

**PE06-042**  
**HYUNDAI**  
**12/22/06**  
**PART 2 OF 2 D**

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

Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K334332	26,400
Floyds Knobs IN [REDACTED]			Dealer: IN016 Kia of Clarksville	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 07/06/2004 03:03 PM MHoweth  
caller stated;

1. Vehicle is at Dealer In016. *Fan* went through radiator. Caller did not have vin #.
2. Husband is 83 years old and has a serious medical condition.
3. Caller asked dealer for a loaner car. They had none available. She asked for a rental car which she could receive reimbursement on. They had none.
4. Caller is asking for some kind of help as the repair is going to take time, and the service mgr., Johnny Piercey isn't even at the dealership today.

Writer stated;

1. Made it clear that the dealerships are independantly owned and operated.
2. Kia does not provide loaner vehicles it is up to the individual dealers.
3. A full case mgr. will contact the dealership, and the caller within 72 bus. hrs.
4. Caller's cell ph. # is; [REDACTED]

\*\*\* PHONE LOG 07/14/2004 10:49 AM BGauldin Action Type: Incoming call  
writer called dealership; sm Johnny stated:.

1. ask about the customer's vehicle and loaner ability

SM Johnny stated:

1. customer was given a loaner later in the day
2. vehicle was repaired.

\*\*\* CASE CLOSE 07/16/2004 07:20 AM US Mountain Standard Time BGauldin  
CUSTOMER WAS GIVEN A RENTAL AS REQUESTED AND VEHICLE IS NOW REPAIRED

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K1200884	71,000
DANVER VA [REDACTED]	[REDACTED]	[REDACTED]	Dealer:	

**Case History**

Inquiry Roadside Assistance

\*\*\* PHONE LOG 07/11/2006 06:46 AM US Mountain Standard Time HReynolds

[REDACTED] STATES:

1. WE ARE OVER 700 MILES AWAY FROM HOME
2. **FAN** BLADE BROKE AND PUNCTURED THE RADIATOR
3. NOT WARRANTABLE
4. IT'S GOING TO BE DONE IN FEW DAYS
5. CALLING ABOUT THE TRIP INTERRUPTION BENEFIT

WRITER STATES:

1. UPDATED/NO OPEN RECALL
2. APOLOGY FOR SITUATION
3. ADVISED, TRIP INTERRUPTION BENEFIT COVERS FOR WARRANTY RELATED REPAIR ONLY
4. NOT SURE IF TRIP INTERRUPTION WILL BE COVERED FOR THIS NON WARRANTY REPAIR
5. WOULD TRANSFER YOU TO CLAIM DEPARTMENT FOR CORRECT ANSWER
6. TRANSFERRED CUSTOMER TO R/A CLAIM

\*\*\* CASE CLOSE 07/11/2006 06:46 AM US Mountain Standard Time HReynolds

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325	K235048	0
ALBANY GA [REDACTED]		Dealer: FL069 Holler Kia		

**Case History**

Complaint Survey

SURVEY DATE : 10/22/2003  
SERVICE DATE : 10/13/2003

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :  
CUSTOMER STATED VEHICLE OVERHEATED AFTER BEING SERVICED. HE WOULD LIKE TO BE CONTACTED BY DLR REGARDING REIMBURSEMENT FOR RENTAL, LODGING. Q003: Other

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

\*\*\* PHONE LOG 10/24/2003 08:43 AM BGauldin Action Type:Incoming call  
writer cld customer:  
1.left VM.  
2.gave all info on case # etc.  
3.offered to addr customer's issues.

\*\*\* PHONE LOG 10/28/2003 07:58 AM BGauldin Action Type:Outgoing call  
writer cld customer:  
1.following up with the survey.  
2.ask how to assist.  
3.gave trip interruption add to file for trip interruption PO Box 9145 Medford.

customer stated:  
1.was traveling over 150 miles away from home.  
2.the *fan* broke and did damage.  
3.took 2 days for the repair.  
4.ask for the addr and thx writer.

\*\*\* CASE CLOSE 10/28/2003 07:59 AM BGauldin  
ISKYSURVEY. customer wanting info on trin interruntion. writer gave the info

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723625	K1017846	49,000
PENSECOLA FL			Dealer: FL062 Kia AutoSport	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 09/23/2005 09:25 AM US Mountain Standard Time ELeon  
CUSTOMER STATED:

1. I HAVE A USED VEHICLE,
2. THE *FAN* BLADE IS CRACKING AND FALLING APART.
3. I CALLED A DEALER TO ORDER THE *FAN* AND THEY SAY IT IS IN BACK ORDER.
4. HOW CAN I GET A *FAN* PART FOR THIS VEHICLE?
5. IS THIS A RECALL THAT CAUSING A BACKORDER?

WRITER STATED:

1. PARTS ARE ORDERED AT ANY KIA DEALER.
2. I AM SORRY YOUR HAVING PROBLEMS WITH THE *FAN*.
3. THERTE ARE NO RECALLS FOR THIS VEHICLE.
3. AS A SECOND OWNER YOU HAVE THE REMAINING 5/60K BASIC AND POWER TRAIN WARRANTY.
4. YOU ALSO HAVE ROADSIDE ASSISTANCE UNTIL 9/19/07.
5. IS THE VEHICLE IS STILL UNDER WARRANTY AND YOU MAY WANT TO CONTACT A KIA DEALER AND SET UP AN APPOINTMENT WITH THEM TO INSPECT THE VEHICLE .

CUSTOMER STATED:

1. I DID NOT KNOW I HAD THE WARRANTY LEFT AS THE SECOND OWNER.
2. I WILL CALL A DEALER AND SEE IF THEY CAN ORDER THE PART AND FIX THE VEHICLE UNDER THE WARRANTY.
3. THANK YOU.

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

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723725	K1015705	44,004
COTTAGE GROVE OR			Dealer: OR007 Kiefer's Eugene Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 09/19/2005 02:41 PM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. MY CAR HAS JUST SPENT ONE WEEK IN DEALERSHIP (OR007)
2. FRONT LEFT WHEEL BEARING IS LOOSE
3. DEALER (OR007) ADVISED ME THAT I NEEDED TO REPACK THE FRONT WHEEL BEARINGS
4. THE WHEEL BEARING ON THIS VEHICLE IS TOAST
5. WHEEL IS ABOUT TO COME OFF CAR
6. DEALER RELEASED THIS VEHICLE AND IT IS UNSAFE TO DRIVE
7. DEALER IS ADVISING THAT I HAVE TO PAY \$165.00 FOR WHEEL BEARING REPACK
8. THE BEARING IS NOW FROZEN ON THE SHAFT
9. THE BEARING NEEDS TO BE REPLACED
10. KMA TALKS ABOUT THIS WARRANTY THEY HAVE AND THEY DO NOT STAND BEHIND IT
11. DEALER IS CHARGING TOO MUCH FOR REPACK, I AM STUDENT IN SCHOOL
12. DEALER HAD CAR FOR A WEEK AND DID NOT DO THE REPAIRS THAT ARE UNDER WARRANTY
13. I AM LOOKING AT KMA BILL OF RIGHTS ON INTERNET
14. DOES NOT SOUND LIKE WARRANTY IS BEING HONORED

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED KMA OBLIGATION IS TO REPAIR VEHICLE FOR DEFECTS IN MATERIAL OR WORKMANSHIP
3. IF DEALER IS FINDING THE BEARINGS NEED REPACK, THIS IS MAINTENANCE ITEM
4. WILL NEED TO VERIFY INFO WITH DEALER
5. UNDERSTAND WHAT CUSTOMER IS STATING, WILL NEED TO SPEAK TO DEALER TO HEAR WHAT DEALER HAS TO SAY TO MOVE FORWARD FOR RESOLUTION
6. ASK CUSTOMER TO HOLD.

WRITER STATES:

1. SPOKE TO SM, PAUL
2. ADVISED THAT CUSTOMER IS CALLING KCC
3. STATES THAT WHEEL BEARING IS TOAST
4. WHAT IS DEALERS DIAGNOSIS ON WHEEL BEARING CONCERNS
5. WHAT DID CAR COME INTO SHOP FOR
6. THANKS FOR INFO.

DEALER STATES:

1. WHEEL BEARING IS LOOSE, NOT MAKING NOISE
2. THIS IS 2ND TIME WE HAVE RECOMMENDED TO CUSTOMER TO REPACK BEARINGS, BOTH TIMES CUSTOMER DECLINED
3. CUSTOMER CAME IN FOR PAINT ON BUMPER CHIPPING-PAINT WARRANTY EXPIRED
4. COOLING **FAN** CRACKED-REPAIRED UNDER WARRANTY-PART ON NATIONAL BACKORDER
5. DOOR INOP-RELATED TO PRIOR ACCIDENT
6. **FAN** NOISE-WE RECOMMENDED CLEANING DIRT OUT OF **FAN**-NOT UNDER WARRANTY
7. REAR WINDOW DEFROSTER INOP-NOT WARRANTY DAMAGE DUE TO PRIOR ACCIDENT
8. EXPLAINED TO CUSTOMER THAT WHEEL BEARINGS NEEDS REPACK
9. ALSO EXPLAINED THAT IF WE DID REPACK AND BEARING FEEL APART, WOULD ADDRESS CONCERN UNDER WARRANTY
10. WE REALLY DO NOT THINK IT NEEDS MORE THAN A REPACK-CUSTOMER WILL NOT COMMIT TO THE FEE TO REPACK

WRITER STATES:

1. ADVISED THAT WRITER SPOKE TO SM, PAUL
2. DEALER STATES THE CAUSE OF CURRENT ISSUE IS DUE TO MAINTENANCE ITEM
3. MAINTENANCE IS CUSTOMERS RESPONSIBILITY

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K1015705	44,004
COTTAGE GROVE OR [REDACTED]			Dealer: OR007 Kiefer's Eugene Kia	

4. DEALER DID STATE IF IN DOING REPACK BEARING CAME APART OR WAS DEFECTIVE, REPAIRS FOR BEARING WOULD BE UNDER WARRANTY
5. IF CUSTOMER IS NOT IN AGREEMENT WITH DEALER DECISION, CUSTOMER CAN GET 2ND OPINION AT ANOTHER KIA DEALER
6. WHAT DEALER IS STATING IS THAT THEY NEED TO DIAGNOSE FURTHER AND DO REPACK BECAUSE IT IS PAST DUE TO KEEP WARRANTY IN FORCE, IF THEY FIND DEFECT IN BEARING WHEN DOING REPACK THEY WILL ADDRESS REPAIRS UNDER WARRANTY
7. KMA STANDS BEHIND DEALERS DIAGNOSIS
8. IF CUSTOMER FEELS THAT WHEEL BEARING IS TOAST NOW AND REPACK WILL NOT ADDRESS THE ISSUE, THEN TAKE BACK INTO DEALER
9. ADVISE WRITER WHEN CAR IS IN SHOP, WRITER CAN FOLLOW UP WITH DEALER ON DIAGNOSIS AND REPAIR OF VEHICLE
10. CAN ENSURE APPROPRIATE PEOPLE ARE INVOLVED IN REPAIRS
11. KMA HAS GIVEN CUSTOMER OPTIONS, CUSTOMER WILL HAVE TO DETERMINE WHICH WORKS BEST FOR CUSTOMER
12. IF CAR IS UNSAFE TO DRIVE, CUSTOMER HAS RSA BENEFIT THAT WILL COVER TOW TO CLOSEST KIA DEALER
13. CAR WILL STILL NEED TO GO BACK INTO SHOP AND AGAIN BE DIAGNOSED IF CUSTOMER IS NOT IN AGREEMENT WITH WHAT DEALER IS ADVISING
14. KMA WILL COVER REPAIRS FOR DEFECTS AND CUSTOMER WILL NOT BE CHARGED
15. IF CAR IS DIAGNOSED AND NO DEFECT FOUND, CUSTOMER WILL HAVE TO PAY DEALERS TECHNICIAN FOR HIS TIME TO DIAGNOSE

CUSTOMER STATES:

1. REITERATE ALL INFO AGAIN
2. THIS IS NOT FAIR
3. CAR IS UNSAFE TO DRIVE
4. DO NOT FEEL KMA IS HONORING WARRANTY
5. WHO ELSE CAN I SPEAK TO
6. WILL NEED TO THINK THIS OVER, WILL CALL WRITER BACK.

\*\*\* PHONE LOG 09/19/2005 02:44 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. LEFT VM MESSAGE STATING THAT HE WAS TOLD BY WRITER THAT DEALER ADVISED THAT WHEEL BEARINGS NEEDS REPACK
2. CAN WRITER FIND OUT WHAT DIAGNOSTIC WAS PERFORMED ON VEHICLE TO COME TO THE DECISION THAT REPACK WAS NEEDED.
3. CAN WRITER VERIFY AND PLEASE CALL ME BACK.

\*\*\* PHONE LOG 09/19/2005 02:49 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, NEAL FERDIG TO CALL WRITER
2. ADVISED THAT WRITER NEEDS TO GET INFO ON WHAT DIAGNOSIS IS DONE TO DETERMINE VEHICLE NEEDS REPACK ON BEARINGS

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723725	K1015705	44,004
COTTAGE GROVE OR			Dealer: OR007 Kiefer's Eugene Kia	

\*\*\* PHONE LOG 09/21/2005 03:47 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, NEAL FERDIG TO CALL WRITER
2. REITERATE INFO FROM PREVIOUS MESSAGE.

\*\*\* PHONE LOG 09/22/2005 02:21 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO DPSM, NEAL FERDIG
2. ADVISED CUSTOMER IS REQUESTING TO KNOW WHEN MAINTENANCE IS REQUIRED TO BE PREFORMED
3. WHAT DIAGNOSIS DOES DEALER DO TO DETERMINE WHEEL BEARINGS NEED REPACK

DPSM NEAL FERDIG STATES:

1. DEALER HAS NO PROOF OF 30K MILE SERVICE
2. WHEEL BEARINGS ARE TO BE PACKED EVERY 30K MILES
3. THE 4X4 DOES NOT HAVE A SEALED UNIT
4. DEALER EXPLAINED TO CUSTOMER THAT IF HE PAID FOR THE REPACK AND WAS OPENED UP AND DEFECT WAS FOUND THEN DEALER WOULD COVER REPAIRS BECAUSE HE IS DOING THE MAINTENANCE
5. THEY DID SEE BEARING LOOSE
6. NOT ANY FURTHER DIAGNOSIS DONE, SERVICE IS RECOMMENDED BECAUSE NO PROOF OF SERVICE
7. IF BEARING IS OPENED UP AND FOUND TO BE DRY AND NEEDED TO BE PACKED, KMA IS NOT GOING TO COVER THAT DIAGNOSIS
8. IF IS OPENED AND FOUND TO HAVE PLENTY OF GREASE, THEN WILL ADDRESS REPAIRS UNDER WARRANTY ONCE SERVICE IS DONE.

\*\*\* PHONE LOG 09/27/2005 03:28 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

\*\*\* PHONE LOG 09/29/2005 09:41 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

\*\*\* PHONE LOG 09/30/2005 02:28 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER STATING DPSM HAS DECLINED TO COVER THE WHEEL BEARINGS FOR CUSTOMER  
UNLESS CUSTOMER DOES AS DEALER HAS RECOMMENED, REPACK
2. IF ANY QUESTIONS FEEL FREE TO CALL WRITER BACK.

\*\*\* CASE CLOSE 09/30/2005 02:28 PM US Mountain Standard Time TDonnelly



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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723025	K1243378	64,000
Reisterstown MD			Dealer: MD020 Antwerpen Kia	

## Case History

Complaint Repair Assistance

\*\*\* PHONE LOG 11/01/2006 09:36 AM US Mountain Standard Time CHart

cust called

1. i initially had the veh towed to antwerpen kia
2. after evaluation of the veh -- we were given a quote
3. we agreed to the price \$1900-- after that the servicer called and stated that the warranty would not be honored
4. at the time the veh only had 64k miles on it -- the 60k maintenance had not been done
5. the warranty issue is the head gaskett had broken and warped

6. the *fan* broke and pieces of it got sucked into the engine
7. because the dlrshp kept changing the price, we told them to put the veh back together
8. we paid them over \$500 for nothing
9. my mechanic states that the camshaft is missing  
( 4436214701 )

wrt states

1. apologize
  2. advised that 60k maintenance is required for warranty
  3. will check with dlrshp regarding diagnosis/repair
  4. can ask about parts
  5. wrt not here to assess blame to anyone -- only to get information(facts)
  6. will contact cust when more info is obtained
- cust understood -- call ended

\*\*\* PHONE LOG 11/01/2006 12:38 PM US Mountain Standard Time CHart Action Type:Outgoing call

called dlrshp -- spoke to acting SM raina

wrt states

1. checking diagnosis of veh

raina states

1. veh was towed in on no start
2. radiator *fan* broke into pieces
3. the water pump was leaking
4. the spark plugs -- blew a headgasket
5. we realized that there was damage to the head
6. i gave the cust the new repair cost
7. the cust declined the repair
8. international machine shop doesn't have the missing parts, the customer doesnt have them, and their mechanic doesn't have them
9. the dpsm made the decsion for declining the warranty

wrt thanked raina -- call ended

\*\*\* PHONE LOG 11/01/2006 12:51 PM US Mountain Standard Time CHart Action Type:Outgoing call

called cust

wrt states

1. apologize
2. spoke to dlrshp
3. declining of warranty came from area rep -- they make the decision on warranties
4. the cam shaft is something that the cust will have to take up with the dlrshp
5. kia as a mfr did not touch the veh -- work was done through dlrshp and machine shop

cust understood - thanked wr t-- call ended

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K1243378	64,000
Reisterstown MD [REDACTED]		Dealer: MD020 Antwerpen Kia		

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\*\*\* CASE CLOSE 11/01/2006 12:51 PM US Mountain Standard Time CHart

# Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1210965	37,000
Antioch TN	[REDACTED]		Dealer: TN031 Hickory Hollow Kia	

## Case History

Complaint Rental Car

\*\*\* PHONE LOG 08/03/2006 02:33 PM US Mountain Standard Time TShamburger  
customer Barbara called ---

1. veh *fan* broke off and damage radiator
2. dlr is repairing veh
3. wanted to know if rental is provided spoke to someone in r/s and she said that maybe i could be reimbursed for rental.
4. if this problem the dlr saw existed  
wrt stats  
1 im sorry for misinformation.  
2 rentals are not part of mfr warr  
3. defects are covered and recalls but not rentals.  
4. sometimes though the SM will addr rental asst if he knows repairs go over 24 hours.  
cust understood and thanked wrt cal ended. .

\*\*\* CASE CLOSE 08/03/2006 02:33 PM US Mountain Standard Time TShamburger

# Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723X25	K209561	23,000
Magee MS			Dealer: MS012 Wilson Kia	

## Case History

Complaint Rental Car

\*\*\* PHONE LOG 08/27/2003 06:32 AM US Mountain Standard Time BGauldin

customer stated:

- 1.veh at dlr.
- 2.**fan** exploded and radiator busted.
- 3.the dlr offered rental at \$25.can't afford.
- 4.speaking with SA Al.
- 5.told parts on national back order.
- 6.it could be weeks.
- 7.asking any goodwill from Kia.

writer stated:

- 1.regretted the customer had this experience.
- 2.Kia does not have the rental provision in the warranty.
- 3.some dlrs do but only as a courtesy.
- 4.will ask good will on behalf of Kia.
- 5.will cl customer back after review.

\*\*\* PHONE LOG 08/28/2003 06:35 AM US Mountain Standard Time BGauldin Action Type:Outgoing call

writer cld SM AL @ MS 012:

- 1.ask if parts were expected in.
- 2.ask to be transferred to parts.

SM Al stated:

1. parts on back order per Parts Mgr Jesse.
2. customer was given a discounted rate on rental.
- 3.loaner booked into next week.

cld Parts Mgr Jessie:( paged - no answer)

- 1.spoke with counterman Derrick.
- 2.ask for name and part #s , invoice and date ordered.

Derrick stated:

- 1.gave: OKO38-15-211, OKO48-15-140A - radiator OKO48-15-200.
- 2.believe all in but the radiator. # 521 order on 8/21

\*\*\* PHONE LOG 08/28/2003 07:55 AM US Mountain Standard Time BGauldin Action Type:Incoming call

writer cld specialist Mike:

- 1.ask about each part on "E" order.

Specialist stated:

1. OKO38-15-211 & OKO478-15-140A both in picking.
- 2.part OKO048-15-200 not on order - parts were not e ordered.

\*\*\* PHONE LOG 08/28/2003 08:07 AM US Mountain Standard Time BGauldin Action Type:Incoming call

writer cld SM Al & Parts Mgr Jesse:

- 1.recording on and left message for return cl.

\*\*\* PHONE LOG 08/28/2003 11:01 AM US Mountain Standard Time BGauldin Action Type:Incoming call

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K209561	23,000
Magee MS [REDACTED]				Dealer: MS012 Wilson Kia

WRITER CLD PARTS MGR;  
1.LEFT ON HLD, PHONE PICKED UP AND DISCONNECTED.

\*\*\* PHONE LOG 08/28/2003 11:08 AM US Mountain Standard Time BGauldin Action Type:Incoming call  
WRITER CLD PARTS MGR JESSE AGAIN:  
1.ADVISED TWO PARTS IN PICKINGS.  
2.CAN'T FIND THE OTHER PART NUMBER.

PARTS MGR JESSE STATED:  
1.THE ONE PART REMAINING WAS ORDER.  
2.GOING TO CL KIA AND FIND OUT WHY NOT SHOWING.  
3.WILL CL WRITER BACK.

\*\*\* PHONE LOG 09/02/2003 01:07 PM US Mountain Standard Time BGauldin Action Type:Outgoing call  
writer cld SM AL  
1.SA Derrick stated veh repaired and customer has veh.

writer cld customer:  
1.left Vm to see if veh repaired and customer satisfied.

\*\*\* CASE CLOSE 09/02/2003 01:12 PM US Mountain Standard Time BGauldin  
customer wanted a *fan* assembly repair cost. parts were found to be sent and veh repaired.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	kndjb723825 [REDACTED]	K1016756	51,000
Powder Springs GA [REDACTED]		Dealer: GA042 Town Center Kia		

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 09/21/2005 08:04 AM US Mountain Standard Time CHamilton

Caller states:

1. **Fan** broke damaged radiator.
2. Town Center Kia replaced radiator.
3. Engine still overheating. Have to replace cylinder head.
4. Car was towed in on 8/28.
5. Parts are not available...on backorder.
6. Wife had to go to NC so I got her another car to drive.
7. Dealer said there was no rental.

Wrtr states:

1. Updated
2. Need to call Dealer for VIN.
3. Purchased used

Called Town Center Kia spoke to SM Mike . He states:

1. Ordered cylinder head 9/9/05.
2. Did not realize we needed cyl head until radiator and **fan** were replaced
3. Updated order from regular to UPER
4. Offered him a loaner car from dealer yesterday. He declined.
5. Wants reimb for the car--Expedition that his wife is using in NC
6. DPSM Matt Myers is aware of this veh

Wrtr states:

1. Reiterated SM info
2. What is it that you are requesting from Kia?

Caller states:

1. Kia needs to do something about the parts order...making parts available in U.S.
2. Borrowed a car from a relative for my wife to drive to NC.
3. Want Kia to reimburse me \$15 per day for that car.

Wrtr states:

1. The only person who could authorize assistance would be factory rep
2. Wrtr will ask him and call you back
3. No rental under warr
4. In situation where there's backorder, Kia makes arrangements on a case-by-case basis,
5. However it's unlikely that the rep will reimburse you for the veh
6. Provided case number and contact info (770) 943-4646

\*\*\* PHONE LOG 09/21/2005 09:17 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wrtr left VM for DPSM Matt Myers requesting call back

\*\*\* EMAIL OUT \_ CHamilton 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.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		kndjb723825	K1016756	51,000
Powder Springs GA			Dealer: GA042 Town Center Kia	

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K1016756\_CHamilton\_09-21-2005101558.doc>>

\*\*\* PHONE LOG 09/21/2005 10:28 AM US Mountain Standard Time CHamilton Action Type:Outgoing call  
Wtr left VM for DPSM Case number K1016756. Left Contact name and Ext.

\*\*\* PHONE LOG 09/21/2005 02:07 PM US Mountain Standard Time CHamilton Action Type:Incoming call  
VM from DPSM Matt Myers states:  
1. No reimbursement on his rental  
2. If he is insistent on speaking with me, tell him you'll forward the request  
3. Let him know as well-- that it will not change the answer

\*\*\* PHONE LOG 10/04/2005 07:25 AM US Mountain Standard Time CHamilton Action Type:Outgoing call  
Wtr called [REDACTED] states;  
1. You need to speak to my husband, call his cell [REDACTED]

\*\*\* PHONE LOG 10/04/2005 07:34 AM US Mountain Standard Time CHamilton Action Type:Outgoing call  
Wtr called [REDACTED] advised DPSM is not willing to reimburse your relative for the veh you borrowed

Caller states:

1. Picked it up Mon or Tuesday, its fixed
2. Floor mats were gone when we picked it up, we told the dlr and they ordered us a set
3. When you start it up, belt is making a noise--was doing that when we dropped it off
4. Do you think the rep might do something about that for us, since the car took so long to fix
5. Have not let the dlr know anything about the belts

Wtr states:

1. Speak to the SM when car is at the dlr
2. Belts are 12/12, not likely Kia rep will assist in that
3. But speak to the SM, he can make that request of KMA as well when the veh is at the dlr

\*\*\* CASE CLOSE 10/04/2005 07:35 AM US Mountain Standard Time CHamilton

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA623725 [REDACTED]	K1008797	70,000
Barnesville OH [REDACTED]			Dealer: OH023 A&B Kia	

## Case History

Complaint Backordered Parts

\*\*\* PHONE LOG 09/01/2005 01:05 PM US Mountain Standard Time MLeFebvre

CUSTOMER STATED:

1. I HAVE A 2002 SPORTAGE.
2. THE VEHICLE IS AT MY MECHANIC NOT AT A DEALER.
3. THE *FAN* FELL APART AND THE VEHICLE OVERHEATED.
4. I'M TOLD ITS OUT OF WARRANTY.
5. I HEARD THERE ARE 400 ON ORDER BUT ONLY 40 TO SHIP SO THERE MUST BE A RECALL.
6. IF THERE IS NOT A RECALL I WANT ONE CREATED FOR THIS PROBLEM.
7. I WILL NEVER BUY A KIA AGAIN
8. I WANT KIA TO PROVIDE A RENTAL FOR ME BECAUSE OF THE BACKORDERED PART.

WRITER STATED:

1. I'M SORRY ABOUT THE LONG WAIT FOR THE BACK ORDERED PART.
2. I HAVE CHECKED YOUR VIN IN OUR SYSTEM AND THERE ARE NO RECALLS FOR THIS VEHICLE.
3. I CAN NOT CREATE A RECALL BASED ON YOUR PHONE CALL.
4. RENTALS ARE NOT A PROVISION OF THE KIA WARRANTY.
5. SOME DEALERS PROVIDE LOANERS AS A COURTESY TO THEIR CUSTOMERS .
6. TOWING TO THE CLOSEST DEALER COULD HAVE BEEN PROVIDED BY YOUR KIA RSA BENEFIT.
7. I CAN CALL THE KIA DEALER WHERE THE PART ORDER HAS BEEN PLACED BY THE PRIVET MECHANIC TO GET THE PART # AND ORDER STATUS.

WRITER CALLED OH023 PARTS MGR JOSH WHO STATED:

1. THIS PARTS WERE ORDERED BY HERBS AUTO.
2. THE PART# OK04815140A WAS ON BACK ORDER.
3. IT HAD BEEN UPGRADED TO E AND THEN CRITICAL ORDER STATUS.
4. I SPOKE WITH THE PDC AND THEY HAVE 40 COMING IN AND WILL TRY TO EXPEDITE THIS PART FOR US.
5. I CAN NOT GIVE A SPECIFIC DATE WHEN IT WILL ARRIVE.

WRITER ADVISED CUSTOMER OF THIS.

CUSTOMER STATED:

1. I WILL NEVER BUY A KIA AGAIN.
- DISCONNECTED.

\*\*\* CASE CLOSE 09/01/2005 01:05 PM US Mountain Standard Time MLeFebvre

\*\*\* PHONE LOG 09/06/2005 01:08 PM US Mountain Standard Time CHamilton Action Type:Incoming call  
Caller [REDACTED] states:

1. Parts came in, we took them down to the dlr
2. When they looked at putting them on at our garage, he found hole in the radiator an the timing belt fell off
3. Did not think he should try to fix it
4. Guy I called at your office at Kia before said to have it towed to Kia dlr A&B
5. Paid to have it towed to A&B Kia, because r/s said if it was not warr, no r/s coverage
6. So far, \$65 for diagnosing it, dlr is telling me \$958 to replace the radiator and timing belt
7. Extremely upset that the place we had it at before said when the power steering belt was replaced
8. Said there was not way A& B should have missed this *fan* being cracked when they replaced the power steering belt at 70K miles
9. Obviously, with 40 arriving and 400 on backorder, there must be a problem with these *fans*
10. Want Kia to help us out with this repair



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

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJA623725	K1008797	70,000
Barnesville OH			Dealer: OH023 A&B Kia	

11. Tom said they'd give us a good deal on a new car, dont want a new car, cant afford it

12. **Fan** should not have broken, this should not have happened

13. Changed all the belts at A&B Kia, think I must have had the timing belt replaced then too

Wtr states:

1. no recalls

2. 5/60 LBW expired, 10/100 PTW, depend on maint performed per OM section 7

3. Did you change the timing belt at 60K miles?

4. Only the Kia Factory rep can authorize any assistance outside the warr

Placed on hold, called A&B Kia

SM Tom states:

1. At 70K miles, we put a power steering belt / V belt, just replaced the belt, LOF, air cleaner

2. At 45K miles was when we did the belts-- No timing belt,

3. Have a 30K service, spark plugs,

4. I have not called DPSM John Salvador, I said I could call someone at Kia

5. She asked could she call Kia herself

6. I ran it thru warr, radiator is not covered component

7. Problem is, when it came in, **fan** was already off, timing belt off

8. had been someplace else, they had ordered parts, paid for parts

9. Then decided since it was DOHC, he could not set the timing right, did not have the tools

10. Dont know the sequence, timing belt, **fan** belt, **fan**, what took out what

11. I will call DPSM J Salvador in the AM, see if he wants to help out

Wtr returned to caller and stated:

1. Advised of SM info

2. Advised SM will call his Rep in the AM, let you know Kias answer to request for assistance outside the warr

3. Would have been better if timing belt had been changed, also if had not been taken apart someplace else

(Caller states, "They just took the top off the head")

4. No promises made, veh is out of the 5/60 LBW

5. Provided case#, SM will call you back

\*\*\* CASE CLOSE 09/06/2005 01:09 PM US Mountain Standard Time CHamilton

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**Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K313318	40,000
Camino CA [REDACTED]			Dealer: CA103 Folsom Lake Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 05/06/2004 11:40 AM US Mountain Standard Time SCook

Caller stated:

1. Kia did not notify me of a defect in my *fan*.
2. It came off and destroyed engine.
3. They are paying for the engine, but wont give me a rental.
4. Yesterday the dealer called and said the engine froze, Jack called and said that Kia would not pay for a rental.
5. They're telling me that they are going to have to pay for the rental from now until the engine is replace. Next Monday or Tuesday.

Writer stated:

1. Can speak with svc mgr and verify circumstances.
2. If decision made by our field rep, no one at this office can change his position. Can only document your complaint.

Writer phoned dealer, spoke to Jack.

Jack stated:

1. Spoke to DPSM, he said we would cover engine but not rental.
2. We put her in a rental for a few days, repair ended up taking longer that expected.
3. We can no longer pay for the rental car.

Writer stated:

1. Will advise customer that Kia is not offering to pay for rental.
2. Will advise that dealer can no longer cover.

Writer advised customer:

Caller stated:

1. I want to speak to the rep.

Writer stated:

1. Unable to provide rep's number.
2. Can ask that he call you back.

Caller stated:

1. Requested rep's name.
2. Requested FCM name.
3. He can reach me at [REDACTED]

\*\*\* PHONE LOG 05/06/2004 11:52 AM US Mountain Standard Time SCook Action Type:Outgoing call

Writer left vm for DPSM, RDarling

1. Customer upset that rental is not being covered.
2. Spoke to Jack at CA013.
3. She is requesting that you contact her, provided customer number.
4. Thanks Rick.

\*\*\* PHONE LOG 05/07/2004 08:32 AM US Mountain Standard Time BKelley Action Type:Incoming call

Caller states:

1. I was speaking to Sean Cook yesterday and I wanted to speak to him

Wtr states:

1. Advised caller FCM SCook is away from his desk and wtr will trans caller to his VM
2. Trans caller to FCM SCook VM

\*\*\* PHONE LOG 05/07/2004 09:44 AM US Mountain Standard Time SCook Action Type:Incoming call

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K313318	40,000
Camino CA	[REDACTED]		Dealer: CA103 Folsom Lake Kia	

---

Writer received vm from customer:

1. Spoke to you yesterday.
2. Please call me at [REDACTED]

\*\*\* PHONE LOG 05/07/2004 09:53 AM US Mountain Standard Time SCook Action Type:Outgoing call

Writer phoned customer at wk#

Caller stated:

1. Jack got a hold of me.
2. He had spoken to Rick and said he would call within the hour.

Writer stated:

1. Glad to hear that.
2. Provided ext for any future questions/concerns.

\*\*\* CASE CLOSE 05/07/2004 09:54 AM US Mountain Standard Time SCook  
DPSM involved.

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K841490	29,000
Hazel Park M [REDACTED]			Dealer: MI001 Glassman Kia	

## Case History

Complaint Dealer

\*\*\* PHONE LOG 08/11/2005 02:35 PM US Mountain Standard Time RBussey  
Cust called:

1. Every fin of the radiator *fan* flew off and flew through the radiator
2. I drove the 30 miles home
3. By the time I almost got home
4. the veh just died bc it was so hot
5. then and only then did the lights come on stating that something was wrong
6. I looked out the window and could see that the radiator fluid was all over the ground
7. I called my bro who was 3 blocks away and pushed my veh home
8. I then called and got R/A and towed to the dlr
9. They are taking their time working on the veh.
10. It has been 10 days and MI001 stated it will be at least another 10 days
11. I want to have my veh back.
- 12 This is not a timely manner
13. I am a mechanic and I know that if it took me 20 days to repair a veh that person would never come back to me
14. In the mean while I need something else to drive.
15. The way they are diagnosing the problem is ridiculous.
- 16 They are diag one problem at a time then fixing it and then re diag for new prob
17. Why can't they just diag all at once.
18. how many times does an engine have to blow up before you will replace it?
19. They are already replacing the head, why not the whole engine?
20. call me @ [REDACTED]

wrt stated:

1. wrt sorry to hear you are having these issues
2. wrt will contact the dlr and see where they are in the progress and I will discuss alternate transportation
3. wrt can not and will not make any promise that you will get a loaner veh
4. Problems may need to be diag 1 by 1 to be thorough on your veh
5. The dlr is our eyes and ears and if they feel the whole engine needs to be replaced then they will bring that to our attention.
6. I will contact you as soon as I know something with the dlr.

call ended

\*\*\* PHONE LOG 08/12/2005 10:03 AM US Mountain Standard Time RBussey Action Type:Outgoing call  
spoke assistant manager Lorainne,

1. wrt calling about [REDACTED] veh
2. the *fan* broke apart and tore up the radiator
3. calling to see if there are any loaners you are authorized to offer to cust

Lorainne stated:

1. No loaners
2. veh will be at least another week
3. cust admitted to us that he drove 30 miles AFTER he knew that the *fan* had broke.
4. we are going to have to contact our kia rep bc of this so it may take a while to fix his veh
5. he now has extensive veh damage.

call ended

\*\*\* PHONE LOG 08/12/2005 10:07 AM US Mountain Standard Time RBussey Action Type:Outgoing call

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K841490	29,000
Hazel Park MI [REDACTED]			Dealer: MI001 Glassman Kia	

Wrt called DPSM:

1. left message w/ contact info and situation.

\*\*\* PHONE LOG 08/15/2005 05:07 AM US Mountain Standard Time ERuiz Action Type:Incoming call  
\*\*\*CALLER STATED\*\*\*

1. I CALLED THURSDAY BECAUSE MY CAR HAS BEEN AT THE DEALER 16 DAYS.
2. THEY SAID THAT IT WILL TAKE ANOTHER 10 MORE DAYS TO GET IT REPAIR.
3. I TALKED TO THE SVC MGR, AND HE TOLD ME THAT IT WILL BE ANOTHER 10 DAYS.
4. I SPOKE TO SOMEONE ON THURSDAY, AND HE WAS SUPPOSED TO GET ME A LOANER.
5. I NEED A RENTAL TO DRIVE, BECAUSE I CAN'T BE W/OUT A CAR ANYMORE.
6. I COMPLETELY LOST ALL MY FAITH IN THIS SVC DEPT,
7. THEY ARE REPLACING PIECE BY PIECE, INSTEAD OF REPLACING THE ENTIRE ENGINE.

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

1. APOLOGIZED FOR THE INCONVENIENCE.
2. A CASE MGR IS ALREADY WORKING ON HIS CASE.
3. HE HAS PRESENTED YOUR REQUEST FOR A RENTAL TO A FIELD REP.
4. THE CASE MGR WILL BE ON THE BEST POSITION TO FURTHER ASSIST HIM.
5. WRT GAVE HIM THE CASE # AND RICK'S EXT.

\*\*\* PHONE LOG 08/15/2005 09:24 AM US Mountain Standard Time RBussey Action Type:Incoming call  
Joe Pazzano left VM for wrt:

1. Dlr is still doing diag
2. We feel that cust is at least partly responsible for damage done to veh
3. Cust told dlr same thing he told you, he drove 30 miles after *fan* broke.
4. He is not getting a rental from us.

\*\*\* PHONE LOG 08/15/2005 09:24 AM US Mountain Standard Time RBussey Action Type:Incoming call  
Cust left message for wrt:

1. Just came from dlr
2. Spoke to Mger of dept, Cecil Cruz
3. I am waiting for someone to kick in for rental
4. it has taken 14 days to complete
5. I have no faith in engine that has blown up in 3 years
6. I am concerned about getting my wife back and forth from work
7. I dont understand what the warr covers
8. if they take 21 days we feel it is very very untimely
9. We feel some one should help US since we bought the best warr that money can buy
10. We want to see just what it actualy buys.
11. call me on my cell [REDACTED]
12. Your prompt att should be great.

call ended.

\*\*\* PHONE LOG 08/15/2005 09:18 AM US Mountain Standard Time RBussey Action Type:Incoming call  
wrt received vm from Cust:

1. Left message this morning
2. regarding veh at dlr

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K841490	29,000
Hazel Park MI [REDACTED]			Dealer: MI001 Glassman Kia	

3. dlr stated they are waiting on response from you.
4. please call me or dlr.

\*\*\* PHONE LOG 08/15/2005 09:26 AM US Mountain Standard Time RBussey Action Type:Outgoing call  
wrt called dlr:

1. Why is dlr waiting for call form wrt?
2. cust wants veh finished quicker
3. cust wants rental
4. Neither Kia nor Joe P. will offer rental.
5. Due to cust stating he drove veh 30 miles after *fan* broke.

Cecil Cruz (SM) stated:

1. Thought I would have received a call from you but I was out of town
2. Told cust I had yet to receive a call from you.
3. Still working on cust veh
4. Don't know extent of damage yet.

call ended

\*\*\* PHONE LOG 08/15/2005 10:21 AM US Mountain Standard Time MEstrella Action Type:Incoming call  
Caller stated:

1. been trying to leave msg for Ricky 3x today
2. no cb since thursday
3. i need rental car now and want to know why car is still not fixed
4. why does this take 14 days to get anything done to his car

Writer states:

1. writer spoke tro Rick he is on the phone w/ dlr now
2. he has received all customers many VM'S today and has placed several calls on his behalf to dealership
3. he is working on file now and he will return his call asap
4. we have to take incoming calls as well and cannot always call people immediately back
5. he is working on this now and will call him today

\*\*\* PHONE LOG 08/15/2005 10:35 AM US Mountain Standard Time RBussey Action Type:Outgoing call  
wrt called cust:

1. They are diag problem by problem because that is thorough.
2. There will be no rentals offered.
3. Kia will not cover a tow from this dlr because the dlr IS able to fix it.
4. A tow will only be covered if the veh is UNABLE to be repaired @ the dlr.

cust stated:

1. I will have it towed to a different dlr who CAN fix it in a timely manner
2. Correct me if I am wrong but I am coverd for that right, w/ unlimited towing?
3. I want to talk to your sup.

\*\*\* NOTES 08/15/2005 10:38 AM US Mountain Standard Time RBussey Action Type:Manager review  
Cust requested to speak with sup.

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K841490	29,000
Hazel Park MI [REDACTED]			Dealer: MI001 Glassman Kia	

1. Transferred cust to Wes
2. Wes took call.

\*\*\* PHONE LOG 08/15/2005 11:14 AM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER SPOKE WITH [REDACTED] \*\*SUP CALL\*\*

CUSTOMER STATED:

1. MY VEHICLE HAS ALREADY BEEN DOWN AT THE DEALER FOR 14 DAYS.
2. IT TOOK THEM A WEEK TO LOOK AT THE VEHICLE.
3. THERE WAS NO WARNING LIGHT THAT CAME ON IN THE VEHICLE TO SAY THAT THE ENGINE WAS OVERHEATING.
4. I HAVE MADE MY CAR PAYMENT AND I DO NOT HAVE A VEHICLE TO DRIVE.
5. I UNDERSTAND THAT THE WARRANTY DOES NOT PROVIDE FOR A LOANER VEHICLE.
6. THE DEALER WILL NOT GIVE ME ONE AND THEY ARE SAYING THAT IT IS GOING TO BE ANOTHER 10 DAYS TO REPAIR THE VEHICLE.,
7. THEY SAID THAT THEY ARE GOING THROUGH THE DAMAGE TO THE ENGINE ONE PART AT A TIME.
8. AS A CONSUMER, IF THE DEALER WILL NOT OFFER HELP, I HAVE TO TURN TO THE MANUFACTURER, AND I AM NOT GETTING ANYTHING.
9. THIS IS MY WIFE'S VEHICLE AND SHE IS BUGGING ME EVERY DAY ABOUT IT.
10. THE VEHICLE HAS BEEN AT THE DEALER FOR 2 WEEKS AND THEY HAVE NOT FULLY DIAGNOSED THE PROBLEM.
11. I RUN A BODY SHOP AND WE WOULD NEVER BE ABLE TO OPERATE A BUSINESS LIKE THAT--.
12. I WAS TOLD BY THE DEALER THEY REMOVED THE HEAD FROM THE ENGINE AND SENT IT TO A MACHINE SHOP, THEN I WAS TOLD THAT THE HEAD FROM THE ENGINE IS STILL ON IT AND NOTHING LIKE THAT HAD BEEN DONE.
13. THE DEALER IS JUST TELLING ME LIES.
14. I WISH THAT I HAD TAKEN THE VEHICLE TO ANOTHER DEALER, I FEEL LIKE I SHOULD HAVE IT TOWED TO ANOTHER DEALER BUT I WOULD HAVE TO WAIT IN LINE AT ANOTHER PLACE ALSO.
15. I AM GOING TO GO UP TO THE DEALER AND CAUSE A SCENE AND PROBABLY GET THROWN OUT OF THERE.
16. I CAN GUARANTEE THAT TODAY, NO ONE WILL BE BUYING A KIA FROM THEM WHILE I AM THERE.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL ESCALATE CASE TO REGIONAL OFFICE TO REVIEW FILE AND CONTACT YOU BACK.
3. DPSM ADVISED THAT A RENTAL WAS NOT GOING TO BE COVERED, WILL ESCALATE CASE FOR VISIBILITY, REVIEW AND CONTACT.
4. WRITER UNDERSTANDS THAT THE REPAIR IS TAKING LONGER THAN IT SHOULD.

CUSTOMER STATED:

1. IF KIA WILL NOT TOW THE VEHICLE TO ANOTHER DEALER THAT WILL WORK ON IT FASTER THAN Glassman Kia, THEN THEY SHOULD GIVE ME A VEHICLE TO DRIVE.

2. [REDACTED]

[!<For Internal Use Only

CUSTOMER WAS VERY IRATE>!]

\*\*\* NOTES 08/15/2005 11:18 AM US Mountain Standard Time WNoonan Action Type:Manager review

WRITER DISPATCHING CASE TO REGION TO DETERMINE APPROPRIATE HANDLING AND CONTACT CUSTOMER.

1. VEHICLE HAS BEEN AT Glassman Kia FOR 14 DAYS AND DEALER ANTICIPATED HAVING VEHICLE FOR 10 MORE DAYS BEFORE REPAIR IS COMPLETE.
2. DPSM DENIED ALTERNATE TRANSPORTATION AND DEALER NOT OFFERING ASSISTANCE.

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K841490	29,000
Hazel Park MI	[REDACTED]		Dealer: MI001 Glassman Kia	

3. CUSTOMER THREATENED TO GO TO DEALER AND CAUSE A SCENE.
4. CUSTOMER REQUESTING KIA EXPEDITE REPAIR OR PROVIDE A RENTAL TILL REPAIRS ARE COMPLETE.

\*\*\* PHONE LOG 08/16/2005 09:04 AM US Mountain Standard Time RBussey Action Type:Incoming call

wrt received VM from cust:

1. Apologize for rudeness
2. Whatever you said to dlr worked
3. I get my veh on Wed. Morning
4. Sorry and Thank You.

call ended

\*\*\* PHONE LOG 08/17/2005 12:43 PM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED [REDACTED] \*\*SUP CALL\*\*

CUSTOMER STATED:

1. I WAS ABLE TO GET IN TOUCH WITH CECIL CRUZ AT THE DEALER.
2. HE HAS BEEN GREAT.
3. HE WAS ON VACATION FOR 2 WEEKS AND JUST GOT BACK YESTERDAY.
4. HE RESEARCHED THE ISSUE AND FOUND THAT THERE WAS ONE PART THAT THEY WERE WAITING ON THAT WAS ON BACK ORDER TILL AUGUST 26TH.
5. CECIL CRUZ SAID THAT THEY WOULD GIVE US ONE OF THEIR 05 VEHICLES OFF THEIR LOT.
6. MY WIFE WENT DOWN TO THE DEALER AND PICKED ONE OFF THEIR LOT AND SHE IS HAPPY.
7. I WANT TO APOLOGIZE IF I WAS RUDE THE OTHER DAY, BUT KIA NOR THE DEALER WOULD DO ANYTHING FOR ME.
8. IF IT WAS NOT FOR CECIL CRUZ, I WOULD STILL BE A VERY UPSET KIA CUSTOMER.
9. I DO NOT CARE ABOUT THE TIME FRAME OF THE REPAIR NOW THAT WE HAVE THE LOANER VEHICLE.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. GLAD TO HEAR THAT THE DEALER PROVIDED YOU WITH A LOANER.

CUSTOMER STATED:

1. THANKS FOR CALLING.

\*\*\* CASE CLOSE 08/17/2005 12:45 PM US Mountain Standard Time WNoonan

DEALER PROVIDED CUSTOMER LOANER TILL BACK ORDERED PARTS ARRIVE.



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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723825	K1060737	44,928
Grand Rapids OH			Dealer: FL072 Family Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 01/12/2006 03:21 PM US Mountain Standard Time WLevy

Caller states:

1. My veh broke down this morning and it was towed to Family Kia FL072
2. I'm on vacation and I asked about a loaner car, because I have no way to get around, or to get groceries or anything
3. The repairs will be covered under warranty, but they can't get the parts until Monday
4. I'm supposed to be back at work on Monday, so I don't know how my employer is going to take this

Wrtr states:

1. Updated
  2. No recalls
  3. Advised that the manufacturer's warranty does not provide for rental car or any alternative transportation
  4. Advised that caller has "Trip Interruption" available to him through his r/s warranty
  5. Advised that caller will have up to 3 days, total of \$300 available, at \$100 per day, covering rental veh, motel/hotel expenses
  6. Advised that when veh is repaired, repair order from Kia dealership, motel receipts and rental car receipts may be submitted for reimbursement
  7. Provided address for Roadside Claims to submit receipts
  8. Advised that it would take 4-6 weeks for Roadside to evaluate his claim for reimbursement
  9. Advised that caller should submit original repair order and receipts, but to make copies for himself, and to include a letter with his submission to r/s
- Caller thanked wrtr

at Family Kia of St Augustine, Fl.....towed there this morning.....the radiator engine *fan* disintegrated and blew into radiator and back into the engine.....replacing *fan* and the shroud around radiator.....parts on order....had *fan* and shroud.....cyl head....radiator was leaking.....

\*\*\* CASE CLOSE 01/12/2006 03:21 PM US Mountain Standard Time WLevy

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K1233154	62,000
LONGVIEW WA [REDACTED]		Dealer: WA027 Dick Hannah Kia		

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 10/02/2006 12:14 PM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. MY CAR WAS OVERHEATING
2. THE *FAN* BLADE HAS COME APART
3. AN INDEPENDENT SHOP TOLD ME THAT THERE ARE 5 REPORTS OF INVESTIGATION ON THIS MATTER
4. WHAT DOES THIS MEAN
5. THINK CAR IS UNDER 60K MILES
6. IS CAR UNDER WARRANTY?
7. THE MILEAGE IS 62K MILES, SO WOULD BE OUT OF WARRANTY
8. WHAT IF I PAY FOR REPAIRS AND THERE IS A RECALL, WILL KIA REIMBURSE ME FOR REPAIRS I PAID FOR?
9. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED IF CAR IS 60K OR LESS WOULD HAVE A BALANCE OF WARRANTY AND WOULD RECOMMEND BRINGING CAR INTO KIA DEALER FOR DIAGNOSIS AND OR REPAIR WITHIN WARRANTY
3. ADVISED OF IN SERVICE DATE
4. EXPLAIN VEHICLE HAS BALANCE OF 5/60K MILE BLW, POWER TRAIN, 5./UNLIMITED RSA BENEFIT
5. IF OVER 60K MILES WOULD BE OUT OF WARRANTY
6. CAR IS OUT OF MANUFACTURERS WARRANTY CURRENTLY DUE TO MILEAGE
7. THERE ARE NO RECALLS RELATED TO THIS CONCERN.
8. IF KMA WERE TO ISSUE A RECALL FOR A CONCERN THAT CUSTOMER PAID FOR, PROCEDURE WOULD BE TO GO TO KIA DEALER TO HAVE RECALL COMPLETED BY DEALER AND THEN CUSTOMER CAN SUBMIT RECEIPTS INTO KMA FOR REIMBURSEMENT ON REPAIRS CUSTOMER PAID FOR PRIOR TO RECALL, IF ASSOCIATED WITH THE SAME RECALL.

\*\*\* CASE CLOSE 10/02/2006 12:14 PM US Mountain Standard Time TDonnelly

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K1221747	58,000
Slidell LA [REDACTED]			Dealer:	

**Case History**

Inquiry Warranty Info

\*\*\* PHONE LOG 08/31/2006 06:23 AM US Mountain Standard Time WLevy

Caller states:

1. I had an incident with my veh yesterday
2. My *fan* shattered
3. It broke and went into the radiator
4. The part was melted onto the alternator
5. I immediately pulled over and called AAA
6. They towed it to Firestone
7. I told them not to touch it until I called Kia
8. Is that covered under warr?

Wrtr states:

1. Updated; no recalls
2. Advised that veh would need to be towed to Kia service dept
3. Explained that Kia dealer would need to diagnose and make any warr repairs
4. Advised that if [REDACTED] needs assistance at Kia service dept, to call this office
5. Offered to transfer caller to r/s for towing

Caller states:

1. Let me call Firestone and tell them my veh will be towed to Kia

Caller thanked wrtr

\*\*\* CASE CLOSE 08/31/2006 06:23 AM US Mountain Standard Time WLevy

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

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K1110794	71,900
St. Louis MO [REDACTED]			Dealer: MO016 Moore Kia	

**Case History**

Complaint    Repair Assistance

\*\*\* PHONE LOG 05/30/2006 07:29 AM US Mountain Standard Time YLabarca

CUST STATES

- 1 TOOK IN FOR 30K THEY TELL ME EVERYTHING THAT IS NOT COVERED
- 2 REAR TIRE SPARE HOLDER, SEAT COVER, RADIATOR **FAN**
- 3 I HAVE TO PAY FOR ALL OF THIS
- 4 I DIDNT HIT ANYTHING
- 5 OFF THE TOW TRUCK I DIDNT SEE ANY DAMAGE
- 6 THE **FAN** BLADE TOOK OUT THE RADIATOR AND POWER STEERING RESIVOR
- 7 I DIDNT HIT ANYTHING
- 8 NO DAMAGE TO THE CAR
- 9 THE **FAN** BLADE BROKE ON SUNDAY THE 29 TH
- 10 AT 50K IS WHEN I GOT THE VEH INTO THE DLR FOR THE SPARE TIRE BAR
- 11 6-8 MONTHS FOR THE SEAT BELT WHEN IT BECAME A PROBLEM
- 12 THIS LAST INCIDENT SHOULD BE COVERED UNDER THE WARRANTY
- 13 VEH IS AT MOORE KIA IN ELLISVILLE
- 14 BILL SA IS HELPING ME
- 15 DID DIAG IT
- 16 I DONT KNOW WHAT COULD OF CAUSED THIS TO HAPPEN
- 17 CAN KIA COVER THIS UNDER WARRANTY

WRITER STATES

- 1 APOLOGIZED
- 2 NO RECALLS
- 3 ADV THAT THE WARRANTY HAS EXPIRED AND NO LONGER COVERED
- 4 ADV THAT CAN CL AND ASK GOODWILL ASSIST BUT NOT GUARANTEED

CUST STATES

- 1 I GUESS I WILL LET THE DLR FIX IT THEN
- 2 I DONT THINK IT WILL HURT

WRITER STATES

- 1 I ASSUME IT WOULD BE OK

CUST THANKED WRITER

\*\*\* PHONE LOG 05/31/2006 10:41 AM US Mountain Standard Time YLabarca Action Type:Outgoing call

WRITER CLD MO016 AND SPOKE TO JOHN

JOHN STATES

- 1 THERE IS NOTHING THAT WE CAN COVER UNDER THE WARRANTY
- 2 SOMETHING HIT THE BOTTOM OF THE CAR AND DAMAGED THE RADIATOR **FAN**
- 3 I DID GIVE THE CUST A DISCOUNT BUT THAT IS ALL I CAN DO FOR HIM

CUST THANKED WRITER

\*\*\* PHONE LOG 05/31/2006 10:45 AM US Mountain Standard Time YLabarca Action Type:Outgoing call

WRITER CLD CUST AND LEFT VM MSG

WRITER STATES

- 1 REQ CL BK
- 2 ADV OF MY NAME NUMBER EXT

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K1110794	71,900
St. Louis MO	[REDACTED]		Dealer: MO016 Moore Kia	

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\*\*\* PHONE LOG 06/01/2006 12:36 PM US Mountain Standard Time YLabarca Action Type:Incoming call  
CUST CLD IN AND LEFT VM MSG  
CUST STATES  
1 WANT TO KNOW IF KIA CAN HELP ME WITH THE ELECTRICAL REPAIRS

\*\*\* PHONE LOG 06/02/2006 11:50 AM US Mountain Standard Time YLabarca Action Type:Outgoing call  
WRITER CLD MO016 AND SPOKE TO JOHN SM  
JOHN STATES  
1 THE CUST ALREADY P/U THE VEH  
2 EVERYTHING TAKEN CARE OF

WRITER THANKED JOHN

\*\*\* CASE CLOSE 06/02/2006 11:50 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]	[REDACTED]	[REDACTED]	[REDACTED]
Garlin TX	[REDACTED]	KNDJB723625	K198987	22,000
			Dealer: TX059 Big D Kia	

**Case History**

Inquiry Rental Veh &

\*\*\* PHONE LOG 08/05/2003 08:02 AM US Mountain Standard Time CDiaz

Customer Stated:

1. Current concern: **Fan** Blade
2. The dealer has a lot of cars in the shop for the same concern. TX059
3. They can not get the part and the car will be down for a month.
4. I want to know what Kia is going to do for me.

Writer Stated:

1. Let me call the dealer and see what is going on.

Cal Stated:

1. Cooling **fan** broke
2. ETA the 12th on the backordered part.
3. Car in on the 7/17/03 and still here.
4. We have a few that came in before them and some after.

Writer Stated:

1. Advised Cal that I will advised John Milner of the customer request for rental.
2. Called JMilner and gave info on case.
3. Requested a call back.
4. Advised the customer of the info.

Customer Stated:

1. Should I box up the car and ship it back to the Koreans?
2. Kia has handled this very poorly.
3. Kia should have called there customers letting them know what is going on.

Writer stated:

1. Advised that we have the dealers in place to address issues with the car.
2. Advised that we are here 5 days a week to assist.
3. Customer got angry and is badmouthing the product.
4. Thanked customer for calling.

\*\*\* PHONE LOG 08/06/2003 10:23 AM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer Stated:

1. Called JMilner and left a VM to call writer back.

\*\*\* NOTES 08/07/2003 07:03 AM US Mountain Standard Time CDiaz Action Type:Manager review

Call center unable to assist the customer due to non contact from DPSM, dispatching to region for handling.

\*\*\* PHONE LOG 08/26/2003 09:45 AM Eastern Daylight Time JSifford Action Type:Outgoing call

Writer contacted TX059

Per Dealer vehicle under name of Puskarich--vehicle repaired and picked up yesterday

\*\*\* PHONE LOG 08/26/2003 09:47 AM Eastern Daylight Time JSifford Action Type:Outgoing call

Writer attempted customer contact

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K198987	22,000
Garlin TX [REDACTED]	[REDACTED]	[REDACTED]	Dealer: TX059 Big D Kia	

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LM on VM requesting customer call back if any further concerns provided name and phone number

\*\*\* CASE CLOSE 08/26/2003 09:47 AM Eastern Daylight Time JSifford

\*\*\* NOTES 09/15/2003 09:27 AM Eastern Daylight Time JSifford Action Type:Manager review

7/17/03 W TX059 29968 1 07 COOLANT **FAN** ASSY, R& **FAN** ASSY-COOLING 23901  
3/17/03 W TX059 27088 1 07 DOOR LOCK KNOB, R&R, LOCK ASSY-BACK DOOR 17262  
3/17/03 W TX059 27088 2 07 RELEASE CABLE (SPARE RELEASE CABLE 17262

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1213320	68,000
Kent WA [REDACTED]		Dealer: WA003 Auburn Valley Kia		

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 08/09/2006 03:10 PM US Mountain Standard Time TMorales

CUST STATED:

1. I TOOK MY VEH TO THE DLR FOR 60 K TIMING BELT CHANGE
2. AUBURN WA DLR DID THAT AND TRANNY FLUSH
3. I GOT THE VEH BACK AND THE VEH BEGAN TO SMELL LIKE ANTI FREEZE
4. I GOT A CALL NEXT AM SAYING THE PROBLEM WAS OVERFILLED RADIATOR AND IT OVERFLOWED IN RESERVOIR
5. IT LOOKED LIKE THOUGH THAT IT WAS FROM THERMOSTAT
6. SO I PICKED THE VEH UP BUT THERE IS STILL A COOLANT SMELL
7. AND THERE IS A CRACK BETWEEN EVERY BLADE OF THE **FAN**; THE DLR AT AUBURN IS THE ONLY ONE WHO HAS TOUCHED THE VEH
8. AND THERE ARE ALSO DINGS AND DENTS ON THE RADIATOR
9. TODAY THE SVC MGR SAID IT WASN'T THE THERMOSTAT BUT IT WAS A HOSE THAT WAS LEAKING AND HE HIMSELF OVERSAW THE REPAIR
10. SO I ASKED WHY I WAS TOLD THE RESERVOIR WAS OVERFLOWING ; THEY MUST HAVE LIED WHEN THEY TOLD ME
11. AND THE SVC MGR SAID THE **FAN** WOULD BE REPLACED
12. THE SVC MGR CALLED ME AND SAID THE RADIATOR IS FINE NO LEAKS AND THEY WILL ORDER THE **FAN** OVERNIGHT AND THEY WILL SPLIT THE COST OF THE LABOR ON THE **FAN** FOR ME

WRITER ADVISED:

1. SORRY FOR THE PROBLEM
2. EXPLAINED THAT KIA MONITORS THE DLR FOR SVC ; CAN FILE A COMPLAINT AT CUST REQUEST
3. BUT AS FOR RESOLUTION; AS THE VEH WAS BEING SVCD NOT UNDER WARRANTY BUT AT CUST PAY ; CANNOT RESOLVE A CUST PAY ISSUE
4. KMA HAS AUTHORITY W/ THE DLR IN WARRANTY SVC; BUT IN CUST PAY ISSUES CANNOT RESOLVE IT PER ANTI TRUST LAW

CUST STATED;

1. OK THANKS

\*\*\* CASE CLOSE 08/09/2006 03:10 PM US Mountain Standard Time TMorales



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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K1011678	59,703
Pahrump NV [REDACTED]		Dealer:		

**Case History**

Complaint Quality

\*\*\* CASE CLOSE 09/09/2005 11:42 AM US Mountain Standard Time RBussey

\*\*\* PHONE LOG 09/09/2005 11:42 AM US Mountain Standard Time RBussey

1. The *fan* blades broke apart yesterday and tore apart the radiator...
2. Is this under warr.
3. Under my warr will I get a rental?

Writer stated:

1. Sorry about issue.
2. Cannot tell if is covered w/out having veh in dealer.,
3. Will bring on R/A for tow to dealer...
4. Rental not a provision of the Kia warr...

\*\*\* NOTES 09/12/2005 10:29 AM US Mountain Standard Time RBussey Action Type:Facsimile rec.  
Writer received fax from customer stating orig owner...

\*\*\* NOTES 09/12/2005 11:37 AM US Mountain Standard Time RBussey Action Type:Manager review  
Writer dispatching case to National.

1. Customer is not showing as first owner.
2. Customer needs RDR change...

\*\*\* NOTES 09/12/2005 11:39 AM US Mountain Standard Time RBussey Action Type:Manager review  
Customer was made aware of incorrect owner info on first call.

\*\*\* NOTES 09/12/2005 01:49 PM Pacific Daylight Time JArboleda Action Type:Manager review  
WRITER:

1. MADE NAME CHANGE IN SYSTEM

CASE CLOSED-NO FURTHER ACTION IS NECESSARY

\*\*\* CASE CLOSE 09/12/2005 01:49 PM Pacific Daylight Time JArboleda

\*\*\* PHONE LOG 09/28/2005 07:49 AM US Mountain Standard Time CDiaz Action Type:Incoming call  
Customer Stated:

1. Want to check the status of my case.

Writer Stated:

1. Checked DCS and the customer is added as the original owner.
2. Advised that she will have the 10/100 ptw now.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K1011678	59,703
Pahrump NV	[REDACTED]			Dealer:

---

2. Do not want any other name on it.

Writer Stated:

1. That can not be done.
2. Assure you this will not affect your warranty.
3. If you have any problems call us back.
- 4 Gave name and case #

\*\*\* CASE CLOSE 09/28/2005 07:50 AM US Mountain Standard Time CDiaz  
Gave info.

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

Page 1 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723725	K230855	33,000
Clovis- CA			Dealer: CA175 Future Kia	

**Case History**

Complaint Repurchase

\*\*\* PHONE LOG 10/14/2003 11:00 AM US Mountain Standard Time ATafoya

Caller stated:

- 1.Cust insisting on filing under lemon law, is not willing to contact BBB Autoline on her own and wants the direct ph# for dpsm
- 2.Req to be contacted immediately at wk (insistedd w/in 24 hrs)
- 3.Current problem is the *fan* blade. Veh at CA175. Has had several problems w/veh
- 4.Cust just wants to deal directly w/the dpsm so that he can put her in a new car or she will contact an attorney.

Writer stated:

- 1.Writer not able to give the ph# for dpsm and advised as far as l/law Kia is in accordance w/state local laws.
- 2.Writer advised cust would have to find out info from consumer information guide and refer to BBB autoline.
- 3.Writer advised a Kia mgr would contact w/in 72 busin hrs.(writer made no guarantee any quicker)

\*\*\* PHONE LOG 10/14/2003 01:10 PM Pacific Daylight Time NDegamo Action Type:Incoming call  
Rec'd vmx from Kathy @ CA175 requesting a callback.

\*\*\* PHONE LOG 10/14/2003 01:12 PM Pacific Daylight Time NDegamo Action Type:Incoming call  
Rec'd call from DPSM advising that Kathy from CA175 will be calling regarding above cust.  
DPSM states per dlr, cust had numerous concerns w/ veh.

DPSM states last repair was for *fan* blade that broke off.

DPSM states veh is back at the dlr for a rough engine concern, and dlr will put cust in a rental

Writer advised DPSM that writer rec'd vmx from kathy, and will contact her back and request that she fax writer the cust's svc file

\*\*\* PHONE LOG 10/14/2003 01:13 PM Pacific Daylight Time NDegamo Action Type:Outgoing call  
Writer called dlr and left a vmx for kathy in svc requesting that she fax the cust's svc file to writer (@ (949) 470-2814 and requesting a callback

\*\*\* PHONE LOG 10/14/2003 02:17 PM Pacific Daylight Time NDegamo Action Type:Incoming call  
Rec'd fax from dlr.

Writer called dlr to advise that ro's are illegible through fax, and asked dlr to mail docs to writer for review.

Kathy states she will mail docs to writer.

Kathy states that cust's statement was that cust brings the veh to the dlr for repairs every 45-50 days, and is tired of dealing w/ this veh and would like a replacement.

Writer advised kathy that once the docs are rec'd, writer can review w/ DPSM regarding further action

\*\*\* NOTES 10/14/2003 04:14 PM Pacific Daylight Time NDegamo Action Type:Manager review

Rec'd fax from dlr-kathy.

Kathy states docs were sent to writer via UPS.

Kathy also enclosed letter from cust that cust wanted sent to kia

enclosed letter states:

1. in the 18 mos i have owned the veh it has been to the shop at least 15 times
2. i request to be put in another veh - i would even accept a used car or an optima
3. i am upside down in my loan and i even bought an extended warranty

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K230855	33,000
Clovis- CA	[REDACTED]		Dealer: CA175 Future Kia	

- 4. my credit is suffering due to a divorce and bankruptcy
- 5. i need responsible transportation and now
- 6. please take this kia off my credit and put me into another car cheaper payment at the same 3 year term to avoid legal costs
- 7. if you refuse i will have my atty handle it, the BBB will also be notified

case pending receipt of docs

\*\*\* NOTES 10/14/2003 04:14 PM Pacific Daylight Time NDegamo Action Type:Manager review  
writer notes - copy of sales contract also needed

\*\*\* EMAIL OUT \_ NDegamo Action Type:External email  
Send to:[jhegmann@kiausa.com]

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K230855\_NDegamo\_10-14-2003172336.doc>>

\*\*\* PHONE LOG 10/15/2003 06:24 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call  
WRT STATED:

- 1. LEFT VM FOR NINO DEGAMO (REGIONAL ANALYST)
- 2. PULLED CASE FROM CALL CENTER QUE
- 3. SEE THAT YOU ARE ALREADY WORKING IN CASE
- 4. CUSTOMER IS REQUESTING CONTACT W/ DPSM DIRECTLY
- 5. WILL DISPATCH CASE TO REGION

\*\*\* NOTES 10/15/2003 06:26 AM US Mountain Standard Time DUnderwood Action Type:Manager review  
WTR SENDING CASE TO REGION TO DETERMINE APPROPRIATE HANDLING OF CASE.  
\* NINO DEGAMO ALREADY WORKING CASE

\*\*\* PHONE LOG 10/15/2003 09:16 AM Pacific Daylight Time NDegamo Action Type:Outgoing call  
writer called cust at work# and left a vmx requesting a callback

\*\*\* STATUS CHANGE 10/15/2003 09:32 AM Pacific Daylight Time NDegamo

\*\*\* PHONE LOG AND STATUS CHANGE 10/15/2003 09:45 AM Pacific Daylight Time NDegamo Action Type:Incoming call  
Writer spoke w/ cust and advised that writer is working on the cust's case.  
Writer advised that writer is waiting for docs from dlr and will follow up with cust after reviewing docs w/ DPSM

Cust states that she will give writer a few business days to review docs  
Cust states she just wants a reliable veh, and would even like paying the same amount on her contract for a replacement veh  
Cust states she is currently in a rental veh and the dlr is replacing the tensioner on her veh and the spare tire hatch

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723725	K230855	33,000
Clovis- CA			Dealer: CA175 Future Kia	

\*\*\* NOTES 10/15/2003 09:45 AM Pacific Daylight Time NDegamo Action Type:Manager review  
Writer rec'd docs from dlr via UPS  
Writer to complete RO Recap

\*\*\* PHONE LOG 10/15/2003 09:46 AM Pacific Daylight Time NDegamo Action Type:Outgoing call  
Writer called dlr and advised Kathy that docs have been rec'd.  
Kathy states the veh had a bad belt squeal, and will replace the tensioner & belts  
Kathy states the spare tire hatch also needs to be replaced  
Kathy states the cust also had a concern w/ the engine running rough, and she sold the cust an air filter and goodwill plugs for the cust

\*\*\* PHONE LOG 10/16/2003 08:49 AM Pacific Daylight Time NDegamo Action Type:Incoming call  
Rec'd vmx from cust stating:  
1. I'm not calling to bother you, just to plead my case further  
2. My mother is disabled and that is another reason I need a reliable vehicle  
3. I am willing to do whatever is necessary to get out of this car  
4. It needs to be a rollover (SOC) because my credit is bad  
5. I would like to stay in another Kia, just not this one

\*\*\* NOTES 10/16/2003 08:50 AM Pacific Daylight Time NDegamo Action Type:Manager review  
RO recap sent to DPSM for review

\*\*\* PHONE LOG 10/17/2003 12:23 PM Pacific Daylight Time NDegamo Action Type:Incoming call  
Rec'd vmx from DPSM requesting a callback

\*\*\* PHONE LOG AND STATUS CHANGE 10/17/2003 01:40 PM Pacific Daylight Time NDegamo Action Type:Outgoing call  
Writer spoke w/ DPSM  
DPSM recommended make goodwill offer to cust

\*\*\* PHONE LOG 10/21/2003 09:16 AM Pacific Daylight Time NDegamo Action Type:Incoming call  
Rec'd vmx from cust requesting a callback

\*\*\* PHONE LOG 10/21/2003 09:23 AM Pacific Daylight Time NDegamo Action Type:Incoming call  
Cust also states in vmx that she just picked up veh but it needs to go back to dlr - veh is still making noise and running bad

\*\*\* PHONE LOG 10/21/2003 09:27 AM Pacific Daylight Time NDegamo Action Type:Outgoing call  
Writer called dlr and spoke w/ SA-Kathy to request that she fax a copy of the last ro for the cust

\*\*\* NOTES 10/21/2003 01:58 PM Pacific Daylight Time NDegamo Action Type:Manager review  
rec'd latest RO and updated recap

\*\*\* PHONE LOG 10/21/2003 01:35 PM Pacific Daylight Time NDegamo Action Type:Incoming call

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K230855	33,000
Clovis- CA [REDACTED]			Dealer: CA175 Future Kia	

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writer called cust and advised that writer will be sending 3 option offer  
cust provided fax# as [REDACTED]

\*\*\* NOTES 10/21/2003 01:49 PM Pacific Daylight Time NDegamo Action Type:Manager review  
Reviewed case w/ DPSM - DPSM recommended 3 option offer

\*\*\* STATUS CHANGE 10/21/2003 02:03 PM Pacific Daylight Time NDegamo

\*\*\* NOTES 10/21/2003 04:23 PM Pacific Daylight Time NDegamo Action Type:Manager review  
Rec'd fax from cust - cust accepts replacement

\*\*\* NOTES 10/22/2003 08:33 AM Pacific Daylight Time NDegamo Action Type:Manager review  
SOC - AS400 file 63843

\*\*\* CASE CLOSE 10/22/2003 08:33 AM Pacific Daylight Time NDegamo

\*\*\* NOTES 10/22/2003 09:33 AM Pacific Daylight Time DBattalino Action Type:Facsimile rec.  
On 10/17 rec'd BBB call report  
According to above notes WRCA is handling SOC w/cust

**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>
Maumelle AR		KNDJB723025	K749148	59,000
			Dealer: AR007 Crain Kia	

**Case History**

Inquiry Repair

\*\*\* PHONE LOG 08/10/2005 10:26 AM US Mountain Standard Time CHamilton

Caller

1. On Friday, our *fan* exploded, blades all fell off
2. Made a hole in the power steering cap, dented the radiator
3. My husband went Sat AM and bought the parts at Crain Kia AR007
4. They said it should be under warr, but might take them a week to fix it
5. Couldn't wait that long, when my husband could fix it, so someone told him he could call this # and get reimbursed

Wtr states:

1. Updated, no recalls
2. Apologized
3. Advised warr repairs can only be done at the Kia dlr service department
4. No provision for reimbursement for parts or labor at non Kia facility, or if you do them yourself

\*\*\* CASE CLOSE 08/10/2005 10:26 AM US Mountain Standard Time CHamilton

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K626462	37,000
Newcastle CO		Dealer: MT002 Bitterroot Kia		

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/08/2005 10:03 AM US Mountain Standard Time MEstrella

CALLER STATES:

- 1.SAYS THE VEH WAS NEVER FILLED WITH FREON ,SINCE PURCHASED
- 2.BUT DID NOT FIND OUT UNTIL LATER DUE TO WHEN SHE BOUGHT THE VEH, THE WEATHER WAS COLD
- 3.HAD FREON PUT IN, THEN HAD A REPAIR COMPLETED
- 4.HAVE HAD SEVERAL REPAIRS TO THE AC ,2X COMPRESSOR, 2 X CONDENSER AMONG OTHER THINGS TO AC DONE
- 5.CURRENT CONCERN IS: THIS PAST WEEKEND, HEARD A NOISE, KIND OF A CLICKING NOISE, SOUNDED THE SAME AS HER PAST AC ISSUES
- 6.THEN HEARD A LOUDER NOISE & VEH STALLED, CALLED RSA
- 7.WAITED 6 HRS FOR KIA RSA, THEN RSA TOWED HER TO A PLACE CALLED "ANACONDA, DEE'S DODGE"
- 8.SAYS WERE TOLD BY KIA RSA THAT THEY WORKED ON KIAS
- 9.IT WAS IAM SO THEY WERE CLOSED, NEXT DAY FOUND OUT THEY HAVE NO KIA TECHS THERE
- 10.SO CUSTOMER SAYS SHE PAID HER SELF TO HAVE THE VEH TOWED TO Bitterroot Kia IN MT (MT002)
- 11.VEH AT MT 002 NOW
12. SVC MGR IS CHUCK PUMMELL AND HE SAYS VEH DAIGNOSIS IS:  
A/ CLUTCH **FAN** BROKE AND DAMAGED THE RAIDIATOR, LEAKED COOLEANT, AND THE ENGINE BLEW  
B/ THE VEH REPAIRS WILL BE AT LEAST OVER A WEEK TO DO ,IF NOT LONGER  
C/ WAITING FOR AUTH FROM KIA REP RIGHT NOW
- 13.NEED A RENTAL CAR TO GET BACK HOME AND TO WORK
- 14.CANNOT STAY IN MT FOR 10 DAYS

WRITER STATES;

1. APOLIZED
- . Trip interruption covers warranty related disablements
2. Up to \$300 total / 100.00 a day max -vehicle must be disabled for a minimum of 24 hours
3. Covers reasonable expenses---food, lodging, alternate transportation,
4. Must be over 150 miles from owners listed home and warranty repair take over 24 hrs to complete
5. They need to submit brief cover letter w/ explanation and request for reimb.along w/ receipts and R/O to Kia Claims--
- 6.Provided Kia claims address
- 7.ADVISED RENTALS ARE NOT A PROVISION OF THE MFR WARRANTY
- 8.CUSTOMER AGREED TO HOLD WHILE WRITER CALLED DEALER

WRITER CALLED SVC MGR,CHUCK PUMMELL

1.ADVISED OF CUSTOMER ISSUE AND ASKED TO VERIFY DIAG.

SERVICE MANAGER STATES:

- 1.IT APPEARS THAT THE CLUTCH **FAN** BROKE, DAMAGED THE RADIATOR , AND ENDED UP BLOWING THE ENGINE
- 2.PUT A CALL INTO DPSM , CUST NEEDS TO GET HOME
- 3.WILL BE OVER A WEEK AT THE SOONEST, AND THAT IS ONLY IF ALL PARTS COME IN AS SOON AS THEY ARE SUPPOSED TO. NEED DPSM AUTH TO ORDER
- 4.WAITING OM AUTH FROM DPSM TO PROCEED AND WILL BE ASKING HIM FOR RENTAL REQUEST AUTH FOR THIS CUSTOMER

WRITER THANKED SVC MGR, ENDED CALL

WRITER ADVISED CUSTOMER:

- 1.THAT THE SVC MGR IS WAITING FOR DPSM AUTH AND CALL BACK AND WILL BE ASKING FOR ASSISTANCE WITH ALTERNATE TRANSPORTATION REQUEST
- 2.WRITER CANNOT GUARANTEE ANY ALTERNATE TRANSPORTATION BUT SVC MGR WILL ASK DPSM
- 3.WRITER WILL FORWARD DPSM FILE SO HE CAN BE AWARE
- 4.TRIP INT BENEFIT IS AVAILABLE TO HER IF SHE NEEDS TO LEAVE RIGHT AWAY AND RENT VEH
- 5.ADVISED TO STAY IN TOUCH WITH SVC MGR CHUCK AND HE STATES HE WILL CALL HER AS SOON AS HE HEARS BACK FORM THE DPSM



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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K626462	37,000
Newcastle CO	[REDACTED]		Dealer: MT002 Bitterroot Kia	

6.PLEASE CALL US BACK IF NEEDED

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

Send to:[TTIMMS@KIAUSA.COM]

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

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<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K626462\_MEstrella\_08-08-2005110220.doc>>

\*\*\* NOTES 08/08/2005 10:04 AM US Mountain Standard Time MEstrella Action Type:Manager review

CUSTOMER CELL PHONE IS [REDACTED]

\*\*\* PHONE LOG 08/09/2005 11:41 AM Pacific Daylight Time SMarino Action Type:Incoming call

Received a vmail from TTimms regarding customer concern with roadside.

\*\*\* NOTES 08/09/2005 11:43 AM Pacific Daylight Time SMarino Action Type:Manager review

Sent a email to DHarwood @ CCG regarding the customer's concern with Roadside.

\*\*\* NOTES 08/09/2005 11:45 AM Pacific Daylight Time SMarino Action Type:Manager review

Received the following email from DHarwood regarding the customer's issue with roadside. Writer also forward email to PBastien and TTimms.

-----Original Message-----

From: Deric Harwood [mailto:ddharwood@CCGROUP.COM]

Sent: Tuesday, August 09, 2005 11:26 AM

To: 'SMarino@Kiausa.com'

Subject: RE: KNDJA723325 [REDACTED]

Hi Susan,

I spoke to [REDACTED] I apologized to her for the poor service she received and for taking her car to the wrong dealership. She told me the whole story from beginning to end. She said that they were traveling to a wedding when they breakdown occurred. She called roadside around 6:30pm and she was okay with the two hour ETA. She then called in after the ETA had passed. By the time the service provider arrived it was close to 10:30pm. She said they arrived at the dealer in Anaconda around 1am where she was picked up by a relative and then driven to her destination.

The next day the dealer told her they used to do Kia work but they don't any longer. Because Laurie was preparing for a wedding that day, she asked her fiancée who was elsewhere to handle getting the Sportage to the Kia dealer in Missoula. So he then arranged to have the Sportage towed on his own without going through roadside.

I asked her about being stranded for 6 hours and she said he may have said that because at some point he did call into roadside, but that in her mind it was less than 4 hours.

I apologized again and explained to her that we will reimburse her for the tow from Anaconda to Missoula. She said her fiancée had the receipts and he was traveling but when he returned she would submit them for reimbursement.

By the end of the conversation Laurie was very happy to know that Kia takes customer service so seriously and that she was contacted regarding this incident.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K626462	37,000
Newcastle CO	[REDACTED]		Dealer: MT002 Bitterroot Kia	

The big issue at this point is figuring out what happened with towing the car to the wrong dealer. Again, I am working on that and will get back to you once I have some answers.

Thank you,  
Deric

\*\*\* PHONE LOG 08/10/2005 02:11 PM US Mountain Standard Time MEstrella Action Type:Outgoing call  
WRITER CALLED CUSTOMER, AT [REDACTED]  
I RECORDED MSG SAYS "VERIZON CUSTOMER IS NOT AVAILABLE AND NO VM PICKED UP", THEN WENT TO A BUSY SIGNAL

\*\*\* CASE CLOSE 08/11/2005 02:37 PM US Mountain Standard Time MEstrella  
CUST WILL BE REIMBURSED FOR TOW SHE PAID FOR PER CASE NOTES ENTERED INTO FILE, CUST AGREED TO CB IF NEEDED. ADVISED OF TRIP INT BENEFIT  
DPSM INVOLVED

\*\*\* EMAIL OUT SMarino Action Type:External email Send to:[Amy Grady;Deric Harwood;]Amy,  
This is in reference to your case ID # 0508533964-01. Please review with Deric.

Susan

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1190948	50,020
San Antonio TX	[REDACTED]		Dealer: TX055 Legend Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 06/13/2006 07:06 AM US Mountain Standard Time ABegoody  
cust stated:

1. was driving and the *fan* blew through the radiator
2. cust had to pay \$700 to replace the *fan* & radiator
3. cust took veh to dlr for issue w/the manifold
4. dlr adv cust repairs will be covered but cust will have to make an appt
5. cust had to wait 2 week for appt
6. now the dlr is telling cust they are not sure if the repairs will be covered
7. and cust will have to pay \$1100 for the repair
8. should this veh covered

writer stated:

1. apologized
2. if problem is caused by defect, repairs will be covered
3. if not cust will have to pay
4. not sure what is being stated & why, adv cust to hold
5. writer called TX093 & stated:
  - a. no answer, LVM for Dale (SM) to call writer back
  - b. requesting an update
6. adv cust of info, will have to wait for dlr to call back w/update
7. will call cust back

cust stated:

1. if not available at home call [REDACTED]

\*\*\* PHONE LOG 06/13/2006 07:51 AM US Mountain Standard Time ABegoody Action Type:Incoming call  
Dale (SM) from TX055 stated:

1. veh has major rust under veh
2. the exhaust manifold is completely rusted off
3. veh needs an O2 sensor & the bolts to the cat convert is rusted
4. this is not a defective issue
5. dlr will call DPSM & request for assist on cust behalf
6. SM will call writer back w/update

writer stated:

1. will document comments
2. will wait for call back

\*\*\* PHONE LOG 06/13/2006 08:00 AM US Mountain Standard Time JHirshfield Action Type:Incoming call  
caller:

1. she was just speaking with someone about her car
2. she wants to be sure that we have both numbers
3. who is our boss?

wtr

1. with regards to what?
2. if it is an issue about the decision that is received . then the regional office would be the people to speak with
3. Alvina is currently working on her case and waiting to hear back from svc mgr, etc
4. she should give Alvina an opportunity to do her job

caller

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

Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1190948	50,020
San Antonio TX [REDACTED]		Dealer: TX055 Legend Kia		

1. her car has been down for a while now --should she go get it and then wait for us to call her
2. can she get the number for our regional office?

wtr

1. not at liberty to provide that without prior communication with them
2. she can discuss her options with Alvina when she calls her back

cust thanked wtr for the info

\*\*\* PHONE LOG 06/13/2006 10:07 AM US Mountain Standard Time ABegoody Action Type:Incoming call  
Rcv'd VM from Dale (SM) at TX055 stated:

1. got response from Frank Krause
2. DPSM has agreed to cover the cost of the repair
3. dlr will notify cust, any questions call dlr

\*\*\* PHONE LOG 06/13/2006 10:21 AM US Mountain Standard Time ABegoody Action Type:Outgoing call  
writer called cust & stated:

1. adv cust of the info given by dlr
2. thank Dale for all the work to get cust help

cust stated:

1. will call dlr to speak w/Dale
2. thank you for the update

\*\*\* CASE CLOSE 06/13/2006 10:21 AM US Mountain Standard Time ABegoody

\*\*\* PHONE LOG 06/15/2006 03:43 PM US Mountain Standard Time TMorales Action Type:Incoming call  
CUST STATED:

1. CAN I SPEAK TO SUSAN MORENO
1. I PICKED UP THE VEH TODAY AND THE VEH IS STILL OVERHEATING AND NOW THE A/C DOESN'T WORK
2. AND FILIPE AND THE MECHANICS WERE LAUGHING AT ME WHEN I PICKED UP THE VEH
4. I WILL TAKE THE VEH BACK TO THE DLR TOMORROW

WRITER ADVISED:

1. APOLOGIZED FOR THE PROBLEM
2. WILL CALL THE DLR TOMORROW AND SPEAK TO SVC MGR ABOUT THIS
3. WILL CALL FACTORY REP AND INVOLVE HIM ON THIS TOO
4. WILL CALL BACK TO CUST TOMORROW W/ UPDATE AND PLAN OF ACTION

CUST STATED:

1. OK THANKS

\*\*\* PHONE LOG 06/16/2006 01:47 PM US Mountain Standard Time TMorales Action Type:Incoming call

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1190948	50,020
San Antonio TX	[REDACTED]	[REDACTED]	Dealer: TX055 Legend Kia	

WRITER CALLED TX055 AND LEFT MESSAGE W/ RECEPTIONIST BECAUSE SVC DEPT DIDN'T ANSWER:

1. PROVIDED CUST NAME AND VEH INFO
2. NEED DIAGNOSIS PLEASE CALL BACK VERIFIED WRITER CONTACT INFO

\*\*\* PHONE LOG 06/16/2006 01:52 PM US Mountain Standard Time TMorales Action Type:Outgoing call  
CUST STATED:

1. I DIDN'T TAKE THE VEH BACK TO LEGEND KIA; I TOOK TO MY HUSBANDS MECH
2. I DONT WANT TO DEAL W/ THEM
3. I WANT TO WRITE TO NATIONAL CORPORATE OFFICE TO COMPLAIN AGAINST THAT DLR

WRITER ADVISED:

1. APOLOGIZED FOR THE PROBLEM
2. WRITER HAS FILED COMPLAINT AGAINST DLR SVC
3. PROVIDED KMA IRVINE MAILING ADDRESS AT CUST REQUEST

CUST STATED:

1. OK THANKS

\*\*\* CASE CLOSE 06/16/2006 01:52 PM US Mountain Standard Time TMorales

**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>
BRANTLEY AL		KNDJB723325	K1089202	42,904
			Dealer: AL023 Brewbaker Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 03/29/2006 02:26 PM US Mountain Standard Time YLabarca

CUST STATES

1 I HAVE THE VEH

2 **FAN** BLADE BROKEN TO ALL TO PCS

3 JUST NOTICE IT

4 WANT TO KNOW WHETHER COVERED OR NOT

WRITER STATES

1 APOLOGIZED

2 NO RECALLS

3 ADV THAT THE WARRANTY COVERS FOR DEFECTS

4 REFERRED TO DLR AND PROVIDED NUMBER TO DLR IN MONTGOMERY AL

5 ADV 5 YRS R/A

CUST THANKED WRITER

\*\*\* CASE CLOSE 03/29/2006 02:26 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]	KNDJB623325 [REDACTED]	K225628	18,000
Waco TX	[REDACTED]		Dealer: TX036 Miller Kia	

**Case History**

Inquiry Recall Info

\*\*\* PHONE LOG 10/02/2003 07:45 AM TDonnelly

CUSTOMER STATES:

1. I FEEL VEHICLE IS UNSAFE
2. THERE IS A PROBLEM WITH STEERING
3. THE VEHICLE HAD NO STEERING
4. WE RECENTLY HAD RADIATOR AND *FAN* REPAIRED, *FAN* CAME APART
5. WE ASKED DEALER IF THIS WAS RELATED TO PREVIOUS WORK
6. DEALER ADVISED NOT AT ALL
7. DEALER HAS STATED IT IS THE KOHLER PIN WAS DEFECTIVE
8. I WANT TO KNOW IF THIS IS KNOWN PROBLEM
9. WANT TO KNOW IF THIS WILL OCCUR AGAIN
10. IS THIS A RECALL OR SOMETHING KMA IS AWARE OF BUT DID NOT NOTIFY US.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED KMA OBLIGATION IS TO REPAIR VEHICLE UNDER TERMS OF WARRANTY
3. THIS IS NOT A KNOWN PROBLEM WITH VEHICLE
4. VEHICLE DOES NOT HAVE ANY OPEN RECALLS
5. THERE IS NOT A RECALL IN PROCESS FOR THIS ISSUE.
6. ONCE VEHICLE IS REPAIRED, SHOULD NOT BE RECURRING ISSUE.
7. KMA WOULD HOPE VEHICLE HAS NO PROBLEMS, BUT THERE ARE THOUSANDS OF MOVING PARTS THAT CAN FAIL OR BE DEFECTIVE, SO KMA PROVIDES WARRANTY THAT STATES WE WILL REPAIR VEHICLE AT NO COST TO CUSTOMER.

\*\*\* CASE CLOSE 10/02/2003 07:45 AM TDonnelly

ADVISED NO OPEN RECALLS ON VEHICLE.

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K329904	45,000
Port St Lucie FL [REDACTED]			Dealer: FL076 Kia of Vero Beach	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 06/24/2004 12:50 PM BGauldin

customer stated;

1. vehicle is with owner and back from the Kia dealership Treasure Coast Kia
2. **fan** came apart and destroyed the radiator.
3. vehicle towed Monday to dealership.
4. this morning called and told the vehicle ready for pick up, no name of person customer
5. at time of the **fan** breaking, vehicle sputters and shakes.
6. informed the dealership this was not happening prior to the **fan** breaking.
7. told the SA, no name, said maintenance needed.- never spoke with the SM
8. told that person vehicle not starting would not have just happened.
9. dealership had vehicle and in that time the CEL and HOLD light on now.
10. dealership now wants \$400 for maintenance
11. was charged \$ 10 and dealership put new spark plugs in the vehicle.
12. brought back to customer and other issues of maintenance given.
13. if the fuel filter and oil filter needed service, would have noticed.
14. issue is want the vehicle running correctly first and then perform service.
15. issues should have been taken care of before -
16. taking the vehicle the vehicle to VERO Kia.
17. told to call KIA before taking to the vehicle VERO
18. the CEL and Hold light flashing now -

writer stated:

1. very sorry customer had these concerns.
2. ask was the CEL light and Hold light on now.
3. did customer speak with SM or SA.
4. spoke with TJ SM at Treasure Coast Kia.
5. TJ was not informed of customer leaving with this concern.
6. TJ would like to assist the customer but understands if customer wants the vehicle to go to another dealership.

\*\*\* PHONE LOG 06/24/2004 01:05 PM BGauldin Action Type:Outgoing call

customer stated:

1. roadside is going to tow to Kia of Vero Beach without additional charge.
2. took case number and going to call Vero Beach Kia and notify vehicle coming into dealership.

writer stated:

1. very glad that customer called roadside assistance.
2. will receive a call back from the DPSM J Bramble

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

Send to:[jbramble@kiausa.com]

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K329904	45,000
Port St Lucie FL [REDACTED]		Dealer: FL076 Kia of Vero Beach		

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\*\*\* PHONE LOG 06/25/2004 08:08 AM BGauldin Action Type:Outgoing call  
writer called SM Tom:  
1. ask if the vehicle had diagnostic.  
2. ask if the DPSM been contacted due to concerns.

SM Tom stated:  
1. came in after closing.  
2. diagnostic not completed.  
3. will work with other dealership is involved with issue.

\*\*\* PHONE LOG 06/29/2004 07:44 AM BGauldin Action Type:Outgoing call  
writer spoke with ASM Tom:

\*\*\* PHONE LOG 07/09/2004 01:02 PM BGauldin Action Type:Incoming call  
writer called SM George:  
1. ask about the customer's vehicle.

SM George stated;  
1. this vehicle was towed to this dealership. 6/25.  
2. been here 14 days, was backed up in work.  
3. talked to DPSM and customer will be given a rental.  
4. have to get the repair done in 8 days.  
5. just have 2 mechanics.

\*\*\* PHONE LOG 07/09/2004 01:11 PM BGauldin Action Type:Incoming call  
writer called customer:  
1. husband gave cell #.  
2. call wife.

writer called customer:  
1. SM George said the authorization for a rental has been given.  
2. understood customer did not mind the slow progress of the repair, knowing the dealership is swamped.  
3. give SM George a call since this is Friday.  
4. if any miss understanding, call writer.

customer stated:  
1. thanked writer for information.  
2. will call SM about the rental.

\*\*\* CASE CLOSE 07/09/2004 01:12 PM BGauldin  
customer upset over repairs and had vehicle towed to another dealership. writer found DPSM authorized a rental and repair to be made ASAP

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

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Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K377610	31,000
LANTANA FL	[REDACTED]	[REDACTED]	Dealer: FL073 Tanner West Palm Beach	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 10/14/2004 11:53 AM WNoonan

CUSTOMER STATED:

1. THE VEHICLE WAS TOWED IN TUESDAY AT 7:30.
2. THGEY SAID THAT THE VEHICLE IS GOING TO BE READY WEDNESDAY MORNING.
3. THEY SAID THAT THEY DID NOT HAVE THE CORRECT PARTS.
4. THE COOLANT **FAN** BROKE OFF AND DAMAGED THE RADIATOR.
5. NOW I GO OVER THERE AND THEY SAID THAT THEY PUT IN THE WRONG RADIATOR AND ARE WAITING FOR THE CORRECT ONE.
6. I AM IN THEIR LOANER VEHICLE, AND THEY ARE GIVING ME A HARD TIME ABOUT THE LOANER THAT THEY PROVIDED ME.
7. IT REALLY HURTS ME WHEN I GET THE RUN ARROUND FROM THE DEALER.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION AND THE DELAY
2. WRITER CAN SPEAK WITH THE DEALER AND SEE THAT THEY ARE GETTING THE VEHICLE REAPIRED FOR YOU.,
3. THE WARRANTY DOES NOT COVER A LOANER VEHICLE, THE DEALER IS PROVIDING THIS LOANER VEHICLE FOR YOU, WHICH THEY DO NOT HAVE TO DO.

CUSTOMER STATED:

1. THANKS.

\*\*\* PHONE LOG 10/15/2004 07:35 AM WNoonan Action Type:Outgoing call

WRITER PHONED Tanner West Palm Beach Automart Kia AND SPOKE WITH FRED, THE DEALER HAS NO SERVICE MANAGER.

FRED STATED:

1. WE HAVE ORDERED THE RADIATOR AND IT SHOULD BE HERE TODAY, WE HAVE NOT GOTTEN THE PARTS SHIPMENT YET.
2. WE HAVE THE VEHICLE IN ONE OF OUR BAYS AND WE ARE JUST WAITING FOR THE PART.
3. THE CUSTOMER IS IN A LOANER AND WE SHOULD HAVE IT COMPLETED TODAY.

WRITER STATED:

1. THANKS.

\*\*\* CASE CLOSE 10/15/2004 07:35 AM WNoonan

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB623325 [REDACTED]	K509509	52,000
Mullins SC	[REDACTED]		Dealer: GA032 Ray Carter Kia of	

**Case History**

Inquiry Roadside Assistance

\*\*\* PHONE LOG 07/11/2005 08:30 AM US Mountain Standard Time ABegoody

Cust stated:

1. was traveling from FL back to SC
2. veh broke down in GA
3. veh was towed to GA032
4. dlr adv cust the *fan* blade broke off
5. cust wants to be reimburse for his expense
6. will send receipts, R/O, & brief explanation of what took place

Writer stated:

1. apologized
2. updated cust info
3. cust has trip interruption benefit
4. cust has to be 150 miles from home, veh has to be down for more than 24 hours
5. \$300 max, \$100 per day for first 3 days
6. gave address to submit receipts for an evaluation or reimbursement

\*\*\* CASE CLOSE 07/11/2005 08:30 AM US Mountain Standard Time ABegoody

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K205985	0
Montgomery TX	[REDACTED]		Dealer: TX045 McKinze Bond Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 08/19/2003 11:53 AM US Mountain Standard Time SLarez  
NANCY ADAMS CALLED IN ON BEHALF OF THE CUSTOMER

CUSTOMNER STATES.

1. MY DAUGHTER WAS IN HOUSTON AND THE *FAN* BROKE
2. THE DEALERSHIP SAID IT IS GOING TO BE A DEFECT.
3. THE CAR WAS TOWED TO MCKENZIE BOND KIA.
4. MY DAUGHTER GOT THE PART OVER NIGHTED BUT THEY ARE MISSING A PART.
5. THEY DID NOT OFFER A RENTAL OR ANYTHING.
6. THEY DO NO HAVE THE PART IN AND THE CAR HAS ALREADY BEEN DOWN FOR 3 WEEKS.
7. THEY ARE SAYING THEY DO NOT KNOW WHEN THE SHROUD WILL BE IN.
8. THEY SAID TOO BAD
9. MY DAUGHTER HAS BEEN WITH OUT A CAR FOR ABOUT THREE WEEKS.
10. THIS IS A DEFECT AND THE PARTS CANNOT BE DELIVERED, SHE NEEDS SOMETHING.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. IS THERE ANY WAY I CAN CONTACT YOUR DAUGHTER DIRECT.

CUSTOMER STATES.

1. SHE IS IN SCHOOL AND COACHES AFTER SCHOOL
2. SHE DOES NOT HAVE TIME TO DEAL WITH THIS PROBLEM.
3. I AM GOING TO HELP HER.

WRITER STATES.

1. LET ME CALL THE DEALERHSIP AND FIND OUT WHAT THE SITUATION IS.
2. ONCE I DO THAT I WILL GET BACK WITH YOU.

\*\*\* PHONE LOG 08/19/2003 12:01 PM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED DEALERHSIP AND SPOKE TO ALLEN THOMAS. SERVICE MGR.  
ALLEN STATES.

1. WE ARE WILLING TO OFFER A RENTAL BUT IT IS AT \$15 A DAY

WRITER STATES.

1. WE ARE ASKING THAT YOU CALL THE KIA REP TO SEE IF ANY MORE WILL BE AUTHORIZD.
2. PLEASE CALL FRANK AND SEE WHAT HE CAN DO.

ALLEN STATES.

1. I WILL.

\*\*\* PHONE LOG 08/19/2003 12:04 PM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER GOT BACK TO CUSTOMER  
WRITER STATES.

1. I SPOKE TO THE SVC MGR
2. HE ADVISED HE WILL CALL OUR KIA REP AND SEE WHAT CAN BE DONE.
3. ONCE I HAVE A DECISION I WILL CALL YOU BACK.

\*\*\* PHONE LOG 08/19/2003 01:37 PM US Mountain Standard Time SLarez Action Type:Outgoing call

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Montgomery TX		KNDJB723625	K205985	0
			Dealer: TX045 McKinzey Bond Kia	

WRITER CALLED ALLEN  
ALLEN STATES.

1. WE DID SPEAK TO THE KIA REP
2. WE WERE LOOKING FOR ONE THROUGH A JUNKYARD PER KIA REP BUT WE DID NOT FIND ONE.
3. WE WILL PUT HER IN A RENTAL.

WRITER STATES.

1. I AM DEALING WITH HER MOTHER.
2. I WILL HAVE HER CALL YOU DIRECT./

ALLEN STATES.

1. HAVE HER CALL ME ON MY DIRECT LINE.
2. 713-778-7362

\*\*\* PHONE LOG 08/19/2003 01:41 PM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I SPOKE TO ALLEN
2. YOU MAY CALL HIM DIRECT.
3. HE DID GET A HOLD OF THE KIA REP AND THEY WILL AUTHORIZE THE RENTAL.
4. CALL HIM DIRECT FOR THE DETAILS
5. GAVE DIRECT NUMBER.

\*\*\* CASE CLOSE 08/19/2003 01:42 PM US Mountain Standard Time SLarez

\*\*\* PHONE LOG 08/26/2003 07:36 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer received call from

states:

1. I called here before.
2. I was supposed to get \$30 a day rental coverage.
3. I just went to Enterprise and they told me that I was only approved for \$15 a day.
4. I called Allen and left several messages.
5. He hasn't called me back.
6. I need to get this taken care of.

Writer states:

1. Let me see if I can get in touch with Allen.

Writer placed customer on hold and called Mckinzey Bond Kia. Writer spoke with Allen.

Allen states:

1. I'll get this taken care of.
2. The customer was approved for \$30 a day.
3. I'll call her.

Writer got back on the line with the customer.

Writer states:

1. I just spoke with Allen.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723625 [REDACTED]	K205985	0
Montgomery TX [REDACTED]			Dealer: TX045 McKinzey Bond Kia	

---

- 2. He will straighten this out.
- 3. You were approved for \$30 a day.
- 4. He'll call you.

\*\*\* NOTES 09/04/2003 03:59 PM Eastern Daylight Time JSifford Action Type:Manager review  
vehicle is showing on vehicle down report

\*\*\* NOTES 09/23/2003 08:45 AM Eastern Daylight Time JSifford Action Type:Manager review  
Vehicle is not showing on j9/22/03 VD report  
however no paid warranty claim in warranty history

\*\*\* NOTES 09/29/2003 09:13 AM Eastern Daylight Time JSifford Action Type:Manager review  
No Warranty claim showing for **Fan** Blade/cooling sys

\*\*\* NOTES 10/02/2003 07:45 AM Eastern Daylight Time JSifford Action Type:Manager review  
no paid warranty claim for cooling sys. repair indicated in warranty history

\*\*\* NOTES 10/06/2003 09:18 AM Eastern Daylight Time JSifford Action Type:Manager review  
No paid warranty claim entered for cooling system repair

\*\*\* NOTES 10/14/2003 01:43 PM Eastern Daylight Time JSifford Action Type:Manager review  
Vehicle no on VD report

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K368181	36,000
DALLAS TX [REDACTED]			Dealer: TX056 Southwest Kia	

**Case History**

Inquiry Roadside Assistance

\*\*\* PHONE LOG 09/23/2004 09:38 AM CHamilton

Caller states:

1. **Fan** blades broke off
2. Called Kevin at Southwest Kia TX056
3. He said to call you, have it towed
4. Said not to drive it, might make it worse or it might overheat

Wtr states:

1. Updated, no recalls
  2. r/s will tow at no expense
- Transferred to r/s

\*\*\* CASE CLOSE 09/23/2004 09:38 AM CHamilton

# Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723425	K1210882	61,734
Youngstown OH			Dealer: OH044 Taylor Kia of Boardman	

## Case History

Complaint Dealer

\*\*\* PHONE LOG 08/03/2006 12:54 PM US Mountain Standard Time DLyons  
cust states:

1. the CEL came on approx 2 wks ago & the vehicles thermostat was replaced
2. three days later CEL came back on & the dlrshp advised that the vehicle needed a coolant flush
3. the CEL cam on again, I took to a private mechanic and he opened the hood and found that the *fan* is cracked around all the fins
4. why couldn't the dlrshp find this and hopefully save me on some of the labor
5. is the *fan* covered under the warranty

writer advised:

- 1 apologized
2. can document customer concern with the CEL coming on
3. this office would recommend that the vehicle return to the kia dlrshp for diagnosis
4. the *fan* is covered under the l/b warranty & the warranty has expired due to the mileage.
5. would suggest speaking to the kia service manager in regards to the work that has been completed on the vehicle
6. apologized for the inconvenience that this has caused.
7. updated cust info, no previous cases, no recalls.

\*\*\* CASE CLOSED 08/03/2006 12:54 PM US Mountain Standard Time DLyons



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

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623725 [REDACTED]	K352062	53,000
Easton PA [REDACTED]	[REDACTED]	[REDACTED]	Dealer: PA005 Brown-Daub Kia	

**Case History**

Inquiry Other

\*\*\* PHONE LOG 08/13/2004 11:37 AM US Mountain Standard Time ATafoya  
[REDACTED] stated:

- 1.The engine is cracked where the plastic *fan* is, cust feels manuf defect
- 2.This should still be under warranty (inq on veh warranty)
- 3.Not particularly happy w/PA005 Brown-Daub Kia but they are the closest dlr.
- 4.They act like Kia's very tight on covering anything under warranty

Writer stated:

- 1.Advised dlr has to diagn veh and determine if manuf defect vs not
- 2.Writer advised of subsequent owner warranty blw and plw 5/60 manuf defect from original warranty start date.
- 3.Advised cust could also take to another dlr.

\*\*\* CASE CLOSE 08/13/2004 11:37 AM US Mountain Standard Time ATafoya

# Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K523219	35,350
San Bernardino CA	[REDACTED]		Dealer: NV005 World Kia	

## Case History

Inquiry Roadside Assistance

\*\*\* PHONE LOG 07/29/2005 01:52 PM US Mountain Standard Time JProkopp

Customer states:

1. I'm in Vegas right now.
2. My vehicle broke down.
3. Some belt broke and there are *fan* blades broken.
4. It has been towed to World Kia.
5. They aren't going to be able to do any repairs until Monday.
6. I would like to know how the trip interruption benefit works.

Writer states:

1. If your vehicle breaks down more than 150 miles from home for a warranty related disablement and the dealer needs to keep it for more than 24 hours for repairs, you would be eligible for trip interruption.
2. You can submit your receipts for food, lodging, and alternator transportation for reimbursement up to \$100 per day for a maximum of 3 days.
3. Provided claims address.

\*\*\* CASE CLOSE 07/29/2005 01:52 PM US Mountain Standard Time JProkopp

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723425 [REDACTED]	K200927	12,000
Escondido CA [REDACTED]			Dealer: NV001 Courtesy Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 08/08/2003 08:02 AM US Mountain Standard Time MWeiseman caller stated

- 1.) i am in escondido, CA and my veh broke down in las vegas, NV: about 300 miles
- 2.) i have already rented a car and received \$15 rental assistance for 3 days
- 3.) is it possible to get this extended, or added to?
- 4.) it was originally a *fan* blade issue, but then they found other issues
- 5.) my work number is [REDACTED] and i have been working with ben at the dealer

writer stated

- 1.) i'm sorry for your situation
- 2.) we have a number of options available to us
- 3.) i will call the svc mgr at the dealership and see what rental assistance deal you have currently
- 4.) we also have options through your roadside assistance
- 5.) if you have a rental, we can put you back through to roadside to apply for reimbursement for that
- 6.) you can also use part of that money for trip reunite, but you can pre-authorize that to ensure coverage
- 7.) essentially you'd close out the balance on the rental you have currently and reopen it for a new receipt if they authorize it
- 8.) the other options available are to call our factory rep to see if kia would like to add to the current deal you have
- 9.) once i have contacted all the necessary parties, i will call you back

writer called NV001 and spoke with svc mgr randall

- 1.) *fan* blade broke, and the car overheated
- 2.) other repairs were needed due to the over heating
- 3.) the "head" is at the body shop to get flattened back out
- 4.) it may be back tonight or monday,
- 5.) the veh may be ready late monday or tuesday, still unsure
- 6.) ms. smith has the deal from kia for \$15 a day

writer called DPSM terry oliver

- 1.) voice mail not set up yet

writer called regional analyst chris butler

- 1.) left msg on vm
- 2.) writer reviewed case details
- 3.) writer stated customer was asking for rental assistance outside the current \$15 a day
- 4.) writer stated ms. smith was on vacation and veh qualifies for trip interruption, but that money will likely be eaten by rental charges currently
- 5.) writer stated she will need to get back to her veh
- 6.) writer stated he was asking for any assistance available in this situation
- 7.) writer asked for a call back

\*\*\* PHONE LOG 08/08/2003 08:03 AM US Mountain Standard Time MWeiseman Action Type:Outgoing call  
writer added

- 1.) no recalls on veh (not stated to customer)

\*\*\* PHONE LOG 08/08/2003 08:55 AM US Mountain Standard Time MWeiseman Action Type:Incoming call

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723425 [REDACTED]	K200927	12,000
Escondido CA [REDACTED]		Dealer: NV001 Courtesy Kia		

writer received call from [REDACTED]

1.) [REDACTED] stated have ms smith send her receipts and trip interruption claim number to the western region and we'll review it for reimbursement

writer called [REDACTED]

- 1.) writer advised [REDACTED] to make 2 submissions for reimbursement
- 2.) writer advised [REDACTED] to send original receipts to medford, MA
- 3.) writer advised [REDACTED] to send copies to western regional office in irvine, CA with the roadside claims number
- 4.) writer advised as he understood it, the roadside claims office would offer their reimbursement, and then kia would review their offer and see what offer they could make
- 5.) writer advised that he could not guarantee reimbursement of any funds, but advised ms. smith of the process

**\*\*writer closed case pending futher contact on this issue\*\***

**\*\*\* CASE CLOSE 08/08/2003 09:04 AM US Mountain Standard Time MWeiseman**

**\*\*\* PHONE LOG 08/15/2003 10:09 AM US Mountain Standard Time MWeiseman Action Type:Incoming call**  
writer received vm from [REDACTED]

- 1.) i still don't have a car
- 2.) the bill for a rental has become 700.00
- 3.) i need to know that i am going to be reimbursed for this expense
- 4.) please call me

**\*\*\* NOTES 08/15/2003 10:11 AM US Mountain Standard Time MWeiseman Action Type:Manager review**  
writer dispatched case to region

- 1.) writer cannot answer [REDACTED] questions
- 2.) writer spoke with [REDACTED] concerning this situation
- 3.) chris butler advised [REDACTED] to submit her receipts for reimbursement
- 4.) writer cannot guarantee reimbursement in any form

**\*\*\* NOTES 08/15/2003 10:12 AM US Mountain Standard Time MWeiseman Action Type:Manager review**  
writer dispatched the case to the region

- 1.) writer requests that a regional representative contact [REDACTED]

**\*\*\* PHONE LOG 08/15/2003 10:20 AM US Mountain Standard Time MWeiseman Action Type:Outgoing call**  
writer called [REDACTED]

- 1.) writer stated that he has forwarded this case to the regional office in her area
- 2.) [REDACTED] stated that she has contacted the purchasing dealership and the factory rep there is working with the factory rep in NV to help cover the rental costs

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Escondido CA		KNDJA723425	K200927	12,000
			Dealer: NV001 Courtesy Kia	

\*\*\* PHONE LOG 08/15/2003 10:28 AM Pacific Daylight Time CButler Action Type:Incoming call

Writer contacted dealer; requested to speak to SA for this customer:

1. SA is Ben, he is out to lunch, will be back in 1/2 an hour.

\*\*\* PHONE LOG 08/15/2003 10:54 AM US Mountain Standard Time WNoonan Action Type:Incoming call

CUSTOMER STATED:

1. I WOULD LIKE TO SPEAK WITH WHO EVER IS WORKING ON MY CASE.
2. I HAVE INCURRED A LARGE RENTAL CAR BILL BECAUSE THE VEHICLE HAS BEEN AT THE DEALER FOR SOME TIME.
3. I WOULD LIKE TO SPEAK WITH SOMEONE WHO CAN AUTHORIZE REIMBURSEMENT.

WRITER STATED:

1. CASE HAS BEEN FORWARDED TO THE REGIONAL OFFICE FOR REVIEW AND IS CURRENTLY BEING HANDLED BY CHRIS BUTLER.
2. WRITER WILL FORWARD REQUEST FOR HIM TO CONTACT YOU.

CUSTOMER STATED:

1. I AM AT WORK NOW, IF HE CALLS TELL HIM TO SAY IT IS ABOUT MY CAR AND THEY WILL LET ME SPEAK WITH HIM.
2. MY WORK NUMBER IS [REDACTED]
3. IF HE CANT GET ME THERE, HAVE HIM CALL MY DAUGHTER ERIN'S CELL PHONE AT 619-301-4259.
4. DO YOU THINK HE WILL CALL BACK TODAY?

WRITER STATED:

1. WRITER WILL LET HIM KNOW YOU WOULD LIKE A CALL BACK TODAY.

\*\*\* PHONE LOG 08/15/2003 10:59 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED [REDACTED]

WRITER STATED:

1. ADVISED CUSTOMER IS REQUESTING CALL BACK.

[REDACTED] STATED:

1. WILL CALL HER BACK AFTER I HEAR FROM THE DEALER.
2. THANKS.

\*\*\* PHONE LOG 08/15/2003 01:49 PM Pacific Daylight Time CButler Action Type:Outgoing call

Writer contacted dealer SM:

1. Vehicle should be done no later than 8/18.
2. Writer advised SM RAC charges would be covered 100% by KMA.

Writer contacted customer & advised the above:

1. Writer advised customer of trip interruption
2. Customer will contact trip interruption today.

Customer thanked writer.

\*\*\* CASE CLOSE 08/15/2003 01:50 PM Pacific Daylight Time CButler

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Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723X25 [REDACTED]	K218972	28,000
Jacksonville FL [REDACTED]			Dealer: GA015 Sunny Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/17/2003 10:43 AM US Mountain Standard Time CRountree

WRTR STTES:

1. CAR BROKE DOWN LAST FRIDAY.
2. HEARD LOUD NOISE.
3. COOLING **FAN** BLADE BROKE.
4. **FAN** WENT INTO **FAN** BLADE.
5. HAD TO PAY FOR RENTAL.
6. HAD TO RENT A VEHICLE FROM DLR,
7. HAVE TO PAY FOR A RENTAL .
8. VEHICLE NOT FIXED
9. SEEKING MY CAR TO BE FIXED AND RENTAL TO DRIVE. .

WRTR STTES:

- 1 SORRY FOR THE PROBLEMS WITH CAR.
2. WILL CALL SVCE MGR ABOUT STATUS OF VEHICLE.
3. EXPLAINED TRIP INTERUPTION FOR CAR RENTAL.
4. WILL CALL BACK WHEN WRITER HAS MORE INFORMATION.

\*\*\* PHONE LOG 09/18/2003 01:33 PM US Mountain Standard Time CRountree Action Type:Outgoing call  
WRITER STTES.

1. SPOKE WITH BOB ON STTUS OF VEHICLE.

BOB, SM, STTES:

1. CLOSING OUT CASE.
2. CUSTOMER PICKED UP CAR TODAY
3. SELLING DLR TOLD HER SHE WLD ALWAYS GET A CAR.

WRITER STTES

1. TOLD BOB WRITER INFORMED CUST OF TRIP INTERRUPTION

\*\*\* PHONE LOG 09/18/2003 01:37 PM US Mountain Standard Time CRountree Action Type:Incoming call  
WRTR STTES:

1. FOLLOWED UP WITH CUST..

CUSTOEMR STTES

1. CAR IS RUNNING FINE.
2. JAIMIE DURHAM, THE DLR WAS VERY HELPFUL.

\*\*\* CASE CLOSE 09/18/2003 01:39 PM US Mountain Standard Time CRountree  
CUSTOMER PICKED UP VEHICLE

\*\*\* EMAIL IN 09/18/2003 11:11 PM Pacific Daylight Time CLARIFY@KIAPROD.KIAUSA.COM

DLRGA015 Re: Name/Vin# MONA SMITH/ KNDJB723X [REDACTED] Ordered parts (**fan** blade, Radiator) recieved & installed on vehicle on 9/18/03. Repairs completed & returned to owner 9/18/03. Discussed w/ Clyde on 9/18/03. Owner apparently upset due to miscommunication w/ selling dealer regarding rental/loaner policy. Please close this contact. Thank

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K219122	21,000
Rancho Cucamonga CA [REDACTED]			Dealer: CA109 Shaver Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 09/17/2003 03:25 PM US Mountain Standard Time JProkopp

Customer states:

1. I would like to speak with BFordyce.
2. My vehicle is at Shaver Kia.
3. They told me that they have already spoken with him and I need to speak with him.
4. The cooling *fan* broke and damaged the radiator.
5. They are telling me that the parts are on backorder.
6. They have provided me with a rental vehicle.
7. However, they are not covering the insurance.
8. Insurance is \$11.99 a day.
9. They are telling me that it could be 30 days until they get the part.
10. That is over \$300 that would be at my expense.
11. There is no way that I should be paying for this.
12. I've spoken with the general manager, Sammy Domingo.
13. He has been incredibly rude with me.
14. This all started on Saturday.
15. I will be writing the BBB, the AG's office, and the media.
16. Kia needs to do something about this.

Writer states:

1. That person is an area rep for Kia.
2. I am not at liberty to give out his contact information.
3. However, I will contact him.
4. Under normal circumstances, Kia does not provide rental assistance at all.
5. What is being offered to you is as an exception.
6. I will review this with him and see if he is willing to offer any additional coverage.
7. I will call you back once I have further information.

\*\*\* PHONE LOG 09/17/2003 03:30 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted BFordyce.

BFordyce states:

1. I am not going to offer coverage on that.
2. It is illegal to do so.
3. The customer has to pay for her own insurance.
4. The parts should all be filled by Friday.
5. The customer will not have to wait 30 days for parts.

\*\*\* PHONE LOG 09/18/2003 09:01 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted customer and left message advising of the status of the parts and that Kia will not cover the insurance on the vehicle.

\*\*\* CASE CLOSE 09/19/2003 03:28 PM US Mountain Standard Time JProkopp

Case closed pending further contact from customer.

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Gilbert AZ		KNDJB723025	K208881	22,000
			Dealer: AZ033 Desert Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 08/26/2003 06:03 AM US Mountain Standard Time JCook

Customer Stated:

- 1.Says his vehicle is currently at the dealer.
- 2.Says the *fan* shroud flew apart and destroyed the radiator.
- 3.Says he is being told that the parts are on a national backorder, and may not be in for a few weeks.
- 4.Says he was told that they may cover up to \$15 a day for a rental.
- 5.Says they need to have transportation while this vehicle is down, and he says the dealer told him to call us.

---Writer advised customer:

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

---Writer called and the Svc. Dept is not open yet.

---Writer advised customer:

- 1.That the Svc. Dept is not open yet.
- 2.Advised that we will have to give him a callback after we have spoken with the dealer.
- 3.Verified all customer info.

\*\*\* PHONE LOG 08/26/2003 07:14 AM US Mountain Standard Time JCook Action Type:Outgoing call

Writer called and spoke to David (Svc. Mgr @ AZ032) who stated:

- 1.That he is aware of this customer's vehicle.
- 2.Says Kia will cover \$15 towards a rental, but he is expecting one of their loaners to come back today, and he is going to try to put the customer in this loaner to save him some money.
- 3.Says they will let the customer know when the loaner is available.
- 4.Writer thanked David for his time.

\*\*\* PHONE LOG 08/26/2003 07:16 AM US Mountain Standard Time JCook Action Type:Outgoing call

Writer called customer back and advised:

- 1.That we spoke with the Svc. Mgr David.
- 2.Advised that Kia will cover \$15 a day towards a rental.
- 3.Advised that David is trying to get him into one of their loaners today, that is due back to save him some money.
- 4.Says he will give the customer a callback once the loaner is returned to the dealer.
- 5.Advised if any other questions he can contact David.
- 6.Advised that his concerns will be noted on file.
- 7.Verified all customer info.

\*\*\* CASE CLOSE 08/26/2003 07:16 AM US Mountain Standard Time JCook

Info given.

\*\*\* NOTES AND STATUS CHANGE 12/08/2003 12:53 PM Pacific Daylight Time DBattalino Action Type:Facsimile rec.  
Rec'd BBB call report for this customer seeking Replacement. Cust concerns are as follows:

1. Fluid leaks

Not current:

1. broken *fan* shroud
2. broken radiator
3. dealer replaced fuel pump
4. dealer replaced coil and various other repairs
5. replaced short block in engine and various other repairs

Sent copy to DPSM



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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723025	K208881	22,000
Gilbert AZ			Dealer: AZ033 Desert Kia	

Cust claiming veh 3 weeks at Kia of Scottsdale and a combined total of 5 weeks down time

\*\*\* EMAIL OUT \_ DBattalino Action Type:External email  
Send to:[tsteinwinter@kiausa.com]

<<File Attachment: \\copubs\ClarifyOBJCA\_Attachments\SendHistory\Case\_K208881\_DBattalino\_12-08-2003125629.doc>>

\*\*\* PHONE LOG 12/09/2003 02:00 PM MEstrella Action Type:Incoming call  
CALLER STATED: DEALER CALL - GM OF AZ033 - DON PICKERING  
1. THIS CAR IS NOT HERE - IF YOU READ THRU THE CASE NOTES - IT SAYS THEY CALLED AZ 032 AND TALKED TO THEM  
2. WE WERE SENT THIS FROM KIA AND IT IS NOT OURS - IT BELONGS TO AZ 032

WRITER STATES:

1 .WILL CHANGE DLR CODE APPROPRIATELY TO READ AZ 032 - THANKED HIM FOR CALLING

\*\*\* NOTES AND STATUS CHANGE 01/15/2004 03:47 PM Pacific Daylight Time DBattalino Action Type:Manager review  
No action from customer or the bbb  
Close file

\*\*\* CASE CLOSE 01/15/2004 03:47 PM Pacific Daylight Time DBattalino

\*\*\* PHONE LOG 02/18/2004 08:42 AM JHirshfield Action Type:Incoming call  
caller:

1. after the engine replacement, they developed an oil leak
2. they spoke with Desert Kia about bringing the car in for repair of this leak & all the problems that they have had with this car
3. they told Desert kia that they wanted a rental but were told they don't have any
4. they did file for Lemon Law in the past, but never heard back regarding it
5. they are now considering pursuing that option again ---what do they need to do?
6. their radio also is in -op (again)

caller stated:

1. advised that rentals are not a provision under the warranty
2. It would be done through the svc mgr @ dealership
3. Cannot obligate them to provide one
4. Apologize for any inconvenience
5. we cannot assist him with the BBB --there are notes in file regarding BBB contacting Kia but then no further contact was made
6. we stand behind the warranty to repair the car
7. the oil leak may be something very simple to repair and not require the car to stay overnight
8. make an appt and take care in--once the vehicle is diagnosed, either he can recontact wtr or have svc mgr contact his

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**Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Gilbert AZ		KNDJB723025	K208881	22,000
			Dealer: AZ033 Desert Kia	

DPSM regarding alt transport

cust --

how can he speak with our regional office regarding the Lemon Law/ repurchase?

wtr

-he needs to refer back to the BBB for follow up on his case

i will forward his case to the WRCA --they should contact him within 10 business days regarding his request for repurchase / replacement

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

Send to:[tsteinwinter@kiausa.com]

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

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

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\*\*\* PHONE LOG 02/19/2004 03:15 PM Pacific Daylight Time PBastien Action Type:Outgoing call

Writer left voice message for customer requesting a return call.

\*\*\* PHONE LOG 02/25/2004 04:58 PM Pacific Daylight Time StapletonP Action Type:Incoming call

writer called customer at both listed number

left a message on both machines requesting a call back,.

\*\*\* PHONE LOG 02/26/2004 09:48 AM Pacific Daylight Time StapletonP Action Type:Incoming call

writer spoke with the customer at his work number [REDACTED]

cust states he brought his vehicle in for a *fan* shroud breaking and Mark Kia duct taped the shroud back together and had the cust pick up the vehicle.

cust states now the Radio cuts in and out like there is an electrical concern, also there is an oil leak from the vehicle since they replaced the short block on 10/23/03.

writer asked the cust why he had not taken the vehicle in , cust advised he is a CPA and hes days are booked full.

writer asked if the cust was willing to give KMA and opportunity to fix the vehicle cust stated ok,

cust states he would need a loaner vehicle.

writer advised loaner vehicle is not provision of the warranty.

cust stated fine he will call his wife to see when the best time would be to drop off the vehicle.

customer will contact writer back so writer can contact dealer to set the appointment

\*\*\* PHONE LOG 02/26/2004 11:50 AM Pacific Daylight Time StapletonP Action Type:Incoming call

writer rec call from the customer:

cust will drop off vehicle tonight at Desert Kia.

writer will contact dealer asking them to inspect:

Doom Light shorts out

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Gilbert AZ		KNDJB723025	K208881	22,000
			Dealer: AZ033 Desert Kia	

Radio Shorts out  
Oil leak from under the vehicle.

Writer calling dealer s/m to advise..

\*\*\* PHONE LOG 02/26/2004 11:55 AM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer confirmed with customer the above listed 3 concerns are the only concerns that need to be inspected  
oil leak, radio shorts out and dome lighth shorts out when going over bumps

\*\*\* PHONE LOG 02/26/2004 11:57 AM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer left message for s/m to return writers call.

\*\*\* PHONE LOG 02/26/2004 01:37 PM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer called dealer s/m again : was advised he was now at at lunch..  
writer left a message with receptionist requesting a call back,

\*\*\* PHONE LOG 02/26/2004 01:51 PM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer spoke with service advisor Pete Ruskowski-  
Cust has service appt scheduled and the will inspect and repair under the terms of the warranty., and also contact writer back with findings

\*\*\* PHONE LOG 02/27/2004 02:51 PM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer spoke with  
states:Oil Leak is leaking from back of head gasket. , the dome light and radio shorting in /out- dealer is still tracing down ground on accessorries circuit.  
At this time the vehicle will have to stay at teh dealer until fully diagnosed.  
writer will contact the customer to advise.

\*\*\* PHONE LOG 02/27/2004 03:09 PM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer spoke with the customer:  
writer informed customer what s/m explained regardng his diagnoses.  
cust states he will start looking at the lemon law regarding getting out of the vehicle.  
writer advised give KMA oportubnity to repair your vehicle and Kma will evaluate for assist determination.  
cust stated ok.  
writer to call back to the dealer monday for follow up.

\*\*\* NOTES 03/01/2004 11:40 AM Pacific Daylight Time DBattalino Action Type:Facsimile rec.  
Rec'd BBB call report for this customer (2x) customer seeking Replacement. Cust concerns are as follows:

1. Fluid leak
  2. Electrical system shortage
- Not current concerns:

1. Broken *fan* shroud
2. Broken radiator
3. Replaced fuel pump
4. Replaced coil

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K208881	22,000
Gilbert AZ [REDACTED]		Dealer: AZ033 Desert Kia		

5. Replaced short block engine  
Sent copy to DPSM  
Cust claiming veh down 5 weeks overall and dealer stated still need another week??

\*\*\* EMAIL OUT \_ DBattalino Action Type:External email  
Send to:[tsteinwinter@kiausa.com]

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K208881\_DBattalino\_03-01-2004114033.doc>>

\*\*\* PHONE LOG 03/01/2004 11:44 AM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer rec call from the customer:  
Cust states that Ben from the dealer called and satted the vehicle would be down for atleast a week. dealer needs to replace head gasket  
cust is requesting a rental car..  
calling S/M to confirm vehicle being down and for how long.

\*\*\* PHONE LOG 03/01/2004 11:48 AM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer called s/m on his cell [REDACTED] requesting call back and status of vehicle.  
cust now requesting rental vehicle.  
writer advising DPSM

\*\*\* PHONE LOG 03/01/2004 11:53 AM Pacific Daylight Time StapletonP Action Type:Incoming call  
DPSM will contact the s/m aswell regarding rental vehicle.

\*\*\* PHONE LOG 03/01/2004 12:19 PM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer rec call from s/m:  
cust vehicle needs head gasket due to oil leak coming from right side.  
cust veh will be repaired by friday.  
advised s/m regraindg rental car request.  
writer called DPSM: and advised DPSM to contact dealer now to place customer in a rental vehicle.  
per dpsm the s/m will contact the customer to set up rental vehicle.

\*\*\* STATUS CHANGE 03/01/2004 12:21 PM Pacific Daylight Time StapletonP

\*\*\* PHONE LOG 03/08/2004 02:15 PM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer called S/M [REDACTED]  
requesting a statis of the repairs.  
writer left message with Gladis

\*\*\* PHONE LOG 03/15/2004 04:08 PM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer called [REDACTED] S/M:

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Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K208881	22,000
Gilbert AZ [REDACTED]			Dealer: AZ033 Desert Kia	

requesting status of repairs. unable to reach s/m via dealer line.  
writer calling s/m on his cell number: [REDACTED]  
writer had to leave a message requesting a call back.

\*\*\* PHONE LOG 03/16/2004 03:55 PM Pacific Daylight Time StapletonP Action Type:Incoming call  
writer rec call from S/M: [REDACTED]  
he states that the Radio and Doorn Light short was not duplicated but the oil leak concern has been addressed.  
The customer has picked up his vehicle and was satisfied.

Per S/M the customer went home and the radio and doom light short was explained to him by the customers wife that it only happens when the door is "slammed"  
s/m has the vehicle in his position at this point and is making the repairs.

\*\*\* PHONE LOG 03/19/2004 11:16 AM Pacific Daylight Time StapletonP Action Type:Incoming call  
vehicle has been repaired case closed

\*\*\* CASE CLOSE 03/19/2004 11:16 AM Pacific Daylight Time StapletonP

\*\*\* NOTES AND STATUS CHANGE 03/24/2004 02:07 PM Pacific Daylight Time DBattalino Action Type:Facsimile rec.  
Customer has filed formal complaint with the BBB, cust concerns are the same as above.  
Per above notes, vehicle repaired as of 03/19/04  
Cust claiming veh still not repaired  
Sent copy to DPSM  
Will send MRF to the BBB once DPSM has a chance to review file  
A hearing must be held by: 04/19/04

\*\*\* EMAIL OUT \_ DBattalino Action Type:External email  
Send to:[tsteinwinter@kiausa.com]

<<File Attachment: \\copubs\ClarifyOBJCA\_Attachments\SendHistory\Case\_K208881\_DBattalino\_03-24-2004140729.doc>>

\*\*\* NOTES 04/06/2004 08:00 AM Pacific Daylight Time DBattalino Action Type:Facsimile rec.  
Rec'd TE inspection report. The following concerns were verified  
1. Oil leak  
2. Engine rattles on accel  
Sent copy to DPSM  
Waiting for hearing date from DPSM for week of 19th in Phoenix

\*\*\* EMAIL OUT \_ DBattalino Action Type:External email  
Send to:[tsteinwinter@kiausa.com]

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Gilbert AZ		KNDJB723025	K208881	22,000
			Dealer: AZ033 Desert Kia	

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K208881\_DBattalino\_04-06-2004090036.doc>>

\*\*\* NOTES AND STATUS CHANGE 04/09/2004 12:45 PM Pacific Daylight Time DBattalino Action Type:Facsimile rec.  
Rec'd hearing notice:  
1. 04/22/04  
2. 2:00  
3. Phoenix  
Sent copy to DPSM

\*\*\* EMAIL OUT \_ DBattalino Action Type:External email  
Send to:[tsteinwinter@kiausa.com]

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K208881\_DBattalino\_04-09-2004134512.doc>>

\*\*\* NOTES AND STATUS CHANGE 04/28/2004 12:08 PM Pacific Daylight Time DBattalino Action Type:Facsimile rec.  
Rec'd BBB hearing decision  
1. Repairs  
a. Vehicle leaks oil  
b. Engine rattles on accel  
Sent copy to DPSM  
Customer has 10 days to accept/reject decision

\*\*\* EMAIL OUT \_ DBattalino Action Type:External email  
Send to:[tsteinwinter@kiausa.com]

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K208881\_DBattalino\_04-28-2004130758.doc>>

\*\*\* NOTES AND STATUS CHANGE 05/17/2004 09:49 AM Pacific Daylight Time DBattalino Action Type:Facsimile rec.  
Rec'd fax from the BBB  
Cust has failed to respond to Decision  
Rejection is assumed  
Sent copy to DPSM  
Close file

\*\*\* EMAIL OUT \_ DBattalino Action Type:External email  
Send to:[tsteinwinter@kiausa.com]

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Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K208881	22,000
Gilbert AZ [REDACTED]		Dealer: AZ033 Desert Kia		

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<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K208881\_DBattalino\_05-17-2004104846.doc>>

\*\*\* CASE CLOSE 05/17/2004 09:52 AM Pacific Daylight Time DBattalino

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**Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Vass NC		KNDJB723225	K190414	32,000
			Dealer: NC033 Pinehurst Kia	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 07/16/2003 07:33 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. THE DEALERSHIP HAS THE CAR AND THEY HAVE HAD THE CAR FOR ABOUT A WEEK.
2. THE **FAN** AND THE RADIATOR NEED TO BE REPLACED.
3. THEY HAVE THE RADIATOR BUT THEY NEED THE **FAN** AND THEY SAID IT IS ON BACK ORDER.
4. WE ARE RENTING A CAR AND IT IS VERY EXPENSIVE.
5. I WOULD LIKE KIA TO DO SOMETHING ABOUT IT.

WRITER STATES.

1. LET ME CALL THE DEALERSHIP AND FIND OUT WHAT THE SITUATION IS.
2. I WILL BE RIGHT BACK WITH YOU

\*\*\* PHONE LOG 07/16/2003 07:34 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED PARTS AND SPOKE TO CRAIG  
CRAIG STATES.

1. I CALLED THEM THIS MORNING AND THEY ADVISED THAT 100 OF THEM WERE ON BACK ORDER.
2. THE PART NUMBER IS 0K038-15-140-A
3. THEY SAID THEY ARE GOING TO SHIP IT OUT WHEN EVER IT IS RELEASED.

\*\*\* PHONE LOG 07/16/2003 07:36 AM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER GOT BACK TO CUSTOMER  
WRITER STATES.

1. I AM GOING TO HAVE TO CALL OUR PARTS DEPOT TO GET AN E.T.A.
2. ALL THE SERVICE DEPARTMENT COULD SAY WAS THAT IT WAS ON BACK ORDER.
3. ONCE I FIND SOME MORE STUFF OUT I WILL RETURN YOUR CALL.

\*\*\* PHONE LOG 07/16/2003 08:56 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED BOB STRICKLAND DPSM  
BOB STATES.

1. WE WERE IN THE REGION THIS WEEK MEETING ABOUT THIS PART THAT IS ON BACK ORDER.
2. WE HAVE DETERMINED THE **FAN** BLADES FOR THE 98 SPORTAGE WILL FIT THIS
3. I WOULD ADVISE THE CUSTOMER THAT WE CAN PUT THIS PART IN AND WHEN THE NEW ONE COMES IN WE WILL PUT THAT ONE IN UPON ARRIVAL.
4. THE SERVICE MGR IS DIEGO, SPEAK TO HIM AND ADVISE HIM OF THE SITUATION

\*\*\* PHONE LOG 07/16/2003 09:02 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED DIEGO AND LEFT MESSAGE FOR A RETURN CALL.

\*\*\* PHONE LOG 07/16/2003 09:20 AM US Mountain Standard Time JCook Action Type:Incoming call  
Customer Stated:

- 1.Says she was waiting for a callback from someone here.
- 2.Says he was checking about some backordered parts.
- 3.Says she is being told that the parts are not going to be at the dealer for another 4 days.

---Writer advised customer:

- 1.That Steve is her case mgr and he is currently researching this for her.
- 2.Advised that his is on the line with another customer, but we will leave him a message to give her a callback.



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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K190414	32,000
Vass NC	[REDACTED]		Dealer: NC033 Pinehurst Kia	

\*\*\* PHONE LOG 07/16/2003 09:39 AM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER CALLED CUSTOMER BACK AND LEFT MESSAGE  
WRITER STATES.

1. I AM STILL WORKING ON THE SITUATION
2. THERE IS NOT A RESOLUTION AS OF YET.
3. I WILL RETURN YOUR CALL WHEN I GET SOME ANS.

\*\*\* PHONE LOG 07/16/2003 11:37 AM US Mountain Standard Time CHamilton Action Type:Incoming call  
Caller states:

1. I am supposed to be getting a call back from Steve
2. I have not heard back from him yet
3. I have left several messages
4. Will he call me back today

Wtr states:

1. See that Steve is researching this issue for you and is working on your case
2. He is not likely to call you back to tell you that he does not know anything yet
3. I am sure he will call you back as soon as he has all the current information

\*\*\* PHONE LOG 07/16/2003 12:40 PM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER CALLED RICHARD A SERVICE ADVISOR, DIEGO WAS NOT AVAILABLE.  
[REDACTED] STATES.

1. IT IS A ZOO DOWN HERE.
2. DIEGO IS NOT AVAILABLE.

WRITER STATES.

1. I AM CALLING REGARDING THIS CUSTOMER.
2. I SPOKE TO THE KIA REP AND HE ADVISED THAT A 98 **FAN** WILL FIT THIS PARTICULAR SPORTAGE.

[REDACTED] STATES.

1. SOMEONE DID CALL ON THAT AND WE ORDERED A THE **FAN**
2. IT IS ORDERED AND IT WILL BE HERE BY TOMORROW, HOPEFULLY
3. WE DID GET THE MESSAGE HOWEVER AND WE WILL TRY THE **FAN** FROM THE 98

\*\*\* PHONE LOG 07/16/2003 12:43 PM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER CALLED CUSTOMER BACK AT ALT. PHONE NUMBER AND LEFT MESSAGE TO RETURN CALL.

\*\*\* PHONE LOG 07/16/2003 12:45 PM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER CALLED MAIN NUMBER AND LEFT MESSAGE TO RETURN PHONE CALL.

\*\*\* PHONE LOG 07/17/2003 07:32 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER BACK AND LEFT ANOTHER MESSAGE FOR A RETURN CALL.

\*\*\* PHONE LOG 07/17/2003 01:32 PM US Mountain Standard Time SLarez Action Type:Incoming call  
CUSTOMER CALLED BACK

**Kia Motors America**  
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723225	K190414	32,000
Vass NC			Dealer: NC033 Pinehurst Kia	

1. WE GOT THE CAR BACK TODAY
2. WHEN WE GOT THE CAR BACK IT WAS WORSE OFF THEN WHEN WE LEFT IT.
3. THE O.D. LIGHT IS ON AND THE C.E.L IS FLASHING
4. THEY SAID TO KEEP DRIVING IT AND IT WILL FIX ITSELF.

WRITER STATES.

1. I WAS HELPING YOU WITH THE *FAN*, IS THE CAR STILL OVER HEATING.

CUSTOMER STATES.

1. NO
2. IT IS SOMETHING DIFFERENT.

WRITER STATES.

1. I AM SORRY
2. LET ME CALL THE DEALERSHIP.

\*\*\* PHONE LOG 07/17/2003 01:35 PM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED DEALERSHIP AND SPOKE TO SERVICE

WRITER STATES.

1. THE CUSTOMER STATES HER C.E.L. IS FLASHING.
2. WE ARE GOING TO TOW THE CAR BACK OVER THERE.
3. THE CAR WAS THERE FOR THE *FAN* AND THE CUSTOMER STATES THIS IS THE CURRENT CONCERN.
4. I WILL CALL TOMORROW AND FIND OUT WHAT THE SITUATION IS ONCE THE CAR IS DIAGNOSED.

\*\*\* PHONE LOG 07/17/2003 01:37 PM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO SERVICE AND ADVISED THE CAR WILL BE TOWED.
2. I AM SORRY ABOUT THE SITUATION

CUSTOMER STATES.

1. WHAT ABOUT A RENTAL.
2. THEY GAVE US ONE LAST TIME.

WRITER STATES.

1. RENTAL ARE NOT COVERED UNDER THE WARRANTY
2. THE DEALERSHIP MUST HAVE GIVEN YOU ONE ON THEIR OWN.
3. WE WILL NOT CONSIDER ONE UNTIL THE CAR IS DIAGNOSED.
4. I WILL CALL YOU TOMORROW WHEN THE CAR IS DIAGNOSED.

\*\*\* PHONE LOG 07/18/2003 05:45 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED DIEGO, THE SERVICE MGR

DIEGO STATES.

1. THE CAR IS PUTTING OUT LOW VOLTAGE ON THE BATTERY
2. WE BELIEVE THAT IS THE PROBLEM.

WRITER STATES.

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**Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K190414	32,000
Vass NC	[REDACTED]		Dealer: NC033 Pinehurst Kia	

1. THE CUSTOMER WAS COMPLAINING ABOUT THE C.E.L. FLASHING AND THE O.D. LIGHT ON.
2. DID YOU CHECK THAT

DIEGO STATES.

1. THE CUSTOMER DID NOT MENTION THAT TO US.
2. THE C.E.L. COULD COME ON FOR THE LOW VOLTAGE.
3. WE WILL REPLACE THE BATTERY AND THEN ROAD TEST FOR AT LEAST 20 MILES.
4. IF THERE IS STILL A PROBLEM WE WILL FIX IT.

\*\*\* PHONE LOG 07/18/2003 06:00 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I SPOKE TO DIEGO.
2. HE ADVISED THE VOLTAGE WAS LOW ON THE BATTERY
3. THAT COULD MAKE THE C.E.L. COME ON.
4. HE ALSO ADVISED THE C.E.L. AND THE O.D. LIGHT WAS NOT BROUGHT TO HIS ATTENTION.

CUSTOMER STATES.

1. I DID ADVISE THEM OF THAT YESTERDAY

WRITER STATES.

1. THEY ARE GOING TO CHECK THAT.
2. THEY SAID THEY WILL BE CONTACTING YOU WHEN THE CAR IS READY
3. THEY WILL ROAD TEST IT AND THEY ARE CONFIDENT IT WILL BE FIXED.

\*\*\* CASE CLOSE 07/18/2003 06:00 AM US Mountain Standard Time SLarez

\*\*\* PHONE LOG 08/05/2003 01:17 PM US Mountain Standard Time MWeiseman Action Type:Incoming call  
caller stated

- 1.) i need some assistance
- 2.) car has been at the dealer for over a month
- 3.) dealer stated we had to pay half of the rental and had to go where they sent us, but it's we stopped that after a couple weeks
- 4.) originally told it was radiator and *fan*, then it was the batter, then it was some bolts
- 5.) a month later it's now the drive shaft and it was supposed to be in on monday 8-4-03
- 6.) diego the svc mgr promised me the veh would be ready today
- 7.) i went to pick it up it wasn't ready; he said give us until 6p
- 8.) also the sales advisor said that i should never had had to pay for a veh becasue they offer loaners

writer stated

- 1.) steve was your previous case manager for this issue
- 2.) i am going to notify him that this has not been resolved yet
- 3.) i will ask him if he wants to take back the case or whether i should take it over

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723225	K190414	32,000
Vass NC			Dealer: NC033 Pinehurst Kia	

- 4.) either way we have ways to make sure your dealership is using its resources effectively
- 5.) if you have not, please talk to the general manager of the dealership
- 6.) it sounds like the two departments are not communicating
- 7.) someone (steve or writer) will call you by the end of today with an update on this situation

\*\*\* CASE CLOSE 08/05/2003 01:17 PM US Mountain Standard Time MWeisman

\*\*\* PHONE LOG 08/05/2003 02:11 PM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER BACK  
CUSTOMER STATES.

1. MY MOM JUST LEFT.
2. SHE SAID SHE IS GOING TO PICK UP THE CAR.

WRITER STATES.

1. LET YOUR MOM KNOW I CALLED.
2. I WILL CALL HER TOMORROW TO SEE HOW THE CAR IS DOING.

\*\*\* PHONE LOG 08/06/2003 09:28 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER TRIED MAIN NUMBER, NO ANS.

\*\*\* PHONE LOG 08/06/2003 09:28 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER BACK AT 2ND ALT. NUMBER AND NO ANS.

\*\*\* PHONE LOG 08/06/2003 09:29 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED 3RD ALT NUMBER AND LEFT MESSAGE  
WRITER STATES.

1. I AM CALLING TO FIND OUT IF YOU HAVE ANY OTHER CONCERNS.
2. IF YOU DO, YOU MAY RETURN MY CALL.
3. GAVE NAME AND EXTENSION.

\*\*\* CASE CLOSE 08/06/2003 09:30 AM US Mountain Standard Time SLarez

\*\*\* PHONE LOG 08/07/2003 01:47 PM US Mountain Standard Time SLarez Action Type:Outgoing call  
CUSTOMER CALLED BACK  
CUSTOMER STATES.

1. MY CAR IS STILL IN THE SHOP.
2. THE DEALERSHIP SAID THEY ARE NOT SURE WHEN IT IS GOING TO BE READY
3. THE PARTS YOU WERE GETTING FOR US ALREADY CAME IN
4. NO THE DEALERSHIP SAID THERE IS ANOTHER PROBLEM AND THEY DO NOT KNOW WHAT THE SITUATION IS.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K190414	32,000
Vass NC	[REDACTED]		Dealer: NC033 Pinehurst Kia	

WRITER STATES.

1. I AM SORRY ABOUT THE SITAUTION
2. LET ME CALL THE DEALERSHIP AND FIND OUT WHAT THE SITUATION IS.

\*\*\* PHONE LOG 08/07/2003 01:49 PM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED DEALERSHIP AND SPOKE TO RICHARD  
RICHARD STATES.

1. WE ARE NOT SURE WHAT THE PROBLEM IS NOW.
2. WE HAVE THE CAR GOING TO A MACHINE SHOP TOMORROW.
3. WE HAVE A LOW COMPRESSION IN TWO OF THE CYLINDERS
4. BOB IS AWARE OF THE SITUATION
5. THE CAR HAS BEEN HERE FOR ABOUT 3 WEEKS.
6. WE WANT TO FIX THE CAR RIGHT AND DO NOT WANT TO GIVE IT TO THEM SO IT COMES RIGHT BACK.

\*\*\* PHONE LOG 08/07/2003 01:52 PM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER GOT BACK TO CUSTOMER  
WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. I SPOKE TO RICHARD IN SERVICE AND HE IS NOT SURE WHEN THE CAR IS GOING TO BE READY
3. HE IS SENDING IT TO A MACHINE SHOP TOMORROW BECAUSE 2 OF THE FOUR CYLINDERS HAVE LOW COMPRESSION.
4. THEY WANT THE CAR FIXED AS MUCH AS YOU DO BUT THEY WANT TO MAKE SURE IT IS ALL COMPLETE BEFORE YOU GET IT BACK.
5. I UNDERSTAND THIS IS FRUSTRATING

CUSTOMER STATES.

1. I ALREADY READ THE BACK OF THE WARRANTY BOOK.
2. I MAY JUST CALL THE B.B.B.
3. I KNOW YOU ARE TRYING AND THANKS ANYWAY.

\*\*\* NOTES 08/07/2003 01:54 PM US Mountain Standard Time SLarez Action Type:Manager review  
CAR HAS BEEN AT THE DEALERSHIP ABOUT A MONTH CONSECUTIVE, CAR IS STILL NOT FIXED, DPSM KNOWS OF SITUATION FORWARDING TO REGION FOR HANDLING.

\*\*\* SEND CASE HISTORY 08/08/2003 09:39:19 AM TFrancis  
Case details sent to rstricklen@kiausa.com.

\*\*\* NOTES 08/21/2003 10:46 AM Eastern Daylight Time TFrancis Action Type:Manager review  
\*\*\* NOTES 08/21/2003 10:45 AM Eastern Daylight Time TFrancis Action Type:Manager review  
WRITER STATES:

1. WRITER EMAILED DPSM BOB STRICKLEN FOR UPDATED INFO

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K190414	32,000
Vass NC [REDACTED]		Dealer: NC033 Pinehurst Kia		

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2. WTG FOR RESPONSE

\*\*\* NOTES 08/21/2003 04:07 PM Eastern Daylight Time TFrancis Action Type:Manager review

WRITER STATES:

1. WRITER SPOKE WITH DPSM BOB STRICKLEN
2. THIS VEHICLE SHOULD BE COMPLETED ON 8/22/03 PER SERVICE MANAGER
3. WRITER WILL CONFIRM ON THAT DATE

\*\*\* CASE CLOSE 08/21/2003 04:07 PM Eastern Daylight Time TFrancis

\*\*\* PHONE LOG 08/29/2003 09:56 AM US Mountain Standard Time SLarez Action Type:Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES.

1. THE CAR IS GOING BACK IN THE SHOP
2. IT IS HAVING THE SAME PROBLEMS
3. I ALSO HAVE ANOTHER ISSUE.
4. I TRIED CALLING THE B.B.B. AND IT IS A PARTY LINE NUMBER.
5. I NEED THAT NUMBER.

WRITER STATES.

1. ADVISED THE CASE HAS BEEN ESCALLATED TO THE REGION
2. YOUR POINT OF CONTACT WILL NOT BE T. FRANCIS.
3. GAVE #800 AND EXTENSION FOR REGION
4. GAVE B.B.B. NUMBER

\*\*\* CASE CLOSE 08/29/2003 09:56 AM US Mountain Standard Time SLarez

REFERRED CUSTOMER BACK TO REGION FOR HANDLING ON SAME CONCERN

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K190155	17,275
Apple Valley CA	[REDACTED]		Dealer:	

**Case History**

Inquiry ASL Authorization

\*\*\* PHONE LOG 07/15/2003 02:17 PM Pacific Daylight Time SMarino

Spoke to [REDACTED] @ AZA006

1. Customer states: Heard loud bang noise under hood - Tow in
2. Shop stated: Cooling *fan* blade broke - blade blew into the radiator and radiator

RO # 25165 - 07/15/03

Labor

**Fan** 0.5 - Radiator 1.3

Total Labor

1.8 x \$58.00 = \$104.40

Coolant \$9.00

Tax .71

Total \$ 114.11

Auth # K190155

\*\*\* NOTES 07/15/2003 03:05 PM Pacific Daylight Time SMarino Action Type:Manager review

Parts Ordered

Closed case pending RO from ASL

\*\*\* CASE CLOSE 07/15/2003 03:09 PM Pacific Daylight Time SMarino

\*\*\* NOTES 07/23/2003 02:51 PM Pacific Daylight Time OSprague Action Type:Manager review

Received copy of Repair order from Larry's Automotive

CASE DISPATCH - RO FORWARDED TO SUSAN MARINO/ROADSIDE ASSISTANCE FOR HANDLING

\*\*\* NOTES 07/31/2003 02:15 PM Pacific Daylight Time SMarino Action Type:Manager review

Received completed RO from ASL

Submitted Warranty Claim

Processed Check Request

Closed Case Pending Check

\*\*\* CASE CLOSE 07/31/2003 02:16 PM Pacific Daylight Time SMarino

**Kia Motors America**  
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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623525 [REDACTED]	K213086	35,000
Bloomington CA	[REDACTED]		Dealer: CA064 Power Kia Ontario	

Case History

Complaint Rental Car

\*\*\* PHONE LOG 09/04/2003 11:09 AM US Mountain Standard Time SSchutter

CUSTOMER STATES

1. NEEDS A VEHICLE
2. DLR TOLD HER TO CALL KIA
3. **FAN** BROKE
4. # IS [REDACTED]

WRITER STATES

1. KIA DOES NOT PROVIDE RENTALS
2. WILL FORWARD FILE TO A CASE MANAGER FOR FOLLOW UP IN 72 BUS HRS

\*\*\* PHONE LOG 09/04/2003 01:44 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Customer states:

1. I called in earlier.
2. My car is at the dealership.
3. The cooling **fan** is broken.
4. They told me to call you to get a rental.

Writer states:

1. Under normal circumstances Kia does not provide rental vehicles.
2. Let me call your dealership and find out what is going on.

Writer placed customer on hold and called Power Kia of Ontario. Writer spoke with Rocky, the service manager.

Rocky states:

1. The customer's cooling **fan** came apart.
2. The shroud is on backorder.
3. We do not have an eta for that.
4. I have not run this by TOliver yet for rental assistance.

Writer got back on the line with the customer.

Writer states:

1. I spoke with your dealership.
2. They are waiting on a part that is on backorder.
3. I will see if Kia can make an exception.
4. I will call you back once I have further information.

\*\*\* PHONE LOG 09/04/2003 01:46 PM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted TOliver and LVM.

\*\*\* PHONE LOG 09/04/2003 02:56 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Writer received call from [REDACTED] (customer's son).

[REDACTED] states:

1. I would like to know if she will be getting a rental.

Writer states:

1. I have spoken with the dealership.
2. They are waiting on a part that is on backorder.
3. [REDACTED]



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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
Bloomington CA		KNDJB623525	K213086	35,000
			Dealer: CA064 Power Kia Ontario	

4. However, I am looking into making an exception.
5. I will call you once I have further information.

\*\*\* PHONE LOG 09/05/2003 02:42 PM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted TOliver.

TOliver states:

1. I will cover \$15 a day for a rental car.

\*\*\* PHONE LOG 09/05/2003 02:43 PM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Power Kia of Ontario and spoke with the service manager, Rocky.

Rocky states:

1. The cheapest rental I can get this customer is \$19 a day.
2. She will have to pay the \$4 extra.

\*\*\* PHONE LOG 09/05/2003 03:44 PM Pacific Daylight Time CButler Action Type:Incoming call

Writer contacted dealer SD Rocky Black:

1. Advised KMA would approve up to 30 day RAC in this case.
2. SD stated that will more than cover the RAC.
3. Customer should be satisfied.

\*\*\* PHONE LOG 09/08/2003 06:55 AM US Mountain Standard Time JProkopp Action Type:Incoming call  
Writer received message from customer requesting call back.

\*\*\* PHONE LOG 09/08/2003 06:55 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer attempted to contact customer. Customer was not in.

\*\*\* PHONE LOG 09/08/2003 03:13 PM US Mountain Standard Time JProkopp Action Type:Incoming call  
Writer received call from customers son.

states:

1. My mother still has not gotten a rental vehicle.
2. There are several other cars there with the same problem.
3. She has not heard anything.

Writer states:

1. She was approved for a rental.
2. Call your dealership and speak with the service manager, Rocky.
3. He will be able to make the arrangements.

\*\*\* CASE CLOSE 09/12/2003 01:44 PM US Mountain Standard Time JProkopp

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

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
Bloomington CA		KNDJB623525	K213086	35,000
Dealer: CA064 Power Kia Ontario				

\*\*\* PHONE LOG 10/02/2003 03:02 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Customer states:

1. I just called the dealership.
2. They told me that the car has been done since the 19th.
3. What am I going to do?
4. Who will pay for the rental?
5. No one ever called me to tell me it was done.

Writer states:

1. I suggest you contact your dealership and speak with the service manager, Rocky.
2. He should be able to review this with Kia.
3. If you need further assistance, please call me back.

\*\*\* PHONE LOG 10/03/2003 10:39 AM US Mountain Standard Time JProkopp Action Type:Incoming call  
Writer received message from customer requesting call back.

\*\*\* PHONE LOG 10/03/2003 02:06 PM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Power Kia of Ontario. Service manager was not available.

\*\*\* PHONE LOG 10/06/2003 10:19 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Power Kia Ontario and left message with the service manager requesting call back.

\*\*\* PHONE LOG 10/06/2003 12:45 PM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted Power Kia Ontario. Service manager was not available.

\*\*\* PHONE LOG 10/07/2003 07:14 AM US Mountain Standard Time JProkopp Action Type:Outgoing call  
Writer contacted BFordyce and LVM.

\*\*\* PHONE LOG 10/10/2003 10:49 AM US Mountain Standard Time TShamburger Action Type:Incoming call  
wrt called cust:

1. asked for explanation regarding rental cust states;
  1. I pick up my veh on the 24th of Sept
  2. dealer said veh was done on the 19th of Sept, but the dealer did not call me
  3. to tell me the veh was done, but the dealer is only covering half of the rental.
  4. I have two bills \$36. dollars for the first day and than \$198. dollar for the rest.
  5. i thought kia was going to cover rental to car got done.
  6. I didnt know that the car was done on the 19th
- wrt states
1. wrt will chk on this and give you a call later

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

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
Bloomington CA		KNDJB623525	K213086	35,000
			Dealer: CA064 Power Kia Ontario	

\*\*\* PHONE LOG 10/10/2003 10:50 AM US Mountain Standard Time TShamburger Action Type:Outgoing call  
Called [REDACTED] and left msg to call wrt back  
regarding this cust rental

\*\*\* PHONE LOG 10/10/2003 10:51 AM US Mountain Standard Time TShamburger Action Type:Outgoing call  
Wrt called for SM Rocky  
1. Wrt told by Receptionist Rocky is out on lunch and will be back in an hour.

\*\*\* PHONE LOG 10/13/2003 06:48 AM US Mountain Standard Time TShamburger Action Type:Incoming call  
[REDACTED] left msg stating:  
1. try calling SM again and get the story about the rental  
2. cust might have to submit rental claim to natl: send request to the kia address in owners manual.

\*\*\* PHONE LOG 10/13/2003 11:41 AM US Mountain Standard Time TShamburger Action Type:Outgoing call  
Wrt called Dealers SM Rocky:::  
Rocky states:  
1. the veh was ready on the 19th of sept and we left several msg  
2. with cust son and the cell phone number we got just rang  
3. the SA mentioned to cust that because he didnt leave the msg with her  
4. we're willing to cover half of the rental for the five days she had it.  
5. the vehicle we submitted to kia under warr up to the 19th.  
wrt states;  
1. ok, wrt understands now.

\*\*\* PHONE LOG 10/13/2003 11:45 AM US Mountain Standard Time TShamburger Action Type:Outgoing call  
Wrt called cust and left msg::  
1. asked cust to call wrt.  
2. regarding her rental

\*\*\* PHONE LOG 10/13/2003 02:20 PM US Mountain Standard Time TShamburger Action Type:Outgoing call  
Wrt called cust::  
1. kia only cover for total up to the 19th  
2. dealer is willing to cover half of the rental for the 5days after veh was repaired  
3. only because they left the msg with your son, that did not give you the msg.  
4. the only person that could offer any changes to that offer is the SM Rocky  
5. kia the car mfr is only covering up to the day the veh was repaired.  
cust states:  
1. ok thank you.

\*\*\* CASE CLOSE 10/13/2003 02:20 PM US Mountain Standard Time TShamburger  
Referred to dealer

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

Page 1 of 7

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	KNDJA723725 ██████████	K369390	26,000
Pomona CA ██████████			Dealer: CA178 Car Pros Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/27/2004 02:25 PM US Mountain Standard Time mespinoza  
Customer Stated: Maria Soto

1. The engine *fan* broke off and dam,aged the engine.
2. The vehicle has been at the dealership as of 9-4-04.
3. Earl is really nice and he tells me that the part has arrived, but that he is short staffed.
4. They are short of service techs so the repair is taking a while.
5. I really need my vehicle.
6. Why can't they give me a loaner while they are repairing my vehicle?

Writer Stated:

1. Apologized for the frustration.
2. I will place a call out to gather more info and call you back.

\*\*\* PHONE LOG 09/27/2004 02:32 PM US Mountain Standard Time mespinoza Action Type:Outgoing call  
Writer phoned Car Pros and spoke w/ earl.

Earl Stated:

1. Vehicle was brought in on 9-7-04.
2. Engine sub assembly ordered.
3. It was not available.
4. We had to go a different route as parts were not available.
5. I cannot guarantee that the repair will be done this week.
6. We are short on personal.
7. Customer has been in constant contact.
8. We will get in this week, but do not know if repair will be completed this week.

\*\*\* PHONE LOG 09/27/2004 02:48 PM US Mountain Standard Time mespinoza Action Type:Outgoing call  
Writer phoned ██████████ left VM.

Writer Stated:

1. Customer and vehicle info.
2. Down time is estimated to be another week.
3. Calling to inquire if alternate transportation assistance can be provided to customer.
4. My ext. 46138.

\*\*\* PHONE LOG 09/27/2004 02:54 PM US Mountain Standard Time mespinoza Action Type:Outgoing call  
Writer phoned customer.

Writer Stated:

1. I spoke w/ Earl and he pretty much told me the same thing that he told you.
2. I placed a call out to the Kia rep. to inquire on whether alternate transportation assistance can be authorized.
3. I will call you once I receive notice either way.

\*\*\* PHONE LOG 09/28/2004 06:23 AM US Mountain Standard Time mespinoza Action Type:Incoming call  
Writer received VM from ██████████ who stated:

1. There is not an excuse to have a vehicle for almost a month in the shop.
2. Part #92104-3C551 Order # KO9B.
3. I paid 17K for a vehicle that I cannot get parts for.
4. I am paying for a rental and things are going to get really ugly if I do not get this part.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K369390	26,000
Pomona CA [REDACTED]	[REDACTED]	[REDACTED]	Dealer: CA178 Car Pros Kia	

5. It has been 3 weeks w/ out my vehicle due to this part not being available.

Writer Stated:

1. Apologized.
2. It looks like the part is on back order.
3. I will attempt to gather more info and get back to you.

Customer Stated:

1. I am @ work all day [REDACTED]

\*\*\* PHONE LOG 09/28/2004 06:26 AM US Mountain Standard Time mespinoza Action Type:Incoming call  
Please disregard previous documentation.  
It was accidentally added to wrong case.

\*\*\* PHONE LOG 09/28/2004 06:27 AM US Mountain Standard Time mespinoza Action Type:Incoming call  
Writer received VM from [REDACTED] who stated:

1. There is not an excuse to have a vehicle for almost a month in the shop.
2. You may want to speak to Allen who is the GM at the dealership, since this is a manpower issue, not a Kia issue.

\*\*\* PHONE LOG 09/28/2004 08:41 AM US Mountain Standard Time mespinoza Action Type:Outgoing call  
Writer phoned the GM and left VM.

Writer Stated:

1. Customer and veh info.
2. I spoke w/ rep. and he advised that the vehicle being at dealership for so long is a manpower issue and advised calling you to inquire on wheather some alternate transporation assistance could be given.
3. My contact info.

\*\*\* PHONE LOG 09/28/2004 08:48 AM US Mountain Standard Time mespinoza Action Type:Outgoing call  
Writer phoned customer and spoke w/ customers mother.

Writer Stated:

1. The Kia rep advised me to contact the GM, so I left him a VM.
2. I requested that if any consideration would be given toward alternate transporation that it would be appreciated.
3. He is out ill today, but I left him the details.
4. I have done all that I can at this point.

Mother Stated:

1. Thank you.

\*\*\* CASE CLOSE 09/28/2004 08:49 AM US Mountain Standard Time mespinoza

\*\*\* PHONE LOG 10/13/2004 02:30 PM US Mountain Standard Time BGauldin Action Type:Incoming call  
Maria, daughter of owner stated:

1. vehicle after 5 weeks is not repaired.
2. the SM Earl has never offered a loaner or rental; said to call Kia today for rental
3. each time called the SM promises the vehicle will repaired but when the dav comes. another reason not completed.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K369390	26,000
Pomona CA [REDACTED]			Dealer: CA178 Car Pros Kia	

4. go to school and the 5 weeks have been difficult and today was told would be ready but it is not ready (agreed to hold)

writer stated;

1. extremely sorry the customer's vehicle is not completed.
2. Kia does not have a rental provision in the warranty.
3. want to see what assistance we can get the customer.(ask to hold) thanked customer for holding.
4. going to escalate the customer's concern to the DPSM.
5. understand the dealership has been short handed.
6. thanked customer for calling KIA.

writer called SM Earl:

1. ask about the customer's vehicle in for 5 weeks.
2. understand the customer has never been offered a discounted rental or loaner.
3. ask if the DPSM has been notified of amount of time at the dealership on Monday report.
4. thanked SM Earl for information.

SM Earl stated:

1. just acting SM for a while.
2. vehicle has been here the 5 weeks.
3. parts had to be ordered and lost one tech.
4. did not know to report this to DPSM.
5. working on repair of vehicle now.
6. no assistance given in way of rental.

writer called DPSM [REDACTED]:

1. customer vehicle at dealership 5 weeks.
2. no assistance given in way of loaner or discounted rental.
3. was informed that this information had not been given to the DPSM.
4. customer asking for some type of assistance with vehicle going back and forth to school has been difficult.

DPSM [REDACTED] stated:

1. SM Earl has been in position 4 months.
2. was not informed of the vehicle at dealership this length of time.
3. will call the SM Earl.

\*\*\* NOTES 10/13/2004 02:31 PM US Mountain Standard Time BGauldin Action Type:Manager review  
writer sending to DPSM [REDACTED]

1. major repair at dealership 5 weeks.
2. no assistance with loaner or rental or discounted rental.
3. vehicle was said to be ready each time but not ready.
- 4 call to action for assistance to customer

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

Send to:[jhegmann@kiausa.com]

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

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

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K369390	26,000
Pomona CA	[REDACTED]		Dealer: CA178 Car Pros Kia	

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K369390\_BGauldin\_10-13-2004154131.doc>>

\*\*\* PHONE LOG 10/20/2004 11:18 AM Pacific Daylight Time CButler Action Type:Incoming call  
writer phoned main #:

1. person answering phone only spoke Spanish
2. writer phoned [REDACTED] note in case notes; no one named [REDACTED] at this #

\*\*\* PHONE LOG 10/26/2004 10:48 AM Pacific Daylight Time CButler Action Type:Outgoing call  
Per SM:

1. technician reassembled engine (new short block & cylinder heads due to b/o long block0
2. engine had no compression
3. ordered & installed an oil pump
4. still no compression
5. dealer provided customer with loaner car on 10/15 (04 optima)
5. writer requested SM contact DPSM & techline ASAP
6. writer requested SM keep writer updated
7. SM agreed

[!<For Internal Use Only

technician recomends long block - found one in TX - need DPSM approval>!] ]

\*\*\* EMAIL OUT CButler Action Type:External email

Send to: [REDACTED]

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

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\*\*\* PHONE LOG 10/27/2004 09:13 AM Pacific Daylight Time CButler Action Type:Incoming call  
per SM:

1. DPSM directed dealer to e-order short block & cylinder heads
2. parts to be available 10/27
3. SM to contact customer

\*\*\* PHONE LOG 11/01/2004 10:19 AM Pacific Daylight Time CButler Action Type:Outgoing call  
per SM:

1. waiting on gasket & pick up tube
2. should be in tomorrow

\*\*\* PHONE LOG 11/04/2004 02:37 PM Pacific Daylight Time CButler Action Type:Outgoing call  
per SM:

1. technician had to call techline & order another gasket

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Pomona CA		KNDJA723725	K369390	26,000
			Dealer: CA178 Car Pros Kia	

2. hope to be done by tomorrow
3. have been in touch with the customer

\*\*\* PHONE LOG 11/09/2004 02:19 PM Pacific Daylight Time CButler Action Type:Outgoing call per dealer:

1. motor completed
2. technician noted a knocking / thumping noise from the alternator
3. ordered a engine mount
4. part should be in & hope to complete by tomorrow

\*\*\* EMAIL OUT CButler Action Type:External email

Send to:

CC List:

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

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\*\*\* PHONE LOG 11/11/2004 10:13 AM Pacific Daylight Time CButler Action Type:Incoming call per SM:

1. repairs completed
2. customer notified
3. SM will test drive vehicle to ensure it is operating as designed

\*\*\* PHONE LOG 11/12/2004 01:31 PM Pacific Daylight Time CButler Action Type:Incoming call writer received message from SM:

1. vehicle was just returned to customer

\*\*\* PHONE LOG 11/15/2004 12:03 PM US Mountain Standard Time mespinoza Action Type:Incoming call Customer Stated:

1. I called in a while back and want to know what is happening w/ my case.

Writer Stated:

- 1 This case was forwarded to the region.
2. The case is being handled by C. Butler.
3. Gave cust. #.

\*\*\* PHONE LOG 11/15/2004 01:50 PM Pacific Daylight Time CButler Action Type:Outgoing call writer phoned customer:

1. (person answering phone did not speak english)
2. / daughter / drive came on the phone
3. writer apologized for not being able to make contact with customer previously due to language barrier
4. writer had been in contact with dealer & was advised vehicle had been returned to customer on friday



**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]	KNDJA723725 [REDACTED]	K369390	26,000
Pomona CA	[REDACTED]		Dealer: CA178 Car Pros Kia	

5. customer stated vehicle was returned to customer on friday & broke down again on friday; complete loss of power / towed back to dealer
6. customer contacted dealer today & could not get any information from dealer so she drove down to dealer
7. dealer just put customer back in loaner/rental & told her she should get the vehicle back by mid week
8. writer apologized to customer
9. wrier inquired how long customer's vehicle had been down
10. per customer 2 months
11. writer inquired how much customer's monthly payments were
12. customer stated 326.96
13. writer offered customer three months goodwill (two for down time + 1 as goodwill)
14. customer thanked writer
15. writer requested customer fax payment coupon
16. customer agreed
17. writer provided phone & fax #'s to customer
18. customer to advise writer once repairs are complete & if satisfied
19. customer thanked writer

\*\*\* PHONE LOG 11/15/2004 01:50 PM Pacific Daylight Time CButler Action Type:Incoming call  
writer phoned DPSM:

1. DPSM to contact dealer management regarding repeat repair

\*\*\* PHONE LOG 11/17/2004 01:51 PM Pacific Daylight Time CButler Action Type:Outgoing call  
per Sm:

1. alternator failed
2. alternator & battery replaced
3. SOP belt

\*\*\* PHONE LOG 11/29/2004 10:42 AM Pacific Daylight Time CButler Action Type:Incoming call  
writer received message from customer:

1. vehicle quite again
2. towed to dealer
3. what can Kia do

writer left message for customer requesting return call

\*\*\* PHONE LOG 12/07/2004 09:15 AM Pacific Daylight Time CButler Action Type:Outgoing call  
per dealer SM:

1. vehicle did come back in
2. replacement alternator failed & had to be replaced again
3. vehicle returned to customer about a week ago

\*\*\* PHONE LOG 12/07/2004 09:18 AM Pacific Daylight Time CButler Action Type:Outgoing call  
writer attempted to contact daughter/driver [REDACTED]

1. no answer

\*\*\* NOTES 12/13/2004 10:39 AM Pacific Daylight Time CButler Action Type:Manager review  
case closed pending customer contact:

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K369390	26,000
Pomona CA	[REDACTED]	[REDACTED]	Dealer: CA178 Car Pros Kia	

1.(FYI - writer previously offered customer three months goodwill (two for down time + 1 as goodwill))

\*\*\* CASE CLOSE 12/13/2004 10:39 AM Pacific Daylight Time CButler

\*\*\* NOTES 12/17/2004 10:20 AM Pacific Daylight Time DBattalino Action Type:Manager review  
Rec'd attorney demand letter from William R. McGee  
Prepared Ro Recap and doc's for WRCAM to review  
Opened AS400 file #66183

\*\*\* NOTES 12/23/2004 07:42 AM Pacific Daylight Time PBastien Action Type:Facsimile sent  
Writer faxed offer of repairs and goodwill.

\*\*\* NOTES 01/03/2005 01:02 PM Pacific Daylight Time PBastien Action Type:Facsimile rec.  
Writer received a fax, customer declined repairs and goodwill.

\*\*\* NOTES 01/03/2005 01:02 PM Pacific Daylight Time PBastien Action Type:Facsimile sent  
Writer faxed 3 option letter.

\*\*\* NOTES 01/04/2005 02:52 PM Pacific Daylight Time NDegamo Action Type:Manager review  
cust accepts repurchase

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K326581	42,000
Deltona FL			Dealer:	

**Case History**

Complaint Reimbursement

\*\*\* PHONE LOG 06/17/2004 08:26 AM US Mountain Standard Time JProkopp

Customer states:

1. My vehicle broke down on Saturday.
2. The *fan* came apart and damaged the radiator.
3. The closest dealer to me was 40 miles away.
4. I needed the vehicle for work.
5. I took the vehicle to an independent mechanic.
6. They repaired the vehicle and used genuine Kia parts.
7. I want to know what I can do to get reimbursed.

Writer states:

1. Warranty repairs must be done by an authorized Kia dealership for Kia to cover them.
2. Kia does not offer reimbursement for repairs done at an independent repair facility.

Customer states:

1. It was on Saturday.
2. What was I supposed to do?
3. I needed the car for work.

Writer states:

1. If the vehicle is disabled, roadside assistance can tow it to the closest dealership.
2. There is no coverage that I can offer for repairs done elsewhere.

\*\*\* CASE CLOSE 06/17/2004 08:26 AM US Mountain Standard Time JProkopp

**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]	K186310	10,089
Bullhead City AZ [REDACTED]			Dealer:	

**Case History**

Inquiry ASL Authorization

\*\*\* PHONE LOG 07/07/2003 08:54 AM Pacific Daylight Time SMarino

Scott from AZA006 - called on 7/3/03 and spoke to MPfeifer

1. Customer states - Check noise under hood and the vehicle is backfiring
2. Shop states - *Fan* blade broke and put a hole in the radiator
3. Need to replace *Fan, fan* shroud, and radiator also need air filter - coolant was sucked up into the air filter

Ordered parts

RO # 25161 - 06/30/03  
Labor 1.8 x \$58.00 = \$104.40  
Coolant - \$9.00  
Tax .71  
Total \$114.11

Closed case pending completed RO from ASL

\*\*\* CASE CLOSE 07/07/2003 08:54 AM Pacific Daylight Time SMarino

\*\*\* PHONE LOG 07/11/2003 01:21 PM Pacific Daylight Time SMarino Action Type:Incoming call

Spoke to [REDACTED]

1. Scott is requesting status of B/O parts - *fan* clutch and *fan* shroud

\*\*\* PHONE LOG 07/11/2003 01:29 PM Pacific Daylight Time SMarino Action Type:Outgoing call

Spoke to [REDACTED] @ Chino PDC

1. [REDACTED] stated parts are on National B/O
2. [REDACTED] stated he will upgrade part order - ASL has been moved up from 135 to second in line
3. [REDACTED] stated the PDC should have the parts on 07/14/03 and the parts will shipped overnight to ASL, ASL should have the parts on 07/16/03

Writer advised Scott @ AZA006

\*\*\* CASE CLOSE 07/11/2003 01:29 PM Pacific Daylight Time SMarino

\*\*\* NOTES 07/25/2003 02:29 PM Pacific Daylight Time OSprague Action Type:Manager review

Received invoice from ASL

CASE DISPATCH - FORWARDED TO SUSAN MARINO/ROADSIDE ASSISTANCE FOR HANDLING

\*\*\* NOTES 07/31/2003 02:13 PM Pacific Daylight Time SMarino Action Type:Manager review

Received completed RO from ASL

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K186310	10,089

---

Bullhead City AZ [REDACTED] Dealer:

Processed Check Request

Closed Case Pending Check

\*\*\* CASE CLOSE 07/31/2003 02:13 PM Pacific Daylight Time SMarino

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

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Jacksonville FL		KNDJB723525	K366375	86,000
			Dealer: FL005 Coggin Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/20/2004 05:56 AM BGauldin  
[REDACTED] wife of owner:

1. Friday the radiator *fan* exploded and went into the radiator.
2. spoke roadside assistance said the vehicle was covered.
3. ask the woman if the vehicle was covered, was lied to, vehicle taken to dealership under false pretenses.
4. want the vehicle repaired at no cost ; roadside assistance said the vehicle was covered under warranty.
5. want the number for the KIA Mfg Representative.
6. will destroy KIA in this town.
7. husband could have repaired the vehicle and would not be out the cost.
8. want the Kia Representative to call customer.
9. know KIA is having a issue with the *fan*s breaking and causing damage from the internet. - disconnected.

writer stated:

1. very sorry customer is having this issue.
2. the customer's LBW has expired.
3. no recalls on the vehicle, including no recalls for the *fan*.
4. what writer can do is speak with the DPSM and ask for assistance with the repair.
5. no promise is made.
6. roadside assistance is not KIA KCC.
7. roadside assistance would say the vehicle has warranty just because PTW .
8. very sorry for the miss understanding.
9. writer will speak with the SM and KIA Representative and call customer when research completed.
- 10 thanked customer for calling KIA.

\*\*\* PHONE LOG 09/20/2004 07:37 AM BGauldin Action Type:Outgoing call

writer stated:called selling dealerships  
1. customer's vehicle is at a dealership.  
2. ask if the customer's vehicle is there.  
3. customer did not say only vented.  
4. thanked SM Steve

SM Steve stated:

1. customer has called here and vented 20 minutes.
2. explained that what was stated at [REDACTED] would have been the same if customer had brought the vehicle here.
3. customer picked [REDACTED] either Saturday or Sunday.
4. [REDACTED] wants to charge the diagnostic fee and customer refused.
5. customer said vehicle held hostage to either pay diagnostic or to have towed.

\*\*\* PHONE LOG 09/20/2004 07:45 AM BGauldin Action Type:Outgoing call

writer called SM and spoke with the ASM Jessica:

1. ask if the vehicle was there.
2. customer called wanting the DPSM number.
3. customer did not say the diagnostic was not done due to declined to pay the diagnostic.
4. thanked Jessica.

ASM Jessica stated:

1. customer's vehicle was towed.
2. customer refused to pay the diagnostic fee.
3. customer picked the dealership Saturday.
4. the LBW has expired by quite a bit.
5. no diagnostic performed.

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

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<b>Last name</b>	<b>First name</b>	<b>VIN of 2002 SPORTAGE 4X2</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K366375	86,000
Jacksonville FL [REDACTED]			Dealer: FL005 Coggin Kia	

---

6. customer called a short time ago and is having the vehicle towed out of the dealership.

\*\*\* CASE CLOSE 09/20/2004 07:47 AM BGauldin

customer called wanting the DPSM #. writer found customer refused to pay the diagnostic fee and is having vehicle towed out of dealership after picking Sat. writer did tell customer writer would call the DPSM after speaking with the SM. customer disconnect

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723525	K214732	9,500
Peoria AZ			Dealer: AZ026 Peoria Kia	

**Case History**

Complaint Quality

\*\*\* PHONE LOG 09/09/2003 05:46 AM US Mountain Standard Time TShamburger customer called:

1. the vehicle is not working again
2. the vehicle first had the *fan* fly off and damage parts of the veh
3. we pick up the car from Royal kia in tucson
4. and the trnsmission was not working right
5. Peoria kia now is replacing the veh's trnsmission
6. this car is having problems now and we really dont want it
7. we were thinking of getting a Sorento but now we dont think Kia makes good cars
8. we love Peoria kia but not this vehicles problems.

wrt states:

1. apologize for situation
2. will doc your vehicles concerns
3. will chk the other situation with Royal kia for rental when car went there for *fan* flying off.

\*\*\* CASE CLOSE 09/09/2003 01:01 PM US Mountain Standard Time TShamburger complaint doc



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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K194813	9,500
Peoria AZ [REDACTED]			Dealer: AZ001 Royal Kia	

**Case History**

Complaint Rental Car

\*\*\* PHONE LOG 07/28/2003 02:07 PM US Mountain Standard Time TShamburger  
customer called:

1. the vehicle broke down on my way to tucson from peoria az.
2. the *fan* broke and hit the radiator and so the car was towed to a storage facility
3. and then taken to the kia dealer in tucson, I did not have a phone and the AZ police help me and the first
4. towing company that could do it towed the veh to the dealer
5. the tow was \$68, dollars and the dealer said they will put the tow bill on the customer bill.
6. I just want to know how I can be reimbursed for the tow and the rental car I have now.
7. the dealer has to order parts and the car will not be done until Friday.
8. I calling you to get qualified.

wrt states:

1. understand [REDACTED]
2. under trip interruption a rental is can be reimbursed for breaking down 150 miles away from home.
3. wrt will double chk this, the miles is 132 miles does not qualify for trip interruption.
4. wrt will have to chk another way with the rental
5. kia does not have a provision for rentals under warr but vehicle is new and usually the SM would try to accomodate you
6. wrt will have to call dealers SM and this issue along with the tow bill.
7. wrt will call you back tomorrow regarding this.

cust states:

1. thank you tammy

\*\*\* PHONE LOG 07/30/2003 12:38 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states;

1. called dealer and asked for SM but he was not in
2. wrt asked for 2nd in charge of the serv dept and wrt got Christa
3. wrt asked Christa about customers tow bill and rental
4. and if DPSM was asked for a rental for this cust.

Christa states:

1. she's the SWriter for customer
2. and the *fan* flew off damage radiator and car overheated and head gasket needed.
3. we told cust to pay for tow and he would have to submit that separate through kia
- 4 and the rental is up to customer expense.
5. car will be done on Friday.

wrt states:

1. thank you for information.

\*\*\* PHONE LOG 07/30/2003 12:40 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called DPSM Tom steinwinter and left msg.
2. asking if cust can be reimbursed for rental because car has 9500 miles and its a 2002 Sportage
3. where the *fan* flew off and damage the radiator and car overheated and engine repair needed.
4. cust also has to submit reimbursement for tow.
5. please call wrt about this
6. left information to veh and cust info w/wrt ext and case number.

\*\*\* PHONE LOG 08/01/2003 11:17 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called Royal Kia and spoke to SM Oscar
2. and asked SM Oscar if Tom steinwinter mentioned anything about this cust rental.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723525	K194813	9,500
Peoria AZ			Dealer: AZ001 Royal Kia	

3. wrt left a msg for Tom and I did not get a call back.

SM Oscar states:

1. we can take care of the rental, cust just need the towing covered.
2. the hwy police had vehicle towed so he had no time to call roadside.

wrt states:

1. yes, we can take care of the towing, that is not a problem
2. I will give cust direction to get the towing reimbursed.
3. thank you

\*\*\* PHONE LOG 08/01/2003 11:27 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called cust back and explained to cust that wrt spoke to SM Oscar
2. SM stated that he will take care of the rental, no proplem
3. and wrt will give you the direction so the towing will be covered through kia.
4. all you have to do is send a brief letter of explanation to kia and the org copy of the charge for the tow.
5. and a copy of the RO.
6. if the dealer put the charge on the RO for the tow, send the org RO to kia and make sure you make
7. a copy for your self and make sure in letter you explain that the police call the tow company
8. gave cust the address to claims.

Cust states:

1. tammy thank you for calling me back and i appreciate your help.
2. thank you.

\*\*\* CASE CLOSE 08/01/2003 11:28 AM US Mountain Standard Time TShamburger  
info given

\*\*\* PHONE LOG 09/09/2003 05:27 AM US Mountain Standard Time ERuiz Action Type:Incoming call

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

1. MY CAR BROKE DOWN, AND I HAD TO HAVE IT SVC IN TUCSON.
2. IT TOOK THE DEALER ABOUT 10 DAYS TO GET MY CAR FIX.
3. I WAS TOLD BY YOUR REPRESENTATIVE THAT I WAS GOING TO GET REIMBURSE FOR THE RENTAL.
4. I ENDED UP PAYING OVER \$300 FOR A RENTAL.
5. I SENT IT IN FOR REIMBURSEMENT.
6. I WAS TOLD THAT I DID NOT QUALIFY FOR THE TRIP INTERRUPTION REIMBURSEMENT BECAUSE, ACCORDING TO KIA, I WASN'T OVER 150 MILES AWAY.
- 7 THE PERSON THAT I SPOKE TO BEFORE TOLD ME THAT I WAS GOING TO GET PAID FOR THE RENTAL.

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

1. WRT REFERRED THE CUSTOMER BACK TO ORIGINAL CASE MGR, TAMMY S.
2. CUSTOMER WAS TRANSFERRED TO TAMMY'S EXT.
3. CALLER THANKED WRT FOR THE INFO

\*\*\* CASE CLOSE 09/09/2003 05:28 AM US Mountain Standard Time ERuiz

\*\*\* PHONE LOG 09/09/2003 05:54 AM US Mountain Standard Time TShamburger Action Type:Incoming call

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Peoria AZ		KNDJB723525	K194813	9,500
			Dealer: AZ001 Royal Kia	

customer called:

1. I sent in my claims for roadside, and claims did not cover the rental
2. because they said I did not qualify for trip interruption
3. I called and someone your rental can also be covered
4. but this is not true.

Wrt states:

1. I dont know who else you spoke to but if you remember
2. the miles I mention to you 132 miles did qualify for the rental
3. the SM did mentioned to wrt that he will take care the rental situation
4. and kia can take care of the tow, since the police had to tow the veh right away

cust states:

1. claims did reimburse me for the tow, but not the rental
2. when I call the dealer they told me kia would cover the rental
3. but kia did not they sent it back to me and told me I did not qualify for the rental under trip interruption

Wrt states:

1. wrt will call SM Oscar and speak to him about the rental situation.
2. wrt will call you back with that infor.

\*\*\* PHONE LOG 09/09/2003 12:57 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states;

1. called SM Oscar at Royal Kia and explained to SM that the cust got charge for the rental

SM Oscar states:

1. the car not suppose to be charge to the cust
2. we give the enterprise a PO number
3. tell if he got a bill, to send bill to me and I wil take care of it
4. in fact I can call enterpirse now, but still tell Mr. spinner to send bill to me.

wrt states:

1. ok thank you

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

wrt states:

1. called cust at home
2. explained to cust what SM Oscar stated.

cust states;

1. I gave the rental company my credit card when I rented the veh
2. and when I dropped off the veh the rental company charge my visa
3. im looking at the visa bill and they remove the amount.

wrt states:

1. advised cust to speak to SM Oscar at Royal kia
2. because it sounds like enterprise got paid twice
3. once with dealer and than they charge you
4. SM can at least speak to Enterprise about the matter
5. to get you reimbursed.

cust states:

1. cust agreed and thanked wrt.

\*\*\* CASE CLOSE 09/09/2003 01:00 PM US Mountain Standard Time TShamburger  
info given, referred cust to SM Oscar on the rental bill.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1009943	55,000
Lawndale CA [REDACTED]			Dealer: AZA006 Larry's Automotive	

**Case History**

Inquiry Rental Veh &

\*\*\* PHONE LOG 09/06/2005 09:45 AM US Mountain Standard Time TShamburger customer Paul called

1. my wife's veh *fan* broke and radiator damage.
2. a ASL Larry Automotive is ordered the part and covering the repair.
3. but he said it can take two wks to get parts found
4. wanted to know if a rental is offered under warranty.

wrt states:

1. im sorry but mfr warr does not offer rentals, while veh is being repaired.
2. some dlr's offer it only if veh repairs go over 24 hours, but they are not obligated to offer this.
3. will make a note of your concern.
4. im sorry but ASL just has to order part from kia
5. they dont have to search for part if under warranty.
6. ASL would need approval from kia to get veh done, so they probably did that already.

cust understood and asked wrt to put a request for kia to make a PICK UP truck soon.  
call ended.

\*\*\* CASE CLOSE 09/06/2005 09:45 AM US Mountain Standard Time TShamburger

\*\*\* PHONE LOG 09/09/2005 02:38 PM US Mountain Standard Time JWeiner Action Type:Incoming call  
CUSTOMER STATES (WIFE-[REDACTED])

1. MY VEHICLE GOT TOWED TO LARRYS AUTOMOTIVE (AZA006) IN BULLHEAD CITY
2. THEY SAID THE PARTS WERE ON BACK ORDER AND WOULD TAKE 2 WEEKS TO RECEIVE THEM
3. I JUST WANT THAT VERIFIED
4. THEY SAID THEY HAD AUTHORIZATION TO WORK ON THE VEHICLE
5. I SPOKE TO OWNER OF LARRYS, I DONT REMEMBER HIS NAME
6. PLEASE CALL ME BACK

WRITER STATES:

1. APOLOGY FOR SITUATION
2. WRITER WILL HAVE TO RESEARCH CUSTOMERS CONCERNS
3. CUSTOMER WILL RECEIVE A CALLBACK ONCE AN ANSWER HAS BEEN OBTAINED

\*\*\* PHONE LOG 09/09/2005 03:02 PM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED SUSAN MARINO REGARDING CASE.

SUSAN STATED:

1. WE HAVE THE PARTS ON ORDER AS AN EMERGENCY STATUS.
2. CURRENTLY THEY ARE ON BACK ORDER, BUT WE WILL GET THEM TO THE DEALER ASAP.

\*\*\* PHONE LOG 09/13/2005 08:28 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
[REDACTED] LEFT VM REGARDING CASE.

1. THE ASL WILL HAVE THE PARTS TODAY NEEDED FOR THE REPAIR.
2. THE VEHICLE SHOULD BE READY BY TOMORROW AT THE LATEST.

\*\*\* PHONE LOG 09/13/2005 10:08 AM US Mountain Standard Time JWeiner Action Type:Outgoing call

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1009943	55,000
Lawndale CA [REDACTED]			Dealer: AZA006 Larry's Automotive	

WRITER STATES:

1. LEFT VM FOR CUSTOMER TO CALL WRITER
2. PROVIDED KCC PHONE NUMBER AND WRITER'S EXT

\*\*\* PHONE LOG 09/14/2005 08:46 AM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. LEFT VM FOR CUSTOMER TO CALL WRITER
2. PROVIDED KCC 800-NUMBER AND WRITER'S EXT

\*\*\* PHONE LOG 09/14/2005 03:24 PM US Mountain Standard Time JWeiner Action Type:Incoming call

CUSTOMER STATES [REDACTED]

1. I AM RETURNING YOUR CALL
2. I WAS TOLD THAT VEHICLE SHOULD BE REPAIRED BY TODAY
3. THEY WERE SUPPOSED TO TEST DRIVE THE VEHICLE
4. I TOLD THEM I WOULDNT BE HOME UNTIL AFTER 5
5. THANKS FOR CALLING

WRITER STATES:

1. IS THE VEHICLE REPAIRED YET
2. WRITER WAS AWARE THAT PARTS WERE COMING IN YESTERDAY
3. VEHICLE SHOULD BE REPAIRED TODAY
4. WRITER WANTED TO MAKE SURE CUSTOMER IS AWARE

\*\*\* CASE CLOSE 09/14/2005 03:24 PM US Mountain Standard Time JWeiner

\*\*\* NOTES 10/06/2005 07:33 AM Pacific Daylight Time ALujan Action Type:Manager review

NCA received letter from customer.

1. Same complaint as above. Car towed to Larry's, repairs done.
  2. Customer seeks rental car reimbursement.
- Writer to scan and forward to Roadside for futher handling

\*\*\* NOTES 10/17/2005 01:59 PM Pacific Daylight Time SMarino Action Type:Manager review

Forward customer Trip Interruption request to CCG for handling.

\*\*\* CASE CLOSE 10/17/2005 01:59 PM Pacific Daylight Time SMarino Action Type:Manager review

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
Maxwell CA		KNDJA723X25	K197479	0
			Dealer: CA103 Folsom Lake Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 07/31/2003 04:20 PM US Mountain Standard Time SReed

Caller stated

1. Had veh towed to Corning Kia several weeks ago because my *fan* blade on the radiator came loose and did severe damage to the engine
2. When I picked on July 22 Corning Kia would not give me copies of the R/O
3. Monday the 28th the veh broke down again
4. Had the veh towed to Folsom Kia for repair
5. Repairs were made to veh and I stopped in today to pick it up the Svc Mgr Don Yount noticed a large amount of coolant puddled under the veh
6. Don advised me to leave the veh there so they could investigate that problem
7. I could not provide him with the R/O from my previous repair because they did not give me one

Wtr stated

1. Let me call Corning Kia first and see if we can get copies of the R/O

\*\*\* PHONE LOG 07/31/2003 04:25 PM US Mountain Standard Time SReed Action Type:Outgoing call

Wtr called and spoke to Svc Mgr Steve at Corning Kia who stated

1. [REDACTED] had her veh towed here the first of the month
2. Her *fan* blade had come off and the veh severley overheated and did damage to the veh
3. How she let he veh get this hot I will never know
4. Work was completed and covered by the warranty on July 22nd

Wtr stated

1. [REDACTED] claimed that she was denied copies of the R/O
2. Is it possible to get her copies of the R/O's
3. I can't believe that she was denied copies of the R/O but I can certainly provide her with copies

Wtr thanked Svc Mgr Steve for his info

\*\*\* PHONE LOG 08/06/2003 10:44 AM US Mountain Standard Time SReed Action Type:Outgoing call

Wtr called Svc Mgr Don who stated

1. We fixed the coolant leak and she had picked the veh up

Wtr thanked Svc Mgr Don for his info

\*\*\* CASE CLOSE 08/06/2003 10:44 AM US Mountain Standard Time SReed

Info taken veh picked up

\*\*\* PHONE LOG 08/07/2003 02:30 PM US Mountain Standard Time SReed Action Type:Incoming call

Caller recieved VM from [REDACTED] that she was having additional problems and needed return phone call

\*\*\* PHONE LOG 08/07/2003 02:31 PM US Mountain Standard Time SReed Action Type:Outgoing call

Wtr called [REDACTED] at number provided [REDACTED] and LVM stating that he was returning her call

\*\*\* PHONE LOG 08/18/2003 10:56 AM Pacific Davlight Time NDeqamo Action Type:Outgoing call

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K197479	0
Maxwell CA [REDACTED]			Dealer: CA103 Folsom Lake Kia	

Cust retained atty, and new case# is K204478.

\*\*\* PHONE LOG 08/18/2003 12:00 PM US Mountain Standard Time SReed Action Type:Incoming call

Wtr recieved message from RCAA Nino Degamo stating

1. Please close of case K197479 for Spurling
2. Legal is handling case at this time

\*\*\* CASE CLOSE 08/18/2003 11:01 AM US Mountain Standard Time SReed

Case closed because legal is handling case

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1003611	36,000
INDIANAPOLIS IN [REDACTED]	[REDACTED]		Dealer: IN004 Ray Skillman Kia	

Case History

Inquiry Warranty Info

\*\*\* PHONE LOG 08/22/2005 10:36 AM US Mountain Standard Time TDonnelly  
CUSTOMER STATES [REDACTED]

1. NEED TO CONFIRM WARRANTY ON VEHICLE
2. PURCHASED CAR USED
3. THE COOLING **FAN** WENT THROUGH RADIATOR ON VEHICLE
4. NEED TO SET UP TOW TO DEALER
5. NEED TO GET RENTAL VEHICLE
6. THANKS FOR INFO

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED OF IN SERVICE DATE
3. EXPLAIN VEHICLE HAS BALANCE OF 5/60K MILE BLW, POWER TRAIN, 5/UNLIMITED RSA BENEFIT
4. RSA WILL COVER TOW TO CLOSEST KIA DEALER
5. KMA OBLIGATION UNDER WARRANTY IS TO REPAIR VEHICLE FOR DEFECTS IN MATERIAL OR WORKMANSHIP
6. RENTAL OR LOANER VEHICLES ARE NOT A PROVISION OF KIA WARRANTY
7. TRANSFER TO ARMANDO IN RSA.

\*\*\* CASE CLOSE 08/22/2005 10:36 AM US Mountain Standard Time TDonnelly



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

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623125 [REDACTED]	K203323	45,000
Upland CA [REDACTED]			Dealer: CA064 Power Kia Ontario	

**Case History**

Complaint Design

\*\*\* PHONE LOG 08/13/2003 03:36 PM US Mountain Standard Time MWeiseman caller stated

- 1.) the *fan* blade in my sportage broke
- 2.) the dealership said it could be awhile before they get a *fan* blade in
- 3.) this is fine, but what do i do about a car?
- 4.) you can reach me at 800-421-6144 x5511 tomorrow

writer stated

- 1.) i am very sorry for your experience
- 2.) i will make a call to the factory rep in your area
- 3.) he can authorize rental assistance on this issue
- 4.) i will call you in the morning/or sooner with an update

\*\*\* PHONE LOG 08/14/2003 07:36 AM US Mountain Standard Time MWeiseman Action Type:Outgoing call  
writer called CA064 and spoke with rocky

- 1.) rocky said he has not called the DPSM for rental assistance
- 2.) writer said that he would call DPSM

writer called DPSM terry oliver

- 1.) terry authorized \$15 a day rental assistance
- 2.) terry said for mr. stallings to see rocky at the dealership for details

writer called jim stallings

- 1.) writer advised mr. stallings that rental assistance has been authorized in this situation
- 2.) writer advised mr. stallings to contact the svc mgr at his dealership for details

\*\*\* CASE CLOSE 08/14/2003 07:36 AM US Mountain Standard Time MWeiseman  
\*\*writer closed case pending futher contact on this issue\*\*

\*\*\* PHONE LOG 09/24/2003 08:25 AM US Mountain Standard Time ATafoya Action Type:Incoming call  
Caller stated:

1. Due to the *fan* shroud issue, dlr CA064 received the wrong part and dlr doesn't know when the correct part will come in
2. Cust wants Kia to check on the status, and give him some type of idea when dlr will receive the correct part.
3. Req to be contacted at work# [REDACTED]
4. Cust did state dlr provided rental at no cost to cust.

Writer stated:

1. A Kia mgr would contact w/in 72 busin hrs

\*\*\* PHONE LOG 09/24/2003 08:26 AM US Mountain Standard Time ATafoya Action Type:Incoming call  
contact [REDACTED]

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

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623125 [REDACTED]	K203323	45,000
Upland CA [REDACTED]		Dealer: CA064 Power Kia Ontario		

\*\*\* PHONE LOG 09/25/2003 08:38 AM JHirshfield Action Type:Outgoing call  
wtr spoke with svc mgr, Rocky @ Power kia Ontario --CA064 who stated:

1. they received the wrong shrouds
2. they had to reorder E-delivery
3. received them last night --should be repaired by this aft or tomorrow
4. cust should still be in a rental

wtr thanked svc mgr for the assistance

\*\*\* PHONE LOG 09/25/2003 08:42 AM JHirshfield Action Type:Outgoing call  
wtr spoke with [REDACTED] and updated him on the repair status

he thanked wtr for the follow up anmd he will inform his daughter

\*\*\* CASE CLOSE 09/25/2003 08:42 AM JHirshfield  
info given

\*\*\* PHONE LOG 02/12/2004 10:59 AM MEstrella Action Type:Outgoing call  
CALLER STATES:

1. I HAD A PROBLEM BACK IN JUNE JULY AND AUGUST W/ THE **FAN** BALDE
2. NOW I AM AT ONTARIO DLR AND THEY TELL ME THAT THEY CANNOT GET TO ME FOR A WEEK
3. THIS HAD TO BE RELATED TO THE WORK THAT THEY DID BACK THEN , I AM GETTING TERIBLE GAS MILEAGE AND THE CAR IS NOT SHITING RIGHT
4. I NEED A RENTAL CAR IF THEY CANNOT EVEN GET TO MY CAR UNTIL A WEEK FROM NOW !@!
5. THEY TELL ME THAT THEY HAVE ONLY ONE TECHNITION AND A WEEKS WORTH OF CARS IN FROMT OF ME
6. AM AFRAID TO KEEP DRVIING KNOWING SOMETHING IS WRONG
7. I GOT A RENTAL CAR BEFORE FROM YOU GUYS

WRITER STATES:

1. SORRY SHE IS HAVING PROBLEMS
2. ADVISED THAT THIS MAY OR MAY NOT BE RELATED TO THE PREVIOUS ISSUES , WE CANNOT SAY FOR SURE UNTIL IT IS DIAGNOSED
3. THERE IS NOT A RENTAL OR LOANER POLICY UNDER MFR WARRANTY , UNFORTUNATELY, WE CANNOT PROVIDE ONE BASED UPON THE WORKLOAD OF THE DEALERSHIP
4. ADVISED THAT WRITER CAN CALL THE SVM FOR HER AND SEE IF THERE IS ANY WAY TO FIT HER IN SOONER IF SHE WOULD LIKE
5. OR WE CAN PROVIDE OTHER DLRS IN THE AREA PHONE #'S TO SEE IF SHE CAN GET IN THERE ANY SOONER
6. OFFERED T OCALL FONTANA DLR FOR HER TO CHECK THEIR SCHEDULE - CUSTOMER DECLINED
7. ADVISED CAN HAVE TOWED TO DLR IF SHE IS AFRAID TO CASUE FURTHER DAMAGE BY DRIVING IT
8. CAR NEEDS TO BE DIAGNOSED
9. SHE MAY HAVE RECEIVED ASSISTANCE OVER AND ABOVE THE TERMS OF THE WARRANTY DUE TO THE EXTENUATING CIRCUMSTANCES OF HER VEH BEING AT DLR FOR THAT LENGTH OF TIME IN THE PAST , BUT THERE IS NOT ANYTHING WE CAN DO TO FORCE OR CLEAR THE DLR SCHEDULES IF THEY ARE THAT BUSY
10. SHE WILL NEED TO TRY ANOTHER DLR

CALLER STATED:

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

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623125 [REDACTED]	K203323	45,000
Upland CA [REDACTED]		Dealer: CA064 Power Kia Ontario		

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1. WILL SEE IF ONTARIO CAN DO A DIAGNOSIS , AND I WILL CALL YOU GUYS BACK

\*\*\* CASE CLOSE 02/12/2004 10:59 AM MEstrella

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

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723325120931	K202258	49,000
Farmersville TX			Dealer: TX048 Central Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/12/2003 06:30 AM US Mountain Standard Time ERuiz

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

1. I HAVE A KIA THAT IS UNDER WARRANTY.
2. THE COOLING *FAN* BROKE
3. I CALLED THE KIA DEALER IN PLANO AND THEY COULD NO SEE MY CAR FOR ANOTHER 2 WEEKS.
4. IN FACT, THEY SAID THEY CANNOT GET THE PART FOR AT LEAST ANOTHER TWO WEEKS
5. WOULD I BE ABLE TO GET A LOANER VEHICLE, SINCE I AM GOING TO BE W/OUT A VEHICLE FOR TWO WEEKS?

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

1. APOLOGIZED FOR THE INCONVENIENCE.
2. IF THE CLOSEST KIA DEALER IS NOT ABLE TO SEE THE VEHICLE FOR AT LEAST 2 WEEKS,
3. WRT SUGGESTED TO TAKE IT TO THE NEXT CLOSEST KIA DEALER FOR INSPECTION.
4. WRT GAVE TO THE CUSTOMER BIG d KIA'S PHONE # FOR POSSIBLE ASSISTANCE.
5. RENTAL IS NOT A PROVISION OF THE WARRANTY.
6. DEALER MAY PROVIDE A RENTAL, IF A LOANER SVC IS AVAILABLE.

\*\*\* CASE CLOSE 08/12/2003 06:30 AM US Mountain Standard Time ERuiz

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

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723825 [REDACTED]	K1004547	62,000
BENNINGTON VT [REDACTED]			Dealer:	

**Case History**

Inquiry Recall Info

\*\*\* PHONE LOG 08/23/2005 02:15 PM US Mountain Standard Time BBrown  
CUST STATES

1 MY VEH HAS BUSTED CLUTCH *FAN* AND SO DOES MY BROTHER  
2 IS THERE A RECALL ON THIS PART OR SOMETHING

WRITER STATES  
1 NO THERE ARE NO RECALLS ON THIS VEH  
2 UNFORTUNATELY LBW 5/60 HAS EXPIRED

CUST BROTHER GOT ON THE LINE AND STATED  
1 HOW DO I GET THIS VEH TO THE DLR IF I CAN'T DRIVE IT

WRITER STATES  
1 EXPLAINED 5/ XX RSA COVERS TOW NEAREST DLR

\*\*\* CASE CLOSE 08/23/2005 02:15 PM US Mountain Standard Time BBrown

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K209139	26,000
KILGORE TX [REDACTED]			Dealer:	

Case History

Inquiry Rental Veh &

\*\*\* PHONE LOG 08/26/2003 11:16 AM US Mountain Standard Time ATafoya  
CALLER HOWARD WALKER STATED:

1. INQ ABOUT RENTAL PROVISION, BIG D KIA HAS VEH AND STATED *FAN* BROKE AND HIT RADIATOR
2. DLR WILL REIMB CUST UP TO \$30 A DAY FOR RENTAL, BECAUSE PART IS ON BACK ORDER.
3. INQ IF CUST CAN TAKE VEH TO ANOTHER DLR AND FIND OUT IF DLR CAN GET A LOANER W/OUT CUST PAYING UP FRONT.

WRITER STATED:

1. RENTALS AND LOANERS NOT PROVISION UNDER KIA WARRANTY, WRITER EXPL IF DLR AUTH REIMB THEN THAT'S A GOOD DEAL.

\*\*\* CASE CLOSE 08/26/2003 11:17 AM US Mountain Standard Time ATafoya  
INFO GIVEN

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K344593	37,127
Riverside CA			Dealer: CA109 Shaver Kia	

**Case History**

Complaint Repair Assistance

\*\*\* NOTES 07/29/2004 05:08 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: Orvene Steenbock, 9096855554  
Vin #KNDJB723125

I purchased my Kia Sportage from Shaver Kia in San Bernardino CA on December 15, 2001. I have had good luck with it until a recent trip to the California/Nevada State Line. When just past Baker CA the *fan* fell apart(not the *fan* belt, but the *fan* itself) and the vehicle over heated. As Shaver Kia had not given me the KIA Roadside services 800 number or even told me about it(they had given me a card for the extended warranty, over 60,000, that have I have been carrying thinking that was what I needed) I call AAA, who towed my vehicle to the stateline, at a cost of \$157.00, where I stayed the night. The next day I called my cousin in Henderson NV for help. He then picked me up and we went by Courtesy Henderson(Kia Dealer) where I found out about the Kia Roadside services(which were great to come out to the state line and pick up my sportage. But it has been at Courtesy Henderson for just over a week. They got it running yesterday(Monday), but said it was sluggish. Today they called and said that something with the fuel system needed cleaning and there was to be a charge(\$129.). I didn't have the 30,000 mile service done at Shaver, I had the George's Shell Service station in Fontana because I was having trouble getting over to the dealer in San Bernardino. I have just talked to Courtesy Henderson and they are saying that it is running but very badly. I don't know what you can do to help me with this situation, but I do know that I am almost 250 miles from my car, have had to rent a car, and really miss my Sportage.

\*\*\* PHONE LOG 07/29/2004 11:43 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED CUSTOMER BACK AND STATED:

1. CALLING TO SEE IF THERE IS ANYTHING WE MIGHT BE ABLE TO HELP WITH.
2. PLEASE CALL BACK IF THERE IS.
3. LEFT NAME, NUMBER AND EXTENSION.

\*\*\* CASE CLOSE 07/29/2004 12:04 PM US Mountain Standard Time WNoonan  
case closed pending call back.

\*\*\* PHONE LOG 07/30/2004 06:53 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM Orvene Steenbock.  
CUSTOMER STATED:

1. CALL ME BACK ON MY CELL AT 909-260-2067.

\*\*\* PHONE LOG 07/30/2004 08:01 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED CUSTOMER BACK ON CELL.  
CUSTOMER STATED:

1. THE **FAN** BLADE CAME OFF ON THE VEHICLE.
2. THE VEHICLE HAS BEEN AT THE Courtesy Kia SINCE THE 19TH.
3. THEY SAID THAT THE VEHICLE HAD WARPED HEADS.
4. THEY CHARGED ME FOR A SERVICE TO CLEAN THE THROTTLE BODY - THIS DID NOT HELP ANYTHING.
5. THEN THEY SAID THAT THE VEHICLE NEEDED TO BE TUNED UP.
6. I HAD ALREADY PAID FOR A TUNE UP AT 30K MILES AT MY MECHANICS SHOP HERE WHERE I LIVED BUT TOLD THEM TO GO AHEAD AND DO IT IF THEY THOUGHT IT WOULD MAKE THE VEHICLE RUN.
7. I JUST GOT AN UPDATE FROM THEM YESTERDAY AND THEY SAID THAT THEY WERE GOING TO MAKE AN EXECUTIVE DECISION ON WHAT TO START WORKING ON NEXT SINCE IT STILL DOES NOT RUN.
8. THE GIRL THAT WAS TEST DRIVING IT SAID THAT SHE TOOK THE VEHICLE FOR A TEST DRIVE AND WAS ALMOST HIT BY A CEMENT TRUCK BECAUSE THE VEHICLE WAS STALLING OUT ON HER.
9. I REALLY NEED SOME HELP.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K344593	37,127
Riverside CA [REDACTED]			Dealer: CA109 Shaver Kia	

10. THE VEHICLE IS 250 MILES AWAY FROM WHERE I LIVE.
11. I HAVE HAD TO RENT A VEHICLE.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL RESEARCH THE REPAIR WITH THE DEALER AND GET THE FACTORY REP INVOLVED.
3. WRITER WILL CALL YOU BACK.

\*\*\* PHONE LOG 07/30/2004 08:05 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED Courtesy Kia AND LEFT VM FOR RALPH, SERVICE MANAGER TO CALL WRITER BACK.

\*\*\* PHONE LOG 07/30/2004 12:21 PM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED Courtesy Kia AND SPOKE WITH RALPH, SERVICE MANAGER.

RALPH STATED:

1. THE **FAN** BROKE OFF AND DAMAGED THE RADIATOR.
2. WE HAD TO ORDER THE PARTS AND NOW THERE IS A DRIVEABILITY ISSUE WITH IT.
3. WE SHOULD HAVE AN ANSWER SOON.
4. I WILL CALL YOU WHEN I GET THE DIAGNOSTIC.

WRITER STATED:

1. THANKS.

\*\*\* PHONE LOG 08/02/2004 09:25 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM RALPH AT Courtesy Kia.

RALPH STATED:

1. THE VEHICLE BLEW THE HEAD GASKET.
2. WE WILL BE SENDING THE PARTS TO A MACHINE SHOP AND IF THEY CAN BE MACHINED THEN WE WILL NOT HAVE TO ORDER PARTS AND THE VEHICLE SHOULD BE DONE AT THE END OF THE WEEK.
3. IF WE DO NEED TO ORDER PARTS, THE VEHICLE WILL BE DOWN FOR LONGER.

\*\*\* PHONE LOG 08/02/2004 09:26 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM ORVEEN STEENBOCK.

CUSTOMER STATED:

1. IF YOU CAN CALL ME BACK TO UPDATE ME THAT WOULD BE GREAT.
2. CELL [REDACTED]

\*\*\* PHONE LOG 08/02/2004 09:33 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED CUSTOMER BACK.

WRITER STATED:

1. THERE WAS STILL A DRIVEABILITY ISSUE WITH THE VEHICLE AFTER THE RADIATOR AND THE **FAN** SHROUD WAS REPLACED IN THE VEHICLE.
2. THE DEALER HAS REMOVED THE HEADS AND SENT THEM TO A SHOP TO BE MACHINED.
3. IF THEY DO NOT HAVE TO ORDER ANY MORE PARTS THE VEHICLE SHOULD BE REPAIRED BY FRIDAY.

CUSTOMER STATED:

1. THANKS FOR KEEPING ME POSTED.



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**Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K344593	37,127
Riverside CA	[REDACTED]		Dealer: CA109 Shaver Kia	

\*\*\* PHONE LOG 08/02/2004 09:39 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED TERRY TIMMS AND ADVISED OF SITUATION.

TERRY STATED:

1. I WILL CALL THE DEALER .
2. THANKS.

\*\*\* NOTES 08/03/2004 09:50 AM US Mountain Standard Time WNoonan Action Type:Manager review  
WRITER DISPATCHING CASE TO REGION TO DETERMINE APPROPRIATE HANDLING.

1. VEHICLE HAS BEEN AT THE DEALER SINCE JULY 19TH.
2. DEALER HAS HAD TO SEND PARTS AWAY TO BE MACHINED BEFORE THEY CAN BE INSTALLED.
3. WRITER ADVISED DPSM OF SITUATION.
4. VEHICLE IS ESTIMATED TO BE REPAIRED BY THE END OF THIS WEEK AUGUST 6TH, IF NO FURTHER PARTS HAVE TO BE ORDERED.

\*\*\* PHONE LOG 08/05/2004 01:37 PM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED INCOMING CALL FROM CUSTOMER.

CUSTOMER STATED:

1. WOULD LIKE AN UPDATE ON MY VEHICLE.

WRITER STATED:

1. PROVIDED NAME, NUMBER AND EXTENSION FOR C.BUTLER.
2. RECOMMEND SPEAKING WITH HIM.

\*\*\* PHONE LOG 08/05/2004 02:20 PM Pacific Daylight Time CButler Action Type:Incoming call  
writer received call from customer:

1. customer inquired of repair status
2. customer inquired if she should contact dealer directly
3. writer referred customer to dealer for repair status
4. customer inquired if KMA would reimburse customer for RAC bill for the last 3 weeks
5. and tow bill from baker CA
6. writer referred customer to RA for trip interruption
7. customer thanked writer

\*\*\* CASE CLOSE 08/05/2004 02:20 PM Pacific Daylight Time CButler

\*\*\* PHONE LOG 08/12/2004 07:51 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM Orvene Steenbock.

CUSTOMER STATED:

1. I GOT THE VEHICLE BACK FROM THE HENDERSON DEALER ON TUESDAY.
2. YESTERDAY THE CEL CAME ON.
3. I WILL BE MAKING AN APPOINTMENT WITH SHAVER KIA.
4. THANKS FOR YOUR HELP - I CALLED CHRIS BUTLER BUT HE IS ON VACATION.
5. WANTED TO UPDATE YOU.
6. CALL ME AT [REDACTED]

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

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K344593	37,127
Riverside CA	[REDACTED]		Dealer: CA109 Shaver Kia	

\*\*\* PHONE LOG 08/12/2004 07:53 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED CUSTOMER BACK AND LEFT VM.

WRITER STATED:

1. LET WRITER KNOW WHEN YOU ARE TAKING THE VEHICLE TO SHAVER KIA.
2. WRITER WILL FOLLOW UP WITH THEM ON THE REPAIRS.

\*\*\* PHONE LOG 08/12/2004 08:05 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM CUSTOMER.

CUSTOMER STATED:

1. I AM GOING TO TAKE THE VEHICLE IN TOMORROW AT 8AM TO Shaver Kia.

\*\*\* PHONE LOG 08/13/2004 07:21 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED Shaver Kia AND SPOKE WITH CANDACE, SERVICE MANAGER.

CANDACE STATED:

1. SHE JUST DROPPED OFF THE VEHICLE WITH A CEL.

WRITER STATED:

1. THANKS WILL CALL BACK.

\*\*\* PHONE LOG 08/13/2004 07:22 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM CUSTOMER.

CUSTOMER STATED:

1. WHEN I DROPPED OFF THE VEHICLE TODAY THEY SAID THAT THEY WERE NOT GOING TO BE ABLE TO LOOK AT THE VEHICLE TILL MONDAY.
2. CAN I GET A LOANER VEHICLE?
3. CALL ME BACK PLEASE.

\*\*\* PHONE LOG 08/13/2004 07:27 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED [REDACTED] DPSM AND LEFT VM REQUESTING CALL BACK.

\*\*\* PHONE LOG 08/13/2004 08:16 AM US Mountain Standard Time WNoonan Action Type:Incoming call  
WRITER RECEIVED VM FROM [REDACTED] DPSM.

[REDACTED] STATED:

1. WE CAN COVER THE CUSTOMER FOR \$15 A DAY FOR A RENTAL.

\*\*\* PHONE LOG 08/13/2004 08:22 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED Shaver Kia AND SPOKE WITH RENEE (CANDACE IN MEETING)

WRITER STATED:

- 1 ADVISE THE SERVICE MANAGER THAT JOE HEGMANN HAS AUTHORIZED \$15 A DAY FOR THE RENTAL.
2. WRITER WILL REFER CUSTOMER TO SPEAK WITH THE SERVICE DEPARTMENT TO ARRANGE THIS IF THEY'D LIKE.

RENEE STATED:

1. I WILL TELL CANDACE.

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

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K344593	37,127
Riverside CA [REDACTED]			Dealer: CA109 Shaver Kia	

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\*\*\* PHONE LOG 08/13/2004 08:25 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED CUSTOMER BACK AND LEFT VM .  
WRITER STATED:  
1. \$15 A DAY HAS BEEN AUTHORIZED FOR THE RENTAL VEHICLE.  
2. ARRANGE THIS THROUGH THE DEALER.  
3. WRITER WILL BE IN CONTACT WITH THE DEALER ON THE REPAIRS AND WILL CALL YOU ONCE MORE INFO  
CAN BE PROVIDED.

\*\*\* PHONE LOG 08/17/2004 11:45 AM US Mountain Standard Time WNoonan Action Type:Outgoing call  
WRITER PHONED Shaver Kia AND SPOKE WITH SUZANNE, IN SERVICE (CANDACE NOT AVAILABLE)  
WRITER STATED:  
1. HAS THE CEL BEEN DIAGNOSED ON THE VEHICLE.

SUZANNE STATED:  
1. THE CANISTER VALVE AND SOLENOID WERE REPLACED.  
2. THE CUSTOMER PICKED UP THEIR VEHICLE YESTERDAY.

\*\*\* CASE CLOSE 08/17/2004 11:45 AM US Mountain Standard Time WNoonan

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

Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K202403	22,000
Palm Desert CA	[REDACTED]	[REDACTED]	Dealer: CA070 Kia Superstore	

**Case History**

Complaint Recall

\*\*\* PHONE LOG 08/12/2003 09:53 AM US Mountain Standard Time MWeiseman  
caller stated

- 1.) my name is [REDACTED]
- 2.) i have a *fan* blade on order and i want to know what's taking so long
- 3.) the *fan* blade broke while my wife was driving
- 4.) it was because she hit a pot hole
- 5.) it is at kim's automotive center in palm desert being repaired
- 6.) the radiator has been replaced
- 7.) work: [REDACTED]
- 8.) cell: [REDACTED]
- 9.) they said the part was shipped
- 10.) i do not know the VIN

writer stated

- 1.) the *fan* blade in question is presently on backorder
- 2.) i don't know how to proceed with this situation because there is a chance that the *fan* did not break due to the pot hole
- 3.) this is not an official diagnosis because the veh has not been to a kia dealership
- 4.) we have had an issue with the *fan* blades in the sportages being defective
- 5.) i will need to call the dealership to see what steps to take and check on the ETA on the part
- 6.) i will get back with you

writer called CA070 and spoke with the svc mgr ed

- 1.) svc mgr said they would repair the veh
- 2.) ed said to have him bring it in
- 3.) writer said he would advise mr. stephen to speak with you (ed: svc mgr)

writer called [REDACTED]

- 1.) writer advised that the svc mgr at the dealership would repair the veh
- 2.) writer advised to call ed (svc mgr) and make arrangements
- 3.) writer advised [REDACTED] to send the current repairs in for reimbursement
- 5.) writer did not promise reimbursement
- 6.) writer advised [REDACTED] that roadside would to the veh from it's current location to the nearest kia dealership
- 7.) writer advised [REDACTED] to call writer for further assistance

\*\*\* CASE CLOSE 08/12/2003 09:53 AM US Mountain Standard Time MWeiseman

\*\*\* NOTES 08/21/2003 02:50 PM Pacific Daylight Time OSprague Action Type:Manager review  
Received letter from customer requesting reimbursement.  
Wtr left msg for customer to call with VIN number.

Case closed pending call back from customer

\*\*\* CASE CLOSE 08/21/2003 02:51 PM Pacific Daylight Time OSprague