

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

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623725 [REDACTED]	K1210012	44,000
Jackson MI [REDACTED]			Dealer: MI023 Kia of Lansing	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/02/2006 06:50 AM US Mountain Standard Time RBussey
[REDACTED] called:

1. Calling because *fan* broke.
2. Damaged radiator.
3. Is that covered under the warr?

Writer stated:

1. Explained warr.
2. Sorry,
3. Advised that veh needs to be seen by a Kia dealer to determine warr coverage on concern.

*** CASE CLOSE 08/02/2006 06:50 AM US Mountain Standard Time RBussey

*** CASE OPEN 08/02/2006 06:50 AM US Mountain Standard Time RBussey

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723425	K522814	70,210
Altoona AL [REDACTED]			Dealer: GA047 Kia at Arbor Place Mall	

Case History

Inquiry Warranty Info

*** PHONE LOG 07/29/2005 06:10 AM US Mountain Standard Time ATafoya

--Writer received 800# vm, writer called [REDACTED]

[REDACTED] stated:

- 1.Overheated and had to replaced the *fan* the radiator and the thermostat
- 2.I thought these parts were suppose to be under warranty

--Writer stated:

- 1.Advised these parts were under blw 5/60 and no longer cov'd
- 2.explained plw cov'g eng block and internal parts, transm and internal parts and axle and internal parts.

*** CASE CLOSE 07/29/2005 06:10 AM US Mountain Standard Time ATafoya

*** PHONE LOG 07/29/2005 10:51 AM US Mountain Standard Time ATafoya Action Type:Incoming call

--Writer received 800# vm, writer called back again and

[REDACTED] stated:

Why did they tell me it would be covered when the car was being towed

Writer stated:

- 1.Advised rsa has no info on what's under warranty vs not

*** CASE CLOSE 07/29/2005 10:51 AM US Mountain Standard Time ATafoya

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K323456	51,000
Philadelphia PA	[REDACTED]		Dealer: PA004 Murray Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/09/2004 10:11 AM RHall

[REDACTED] called:

1. Cust has had minor problems w/ veh...window regulators, emergency brake, windshield wipers
2. Cust filed for lemon law and settled for \$2000,
3. She signed the agreement that she would not pursue any further action
4. Two days later the transmission blew
5. Yesterday the *fan* blew apart and blades busted through the radiator
6. Cust fears for her life, feels the veh is unsafe to drive
7. Cust wants to know if there is anything Kia can do to help her
8. Cust req a Kia Full Case Mgr cb at cel [REDACTED]

Writer stated:

1. A Kia Full Case Mgr will cb w/ in 72 bus hrs at cell [REDACTED]

*** PHONE LOG 06/15/2004 10:10 AM US Mountain Standard Time SCook Action Type:Outgoing call

Writer phoned [REDACTED]

Caller stated:

1. *Fan* blew apart and damaged the radiator.
2. Anti-freeze was leaking every where. PA004 repaired it but I dont feel safe.
3. Veh has been repaired, I'm afraid to drive it.
4. Veh makes constant squeaking sound when driving.
5. Have not taken veh to dealer yet for that problem.
6. All the warranty repairs you've paid for, might be cheaper to give me another car.

Writer stated:

1. Sorry that's been the case.
2. Purpose of warranty is to cover defects regardless of cost.
3. Apparent you have had problems with your kia.
4. Suggest contacting our office prior to taking veh into dealer.
5. Provided name and case#.

Caller stated:

1. Ok, thank you.

*** CASE CLOSE 06/15/2004 10:12 AM US Mountain Standard Time SCook
Pending contact.

*** CASE CLOSE 07/09/2004 08:36 AM US Mountain Standard Time ATafoya
req to speak w/Sean, writer transferred to Sean's vm

*** NOTES 07/14/2004 04:50 AM SCook Action Type:Manager review

No vm left 7/9/04

*** CASE CLOSE 07/14/2004 04:50 AM SCook

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K323456	51,000
Philadelphia PA [REDACTED]		Dealer: PA004 Murray Kia		

CUSTOMER STATES.

1. I WOULD LIKE TO SPEAK WITH SEAN PLEASE, I DO NOT HAVE HIS EXTENSION

WRITER GAVE SEANS EXTENSION AND TRANSFERRED TO V/M

*** CASE CLOSED 07/27/2004 10:15 PM ST ***

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K323053	50,000
Philadelphia PA [REDACTED]			Dealer: PA004 Murray Kia	

Case History

Complaint Replacement

*** PHONE LOG 06/08/2004 01:05 PM BGauldin
customer stated;

1. current concern is the *fan* broke into pieces and went into the radiator.
2. the vehicle is also leaking leaking fluid since the *fan* broke
3. sitting in vehicle waiting for a tow provider.
4. vehicle under warranty.
5. asking for a new vehicle.
6. this is vehicle is a lemon .
7. never mind if writer will not give a new vehilce or old vehicle to replace this one.

writer stated:

1. very sorry customer is having this concern.
2. need current concern.
3. here to assist the customer with repair.
4. vehicle needs to be at authorized KIA dealership for diagnostic.
5. customer has given issue about" signing a paper that customer is no longer allowed to sue KIA."
6. writer will call the dealership and see issue when diagnostic completed.

*** PHONE LOG 06/09/2004 06:23 AM BGauldin Action Type:Incoming call
writer called SM Mark:

1. ask if the customer's vehicle been diagnosed.
2. gave writer information for SM Mark to call back.

SM Mark stated:

1. the repair is covered by warranty.
2. will call writer back regarding finally diagnostic

*** CASE CLOSE 06/11/2004 05:16 AM BGauldin
customer wanted spark plug location and writer referred to dealership.

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K351353	67,000
Jacksonville FL	[REDACTED]		Dealer: FL044 Ray Carter Kia	

Case History

Complaint Warranty

*** PHONE LOG 08/12/2004 07:51 AM MEstrella
CALLER STATES:

1. MY **FAN** BROKE AND DAMGED MY RADIATOR, THE DEALER IS TELLING ME IT IS OUT OF WARRANTY
2. I WANT TOT WHY THIS HAPPENDED
3. NO ONE CAN TELL ME WHY THIS HAPPENED

*** NOTES 08/12/2004 07:59 AM MEstrella Action Type:Manager review
CONTINUATION OPF ABOVE NOTES:

WRITER STATES::

1. ADVISED SORRY FOR SITUATION VEH IS OUT OF THE BLW SO DLR WOULD BE ADVISING CORRECLTY
2. WE APOLOGIZE FOR SITUATION , IT MAY HAVE BEEN A DEFECT BUT THE BLW COVERS DEFECTS FOR 5/60 AND SHE IS AT 67K
3. CANNOT EXPLAIN WHY THIS HAPPENDED

CALLER STATES:
1 I WANT YOUR BOSS!

WRTR STATES:
1. ADVISED WRTR IS A CASE MGR

CALLER STATES:
1. I DO NOT CARE WHAT YOU ARE , I WANT TO TALK TO SOMEONE ELSE !

WRTR STATES:
1. WILL BE HAPPY TO LET HER SPEAK TO SOMEONE ELSE
2. ASKEDEKD CUST TO HOLD

WHILE HOLDING FOR TRANSFER TO TEAM LEAD TAMMY, CUST DISCONNECTED ME

*** PHONE LOG 08/12/2004 08:07 AM MEstrella Action Type:Outgoing call

WRITER CALLED DEALER
SVC MGR BARRY STATES:

1. THE **FAN** IS THE CAUSAL PROBLEM, IT DAMAGED THE RADIATOR
2. NETIER IS COVERED FOR MORE THAN 60K , SHE IS AT 67K , CANNOT COVER

*** CASE CLOSE 08/12/2004 08:08 AM MEstrella

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K475363	25,037
Rockingham NC [REDACTED]			Dealer:	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 06/02/2005 04:43 AM US Mountain Standard Time DLYons

cust states:

1. cust had a no start concern, there was no power
2. vehicle was towed to the nearest dlrshp, cust did not contact kia RSA
3. cust is seeking reimbursement for the tow
4. cust had repairs to the vehile, timing belt was replaced due to damage caused by the coolant *fan*, thermostat housing was also replaced.

Writer advised:

1. of the address for the RSA Claims department
2. to include a letter requesting reimbursement alson with the date of the RSA serv, VIN#, mileage, original receipt from tow facility, copy of RO
3. updated cust info, gave case#, no recalls on vehicle.

*** CASE CLOSE 06/02/2005 04:43 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]	kndjb723725	K297121	33,000
Hattiesburg MS	[REDACTED]		Dealer: MS015 Dean McCrary Kia	

Case History

Complaint Dealer

*** PHONE LOG 03/23/2004 02:29 PM US Mountain Standard Time SCook

Caller stated:

1. The first time my *fan* broke off while I was driving and did a lot of damage. They told me that it was from a recall.
2. They are rude and not concerned, the woman that answers the phone in the service dept is the rudest person I've ever met in my life.
3. I do a lot of driving daily, I dropped the veh off at 7:30am today and I'm supposed to pick it up at 5pm.
4. It takes a week or two to get in for repairs. They supposedly only have one technician .
5. The girl told me that if I called you, you couldnt do anything about it. I told her I was going to call anyway.
6. Today they're charging me 400.00.

Writer stated:

1. Verified record.
2. I can document your complaint.
3. Provided case#.
4. I can speak with the svc mgr and verify the repair.

Writer phoned dealer, spoke to Terry.

Terry stated:

1. Cranks Angle position sensor went out and is under warranty. . Didnt get set a code when she was here on 3/5
2. Rest is maintenance repairs.
3. This car has been here only twice for problems, she's done her maintenance elsewhere.
4. We fixed the *fan*, we put her in a rental and she bombed us on that survey.
5. She was in here 8/03 for the *fan* blade, 20k. Next time is 3/5/04. Those are the only two problems she's had with the veh.
6. The car runs great, I test drove it, washed it. But every time she calls, she demands that everything happens right there on the spot.
7. She wants a loaner, Ive explained this to her. Cathy wasnt rude, I was standing there right behind her. I'll her anyone, but she's demands too much and still bombs us on the surveys.
8. She wants us to put her in front of other customer and we cant do that.

Writer stated:

1. Thanks Terry, I'll advise her.

Writer advised customer:

Caller stated:

1. My mother went down there, (3/5) and asked them to check the whole car, Terry told us that nothing was wrong with the car and we left.
2. That's my complaint, we would have done the repairs at that time. Instead i'm driving the veh making it worse.

Writer stated:

1. Your complaint is documented.
2. Contact us with any future concerns.

Caller stated:

1. Thank you.

*** CASE CLOSE 03/23/2004 02:29 PM US Mountain Standard Time SCook

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K1021235	41,000

Dallas TX	[REDACTED]	Dealer:
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Case History

Inquiry Recall Info

*** PHONE LOG 10/03/2005 06:33 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. MY FRIEND HAS A CAR JUST LIKE THIS AND SHE HAD HER *FAN* BLADE FAIL AND CAUSE A LOT OF DAMAGE TO THE CAR AND ENGINE.
2. DOES MY CAR HAVE ANY RECALLS

WRITER STATES.

1. NO RECALLS ON THE CAR.

Kia Motors America
Consumer Affairs Department

Page 1 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723825	K1009792	33,000
South Ozone Park NY			Dealer: NY036 Five Towns Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 09/06/2005 07:23 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I BROUGHT THE CAR IN ABOUT TWO WEEKS TODAY.
2. THE DEALER IS WAITING FOR A PART.
3. IT IS RIDICULOUS TO BE WAITING FOR THIS PART FOR SUCH A LONG TIME.
4. THE COOLING *FAN* BROKE AND DAMAGED THE RADIATOR.
5. THE RADIATOR IS AVAILABLE, BUT THE DEALER IS NOT GETTING THE COOLING *FAN*.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO.
3. WRT WILL FIND OUT THE STATUS OF THE PART.
4. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.
5. CUSTOMER WOULD LIKE TO BE REACH AT 917 656-2510.

*** CASE CLOSE 09/06/2005 07:23 AM US Mountain Standard Time ERuiz

*** PHONE LOG 09/06/2005 11:30 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED NY036 AT (516) 239-0100.
2. WRT SPOKE TO REED
3. HE STATED:
 - a) WE ORDERED A *FAN* CLUTCH
 - b) THE PART # IS 0K048 15140A
 - c) THE ORDER # IS KI0824
 - d) I HAVE IT ON AN EMERGENCY ORDER.
 - e) IT SHOWS A RELEASE DATE OF 9/03.
 - f) I HAVE NOT RECEIVED IT YET.
4. WRT THANKED REED FOR THE INFO.

*** PHONE LOG 09/06/2005 11:54 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED THE KIA PARTS HOT LINE.
2. WRT SPOKE TO MARK.
3. HE STATED:
 - a) THE PART IS ON BACK ORDER.
 - b) IT IS EXPECTED TO ARRIVE AT ANY TIME NOW.
 - c) IF YOU HAVE A VIN #, I CAN UPGRADE THE ORDER TO CRITICAL.
4. WRT GAVE HIM THE VIN # SO THE ORDER CAN BE UPGRADED FROM E TO CRITICAL

*** PHONE LOG 09/06/2005 11:57 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED THE CUSTOMER'S CEL PHONE.
2. WRT WAS UNABLE TO LEAVE A MESSAGE, THERE WAS ONLY MUSIC ON HER V/M.
3. WRT CALLED MRS MELENDEZ' HOME PHONE #.
4. WRT TALKED TO THE CUSTOMER'S MOTHER.
5. SHE STATED:

Kia Motors America
Consumer Affairs Department

Page 2 of 6

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825	K1009792	33,000
South Ozone Park NY [REDACTED]			Dealer: NY036 Five Towns Kia	

- a) SHE STARTED WORKING TODAY.
- b) YOU HAVE TO HELP HER, SHE IS HANDICAP.
- c) PLEASE, TRY TO GET THE PART FOR HER VEHICLE.
6. WRT WILL TRY TO HELP THE CUSTOMER.

*** PHONE LOG 09/06/2005 12:37 PM US Mountain Standard Time TShamburger Action Type:Incoming call
customer [REDACTED] called --

1. Ezequiel called me and im returning his call
wr states
2. currently Ezequiel is not answering his phone would you like his VM.
cust states:
 1. yes, he suppose to chk for us on rental.
 2. i will leave a msg.

*** PHONE LOG 09/06/2005 01:01 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED DPSM VITO SAMPOGNE.
2. VITO WAS NOT AVAILABLE.
3. WRT LEFT HIM A MESSAGE, REQUESTING A CALL BACK,

*** PHONE LOG 09/06/2005 01:04 PM US Mountain Standard Time ERuiz Action Type:Incoming call
WRITER STATED

1. WRT CALLED [REDACTED]
2. WRT EXPLAINED TO THE CUSTOMER ALL THE PERTINENT INFO ABOUT THE CALL ORDER PROCESS.,
3. WRT TOLD THE CUSTOMER ABOUT PRESENTING HER REQUEST FOR ASSISTANCE TO THE KIA FIELD REP.
4. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.
5. CUSTOMER THANKED WRT FOR THE CALL BACK.

*** PHONE LOG 09/07/2005 11:15 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. CASE DISPATCH TO THE REGIONAL OFFICE BECAUSE:
 - a) CUSTOMER IS ASKING FOR KIA'S ASSISTANCE W/ A RENTAL VEHICLE.
 - b) *FAN* CLUTCH IS ON BACK ORDER, AND IT IS EXPECTED TO ARRIVE AT ANY TIME.
 - c) CUSTOMER'S MOTHER ASKED KIA'S ASSISTANCE FOR HER HANDICAP DAUGHTER.
 - d) WRT WAS NOT ABLE TO GET A HOLD OF THE REP.
 - e) PLEASE, CALL THE CUSTOMER BACK.

*** PHONE LOG 09/08/2005 11:13 AM US Mountain Standard Time TMorales Action Type:Incoming call
Cust stated:

1. I was told I would be called back and I haven't

Writer advised;

1. Apologized for the delay
2. The case was escalated to the region yesterday, the region needs time to pick up the case and assign to a CAA

Kia Motors America
Consumer Affairs Department

Page 3 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723825	K1009792	33,000
South Ozone Park NY			Dealer: NY036 Five Towns Kia	

3. Will notify my supervisor that you are looking for contact; the supervisor will contact the region if needed

Cust stated:

1. ok thanks

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

Customer called:

1. I want to talk about my back ordered part.

Writer stated:

1. As Tom told you yesterday the region needs time to pick up case and assign it...
2. Will doc call...

call ended

*** PHONE LOG 09/12/2005 11:10 AM US Mountain Standard Time DLyons Action Type:Incoming call

cust states:

1. would like an update on her case
2. who can she call to get further information.

Writer advised:

1. the case was dispatched to the regional office
2. advised of the phone number & [REDACTED] was working the case.

*** NOTES 09/14/2005 03:43 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the cusotmer but there was no answer and no answering machine

--Will try back later

*** NOTES 09/14/2005 03:50 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the dlr and spoke to George:

1. Writer states is the vehicle still there?
2. George states yes the vehicle is still here and we are still wtg for the B/O part.
3. W/s is the customer in a rental vehicle?
4. George states no she is not.
5. W/s I will call Vito and call you right back

Writer called Vito and explained the above:

1. Vito states please have the dlr put the customer in a rental vehicle.
2. W/s will do thanks

*** NOTES 09/14/2005 03:54 PM Eastern Daylight Time DNealis Action Type:Manager review

Rec'd a call from the customer:

1. Customer states I saw this number on my caller ID
2. Writer states the dlr is still wtg for the back ordered parts and I understand that you are not in a rental vehicle?

Kia Motors America
Consumer Affairs Department

Page 4 of 6

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723825	K1009792	33,000
South Ozone Park NY			Dealer: NY036 Five Towns Kia	

3. Customer states no I am not I have been borrowing peoples cars.
4. W/s ok well we are going to have the dlr put you into a rental vehicle
5. C/s could this be done today?
6. W/s I am not sure because it is the end of the day and I am not sure what time they close so let me see what I can do.
7. C/s ok thank you so much.

I can do.

*** NOTES 09/14/2005 03:57 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the dlr:

1. Dlr states we don't have any rental vehicles right now.
2. Dlr states I will have it done tomorrow morning.

*** NOTES 09/16/2005 08:52 AM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the customer:

1. Writer states did the dlr give you a rental vehicle?
2. Customer states no I am supposed to receive one today.
3. W/s I will call and double check with the dlr and I will call you back.
4. C/s ok thank you.

*** NOTES 09/16/2005 08:59 AM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the dlr and spoke to George:

1. George states the customer is scheduled to pick up the rental vehicle by 4:30-5:00 tonight.
2. Writer states ok great thanks.

*** NOTES 09/16/2005 09:01 AM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the customer and advised of the above:

1. C/s ok great thank you so much.
2. W/s the part should hopefully be there in the beginnig of next week and they should be able to get everything taken care of.
3. C/s ok great thank you so much.

*** NOTES 09/16/2005 09:01 AM Eastern Daylight Time DNealis Action Type:Manager review

Writer is closing the file because the customer is being placed into a rental vehicle until the part is rec'd.

*** CASE CLOSE 09/16/2005 09:03 AM Eastern Daylight Time DNealis

*** NOTES 09/19/2005 01:52 PM Pacific Daylight Time JArboleda Action Type:Manager review
RECEIVED LETTER FROM CUSTOMER ADDRESSED TO IAN BEAVIS:

**Kia Motors America
Consumer Affairs Department**

Page 5 of 6

<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]	K1009792	33,000
South Ozone Park NY [REDACTED]		Dealer: NY036 Five Towns Kia		

1. CUSTOMER STATES THAT SHE IS VERY UNHAPPY WITH HER VEHICLE
2. PART NEEDED TO REPAIR VEHICLE HAS BEEN BACK ORDERED
3. CUSTOMER (ON THE DAY SHE WROTE LETTER) IS REQUESTING A RENTAL, BUT HAS NOT HEARD BACK FROM REGION AS TO AVAILABILITY/APPROVAL

WRITER DISPATCHING CASE TO REGION FOR HANDLING

*** NOTES 09/20/2005 09:53 AM Eastern Daylight Time DNealis Action Type:Manager review

1. Writer placed the customer into a rental vehicle due to the part being on backorder.
2. Writer is closing the file until further contact from the customer.

*** CASE CLOSE 09/20/2005 09:54 AM Eastern Daylight Time DNealis

*** PHONE LOG 09/22/2005 11:29 AM US Mountain Standard Time JWeiner Action Type:Incoming call
CUSTOMER STATES:

1. I AM STILL WAITING ON THE PART TO COME IN
2. THIS IS RIDICULOUS
3. IVE BEEN WAITING FOR A MONTH NOW FOR THIS PART TO COME IN
4. YES, IM IN A RENTAL VEHICLE
5. IM BEING CHARGED \$.30/MILE FOR EVERY MILE THAT I GO OVER 150 MILES
6. IVE ALREADY GONE OVER 150 MILES
7. IVE HAD THE VEHICLE FOR A WEEK
8. I CALLED THE PERSON HANDLING MY CASE, SHE WONT BE IN UNTIL MONDAY
9. WHAT AM I SUPPOSED TO DO
10. IT SHOULDN'T TAKE A MONTH FOR A PART TO COME IN
11. SO THERE IS NOTHING BEING DONE
12. MY VEHICLE IS NOT BEING REPAIRED
13. PLEASE DO DOCUMENT MY COMPLAINT

WRITER STATES:

1. APOLOGY
2. CUSTOMER IS IN A RENTAL VEHICLE, CORRECT
3. WRITER DOES NOT HAVE DETAILS ON RENTAL AGREEMENT
4. WE ARE WAITING FOR THE PART TO COME IN
5. AS SOON AS IT COMES INTO PORT, DEALER WILL RECEIVE IT THE NEXT DAY
6. WRITER WILL MAKE SURE CASE OWNER IS AWARE OF THE CUSTOMER'S COMPLAINT
7. WRITER WILL DOCUMENT CUSTOMER'S COMPLAINT
8. OUR OBLIGATION IS TO REPAIR ANY DEFECTS IN MATERIALS OR WORKMANSHIP
9. WE ARE JUST WAITING ON THE PART
10. PART IS ON BACKORDER

*** NOTES 09/22/2005 11:30 AM US Mountain Standard Time JWeiner Action Type:Manager review

WRITER STATES:

1. REDISPATCHING CASE TO REGION, ATTN: DEVON NEALIS
2. CUSTOMER COMPLAINT REGARDING HAVING TO PAY FOR ADDITIONAL MILES ON RENTAL VEHICLE

**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]	K1009792	33,000
South Ozone Park NY [REDACTED]			Dealer: NY036 Five Towns Kia	

3. WRITER IS NOT SURE IF CUSTOMER LEFT VM FOR DEVON NEALIS

*** NOTES 09/26/2005 01:09 PM Eastern Daylight Time DNealis Action Type:Manager review
Writer called the customer and left a message for a call back
--Wtg for a call back

*** NOTES 09/26/2005 02:32 PM Eastern Daylight Time DNealis Action Type:Manager review
Writer rec'd a call from the customer:
1. Writer states did you pick up your vehicle?
2. Customer states yes I picked it up on Thursday night after I left you the message.
3. Writer states ok I am glad to hear that everything was taken care of.
4. Customer states ok thanks.

*** NOTES 09/26/2005 02:33 PM Eastern Daylight Time DNealis Action Type:Manager review
Writer is closing the file until further contact from the customer.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723525	K1225207	32,200
Morgan City LA 70380			Dealer: LA009 Barker Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/11/2006 11:08 AM US Mountain Standard Time LSims

CALLER [REDACTED] STATES:

1. HAD VEH TOWED TO LA009
2. 2 BLOCKS FROM HOME - HEARD A POP- THE *FAN* BLADES EXPLODED
3. THEY ARE SUPPOSED TO CALL ME BACK
4. IS RENTAL COVERED - I AM A SCHOOL BUS DRIVER, I DONT HAVE A WAY TO WORK - MY MOM HAS BEEN TAKING ME

WTR STATES:

1. APOLOGIZED
2. NO RECALLS
3. ADVISED THAT KIA DOES NOT HAVE A PROVISION FOR RENTALS, BUT DOES ASSIST ON A CASE BY CASE BASIS
4. WTR WILL HAVE TO REVIEW WITH SM AND KIA REP TO SEE IF RENTAL CAN BE PROVIDED
5. SOME DEALERS HAVE LOANERS, SOME DO NOT

WTR PLACED CALLER ON HOLD AND SPOKE TO JUDE IN SERVICE WHO STATES:

1. SM NOT AVAILABLE
2. THE COOLING *FAN* CAME APART
3. WE DO NOT HAVE ANY LOANERS AVAILABLE
4. WE E ORDERED THE PART BEFORE 1PM TODAY
5. SHOULD BE IN TOMORROW AND WE WILL HAVE THE VEH READY TOMORROW AFTERNOON

WTR RETURNED TO CALLER AND STATED:

1. ADVISED OF JUDE'S INFO
2. PARTS HAVE BEEN ORDERED- VEH WILL BE DONE TOMORROW

CALLER STATES:

1. OK, THANK YOU

*** CASE CLOSE 09/11/2006 11:08 AM US Mountain Standard Time LSims

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K1209819	52,000
CHARLOTTE NC [REDACTED]		Dealer:		

Case History

Complaint Repair Assistance

*** PHONE LOG 08/01/2006 01:51 PM US Mountain Standard Time HReynolds

[REDACTED] STATES:

1. *FAN* BLADE BROKE OFF
2. NEED TO TAKE IT TO KIA DEALER
3. CAN YOU TOW?

WRITER STATES:

1. UPDATED/NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED CAR CAN BE TOWED TO CLOSEST KIA DEALER AT NO CHARGE
4. TRANSFERRED CUSTOMER TO R/A

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

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X25	K428521	45,000
Pine Prairie LA			Dealer: LA002 All Star Kia	

Case History

Complaint Quality

*** PHONE LOG 02/22/2005 10:13 AM WNoonan

WRITER SPOKE WITH [REDACTED] HUSBAND
CUSTOMER STATED:

1. THERE IS A PROBLEM WITH THE RADIATOR.
2. THERE HAVE BEEN PROBLEMS WITH THE SENSOR AND
3. MY WIFE IS AT THE HOUSE BY HERSELF WITH NO MEANS OF TRANSPORTATION.
4. I TOLD THE SERVICE MANAGER I DID NOT WANT THE VEHICLE BACK TILL THEY FIX EVERYTHING WITH THE CAR.
4. THE CEL COMES ON, THE *FAN* MOTOR AND THE A/C MOTOR SOUND LIKE IT IS ABOUT TO BLOW UP.
6. THE CLUTCH IS CLICKING, THEY SAID THAT THERE IS NOTHING WRONG.
7. I PAID FOR THE 30K MAINTENANCE TO BE DONE ON THE VEHICLE.
8. I AM 500 MILES AWAY FROM HOME, MY WIFE DOES NOT HAVE A CAR, WE HAVE 2 KIDS.
9. WE NEED SOMETHING FOR HER TO DRIVE.
10. SHE HAS CALLED ROADSIDE ASSISTANCE FOR TOWING THE VEHICLE TO THE DEALER.
11. THIS VEHICLE HAS TURNED OUT TO BE A PIECE OF JUNK.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL LOOK INTO THE SITUATION.
3. RENTALS ARE NOT A PROVISION UNDER THE WARRANTY.
4. WRITER WILL NEED A DIAGNOSTIC TO REQUEST RENTAL APPROVAL.
5. WRITER WILL CALL YOU BACK.

CUSTOMER STATED:

1. CALL ME BACK AT [REDACTED]

*** PHONE LOG 02/23/2005 09:39 AM WNoonan Action Type:Outgoing call

WRITER PHONED All Star Kia AND LEFT VM FOR DUSTY SMITH, SERVICE MANAGER, REQUESTING CALL BACK.

*** PHONE LOG 02/23/2005 02:11 PM WNoonan Action Type:Outgoing call

WRITER PHONED All Star Kia AND SPOKE WITH JOHN, SERVICE MANAGER (DUSTY WAS THE SERVICE DIRECTOR)

[REDACTED] STATED:

1. I HAVE BEEN IN TOUCH WITH JENNIFER THIS MORNING.
2. THE RADIATOR WAS LEAKING FLUID BECAUSE SOMEONE HAD TORQUED THE DRAIN PLUG DOWN TOO TIGHT.
3. WE CAN NOT COVER THAT UNDER WARRANTY, IT WILL BE ABOUT \$5 BUT WE WILL NOT CHARGE ANY LABOR.
4. THE COOLING *FAN* WAS SPLITTING SO WE ARE GOING TO REPLACE THE COOLING *FAN*.
5. THE FUEL LOW LIGHT WAS FLICKERING AND WE HAVE ORDERED A NEW SENDING UNIT TO REPAIR THAT.
6. THERE WAS NO MENTION OF A PROBLEM WITH THE A/C.
7. WE SHOULD HAVE ALL THE PARTS TOMORROW AND WILL CALL HER WHEN IT IS READY.
8. WE HAVE NOT GIVEN A RENTAL BECAUSE THAT IS NOT PART OF THE WARRANTY.
9. SHE DID NOT REQUEST ONE AND RIGHT NOW, SHE LIVES 75 MILES AWAY AND WE CAN NOT BRING HER A RENTAL ANYWAY.

WRITER STATED:

1. THANKS.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K428521	45,000
Pine Prairie LA	[REDACTED]		Dealer: LA002 All Star Kia	

*** PHONE LOG 02/24/2005 02:49 PM WNoonan Action Type:Outgoing call
WRITER PHONED All Star Kia AND ASKED FOR JOHN, SERVICE MANAGER.
SERVICE DEPARTMENT STATED:
1. THERE IS NOT A [REDACTED] HERE.

WRITER STATED:
1. CAN I SPEAK WITH DUSTY, THE SERVICE DIRECTOR?

WRITER WAS TRANSFERRED TO VOICE MAIL AND LEFT MESSAGE REQUESTING CALL BACK.

*** PHONE LOG 02/24/2005 04:03 PM WNoonan Action Type:Incoming call
WRITER RECEIVED VM FROM CHARLIE AT LA002, REQUESTING CALL BACK.

*** PHONE LOG 02/24/2005 04:07 PM WNoonan Action Type:Outgoing call
WRITER PHONED LA002 BACK AND SPOKE WITH CHARLIE, SERVICE MANAGER.
[REDACTED] STATED:
1. WE HAVE THE PARTS ON THE VEHICLE AND WE HAVE CALLED THE CUSTOMER TO COME AND PICK UP THEIR VEHICLE.

WRITER STATED:
1. THANKS.
[!<For Internal Use Only
IN ABOVE NOTES WRITER PUT SVC MGR'S NAME AS JOHN - IT WAS [REDACTED] WRITER'S MISTAKE.>!]

*** PHONE LOG 02/24/2005 04:08 PM WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER AT [REDACTED] AND THERE WAS NO ANSWER.

*** PHONE LOG 02/24/2005 04:10 PM WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER AT [REDACTED] AND WAS ADVISED THAT HE WAS NO LONGER THERE AND HE HAD GONE HOME.

*** PHONE LOG 02/25/2005 10:01 AM WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER AT [REDACTED] AND THERE WAS NO ANSWER.

*** CASE CLOSE 02/25/2005 10:01 AM WNoonan

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723525 [REDACTED]	K520821	50,000
FORESTVILLE MD	[REDACTED]	Dealer:		

Case History

Inquiry Warranty Info

*** PHONE LOG 07/27/2005 06:32 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I WOULD LIKE TO KNOW IF THIS IS COVERED UNDER THE WARRANTY
2. MY **FAN** BLADE CAME OFF OF THE BLOWER AND RUINED THE RADIATOR AND THE SCROUD.
3. I WOULD LIKE TO KNOW IF THAT IS COVERED.
4. MY MECHANIC IS TELLING ME IT IS GOING TO BE OVER \$1000

WRITER STATES.

1. THOSE COMPONENTS ARE PART OF THE BASIC WARRANTY
2. YOU WOULD NEED TO GET THE CAR DIAGNOSED BY THE DEALERSHIP
3. YOU CAN GET IT TOWED, TRANSFERRED TO TOWING.

*** CASE CLOSE 07/27/2005 06:32 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K1225361	65,000
BUENA PARK CA [REDACTED]		Dealer: CA113 Fullerton Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 09/11/2006 01:24 PM US Mountain Standard Time HReynolds

[REDACTED] STATED:

1. **FAN** BLADE BROKE AND IT PUNCTURED THE RADIATOR
2. IT CAUSED TO BLEW HEAD GASKET
3. WILL COST ME OVER \$1000
4. CAR IS AT LOCAL MECHANIC SHOP
5. CALLING TO SEE IF MY CAR HAS ANY RECALL ON **FAN**
6. **FAN** SHOULD NEVER BREAK
7. WILL CONTACT THE FULLERTON KIA

WRITER STATED:

1. UPDATED/ NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, VEHICLE IS OUT OF WARRANTY
4. CAR CAN BE TOWED TO KIA DEALER FROM R/A FOR CORRECT DIAGNOSTIC
5. NO RECALL ON ANY COMPONENT
6. DEALERSHIP MAY ASK TO MAKE COMMITMENT FOR DIAGNOSTIC FEE SINCE VEHICLE IS OUT OF WARRANTY
7. WOULD REVIEW WITH DPSM TO SEE IF HE OR SHE WILLING TO GIVE YOU ANY ASSISTANCE
8. ADVISED, CONTACT WRITER BACK AFTER DROPPED THE CAR OFF AT KIA DEALER

*** CASE CLOSE 09/11/2006 01:24 PM US Mountain Standard Time HReynolds

*** NOTES 10/11/2006 08:36 AM Pacific Standard Time ELau Action Type:Manager review

Wrt received letter from [REDACTED] states:

1. I bought a 2002 Sportage from a good friend
2. Been maintaining it as well as possible
3. Was driving vehicle when the **fan** broke
4. The **fan** breaking also caused damage to the radiator causing the engine to over heat and blowing the head gasket.
5. Have never heard of this before
6. I have contacted BBB
7. Think this should be repaired in good faith
8. This should be covered under the lemon law
9. Never will purchase a KIA.

Initially Wrt could not find customer in Clairfy, Wrt sent a VIN request letter to customer

Customer sent back letter with VIN

Wrt pull up case k1225361

Wrt dispatch to region for further review.

*** PHONE LOG 10/31/2006 09:01 AM Pacific Daylight Time MLopez Action Type:Outgoing call

Called and left a message for customer requesting WRCAA call back. Provided WRCAA case and direct number. Case closed pending further customer contact.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K1221234	91,000
Odenville AL	[REDACTED]		Dealer: AL015 Serra Kia of Gardendale	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/30/2006 05:14 AM US Mountain Standard Time DLyons

cust states:

1. driving last Thursday from work & heard a noise, cust pulled over to the side of the road & found that all the radiator fluid leaked out
2. cust opened the hood & found that the *fan* blades on the vehicle had sheared off
3. cust vehicle was repaired by the kia dlrshp, but customer had to pay for the repair
4. cust got on the internet & found that there are a lot of people who have this concern
5. cust feels that this is a factory defect & that kia should be made aware of this
6. advised that this is the factory & we are happy to take customer's concerns
7. provided address to corporate.

Writer advised:

1. apologized
2. advised that there is not warranty that would be able to cover this repair
3. that these parts are under the l/b warranty of 5/60k miles
4. unfortunately, the mileage has been exceeded and could not be covered for customer.
5. updated cust info, no previous cases, no recalls.

*** CASE CLOSE 08/30/2006 05:14 AM US Mountain Standard Time DLyons

Kia Motors America
Consumer Affairs Department

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723625	K1002047	40,000
Baltimore MD	[REDACTED]		Dealer: PA024 C. Harper Kia	

Case History

Complaint Dealer

*** PHONE LOG 08/17/2005 12:11 PM US Mountain Standard Time JWeiner

CUSTOMER STATES (MOTHER):

1. MY DAUGHTER BOUGHT HER CAR IN MARYLAND, SHE IS NOW IN PENNSYLVANIA
2. SHE HAD TO PAY FOR TOW
3. DEALER ORDERED PARTS FOR VEHICLE
4. PARTS WERE PUT IN, VEHICLE IS NOW NOT STARTING
5. IT IS CONFUSING, I WILL LET MY DAUGHTER SPEAK TO YOU

CUSTOMER STATES:

1. MY BOYFRIEND HAD TO PAY FOR TOW, WHEN I KNEW WE HAD RSA
2. HE PAID \$95.00
3. VEHICLE WAS MAKING A POPPING SOUND WHILE MY BOYFRIEND WAS DRIVING IT FROM AN AMUSEMENT PARK
4. **FAN** BROKE AND WENT INTO THE RADIATOR
5. DEALER HAS ORDERED PARTS FOR VEHICLE, PUT THEM IN, NOW VEHICLE WILL NOT START
6. I DONT WANT DEALER TO GET IN TROUBLE, BUT THEY GOT OFF THE PHONE WITH ME PRETTY QUICK
7. WHAT HAPPENS IF THEY CANNOT GET VEHICLE TO START
8. WHAT IS ADDRESS FOR RSA CLAIMS
9. CONTACT AT DEALER IS RICH
10. THANKS FOR INFO
11. WILL WAIT FOR WRITER TO CALLBACK

WRITER STATES:

1. APOLOGY FOR SITUATION
2. KIA'S OBLIGATION IS TO REPAIR ANY DEFECTS IN MATERIAL OR WORKMANSHIP
3. RENTAL OR LOANER VEHICLES ARE NOT A PROVISION OF THE WARRANTY
4. ADVISED CUSTOMER THAT SHE CAN SUBMIT RECEIPTS FOR EVALUATION OF REIMBURSEMENT REGARDING FEES FOR TOWING SERVICES
5. PROVIDED RSA CLAIMS ADDRESS AND INFO NEEDED
6. ALSO ADVISED CUSTOMER THAT SHE DOES QUALIFY FOR TRIP INTERRUPTION BENEFIT IF REPAIR IS WARRANTY RELATED
7. EXPLAINED THAT TRIP INTERRUPTION IS FOR \$100/DAY FOR A MAXIMUM 3 DAYS FOR ALTERNATE TRANSPORATION, LODGING AND FOOD
8. ADVISED THAT ADDRESS TO SUBMIT FOR TRIP INTERRUPTION IS SAME ONE AS FOR RSA CLAIMS
9. ADVISED CUSTOMER THAT WRITER WILL FOLLOW UP WITH DEALER REGARDING CONCERNS AND CALL HER BACK

*** PHONE LOG 08/17/2005 02:56 PM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. CONTACTED DEALER TO SPEAK TO SM
2. ADVISED BY ERICA THAT HE IS GONE FOR THE DAY

*** PHONE LOG 08/18/2005 06:59 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer [REDACTED] called ---

1. dont know who i spoke to yesterday evening.
2. but im calling back

wrt states:

Kia Motors America
Consumer Affairs Department

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K1002047	40,000
Baltimore MD [REDACTED]			Dealer: PA024 C. Harper Kia	

1. [REDACTED] is who you spoke to, but he does not get in until 9:00am PST.
2. gave cust [REDACTED] ext and case number.
3. transfered cust to [REDACTED] VM. call ended.

*** PHONE LOG 08/18/2005 09:05 AM US Mountain Standard Time JWeiner Action Type:Incoming call
CUSTOMER STATES:

1. LEFT VM FOR WRITER TO CALL CUSTER

*** PHONE LOG 08/18/2005 09:10 AM US Mountain Standard Time JWeiner Action Type:Outgoing call
WRITER STATES:

1. ATTEMPTED TO SPEAK TO SM BILL WEYEL OR CHARLIE BAKER
2. WAS INFORMED BY SERVICE RECEPTIONIST THAT SHE HAD NOT SEEN CHARLIE BAKER TODAY AND BILL WEYEL IS IN HIS BOSSES' OFFICE
3. LEFT MESSAGE WITH RECEPTIONIST FOR SM BILL WEYEL TO CALL WRITER
4. PROVIDED KCC PHONE NUMBER AND WRITER'S EXTENSION

*** PRIORITY CHANGE 08/18/2005 08:11:01 AM JWeiner

*** PHONE LOG 08/18/2005 09:15 AM US Mountain Standard Time JWeiner Action Type:Incoming call
CUSTOMER STATES:

1. LEFT VM FOR WRITER TO CALLBACK CUSTOMER

*** PHONE LOG 08/18/2005 09:32 AM US Mountain Standard Time JWeiner Action Type:Outgoing call
WRITER STATES:

1. APOLOGY FOR TAKING AWHILE TO CALLBACK
2. STILL WAITING FOR SM TO CALLBACK
3. WRITER CALLED DEALER YESTERDAY, SM HAD LEFT FOR THE DAY, CALLED DEALER TODAY, AND SM WAS IN A MEETING
4. ADVISED CUSTOMER THAT DOCUMENT REGARDING TRIP INTERRUPTION DOES NOT SPECIFICALLY STATE IT HAS TO BE 3 CONSECUTIVE DAYS, BUT VEHICLE DOES HAVE TO BE DOWN THE ENTIRE TIME
5. ASKED CUSTOMER TO HOLD, APPEARS THAT SM IS CALLING IN

CUSTOMER STATES:

1. WELL IM GOING TO GO DOWN THERE WHEN MY FATHER GETS OFF OF WORK
2. IF THEY DONT HAVE VEHICLE READY, I WILL RENT A CAR FROM ENTERPRISE, WHICH IS NEAR DEALER
3. WHAT HAPPENS IF THEY CANNOT GET VEHICLE STARTED, WILL KIA GIVE ME A NEW CAR
4. WHY HASNT DEALER CONTACTED ME
5. IVE MISSED WORK ALL WEEK, I NEED TO GO BACK TO MARYLAND
6. REGARDING TRIP INTERRUPTION BENEFIT, IF I RENT A VEHICLE, DO THE 3 DAYS HAVE TO BE CONSECUTIVE

DEALER STATES (INCOMING CALL-SM BILL WEYEL)

1. I AM RETURNING CALL TO WRITER
2. WE REPLACED **FAN** MOTOR, WHICH HAD BLOWN UP
3. ENGINE HAS NO COMPRESSION, ALREADY SPOKE TO KIA REP, AND WE HAVE ALREADY ORDERED

Kia Motors America
Consumer Affairs Department

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K1002047	40,000
Baltimore MD [REDACTED]			Dealer: PA024 C. Harper Kia	

ANOTHER ONE

4. NO CERTAIN WHEN IT WILL COME IN, SHOULD BE SOMETIME NEXT WEEK
5. I WILL HAVE SERVICE ADVISOR CONTACT CUSTOMER
6. ENGINE WILL BE COVERED BY WARRANTY
7. WILL TRANSFER WRITER TO PM

WRITER STATES:

1. CUSTOMER STATES THAT VEHICLE WILL NOT START AFTER PARTS HAVE BEEN REPLACED
2. WHAT IS PROBLEM WITH VEHICLE
3. WHEN WILL ENGINE BE IN
4. WILL WARRANTY COVER ENGINE REPAIRS
5. CAN SM TRANSFER WRITER TO PM
6. THANKS FOR INFO

WRITER STATES:

1. LEFT VM FOR PM TO CALL WRITER

WRITER STATES:

1. ADVISED CUSTOMER THAT ENGINE HAS NO COMPRESSION, NEEDS A NEW ENGINE
2. ENGINE WILL BE IN SOME TIME NEXT WEEK
3. SM ADVISED THAT SERVICE ADVISOR WILL BE CALLING CUSTOMER LATER
4. MADE DEALER AWARE THAT CUSTOMER IS FRUSTRATED THAT NO ONE FROM DEALER IS CALLING HER

CUSTOMER STATES:

1. WHY COULDN'T DEALER CALL AND TELL ME THAT
2. THANKS FOR ALL YOUR HELP

*** CASE CLOSE 08/19/2005 10:24 AM US Mountain Standard Time JWeiner
CASE CLOSED PENDING CALLBACK FROM CUSTOMER

*** PHONE LOG 08/24/2005 02:08 PM US Mountain Standard Time MLefebvre Action Type:Incoming call
CUSTOMER STATED:

1. I HAD BEEN SPEAKING WITH JEREMIAH PREVIOUSLY.
2. THE DEALER SAID THERE IS NO COVERAGE FOR RENTALS FROM KIA.
3. ANOTHER PERSON I HAD TALKED TO AT KIA SAID THE SAME THING.
4. I THOUGHT JEREMIAH HAS MENTIONED SOMETHING ABOUT 3 DAY RENTAL FROM KIA.

WRITER STATED:

1. APOLOGIZED FOR INCONVENIENCE.
3. IF A KIA VEHICLE IS AT A KIA DRALER FOR A WARRANTY COVERED DISABLEMENT THAT OCCURED OVER 150MILES FROM HOME AND THE REPAIRS TAKE OVER 24 HOURS TO COMPLETE CUSTOMER CAN SUBMIT FOR EVALUATION FOR REASONABLE EXPENSES FOR MEALS TRANSPORTATION AND LODGING.
4. THIS IS LIMITED TO \$100 PER DAY MAX AND TO 3 DAYS TOTAL MAX.
5. WRITER ADVISED CUST CAN SUBMIT RECEIPTS AND COVER LETTER FOR EVALUATION OF REIMBURSEMENT TO KIA MEDFORD MA RSA CLAIMS ADDRESS.

CUSTOMER STATED:

1. THANK YOU.

*** CASE CLOSE 08/24/2005 02:09 PM US Mountain Standard Time MLefebvre

Kia Motors America
Consumer Affairs Department

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K204299	14,000
Starkville MS [REDACTED]			Dealer: TX046 Jim Carr Kia	

Case History

Complaint Rental Car

*** PHONE LOG 08/15/2003 07:20 AM US Mountain Standard Time ATafoya

CALLER STATED:

1. THE **FAN** ASSEMBLY SHATTERED AND PUCTURED A WHOLE IN THE RADIATOR.
2. CUST IS TRAVELING IN TEXAS FOR HIS MOTHER IN LAWS FUNERAL.
3. VEH AT DLR TX046, AND DLR STATED THEY COULD POSSIBLE GET THE RADIATOR BY MONDAY.
4. THE **FAN** ASSEMBLY HOWEVER IS ON BACK ORDER AND TX046 HAS TRIED SURROUNDING DLR'S TO SEE IF ANY IN STOCK.
5. CUST NEEDS TO GET TO WORK ON SUNDAY.
6. CUST IS REQ A LOANER OR RENTAL. THE COST FOR CUST TO RENT A VEH IS TOO MUCH W/THE MILEAGE.
7. CUST UNDERSTANDS THE TRIP INTERRUPTION BENEFIT, THIS WILL NOT HELP HIM IN THIS SITUATION.

WRITER STATED:

1. WRITER ADVISED A KIA FULL-CASE MGR WILL CONTACT W/IN 72 HOURS, WRITER STATED KIA WILL TRY TO GET ONE TO CONTACT CUST BACK SOONER BUT MADE NO GUARANTEE.

*** PHONE LOG 08/15/2003 08:03 AM US Mountain Standard Time ATafoya Action Type:Incoming call

REQ TO BE CONTACTED AT CELL# [REDACTED] OR BACK UP NUMBERS [REDACTED]

*** PHONE LOG 08/15/2003 02:28 PM US Mountain Standard Time CDiaz Action Type:Outgoing call

Called the customer on [REDACTED] and left a VM to call me back.

*** PHONE LOG 08/15/2003 02:31 PM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer called the dealer but the service dept. is closed.

*** PHONE LOG 08/15/2003 02:40 PM US Mountain Standard Time CDiaz Action Type:Outgoing call

Called DPSM Frank Krause:

1. Advised of the customer.
2. Frank already knew about this customer.
3. Frank has spoken to the SM about Mr. Milton.
4. Frank advised that the dealer was looking for a solution.
5. Last Frank had heard from the dealer the customer was going to trade out of the sportage into another Kia.

*** PHONE LOG 08/18/2003 09:38 AM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer called back.

Writer was with another customer at the time and explained that I will have to call him back.

Customer Stated:

1. Call me at [REDACTED]

*** PHONE LOG 08/18/2003 09:40 AM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer called the customer at the # given.

1. Received VM for the customer.
2. Gave info to call me back.

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K204299	14,000
Starkville MS	[REDACTED]		Dealer: TX046 Jim Carr Kia	

*** PHONE LOG 08/18/2003 03:24 PM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer Stated:

1. I expected that Kia would give me a rental.
2. I expected that Kia would back there product and trade me out of the car.
3. I was told that I could rent of a car and save the receipt.
4. I could not afford a rental car.
5. I have to drive a relatives car now.
6. I have been mistreated by Kia.

Writer Stated:

1. Advised that Kia will back the product 100% and fix any defects.
2. Advised that I will contact my DPSM and see if he wants to offer any assistance.
3. I will call you at the # given [REDACTED]
4. Customer agreed.

*** PHONE LOG 08/21/2003 10:15 AM US Mountain Standard Time CDiaz Action Type:Incoming call

Writer stated:

1. Spoke to FKrause regarding the customer.
2. Advised that the customer is requesting rental assistance.
3. Advised that the customer is not happy with the whole situation.

FKrause Stated:

1. He can rent a car and hold onto the receipts.
2. We can review after the car is done.
3. The parts should be getting into the country next week.
4. Not sure how long till the parts will take to get to the dealer.
5. The customer is in another state.
6. Can not get a rental for him there.
7. Can not send him to a local dealer for a rental car.

Writer Stated:

1. Advised Frank that I have explained trip interruption to the customer.
2. Told the customer to hold onto the receipts and submit to R/A claims.
3. Advised Frank that the customer stated that he can not afford it.
4. Advised Frank that I think the customer does not have a CC to rent a car.
5. Advised Frank that I just wanted to let him know of the situation.
6. I will call the customer and let him know what he can do.
7. Called the customer and advised.
8. Can rent a car and hold onto receipts.
9. Can submit bill to R/A claims.
10. Trip interruption covers up to 300 dollars.
11. Anything over that you could call me back and I could run by the DPSM to see if he wanted to assist.

Customer Stated:

1. I never got you name or the name of the DPSM.
2. Gave my name and DPSM's name.
3. Customer thanked writer for trying.

*** CASE CLOSE 08/21/2003 10:16 AM US Mountain Standard Time CDiaz

Customer will call back if needed.

Kia Motors America
Consumer Affairs Department

Page 1 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723725	K334250	10,000
Masphep NY			Dealer: NY039 Major Kia of Long Island	

Case History

Complaint Repurchase

*** PHONE LOG 07/06/2004 01:11 PM US Mountain Standard Time YLabarca

CALLER STATED

1 MY CAR IS IN THE SHOP

2 I WANT TO KNOW WHO WILL PAY FOR MY RENTAL VEHICLE

WRITER STATED

1 EMPATHIZED WITH THE CUSTOMER

2 ADVISED NO PROVISION IN THE WARRANTY TO COVER RENTAL

CALLER STATED

1 I HAVE AN EXTENDED WARRANTY

2 THE DEALERSHIP TOLD ME TO USE THIS WHEN I NEEDED A RENTAL

WRITER STATED

1 I CAN GIVE YOU THAT NUMBER

CALLER STATED

1 I HAVE THAT NUMBER THANK YOU

CUSTOMER DISCONNECTED

*** CASE CLOSE 07/06/2004 01:11 PM US Mountain Standard Time YLabarca

*** NOTES 07/07/2004 04:14 PM Eastern Daylight Time LSantino Action Type:Manager review

07/07/04 REC'D CCF FROM THE BBB WHICH STATES:

1) RADIATOR BROKEN

2) **FAN** BROKEN

3) ENGINE IDLE

4) VEHICLE PULLS TO LEFT

5) NOISE UNDER DASH

6) VEHICLE SHAKES

7) VEHICLE SLUGGISH/POOR TAKE OFF

8) BRAKES MAKING NOISE

RESOLUTION SOUGHT: REPURCHASE/REFUND FOR RENTAL CAR

CC: DN

*** NOTES 07/13/2004 10:18 AM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the customer and left a message for a call back

--Wtg for a call back

*** NOTES 07/13/2004 01:31 PM Eastern Daylight Time DNealis Action Type:Manager review

Rec'd call from the customer:

Customer states:

1. My vehicle is at the dlr right now and the vehicle has been there

**Kia Motors America
Consumer Affairs Department**

Page 2 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
Maspeph NY		KNDJA723725	K334250	10,000
			Dealer: NY039 Major Kia of Long Island	

2. I want a new vehicle I don't want this car anymore I have had too many problems with the vehicle and I just want you to buy it back.

Writer states:

1. I would like to take a look at all of your repairs orders so that I may review them with my area rep can you please fax them into me for review.
2. I will also give the dlr a call to see where they are at on the repairs.

Customer states:

1. Sure I will fax them to you when I get a chance.
2. Thanks for your help.

*** NOTES 07/13/2004 01:56 PM Eastern Daylight Time DNealis Action Type:Manager review
Writer called the dlr and spoke to Dave in service:

Dave states:

1. We are still waiting for the part that we ordered to come in and it should be here tomorrow and then it should be done no later than Friday.
2. The water pump came apart so all of that had to be replaced.
3. Dave stated this customer is upset because we couldn't get her in right away.
4. The customers vehicle was towed in on an emergency basis and I could get to it until last Tuesday.

Writer states:

1. I understand thanks so much for your help.
2. I will notify the customer the status and get back to you to follow up on the vehicle.

*** NOTES 07/13/2004 02:03 PM Eastern Daylight Time DNealis Action Type:Manager review
Writer called the customer:

1. Writer explained the above to the customer.

Customer states:

1. What about my rental vehicle I would like to get reimbursed for the money that I have put out for the rental.

Writer explained Kia does not provide rental coverage and we do not reimburse for rentals either.

Customer states:

1. Customer states well what did you expect me to do?
2. I had to have a vehicle some way.

Writer states:

1. Writer states I understand but unfortunately Kia does not cover rental vehicle.
2. Writer states I will be keeping in touch with the dlr and I will call you when I found out the status of the vehicle.

Kia Motors America
Consumer Affairs Department

Page 3 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K334250	10,000
Maspeph NY [REDACTED]	[REDACTED]	[REDACTED]	Dealer: NY039 Major Kia of Long Island	

*** NOTES 07/16/2004 12:58 PM Eastern Daylight Time LSantino Action Type:Manager review
7/16/04 RECD MRF FROM BBB
CC: DP & DN

*** NOTES 07/21/2004 11:42 AM Eastern Daylight Time DNealis Action Type:Manager review
Writer called the dlr and spoke to Bill:

Writer states:

1. Has the vehicle been repaired and has it been picked up yet?
2. Bill states yes the vehicle was repaired last week and it was picked up last week.

Writer called the customer and left a message for a call back
--Wtg for a call back

*** NOTES 07/21/2004 01:28 PM Eastern Daylight Time DNealis Action Type:Manager review
Writer sent the MRF to the BBB
Writer is wtg for a response from the BBB and the customer

*** NOTES 07/22/2004 12:28 PM Eastern Daylight Time DNealis Action Type:Manager review
Writer called the customer and left a message for a call back
--Wtg for a call back

*** NOTES 07/22/2004 03:03 PM Eastern Daylight Time DNealis Action Type:Manager review
Writer rec'd the following email from the BBB:
I just spoke to this customer. She is rejecting the offer and states that she spent 750 on rental vehicle.
She wishes to proceed to arbitration for repurchase
I have ordered the TE report for her current concerns (went thru them with her)
please advise if Kia would like to change their postion or if you would like a conference call.
thanks

Writer is closing the file until I receives the TER from the BBB.

*** CASE CLOSE 07/22/2004 03:04 PM Eastern Daylight Time DNealis

*** NOTES 07/28/2004 03:24 PM Eastern Daylight Time LSantino Action Type:Manager review
7/28/04 REC'D TER WHICH STATES:
CONCERNS VERIFIED: ENGINE IDLE
CAR PULLS TO THE LEFT WHILE DRIVING
PAINT CHIPS
REAR LIGHT COVER UNGLUED

Kia Motors America
Consumer Affairs Department

Page 4 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K334250	10,000
Maspeph NY	[REDACTED]	[REDACTED]	Dealer: NY039 Major Kia of Long Island	

*** CASE CLOSE 07/28/2004 03:26 PM Eastern Daylight Time LSantino

*** NOTES 07/30/2004 08:11 AM Eastern Daylight Time DNealis Action Type:Manager review
Writer called the customer and left a message for a call back
--Wtg for a call back

*** NOTES 07/30/2004 08:12 AM Eastern Daylight Time DNealis Action Type:Manager review
Writer called the customer and left a message for a call back
--Wtg for a call back

*** NOTES 08/02/2004 01:29 PM Eastern Daylight Time LSantino Action Type:Manager review
08/02/04 REC'D AGREEMENT TO ARBITRATE
1. CUSTOMER WANTS A REPURCHASE
2. MANUF. SEEKS TO BE RELEASED FROM LIABILITY
3. ===== NOTICE OF SCHEDULED HEARING =====
ARBITRATION TO BE HELD ON: WEDNESDAY AUGUST 18, 2004 @10:00 A.M
BBB OF METROPOLITAN NEW YORK
257 PARK AVENUE SOUTH
NEW YORK, NY 10010

CC: DP & DN

*** NOTES 08/03/2004 09:07 AM Eastern Daylight Time DNealis Action Type:Manager review
Writer offered the customer the following:
1. A thirty or sixty day test drive after repairs with a settlement of two car payments.
2. Customer has declined the offer and wants to proceed to arbitration.
3. Writer advised Dan of the decision

Writer is preparing a Arbitration Prep Sheet and is sending it to the DPSM.

*** CASE CLOSE 08/03/2004 09:20 AM Eastern Daylight Time DNealis

*** PHONE LOG 08/16/2004 12:48 PM HReynolds Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

Page 5 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K334250	10,000
Maspeph NY [REDACTED]	[REDACTED]	[REDACTED]	Dealer: NY039 Major Kia of Long Island	

2. WHAT IS NUMER FOR DEVON NEALIS
3. THANKS FOR INFO

WRITER STATES:

1. PROVIDED CUSTOMER ADDRESS FOR KMA
2. ADVISED CUSTOMER'S CASE HAS BEEN DISPATCHED TO REGION FOR FUTHER ASSISTANCE
3. PROVIDED CUSTOMER #800-225-3193 EXT129 FOR DEVON NEALIS

*** CASE CLOSE 08/16/2004 12:48 PM HReynolds

*** NOTES 08/23/2004 08:18 AM Eastern Daylight Time LSantino Action Type:Manager review
8/20/04 RECD INTERIM REPAIR DECISION FROM BBB
MANUFACTURER SHALL REPAIR WITHIN 30 DAYS THE FOLLOWING:
1) VEHICLE PULLS TO THE LEFT
COMPLIANCE DATE: 9/20/04
DP & DN

*** NOTES 08/23/2004 08:14 AM Pacific Daylight Time WSpencer Action Type:Manager review
NCA received certified letter from the customer complaining of on-going concerns

nca to forward letter to the region

*** NOTES 08/24/2004 09:15 AM Eastern Daylight Time DNealis Action Type:Manager review
Correction to Lisa S. notes:
1. We are still waiting for the acceptance/rejection form from
the customer there is not a compliance date of 09/20/04.

--Wtg for the acceptance/rejection form from the customer/BBB.

*** CASE CLOSE 08/24/2004 08:17 AM Eastern Daylight Time DNealis

*** NOTES 09/13/2004 10:35 AM Eastern Daylight Time LSantino Action Type:Manager review
9/9/04 - REC'D LETTER FROM THE BBB STATING:
1. THE CUSTOMER HAS FAILED TO RETURN THE ACCEPTANCE/REJECTION
FORM WITHIN THE SPECIFIED TIME AND REJECTION IS ASSUMED.
CC: DN

*** CASE CLOSE 09/13/2004 10:40 AM Eastern Daylight Time LSantino

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K334126	10,000
Maspeph NY	[REDACTED]		Dealer: NY039 Major Kia of Long Island	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/06/2004 11:06 AM [REDACTED]

caller:

1. 2nd time she has had to rent a car
2. she is sick and tired of the car
3. 11/03 took it in had list of multiple issues
4. engine shakes / poor take off -- found timing off
5. founds that it drifts - to left -- alignment / then they had to replace the tie rod
6. now she had to take the car in because the *fan* exploded this week end
7. this is a new car -- besides fix the car, what is Kia going to do for me (she compared her Sportage to a Linclon Town car she owned in the past)
8. who is going to pay for her rental?

wtr:

1. Kia stands behind its product and will continue to repair the vehicle under the terms of it's warranty
2. the warranty will replace all manufacturers' defects in workmanship or parts failures at no charge
3. Kia does not provide for rentals under the warranty
4. her history does not indicate that there have been an extensive amount of repairs she is claming

cust hung up

confirmed her name --did not have opportunity to verify address

Caller ID provided cust info

*** CASE CLOSE 07/06/2004 11:06 AM JHirshfield

Kia Motors America
Consumer Affairs Department

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K198396	20,000
GARLAND TX [REDACTED]		Dealer: TX059 Big D Kia		

Case History

Complaint Rental Car

*** PHONE LOG 08/04/2003 10:14 AM US Mountain Standard Time SSchutter
CUSTOMER STATES:

1. VEHICLE WAS OVERHEATING
2. OPENED THE HOOD AND SAW THAT THEIR WERE NO BLADES
3. PART IS ON BACKORDER TILL AUGUST 10TH AND DEALER IS NOT SURE PART WILL COME IN THAT DAY
4. DEALER SAID SHE DOES NOT QUALIFY FOR A LOANER AND THEY DO NOT HAVE ANY AVAILABLE
5. SAID THEY WOULD REIMBURSE HER FOR A RENTAL UP TO \$15.00 A DAY FOR THREE DAYS

WRITER STATES:

1. APOLOGIZED FOR THE FRUSTRATION
2. ADVISED CUST KIA DOES NOT HAVE A PROVISION FOR RENTALS
3. WILL HAVE A CASE MANAGER FOLLOW UP WITH IN 72 HRS
4. NO RECALLS ON THIS VEHICLE

*** PHONE LOG 08/07/2003 08:40 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with svc dept @ Big D Kia (Kyle--svc advisor --mgr not avail.) who stated:

1. part is still on backorder ---est ETA 8/12 ---cust offered a rental @\$15 per day, but declined
2. cust chose to take vehicle home ---they have been informed that anything that may happen to the engine will be their responsibility

wtr thanked kyle for the info

*** PHONE LOG 08/07/2003 08:43 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for cust explained the backorder status of the part and requested ca;ll backm if they have any other questions

*** PHONE LOG 08/07/2003 10:12 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with [REDACTED] who stated:

1. reiterated complaint about the backordered part and the lack of rental assistance
2. what happens if the parts aren't in by the end of next week --how long will they have to wait?
3. he will have his wife recontact

wtr stated:

1. that would be fine

*** PHONE LOG 08/08/2003 10:05 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust and wtr have LVM for each other 2-3X

*** PHONE LOG 08/08/2003 12:23 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for cust

*** PHONE LOG 08/11/2003 08:21 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust called and stated:

1. they have been waiting since July 31st for a Sportage *fan*
2. they were offered at the beginning \$15 per day for three days, which isn't enough

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K198396	20,000
GARLAND TX [REDACTED]		Dealer: TX059 Big D Kia		

wtr stated:

1. Kia has been revising their policy due to the backorder status of these parts

wtr placed cust on hold and spoke with svc mgr, Tony Bates @ Big D Kia who stated:

1. all 10 of their loaners are all out
2. they do not work with any rental company directly
3. they really don't have any ETA of the parts

wtr stated:

1. i will speak with SRCA and find out their policy

wtr explained to cust what the svc mgr had stated

wtr placed cust on hold and contacted DPSM, John Milner ---no answer

wtr contacted SRCAA June Sifford who stated:

1. have cust rent a car and submit the bill to Kia for reimbursement of \$15 per day

wtr informed cust of the arrangements

advised cust to take car to dealership, also

provided ref # and address for KMA SRCA

*** CASE CLOSE 08/11/2003 08:22 AM US Mountain Standard Time JHirshfield
rental provided

*** PHONE LOG 08/11/2003 02:04 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller LVM stating :

1. she is going on vacation Thurs to AR
2. she called Crain kia about the *fan* to see if they could get one to her dealership and they told her they were using 2000 model *fans* and they were working fine
3. when she spoke with Big D they told her that they could not do that under warranty without permission from kia

[!<For Internal Use Only

cust cell # [REDACTED]

*** PHONE LOG 08/12/2003 07:36 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr contacted cust and informed her:

1. DPSM is on vacation until tomorrow
2. i understand she is going on vacation to Little Rock
3. i will do my best to try and resolve this before she goes

*** PHONE LOG 08/12/2003 07:46 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with svc mgr, Tony Hall @ Big D who stated:

1. he had been asked yesterday by one of his techs about this
2. he had said that if Kia had found that this fixed these cars, then they would be having everyone do this repair

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K198396	20,000
GARLAND TX [REDACTED]	[REDACTED]		Dealer: TX059 Big D Kia	

wtr explained that Crain Kia had though she was speaking about the A/C condenser *fan*

*** PHONE LOG 08/12/2003 02:26 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr informed [REDACTED] that the parts were not interchangeable

cust to have his wife contact us if she has more questions

*** CASE CLOSE 08/13/2003 07:37 AM US Mountain Standard Time JHirshfield
info given

*** NOTES 08/28/2003 10:13 AM Eastern Daylight Time JSifford Action Type:Manager review
Writer rec'd an Enterprise rental bill for 4 days rental

*** PHONE LOG 08/28/2003 10:17 AM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted Kyle @ TX059--per Kyle

1. customer brought vehicle in a couple of weeks ago and I checked the *fan* blade--it was broken--I explained the backorder parts and customer stated that they needed the vehicle so they could not leave the care for repairs. Customer took vehicle and rented a car.
2. I did not submit the rental bill because I was not aware of it
3. vehicle came in on 8/27/03 and was done this morning.

*** PHONE LOG 09/05/2003 02:00 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer rec'd customer request for reimbursement of rental bill
customer did not leave vehicle at the dealer but could not drive vehicle
Writer unable to confirm mileage at the time of inspection and repair to verify if vehicle has been driven
due to the total amount of rental SRCA will reimburse for customer satisfaction

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723925	K1211536	66,000
Hopewell VA			Dealer: VA023 Dominion Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/07/2006 05:09 AM US Mountain Standard Time DLyons

cust states:

1. the rear windows did not work, the dlrshp repaired the vehicle for the customer
2. I have given up on the vehicle as the repairs did not last very long, the window still doesn't work
3. I can see on the internet that there are several people that have had this concern
4. why hasn't kia done anything about it
5. my vehicle is at my private mechanic
6. I plan to get an attorney, speak to the radio station & also the TV stations to tell people to stay away from kia, that this is a safety hazard.

Writer advised:

1. apologized
2. advised that kia can address these concerns for the customer
3. unfortunately, due to the mileage the vehicle is outside of the l/b warranty that would cover these components
4. if the vehicle was at the kia dlrshp we can involve further personnel to determine if there is any assistance
5. if the repair to the window was completed within the last year it is possible that there is a part warranty on it
6. unfortunately at this time our system is not able to pull the previous repairs for customer.
7. will note all of this information in case notes
8. updated cust info, no previous cases, no recalls.

*** NOTES 08/07/2006 05:11 AM US Mountain Standard Time DLyons Action Type:Manager review

Forwarding to regional office:

1. cust is contacting an attorney
2. veh is not at kia dlrshp for repairs
3. cust will contact media regarding the *fan* failure.

*** PHONE LOG 08/08/2006 02:25 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. WANT TO SPEAK TO A SUPERVISOR OR MANAGER
2. SPOKE TO SOMEONE THERE PRIOR
3. THERE IS A CONCERN WITH THESE VEHICLES THAT KIA HAS A RECALL ON
4. I AM BEING CHARGED FOR THE REPAIRS
5. THE COOLING *FAN*, NOT THE WINDOW
6. HAVE FILED COMPLAINT WITH LOCAL AGENCY REGARDING THIS CONCERN AND THEY HAVE ADVISED OF 5 OTHER CARS THAT HAD SAME PROBLEM
7. I KNOW KIA IS AWARE OF THIS, I SHOULD NOT HAVE TO PAY FOR ALL THE REPAIRS.
8. CAR WAS AT INDEPENDENT SHOP ADDRESSING OTHER REPAIRS WHEN THE COOLING *FAN* CAME APART
9. LOOKING FOR KIA TO ASSIST ME ON REPAIRS
10. CAN NOT TAKE TO DEALER THE SHOP THAT CAR IS AT IS ADDRESSING REPAIRS
11. THEY ARE USING KIA PARTS
12. DEALER ADVISED WAS OUT OF WARRANTY
13. SO HOW CAN I GET REIMBURSEMENT?
14. WILL BRING RECEIPTS INTO DEALER, DOMINION KIA
15. WILL SEE WHAT THEY DO, HOW LONG WILL THAT TAKE?
16. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. CAN SEE PREVIOUS CALL, ASK CUSTOMER TO HOLD
3. IN REVIEW OF NOTES, CUSTOMER WAS HAVING CONCERNS WITH WINDOWS?

**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]	KNDJB723925 [REDACTED]	K1211536	66,000
Hopewell VA [REDACTED]		Dealer: VA023 Dominion Kia		

4. APOLOGIZE FOR ANY CONFUSION
5. WHAT ARE THE CURRENT CONCERNS?
6. WHERE IS CAR AT CURRENTLY?
7. IF CUSTOMER IS REQUESTING ANY ASSISTANCE FROM KIA, WOULD NEED TO GET CAR TO KIA DEALER AND GET DIAGNOSIS
8. ONCE CAR IS DIAGNOSED CAN REVIEW REQUEST FOR ASSISTANCE, WARRANTY IS CURRENTLY EXPIRED.
9. KIA IS STATING WE HAVE TO HAVE DIAGNOSIS FROM AN AUTHORIZED KIA DEALER TO OFFER ANY ASSISTANCE OUTSIDE WARRANTY
10. WHY DIDNT CUSTOMER GET CAR TO KIA DEALER?
11. IF LOOKING FOR ASSISTANCE ON REIMBURSEMENT, WOULD ADVISE TO TAKE RECEIPTS INTO SM AT DEALER THAT CUSTOMER DOES BUSINESS WITH
12. PRESENT RECEIPTS TO SM AT DEALERSHIP
13. SM THEN CAR REVIEW CONCERNS WITH AREA REP AND SEEK ASSISTANCE ON CUSTOMERS BEHALF
14. GENERALLY THE AREA REP GOES INTO DEALER ABOUT ONCE EVERY 4-6 WEEKS
15. ONCE DEALER REVIEWS WITH AREA REP CAN ADVISE IF ANY ASSISTANCE CAN BE PROVIDED.

*** CASE CLOSE 08/10/2006 07:00 AM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer Affairs Department

Page 1 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723X25	K141777	14,000
Palm Coast FL			Dealer: FL079 Michael Holley Kia	

Case History

Complaint Quality

*** PHONE LOG 02/20/2003 10:47 AM US Mountain Standard Time DUnderwood

CALLER STATED:

1. LEFT FRONT SPEAKER WAS MAKING CLICKING NOISE
2. THIS WAS HAPPENING ONLY PART OF THE TIME
3. WENT TO SOUTHSIDE KIA
4. TECH SAID HE COULD NOT HEAR NOISE AND WIFE WAS IMAGINING THE NOISE
5. FL065 DID ORDER THE SPEAKER FOR ME
6. FL065 SAID THEY WOULD CALL ME BACK WHEN IT ARRIVED
7. I NEVER HEARD FROM THEM
8. I CALLED THEM AND SPOKE TO MAN NAMED FRANK
9. WAS PLACED ON HOLD AND THEN WAS DISCONNECTED
10. CALLED BACK AND SPOKE TO FRANK AGAIN
11. ASKED WHY I WAS NOT CALLED BACK ABOUT PART BEING IN
12. HE SAID THEY WERE BUSY AND IF I DID NOT LIKE THE WAY THEY DID SERVICE I COULD GO ELSE WHERE
13. HE HUNG UP ON ME
14. I WANT APPOINTMENT MADE

WRITER STATED:

1. APOLOGIZED FOR ANY INCONVENIENCE
2. WILL DOCUMENT CALLER COMPLAINTS AND CONCERNS
3. DEALERSHIPS:
DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED, KCC HAS AUTHORITY IN MANUFACTURER WARRANTY REPAIRS
4. ASKED CALLER TO HOLD WHILE WTR CALLS Southside Kia

*** PHONE LOG 02/20/2003 10:50 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WRITER STATED:

1. PHONED Southside Kia
2. SPOKE TO FRANK, IN SVC
3. ASKED IF APPOINTMENT COULD BE MADE FOR Joseph Moore

FRANK STATED:

1. THIS CUSTOMER WAS REALLY RUDE TO ME
2. VERY ABUSIVE WITH LANGUAGE
3. WILL HAVE SVC MGR, VAL CALL YOU BACK WITH DECISION

WRITER STATED:

1. THANKS
2. PROVIDED WTR'S NUMBER AND EXTENSION

*** NOTES 02/20/2003 10:55 AM US Mountain Standard Time DUnderwood Action Type:Manager review

WRITER STATED:

1. THANKED CALLER FOR HOLDING
2. ASKED CALLER IF HE AND FRANK, IN SVC HAD WORDS

Kia Motors America
Consumer Affairs Department

Page 2 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K141777	14,000
Palm Coast FL	[REDACTED]		Dealer: FL079 Michael Holley Kia	

CALLER STATED:

1. YES
2. WE HAD MANY WORDS

WRITER STATED:

1. AGAIN, APOLOGIZED FOR ANY INCONVENIENCE
2. WTR IS WAITING FOR CALL FROM VAL, SVC MGR
3. DEALERS ARE INDEPENDENT BUSINESS AND ANTI-TRUST LAWS HERE IN UNITED STATES, PROHIBITS THE MANUFACTURER TO GET INVOLVED IN DEALERSHIP ISSUES
4. WILL WAIT FOR DECISION AND CALL YOU BACK ONCE WTR KNOWS
5. IF DEALERSHIP REFUSES TO SVC YOUR VEHICLE , YOU WILL HAVE TO GO TO ANOTHER DEALERSHIP

CALLER STATED:

1. WHO ELSE CAN I SPEAK TO ABOUT THIS

WRITER STATED:

1. YOU CAN SPEAK TO SVC MGR OR GM @ SOUTHSIDE KIA
2. WILL CALL YOU BACK AS SOON AS I LEARN DECISION

CALLER STATED:

1. THANKS

*** PHONE LOG 02/20/2003 01:41 PM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WRITER STATED:

1. PHONED SOUTHSIDE KIA
2. ASKED FOR SVC MGR , VAL OR FRANK, IN SVC
3. SPOKE TO MIKE, IN SVC
4. REQUESTING CALL BACK
5. THANKS

*** PHONE LOG 02/20/2003 01:52 PM US Mountain Standard Time DUnderwood Action Type:Incoming call
WTR RECEIVED VM FROM FRANK @ Southside Kia

FRANK STATED:

1. CALL ME BACK AT [REDACTED]
2. THANKS

*** PHONE LOG 02/20/2003 02:02 PM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WRITER STATED:

1. PHONED FRANK @ Southside Kia AT (407) 839-1000 EXT 229
2. SPOKE TO FRANK , PARTS MGR

FRANK STATED:

1. SPOKE TO VAL, SVC MGR
2. HE WANTS TO SPEAK TO Joseph Moore
3. HE HAS TRIED HIM AT WORK

WRITER STATED:

Kia Motors America
Consumer Affairs Department

Page 3 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K141777	14,000
Palm Coast FL [REDACTED]		Dealer: FL079 Michael Holley Kia		

1. WILL CALL HIS WIFE AT HOME NUMBER
2. WILL REQUEST Joseph Moore TO CALL VAL, SVC MGR
3. THANKS

*** PHONE LOG 02/20/2003 02:05 PM US Mountain Standard Time DUnderwood Action Type:Incoming call

WRITER STATED:

1. PHONED [REDACTED] HOME NUMBER
2. LEFT VM
3. EXPLAINED THAT VAL, SVC MGR IS REQUESTING A CALL BACK FROM YOU
4. FEEL FREE TO CALL ME IF FURTHER ASSISTANCE IS NEEDED

*** PHONE LOG 02/21/2003 09:34 AM US Mountain Standard Time DUnderwood Action Type:Incoming call

WRITER STATED:

1. PHONED [REDACTED] HOME NUMBER
2. LEFT VM
3. CHECKING TO SEE IF YOU WERE GIVEN AN APPOINTMENT
4. IF FURTHER ASSISTANCE IS NEEDED PLEASE CALL WTR BACK

*** CASE CLOSE 02/21/2003 01:47 PM US Mountain Standard Time DUnderwood
CLOSED PENDING CALL BACK

*** PHONE LOG 05/19/2003 05:44 AM US Mountain Standard Time BGauldin Action Type:Incoming call

[REDACTED], wife of owner:

- 1.the CEL is on again.
- 2.veh is overheating.
- 3.the radio is still not fixed.
- 4.concerned with the BBB.
- 5.will make appointment and cl writer back.

writer stated:

- 1.apologized for the customer's inconvenience.
- 2.customer would consult the back of consumer warranty book,local state laws set guidelines.
- 3.Kia wants to see veh repaired.
- 4.make appointment and cl writer back.

*** CASE CLOSE 05/20/2003 07:28 AM US Mountain Standard Time BGauldin
customer has many issues and was advised by writer to make appointment and cl writer back.

*** PHONE LOG 05/21/2003 10:25 AM US Mountain Standard Time BGauldin Action Type:Incoming call

customer stated:

- 1.veh going in for veh running hot.
- 2.a thermostat was ordered.
- 3.also the speaker disturbance has not been heard by the dealership.

Kia Motors America
Consumer Affairs Department

Page 4 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X25	K141777	14,000
Palm Coast FL			Dealer: FL079 Michael Holley Kia	

4. will give this issue as well before Friday 8 AM appointment.

writer stated:

1. received the VM message.
2. apologized for not calling sooner.
3. not a mechanic but believe vehicle running hot could have something to do with need for thermostat.
4. advised to give the speaker disturbance should be addressed Friday with vehicle thermostat.

*** CASE CLOSE 05/21/2003 10:26 AM US Mountain Standard Time BGauldin
customer taking in for repair Friday 8 am. writer closing till Friday. will call dealership regarding speaker issue and vehicle running hot.

*** PHONE LOG 05/28/2003 04:21 AM US Mountain Standard Time BGauldin Action Type: Incoming call
customer left VM:

1. vehicle was returned and said repaired.
2. CEL came back on and taking back to the dealership.

*** NOTES 05/28/2003 04:24 AM US Mountain Standard Time BGauldin Action Type: Manager review

writer called SM Paul:

1. customer left VM.
2. stated vehicle going back in since CEL came back on.

SM Paul stated:

1. customer came in Friday with *fan* blade broken.
2. no ticket on a return since 5/23/03

*** PHONE LOG 05/30/2003 07:45 AM US Mountain Standard Time BGauldin Action Type: Incoming call
writer called customer:

1. ask if the customer had the vehicle.

*** NOTES 05/30/2003 07:49 AM US Mountain Standard Time BGauldin Action Type: Manager review
customer stated:

1. picked up the vehicle Friday 23 and CEL came on Saturday.

*** NOTES 05/30/2003 07:57 AM US Mountain Standard Time BGauldin Action Type: Manager review

2. not taking in yet.
3. the vehicle has been in 4 times with the thermostat.

*** NOTES 05/30/2003 08:04 AM US Mountain Standard Time BGauldin Action Type: Manager review

Kia Motors America
Consumer Affairs Department

Page 5 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X25	K141777	14,000
Palm Coast FL			Dealer: FL079 Michael Holley Kia	

5. what can be done besides taking the veh in.
6. have 2 children and difficult to take back to the dealership immediately.
7. paying over 400 . in payments for the veh.
8. husband very unhappy.
9. will cl writer when veh going back to dealership.
10. also want copies of records from each dealership

*** PHONE LOG 05/30/2003 08:13 AM US Mountain Standard Time BGauldin Action Type:Outgoing call
writer cld SM Paul:

1. customer stating that the thermastat was replace again and ordered before the veh went in 5/23.

*** NOTES 06/02/2003 05:05 AM US Mountain Standard Time BGauldin Action Type:Manager review
SM Paul stated: (original cl - had to re enter)

1. a therma stat was not replace this time.
2. found on the ticket only after copy given to customer a therma stat was written.

*** CASE CLOSE 06/02/2003 08:00 AM US Mountain Standard Time BGauldin
customer requesting repair assist will cl writer when veh going in for repair.

*** PHONE LOG 06/18/2003 08:22 AM Pacific Daylight Time CCurry Action Type:Outgoing call
Writer attempted to contact customer but line was busy. Writer will try again later.

*** PHONE LOG 06/18/2003 12:56 PM Pacific Daylight Time CCurry Action Type:Outgoing call
Writer called customer (but spoke with husband [REDACTED] who stated):

1. has had 2 other Kia's and has not had any problems.
2. tired of vehicle, does not feel like taking it back to any dealership.
3. has taken vehicle to FL065 and FL079, but no one has been able to repair the vehicle.

Writer stated:

1. We apologize for any inconvenience incurred.
2. Want to make sure vehicle is operating to specifications
3. would like you to set up an appointment at Reed Kia (FL053)?
4. you may select the dealership you would like to re-visit and we will assist with arranging alternate transportation.

Customer stated:

1. Will select dealership and call you back once appointment has been scheduled.
2. Thank you for your assistance.

*** CASE CLOSE 07/10/2003 09:04 AM Eastern Daylight Time CCurry

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K1198674	66,000

norfolk VA [REDACTED]

Dealer: VA016 Bay Kia

Case History

Complaint Quality

*** PHONE LOG 07/05/2006 07:38 AM US Mountain Standard Time JHirshfield caller

1. the plastic *fan* on his Sportage has come apart and gone into his radiator
2. what do we suggest he do
3. he just moved to VA from CT

wtr

1. car is actually out of warranty for this --would have been covered under the 5/60 BLW
2. he still has the PTW, but this is not part of the PT
3. will need to speak with DPSM regarding his repair
4. car will need to be towed to closest dealership

cust transferred to R/A

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

Send to:[plegood@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 07/05/2006 09:16 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

DPSM on vacation

wtr LVM for SRCAA T Francis requesting callback which DPSM is covering for Paul while he is out

*** NOTES 07/05/2006 12:08 PM US Mountain Standard Time JHirshfield Action Type:Manager review

DPSM filling in is Alan Crouch

*** PHONE LOG 07/05/2006 01:17 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with DPSM A Crouch who stated

1. his feeling is that if this is a good customer that would benefit from the good will assistance, then he would say yes for sure
2. he needs something that he can justify goodwill expense for

wtr

1. will speak with svc mgr @ VA016 and see what he says

*** PHONE LOG 07/05/2006 01:23 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr contact VA016 speak with Victor Gargano --busy caller to retry tomorrow

Kia Motors America
Consumer Affairs Department

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723525 [REDACTED]	K1198674	66,000
norfolk VA [REDACTED]		Dealer: VA016 Bay Kia		

*** PHONE LOG 07/06/2006 06:59 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with Victor who stated

1. car is in good shape
2. owner is a very understanding person
3. he cannot see any reason not to offer goodwill
4. this is the kind of customer that he would want to assist, even without seeing him prior

wtr

1. will talk to cust and advise him of the need for his 60K to be done
2. perhaps we can get him to have it serviced by dealership
3. will let him know what the outcome is

*** PHONE LOG 07/06/2006 07:11 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with cust who stated

1. he understands and agrees to the offer
2. he will call Victor later today and get an estimate for the 60K
3. thanked wtr for the assistance

*** PHONE LOG 07/06/2006 07:22 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with DPSM A Crouch

1. informed him of what cust and svc mgr had stated
DPSM
1. svc mgr will need to contact him for a PWA anyway

wtr thanked DPSM for his assistance

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

Send to:[acrouch@kiausa.com]

CC List:[plegood@kiausa.com]

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

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*** CASE CLOSE 07/06/2006 02:38 PM US Mountain Standard Time JHirshfield

*** PHONE LOG 07/18/2006 01:57 PM US Mountain Standard Time JHirshfield Action Type:Incoming call

caller LVM stating

1. he spoke with svc dept @ VA016 (Mike Liggins)
2. they are not familiar with any agreement
3. request callback

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]	KNDJA723525 [REDACTED]	K1198674	66,000
norfolk VA [REDACTED]		Dealer: VA016 Bay Kia		

*** PHONE LOG 07/18/2006 02:03 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with svc dept @ VA016

1. they are familiar with agreement with cust
2. unsure what happened (everyone else gone)

wtr to refer cust to speak with Mike or Victor tomorrow

*** PHONE LOG 07/19/2006 03:27 PM US Mountain Standard Time JHirshfield Action Type:Incoming call

wtr received call from Mike @ VA016 who stated

1. he is familiar with this cust and Kia's offer to pay for the rad and *fun* repair if cust does his maint

wtr

1. he needs to get a PWA from DPSM Paul LeGood
2. he should explain to Paul that DPSM Alan Crouch had authorized this while he was on vacation

*** CASE CLOSE 07/20/2006 09:00 AM JHirshfield Action Type:Case Closed

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB623825 [REDACTED]	K1203019	40,872
Seymore TN [REDACTED]	[REDACTED]	[REDACTED]	Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 07/17/2006 08:05 AM US Mountain Standard Time RBussey

Sally from Pontiac dealer called:

1. Cooling *fan* came apart, possible damage to radiator, don't know, have not diag'd veh at all.
2. Will that be covered for customer?

Writer stated:

1. needs to get to the dealer ASAP, for diag and possible warr repair.

*** CASE CLOSE 07/17/2006 08:05 AM US Mountain Standard Time RBussey

*** NOTES 09/15/2006 09:39 AM Pacific Daylight Time CFurumoto Action Type:Manager review

NCA RECEIVED RECEIPT FOR TOWING FROM CUSTOMER.

1. CUSTOMER SEEKING REIMBURSEMENT THROUGH ROADSIDE.

SCANNED AND DISPATCHED TO ROADSIDE FOR FURTHER HANDLING.

*** NOTES 09/18/2006 01:58 PM Pacific Daylight Time SMarino Action Type:Manager review

Forward to DHarwood @ CCG for towing reimbursement

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA623325 [REDACTED]	K96812	19,321
Pahrump NV	[REDACTED]		Dealer: NV003 Courtesy Kia	

Case History

Complaint Rental Car

*** PHONE LOG 08/01/2002 10:03 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I WAS HAVING LEAKS IN THE RADIATOR.
2. THE DEALERSHIP SAID THAT THE **FAN** BROKE AND PUNCTURED A HOLE THROUGH THE RADIATOR.
3. THEY SAID THEY DO NOT KNOW WHEN THE CAR WILL BE READY
4. I WOULD LIKE A CAR TO DRIVE.
5. THE DEALERSHIP DOES NOT HAVE A LOANER CAR THAT I CAN DRIVE.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. RENTALS ARE NOT A PROVISION OF OUR WARRANTY
3. LET ME CALL THE DEALERSHIP AND FIND OUT HOW LONG THE CAR WILL BE DOWN.

*** PHONE LOG 08/01/2002 10:04 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED THE SERVICE ADVISOR GEORGE
GEORGE STATES.

1. THE CAR WAS TOWED IN HERE LAST NIGHT AT ABOUT 5 P.M.
2. I SPOKE TO THE CUSTOMER TODAY AND ADVISED HIM THAT THE CAR MAY BE READY BY TOMORROW OR TODAY DEPENDING ON PARTS.
3. I OFFERED TO PUT HIM IN A RENTAL BUT HE SAID HE DID NOT WANT TO PAY THE DEPOSIT FOR ENTERPRISE RENTAL.
4. THERE IS NOTHING I CAN DO FOR HIM BUT FIX THE CAR.

*** PHONE LOG 08/01/2002 10:07 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER GOT BACK WITH THE CUSTOMER
WRITER STATES.

1. I SPOKE TO GEORGE AT THE DEALERSHIP
2. GEORGE STATES THAT THE CAR SHOULD BE READY HOPEFULLY BY TOMORROW DEPENDING ON PARTS.
3. HE SAID THAT HE OFFERED YOU A RENTAL BUT YOU COULD NOT PAY THE DEPOSIT.
4. LIKE I STATED BEFORE, RENTALS ARE NOT A PROVISION OF THE WARRANTY

CUSTOMER STATES.

1. I CANNOT AFFORD THE DEPOSIT.
2. I AM SORRY THAT KIA AND THE DEALERSHIP CAN'T WORK TOGETHER TO GIVE ME A CAR.
3. I WILL JUST HAVE TO WAIT THEN.

*** CASE CLOSE 08/01/2002 10:07 AM US Mountain Standard Time SLarez
RENTALS ARE NOT A PROVISION OF THE WARRANTY.

*** PHONE LOG 01/10/2003 07:17 AM US Mountain Standard Time CLausch Action Type:Incoming call
12/24/02 IS DATE I-SKY SURVEY

CUST STATED:

1. HAD A **FAN** BLADE ISSUE WITH THE VEH IN THE PAST

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA623325 [REDACTED]	K96812	19,321
Pahrump NV [REDACTED]		Dealer: NV003 Courtesy Kia		

2. WANT THE VEH BOUGHT BACK
3. WANTS KIA TO CONTACT THE CUST ON THIS ISSUE

*** NOTES 01/10/2003 07:17 AM US Mountain Standard Time CLausch Action Type:Manager review

12/13/02 W NV003 46075 1 DOOR WINDOW REGULATO GLASS-F.DOOR,RH 23061
12/13/02 W NV003 46075 2 SEAT CUSHION ASSY (F CUSHION-FRT SEAT, RH 23061
12/11/02 W NV003 45836 1 BATTERY ASSY, R&R BATTERY-SPG 99-02 22965
12/11/02 W NV003 45859 1 02 WIRING ASSY-ENGINE 22945
8/20/02 W NV003 36918 1 02 THERMOSTAT ASSY, R&R THERMOSTAT SET 19969
8/20/02 W NV003 36918 2 02 CHAN.-GLASS RUN A,LH 19969
7/31/02 W NV003 35310 1 02 RADIATOR ASSY, R&R RADIATOR ASSY 19321
7/31/02 W NV003 35310 2 02 KNOCK SENSOR, R&R SENSOR-KNOCK 19321

*** PHONE LOG 01/10/2003 11:53 AM US Mountain Standard Time CLausch Action Type:Outgoing call
writer called the ph# on file & it is disconnected, set out call me letter

*** CASE CLOSE 01/10/2003 12:03 PM US Mountain Standard Time CLausch
snt call me letter

*** PHONE LOG 02/07/2003 11:59 AM US Mountain Standard Time CLausch Action Type:Incoming call
recieved call me letter back, return to sender, attempt unknown

*** CASE CLOSE 02/07/2003 11:59 AM US Mountain Standard Time CLausch

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723825	K207703	25,000
KNOXVILLE TN			Dealer:	

Case History

Complaint Quality

*** PHONE LOG 08/22/2003 06:56 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. MY BRAKES HAVE BEEN REPLACED TWICE AND THEY ARE BAD AGAIN.
2. MY COOLING *FAN* JUST BROKE, THAT IS BAD REPAIRED.
3. MY LIGHTS SHORTED OUT
4. MY CUP HOLDER BROKE WITHIN MONTHS FROM WHEN I BOUGHT THE CAR.
5. THE WINDOWS HAVE BEEN FIXED 3 TIMES
6. THE BELTS SQUEAK ALL THE TIME.
7. I ASKED THE DEALERSHIP TO ADJUST THEM BUT THEY WANT TO CHARGE.
8. THE ROTORS ARE WARPED AND THE DEALERSHIP SAID THEY WOULD NOT FIX IT I HAVE TO PAY FOR IT.

WRITER STATES.

1. BRAKES AND ROTORS WOULD NOT BE COVERED UNDER THE WARRANTY, THEY ARE CONSIDERED TO BE A WEAR ITEM.
2. THE BELTS CAN BE ADJUSTED BUT THE ADJUSTMENT PERIOD OF YOUR CAR IS 12 MONTH 12K MILES, SO THAT WOULD NOT BE COVERED
3. IF YOU STILL HAVE PROBLEMS WITH THE WINDOWS YOU MAY TAKE THAT TO THE DEALERSHIP
4. THE ELECTRICAL SYSTEM IS COVERED FOR 5YRS 60K MILES.
5. I AM SORRY ABOUT THE SITUATION
6. I WILL DOCUMENT YOUR CONCERNS.

CUSTOMER STATES.

1. I AM NOT HAPPY WITH THE CAR.
2. I AM VERY FRUSTRATED ABOUT THE SITUATION
3. I TRIED TO GET OUT OF THE CAR BUT I STILL OWE \$18K ON IT.
4. THE DEALERSHIP WOULD ONLY GIVE ME. \$4K FOR IT.

WRITER STATES.

1. WE ARE HERE TO FIX THE CAR UNDER THE WARRANTY
2. THE BRAKES AND BELTS WOULD NOT BE COVERED.
3. IF YOU ARE UNHAPPY WITH THAT I WOULD RECOMMEND LOOKING AT THE BACK OF THE WARRANTY AND CONSUMER INFORMATION MANUAL.
4. I WILL DOCUMENT THE CONCERNS.
5. I AM SORRY ABOUT THE SITUATION.

*** CASE CLOSE 08/22/2003 08:19 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K486416	28,100
Frederick MD	[REDACTED]		Dealer: MD023 Bill Baisey Kia	

Case History

Complaint Dealer

*** PHONE LOG 06/17/2005 10:08 AM US Mountain Standard Time TMorales

Cust stated:

1. Dropped the veh off for a horrible noise
2. The dlr said they didn't hear the noise but they charged the cust \$40.00, they only started the veh 3x, they didn't test drive it only less than a mile
3. Took the veh back and test drove w/ the tech and they said the noise was just a *fan* and not to worry about it
4. Took the veh back to another dlr and they found the problem and fixed it : this was Hagerstown KIA
5. What I want is to get the diagnostic \$40.00 back from the first dlr
6. So I called the first dlr and they said to call and make a complaint
7. Hagerstown replaced the *fan* assembly and they said if the Bill Baisley KIA would have taken five minutes to look they would have found the problem
8. Andy Grisez is the svc mgr and he hasn't gotten back to me like he said he would

Writer advised:

1. apologized for the problem
2. I will call the dlr and Andy to find out what is going on w/ this
3. I will call the cust back w/ update
4. If I need to I will call the DPSM and ask him what can be done

Cust stated:

1. great thank you
2. I will contact the DPSM to find out about what can be done

*** PHONE LOG 06/17/2005 11:01 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called dlr and was sent to Andy's vm and lvm stating"

1. Reviewed cust and veh info
2. Cust states you were going to get back to him about the reimbursement of the \$40.00 diagnostic
3. Please call back to writer (verified writer contact info)

*** PHONE LOG 06/20/2005 02:15 PM US Mountain Standard Time TMorales Action Type:Outgoing call

writer called cust and lvm stating:

1. Please call back
2. Verified writer contact info

*** PHONE LOG 06/21/2005 08:56 AM US Mountain Standard Time TMorales Action Type:Outgoing call

writer called cust and lvm stating:

1. Please call back
2. Verified writer contact info

*** PHONE LOG 06/22/2005 08:10 AM US Mountain Standard Time TMorales Action Type:Outgoing call

writer called cust and lvm stating:

1. Please call back
2. Verified writer contact info

Case closed pending cust call back

*** CASE CLOSE 06/22/2005 08:12 AM US Mountain Standard Time TMorales

Kia Motors America
Consumer Affairs Department

Page 2 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723225	K486416	28,100
Frederick MD 21712			Dealer: MD023 Bill Baisey Kia	

*** PHONE LOG 06/27/2005 04:47 AM US Mountain Standard Time YLabarca Action Type:Incoming call
CUST STATES
1 RETURNING TOM CALL
2 I HAVENT HEARD ANYTHING BACK FROM THE DLR ABOUT GETTING MY DIAG FEE BK

WRITER STATES
1 I CAN TRANSFER YOU OVER TO TOM VM
2 I SEE THAT HE WAS TRYING TO REACH YOU
3 PROVIDED CUST WITH TOM EXT AND TRANSFERRED TO VM

*** CASE CLOSE 06/27/2005 04:47 AM US Mountain Standard Time YLabarca

*** PHONE LOG 06/27/2005 09:20 AM US Mountain Standard Time TMorales Action Type:Outgoing call
Writer called DPSM M Colvin and advised:
1. Reviewed case details
2. Cust is demanding Bill Baisey KIA refund the diagnostic fee

DPSM M Colvin stated:
1. Let me call the dlr and I will call you back

*** PHONE LOG 06/28/2005 10:39 AM US Mountain Standard Time TMorales Action Type:Incoming call
Writer received vm from DPSM M Colvin stating"
1. I talked to the svc mgr at the dlr and he said he will call the cust and give back the diagnosis

*** PHONE LOG 06/28/2005 10:42 AM US Mountain Standard Time TMorales Action Type:Outgoing call
Writer called both numbers and lvms stating"
1. I did speak to the DPSM and he called the svc mgr Andy
2. Andy says he will call the cust and return the diagnostic fee
3. Call Andy at the dlr to arrange this
4. Please call back to writer verified contact info and case number

*** PHONE LOG 06/29/2005 08:01 AM US Mountain Standard Time TMorales Action Type:Outgoing call
Writer called cust who stated:
1. This Andy never returns phone calls and I don't like chasing him
2. No I haven't called him since your message yesterday

Writer advised:
1. If you have trouble getting in touch w/ Andy please call back and I will call the DPSM and ask him to pressure Andy to get this done

Cust stated:
1. Ok, thanks

Kia Motors America
Consumer Affairs Department

Page 3 of 7

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Frederick MD		KNDJA723225	K486416	28,100
			Dealer: MD023 Bill Baisey Kia	

*** CASE CLOSE 06/29/2005 08:01 AM US Mountain Standard Time TMorales

*** PHONE LOG 06/30/2005 09:36 AM US Mountain Standard Time TMorales Action Type:Incoming call
Writer received vm from cust stating:

1. I called Andy and he hasn't been contacted by anybody about this
2. Please call back

*** PHONE LOG 06/30/2005 09:42 AM US Mountain Standard Time TMorales Action Type:Outgoing call
Writer called dlr and spoke to Svc Mgr Andy who stated:

1. I explained to the cust that [REDACTED] the owner of the dlr has asked M Colvin to verify at the other dlr that the *fan* was indeed cracked
2. Because I looked w/ the techs and we didnt' see any cracks or reason to replace
3. So the next time M Colvin is at that other dlr he is going to verify the part was cracked and then [REDACTED] will authorize refund of the diagnostic fee

*** PHONE LOG 06/30/2005 09:43 AM US Mountain Standard Time TMorales Action Type:Incoming call
Writer called cust and left message w/ daughter Heidi:

1. Am returning your call please call back

*** PHONE LOG 06/30/2005 11:43 AM US Mountain Standard Time TMorales Action Type:Outgoing call
Writer called DPSM M Colvin

1. Wanted to verify what Svc Mgr Andy states now
2. That the dlr owner [REDACTED] wants you to go to the dlr that replaced the *fan* and inspect the replaced *fan* and ensure it was cracked, before the dlr agrees to refund the diagnostic fee
3. Please call back to advise (verified writer contact info)

*** PHONE LOG 06/30/2005 11:52 AM US Mountain Standard Time ATafoya Action Type:Incoming call
--Michael Moreno stated:

- 1.req to speak w/TMorales
- Writer transferred to TMorales

*** PHONE LOG 06/30/2005 03:07 PM US Mountain Standard Time TMorales Action Type:Outgoing call
Writer called cust and advised:

1. I have spoken to Andy the svc mgr
2. He stated that the owner [REDACTED] has demanded that the DPSM goes to that other dlr and inspect the *fan* to be sure it was cracked
3. I called the DPSM and lvm stating is this true and what is going to happen
4. As soon as I have heard from The DPSM I will call back

Cust stated:

1. I will never buy another veh from [REDACTED] dlr
2. For \$40.00 why is he being this way
3. I think the svc mgr Andy is just trying to protect himself
4. Thanks for all your help though, I will wait to hear from you

Kia Motors America
Consumer Affairs Department

Page 4 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
Frederick MD		KNDJA723225	K486416	28,100
			Dealer: MD023 Bill Baisey Kia	

*** PHONE LOG 07/05/2005 09:15 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called DPSM M Colvin and lvm stating:

1. Wanted to verify what Svc Mgr Andy states now
2. That the dlr owner [REDACTED] wants you to go to the dlr that replaced the *fan* and inspect the replaced *fan* and ensure it was cracked, before the dlr agrees to refund the diagnostic fee
3. Please call back to advise (verified writer contact info)

*** PHONE LOG 07/06/2005 08:15 AM US Mountain Standard Time TMorales Action Type:Incoming call

Writer received vm from DPSM M Colvin stating:

1. It is true that I have to inspect the *fan* replaced
2. That should happen by this Friday

*** PHONE LOG 07/06/2005 08:18 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called cust and lvm stating":

1. The DPSM did say that he has to inspect the *fan* per Bill Baisey
2. That should happen by this friday
3. Then the DPSM will call Svc Mgr Andy and advise him if the *fan* was cracked
4. Then Svc Mgr Andy will be able to refund the diagnostic fee if the *fan* was cracked
5. Please call back, thanks

*** PHONE LOG 07/12/2005 08:43 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called cust who stated:

1. We haven't heard anything yet

Writer advised:!

1. Let me call the DPSM and I will call back

*** PHONE LOG 07/12/2005 08:44 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called DPSM M Colvin and lvm stating:

1. Reviewed case details: did you inspect the *fan* what is the status
2. Please call back

*** PHONE LOG 07/18/2005 08:29 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called DPSM M Colvin who stated:

1. I am gping to see svc mgr Andy today and I will tell him he needs to reimburse the cust his diagnostic fee

Writer advised:

1. I will advise the cust of this

*** PHONE LOG 07/18/2005 11:32 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called cust and advised:

1. Repeated what the DPSM M Colvin stated: he is going to the dlr today

Kia Motors America
Consumer Affairs Department

Page 5 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJA723225 ██████████	K486416	28,100
Frederick MD	██████████		Dealer: MD023 Bill Baisey Kia	

1. Ok thanks

*** CASE CLOSE 07/18/2005 11:43 AM US Mountain Standard Time TMorales

*** PHONE LOG 07/21/2005 08:26 AM US Mountain Standard Time TMorales Action Type:Incoming call

Writer received vm from Cust stating:

1. The dlr still is not contacting me or returning my calls
2. I am beginning to think this is all a game w/ you folks
3. Call back

*** PHONE LOG 07/21/2005 08:41 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called secondary phone twice; busy

Writer called primary phone and lvm stating:

1. I received your vm
2. I am forwarding the case to the region for greater attention to this
3. The DPSM has told the dlr to reimburse you, but the dlr hasn't done this I know
4. Apologized for the delay and troubles in this

*** NOTES 07/21/2005 08:46 AM US Mountain Standard Time TMorales Action Type:Manager review

Writer forwarding case to SRCA because:

1. Cust states he paid a diagnostic fee to MD023 and dlr said there was no problem
2. Cust then took veh to MD006 and they found the *fan* assembly defective and replaced under warranty
3. Cust demanded reimbursment of diagnostic fee from MD023 and writer contacted DPSM M Colvin
4. M Colvin stated he has directed the dlr they should reimburse the cust
5. Cust has called to say the dlr will not take or answer his calls now
6. Writer advised cust that am escalating case to region

*** PHONE LOG 07/28/2005 01:19 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA contacted MD023--Andy is on vacation--Steve is filling in for Andy but does not know anything about it and request's that I wait for Andy to return

*** PHONE LOG 07/28/2005 01:32 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA spoke to ██████████ and advised--

Service Manager out until Monday

I will call him on Monday and then call you w/update

*** COMMIT 07/28/2005 01:34 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** PHONE LOG 08/02/2005 10:53 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA spoke to Andy-Service Manager MD023

Andy states-

1. request for check has been submitted to upper management and believe at this time it is a GO

Kia Motors America
Consumer Affairs Department

Page 6 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K486416	28,100
Frederick MD	[REDACTED]		Dealer: MD023 Bill Baisey Kia	

*** FULFILL 08/02/2005 10:54 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** COMMIT 08/02/2005 10:55 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** PHONE LOG 08/02/2005 10:55 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted [REDACTED] with information from dealer.

*** CASE CLOSE 08/02/2005 10:56 AM Eastern Daylight Time JuneSifford

*** PHONE LOG 08/18/2005 02:00 PM US Mountain Standard Time BBrown Action Type:Incoming call
CUST STATES

- 1 I HAVE BEEN TRYING TO REACH JUNE SIFFORD
- 2 I NEED TO KNOW WHAT I NEED TO DO TO GET THE \$40 THAT THE DLR OWES ME
- 3 I AM GETTING THE RUNAROUND HERE
- 4 JUNE TOLD ME KIA CORP WAS CUTTING A CHECK AND THE DLR SAYS THEY ARE CUTTING A CHECK
- 5 WHAT DO I HAVE TO DO TO GET THIS MONEY BACK

WRITER STATES

- 1 ACCORDING TO CASE NOTES YOU COULD EXPECT A CHECK WITHIN THE NEXT WEEKS OR SO
- 2 I WILL FORWARD YOUR REQUEST FOR CONTACT TO THE APPROPRIATE PERSONNEL

CUST STATES

- 1 THANK YOU

*** NOTES 08/18/2005 02:02 PM US Mountain Standard Time BBrown Action Type:Manager review

WRITER FORWARDING CASE TO REGION BECAUSE

- 1 CUST IS SEEKING CONTACT REGARDING THIS CASE
- 2 CUST WONDERS WHAT HE HAS TO DO TO GET \$40 BACK FROM DLR
- 3 WRITER READ CUST MOST RECENT CASE THAT STATE HE SHOULD EXPECT THE REFUND WITHIN THE NEXT WEEK OR SO

*** PHONE LOG 08/22/2005 11:02 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA reviewed case with DPSM--he will contact Dealer today.

*** PHONE LOG 08/31/2005 11:33 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted DPSM--Per DPSM, Dealer says ck cut & sent (no date)
if customer needs additional information he may call Andy

**Kia Motors America
Consumer Affairs Department**

Page 7 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K486416	28,100
Frederick MD	[REDACTED]		Dealer: MD023 Bill Baisey Kia	

*** CASE CLOSE 08/31/2005 11:35 AM Eastern Daylight Time JuneSifford

*** PHONE LOG 08/31/2005 10:41 AM US Mountain Standard Time TMorales Action Type:Incoming call
WRITER RECEIVED MESSAGE FROM CUST STATING;
1. PLEASE CALL ME

*** PHONE LOG 08/31/2005 10:42 AM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED CUST WHO STATED:
1. YES, J SIFFORD CALLED ME AND GAVE ME THE INFO
2. THANKS FOR HELPING ME

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K364329	44,000
BROOMFIELD CO [REDACTED]		Dealer: KS008 Briggs Kia		

Case History

Complaint Roadside Assistance

*** PHONE LOG 09/14/2004 07:50 AM US Mountain Standard Time YLabarca

CUSTOMER STATES

1 MEMORIAL DAY WKEND TRAVELING

2 **FAN** BROKE AND WENT THROUGH THE RADIATOR

3 TOWED TO NEAREST DLR IN KANSAS

4 VEHICLE OUT 6-7 DAYS

5 TALKED TO SVC MGR IN KS

6 ADVISED WOULD SEE WHAT HE CAN DO FOR REIMBURSEMENT OF RENTAL VEHICLE

7 TALKED TO DLRSHIP IN MY AREA

8 RENTAL CAR COST ME ALMOST 300.00

9 SENT LETTER TO MEDFORD MASSACHUSETTS

10 REC CHECK FOR 78.81

11 CALLED IN AND SPOKE TO CLAIMS

12 ADV THAT THEY ONLY COVER 3 DAYS FOR THE RENTAL

13 WHY SHOULD I HAVE TO PAY FOR THE RENTAL WHEN IT WAS A VEHICLE DEFECT

WRITER STATES

1 APOLOGIZED

2 NO RECALLS

3 ADVISED OF TRIP INTERRUPTION REQUIREMENTS

4 ADVISED RENTAL VEHICLE NOT PROVISION OF WARRANTY

5 ADVISED CUSTOMER WOULD DOCUMENT A COMPLAINT FOR HIM

CUSTOMER THANKED WRITER

*** CASE CLOSE 09/14/2004 07:50 AM US Mountain Standard Time YLabarca

Kia Motors America
Consumer Affairs Department

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723625	K300210	12,500
Sante Fe Springs CA			Dealer: CA123 Whittier Kia	

Case History

Complaint Dealer

*** PHONE LOG 03/31/2004 01:10 PM US Mountain Standard Time JProkopp

Customer states:

1. I took my vehicle to Whittier Kia in October because the *fan* on my Sportage broke.
2. They agreed to cover a rental car for me.
3. I got charged for it on my credit card because they never paid Enterprise for the bill.
4. I've spoken with the service manager Dave Zewelka and C.J.
5. Dave keeps telling me that they've taken care of it and C.J. doesn't ever call me back.
6. I just got off the line with Enterprise and they still haven't received any payment from the dealership.
7. I owe \$74.64 and I am on a fixed income.
8. They told me that they would cover this in the first place and all I'm getting is the runaround.

Writer states:

1. Kia does not cover rental vehicles under the warranty.
2. If the dealership is offering that, it would have been as a courtesy.
3. Let me call them and find out what is going on.

Writer placed customer on hold and called Whittier Kia. Writer was unable to get in touch with the service manager. Writer got back on the line with the customer.

Writer states:

1. I am unable to get in touch with your service manager right now.
2. I will follow up with him later today and I will call you back.

*** PHONE LOG 03/31/2004 02:22 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Whittier Kia. Writer was unable to get in touch with the service manager.

*** PHONE LOG 03/31/2004 04:55 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Whittier Kia and spoke with CJ.

CJ states:

1. Enterprise made a mistake and charged the customer.
2. Enterprise initially told us that they would credit the customer's account and send us the bill.
3. Now they are saying that they need payment first.
4. Our accounting department is still waiting on the invoice from Enterprise.
5. We need their invoice before we can pay them.

*** PHONE LOG 04/01/2004 04:34 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted customer and advised her of CJ's comments.

Customer states:

1. I've already given them all the invoices that they need.
2. Dave called me yesterday and he said that he would get it taken care of within the next few days.
3. I've already paid Enterprise because I didn't want to be late on my credit card bill.
4. Dave said that he would be writing a check to me.

Writer states:

1. If you have any further issues, please call me back and I will do what I can to help.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K300210	12,500
Sante Fe Springs CA [REDACTED]			Dealer: CA123 Whittier Kia	

*** CASE CLOSE 04/01/2004 04:34 PM US Mountain Standard Time JProkopp

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
BELLEVERNON PA		KNDJA723725	K1213329	36,002
			Dealer:	

Case History

Complaint Other

*** PHONE LOG 08/09/2006 03:47 PM US Mountain Standard Time TMorales
CUST STATED:

1. I DROVE FROM PA TO KS AND YESTERDAY IN KS MY COOLING *FAN* BROKE INTO PIECES
2. GOT IT FIXED AT SHAWNEE MISSION KIA ; IT WAS UNDER WARRANTY AND THEY WENT OUT OF THEIR WAY FOR ME
3. THE DLR WASN'T AWARE I HAD R/A AND PAID TO HAVE IT TOWED; I WANT TO GET REIMBURSED
4. I DIDNT KNOW I HAD R/A

WRITER ADVISED;

1. SORRY FOR THE PROBLEM
2. EXPLAINED R/A WARRANTY AND ENSURED CUST KNOWS HOW TO CONTACT THEM
3. PROVIDED R/A CLAIMS DEPT MEDFORD MA ADDRESS AND INSTRUCTIONS TO SEND ORIG RECEIPT; COVER LETTER AND R/O FOR REIMBURSEMENT REVIEW

CUST STATED:

1. OK THANKS
- 3.

*** CASE CLOSE 08/09/2006 03:47 PM US Mountain Standard Time TMorales

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	K518816	35,000
Brunswick GA	[REDACTED]	[REDACTED]	Dealer: GA055 Kia Country of Savannah	

Case History

Complaint Rental Car

*** PHONE LOG 07/25/2005 05:11 AM US Mountain Standard Time DLyons
cust states:

1. would like to know if a rental is included with the warranty
- 2.. the *fan* broke on the vehilce & they need to order the part

Writer advised:

1. so sorry to hear of this concern
2. unfortunately there is not a rental that is included with the warranty
3. some of the dlrshps will be able to provide alternate transportation, others are not
4. would check with the dlrshp to determine if there is anything the dlrshp is able to provide.

*** CASE CLOSE 07/25/2005 05:11 AM US Mountain Standard Time DLvons

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K353558	15,000
Phoenix AZ [REDACTED]			Dealer: AZ032 Mark Kia	

Case History

Complaint Rental Car

*** PHONE LOG 08/17/2004 03:19 PM US Mountain Standard Time CRountree
CUSTOEMR STATES

1. LST MONTH ON A SUNDAY; THE *FAN* EXPLODED.
2. THEY DIDN'T HAVE LOANERS
3. THEY SAID THE SHOULD HAVE HAD VEHICLE BACK IN A WEEK.
4. WAS IN SHOP FOR 3 WEEKS.
5. THEY DIDN'T HAVE A LOANER AND I NEED A CAR.
6. LAST TIME THEY SAID IT WOULD BE A WEEK AND IT WAS 3 WEEKS.
7. HAVE TO TAKE DLAUGHT TO SCHOOL AND PICK IT UP.
8. THE CEL IS ON AND THERE IS AN ELECTRICAL SHORT.
9. MIRRORS AND RADIO DON'T WORK AND ANTIFREEZE IS LEAKING.
10. JUST SPENT 536 ON A RENTAL CAR.
11. JORDAN THE SERVICE MANAGER SAID TO CALL YOU .
12. HE SAID YOU MAY BE ABLE TO HELP.

WRITER STATES

1. SORRY FOR THE PROBLEM.
2. WARRANTY START 4/12/2003.
3. NO RECALLS.
4. KIA DOES NOT HAVE A RENTAL OR

JORDAN, SM,

1. TOLD HER IT MIGHT ONLY BE A DAY.
- 2L. FROM WHAT SHE TOLD ME. IT SOUNDS LIKE IT WILL ONLY TAKE A DAY.
3. TOM IS LIKELY TO SAY NO TO A LOANER.

WRITER STTES

1. SUGGESTED, UNDER THE CIRCUMSTANCES PERHAPS IT WOULD BE WORTH ASKING HIM.
2. SHOULD THIS VEIHCLE HAVE BE IN SERVICE PAST 24 HOURS.
3. WRITER LEFT VOICE MAIL WITH TOM STEINWINTER.
4. ADVISED CUSTOMER VEHICLE WOULD NEED TO BE TAKEN IN, AT SOME POINT FOR DIAGNOSIS AND REPAIR AND WARRANTY CONSIDERATION.
5. SUGGESTED TO CUSTOMER TO CALL JORDAN IN ADVANCE OF TAKING IT IN.
6. ADVISED CUSTOMER CANNOT MAKE ANY GUARANTEES ABOUT WHAT WILL BE DONE.

*** CASE CLOSE 08/17/2004 03:20 PM US Mountain Standard Time CRountree

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K1072787	80,000
MONROE NY [REDACTED]			Dealer: NJ020 Kia of Paramus	

Case History

Complaint Repair Assistance

*** PHONE LOG 02/14/2006 01:40 PM US Mountain Standard Time ELeon

CUSTOMER STATED:

1. THE 4 W/D NOT WORKING.
2. RADIATOR IS LEAKING AS WELL.
3. WE HAD TAKEN THE VEHICLE TO THE Kia of Paramus BECAUSE THE *FAN* BROKE.
4. IT IS SNOWING AND THE VEHICLE IS SLIDING IN THE ROAD.
5. WE WOULD LIKE KIA TO REPAIR THE VEHICLE UNDER THE 5/60K WARRANTY.

WRITER STATED:

1. SORRY YOUR HAVING PROBLEMS WITH THE VEHICLE.
2. AS THE SECOND OWNER THE 5/60K MANUFACTURES WARRANTY HAS EXPIRED DUE TO THE MILEAGE OF THE VEHICLE.

CUSTOMER STATED:

1. THE WARRANTY STATES THAT IT IS 5 YEARS OR 60K MILES AND THIS VEHICLE IS NOT 5 YEARS OLD.
2. I KNOW KIA CAN EXTEND THE WARRANTY.
3. I WANT KIA TO HELP ME PAY FOR THE REPAIRS UNDER WARRANTY OR FINANCIALLY.

WRITER STATED:

1. SORRY.
2. THE WARRANTY FOR THE 4 W/D IS A 5/60K BASIC MANUFACTURES WARRANTY WHICH EVER COMES FIRST.
3. ALTHOUGH THE VEHICLE IS A 2002 MODEL ,THE WARRANTY EXPIRED WHEN THE VEHICLE PASSED THE 60K MILES.
4. I CAN CALL THE DEALER AND SEE INTO THE REPAIRS, AND MAKE SURE THEY ARE GETTING ALL THE ASSISTANCE FROM KIA, HOWEVER THE REPAIRS WOULD BE AT YOUR EXPENSE.
5. KIA DOES NOT HAVE AN EXTENDED WARRANTY PROGRAM.

CUSTOMER STATED:

1. KIA CAN HELP ME IF THEY WANT TO.
2. THANK YOU

*** CASE CLOSE 02/14/2006 01:41 PM US Mountain Standard Time ELeon

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825	K1233425	35,000
MCKEY KY			Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/03/2006 07:14 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. IN APRIL THE **FAN** BLADES BROKE OFF AND IT WAS SOMETHING TO DO WITH THE **FAN** MOTOR/
2. THAT HAD TO BE REPLACED ALONG WITH THE CAR RADIATOR AND A LOT OF OTHER STUFF.
3. I AM CALLING TO SEE IF THERE IS ANYTHING THAT I CAN DO
4. THE GUY CALLED THIS NUMBER AND WAS TOLD I WAS NOT UNDER WARRANTY
5. I REMEMBER BECAUSE I GAVE HIM MY MANUAL.

WRITER STATES.

1. I AM SORRY THIS WAS THE CASE.
2. THE WARRANTY ON THE CAR IS GOOD AT ANY KIA DEALERSHIP AS EXPLAINED IN THE MANUAL AND IT WILL ALSO ADVISED WHAT THE WARRANTY IS, 5YRS 60K MILES.
3. I AM SORRY BUT THIS IS SOMETHING WE WOULD NOT REIMBURSE, WE GIVE THE CUSTOMERS RESOURCES SO THEY ARE AWARE OF WHAT THE WARRANTY IS.

CUSTOMER STATES.

1. THANK YOU, NEXT TIME I KNOW.

*** CASE CLOSE 10/03/2006 07:14 AM US Mountain Standard Time SLarez

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]	KNDJA723X25 [REDACTED]	K1009290	9,000
NEW ROCHELLE NY [REDACTED]			Dealer: NY051 Bronx Kia	

Case History

Inquiry Warranty Info

*** PHONE LOG 09/02/2005 01:38 PM US Mountain Standard Time TMorales
CUST STATED:

1. I WANTED TO CHECK ON MY WARRANTY FOR MY VEH
2. THE CLUTCH *FAN* HAS GONE OUT AND I WANTED TO KNOW IF ITS COVERED
3. CURRENTLY AT A NON KIA R/F

WRITER STATED:

1. APOLOGIZED FOR PROBLEM
2. INFORMED CUST OF HER WARRANTY 5/60 LBW 10/100 PTW 5/XX R/A
3. GAVE LOCAL DLR INFO TO MAKE AN APPOINTMENT
4. TRANSFERRED TO R/A TO HAVE VEH TOWED

*** CASE CLOSE 09/02/2005 01:38 PM US Mountain Standard Time TMorales

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K157440	24,161
Mission TX			Dealer: TX018 Bert Ogden Kia	

Case History

Complaint Replacement

*** PHONE LOG 04/22/2003 04:52 PM US Mountain Standard Time CRountree

CUSTOMER STATES:

1. WANTS INFORMATION ON LEMON LAW.
2. VEHICLE IS AT THE DEALER.
3. ENGINE IS NOT ACCELERATING PROPERLY.
4. **FAN** CRACKED.
5. TIMING BELT OFF TWO NOTCHES.
6. IDLE NOT SET PROPERLY.
7. DON'T REALLY UNDERSTAND WHAT THEY WERE SAYING
8. SPOKE TO RICK, THE SM.
9. HAD VEHICLE A LITTLE OVER A YEAR.
10. THIS IS THE SECOND TIME FOR THAT PROBLEM.
11. BEEN IN 7 TIMES FOR FUEL LOW LITE.
12. BACK DOOR JAMMED.
13. YOU CAN FOLLOWUP WITH DEALER.
14. I WANT A RELIABLE CAR AND WANT TO KNOW WHAT MY OPTIONS ARE AT THIS POINT.

WRITER STATES:

1. WILL CONTACT DEALER AND FIND OUT WHAT IS HAPPENING WITH THE VEHICLE.
2. WILL FIND OUT IF THE ARE TAKING ADVANTAGE OF KIA'S TECHNICAL RESOURCES TO GET VEHICLE REPAIRED.

*** PHONE LOG 04/23/2003 08:29 AM US Mountain Standard Time CRountree Action Type:Outgoing call

WRITER STATES:

1. CALLED THE DEALER, SPOKE WITH RICK, SM.
2. ASKED WHAT WAS GOING ON.
3. WHAT PARTS WERE ON ORDER.
4. IS TIMING BELT BEING REPLACED.
5. IS PART IN.

DEALER, RICK, SM STATES:

1. TIMING BELT SKIPPED TWO NOTCHES.
2. REPLACING TIMING BELT.
3. E ORDERED THE **FAN**, IT IS IN.
4. TRIED 4 OR 5 TIMES TO FIX FUEL PROBLEM; IT WAS REPAIRED.
5. TIMING BELT WAS PART OF ACCELERATION PROBLEM.
6. NOT SURE WHY **FAN** CRACKED.
7. VEHICLE HAD NEEB IN MINOR ACCIDENT, ACCORDING TO CUSTOMER.

*** PHONE LOG 04/23/2003 12:56 PM US Mountain Standard Time CRountree Action Type:Outgoing call

WRITER STATES:

1. CALLED CUSTOMER TO UPDATE HER ON SITUATION.
2. MOTHER ANSWERED PHONE.
3. ASKED MOTHER ASK DAUGHTER TO CALL BACK.

CUSTOMER, HER MOTHER, STATES:

1. MY DAUGHTER IS ON HER WAY TO PICKUP THE CAR.
2. YOUR PREVIOUS MESSAGE IS STILL ON MACHINE.

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K157440	24,161
Mission TX [REDACTED]		Dealer: TX018 Bert Ogden Kia		

*** PHONE LOG 04/23/2003 03:34 PM US Mountain Standard Time CRountree Action Type:Incoming call

WRITER STATES:

1. FOLLOWED UP WITH CUSTOMER.
2. LEFT MESSAGE ON ANSWERING MACHINE FOR CALLBACK.

*** PHONE LOG 04/23/2003 04:01 PM US Mountain Standard Time CRountree Action Type:Incoming call

WRITER STATES:

1. SENT CALL ME LETTER.

*** CASE CLOSE 04/23/2003 04:04 PM US Mountain Standard Time CRountree

CLOSED PENDING CUSTOMER CALLBACK

*** PHONE LOG 04/29/2003 02:19 PM US Mountain Standard Time CRountree Action Type:Incoming call

CUSTOMER STATES:

1. NEW CONCERN, AIR CONDITIONING IS NOT WORKING.
2. REPLACING THE ENTIRE AIR CONDITIONING.
3. OTHER PROBLEM IS RESOLVED.
4. JUST CALLING IN REPOSE TO YOUR LETTER.

*** PHONE LOG 04/29/2003 04:43 PM US Mountain Standard Time CRountree Action Type:Incoming call

CONTINUATION:

WRITER STATES:

1. THANKS FOR CALLING BACK.
- 2.. THE DEALER WILL BE YOUR BEST RESOURCE FOR RESOLVING AIR CONDITIONING PROBLEM

*** CASE CLOSE 04/29/2003 04:45 PM US Mountain Standard Time CRountree

AIR CONDIDION INOPERATIVE

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025	K189241	24,200
Coachella CA			Dealer: CA070 Kia Superstore	

Case History

Complaint Rental Car

*** PHONE LOG 07/14/2003 08:37 AM US Mountain Standard Time BGauldin

customer stated:

1. veh is at CA070.
2. was driving Friday and the *fan* clutch broke.
3. this caused further damage to veh.
4. the dlr said a rental would be \$25.
5. want Kia to give a rental.

writer stated:

1. apologized for the customer's inconvenience.
2. Kia does not have a rental provision in the warranty.
3. will cl dealer and find out if diagnostic completed and repair time.
4. will cl customer back when research completed.

writer cld SM ED @CA70.

1. ask if diagnostic completed.
2. ask for partime delivery eta.
3. ask about repair eta.
4. customer making a rental assist.

SM Ed stated:

1. this is a concern.
2. will see when part is estimatied to be in .
3. then can give a repair time.
4. cl DPSM T.DORazi regarding the customer wanting a rental.

*** PHONE LOG 07/14/2003 10:45 AM US Mountain Standard Time BGauldin Action Type:Incoming call

SM Ed @ CA070 left VM:

1. cld DPSM and could not give time of repair.
2. DPSM has authorized a couple of days on a rental.
3. SA is contacting customer now about loaner.

*** PHONE LOG 07/14/2003 10:49 AM US Mountain Standard Time BGauldin Action Type:Outgoing call

writer cld customer hm#.

1. ask daughter about contact with dlr.
2. daughter gave cel # .

writer cld customer on cel:

1. ask about SA calling about rental or loaner for 2 days.

customer stated:

1. yes and grateful for those days.
2. will cl if further assistance needed.

*** CASE CLOSE 07/14/2003 10:50 AM US Mountain Standard Time BGauldin

customer wanting a rental and was given goodwill tho not covered by warranty from Kia for 2 days.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K361524	58,000
29 Palms CA [REDACTED]			Dealer:	

Case History

Inquiry Closest Dealer

*** PHONE LOG 09/07/2004 06:51 AM US Mountain Standard Time BGauldin customer stated;

1. have issue with vehicle.
2. want to know the dealership in La Quinta. #.
3. want to know warranty.
4. thanked writer for information.

writer stated:

1. very sorry customer is having a issue.
2. gave La Quinta #
3. gave 5/60 LBW and 10/100 PTW, dealership would need to make a diagnostic.
4. warranty is for mfg defects in workmanship or materials.
5. thanked customer for calling KIA

*** CASE CLOSE 09/07/2004 06:52 AM US Mountain Standard Time BGauldin customer wanted to know the closest dealership # and warranty information. writer provided both.

*** PHONE LOG 09/07/2004 08:00 AM TMorales Action Type:Incoming call

Cust stated:

1. Does the warranties cover for getting the veh towed to the dlr
2. **Fan** blades broke on the car and need to get the veh to La Quinta Kia

Writer advised cust:

1. Apologized for the problem
2. If the veh is inoperable. R/A warranty will tow the veh to the nearest dlr
3. Will transfer cust to R/A (cust agreed)

*** CASE CLOSE 09/07/2004 08:00 AM TMorales

Kia Motors America
Consumer Affairs Department

Page 1 of 6

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623425 [REDACTED]	K355613	33,744
E. St Lewis IL [REDACTED]			Dealer: IL014 Auffenberg Kia	

Case History

Complaint Reimbursement

*** PHONE LOG 08/23/2004 09:50 AM US Mountain Standard Time CDiaz

Jim Haegele :: Farmers Ins. (314-504-0688)

1. About a year ago the customer had a accident.
2. There was a front damaged.
3. Customer filed a claim and we fixed the car.
4. Now the customer had the *fan* blades break and caused damage.
5. IL014 told the customer [REDACTED] that due to the accident before that the repair would not be covered.
6. Customer filed a claim and we paid for the repair.
7. The customer and we feel this was a defect not due to the accident and want to find out how to get reimbursed.
8. We have done a lot of research and found that these cars have a history of the *fan* blade concern.

Writer stated:

1. I will create a file and forward to our regional office for handling.
2. Gave the case # and writers extension.

Jim Haegele :: Farmers Ins.

1. Can someone call us to let us know what is going on?
2. The total claim was for 892 dollars.
3. Do you know how long it will take before someone gets in touch with us?

Writer Stated:

1. Not sure when someone will call.
2. The region will pick up the case and review.
3. You are welcome to call me back if needed.

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

Send to:[cwebster@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K355613_CDiaz_08-23-2004110257.doc>>

*** NOTES 08/23/2004 09:54 AM US Mountain Standard Time CDiaz Action Type:Manager review

Dispatching to the region for review and follow up: Ins. calling on behalf of the customer and requesting reimbursement for repair they feel should have been covered by the warranty.

*** NOTES 08/23/2004 12:23 PM Central Daylight Time MWilliams Action Type:Manager review

FILE ASSIGNED TO JSS FOR HANDLING

*** NOTES 08/23/2004 02:34 PM Central Daylight Time JShowalter Action Type:Meeting

FILE ASSIGNED TO JSS IN ERROR. FILE ASSIGNED TO DLW FOR HANDLING ON 8/24/04.

Kia Motors America
Consumer Affairs Department

Page 2 of 6

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623425 [REDACTED]	K355613	33,744
E. St Lewis IL	[REDACTED]		Dealer: IL014 Auffenberg Kia	

WTR CONTACTED JIM HAAGLE @ INSURANCE CO (8314-504-0688)

1. RCVD REQ FOR REIMBURSEMENT
 2. REQ INSURANCE FWD THIER WRITTEN REQ TO KMA
 3. PROVIDED ADDRESS
- INSURANCE THANKED WTR FOR CALING

*** CASE CLOSE 08/24/2004 08:49 AM Central Daylight Time DWojciechowski
NO FURTHER ACTION TO BE TAKEN...FILE CLOSED

*** PHONE LOG 09/21/2004 11:35 AM WNoonan Action Type:Incoming call
WRITER SPOKE WITH FARMERS INSURANCE.

FARMERS STATED:

1. PROVIDED CASE NUMBER.
2. WANTED TO GET INFO ABOUT THIS CASE.
3. THE **FAN** BLADE FELL OFF AND DAMAGED THE RADIATOR.
4. OUR CLAIMS ADJUSTER JIM HAAGLE SPOKE WITH KIA.

WRITER STATED:

1. PROVIDD NAME, NUMBER AND EXTENSION FOR DEBBY WOJCIECHOWSHI.

*** CASE CLOSE 09/21/2004 11:36 AM WNoonan

*** NOTES 09/29/2004 10:30 AM Central Daylight Time MRivas Action Type:Correspondence rec.

CRCA RCVD FROM FARMERS INS, VIA MAIL:

1. LTR - DATED 09/24/04 REQUESTING SUBROGATION
 2. PRINTOUT OF PHOTOS FROM VEH
 3. COPY OF BODY SHOP ESTIMATE
- HARD FILE CREATED AND FWRD TO DLW FOR HANDLING.

*** PRIORITY CHANGE 09/29/2004 10:38:15 AM MRivas

*** NOTES 09/30/2004 09:18 AM Central Daylight Time DWojciechowski Action Type:Correspondence sent
SUBROGATION RQ FWD TO NCA THIS DATE

FILE DISPATCHED TO NCA THIS DATE

*** NOTES AND STATUS CHANGE 10/06/2004 10:14 AM Pacific Daylight Time ARomo Action Type:Manager review

Writer received Subrogation from Farmers.

Insurance company requests:

1. \$1134.04 for damages that occurred due to alleged defect in **fan** blade.
2. Writer to review with legal.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623425	K355613	33,744
E. St Lewis IL			Dealer: IL014 Auffenberg Kia	

Writer reviewed with legal.

Per legal:

1. After reviewing subro demand
2. Please have region attempt to settle subrogation.

Writer to dispatch case back to the region for further case handling.

*** NOTES 10/11/2004 10:30 AM Central Daylight Time DWojciechowski Action Type:Meeting
WTR ACCEPTED AND WILL HANDLE ON 10/12/04

*** PHONE LOG 10/12/2004 03:32 PM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR CONTACTED INS REP BILL REINHARD AT FARMERS INSURANCE @ 630.907.6947:

1. RCVD SUBRO CLAIM
2. INQUIRED AS TO HOW INS REACHED NUMERS

BILL ADVISED:

1. NUMBERS ARE AS FOLLOWS

- A. DAMAGES \$ 634.04
- B. LOSS OF USE \$500.00

WTR ADVISED:

1. WILL REVIEW AND CALL INS BY END OF WEEK

WTR TO REVIEW CASE W/ RCAM WILLIAMS ON 10/13/04

*** PHONE LOG 10/14/2004 01:02 PM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR LVM FOR FARMER'S INS REP BILL ADVISING:

1. HAS FURTHER QUESTIONS REG CLAIM
2. REQ CB

WTR TO FUW/ INS ON 10/18/04 AS WTR WILL BE OUT OF OFFICE ON 10/15/04

*** PHONE LOG 10/18/2004 03:16 PM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR RCVD VM FROM FARMER'S INSURANCE REP BILL ADVISING:

1. DAMAGE TO VEH IS DUE TO **FAN**BLADE COMING APART

WTR TO DISCUSS CASE W/ JSS ON 10/19/04 DUE TO RCAM'S ABSENSE

*** NOTES 10/19/2004 03:22 PM Central Daylight Time DWojciechowski Action Type:Manager review
WTR DISCUSSED CASE W/ JSS IN RCAM'S ABSENSE

*** PHONE LOG 10/19/2004 03:32 PM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR CONTACTED FARMER'S INSURANCE REP BILL RREINHARD AND ADVSIED:

1. OFFERED SETTLEMENT OF \$874.04
2. DENIED REIMBURSEMENT FOR LOSS OF USE IN THE AMT OF \$500
3. ADVISED OF RELEASE

BILL ADVSIED:

1. OFFERED SETTLEMENT OF \$874.04

Kia Motors America
Consumer Affairs Department

Page 4 of 6

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623425 [REDACTED]	K355613	33,744
E. St Lewis IL [REDACTED]		Dealer: IL014 Auffenberg Kia		

2. BILL TO REVIEW W/ HIS SUPERVISOR

WTR FAXED RELEASE TO FARMER'S INSURANCE THIS DATE

*** NOTES 10/19/2004 03:46 PM Central Daylight Time DWojciechowski Action Type:Manager review
WTR TO FUW/ INSURANCE ON 10/26/04 FOR RELEASE

*** PHONE LOG 10/21/2004 09:57 AM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR RCVD VM FROM FARMERS INS REP BILL ADVISING:
1. RCVD RELEASE
2. WILL NOT HAVE INSURED SIGN RELEASE
3. REQ CB

*** PHONE LOG 10/21/2004 10:00 AM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR LVM FOR LEGAL REQ CB REG REMOVAL OF INSURED'S NAME FROM RELEASE

WTR TO FU W/ LEGAL ON 10/22/04 IF NO CALL BACK

*** NOTES 10/22/2004 10:26 AM Central Daylight Time DWojciechowski Action Type:Manager review
WTR EMAILED LEGAL REQ INFO ON IF CUST NAME CAN BE REMOVED FROM RELEASE

WTR TO FU W/ LEGAL ON 10/25/04 IF NO RESPONSE

*** NOTES 10/22/2004 12:30 PM Central Daylight Time DWojciechowski Action Type:Manager review
WTR RCVD EMAIL FROM LEGAL AUTHORIZING TO TAKE CUST NAME OUT OF RELEASE

WTR GENERATED AND SENT NEW RELEASE TO INSURANCE COMPANY THIS DATE

*** NOTES 10/22/2004 12:36 PM Central Daylight Time DWojciechowski Action Type:Manager review
WTR LVM FOR BILL AT INSURANCE COMPANY AND ADVISED:
1. JUST FAXED NEW RELEASE
2. VM STATES HE IS ON VACTION UNTIL 11/08/04

WTR TO FUW/ INS ON 11/9/04 FOR RELEASE

*** NOTES 10/28/2004 01:01 PM Central Daylight Time MRivas Action Type:Correspondence rec.
CRCA RCVD FROM FARMER'S INS, VIA MAIL:
1. ORIGINAL SIGNED SETTLEMENT AGREEMENT & GENERAL RELEASE
INFO ADDED TO FILE AND FWRD TO DLW FOR HANDLING.

*** PRIORITY CHANGE 10/29/2004 07:36:42 AM DWojciechowski

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623425 [REDACTED]	K355613	33,744
E. St Lewis IL [REDACTED]		Dealer: IL014 Auffenberg Kia		

*** NOTES 10/29/2004 07:52 AM Central Daylight Time DWojciechowski Action Type:Manager review
GW REQ IN THE AMT OF \$874.04 PROCESSED IN AS400 FIEL #65937 AND FWD TO PD AT NCA THIS DATE

FILE ASSIGNED TO MCR FOR CHECK FOLLOW UP

*** COMMIT 10/29/2004 04:53 PM Central Daylight Time MRivas Action Type:Callback Required

*** NOTES 10/29/2004 04:54 PM Central Daylight Time MRivas Action Type:Meeting
WTR TO REVIEW CASE ON 11/02/04 TO ENSURE NCA HAS RCVD REQUEST.

*** FULFILL 11/02/2004 09:00 AM Central Daylight Time MRivas Action Type:Callback Required

*** COMMIT 11/02/2004 09:01 AM Central Daylight Time MRivas Action Type:Callback Required

*** NOTES 11/02/2004 09:01 AM Central Daylight Time MRivas Action Type:Meeting
WTR REVIEW FILE & NCA HAS RCVD REQUEST.
IF CHECK NOT HERE BY 11/22/04, WTR TO F/UP WITH NCA IN REGARDS TO STATUS OF CHECK.

*** FULFILL 11/18/2004 09:18 AM Central Daylight Time MRivas Action Type:Callback Required

*** NOTES 11/18/2004 09:19 AM Central Daylight Time MRivas Action Type:Meeting
FILE ASSIGNED TO DLW AS CHECK HERE THIS DATE.

*** NOTES 11/18/2004 09:20 AM Central Daylight Time MRivas Action Type:Correspondence rec.
CRCA RCVD CHECK# [REDACTED] IN THE AMOUNT OF \$874.04 PAYABLE TO FARMER'S INSURANCE.
ADDED TO FILE AND FWRD TO DLW FOR HANDLING.

*** NOTES 11/18/2004 09:21 AM Central Daylight Time MRivas Action Type:Meeting
WTR DID NOT SEND OUT CHECK IN DLW ABSENCE THIS DATE AS WTR NOT SURE TO WHO'S ATTN CHECK
SHOULD BE SENT OUT.
FILE FWRD TO DLW FOR HANDLING.

*** PHONE LOG 11/19/2004 05:54 AM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR LVM FOR BILL RHEINHARD @ FARMERS INSURANCE REQ CB W/ PHYSICAL ADDRESS TO OVERNIGHT GW

Kia Motors America
Consumer Affairs Department

Page 6 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB623425 [REDACTED]	K355613	33,744
E. St Lewis II [REDACTED]			Dealer: IL014 Auffenberg Kia	

*** PHONE LOG 11/19/2004 10:35 AM Central Daylight Time DWojciechowski Action Type:Incoming call

WTR RCVD CALL FROM BILL @ FARMERS INSURANCE WHO ADVSIED:

1. ONLY HAS PO BOX TO DELIVER TO

WTR ADVSIED:

1. WILL SEND CERTIFIED TO PO BOX FOR SIGNATURE

WTR GENERATED AND SENT VIA CERTIFIED US MAIL GW CHECK TO INSURANCE COMPANY

*** CASE CLOSE 11/19/2004 10:41 AM Central Daylight Time DWojciechowski

NO FURTHER ACTION TO BE TAKEN...FILE CLOSED

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K287425	50,000
Port St. Lucie FL [REDACTED]			Dealer: FL023 Treasure Coast Kia	

Case History

Complaint Repair Assistance

*** NOTES 02/27/2004 10:54 AM Eastern Daylight Time CCurry Action Type:Facsimile rec.
Writer received repair history from customer.

*** PHONE LOG 02/27/2004 10:55 AM Eastern Daylight Time CCurry
Writer received contact from customer who stated:

1. the vehicle is in the shop because the *fan* exploded and went through the radiator.
2. was informed manifold was cracked and valve covers are leaking.
3. the vehicle is slightly over 1 year old, with around 45 K in miles.
4. can you assist us.

Writer advised:

1. my apologies for the inconvenience.
2. I do not have any documentation regarding your repair history.
3. Please fax me some of the information you have and we'll evaluate your case and address concerns with the DPSM.
4. Writer gave fax #.

*** PHONE LOG 03/02/2004 03:19 PM Eastern Daylight Time CCurry Action Type:Incoming call
Writer received contact from customer requesting return call.

WRITER CONTACTED DPSM. Writer advised:

1. I've completed a recap of the repair history in regards to the vehicle. the customer has had around 5 issues concerning the window channel and 2 occasions in which the window regulators were replaced (1X for both rear and 1X for both front regulators).
2. recently, the *fan* blades exploded and damaged the radiator.
3. this obviously scared the customer, but that situation was addressed this past February, yet the customer is still stating that he is having an issue with the window going all the way up.

DPSM advised:

1. contact the SvcMgr. SToomey of FL032 and inquire about the customer's concerns.
2. if the customer is still having an issue with the window, let's get him in for the repair.

Writer thanked DPSM.

WRITER ATTEMPTED TO CONTACT SVC.MGR. STOOMY OF FL032.

SvcMgr. stated:

1. looks like the window regulator issue which mostly occurred in 02.
2. the last time customer was in was around 09/27/03 and they were having a window run concern which was inhibiting the window from going all the way up.

Writer advised:

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723425	K287425	50,000
Port St. Lucie FL			Dealer: FL023 Treasure Coast Kia	

2. again, thanks for the information.

*** PHONE LOG 03/02/2004 05:07 PM Eastern Daylight Time CCurry Action Type:Outgoing call
Writer contacted customer and stated:

1. I'm going to recontact the DPSM and get his opinion after evaluating all the concerns.
2. I've spoken with the dealership to confirm the issues indicated.

Customer replied:

1. thank you
2. this morning when starting the call, it made a wierd noise.
3. sounded like it did not have oil in the vehicle, then it turned over.
4. I just want to be put into another vehicle, it could be new or used.
5. I'm just concerned with my wife driving this vehicle with our grandchildren.
6. it is the only vehicle we have.

Writer stated:

1. I understand sir. I will call you tomorrow after the DPSM completes his evaluation of the case.

Customer thanked writer for returning call.

*** PHONE LOG 03/04/2004 01:32 PM Eastern Daylight Time CCurry Action Type:Outgoing call
Writer contacted DPSM on 03/03/04 and stated:

1. customer has had several issues with the windows being inop. and defective window channels.
2. I've confirmed the concerns with the SvcMgr. SToomey of FL032, but the last repair was at FL023.
3. if customer were to go forward, this would not seem to be a defensible case with 5 repairs.

DPSM stated:

1. I understand.
2. we need to at least retain the customer.
3. try to offer a replacement vehicle at this time.

Writer agreed to do so. Later.....writer contacted customer and stated:

1. I've spoken with my DPSM and we would like to offer a replacement as case settlement.
2. I will need you to send your finance contract to SRCA via fax.

Customer stated:

1. thank you my wife was scared to drive the vehicle and it is the only one we have.
2. we're on a fixed income.
3. I will send you whatever you need.

Writer advised:

Kia Motors America
Consumer Affairs Department

Page 3 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K287425	50,000
Port St. Lucie FL [REDACTED]		Dealer: FL023 Treasure Coast Kia		

you have.

2. plus, I need the sales documentation on your vehicle so I can go over some calculations to make a reasonable comparison.
3. I'll be in contact with you after finalizing the replacement transaction.

*** PHONE LOG 03/09/2004 12:21 PM Eastern Daylight Time CCurry Action Type:Outgoing call
Writer contacted the SM of retailer FL032 (Delray Kia) JHarolle.

Writer stated:

1. I've checked with distribution and it seems you have an 04 Sorento LX in stock.
2. I am looking to do an SOC with a customer by the name of [REDACTED]

SM replied:

1. they sound familiar, did they buy the original vehicle here (writer answered yes, they purchased a Sportage).
2. No problem. Have them ask for me or Sonny. If I have any questions I will call you (writer gave SRCA phone number and ext).

Writer stated:

1. customer is only coming to look at and test drive vehicle. Thank you for your assistance.

WRITER THEN CONTACTED MR. MURPHY AND ADVISED:

1. I've spoken to the SM of FL032 and he has 2 Sorento's in stock, both LX models which is comparably priced to the Sportage.
2. if possible, please go to the dealership and test drive the vehicles.

Writer replied:

1. Thank you [REDACTED]. I will see if my wife can go down to the dealership to take a look at the vehicles.

*** NOTES 03/18/2004 11:29 AM Eastern Daylight Time CCurry Action Type:Manager review
Customer has been traded out of her vehicle (via substitution of collateral). Case closed.

*** CASE CLOSE 03/18/2004 11:30 AM Eastern Daylight Time CCurry

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K1194242	65,000
OKNULGEE OK [REDACTED]			Dealer: OK016 Primeaux Kia	

Case History

Complaint Rental Car

*** PHONE LOG 06/21/2006 02:42 PM US Mountain Standard Time ELeon
CUSTOMER STATED:

1. THE VEHICLE IS BEING TOWED TO THE Primeaux Kia BECAUSE THE VEHICLE OVER HEATED.
2. THE VEHICLE IS MISSING 4 TO 5 **FAN** BLADES ON THE MOTOR.
3. THE Primeaux Kia SAID THEY DO NOT HAVE A LOANER OR RENTAL.
4. WHEN I BOUGHT THIS VEHICLE I WAS PROMISED THAT I WOULD GET A RENTAL WHEN THE VEHICLE IS DISABLED.

WRITER STATED;

1. SORRY.
2. . KIA DOES NOT HAVE PROVISIONS FOR RENTALS BECAUSE IT IS NOT PART OF THE WARRANTY.
3. KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS.
4. THE DECISION WILL NOT COME FROM THIS OFFICE, BUT WRITER CAN REVIEW THIS REQUEST WITH THE SERVICE MANAGER AND POSSIBLY OUR AREA REP TO DETERMINE IF RENTAL ASSISTANCE CAN BE PROVIDED.
5. WHEN THE VEHICLE IS AT THE KIA DEALER, WRITER CAN FOLLOW UP WITH THE SERVICE MANAGER.
6. WRITER CANNOT GUARANTEE RENTAL ASSISTANCE WILL BE PROVIDED.
7. WRITER CAN CALL YOU BACK.

CUSTOMER STATED;

1. I WILL GET A RENATL DESPITE THE DECISION.
2. I HAVE TO DRIVE TO CORPUS CHRISTI IN THE MORNING.
3. IF I CAN BE REIMBURSE IT WOULD BE OK.
4. MY CELL NUMBER IS [REDACTED]
5. THANKS.

*** PHONE LOG 06/22/2006 02:39 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CALLED Primeaux Kia DEALER.
NO ANSWER OR VM.

*** PHONE LOG 06/23/2006 08:39 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT JONATHAN SERVICE ADVISOR AT Primeaux Kia.
WRITER STATED;

1. CAN YOU GIVE ME AN UPDATE ON THIS VEHICLES REPAIR?
2. IS THE CUSTOMER ELIGIBLE FOR A RENTAL?

JONATHAN STATED:

1. THE **FAN** BLADES NEED REPLACING.
2. THE CUSTOMER IS OUT OF THE BASIC WARRANTY.
3. THIS IS A CUSTOMER PAY.
4. THE REPAIRS SHOULD BE DONE TODAY.

*** PHONE LOG 06/23/2006 08:44 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM Chris Curry AND LVM.
CUSTOMER STATED:

1. CUSTOMERS VEHICLE IS AT THE KIA DEALER .
2. THE MOTOR **FAN** NEEDS REPLACING.
3. VEC HAS 65K MILES AND OUT OF BASIC WARRANTY.

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723625	K1194242	65,000
OKNULGEE OK			Dealer: OK016 Primeaux Kia	

4. CUSTOMER REQUESTING RENTAL REIMBURSEMENT.
5. IS THERE ANYTHING WE CAN DO FOR RENTAL ASSISTANCE?
6. CALL BACK WRITER.

*** PHONE LOG 06/23/2006 01:18 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.
WRITER STATED:
1. CALLING REGARDING YOUR SERVICE.
2. CALL BACK WRITER.

*** PHONE LOG 06/23/2006 02:46 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.
WRITER STATED;
1. WRITER SPOKE JONATHAN SERVICE ADVISOR AT Primeaux Kia.
2. THE **FAN** BLADE IS OUT OF WARRANTY AND THE REPAIR IS A CUSTOMERS PAY..
3. THE DEALER WILL HAVE THE VEHICLE READY TODAY.
4. WRITER COULD NOT GET APPROVAL FOR RENTAL ASSISTANCE.
5. IF ANY QUESTIONS YOU CAN CALL BACK.

*** CASE CLOSE 06/23/2006 03:07 PM US Mountain Standard Time ELeon
WRITER CLOSING CASE PENDING CUSTOMER CALLS BACK WITH FURTHER CONCERNS.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K521886	54,000
Alton IL	[REDACTED]		Dealer:	

Case History

Inquiry Other

*** PHONE LOG 07/28/2005 06:17 AM US Mountain Standard Time ATafoya
--800# vm
--Writer received 800# vm,
--Lisa Naylor stated:
Please call me back, [REDACTED]
--Writer left message on answering machine w/800# and office hrs if in need of KCC assistance

*** CASE CLOSE 07/28/2005 06:17 AM US Mountain Standard Time ATafoya

*** PHONE LOG 07/28/2005 12:02 PM US Mountain Standard Time MEstrella Action Type:Incoming call
CUSTOMER STATED:

1. **FAN** BROKE AND IT TOOK OUT THE TIMING BELT AND THE RADIATOR.
2. 3 DAYS LATER THE VEHICLE QUIT RUNNING AGAIN.
3. GOT THE VEHICLE BACK AND IT WAS SOMETHING TO DO WITH THE TIMING BELT AGAIN.
4. VEHICLE BROKE DOWN AGAIN, AND THE DLR STATED IT WAS THE SPARK PLUGS AND WIRES, DECLINED MAINTENANCE AT THE DLR.
5. GOT THE VEHICLE BACK TO TAKE IT TO ANOTHER LOCATION AND IT BROKE DOWN AGAIN.
6. THE CONCERN ENDED UP BEING THE TIMING BELT.
7. HAS THE VEHICLE BACK NOW AND IT'S RUNNING PERFECT, HAD IT FIXED AT KIA IN OFALLON, IL
8. TIMING BELT WAS OFF BY 6 TEETH.
9. THE KIA DLR IN FLORESSANT SHOULD HAVE FIXED IT 2 MONTHS AGO.
10. WANTS TO FILE A COMPLAINT AGAINST MARTY CANCELLA KIA IN FLORESSANT, MO

WRITER STATED:

1. APOLOGIZED FOR THE CONCERN.
2. WILL DOCUMENT HER COMPLAINT AND FORWARD TO DEALERSHIP MANAGEMENT.
3. ADVISED TO CONTACT THE SVC MGR AND/OR THE GM ABOUT THE SITUATION TO HAVE THIS ADDRESSED.
4. IF SHE FEELS THAT THE DLR MISDIAGNOSED THE VEHICLE 2 MONTHS AGO, SHE NEEDS TO PRESENT THAT INFO TO THE SVC MGR.

*** CASE CLOSE 07/28/2005 12:03 PM US Mountain Standard Time MEstrella
REFERRED TO SVC MGR OR GM FOR RESOLUTION, NO RECALLS.

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K340542	27,000

Little Elm TX [REDACTED]	Dealer:
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Case History

Inquiry Roadside Assistance

*** PHONE LOG 07/20/2004 03:48 PM TDonnelly
CUSTOMER STATES [REDACTED]

1. WHEN DRIVING HOME THE *FAN* ON VEHICLE BROKE
2. IT HAS DAMAGED THE RADIATOR
3. NEED TO KNOW WHAT I DO TO GET CAR TO DEALER
4. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. IS CUSTOMER IN NEED OF RSA SERVICE
3. ADVISED THAT RSA WILL COVER TOW TO CLOSEST KIA DEALER, NO COST TO CUSTOMER.
4. WOULD RECOMMEND CUSTOMER VERIFY DEALER CAN ACCEPT TOW IN
5. ONCE CUSTOMER HAS VERIFIED DEALER CAN ACCEPT VEHICLE THEN CAN PLACE CALL TO RSA
6. VEHICLE IS WITHIN WARRANTY AND DEALER WILL NEED TO DIAGNOSE TO DETERMINE IF REPAIRS WILL BE WITHIN WARRANTY PARAMETERS.

*** CASE CLOSE 07/20/2004 03:48 PM TDonnelly

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K1025721	61,000
PASCOQWA WA [REDACTED]		Dealer: WA013 Overturf Kia		

Case History

Complaint Service Decision

*** PHONE LOG 10/12/2005 09:53 AM US Mountain Standard Time MEstrella

CALLER STATES:

1. VEH IS NOW AT 60 K MILES
2. I WENT INTO DEALER IN SEPT FOR THEM TO LOOK OVER IT BEFORE IT WENT OUT OF WARRANTY , AND THAT I HAD A NOISE
3. I WAS JUST ABOUT OUT OF WARRANTY, TOLD THEM TO LOOK OVER THE CAR AND MAKE SURE EVERYTHING WAS OK
4. THEY TOLD ME THAT IT WAS A BELT AND THAT WAS NOT COVERED
5. NOW I HAVE VEH AT AN INDEPENDENT SHOP AND THE **FAN** IS OUT
6. I CALLED THE DEALER Overturf Kia WA013 AND TALKED TO BRIAN, I TOLD HIM THAT HE MISSED THIS WHEN I HAD IT IN BEFORE
7. HE SAYS IT IS NOT HIS FAULT AND HE IS CALLING HIS KIA REP ON THIS
8. HE ALSO TOLD ME TO CALL YOU TO SEE IF YOU CAN COVER THIS
9. I DO NOT MAINTAIN MY CAR AT THE DEALERSHIP, THEY ARE TOO EXPENSIVE

WRITER STATES:

1. APOLOGIZED
2. BUT VEH IS OJT OF MFR WARRANTY
3. WRITER CANNOT AUTH ANYTHING, IF BRIAN IS CALLING KIA REP , KIA REP MAKES THOSE DECISIONS .
4. WE CAN ONLY DOCUMENT HER COMPLAINT THAT SHE FEELS THE DEALER MISSED THIS BEFORE BUT THAT WOULD BE AN INDEPENDENT BUSINESS ISSUE BETWEEN HER AND THE DEALERSHIP -- THE GM OVERSEES SVC DEPT

CALLER STATES:

- 1 " WELL, WHY DID HE TELL ME TO CALL YOU IF YOU CANNOT DO ANYTHING BUT DOCUMENT THIS? "

WRITER CALLED BRIAN SVC MGR AT Overturf Kia WA013

1. ADVISED OF CUSTOMERS COMPLAINT AS NOTED
2. BRIAN STATES: CUST NEVER HAS BEEN HERE UNTIL SHE WAS ABOUT TO GO OUT OF WARRANTY
3. SHE CAME IN SEPT , AND HER ONLY COMPLAINT WAS "LOOK AT CAR BECAUSE THE WARRANTY IS GOING TO EXPIRE "
4. SHE FEELS DEALER MISSED THIS **FAN** ISSU . **FAN** WAS NOT BROKEN WHEN SHE CAME IN AND HER CONCERNS WERE VAGUE
5. HE JUST GOT OFF THE PHONE W/ HIS KIA REP BOB LINDERGREN AND HE DECLINED ANY ASSISTANCE

WRITER THANKED BRIAN

WRITER ADVISED CUSTOMER:

1. OF DEALERS STATEMENTS AS NOTED
2. DPSM DECLINED NOT A WARRANTY MATTER
3. IF FEELS DEALER MISSED THIS , SHE NEEDS TO ADDRESS THIS WITH THE GM OR OWNER OF DEALERSHIP

CALLER STATES:

- 1 WHO IS THIS KIA REP AND SHE WANTS TO TALK TO HIM

WRITER STATES:

1. DEALER DPSM'S WORK WITH DEALER AND WE ARE HER POINT OF CONTACT
2. PROVIDED KMA ADDRESS TO WRITE IF DOES NOT AGREE W/ DPSM DECISION
3. NOT A WARRANTY MATTER
4. INDEPENDENT BUSINESS ISSUE - REF TO GM OR OWNER

Kia Motors America Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K1025721	61,000
PASCOQWA WA	[REDACTED]		Dealer: WA013 Overturf Kia	

*** CASE CLOSE 10/12/2005 09:53 AM IIS Mountain Standard Time MEstrella

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K1204126	54,315
Tunnel Hill GA [REDACTED]			Dealer: GA060 Prebul Kia of Dalton	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/19/2006 04:44 AM US Mountain Standard Time DLyons
cust states:

1. I have a problem with the vehilce this morning & want to know if it is covered under the warranty
2. the *fan* came off and is in pieces

Writer advised:

1. apologized
2. advised that the vehicle is within the warranty period
3. the vehicle will need to be diagnosed to determine if this is a factory defect or not
4. advised there is RSA available to get cust to the nearest kia dlrshp at no charge
5. udpated cust info, no previous cases, no recalls.

*** CASE CLOSE 07/19/2006 04:44 AM US Mountain Standard Time DLyons

*** PHONE LOG 07/19/2006 08:16 AM US Mountain Standard Time ABegoody Action Type:Incoming call
cust stated:

1. veh was towed to GA060
2. has surgery on 7/21/06
3. needs rental while veh is being repaired
4. dlr adv cust they have seen this problem before on this veh
5. would like to know if Kia can help w/rental or loaner

writer stated:

1. apologized
2. Kia does not have a rental/loaner policy
3. cust will have to speak to SM about request
4. Kia will have to inspect veh & determination of problem, before request can be processed
5. SM will contact Kia rep for possible assist
6. there is no guarantee assist will be given
7. decision does not come from this office
8. once inspection is completed will have SM contact DPSM

*** NOTES 07/24/2006 04:34 PM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:

1. CUSTOMER LEFT VM MESSAGE ON 800# VM REQUESTING CALL BACK 7/19/06
2. WRITER UNABLE TO RETURN CALL PRIOR TO SUBSEQUENT CALL MADE TO KCC.

*** PHONE LOG 07/28/2006 01:08 PM US Mountain Standard Time ABegoody Action Type:Outgoing call
writer called GA060 & Thomas (SM) stated:

1. veh did not come this dlr
2. cust took veh to TN026

writer stated:

1. will documented comments

*** PHONE LOG 07/28/2006 01:12 PM US Mountain Standard Time ABegoody Action Type:Outgoing call
writer called TN026 & Travis (svc adv) stated:

**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]	KNDJA723125 [REDACTED]	K1204126	54,315
Tunnel Hill GA [REDACTED]		Dealer: GA060 Prebul Kia of Dalton		

1. veh came in 7/19/06 @ 54,315 miles for *fan* concern
2. dlr repaired the *fan & fan* shroud
3. veh came in & was repaired the same day

writer stated:

1. will document comments

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]	K193113	19,656
Hesperia CA [REDACTED]		Dealer: CA144 Hi-Desert Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 07/22/2003 01:07 PM US Mountain Standard Time ERuiz

CALLER STATED

1. I OWN A 02 KIA SPORTAGE.
2. THE COOLING **FAN** EXPLOITED AND TOOK EVERYTHING OUT.
3. THE PRESSURE HOSE CAME OFF AND SINCE THE CAR WAS RUNNING WHEN IT HAPPENED.
4. IT CAUSED MORE DAMAGED TO MY CAR.
5. THE BOTTOM LINE IS THAT I NEED A RENTAL.
6. CA144 TOLD ME THAT THEY CANNOT PROVIDE ME A RENTAL.
7. YOU CAN'T TELL ME THAT I AM NOT PAYING MONTHLY PAYMENTS ON A VEHICLE, AND I CANNOT EVEN GET A RENTAL.
8. I BETTER GET A RENTAL OR I AM GOING TO TURN THIS CAR BACK TO YOU.
9. I ALREADY KNOW THAT THE **FAN** BLADES ARE ON BACK ORDER.
10. AND THIS COULD TAKE UP TO 2 WEEKS TO GET REPAIR.
11. I AM A CANCER PATIENT AND MY WIFE CANCELED AN DR'S APPOINTMENT BECAUSE OF YOUR VEHICLE.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. KIA STANDS BEHIND THE TERMS OF THE WARRANTY
3. HOWEVER, RENTAL IS NOT A PROVISION OF THE MANUFACTURE WARRANTY
4. WRT WILL BE GLAD TO PRESENT CUSTOMER'S REQUEST TO KIA DISTRICT MGR FOR POSSIBLE ASSISTANCE.
5. WRT CANNOT GUARANTEE A RENTAL.
6. CALLER GOT UPSET, HE ALLEGED, I BETTER GET A RESPOND TODAY, OTHERWISE I AM GOING TO START WRITING LETTERS.
7. CALLER DISCONNECTED.
8. WRT CONTACTED SVC MGR, JOE, AT CA144, HE STATED:
 - a) I JUST GOT BACK FROM LUNCH.
 - b) I WAS NOT AWARE OF THIS CAR.
 - c) IT PROVABLY ARRIVE WHILE I WAS ON LUNCH.
- d) I KNOW THE COOLING **FAN** IS ON BACK ORDER, BUT IT IS EXPECTED TO BE RELEASE ON 7/24.
- e) I DON'T KNOW WHAT MY SVC ADVISOR TOLD THE CUSTOMER.
9. WRT THANKED JOE FOR THE INFO.
10. WRT WILL CALL BACK AS SOON AS MORE INFO BECOMES AVAILABLE.,

*** PHONE LOG 07/24/2003 11:29 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT TALKED TO SVC MGR, JOE AT CA144. HE STATED:
 - a) THE RADIATOR **FAN** DISINTEGRATED AND THE BLADES CAUSED DAMAGED TO AIR HOSE AND THE RADIO
 - b) WE ORDERED A **FAN**, RADIATOR, AIR HOSE, AN O RING AND A **FAN** THROAT.
 - c) THE RADIATOR AND THE **FAN** THROAT ARE ON BACK ORDER.
 - d) I HAVE THE CUSTOMER IN ONE OF MY COURTESY VEHICLES.
2. WRT THANKED JOE FOR THE INFO.
3. WRT ASKED TO SPEAK TO THE PARTS DEPT.
4. WRT TALKED TO SVC MGR MAUREEN. HE STATED:
 - a) THE RADIATOR IS ON BACK ORDER AND I DON'T HAVE AN ETA FOR IT.
 - b) THE PART # IS OK 048-15-200 AND THE ORDER # IS 072303A.
- c) THE **FAN** THROAT IS ALSO ON BACK ORDER AND I DON'T HAVE AN ETA FOR IT.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K193113	19,656
Hesperia CA [REDACTED]			Dealer: CA144 Hi-Desert Kia	

- d) THE PART # IS OK-038 15 211, THIS IS UNDER THE SAME ORDER #.
- 5. WRT THANKED MAUREEN FOR THE INFO.
- 6. WRT CONTACTED THE KIA PARTS HOT LINE. TALKED TO MARK, HE STATED:
 - a) THE RADIATOR IS ON BACK ORDER.
 - b) AS THE MATTER OF FACT, IT IS PASSED DUE THE DATE.
 - c) THE **FAN** THROAT IS ALSO ON BACK ORDER AND THE ETA IS FOR AUGUST 6TH.
- 7. WRT THANKED MARK FOR THE INFO.

*** SEND CASE HISTORY 07/24/2003 11:31:08 AM ERuiz
Case details sent to tolover@kiausa.com.

*** PHONE LOG 08/11/2003 12:05 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

- 1. WRT CONTACTED SVC MGR, JOE AT CA144, HE STATED:
 - a) THE LAST TIME I CHECKED THIS MORNING, WE'RE STILL WAITING FOR A **FAN**.
 - b) THE CUSTOMER IS CURRENTLY ON ONE OF OUR COURTESY VEHICLES.
 - c) THE CUSTOMER IS HAPPY.
- 2. WRT THANKED SVC MGR, JOE FOR THE INFO

Kia Motors America
Consumer Affairs Department

Page 1 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723825 ██████████	K513777	29,000
St Rose LA ██████████		Dealer: LA001 Kia of Baton Rouge		

Case History

Complaint Rental Car

*** PHONE LOG 07/18/2005 05:36 AM US Mountain Standard Time DLyons
cust states: ██████████

1. was driving off I-10 and the vehicle just stopped running
2. feels that the vehicle is a lemon, can the vehicle be traded back in
3. veh was towed to the dlrshp, there has not been a diagnosis

Writer advised:

1. so sorry for this concern
2. will need to have the vehicle properly diagnosed to determine if this is a warray repair or not
3. kia is here is stand behind the warranty & repair the vehicle for the customer
4. customer will need to speak to the dlrshp to determine if the vehicle can be traded or not
5. cust would need to research the lemon law on her own and see if this is something that she qualifies for
6. updated cust info, no previous cases, no recalls.

*** CASE CLOSE 07/18/2005 05:36 AM US Mountain Standard Time DLyons

*** PHONE LOG 07/18/2005 07:02 AM US Mountain Standard Time YDomerofski Action Type:Incoming call
Cust ██████████ Stated:

1. Called there before, my daughter's car tow to dlr
2. Dlr told my daughter, they don't have loaner car, she need to go to work, she need a transportation
3. We did purchased the extended warranty
4. Ok, thanks

Writer Stated:

1. Sorry to hear that
2. The rental is not the provision of KIA's warranty
3. KIA doesn't have extended warranty info here
4. Advised to check sales contract for info or call salesman at dlr

*** CASE CLOSE 07/18/2005 07:03 AM US Mountain Standard Time YDomerofski

*** PHONE LOG 07/19/2005 04:46 AM US Mountain Standard Time CHamilton Action Type:Incoming call
Caller ██████████ states:

1. Purchased used from Premier Kia 3 months ago
2. Already had towed 3X
3. 1X dont remember what it was for
1X last time the *fan* just broke
1X (last time) broke down, Kia of Baton Rouge said it was fixed, when I went to get it, it would not start
4. Dont want this car, its a lemon
5. Who can I speak to that will compensate me for all my time and inconvenience
6. Purchased an ext warr from Premier for \$1000, I called the warr co for a rental and they said I dont have no warr with them
7. These people are not qualified to run businesses

Wtr states:

1. Updated, apologized
2. Kia will repair the veh according to the terms of the man warr

Kia Motors America
Consumer Affairs Department

Page 2 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K513777	29,000
St Rose LA	[REDACTED]		Dealer: LA001 Kia of Baton Rouge	

3. Wtr can follow up on repair; make sure all Kia's resources are being utilized in getting the veh repaired--caller not interested
4. Kias buyback policy is in accordance with your states laws
5. Referred to WCIM for info on laws in callers state
6. Provide Resolve Corp phone # to order WCIM
7. Advised no compensation or reimbursement under warr for time or inconvenience
8. Referred to FM at selling dlr for info on ext warr

*** CASE CLOSE 07/19/2005 04:48 AM US Mountain Standard Time CHamilton

*** PHONE LOG 07/19/2005 01:35 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES [REDACTED]

1. CAR WAS SUPPOSED TO BE REPAIRED YESTERDAY
2. WE WENT TO DEALER TO PICK UP CAR AND IT WOULD NOT START
3. DEALER ADVISED THEY HAD TO DO SOMETHING ELSE TO CAR AND KEEP IT
4. CAR WAS SUPPOSED TO BE READY TODAY AND IS NOT
5. HAVE SPOKEN TO DEALER ABOUT RENTAL CAR WHILE CAR IS IN SHOP
6. DEALER ADVISED ME TO CALL KCC
7. NEED CAR TO DRIVE IF CAR IS NOT GOING TO GET REPAIRED
8. THEY ARE TELLING ME THEY NEED TO GET EQUIPMENT TO REPAIR VEHICLE.
9. CAN NOT CONTINUE TO BE WITHOUT CAR AND DEALER IS NOT FOLLOWING UP WITH ME.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ASK IF CUSTOMER HAS ASKED DEALER FOR ALTERNATE TRANSPORTATION
3. WHAT DID DEALER ADVISE
4. WILL NEED TO FOLLOW UP WITH DEALER, ASK CUSTOMER TO HOLD.

WRITER STATES:

1. SPOKE TO SM, WES
2. ASK ABOUT STATUS OF REPAIRS
3. CUSTOMER STATES THEY WERE SUPPOSED TO HAVE CAR COMPLETED YESTERDAY
4. NOW BEING TOLD WILL BE ANOTHER DAY IS REQUESTING RENTAL ASSISTANCE
5. CAN DEALER REVIEW THIS WITH DPSM.
6. WILL ADVISE CUSTOMER.

DEALER STATES:

1. WE HAD TO REPLACE COMPUTER ON VEHICLE
2. WHEN WE DID THIS FOUND THAT THE ALARM IS IN FAIL SAFE MODE
3. CAN NOT GET ALARM TO DISARM AFTER REPLACING COMPUTER
4. WILL REVIEW CUSTOMERS REQUEST WITH DPSM
5. WILL FOLLOW UP WITH CUSTOMER TO ADVISE WHAT WE CAN DO.

*** CASE CLOSE 07/19/2005 01:35 PM US Mountain Standard Time TDonnelly

*** PHONE LOG 07/22/2005 01:59 PM US Mountain Standard Time TShamburger Action Type:Incoming call

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K513777	29,000
St Rose LA [REDACTED]			Dealer: LA001 Kia of Baton Rouge	

[REDACTED] called

1. the veh is still not running dlr put computer on but the car will not start
2. we dont want veh any longer, when you consider the veh no good.

wrt states

1. im sorry mfr here to support mfr warranty.
2. only buyback program is through your state lemon law, but your veh is used and not new

cust states

1. ok thank you. call ended.

*** PHONE LOG 07/22/2005 02:03 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Kia of Baton Rouge and SA Melinda ---

[REDACTED] states

1. we ordered the ECM and install it and the veh will still not start.
2. we are working with techline
3. cust is in a loaner.
4. its some type of electrical problem.

wt thanked [REDACTED]

*** CASE CLOSE 07/22/2005 02:04 PM US Mountain Standard Time TShamburger

*** PHONE LOG 08/01/2005 06:54 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
called [REDACTED]

1. repeated the same as previous calls
2. still does not have car back
3. wants to trade it in
4. feels that Kia should replace the car for their daughter
5. plans on filing for the lemon Law

wtr

1. Kia's repurchase policy is in accordance with their state's guidelines for Lemon Law
2. Caller will need to refer to the Warranty & Consumer Information Manual for assistance with buyback
3. Kia stands behind its product and will continue to repair the vehicle under the terms of its warranty

cust

1. "i will be filing lemon law" ----
2. cust hung up

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

Send to:[scameron@kiausa.com]

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

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

Kia Motors America
Consumer Affairs Department

Page 4 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723825	K513777	29,000
St Rose LA			Dealer: LA001 Kia of Baton Rouge	

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K513777_JHirshfield_08-01-2005075410.doc>>

*** NOTES 08/01/2005 06:57 AM US Mountain Standard Time JHirshfield Action Type:Manager review
case sent to SRCA for visibility and possible cust satisfaction handling
cust is requesting a replacement vehicle

*** PHONE LOG 08/11/2005 10:56 AM Eastern Daylight Time LMoore Action Type:Incoming call
Called dlr, no ans. by SM, left msg. with operator requesting return call

*** PHONE LOG 08/11/2005 10:57 AM Eastern Daylight Time LMoore Action Type:Outgoing call
Called cust., fax machine picked up

*** NOTES 08/11/2005 11:09 AM Eastern Daylight Time LMoore Action Type:Correspondence sent
Sent 'need contact' letter to customer via certified mail.

*** CASE CLOSE 08/12/2005 11:58 AM Eastern Daylight Time LMoore
Close pending contact from customer.

*** PHONE LOG 08/16/2005 03:19 PM Eastern Daylight Time LMoore Action Type:Incoming call
Call from Debra, wife of cust., she states:

1. it's broken down on daughter 3 times
2. we're concerned if this is a good car or not
3. we have the car back now but we're still kind of leary of it
4. approx. 30 something thousand miles on it
5. we purch. car used in April '05
6. when we got veh back, there were a lot of scratches on it when we got it back
7. the car had been in the shop for a month
8. the dlr said that the scratches were already there
9. we bought the extra warr and the people at the place cannot find the warr
10. they told us that we can trade it but we would lose too much money
11. i would like something else instead of this veh
12. she had a Kia before, she kept it for 10 years

writer states:

1. repurch/repl policies in accordance to with your states' laws
2. Kia will continue to repair veh for any warrantable repairs
3. as long as you have your copy of the extended warr, the dlr should not have a problem verifying coverage

*** CASE CLOSE 08/16/2005 03:21 PM Eastern Daylight Time LMoore
Vehicle is repaired. Cust. advised no repurch/rep at this time. Cust referred to dlr for future warrantable repairs. Close.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K350563	24,000
Dillon CO [REDACTED]		Dealer:		

Case History

Inquiry Warranty Info

*** PHONE LOG 08/10/2004 04:53 PM US Mountain Standard Time RHall
[REDACTED] cld

- 1 *fan* blew and went through radiator on veh
- 2 cust wanted to know if she could get rental writer
- 1 no open recalls
- 2 no provisions for rental veh in KMA warr
- 3 tranf to rsa for towing

*** CASE CLOSE 08/10/2004 04:53 PM US Mountain Standard Time RHall

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1221516	77,000

Chickamauga GA [REDACTED]

Dealer:

Case History

Complaint Repair Assistance

*** PHONE LOG 08/30/2006 11:47 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I AM HAVING A PROIBLEM WITH THE CAR.
2. THE **FAN** BLADE BROKE AND CAUSED ALL SORTS OF DAMAGE TO THE RADIATOR.
3. THE CAR IS NOT ABLE TO BE DRIVEN, WHAT DO WE DO.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THE CAR DOES NOT HAVE THE BASIC WARRANTY ANY LONGER AND THAT WOULD COVER THE **FAN**.
3. IT WOULD BE OUT OF WARRANTY NOW HOWEVER I WILL CALL THE DELAERSHIP WHEN THE CAR IS THERE.

WRITER GAVE NAME EXTENSION AND PHONE NUMBER AS A CASE NUMBER.

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K343405	44,000

Chester TX [REDACTED] Dealer: TX041 World Car Kia New

Case History

Inquiry Rental Veh &

*** PHONE LOG 07/27/2004 07:03 AM DZigabarra

Caller stated:

1. Want to know if you have rentals available?
2. Asked World Car Kia New Braunfels, and they don't have any loaners.
3. Had car towed while on vacation, to dealership.
4. **Fan** blade hub busted apart.

Writer stated:

1. Updated, no recalls.
2. Sorry for situation.
3. No rentals provided under warranty.
4. Some dealerships have loaner cars and some don't; not obligated to provide.
5. Can speak with SM at dealership to see, if any available; caller said none available.

Caller stated:

1. Ok, thank you.

*** CASE CLOSE 07/27/2004 07:03 AM DZigabarra

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723125 ██████████	K355843	18,500

Irving TX ██████████ Dealer: _____

Case History

Complaint Reimbursement

*** PHONE LOG 08/23/2004 02:35 PM JHirshfield

caller

1. she received a letter back from claims denying her request for rental reimbursement
2. she had been told by R/A when her *fan* broke and caused it to be towed to dealership that they probably would reimburse her

wtr

1. Kia does not provide for rentals under the provision of the warranty
2. it is something that has to be pre approved by either Kia or her dealership, not R/A
3. apologize for the situation

*** CASE CLOSE 08/23/2004 02:35 PM JHirshfield

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125	K1219837	44,289
Lawrenceville GA			Dealer: GA051 Gwinnett Place Kia	

Case History

Complaint Repair Assistance

*** CASE CLOSE 08/25/2006 12:57 PM US Mountain Standard Time RBussey

*** PHONE LOG 08/25/2006 12:57 PM US Mountain Standard Time RBussey
Customer stated:

1. The radiator *fan* broke.
2. It hit the radiator and broke it, GA051 had to replace my radiator.
3. My veh broke down the other day.
4. Fiance came and got me and noticed the hose had come un clamped.
5. We called Kia mall of Georgia.
6. Took it there on the 14th of this month.
7. My fiance had put the hose back on.
8. It wasn't over heating anymore.
9. It had a hard time cranking.
10. Ran very rough, and had low accelration
11. Replaced coolant sensor and jumped timing
12. They advised of need for tune up.
13. got that, it has the concerns still.
14. They have it again.
15. They told us it is all completed.
16. Still idling rough.
17. The techs were never advised by Jo at the dealer that there was a point where the veh had over heated.
18. Thus causing the dealer to never look into the idle rough issue that may be a warped head.
19. They need to look at it again Monday, they are also asking for maint records which I don't think I should have to provide.
20. Just want you to doc everything.
21. What about rental on Monday?

Writer stated:

1. sorry, will document complaints here.
2. understand concerns.
3. Normal for dealer to as for maint records.
4. Should ask dealer to ask the area rep if they are telling you that you there is not a manager avail to auth rental.
5. If the give you any trouble about that then give me a call and i will be more than happy to call the area rep on my own.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1113105	54,865
BREWSTER NY [REDACTED]			Dealer: CT001 Action Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/05/2006 10:29 AM US Mountain Standard Time TDonnelly

*** PHONE LOG 06/05/2006 10:31 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. WHILE DRIVING CAR THE **FAN** BLADE BROKE
2. WENT THROUGH RADIATOR
3. IS THIS UNDER WARRANTY
4. WHERE IS CLOSEST KIA DEALER
5. WILL CALL BACK FOR RSA.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED OF IN SERVICE DATE
3. EXPLAIN VEHICLE HAS 5/60K MILE BLW, 5/UNLIMITED RSA BENEFIT, 10/100K MILE POWER TRAIN
4. COOLING **FAN** FALLS UNDER BLW
5. CUSTOMER HAS RSA BENEFIT THAT WILL COVER TOW IN FULL TO CLOSEST KIA DEALER
6. WOULD CUSTOMER LIKE TO SET UP TOW TO DEALER?
7. DEALER INFO PROVIDED.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723325	K164824	6,000
San Antonio TX			Dealer:	

Case History

Complaint Warranty

*** PHONE LOG 05/14/2003 08:31 AM US Mountain Standard Time CRountree

CUSTOMER STATES:

1. READ INFORMATION ON WEBSITE THAT WARRANTY WOULD BE HONORED IN EUROPE THIS SUMMER.
2. FEEL LIKE I WAS DECEIVED.

WRITER STATES:

1. THE WARRANTY IS ONLY HONORED IN THE UNITED STATES.
2. EXPLAINED SHE COULD ALWAYS SUBMITT FOR REIBURSEMENT CONSIDERATION THROUGH KMA.

*** CASE CLOSE 05/14/2003 08:32 AM US Mountain Standard Time CRountree

WARRANTY NOT HONORED OVERSEAS

*** PHONE LOG 08/25/2004 08:29 AM MEstrella Action Type:Incoming call

CALLER STATES:

1. I AM IN SPAIN AND IN THE MILITARY
2. OUR AC IS NOT COOLING AGAIN I CALLED BEFORE ABOUT THAT (K164824) AND I WANT THAT NOTED THAT IS HAPPENING AGAIN
3. NOW I HAVE A NEW PROBLEM, THE ENGINE COOLING *FAN* HAVE BROKEN OFF AND DAMAGED THE RADIATOR
4. I WILL HAVE TO PAY THE DEALER IN SAN ANTONIO OR THIS KIA DLR IN SPAIN TO FIX IT
5. DO NOT THINK IT IS FAIR THAT KIA WILL NOT HONOR THE WARRANTY IN SPAIN OR IN OTHER COUNTRIES
6. WAS TOLD BY MY SALESPERSON THAT THE WARRANTY WOULD BE VALID ANYWHERE
7. SAY HE SPECIFICALLY ASKED HIM THAT AND HE TOLD HIM IT WOULD BE HONORED ANYWHERE
8. I WANT IT NOTED THAT I AM NOT HAPPY WITH KIA NOT HONORING THE WARRANTY OUSIDE OF THE US
9. SAYS NOW HE HAS TO PAY FOR ALL THESE THINGS AND IT IS NOT FAIR
10. SAYS HE KNOWS HE CAN SUBMIT A LETTER REQUESTING REIMBURSEMENT BUT SHOULD NOT HAVE TO

WRTR STATES:

1. KMA WARRANTY IS ONLY VALID IN THE USA
2. WE APOLOGIZE HE IS HAVING PROBLEMS AND WE WILL NOTE HIS CONCERNS AS ASKED
3. HE CAN SUBMIT REQUEST FOR REIMBURSEMENT , INCLUDE LETTER OF EXPLANATION AND COPIES OF RECEIPTS AND KIA WILL CERTAINLY CONSIDER HIS REIMB, REQUEST
4. CANNOT GURANTEE WILL BE REIMBURSED BUT WILL BE REVIEWED
5. PROVIDED CASE # FOR PREVIOUS AC CONCERN , PER CUSTOMERS REQUEST
6. AND PROVIDED THIS CASE # WHERE HE WAS ADVISED KMA WARRANTY ONLY VALID IN US

*** CASE CLOSE 08/25/2004 08:30 AM MEstrella

*** CASE CLOSE 08/25/2004 08:31 AM MEstrella

Kia Motors America
Consumer Affairs Department

Page 1 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJA723225	K1110978	57,000
Grand Junction CO			Dealer: CO020 Cowboy Corral Kia Grand	

Case History

Complaint Dealer

*** PHONE LOG 05/30/2006 10:36 AM US Mountain Standard Time CDiaz

Customer Stated: [REDACTED]

1. Need to make a complaint.
1. Timing belt broke.
2. Had the car towed to CO020
- 3 SM told me it needed to be replaced at 50k miles.
4. Was quoted 300 dollars.
5. Dealer said they needed to do the 60k service also for 500 more dollars.
6. We told them we could not afford that.
7. Had them do the timing belt.
5. They called back later that day.
6. Told the *fan* blade was broken and needed to be replaced.
7. Paid \$519.10

Writer Stated:

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

John Stated: CO020 Service

1. 5/18/06 the car was here.
2. Timing belt (broken), drive belts and *fan* blade replaced.
3. 57,050 miles on the car at that time.

Writer Stated:

1. Timing belt covered 5/60 if broken.
2. Needs to be replaced at 60k.
3. The *fan* should have been covered if that came apart.

[REDACTED] Stated: CO020 Service

1. Not according to our rep.
2. Book says that the timing belt has to be replaced between 50 to 60k miles.
3. Something came up and broke the *fan* blade.
4. A rock or something.

Writer Stated:

1. Contact your rep.
2. Sure he will cover.
3. Timing belt is required to be replaced at 60k.
4. If broken before that it should have been covered.
5. *Fan* blade was a concern the cars were having.
6. Call your rep.

[REDACTED] called writer and stated:

1. Timing belt and labor will be covered.

Writer Stated:

1. The *fan* blade seems to be the situation that we had with all the others.
2. That should have been covered also.

Jesse Herrera Stated:

1. No the *fan* blade seemed to be broken by something hitting it.
2. Will only cover the timing belt.

Kia Motors America
Consumer Affairs Department

Page 2 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K1110978	57,000

Grand Junction CO [REDACTED]

Dealer: CO020 Cowboy Corral Kia Grand

Writer Stated:

1. OK

Writer called the customer:

1. Dealer will reimburse for the belt repair.
2. Sorry for the confusion.
3. Warranty is confusing some times so it was understandable that John had made a mistake.
4. If you do not hear from John give him a call.

Customer Stated:

1. Thanks for the help.

*** CASE CLOSE 05/30/2006 10:36 AM US Mountain Standard Time CDiaz
Customer will call back if needed.

*** PHONE LOG 06/06/2006 08:22 AM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer Stated:

1. We called John at the dealer.
2. He told me that they do not do this and I need to call the Kia rep.
3. Just trying to see what I need.

John Stated: CO020

1. Put the request
2. Corporate has cut the check and will be sending it directly to the customers home.

Writer Stated:

1. OK thanks.

Writer Stated:

1. Advised the customer of the info.

Customer understands.

*** CASE CLOSE 06/06/2006 09:05 AM US Mountain Standard Time CDiaz
Gave info.

*** PHONE LOG 06/13/2006 01:17 PM US Mountain Standard Time TShamburger Action Type:Incoming call

cust Wayne called

1. i have not recieved the reimbursment from the dealer
2. John is saying that this is not his responsibility

wrt states

1. apologized

Kia Motors America
Consumer Affairs Department

Page 3 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K1110978	57,000
Grand Junction CO [REDACTED]			Dealer: CO020 Cowboy Corral Kia Grand	

3. will call cust back with status
cust thanked wrt - call ended

*** PHONE LOG 06/13/2006 01:36 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
called dlr - CO020 - spoke to John
1. check status of reimbursment

John states
1. reqst was filed 2 weeks ago
2. need to call rhonda at corporate office 3037761427
thanked john -- call ended

*** PHONE LOG 06/13/2006 01:40 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
called Rhonda
1. check status of reimbursement
2. date put in 6/6/06

rhonda states
1. let me check
2. check is cut
3. owner in HI - no one to sign it
4. will be back on friday - will send it out then
thanked Rhonda - call ended

*** PHONE LOG 06/13/2006 01:42 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
called cust left message
1. spoke to rhonda at dealer - has to wait for owner to come back on friday - check will be sent out friday
2. left 800... w/case# and ext
3. call back if any question
call ended

*** NOTES 06/13/2006 01:44 PM US Mountain Standard Time TShamburger Action Type:Manager review
added comment
correcting:
1. spoke to rhonda at dealer - has to wait for owner to come back on friday to sign check- check will be sent out friday

*** CASE CLOSE 06/13/2006 01:44 PM US Mountain Standard Time TShamburger

*** PHONE LOG 06/20/2006 12:40 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER.
CUSTOMER Stated;
1. I CALLED LAST WEEK REGARDING THE REIMBURSEMENT CHECK I WAS SUPPOSE TO RECEIVED..
2. I HAVE NOT GOTTEN THE CHECK.

WRITER STATED:
1. APOLOGIZED.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K1110978	57,000
Grand Junction CO [REDACTED]		Dealer: CO020 Cowboy Corral Kia Grand		

2. WRITER SEE THAT THE KIA CORPORATE OFFICE WAS CALLED AND THE REP WHO SIGNS THE CHECK WOULD BE IN FRIDAY.
3. WRITER CAN CALL THE OFFICE.
4. WRITER PLACED CUSTOMER ON HOLD.

WRITER CONTACT RHONDA AT KIA CORPORATE AT 303-776-1427.

WRITER STATED;

1. A FCC CALLED FOR THE CUSTOMERS BEHALF.
2. A REIMBURSEMENT CHECK WAS SUPPOSE TO SIGNED AND MAILED TO THE CUSTOMER.

RHONDA STATED:

1. SORRY.
2. HE DID NOT COME INTO THE OFFICE ON FRIDAY THRU TODAY.
3. I HAVE THE CHECK READY FOR HIM TO SIGN ONCE HE COMES IN.
4. HE MAY BE IN TOMORROW ,BUT ONCE HE IS HERE I WILL HAVE HIM SIGN THE CHECK AND THEN MAIL THE CUSTOMERS CHECK TO HIM.
5. I WILL CALL THE CUSTOMERS ONCE THE CHECK HAS BEEN MAILED.

WRITER STATED:

1. THANK YOU.

CUSTOMER HUNG UP THE LINE.

*** PHONE LOG 06/20/2006 12:44 PM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT CUSTOMER AND LVM ON BOTH LISTED NUMBERS..

WRITER STATED:

1. CALLING WITH ANSWER TO THE REIMBURSEMENT CHECK STATUS.
2. CALL BACK WRITER.
3. PROVIDED WRITERS NUMBER.

*** PHONE LOG 06/20/2006 02:40 PM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer called back.

1. Checking status.

Writer Stated:

1. Gave case info.
2. Once the check is signed Rhonda will call you and let you know.

Customer understands.

*** CASE CLOSE 06/20/2006 03:02 PM US Mountain Standard Time ELeon

*** PHONE LOG 06/22/2006 03:03 PM US Mountain Standard Time TMorales Action Type:Incoming call

CUST MRS. OSTER STATED:

1. HAVE A CASE W; CHRIS

WRITER ADVISED:

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]	KNDJA723225 [REDACTED]	K1110978	57,000

Grand Junction CO [REDACTED] Dealer: CO020 Cowboy Corral Kia Grand

1. REVIEWED LATEST NOTES; RHONDA FROM KMA IS GOING TO CALL CUST WHEN CHECK IS SIGNED AND MAILED

CUST STATED:'

1. I AM AFRAID I AM GETTING THE RUNAROUND AND WONT GET SENT THE CHECK

WRITER ADVISED;

1. THAT WON'T HAPPEN

CUST STATED:

1. OK THANK YOU

*** CASE CLOSE 06/22/2006 03:06 PM US Mountain Standard Time TMorales

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K341839	26,000
Toledo OH [REDACTED]		Dealer: OH025 Taylor Kia		

Case History

Inquiry Warranty Info

*** PHONE LOG 07/22/2004 02:43 PM RHall

[REDACTED] called

1 cust called bec *fan* blew up and caused damage to radiator, fluid leaking

2 cust had towed to dlrhsp and they cant look at veh till mid august

3 cust wanted to know if she could have a rental

Writer stated

1 no open recalls

2 no provision in KMA warr for rental veh, nd to contact dlrship for poss goodwill

3 gave #'s for surrounding dlrhsp to ask if rental veh or earlier appt

*** CASE CLOSE 07/22/2004 02:43 PM RHall

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623725 [REDACTED]	K1001582	50,000
Richmond M [REDACTED]			Dealer: MI002 Jeffrey Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/16/2005 02:30 PM US Mountain Standard Time BBrown
CUST STATES

1 MY DAUGHTER'S **FAN** BLADES FELL OF THE VEH AND CUT THE RADIATOR AND CAUSED OTHER DAMAGE;
THE **FAN** BLADES FLEW INTO THE ROAD

2 **FANS** ARE ON BACKORDER AND NO ETA OF WHEN THE PARTS WILL BE IN

3 WHAT IS KIA GOING TO DO FOR HER AS FAR AS LOANER OR RENTAL;

4 BOUGHT KIA BECAUSE OF WARRANTY AND GAS MILEAGE; A WEEK AFTER BUYING IT THE BACK DOOR
WOULD NOT OPEN

5 THE MUFFLER ROTTED OFF THIS THING ALSO; I WANT TO GET RID OF IT BUT IT IS NOT WORTH MORE THAN
I OWE

WRITE STATES

1 APOLOGIZED

2 RENTAL VEH OR LOANERS IS NOT A PROVISION OF THE WARRANTY

3 ON A CASE BY CASE BASIS A KIA REP CAN AUTHORIZE ALT TRANSPORTATION; I WILL PRESENT YOUR CASE
TO REP

4 I WILL ALSO GET AN UPDATE ON THE PARTS WE ARE WAITING FOR

5 I WILL CONTACT CUST AFTER SPEAKING W/ DLR AND REP

*** PHONE LOG 08/17/2005 12:38 PM US Mountain Standard Time BBrown Action Type:Incoming call
(SA0 ROCHELLE AT JEFFREY KIA STATES

1 THE **FAN** IS ON NATIONAL BACK ORDER WE HAVE PUT EMERGENCY UPGRADE ON THE ORDER

2 THIS VEH WAS TOWED IN ON 8/9/05

*** PHONE LOG 08/17/2005 12:42 PM US Mountain Standard Time BBrown Action Type:Incoming call
WRITR LVM FOR DPSM OPPEDISANO STATING

1 CUST REQUESTING RENTAL

2 **FAN** ON BACKORDER AND THE VEH HAS BEEN DOWN SINCE 8/9/05

3 PLEASE CALL BACK W/ DECISION ; PROVIDED WRITER EXT

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

Send to:[joppedisano@kiausa.com]

[REDACTED]
Cust is requesting a rental veh because veh has been down since 8/9/05 and parts still aren't in (engine **fan** backordered)
brian Brown ext 45782

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent
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_K1001582_BBrown_08-17-2005134028.doc>>

*** PHONE LOG 08/18/2005 11:30 AM US Mountain Standard Time BBrown Action Type:Incoming call
ROCHELLE (SA) AT JEFFREY KIA STATES

1 THE **FAN** BLADES HAVE ARRIVED AND THE VEH MAY BE DONE TODAY TOMORROW AT THE LATEST

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB623725 [REDACTED]	K1001582	50,000
Richmond MI [REDACTED]	[REDACTED]		Dealer: MI002 Jeffrey Kia	

*** CASE CLOSE 08/18/2005 12:29 PM US Mountain Standard Time BBrown

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K1229981	33,000

Madawaska ME [REDACTED]

Dealer:

Case History

Complaint Repair Assistance

*** PHONE LOG 09/22/2006 11:18 AM US Mountain Standard Time LSims

[REDACTED] STATES:

1. THE **FAN** IS MADE OUT OF PLASTIC AND STARTING TO CRACK
2. I AM AFRAID TO DRIVE IT ALL THE WAY TO THE DEALER - IT IS 300 MILES AWAY
3. WHAT SHOULD I DO

WTR STATES:

1. APOLOGIZED
2. NO RECALLS
3. ADVISED THAT R/S WILL TOW THE VEH TO THE DEALER AT NO CHARGE
4. ADVISED TO CB TO SET UP R/S

*** CASE CLOSE 09/22/2006 11:18 AM US Mountain Standard Time LSims

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K1232932	33,000
Madawaska ME [REDACTED]	[REDACTED]	[REDACTED]	Dealer: ME003 Van Syckle Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/02/2006 08:17 AM US Mountain Standard Time ELeon
CUSTOMER STATED:

1. THE MOTOR **FAN** IS CRACKING.
2. THE Van Syckle Kia IS 3 HOURS AWAY AND I AM AFRAID TO DRIVE THE VEHICLE THAT FAR.
3. I ASK THEM IF I HAD SOMEONE ELSE REPAIR THE MOTOR **FAN** COULD I BE REIMBURSED?
4. I CALLED Van Syckle Kia AND THEY SAID I SHOULD CALL THE KIA ROADSIDE.

WRITER STATED:

1. SORRY.
2. ALL WARRANTY REPAIRS MUST BE DONE AT A KIA DEALER.
3. YOU HAVE KIA ROADSIDE ASSISTANCE FOR THE TOW TO THE CLOSEST KIA DEALER.
4. KIA DOSE NOT REFUND REPAIRS DONE AT A NON KIA DEALER.

CUSTOMER STATED:

1. I WILL HAVE TO CALL THE KIA R/A.
2. THANK YOU.

*** CASE CLOSE 10/02/2006 08:17 AM US Mountain Standard Time ELeon

Kia Motors America Consumer Affairs Department

Page 1 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723425 ██████████	K337093	41,000
9999 GA ██████████			Dealer: GA047 Kia at Arbor Place Mall	

Case History

Complaint Other

*** PHONE LOG 07/13/2004 07:55 AM US Mountain Standard Time TShamburger customer ██████████ called (cust unwilling to give wrt her address and home phone)

1. the veh has a safety defect
 2. because the veh loses pwr
 3. and i needed the number to NHTSA the 1 800 on owners man is wrong
 4. the veh almost got me killed, the veh loses pwr and the engine revs and goes no where
 5. i cant drive this veh like this
 6. the dlr tried to repair this problem and they thought they had, but the veh did it again
 7. the dlr has veh now
 8. they are planning to change out the speed sensor now
- wrt states
1. apologize for situation and will help you with this concern
 2. wrt will inform our kia rep for area about your veh and its problem
 3. understand your frustration
 4. exp to cust that there is no recalls affecting veh
 5. also exp to cust to send sales doc, because we are not showing her as the org owner
 6. we can make correction after researching your sale doc, if you are the org owner we can make the change
 7. sometimes the dlr did not change the information when someone else wanted to purchase veh
 - 8 and you are in fact the org owner
 9. gave cust the case number and fax number
 10. wrt will call dlr, if need be wrt will call you back
- cust thanked wrt call ended

*** PHONE LOG 07/13/2004 02:50 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called dlship and was told serv closed.

*** PHONE LOG 07/14/2004 06:50 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Kia at Arbor Place Mall and spoke to SM Donald--
SM Donald states

1. cust keeps saying its happening to her, with veh having no pwr
2. but when we get the veh, its fine
3. yesterday we change out the speed sensor and i test drove veh myself
4. and cust picked up veh and she said it happen to her again and wanted out of veh
5. but i test drove the veh again w/ her after she came back and it did not react for us in the veh together
6. shes in a loaner now, and we are chking veh again
7. i exp this to Clyde yesterday and he knows about this veh

*** NOTES 07/14/2004 06:52 AM US Mountain Standard Time TShamburger Action Type:Manager review
Foward to region for review and handling*****

1. cust has a concern w/ veh losing pwr
2. the dlr has made some repairs on this veh
3. the last being a speed sensor
4. but cust keeps complaining veh is dangerous and wants out of veh
5. because veh loses pwr and when dlr has veh, they can repeat the concern.
6. please review.
7. veh at the dlr now and cust in a loaner according to SM

*** PHONE LOG 07/21/2004 08:20 AM US Mountain Standard Time TMorales Action Type:Incoming call
Cust stated:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K337093	41,000
9999 GA [REDACTED]	[REDACTED]	[REDACTED]	Dealer: GA047 Kia at Arbor Place Mall	

1. Have left messages but [REDACTED] has not returned calls
2. Need to talk to [REDACTED] or someone about this

Writer advised cust:

1. Apologized for the delay
2. Can see that [REDACTED] is on the phone now; will take a message to her asking her to call cust asap (cust agreed)

*** PHONE LOG 07/21/2004 10:48 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called back customer

1. returning your call [REDACTED]
- cust states:
1. the vehicle was repaired but it did not work
 2. the veh is back at the dlr again
 3. i need Clyde Teasley's number, the SM gave me his name
- wrt states
1. Clyde is always on the road, and he is dlr supprt
 2. exp to cust that [REDACTED] is overseeing your veh currently
 - 3 and is working w/ clyde to get your veh repaired
 4. gave cust 1 800 number and case number.
 5. asked cust to send fax of her sales doc to change RDR.
- cust thanked wrt call ended

*** PHONE LOG 07/22/2004 01:01 PM Eastern Daylight Time LMoore Action Type:Outgoing call

Called cust., she states:

- took car in to get oil change at GA047, they put bad oil in my car, i don't hold them responsible for that
- they had to repl lifters in car, they told me that i had a bad *fan* and they needed to repl motor in *fan*
- then having issue with noise that sounds like 18 wheeler taking off in gear,
- i'm pushing gas pedal to floor, my RPMs going like crazy but car is not going anywhere
- i run Chevron reg gas, once a month, i put mid-grade in it
- i was on I-75, had to slow down with traffice to about 45 mph, gave it gas and the car wasn't going anywhere then it finally kicked in and the car started going
- car ran fine after that about 4 days
- then i'm at stop sign, i see 18 wheeler coming behind me, i turn corner and car wouldn't go; if truck hadn't driven into ditch, he would've killed me
- car towed into dealer, they gave me a loaner
- they repl 2 catalytic converters, didn't work, got stuck in the middle of an intersection, car just wouldn't go when i gave it gas
- some people had to push me out of the intersection, RA towed veh to dealer, gave me another loaner
- happened to mechanic when he drove veh
- they replaced mass air flow sensor, car still doing same thing
- the next time i had to take it they repl the speed sensor in trans
- i picked up veh, Don, SM at GA047, drove it and said it was ok
- i leave, go to Chevron to get gas, i leave out of gas station, going 45mph, put on signal to make turn, i'm giving it gas, RPMs going crazy and mph dropping
- took it right back to Kia, told Don that i was not happy, we drove it together and he saw what it was doing
- they've had it for a week to week and a half, they haven't gotten car to duplicate the concern again but they told me come get my vehicle
- there are times that the car will go 2, 3, 4 or more days w/o doing this but it happens eventually
- i'm scared to death to drive this veh
- purch from Town Center Kia, with 3,300 miles on it, they sold it to me as new
- per Tammy at the KCC, car is not registered in my name on Kia's system

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
9999 GA		KNDJB723425	K337093	41,000
			Dealer: GA047 Kia at Arbor Place Mall	

- this car is draining me along with my health problems
- i just don't know what to do
- they've repl alternator, catalytic converter, air flow sensor, speed sensor; this car not even 2 yrs. old, these things shouldn't be happening
- had a title search on the car, i'm the only one who has titled the car
- only lien is with Western Financial in Irving, TX
- facing major surgery on my stomach, have a dr. appt tomorrow as well as a preop appt. on Tues. morning
- should i go p/u car or stay in loaner, i need to know that i'm going to get there and get there safely

writer states:

- let me contact SM at GA047, and see if that's an option
- will also contact dist. rep. to determine our next steps
- will call you back after i s.w. Don
- in meantime, i will look over ROs, sales docs once you fax over and we'll see what can be done
- i would suggest calling me back on Tues. morning in that regard

she states:

- that's fine
- please call me on cell phone [REDACTED] to let me know whether i should p/u vehicle or not

*** PHONE LOG 07/23/2004 10:14 AM Eastern Daylight Time LMoore Action Type:Outgoing call

Called Don Lampkin at GA047, he states:

- drove veh 60 mph, never lost power
- cust. picked up veh last night and dropped off loaner

*** PHONE LOG 07/23/2004 10:29 AM Eastern Daylight Time LMoore Action Type:Incoming call

Call from customer, she states:

- car doesn't stop in the road like it used to but it is running very sluggish
- drove this a.m., still bogs down
- bought this car in 2002, i'm used to 4-cylinder
- they keep telling me that the noise the car is making is the *fan* motor
- they said they repl the *fan* blades because
- my car never made that noise until i started getting stranded
- when the noise comes, that's when i lose the pressure to go
- i'm doing my best to be satisfied with this car, but i'm not satisfied
- s.w. Steve, GM at dealer
- faxing you all of these documents
- how do i file LL

writer states:

- contact info in rear of owner's manual

she states:

- no it isn't (cust. read each topic in Customer Assistance section of Owner's Manual)

writer states:

- suggest contacting state AG's office and they can direct you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB72342 [REDACTED]	K337093	41,000

9999 GA [REDACTED]

Dealer: GA047 Kia at Arbor Place Mall

*** CASE CLOSE 07/23/2004 10:31 AM Eastern Daylight Time LMoore
Veh repaired. Close pending receipt of LL filing.

*** NOTES 07/26/2004 07:07 AM US Mountain Standard Time TShamburger Action Type:Manager review
FCM asked cust for sales doc to be fax to change RDR, this has been corrected already.

*** CASE CLOSE 07/26/2004 07:08 AM US Mountain Standard Time TShamburger
Reonen iust to doc the RDR was changed.

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K456612	53,000
SPRING HILL FL [REDACTED]			Dealer: FL059 Friendly Kia	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 04/28/2005 08:59 AM TDonnelly
CUSTOMER STATES:

1. THE **FAN** IS BROKEN
2. WAS TOLD SHOULD NOT DRIVE CAR
3. DOES KMA RSA COVER RENTAL CAR IF CAR HAS TO BE TOWED AWAY
4. WHAT IS DEALERS NUMBER.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT RSA WILL COVER TOW TO CLOSEST KIA DEALER
3. RSA BENEFIT DOES NOT HAVE PROVISION FOR RENTAL OR LOANER VEHICLES
4. RENTAL VEHICLES ARE NOT A PROVSION OF KIA WARRANTY
5. DEALER INFO PROVIDED.

*** CASE CLOSE 04/28/2005 08:59 AM TDonnelly

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723425	K1111869	47,500
CONGRESS AZ			Dealer: AZ030 Liberty Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/31/2006 05:11 PM US Mountain Standard Time LSims

CALLER STATES:

1. FLY WHEEL EXPLODED AND IT TORE UP THE RADIATOR AND AND TORE POWER STEERING HOSE
2. MY MECHANIC REPLACED A LOT OF PARTS AND IT STILL ISNT RUNNING RIGHT
3. HE THINKS IT MAY BE THE HEAD GASKET
4. I JUST FOUND OUT THAT ALL OF THIS MAY BE COVERED UNDER THE WARRANTY
5. I WAS TOLD TO CALL THIS # AND I CAN GET TOWED TO THE CLOSEST DEALER

WTR STATES :

1. APOLOGIZED
2. NO RECALLS
3. UPDATED
4. GAVE INFO FOR R/S AND NAME OF CLOSEST DEALER

*** CASE CLOSE 05/31/2006 05:11 PM US Mountain Standard Time LSims

*** PHONE LOG 06/05/2006 09:44 AM US Mountain Standard Time JHirshfield Action Type:Incoming call caller

1. her car is at AZ030 since last Thurs
2. they haven't even begun to work on the car but she needs a car
3. she has been borrowing vehicles
4. actually they have been without the car for almost three weeks
5. the *fan* blade came apart and damaged the radiator, and other components
6. no they have no brakes and the car won't run

wtr

1. While Kia does not have a provision for rentals, Kia does assist with rentals on case-by-case basis.
2. The decision will not come from this office, but we can review this request with the service manager and possibly our area rep to determine if rental assistance can be provided.

wtr spoke with Mark @ AZ030 who stated

1. car was towed to them last Thurs aft
2. won't have a chance to look at it until tomorrow --extremely booked up
3. car had repairs done by her own mechanic --they have no idea what the condition of the repair is

wtr

1. cust is still under warranty --
2. why did she have her mechanic work on the car?

svc mgr

1. have no idea

wtr thanked Mark for the info

Kia Motors America Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723425	K1111869	47,500
CONGRESS AZ			Dealer: AZ030 Liberty Kia	

1. was she aware that she is still under warranty?
2. why did she have her car worked on by a non Kia dealership

cust

1. she was hoping that she could get reimbursed for the repair
2. she was not aware of how the warranty worked

wtr

1. needs to be done at Kia dealership
2. R/A would tow the car if needed
3. she can submit the receipt to Mark @ AZ030 to turn in to his DPSM for eval of reimbursement
4. no rental at this point --
5. they need to see what has been done to car already and diagnose the problem

Kia Motors America Consumer Affairs Department

Page 1 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K363057	19,519
Cathedral City CA [REDACTED]			Dealer: CA179 Kia of La Quinta	

Case History

Complaint Dealer

*** PHONE LOG 09/09/2004 03:30 PM BKelley

Caller states:

1. I've been having difficulty getting repairs done in a timely manner
2. My *fan* broke off and the dlrshp had my car for 2 weeks and I had a rental for that whole time at my expense
3. The dlrshp said they were waiting for parts to come in
4. I ended up having to buy a battery because I was just out of warr
5. Alignment is off, struts, back windows do not roll down -- dlrshp has ordered parts for windows
6. I have not heard back on the window parts yet
7. I'm trying to call the dlrshp to see if parts can be ordered prior to my appt on Tues for the shock and struts that I'll need
8. I have not been able to get the svc department on the phone
9. What should I do

Wtr states:

1. Updated contact info
2. No recalls
3. Wtr will attempt to get Kia dlrshp on the line for caller
4. Wtr here to assist in getting veh repaired under terms of manf warr
5. Requested callback if any further assistance is needed

Wtr called CA179,

1. Placed on hold several times with no answer from svc
2. Wtr disconnected -- rtrnd to caller
3. Advised wtr will attempt to contact SM and request caller be contacted at home or cell
4. Requested callback if no response rec'd by tomorrow

Caller states:

1. Okay, thank you

*** PHONE LOG 09/09/2004 03:30 PM BKelley Action Type:Outgoing call

Wtr called SM Roxanne cell phone 909-634-5286, states:

1. Requested caller be contacted at home [REDACTED]

SM states:

1. I'm by myself but I will call the cust as soon as possible
2. Thanks

*** CASE CLOSE 09/09/2004 03:32 PM BKelley

Pending callback

*** PHONE LOG 09/14/2004 10:48 AM US Mountain Standard Time BGauldin Action Type:Incoming call
customer stated;

1. vehicle died, stalled out Friday .
2. one of the issues was dealership ordering parts.
3. dealership refused to order the parts until the vehicle diagnosed.
4. spoke with dealership Roxanne, SM Monday.
5. just called and had been told 6 vehicles ahead and not 6 vehicles later , vehicle has not been looked at.
6. a month ago the *fan* came off and ripped the inside of the vehicle apart.
7. it would be helpful that the dealership would have let customer know if other people ahead.
8. nervous about the quality of the vehicle.
9. unhappy about the dealership , one part was ordered a month ago.

Kia Motors America Consumer Affairs Department

Page 2 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K363057	19,519
Cathedral City CA			Dealer: CA179 Kia of La Quinta	

writer stated:

1. very sorry customer is having this issue.

*** NOTES 09/14/2004 10:56 AM US Mountain Standard Time BGauldin Action Type:Manager review

2. ask if one thing writer could do for the customer , what would that be.
3. ask customer to hold.
4. Kia does not have a rental provision in the warranty.
5. what writer can do is to call and find out if the diagnostic has been performed.
6. the line is busy.
7. ask for alternate number and would call back when research completed.

customer stated:

1. very frustrated.
2. gave alternate number and will wait to hear from writer.

*** PHONE LOG 09/14/2004 10:57 AM US Mountain Standard Time BGauldin Action Type:Outgoing call

writer called dealership La Quinta:

1. line busy

writer called dealership:

- 1 line busy

*** PHONE LOG 09/17/2004 12:08 PM US Mountain Standard Time BGauldin Action Type:Incoming call

writer called SM:

1. left Vm.
2. requested call back.

*** PHONE LOG 09/17/2004 12:10 PM US Mountain Standard Time BGauldin Action Type:Outgoing call

Parts Mgr Steve called VM:

1. just spoke to parts.
2. call regarding the Hose issue.

*** PHONE LOG 09/17/2004 12:12 PM US Mountain Standard Time BGauldin Action Type:Incoming call

writer spoke with parts Mgr Steve earlier;

1. ask if the parts order had been upgraded.
2. did upgrade , believe with Mark or Danny.
3. gave VIN and upgraded to critical.
4. thanked Parts Mgr Steve.

*** PHONE LOG 09/17/2004 12:13 PM US Mountain Standard Time BGauldin Action Type:Incoming call

writer returned call to Parts Mgr Steve:

1. was ask to hold - with customer.

*** NOTES 09/17/2004 12:14 PM US Mountain Standard Time BGauldin Action Type:Manager review

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K363057	19,519
Cathral City CA			Dealer: CA179 Kia of La Quinta	

NOTE; PARAGRAPHS REFERRING TO PARTS MGR STEVE - ERROR - PARTS CALLING ABOUT ANOTHER CUSTOMER - NOT APPLICABLE TO THIS CASE.

*** PHONE LOG 09/17/2004 12:16 PM US Mountain Standard Time BGauldin Action Type:Outgoing call
WRITER CALLED SM AND LEFT vm:

1. REQUESTED CALL BACK - GAVE CASE # AND WRITER #

*** PHONE LOG 09/21/2004 12:28 PM US Mountain Standard Time BGauldin Action Type:Outgoing call
writer called customer:

1. left VM, vehicle is not at the dealership given.
2. requested call back.
3. gave writer information.

*** PHONE LOG 09/21/2004 12:34 PM US Mountain Standard Time BGauldin Action Type:Outgoing call
writer called SM Roxanne:

1. ask to speak to the SM .
2. was paged many times - no response.

*** PHONE LOG 09/21/2004 12:36 PM US Mountain Standard Time BGauldin Action Type:Outgoing call
writer left Vm for SM Roxanne:

1. requested call back, wanted to know if the vehicle was at the dealership.
2. provided case # and writer information.

*** PHONE LOG 09/24/2004 07:18 AM US Mountain Standard Time BGauldin Action Type:Outgoing call
writer called customer:

1. ask if the vehicle had been repaired.
2. dealership repaired the gas cap but not really, the release still does not work.
- 3.the alignment is still out and release is not repaired.
4. told twice the vehicle has been repaired

*** NOTES 09/24/2004 07:20 AM US Mountain Standard Time BGauldin Action Type:Manager review

5. customer stopped payment on the check.

*** NOTES 09/24/2004 07:27 AM US Mountain Standard Time BGauldin Action Type:Manager review
note:

comments given in prior writer stated - were made by customer to writer. Writer only stated : calling to see if the vehicle repaired

*** NOTES 09/24/2004 08:18 AM US Mountain Standard Time BGauldin Action Type:Manager review
Roxanne stated;

1. did not receive VM - company does not have VM.
2. cell number is area code 905 and not 909.
- 3.a. customer paid to put tires on and alignment
 - b. customer had the brakes replaced
 - c. battery and gas cap replaced (cap was ordered)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K363057	19,519
Cathral City CA	[REDACTED]	[REDACTED]	Dealer: CA179 Kia of La Quinta	

4. total \$546.84. Customer stopped pay on check.
5. the issue given by writer sounds like the latch release for gas cap.
6. gas cap replaced due to cracks.
7. discounted customer's repair \$190.
8. one window regulator needed and replaced both.
9. customer may only come back if repayed , other wise will sue.

writer stated:

1. have left VMs.
2. will correct the area code to cell.
3. customer says the release inside the vehicle to open gas access will not work.
4. will advise customer. , thanked SM

*** PHONE LOG 09/24/2004 10:55 AM US Mountain Standard Time BGauldin Action Type:Incoming call
writer called customer:

1. did speak with the SM Roxanne.
2. advised of the latch issue at gas cap.
3. advised the customer feels the alignment not correct.
4. SM Roxanne is wanting to assist the customer but issue of check is between customer and dealership.
5. customer to call if any other concerns.

customer stated:

1. paid for things received but the other two issues not repaired.
2. after speaking with the writer , decided to call dealership back.
3. thanked writer.

*** CASE CLOSE 09/24/2004 10:56 AM US Mountain Standard Time BGauldin
customer stated vehicle not repaired completely and stopped payment of service. writer spoke with the SM and wanting to resolve issue . writer called customer and customer to call dealership

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K214901	24,000
Las Vegas NV [REDACTED]			Dealer: NV004 People's Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 09/09/2003 09:26 AM US Mountain Standard Time WNoonan
WRITER SPOKE WITH JOHN PALAKOVICH.
CUSTOMER STATED:

1. MY **FAN** BROKE OFF AND DAMAGED THE VEHICLE.
2. THE DEALER SAID THAT THEY CAN NOT GET THE PARTS.
3. I AM BORROWING MY NEIGHBORS WORK TRUCK RIGHT NOW BUT I NEED TO GIVE IT BACK.
4. I WILL BE WITHOUT A VEHICLE.
5. WILL KIA GIVE ME A RENTAL?

WRITER STATED:

1. SORRY MFOR THE FRUSTRATION.
2. WRITER WILL RESEARCH ISSUE AND CALL YOU BACK.

CUSTOMER STATED:

1. CALL MY CELL [REDACTED]

*** PHONE LOG 09/09/2003 09:31 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED TERRY OLIVER, DPSM AND LEFT VM.

WRITER STATED:

1. EXPLAINED SITUATION.
2. LEFT NAME, NUMBER AND CASE NUMBER FOR CALL BACK.

*** PHONE LOG 09/10/2003 09:00 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED TERRY OLIVER, DPSM AND LEFT VM.

WRITER STATED:

1. EXPLAINED SITUATION.
2. LEFT NAME, NUMBER AND CASE NUMBER FOR CALL BACK.

*** PHONE LOG 09/10/2003 09:51 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED TOM STEIN WINTER, DPSM AND STATED:

1. HAVE BEEN TRYING TO GET AHOLD OF TERRY OLIVER.
2. CUSTOMER IS REQUESTING A RENTAL.
3. EXPLAINED SITUATION.

TOM STATED:

1. E-MAIL ME THE CASE AND I WILL GET IN TOUCH WITH THE DEALER.

WRITER STATED:

1. THANKS.

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

Send to:[TSteinwinter@kiausa.com]

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

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

**Kia Motors America
Consumer Affairs Department**

<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]	K214901	24,000
Las Vegas NV [REDACTED]			Dealer: NV004 People's Kia	

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K214901_WNoonan_09-10-2003105023.doc>>

*** PHONE LOG 09/10/2003 04:00 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED People's Kia AND SPOKE WITH SERVICE MANGER.
WRITER STATED:
1. HAVE YOU HEARD FROM TOM STEINWINTER?

SERVICE MANAGER STATED:
1. NO, BUT I AM GOING TO CALL HIM TOMORROW ABOUT THIS VEHICLE.

WRITER STATED:
1. THANKS.

*** PHONE LOG 09/11/2003 02:56 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED People's Kia AND SPOKE WITH DOMINIC, SERVICE MANGER.
WRITER STATED:
1. HAVE YOU HEARD FROM TOM STEINWINTER?

SERVICE MANAGER STATED:
1. NO, I HAVE TRIED TO CALL HIM.
2. WE DO HAVE THE PARTS IN AND WE ARE WORKING ON THE VEHICLE.

WRITER STATED:
1. THANKS.

*** CASE CLOSE 09/11/2003 02:57 PM US Mountain Standard Time WNoonan
PARTS IN AND RENTAL REQUEST FORWARDED TO DPSM.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625	[REDACTED] K215543	24,500
Las Vegas NV			Dealer: NV004 People's Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 09/09/2003 04:41 PM US Mountain Standard Time SReed
Caller stated

1. My *fan* blade came off on my Sportage
2. Took veh to Peoples Kia in Las Vegas
3. They have told me that they do not know when the part will be avail

Wtr stated

1. Let me call the dealer and find out what the status on the part is

Caller stated that would be fine please call my wife tomorrow at [REDACTED]

*** PHONE LOG 09/09/2003 04:44 PM US Mountain Standard Time SReed Action Type:Outgoing call

Wtr called and spoke to Svc Advisor Gerald who stated

1. We do not know when the part will be in

Wtr stated

1. According to the info that I have 274 *fan* blades will arrive on 9/23
2. I do understand that KMA is providing some funding towards a rental veh
3. I will call your DPSM and find out how much they are providing

Svc Advisor stated

1. I would appreciate any assistance
2. 9/23 is a long way off

*** PHONE LOG 09/19/2003 11:14 AM US Mountain Standard Time SReed Action Type:Outgoing call

Wtr called and spoke to Svc Mgr Dominick who stated

1. Veh for Palakovich is done and picked up
2. All Sporges with *fan* problems done and picked up

Wtr thanked Sc Mgr for his info

*** CASE CLOSE 09/19/2003 11:15 AM US MOUNTAIN STANDARD TIME SREED

Kia Motors America
Consumer Affairs Department

Page 1 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K198118	35,700
Grand Prairie TX [REDACTED]		Dealer: TX065 Central Kia of Irving		

Case History

Complaint Quality

*** PHONE LOG 08/04/2003 05:01 AM US Mountain Standard Time ERuiz
CALLER STATED

1. I WAS EXPERIENCING SOME CAR PROBLEMS ON SATURDAY.
2. MY CAR WAS TOWED TO THE DEALER.
3. THE BLADES OF THE COOLING **FAN** BROKE, AND DAMAGED THE RADIATOR.
4. TX065 TOLD ME THAT THIS IS A COMMON PROBLEM..
5. THEY SAID THAT THEY HAVE 3 VEHICLES W/ THE SAME PROBLEM.
6. TX065 SAID THAT THERE IS A NATIONAL BACK ORDER FOR THESE COOLING **FANS**,
7. AND THAT THEY HAVE AN ETA OF 8/14.
8. I CANNOT BE W/OUT A VEHICLE FOR SUCH A LONG TIME.
9. WHAT DO I DO ABOUT A LOANER.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CONTACT TX065 FOR MORE INFO.
3. IF THE PART IS ON BACK ORDER, WRT WILL CONTACT THE PART DISTRIBUTION CNT TO GET AN ETA.
4. RENTAL VEHICLE IS NOT A PROVISION OF THE WARRANTY.
5. HOWEVER, WRT WILL PRESENT THE CASE TO DISTRICT MGR, FOR REVIEW AND POSSIBLE ASSISTANCE.
6. CALLER THANKED WRT FOR THE ASSISTANCE

*** PHONE LOG 08/04/2003 06:12 AM US Mountain Standard Time ABegoody Action Type:Incoming call
Customer stated:

1. spoke to Zeke this morning
2. has the part #
3. will LVM for call back request

Writer stated:

1. gave cust the case #
2. transferred cust to VM

*** PHONE LOG 08/04/2003 09:42 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
CALLER STATED

1. WRT TALKED TO SVC MGR, JERRY. HE STATED:
 - a) THE VEHICLE NEEDS A NEW **FAN** AND RADIATOR.
 - b) THE **FAN** IS ON BACK ORDER.
 - c) I HAVE SIX ON ORDER AND I HAVE AN ETA ON ONLY ONE.
 - d) THE ETA IS FOR 8/14. THE PART # OK038-15-140.
2. WRT THANKED JERRY FOR THE INFO..
3. WRT CONTACTED THE KIA PART'S HOT LINE. WRT TALKED TO MARK, HE STATED:
 - a) THE PARTS ARE STILL ON BACK ORDER.
 - b) I DON'T HAVE AN ETA
 - c) I DON'T KNOW WHERE THEY'LL BECOME AVAILABLE.
4. WRT CONTACTED DPSM, JOHN MILNER.
5. WRT EXPLAINED THE CASE DETAILS AND CUSTOMER'S REQUEST. HE STATED:
 - a) I CAN GO AHEAD AND AUTHORIZE \$15 A DAY FOR A RENTAL.
6. WRT THANKED JOHN FOR THE ASSISTANCE.
7. WRT CONTACTED MR PALMER AND PROVIDE HIM ALL THE PERTINENT INFO.
8. CALLER THANKED WRT FOR THE INFO.
9. WRT CALLED TX065 SVC MGR, JERRY.
10. WRT EXPLAINED TO JERRY, THE DPSM'S DECISION TO COVER \$15 A DAY FOR A RENTAL.

Kia Motors America
Consumer Affairs Department

Page 2 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K198118	35,700
Grand Prairie TX	[REDACTED]		Dealer: TX065 Central Kia of Irving	

*** CASE CLOSE 08/04/2003 09:42 AM US Mountain Standard Time ERuiz

*** PHONE LOG 08/05/2003 09:49 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. CUSTOMER LEFT A V/M MESSAGE, REQUESTING TO SPEAK TO DSPM, JOHN MILNER.
2. WRT CONTACTED CUSTOMER AT [REDACTED]. CUSTOMER STATED:
 - a) I WANT TO SPEAK TO JOHN MILNER.
 - b) I WANT KIA TO PAY FOR THE ENTIRE CAR.,
 - c) I HAVE TO PAY \$37 A DAY FOR A COMPACT CAR,
 - d) THIS IS BESIDE THE MONTHLY PAYMENT THAT IS ALMOST DUE.
 - e) I WANT HIM TO GIVE ME A CALL AT WORK,
3. KIA HAS ALREADY OFFERED \$15 A DAY FOR A RENTAL.
4. WRT CANNOT GUARANTEE ANY FURTHER ASSISTANCE.
5. HOWEVER, CUSTOMER'S REQUEST WILL BE PRESENTED TO JOHN MILNER.
6. CALLER THANKED WRT FOR THE INFO

*** PHONE LOG 08/05/2003 09:54 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT LEFT A MESSAGE ON JOHN MILNER'S V/M.
2. WRT EXPLAINED TO JOHN, THE CUSTOMER'S REQUEST TO HAVE THE ENTITLED COST OF THE RENTAL PAY BY KIA.
3. WRT REQUESTED A CALL BACK

*** SEND CASE HISTORY 08/06/2003 04:33:16 AM ERuiz
Case details sent to jmilner@kiausa.com.

*** CASE CLOSE 08/06/2003 04:33 AM US Mountain Standard Time ERuiz
PENDING CALL BACK

*** PHONE LOG 08/08/2003 01:55 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust called and stated:

1. he has been trying get hold of Zeke but has not been able to get hold of him
2. he made a request to speak with the regional rep about his situation and has not heard anything
3. he cannot continue to pay for a rental (except for \$15 per day) and make a car payment
4. he should not have to pay for both --that is ridiculous!
5. who can he speak with?

wtr stated:

1. Zeke has attempted to contact DPSM and has left him messages
2. we cannot be responsible of other people's responses
3. I will forward his case to our regional office --someone will be in contact with him next week
4. not at liberty to give out number or name
5. recontact if he has no resolution by the end of next week

Kia Motors America
Consumer Affairs Department

Page 3 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723125	K198118	35,700
Grand Prairie TX				Dealer: TX065 Central Kia of Irving

*** NOTES 08/08/2003 01:58 PM US Mountain Standard Time JHirshfield Action Type:Manager review case dispatched to SRCA for assist determination regarding the request for full pay of rental

*** SEND CASE HISTORY 08/08/2003 01:58:24 PM JHirshfield
Case details sent to jmilner@kiausa.com.

*** EMAIL OUT JSifford Action Type:External email

Send to:[JMilner@kiausa.com]

K198118-TX056--KNDJA723125

SRCA rec'd BBB call report

per customer call report

1. vehicle pushed new on 6/9/02 @ Southwest Kia

2. 35700 current miles

3. concerns are:

vehicle needs new cooling *fan* assy, & radiator--parts on backorder

4. requesting Kia pay for rental @ 37.00 per day

Per case review, DPSM authorized 15.00 per day

Writer contacted David Jones, Svc. Mgr @ TX056 and authorized \$30.00 per day

*** PHONE LOG 08/12/2003 08:20 AM Eastern Daylight Time JSifford Action Type:Outgoing call

Writer contacted & informed him that we will authorize \$30.00 per day MAX

Per vehicle is at Central of Irving

Writer agreed to contact Dennis Christoffel with this information

*** PHONE LOG 08/12/2003 08:21 AM Eastern Daylight Time JSifford Action Type:Outgoing call

Writer contacted Svc. Mgr. Dennis Christoffell with info

Dennis will arrange rental for customer.

*** SEND CASE HISTORY 08/12/2003 08:22:08 AM JSifford

Case details sent to JMilner@kiausa.com.

*** CASE CLOSE 08/12/2003 08:24 AM Eastern Daylight Time JSifford

*** NOTES 08/18/2003 11:51 AM Pacific Daylight Time WSpencer Action Type:Manager review

nca received complaint from the AGs office of texas stating

1. a complaint was filed with the Ag office

2. chief complaint is lack of a rental/loaner policy

nca to dispatch case to the region for review

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K198118	35,700
Grand Prairie TX	[REDACTED]	[REDACTED]	Dealer: TX065 Central Kia of Irving	

*** PHONE LOG 08/27/2003 08:27 AM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer attempted customer contact
not at work and LM on home phone

*** PHONE LOG 08/27/2003 08:52 AM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted Dennis Christoffel @ TX065--Per Dennis
1. vehicle is still at dealer waiting on parts
2. RO/Ticket written on 8/4/03 -- the day the vehicle was delivered to dealer
3. 1st day of rental on 8/12/03 (enterprise)
4. per DPSM we are providing rental at \$30.00 per day
5. customer had rental prior to 8/12/03

*** PHONE LOG 08/27/2003 08:53 AM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer attempted customer contact
he is not in yet

*** PHONE LOG 08/27/2003 10:26 AM Eastern Daylight Time JSifford Action Type:Incoming call
Writer rec'd customer return call
Per [REDACTED]
1. vehicle towed by RS on 8/2/03
2. he will send rental receipts
3. he was informed of the 30.00 per day on 8/12/03 & at that time went into an Enterprise rental

Writer requested [REDACTED] submit prior rental receipts for review and possible goodwill reimbursement provided fax number.

[!<For Internal Use Only
according to [REDACTED] letter he knew that we would provide a rental @ 15.00 per day on 8/4/03 >!]]

*** NOTES 08/27/2003 10:27 AM Eastern Daylight Time JSifford Action Type:Manager review
response to AG office sent
rental has been provided since 8/12/03 and prior rental receipts to be submitted by [REDACTED] for review and possible goodwill reimbursement.

*** CASE CLOSE 08/27/2003 10:29 AM Eastern Daylight Time JSifford

*** NOTES 09/15/2003 08:39 AM Eastern Daylight Time JSifford Action Type:Manager review
8/04/03 W TX065 24356 A 07 RADIATOR ASSY, R&R RADIATOR ASSY 35774
8/04/03 W TX065 24356 C 07 SPARK PLUG ASS'Y, R& SPARK PLUG 35774

Kia Motors America
Consumer Affairs Department

Page 5 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K198118	35,700
Grand Prairie TX	[REDACTED]		Dealer: TX065 Central Kia of Irving	

*** CASE CLOSE 11/08/2003 02:03 PM Pacific Daylight Time WSpencer

*** PHONE LOG 11/13/2003 11:40 AM US Mountain Standard Time WNoonan Action Type:Incoming call

CUSTOMER STATED:

1. I HAD AN AGREEMENT WITH KIA THAT THEY WOULD PAY \$15 FOR THE RENTAL AND I WOULD COVER THE REST.
2. I PAID MY PORTION.
3. NOW THE ENTERPRISE IS CALLING ME BACK 3 MONTHS LATER SAYING THAT KIA DID NOT PAY THEM AND THEY ARE WANTING ME TO PAY FOR IT.
4. I AM TRYING TO GET IN TOUCH WITH JUNE.

WRITER STATED:

1. PROVIDED CASE NUMBER, 800 NUMBER AND EXTENSION FOR JUNE SIFFORD.

CUSTOMER STATED:

1. THANKS.

*** CASE CLOSE 11/13/2003 11:40 AM US Mountain Standard Time WNoonan
REFERRED TO SIFFORD

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K1208783	27,000
BOYNTON BEACH FL	[REDACTED]		Dealer: FL032 Delray Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/31/2006 07:57 AM US Mountain Standard Time JHirshfield
caller:

1. took car for maint to Delray Kia on the 27th
2. when they replaced the *fan*, they didn't tighten it up enough
3. it broke and came apart damaging the radiator and causing the vehicle to overheat
4. she was supposed to go on vacation and drive this car but she has had to rent a car now
5. can she get any reimbursment for the renta

wtr

1. she probaby should not blame the dealership for this incident
2. they do not remove the *fan* to perform maint
3. also, this has happened to other Sportages as well
4. she is still under her BLW (5/60) so it should be covered wiwithout any problem
5. does she need R/A to take the car to dealership?
6. rental needs to have prior approval

cust

1. she will have that done upon her return on Thurs

*** CASE CLOSE 07/31/2006 07:57 AM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623325 [REDACTED]	K507331	63,000
Seaside Heights NJ [REDACTED]		Dealer: NJ008 Pine Belt Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 07/07/2005 08:39 AM US Mountain Standard Time BBrown
CUST STATES [REDACTED] CO-OWNER)

- 1 DLR STATES THAT COOLING **FAN** FELL APART AND CAUSED MAJOR ENGINE DAMAGE (\$3000)
- 2 I AM BEING TOLD THAT NONE OF THE REPAIRS WILL BE COVERED UNDER WARRANTY
- 3 I HAVE COVERAGE ON THE ENGINE CORRECT

WRITER STATES

- 1 APOLOGIZED
- 2 EXPLAINED 10/100 PTW; THIS COULD POSSIBLY BE COVERED
- 3 I WILL CONTACT DLR AND GET DIAGNOSIS AND FIND OUT WHY THEY ARE SAYING NO WARRANTY
- 4 I WILL CONTACT CUST ONCE I HAVE SPOKEN W/ DLR

*** PHONE LOG 07/07/2005 09:41 AM US Mountain Standard Time BBrown Action Type:Incoming call
RICK ANDERSON (SM) STATES

- 1 THIS CUST HAD THE VEH TOWED OUT OF HERE A COUPLE OF WEEKS AGO TO PINE BELT CHEVY IN AN ATTEMPT TO TRADE THE VEH IN
- 2 SHE TRIED TO TRADE IT IN HERE FOR A NEW VEH BUT IT DIDN'T HAPPEN
- 3 THE VEH WAS OVERHEATING AND THE CUST CONTINUED TO DRIVE IT AND THE **FAN** BROKE AND CAUSED MAJOR ENGINE DAMAGE
- 4 THE ENGINE WAS ALL SLUDGED UP AND THERE WAS NO MAINTENANCE OR HISTORY

*** PHONE LOG 07/07/2005 09:53 AM US Mountain Standard Time BBrown Action Type:Incoming call
WRITER STATES TO CUST

- 1 EXPLAINED DLR REASONING FOR NOT COVERING VEH REPAIRS
- 2 IF CUST CAN PROVIDE MAINTENANCE RECORDS,SHE SHOULD TAKE THEM TO DLR AS PROOF
- 3 CUST DOES NOT HAVE TO TAKE THE VEH TO THE SAME DLR; ANY KIA DLR CAN PERFORM WARRANTY REPAIRS

CUST STATES

- 1 I HAVE RECORDS THEY DIDN'T ASK FOR THEM
- 2 I WILL GATHER EVERYTHING I HAVE AND BRING THEM TO A DLR

*** CASE CLOSE 07/07/2005 09:53 AM US Mountain Standard Time BBrown

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB623025 [REDACTED]	K114633	11,000
Kilgore TX [REDACTED]		Dealer: TX053 Crown Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 10/14/2002 02:09 PM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. THE **FAN** BLADES ARE CRACKING
2. THE DEALERSHIP SAID NOT TO DRIVE IT.

WRITER STATES.

1. REFERRED TO DEALERSHIP
2. TRANSFERRED TO R/A

*** CASE CLOSE 10/14/2002 02:10 PM US Mountain Standard Time SLarez

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K415582	87,000
REDLAND CA [REDACTED]	Dealer:			

Case History

Complaint Quality

*** PHONE LOG 01/19/2005 08:51 AM US Mountain Standard Time CLausch
cust advised:

1. the veh *fan* blade broke when I was going 65 mph, it sliced off the bottom of the radiator & froze the engine
2. veh was towed to a non kia towing facility
3. the facility advised that the veh engine froze up due to this part failure
4. need to get the veh towed to a kia dealership

writer advised cust

1. apologize for this happening
2. will be glad to trans cust to r/a
3. the kia dealership will determine if there is any warranty cov for this repair
4. do show that the veh has ptw left & r/a but a warranty determination will have to be done at the dealership
5. no recalls, no prior calls, updated cust info

*** CASE CLOSE 01/19/2005 08:51 AM US Mountain Standard Time CLausch

Kia Motors America
Consumer Affairs Department

Page 1 of 1

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

Dealer: LA028 Kia of Lake Charles

Case History

Complaint Service Decision

*** PHONE LOG 07/20/2004 12:13 PM BKelley

Caller states:

1. The engine went out in my veh last week and was towed into the Kia dlrshp LA028
2. The *fan* broke off and knocked off the drain plug to the radiator and the veh got instantly hot and it blew the engine
3. I'm being told by SM Pat this will not be covered under warr
4. I believe this should be done under warr given the circumstances

Wtr states:

1. Updated contact info
2. No recalls
3. Advised wtr will contact Kia dlrshp re veh repairs

Wtr called LA028, SM Pat Robertson states:

1. The *fan* broke and hit the radiator and busted the radiator cap off and caused the veh to overheat
2. The veh had to have been driven without any water in it a long distance which caused the engine blow
3. You can drive a veh a with no water in it for a short distance and it will not affect the engine
4. The indicator would have come on showing the veh was hot and if the veh had been pulled over the engine would not have blown
5. Veh needs a whole new motor because the motor is totally burned up

Wtr thanked SM for his assistance

Wtr rtrnd to caller, states:

1. Advised caller of SM comments
2. Advised caller per SM veh was driven with no water which caused the engine to blow -- not warr

Caller states:

1. So you're taking the word of the SM on this

Wtr states:

1. Kia manf depends on the Kia dlrshp to be the eyes and ears of Kia -- wtr will take the word of the Kia SM

Caller states:

1. Well I'm not just going to accept this
2. I'm going to take this further

*** CASE CLOSE 07/20/2004 12:13 PM BKelley

Provided info

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K396657	22,000
Vallejo CA [REDACTED]		Dealer: CA159 Barber Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 11/23/2004 05:22 PM US Mountain Standard Time RHall
[REDACTED] CALLED

- 1 ABOUT SIX MONTHS LATER MY CEL CAME ON, CANISTER SPLIT AND WAS REPLACED
 - 2 THE A/C FREEZES UP, BLOWS ICE, BAD FUMES SA DANNY KEEN
 - 3 WE HAVE BEEN DEALING W/ THIS SINCE JUNE
 - 4 THEY REPLACE EXPANION VALVE AND O RING
 - 5 ALSO PROB W/ DEFROSTER SYSTEM, WHEN IT RAINS IT FOGS VEH UP
 - 6 DANNY STATED THAT THERE WAS EXTRA MOISTURE COMING FROM VEHICLE
 - 7 THEY ALSO HAD TO REPLACE OUR *FAN*, IT WAS BREAKING APART
 - 8 THE DLRSHP DOESNT KNOW HOW TO FIX THE VEHICLE
 - 9 CALL AT HM# [REDACTED]
 - 10 I THINK I HAVE A LEMON, I NEED TO TALK TO SOMEONE, I WANT VEH FIXED
- WRITER
- 1 NO RECALLS
 - 2 A KIA FCM WILL CB W/ IN 72 BUS HRS

*** PHONE LOG 11/26/2004 02:56 PM SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER AND LEFT MESSGAE FOR A RETURN CALL.

*** PHONE LOG 11/29/2004 10:03 AM SLarez Action Type:Incoming call
CUSTOMER STATES.

1. REITERATED PREVIOUS CONCERNS.
2. THE DEALERSHIP SAID THEY ARE IN CONTACT WITH KIA BUT I STILL HAVE NOT RECEIVED A CALL
3. I WOULD LIKE TO KNOW WHAT KIA CAN DO BECAUSE WE NEED A CAR.
4. WE HAVE A HARD TIME GETTING THE CAR THERE BECAUSE WE NEED ANOTHER CAR TO DRIVE.

WRITER STATES.

1. I DO NOT SEE A CALL INTO TECH LINE BUT I WILL CALL THE DEALERSHIP TO SEE WHO THEY HAVE CALLED.
2. WE CANNOT OFFER A RENTAL BECAUSE IT IS NOT PART OF THE WARRANTY AND IT CANNOT BE CONSIDERED UNTIL THE CAR IS AT THE DEALERSHIP WITH A REPAIR.
3. WHAT I CAN DO IS CALL THE DEALERSHIP TO SEE WHO THEY ARE CALLING.

*** PHONE LOG 11/29/2004 10:08 AM SLarez Action Type:Incoming call
WRITER CALLED DANNY KEEN IN SERVICE
DANNY STATES.

1. I AM CALLING ABOUT THIS CUSTOMER.
2. SHE STATES SHE HAS A PROBLEM AND IT CANNOT GET FIXED AND YOU HAVE KIA INVOLVED, I DID NOT SEE A CASE OPENED WITH THE TECH LINE.

DANNY STATES.

1. TECH LINE HAS NOT HEARD OF THE SITUATION BUT WE DO HAVE THE RIGHT PEOPLE INVOLVED.
2. WE HAVE CALLED OUR DPSM AND BILL VAUGHN THE F.T.R. AND THEY ARE WAITING TO HAVE THE CUSTOMER BRING THE CAR IN.
3. SHE SAID SHE CANNOT TAKE IT IN WITH OUT A RENTAL CAR AND WE CANNOT OFFER HER ONE, SO THE REAL SITUATION IS SHE NEEDS TO BRING THE CAR IN.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725	K396657	22,000
Vallejo CA [REDACTED]		Dealer: CA159 Barber Kia		

*** PHONE LOG 11/29/2004 10:11 AM SLarez Action Type:Incoming call
WRITER GOT BACK WITH THE CUSTOMER
WRITER STATES.

1. I SPOKE WITH DANNY KEEN AND HE STATES THAT HE DOES HAVE THE KIA REP AND OUR F.T.R. INVOLVED
2. HE IS WAITING FOR YOU TO TAKE THE CAR BACK DOWN SO THAT HE CAN CALL THE KIA REP WHILE THE CAR IS THERE BUT HE SAID YOU HAVE NOT BEEN ABLE TO TAKE IT.
3. I WOULD RECOMMEND GETTING THE CAR THERE AND THEN WE CAN GO FROM THERE.
4. IF YOU NEED RENTAL ASSISTANCE WE CANNOT OFFER THAT AS OF NOW BUT YOU CAN KEEP MY INFORMATION AND IF THE KIA DEALERSHIP WILL HAVE TO KEEP THE CAR I CAN CALL OUR KIA REP TO SEE WHAT CAN BE CONSIDERED.

*** CASE CLOSE 11/29/2004 10:11 AM SLarez

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
H [REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K336058	20,000

Nashville TN 37214 Dealer: TN018 Tanner Rivergate

Case History

Complaint Rental Car

*** PHONE LOG 07/09/2004 12:09 PM US Mountain Standard Time mespinoza
Customer Stated:

1. My *fan* broke and they have had my vehicle for over a week.
2. They ordered the part last week and now they are telling me that the part is on back order.

Writer Stated:

1. Apologized for the frustration.
2. No provision in the warranty for alternate transportation.
3. I will place a call out to the rep to see if assistance may be provided.
4. I will also call Kia parts and get the ETA for the part.

Writer phoned dealership, Aaron is gone for the day.

Writer spoke w/ Ernie in the parts department.

Ernie Stated:

1. Part # is 0K03815140, Cooling *fan* assembly, ETA 7-12-2004
2. RO # 17527

Writer phoned T. Morgan.

Writer Stated:

1. Calling to see if you may be able to offer alternate transportation assistance to customer.

T. Morgan Stated:

1. I can offer 15.00 per day.
2. Customer can rent a vehicle through the dealership and pay the difference.

*** PHONE LOG 07/09/2004 12:35 PM US Mountain Standard Time mespinoza Action Type:Outgoing call
Writer phoned customer, line is busy.

*** PHONE LOG 07/09/2004 02:30 PM US Mountain Standard Time mespinoza Action Type:Outgoing call
Writer phoned customer, no answer.

*** PHONE LOG 07/12/2004 07:53 AM US Mountain Standard Time mespinoza Action Type:Outgoing call
Writer phoned customer, left VM.

Writer Stated:

1. 15.00 per day was authorized as rental assistance.
2. You can go to dealer so they can set it up for you.
3. I called on Friday to give you the info, but was unable to get through.
4. My contact info for any ?'s.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K1003327	99,000
LENOR CITY TN	[REDACTED]		Dealer: TN023 Harry Lane Kia Superstore	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/22/2005 06:13 AM US Mountain Standard Time ERuiz

CALLER STATED

1. WE BOUGHT A KIA SPORTAGE ON 2002.
2. ON SATURDAY THE COOLING *FAN* DISINTEGRATED AND CAUSE A HOLE ON THE COOLING SYSTEM.
3. WE LOOK INTO THE E-NET AND FOUND THAT THERE HAS BEEN A LOT OF OCCURRENCES.
4. I WOULD LIKE TO KNOW IF THERE IS A RECALL.
5. OR IF IT COULD BE COVER UNDER WARRANTY.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THERE IS CURRENTLY NO OPEN RECALL ON THE CAR.,
3. THE REPAIR IS NOT COVER UNDER WARRANTY.
4. WRT HAS NO TECHNICAL ASSISTANCE AVAILABLE.
5. HOWEVER, WRT ADVISED THE CUSTOMER TO SAVE ALL SVC RECEIPTS FOR EVALUATION OF REIMBURSEMENT, IF IT BECOMES A RECALL.
6. CUSTOMER THANKED WRT FOR THE INFO.

*** CASE CLOSE 08/22/2005 06:13 AM US Mountain Standard Time ERuiz