AXLES
4. ADVISED **FAN** IS A COMPONENT THAT FALLS UNDER THE BLW OF 5/60

CUST STATES:

1. HAVE HAD A LOT OF OTHER ISSUES

WRTR STATES:

1. SORRY FOR SITUATION BUT CANNOT BE COVERED AT THIS POINT, OUT OF WARRANTY

*** CASE CLOSE 07/13/2004 09:34 AM MEstrella

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K220067	30,000
Shelby NC [REDACTED]		Dealer: NC038 Rogers Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 09/19/2003 11:37 AM US Mountain Standard Time SReed
Caller stated

1. Our *fan* blade came off and did damage to the radiator
2. Veh is currently at Rogers Kia

Wtr stated

1. Kia is aware of the problem with the *fan* blades coming off
2. This and any damage resulting will be covered under the warranty

Caller stated

1. Rogers Kia tells us that they only have 2 loaners
2. Will the warranty provide for a free loaner veh

Wtr stated

1. My apologies but the warranty provides for the repair of the veh
2. The dealerships are all privately owned and operated and any free loaner will be at their discretion

Caller thanked wtr for his assistance

*** CASE CLOSE 09/19/2003 11:38 AM US Mountain Standard Time SReed

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]	K1206949	60,990
langhorne PA [REDACTED]		Dealer: PA062 McCafferty Kia of		

Case History

Complaint Repair Assistance

*** PHONE LOG 07/25/2006 03:35 PM US Mountain Standard Time JHirshfield caller

1. the coolant *fan* broke off on his Sportage
2. the car is at PA062 for repair
3. he is barely over mileage for the 5/60 BLW
4. he would like for Kia to consider some assistance with this repair
5. he is paying for a rental and this may end up being very expensive
6. PA062 told him he was out of warranty and to call Kia

wtr

1. apologize for the situation
2. will need to speak with svc mgr and the Kia DPSM
3. car is out of warranty at 60K, but i understand his concern
4. will recontact tomorrow

cust work [REDACTED] and cell # [REDACTED]

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

Send to:[gkaras@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.

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*** PHONE LOG 07/26/2006 07:52 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with DPSM George K who stated

1. if it only the *fan*, then he is willing to pay for the part if cust pays for labor
2. anything else is customer pay
3. contact Lisa Defeo , svc mgr @ PA062

wtr thanked DPSM for the assistance

*** PHONE LOG 07/26/2006 07:54 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for svc mgr Lisa D @ PA062 requestiong callback

*** PHONE LOG 07/26/2006 08:32 AM US Mountain Standard Time HReynolds Action Type:Incoming call
LISA FROM McCafferty Kia of Longhorne STATES:

1. NEED TO SPEAK TO EXT 46635

WRITER STATES:

1. WARM TRANSFERRED TO FCM JON

*** PHONE LOG 07/26/2006 02:23 PM US Mountain Standard Time JHirshfield Action Type:Incoming call

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]	KNDJA723925 [REDACTED]	K1206949	60,990
langhorne PA [REDACTED]		Dealer: PA062 McCafferty Kia of		

wtr received call from lisa @ PA062 who stated

1. she has spoken with DPSM and with cust
2. it is all taken care of

wtr thanked Lisa for the assistance

*** CASE CLOSE 07/26/2006 02:23 PM LIS Mountain Standard Time IHirshfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623325 [REDACTED]	K500928	85,000

Riverside CA [REDACTED] Dealer: _____

Case History

Inquiry Warranty Info

*** PHONE LOG 06/28/2005 12:03 PM US Mountain Standard Time ATafoya
[REDACTED] stated:

1. The *fan* broke and inq if under warranty
2. Is rsa cov'd for towing to the dlr?

--Writer stated:

1. The *fan* under blw and no longer under warranty
2. rsa still cov's towing to the nrst dlr.

*** CALL LOG 06/28/2005 12:03 PM US Mountain Standard Time ATafoya

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K354454	34,000
Birmingham AL	[REDACTED]		Dealer: AL016 Bill Byrd Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/19/2004 10:07 AM TMorales

Cust [REDACTED] stated:

1. Yesterday stopped at a red light and then proceeded up a slight hill, thought the engine was falling out
2. There were parts falling out of the car
3. R/A came out and took to the dlr
4. The *fan* went through the radiator
5. The guy at the Kia place told the cust this has happened before
6. The cust feels this is a mfr defect so asked for a rental veh at no cost, and the dlr said ok in the morning
7. The dlr told the cust that the veh would be at no cost; but then found out that KMA would pay \$15.00 and the dlr would pay \$15.00 a day
8. The dlr promised he would have the veh fixed today
9. On the second svc maintenance cust was told by the dlr it would cost \$300.00; can cust take the veh elsewhere for svc
10. The cust loves her Kia
11. The writer should call the dlr and ask how many vehs in AL have this problem

Writer advised cust:

1. Apologized for the problem
2. Writer does not know of a trend w/ these veh and radiator *fans*
3. The cust can have the veh svc at non Kia r/f; but cust must keep records as being able to prove maintenance is a condition of the warranty
4. KMA cannot tell the dlr what to charge for maintenance or that loaners must be provided to cust
5. Rentals or loaners are not a condition of the mfr warranty; the dlr must have called his factory rep and gotten special permission to pay for rental
6. The writer will document what has happened: KMA cares about cust input

*** CASE CLOSE 08/19/2004 10:07 AM TMorales

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723725	K426108	34,000
Chgo IL			Dealer:	

Case History

Inquiry Maintenance

*** PHONE LOG 02/15/2005 05:14 PM TMorales

Cust stated:

1. Just took the veh to a r/f to have the coolant system flushed, and they said the radiator is leaking
2. Should the veh have had svc on the radiator before
3. So the dlr won't give the cust any grief about maintenance
4. And the cust just bought another KIA veh; are there any recalls on this veh KNADC163126

Writer advised cust:

1. Apologized for the problem
2. The veh should have the coolant system inspected and the fluid replaced at 30k
3. The veh will need to be inspected by a KIA dlr
4. The radiator is covered by the 5/60 LBW for mfr defects
5. KNADC163126 has two recalls on it: SC034 RIO ECM UPGRADE
SC036 RIO CINCO FUEL DISTRIBUTOR REP : Explained and that the dlr will correct at no cost to cust

Cust stated:

1. Thanks

*** CASE CLOSE 02/15/2005 05:14 PM TMorales

*** PHONE LOG 03/29/2005 12:19 PM TMorales Action Type:Incoming call

Cust stated:

1. Don't have the vin
2. Took 2002 Sportage to dlr
3. Found the engine driven radiator *fan* had cracks in it
4. Want to make sure that it is cover
5. And have had to replace the Rotors; am going to replace them next time w/ non KIA rotors that don't last

Writer advised:

1. Apologized for the problem
2. Explained that the 5./60 LBW covers for mfr defects in the *fan*; the dlr will have to determine whether it is a warranty issue; cust should call dlr to ensure it is being covered by the warranty
3. Friction wear and tear parts are not covered by the warranty; will document the cust comments on the warranty
4. Kia tries to use feedback to better meet cust needs

cust stated:

1. Thanks

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K322228	20,300
Miramar FL [REDACTED]			Dealer: FL024 Maroone Kia of	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/07/2004 05:40 AM JCook

Customer Stated:

- 1.Says the *fan* blades have melted off her vehicle.
- 2.Says she wanted to know if this would be covered under warranty.
- 3.Says she does not want to drive the vehicle to the dealer, and feels it should be towed, and she wanted to know if she has roadside coverage.

---Writer advised customer:

- 1.That she needs to call the Kia dealer to set up an appt. to get the vehicle in.
- 2.Advised if the problem is deemed a manf. defect, then it will be covered under warranty, but they will have to make this decision.
- 3.Advised that there are no recalls on her vehicle.
- 4.Advised that she does have roadside assistance, and we can either transfer her over to roadside now, or she can call them after she speaks with the dealer.
- 5.Updated customer info.

*** CASE CLOSE 06/07/2004 05:40 AM JCook

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K216242	37,000
Montgomery TX [REDACTED]			Dealer: TX077 Rick Brown Kia	

Case History

Complaint Rental Car

*** PHONE LOG 09/11/2003 06:49 AM US Mountain Standard Time JCook
Customer Stated:

- 1.Says her vehicle was towed to the dealer because her *fan* blade came off and flew into the radiator.
- 2.Says the dealer is telling her that the parts are on backorder and she wanted to know what we can do about alternate transportation.
- 3.Says the Svc. Mgr told her there were no rentals available.
- 4.Wanted to know what we could advise.

---Writer advised customer:

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

---Writer called and spoke to Jeff (Svc. Mgr @ TX077) who stated:

- 1.That the vehicle did come in to them the day before yesterday.
- 2.Says they just got the *fan* blade this morning which they did not expect so soon.
- 3.Says they now have all the parts, the *fan* blade, *fan* shroud, and the radiator.
- 4.Says her vehicle should be ready by today.
- 5.Writer thanked Jeff for his time.

---Writer advised customer:

- 1.That we spoke to the Svc. Mgr Jeff.
- 2.Advised that all her parts are in, and the last one came in this morning, which he did not expect so soon.
- 3.Says her vehicle should be ready by today.
- 4.Verified all customer info.
- 5.Advised that there were no recalls on her vehicle.

Customer Stated:

- 1.Thanked this writer for the help.

*** CASE CLOSE 09/11/2003 06:49 AM US Mountain Standard Time JCook
Information

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K1197352	65,000
Ft Worth TX [REDACTED]		Dealer:		

Case History

Inquiry Recall Info

*** PHONE LOG 06/29/2006 01:22 PM US Mountain Standard Time WLevy

Caller, [REDACTED], states:

1. I'm calling to find out if there are any recalls on my veh?

Wrtr states:

1. Updated; no recalls

Caller states:

1. The reason that I'm calling is we took the veh to our mechanic

2. He said the radiator *fan* broke and made a hole in the radiator

3. He said that's a manufacturing defect

Wrtr states:

1. Apologized for customer's concerns

Caller thanked wrtr

*** CASE CLOSE 06/29/2006 01:22 PM US Mountain Standard Time WLevy

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K191275	20,000
Clebune TX	[REDACTED]		Dealer: TX040 Buz Post Kia	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 07/17/2003 10:01 AM US Mountain Standard Time TDonnelly
CUSTOMER STATES:

1. **FAN** BLADES HAD TO BE REPLACED IN VEHICLE
2. WE HAD TO STAY IN HOTEL OVERNIGHT
3. WE WERE TOLD BY DEALER WE COULD GET REIMBURSEMENT
4. HOW DO I SUBMIT FOR REIMBURSEMENT.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED ADDRESS TO SUBMIT CLAIM
3. EXPLAIN THAT WILL REIMBURSE FOR REASONABLE EXPENSES FOR FOOD LODGING AND ALTERNATE TRANSPORTATION FOR WARRANTY RELATED MECHANICAL DISABLEMENTS WHEN 150 MILES OR MORE FOR LISTED HOME ADDRESS.

*** CASE CLOSE 07/17/2003 10:01 AM US Mountain Standard Time TDonnelly
ADDRESS PROVIDED TO SUBMIT FOR
TRIP INTERUPTION BENEFIT.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K323373	59,000
Dallas TX [REDACTED]			Dealer: TX065 Central Kia of Irving	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/09/2004 08:23 AM US Mountain Standard Time ATafoya [REDACTED] stated:

1. Veh has been at TX065 for a month, *fan* broke and damaged radiator. Dlr is having problems fixing veh.
2. Does not remember the name of anyone in svc. Inq if rental is part of warranty.
3. Req to be contacted at hm [REDACTED] for repair assistance.

Writer stated:

1. A Kia full case mgr will contact w/in 72 busin hrs for repair assistance.
2. Writer advised rentals not provision under Kia warranty.

*** PHONE LOG 06/10/2004 11:56 AM JHirshfield Action Type:Incoming call
wtr contacted svc mgr, Dennis Christoful @ TX065

1. there was a problem with ordering of parts
2. they ended up having to replace the head, which did not come with parts
3. the shims were on national backorder for 8 days
4. all the parts are there and it is being assembled today
5. hopefully cust will get it tomorrow or Sat
6. cust was offered a loaner from the first day, but he has no insurance
7. they cannot provide a loaner (their vehicle) and he cannot get rental, either

wtr thanked svc mgr for the info
will explain this all to the cust

*** PHONE LOG 06/10/2004 01:15 PM JHirshfield Action Type:Outgoing call
wtr spoke with cust

1. reiterated what svc mgr had stated --car should be ready by Sat
2. also explained reason behind no loaner provided ---issue with insurance

cust stated:

1. he was never offered car- rental or loaner.
2. he has full coverage on the car

wtr referred cust to speak with svc mgr if not repaired and needs transportation

*** CASE CLOSE 06/10/2004 01:16 PM JHirshfield

*** PHONE LOG 06/11/2004 02:16 PM JHirshfield Action Type:Incoming call
cust
car still isn't ready and won't be until Mon

wtr

unfortunately we can't dictate the speed of repair
did he speak with svc mgr regarding loaner for over the weekend

caller--no he did not speak with them but he will

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K323373	59,000
Dallas TX [REDACTED]	[REDACTED]	[REDACTED]	Dealer: TX065 Central Kia of Irving	

*** CASE CLOSE 06/11/2004 02:17 PM JHirshfield

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K387714	97,000
Hollywood FL [REDACTED]			Dealer: FL024 Maroone Kia of	

Case History

Complaint Other

*** PHONE LOG 11/01/2004 01:58 PM DZigabarra
11/1/04 [REDACTED]
RE: Complaint

*** PHONE LOG 11/01/2004 02:44 PM DZigabarra Action Type:Outgoing call
Writer called number above and left VM, stating:
1. Calling from Kia Motors regarding regarding complaint.
2. Offering assistance if needed.

Caller stated:

1. Was at light and *fan* exploded.
2. Took to parking lot to look at.
3. And, had car towed to dealer/Maroone Kia of Hollywood.
4. Cost \$768, for situation, caused damage to radiator too.
5. Dealer said, 3-4 cars with same problem in last two weeks.
6. Want to know if any recalls.
7. It happened at no fault of my own.
8. Got poor service from dealer, and they said not covered.
9. Don't have this car anymore, purchased Ford Explorer.
10. Was a kia customer and content, til this happened.

Writer stated:

1. Sorry for situation.
2. Updated, no recalls.
3. Will document.
4. Will follow up with dealer regarding situation.
5. Thank you for your information.

Caller stated:

1. Thank you.

*** PHONE LOG 11/01/2004 03:06 PM DZigabarra Action Type:Outgoing call
Writer called Maroone Kia of Hollywood, and stated:
1. Want to speak to SM at dealer.
2. Want call back regarding *fan* repair; provided customer information.
3. Provided writer contact and case number.

Sales Manager Joseph, stated:

1. SM Jerry went home already.
2. Will have him call you back.

Writer stated:

1. 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>
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K387714	97,000
Hollywood FL [REDACTED]	[REDACTED]	[REDACTED]	Dealer: FL024 Maroone Kia of	

Writer called Maroone Kia of Hollywood, and stated:

1. Want to know about *fan* repair.

SM Jerry stated:

1. Happened in July for *fan* repair.
2. Needed radiator and *fan*, nothing out of ordinary.
3. Leaking coolant, had 92,000 miles on car.
4. Radiator split, *fan* came apart.
5. When overheating could have caused.
6. Nothing was covered under warranty.
7. Some issues with older models with *fan*s, but not this model, but no recalls.

Writer stated:

1. Thank you.

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]	K1091578	60,541

Airville PA [REDACTED] Dealer: MD033 American Kia

Case History

Inquiry Recall Info

*** PHONE LOG 04/05/2006 01:09 PM US Mountain Standard Time WLevy

Caller states:

1. I do all my own service on my veh
2. Last week I was changing the timing belt
3. I noticed that the *fan* was cracked
4. There is a TSB KT2005022509----I looked it up on the internet
5. It came out on 11/03
6. It said *fan* is prone to cracking
7. I took the *fan* to the service dept this morning
8. He's gonna check on this and he hasn't called me back yet
9. I think this should be under warr and part of the PTW
10. They just took this dealership over
11. He told me it comes in one big piece, \$110
12. The bulletin tells me just the *fan* can be replaced with just 4 screws

Wrtr states:

1. Updated; no recalls
2. Advised that wrtr would need to call service dept for their input
3. Advised that wrtr would call customer back on cell: [REDACTED]

Caller thanked wrtr

*** PHONE LOG 04/07/2006 07:31 AM US Mountain Standard Time WLevy Action Type:Outgoing call

Wrtr called and LVM for callback, if necessary

*** PHONE LOG 04/07/2006 01:45 PM US Mountain Standard Time WLevy Action Type:Incoming call

[REDACTED] LVM stating:

1. You don't have to call me back
2. This is about the Sportage *fan*
3. I think it's gonna be remedied
4. The dealer has called me
5. We're working on the problem right now
6. Again, thank you for the assistance

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	kndjb723325 [REDACTED]	K350587	49,000
Glenn Heights TX [REDACTED]			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 08/11/2004 05:24 AM CHamilton

Caller [REDACTED] states:

1. Purchased new
2. What is my warr
3. Radiator *fan* broke

Wtr states:

1. Updated, no recalls
2. Warr start date is 3/13/2002
3. 5/60 LBW, 10/100 PTW
4. LBW covers radiator and *fan* of man defects
5. Kia dlr will need to inspect to determine
6. Transferred to r/s

*** CASE CLOSE 08/11/2004 05:24 AM CHamilton

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723625	K1020365	35,000
Rochester NY			Dealer: NY023 Dorschel Kia	

Case History

Inquiry Accessories

*** PHONE LOG 09/29/2005 12:04 PM US Mountain Standard Time CDiaz
Customer Stated:

1. Current concern: Parts delay - **Fan** and Power steering hose
2. The **fan** broke and caused all kinds of problems.
3. Dealer has a part on back order.
4. Cell
5. The car was towed in on Sunday.
6. Have been without my car for one week now and dealer still does not have the part.
7. I want a rental car.
8. Should not have a **fan** breaking anyway.

Bret Stated: NY023 Service

1. Waiting on parts. (PS hose)
2. She came in Monday.
3. We have not called our DPSM about alt trans yet.
4. Thought the part was coming today.
5. Parts person is not here and when I looked it seems that we are waiting for more than one of these parts.

Writer Stated:

1. Call Glen Vetzikian and let him know of the situation.
2. Since the customer is insistent we need to let Glen make the decision.
3. I will let the customer know that alt trans is not covered but will be check and see if the DPSM will offer on.

Bret agreed.

Writer Stated:

1. Gave the info to the customer.

Customer Stated:

1. Where do I go higher if the he will not give a rental car.

Writer Stated:

1. Gave name and case #.
2. You are welcome to call me back if needed.

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

Send to:[GVetzikian@kiausa.com]

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1020365_CDiaz_09-29-2005120307.doc>>

*** CASE CLOSE 09/29/2005 12:07 PM US Mountain Standard Time CDiaz

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K520972	30,000
Palm Coast FL [REDACTED]			Dealer: FL054 Speedway Kia	

Case History

Complaint Rental Car

*** PHONE LOG 07/27/2005 09:03 AM US Mountain Standard Time DLyons
cust states: [REDACTED] daughter) :

1. the vehicle was towed to the kia dlrshp Monday because the *fan* came apart causing the fluids to all come out
2. cust has put herself into a rental vehcile apying \$39.99 per day
3. cust is seeking rental assistance for mother
4. Bernie is who cust has been working with, parts are on order

Writer advised:

1. so sorry to hear of this concern
2. would be happy to contact the service manager to determine if there is any further assistance that can be provided.
3. rentals are not a provision of the kia warranty.

Writer called dlrshp Speedway Kia, spoke to Dominic Service Advisor: Dan McCran is on vacation until Monday.

1. what is the status of the diagnosis

[REDACTED]-States:

1. the *fan* came apart and so there are parts ordered
2. dlrshp does not provide any loaner vehicles, kia does not cover under the warranty
3. the radiator & the *fan* came in today, power steering resavour is not in at this time
4. the part was order and placed on a back order, there is 0 availability
5. parts manager is trying to get the part from another dlrshp, hopefully they can find one

Writer Thanked [REDACTED] for the information.

*** PHONE LOG 07/27/2005 11:09 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer returned call to customer:

1. advised of the status of the parts
2. advised that the dlrshp is still looking for one part for customer repair
3. suggested to stay in contact with Bernie at the dlrshp who would be able to advise of the part status.

Cust states:

1. Thank you for returning my call.

*** CASE CLOSE 07/27/2005 11:10 AM US Mountain Standard Time DLyons

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K474338	26,000
HOUSTON TX [REDACTED]			Dealer: TX010 Joe Myers Kia	

Case History

Inquiry Recall Info

*** PHONE LOG 05/31/2005 02:19 PM BBrown
CUST STATES
1 ARE THERE ANY OPEN RECALLS ON MY VEH

WRITER STATES
1 NO RECALLS ON VEH

*** CASE CLOSE 05/31/2005 02:19 PM BBrown

*** PHONE LOG 06/02/2005 10:06 AM TMorales Action Type:Incoming call
Cust stated:
1. Is there a recall on the brakes; my sister has the van and there is a recall on the brakes
2. How do I find out if other people have had problems w/ their *fan*s; mine blew up
3. The dlr is taking care of the *fan* under warranty
4. But am having brake problems
5. What are the warranties on the veh

Writer advised:
1. Apologized for the trouble
2. There are no recalls on this veh
3. There is a hub recall that could cause wheel bearing problems on the Sedona; but that is not a brake recall
4. Explained 5/60 PTW LBW and 5/xx R/A coverage and conditions
5. Friction wear and tear parts are excluded: clutch, belts, brake pads and rotors

Cust stated:
1. Ok, thanks

*** CASE CLOSE 06/02/2005 10:06 AM TMorales

*** PHONE LOG 07/07/2005 11:33 AM US Mountain Standard Time TMorales Action Type:Incoming call
Cust stated:
1. The dlr has had the veh for 7 days and cannot figure out what is causing the engine to not run; it will start but will not stay running
2. The veh got to the dlr last Thursday morning
3. The dlr says they have done all these things and the veh is still not running
4. The dlr says the Kia rep knows about the problem too
5. The dlr has given a rental veh to the cust

writer advised;
1. Apologized for the problem
2. There are no recalls on the veh
3. The dlr should be contacting the Techline and their DPSM
4. If the dlr still has no idea what to do and upon the advise of the DPSM; I will escalate the case to the regional office to bring greater attention to the problem by a higher level
5. I will call the dlr and DPSM and call back cust /w update

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K474338	26,000
HOUSTON TX	[REDACTED]		Dealer: TX010 Joe Myers Kia	

1. Ok, thanks

*** PHONE LOG 07/08/2005 10:38 AM US Mountain Standard Time TMorales Action Type:Incoming call

Writer called dlr and spoke to svc adv Billy who stated:

1. The veh is fixed and the cust picked it up; it was the fuel filter

*** PHONE LOG 07/08/2005 10:57 AM US Mountain Standard Time TMorales Action Type:Incoming call

Writer called cust and lvm stating:

1. I understand the veh is fixed and you have picked it up

2. Please call back if you need further assistance

3. Verified writer contact info

*** PHONE LOG 07/11/2005 10:13 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called cust and lvm stating:

1. I understand the veh is fixed and you have picked it up

2. Please call back if you need further assistance

3. Verified writer contact info

*** PHONE LOG 07/12/2005 08:38 AM US Mountain Standard Time TMorales Action Type:Incoming call

Writer called cust and lvm stating:

1. I understand the veh is fixed and you have picked it up

2. Please call back if you need further assistance

3. Verified writer contact info

*** CASE CLOSED 07/12/2005 09:28 AM US Mountain Standard Time TMorales Action Type:Case Closed

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K1068029	36,000
HOUSTON TX [REDACTED]			Dealer: TX010 Joe Myers Kia	

Case History

Complaint Quality

*** PHONE LOG 02/01/2006 07:25 AM US Mountain Standard Time RBussey

Customer stated:

1. I have had numerous problems w/ this veh.
2. @ 3k miles and this last June as well the clutch *fan* broke.
3. My trans was slipping and the dealer said it was because the veh.
4. Because of these veh's problems I have almost been involved in 3 accidents.
5. I want this veh bought back.

Writer stated;

1. Sorry for the frustrations.
2. Writer would like to assist in repair of veh, (Customer stated nothing to repair, veh working fine other than latch that dealer has ordered)
3. Our responsibility is to repair the veh under the terms of the warr, referred customer to WACIM.

*** CASE CLOSE 02/01/2006 07:25 AM US Mountain Standard Time RBussey

*** NOTES AND STATUS CHANGE 02/27/2006 10:30 AM Pacific Daylight Time ARomo Action Type:Manager review

Customer has filed BBB formal complaint.

Customer concerns are the same as above.

Sent copy to DPSM

A hearing must be held by: 4/06/06

Will send MRF to the BBB once reviewed by DPSM

*** EMAIL OUT ARomo Action Type:Internal email

Send to: [REDACTED]

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*** NOTES AND STATUS CHANGE 02/27/2006 11:06 AM Pacific Daylight Time ARomo Action Type:Manager review

Rec'd BBB letter

1. Customer is ineligible for program
2. Mileage exceeds the mileage requirement.
3. Will not be able to assist.

Sent copy to DPSM

*** EMAIL OUT ARomo Action Type:Internal email

Send to [REDACTED]

Case has been closed by the BBB.

No further action needed at this time.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K1068029	36,000
HOUSTON TX [REDACTED]	[REDACTED]	[REDACTED]	Dealer: TX010 Joe Myers Kia	

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*** CASE CLOSE 02/27/2006 11:08 AM Pacific Daylight Time ARomo

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1202103	47,740
Bushnell FL [REDACTED]			Dealer: FL090 West Palm Beach Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/13/2006 07:59 AM US Mountain Standard Time TLarson

CUSTOMER ADVISED

1 MY VEHICLE HAS BEEN AT THE DEALER FOR 2.5 WEEKS

2 I WAS TOLD THAT THE DRIVE BELT BROKE CAUSING THE RADIATOR *FAN* TO BREAK

3 AFTER FURTHER DIAGNOSIS THEY FOUND THAT THE MOTOR NEEDS TO BE REPLACED ALONG WITH THE WATER PUMP

4 THE DEALER GAVE ME A NUMBER TO ENTERPRISE AND WAS TOLD TO CALL ANOTHER LOCATION

5 THEY AGREED TO GIVE ME THE VEHICLE BUT NOW 2.5 WEEKS LATER THEY ARE TELLING ME THAT THEY DID NOT AUTHORIZE A RENTAL AND I HAVE TO PAY FOR IT

6 IM NOT SURE WHO I HAVE BEEN WORKING WITH BUT IM GETTING THE RUN AROUND

7 CAN YOU HELP ME

WRITER ADVISED

1 APOLOGIZED FOR SITUATION

2 KIA DOES NOT HAVE A GUARANTEED RENTAL PROGRAM

3 I NEED TO CALL THE DEALER FOR MORE INFO

(PUT CUST ON HOLD)

WRITER CALLED ISIAIAH @ FL090 ADVISED

1 WE DID NOT AUTHORIZE A RENTAL

2 WE ARE IN THE PROCESS OF FIXING THE VEHICLE

3 NONE OF THE MGRS IN THE SVC DEPT AUTHORIZED THIS VEHICLE

4 WE ARE PRESENTLY COVERING 3 DAYS OF THE RENTAL

5 I HAVE TO SPEAK WITH THE MANAGERS AT ENTERPRISE TO DETERMINE HOW MUCH COVERAGE WILL BE PROVIDED

6 HE IS STILL WAITING TO HEAR FROM THEM AND WILL CALL THE CUSTOMER ONCE MORE INFO IS OBTAINED

WRITER ADVISED

1 THANK YOU FOR YOU INFO

2 WILL FOLLOW UP WITH THE CUSTOMER

CUSTOMER ADVISED

1 OK I WILL FOLLOW UP WITH [REDACTED]

2 I AM REALLY FRUSTRATED WITH THE CASE

WRITER ADVISED

1 NO PROBLEM

2 CALL BACK IF WE CAN BE OF FURTHER ASSISTANCE

*** CASE CLOSE 07/13/2006 07:59 AM US Mountain Standard Time TLarson

*** PHONE LOG 07/13/2006 08:25 AM US Mountain Standard Time TLarson Action Type:Incoming call

ISIAIAH @ FL090 ADVISED IN VOICE MAIL

1 PLEASE RETURN MY 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]	KNDJB723925 [REDACTED]	K1202103	47,740
Bushnell FL	[REDACTED]		Dealer: FL090 West Palm Beach Kia	

*** PHONE LOG 07/13/2006 08:42 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED ISAIAH @ FL090 ADVISED

1 I REVIEWED THIS WITH MY MGR
2 MY MGR OFFERED TO PAY FOR THE WHOLE RENTAL IF ENTERPRISE CHARGED 15\$ A DAY
3 ENTERPRISE DENIED THIS OFFER
4 AT THIS TIME WE ARE ONLY PAYING 3 DAYS
5 THIS IS A MISCOMMUNICATION BETWEEN THE 2 ENTERPRISE LOCATIONS
6 WE FEEL THAT THEY SHOULD PAY FOR IT

WRITER ADVISED

1 THANK YOU FOR YOUR INFORMATION
2 WHAT IF THE CUSTOMER PAYS FOR THE ENTIRE COST OF THE RENTAL WOULD YOU GUYS BE WILLING TO MAKE THAT SAME OFFER TO THE CUSTOMER ON A REIMBURSEMENT BASIS

[REDACTED] @ FL090 ADVISED

1 I HAVE TO REVIEW IT WITH MY MGR
(PUT WRITER ON HOLD)
2 MY MGR HAS AGREED TO REIMBURSE 15\$ A DAY TO THE CUSTOMER FOR EACH DAY SHE HAD TO PAY FOR

WRITER ADVISED

1 OK THANK YOU FOR THAT OFFER
2 I WILL FOLLOW UP WITH THE CUSTOMER
3 I WILL ASK THEM TO FOLLOW UP WITH YOU IF SHE WANTS TO TAKE ADVANTAGE OF THIS OFFER

[REDACTED] @ FL090 ADVISED

1 NO PROBLEM
2 WE WILL HONOR THIS REQUEST

*** PHONE LOG 07/13/2006 08:45 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(LEFT VOICE MAIL)

1 REQUESTED CALL BACK
2 ADVISED I HAVE MORE INFO TO PROVIDE
3 PLEASE CALL ME BACK

*** PHONE LOG 07/13/2006 01:10 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER RECEIVED VOICE MAIL FROM CUSTOMER

WRITER CALLED CUSTOMER

1 EXPLAINED THE OFFER THAT ISAIAH AND HIS DEALER HAVE MADE
2 THEY ONLY OFFER RENTALS IN BUNDLES OF 3 DAYS
3 UNFORTUNATELY THIS IS NOT SOMETHING THAT KIA AUTHORIZED
4 THE OTHER OPTION WOULD BE TO TALK WITH ENTERPRISE ABOUT THE BILL, AT THIS POINT BECAUSE OF THE MISCOMMUNICATION WAS BETWEEN THE TWO ENTERPRISE RENTAL AGENCYS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1202103	47,740
Bushnell FL [REDACTED]	[REDACTED]	[REDACTED]	Dealer: FL090 West Palm Beach Kia	

CUSTOMER ADVISED

- 1 I AM NOT GOING TO PAY 10\$ A DAY FOR SOME ONES SCREW UP
- 2 THIS WAS FULLY AUTHORIZED, WHEN WE LEFT THE ENTERPRISE THEY SAID IT WAS ALL TAKEN CARE OF
- 3 HOW MUCH LONGER IS MY VEHICLE GOING TO BE AT THE DEALER
- 4 HOW MUCH MORE MONEY DO WE HAVE TO PAY ?

WRITER ADVISED

- 1 I AM NOT SURE HOW LONG THE VEHICLE IS GOING TO TAKE
- 2 I RESEARCHED THE RENTAL SITUATION PREVIOUSLY
- 3 KIA DOES NOT HAVE A RENTAL POLICY SO UNFORTUNATELY THIS IS NOT SOMETHING THAT KIA WILL COVER

CUSTOMER ADVISED

- 1 WHAT HAPPENS IF I STILL HAVE PROBLEMS WITH THE ENGINE AFTER THE REPAIRS
- 2 I WANT THEM TO REPLACE THE WHOLE ENGINE
- 3 IT WILL NOT RUN PROPERLY AND THEY KNOW IT

WRITER ADVISED

- 1 I WILL CHECK ON THE ETA OF THE REPAIRS
- 2 THE DEALER IS ONLY ABLE TO REPLACE THE ITEMS THAT THEY FOUND TO BE DEFECTIVE
- 3 IF THE WHOLE ENGINE REQUIRED REPLACEMENT THE DEALER WOULD DO THAT
- 4 I WILL CALL YOU BACK WITH THE ETA ON THE FINISH OF THE REPAIRS

CUSTOMER ADVISED

- 1 OK THANK YOU
- 2 CALL ME ON MY HOME NUMBER [REDACTED]

WRITER ADVISED

- 1 I WILL DO THAT

*** PHONE LOG 07/13/2006 01:11 PM US Mountain Standard Time TLarson Action Type:Outgoing call

WRITER CALLED ISIAIAH @ FL090 ADVISED

- 1 THE REPAIRS WILL BE COMPLETED TOMORROW
- 2 THE VEHICLE SHOULD BE PICKED UP TOMORROW AFTERNOON

WRITER ADVISED

- 1 THANK YOU FOR YOUR INFO
- 2 I WILL FOLLOW UP WITH THE CUSTOMER

*** PHONE LOG 07/13/2006 01:13 PM US Mountain Standard Time TLarson Action Type:Incoming call

WRITER ADVISED CUSTOMER

- 1 REPAIRS WILL BE COMPLETED TOMORROW
- 2 VEHICLE WILL BE READY TO BE PICKED UP TOMORROW AFTERNOON

CUSTOMER ADVISED

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Bushnell FL		KNDJB723925	K1202103	47,740
			Dealer: FL090 West Palm Beach Kia	

1 OK THANK YOU

*** CASE CLOSE 07/13/2006 01:14 PM US Mountain Standard Time TLarson

*** PHONE LOG 08/10/2006 08:49 AM US Mountain Standard Time ELeon Action Type:Incoming call

*** PHONE LOG 08/10/2006 08:07 AM US Mountain Standard Time ELeon

WRITER RECEIVED CALL FROM (CO-OWNER)

STATED:

1. WE HAD THE VEHICLE REPAIRED AT THE West Palm Beach Kia DEALER.
2. THE TIMING BELT BROKE AND THEY REPLACED THE HEADS AND OTHER PARTS OF THE ENGINE.
3. THEY ALSO DID THE 30K SERVICE.
4. AFTER THE VEHICLE BEEN REPAIRED THERE WERE PROBLEMS WITH THE VEHICLE AND HAD TO TAKE THE VEHICLE BACK.
5. NOW THE VEHICLE WAS SHAKING AND THE ENGINE WAS LEAKING .
6. I DROVE THE VEHICLE TO MY DEALER Napleton's North Lake Kia AND THEY GAVE ME A LIST OF ALL THE PROBLEMS WITH THIS VEHICLE.
7. THEY THE MANIFOLD WAS MISSING, THERE WERE BOLTS MISSING, WATER PUMP WAS LEAKING AND MANY OTHER THINGS.
8. CAN I FAX YOU THE LIST OF PROBLEMS THE Napleton's North Lake Kia FOUND AFTER THEIR INSPECTION?
9. I NEED TO KNOW WHAT I SHOULD DO NOW?
10. I DO NOT WANT TO TAKE THE VEHICLE BACK TO THE West Palm Beach Kia.
11. I WAS THINKING OF CALLING A LAWYER.

WRITER STATED:

1. SORRY.
2. YOU CAN FAX WRITER THE Napleton's North Lake Kia DEALER DIAGNOSIS.
3. WRITER WILL NEED TO CONTACT THE West Palm Beach Kia AND INFORM THE SERVICE MANAGER THE PROBLEM .
4. WRITER WILL CONTACT THE DPSM AND GET HIM INVOLVED.
5. PROVIDED WRITERS FAX NUMBER.

CUSTOMER STATED:

1. I CAN FAX YOU THE Napleton's North Lake Kia DIAGNOSTICS RIGHT NOW.

WRITER STATED:

1. LET ME PLACE YOU ON HOLD AND SEE IF THE FAX CAME THROUGH.
2. WRITER PLACED CUSTOMER ON HOLD.

WRITER CAME BACK ON THE LINE.

1. APOLOGIZED.
2. WRITER DID NOT GET THE FAX.

CUSTOMER STATED:

1. I HAVE BEEN TRYING TO FAX YOU BUT I AM GETTING A READING THE LINE IS BUSY.

WRITER STATED:

1. WRITER IS NOT FINDING ANY PROBLEMS WITH THE FAX.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1202103	47,740
Bushnell FI [REDACTED]	[REDACTED]	[REDACTED]	Dealer: FL090 West Palm Beach Kia	

2. WRITER WILL CONTACT THE West Palm Beach Kia SERVICE MANAGER AND REVIEW YOUR COMPLAINT.
3. WRITER WILL CONTACT THE DPSM AND GET HIM INVOLVED.
4. YOU CAN CALL WRITER ONCE YOU HAVE SUCCESSFULLY COMPLETED THE FAX.
5. WRITER WILL CALL YOU ONCE SPOKEN TO THE KIA REPS.

CUSTOMER STATED:

1. YOU CAN CALL [REDACTED]
2. THANK YOU.

*** PHONE LOG 08/10/2006 12:26 PM US Mountain Standard Time ELeon Action Type:Incoming call
** PHONE LOG 08/10/2006 09:00 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT MARK SERVICE MANAGER AT West Palm Beach Kia.

WRITER STATED:

1. CAN YOU TELL ME THE REPAIRS ON THIS VEHICLE?
2. CUSTOMER CALLING REGARDING PROBLEMS WITH THE VEHICLE?.

MARK STATED:

1. THE **FAN** BROKE FROM THE RADIATOR AND DAMAGED THE RADIATOR.
2. THE VEHICLE OVERHEATED AND WARPED THE CYLINDER HEADS.
3. THERE IS A TSB ON THIS (150000002).
4. WE REPLACED THE CYLINDER HEAD AND THE RADIATOR.

WRITER STATED:

1. THE CUSTOMER TOOK THE VEHICLE TO THE NAPLETON KIA.
2. THE NAPLETON KIA DEALER FOUND PARTS MISSING AND LOOSE PARTS.

[REDACTED] STATED:

1. I THINK THE VEHICLE IS HERE.
2. IF YOU HAVE ANY INFO FROM THE NAPLETON KIA , PLEASE LET ME KNOW.

*** NOTES 08/10/2006 09:10 AM US Mountain Standard Time ELeon Action Type:Manager review

WRITER CONTACT Shawn Maxwell.

WRITER STATED:

1. WRITER RECEIVED YOUR FAX.
2. COULD YOU FAX WRITER THE West Palm Beach Kia R/O RECEIPT.
3. DO NOT DRIVE THE VEHICLE.
4. THE VEHICLE WILL NEED TO BE TOWED TO A KIA DEALERSHIP.
5. WRITER WILL CONTACT THE DPSM AND WILL FIND OUT WHICH KIA DEALER THE VEHICLE NEEDS TO BE TOWED TO.

CUSTOMER STATED:

1. THIS IS MY ONLY VEHICLE.
2. THE LAST TIME THE VEHICLE WAS AT THE KIA DEALER THEY HAD IT FOR WEEKS.

WRITER STATED:

1. WRITER WILL REVIEW THE TRANSPORTATION CONCERN WITH THE DPSM.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925	K1202103	47,740
Bushnell FL			Dealer: FL090 West Palm Beach Kia	

CUSTOMER STATED:

1. I WILL FAX YOU THE R/O RECEIPTS IN ABOUT AN HOUR.
2. I HAVE YOUR FAX NUMBER.
3. THANK YOU.

*** PHONE LOG 08/10/2006 12:09 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT JOHN SERVICE MANAGER AT Napleton's North Lake Kia (FL075).

WRITER STATED:

1. CAN YOU TELL ME YOU DIAGNOSTIC ON THIS CUSTOMER ?

[REDACTED] STATED:

1. THE CUSTOMER BROUGHT IN THE VEHICLE SAYING IT WAS NOT RUNNING RIGHT.
2. WE TOLD THE CUSTOMER WE WILL DO A GOOD WILL INSPECTION SINCE THEY TOLD US THE VEHICLE WAS SERVICED AT ANOTHER KIA DEALERSHIP.
3. THE EXHAUST MANIFOLD IS MISSING.
4. THE THROTTLE CABLE BRAKE BOLTS WERE CROSSED THREADED.
5. THE DIP STICK IS BROKEN, THE WATER PUMP IS LEAKING BADLY.
6. THE TIMING COVER WAS PUT IN SIDEWAYS.
7. THE AIR BOX BOLTS ARE MISSING.
8. WE RECOMMENDED THE VEHICLE BE TAKEN BACK TO THE West Palm Beach Kia A
9. THESE PARTS ARE NON DEFECTS AND RATHER THE CUSTOMER PAY FOR BROKEN AND MISSING PARTS, THEY SHOULD TAKE THE VEHICLE BACK TO West Palm Beach Kia DO DID THIS SERVICE.

WRITER STATED:

1. WRITER WILL CONTACT THE West Palm Beach Kia DPSM.
2. THANK YOU.

*** PHONE LOG 08/10/2006 12:39 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT DPSM DON STEVENS.

WRITER STATED:

1. CUSTOMER VEHICLE WAS SERVICED AT THE West Palm Beach Kia FOR ENGINE REPAIRS.
2. THE CUSTOMER HAD DRIVEN THE VEHICLE WHEN HE FOUND THAT THE VEHICLE WAS RUNNING STRANGE.
3. THE CUSTOMER DROVE THE VEHICLE TO NAPLETON KIA DEALER.
4. WRITER SPOKE TO JOHN S.M. AT NAPLETON KIA.
5. REITERATED JOHNS'S DIAGNOSIS.
6. CAN WE GET THE CUSTOMER A RENTAL?
7. WHERE SHOULD THE VEHICLE BE TAKEN TO?

DON STATED:

1. I RECOMMEND THE VEHICLE BE TAKEN BACK TO THE West Palm Beach Kia WHO DID THE REPAIRS.
2. I WILL CALL MARK POPE SERVICE MANAGER AND GO OVER THE REPAIRS THEY DID AT THE DEALERSHIP.
3. I WILL APPROVE A 1 DAY RENTAL FOR THE CUSTOMER.
4. IF IT WILL TAKE LONGER FOR THE REPAIRS WE CAN EXTEND THE RENTAL.
5. IF THE CUSTOMER CAN DRIVE THE VEHICLE TO THE West Palm Beach Kia , HE SHOULD PUT WATER IN THE RADIATOR.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925	K1202103	47,740
Bushnell FL	[REDACTED]		Dealer: FL090 West Palm Beach Kia	

6. KIA ROADSIDE ASSISTANCE CAN PROVIDE A TOW AS ANOTHER OPTION.
7. I WILL GET THE R.O ON THE West Palm Beach Kia REPAIRS AND COMPARE THEM TO WHAT THE NAPLETON KIA DEALERS DIAGNOSIS.

*** EMAIL OUT ELeon Action Type:External email

Send to [REDACTED]

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<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1202103_ELeon_08-10-2006134135.doc>>

*** PHONE LOG 08/10/2006 01:32 PM US Mountain Standard Time ELeon Action Type:Incoming call

WRITER CONTACT CUSTOMER AND DVM.

WRITER STATED:

1. WRITER CONTACT DPSM.
2. YOU WILL NEED TO TAKE THE VEHICLE BACK TO THE West Palm Beach Kia.
3. THAT DEALER NEED TO CORRECT ANY REPAIRS MADE BY THEIR TECHS.
4. CONTACT MARK POPE THE West Palm Beach Kia SERVICE MANAGER.
5. THE DPSM WILL PROVIDE A RENTAL.
6. YOU WILL NEED TO TAKE THE VEHICLE TO THE West Palm Beach Kia DEALER BY A TOW OR YOU CAN PUT WATER IN THE RADIATOR AND DRIVE THE VEHICLE THERE.
6. CALL BACK WRITER.

*** PHONE LOG 08/10/2006 01:41 PM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT CUSTOMER AND LVM

*** PHONE LOG 08/11/2006 10:24 AM US Mountain Standard Time ELeon Action Type:Incoming call

WRITER RECEIVED VM CALL FROM CUSTOMER .

CUSTOMER STATED:

1. I BROUGHT THE VEHICLE INTO THE KIA DEALER.
2. CALL ME..

*** PHONE LOG 08/11/2006 10:28 AM US Mountain Standard Time ELeon Action Type:Incoming call

WRITER CONTACT ALINE AT West Palm Beach Kia SERVICE DEPT.

WRITER STATED;

1. WRITER NEEDS AN UPDATE ON THIS CUSTOMER.
2. WAS THIS CUSTOMER PUT INTO A RENTAL?

ALINE STATED:

1. MARK THE SERVICE MANAGER IS WHO YOU NEED TO SPEAK TO.
2. MARK IS IN A MEETING.
3. I WILL GIVE THE MESSAGE TO CALL YOU.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1202103	47,740
Bushnell FL [REDACTED]	[REDACTED]	[REDACTED]	Dealer: FL090 West Palm Beach Kia	

WRITER STATED:

1. PROVIDED WRITERS NUMBER.
2. THANKS.

*** PHONE LOG 08/11/2006 10:37 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER.

WRITER STATED:

1. RECEIVED YOUR CALL.
2. WERE YOU GIVEN A RENTAL?

CUSTOMER STATED:

1. IT TOOK THE DEALER AN HOUR TO FINALLY GET ME A RENTAL.
2. I REALLY DO NOT LIKE WORKING WITH THIS DEALERSHIP.
3. AFTER THIS IS TAKEN CARE OF I WILL GO TO ANOTHER KIA DEALER.
4. EVERY TIME I CALL THIS DEALERSHIP I GET DISCONNECTED OR GET AN EXCUSE WHY THE SERVICE E MANAGER WILL NOT COME TO THE PHONE.

WRITER STATED;

1. APOLOGIZED.
2. WRITER WAS MAKING SURE YOU ARE IN A RENTAL
3. THE FACTORY REP IS INVOLVED IN THE REPAIRS.
4. WRITER MAY NEED TO FORWARD YOUR CASE TO THE REGIONAL OFFICE FOR FURTHER ASSISTANCE.

CUSTOMER STATED:

1. I APPRECIATE YOUR ASSISTANCE.
2. THANK YOU.

*** PHONE LOG 08/16/2006 05:58 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CALLED West Palm Beach Kia SERVICE DEPT.

WRITER WAS PLACED ON HOLD .

WRITER DISCONNECT AFTER BEING PUT ON HOLD FOR 4 MIN. WITHOUT ANYONE PICKING UP LINE.

*** PHONE LOG 08/17/2006 05:04 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER contact Mark at West Palm Beach Kia SERVICE DEPT and LVM.

WRITER Stated:

1. Need update on the customers vehicle.
2. Provided customers info.
3. Contact Writer
4. Provided writers number.

*** PHONE LOG 08/18/2006 05:06 AM US Mountain Standard Time ELeon Action Type:Incoming call
Writer called West Palm Beach Kia service dept and lvm at extension 5132.

Writer stated:

1. Need service update on this customers vehicle.
2. Provided customer's info.
3. Call back writer.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1202103	47,740
Bushnell FL	[REDACTED]			Dealer: FL090 West Palm Beach Kia

*** PHONE LOG 08/22/2006 04:59 AM US Mountain Standard Time ELeon Action Type:Outgoing call

Writer contacted Aline in West Palm Beach Kia service dept .

Writer stated:

1. Need service update on this customers vehicle.
2. Provided customer's info.

Aline stated:

1. The parts are coming in today.
2. The vehicle should be ready sometime this week.
3. You can call back in a few days and we should know when the vehicle will be returned to the customer.

*** PHONE LOG 08/23/2006 11:17 AM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CALLED CUSTOMER AND LVM.

WRITER STATED:

1. CALLING WITH UPDATE.
2. WRITER IS STILL OVERSEEING THE REPAIRS.
3. WRITER WILL CALL BACK.

*** PHONE LOG 08/24/2006 05:37 AM US Mountain Standard Time ELeon Action Type:Outgoing call

Writer contacted Aline in West Palm Beach Kia service dept .

Writer stated:

1. Need service update on this customers vehicle.
2. Provided customer's info.

Aline stated:

1. we are still waiting on parts.

*** NOTES 08/28/2006 10:49 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received ADL
2. Writer will contact Call Center and advise not to speak to customer any more
3. Writer will send letter to attorney requesting all documents (sales docs, finance contract, RO's)
4. Writer will advise outside council (Frank Hosley) about this case

*** NOTES 08/28/2006 11:22 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to DPSM (Don Stevens) and stated:
* I need to get copies of all sales docs and RO's
2. Don stated:
* I will get these for you

*** NOTES 08/28/2006 08:49 AM US Mountain Standard Time ELeon Action Type:Manager review
WRITER FORWARDING CASE TO REGION FOR HANDLING PER OSprague REQUEST.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]		KNDJB723925 [REDACTED]	K1202103	47,740
Bushnell FL	[REDACTED]	Dealer: FL090 West Palm Beach Kia		

*** NOTES 09/05/2006 10:27 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Letter sent to attorney requesting all sales docs and RO's
2. Case will be closed pending receipt of documents

*** CASE CLOSE 09/05/2006 10:29 AM Eastern Daylight Time OSprague
letter to attorney requesting sales docs & RO's

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1213516	47,000
WEST PALM BEACH FL [REDACTED]		Dealer: FL090 West Palm Beach Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 08/10/2006 08:07 AM US Mountain Standard Time ELeon
WRITER RECEIVED CALL FROM [REDACTED] (CO-OWNER)

[REDACTED] STATED:

1. WE HAD THE VEHICLE REPAIRED AT THE West Palm Beach Kia DEALER.
2. THE TIMING BELT BROKE AND THEY REPLACED THE HEADS AND OTHER PARTS OF THE ENGINE.
3. THEY ALSO DID THE 30K SERVICE.
4. AFTER THE VEHICLE BEEN REPAIRED THERE WERE PROBLEMS WITH THE VEHICLE AND HAD TO TAKE THE VEHICLE BACK.
5. NOW THE VEHICLE WAS SHAKING AND THE ENGINE WAS LEAKING .
6. I DROVE THE VEHICLE TO MY DEALER Napleton's North Lake Kia AND THEY GAVE ME A LIST OF ALL THE PROBLEMS WITH THIS VEHICLE.
7. THEY THE MANIFOLD WAS MISSING, THERE WERE BOLTS MISSING, WATER PUMP WAS LEAKING AND MANY OTHER THINGS.
8. CAN I FAX YOU THE LIST OF PROBLEMS THE Napleton's North Lake Kia FOUND AFTER THEIR INSPECTION?
9. I NEED TO KNOW WHAT I SHOULD DO NOW?
10. I WAS THINKING OF CALLING A LAWYER.

WRITER STATED:

1. SORRY.
2. YOU CAN FAX WRITER THE Napleton's North Lake Kia DEALER DIAGNOSIS.
3. WRITER WILL NEED TO CONTACT THE West Palm Beach Kia AND INFORM THE SERVICE MANAGER THE PROBLEM .
4. WRITER WILL CONTACT THE DPSM AND GET HIM INVOLVED.
5. PROVIDED WRITERS FAX NUMBER.

CUSTOMER STATED:

1. I CAN FAX YOU THE Napleton's North Lake Kia DIAGNOSTICS RIGHT NOW.

WRITER STATED:

1. LET ME PLACE YOU ON HOLD AND SEE IF THE FAX CAME THROUGH.
2. WRITER PLACED CUSTOMER ON HOLD.

WRITER CAME BACK ON THE LINE.

1. APOLOGIZED.
2. WRITER DID NOT GET THE FAX.

CUSTOMER STATED:

1. I HAVE BEEN TRYING TO FAX YOU BUT I AM GETTING A READING THE LINE IS BUSY.

WRITER STATED:

1. WRITER IS NOT FINDING ANY PROBLEMS WITH THE FAX.
2. WRITER WILL CONTACT THE West Palm Beach Kia SERVICE MANAGER AND REVIEW YOUR COMPLAINT.
3. WRITER WILL CONTACT THE DPSM AND GET HIM INVOLVED.
4. YOU CAN CALL WRITER ONCE YOU HAVE SUCCESSFULLY COMPLETED THE FAX.
5. WRITER WILL CALL YOU ONCE SPOKEN TO THE KIA REPS.

CUSTOMER STATED:

1. YOU CAN CALL [REDACTED]
2. THANK YOU.
- 1.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1213516	47,000
WEST PALM BEACH FL			Dealer: FL090 West Palm Beach Kia	

*** NOTES 08/10/2006 08:46 AM US Mountain Standard Time ELeon Action Type:Manager review
WRITER CLOSING DUPLICATE CASE.
SEE CASE NUMBER K1202103

*** CASE CLOSE 08/10/2006 08:47 AM US Mountain Standard Time ELeon

*** PHONE LOG 08/10/2006 09:00 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT MARK SERVICE MANAGER AT West Palm Beach Kia.
WRITER STATED:

1. CAN YOU TELL ME THE REPAIRS ON THIS VEHICLE?
2. CUSTOMER CALLING REGARDING PROBLEMS WITH THE VEHICLE?.

[REDACTED] STATED:

1. THE **FAN** BROKE FROM THE RADIATOR AND DAMAGED THE RADIATOR.
2. THE VEHICLE OVERHEATED AND WARPED THE CYLINDER HEADS.
3. THERE IS A TSB ON THIS (150000002).
4. WE REPLACED THE CYLINDER HEAD AND THE RADIATOR.

WRITER STATED:

1. THE CUSTOMER TOOK THE VEHICLE TO THE NAPLETON KIA.
2. THE NAPLETON KIA DEALER FOUND PARTS MISSING AND LOOSE PARTS.

MARK STATED:

1. I THINK THE VEHICLE IS HERE.
2. IF YOU HAVE ANY INFO FROM THE NAPLETON KIA , PLEASE LET ME KNOW.

*** NOTES 08/10/2006 09:10 AM US Mountain Standard Time ELeon Action Type:Manager review
WRITER CONTACT Shawn Maxwell.

WRITER STATED:

1. WRITER RECEIVED YOUR FAX.
2. COULD YOU FAX WRITER THE West Palm Beach Kia R/O RECEIPT.
3. DO NOT DRIVE THE VEHICLE.
4. THE VEHICLE WILL NEED TO BE TOWED TO A KIA DEALERSHIP.
5. WRITER WILL CONTACT THE DPSM AND WILL FIND OUT WHICH KIA DEALER THE VEHICLE NEEDS TO BE TOWED TO.

CUSTOMER STATED:

1. THIS IS MY ONLY VEHICLE.
2. THE LAST TIME THE VEHICLE WAS AT THE KIA DEALER THEY HAD IT FOR WEEKS.

WRITER STATED:

1. WRITER WILL REVIEW THE TRANSPORTATION CONCERN WITH THE DPSM.

CUSTOMER STATED:

1. I WILL FAX YOU THE R/O RECEIPTS IN ABOUT AN HOUR.
2. I HAVE YOUR FAX NUMBER.
3. THANK YOU.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723925	K1213516	47,000
WEST PALM BEACH FL			Dealer: FL090 West Palm Beach Kia	

*** PHONE LOG 08/10/2006 12:09 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT JOHN SERVICE MANAGER AT Napleton's North Lake Kia (FL075).

WRITER STATED:

1. CAN YOU TELL ME YOU DIAGNOSTIC ON THIS CUSTOMER ?

STATED:

1. THE CUSTOMER BROUGHT IN THE VEHICLE SAYING IT WAS NOT RUNNING RIGHT.
2. WE TOLD THE CUSTOMER WE WILL DO A GOOD WILL INSPECTION SINCE THEY TOLD US THE VEHICLE WAS SERVICED AT ANOTHER KIA DEALERSHIP.
3. THE EXHAUST MANIFOLD IS MISSING.
4. THE THROTTLE CABLE BRAKE BOLTS WERE CROSSED THREADED.
5. THE DIP STICK IS BROKEN, THE WATER PUMP IS LEAKING BADLY.
6. THE TIMING COVER WAS PUT IN SIDEWAYS.
7. THE AIR BOX BOLTS ARE MISSING.
8. WE RECOMMENDED THE VEHICLE BE TAKEN BACK TO THE West Palm Beach Kia A
9. THESE PARTS ARE NON DEFECTS AND RATHER THE CUSTOMER PAY FOR BROKEN AND MISSING PARTS, THEY SHOULD TAKE THE VEHICLE BACK TO West Palm Beach Kia DO DID THIS SERVICE.

WRITER STATED:

1. WRITER WILL CONTACT THE West Palm Beach Kia DPSM.
2. THANK YOU.

*** CASE CLOSE 08/17/2006 03:11 PM US Mountain Standard Time DUnderwood
DO NOT OPEN ... PLEASE SEE DUPLICATE CASE # K1213516.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K338502	23,500
Denton TX 7 [REDACTED]			Dealer:	

Case History

Inquiry Rental Veh &

*** PHONE LOG 07/15/2004 03:00 PM TMorales

Cust stated:

1. The veh has been in the shop for 7 days and will be in the shop a lot longer
2. The veh *fan* blew, and the engine overheated and the veh needs a new engine
3. Was told a loaner veh comes w/ the warranty

Writer advised cust:

1. Apologized for the problem
2. Unfortunately the warranties do not provide for a loaner veh

Began to explain the veh warranties, but the cust phone disconnected; case closed pending cust call back

*** CASE CLOSE 07/15/2004 03:00 PM TMorales

*** PHONE LOG 07/15/2004 03:35 PM TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. HAD BEEN SPEAKING TO SOMEONE PREVIOUSLY BUT PHONE DIED
2. WAS TALKING ABOUT RENTAL CAR
3. DID EXPLAIN THAT IS NOT PROVISION OF WARRANTY
4. THE GUY WAS EXPLAINING WHAT KMA COVERS WHEN PHONE DISCONNECTED
5. REALLY NEEDED TO KNOW ABOUT THE WARRANTY

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED KMA WARRANTY COVERS REPAIRS OF VEHICLE FOR DEFECTS IN MATERIAL OR WORKMANSHIP
3. WARRANTY THAT CAME WITH VEHICLE IS 5/60K MILE BLW
5. 5/UNLIMITED RSA BENEFIT
6. 10/100K MILE POWER TRAIN WARRANTY
7. POWER TRAIN COVERS ENGINE, TRANSMISSION AND AXLES

*** CASE CLOSE 07/15/2004 03:35 PM TDonnelly

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425	K186571	11,000
Arlington TX	[REDACTED]		Dealer: TX040 Buz Post Kia	

Case History

Complaint Rental Car

*** PHONE LOG 07/07/2003 01:04 PM US Mountain Standard Time PMazur

Customer states

1. my car was towed to Buz Post Kia
2. the *fan* blades had a problem with them
3. they said they could have the car ready tomorrow
4. now they are telling me that the part is on national back order
5. they are saying that it will cost me \$15 for a rental
6. this should be covered under warranty

Writer states:

1. understand the situation
2. let me call the dealership and inquire on part

Writer called dealership and spoke to Mike SM

Mike states

1. part is on nation back order
2. we have no delivery time on it
3. the problem is the *fan* blades are falling apart and damaging other components

Writer states:

1. thank you

Writer called parts warehouse and spoke to Danny

Danny states

1. they are in transit right now from Korea
2. should be to dealership w/i 2 weeks

writer states:

1. thank you

Writer to customer

Writer states

1. parts are expected to dealerships w/i 2 weeks
2. writer called parts warehouse and spoke to them on times
3. rentals are not a provision of the warranty
4. dealership has arranged for \$15 in rental assistance
5. writer will call DM and ask him to call you back
6. can not guarentee when DM will be able to return call
7. DMs decision is final and writer can not over turn

Customer states

1. this is not fair
2. would like to talk to DM
3. I can not afford a rental car for 2 weeks
4. please ask him to return my call
5. the dealership said they called the Kia Rep

*** PHONE LOG 07/07/2003 01:54 PM US Mountain Standard Time PMazur Action Type:Outgoing call
writer called John Milner DPSM

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K186571	11,000
Arlington TX [REDACTED]				Dealer: TX040 Buz Post Kia

Writer states

1. customer was told by dealership that they could get \$15 rental assistance
2. customer feels that they should not have to pay for rental
3. customer has asked for callback from DM

John states

1. I will give her a call as soon as I can
2. please forward me the information

*** SEND CASE HISTORY 07/07/2003 01:55:24 PM PMazur
Case details sent to JMilner@kiausa.com.

*** CASE CLOSE 07/07/2003 01:55 PM US Mountain Standard Time PMazur
information given

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB623925	K480376	34,000
Dallas TX			Dealer: TX059 Big D Kia	

Case History

Complaint Dealer

*** PHONE LOG 06/10/2005 11:19 AM US Mountain Standard Time YDomerofski

Cust Stated:

1. Like to talk to some one about filing the complaint against KIA dlr(Big ""D"" Kia-TX059)
2. My car was over heated and had CEL on, took it to the dlr and dlr had it for a day and a half
3. According to W/O from dlr, they replaced the thermostat
4. Picked up the car and drove for 4 miles, my car was over heated again so I popped the hood to look in
5. I saw the main cooling *fan* was broken, one bald broke very clean and other 3 blads was dirty like it's been broken for a while
6. Went back to dlr and asked to service guy, what happen to my car, he didn't answer my question and kept saying we'll taking care of it
7. GM Tommy came out and called SM, I simply asked them why nobody knows about what happen to my car and nobody telling me who worked on my car
8. The Cooling *fan* is right below the thermostat, how some one can missed it
9. GM Tommy and SM was yelling at me and I was start yelling back to them
10. I still have a warranty for my car, but don't want to deal w/ them
11. I had bad experience w/ them before too
12. Like to filed the complaint against to them and like to know who is the owner of this dlr
13. Thanks

Writer Stated:

1. Updated
2. No open recalls
3. Apologized for the problems
4. Will document cust's complaint
5. Provided the name of owner of dlr
6. Provided the case#

*** CASE CLOSE 06/10/2005 11:19 AM US Mountain Standard Time YDomerofski

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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	K381711	34,000
Twentynine Palms CA			Dealer:	

Case History

Inquiry Rental Veh &

*** PHONE LOG 10/21/2004 07:40 AM US Mountain Standard Time YLabarca

CUSTOMER STATES

1 DIDNT EVEN HAVE THE VEHICLE 1 MONTH AND HAVING LOT OF PROBLEMS

2 DLR DIDNT WANT TO PROVIDE A RENTAL VEHICLE

3 WE LIVE FAR AWAY AND THE DLR HAD THE VEHICLE SINCE MONDAY

4 ENTERPRISE IS CHARGING 45.00 A DAY FOR RENTAL AND DIDNT GET ONE

5 MY VEHICLE IS AT KIA OF LA QUINTA

6 THE VEHICLE BROKE DOWN THE SIDE OF THE ROAD

7 **FAN** BLADE BROKE

8 ADV BY FORD DLR THAT TSB ON THE **FAN** PER KIA DLR IN PALMDALE

9 ROXANNE IS HELPING ME

10 THEY PUT ON THE NEW BELT FOR THE ALTERNATOR REPLACED THE BATTERY AND REPLACED THE **FAN** BY THE FORD DLR

11 WE GOT FIXED WHAT WE NEEDED FIXED

12 THEN WE TOOK THE VEHICLE BACK TO THE DLR WHERE WE PURCHASED THE VEHICLE FOR THE WINDOWS THAT WAS HAVING A PROBLEM EVER SINCE I PURCHASED IT

13 THERE WAS A NOISE IN THE BELT AFTER THE FORD DLR REPLACED THE BELT

14 THE LATCH ON THE BACK OF THE VEHICLE WAS ALREADY DAMAGED AND KIA OF LA QUINTA IS FIXING THAT

15 IM TRYING TO FIND A WAY TO GET A RENTAL

16 THE DLR IS WAITING FOR A PART TO FIX MY VEHICLE

WRITER STATES

1 APOLOGIZED

2 NO RECALLS

3 ADV OF R/A BENEFIT

4 ADV OF TRIP INTERRUPTION

5 ADV THAT LOANER NOT PROVISION OF THE WARRANTY

TRANSFERRED CUSTOMER OVER TO R/A

*** CASE CLOSE 10/21/2004 07:40 AM US Mountain Standard Time YLabarca

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K344278	63,885
Angleton TX [REDACTED]			Dealer: TX045 McKinze Bond Kia	

Case History

Complaint Other

*** NOTES 07/28/2004 11:23 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

I own a 2002 Kia Sportage and have loved my car!!! I havent had one single problem with it at all, UNTIL Friday July 16th @11:00p in the middle of Houston traffic with a car load of kids. The clutch *fan* came apart and thru blades into the radiator causing it to overheat almost immediately. We limped it off of the freeway into the nearest store parking lot and had someone come and pick us up. We came and got the car the next day and trailered it to the Kia dealership (Mckinzebond). DD Duckens let me know that the part that had cause the overheating (*fan*) would be covered because of the repeated problem with the part- even though my car was over the 60,000 miles. Wonderful I thought! So a week later - we went to pick up my car that had a new radiator as well as a new *fan* in it. Duckens then told me that the car was running rough and it needed a tune up(wanting me to buy the package from him 399.00), . I understand that the car did in fact probably need a tune up, but before the *fan* blew up it ran perfectly fine, not rough at all. So we agreed that it would need the tune up but that I would just bring it home and we would do the tune up on it. So we started home, got on the freeway 10 minutes up the road and it overheated once again, the engine light and the HOLD light came on, so we turned around and took it right back to him. I left the car running so that Duckens could see the temper, as well as the lights on the dash. He agreed that it was getting hot and it shouldnt be. He said that since that lights were on the dash it should get a code on the computer to figure out what was going on. So we left the car for the second time with him. He called us on yesterday 7/27 and told us that they couldnt find anything wrong with it other than needing a tune up (which would not cause it to overheat) so AGAIN we drove an 1 1/2 hours back up there to get the car to see that all of the lights were still on in the dash. AND THEN I WAS CHARGED 87.55 FOR THEM TO GIVE ME MY CAR BACK IN THE SAME CONDITION. I understand that the car might need a tune up, however my point is that up until the *fan* blew apart it was running perfect-- NO PROBLEMS-- now all of the sudden it runs rough, dies and has every light on the dash light. NOT JUST A COINSEDENCE! THIS PROBLEM IS MORE THAN NEEDING A TUNE UP- IT IS A DIRECT RESULT FROM THE CAR OVERHEATING WHEN THE CLUTCH *FAN* (THAT HE WARRANTEED) FELL APART...I dont understand the reason behind me having to pay for the service on a part that he warranteed, he says that because i declined the tune up package that i was charged because the PROBLEM was it needed a tune up! A tune up will not cause my car to over heat. I just pray that the motor isnt messed up from the overheating. We are doing a tune up on it as I am typing this letter and if the problem still exist, the car is going back to the dealship. I feel that I am owed an explanation, for not only the rude service I was given but the charges I had to pay for them to basically tell me that they couldnt figure out what was going on! Please on contact me at [REDACTED] Thank you so much for your time.

*** NOTES 07/29/2004 10:43 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

7/29/04

We have done a tune up on this car (We had the fuel filter, plugs and wires, air filter, pcv and oil change done) and it is still dying ever time you stop, it is vibrating just like before. Something is for sure wrong with my car, and it NO problems before this incident. Can someone please call me about this matter. I am getting no response from the dealership at all. I have been very pleased with my Kia until this and now I feel as though i will never buy another.

*** PHONE LOG 07/29/2004 11:13 AM US Mountain Standard Time BGauldin Action Type:Incoming call

customer called and spoke with CMS A T:

writer took the customer call:

1. the dealership did a over hall on the vehicle .
2. feel that the part that was covered by warranty and put in by the vehicle caused the issue in the end.
3. point is that the vehicle has been under warranty but told only needs a tune up- but ran perfectly before the overheating.

writer stated:

- 1.very sorry customer is having this concern.
2. if the HOLD light and CEL is no longer on and only issue is the vehicle will not crank or stay cranked - customer may take to any authorized KIA dealership
3. customer may take the vehicle to any authorized KIA dealership.
4. as customer to make appointment and call writer back where vehicle is going.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K344278	63,885
Angleton TX	[REDACTED]			Dealer: TX045 McKinzey Bond Kia

*** PHONE LOG 07/29/2004 11:17 AM US Mountain Standard Time BGauldin Action Type:Outgoing call
writer called SM Allan T:
1. left VM requesting call back and gave case #

*** CASE CLOSE 07/30/2004 10:30 AM US Mountain Standard Time BGauldin

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K1191946	64,000
TUSCUMBIA AL	[REDACTED]		Dealer:	

Case History

Inquiry Recall Info

*** PHONE LOG 06/15/2006 08:52 AM US Mountain Standard Time SBowyer
CUST STATED

- 1.HAVE THEIR BEEN ANY RECALLS ON THE RADIATOR *FAN* ON AN 02 SPORTAGE.
- 2.PERHAPS I WILL REPORT THIS PROBLEM TO SOMEONE TO SEE IF A RECALL CAN BE MADE OUT OF IT.
- 3.CAN YOU GIVE ME THE NUMBER TO THE NEAREST DLR IN DECATUR

WRITER STATED

- 1.SORRY ABOUT PROBLEM
- 2.NO RECALLS ON THAT PROBLEM, NONE SHOWING AT ALL FOR THIS MY SPORTAGE.
- 3.PROVIDED NEAREST DLR INFO.

CUST STATED

- 1.OK (HUNG UP)

*** CASE CLOSE 06/15/2006 08:52 AM US Mountain Standard Time SBowver

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K343057	15,500
Henderson NV [REDACTED]		Dealer: NV001 Courtesy Kia		

Case History

Inquiry Warranty Info

*** PHONE LOG 07/26/2004 03:40 PM RHall

[REDACTED] called:

1. cust went to Mesquite, on freeway, cust heard a loud pop
2. cust didnt see any damage, but under veh leaking red fluid
3. cust was told that it was the transmission oil
4. cust looked under hood, and the white *fan* was in pieces
5. courtsey kia was closed
6. highway patrol took cust to unauth dlrshp, had to pay \$300 to tow veh
7. dlrshp never to cb cust to let her know they cant see dlrshp
8. dlrshp stated he would rather have her upset than 20 other cust who have appts
9. cust wants to know what she should do

Writer stated

- 1 no open recalls
- 2 gave add to submit for eval of reimbursment for towing
- 3 inf cust she can take to any auth kia dlrshp if she doesnt like the way she is treated
- 4 cust will wait to see what dlrhsp does on 7/27/04

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