

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

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]	K1013908	0
Victorville CA [REDACTED]	[REDACTED]		Dealer: CA144 Hi-Desert Kia	

Case History

Complaint Reimbursement

*** PHONE LOG 09/14/2005 01:34 PM Pacific Daylight Time CFurumoto
NCA received letter from Jeff Patton. Letter was addressed to Peter Butterfield.

1. Customer states that 3 plastic cooling *fan* blades had sheared off requiring new engine.
2. Customer requesting reimbursement for shuttle/cab expenses incurred while vehicle was being repaired.
3. Customer also requesting response regarding how 3 cooling *fan* blades and simply shear off.

Scanned and dispatched to region for further handling.

*** NOTES 09/26/2005 11:00 AM Pacific Daylight Time WSpencer Action Type:Manager review
wrt sent customer denial ltr this date

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723125	K271407	38,000
Anderson MC			Dealer: MO012 Roper Kia	

Case History

Complaint Survey

SURVEY DATE : 01/20/2004
SERVICE DATE : 01/14/2004

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :

5 CUSTOMER STATED SHE PAID FOR UNDERCOAT, SCOTCH GUARD AND THEY NEVER COMPLETED THEM SHE SAID THE WORK WAS NEVER DONE SHE SAID SHE DOESNT KNOW HOW TO ANSWER THIS QUESTION
Q003: One or more items requested was not done Q004: Had to wait for repair to be completed Q005: No comment/I don't know

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

*** PHONE LOG 03/10/2004 09:31 AM BGauldin Action Type:Outgoing call
writer cld customer:

1. ask if customer has any un resolved issues.
2. ask if the customer spoke with the SM after obtaining the 2nd and 3rd opinion.
- 3.KCC is here to assist the customer.
4. ask customer to cl KCC if any futher assist needed.
5. gave Hankook 800 #.

*** NOTES 03/10/2004 09:32 AM BGauldin Action Type:Manager review
customer stated:

1. have had one issue that concerned customer.
2. just after purchase the *fan* sheared off and had to be replaced, but not the belts.
3. belts began to squeak and took to dlr.

*** NOTES 03/10/2004 09:41 AM BGauldin Action Type:Manager review

4. told the belts were rotten.
5. decided to check and went to two other Kia dlrs.
6. both said the belts were fine and the last dlr just cleaned the pulley and no squeaks.
7. this is a disappointment to customer since have personally sold for the dlr 4 Kia to friends that went to dlr and purchased.
8. would like to know who warrants the tires - took Hankook number requested by customer.

*** CASE CLOSE 03/10/2004 09:43 AM BGauldin
ISKY SURVEY, customer's issues resolved but lack of trust in dlrship svc.

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K822523	25,500
Gladwyn PA			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 08/11/2005 10:43 AM US Mountain Standard Time RBriones

Cust Stated:

1. Am calling for a friend of mine regarding his Kia.
2. He was driving the other day and the cooling *fan* came apart and damaged the radiator.
3. Wanting to know if this is covered under warr.
4. And who would he call to get the vehicle towed to dealer service dept?

Writer Stated:

1. Apologized for prob.
2. Those parts are covered under warranty for mfg defects or defective part concerns.
3. Dlr svc dept would make final determination on warranty repairs.
4. Warm transferred cust to r/a.

*** CASE CLOSE 08/11/2005 10:43 AM US Mountain Standard Time RBriones
info given

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K499849	65,000
ALEXANDER AR		Dealer: AR010 Crain Kia of Benton		

Case History

Inquiry Repair

*** PHONE LOG 06/27/2005 08:25 AM US Mountain Standard Time HReynolds

[REDACTED] STATES:

1. HEARD POP NOISE WHEN WE DRIVING OUT OF GAS STATION
2. OPEN THE HOOD, EVERY SINGLE **FAN** BLADES WERE BROKE OFF AND THAT BUSTED RADIATOR
3. TOOK IT TO LOCAL GARAGE BECAUSE THIS CAR IS OUT OF WARRANTY
4. THEY WERE ABLE TO REPAIR THE RADIATOR
5. WENT TO KIA DEALER TO PICK UP THE **FAN** BLADE AND **FAN** CLUTCH
6. TONY RISE - SM AT DEALER TOLD ME THAT IT WAS ON SERVICE BULLETIN ABOUT THIS PROBLEM SO SHOULD BE COVERED UNDER WARRANTY
7. HE GAVE ME THIS # TO CALL YOU TO SEE HOW I CAN REIMBURSEMENT FROM KIA

WRITER STATES:

1. UPDATED/ NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, SERVICE BULLETIN IS TOOL FOR DEALERS FOR REPAIR GUIDES OR HOW TO FIND THE PROBLEM NOT RECALL NOTICE
4. ADVISED, VEHICLE IS OUT OF BLW BY MILEAGE
5. NOT SURE CUSTOMER IS ELIGIBLE TO GET WARRANTY SERVICE FROM DEALER
6. WILL RESEARCH FURTHER AND FOLLOW UP WITH CUSTOMER

*** PHONE LOG 06/27/2005 09:17 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO DALE WILSON - SA, TONY RISE - SM OUT TODAY
2. ADVISED HIM THAT CUSTOMER WAS TOLD BY TONY THAT REPAIR WAS DONE AT NONE KIA DEALER WAS WARRANTABLE BECAUSE IT WAS ON SERVICE BULLETIN
3. CUSTOMER HAS OVER 65K MILES

DEALER STATES:

1. NOT SURE WHAT HAPPENED
2. WILL LET TONY KNOW TOMORROW

WRITER STATES:

2. LEFT WRITER'S EXT# FOR SM TO CALL WRITER BACK

*** PHONE LOG 06/27/2005 01:33 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO MS. PEARSON
2. ADVISED HER THAT WRITER DID FOLLOW UP WITH KIA DEALER
3. TONY RISE - SM IS OUT TODAY
4. WILL FOLLOW UP WITH HIM TOMORROW FOR MORE INFO
5. WILL LET CUSTOMER KNOW WITH OUT COME

CUSTOMER STATES:

1. OK, THANK YOU

*** PHONE LOG 06/28/2005 06:11 AM US Mountain Standard Time HReynolds Action Type:Incoming call

WRITER STATES:

1. TONY RISE - SM LEFT VM MESSAGE FOR WRITER
2. WE DID HAVE SERVICE BULLETIN REGARDING **FAN** BLADES, WE ALL KNEW THE PROBLEM WITH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
ALEXANDER AR		KNDJA723225	K499849	65,000
			Dealer: AR010 Crain Kia of Benton	

FAN BLADE

3. TOLD CUSTOMER ABOUT THE PROBLEM AND MAY GET REIMBURSE FROM KIA WITHIN MILEAGE OF WARRANTY PERIOD
4. NEVER INTEND TO TELL HER THAT REPAIR WOULD COVER UNDER WARRANTY
5. CALL ME IF YOU HAVE ANY QUESTION CELL: [REDACTED] HOME: [REDACTED]

*** PHONE LOG 06/30/2005 07:42 AM US Mountain Standard Time MEstrella Action Type:Incoming call

CALLER STATES:

1. MAY I SPEAK TO MS REYNOLDS

WRITER STATES:

1. ADVISED SHE IS CURRENTLY ON ANOTHER CALL OR AWAY FROM HER DESK
2. SHE HAS PALCED CALLS ON HER BEHALF
3. PROVIDED CASE # AND CASE MGR EXT
4. CUST AGREED TO VM MFOR CM -TRANSFER TO CM VM

*** PHONE LOG 06/30/2005 09:58 AM US Mountain Standard Time HReynolds Action Type:Incoming call

WRITER STATES:

1. CUSTOMER LEFT VM MESSAGE FOR WRITER TO CALL CUSTOMER
2. WOULD LIKE TO KNOW THE STATUS OF MY CASE
3. CALL ME AT WORK [REDACTED]

*** PHONE LOG 06/30/2005 09:59 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. WRITER LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER
2. RETURNING CUSTOMER'S CALL

*** PHONE LOG 07/01/2005 03:17 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. WRITER LEFT FINAL MESSAGE FOR CUSTOMER TO CALL WRITER

*** CASE CLOSE 07/12/2005 06:18 AM US Mountain Standard Time HReynolds

CLOSED. PENDING CUSTOMER CALL BACK

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623X25 [REDACTED]	K335564	35,000
RANCHO MIRAGE CA [REDACTED]			Dealer: CA179 Kia of La Quinta	

Case History

Complaint Quality

*** PHONE LOG 07/08/2004 01:16 PM US Mountain Standard Time YLabarca
MR BOB SALO AT THE FORD DEALERSHIP (WHERE THE CUSTOMER PURCHASE THE VEHICLE) CALLED IN FOR THE CUSTOMER
BOB STATED
1 I HAVE THE CUSTOMER HERE WITH ME NOW
2 THE CUSTOMER PURCHASED THE VEHICLE ON 5/31/04
3 SHE DROVE THE CAR OFF THE LOT AND NOT EVEN A MILE AWAY THE CAR BLEW UP
4 SHE HAD THE CAR TOWED INTO KIA OF LA QUINTA
5 THEY ADVISED HER THAT THE **FAN** BROKE AND DAMAGED THE RADIATOR
6 THIS ALSO DAMAGED HER ENGINE
7 THEY REPLACED HER ENGINE, RADIATOR AND **FAN**
8 SHE DROVE THE CAR OFF THE KIA LOT AND NOT EVEN A MILE DOWN THE ROAD THERE WAS A KNOCKING NOISE IN THE ENGINE
9 THE VEHICLE WAS TOWED BACK INTO DEALERSHIP
10 THE CUSTOMER IS TALKING ABOUT FILING THE LEMON LAW
11 THE CUSTOMER JUST WANTS THE VEHICLE FIXED
12 THE CUSTOMER RIGHT NOW IS REQUESTING A RENTAL VEHICLE

WRITER STATED
1 APOLOGIZED TO MR SALO
2 ASKED TO HOLD WHILE I CALLED THE DEALERSHIP

*** PHONE LOG 07/08/2004 01:25 PM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CALLED THE DEALERSHIP AND SPOKE WITH JULIO THE ASSISTANT MANAGER
JULIO STATED
1 WE HAVE THE VEHICLE RIGHT NOW
2 WE ARE WAITING FOR THE THERMOSTAT
3 AFTER WE INSTALL THE THERMOSTAT THEN WE WILL TEST DRIVE THE VEHICLE AND FIX ANY OTHER CONCERNS

WRITER STATED
1 IM VERY CONCERNED ABOUT THIS VEHICLE
2 I WAS ADVISED THAT THE VEHICLE HAS BEEN DOWN FOR ALMOST 6 WEEKS
3 CAN WE GIVE THE CUSTOMER A RENTAL VEHICLE

JULIO STATED
1 THAT WONT BE UP TO ME IT WOULD BE UP TO THE SERVICE MANAGER ROXANNE BARKLEY

WRITER STATED
1 MAY I SPEAK WITH HER

ROXANNE STATED
1 WHEN THE VEHICLE WAS TOWED IN THE VEHICLE WAS LISTED UNDER YUCCA VALLEY FORD
2 WE DIDN'T KNOW THE CUSTOMER VEHICLE WAS HERE
3 WE DETERMINED THAT THERE WERE NO **FAN** BLADES
4 THIS CAUSED DAMAGE TO THE RADIATOR AND ENGINE
5 WE ARE COVERING THE REPAIRS UNDER WARRANTY
6 WE ORDERED THE ENGINE AND WERE SENT A SHORT BLOCK
7 WE HAD TO DO THE ASSEMBLY
8 THE CUSTOMER PICKED UP THE VEHICLE AND NOT TOO FAR GONE HAD TO HAVE THE VEHICLE STALLED AND HAD TO BE TOWED BACK IN

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623X25 [REDACTED]	K335564	35,000
RANCHO MIRAGE CA [REDACTED]		Dealer: CA179 Kia of La Quinta		

9 IT TURNS OUT THAT THE THERMOSTAT HAS TO BE REPLACED
10 WE GOT THE THERMOSTAT NOW AND SHOULD HAVE IT DONE BY TOMORROW

WRITER STATED

1 IF YOU DONT HAVE IT DONE BY TOMORROW CAN WE OFFER THE CUSTOMER A RENTAL VEHICLE

ROXANNE STATED

1 ILL BE HAPPY TOO

2 THE CUSTOMER NEVER REQUESTED A RENTAL VEHICLE

3 HAVE HER GIVE ME A CALL TOMORROW AROUND 2PM

WRITER THANKED ROXANNE

*** PHONE LOG 07/08/2004 01:28 PM US Mountain Standard Time YLabarca Action Type:Incoming call

WRITER GOT BACK TO CUSTOMER [REDACTED]

WRITER STATED

1 ADVISED CUSTOMER OF RESOLUTION

[REDACTED] STATED

1 THAT SOUNDS GOOD

2 I WILL ADVISE THE CUSTOMER

3 I WANT TO MAKE SURE THAT THE KIA DEALERSHIP RECOGNIZES THE KNOCKING NOISE IN THE ENGINE

WRITER STATED

1 THEY ARE AWARE OF THE CONCERN

2 THEY DID ADVISE THAT THEY WILL CHECK THE VEHICLE TO MAKE SURE THAT IT IS OK BEFORE
RELEASING IT TO THE CUSTOMER

3 ADVISED [REDACTED] OF MY EXTENSION AND CASE NUMBER

[REDACTED] THANKED WRITER

*** PHONE LOG 07/08/2004 01:32 PM US Mountain Standard Time YLabarca Action Type:Outgoing call

WRITER CALLED DPSM TED D'ORAZI AND LEFT VOICEMAIL MESSAGE ADVISING OF THE CASE

WRITER STATED

1 I WILL ALSO E MAIL YOU THE CASE

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

Send to:[TDorazi@KiaUsa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K335564_YLabarca_07-08-2004144238.doc>>

*** CASE CLOSE 07/08/2004 01:35 PM US Mountain Standard Time YLabarca

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623X25 [REDACTED]	K335564	35,000
RANCHO MIRAGE CA [REDACTED]			Dealer: CA179 Kia of La Quinta	

*** PHONE LOG 07/12/2004 11:55 AM US Mountain Standard Time YLabarca Action Type:Incoming call
WRITER CALLED IN AND LEFT A VOICEMAIL MESSAGE TO CALL HER BACK

*** PHONE LOG 07/12/2004 12:02 PM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CALLED CUSTOMER
CUSTOMER STATED
1 WE PURCHASED THE VEHICLE FOR MY DAUGHTER ON MEMORIAL DAY
2 IM NERVOUS BECAUSE OF WHAT HAPPENED IN THE BEGINNING
3

*** PHONE LOG 07/12/2004 12:07 PM US Mountain Standard Time YLabarca Action Type:Outgoing call
3 MY DAUGHTER WAS STRANDED
4 WE HAD TO RENT LODGING FOR HER
5 I AM REQUESTING REIMBURSEMENT FOR THE LODGING

WRITER STATED
1 EMPATHIZED WITH THE CUSTOMER
2 ADVISED I COULD REQUEST IT BUT NOT GUARANTEE

CUSTOMER STATED
1 REQUESTED THE FAX NUMBER

WRITER STATED
1 ADVISED OF OUR FAX NUMBER
2 ADVISED OF CASE NUMBER

*** CASE OF 07/12/2004 12:02 PM YLABARCA ACTION TYPE: OUTGOING CALL

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723725	K350869	0
Manteca CA			Dealer: CA080 Kia Country	

Case History

Complaint Rental Car

*** PHONE LOG 08/11/2004 11:28 AM MHoweth

Caller stated;

1. Caller is owner's daughter. **Fan** of vehicle's engine exploded and did extensive damage to vehicle.
2. Vehicle had to be towed to dealer CA080. Kia's roadside could not get to vehicle for a tow for over 2 hrs.
3. Caller used another towing service as it was to hot for the owner to wait.
4. Dealership told owner, a rental car would not be available for about 3 hrs.
5. Caller is upset and worried about mother, and having to wait so long for a tow truck, and a rental vehicle.

Writer stated;

1. Apologized for inconvenience.
2. Informed caller that rental cars are at the discretion of the dealerships who are independantly owned and operated.
3. Kia cannot make dealership provide an alternate vehicle.
4. Informed caller information will be documented and to contact kia if further problems arise.
5. No recalls on vehicle. Caller did not know mileage of vehicle.

*** CASE CLOSE 08/11/2004 11:28 AM MHoweth

info given/taken

*** PHONE LOG 08/11/2004 02:07 PM MHoweth Action Type:Incoming call

Caller stated;

1. Cannot get a loaner vehicle from dealer. Vehicle is at dealership CA080.
2. Dealership advised caller to contact kia consumer assist.
3. Caller did not know daughter called kia previously.
4. Caller is without a vehicle and is requesting kia help her in this matter.

Writer stated;

1. Informed caller of previous call from daughter.
2. Informed caller that dealerships are independantly owned and operated. A loaner car is at the discretion of the dealer. Kia cannot make anyone loan her a vehicle.
3. Advised caller a full case mgr. will contact caller within 72 bus hrs..

*** PHONE LOG 08/12/2004 12:18 PM US Mountain Standard Time YLabarca Action Type:Outgoing call

WRITER CALLED THE DEALERSHIP AND LEFT A MESSAGE FOR THE SERVICE MANAGER ARMANDO MORENO

WRITER STATED

- 1 ADVISED OF CUSTOMER INFO
- 2 ADVISED OF MY NAME NUMBER EXTENSION
- 3 REQUESTED INFO ON VEHICLE
- 4 REQUESTED HOW LONG WILL KEEP THE VEHICLE

*** PHONE LOG 08/13/2004 12:26 PM US Mountain Standard Time YLabarca Action Type:Outgoing call

WRITER CALLED DEALERSHIP AND SPOKE TO ARMANDO THE SERVICE MANAGER

ARMANDO STATES

- 1 FOUND COOLING **FAN** CAME APART
- 2 REPLACED RADIATOR TIMING AND **FAN** COVER
- 3 ADJUSTED TIMING
- 4 THE CAR HAS BEEN FIXED

WRITER THANKED ARMANDO

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]		KNDJA723725 [REDACTED]	K350869	0
Manteca CA [REDACTED]		Dealer: CA080 Kia Country		

*** PHONE LOG 08/13/2004 12:37 PM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT A VOICEMAIL MESSAGE
WRITER STATED
1 IF NEEDED FURTHER ASSISTANCE PLEASE CALL
2 ADVISED OF MY NAME NUMBER EXTENSION

*** CASE CLOSE 08/13/2004 12:38 PM US Mountain Standard Time YLabarca

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]	K362374	50,000
Pittsburg CA [REDACTED]		Dealer: CA015 Diablo Kia		

Case History

Inquiry Warranty Info

*** PHONE LOG 09/08/2004 11:33 AM US Mountain Standard Time BGauldin
customer stated;

1. vehicle is at a non KIA Dealership.
2. question is the *fan* came off in pieces.
3. want to definitely know if this is a warrantable repair.
4. want to know if further damage done by the broken *fan* pieces to the engine would be covered.
disconnected

writer stated:

1. very sorry customer is having this issue.
2. the customer has a 5/60 LBW and 10/100 PTW
3. the vehicle must be at authorized KIA dealership for diagnostic and repair.
4. very sorry is not happy by the response but the vehicle is at a non KIA dealership.
5. the warranty covers defects in workmanship or materials.- customer disconnected

*** CASE CLOSE 09/08/2004 11:46 AM US Mountain Standard Time BGauldin
customer has vehicle at non KIA dealership. customer wants a commitment of repair to be covered by warranty by writer and dealership writer referred to KIA dealership for diagnostic and repair

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]	K1003320	41,000
San Antonio TX [REDACTED]		Dealer: TX055 Legend Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 08/22/2005 06:10 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I WOULD LIKE TO KNOW IF A REPAIR WOULD BE COVER UNDER WARRANTY
2. THE *FAN* BLADE BROKE.
3. THE CAR IS UNDRIVEABLE

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THE VEHICLE IS COVER UNDER WARRANTY FOR MANUFACTURE DEFECTS.
3. WRT ADVISED THE CUSTOMER TO TAKE IT TO THE DEALER FOR INSPECTION AND SVC.
4. CUSTOMER WAS TRANSFERRED TO RSA FOR TOWING SVC

*** CASE CLOSE 08/22/2005 06:10 AM US Mountain Standard Time ERuiz

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]	K1003104	64,000
Glen Allen MS	[REDACTED]		Dealer: MS014 Tom Wadler Kia	

Case History

Complaint Quality

*** PHONE LOG 08/19/2005 02:40 PM US Mountain Standard Time JTucson

Customer stated:

1. Bought the vehicle preowned.
2. The vehicle was taken to the Kia dlr in Greenville, MS 3 times for a shifting concern and an AC concern.
3. The dlr stated that the shifting was fine.
4. Today the vehicle backfired.
5. They opened the hood up and the *fan* blades broke off.
6. The engine just shut down and wouldn't crank.
7. Vehicle is in front of the entrance to where her father's trailer is parked.
8. Can anything be done?

Wtr stated:

1. apologized.
2. Advised customer that as a second or subsequent owner she would get the remainder of the 5yr/60k mile lbw.
3. the warranty has now expired.
4. advised that if the selling dlr is not going to help with the repair then the repair would be out of pocket cost to her.
5. Advised that KMA wouldn't be assisting with the repair at this time.

*** CASE CLOSE 08/19/2005 02:40 PM US Mountain Standard Time JTucson

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K515923	3,100
Bethesda MD	[REDACTED]		Dealer: MD021 Curtis Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 07/20/2005 11:20 AM US Mountain Standard Time CHamilton

Paula Petrick states:

1. Car broke down on Monday
2. Being told my car experienced a catastrophic event
3. **Fan** broke, took out the radiator
4. SM said the parts Mgr said the radiator is on national backorder
5. Had no idea when it might be available or when the car might be fixed
6. Said I might have to wait until Kia builds some and sends them from Korea
7. Said it might help to call Kia at this number
8. can call me back at work [REDACTED]

Wtr states:

1. Updated, no recalls
2. See a radiator on order, none on backorder
(Part 0K038 15200 RADIATOR ASSY Order # V071905)
3. Will have to call dlr to be sure what is going on

Wtr called Curtis Kia

[REDACTED] in Parts states:

1. My parts Mgr says they did not have any in PA
2. It is shipping from CA, should be here maybe tomorrow

Wtr called Ms P back and stated:

1. Advised part is not on backorder, it is coming from CA, may be two days

Caller states:

1. Feel a lot better now, was wondering
2. We were looking at buying either a Sedona or a Sorento
3. but when they told me Kia had a lot of trouble with radiators and getting parts
4. I was thinking maybe thats not such a good idea, now I feel much better about Kia
5. Let me ask about something else
6. Curtis Kia said there is no rentals or loaners, selling dlr Criswell always gives us one if they need to keep the car

Wtr states:

1. No rental under warr, some dlrs have loaners, most do not
2. Criswell does give preferential treatment to you if you bought the car from them

Caller thanked Wtr for the info and assistance

*** NOTES 07/20/2005 11:21 AM US Mountain Standard Time CHamilton Action Type:Manager review
Case notes to DPSM Alan Crouch for review and visibility only, no call to action from this Wtr at this time

*** EMAIL OUT _CHamilton Action Type:External email

Send to:[ACrouch@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_K515923_CHamilton_07-20-2005122024.doc>>

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<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]	K515923	3,100
Bethesda MD [REDACTED]			Dealer: MD021	Curtis Kia

*** CASE CLOSE 07/20/2005 11:24 AM US Mountain Standard Time CHamilton

*** PHONE LOG 08/08/2005 09:24 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Email revd 8/1/05 from DPSM Alan Crouch (wtr was on vacation) states:

1. According to the SM Ken Snyder, this vehicle is repaired and down the road

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K370932	32,000
Hackensack NJ [REDACTED]			Dealer: NJ024 Kia of Englewood	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/01/2004 05:11 AM ABegoody

Cust stated:

1. would like to know if Kia has a complaint against the noise from the ac
2. the noise is present mostly in the morning when the veh is cold
3. will take veh to dlr for inspection

Writer stated:

1. apologized for the inconvenience
2. Kia will repair the veh under warranty is the problem is caused by a defect
3. the cost of the repairs will be at cust expense if problem is not caused by a defect
4. advised cust to take veh to dlr for inspection
5. dlr may suggest cust to leave veh over night if the problem occurs in the morning

*** CASE CLOSE 10/01/2004 05:11 AM ABegoody
info given.

*** PHONE LOG 10/08/2004 08:52 AM US Mountain Standard Time BGauldin Action Type:Incoming call
customer stated:

1. going to take the vehicle to dealership for the A/C
2. *fan* blade is cracked and due to records on the internet want KIA know there is a defect.
3. are there not recorded defects for this issue.

*** NOTES 10/08/2004 08:55 AM US Mountain Standard Time BGauldin Action Type:Manager review
4. no other issue with the vehicle; have appointment but parts not due in until Tuesday.
5. thanked writer

writer stated:

1. very sorry customer is having this issue.
2. the customer's vehicle does not have any recalls at this time
3. referring customer to dealership to schedule appointment.
4. if customer has any further questions or concerns, to call KCC.

*** CASE CLOSE 10/11/2004 06:07 AM US Mountain Standard Time BGauldin

customer has issue with cracked *fan* blade. customer has appointment Tues. customer to call writer back if any other questions

Kia Motors America
Consumer Affairs Department

Page 1 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K205057	17,000
Victorville CA [REDACTED]		Dealer: CA144 Hi-Desert Kia		

Case History

Complaint Backordered Parts

*** PHONE LOG 08/18/2003 08:38 AM US Mountain Standard Time SSchutter
CUSTOMER STATES:

1. **FAN** BROKE
2. VEHICLE OVER HEATER
3. 70 MILES FROM HOME
4. SPOKE TO DEALER WHO SAID IT MIGHT BE 2 WEEKS BEFORE THE PART WILL BE IN
5. DEALER SAID KIA DOES NOT HAVE LOANERS
6. SON HAS SEIZURES SO SHE NEEDS A VEHICLE

WRITER STATES

1. KIA DOES NOT HAVE A PROVISION FOR LOANERS BUT MIGHT BE ABLE TO GET A GOOD WILL RENTAL
2. WILL HAVE A CASE MANAGER FOLLOW UP IN 72 HRS

*** PHONE LOG 08/18/2003 09:34 AM US Mountain Standard Time MEstrella Action Type:Incoming call
CALLER STATED::

1. WAS TOLD BY RICHARD AT THE DEALERSHIP TO CALL YOU GUYS BECAUSE THERE WAS NOTHING HE COULD DO
2. HE IS TELLING ME THAT " THE PART COULD BE ON A BOAT FROM KOREA AND WHO KNOWS WHEN IT WILL BE IN"
3. HE TOLD ME THAT I NEED 6 PARTS TO BE REPLACED BECAUSE OF THIS **FAN** SHATTERING
4. I AM A SINGLE MOTHER AND MY SON HAS SEIZURES AND I NEED A CAR TO DRIVE
5. ALSO THE GIRL I TALKED TO EARLIER TOLD ME THAT A CASE MGR COULD AUTHORIZE A RENTAL CAR

WRITER STATED:

1. APOLOGIZE FOR ANY MISCOMMUNICATION RELATED TO ANY INFO YOU HAVE RECEIVED AND FOR THE SITUATION
2. WE CANNOT AUTH A RENTAL CAR HERE , WE DO NOT HAVE THAT AUTHORITY
3. THERE IS NO RENTAL PROVISION UNDER KIA WARRANTY, SO ANY GOODWILL REQUESTS MUST GO FROM THE SVM AT DLR TO HIS KIA AREA REP
4. THAT IS THE ONLY PERSON THAT CAN AUTH RENTAL OR GOODWILL ASSISTANCE
5. WILL CALL DLR

WRITER CALLED DLR TALKED TO RICHARD **

WRITER STATED::

1. CUST SAYS YOU TOLD HER TO CALL HERE AND THAT THERE IS NOTHING YOU CAN DO
2. WE CANNOT AUTH RENTAL - HAVE YOU CALLED DPSM TERRY OLIVER SINCE CUST IS REQUESTING RENTAL ASSISTANCE
3. WHO IS SVM AT DLR

RICHARD STATED:

1. NO . HAVE NOT CALLED TERRY OLIVER -
2. JOE IS SVM AND OUT UNTIL THURSDAY
3. PART IS ON BACKORDER NOTHING I CAN DO

WRITER STATES:

1. CALL TERRY OLIVER AND I WILL REF CUSTOMER BACK TO YOU FOR ANSWER ON RENTAL COVERAGE FROM DPSM
2. THE DPSM 'S HAVE BEEN AUTHORIZING SOME TYPE OF RENTAL ASSISTANCE DUE TO THESE BACKORDERED **FANS** - BUT YOU NEED TO CALL TERRY FOR AUTH AND CLARIFICATION
3. THEN CALL CUSTOMER W/ ANSWER

Kia Motors America
Consumer Affairs Department

Page 2 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K205057	17,000
Victorville CA	[REDACTED]	[REDACTED]	Dealer: CA144 Hi-Desert Kia	

[REDACTED] STATES:

1. WILL CALL HIM - THEN HER

*** SEND CASE HISTORY 08/18/2003 09:34:16 AM MEstrella
Case details sent to TOLIVER@KIAUSA.COM.

*** PHONE LOG 08/18/2003 09:40 AM US Mountain Standard Time MEstrella Action Type:Outgoing call
WRITER CALLED DPSM TERRY OLIVER

1. LEFT MESSAGE STATING WHAT CUSTOMER SAYS SHE WAS ADVISED BY DLR -
2. ALSO THAT SHE IE REQUESTING RENTAL ASSISATANCE DUE TO BACKORDERED PARTS
3. SAYS NEEDS A CAR TO DRIVE - SON HAS SEIZURES
4. PLEASE CALL ME SO I CAN ADVISE HER
5. TOLD RICHARD AT DLR TO CALL YOU AND THE CUSTOMER
6. RICHARD AT DLR SAYS THAT HE IS IN CHARGE WHILE JOE SVM IS OUT

*** NOTES 08/18/2003 09:41 AM US Mountain Standard Time MEstrella Action Type:Manager review

**CUSTOMER SAYS 6 RELATED PARTS NEED TO BE REPLACED DUE TO DAMAGE FROM *FAN* **2 ARE ON BACKORDER

*** PHONE LOG 08/18/2003 12:15 PM US Mountain Standard Time MEstrella Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK

1. ASKED IF DLR RICHARD AHS CALLED HER YET

CUSTOMER STATED::

1. HE HAS NOT CALLED YET

WRITER PLACED CUSTOMER ON HOLD AND CALLED DLR -

RICHARD STATED::

1. HAVE NO TALKED TO HIM YET - HE WAS GOING TO CALL ME LATER TO GET VEHICLE DOWN REPORT SO I CAN ASK HIM THEN ,
- ASKED WRITER FOR NUMBER TO TERRY OLIVER

WRITER STATED:

1. PROVIDED NUMBER TO DLR RICHARD TO TERRY OLIVER
2. ASKED HIM TO CALL CUSTOMER AS SOON AS HE HEARS FROM TERRY REGARDING RENTAL

*** PHONE LOG 08/18/2003 12:16 PM US Mountain Standard Time MEstrella Action Type:Incoming call

WRITER STATED TO CUSTOEMR :

1. RICHARD IS WAITING TO HEAR FROM HIS DPSM AND SAYS HE WILL CAL LYOU AS SOON AS HE CAN WHEN HE HEARS FROM HIM

CALLER STATED:

1. THANK YOU FOR HELP AND CALLING ME BACK

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K205057	17,000
Victorville CA [REDACTED]			Dealer: CA144 Hi-Desert Kia	

CALLER STATED::

1. HAVE NOT HEARD FROM HIM YET -I KNOW I AM BEING A PEST
2. I AM JUST NERVOUS THAT I WILL NOT HEAR FROM HIM
3. I FELT LIKE RICHARD WAS JUST NOT REALLY WANTING TO HELP ME AND HE WAS SO FULL OF "GLOOM AND DOOM " WITH THE REPORT HE GAVE ME THIS AM

WRITER STATED:

1. LET ME CALL DLR AGAIN

WRITER CALLED DLR RICHARD AGAIN

1. SPOKE TO RICHARD SAYS THAT TERRY OLIVER HAS NOT CALLED HIM BACK YET FOR THE VEHICLE DOWN REPORT BUT HE IS SUPPOSED TO CALL HIM BACK TODAY FOR THAT AND WHEN HE CALLS ME , I WILL CALL HER
2. TELL HER I WILL CALL HER

WRITER THANKED RICHARD FOR HIS TIME

WRITER TO CALLER STATED:

1. SPOKE TO RICHARD- WE ARE STILL FOR THE KIA REP TO CALL DLR - WE HAVE BOTH PLACED CALLS TO HIM TO LET HIM KNOW YOUR SITUATION AND OF YOUR REQUEST
2. IF YOU HAVE NOT HEARD ANYTHING BY TOMORROW , PLEASE CALL ME BACK AND WE CAN TRY AGAIN

CALLER STATES::

1. THANK YOU FOR YOUR HELP TODAY

*** PHONE LOG 08/19/2003 06:27 AM US Mountain Standard Time MEstrella Action Type:Incoming call
VM MESSAGE RECEIVED FROM CUSTOMER --(CRYING)

1. RICHARD AT THE DEALER SAID THAT HE DID NOT GET TO TALK TO HIM BUT HE SAID THE MOST HE WOULD DO WOULD BE 15.00 A DAY
2. I CANNOT AFFORD THAT - I NEED YOUR HELP
3. PLEASE TELL THE DISTRICT MANAGER TO CALL ME , THAT IS MY FOOD MONEY - I AM A SINGLE MOTHER AND THERE IS NO WAY THAT I CAN AFFORD 15.00 A DAY FOR AN INDEFINITE AMOUNT OF TIME--OR ANY AMOUNT OF TIME - HE SAID THE PART MIGHT TAKE A WEEK OR A MONTH - HE DID NOT KNOW
4. I WILL GO BROKE

*** PHONE LOG 08/19/2003 06:35 AM US Mountain Standard Time MEstrella Action Type:Outgoing call

WRITER CALLED DSPM TERRY OLIVER ::

1. WRITER STATED THAT CUSTOMER IS VERY UPSET AND CANNOT AFFORD 15.00 A DAY
2. EXPLAINED CUSTOMERS SITUATION
- 3 ADVISED SHE IS DESPERATE AND CRYING AND REQUESTING MORE THAN 15.00 A DAY

TERRY OLIVER STATED:

1. WE CAN DO 30.00 A DAY - WILL NEED TO VERIFY THESE PARTS ARE ON BACKORDER FROM DEALER SVM BUT IF SO, THEN WE CAN DO THAT

WRITER STATES::

1. THANK YOU WILL TELL HER THAT

*** PHONE LOG 08/19/2003 07:02 AM US Mountain Standard Time MEstrella Action Type:Incoming call

Kia Motors America
Consumer Affairs Department

Page 4 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K205057	17,000
Victorville CA [REDACTED]			Dealer: CA144 Hi-Desert Kia	

WRITER CALLED CUSTOMER

1. ADVISED HER THAT SPOKE TO DPSM - AND AS LONG AS HE CAN VERIFY THAT THE PARTS ARE INDEED ON BACKORDER , WITH THE SVM AT THE DLR , HE CAN AUTH 30.00 A DAY COVERAGE ASSISTANCE
2. HE WAS GOING TO CALL RICHARD AT THE DLR TO VERIFY AND ADVISE

CALLER STATES:: (CRYING)

1. THANK YOU SO MUCH !
2. SAYS HAS BEEN UP ALL NIGHT CRYING BECAUSE SHE DID NOT KNOW WHAT SHE WAS GOING TO DO
3. WILL CALL RICHARD AT DLR

*** CASE CLOSE 08/19/2003 11:02 AM US Mountain Standard Time MEstrella

GOODWILL RENTAL AUTH BT DPSM TERRY OLIVER AT 30.00 A DAY FOR CUSTOMER - PART ON BACKORDER

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K193580	70,628
Garden City KS [REDACTED]			Dealer: KS005 Skaggs Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 07/23/2003 02:15 PM US Mountain Standard Time TDonnelly
DEALER STATES(BRAIN-SM):

1. COOLING **FAN** HAS COME APART AND TAKEN OUT THE RADIATOR AND **FAN** SHROUD
2. DPSM ADVISED ME TO CALL KCC TO START A CASE
3. DPSM, BRYAN JENKS HAS AGREED TO PAY PARTS AND CUSTOMER PAYS LABOR
4. CUSTOMER IS IN RENTAL VEHICLE
5. CUSTOMER HAS BEEN IN RENTAL SINCE JULY 15TH
6. CUSTOMER IS PAYING FOR RENTAL
7. DPSM ADVISED DEALER TO PUT REQUEST IN FOR REVIEW OF ASSISTANCE
8. I AM SLATED TO RECEIVE PARTS ON 7/31/03
9. THIS IS LONG TIME FOR CAR TO BE DOWN
10. THIS IS GOOD CUSTOMER AND ANY ASSISTANCE WILL GO A LONG WAY WITH THIS CUSTOMER.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. INFO IS DOCUMENTED
3. THANKS FOR THE INFO.

*** PHONE LOG 07/24/2003 05:29 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer called In;

1. my vehicle is at dealership waiting for parts
 2. the **fan** and the radiator
 3. I'm paying for a rental until part comes in and not sure when the parts will be in
 4. i believe the dealer already call here and spoke to someone
- wrt states:

1. yes, the dealer did call here and spoke to a Teri who is handling your concern
 2. Teri is your case mgr, wrt gave cust Case mgr's ext and case number
- cust states:

1. i will call her back when she is in, thank you.

*** PHONE LOG 07/24/2003 02:19 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. LEFT VM MESSAGE FOR WRITER TO CALL CUSTOMER.

*** PHONE LOG 07/24/2003 02:33 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. MY CAR IN SHOP FOR LONG TIME
2. PARTS ARE ON BACK ORDER
3. I AM PAYING FOR RENTAL VEHICLE
4. WOULD LIKE TO KNOW IF KMA CAN ASSIST WITH RENTAL EXPENSE.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED CUSTOMERS VEHICLE IS OUT OF BLW COVERAGE
3. DEALER DID GET ASSISTANCE FOR REPAIRS WITH DPSM
4. KMA DOES NOT COVER RENTALS WHEN VEHICLE IS IN SHOP FOR REPAIRS
5. WILL PUT IN CUSTOMERS REQUEST TO DPSM
6. HE CAN MAKE A DETERMINATION IF ANY ASSISTANCE CAN BE PROVIDED.

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]	K193580	70,628
Garden City KS	[REDACTED]		Dealer: KS005 Skaggs Kia	

*** PHONE LOG 08/01/2003 08:47 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT MESSAGE FOR SM, BRIAN TO CALL WRITER.

*** PHONE LOG 08/01/2003 09:14 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

DEALER STATES:

1. SM, BRIAN RETURNING WRITERS CALL
2. WE DID GET PARTS TODAY
3. WE WILL GET VEHICLE FINISHED TODAY
4. CAR HAS BEEN IN SHOP SINCE JULY 15TH
5. CUSTOMER IS A GOOD CUSTOMER AND HAS DONE ALL MAINTENANCE, WOULD HOPE KMA COULD OFFER MORE ASSISTANCE TO CUSTOMER.

WRITER STATES:

1. DID PARTS COME IN FOR VEHICLE
2. WHEN WILL CAR BE READY
3. WRITER WILL FOLLOW UP WITH DPSM, BRYAN JENKS REGARDING POSSIBLE RENTAL ASSISTANCE
4. THANKS FOR THE INFO..

*** PHONE LOG 08/01/2003 09:20 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO DPSM, BRYAN JENKS
2. ADVISED THAT CUSTOMERS PARTS ARE IN THIS DATE
3. CUSTOMER HAS CALLED KCC REQUESTING RENTAL ASSISTANCE BECAUSE OF DOWN TIME
4. CAR HAS BEEN IN SHOP SINCE JULY 15TH
5. DEALER SM, BRAIN STATES CUSTOMER IS GOOD CUSTOMER AND WOULD LIKE TO ASSIST IF POSSIBLE.
6. WOULD DPSM CONSIDER ANY FORM OF ASSISTANCE ON RENTAL.

DPSM BRYAN JENKS STATES:

1. I HAVE SPOKEN TO SM, BRIAN
2. I HAVE AGREED TO COVER 9 DAYS RENTAL @ \$15.00 A DAY
3. CUSTOMER WILL HAVE TO FURNISH A RENTAL RECEIPT TO DEALER
4. DEALER SM WILL SUBMIT CLAIM INTO KMA
5. ONCE DEALER HAS BEEN PAID BY KMA, DEALER WILL REIMBURSE CUSTOMER RENTAL EXPENSE AUTHORIZED.

*** PHONE LOG 08/01/2003 09:21 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. PLACE CALL TO CUSTOMER, NO ANSWER, NO MACHINE.

*** PHONE LOG 08/06/2003 08:33 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723225	K193580	70,628
Garden City KS			Dealer: KS005 Skaggs Kia	

1. SPOKE TO SM, BRIAN
2. ASK IF CUSTOMER WAS ABLE TO PICK UP VEHICLE
3. ADVISED IF DEALER HAD OPPORTUNITY TO ADVISE CUSTOMER OF RENTAL AUTHORIZATION PER DPSM
4. WHAT IS CURRENT DIAGNOSIS
5. WHEN WILL DPSM INSPECT VEHICLE
6. WILL FOLLOW UP WITH DEALER IN COUPLE OF DAYS.

DEALER STATES:

1. I DID ADVISE CUSTOMER OF RENTAL AUTHORIZATION
2. CUSTOMER IS VERY DIFFICULT TO REACH
3. WE DID INSTALL ALL PARTS ORDERED
4. WE HAVE NOW FOUND VEHICLE NEEDS ENGINE
5. WE ARE WAITING FOR DPSM, BRYAN JENKS TO COME INSPECT VEHICLE
6. DPSM IS SUPPOSED TO BE HERE TODAY.

*** PHONE LOG 08/07/2003 08:26 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

WRITER STATES:

1. SPOKE TO DPSM, BRYAN JENKS
2. ASK IF DPSM HAS INSPECTED VEHICLE
3. THANKS FOR THE INFO.

DPSM BRYAN JENKS STATES:

1. I AM AT DEALERSHIP
2. I HAVE INSPECTED VEHICLE
3. ENGINE IS BEING ORDERED
4. WITH THE RADIATOR/*FAN* PROBLEM, THE ENGINE GOT TOO HOT AND NEEDS TO BE REPLACED.
5. WILL FOLLOW UP WITH SM REGARDING RENTAL COVERAGE.

*** PHONE LOG 08/12/2003 07:11 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, BRIAN
2. ASK ABOUT STATUS OF REPAIRS ON VEHICLE
3. THANKS FOR THE INFO.

DEALER STATES:

1. CAR IS NOT REPAIRED YET
2. CUSTOMER IS WORKING TO TRADE OUT OF HIS VEHICLE INTO SORENTO
3. EVERYTHING IS UNDER CONTROL AT THIS TIME.

*** PHONE LOG 08/12/2003 07:15 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO DPSM, BRYAN JENKS
2. ADVISED CUSTOMERS VEHICLE IS NOT REPAIRED
3. DEALER SM, BRIAN STATES THAT CUSTOMER IS TRADING VEHICLE IN ON SORENTO
4. WANTED TO ADVISE DPSM TO VERIFY IF HE KNOWS ABOUT IT.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K193580	70,628
Garden City KS [REDACTED]		Dealer: KS005 Skaggs Kia		

DPSM BRYAN JENKS STATES:
1. WAS NOT AWARE OF THIS
2. THE VEHICLE SHOULD STILL BE REPAIRED
3. THANKS FOR THE INFO.

*** PHONE LOG 08/12/2003 07:17 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. PLACE CALL TO CUSTOMER, NO ANSWER.

*** PHONE LOG 08/13/2003 01:01 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. PLACE CALL TO CUSTOMER, NO ANSWER, NO MACHINE.

*** NOTES 08/13/2003 01:10 PM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:
1. CALL ME LETTER SENT THIS DATE.

*** CASE CLOSE 08/13/2003 01:10 PM US Mountain Standard Time TDonnelly
CLOSED BECAUSE CALL BACK FROM CUSTOMER

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJA623025	K338249	0
New Baltimore MI			Dealer: MI013 Kia of Richmond	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 07/15/2004 07:13 AM JCook

Customer Stated:(John from MI013)

- 1.Says this customer was towed in because her colling *fan* broke and damaged her radiator.
- 2.Says she paid to have the vehicle towed in and she wanted to know if she had roadside assistance under her warranty and if she could be reimbursed.

---Writer advised customer:

- 1.That this customer does have the 5yr/unlimited miles roadside assistance.
- 2.Advised of the address for her to submit her receipts to for evaluated reimbursement.
- 3.Verified customer info.

*** CASE CLOSE 07/15/2004 07:13 AM JCook

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K452970	73,057
FYFFE AL	[REDACTED]		Dealer: AL018 Crown Kia	

Case History

Complaint Quality

*** PHONE LOG 04/21/2005 11:43 AM TDonnelly
CUSTOMER STATES:

1. **FAN** BLADE FELL APART
2. IS THIS UNDER WARRANTY
3. DEALER TOLD ME IT IS NOT
4. I WILL JUST REPLACE THE **FAN** BLADE AND SEE WHAT HAPPENS, CALLER DISCONNECTED.

WRITTER STATES:

1. APOLOGY FOR SITUATION
2. DEALER REALLY NEEDS TO GET CAR AND DETERMINE CAUSE
3. COULD BE SOMETHING MORE AND MAY BE COVERED
4. RECOMMEND CAR BE TAKEN INTO DEALER AND THEY DETERMINE WHAT CAUSE AND IF ANY OTHER ISSUES.
5. WHILE SPEAKING CALLER DISCONNECTED.

*** CASE CLOSE 04/21/2005 11:44 AM TDonnelly

*** CASE CLOSE 04/21/2005 03:10 PM TDonnelly
CLOSED PENDING CALL BACK FROM CUSTOMER.

*** PHONE LOG 06/30/2005 01:11 PM US Mountain Standard Time YLabarca Action Type:Incoming call
CUSTOMER STATES

- 1 HAVING TROUBLE WITH TRANS AND SMELLING GAS
- 2 I HAVE THE VEHICLE AND THE CEL NOT STAYING OFF
- 3 THE DLR TOLD ME WAS THE GAS CAP
- 4 THAT ISNT IT
- 5 THE TRANS DOESNT WANT TO CHANGE
- 6 SPOKE TO WILLIAM AT THE DLR
- 7 MY HUSBAND TALKED TO WILLIAM YESTERDAY AND MADE APPT FOR TUES
- 8 ALSO MY **FAN** BLADE NEEDS TO BE REPLACED AND WILL TAKE THE PART TO THEM
- 9 THE TRANS IS INTERMITTENT AND THEY LOOK AT ME LIKE IM CRAZY
- 10 CAN I GET A LOANER VEHICLE

WRITER STATES

- 1 APOLOGIZED
- 2 ADV OF MY NAME NUMBER EXT AND TO CL ME WHEN THE VEHICLE IS AT THE DLR
- 3 ADV THAT THE DLR WILL HAVE TO DUPLICATE THE PROBLEM WITH THE VEHICLE TO FIX IT
- 4 ADV THAT IF INTERMITTANT TO MAKE ARRANGEMENTS TO HAVE THEM KEEP THE VEHICLE
- 5 ADV THAT LOANER NOT PROVISION OF THE KIA WARRANTY BUT CAN CHECK WITH THE DLR

*** CASE CLOSE 06/30/2005 01:11 PM US Mountain Standard Time YLabarca

*** PHONE LOG 07/05/2005 10:49 AM US Mountain Standard Time YLabarca Action Type:Incoming call
CUST CLD IN AND LEFT VM MSG 7/5/05 AT 725AM

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K452970	73,057

FYFFE AL [REDACTED]	Dealer: AL018 Crown Kia
---------------------	-------------------------

- 1 DROPPED OFF AT CROWN
- 2 MY NUMBER [REDACTED]

*** PHONE LOG 07/05/2005 10:59 AM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CLD AL018 AND SPOKE WITH SM JAMES
JAMES STATES
1 CEL ON TRANS SLIPPING AND SMELL GAS AND KEY HARD TO GET OUT OF IGN
2 DECLINED REPAIR FOR FUEL TANK PRESSURE SENSOR
3 NO PROBLEM FOUND WITH THE TRANS
4 LUBED IGNITION SWITCH FOR THE KEY
5 THE CUST WASNT CHARGED ANYTHING

*** PHONE LOG 07/05/2005 11:24 AM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CLD CUSTOMER AND LEFT VM MSG
WRITER STATES
1 REQ CL BK
2 ADV OF WHAT SM STATED
3 REFERRED TO ANOTHER KIA DLR FOR 2ND OPINION

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

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]	K327972	85,000
Dixon KY	[REDACTED]		Dealer: FL054 Speedway Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/21/2004 10:12 AM US Mountain Standard Time WNoonan

CUSTOMER STATED:

1. I AM ON VACATION AND THE FAX BROKE OFF FROM THE ENGINE DAMAGING THE RADIATOR.
2. THE VEHICLE IS AT THE DEALER ABOUT 90 MILES AWAY FROM WHERE I AM AT (MY PARENTS HOUSE) AND THEY SAID THAT THE BILL WAS GOING TO BE \$800.
3. I WANTED TO SEE IF KIA COULD HELP ME WITH SOME OF THE REPAIRS.
4. I HAVE NEVER SEEN ANYTHING LIKE THIS HAPPEN TO A VEHICLE.
5. THEY ARE RECOMMENDING MAINTENANCE ON THE VEHICLE WHICH IS REPLACING THE TIMING BELT WHICH I AM WILLING TO DO, I JUST WAS NOT REALLY EXPECTING THIS \$800 BILL ON MY VACATION.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION
2. WRIER WILL RESEARCH THE ISSUE AND CALL YOU BACK.
3. THE PARTS WERE COVERED UNDER A 5/60K BLW SO IT IS OUT OF WARRANTY.

CUSTOMER STATED:

1. CALL ME BACK AT:
CELL [REDACTED]
MOM'S [REDACTED]

*** PHONE LOG 06/21/2004 10:17 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED Speedway Kia AND SPOKE WITH CHET, SERVICE MANAGER.

CHET STATED:

1. WE ARE RECOMMENDING THE TIMING BELT BE REPLACED AND THE RADIATOR AND THE **FAN** SHROUD NEED TO BE REPLACED AS WELL BECAUSE THE **FAN** BROKE OFF AND DAMAGED THE RADIATOR.
2. THERE ARE NOT UNDER WARRANTY.

WRITER STATED:

1. THANKS.

*** PHONE LOG 06/21/2004 10:18 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED DAVID KORDEK, DPSM AND LEFT VM REQUESTING CALL BACK.

*** PHONE LOG 06/22/2004 07:11 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED DAVID KORDEK, DPSM.

DAVID STATED:

1. THE DEALER IS GOING TO TAKE CARE OF THE **FAN** AND THE RADIATOR.

WRITER STATED:

1. THANKS.

*** PHONE LOG 06/22/2004 07:19 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK AND STATED:

1. THE DEALER IS GOING TO TAKE CARE OF THE REPAIRS.

CUSTOMER STATED:

1. I HAVE THE VEHICLE 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]	KNDJB723525 [REDACTED]	K327972	85,000
Dixon KY [REDACTED]		Dealer: FL054 Speedway Kia		

- 2. THE DEALER DID A WONDERFUL JOB.
- 3. THANK YOU.

*** CASE CLOSE 06/22/2004 07:20 AM US Mountain Standard Time WNoonan

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623425	K197668	13,000
FORT WORTH TX			Dealer: TX040 Buz Post Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 08/01/2003 10:04 AM US Mountain Standard Time SSchutter
CUSTOMER STATES:

1. **FAN** FOR RADIATOR BROKE
2. BLADES BROKE OFF
3. DEALER SAID IT WILL BE 2-3 WEEKS BEFORE THEY CAN GET PARTS
4. DO NOT HAVE A LOANER
5. ASKED DEALER IF THEY CAN GET THE PART FROM ANOTHER DEALER
6. DEALER SAID IF SHE CAN FIND THE PART THEY WILL BE HAPPEN TO GET THEM
7. THINKS IT SHOULD BE THE DEALERS RESPONSIBILITY TO FIND HER PART

WRITER STATES:

1. SORRY FOR FRUSTRATION
2. WILL SEE IF THE PART CAN BE EXPEDITED
3. WILL HAVE A CASE MANAGER FOLLOW UP IN 72 HRS

*** PHONE LOG 08/05/2003 10:26 AM US Mountain Standard Time MWeiseman Action Type:Incoming call
caller stated

- 1.) i called because i was told a case manager would call me back w/in 24 hrs
- 2.) i need a car
- 3.) the part that is ordered is back ordered and it may be 2 weeks
- 4.) the dealer doesn't have an idea when the part will be available
- 5.) you can reach me at [REDACTED]

writer stated

- 1.) i am very sorry for your situation
- 2.) i will call the dealer to make sure they are using their resources effectively
- 3.) i will also put in a rental assistance request with your factory representative
- 4.) this person will be able to authorize the request, but if they deny the request, that is all this office will be able to do in the matter
- 5.) no recalls on the veh (not stated to customer)

writer called TX040 and spoke with svc mgr travis

- 1.) veh came in on 8-1-03
- 2.) veh has broken **fan** blades
- 3.) **fan** blades are on backorder
- 4.) DPSM has authorized \$15 a day for any veh with this issue
- 5.) writer stated he didn't think ms powell was aware of this per diem rate
- 6.) writer advised travis that he would let ms powell know and to contact dealership for details

writer called ms powell

- 1.) left message stating that kia would pay \$15 toward a rental and then the customer would be responsible for the rest
- 2.) writer advised ms. powell to contact the dealership for full details on the policy

writer closed case pending further contact

*** PHONE LOG 08/05/2003 10:26 AM US Mountain Standard Time MWeiseman Action Type:Incoming call

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
LAS VEGAS NV	[REDACTED]	KNDJB723925	K354538	24,900
			Dealer: NV004 People's Kia	

Case History

Complaint Reimbursement

*** PHONE LOG 08/19/2004 12:33 PM US Mountain Standard Time CRountree
CUSTOMER STTES

1. WAS TOLD TO CALL ABOUT REIMBURSEMENT.
2. KNOWS KIA HAS NO POLICY FOR LOANERS OR RENTAL.
3. TRANSMISSION COOLER LEAKINGS.
4. THEY DIDNLT TEST MY CAR.
5. HAD TO GO BACK A SECOND TIME FOR THIS TO BE REPAIRED.
6. HAD TO RENT ANOTHER CAR FOR 4 DAYS.
7. WAS TOLD BE VERNON LACANILAO. (SERVICE REP) TOLD TO CALL IS FOR REIMBURSEMENT.
8. DIDN'T MIND PAYING FOR RENTAL THE FIRST TIME; BUT THE SECOND TIME WAS ON THE DEALER.
9. THEY DID NOT DO SMO

WRITER STTES;

1. SORRY FOR PROBLEM.
2. WARRANTY START 3/12/2002.
3. NO RECALLS.
4. WILL CONTACT SERVICE MANAGER (SM).
5. EXPLAINED SITUATION TO DOMINIC

DOMINIC SM, STATES

1. LET CHECK ON IT.
2. **FAN** BLADE CAME APART WENT INTO RADIATOR.
3. SECOND TIME THE SEAM WAS LEAKING ON THE SECOND RADIATOR.
3. WILL PRESENT THIS TERRY TIMMS.

WRITER STATES

1. CALLED TERRY TIMMS, DPSM.
2. ADVISED HIM OF CUSTOMER'S REQUEST FOR PAYMENT OF SECOND RENTAL BILL.
3. EXPLAINED THE **FAN** BROKE UP AND PEICES PUT HOLES IN RADIATOR.
4. RADIATOR INSTALLED TO REPLACE ORIGINAL; SEPARATED AT THE SEAM.
5. CUSTOMER AWARE OF NO RENTAL POLICY; WANTS SOMEONE TO PAY HIS RENTAL BILL. FOR SECOND OCCURANCE.
6. DOMINIC WILL GET BACK TO CUSTOMER.

TERRY TIMMS.STATES

1. WILL TALK TO DOMINIC ABOUT THE SITUATION.
2. WILL SEE WHAT CAN BE DONE.

*** CASE CLOSE 08/19/2004 12:34 PM US Mountain Standard Time CRountree

*** PHONE LOG 08/27/2004 09:37 AM JCook Action Type:Incoming call
Customer Stated:

- 1.I am trying to get hold of Calvin.
- 2.He was going to give me a callback about reimbursement on Monday of this week.
- 3.Says he got into an accident again and forgot about it until today.
- 4.Would like to speak with him again, and has left him a message once today already.

---Writer advised customer:

- 1.That Calvin is currently on the line with a customer.

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]	K354538	24,900
LAS VEGAS NV [REDACTED]			Dealer: NV004 People's Kia	

2. Advised that we will take a physical message over to him for a callback.
3. Verified customer info.

*** CASE CLOSE 08/27/2004 09:37 AM JCook

*** PHONE LOG 08/27/2004 10:35 AM US Mountain Standard Time CRountree Action Type:Outgoing call
WRITER STTES

1. CALLED TERRY TIMMS.
2. ASKED ABOUT CUSTOMER'S REIMBURSEMENT FOR RENTAL REQUEST.

TERRY STATES:

1. CUSTOMER VEHICLE WAS IN AND OUT A COUPLE OF TIMES.
2. WE DON'T SUPPLY LOANERS OR RENTALS.
3. DEALER DOES SUPPLY LOANERS BUT HAD NONE AVAILABLE.
4. CUSTOMER HAS VEHICLE BACK, NO REIMBURSEMENT WOULD FORTHCOMING FROM KIA.

WRITER STATES

1. CALLED CUSTOMER ADVISED CUSTOMER, THERE WOULD BE NO REIMBURSEMENT.
2. REITERATED TO CUSTOMER; KIA DOES NOT PROVIDE RENTALS.

CUSTOMER STATE

1. I KNOW KIA DOESN'T DOESN'T PROVIDE LOANERS
2. I FEEL THE DEALER OWES ME THE MONEY.

WRITER STATES

1. THEN THAT IS A DEALER ISSUE.

*** CASE CLOSE 08/27/2004 10:36 AM US Mountain Standard Time CRountree

*** PHONE LOG 08/27/2004 10:51 AM US Mountain Standard Time CRountree Action Type:Outgoing call
WRITER STTES

1. CALLED DOMINIC, SM.
2. LEFT MESSAGE FOR CALL BACK.
3. LEFT MESSAGE WITH TERRY TIMMS.

*** PHONE LOG 08/27/2004 10:53 AM US Mountain Standard Time CRountree Action Type:Incoming call
TERRY TIMMS DPSM STATES

1. CALL ME.

*** NOTES 08/27/2004 11:40 AM US Mountain Standard Time CRountree Action Type:Manager review
WRITER STTES:

1. THE TWO ENTRIES IMMEDIATELY ABOVE ARE OUT OF SEQUENCE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K354538	24,900
LAS VEGAS NV [REDACTED]			Dealer: NV004 People's Kia	

*** PHONE LOG 08/27/2004 03:15 PM HReynolds Action Type:Incoming call

CUSTOMER STATES:

1. WOULD LIKE TO TAKE MY CAR TO OTHER DEALER
2. CAN I GET THE LOCATION FOR OTHER DEALER IN VEGAS

WRITER STATES:

1. APOLOGY FOR SITUATION
2. PROVIDED CUSTOMER NUMBER FOR PEOPLE'S KIA

*** CASE CLOSE 08/27/2004 03:16 PM HReynolds

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]	KNDJA723325 [REDACTED]	K351565	61,632
Enosburg Falls VT ([REDACTED])			Dealer: VT001 Berlin City's Kia of	

Case History

Complaint Reimbursement

*** PHONE LOG 08/12/2004 01:19 PM US Mountain Standard Time CDiaz
Customer Stated:

1. The *fan* broke and damaged some other parts.
2. The dealer told us that a piece of wood hit the *fan* and broke it.
3. Thought the warranty covered bumper to bumper for 100 miles or 10 years.
4. Dealer said they would replace all the belts when timing belt would be replaced.
5. They did not do that.

Writer Stated:

1. Sorry for the concern.
2. The warranty for the belts and the *fan* are fro 5/60
3. If you feel the dealer was to do a repair and it was not performed I would speak to them.

Customer Stated:

1. I called the SM and left a message to call me back but he has not yet.

Writer Stated:

1. I can call the dealer and see if someone can help.
2. Called the dealer VT001 and spoke to Sandy.

Sandy stated:

1. SM will be back on Monday.
2. Everyone has gone for the day.

Writer Stated:

1. Advised that the SM will be back on Monday.
2. Advised to call him on Monday to discuss.

*** CASE CLOSE 08/12/2004 01:19 PM US Mountain Standard Time CDiaz

Kia Motors America
Consumer Affairs Department

Page 1 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K332905	32,000
Hialeah FL [REDACTED]		Dealer: FL077 Bill Seidle Kia		

Case History

Complaint Service Decision

*** PHONE LOG 07/01/2004 12:08 PM US Mountain Standard Time YLabarca

CALLER STATES

- 1 TOOK THE VEHICLE INTO THE DEALERSHIP
- 2 THEY DIAGNOSED THE VEHICLE
- 3 THEY WONT COVER IT UNDER WARRANTY
- 4 SERVICE MGR ARIEL PIERDA IS WHO I TALKED TO
- 5 WONT COVER BECAUSE THE CAR OVERHEATED AND WAS STILL DRIVEN
- 6 I DONT CARE WHAT HE SAYS IT WASN'T MY FAULT
- 7 SOMETHING PUNCTURED THE RADIATOR WHILE DRIVING

WRITER STATED

- 1 EMPATHIZED WITH THE CUSTOMER
- 2 ASKED IF SHE CAN HOLD WHILE I CALL THE DEALERSHIP

*** PHONE LOG 07/01/2004 12:11 PM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CALLED SERVICE MANAGER ARIEL AND LEFT A VOICEMAIL TO CALL ME BACK

*** PHONE LOG 07/01/2004 12:12 PM US Mountain Standard Time YLabarca Action Type:Incoming call
WRITER GOT BACK TO CUSTOMER

WRITER STATED

- 1 ADVISED CUSTOMER THAT I LEFT A MESSAGE FOR THE SERVICE MANAGER ARIEL
- 2 ADVISED CUSTOMER THAT AS SOON AS HE CALLS ME BACK I WILL CALL HER BACK

CUSTOMER THANKED WRITER

*** PHONE LOG 07/02/2004 06:32 AM US Mountain Standard Time YLabarca Action Type:Incoming call
CUSTOMER CALLED WRITER

CUSTOMER STATED

- 1 HAVE YOU TALKED WITH THE SM ARIEL

WRITER STATED

- 1 NO, CAN YOU HOLD WHILE I CALL HIM

*** PHONE LOG 07/02/2004 06:34 AM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND SPOKE WITH ARIEL SM

ARIEL STATED

- 1 WE DETERMINED THAT THE **FAN** CLUTCH BROKE
- 2 AND THE RADIATOR BROKE
- 3 WE REPLACED BOTH
- 4 THE CAR WAS STILL RUNNING WHICH CAUSED THE CAR TO OVERHEAT
- 5 THIS IS WHY WE ARE NOT COVERING IT
- 6 I CALLED MY DPSM DON STEVENS TO ADVISE
- 7 HE ALSO ADVISED ME NOT TO COVER IT

WRITER THANKED ARIEL

**Kia Motors America
Consumer Affairs Department**

Page 2 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K332905	32,000
Hiialeah FL	[REDACTED]		Dealer: FL077 Bill Seidle Kia	

*** PHONE LOG 07/02/2004 06:44 AM US Mountain Standard Time YLabarca Action Type:Incoming call
WRITER GOT BACK TO CUSTOMER AND ADVISED (CUSTOMER TALKING AS IF SHE WAS DRIVING CAR BUT CLARIFIED THAT HER SISTER WAS DRIVING)
CUSTOMER STATED

- 1 IT IS NOT TRUE THAT "SHE" KEPT THE CAR RUNNING
- 2 THAT IS WHAT ARIEL FEELS
- 3 THE TEMPERATURE GAUGE PROBABLY WASN'T WORKING
- 4 "I" SAW NO SMOKE COMING OUT OF THE VEHICLE
- 5 "MY SISTER" EVEN SHUT OFF THE A/C BECAUSE SHE THOUGHT IT WAS THE BATTERY
- 6 "I" NEVER THOUGHT IT WAS THE MOTOR
- 7 WHEN THE CAR DIED "I" DROVE IT LESS THAN 5 MINUTES AWAY TO A REPAIR SHOP
- 8 "I" DIDN'T DRIVE IT I MEANT I PUSHED IT

WRITER STATED

- 1 EMPATHIZED WITH THE CUSTOMER
- 2 ADVISED CUSTOMER THAT THE DEALERSHIP REPLACED THE **FAN** CLUTCH AND THE RADIATOR
- 3 ADVISED THAT THEY EVEN CHECKED THE TEMPERATURE GAUGE AND ITS WORKING
- 4 ADVISED THAT SINCE THEY DETERMINED THAT THE CAR WAS RUNNING IT OVERHEATED
- 5 ADVISED THAT SHE CAN TAKE IT TO ANOTHER KIA DEALERSHIP FOR 2ND OPINION

CUSTOMER STATED

- 1 IM NOT TAKING IT TO ANOTHER KIA DEALERSHIP
- 2 I WANT TO SPEAK TO YOUR BOSS

WRITER STATED

- 1 I AM A FULL CASE MANAGER

CUSTOMER STATED

- 1 I WANT TO SPEAK TO YOUR BOSS (VERY INSISTENT)

WRITER STATED

- 1 HIS NAME IS PETER BUTTERFIELD
- 2 I CAN GIVE YOU HIS ADDRESS

CUSTOMER STATED

- 1 I DONT HAVE TIME TO WRITE

WRITER STATED

- 1 IS THERE ANYTHING ELSE I CAN DO

CUSTOMER THANKED WRITER

**Kia Motors America
Consumer Affairs Department**

Page 3 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K332905	32,000
Hialeah FL	[REDACTED]		Dealer: FL077 Bill Seidle Kia	

*** PHONE LOG 07/02/2004 09:42 AM SLarez Action Type:Incoming call
DPSM DON STEVENS CALLED IN
DPSM STATES.

1. I SPOKE TO THE SERVICE MGR ABOUT THIS CASE.
2. THE ORIGINAL PROBLEM WAS THE **FAN** BLADES BREAKING AND CREATING A WHOLE IN THE RADIATOR THAT CAUSED THE ENGINE TO FAIL BECAUSE IT WAS RAN HOT.
3. THE SERVICE MGR ADVISED THIS CUSTOMER CONTINUED TO DRIVE THE CAR AFTER HE KNEW THE CAR WAS OVER HEATING.
4. THE TEMP GAGE IS WORKING AND ALL THE WARNING LIGHTS ARE WORKING AS WELL YET THIS CUSTOMER CONTINUED TO DRIVE THE CAR HOT.
5. THE CUSTOMER STATED NOTHING CAME ON HOWEVER THE GAGE WAS WORKING.
6. THE SERVICE MGR IS GOING TO COVER THE **FAN** BLADES AND RADIATOR BUT NOT THE ENGINE.
7. THE SERVICE MGR FELT THAT COULD HAVE BEEN AVOIDED BY TURNING THE CAR OFF AND HAVING IT TOWED AND I AGREE.
8. I AM IN FULL AGREEMENT WITH THE DECISION.

*** CASE CLOSE 07/02/2004 09:46 AM SLarez

*** PHONE LOG 07/07/2004 01:19 PM US Mountain Standard Time YLabarca Action Type:Incoming call
CUSTOMER STATED

- 1 I WANT TO KNOW WHY MY ENGINE ISN'T BEING COVERED
- 2 I NEVER RAN THE CAR WHEN IT WAS OVERHEATING
- 3 THE **FAN** BROKE WHICH CAUSED THE RADIATOR TO BREAK WHICH CAUSED MY CAR TO OVERHEAT
- 4 WHY DID THE **FAN** BREAK
- 5 THIS IS A DEFECT
- 6 AND IF IT DID OVERHEAT IT DIDN'T MARK IT ON THE GAUGE
- 7 I DIDN'T KNOW IT OVERHEATED

WRITER STATED

- 1 EMPATHIZED WITH THE CUSTOMER
- 2 ADVISED CUSTOMER THAT THE ENGINE WONT BE COVERED UNDER WARRANTY
- 3 ADVISED CAN TAKE THE VEHICLE TO ANOTHER KIA DEALERSHIP FOR A SECOND OPINION

CUSTOMER THANKED WRITER

*** CASE CLOSE 07/07/2004 01:19 PM US Mountain Standard Time YLabarca

*** PHONE LOG 07/08/2004 11:27 AM US Mountain Standard Time YLabarca Action Type:Incoming call
CUSTOMER (SANDRA) CALLED IN AND LEFT A VOICEMAIL TO CALL HER BACK

Kia Motors America
Consumer Affairs Department

Page 4 of 5

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K332905	32,000
Hialeah FL [REDACTED]		Dealer: FL077 Bill Seidle Kia		

*** PHONE LOG 07/08/2004 11:30 AM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT A VOICEMAIL MESSAGE
WRITER STATED

- 1 ADVISED THAT PER ARIEL THE SERVICE MANAGER AT THE DEALERSHIP THE *FAN* AND THE RADIATOR WERE REPLACED AND COVERED
- 2 ADVISED THAT THE ENGINE WONT BE COVERED BY KIA
- 3 ADVISED IF NEEDED ANY FURTHER ASSISTANCE CAN CALL BACK

*** CASE CLOSE 07/08/2004 11:30 AM US Mountain Standard Time YLabarca

*** PHONE LOG 07/09/2004 05:15 AM US Mountain Standard Time ERuiz Action Type:Incoming call
CALLER STATED

DAUGHTER, SANDRA DELGADO.

1. I WAS TOLD TO CALL BACK AND SPEAK TO SOMEONE ELSE.
2. I WANT TO SPEAK TO SOMEONE ELSE.
3. WHO DO I NEED TO SPEAK IN REGARDS MY DAD'S VEHICLE.
4. I UNDERSTAND THE FIELD REP, DON STEVENS IS OUT ON VACATION.
5. I WANT TO SPEAK TO SOMEONE HIGHER THAN HIM BECAUSE I DON'T AGREE W/ HIS DECISION.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THE DECISION WAS MADE BASED UPON THE VEHICLE'S INSPECTION.
3. DPSM IS FULLY EMPOWER TO MAKE A DECISION BASED UPON THE INSPECTION AND THE TERMS OF THE WARRANTY.
4. HOWEVER, WRT WILL BE GLAD TO LOOK INTO THE CASE.
5. DON'T KNOW IF DPSM IS CURRENTLY ON VACATION, HOWEVER IF HE IS THEN WRT WILL FORWARD HER REQUEST TO THE APPROPRIATE PERSONAL.
6. CUSTOMER WOULD LIKE TO GET A CALL BACK AT [REDACTED]

*** PHONE LOG 07/09/2004 05:18 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. CALLED DPSM, DON STEVENS.
2. DON STATED:
 - a) I ALREADY TALKED TO ARIEL.
 - b) WE DECIDED TO GOODWILL THE COST OF THE ENGINE
 - c) THE ENGINE REPAIR WILL BE COVER AS A GOODWILL GESTURE AND NOT UNDER WARRANTY.
 - d) THIS MEANS THAT THE REPAIR WILL BE DONE AT NO COST TO THE CUSTOMER.
3. WRT THANKED DON FOR HIS ASSISTANCE.
4. WRT CALLED MRS DELGADO.
5. CUSTOMER WAS NOT AVAILABLE.
6. WRT LEFT A MESSAGE, REQUESTING A CALL BACK.

*** PHONE LOG 07/09/2004 05:38 AM US Mountain Standard Time ERuiz Action Type:Incoming call
WRITER STATED

1. CALLED MRS DELGADO.
2. WRT SPOKE TO HER AND EXPLAINED KIA'S DECISION TO COVER THE COST OF THE REPAIR AS A

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]	KNDJB723825 [REDACTED]	K332905	32,000

Hialeah FL [REDACTED] Dealer: FL077 Bill Seidle Kia

GOODWILL.

3. CALLER THANKED WRT FOR THE ASSISTANCE.

*** CASE CLOSE 07/09/2004 05:42 AM US Mountain Standard Time ERuiz

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>
		KNDJB723X25	K316119	18,000
Acworth GA			Dealer:	

Case History

Inquiry Recall Info

*** PHONE LOG 05/17/2004 06:28 AM US Mountain Standard Time BKelley
Caller states:

1. I wanted to know if there are any recalls on the *fan* in my veh
2. One of the *fan* blades broke off my veh
3. Can I take my veh to any dlrshp
4. What is the warr on the *fan*

Wtr states:

1. Updated contact info
2. No recalls
3. Advised caller can take veh to any Kia dlrshp of caller's choice
4. Warr st dt 9/30/2002, 5/60 LBW, 10/100 PTW, 5/unlimited r/s -- time or mileage
5. Covers manf defects in parts or labor
6. Advised veh must be diagnosed as warrantable by Kia dlrshp

*** CASE CLOSE 05/17/2004 06:28 AM US Mountain Standard Time BKelley

**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 [REDACTED]	K1007972	33,500
Glenview IL [REDACTED]		Dealer: IL037 Gateway Kia		

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/31/2005 10:05 AM US Mountain Standard Time JHirshfield caller

1. towed to des plaines, il Kia on Sat --- the *fan* blades broke off
2. told that he can only get a rental for 3 days and not over the weekend --
3. but the -part will not be here until next week
4. is this Kia's policy?

wtr

1. advised that rentals are not a provision under the warranty
2. It would be done through the svc mgr @ dealership
3. Cannot obligate them to provide one
4. Apologize for any inconvenience

*** CASE CLOSE 08/31/2005 10:05 AM US Mountain Standard Time JHirshfield

Kia Motors America Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723025	K1217277	68,000

Chandler TX

Dealer:

Case History

Inquiry Warranty Info

*** PHONE LOG 08/21/2006 06:07 AM US Mountain Standard Time CHart

cust john called

1. i have the extended warranty
2. the dlrshp told me to contact you all to start the warranty and get towed
3. the *fan* on the radiator had exploded and tore up everything around it
4. isn't it covered by the extended warranty?

wrt states

1. apologize
2. the radiator is not part of the PTW
3. advised cust to speak w/ extended warranty company
4. can transfer to r/s to have veh towed

cust thanked wrt -- call ended

*** CASE CLOSE 08/21/2006 06:07 AM US Mountain Standard Time CHart

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623825	K222275	17,669
El Paso TX			Dealer: TX070 Kia of El Paso	

Case History

Complaint Repair Assistance

*** NOTES 09/25/2003 05:17 AM clarify Action Type: Manager review
*** Performed by contact: Ignacio Ramirez, 9153730142

The *fan* on my Sportage has broken for the second time. This time the damage it caused was also to the A/C compressor wire that supplies the power to the unit. Kia of El Paso, in El Paso TX attempted to do the work and failed to check for all damage that the *fan* blade caused, the service department called me back promptly to advise me that my vehicle was ready. I picked it up and noticed the A/C wasn't working, they found the problem and ordered the new compressor. They called me back a few days later stating that the compressor was in and it would take about half a day to replace it, but it would take about a week and a half to two weeks before they had a loner vehicle for me to use and I would just have to wait, thus causing more inconvenience for me when it should have been fixed the first time. I am hoping you can get this issue resolved and get this problem taken care of so I do not have to wait two weeks to have my vehicle fixed. My next step is the Better Business Bureau. The customer service at my dealer leaves a lot to be desired and I wish I would have known this before buying my vehicle there. I have had problems with the service department there since this first time I took my vehicle in for it's first oil change.
Will I buy another Kia? Maybe. Will I buy another Kia from Kia of El Paso? NO!!!

*** PHONE LOG 09/25/2003 10:38 AM BGauldin Action Type:Incoming call
writr cld SM Carlo:
1.both SM Carlo and Svc Dir are out to lunch per warranty clerk Vickie.
2.would be returning within 1 hours.

*** PHONE LOG 09/25/2003 10:49 AM BGauldin Action Type:Outgoing call
writer cld customer:
1.advised the customer dlr had been cld but out to lunch for 1 hour.
2.regret no loaner available.

*** NOTES 09/25/2003 11:20 AM BGauldin Action Type:Manager review
cont'd after delay.
3.the dlrs offer loaners , rentals and sometimes shuttle service as a courtesy to the customer.
4.Kia does not have a rental provision in the warranty.
5.will cl the dlr to see about the status.
6.customer may want to consider taking veh to dlr and having the shuttle service.
7.will see what the dlr has in options.

*** NOTES 09/25/2003 11:21 AM BGauldin Action Type:Manager review
customer stated:
1.this has been a inconvenience.
2.the part is in and informed the repair would take 1/2 day.
3.need veh for work.
4.might could work something out about shuttle and possibly work out for Monday
5.will speak with dlr.

*** PHONE LOG 09/25/2003 11:36 AM BGauldin Action Type:Outgoing call
writer cld SVC Dir Tom answered:
1.writer stated issues with customer.
2.veh not at dlr.
3.asking about the repair.
4.had suggested to customer shuttle service.

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623825	K222275	17,669
El Paso TX			Dealer: TX070 Kia of El Paso	

- 5.person works nights and possible early veh in and then p/u.
- 6.customer mentioned possible availability Mon schedule
- 7.advised customer this would be between dlr and customer.

Svc Dir Tom stated:

- 1.the veh a/c is working, customer insisted on having a new compressor.
- 2.at this time the compressor is dlr goodwill.
- 3.the customer brought veh in for the radiator *fan* issue in June.
- 4.then had to bring back and new assemblies were put in the veh.
- 5.do not even know if the a/c was working when brought in for repair.
- 6.part is here but no loaner (12 veh) until much later but maybe not as bad as 2 1/2 wks.
- 7.would be willing to work with customer on the shuttle.
- 8.ask for number of customer and will cl customer .

*** CASE CLOSE 09/26/2003 04:44 AM BGauldin

customer want a loaner or rental. dlr had offered loaner but not for possibly 2 wks. writer offered alternative to customer and SM offered to cl customer and schedule arrangements.

*** PHONE LOG 10/22/2003 06:08 AM US Mountain Standard Time ABegoody Action Type:Incoming call

Customer stated:

1. still having problem
2. wants call back @

Writer stated:

1. transferred cust to case mgr's VM

*** CASE CLOSE 10/22/2003 06:08 AM US Mountain Standard Time ABegoody
Concerns noted.

*** PHONE LOG 10/22/2003 06:32 AM BGauldin Action Type:Incoming call
customer left VM:

- 1.not able to have satisfaction with El Paso Kia SM.
- 2.need cl back to mobile - here all day.

*** PHONE LOG 10/22/2003 06:42 AM BGauldin Action Type:Incoming call
writer stated:

- 1.returning cl.
- 2.how may writer assist.
- 3.is the veh at the dlr.
- 4.veh needs to be in the dlr for diagnostic.
- 5.no info on ext warranty company, gave KEPP #
- 6.customer should have a piece of paper giving the company name and #.
- 7.recommend customer first cl about veh rental with ext warranty company.
- 8.2nd to make appt - just cl svc dept for appt.
- 9.3rd cl writer when veh at dlr.

customer stated:

- 1.not able to get a shuttle, would not work.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623825 [REDACTED]	K222275	17,669

El Paso TX [REDACTED] Dealer: TX070 Kia of El Paso

- 2.veh is not at dlr.
- 3.have left several messages for El Paso Supervisor Carlo.
- 4.no one has returned any calls.
- 5.the ext warranty company does provide a veh, but dlr not sure what is covered.
- 6.will follow those steps and cl writer back.

*** CASE CLOSE 10/22/2003 06:45 AM BGauldin

customer upset about dlr SM Carlo not returning cls.customer doesn't know who has the ext warranty that provides a veh.
writer suggested to just cl svc dept for appt., 1st to check with ext warranty co for veh info - gave KEPP # & seller of ext.

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]	KNDJA623625 [REDACTED]	K206968	30,000
Phoenix AZ [REDACTED]			Dealer: AZ019 Tempe Kia	

Case History

Complaint Dealer

*** PHONE LOG 08/20/2003 04:15 PM US Mountain Standard Time WNoonan
CUSTOMER STATED:

1. ALL THE **FAN** BLADES CAME OFF AND I NEEDED TO HAVE THE **FAN** BLADES FIXED AND THE DEALER SAID THAT THEY WERE GOING TO ORDER THEM.
2. THE DEALER TOOK 5 WEEKS TO GET THE PARTS.
3. AFTER THIS WAS REPAIRED, WHEN I LEFT THE DEALER IN THE VEHICLE THE CEL CAME ON.
4. I BROUGHT THE VEHICLE BACK TO THE DEALER AND THEY SAID THAT A GASKET WAS PINCHED UP AGAINST IT.
5. THEY SAID THAT THEY NEEDED TO ORDER A NEW GASKET FOR THE VEHICLE.
6. THAT WAS 2 WEEKS AGO AND THE PARTS ARE STILL NOT IN.
7. I HAVE ALWAYS CALLED THE DEALER, THEY HAVE NEVER CALLED ME.
8. THE VEHICLE HAS ALSO STARTED TO GET VERY POOR GAS MILEAGE.
9. I CAN ONLY GET 100 MILES OUT OF ONE TANK OF GAS.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL FOLLOW UP WITH THE DEALER ON THE PARTS.
3. WE WANT TO GET THEM TO THE DEALER AND REPAIR THE VEHICLE QUICKLY.
4. WILL ALSO ASK ABOUT THE GAS MILEAGE.
5. IF YOU RUN YOUR A/C ON HIGH THIS MAY CAUSE YOUR VEHICLE TO NOT GET AS GOOD OF GAS MILEAGE AS WHEN THE A/C IS NOT RAN AT ALL.

CUSTOMER STATED:

1. I HAVE ALWAYS RAN MY A/C IN THE VEHICLE.
2. MY CELL PHONE IS [REDACTED]
3. THANKS.

*** PHONE LOG 08/21/2003 09:48 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED Tempe Kia AND SPOKE WITH EDDIE, SERVICE MANAGER.

WRITER STATED:

1. ASKED ABOUT PARTS.

EDDIE STATED:

1. WE HAVE RECEIVED THE PARTS TODAY.
2. I AM GOING TO CALL THE CUSTOMER AND LET HIM KNOW SO HE CAN BRING THE VEHICLE BACK IN.

WRITER STATED:

1. CUSTOMER ALSO HAD A CONCERN ABOUT THE VEHICLE GETTING BAD GAS MILEAGE.
2. WILL TELL CUSTOMER TO LET YOU KNOW ABOUT THAT WHEN HE BRINGS THE VEHICLE IN.

*** PHONE LOG 08/21/2003 12:03 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK AND STATED:

1. THE DEALER SAID THAT THEY SHOULD HAVE THE PARTS IN TODAY.

CUSTOMER STATED:

1. I CALLED THE DEALER AND THEY HAVE RECEIVED THE PARTS.
2. THEY WANT ME TO BRING IN THE VEHICLE NEXT MONDAY.
3. I NEED A RENTAL.
4. THEY SAID THAT THEY COULD SHUTTLE ME TO WORK BUT I DO NOT WANT A SHUTTLE, I NEED A CAR.
5. THEY SAID THAT THEY COULD RENT ME A VEHICLE FOR \$35 A DAY BUT I DO NOT WANT TO DO THAT.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA623625 [REDACTED]	K206968	30,000
Phoenix AZ [REDACTED]			Dealer: AZ019 Tempe Kia	

WRITER STATED:

1. THERE IS NOT A RENTAL PROVISION UNDER THE WARRANTY.
2. KIA'S OBLIGATION IS TO REPAIR THE VEHICLE.

CUSTOMER STATED:

1. WELL I WILL TELL OTHER PEOPLE ABOUT THIS, THANKS.

*** CASE CLOSE 08/21/2003 12:04 PM US Mountain Standard Time WNoonan
PARTS ARRIVED AND CUSTOMER WILL BRING IN VEHICLE MONDAY.

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]	KNDJB623125 [REDACTED]	K1226093	65,000
ELK RIDGE MD [REDACTED]		Dealer: MD025 Laurel Kia		

Case History

Inquiry Accessories

*** PHONE LOG 09/13/2006 08:27 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I AM CALLING BECAUSE MY **FAN** BLADE BROKE AND CAUSED A LOT OF DAMAGE TO THE RADIATOR.
2. I HAD THE CAR FIXED BY ANOTHER SHOP BECAUSE MY WIFE WAS BROKEN DOWN ON THE ROAD AND WE HAD TO GET IT TAKEN CARE OF
3. I WAS TOLD THIS CAR HAD A LOT OF PROBLEMS WITH THE **FAN** AND I AM HOPING KIA CAN HELP ME OUT WITH SOMETHING.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THE WARRANTY WILL COVER DEFECTS IN THE MATERIAL OR WORKMANSHIP HOWEVER THE WARRANTY IS EXPIRED.
3. WHAT I CAN DO IS SPEAK TO THE SERVICE MGR AT YOUR LOCAL KIA DEALERSHIP AND ADVISE HIM YOU WILL SUBMIT THE RECEIPTS TO HIM AND HE CAN SUBMIT THEM TO THE KIA REP FOR EVALUATION FOR REIMBURSEMENT.

CUSTOMER STATES.

1. THAT IS FINE, WE BOUGH THE PARTS FROM LAUREL KIA.

WRITER STATES.

1. LET ME CALL THE DEALERSHIP NOW. .

WRITER CALLED BUTCH AND EXPLAINED SITUATION

1. THIS CUSTOMERS **FAN** BLADE CAME APART AND HE IS LOOKING FOR ASSISTANCE FROM KIA.
2. I ADVISED HIM TO SUBMIT THE RECEIPTS TO YOU SO YOU MAY SUBMIT THEM TO THE KIA REP FOR EVALUATION OF REIMBURSEMENT.
3. I WILL ALSO SEND THE HISTORY OF THE CASE TO THE FACTORY REP SO HE HAS AN IDEA OF WHAT IS GOING ON.

BUTCH STATES.

1. O.K.

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO BUTCH AND ADVISED HIM YOU WOULD BE TAKING THE RECEIPTS TO HIM, HE WILL THEN SUBMIT THEM TO THE KIA REP

CUSTOMER STATES.

1. THANK YOU.

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

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]	KNDJB623125 [REDACTED]	K1226093	65,000
ELK RIDGE MD [REDACTED]			Dealer: MD025 Laurel Kia	

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_K1226093_SLarez_09-13-2006092602.doc>>

*** CASE CLOSE 09/13/2006 08:28 AM US Mountain Standard Time SLarez

*** PHONE LOG 10/11/2006 11:56 AM US Mountain Standard Time TShamburger Action Type:Incoming call
[REDACTED] called

1 i have been trying to get a hold of Steve

2 wanted to know if i was going to be reimbursed by kia for *fan*

wrt states

1 wrt can call kia rep and see if they made decision

wrt put cust on hold ---

wrt called Alan Crouch

Alan states

1 this is not covered

2 2nd owner, veh out of warr and *fan* was bought at dlr but installed with someone else.

3. spoke to SM at dlr and declined this.

wrt thanked Alan

wrt states to cust

1 im sorry but kia rep told SM at dlr this was declined.

2 veh out of warr and veh used and *fan* was bought at dlr but install else where

3. im sorry not covered.

cust hung up.

*** CASE CLOSE 10/11/2006 11:56 AM US Mountain Standard Time TShamburger

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K264054	35,754
Kenmore NY	[REDACTED]		Dealer: NY022 Northtown Kia	

Case History

Complaint Dealer

*** PHONE LOG 01/07/2004 10:51 AM CHamilton

Caller [REDACTED] states:

1. My phone is [REDACTED]
2. Calling for daughter [REDACTED]
3. Car sounded like belts are loose or worn out--Took to the Olds dealer (a lot closer, they adjusted, are replacing the belts
4. Found a little seam leak in radiator that leaking, the *fan* has cracks all along it
5. Northtown Kia already told me its covered under warr, just wanted to check with Kia
6. Great little truck, no problems ever other than this
7. Think I will be buying the Sorento

Wtr states:

1. Updated contact info, no recalls
2. Warr start date is 1/29/2002
3. 5/60 LBW, 10/100 PTW for man defects
4. Kia dlr will have to inspect to determine warr coverage
5. *fan* and radiator are components covered for man defects under LBW

*** CASE CLOSE 01/07/2004 10:51 AM CHamilton

referred to kia dlr service to determine coverage

*** PHONE LOG 01/14/2004 02:00 PM JHirshfield Action Type:Incoming call

caller stated:

1. he took the car in last Fri but they were unable to work on it
2. they do have a new appt this Fri and will provide a loaner --is this car safe to drive?

wtr stated:

1. if the *fan* is cracked, then perhaps it is not safe --he can have R/A tow the car to dealership
2. apologize for the delay in svc

*** CASE CLOSE 01/14/2004 02:02 PM JHirshfield

*** PHONE LOG 01/16/2004 07:23 AM BGauldin Action Type:Incoming call

Father [REDACTED]

1. want some help now.
2. the dlr sent son to rental agency and now rental agency wants the loaner back.
3. not sure the veh will be repaired by 6 PM tonight.
4. thanked writer for info.

writer stated:

1. customer needs to speak with the dlr since arrangements made by dlr.
2. sorry for the customer's inconvenience.
3. to cl if any further assistance needed.

*** CASE CLOSE 01/16/2004 07:23 AM BGauldin

customer cld regarding loaner veh by dlr and customer referred back to dlr for arrangements that had been made.

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K264054	35,754
Kenmore NY [REDACTED]			Dealer: NY022 Northtown Kia	

- VEHICLE AT MY HOUSE.
2. THEY REPLACED THE RADIATOR ON 1/16.
3. SON TOOK IN FOR INSP.
4. AIRINTAKE WAS MISSING.
5. FOUND AIR INTAKE MISSING A COUPLE OF DAYS AGO.

WRTR STTES:

1. IN SERVICE DATE 1/29/2002.
2. NO RECALLS.
3. SORRY FOR THE PROBLEM.
4. WILL CALL DLR AND SPEAK WITH SVCE MGR.
5. SPOKE WITH RENEE, SVCE ADVSR.

RENEE, SW STTES;

1. TECH SAYS THE WOULD NOT TOUCH THE AIR INTAKE.
2. HOWEVER VEHICLE HAS TO COME IN, FOR EXAMINE.
3. ONCE ITS DETERMINED WHAT HAS OCURRED THEN WE WILL TAKE APPROPRIATE ACTION.

WRTR STTES:

1. ADVISED CUSTOMER TO HAVE VEHICLE TAKE TO DLR EITHER BY R/A OR DRIVING, DEPENDING OR DRIVIBILITY OF VEHICLE.
2. ONCE VEHICLE IS AT DLR, SVCE WOULD EXAMINE VEHICLE AND TAKE APPROPRIATE ACTION.

CUSTOMER STTES:

1. WILL HAVE TO MAKE APPT WITH DLR.
2. WILL NEVER BUY ANOTHER KIA.

*** CASE CLOSE 03/05/2004 04:11 PM US Mountain Standard Time CRountree

*** PHONE LOG 03/08/2004 12:25 PM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER SPOKE WITH [REDACTED] HUSBAND.

CUSTOMER STATED:

1. I HAD THE RADIATOR REPLACED BY Northtown Kia.
2. I TOOK THE VEHICLE TO GET AN INSPECTION.
3. THEY SAID THAT THERE WAS A PART MISSING FROM THE RADIATOR THAT COVERS THE **FAN**.
4. THEY SAID THAT I NEEDED TO CALL THE DEALER AND HAVE THEM PUT THAT ON SO I DID.
5. THEY GAVE ME THE RUN AROUND ABOUT THEM ORDERING THE PART.
6. SOME LADY CALLED MY HOUSE AND SCHEDULED ME AN APPOINTMENT AND STARTED YELLING AT ME AS WELL BECAUSE THEY COULD NOT MAKE AN APPOINTMENT FOR ME WHEN I COULD BRING IT IN.
7. THE SERVICE THERE IS NOT VERY GOOD.
8. THEY ARE MAD THAT I CALLED KIA AND I WOULD LIKE TO FILE A COMPLAINT WITH YOU.
9. I AM BRINGING THE VEHICLE IN THERE TOMORROW.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WILL DOCUMENT THE COMPLAINT.
3. AFTER THE DEALER CORRECTS THIS PROBLEM, YOU CAN TAKE THE VEHICLE TO A DIFFERENT DEALER IN THE FUTURE.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K264054	35,754
Kenmore NY [REDACTED]	[REDACTED]	[REDACTED]	Dealer: NY022 Northtown Kia	

CUSTOMER STATED:

1. I THINK I WILL TRY THAT.
2. THANKS.

*** CASE CLOSE 03/08/2004 12:26 PM US Mountain Standard Time WNoonan

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]	K400774	35,000
Ephrata WA [REDACTED]			Dealer: WA018 Wenatchee Kia	

Case History

Inquiry Warranty Info

*** PHONE LOG 12/08/2004 05:59 PM US Mountain Standard Time RBriones

Cust Stated:

1. Need to speak with Wenatchee Kia dlr.
2. Coolant *fan* has just about shattered.
3. Need to find out if covered under warr.
4. can you just transfer me through to them.

Writer Stated:

1. Apologized for problem.
2. did you need the dlr ph number.
3. Transferred cust to Wenatchee KIA.

*** CASE CLOSE 12/08/2004 05:59 PM US Mountain Standard Time RBriones
info given

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]	K520954	64,000
Columbus OH		Dealer: OH030 Chesrown Kia Town		

Case History

Complaint Repair Assistance

*** PHONE LOG 07/27/2005 08:46 AM US Mountain Standard Time JProkopp

Customer states:

1. The *fan* blades on my radiator came apart.
2. The driveshaft carrier bearing is out.
3. I had the vehicle towed to Chesrown Kia Town.
4. They haven't looked at it yet.
5. It's out of the 60k warranty.
6. Can Kia cover this?

Writer states:

1. The warranty that is left on this vehicle is a 10/100 power train.
2. If the driveshaft carrier bearing is defective, that would be covered under the power train.
3. The cooling *fan* is out of the warranty.
4. I would suggest speaking with the service manager at the dealer.
5. Once they diagnose the vehicle, they can review it with their area rep to see if any assistance can be offered.

*** NOTES 07/27/2005 08:48 AM US Mountain Standard Time JProkopp Action Type:Manager review

Writer sending history to dpsm as a heads up.

Customer is at OH030 and is seeking goodwill assistance for cooling *fan* repair.

Vehicle has not yet been diagnosed.

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

Send to:[dbauer@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_K520954_JProkopp_07-27-2005094651.doc>>

*** CASE CLOSE 07/27/2005 08:49 AM US Mountain Standard Time JProkopp

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]	KNDJB623025 [REDACTED]	K443283	55,000
BATON ROUGE LA		Dealer: LA001 Kia of Baton Rouge		

Case History

Complaint Quality

*** PHONE LOG 03/31/2005 12:07 PM US Mountain Standard Time CLausch
cust advised

1. the veh has been at the dealership for the *fan* coming apart, the dealership replaced the *fan* & the radiator
2. I paid for the rental veh insurance for the 4 days that the veh was at the shop
3. there is also a short in the veh fog lights & the brake lights & the dealership cannot find this issue
4. when I picked up the veh from all these repairs, the veh smells like antifreeze & the lights still does not work
5. the temp gage goes to the middle & before this defect happened the gage was not in the middle of the gage
6. had the veh towed to the dealership again & was told that they would hve to look at it & were not very nice
7. want a rental veh, hve wasted my time calling you, you cannot help me

writer advised

1. am sorry for this issue happening to a kia customer
2. put the cust on hold & called the dealership & spoke to Wess
3. Wess advised the veh has not made it to the dealership yet, it may just be a gage issue
4. so we will ck this out asap but the veh has to be here first
5. as for the lights not working, this may take a while to diagnose but it may just be a switch
6. as for the cust rental veh req, as soon as i know what is wrong with the veh, will call the rep to see is kia will assist
7. we absorbed this cost before during the last repair, will work with the cust on this issue & call the
8. rep after a diagnosis is made on the veh
9. advised the cust of what Wess at the dealership said, that the veh has not arrived at the dealership
10. as for a rental veh, the dealership absorbed this cost on the last repair, Wess advised
11. that he would hve to make a diagnosis & establish a down time before a call to the dpsm could be
12. made on the rental veh req, rental is not a normal part of the kia warranty & this is explained
13. under the section in the warranty booklet " what is not covered" the kia rep reviews all of these type of
14. req on a case by case basis, there is no one at kia that can give this auth to the cust, the rep will hve to do this
15. the sm is taking the proper steps on a diagnosis & the cust req, am sorry that the cust is unhappy
16. with writers assistance
17. no open recalls, verified cust info, no prior calls on this issue

*** CASE CLOSE 03/31/2005 12:07 PM US Mountain Standard Time CLausch

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]	K1009795	90,000
Lineville AL [REDACTED]			Dealer:	

Case History

Complaint Recall

*** PHONE LOG 09/06/2005 07:25 AM US Mountain Standard Time TShamburger
customer [REDACTED] called ---

1. bought veh used the first person i think had it a month,
2. the *fan* broke do you have a problem with this.
wrt states
 1. update system for used veh owner.
 2. exp to cust no recalls on veh regarding this concern.
 3. advise cust to take it to kia dlr to have veh chk for its problem.

csut states

1. I dont believe you guys didnt have my name in your system.
2. I cant drive veh to dlr to have it chkd.

wrt states

1. exp to cust since she was a 2nd owner we would not have her name in system unless she called and updated the mfr.

cust mad and disconnected call.

*** CASE CLOSE 09/06/2005 07:25 AM US Mountain Standard Time TShamburger

Kia Motors America Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K223832	17,000
Grand Prairie TX			Dealer: TX048 Central Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/29/2003 11:09 AM BGauldin

customer stated:

- 1.the veh has been in 41 days.
- 2.*fan* blades all broke off.
- 3.was given a loaner.
- 4.spoke with SM Dennis Christoffel.
- 5.ready to get a lawyer.
- 6.SM Dennis said repair may be completed the end of the week.
- 7.but then told that a long test drive would be necessary to see if any other parts were damaged.
- 8.have had it, no reason for this amt of time delay on receiving the parts.
- 9.understand not writer's fault but would have thought this would have been a recall.
10. thanked writer for info.

writer stated:

- 1.apologized for the customer's inconvenience.
- 2.regret but there is a back order on these parts.
- 3.know that all parts are being flown in as fast as possible.
- 4.ask if the customer was given a loaner.
- 5.will find out about the veh from dlr.

writer cld SM Dennis:

- 1.ask about the parts and if "e" ordered.
- 2.ask if the customer had been advised about a head issue.

SM Dennis stated:

1. the parts arrived and veh *fan* assembly repaired.
- 2.found the veh needed a head fixed.
- 3.the machined part has been completed.
- 4.hope to have the veh repaired before Friday but stated Friday.
- 5.will take for a test drive just to see if any further damage done.
- 6.all has been explained to the customer.

writer cld customer:

- 1.left VM.
- 2.advised of the parts having arrived but additional part had to be repair.
- 3.hopes to have veh repaired by Friday.
- 4.to cld if any further assistance or questions.

*** NOTES 09/29/2003 11:42 AM BGauldin Action Type:Manager review
sending e-mail to DPSM for heads up and advisory of delay in repair.

- 1.customer received the *fan* blade assembly parts.
- 2.further damage and repairment needed.
- 3.41 days at dlr.

sending to region:

- 1.customer very upset.
- 2.know DPSM advised.
- 3.41 days in for repair and not completed as yet due to further damage and repair needed.
- 4.but customer wanting to do something, believes unfair.

*** NOTES 09/30/2003 04:29 AM BGauldin Action Type:Manager review

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K223832	17,000
Grand Prairie TX			Dealer: TX048 Central Kia	

sending to DPSM J Milner:

- 1.41 days at dlr.
- 2.customer frustrated and wanting to take action.
- 3.customer does have a loaner.

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

Send to:[jmilner@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_K223832_BGauldin_09-30-2003130135.doc>>

*** NOTES 10/15/2003 09:02 AM Eastern Daylight Time JSifford Action Type:Manager review
vehicle repaired

8/20/03 W TX065 24724 A	COOLANT <i>FAN</i> ASSY, R& RADIATOR ASSY	17105
8/20/03 W TX065 24724 B	EXPANSION VALVE, R&R O-RING 13.4 B-SUS	17105
8/20/03 W TX065 24724 C	BATTERY ASSY, R&R BATTERY-SPG 99-02	17105
8/20/03 W TX065 24724 B	EXPANSION VALVE, R&R O-RING 3.8 BLACK	17105

*** CASE CLOSE 10/15/2003 09:14 AM Eastern Daylight Time JSifford

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]	KNDJB723325 [REDACTED]	K203786	11,752
Pembroke Pines FL [REDACTED]		Dealer: FL034 King Kia		

Case History

Complaint Backordered Parts

*** PHONE LOG 08/14/2003 10:42 AM US Mountain Standard Time JProkopp

Writer received call from Danny Magee, the service manager at King Kia.

Danny states:

1. I wanted to have this customer's situation noted in file.
2. The vehicle was towed into us with a broken cooling *fan*.
3. We put the parts on an E-order.
4. I have spoken with DStevens about this.
5. We are putting the customer in a rental vehicle.

Writer states:

1. I will document all of this in file.

*** CASE CLOSE 08/14/2003 10:42 AM US Mountain Standard Time JProkopp

*** NOTES 08/25/2003 10:24 AM Eastern Daylight Time POLiver Action Type:Manager review
Reopened as vehicle is reflected on the "weekly vehicle down report". parts are ordered.

*** NOTES 09/30/2003 09:48 AM Eastern Daylight Time POLiver Action Type:Manager review
Per DPSM vehicle down report, vehicle repaired (no longer on report)

Kia Motors America Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K439329	48,363
DALLAS TX			Dealer: TX069 Oasis Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 03/21/2005 05:15 PM Pacific Daylight Time SuziCrowell
NCA received a letter from the customer.

Customer states:

1. Car has been in the shop many times for the problems listed below:
 - a) windows would not roll up
 - b) steering wheel problem
 - c) Air bag light was on, even after repairs
2. While out of town, in Corpus Christi, the *fan* exploded.
3. The local dealer was going to take to long to complete repairs.
4. Customer wants someone to contact her with a reason of why vehicle is having so much trouble.
-writer will scan document and forward to the western region for further handling.

*** PRIORITY CHANGE 03/22/2005 11:45:01 AM KRuyle

*** PHONE LOG 03/22/2005 11:46 AM Pacific Daylight Time KRuyle Action Type:Incoming call
wrtr called Johnny Leal, SM, at TX091

1. wrtr asked SM for VIN # of vehicle
2. SM looked up the RO and gave wrtr the VIN
3. vehicle was in 3/14/05.
4. parts would not be in until 3/16 or 3/17
5. cust told SM could not wait that long for the parts.

*** PHONE LOG 03/22/2005 11:49 AM Pacific Daylight Time KRuyle Action Type:Incoming call
wrtr called and left mesaage asking for a return phone call

*** PHONE LOG 03/28/2005 11:36 AM Pacific Daylight Time KRuyle Action Type:Outgoing call
wrtr called Jackie Hayes, Sm at TX056

1. wrtr asked to be sent the RO's for the cust for review
2. SM said he would send them

*** PHONE LOG 03/28/2005 11:37 AM Pacific Daylight Time KRuyle Action Type:Outgoing call
wrtr called left a message with man to have cust call wrtr back

*** PRIORITY CHANGE 03/28/2005 11:38:02 AM KRuyle

*** PHONE LOG 03/29/2005 05:12 PM Pacific Daylight Time KRuyle Action Type:Outgoing call
wrtr called cust and spoke with Joann Reyna

1. wrtr explained that wrtr received her letter and wanted to address her concerns with the vehicle

cust said:

1. this is only my 2nd new vehicle I have purchased 1st Kia
2. Drive down to Corpis Christy to visit mom
3. last time drove down there blower exploded, very scary

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K439329	48,363
DALLAS TX			Dealer: TX069 Oasis Kia	

5. very scary because had my son and grandchildren in the car and did not know what was going on
6. pulled over and notice water under my Kia
7. opened the hood and saw parts of my Kia all around
8. realized the bang came from my Kia
9. Oasis Kia had to SOP
10. could not wait that long so borrowed son's car to go back to Dallas
11. planned on coming back to pick up the vehicle the following weekend but the car was ready Thursday so husband drove car home
12. i have had problems with my rear windows not wanting to roll back up since I bought my Kia
13. vehicle has been in the dealership numerous times, but they can not fix my Kia windows
14. my Kia's A/C begins to blow warm air after an hour on. It has done this from day one

wrtr asked why have you not mentioned this to be fix?

cust said

1. i am scared that they will break my Kia more
2. I am always scared now that something is going to happen to my Kia
3. my kids are older and I have small grandchildren, so I am mostly alone in my Kia
4. then my steering wheel covering began to flake off
5. took car back, replaced steering wheel
6. then the air bag light came on
7. it took a year and a half to get the light not to come on
8. I would drop off my Kia in the morning, then pick it up in the afternoon
9. I did this for over a year and they could never fix it
10. until a year and a half later
11. I understand that things happen and am not angry with Kia that I am having problems
12. I just want to know if this is common to have things blow up in the car.

wrtr said

1. this is not common
2. just something that unfortunately happened to cust
3. expressed apologies for being frightened in her Kia
4. told her that if I could be of any assistance to help her not to be scared to drive her Kia, to let me know
5. gave cust wrtr's 800 number and told cust if cust had any more problems to call wrtr

cust said

1. thank you for calling
2. was not expecting anybody to actually call
3. I love my Kia, just not the problems

wrtr suggested bringing the vehicle to another dealership in Dallas to look at vehicle

1. maybe a new pair of eyes could see something the other dealership may have missed especially with the windows and A/C

cust said

1. maybe, but for now I will live with the vehicle the way it is and if I experience another problem I will call you

*** NOTES 03/29/2005 05:13 PM Pacific Daylight Time KRuyle Action Type: Manager review
wrtr closing case

*** CASE CLOSE 03/29/2005 05:13 PM Pacific Daylight Time KRuyle

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K439329	48,363
DALLAS TX	[REDACTED]		Dealer: TX069 Oasis Kia	

*** CASE CLOSE 04/10/2005 10:30 AM Pacific Daylight Time MWirz
TREAD REVIEW DONE

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Spelton CA		kndja723225	K361846	46,000
			Dealer: CA143 Stevens Creek Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/07/2004 12:46 PM CHamilton

Caller states:

1. Car broke down--was not sure what to do
2. Heard a big noise
3. Looked inside--saw the *fan* had exploded
4. Called (selling dlr) Stevens Creek Kia CA143--they said not to try to drive it like that
5. Gave me this # for a tow
6. Purchased used
7. Will I get a car to drive--I should have that with my ext warr

Wtr states:

1. Updated, no recalls
2. Advised not to try top operate the veh like that, could overheat and cause additional damage
3. Advised r/s will tow to nearest Kia dlr for warranty repairs
4. Can sometimes take to preferred to kia dlr, ask r/s rep if that is possible
5. No rental under terms of the man warr
6. Some dlrs have loaners, some do not
7. referred to ext warr company regarding rentals
8. Advised to let dlr the veh goes to know you have an ext warr

Warm transferred to Steve in R/S

*** CASE CLOSE 09/07/2004 12:46 PM CHamilton

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]	K202487	16,000
Lancaster TX	[REDACTED]		Dealer: TX056 Southwest Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 08/12/2003 11:41 AM US Mountain Standard Time SReed
Caller stated

1. My radiator *fan* came of doing damage to my engine
2. South West Kia tells me that the parts will not be avail until later this month

Wtr stated

1. My apologies for the inconvenience
2. I understand that the *fan* blade and radiator are on national back order
3. Let me call the dealership and verify that

Wtr placed caller on hold and spoke to Svc Advisor Kendrick who stated

1. We are currently waiting on a *fan* blade (national back order)
2. They cannot give us an ETA on the part
3. We did provide a free loaner veh while the veh is here

Wtr thanked Svc Advisor for info

Wtr reiterated conversation to caller and stated

1. Svc Advisor Kendrick will call you when the part becomes avail
2. In the mean time they have provided you a loaner free of charge

Caller stated

1. But this veh does not accommodate me the way my Sportage does
2. But thanks for the assistance

*** CASE CLOSE 08/12/2003 11:42 AM US Mountain Standard Time SReed

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723125 ██████████	K256412	19,000
Lancaster TX ██████████			Dealer: TX056 Southwest Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 12/23/2003 07:00 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. MY CAR WAS DOWN AT THE DEALERSHIP FOR ABOUT A MONTH BECAUSE OF THE *FAN* BLADES SHATTERING.
2. THE DEALERSHIP HAD THE CAR FOR ABOUT A MONTH AND SAID THEY WOULD COVER A RENTAL.
3. WE GOT OUR CREDIT CARD STATEMENT AND THEY CHARGED US FOR THAT ON OUR CREDIT CARD.
4. I THOUGHT THEY WERE GOING TO COVER THIS ISSUE.

WRITER STATES.

1. HAVE YOU CALLED THE DEALERSHIP YOUR SELF.

CUSTOMER STATES.

1. NO ONE HAS CONTACTED ME.
2. THEY SAID THEY WERE GOING TO TAKE CARE OF IT.

WRITER STATES.

1. LET ME CALL THE DEALERSHIP AND FIND OUT WHAT THE SITUATION IS.

*** PHONE LOG 12/23/2003 07:01 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DAVID, SERVICE MGR.
DAVID STATES.

1. WE DID COVER THE RENTAL CAR.
2. SHE HAS NOT CALLED ME ABOUT ANYTHING.
3. IF SHE HAS THE RECEIPTS FROM THE CREDIT CARD CO. ADVISE HER TO BRING THEM IN TO ME.
4. I CAN GO FROM THERE.

*** PHONE LOG 12/23/2003 07:02 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER GOT BACK TO CUSTOMER.
WRITER STATES.

1. I SPOKE TO DAVID ABOUT THE SITUATION
2. HE ADVISED THEY SHOULD HAVE COVERED THE RENTAL.
3. IF YOU HAVE THE RECEIPTS TAKE THEM TO HIM AND HE CAN GO FROM THERE.
4. HE WOULD BE YOUR POINT OF CONTACT FOR THIS SITUATION

*** CASE CLOSE 12/23/2003 07:03 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Page 1 of 17

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K337389	32,000

Delphi IN [REDACTED]

Dealer: IN003 Bob Rohrman Kia

Case History

Complaint Repair Assistance

*** PHONE LOG 07/13/2004 01:22 PM RHall

[REDACTED] called:

1. Cel stays on first 3 miles cust drives when first start veh in the morning
2. Cust has veh in dlrship six times, for this prob and the rattling in the back, dlrship is 25 miles away
3. Cust uses veh for bus, wants veh fixed, not reliable bus veh
4. Dlrship states a glitch in the computer system, nothing wrong w/ it, and just reset system
5. SM Brian IN003 and Ziggy are contact persons for cust in service dept
6. Cel is still on, and the rattle in the back is still occurring
7. Cust is frustrated and is req repair asst on hm# [REDACTED] or cell # [REDACTED]
8. Cust doesnt want to bring veh down to dlrship unless he knows it will really be fixed this time

Writer stated:

1. No open recalls
2. A Kia Full Case Mgr will cb w/in 72 bus hrs at 765-564-2541 or cell 765-430-5290

*** PHONE LOG 07/14/2004 10:13 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Wrier contacted customer.

Customer states:

1. I'm having problems with the CEL coming on and staying on for 3 miles.
2. If I continue driving after that, it will intermittently come on.
3. I also have a rattle in the back on the vehicle.
4. I've taken the vehicle to Bob Rohrman for both these problems 6 times since the end of February.
5. They keep telling me that the code on the CEL is an invalid code and they just reset it.
6. They replaced the exhaust system thinking that was the cause of the rattle.
7. That did not fix the problem.
8. I do not want to schedule an appointment to take it back until I have some assurance that they are actually going to fix these problems.
9. I would like someone from Kia to be there to look at my vehicle.

Writer states:

1. I'm sorry that you are having problems with your car.
2. Ultimately, you will need to take the vehicle back in to the dealership to get it repaired.
3. I will do some research on this.
4. I will call you back once I have further information.

*** PHONE LOG 07/15/2004 07:33 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Bob Rohrman Kia and spoke with Dan the service manager.

Dan states:

1. I'll look into this.
2. I'll call you back.

*** PHONE LOG 07/16/2004 08:27 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Bob Rohrman Kia and spoke with the service manager Dan.

Dan states:

1. I haven't had a chance to pull the file yet.
2. I'll do that and call you back.

Kia Motors America
Consumer Affairs Department

Page 2 of 17

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723925	K337389	32,000
Delphi IN			Dealer: IN003 Bob Rohrman Kia	

*** PHONE LOG 07/16/2004 08:43 AM US Mountain Standard Time JProkopp Action Type:Incoming call
Writer received call from the service manager, Dan, at Bob Rohrman Kia.

Dan states:

1. We only have record of the customer coming in one time for the CEL.
2. That was in April and it was for a loose gas cap.
3. All of the other times, it has been for an exhaust rattle.
4. The customer needs to schedule an appointment with us.
5. I can get in touch with tech line if need be when we look at his car.

*** PHONE LOG 07/16/2004 08:45 AM US Mountain Standard Time JProkopp Action Type:Outgoing call
Writer contacted customer and left message requesting call back.

*** PHONE LOG 07/16/2004 12:54 PM US Mountain Standard Time JProkopp Action Type:Incoming call
Writer received call from customer.

Writer states:

1. I spoke with your dealership.
2. They only have record of you taking the vehicle in once for the CEL.
3. At that time it was because of a loose gas cap.
4. I suggest that you schedule an appointment with them.
5. You may call me when you have it scheduled and I can follow up with your dealer.
6. I can ensure that the appropriate steps are taken in getting your vehicle repaired.

Customer states:

1. I've taken the vehicle in 5 times for the CEL.
2. Each time they have told me that it was a faulty code and erased it.
3. I have documentation for all of this.
4. I will call them.
5. I will be taking the vehicle into them on Wednesday of next week.

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

Send to:[speterson@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_K337389_JProkopp_07-16-2004140527.doc>>

*** NOTES 07/16/2004 12:58 PM US Mountain Standard Time JProkopp Action Type:Manager review

Writer closing case until 7/21/04

*** NOTES WITH COMMITMENT 07/16/2004 12:59 PM US Mountain Standard Time JProkopp Action Type:Manager review

**Kia Motors America
Consumer Affairs Department**

Page 3 of 17

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723925	K337389	32,000
Delphi IN			Dealer: IN003 Bob Rohrman Kia	

*** CASE CLOSE 07/16/2004 12:59 PM US Mountain Standard Time JProkopp

*** NOTES 07/20/2004 12:38 PM TDonnelly Action Type:Manager review

WRITER STATES:

1. SPOKE TO CUSTOMER
2. WAS FOLLOWING UP ON ISKY SURVEY COMPLAINT SEE K333726
3. CUSTOMER HAD ADVISED HAD BEEN WORKING WITH CSR, JOSH
4. CUSTOMER STATES HAS APPT WITH DEALER BOB ROHRMAN
5. DEALER HAS ADVISED THEY WILL FOLLOW UP WITH KIA TECH LINE
6. WILL CALL BACK IF FURTHER ASSISTANCE IS NEEDED.

*** CASE CLOSE 07/20/2004 12:39 PM TDonnelly

*** PHONE LOG 09/02/2004 11:58 AM US Mountain Standard Time JProkopp Action Type:Incoming call
Writer received message from customer requesting call back.

*** PHONE LOG 09/02/2004 12:12 PM US Mountain Standard Time JProkopp Action Type:Incoming call
Writer contacted customer.

Customer states:

1. I've taken my car in four times since I've last spoken with you.
2. The issue with the rattling still has not been resolved.
3. I've taken the car to the dealer and they had their factory rep come out and look at it.
4. He told them to replace the entire spare tire carrier assembly.
5. They did not do that.
6. They just replaced a latch.
7. Now it won't even close and it still vibrates.
8. They are ordering a spring.
9. I'm really getting tired of this.
10. How many times am I going to have to keep going back for this?

Writer states:

1. I'm sorry that you are still having problems with this.
2. I will discuss this with your dealer and the factory rep.
3. I will call you once I have further information.

*** PHONE LOG 09/03/2004 07:55 AM US Mountain Standard Time JProkopp Action Type:Outgoing call
Writer contacted Bob Rohrman Kia and spoke with the service manager Dan.

Dan states:

1. We have spoken with our dpsm and had him look at it.
2. He has instructed up to replace the entire tire carrier.
3. We did not have the part in stock so we had to order it.

Kia Motors America
Consumer Affairs Department

Page 4 of 17

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723925	K337389	32,000
Delphi IN			Dealer: IN003 Bob Rohrman Kia	

4. We have the part now, we just need to schedule the customer in for an appointment.

*** PHONE LOG 09/03/2004 08:15 AM US Mountain Standard Time JProkopp Action Type:Outgoing call
Writer contacted customer and left message advising of status.

*** PHONE LOG 09/08/2004 08:34 AM US Mountain Standard Time JProkopp Action Type:Outgoing call
Writer contacted customer.

Customer states:

1. My vehicle broke down.
2. The *fan* blades broke off and damaged my radiator.
3. They have put me in a loaner.
4. My brake pads are being replaced.
5. They are telling me that I have to replace the rotors too.
6. I can understand paying for the pads, but I don't see how the rotors could go out this soon.
7. I would like the mailing address where I can send a letter of complaint to.

Writer states:

1. Brake wear is dependent on driving conditions and driver habits.
2. The warranty does not cover wear and tear items.
3. Provided national mailing address.

Customer states:

1. Thanks for your help.
2. If I have any more problems with the rattle, I'll call you back.

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

Send to:[speterson@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_K337389_JProkopp_09-08-2004094544.doc>>

*** CASE CLOSE 09/10/2004 01:55 PM US Mountain Standard Time JProkopp

Case closed pending further contact from customer.

*** PHONE LOG 09/15/2004 05:33 AM US Mountain Standard Time JProkopp Action Type:Incoming call

Writer received message from customer.

Customer states:

1. I took my vehicle in for the repairs.
2. The rattle is still there.

Kia Motors America
Consumer Affairs Department

Page 5 of 17

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K337389	32,000
Delphi IN [REDACTED]		Dealer: IN003 Bob Rohrman Kia		

3. The vehicle broke down on me on the way home.
4. It was towed back to Bob Rohrman Kia.
5. I am not dealing with this anymore.
6. Kia either needs to fix or replace my vehicle.
7. Otherwise I will be going to the AG's office and I will be filing for the lemon law.
8. Please call me.

*** PHONE LOG 09/15/2004 12:06 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted customer.

Customer states:

1. I took the vehicle to Bob Rohrman Kia and they were supposed to have fixed the rattle and the *fan* blade.
2. I picked up the vehicle and the rattle was still there and the vehicle broke down on me again.
3. I towed it back to the dealer.
4. They have the car now.
5. I want Kia to either fix this car or replace it.
6. If that doesn't happen, my next call will be to the AG's office.

Writer states:

1. I'm sorry that you are still having problems with this.
2. I will let the area rep know that this still hasn't been resolved.
3. I will forward your concerns to the regional office for review.

*** PHONE LOG 09/15/2004 12:09 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted SPeterson and LVM advising.

*** NOTES 09/15/2004 12:11 PM US Mountain Standard Time JProkopp Action Type:Manager review

Writer forwarding to region for review.

Customer has issue with the vehicle rattling and overheating.

Vehicle is at the dealer now.

Customer is seeking final repair or repurchase.

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

Send to:[speterson@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K337389_JProkopp_09-15-2004132227.doc>>

*** NOTES 09/16/2004 11:29 AM Central Daylight Time MWilliams Action Type:Manager review

FILE ASSIGNED TO DLW FOR HANDLING

Kia Motors America
Consumer Affairs Department

Page 6 of 17

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K337389	32,000
Delphi IN	[REDACTED]		Dealer: IN003 Bob Rohrman Kia	

*** NOTES 09/16/2004 09:53 AM Pacific Daylight Time OSprague Action Type:Manager review

1. Received Letter - Customer states same concern as above
2. I am requesting that Kia replace the rotors and I will be willing to pay for new pads.
3. I am also requesting you initiate a full investigation into the problems I am having with this vehicle.
4. Case will be yanked and letter attached.
5. Case will be reassigned to DWojciechowski in central region for handling.

*** NOTES 09/17/2004 09:29 AM Central Daylight Time MRivas Action Type:Correspondence rec.

CRCA RCVD ORIGINAL OF AFOREMENTIONED CUST LTR.
HARD FILE CREATED AND FWRD TO DLW FOR HANDLING.

*** PHONE LOG 09/17/2004 01:34 PM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR LVM FOR DPSM REQ CB

WTR TO FUW/ DPSM ON 09/20/04

*** PHONE LOG 09/20/2004 07:21 AM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR RCVD VM FROM DPSM PETERSON WH OADVSED:

1. AWARE OF VEH
2. CUST HAS COCNERNS OF

A. OVERHEATING - DLR PREVIOUSLY REPLACED **FAN** BUT DIDN'T REPALCE RADIATOR, VEH CAME BACK DUE TO FLUID LEAKING OUT OF OLD RADIATOR. DLR IS NOW REPLACING RADIATOR

B. RATTLE IN REAR - DLR PREVIOUSLY REPLACED ENTIRE SPARE TIRE CARRIER - CUST ALLEDGES NOISE IS STILL PRESENT. SVS MGR TO TEST DRIVE VEH W/ CUST ONCE RADIATOR IS REPLACED
DPSM TO FUW /DLR THIS DATE FOR UPDATE ON REPAIRS

WTR TO FUW/ DPSM ON 09/22/04

*** PHONE LOG 09/21/2004 06:24 AM US Mountain Standard Time JProkopp Action Type:Incoming call
Writer received message from customer.

Customer states:

1. I picked up my vehicle.
2. It is still not fixed.
3. I took it back to the dealer this morning.

*** PHONE LOG 09/21/2004 08:36 AM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR RCVD VM FROM DPSM PETERSON WHO ADVISED;

1. RADIATOR ARRIVED AT DLR AND IS CURRENTLY BEING INSTALLED
2. DLR TO TEST DRIVE W/ CUST THIS DATE TO GET TO THE BOTTOM OF THE RATTLE
3. DPSM TO ADVISE WTR OF FINDINGS AFTER TEST DRIVE

WTR TO FUW/ DPSM ON 09/22/04 AFTER TEST DRIVE

Kia Motors America
Consumer Affairs Department

Page 7 of 17

<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]	K337389	32,000
Delphi IN [REDACTED]			Dealer: IN003 Bob Rohrman Kia	

WTR LVM FOR DPSM PETERSON:

1. REQ UPDATE ON STATUS OF REPAIRS

WTR TO FUW/ DPSM ON 09/24/04

*** PHONE LOG 09/23/2004 01:55 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Customer states:

1. I'm still having problems with the vehicle.
2. Now the rear door will not open and it is overheating.
3. It is going back to the dealership again.

Writer states:

1. I'm sorry that you are still having problems with this.
2. I have forwarded your case to the regional office.
3. I would suggest that you get in touch with them.
4. Provided 800# for the region.

*** PHONE LOG 09/24/2004 02:29 PM Central Daylight Time DWojciechowski Action Type:Outgoing call

WTR CONTACTED DPMS PETERSON WHO ADVISED:

1. HAS NOT RCVD UPDATE FROM DLR
2. DPSM TO CALL DLR TO GET UPDATE AND CALL WTR BACK

WTR TO FUW/ DPSM ON 09/27/04 IF NO RETURN CALL.

*** PHONE LOG 09/27/2004 09:36 AM Central Daylight Time DWojciechowski Action Type:Incoming call

WTR RCVD CALL FROM DPSM

1. REAR TAIL GATE LATCH OUT OF ADJUSTMENT
2. DLR VERIFIED RATTLE GONE
3. VEH HAS BEEN RELEASED TO CUST

*** PHONE LOG 09/27/2004 09:38 AM Central Daylight Time DWojciechowski Action Type:Outgoing call

WTR CONTACTED CUST GARY AT PRIMARY # AND ADVISED:

1. INQUIRED AS TO SATISFACTION W/ REPAIRS

CUST ADVSIED:

1. VEH HAS BEEN REPAIRED AND SEEMS TO BE RUNNING FINE NOW

WTR ADVISE:

1. PROVIDED WTR'S NAME AND NUMBER SHOULD FURTHER ASSISTANCE BE REQUIRED
- CUST THANKED WTR AND KMA FOR ALL TIME INVOLVED IN GETTING VEH REPAIRED PROPERLY

*** CASE CLOSE 09/27/2004 09:50 AM Central Daylight Time DWojciechowski

NO FURTHER ACTION TO BE TAKEN...FILE CLSED

*** PHONE LOG 11/15/2004 08:28 AM Central Daylight Time KCampbell Action Type:Incoming call

DED CUST.

Kia Motors America
Consumer Affairs Department

Page 8 of 17

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K337389	32,000
Delphi IN [REDACTED]			Dealer: IN003 Bob Rohrman Kia	

1. VEH WAS TOWED IN DUE TO TROUBLE STARTING AND VEH SHUTS OFF WHILE DRIVING
2. VERY UNHAPPY WITH KIA'S PRODUCT

*** PHONE LOG 11/15/2004 08:58 AM Central Daylight Time KCampbell Action Type:Outgoing call
WTR LM FOR CUST REQ CB.

WTR SPOKE TO SVM DAN @ IN003:

1. REFERRED WTR TO KELLY TO COLLECT DOCS

WTR SPOKE TO KELLY:

1. PLS FAX SERVICE AND SALES DOCS
2. KELLY TO OVERNIGHT IF TOO MANY TO FAX

WTR TO F/U WITH KELLY 11/16 IF DOCS NOT RCVD.
WTR TO F/U WITH CUST 11/16 IF NO CALL BACK.

*** PHONE LOG 11/15/2004 02:01 PM CHamilton Action Type:Incoming call
Caller Brian from Bob Rohrman Kia states:

1. I have this customer here right
2. He called Kia R/S, they were supposed to tow it to us today
3. It is not here, dont know where they took it but it is not here
4. he is pissed, said he called Kia today to ask you to buy it back
5. Someone from Kia called us looking for copies of ROs
6. Where is his car?

Wtr states:

1. Advised will check with R/S to determine where it was towed

Placed on hold, called R/S rep Tara who states:

1. Researched, I talked to [REDACTED] they said they cannot pull up anything from yesterday
2. I am still checking
3. I have the owner of [REDACTED] he has paged the tow driver and is waiting for a call back

Brain states:

1. Do you have our new phone # [REDACTED] the new address [REDACTED]
3. We moved, our old building burned down in a fire

Wtr to call Brian back once answer is obtained at [REDACTED]

Tara states:

1. Driver said was taken yesterday and left over behind the Honda Dlr on 52/Sagamore Pkwy (old location)
2. Jim is going to pick it up and take it over to the new location right now
3. We still have the old address in our system--will update with my supervisor on that as well

*** PHONE LOG 11/15/2004 03:14 PM Central Daylight Time KCampbell Action Type:Incoming call
WTR RCVD VM FROM CUST REQ CB ON CELL [REDACTED]

*** PHONE LOG 11/15/2004 03:15 PM Central Daylight Time KCampbell Action Type:Outgoing call
WTR SPOKE TO CUST:

1. CELL PHONE CONNECTION VERY BAD, COULDN'T UNDERSTAND CUST

WTR TO TRY AGAIN LATER.

Kia Motors America
Consumer Affairs Department

Page 9 of 17

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Delphi IN		KNDJA723925	K337389	32,000
			Dealer: IN003 Bob Rohrman Kia	

*** PHONE LOG 11/15/2004 03:17 PM Central Daylight Time KCampbell Action Type:Outgoing call
WTR LVM FOR CUST ON CELL PHONE REQ CB.

WTR TO F/U WITH CUST 11/16.

*** PHONE LOG 11/15/2004 04:05 PM Central Daylight Time KCampbell Action Type:Outgoing call
WTR SPOKE TO CUST:

1. CUST STATES VEH HAS SHUT OFF WHILE DRIVING TWICE, ONCE ON THE HWY
2. HAD VEH TOWED IN YESTERDAY, BUT ENDED UP AT WRONG DLR
3. VEH ARRIVED AT CORRECT DLR TODAY BUT DLR HASN'T HAD A CHANCE TO LOOK AT,IT YET
4. CUST WANTS TO PURSUE REPLACEMENT DUE TO MULTIPLE CONCERNS
5. CUST LIKES HIS VEH AND KIA, JUST FEELS THIS ONE IS A LEMON
6. WTR ADVISED WILL COLLECT NECESSARY DOCS AND CALL TO GIVE ADDD
7. WTR WILL DISCUSS RENTAL VEH WITH DLR TOMORROW

WTR TO F/U WITH IN003 11/16 FOR SALES AND SERVICE DOCS, AND TO ADVISE RENTAL.

*** PHONE LOG 11/16/2004 10:39 AM Central Daylight Time KCampbell Action Type:Outgoing call
WTR SPOKE TO SVM DAN @ IN003:

1. SVM DOESN'T HAVE LOANER VEHS
2. WTR TO CALL DPSM ABOUT A RENTAL

WTR LVM FOR DPSM STEVE:

1. PLS CALL IN003 TO AUTHORIZE RENTAL
2. PLS CB TO LET ME KNOW

*** NOTES 11/16/2004 11:20 AM Central Daylight Time MRivas Action Type:Correspondence rec.
CRCA RCVD FROM DLR/IN003, VIA UPS NEXT DAY AIR:

1. RO'S & SALES DOCS
- INFO ADDED TO FILE AND FWRD TO KLC FOR HANDLING.

*** PHONE LOG 11/16/2004 11:51 AM Central Daylight Time KCampbell Action Type:Outgoing call
WTR SPOKE TO KELLY @ IN003:

1. DIDN'T RCV ACCTING COPIES OF ROS - PLS FAX

WTR TO F/U WITH KELLY 11/17 IF DOCS NOT RCVD.

*** PHONE LOG 11/16/2004 12:00 PM Central Daylight Time KCampbell Action Type:Outgoing call
WTR SPOKE TO DPSM STEVE:

1. DPSM TO CALL DLR TO DISCUSS AUTHORIZING RENTAL FOR CUST

WTR TO F/U WITH DLR 11/17 FOR REPAIR UPDATE.

*** NOTES 11/16/2004 01:25 PM Central Daylight Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM DLR/IN003, VIA FAX:

1 DOC

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723925	K337389	32,000
Delphi IN			Dealer: IN003 Bob Rohrman Kia	

INFO ADDED TO FILE AND FWRD TO KLC FOR HANDLING

*** PHONE LOG 11/17/2004 03:24 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO SVM DAN @ IN003:

1. CUST WILL GET RENTAL
2. VEH WILL GET LOOKED AT TOMORROW (IT'S AT DLRSHIP BUT THEY HAVEN'T BEEN ABLE TO LOOK AT IT YET)

WTR TO F/U WITH SVM 11/18 FOR REPAIR UPDATE.

*** NOTES 11/18/2004 04:30 PM Central Daylight Time KCampbell Action Type:Meeting

WTR TO F/U WITH SVM 11/19 FOR REPAIR UPDATE.

*** PHONE LOG 11/19/2004 09:28 AM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO SVM DAN @ IN003:

1. VEH WILL BE SERVICED TODAY - VEH HAS BEEN THERE BUT THEY COULDN'T SCHEDULE THE SERVICE UNTIL TODAY

WTR TO F/U WITH SVM 11/22 FOR REPAIR UPDATE AND RO.

*** PHONE LOG 11/19/2004 10:34 AM Central Daylight Time KCampbell Action Type:Outgoing call

WTR LVM FOR CUST:

1. HAVE PREVIOUS ROS AND WOULD NORMALLY GIVE ADDD NOW
2. SINCE VEH IS CURRENTLY IN SHOP, WILL CALL ONCE REPAIRS ARE COMPLETE AND I HAVE RO
3. THEN WILL GIVE ADDD

WTR TO F/U WITH SVM 11/22 FOR REPAIR UPDATE.

*** PHONE LOG 11/19/2004 02:09 PM Central Daylight Time KCampbell Action Type:Incoming call

WTR SPOKE TO CUST:

1. CUST STATED SVM CALLED AND SAID NOTHING IS WRONG WITH VEH AND TO PICK IT UP
2. CUST IS VERY CONCERNED ABOUT THE VEH SHUTTING DOWN WHILE DRIVING
3. WTR ADVISED CUST NOT TO PICK UP VEH, WANT TO TALK TO DPSM
4. ADVISED WILL F/U WITH CUST BEGINNING OF NEXT WEEK

*** PHONE LOG 11/19/2004 02:10 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR LVM FOR DPSM STEVE:

1. TOLD CUST NOT TO PICK UP VEH
2. WOULD LIKE ASSISTANCE, WANT DLR TO KEEP LOOKING AT IT
3. PLS CB

*** NOTES 11/22/2004 11:08 AM Central Daylight Time KCampbell Action Type:Meeting

WTR SPOKE TO DPSM STEVE ON 11/19 AND WAS REMISS IN ADDING NOTES:

1. DPSM WILL BE AT DLR TODAY, 11/22, AND WILL ADVISE OK FOR CUST TO KEEP RENTAL
2. DPSM TO LOOK AT VEH AND ADVISE TO CONTINUE ATTEMPTING TO DIAGNOSE

Kia Motors America
Consumer Affairs Department

Page 11 of 17

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K337389	32,000
Delphi IN	[REDACTED]		Dealer: IN003 Bob Rohrman Kia	

*** PHONE LOG 11/22/2004 11:09 AM Central Daylight Time KCampbell Action Type:Incoming call
WTR RCVD VM FROM DPSM STEVE REQ CB TO DISCUSS WHAT TO DO WITH THIS CUST'S CAR.

*** PHONE LOG 11/22/2004 11:09 AM Central Daylight Time KCampbell Action Type:Outgoing call
WTR LVM FOR DPSM REQ CB.

*** PHONE LOG 11/22/2004 04:51 PM Central Daylight Time KCampbell Action Type:Incoming call
WTR RCVD VM FROM CUST REQ CB.

WTR SPOKE TO DPSM STEVE:

1. TEST DROVE VEH AND CANNOT DUPLICATE CONCERN
2. VEH WILL BE RELEASED TO CUST TODAY
3. SINCE IT'S AN INTERMITTANT CONCERN, IT MOST LIKELY WILL PROGRESSIVELY GET WORSE AND WE WILL BE ABLE TO DIAGNOSE AT SOME POINT
4. CUST STATED STALLING CONCERN HAPPENS EVERY 15 TO 20 DAYS, CAN'T KEEP/DRIVE THE VEH THAT LONG TO TRY TO DUPLICATE CONCERN

*** PHONE LOG 11/22/2004 06:01 PM Central Daylight Time KCampbell Action Type:Outgoing call
WTR SPOKE TO CUST:

1. CUST TO PICK UP VEH FROM DLR TOMORROW MORNING
2. CUST STILL VERY CONCERNED ABOUT HIS SAFETY DRIVING IT WHEN IT STALLS
3. WTR EXPLAINED CAN'T DO ANYTHING UNTIL CONCERN IS DUPLICATED, BUT SHOULD BE ABLE TO PULL VEH OVER WHEN IT HAPPENS
4. CUST WANTS TO GO AHEAD WITH REPURCHASE/REPLACEMENT REQ
5. WTR GAVE CUST ADDD OF 12/13

WTR TO F/U WITH SVM @ IN003 FOR LAST RO 11/23.

*** PHONE LOG 11/23/2004 11:28 AM Central Daylight Time KCampbell Action Type:Outgoing call
WTR SPOKE TO SVM DAN @ IN003:

1. SVM TO FAX LAST RO AND NOTATE ANSWERS TO QUESTIONS ON RO 345364 AND 347014

WTR TO F/U WITH SVM 11/24 IF DOCS NOT RCVD.

*** NOTES 11/23/2004 01:34 PM Central Daylight Time KCampbell Action Type:Meeting
HARD FILE FWD TO MCR TO COMPLETE RECAP PER RCAM'S INSTRUCTIONS.

*** NOTES 11/23/2004 01:51 PM Central Daylight Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM DLR/IN003, VIA FAX:

1. RO
INFO ADDED TO FILE AND FWRD TO KLC FOR HANDLING.

*** PHONE LOG 11/23/2004 02:22 PM Central Daylight Time KCampbell Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K337389	32,000
Delphi IN [REDACTED]		Dealer: IN003 Bob Rohrman Kia		

1. SVM TO FAX ACCTING COPY OF RO 348739

WTR TO F/U WITH SVM 11/24 IF RO NOT RCVD.

*** NOTES 11/23/2004 03:51 PM Central Daylight Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM DLR/IN003, VIA FAX:

1. RO
INFO ADDED TO FILE AND FWRD TO KLC FOR HANDLING.

*** NOTES 11/24/2004 02:22 PM Central Daylight Time KCampbell Action Type:Meeting
WTR TO COMPLETE RO RECAP AND REVIEW WITH RCAM BY 12/6.

*** PHONE LOG 11/29/2004 10:31 AM Central Daylight Time KCampbell Action Type:Incoming call
WTR RCVD VM FROM CUST STATING:

1. VEH SHUT DOWN AGAIN ON HWY
2. RESTARTED IT AND DROVE TO DLR
3. DLR SAID NOTHING IS WRONG
4. I HAVE IT BACK AND WILL LET YOU KNOW EVERY TIME IT DOES THIS

*** PHONE LOG 11/29/2004 10:42 AM Central Daylight Time KCampbell Action Type:Outgoing call
WTR SPOKE TO SVM DAN @ IN003:

1. CUST BROUGHT VEH IN TODAY BUT NO TICKET WAS OPENED
2. SVM LOOKED UNDER HOOD AND SWITCHED THE MAIN RELAY WITH THE FUEL RELAY (BOTH CAN CAUSE VEH TO SHUT OFF)
3. SVM TOLD CUST TO DRIVE VEH AND SEE HOW IT GOES

WTR TO F/U WITH CUST 12/1 TO SEE HOW VEH IS DRIVING.

*** PHONE LOG 12/01/2004 04:20 PM Central Daylight Time KCampbell Action Type:Outgoing call
WTR LVM FOR CUST REQ CB TO FIND OUT HOW VEH IS DRIVING.
WTR TO F/U WITH CUST 12/2.

*** PHONE LOG 12/06/2004 12:10 PM Central Daylight Time KCampbell Action Type:Incoming call
WTR RCVD VM FROM CUST REQ CB.

*** PHONE LOG 12/06/2004 02:52 PM Central Daylight Time KCampbell Action Type:Outgoing call
WTR SPOKE TO CUST:

1. CEL CAME ON SOLID AND HOLD LIGHT CAME ON FLASHING ON 12/3
2. CUST TOOK VEH IN TO IN003, THEY ERASED CODE AND SAID NOT TO WORRY ABOUT IT
3. TECH TOLD CUST TO HAVE KIA REPLACE VEH
4. WTR ADVISED WILL CALL BY 12/7 WITH RESOLUTION, AND CUST SAID PLS CALL 12/7, WON'T BE AVAILABLE TODAY

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723925	K337389	32,000
Delphi IN			Dealer: IN003 Bob Rohrman Kia	

DUE TO ADDD NOT BEING UNTIL 12/13, WTR TO REVIEW RECAP WITH RCAM AND CALL CUST 12/7, NOT 12/6.

*** PHONE LOG 12/07/2004 07:17 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO CUST:

1. WTR APOLOGIZED AND STATED NEED ANOTHER DAY TO GET AN ANSWER TO YOU
2. CUST WAS FINE WITH THAT

WTR TO REVIEW FILE WITH RCAM AND CALL CUST 12/8.

*** PHONE LOG 12/08/2004 11:17 AM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO CUST:

1. WTR REVIEWED RO RECAP WITH CUST
2. CUST STATES:
 - A. CURRENT MIL (2ND TIME EVER) AND HOLD LIGHT
 - B. BAD GAS MILEAGE
 - C. HARD START ON COLD MORNING
 - D. EVER SINCE REPLACING RADIATOR AND COOLING **FAN**, VEH SHUTS OFF WHILE DRIVING INTERMITTANTLY
3. WTR STATED ONLY 1 RO SHOWING "VEH SHUT OFF" CONCERN AND NO ROS STATING "BAD GAS MILEAGE" OR "HARD START"
4. CUST STATED HE HAS ADDRESSED THIS WITH THE DLR - DOESN'T KNOW WHY IT'S NOT ON AN RO
5. WTR STATED NEED TO GET AN FTR TO LOOK AT VEH
6. CUST AGREED AND SAID IF WE CAN FIX IT HE'LL BE HAPPY, BUT IF NOT TO HIS SATISFACTION, HE WANTS IT REPLACED

*** NOTES 12/09/2004 05:23 PM Central Daylight Time KCampbell Action Type:Meeting

WTR REVIEWED WITH RCAM THIS DATE.

1. WTR TO F/U WITH DPSM STEVE REGARDING LOOKING AT VEH
2. WTR TO CALL CUST TO DISCUSS SERVICE HISTORY AND HAVE CUST KEEP LOG

WTR TO CALL CUST AND DPSM 12/10.

*** NOTES 12/10/2004 05:40 PM Central Daylight Time KCampbell Action Type:Meeting

WTR TO CALL DPSM AND CUST 12/13.

*** NOTES 12/13/2004 05:13 PM Central Daylight Time KCampbell Action Type:Meeting

DPSM NOT SCHEDULED TO VISIT IN003 THE REST OF DECEMBER.

*** PHONE LOG 12/13/2004 05:28 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO CUST:

1. CUST TO GET ROS OUT AND CALL WTR TOMORROW TO REVIEW TOGETHER
2. CUST STATES HE GETS 21 OR 22 MPG INSTEAD OF 28 OR 29 LIKE HE USED TO IN THE SUMMER WITH THE A/C ON
3. CUST STATES AS IT'S GOTTEN COLDER IT'S NOT STARTING MORE, HE HAS TO JUMP

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723925	K337389	32,000
Delphi IN			Dealer: IN003 Bob Rohrman Kia	

WTR TO F/U WITH CUST 12/14 TO REVIEW ROS.

*** PHONE LOG 12/14/2004 12:08 PM Central Daylight Time KCampbell Action Type:Incoming call

PER CUST VIA VM:

1. TOOK VEH IN TODAY FOR CEL AND HOLD LIGHT
2. SPEAK TO MITCH

*** PHONE LOG 12/14/2004 05:16 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO CUST:

1. CUST IS IN RENTAL
2. WTR ADVISED WILL F/U WITH SVM MITCH TOMORROW MORNING

WTR TO F/U WITH SVM 12/15 FOR UPDATE.

*** PHONE LOG 12/15/2004 03:18 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO SVM MITCH @ IN003:

1. SVM CALLED TECHLINE
2. TECHLINE ADVISED CLEAN THROTTLE BODY AND REPLACE IDLE AIR CONTROL MOTOR
3. SVM ORDERED PART AND WILL BE IN IN NEXT FEW DAYS

WTR TO F/U WITH SVM 12/17 FOR UDPATE.

*** PHONE LOG 12/17/2004 12:18 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR LM FOR SVM MITCH @ IN003 REQ CB RE REPAIRS.

*** PHONE LOG 12/17/2004 05:05 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO SVM MITCH @ IN003:

1. IDLE AIR CONTROL MOTOR CAME IN AND WILL REPLACE IT ON MONDAY
2. WILL TEST DRIVE VEH PLENTY

WTR TO F/U WITH SVM 12/20 FOR REPAIR UPDATE

*** PHONE LOG 12/21/2004 04:38 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO SVM MITCH @ IN003:

1. WRONG PART CAME IN LAST WEEK
2. GOT RIGHT PART TODAY AND TECH IS DRIVING TONIGHT
3. SVM TO DRIVE TOMORROW NIGHT TO MAKE SURE VEH IS FIXED

WTR TO F/U WITH SVM 12/23 FOR FINAL UPDATE AND RO.

*** PHONE LOG 12/23/2004 09:48 AM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO SVM MITCH @ IN003:

1. SOP WAS INSTALLED BUT NOW VEH HAS NO POWER
2. MIGHT HAVE JUMPED TIME
3. WILL LOOK AT VEH MORE TODAY

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K337389	32,000
Delphi IN [REDACTED]	[REDACTED]	[REDACTED]	Dealer: IN003 Bob Rohrman Kia	

WTR SPOKE TO CUST:

1. UPDATED CUST ON REPAIRS
2. ADVISED WTR WON'T BE BACK IN OFFICE UNTIL 1/3 AND WILL F/U THEN

WTR TO F/U WITH SVM 1/3 FOR REPAIR UPDATE OR RO.

*** PHONE LOG 01/03/2005 02:19 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO SVM MITCH @ IN003:

1. REPLACED IDLE AIR CONTROL MODULE
2. VEH WILL BE RELEASED TODAY
3. SVM TO FAX RO BY TOMORROW

WTR TO F/U WITH SVM 1/4 IF RO NOT RCVD, THEN REVIEW WITH RCAM.

*** PHONE LOG 01/04/2005 04:39 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO SVM MITCH @ IN003:

1. VEH HASN'T BEEN RELEASED B/C SVM TOLD CUST HE'D ADJUST HATCH
2. SVM TO CLOSE RO AND FAX IT BY TOMORROW MORNING

WTR TO F/U WITH SVM 1/5 IF RO NOT RCVD, CALL CUST IF RO RCVD.

*** PHONE LOG 01/05/2005 04:28 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO SVM MITCH @ IN003:

1. SVM TO FAX RO NOW

WTR TO F/U WITH SVM 1/6 IF NOT RVCD.

*** NOTES 01/06/2005 12:04 PM Central Daylight Time MRivas Action Type:Facsimile rec.

CRCA RCVD FROM DLR/IN003, VIA FAX:

1. RO
- INFO ADDED TO FILE AND FWRD TO KLC FOR HANDLING.

*** NOTES 01/06/2005 05:31 PM Central Daylight Time KCampbell Action Type:Meeting

WTR REVIEWED FILE WITH RCAM THIS DATE.

*** PHONE LOG 01/06/2005 05:33 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO CUST:

1. WTR OFFERED 30 DAY TEST DRIVE AND CUST ACCEPTED

WTR TO F/U WITH CUST 2/6.

*** PHONE LOG 01/20/2005 03:27 PM Central Daylight Time KCampbell Action Type:Incoming call

WTR RCVD VM FROM CUST REQ CB.

Kia Motors America
Consumer Affairs Department

Page 16 of 17

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K337389	32,000
Delphi IN [REDACTED]			Dealer: IN003 Bob Rohrman Kia	

*** PHONE LOG 01/20/2005 03:30 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO CUST:

1. CUST STATED VEH SHUT DOWN AGAIN WHILE DRIVING
2. CUST WANTS TO TRADE OUT OF IT AND WANTS KIA TO PROVIDE AN ADDITIONAL REBATE
3. WTR ADVISED CAN'T GIVE ADDITIONAL REBATE BUT CAN PROVIDE MONETARY COMPENSATION
4. WTR ADVISED WILL GET BACK TO CUST TOMORROW

WTR TO REVIEW WITH RCAM 1/21 THEN CALL CUST.

*** NOTES 01/21/2005 03:58 PM Central Daylight Time KCampbell Action Type:Manager review

RCAM NOT IN TODAY.

*** PHONE LOG 01/21/2005 03:58 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR LVM FOR CUST:

1. WILL CALL 1/24 WITH ANSWER, NEED A LITTLE MORE TIME

WTR TO REVIEW WITH RCAM 1/24 AND CALL CUST.

*** NOTES 01/24/2005 07:45 PM Central Daylight Time KCampbell Action Type:Meeting

WTR REVIEWED WITH RCAM THIS DATE.

*** PHONE LOG 01/24/2005 07:46 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR TRIED TO CONTACT CUST BUT NO ANSWER.

WTR TO F/U WITH CUST 1/25 RE OFFER.

*** PHONE LOG 01/24/2005 07:47 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR LVM @ ALT # REQ CB.

WTR TO F/U WITH CUST 1/25 RE OFFER.

*** PHONE LOG 01/25/2005 03:02 PM Central Daylight Time KCampbell Action Type:Outgoing call

WTR SPOKE TO CUST:

1. WTR OFFERED 2 CAR PAYMENTS
2. CUST ACCEPTED

WTR TO SEND OFFER LETTER AND RELEASE.

*** NOTES 01/25/2005 03:56 PM Pacific Daylight Time TDotson Action Type:Correspondence sent
CRCA SENT FEDEX OF ABOVE TO CUST THIS DATE VIA PRIORITY OVERNIGHT W/TRACKING # [REDACTED]
RETURN FEDEX W/TRACKING # [REDACTED]

*** NOTES 01/25/2005 03:59 PM Central Daylight Time KCampbell Action Type:Meeting

WTR TO F/U ON RELEASE 2/1.

**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]	KNDJA72392[REDACTED]	K337389	32,000

Delphi IN [REDACTED] Dealer: IN003 Bob Rohrman Kia

*** PHONE LOG 01/27/2005 09:34 AM Central Daylight Time KCampbell Action Type:Incoming call
WTR RCVD VM FROM CUST REQ CB:
1. VERY UPSET ABOUT RELEASE, FEEL IT IS AN INSULT

WTR TO F/U WITH CUST LATER TODAY.

*** PHONE LOG 01/27/2005 06:54 PM Central Daylight Time KCampbell Action Type:Outgoing call
WTR SPOKE TO CUST:
1. CUST DOESN'T WANT TO SIGN RELEASE
2. CUST IS FRUSTRATED B/C THE VEH SHUTS OFF WHILE DRIVING AND THE DLR HASN'T FIXED IT
3. CUST GOT VEH APPRAISED BUT WON'T GET MUCH FOR IT B/C DLR SAYS THEY DON'T WANT IT
4. WTR ADVISED THERE IS ONLY 1 REPAIR ORDER WITH

*** THIS FIELD HAS EXCEEDED THE MAXIMUM LIMIT. THE ABOVE ENTRY MAY HAVE BEEN TRUNCATED.
PLEASE REFER TO THE ACTIVITY LOG FOR COMPLETE INFORMATION.

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K361901	64,000
dallas TX		Dealer: TX056 Southwest Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 09/07/2004 01:48 PM JHirshfield
caller stated:

1. her *fan* broke and busted the radiator
2. she called central kia of Plano and spoke to Scott he told her to call Kia for towing
3. car was towed Southwest Kia (closest dealership) and they told her she is out of warranty
4. she wants the car towed to Central Kia --they gave her the impression that they could "work something out" regarding the warranty and repairs

wtr

1. she is out of warranty
2. Kia will not tow the vehicle twice --only once to closest dealership

wtr spoke with Tad in svc dept @ Central Kia of Plano who stated

1. he happened to be with Scott when cust called
2. she was told that if she was under warranty to have the car towed
3. nothing about being repair being covered, however

wtr explained to cust what svc dept had stated

cust very unhappy

they sold me car as a new car and come to find out it is used
she doesn't have money to tow this car again or pay for this repair
"Central kia needs to help with this"

wtr referred cust to speak with Central Kia

*** CASE CLOSE 09/07/2004 01:48 PM JHirshfield

*** PHONE LOG 09/07/2004 04:17 PM US Mountain Standard Time RHall Action Type:Incoming call

Chuck Nuber called from TX048 Central Kia

- 1 cust took veh to Chuck bec she is having probs w/ *fan* belt, it broke
- 2 previous dlrshp stated 64k miles, veh out of warr
- 3 cust had veh towed again using kia rsa after being told kia will only cover one tow to clst dlrshp
- 4 Chuck was under the impression KMA was trying to avoid a recall on *fans*, avoid exposure to NHSTA
- 5 Chuck thought he was supposed to call DPSM for auth to cover all *fans* near or around warr period of 60k miles or less
- 6 Chuck wanted to know why Southwest Kia didnt cover and if he is not supposed to be covering these as well
- 7 he wanted to speak to Jon to find out why he told cust not covered
- 8 if Jon not there, wanted to speak to sup Dee Underwood

Writer

- 1 inf Chuck no recalls on *fans*
- 2 trans dealer to Dee

*** PHONE LOG 09/07/2004 04:41 PM US Mountain Standard Time DUnderwood Action Type:Incoming call
Chuck (svc mgr @ Tx048) was transferred to APM DUnderwood as an escalated supervisor call

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K361901	64,000
dallas TX [REDACTED]			Dealer: TX056 Southwest Kia	

1. thought the idea was to keep the customers coming back
2. this completely blew the customer off
3. vehicle is being towed to my dealership by kia r/a
4. I would have preferred the vehicle stay at Southwest Kia

Wtr stated:

1. understand you are frustrated but what can Wtr assist you with
2. Jon was correct in stating vehicle not under warranty for repair
3. there is no implied coverage for mentioned concern unless under warranty or decided by DPSM

Chuck stated:

1. I know there is no written rules regarding this concern, but our Rep says to cover it as goodwill regardless
2. I just do not understand why FCM JHirshfield did not call the DPSM for Southwest Kia to see it he has same understanding.

Wtr stated:

1. Will speak to John tomorrow - to verify what was the thoughts on this
2. DPSM hold the final decision

Chuck stated:

1. what about the tow bill from that dealership to my dealership

Wrt stated:

1. will check on it and call you back

Chuck stated:

1. cell number is [REDACTED]
2. thanks

*** NOTES 09/07/2004 04:43 PM US Mountain Standard Time DUnderwood Action Type:Manager review
Writer called Kia r/a and spoke to representative - Stephine

Stephine stated:

1. Kia r/a covered tow to 2nd dealer

*** PHONE LOG 09/07/2004 04:45 PM US Mountain Standard Time DUnderwood Action Type:Outgoing call

Wtr stated:

1. phoned Chuck (svc mgr Tx048) on cell [REDACTED]
2. advised that tow was covered by r/a - no charge to customer

Chuck stated:

1. thank you
2. vehicle has just arrived here
3. still feel this customer will have a bad taste in her mouth because of this.

*** NOTES 09/08/2004 09:37 AM JHirshfield Action Type:Manager review
DPSM for Southwest Kia TX056 -- John Milner
DPSM for Central Kia of Plano TX048 -- Tom Hiltz

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]	KNDJB723225 [REDACTED]	K361901	64,000
dallas TX [REDACTED]	[REDACTED]		Dealer: TX056 Southwest Kia	

*** PHONE LOG 09/08/2004 11:04 AM JHirshfield Action Type:Outgoing call
wtr spoke with John Milner regarding this case
1. car IS out of warranty and Southwest basically did nothing wrong
2. each case is evaluated on a case by case basis
3. he has already spoken with svc mgr, Chuck Nuber @ Central Kia Plano and this situation is being taken care of

*** PHONE LOG 09/08/2004 11:16 AM JHirshfield Action Type:Outgoing call
wtr spoke with DPSM, Tom Hiltz who stated:
1. he is very aware of this case -- he has spoken with svc mgr a few times already
2. he is upset that Southwest Kia did not take care of this customer and transferred her to Central Kia --they should have contacted their DPSM and discussed it with them ---DPSM John Milner has become involved
3. each case is dealt with on an individual basis -
4. he just started working with Central of Plano about a month ago, so is unaware of what guidelines may have been given to him by previous DPSM regarding coverage of *fan* concerns

wtr thanked DPSM for the info

case history sent to both DPSMS

*** EMAIL OUT _ JHirshfield Action Type:External email
Send to:[jmilner@kiausa.com]
CC List:[thiltz@kiausa.com; DUnderwood@crosscountry-auto.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_K361901_JHirshfield_09-08-2004122729.doc>>

*** CASE CLOSE 09/08/2004 04:42 PM US Mountain Standard Time DUnderwood

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1001426	38,793
BONITA SPRINGS FL		Dealer: FL086 Kia of Naples		

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/16/2005 11:13 AM US Mountain Standard Time YLamarca
CUST STATES
1 SPEAKING TO ARNOLD AT NAPLES KIA
2 HAVING A PROBLEM WITH GETTING A VEHICLE FIXED
3 SHE NEEDS A VEHICLE TO DRIVE

PHONE DISCONNECTED

*** PHONE LOG 08/16/2005 11:20 AM US Mountain Standard Time YLamarca Action Type:Incoming call
WRITER CLD FL086 AND SPOKE TO RICK SM
RICK STATES
1 COOLANT LEAK
2 **FAN** BROKE AND WENT THROUGH THE RADIATOR
3 THE RADIATOR **FAN** AND A/C CONDENSOR ON BACKORDER I THINK LET ME CHECK
4 ON E ORDER NUMBER K0815E
5 PART NUMBER 0K048 15140A **FAN** CONDENSER 0K038 15200 RADIATOR
6 PUT HER IN 1 DAY RENTAL FOR YESTERDAY
7 THE DPSM WILL BE HERE TOMORROW

WRITER STATES
1 I WILL CL THE DPSM

*** PHONE LOG 08/16/2005 11:23 AM US Mountain Standard Time YLamarca Action Type:Outgoing call
WRITER CLD DPSM JACK BRAMBLE AND LEFT VM MSG
WRITER STATES
1 ADV OF CASE INFO
2 REQ CL BK
3 ADV OF MY NAME NUMBER EXT

*** PHONE LOG 08/17/2005 02:18 PM US Mountain Standard Time YLamarca Action Type:Outgoing call
WRITER CLD FL086 AND SPOKE WITH SVC
SVC STATES
1 RICK SAID THAT WE PUT HER IN A RENTAL FOR 5 DAYS

*** PHONE LOG 08/17/2005 02:19 PM US Mountain Standard Time YLamarca Action Type:Outgoing call
WRITER CLD CUST
CUST STATES
1 I DID GET A LOANER VEH

CUST THANKED WRITER

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723225	K187808	18,000
Garden City KS			Dealer: KS005 Skaggs Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/09/2003 02:24 PM US Mountain Standard Time JHirshfield
caller stated:

1. they were driving their car when the cooling *fan* came apart and also damaged the radiator
2. the vehicle was to be repaired by Mon or Tues but now they are being told that the part is coming from Korea
3. she needs to go to CO tomorrow and needs her car

wtr . placed cust on hold and spoke with Brian @ Skaggs Kia who stated:

1. needs *fan* and radiator
2. *fan* is enroute from Korea -- unsure ETA

wtr transferred to parts depts amnd spoke with Eric who stated:3

1. part is on backorder with ETA of 7/15
2. he will lose money if they get it from another dealership
3. he believes that svc mgr is going to fix the car, howeverwith a *fan* off another vehicle

wtr transferred back to svc mgr who stated:
they are going to take care of this cust

*** PHONE LOG 07/09/2003 02:55 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with cust and informed her that per svc mgr Brian
they have a solution to her problem and hopefully will have the car ready tomorrow

cust thanked wtr for the assistance

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25	[REDACTED]	K240535 15,000
Lakewood FL [REDACTED]		Dealer: FL073 Tanner West Palm Beach		

Case History

Inquiry Warranty Info

*** PHONE LOG 11/06/2003 03:57 PM mespinoza

Customer Stated:

1. The *fan* on my veh broke.
2. Is this civered under warranty.

Writer Stated:

1. As long as it is a defect in material or workmanship it will be covered under warranty.

*** CASE CLOSE 11/06/2003 03:57 PM mespinoza

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1010854	57,683
OCALA FL	[REDACTED]		Dealer: FL078 Palm Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 09/08/2005 06:42 AM US Mountain Standard Time HReynolds
[REDACTED] STATES:

1. **FAN** BROKE OFF WHILE DRIVING
2. TRYING TO GET THE PLASTIC PIECE FOR FOUR WEEKS
3. CAR IS AT MY HOUSE
4. ORDERED THE PART FROM FL078
5. PERSON I DEALT WITH AT DEALER IS PAT WILLIAMS IN PARTS
6. PREPAID \$89

WRITER STATES:

1. UPDATED/ NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, WRITER WILL CONTACT DEALER FOR PARTS ORDER STATUS
4. ADVISED, VEHICLE STILL HAS 5/60KBLW
5. **FAN** BLADE FALLS UNDER BLW
6. REPAIR COULD COVERED UNDER WARRANTY
7. CAR NEED TO BE AT KIA DEALER FOR CORRECT DIAGNOSTIC
8. CUSTOMER CAN TOW VEHICLE TO KIA DEALER BY USING R/A
9. R/A WILL TOW YOUR VEHICLE TO CLOSEST KIA DEALER AT NO CHARGE
10. SAME #800, OPTION #1 FOR R/A

*** PHONE LOG 09/09/2005 08:12 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO JOHN - PARTS MANAGER AT Palm Kia of Ocala
2. WOULD LIKE TO KNOW THE PARTS ORDER STATUS

JOHN - PARTS MANAGER STATES:

1. CUSTOMER ORDER THE PART THROUGH OVER THE COUNTER UNDER MIKE RODRIGUEZ
2. CAR WAS TOW IN YESTERDAY AND SERVICE DEPARTMENT ORDERED ONE UNDER WARRANTY
3. PART# OK048-15140A
4. ORDER # KE251
5. NO ETA
6. CUSTOMER IS ON RENTAL AS OF YESTERDAY
7. SENT E MAIL TO DPSM TO LET HIM A WARE OF THIS VEHICLE

WRITER STATES:

1. ADVISED, WRITER WILL CONTACT THE PARTS HOT LINE TO SEE IF WE CAN GET MORE INFO ABOUT THIS PARTS

*** PHONE LOG 09/09/2005 08:16 AM US Mountain Standard Time HReynolds Action Type:Incoming call

WRITER STATES:

1. WRITER RECEIVED THE CALL FROM JIM GILNER AT PARTS HOTLINE
2. ADVISED HIM THAT THIS VEHICLE IS WAITING ON PARTS SINCE 8/12
3. PART# OK048-15140A

JIM GILNER AT PARTS HOT LINE STATES:

1. 672 ON BACK ORDER
2. 70 ON DOCK CURRENTLY
3. IT WILL BE AIR DELIVER TO DEALER BY WEDNESDAY FOR WHO ARE ON CRITICAL ORDER STATUS
4. I WILL PUT HIS ORDER ON TOP OF LISTS

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1010854	57,683
OCALA FL [REDACTED]			Dealer: FL078 Palm Kia	

*** PHONE LOG 09/09/2005 01:54 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. WRITER PHONED CUSTOMER, INCORRECT # WAS GIVEN BY CUSTOMER

*** PHONE LOG 09/09/2005 02:00 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO JOHN - PARTS MANAGER AT Palm Kia of Ocala
2. ADVISED HIM THAT WRITER DID CONTACT PARTS HOT LINE
3. KMA JUST RECEIVED 70 ON DOCK
4. THEY UPDATE CUSTOMER'S NAME AS CRITICAL ORDER STATUS
5. PARTS WILL BE DELIVERED ON AROUND WEDNESDAY
6. UPDATED CUSTOMER'S CONTACT # FROM DEALER

*** PHONE LOG 09/09/2005 02:02 PM US Mountain Standard Time HReynolds Action Type:Incoming call
WRITER STATES:

1. WRITER PHONED CUSTOMER # [REDACTED] NO CONNECTION

*** CASE CLOSE 09/19/2005 08:04 AM US Mountain Standard Time HReynolds

Kia Motors America Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723025	K1111610	62,297
High Springs FL			Dealer: FL008 Gatorland Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/31/2006 11:10 AM US Mountain Standard Time RBussey
Customer called:

1. My *fan* broke and now I have to replace the radiator.
2. Can Kia assist since I am only a little bit out of warr?

Writer stated;

1. Sorry,

(Placed customer on hold, called dealer per Sabrina veh has 62,297 miles, cooling *fan* broke, damage to radiator, needs *fan* and radiator replaced before further diag can be done. Called DPSM Dan Tacker conferenced w/ Sabrina, per Dan, no assistance to be offered.)

(Lost customer call)

*** PHONE LOG 05/31/2006 11:11 AM US Mountain Standard Time RBussey Action Type:Outgoing call

Writer called customer:

1. Sorry about disconnect.
2. Talked w/ dealer and DPSM,
3. Assistance has been declined, I am sorry.

Customer stated:

1. Ok, I had to try....

*** CASE CLOSED 05/31/2006 11:11 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
		KNDJA723025	K1246183	44,000
CHICAGO IL			Dealer: IL046 Z. Frank Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 11/09/2006 04:48 PM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. WAS DRIVING CAR HOME AND HEARD A LOUD POPPING NOISE
2. WAS NOT SURE WHAT IT WAS SO I DROVE CAR A BLOCK OR SO DOWN THE STREET AND HAD PEP BOYS CHECK THE CAR
3. THERE WAS STEAM COMING FROM HOOD
4. PEP BOYS ADVISED THAT WHAT THEY COULD SEE WAS THE COOLING **FAN** EXPLODED
5. THIS DESTROYED THE **FAN** BLADES AND PUT HOLE IN RADIATOR
6. GUY AT PEP BOYS CALLED KCC AND WAS TOLD IT SHOULD BE UNDER WARRANTY.
7. NEED TO CONFIRM WARRANTY
8. NEED TO MAKE ARRANGEMENTS TO GET VEHICLE TO KIA DEALER
9. HAVE SOMEONE COMING HERE IN NEXT HOUR, WILL CALL BACK WHEN READY FOR SERVICE.
10. WILL KMA PROVIDE ME CAR TO DRIVE WHILE CAR IS IN SHOP?
11. WOULD CAR INSURANCE COVER RENTAL?
12. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED CAN CONFIRM WARRANTY
3. ADVISED OF IN SERVICE DATE
4. ADVISED VEHICLE HAS BALANCE OF 5/60K MILE BLW, POWER TRAIN, 5/UNLIMITED RSA BENEFIT
5. VEHICLE IS STILL WITHIN WARRANTY
6. WARRANTY REPAIRS MUST BE COMPLETED AT AUTHORIZED KIA DEALER
7. CUSTOMER HAS RSA THAT WILL COVER TOW IN FULL TO CLOSEST KIA DEALER
8. RSA IS AVAILABLE 24 HOURS A DAY
9. IF CUSTOMER WOULD LIKE TO WAIT TILL APPT COMES, CAN CALL BACK FOR RSA WHEN AVAILABLE.
10. CUSTOMER WOULD CALL SAME 800 NUMBER, PRESS OPTION 1
11. WARRANTY COVERS REPAIRING VEHICLE FOR DEFECTS IN MATERIAL OR WORKMANSHIP
12. WHILE KIA WARRANTY DOES NOT HAVE A PROVISION FOR RENTALS, KIA DOES REVIEW REQUEST FOR ASSISTANCE ON CASE BY CASE BASIS, ONCE THERE IS DIAGNOSIS
13. WOULD RECOMMEND CUSTOMER REVIEW THIS WITH DEALER SVC MGR,
14. MOST INSURANCE RENTALS COVERAGES ARE FOR ACCIDENT SITUATIONS, NOT MECHANICAL BREAK DOWN, CUSTOMER MAY WANT TO CONFIRM WITH INSURANCE COMPANY.

*** CASE CLOSE 11/09/2006 04:49 PM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723025	K314083	64,000
Wedgfield SC			Dealer: SC016 Kia Time Florence	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/10/2004 11:07 AM BGauldin

customer stated:

1. vehicle towed this AM.
2. Saturday, loud thump heard in rear.
3. smelled radiator fluid and drove home found leak coming from under engine.
4. found *fan* came apart and all in pieces.
5. told parts needed , repair not under repair.
6. speaking with SA Tom and SM James @SC016.

*** NOTES 05/10/2004 11:13 AM BGauldin Action Type:Manager review

7. asking for just any assistance could give.

writer stated:

- 1., very sorry customer had this issue occur.
2. customer's LBW was 5/60 which has expired by 4,000 miles.
3. spoke with SM James .
4. writer calling Kia Rep to ask for any possible assistance to customer.
5. nothing personel, is on a case by case bases.
6. will contact customer when response received.

writer spoke with SM James:

1. ask about the vehicle and customer assistance.

SM James stated:

1. have call into DPSM M Myers.
2. customer's *fan* has a TSB on file.
3. customer also needs radiator and has agreed to have 60,000 timing belt and major maintenance svc done.

writer called DPSM M Myers:

1. left VM requesting assistance for customer.
2. e-mail case and requesting call back.

*** EMAIL OUT_ BGauldin Action Type:External email

Send to:[mmyers@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K314083_BGauldin_05-10-2004122139.doc>>

*** PHONE LOG 05/10/2004 12:35 PM BGauldin Action Type:Incoming call

customer left VM:

1. requested writer call back at 803-499-1729.

writer called customer:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K314083	64,000
Wedgfield SC [REDACTED]			Dealer: SC016 Kia Time Florence	

1. returning call.
2. very sorry, have not received any word as yet.
3. this is done on a case by case bases.
4. thanked customer for giving KCC opportunity to assist.

customer stated:

1. the SM received word back from DPSM KIA .
2. was told nothing could be done to assist the customer.
3. ask if the writer had heard anything.
4. if the writer does hear, appreciate a call back.
5. have gone ahead and authorized the repair.

*** CASE CLOSE 05/10/2004 12:36 PM BGauldin

customer asking for assistance with radiator and *fan*. writer called DPSM M Myers and was informed by customer that DPSM had notified SM no assistance possible. Customer authorized the repair.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K330242	86,000
cleveland AR [REDACTED]		Dealer: MO006 John Youngblood Kia		

Case History

Complaint Warranty

*** PHONE LOG 06/25/2004 08:15 AM MEstrella
CALLER STATES: OLIVIA BAKER

1. THIS IS THE 2ND COOLANT **FAN** THAT HAS BLOWN ON MY CAR IN THE PAST YEAR AND A HALF
2. DEALER WANTS TO CHARGE DIAGNOSTIC FEE BUT I KNOW THIS IS WHAT HAPPENED BECAUSE IT HAPPENED BEFORE
3. CAR IS AT John Youngblood Kia, MO006 , AM TRAVELING NOW
4. SAYS DLR TOLD HER OUT OF WARRANTY
5. SAYS CALLED SELLING DLR, THEY TOLD HER TO CALL KMA CONSUMER AFFAIRS TO SEE IF ANTHING WE COULD DO SINCE THIS IS THE 2ND TIME HAPPENED

WRTR STATES:

1. ADVISED -1/17/03 COOLANT **FAN** WAS DONE - 12 MONTH PARTS WARRANTY EXPIRED
2. ADVISED ALSO OUT OF BLW OF 5/60K COOLANT **FAN** WOULD HAVE FALLEN UNDER
3. ADVISED CAN CALL THE DLR TO VERIFY WHAT HAS BEEN FOUND

CALLED DLR MO006
SPOKE TO BLAIR SVC MGR
BLAIR STATES:

1. WE DO NOT KNOW WHAT IS WRONG W/ HER VEH YET , SHE WILL NOT AGREE TO DIAG FEE
2. SAYS THAT HER SELLING DLR WHO DID THE LAST COOLANT **FAN** TOLD HER IT WAS UNDER PTW AND IF IT IS THE COOLANT **FAN** - IT IS NOT PART OF PTW
3. SHE IS OUT OF BLW AND ONLY HAD PTW
4. NEED HER TO AGREE TO DIAG TO BE CERTAIN WHAT IS GOING ON

WRTR STATES:

1. IF IT IS HER COOLANT **FAN** , WRITER WOULD ASK HIM TO CALL THE KIA REP TO SEE IF ANY ASSISTANCE CAN BE PROVIDED SINCE HAD ONE REPLACED 1/17/03
2. NO GUARANTEES , BUT WRTR WOULD ASK HIM TO AT LEAST INQUIRE W/ DPSM IF IT IS THE COOLANT **FAN**
3. ADVISED WRTR WILL ADVISED CUST WE WILL NEED HER TO AGREED TO DIAG FEE
4. IF PTW ISSUE, WILL BE COVERED , IF NOT- DLR WILL COLLECT DIAG FEE AND WILL QUOTE PRICE ON REPAIRS
5. IF IT IS COOLANT **FAN** , WE WILL SEE W/ NO GUARANTEES, IF DPSM CAN ASSIST OVER AND ABOVE TERMS OF WARRANTY

SVC MGR STATES:

1. IF SHE AGREES TO DIAGNOSTIC FEE AND IS COOLANT **FAN** , HE WILL CALL REP

WRITER THANKED SVC MGR

WRITER STATES:

1. ADVISED ALL AS STATED TO SVC MGR ABOVE, NO GUARANTEES IF COOLANT **FAN**, BUT WILL ASK DPSM IF CAN ASSIST --- OUT OF PARTS WARRANTY AND OUT OF BLW, NEED HER TO AGREE TO DIAGNOSTIC FEE SO DEALER CAN DETERMINE WHAT IS WRONG W/ VEH
2. ADVISED TO CALL WRTR BACK IF NEEDED

*** EMAIL OUT _ MEstrella Action Type:External email
Send to:[BJENKS@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 by email, please contact the Kia Consumer Assistance Department at 1-800-885-8889 for more information.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K330242	86,000
cleveland AR	[REDACTED]		Dealer: MO006 John Youngblood Kia	

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_K330242_MEstrella_06-25-2004122902.doc>>

*** CASE CLOSE 06/28/2004 07:20 AM MEstrella
REF TO DLR SVC MGR --SVC MGR WILL CALL DPSM IF APPROPRIATE,CLOSED PENDING CALL BACK FROM
CUSTOMER IF NEEDED

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]	K212437	14,000
Holt FL [REDACTED]			Dealer: FL062 Kia AutoSport	

Case History

Inquiry Rental Veh &

*** PHONE LOG 09/03/2003 10:53 AM US Mountain Standard Time JProkopp

Customer states:

1. My cooling *fan* broke and damaged the radiator.
2. I took the vehicle to Kia Autosport.
3. They are saying that it is going to be a week before they get parts for it.
4. This is my only method of transportation.
5. I need a rental car.
6. They told me to call you.

Writer states:

1. Let me call your dealership and find out what is going on.

Writer placed customer on hold and called Kia Autosport. Writer spoke with Tom, the service manager.

Tom states:

1. The cooling *fan* has broken and damaged the radiator.
2. The vehicle is going to be down for at least a week before we get parts.
3. I have not contacted my dpsm about rental assistance.

Writer got back on the line with the customer.

Writer states:

1. Under normal circumstances, Kia will not cover rentals or loaners.
2. They are considered a courtesy of the dealership.
3. However I will look into making an exception.
4. I will call you back once I have further information.

*** PHONE LOG 09/03/2003 10:57 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted SCameron.

SCameron states:

1. Call Tom and advise him to put her in a rental.
2. I have no problem giving her rental assistance for this.
3. The parts are on backorder.

*** PHONE LOG 09/03/2003 10:59 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Kia Autosport and advised Tom of SCameron's comments.

*** PHONE LOG 09/03/2003 01:02 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted customer and advised of status.

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]	K340039	35,309
Houston TX	[REDACTED]		Dealer: FL065 City Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/20/2004 06:06 AM ABegoody

Cust stated:

1. purchased veh used @ 24k miles in March of 2001 from Dodge Gulf Gate (non Kia dlr)
2. was driving veh in FL & *fan* motor broke and hit the radiator
3. veh is currently at a non Kia dlr
4. has been getting the run around & does not know what to do
5. needs to get the veh fixed
6. was advised by the selling dlr to call KCC for assist
7. would like to know what Kia can do

Writer stated:

1. apologized for the inconvenience
2. updated cust info
3. advised cust veh has a 5/60k mile LBW & 5/unlimited mile r/a benefit
4. if veh is inop & is not at a Kia dlr, Kia can tow veh to the closest Kia dlr w/in the disablement site
5. if problem is caused by a defect the cost of the repairs will be covered by Kia
6. advised cust to hold, writer transferred cust to r/a for towing assist
7. Anna assist w/the call

*** CASE CLOSE 07/20/2004 06:06 AM ABegoody
info given

*** PHONE LOG 07/21/2004 01:22 PM CHamilton Action Type:Incoming call

Caller states:

1. We were on vacation in FL, car broke down
2. I had it towed to the condos we were staying in, will send that receipt to my insurance
3. The car was towed by Kia r/s to Southside Kia FL065 on Monday night
4. They called said it will be done under warranty tomorrow
5. I went home to Houston with my friend I was traveling with
6. Will Kia ship the car back to me

Wtr states:

1. Advised trip interruption, at least 150 miles from home, down at least 24 hours for warr repair
2. Can submit receipts for expenses related to disablement or getting car back to Kia for evaluation for reimbursement
3. Provided Medford address
4. Can rental a car, or buy Greyhound bus or airline ticket, hotel, etc
5. up to \$100. per day, \$300. max
6. You will have to pay and submit RO and original receipts, make copies

*** CASE CLOSE 07/21/2004 01:22 PM CHamilton

*** PHONE LOG 07/30/2004 05:45 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer called

1. need address again for claims

wrt states

1. gave cust the address for Medford, Ma
2. explanation on what needs to be in the envelope

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K340039	35,309
Houston TX [REDACTED]		Dealer: FL065 City Kia		

3. along w/ a letter of explanation
cust thanked wrt call ended.

*** CASE CLOSE 07/30/2004 05:45 AM US Mountain Standard Time TShamburger

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K309643	32,000
Porterville CA [REDACTED]		Dealer: CA098 San Luis Bay Motors Kia		

Case History

Complaint Rental Car

*** PHONE LOG 04/26/2004 01:36 PM MEstrella

CALLER STATES: [REDACTED]

1. THE **FAN** BROKE IN OUR CAR
2. WE WERE APPROX ABOUT 170 MILES AWAY FROM HOME
3. CAR IS AT San Luis Bay Motors Kia CA098
4. OUR CONTRACT SAYS WE GET A RENTAL CAR IF OUR CAR HAS TO BE IN THE SHOP AT ALL, FOR ANYTHING
5. WE ARE HAVING DIFFICULTY GETTING THE DEALER TO GIVE US A RENTAL CAR -CA098 San Luis Bay Motors Kia

WRTR STATES:

1. UNDER THE MFR WARRANTY THERE IS NOT AN ALTERNATE TRANSPORTATION PROVISION
2. ADVISED SELLING DEALER CA058 SEBRA KIA MAY OFFER THAT THROUGH THEIR DEALERSHIP , WILL NEED TO CONTACT SEBRA KIA FOR THOSE DETAILS
3. ADVISED UNDER THEIR R/A BENEFIT , THERE IS A BENEFIT CALLED TRIP INTERRUPTION
4. ADVISED IT APPLIES IF THEY EXPERIENCE A WARRANTY RELATED BREAKDOWN MORE THAN 150 MILES AWAY FROM HOME AND THE WARRANTY REPAIR TAKES OVER 24 HOURS TO COMPLETE
5. ADVSIED THEY CAN RENT A CAR IF NECESSARY AND SUBMIT RECEITPS FOR AN E VALUATION OF REIMBURSEMENT
6. EXPLAINED ALL KIA DEALERS ARE INDEPENDENTLY OWNED AND OPERATED SO MAY HAVE DIFFERENT POLICES AND ARE NOT REQUIRED TO PROVIDE RENTAL CARS

[REDACTED] STATED:

1. WHAT ! TALK TO MY HUSBAND ...

HUSBAND STATES:

1. WHAT ARE YOU TELLING MY WIFE

WRTR STATES:

1. RE-EXPLAINED ALL ABOVE AS NOTED TO MRS ROJAS TO HER HUSBAND AS WELL

HUSBAND STATES:

1. THAT ALL SOUNDS LIKE A BUNCH OF B.S TO ME
2. THAT IS JUST A WAY FOR KIA TO DANCE AROUND THE SIGNED CONTRACT THAT WE HAVE

WRTR STATES:

1. RE-EXPLAINED WE DO NOT HAVE ACCESS TO THEIR SALES CONTRACT , AND ARE NOT AWARE OF WHAT THEIR SELLING DEALER MAY HAVE SOLD THEM OR INCULDED IN THEIR CONTRACT AS ADDITIONAL SERVICES
2. ADVISED THE TRIP INTERRUPTION BENFIT IS A BENEFIT THROUGH THEIR R/ASSIST COVERAGE AND IS ON A REIMBURSEMENT EVALUATION BASIS

CALLER DISCONNECTED

*** CASE CLOSE 04/26/2004 02:30 PM 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]	KNDJB723425 [REDACTED]	K373161	32,000

Vermer AL [REDACTED] Dealer: _____

Case History

Inquiry Vehicle Specs.

*** PHONE LOG 10/07/2004 08:40 AM US Mountain Standard Time mespinoza

Customer Stated:

1. I want to know when the vehicle was made.
2. The *fan* broke.
3. It is not being covered because I messed w/ it.
4. I want to know when it was made because that determines if they have the correct part for my vehicle.

Writer Stated:

1. 2-7-02 is the production date.

*** CASE CLOSE 10/07/2004 09:40 AM US Mountain Standard Time mespinoza

Kia Motors America Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723625	K1025882	51,000
Limington ME			Dealer: ME002 Bill Dodge Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/12/2005 02:38 PM US Mountain Standard Time CDiaz

Customer Stated:

1. There is a problem with these cars.
2. My car had the same problem as my wives car is now having.
3. The *fan* is cracked.
4. My car had 68k on it and I had to pay.
5. there is a problem with these cars.
6. something needs to be done, it is a defect.

Writer Stated:

1. Sorry for the concern.
2. will tran you to R/A
3. Once the car is at the dealer and been diaged give us a call back and we will follow up dealer about the repairs.

Customer agreed.

*** CASE CLOSE 10/12/2005 02:40 PM US Mountain Standard Time CDiaz

Customer will call back if needed.

Trans to r/a for towing assistance.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K1211663	43,000

Bath MI	[REDACTED]	Dealer:
----------------	------------	----------------

Case History

Inquiry Warranty Info

*** PHONE LOG 08/07/2006 07:20 AM US Mountain Standard Time WLevy

Caller states:

1. I bought this veh used
2. Can you tell me if a cracked *fan* is covered under warr?

Wrtr states:

1. Updated; no recalls
2. Advised that if there is a manufacturing defect, would be covered under warr
3. Recommended that Mr. Ross bring veh to a Kia dealership service dept for warr determination
4. Provided nearest Kia dealership info

Caller thanked wrtr

*** CASE CLOSE 08/07/2006 07:20 AM US Mountain Standard Time WLevy

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723X25	K1015703	42,000
Ashland AL			Dealer: AL018 Crown Kia	

Case History

Inquiry Warranty Info

*** PHONE LOG 09/19/2005 02:38 PM US Mountain Standard Time TMorales

Cust stated:

1. The radiator *fan* blew up on the car and want to know if it is warranty

Writer advised:

1. Apologized for the problem
2. Explained 5/60 PTW LBW and 5/xx R/A coverage and conditions
3. The veh needs to be inspected by a kia dlr; provided nearest dlr info
4. R/A will tow the veh; transferred cust to r/a at request

Cust stated:

1. OK thanks

*** CASE CLOSE 09/19/2005 02:38 PM US Mountain Standard Time TMorales

*** PHONE LOG 09/20/2005 08:03 AM US Mountain Standard Time DLyons Action Type:Incoming call

cust states:

1. the vehicle was towed to the kia dlrshp last night
2. they advised the customer that it will not be able to be looked at until next week
3. does kia provide a rental for customer, that's a long time to go without a vehicle.

Writer advised:

1. so sorry to hear of this concern
2. unfortunately there is not a rental that is provided by the kia warranty
3. if the vehicle is not going to be looked at until monday, at this time there is not any further considerations for rental until that diagnosis is completed.
4. updated cust info, no previous cases.

*** CASE CLOSE 09/20/2005 08:03 AM US Mountain Standard Time DLyons

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]	KNDJB623125 [REDACTED]	K360469	46,000

BRYAN TX [REDACTED]

Dealer:

Case History

Complaint Repair Assistance

*** PHONE LOG 09/02/2004 09:33 AM HReynolds

CUSTOMER STATES:

1. WE WERE DRIVING ON FREE WAY, *FAN* BLADES BROKE OFF WHILE WE WERE DRIVING
2. 2 OF THE BLADE WERE STUCK IN THE ENGINE
3. THE RADIATOR FLUID LEAKED ALL OVER
4. WILL MY CAR REPAIR COVERED UNDER WARRANTY
5. THANKS FOR INFO

WRITER STATES:

1. SORRY FOR SITUATION
2. ADVISED CUSTOMER *FAN* BLADE WILL FALLS UNDER BLW
3. WARRANTY COVERS DEFECTS IN MATERIAL OR WORKMANSHIP
4. REFERRED CUSTOMER TO DEALER FOR DIAGNOSTIC
5. NO OPEN RECALL

*** CASE CLOSE 09/02/2004 09:33 AM HReynolds

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K339069	77,000
Royse City TX [REDACTED]			Dealer: TX059 Big D Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/16/2004 01:51 PM US Mountain Standard Time WNoonan
WRITER SPOKE WITH [REDACTED] (CRYING)

CUSTOMER STATED:

1. I WAS DRIVING THE VEHICLE AND THE VEHICLE STARTED OVER HEATING.
2. I PULLED IN THE GAS STATION.
3. THE **FAN** BLADE SNAPPED OFF AND PUT A HOLE IN THE RADIATOR.
4. I LIVE PAYCHECK TO PAYCHECK AND I CAN NOT AFFORD TO PAY FOR THIS.
5. I WAS NOT DRIVING THE VEHICLE HARD AT ALL AND THIS JUST HAPPENED.
6. MY HUSBAND SAID THAT THIS WAS REALLY STRANGE THING.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL RESEARCH THE ISSUE WITH THE DEALER AND CALL YOU BACK.
3. THE VEHICLE IS OUT OF THE BLW.

CUSTOMER STATED:

1. THANKS.

*** PHONE LOG 07/16/2004 01:52 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED Big ""D"" Kia AND SPOKE WITH KYLE, SERVICE ADVISOR.

KYLE STATED:

1. THE VEHICLE STARTED UP.
2. WE WERE NOT ABLE TO LOOK AT IT YET BUT THE **FAN** BROKE OFF AND DAMAGED THE RADIATOR.
3. DO NOT KNOW TO WHAT EXTENT THE DAMAGE IS.

WRITER STATED:

1. THANKS, WILL CHECK BACK WITH YOU ON MONDAY.

*** PHONE LOG 07/16/2004 01:55 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK.

WRITER STATED:

1. WILL RESEARCH THE ISSUE WITH THE DEALER ON MONDAY.
2. THEY SHOULD KNOW THEN WHAT NEEDS TO BE DONE FOR THE REPAIRS.

CUSTOMER STATED:

1. THANKS.

*** PHONE LOG 07/19/2004 07:13 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED Big ""D"" Kia AND SPOKE WITH KYLE, SERVICE ADVISOR.

KYLE STATED:

1. THE VEHICLE WILL NEED THE **FAN**, RADIATOR AND THE SHROUD.

*** PHONE LOG 07/19/2004 07:14 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED JOHN MILNER, DPSM - ON VACATION.

*** PHONE LOG 07/19/2004 07:17 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED JUNE SIFFORD, REGIONAL ANALYST AND LEFT VM REQUESTING CALL BACK.

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723025 ██████████	K339069	77,000
Royse City TX ██████████			Dealer: TX059 Big D Kia	

*** PHONE LOG 07/19/2004 01:04 PM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED VM FROM Tanya Rumbold.

TANYA STATED:

1. CALL ME BACK AT ██████████

*** PHONE LOG 07/20/2004 10:10 AM TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. I HAD BEEN WORKING WITH CSR, WES
2. HIS VM STATES HE IS ON VACATION
3. HOW CAN I FOLLOW UP ON CASE, WHO IS WORKING ON IT.
4. WILL LEAVE VM MESSAGE FOR CSR, SEAN TO CALL BACK.

WRITER STATES:

1. ADVISED CUSTOMERS CASE HAS BEEN FORWARDED TO CSR, SEAN
2. ADVISED SEAN IS CURRENTLY ON ANOTHER LINE WOULD CUSTOMER LIKE TO LEAVE VM MESSAGE.
3. TRANSFER TO CSR, SEAN COOK VM.

*** PHONE LOG 07/21/2004 06:50 AM SCook Action Type:Outgoing call
Writer left vm for customer at ██████████ (wk).

1. Received your messages.
2. Will follow up with Svc mgr and follow up with you.

*** PHONE LOG 07/21/2004 07:10 AM SCook Action Type:Outgoing call
Writer phoned dealer, spoke to Tony

Tony stated:

1. DPSM on vacation.
2. Havent been able to get a hold of DPSM.
3. Veh out of BLW, not sure if any assistance would be provided.
4. Veh 17k outside of warranty.

Writer stated:

1. Wanted to verify circumstances.
2. Aware veh is outside of BLW.
3. Believe customer asking for Goodwill.
4. Will contact Region...thanks.

*** PHONE LOG 07/21/2004 07:15 AM SCook Action Type:Outgoing call
Writer left vm for RA JSifford.

1. Provided case#, customer name and veh info.
2. Veh outside of BLW, requesting goodwill on repair.
3. Veh at TX059, needs a *fan*, shroud and radiator.
4. *Fan* came off while driving.
5. Req call back, provided ext.

*** PHONE LOG 07/21/2004 01:46 PM SCook Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K339069	77,000
Royse City TX [REDACTED]			Dealer: TX059 Big D Kia	

Writer contacted Charles at TX059--Per Charles vehicle appears in good condition from what I remember--vehicle cam in last Friday vehicle has not been to this dealer before

Writer advised
request customer provide maintenance records for possible goodwill assistance

Charles will contact customer to request maintenance records.

[!<For Internal Use Only

Per Review of Sportage Radiator concern with RPSM--if customer has done maintenance we may provide SOME assistance.>!]

*** PHONE LOG 07/21/2004 02:01 PM Eastern Daylight Time JSifford Action Type:Incoming call
Writer contacted KYLE at TX059--KYLE states no engine damage--engine will start

Writer advised--KMA will supply parts if customer pays labor

[!<For Internal Use Only

Per further review with RPSM--no engine damage--KMA will provided parts>!]

*** NOTES 07/21/2004 02:02 PM Eastern Daylight Time JSifford Action Type:Manager review
Per conversation with Kyle--Kyle will contact customer with goodwill offer

*** PHONE LOG 07/21/2004 11:23 AM SCook Action Type:Outgoing call

Writer left vm for customer at 469-951-8475

1. Case was referred to one of our Regional Reps.
2. Rep has contacted dealership regarding your repair.
3. Suggest contacting dealer and speaking to Kyle, if you have not already.
4. He will have information on your request.
5. Welcome to call back with questions/concerns.

*** CASE CLOSE 07/21/2004 11:24 AM SCook

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Thaxton MS		KNDJB723325	K188209	40,500
			Dealer: MS009 Kia Superstore	

Case History

Complaint Rental Car

*** PHONE LOG 07/10/2003 10:51 AM US Mountain Standard Time CHamilton

Caller Svc Mgr Bobby Kia Superstore MS009 states:

1. Calling to make record of this issue Kay and Wanda Russell
 2. Customer had this veh towed in 10 AM this morning
 3. Cooling *fan* broke
 4. Part of the plastic got into her radiator and broke the shroud *fan*
 5. We have an e order in already
 6. Cooling *fan*, radiator, *fan* shroud--supposed to be here tomorrow
 7. She is cussing me up one side and down the other
 8. Told her I am trying to help her
 9. Mad that not fixed right now
 10. Mad that we do not have a CAR
 11. We have 5 Dawoos we use as loaners, have only one left and is a five speed
 12. She [REDACTED] told me that any time she broke down, that I should have a car here waiting for her
 13. Asked her to stop swearing
 14. She hung up on me
 15. Then I got paged and it was someone named Kay
 16. And she said the same thing to me, I could hear the other woman in the background
 17. Told her rental was not under her warr
 18. We have done everything we can do
 19. She said they were leaving right now and going to see their lawyer
- Wtr thanked Bobby for the info, will document

*** CASE CLOSE 07/10/2003 10:52 AM US Mountain Standard Time CHamilton
issues documented

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1052219	45,236
ASTORIA NY [REDACTED]		Dealer: NJ007 Loman Kia		

Case History

Complaint Backordered Parts

*** PHONE LOG 12/21/2005 12:14 PM US Mountain Standard Time LGordon

CUST STATES:

1. FOR 14 MONTHS I HAVE BEEN WAITING ON AN ALARM MODULE
2. THE DLR REQUESTED IT AND NEVER RECEIVED IT
3. MY HORN IS NOT WORKING BECAUSE OF IT AND NOW I CANT REGISTER MY CAR BECAUSE IT DOESNT HAVE A WORKING HORN
4. I HAVE BEEN WORKING WITH JOHN SRV MGR

WRITER ADVISED:

1. SORRY FOR THE PROBLEM
2. WILL CALL SRV MGR TO GET ORDER STATUS
3. WILL CALL CUST BACK UPON VERIFYING INFO

CUST STATED:

1. OK, THANKS

WRITER CALLED SRV MGR BILL NY039 AND STATED:

1. REVIEWED CASE DETAILS
2. WHAT IS ORDER STATUS?

BILL STATED:

1. CUST CAME IN YESTERDAY ABOUT AN ALARM MODULE PART THAT WAS ORIGINALLY ORDERED 10-21-04
2. THE ALARM KEPT GOING OFF VIA THE HORN AND CUST REMOVED THE FUSE FOR THE HORN
3. BASICALLY, THE ALARM MODULE SHORTED OUT CAUSING HORN TO KEEP GOING OFF
4. CUST REQUESTED PART BE INSTALLED AND INSISTED UPON AN IMMEDIATE APPT
5. I TOLD HER I COULDN'T GET HER IN IMMEDIATELY DUE TO ONLY 4 OF MY TECHS SHOWING UP YESTERDAY DUE TO TRAIN STRICK
6. TODAY I HAVE 6 TECHS IN BUT WE ARE STILL SWAMPED
7. SHE NEVER REORDERED THE PART AND THE ORIGINAL ONE THAT WAS ORDERED I AM SURE WAS SENT BACK PROBABLY DEC TIME FRAME OF 2004
8. SHE SAID SHE WAS GOING TO GO SOMEWHERE ELSE TO GET THE WORK DONE BECAUSE SHE COULDN'T GET HER CAR REGISTERED WITHOUT A WORKING HORN

WRITER STATED:

1. OK, THANKS

WRITER CALLED CUST AND STATED:

1. REPEATED INFO GIVEN BY BILL SRV MGR NY039

CUST STATED:

1. YEAH, I KNOW I DIDNT ORDER THE PART WHILE I WAS THERE YESTERDAY
2. I ALSO TRIED SEVERAL TIMES TO ORDER THE PART THRU LOMANS KIA WHILE MY VEH SAT THERE FOR 4 MONTHS DUE TO A BALDE ON MY *FAN* BELT THAT BROKE AND PIERCED MY RADIATOR
3. MY CAR WAS THERE FROM JULY TO NOV AND I KEPT REQUESTING THAT PART AND THE SRV MGR NEVER RECEIVED IT EITHER

WRITER ADVISED:

1. WILL CALL SRV MGR AT LOMANS KIA TO CONFIRM ORDER/PART NUMBER IF ANY
2. WILL CALL CUST BACK

CUST STATED:

1. OK, THANKS

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	KNDJA723925 ██████████	K1052219	45,236
ASTORIA NY ██████████			Dealer: NJ007 Loman Kia	

WRITER CALLED SRV MGR NJ007 AND STATED:

- 1.

*** PHONE LOG 12/21/2005 03:44 PM US Mountain Standard Time LGordon Action Type:Outgoing call
WRITER CALLED SRV MGR MICHAEL COLLINI NJ007 AND LVM STATING:

1. REVIEWED CASE DETAILS
2. PROVIDED WRITER CONTACT INFO/CASE NUMBER
3. PLEASE CALL BACK, THANK YOU

*** PHONE LOG 12/22/2005 12:52 PM US Mountain Standard Time LGordon Action Type:Outgoing call
WRITER CALLED SRV MGR NJ007 WHO WAS NOT AVAILABLE...

SERV DEPT TRANSFERRED WRITER TO PARTS DEPT...
WRITER SPOKE TO PARTS DEPT NJ007 BILL AND STATED:

1. REVIEWED CASE DETAILS
2. IS THERE A PART/ORDER NUMBER TO BE REFERENCED REGARDING THIS ALARM MODULE?
3. IF SO, WHAT IS THE ORDER STATUS?

BILL STATED:

1. NOTHING ON ORDER AT ALL
2. DOESNT EVEN LOOK AS IF ANYTHING WAS EVER ORDERED FOR RENE RUSSO

WRITER STATED:

1. OK, THANKS

*** PHONE LOG 12/22/2005 12:55 PM US Mountain Standard Time LGordon Action Type:Outgoing call
WRITER CALLED CUST AND TRIED TO LEAVE VM BUT KEPT GETTING A FAX SIGNAL....
WRITER WILL TRY AGAIN LATER

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1004473	43,000
ASTORIA NY [REDACTED]			Dealer: NJ007 Loman Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 08/23/2005 12:26 PM US Mountain Standard Time BBrown

CUST STATES

- 1 SPORTAGE BEEN IN WOODBRIDGE DLR WAITING FOR PARTS FOR OVER TWO WEEKS
- 2 I DON'T HAVE A CAR AND THE DLR HAS NO ANSWER FOR ME
- 3 I WANT TO FILE A COMPLAINT BECAUSE THIS IS TAKING TOO LONG
- 4 MY **FAN** BLADE BROKE AND DAMAGED THE RADIATOR
- 5 I NEED A LOANER OR RENTAL OR SOMETHING TO JUST RUN MY BUSINESS

WRITER STATES

- 1 APOLOGIZED
- 2 I WILL CONTACT DLR AND CHECK STATUS OF PART ORDER
- 3 I WILL PRESENT YOUR SITUATION TO KIA REP FOR RESPONSE TO RENTAL REQUEST
- 4 I WILL CONTACT THE CUST AFTER FURTHER FOLLOW UP

*** PHONE LOG 08/24/2005 08:11 AM US Mountain Standard Time BBrown Action Type:Incoming call

WRITER LVM FOR SM JEROME AT LOMAN KIA

- 1 CUST LOOKING FOR RENTAL VEH
- 2 I WOULD LIKE THE DIAGNOSIS AND STATUS OF PARTS ORDERED
- 3 PLEASE CALLBACK; PROVIDED WRITER CONTACT INFO

*** PHONE LOG 08/24/2005 09:03 AM US Mountain Standard Time BBrown Action Type:Incoming call

(SM) JEROME AT LOMAN KIA STATES

- 1 THE **FAN** LET LOOSE ON THIS VEH AND TOOK OUT THE RADIATOR AND AC LINES
- 2 RADIATOR AND A/C LINE ARE BACK ORDERED PARTS
- 3 WE ARE BEING TOLD FRIDAY IS THE NEXT ETA

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

Send to:[gkaras@kiausa.com]

[REDACTED]
Cust is looking for rental assistance because veh has been down near two weeks and parts are 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_K1004473_BBrown_08-24-2005100447.doc>>

*** PHONE LOG 08/24/2005 09:09 AM US Mountain Standard Time BBrown Action Type:Incoming call

WRITER LVM FOR DPSM G KARAS STATING

- 1 CUST SEEKING RENTAL ASSISTANCE UNTIL PARTS COME IN
- 2 VEH HAS BEEN DOWN 2 WEEKS AN THE PARTS ARE ON BACKORDER
- 3 PLESE CALL BACK W/ RESPONSE; PROVIDED CONTACT INFO

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1004473	43,000
ASTORIA NY	[REDACTED]		Dealer: NJ007 Loman Kia	

*** CASE CLOSE 08/24/2005 09:10 AM US Mountain Standard Time BBrown

*** NOTES 08/26/2005 08:31 AM US Mountain Standard Time BBrown Action Type:Manager review
closed unintentionally on 8/24/05

*** PHONE LOG 08/26/2005 08:34 AM US Mountain Standard Time BBrown Action Type:Incoming call
WRITER LVM FOR DPSM G KARAS STATING
1 CUST SEEKING RENTAL ASSISTANCE UNTIL PARTS COME IN
2 VEH HAS BEEN DOWN 2 WEEKS AN THE PARTS ARE ON BACKORDER
3 PLESE CALL BACK W/ RESPONSE; PROVIDED CONTACT INFO

*** NOTES 08/29/2005 07:18 AM US Mountain Standard Time BBrown Action Type:Manager review
Writer forwarding case to region because
1 Cust requesting rental assistance while parts are back ordered
2 Writer has gotten no response from DPSM

*** NOTES 08/30/2005 02:15 PM Eastern Daylight Time SHubbs Action Type:Manager review
Writer called NJ007, spoke w/ Jerome in service
Per Jerome
1. We are just waiting on a *fan* clutch & we have no ETA at this time
2. I believe the customer was placed in a vehicle though

Per writer
1. Ok, I will contact customer
2. Thank you

Writer called customer
1. Left a voicemail & contact information
2. Requested a call back
3. Will attempt to contact customer w/in 24 hours

*** NOTES 08/31/2005 01:29 PM Eastern Daylight Time SHubbs Action Type:Manager review
Writer called customer
1. Left a voicemail & contact information
2. Requested a call back
3. Will attempt to contact customer w/in 24 hours

*** NOTES 09/01/2005 08:50 AM Eastern Daylight Time SHubbs Action Type:Manager review
Customer called writer
Per writer
1. I wanted to touch base with you regarding your vehicle
2. I spoke w/ NJ007 & they advised me that you were placed in a loaner vehicle while waiting for parts
3. I truly apologize for having to wait for parts to be shipped to the dealer

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]	KNDJA723925 [REDACTED]	K1004473	43,000
ASTORIA NY [REDACTED]	[REDACTED]	[REDACTED]	Dealer: NJ007 Loman Kia	

5. Please be patient & as soon as parts come in, NJ007 will call you to advise you that your vehicle is repaired.
6. I will call NJ007 on a weekly basis to touch base regarding b/o parts
7. In the meantime, if you have any further questions for me, please feel free to give me a call
8. Thank you

Per customer

1. It's crazy that the part is on b/o for so long
2. But thank you very much for calling me to follow up

*** NOTES 09/01/2005 09:46 AM Eastern Daylight Time SHubbs Action Type:Manager review

Writer is closing case at this time due to:

1. Customer requesting a rental vehicle while parts are on b/o
2. NJ007 placed customer in a loaner vehicle while parts are on b/o
3. NJ007 will call customer as soon as parts are in & vehicle is repaired
4. Writer gave customer contact information for future concerns/questions

*** CASE CLOSE 09/01/2005 09:47 AM Eastern Daylight Time SHubbs

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
BRICK NJ		KNDJA623625	K1010427	52,000
			Dealer: NJ034 Sansone Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 09/07/2005 08:47 AM US Mountain Standard Time JWeiner
CUSTOMER STATES:

1. LAST WEEK VEHICLE WAS TOWED TO THE DEALER (NJ034)
2. **FAN** BROKE AND WENT INTO THE RADIATOR
3. DEALER HAS TO ORDER NEW PARTS
4. CONTACT IS SM GARY FLYNN
5. DEALER HAS TOLD ME THAT THE PARTS ARE NOT IN THE U.S. RIGHT NOW, OR THEY ARE ON BACKORDER
6. I THINK THIS IS RIDICULOUS
7. VEHICLE HAS BEEN AT THE DEALER FOR A WEEK, IT SHOULD HAVE BEEN FIXED BY NOW
8. EVERYTHING IVE TOLD YOU IS WHAT THE DEALER TOLD ME
9. I NEED THE CAR FOR BUSINESS
10. CAR DOES HAVE 52K+ MILES, IN THE NEXT 5K-10K, I WILL BE LOOKING TO PURCHASE A NEW VEHICLE, PROBABLY A KIA SEDAN
11. EVERYTHING IVE TOLD YOU IS WHAT THE DEALER TOLD ME
12. I WANT HELP WITH THIS
13. THANKS

WRITER STATES:

1. APOLOGY FOR SITUATION
2. UPDATED OWNER INFO
3. WHO IS THE CUSTOMER'S CONTACT AT THE DEALER
4. WRITER WILL FOLLOW UP WITH THE DEALER REGARDING THE PARTS
5. WILL MAKE SURE THE PARTS HAVE BEEN ORDERED CORRECTLY
6. WRITER WILL FOLLOW UP WITH THE CUSTOMER AFTER SPEAKING TO THE DEALER

*** PHONE LOG 09/07/2005 11:17 AM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. ATTEMPTED TO CONTACT SM, NOT AVAILABLE
2. SPOKE TO SERVICE ADVISOR, GARY FLYNN
3. SA IS CUSTOMER'S ADVISOR, CORRECT
4. WHAT PARTS DOES THE CUSTOMER NEED
5. WHAT IS THE SM'S NAME
6. WHAT ARE THE PARTS NUMBERS
7. WHAT ARE THE ORDER NUMBER
8. DOES SA KNOW WHEN PARTS ARE GOING TO COME IN
9. THANKS FOR INFO

DEALER STATES:

1. I AM MR. RYAN'S SA
2. CUSTOMER NEEDS A COOLANT **FAN** AND RADIATOR
3. SM IS CRAIG MURDOCH
4. ITS AN OLD STYLE SPORTAGE, **FAN** PIECES WENT INTO THE RADIATOR AND CAUSED A LEAK
5. **FAN** IS ON BACKORDER
6. WE DONT KNOW WHEN THEY ARE SUPPOSED TO COME IN
7. PART NUMBER FOR **FAN** IS 0K048-15140A
8. PART NUMBER FOR RADIATOR IS OK038-15200
9. I DONT HAVE THE ORDER NUMBERS, YOU'D HAVE TO CALL THE PARTS DEPT
10. THEY ARE IN A DIFFERENT BUILDING, THEIR PHONE NUMBER IS 732-922-1054

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA623625 [REDACTED]	K1010427	52,000
BRICK NJ [REDACTED]		Dealer: NJ034 Sansone Kia		

*** PHONE LOG 09/07/2005 11:21 AM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. ATTEMPTED TO SPEAK TO PM, BUT HE WAS ON THE PHONE
2. SPOKE TO RUSS
3. WHAT IS THE ORDER NUMBER FOR PARTS
4. ORDER NOT IN SYSTEM YET
5. SAME ORDER NUMBER FOR BOTH PARTS, CORRECT
6. THANKS FOR INFO

DEALER STATES (PARTS DEPT):

1. ORDER NUMBER IS KE906
2. SAME ORDER NUMBER FOR BOTH PARTS
3. WAS "E" ORDERED YESTERDAY
4. THEY MIGHT HAVE NOT RECEIVED THE ORDER YET

*** PHONE LOG 09/07/2005 02:22 PM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. PLACED CALL TO DEALER PARTS SPECIALIST
2. SPOKE TO MARK
3. WHAT IS STATUS OF PART
4. HAS ORDER BEEN RECEIVED YET
5. THANKS FOR INFO

DEALER PARTS SPECIALIST STATES:

1. WHAT IS PART NUMBER
2. WHAT IS DEALER NUMBER
3. WE HAVE RECEIVED ORDER
4. PART IS ON BACK ORDER
5. A SHIPMENT OF 70 IS PAST DUE, WAS SUPPOSED TO COME IN AT THE END OF AUGUST
6. SHOULD BE IN ANYDAY NOW

*** PHONE LOG 09/07/2005 03:36 PM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. WRITER HAS RESEARCHED CUSTOMER'S CONCERNS
2. PARTS WERE SUPPOSED TO BE IN AT THE END OF AUGUST
3. THEY SHOULD BE IN ANYDAY NOW
4. PARTS ARE COMING IN FROM KOREA
5. KIA'S OBLIGATION UNDER THE WARRANTY IS TO REPAIR ANY DEFECTS IN MATERIALS OR WORKMANSHIP
6. RENTAL OR LOANER VEHICLES ARE NOT A PROVISION OF THE WARRANTY
7. UNDER EXTENUATING CIRCUMSTANCES WE CAN SEEK ASSISTANCE OUTSIDE THE TERMS OF THE WARRANTY
8. WRITER WILL LOOKING TO CUSTOMER'S REQUEST AND CALL CUSTOMER BACK

CUSTOMER STATES

1. THEY WERE SUPPOSED TO BE IN AT THE END OF AUGUST
2. WHAT AM I SUPPOSED TO DO
3. I AM USING A BORROWED CAR
4. DOES KIA HAVE A CONTINGENCY PLAN
5. PLEASE LOOK INTO
6. THANKS FOR CALLING ME BACK

Kia Motors America
Consumer Affairs Department

Page 3 of 3

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
BRICK NJ		KNDJA623625	K1010427	52,000
			Dealer: NJ034 Sansone Kia	

*** PHONE LOG 09/07/2005 03:39 PM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. LEFT VM FOR DPSM GEORGE KARAS TO CALL WRITER
2. ADVISED DPSM OF VEHICLE AND DEALER
3. CUSTOMER SEEKING RENTAL ASSISTANCE UNTIL THE PARTS COME IN

*** PHONE LOG 09/08/2005 09:13 AM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. LEFT VM FOR DPSM GEORGE KARAS TO CALL WRITER
2. CUSTOMER SEEKING RENTAL ASSISTANCE UNTIL THE PARTS COME IN

*** NOTES 09/08/2005 04:23 PM US Mountain Standard Time JWeiner Action Type:Manager review

WRITER STATES:

1. DISPATCHING CASE TO REGION
2. DPSM HAS NOT CONTACTED WRITER WITHIN 24 HOUR PERIOD
3. CUSTOMER IS SEEKING RENTAL ASSISTANCE
4. PARTS WERE SUPPOSED TO ARRIVE THE LAST WEEK OF AUGUST

*** NOTES 10/18/2005 08:57 AM Eastern Daylight Time SHubbs Action Type:Manager review

Writer & DPSM Called NJ034 & spoke w/ Gary Flynn in service

1. Gary advised writer that b/o part came in & customer picked up vehicle
2. Customer's vehicle has been repaired for several days now & NJ034 has not heard back from customer yet

*** NOTES 10/18/2005 02:05 PM Eastern Daylight Time SHubbs Action Type:Manager review

Writer called customer

Per writer

1. I understand your vehicle is repaired
2. I wanted to follow up & make sure you're satisfied w/ repairs done to your vehicle

Per customer

1. Yes, so far everything is running fine
2. My car was down for a long time
3. But I appreciate you following up with me

Per writer

1. I apologize for the inconvenience you've experienced
2. I will close your case out pending future contact
3. Thank you

- Writer is closing case pending future contact from customer

*** CASE CLOSE 10/18/2005 01:06 PM Eastern Daylight Time SHubbs

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 [REDACTED]	K1099260	67,000
Humble TX	[REDACTED]		Dealer: TX022 DeMontrond Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/27/2006 06:17 AM US Mountain Standard Time WLevy

Caller states:

1. This is my daughter's car
2. There was an accident on the interstate
3. The *fan* blades broke off of her car and hit the radiator
4. She couldn't pull off the hwy in time and her car overheated
5. I know the *fan* blade wouldn't be covered under warr
6. I think the rest of it should be covered under her 10/100 PTW

Wrtr states:

1. Updated; no recalls
2. Advised that "Donna Sacky" is not shown to be original owner of veh
3. Advised that second/subsequent owner would have 5/60 LBW, 5 r/s and 5/60 PTW
4. Advised that as 67k miles, veh is out of warr

Caller states:

1. Ok, let me check with my daughter
2. If she bought this new, that's one thing
3. If she's the second owner, there's nothing we can do

Wrtr states:

1. Provided wrtr's name and ext

Caller thanked wrtr

*** PHONE LOG 04/27/2006 06:47 AM US Mountain Standard Time WLevy Action Type:Incoming call

Caller LVM for callback stating:

1. I looked on my daughter's title
2. This veh only had 40 miles on it when she bought it
3. I feel that this is a new veh
4. Can you call the dealer and find out about it?

*** PHONE LOG 04/27/2006 06:53 AM US Mountain Standard Time WLevy Action Type:Outgoing call

Wrtr called [REDACTED] and stated:

1. Reiterated that veh is still shown as used
2. Indicated that if original sales contract shows daughter to be original owner of a "new" car, can RDR

[REDACTED] stated:

1. I've paid over \$300 in towing already
2. I think I'll just have it towed to my private mechanic
3. I'll let him take care of this, because the dealer said it wouldn't be covered anyway
4. Thank you for your help

*** CASE CLOSE 04/27/2006 06:54 AM US Mountain Standard Time WLevy

**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]	K311901	86,000

San Antonio TX [REDACTED]

Dealer:

Case History

Inquiry Warranty Info

*** PHONE LOG 05/03/2004 06:57 AM US Mountain Standard Time BKelley

Caller states:

1. I wanted to know if my *fan* would be covered under warr
2. My *fan* broke and went into the belt

Wtr states:

1. Updated contact info
2. No recalls
3. Advised caller *fan* is covered under the LBW -- expired

*** CASE CLOSE 05/03/2004 06:57 AM US Mountain Standard Time BKelley

Kia Motors America Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723625	K193544	25,000
Espanola NM			Dealer: NM004 Horace Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 07/23/2003 01:21 PM US Mountain Standard Time JProkopp

Customer states:

1. I took my vehicle to Sante Fe Kia on 7/7/03.
2. The cooling *fan* had broken.
3. They had to order several parts.
4. They got all the parts the next day except for one part.
5. I was told that it was on backorder.
6. It has been two weeks and they still don't have the part yet.
7. I have been calling them every day to check the status.
8. They cannot even tell me when the part is expected to arrive.
9. They said that they talked with Kia.
10. They said that Kia will cover a rental vehicle for \$15 per day.
11. There are no rental vehicles that cost \$15 a day and I cannot pay for the excess.
12. I want to know what Kia is going to do about this.

Writer states:

1. I apologize that you have been inconvenienced by this.
2. I can do some research on this and find out what is going on with the parts.
3. Rental vehicles are not a provision of the Kia warranty.
4. If you are being offered coverage then that is as an exception.
5. I will call you once I have further information.

*** PHONE LOG 07/23/2003 02:42 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Sante Fe Kia and spoke with Bill in service (service manager not in).

Bill states:

1. The *fan* and shroud need to be replaced.
2. We have the *fan*, but we are waiting on the shroud.
3. The part# is K10K038-15-211.
4. The part is on backorder.
5. We have spoken with our dpsm about this.
6. We got a call from someone at Kia saying that they would see what they could do to expedite the part since the customer is down.

*** PHONE LOG 07/24/2003 10:05 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted PStapleton and LVM.

*** PHONE LOG 07/24/2003 12:59 PM Pacific Daylight Time StapletonP Action Type:Incoming call

writer contacted CCG Rep: writer did not bump up order..

writer will research order request and provide information.

*** PHONE LOG 07/24/2003 03:00 PM Pacific Daylight Time StapletonP Action Type:Incoming call

part has been upgraded and due to be shipped out by the end of this week,.

*** PHONE LOG 07/25/2003 11:43 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

**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]	K193544	25,000
Espanola NM [REDACTED]			Dealer: NM004 Horace Kia	

*** CASE CLOSE 07/25/2003 12:03 PM US Mountain Standard Time JProkopp
Case closed pending further contact from customer.

*** PHONE LOG 07/07/2004 08:42 AM ATafoya Action Type:Incoming call
[REDACTED] stated:

1. The veh broke down in Flagstaff previously piece broke into the *fan* (coolant *fan*) coming back from Las Vegas and veh stopped cooling
2. Now one of the 3 pulley from the *fan* belt for the a/c, while travelin to Las Vegas in Kingman, Az
3. how do I deal w/this in accordance to the l/law while travelin to Las Vegas in Kingman, Az.
4. There have been little problems and it's been a constant problem. No a/c and no appt w/dlr, in the delay
Writer stated:
 1. Apologized for inconvenience and advised that Kia doesn't have info on l/law procedures.
 2. L/Law varies from state to state and cust would have to find out through BBB Autoline. Writer gave #800
 3. Advised Kia can assist w/the repairs if cust makes an appt and the Kia full case mgr can oversee the svc dept to make sure proper steps are made to fix the veh.

**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>
		KNDJB623625	K408936	17,000
Redlands CA			Dealer:	

Case History

Inquiry Other

*** PHONE LOG 01/03/2005 03:04 PM TShamburger
customer [REDACTED] called

1. want to know about warr in Guam

2. the veh *fan* busted for some reason and went into radiator

3. a hyundai kia dlr is willing to repair it and order parts from Hawaii

4. but they said they cant cover this under warranty

wrt states

1. im sorry but warr only covered in the US when you are in another country the veh is no longer covered under warr in that country

2. see WIC manual

3. im sorry, you can send in your receipt and letter explaining situation if you wish

4. kia will always review this, no guarantee but they do look at you situation

(no recalls)

cust thanked wrt call ended.

*** CASE CLOSE 01/03/2005 03:04 PM TShamburger

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Moody TX		KNDJA723825	K1010548	54,000
			Dealer: TX036 Miller Kia	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 09/07/2005 11:26 AM US Mountain Standard Time JProkopp
Customer states:

1. My radiator *fan* broke.
2. I called Miller Kia.
3. They told me to call you and get the vehicle towed.

Writer states:

1. Roadside assistance can tow you to the closest dealer free of charge.
2. Transferred customer to roadside assistance.

*** CASE CLOSE 09/07/2005 11:26 AM US Mountain Standard Time JProkopp

*** PHONE LOG 09/08/2005 06:05 AM US Mountain Standard Time ATafoya Action Type:Incoming call
--Writer received 800# vm, cust already contacted KCC

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K1195646	42,000
Carson CA	[REDACTED]		Dealer: CA058 Serpa Kia	

Case History

Complaint Roadside Assistance

*** PHONE LOG 06/26/2006 11:25 AM US Mountain Standard Time CHamilton

Caller states:

1. Want some info on trip interruption, I am 200 miles from my home
2. Car is currently at Serpa Kia CA058 being repaired under warr
3. It happened on Saturday, I paid \$35. for the tow
4. **Fan** broken, one of the hoses punctured, radiator grill has holes
5. Had to stay at a hotel Saturday and Sunday, hoping it's done today

Wtr states:

1. Updated, no recalls
2. Advised trip interruption benefit requirements are:
 - A. Veh must be at least 150 miles from primary residence
 - B. Down at Kia dlr service at least 24 hours for warranty repairs
3. Once veh is repaired, owner may submit RO and receipts for reasonable expenses related to disablement to KMA
4. Provided Medford address to submit receipts for evaluation for reimbursement
5. Can submit for evaluation for reimbursement up to \$100. per day, 3 day/\$300. max
6. Advised r/s coverage includes towing top the nearest Kia dlr at
7. so can submit that receipts with or without the trip interruption -- recommend submitting separately

*** CASE CLOSE 06/26/2006 12:42 PM US Mountain Standard Time CHamilton

*** PHONE LOG 07/26/2006 11:28 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Mr s states:

1. Sent everything in like you said, have not heard back
2. Wanted to check status of trip interruption

Wtr states:

1. Takes 4-6 weeks from time claims get your info before you will hear back from them
2. Transferred to r/s claims queue for update on status

*** CASE CLOSE 07/26/2006 11:29 AM US Mountain Standard Time CHamilton

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]	KNDJB723325 [REDACTED]	K360487	30,000
El Monte CA	[REDACTED]		Dealer: CA176 Valley KIA	

Case History

Complaint Rental Car

*** PHONE LOG 09/02/2004 10:06 AM CHamilton

Caller states:

1. Guy at gas station said my *fan* broke, so I drove it over to the Kia dlr (1 block) Valley KIA CA176
2. I watched the temp gauge, it was fine
3. Guy from dlr called me back and said it overheated
4. Wont be done until next week
5. I have appts and things I need to do
6. I asked him for car, he said they dont do that
7. I asked him to just get it in and fix it then, but he laughed and said tell the guys working on them that
8. Can you send me some more things to send in with my payments

Wtr states:

1. Updated, no recalls
2. Apologized
3. Advised man warr provides for repair of the veh according to the terms of the warr
3. Warr specifically excludes rental, that will be at your expense
4. Advised speak to lender regarding the payment coupons

*** CASE CLOSE 09/02/2004 10:06 AM CHamilton

Kia Motors America Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723825	K192400	9,800
Dallas TX			Dealer: TX059 Big D Kia	

Case History

Complaint Rental Car

*** PHONE LOG 07/21/2003 08:18 AM US Mountain Standard Time JCook

Customer Stated:(Mrs. Sanford--Mother)

- 1.Says she is calling for her son.
- 2.Says his vehicle is currently at the dealer.
- 3.Says the *fan* blade came off the vehicle and damaged his radiator.
- 4.Says she wanted to know if he is supposed to get a rental vehicle because the vehicle is still under warranty.
- 5.Says they mentioned something to her son about him paying for a rental upfront and they will reimburse him, but she does not feel this is right.

---Writer advised customer:

- 1.That there are no rental provisions under the manf. warranty.
- 2.Advised that the dealers are all independently owned and operated and due to federal anti-trust laws we cannot tell a dealer how to operate their business.
- 3.Advised that her son needs to speak with the Svc. Mgr. at the dealer to see if they have any loaner or rental provisions, and if this rental reimbursement is all they have to offer then that is all they can do.
- 4.Advised that we will document the concern on file.
- 5.Verified all customer info.

*** CASE CLOSE 07/21/2003 08:19 AM US Mountain Standard Time JCook

Concerns noted and info given.

*** NOTES 09/04/2003 04:10 PM Eastern Daylight Time JSifford Action Type:Manager review

vehicle not showing on vehicle down report

file closed

*** CASE CLOSE 09/04/2003 04:10 PM Eastern Daylight Time JSifford

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825	K242696	13,000
Phoenix AZ	[REDACTED]			Dealer:

Case History

Inquiry Roadside Assistance

*** PHONE LOG 11/12/2003 12:55 PM US Mountain Standard Time CRountree
CUSTOMER STTES:

1. CHECKING ON REIMBURSEMENT FOR TRIP INTERRUPTION.
2. SOME DLRS HAVE TOLD ME THERE WAS AS
3. THINK THEY OUGHT MAKE A RECALL OUT COOLING *FAN*S COMING APART.

WRTR STTES:

1. IN SERVICE 2/27/2003
2. NO RECALLS ON VEHICLE.
3. GAVE CLAIMS ADDRESS.
4. WILL DOCUMENT YOUR SUGGESTION.

*** CASE CLOSE 11/12/2003 12:55 PM US Mountain Standard Time CRountree

**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]	K381909	45,000
Tampa FL [REDACTED]	[REDACTED]		Dealer:	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 10/21/2004 01:09 PM JCook

Customer Stated:

- 1.Says the *fan* blade just came off her vehicle and she needs to get the vehicle towed to the dealer.
- 2.Wanted to know if this would be covered and will she get a rental.

---Writer advised customer:

- 1.Advised if the problem is deemed a manf defect, then it will be covered under the warranty.
- 2.Advised that there are no rental provisions under the manf. warranty, and she would need to speak with the Svc. Mgr at the dealer to see if they have any rentals to offer.
- 3.Updated all customer info, and verified that there are no open recalls.
- 4.Transferred over to roadside assistance.

*** CASE CLOSE 10/21/2004 01:09 PM JCook

Transferred over to roadside.

Kia Motors America
Consumer Affairs Department

Page 1 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723725	K185638	11,000
Moreno Valley CA			Dealer: CA109 Shaver Kia	

Case History

Complaint Rental Car

*** PHONE LOG 07/03/2003 11:25 AM US Mountain Standard Time DUnderwood

CALLER STATED:

1. VEHICLE IS AT Shaver Kia
2. **FAN** BLADE WAS IN PIECES
3. DIAGNOSTIC HAS NOT BEEN DONE
4. Shaver Kia TOLD ME I MIGHT GET 15.00 PER DAY ASSISTANCE WITH RENTAL ONCE DIAGNOSTIC IS DONE
5. I WAS STUCK WITH A RENTAL FOR 71.00 PER DAY RENTAL BECAUSE OF THE HOLIDAY .. WILL CHANGE IT TO A LESS EXPENSIVE ON MONDAY
6. CAN KIA PLEASE HELP ME ?

WRITER STATED:

1. APOLOGIZED FOR ANY INCONVENIENCE
2. WILL DOCUMENT CALLER COMPLAINTS AND CONCERNS
3. KIA DOES NOT HAVE A PROVISION OR POLICY FOR RENTALS
4. WILL SPEAK TO SVC MGR & FACTORY REP
5. WILL CALL YOU BACK IF I HAVE ANSWER FOR YOU
6. ALSO RECOMMEND CALLING AND SPEAKING TO SVC MGR BEFORE STORE CLOSES

CALLER STATED:

1. THANKS

*** PHONE LOG 07/03/2003 11:34 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WRITER STATED:

1. PHONED Shaver Kia @ 909-388-1851
2. ASKED FOR SVC MGR, MARK THRASH
3. CUSTOMER IS REQUESTING RENTAL / LOANER ASSISTANCE
4. VEHICLE IS 6 MONTHS OLD WITH 11K MILES
5. HAS DPSM BEEN CONTACTED FOR RENTAL ASSISTANCE YET

MARK STATED:

1. NO NEED TO CONTACT DPSM AS OF YET
2. DIAGNOSTIC HAS NOT BEEN PERFORMED
3. WILL CALL DPSM ONCE DIAGNOSTIC HAS BEEN PERFORMED

WRITER STATED:

1. THANKS

*** PHONE LOG 07/03/2003 11:38 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WRITER STATED: LEFT VM

1. PHONED BOB LINDERGREN, DPSM (COVERING AREA REP SVC MGR)
2. FORWARDED CALLER REQUEST FOR RENTAL ASSISTANCE
3. PROVIDED CASE #, CASE INFOR, WTR'S NAME & EXTENSION

*** PHONE LOG 07/03/2003 11:58 AM US Mountain Standard Time DUnderwood Action Type:Incoming call

WRITER RECEIVED VM FROM BOB LINDERGREN, DPSM

BOB LINDERGREN STATED:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723725	K185638	11,000
Moreno Valley CA 92557			Dealer: CA109 Shaver Kia	

1. HAVE SPOKEN TO SVC MGR AND APPROVED RENTAL

*** PHONE LOG 07/03/2003 12:01 PM US Mountain Standard Time DUnderwood Action Type:Outgoing call

WRITER STATED:

1. PHONED WALTER @ HOME #
2. ASKED FOR MESSAGE TO BE RELAYED TO JENNIFER ASAP
3. KIA REPRESENTATIVE HAS APPROVED RENTAL ASSISTANCE
4. REQUESTING SHE CONTACT SVC MGR FOR DETAILS

WALTER STATED:

1. THANKS FOR YOUR HELP

*** PHONE LOG 07/03/2003 01:51 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES(JENNIFER SASSE):

1. IT WAS MY UNDERSTANDING THAT I WAS APPROVED FOR RENTAL
2. NEED TO KNOW HOW MUCH, FULL AMOUNT OR PORTION
3. WILL CONTACT DEALER.

WRITER STATES:

1. NOTES DO NOT STATE
2. NOTES STATES TO CONTACT SM FOR DETAILS
3. OTHER OPTION WOULD BE TO SPEAK DIRECTLY TO CSR, DEE

*** CASE CLOSE 07/03/2003 12:56 PM US Mountain Standard Time DUnderwood

RENTAL APPROVED - REFERRED CALLER TO SVC MGR AT DEALERSHIP

*** PHONE LOG 07/03/2003 01:16 PM US Mountain Standard Time DUnderwood Action Type:Incoming call

CALLER STATED:

1. CANNOT GET A HOLD OF MARK, SVC MGR

WRITER STATED:

1. ASKED CALLER TO HOLD
2. PHONED SHAVER KIA AND SPOKE TO CANDICE, IN SVC
3. SVC MGR WAS GONE TO LUNCH
4. ASKED WHAT CUSTOMER WAS APPROVED FOR REGARDING RENTAL ASSISTANCE

CANDICE STATED:

1. CUSTOMER WAS APPROVED FOR 15.00 PER DAY

WRITER STATED:

1. THANKED CANDICE FOR ANSWER
2. THANKED CALLER FOR HOLDING
3. EXPLAINED CUSTOMER WAS ONLY APPROVED FOR 15.00 PER DAY

CALLER STATED:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Moreno Valley CA		KNDJB723725	K185638	11,000
			Dealer: CA109 Shaver Kia	

1. WHAT IF PART (*FAN*) CANNOT GET HERE UNTIL 7/15/03 - ITS ON NATIONAL BACK ORDER
2. COULD I GET MORE ASSISTANCE

WRITER STATED:

1. CAN ONLY SPEAK TO SVC MGR & FACTORY REP
2. NO GUARANTEES CAN BE GIVEN

CALLER STATED:

1. WILL CALL YOU BACK IF FURTHER ASSISTANCE IS NEEDED
2. THANKS

*** PHONE LOG 07/08/2003 05:30 AM US Mountain Standard Time DUnderwood Action Type:Incoming call

CALLER STATED:

1. LEFT VM FOR WTR
2. WORK # IS [REDACTED]
3. WAS TOLD AGAIN BY DEALERSHIP THAT - PARTS FOR CAR UNTIL 17TH
4. CAN YOU CALL ME
5. THANKS

*** PHONE LOG 07/08/2003 10:20 AM US Mountain Standard Time DUnderwood Action Type:Incoming call

CALLER STATED:

1. LEFT VM FOR WTR
2. WORK # IS [REDACTED]
3. WOULD LIKE A CALL BACK

*** PHONE LOG 07/08/2003 10:26 AM US Mountain Standard Time DUnderwood Action Type:Incoming call

WRITER STATED:

1. PHONED CALLER BACK

CALLER STATED:

1. WAS TOLD PART NEEDED IS ON BACK ORDER AND AND WOULD NOT BE AVAILABLE TO BE SENT UNTIL AFTER 7/17/03
2. WOULD LIKE TO SEE KIA ASSIST WITH RENTAL MORE THAN 15.00 DOLLARS PER DAY

WRITER STATED:

1. APOLOGIZE FOR SITUATION
2. WILL PHONE AND SPEAK TO FACTORY REP AGAIN
3. CANNOT GUARANTEE HIS RESPONSE

CALLER STATED:

1. VEHICLE IS ONLY 6 MONTHS OLD
2. THANKS

*** PHONE LOG 07/08/2003 10:30 AM US Mountain Standard Time DUnderwood Action Type:Incoming call

Kia Motors America
Consumer Affairs Department

Page 4 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K185638	11,000
Moreno Valley CA [REDACTED]		Dealer: CA109 Shaver Kia		

1. PHONED BOB LINDERGREN, DPSM (COVERING AREA REP SVC MGR)
2. LEFT VM
3. FORWARDED CALLER REQUEST FOR FULL RENTAL ASSISTANCE
4. PART NEEDED IS ON NATIONAL BACK ORDER UNTIL 7/17/03 OR LATER
5. PROVIDED CASE #, CASE INFOR, WTR'S NAME & EXTENSION
6. REQUESTING CALL BACK

*** PHONE LOG 07/08/2003 01:18 PM US Mountain Standard Time DUnderwood Action Type:Incoming call
CALLER STATED:

1. LEFT VM FOR WTR
2. WORK # [REDACTED]
3. WOULD LIKE A CALL BACK
4. WONDERING IF YOU HAVE HEARD ANYTHING
5. ALSO WANTED ADDRESS TO SEND LETTER TO KIA

*** PHONE LOG 07/08/2003 01:22 PM US Mountain Standard Time DUnderwood Action Type:Outgoing call
WRITER STATED:

1. PHONED JENNIFER SASSE
2. ADVISED WTR HAS NOT HEARD FROM FACTORY REP
3. PROVIDED IRVINE ADDRESS AS REQUESTED

JENNIFER STATED:

1. THANKS

*** PHONE LOG 07/09/2003 05:14 AM US Mountain Standard Time DUnderwood Action Type:Incoming call
WRITER RECEIVED VM FROM BOB LINDERGREN, DPSM

BOB LINDERGREN STATED:

1. 15.00 PER DAY IS THE ONLY ASSISTANCE I CAN GIVE
2. THIS IS MORE THAN ANY OTHER CUSTOMER GETS AND CUSTOMER IS GETTING THIS ASSISTANCE BECAUSE OF THE BACK ORDER ETA
3. CORPORATE GUIDELINES SAY IF ANY ASSISTANCE IS GIVEN IT WILL BE 15.00 PER DAY
4. CALL IF ANY OTHER QUESTIONS AVAILABLE

*** PHONE LOG 07/10/2003 09:10 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call
WRITER STATED:

1. PHONED JENNIFER BACK
2. ADVISED THAT 15.00 PER DAY IS THE LIMIT OF WHAT KIA CAN OFFER

JENNIFER STATED:

1. THANKS ANYWAY

*** CASE CLOSE 07/10/2003 09:11 AM US Mountain Standard Time DUnderwood
case closed ... dpsm approved 15.00 per day rental assistance