

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

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	

*** NOTES 08/22/2003 02:39 PM Pacific Daylight Time OSprague Action Type:Manager review
Customer called with VIN KNDJB723825 [REDACTED]
There is another case for this customer which has more information.
Please refer to K191080.

*** CASE CLOSE 08/22/2003 02:30 PM Pacific Daylight Time OSprague

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K191080	38,000
Palm Desert CA [REDACTED]		Dealer: CA070 Kia Superstore		

Case History

Complaint Reimbursement

*** PHONE LOG 07/17/2003 07:34 AM US Mountain Standard Time JCook
Customer Stated:

- 1.Says he currently has his vehicle at Kim's automotive (760)346-2443.
- 2.Says his vehicle needs a new radiator *fan* and he is being told that the part is on backorder and is going to be part of a recall.
- 3.Says his vehicle has been down for 2 weeks, and he wanted to know if we could find out when the part may be in.

---Writer advised customer:

- 1.Advised that we are not aware of any recall coming for a radiator *fan*.
- 2.Advised that we will look into this and give him a callback.

*** PHONE LOG 07/17/2003 07:43 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and spoke with Charlie (Parts Mgr @ Ca070) who stated:

- 1.That the part# is OKO381514A
- 2.Says he just pulled the report this morning and it is stating it is on backorder, and is supposed to be in July 25th.
- 3.Says his Kia rep Ted was supposed to be pulling some strings and was going to get him a few.
- 4.Writer thanked Charlie for his time.

*** PHONE LOG 07/17/2003 07:45 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and spoke to Mark @ Kia Parts Hotline who stated:

- 1.That 29 of these radiator *fan*s should be coming in next week on the 21st, but there are over 100 on backorder.
- 2.Says he does show that one of these motors were sent overnight fed ex on July 14th and the dealer should have received it.
- 3.Says the dealer may want to check the tracking number.

*** PHONE LOG 07/17/2003 08:06 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and spoke to Charlie (Parts Mgr @ Ca070) an advised:

- 1.That we spoke with the parts whse.
- 2.Advised that they are stating that a shipment should be in next week.
- 3.Advised that he did not have any info on whether there were any psecailly shipped to him per his Dpsm.

*** PHONE LOG 07/17/2003 08:10 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called customer back and advised:

- 1.That we made some phone calls to the dealer and the parts whse.
- 2.Advised that a shipment is due in next week for these parts.
- 3.Advised that they are due in the whse around July 21st or 22nd.

Customer Stated:

- 1.Thanked this writer for the update.

*** CASE CLOSE 07/17/2003 08:10 AM US Mountain Standard Time JCook
Info given.

*** NOTES 08/22/2003 02:44 PM Pacific Daylight Time OSprague Action Type:Manager review
Received letter - Customer states same as above

- 1 I am requesting that KIA reimburse me for the expenses incurred (see attached receipt)

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K191080	38,000
Palm Desert CA [REDACTED]		Dealer: CA070 Kia Superstore		

Emailed Judy in finance

*** PHONE LOG 10/22/2003 08:16 AM Pacific Daylight Time SMarino Action Type:Outgoing call
Called customer - [REDACTED] - left vmail

*** PHONE LOG 10/28/2003 09:58 AM Pacific Daylight Time SMarino Action Type:Incoming call
Spoke to [REDACTED] stated she did receive the check

*** CASE CLOSE 10/28/2003 09:58 AM D. H. L. T. - CM

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723825	K191080	38,000
Palm Desert CA			Dealer: CA070 Kia Superstore	

2. I would also like to be reimbursed \$450 car payment that was made while the vehicle sat in a mechanic's garage

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

*** PHONE LOG 08/29/2003 11:18 AM Pacific Daylight Time SMarino Action Type:Incoming call

Spoke to the customer - Kim Stephens

1. Writer reviewed invoice with the customer
2. Customer states the front skid plate on the invoice because when *fan* blade broke on vehicle she had to pull over on the freeway and she hit some debris and a pot hole.
3. Writer also advised the customer copy of the invoice mail is not clear - customer stated she will fax another copy

*** PHONE LOG 09/10/2003 09:33 AM Pacific Daylight Time SMarino Action Type:Outgoing call

Spoke to the customer -

1. Writer advised have not received invoice
2. Writer gave Tom - fax #

*** NOTES 09/17/2003 01:34 PM Pacific Daylight Time SMarino Action Type:Manager review

Received fax from the customer

Radiator repair - cooling *fan* blade broke

*** NOTES 09/19/2003 11:08 AM Pacific Daylight Time SMarino Action Type:Manager review

Submitted Warranty Claim

Processed Check Request

Closed Case pending Check

*** CASE CLOSE 09/19/2003 11:08 AM Pacific Daylight Time SMarino

*** NOTES 10/13/2003 03:11 PM Pacific Daylight Time SMarino Action Type:Manager review

Received check - ck # 00196416 \$746.45

Mailed check

*** CASE CLOSE 10/13/2003 03:16 PM Pacific Daylight Time SMarino

*** NOTES 10/21/2003 02:56 PM Pacific Daylight Time SMarino Action Type:Manager review

Received a fax from the customer -

stated he has not received the reimbursement check

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K364013	52,000
Sumner TX 75486			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 09/13/2004 12:44 PM US Mountain Standard Time YLabarca
CUSTOMER STATES

- 1 RADIATOR *FAN* JUST FELL APART
- 2 IM AT INDEPENDENT SHOP NOW
- 3 HOW DO I GET BACK HOME

WRITER STATES

- 1 APOLOGIZED
- 2 NO RECALLS
- 3 ADVISED TO HAVE VEH TOWED TO DLR
- 4 ADVISED THAT STILL HAVE AVALIABLE THE LBW FOR DEFECTS IN MATERIAL OR WORKMANSHIP
- 5 ADVISED THAT KIA DOESNT HAVE A WAY TO GET HIM BACK HOME
- 6 ADVISED OF NUMBER TO MIDWAY KIA IN SHERMAN

CUSTOMER THANKED WRITER

*** CASE CLOSE 09/13/2004 12:44 PM US Mountain Standard Time YLabarca

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K1019330	63,000
Union Grove AL	[REDACTED]		Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/27/2005 12:38 PM US Mountain Standard Time CDiaz

Customer Stated:

1. The **fan** broke and damaged the radiator.
2. Dealer said this is not part of the ptw warranty.
- 3.

Writer Stated:

1. Sorry for the concern.
2. Gave case #
3. **Fan** is not part of the ptw warranty.

Customer Stated:

1. Can we get some help?
2. The radiator is a lot of money that we can not afford this week.

Writer Stated:

1. Sorry for the concern.
2. Will doc your call here.
4. Gave name and case #.
5. Advised to call me back when the car is at the dealer.
6. Can get involved at that time to insure the dealer is using all the recourses to resolve the concern.
7. Advised we can put in a request for assistance.
8. Can not guarantee coverage but can put in request.
9. You have R/A to get the car in if needed.

*** CASE CLOSE 09/27/2005 12:38 PM US Mountain Standard Time CDiaz

Customer will call back if needed.

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723725	K500699	71,000
Alton IL			Dealer: IL014 Auffenberg Kia	

Case History

Complaint Dealer

*** PHONE LOG 06/28/2005 08:22 AM US Mountain Standard Time BBrown
cust states

- 1 I have a complaint against this veh and this dlr. The dlr giggles and points at my car when I bring it in
- 2 I am missing work everytime I bring the veh in
- 3 I am so frustrated with this car and the dlr thinks this is a joke
- 4 I brought the veh in originally for coolant *fan* breaking and when I got the veh back it was shaking
- 5 Now they are looking to see if the dlr messed up somehow and caused the shaking
- 6 I will call you back if they say it is not there fault and I have to pay

writer states

- 1 Apologized
- 2 I will document your complaint w/ the veh and dlr
- 3 feel free to call back w/ further concerns if not happy w/ dlr diagnosis

*** CASE CLOSE 06/28/2005 08:22 AM US Mountain Standard Time BBrown

*** PHONE LOG 06/29/2005 05:48 AM US Mountain Standard Time CHamilton Action Type:Incoming call
Caller states:

1. *Fan* belt came off, was towed to Auffenberg Kia on Friday
2. They fixed it, I paid the 100. deductible to my ext warr company
3. Was fixed, picked it up on Monday
4. Making some noises it never made before
5. So I called Auffenberg Kia
6. They said I have to pay another \$80. diagnostic fee for them to look at it, I dont think thats right
7. Why would a 2002 *fan* belt come off, this is a brand new car

Wtr states:

1. Updated address info
2. 5/60 LBW for *fan* is expired
3. Balance remains of 10/100 PTW for man defects in the internal components of the engine, transmission and axles
4. Referred to ext warr company re additional diagnostic fees you feel are related to the previous repairs
5. Wtr cannot speculate as to cause, if man defect during parameters of the man war, then Kia pays for the repair
6. Once outside the parameters, no longer covered by Kia

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623225	K201183	38,000
FOLEY AI			Dealer: FL062 Kia AutoSport	

Case History

Inquiry Closest Dealer

*** PHONE LOG 08/08/2003 03:44 PM US Mountain Standard Time MEstrella

CALLER STATED:::::

1. I WAS JUST DRIVING MY CAR AND I HEARD A LOUD BOOM AND WHEN I GOT TO MT FRIENDS HOUSE WE LOOKED IN THE ENGINE, AND THE *FAN* BLEW UP AND IS ALL OVER THE PLACE
2. IT LOOKS LIKE IT CUT MY POWER STEERING LINE AND SOME OTHER HOSES
3. THERE IS RED AND GREEN FLUIDS LEAKING FROM DIFFERENT PLACES
4. WHAT SHOULD I DO -WHERE IS DLR

WRITER STATED :

1. DO NOT DRIVE VEHICLE ANY FURTHER
2. HAVE IT TOWED TO DLR
3. PROVIDED NUMBER TO CLOSEST DLR TO CUSTOMER -FL062
4. APOLOGIZE HAVING PROBLEM -
5. ADVISED HER HAS R/A COVERAGE TO NEAREST KIA DLR
5. TRANS CALLER TO R/A

CALLER STATED:::

1. THANK YOU

TRANSFERRED CALLER TO R/A TO SET UP TOWING

*** CASE CLOSE 08/08/2003 03:44 PM US Mountain Standard Time MEstrella

Kia Motors America
Consumer Affairs Department

Page 1 of 4

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
FOLEY AL 36536		KNDJB623225	K204430	38,000
			Dealer: FL062 Kia AutoSport	

Case History

Complaint Dealer

*** PHONE LOG 08/15/2003 09:44 AM US Mountain Standard Time WNoonan
CUSTOMER STATED:

1. BLADES ON THE **FAN** CAME OFF WHEN I WAS TRAVELING DOWN THE ROAD.
2. I HAD TO HAVE THE VEHICLE TOWED IN.
3. I INQUIRED ABOUT A LOANER CAR.
4. THEY SAID THAT THEY DID NOT GIVE LOANER CARS.
5. I CAN NOT AFFORD PAYING FOR A RENTAL CAR.
6. MY RENTAL CAR HAS TO BE TURNED IN WEDNESDAY - \$183.50 IS THE COST.
7. THE DEALER SAYS THAT THEY CAN NOT FIND A RADIATOR.

WRITER STATED:

1. SORRY FOR THE DELAY.
2. WRITER WILL CONTACT DEALER AND KIA REP AND CALL YOU BACK,
3. WE WANT TO REPAIR THE VEHICLE AND GET THE PARTS IN TO DO SO.
4. WILL FORWARD RENTAL INFO TO KIA REP AND SEE ABOUT GETTING THE PARTS IN.

CUSTOMER STATED:

1. THANKS.

*** PHONE LOG 08/15/2003 10:13 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED Kia AutoSport AND SPOKE WITH TOM, SERVICE MANAGER.

WRITER STATED:

1. ASKED ABOUT RADIATOR.

█ STATED:

1. I DO NOT HAVE IT YET.

WRITER STATED:

1. HAVE YOU CALLED YOUR DPSM?

█ STATED:

1. NO.

WRITER STATED:

1. THANKS.

*** PHONE LOG 08/15/2003 10:19 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED SCOTT CAMERON, DPSM.

WRITER STATED:

1. CUSTOMER HAS PAID FOR THE RENTAL \$183,
2. THE DEALER HAS NOT GOTTEN THEM THE PART - RADIATOR - THEY NEED TO COMPLETE THE JOB.

SCOTT STATED:

1. WE WILL REIMBURSE THE CUSTOMER \$25 A DAY FOR THE RENTAL.
2. IF THE CUSTOMER HAS ALREADY PAID FOR THE RENTAL THEY CAN STAY IN THAT OR THEY CAN HAVE THE DEALER GET THEM A CCP CAR OR A RENTAL VEHICLE AT \$25 A DAY.
3. I WILL CHECK ON THE PARTS AND MAKE SURE THEY GET THERE SOON.

WRITER STATED:

1. THANKS.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
FOLEY AL		KNDJB623225	K204430	38,000
			Dealer: FL062 Kia AutoSport	

*** PHONE LOG 08/15/2003 10:28 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED TOM AT Kia AutoSport AND STATED:
1. WANTED TO MAKE YOU AWARE THAT SCOTT CAMERON HAS AUTHORIZED REIMBURSEMENT FOR UP TO \$25 A DAY FOR THE TIME THE CUSTOMER HAS SPENT IN A RENTAL.

STATED:
1. THANKS.
2. I WILL GET WITH SCOTT ABOUT THIS.

*** PHONE LOG 08/15/2003 10:35 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK AND STATED:
1. HAVE SPOKEN WITH THE DEALER AND THE KIA REP.
2. THEY WILL BE TRYING TO GET THE RADIATOR IN ASAP.
3. THE KIA REP HAS AUTHORIZED \$25 A DAY REIMBURSEMENT FOR THE RENTAL YOU HAVE RENTED.
4. IF BY WEDNESDAY OF NEXT WEEK YOU DO NOT HAVE YOUR VEHICLE BACK THEY WILL EITHER CONTINUE REIMBURSING YOU THE \$25 FOR THE VEHICLE YOU HAVE RENTED OR YOU CAN RETURN THE VEHICLE AND THE DEALER WILL MAKE THE ARRANGEMENTS FOR THE \$25 A DAY RENTAL.
5. IF YOU HAVE ANY QUESTIONS OR PROBLEMS PLEASE CALL ME BACK.

CUSTOMER STATED:
1. THANKS A LOT.

*** CASE CLOSE 08/15/2003 10:36 AM US Mountain Standard Time WNoonan
\$25 A DAY REIMBURSEMENT OFFERED TO CUSTOMER FROM DPSM.

*** PHONE LOG 08/21/2003 04:11 PM Pacific Daylight Time PMorris Action Type:Incoming call
Writer received call from customer
customer is very upset with the vehicle
customer said the blades flew apart
customer said they got the vehicle back but the dealer would not give them a car
customer said that she very upset with Tom hooper and does not like the way he handles customers
Writer asked customer if they got a vehicle
customer said they did after they called the call center
customer said that she wants to get a check form the dealer reimbursing them for the rental and they said it will take 3-5 weeks
writer told customer that we will call and see if we can speed up the check
customer said that when she bought the vehicle she was lied to and does not want the vehicle anymore
Writer told customer we are sorry you have had so much trouble and we will call the dealer and see what we can do
Writer thanked customer and said we will talk to you tomorrow

*** PHONE LOG 08/22/2003 08:50 AM Pacific Daylight Time PMorris Action Type:Outgoing call
Writer spoke with DPSM
DPSM said to have the customer fax in a copy of her rental and we will pay it and keep the dealer out of it so we can ensure it is handled properly

*** PHONE LOG 08/22/2003 09:36 AM Pacific Daylight Time PMorris Action Type:Outgoing call
Writer called customer and informed them of how we are going to pay for the rental bill

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB62322-[REDACTED]	K204430	38,000
FOLEY AL [REDACTED]		Dealer: FL062 Kia AutoSport		

customer said that when she gets her bill from the rental vehicle she will fax it to me
Writer told customer to call when she faxes it to ensure that I got it and I will also set a reminder up to call you next Thursday
Writer thanked customer

*** CASE CLOSE 08/22/2003 09:37 AM Pacific Daylight Time PMorris

*** PHONE LOG 09/02/2003 10:20 AM Pacific Daylight Time PMorris Action Type:Outgoing call
Writer called customer and asked for status of Rental bill
customer said that she will fax them over today

*** PHONE LOG 09/03/2003 04:15 PM Pacific Daylight Time PMorris Action Type:Incoming call
Writer received docs

Writer called customer and informed her that we received the docs
Writer told customer to go ahead and mail in copies also because the ones I have are not the clearest so I can have some clear copies if I need them
customer said she would
Writer thanked customer

*** NOTES 09/04/2003 08:46 AM Pacific Daylight Time PMorris Action Type:Correspondence sent
Writer sent in check request

*** CASE CLOSE 09/04/2003 08:46 AM Pacific Daylight Time PMorris

*** NOTES 09/18/2003 07:27 AM Pacific Daylight Time PMorris Action Type:Correspondence rec.
Writer received check

Writer sent check to customer

*** CASE CLOSE 09/18/2003 07:39 AM Pacific Daylight Time PMorris

*** PHONE LOG 09/18/2003 01:04 PM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES.

1. I AM TRYING TO GET A HOLD OF PHILLIP MORRIS.
2. HE IS TO SEND ME A CHECK
3. HE NEEDS TO SEND IT TO MY WORK.
4. SEND IT TO [REDACTED] AL. [REDACTED] HAVE HIM ATTENTION IT TO ME

WRITER STATES.

1. I WILL GIVE HIM THE INFORMATION

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB62322[REDACTED]	K204430	38,000
FOLEY AL [REDACTED]		Dealer: FL062 Kia AutoSport		

*** PHONE LOG 09/19/2003 11:50 AM Pacific Daylight Time PMorris Action Type:Outgoing call
Writer called customer and informed them that I sent the check to your P.O. box number through regular mail
writer thanked customer

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K1003281	71,777
Stoneville NC			Dealer: SC022 Coastal Carolina Kia	

Case History

Inquiry Warranty Info

*** PHONE LOG 08/22/2005 05:27 AM US Mountain Standard Time DLyons

cust states:

1. would like to know
2. was sitting in traffic and the entire *fan* was broke
3. all of the blades are broke off and the radiator was also damaged.
4. was not aware that there was RSA that was offered
5. vehicle was towed by AAA to the kia dlrshp
6. what is the warranty for the vehicle

Writer adviced:

1. so sorry to hear of this cocern
2. advised that customer is within the warranty for the repairs to be covered as long as it is diagnosed as a factory defect
3. apologized that the customer was not able to reach RSA for coverage infomation
4. suggested that the customer contact the dlrshp to advise that the vehicle is there
5. once the vehicle is diagnosed the customer will be able to advise of the outcome
6. apologized for the inconvenience that this is causing.

*** CASE CLOSE 08/22/2005 05:27 AM US Mountain Standard Time DLyons

*** PHONE LOG 08/22/2005 06:50 AM US Mountain Standard Time JTucson Action Type:Incoming call

Customer stated:

1. Reiterated above comments.
2. Wanted to know what she is going to do for alternate transportation.
3. They were over 200 miles away from there home and they had to rent a vehicle at the airport.
4. needs the vehicle back by Wednesday at 4pm
5. Wants to know how come no one can help her.
6. Vehicle was towed to the dlr Coastal Carolina Kia, yesterday.

Wtr stated:

1. Apologized.
2. Advised that if the vehicle is down overnight for a warranty related disablement and she is over 150 miles away from her home, they would qualify for Trip Interruption.
3. Trip Interruption is on a reimbursement basis for up to 3 day for \$100 a day, for food, lodging and alternate transportation.
4. Wtr called the dlr, Coastal Carolina Kia, SC022, spoke with Svc Mgr Diego, he stated:
 - a. They have the part on E order.
 - b. The part should be in tomorrow.
 - c. They should have the vehicle done tomorrow.
5. Wtr thanked dlr.
6. Writer informed customer of above info from dlr.
7. Wtr provided mailing address for the Trip Interruption.
8. Advised reimbursement for the Trip Interruption may take 4 to 6 weeks.

*** CASE CLOSE 08/22/2005 06:51 AM US Mountain Standard Time JTucson

*** PHONE LOG 09/29/2005 06:37 AM US Mountain Standard Time MEstrella Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K1003281	71,777
Stoneville NC [REDACTED]			Dealer: SC022 Coastal Carolina Kia	

caller states:

1. She sent in a trip int claim approx a mo ago
2. Wondering if they got it

Wrtier states:

1. verified file info
2. show she called on 822 , advised it can take 4-6 weeks
3. transferred to claims

*** CASE CLOSE 09/29/2005 06:37 AM US Mountain Standard Time MEstrella

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K483705	22,000
WILLIAMS OR	[REDACTED]		Dealer:	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 06/16/2005 11:34 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I HAD A PROBLEM WITH THE *FAN* BREAKING IN AZ. AND WE LIVE IN OR.
2. WE GOT BACK AND EVERYTHING WAS TAKEN CARE OF UNDER WARRANTY, THEY WERE GREAT IN AZ.
3. I AM LOOKING TO GET REIMBURSED SINCE WE HAD TO RENT A CAR.

WRITER STATES.

1. EXPLAINED TRIP INTERRUPTION BENEFIT AND GAVE ADDRESS TO MEDFORD.

*** CASE CLOSE 06/16/2005 11:34 AM US Mountain Standard Time SLarez

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
willimas OR		KNDJA723X25	K449342	18,970

Dealer: NV003 Courtesy Kia

Case History

Inquiry Rental Veh &

*** PHONE LOG 04/14/2005 07:53 AM MEstrella

CALLER STATES:

- 1.WE WERE DRIVING AND THE *FAN* BLEW UP IN THE CAR
- 2.THE TRANS FLUID GOT ONTO THE EXHAUST AND BURNT OFF
- 3.HOW CAN I GET A RENTAL CAR
- 4.WE ARE FROM OREGON AND ARE CURRENTLY IN BULLHEAD CITY AZ
- 5.VEH IS A COURTESY KIA IN HENDERSON NV , NOT DIAGNOSED YET
- 6.BOUGHT VEH USED

WRITER STATES:

- 1.APOLOGIZED FOR SITUATION
- 2.ADVISED OF TRIP INT BENEFIT UNDER HIS RSA COVERAGE
- 3.ADVISED IF IT IS A WARRANTY RELATED BREAKDOWN THAT OCCURS AND THEY ARE MORE THAN 150 MILES AWAY FROM HOME AND WARRANTY REPAIR TAKES OVER 24 HRS TO COMPLETE
- 4.CAN SUBMIT FOR EVALUATION OF REIMB. FOR 100/ DAY MAX UP TO 3 DAYS - 300.00 MAX BENEFIT UNDER TRIP INT.
- 5.ADVISED IT'S FOR REASONABLE EXPENSES FOR FOOD LODGING AND TRANSPORTATION EXPENSES
- 6.ADVISED TO SUBMIT ORIGINAL RECEIPTS AND R/O FROM DEALER , KEEP COPIES FOR THIER RECORDS
- 7.APOLOGIZED FOR INCONVENIENCE
- 8.CALL US BACK IF NEEDED IN THE MEANTIME
- 10.NO RECALLS
- 11.UPDATED OWNER INFO

*** CASE CLOSE 04/14/2005 08:58 AM MEstrella

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723625	K328750	35,000
Caldwell TX			Dealer: TX080 Legacy Kia	

Case History

Complaint Quality

*** PHONE LOG 06/22/2004 12:11 PM Pacific Daylight Time OSprague

Received Letter - Customer states

1. I am a very unsatisfied customer.
2. I took my vehicle to the shop for minor problems
3. On my way home, the *fan* blade shattered into pieces and did some damage to my vehicle
4. The dealer informed me the Sportage has been discontinued
5. He said one reason was the problem with back window and *fan* blade
6. I feel I should have been notified and a recall done
7. I am not sure what can be done about the problems I have or may encounter
8. As a customer I should not be kept in the dark.

Case Dispatched - Letter forwarded to the Southern Region for handling

*** PHONE LOG 06/24/2004 09:53 AM Eastern Daylight Time JSifford Action Type:Outgoing call

Writer attempted to contact

Lady answered stating that is not available and request's writer call back tomorrow.

*** PHONE LOG 06/28/2004 11:36 AM Eastern Daylight Time JSifford Action Type:Outgoing call

Writer attempted customer contact

no answer & no machine

*** NOTES 06/28/2004 11:37 AM Eastern Daylight Time JSifford Action Type:Manager review

contact letter sent

file closed pending further customer contact

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K345766	30,000
Round Rock TX [REDACTED]		Dealer:		

Case History

Inquiry Warranty Info

*** PHONE LOG 08/02/2004 04:59 AM DZigabarra

*** CASE CLOSE 08/02/2004 04:59 AM DZigabarra

*** PHONE LOG 08/02/2004 05:06 AM DZigabarra Action Type: Incoming call

Caller stated:

1. Have extended warranty plan.
2. **Fan** blade is broken.
3. Want to know about rental, should get one with plan.

Writer stated:

1. Updated, no recalls.
2. Referred to selling dealership for extended warranty plan.
3. Rentals not provided under warranty.
4. Warranty start date is 9/30/2002 for manufacturer's warranty.
5. BLW 5/60K
6. PTW 5/60K
7. You receive balance from start date.
8. Car would have to be diagnosed first at a Kia dealership, to determine if covered.
9. Second owner of car; caller said should be first.
10. Can review ownership; provided our fax number to send sales document.
11. Provided case number and name for reference.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K208874	8,900
Alvin TX	[REDACTED]		Dealer: LA028 Kia of Lake Charles	

Case History

Inquiry Other

*** PHONE LOG 08/26/2003 05:43 AM US Mountain Standard Time JCook

Customer Stated:

- 1.Says her son took her husband on a trip from TX to LA
- 2.Says the while they were driving the *fan* blade came off and tore up the radiator.
- 3.Says the vehicle was towed to a dealer in Lake Charles, LA.
- 4.Says the parts have been ordered and they have been given a rental vehicle.
- 5.Says the dealer is about 150 miles away.
- 6.Says she wanted to know if there was any way that Kia can bring the vehicle back to them after it is repaired, because she does not know how she is going to get down there.
- 7.Says she is worried that this happened and wanted to know what we could advise.

---Writer advised customer:

- 1.That we work with the dealer to get her vehicle fixed under warranty which they will.
- 2.Advised that there is no reunite policy under her warranty.
- 3.Advised that she can speak with the Svc. Mgr at the dealer to see if there is anything he can do, or meet them halfway so they can return the rental car as well.
- 4.Advised that we will document her concern on file.
- 5.Verified all customer info.

*** CASE CLOSE 08/26/2003 05:43 AM US Mountain Standard Time JCook
Info given.

*** NOTES 08/27/2003 06:59 AM US Mountain Standard Time JCook Action Type:Manager review
Writer reopening case per discussion with Kathleen about reunite being covered under trip interruption.
Writer calling Susan Marino @ National about authorization for reunite under trip interruption.

*** PHONE LOG 08/27/2003 07:03 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and spoke to Susan Marino (CARSA @ National) who stated:

- 1.That there is no reunite benefit under the trip interruption anymore.
- 2.Says this was rewritten awhile back and they are waiting for approval from Michelle Cameron for the new Kia roadside Kia matrix before they submit it to Helena Percival at CCAS.
- 3.Says the customer can rent a car to go pick it up, and then just submit her receipts under the trip interruption.
- 4.Says she cannot authorize reunite because this benefit no longer exists.
- 5.Writer thanked Susan for her time.

*** CASE CLOSE 08/27/2003 12:17 PM US Mountain Standard Time JCook

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723525 [REDACTED]	K942172	60,300
Clendenin WV [REDACTED]			Dealer: AZ033 Desert Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/15/2005 10:01 AM US Mountain Standard Time DLyons
cust states: [REDACTED] (co owner)

1. was driving down the road and the *fan* blades came off causing damage to the radiator
2. is there any repair assistance that can be provided to the customer
- 3., vehicle is at her home

Writer advised:

1. so sorry to hear of this concern
2. until the vehicle is at a kia dlrshp & has been properly diagnosed there would not be any consideration that can be provided for repair assistance
3. advised that once the vehicle is diagnosed the dlrshp management would be able to involve the appropriate personnel
4. vehicle is outside of the warranty, and cannot promise any assistance.
5. updated cust info, no previous cases, no recalls.

*** CASE CLOSE 08/15/2005 10:01 AM US Mountain Standard Time DLyons

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K532324	63,338
Egg Harbor NJ [REDACTED]			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 08/05/2005 09:09 AM US Mountain Standard Time RBriones

Cust Stated:

1. Have a 2000 Kia Sportage.
2. The cooling *fan* shattered into a million pieces.
3. Dealer told me I should give you a call on this.
4. Would this still be covered under warr?

Writer Stated;

1. Apologized for prob.
2. No open recalls on veh.
3. *Fan* is under 5/60 lbw.
4. That warr is expired at this time.

*** CASE CLOSE 08/05/2005 09:09 AM US Mountain Standard Time RBriones

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K1211311	80,059
Monetta SC [REDACTED]			Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/04/2006 10:51 AM US Mountain Standard Time RSabin

CUST STATED:

1. MY VEH BROKE DOWN YESTERDAY
2. THE **FAN** IN FRONT OF THE RADIATOR BROKE APART AND WHEN I TALKED TO THE R/A AGENT HE TOLD ME IT WOULD FALL UNDER MY PTW
3. HE EVEN PUT ME ON HOLD TO ASK SOMEONE IF IT WAS COVERED UNDER THE PTW
4. NOW I'M AT THE DLR AND THEY ARE TELLING ME IT'S NOT COVERED

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I CAN'T VOUCH FOR WHAT A R/A AGENT SAY'S ABOUT OUR WARRANTY
3. WE HAVE SEPARATE OFFICE'S FOR A REASON THEY ONLY SHOULD BE HANDLING THE TOWING OF OUR VEH'S AND NOT PROVIDING WARRANTY RELATED QUESTION'S
4. AS FOR THE COVERAGE UNFORTUNATELY THEY WERE INACCURATE THE **FAN** ON YOUR VEH IS CONSIDERED LBW AND NOT THE PTW

CUST STATED:

1. OK THANKS

*** CASE CLOSE 08/04/2006 10:51 AM US Mountain Standard Time RSabin

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K353376	71,000
Vero Beach FL [REDACTED]			Dealer: FL076 Kia of Vero Beach	

Case History

Complaint Fire

*** PHONE LOG 08/17/2004 10:45 AM US Mountain Standard Time BGauldin

caller [REDACTED] wife and co owner of vehicle;

1. vehicle went to dealership 6/5/04
2. the *fan* belt broke and the *fan* broke.
3. went in and out with svc SA Tom.
4. picked up vehicle and that was 40 days later and the vehicle cut off.
5. then took vehicle back to dealership and told the therma stat was not put in and took another 3 weeks to repair.
6. went back to get the vehicle and vehicle caught on fire as soon as customer pulled up in the yard.
7. fire department put fire out and called KIA the next morning and had vehicle towed.
8. just called and told the part had ordered yesterday.
9. had to get the kids out of the vehicle because the windows would let down.
10. called the fire department and the fire department put the fire out.
11. the vehicle is still at the dealership; want another vehicle, this truck is not any good ever since saw the fire.
12. fed up and want to know what customer can do about this issue.

writer stated:

1. very sorry customer has had this must experience and inconvenience.
2. would like to ask the customer some questions regarding the fire.
3. ask what the customer is asking of KIA.
4. appreciated the customer answering questions.
5. gave customer the P O Box 52410.

writer called SM George:

1. ask if the vehicle was still at the dealership.
2. ask if the DPSM was aware of the vehicle and circumstances.

SA Tom stated;

1. SM George is unavailable.
2. do not know if the KIA DPSM has looked at the vehicle.
3. vehicle is now over at the KIA Building at dealership.

transferred to SM George:

1. ask if the DPSM been contacted.
2. ask if the amount of days are correct as to 40 or 50 days at dealership.
3. suggest SM George do advise the DPSM of the vehicle at the dealership.

SM George stated;

1. replaced a starter.
2. ordered wire harness but came in wrong.
3. DPSM does not know about days or any issues with the vehicle
4. poorly maintained and just trying to repair as soon as possible.

*** NOTES 08/17/2004 10:46 AM US Mountain Standard Time BGauldin Action Type:Manager review
sending to nca for review

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

Send to:[jbramble@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.

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723925	K353376	71,000
Vero Beach FL			Dealer: FL076 Kia of Vero Beach	

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K353376_BGauldin_08-19-2004121021.doc>>

*** NOTES 08/20/2004 07:34 AM Pacific Daylight Time ARomo Action Type:Manager review

Writer reviewed case with legal.

Per legal:

1. Please have the region review with the dealer and DPSM
2. Request all Ro's that deal with this issue.(AS400 shows a "goodwill" at 72K)
3. Find out how long the vehicle has been down.
4. Is this a "customer pay" issue?(SM at FL076 states that vehicle was not maintained.)

Writer to dispatch case to the region for further review.

*** PHONE LOG 09/29/2004 04:02 PM Eastern Daylight Time CCurry Action Type:Outgoing call

Writer attempted to contact dealership, but received a busy signal (phone lines may be down due to storm. Writer will try again later).

*** PHONE LOG 10/20/2004 01:12 PM Eastern Daylight Time CCurry Action Type:Outgoing call

Writer left message for SvcMgr. GCrowley requesting contact. Writer awaits contact.

*** PHONE LOG 10/20/2004 04:06 PM Eastern Daylight Time CCurry Action Type:Outgoing call

Writer spoke with SvcMgr. GCrowley who stated:

01. the problem with this vehicle was the starter which we replaced.
02. we covered it (the dealership) after finding out he had repairs done at another independent shop with some aftermarket parts.
03. we just went ahead and took care of the customer. vehicle is repaired and he's satisfied.

Writer thanked SvcMgr. for brief update. Case closed.

*** CASE CLOSE 10/20/2004 04:12 PM Eastern Daylight Time CCurry

Kia Motors America
Consumer Affairs Department

Page 1 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K437153	30,000
La Quinta CA	[REDACTED]		Dealer: CA179 Kia of La Quinta	

Case History

Complaint Quality

*** PHONE LOG 03/16/2005 10:10 AM US Mountain Standard Time CLausch
cust advised

1. the veh was in the shop for 30 days because the *fan* belt bolt broke & took out the engine
2. now the axle flangs & bearings, exhaust pipe, differential damage, gas assembly cat, mcc, the veh is not safe to drive
3. the veh is at the dealership again for the whole new rear end to be replaced
4. do not want the veh anymore, we are afraid to drive the veh anymore
5. am going to get a lawyer & filing the lemon law
6. understand that kia will repair the veh for me but this is not a safe veh, there is a major issue with this veh & the repairs

writer apologized to the cust

1. Am sorry for this issue & any inconvenience this has caused the cust
2. Kia stands behind the vehicle warranty & our product
3. Kia will continue to repair this vehicle under the manufacture's warranty for factory defects within the Kia warranty period.
4. Kia's repurchase program is based on the laws set by your local government.
5. To learn more about these laws, please review the Consumer Warranty Information booklet that came with your vehicle.
6. This issue must be researched & initiated by the customer
7. will document this for the cust & send to the proper department for review

*** PHONE LOG 03/16/2005 04:35 PM US Mountain Standard Time CLausch Action Type:Outgoing call
writer called Kia of La Quinta & spoke to Jacob

1. the cust has called kia to advise that the veh is there for a total rear end replacement & thinks
2. that this is due to the *fan* coming loose & taking out the engine
3. what is the repair on the veh at this time
4. thanked Jacob for this info, will document & forward for review by kia

Jacob advised

1. the veh was released to the cust a week ago, we had to replace the rear diffrenetial carrier, both wheel
2. bearings, the side axle flanges, the pre cat & the cat
3. we hve not heard from the cust since we released the veh last week but the cust did tell
4. us that he will be filing the lemon law due to all the repairs done to the veh

*** NOTES 03/16/2005 05:23 PM US Mountain Standard Time CLausch Action Type:Manager review
will dispatched to the region for review & determination if further action is needed & can close if necessary

1. the cust is advising that he will be filing the lemon law, that the veh is not safe, that most everything on the veh has been
2. replaced due to the *fan* taking out the engine, per warr history, the engine & radiator
3. last week the dealership replaced the rear diffrenetial carrier, both wheel bearings, the side axle flanges, the pre cat & the cat
4. the dealership has not heard from the cust since they released the veh last week but the cust did tell
5. the dealership that he will be filing the lemon law due to all the repairs done to the veh

*** PHONE LOG 03/18/2005 05:08 PM Pacific Daylight Time LOMalley Action Type:Outgoing call
Writer called customer who stated:

1. I am afraid to drive vehicle
2. It's not at the dealer anymore
3. although everyone at the dealer has been great
4. it seems like everything has been replaced on this car
5. its got a new engine, transmission, rear end and a whole bunch of other stuff

Kia Motors America
Consumer Affairs Department

Page 2 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K437153	30,000
La Quinta CA	[REDACTED]		Dealer: CA179 Kia of La Quinta	

6. I really think I just got a bad car
7. I really like Kia, but just not this car
8. I definitely have claim the lemon law

Writer stated:

1. apologized for concerns with vehicle
2. I will contact DPSM and get him involved
3. I will research your situation and see what I can do to help you
4. I'll need to get some information from you
5. ro's, contact, and veh reg

Customer stated:

1. I'm disabled
2. I have to write this down

Writer stated:

1. I will send you a letter outlining everything I need

Customer stated:

1. Oh thank you very much
2. I really appreciate your concern
- 4.

*** NOTES 03/21/2005 05:10 PM Pacific Daylight Time LOMalley Action Type:Correspondence sent
Writer sent letter to customer requesting copies of ro's, contract and veh reg.

*** PHONE LOG 03/21/2005 05:13 PM Pacific Daylight Time LOMalley Action Type:Outgoing call

Writer spoke with DPSM who stated:

1. ask customer for his docs
2. I will call SM and review his service history
3. let me know when you get docs

Writer stated:

1. I've sent him a letter requesting his docs already

*** PHONE LOG 03/23/2005 04:54 PM Pacific Daylight Time LOMalley Action Type:Incoming call

Writer rcvd vm from customer requesting call back

*** PHONE LOG 03/23/2005 04:59 PM Pacific Daylight Time LOMalley Action Type:Outgoing call

Writer called customer who stated:

1. I didn't receive your letter
2. I forgot when I talked to you

Writer stated:

1. I sent the letter Monday 3/21/05
2. We spoke on Friday 3/18 at 5:08 pm

Customer stated:

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB72392 [REDACTED]	K437153	30,000
La Quinta CA [REDACTED]		Dealer: CA179 Kia of La Quinta		

1. OK then it hasn't had time to get here
2. I'm sure it will be here in a day or so

Writer stated:

1. Give me a call back if you don't get it by Friday.
2. I recvd your complaint from the BBB

Customer stated:

1. OK
2. thanks alot for calling back
3. I'm not going to pursue with the BBB
4. I will just work with you.

*** NOTES 03/23/2005 05:23 PM Pacific Daylight Time LOMalley Action Type:Manager review
Rcvd BBB call report for customer seeking repurchase or replacement
Cust concerns are as follows:

1. *fan* belt broke and destroyed engine - not current
2. piece of metal broke off and tore up differential - not current
3. catalytic converter faulty - not current

Sent copy to DPSM

Send cust BBB notification letter

*** NOTES 03/31/2005 11:38 AM Pacific Daylight Time LOMalley Action Type:Correspondence rec.
Writer recvd contract, ro's and veh reg from customer

*** PHONE LOG 04/01/2005 03:24 PM Pacific Daylight Time LOMalley Action Type:Outgoing call
Writer called customer and stated:

1. Wanted to give you a call and let you know I received your docs
2. I will review them and get DPSM involved
3. I will get back to you
4. Is anything wrong with vehicle right now?

Customer stated:

1. The only thing wrong is that when coming to a stop it shakes and acts like its going to die
2. I don't want this car anymore
3. I don't want any Kia vehicle anymore
4. I just want a straight repurchase.

Writer stated:

1. Let me review your documents and I'll get back to

Customer stated:

1. Thanks alot
2. It sounds like you have everything under control

*** PHONE LOG 04/12/2005 03:45 PM Pacific Daylight Time LOMalley Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB723925	K437153	30,000
La Quinta CA			Dealer: CA179 Kia of La Quinta	

Writer called DPSM left message to call back to discuss case

*** PHONE LOG 04/13/2005 07:59 AM Pacific Daylight Time LOMalley Action Type:Incoming call

Writer rcvd call from DPSM stating:

1. have reviewed recap
2. and service history
3. send customer 3 option letter

*** NOTES 04/13/2005 08:24 AM Pacific Daylight Time LOMalley Action Type:Correspondence sent

Writer sent customer 3 option offer letter

*** CASE CLOSE 04/13/2005 08:25 AM Pacific Daylight Time LOMalley

Closing pending receipt of signed offer letter from customer

*** NOTES 05/03/2005 02:57 PM Pacific Daylight Time LOMalley Action Type:Correspondence rec.

Writer rcvd signed offer letter from customer

customer accepts repurchase

*** NOTES 05/03/2005 02:57 PM Pacific Daylight Time LOMalley Action Type:Correspondence sent

Writer sent customer release of loan info form

*** CASE CLOSE 05/03/2005 03:08 PM Pacific Daylight Time LOMalley

customer accept repurchase

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1010990	62,000
San Jose CA [REDACTED]			Dealer: CA185 Carl Kia	

Case History

Inquiry Warranty Info

*** PHONE LOG 09/08/2005 09:35 AM US Mountain Standard Time TShamburger
customer [REDACTED] called

1. i took veh to Carl Kia
2. Carl Kia said small minor leak by cylinder block.
3. its a gasket
4. but he has to further diagnose it for him to tell me its under warranty or not.
5. i thought maybe you can tell me.
6. if i complain of a sound in the past, can the repair be covered regarding the belt and *fan*
7. its like falling apart.

wrt states

1. dlrship is our eyes and ears, they need to fully diagnose the veh, for them to know if its under warr or not.
 2. wrt is not a technician, if after veh is fully diagnose and dlr exp repair coverage and you still have a question than call us back.
 3. any past sound that dlr could not find a problem too, does not constitute a repair coverage.
 4. wrt can only work with what we have today.
 5. a sound could be irrelevant, a sound can be anything. veh only has Ptw left.
- cust understood and thanked wrt call ended.

*** CASE CLOSE 09/08/2005 09:35 AM US Mountain Standard Time TShamburger

*** PHONE LOG 09/13/2005 12:12 PM US Mountain Standard Time JWeiner Action Type:Incoming call
CUSTOMER STATES:

1. I AM 55 YEARS OLD, IVE BEEN DRIVING CARS SINCE I WAS 16, IVE HAD 10 CARS, 3 OF THEM NEW
2. IVE NEVER BEFORE HEARD OF THIS PROBLEM THAT I AM HAVING
3. THE *FAN* BEHIND THE RADIATOR IS CRACKED
4. THE HOLE HAS A BIG CRACK RIGHT THROUGH IT
5. DEALER IS TELLING ME THIS IS NOT COVERED
6. POWERTRAIN COVERS THE ENGINE AND TRANSMISSION CORRECT
7. IS THIS A PART OF THE ENGINE
8. I TOOK THE VEHICLE TO THE DEALER FOR A NOISE, THE FIRST TIME THEY DIDNT HEAR ANYTHING SO THEY DIDNT DO ANYTHING
9. THE SECOND TIME, THEY CHANGED THE BELTS TO SHUT ME UP
10. HAVE YOU EVER HEARD OF A *FAN* BREAK
11. YOUR A GUY, YOU KNOW ABOUT CARS
12. MY CONTACT IS ROBERTO AT THE DEALER
13. I WANT KIA TO REPAIR THIS SINCE I TOLD THEM ABOUT THE PROBLEMS BEFORE HAND

WRITER STATES:

1. APOLOGY FOR SITUATION
2. WRITER BELIEVES *FAN* IS NOT A PART OF THE ENGINE
3. POWERTRAIN ALSO COVERS THE AXLES
4. WHO IS THE CUSTOMERS CONTACT AT THE DEALER
5. VEHICLE IS OUT OF THE BLW
6. IF THE DEALER CANNOT DUPLICATE A PROBLEM, THEY CANNOT REPAIR IT
7. WHAT IS THE CUSTOMER REQUESTING FROM KIA
8. WRITER WILL HVAE TO FOLLOW UP WITH THE DEALER
9. WRITER WILL CALL CUSTOMER AFTER SPEAKING TO THE DEALER

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723525 [REDACTED]	K1010990	62,000
San Jose CA [REDACTED]		Dealer: CA185 Carl Kia		

*** PHONE LOG 09/13/2005 03:20 PM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. LEFT VM FOR SM TO CALL WRITER
2. PROVIDED KCC PHONE NUMBER AND WRITER'S EXT

*** PHONE LOG 09/13/2005 04:34 PM US Mountain Standard Time JWeiner Action Type:Incoming call

DEALER STATES (SM BOB):

1. I AM RETURNING WRITER'S CALL
2. VEHICLE CAME IN FOR A COOLANT LEAK
3. LOOKS TO BE COMING FROM THE BACKSIDE OF THE ENGINE
4. WE TOLD HER IT WOULD TAKE 4 OR 5 HOURS TO TAKE IT APART, AND WE NEED HER TO COMMIT TO PAYING FOR THE TIME IF THE REPAIR IS NOT GOING TO BE UNDER THE WARRANTY
5. WE TOLD HER THE COOLING **FAN** NEEDS TO BE REPLACED AS WELL
6. I BELIEVE THE RO IS BEING CLOSED, CUSTOMER IS GOING TO PICK UP THE VEHICLE
7. LET ME SEE IF I CAN GET A HOLD OF ROBERTO
8. PLACED CUSTOMER ON HOLD
9. I JUST SPOKE TO ROBERTO
10. HE STATED THE COOLANT **FAN** IS CRACKED
11. I ASKED HOW DID HE KNOW THE COOLANT **FAN** IS NOT COVERED
12. HE STATED HE HAD SPOKEN TO DPSM BILL FORDYCE
13. CUSTOMER IS ON HER WAY TO PICK UP THE VEHICLE
14. SHE STATED WE CHARGE TOO MUCH
15. CUSTOMER DOESNT SEEM TO HAVE ANY MONEY
16. SHE WANTS KIA TO PAY FOR PARTS THAT ARE NOT COVERED UNDER THE WARRANTY
17. VEHICLE ONLY HAS POWERTRAIN WARRANTY LEFT

WRITER STATES:

1. WHAT IS STATUS OF VEHICLE
2. IS COOLANT **FAN** COVERED OR NOT
3. SO THE CUSTOMER IS GOING TO PICK UP THE VEHICLE
4. WE CANNOT DO ANYTHING IF THE VEHICLE IS NOT GOING TO BE THERE
5. GO AHEAD AND CLOSE OUT RO
6. IF DPSM HAS DECLINED ASSISTANCE, HIS DECISION IS FINAL
7. THANKS FOR INFO

*** PHONE LOG 09/13/2005 04:36 PM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. IS THE CUSTOMER GOING TO PICK UP THE VEHICLE
2. DEALER HAS SPOKEN TO DPSM
3. HE DECLINED ASSISTANCE

CUSTOMER STATES:

1. I AM GOING TO GO PICK UP THE VEHICLE
2. THANKS FOR THE CALL

*** CASE CLOSE 09/13/2005 04:36 PM US Mountain Standard Time JWeiner

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K327868	29,000
APOPK FL [REDACTED]			Dealer: FL063 Holler Kia of Longwood	

Case History

Complaint Dealer

*** PHONE LOG 06/21/2004 08:20 AM US Mountain Standard Time WNoonan
CUSTOMER STATED:

1. I HAVE HAD A **FAN** BLADE COME OFF AND THE DEALER SAID THAT THEY WERE GOING TO OVER NIGHT THE PARTS.
2. THE DEALER COULD NOT GIVE A RENTAL VEHICLE.
3. I AM NOT HAPPY WITH THEIR SERVICE.
4. I MY POARENTS TOOK THEIR VEHICLE THERE AND THEY DID NOT DO THE WORK CORRECTLY AND THE VEHICLE BROKE DOWN ON THEIR TRIP.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WRITER WILL FOLLOW UP WITH THE DEALER AND SEE IF WE CAN HELP OUT AT ALL.
3. RENTALS ARE NOT A PROVIDSION OF THE WARRANTY.
4. ADVISED OF OTHER DEALERS IN THE AREA.
5. NO RECALLS.

CUSTOMER STATED:

1. THANKS.

*** PHONE LOG 06/21/2004 08:22 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED Holler Kia of Longwood AND SPOKE WITH GEORGE, SERVICE MANAGER.
GEORGE STATED:

1. WE HAVE THE PARTS ON A 24 HOUR ORDER.
2. THE VEHICLE SHOWED UP HERE LATE SATURDAY NIGHT.
3. THE PARTS WILL BE HERE TOMORROW AND WE SHOULD HAVE THE VEHICLE REPAIRED BETWEEN 12 AND 2PM.

WRITER STATED:

1. THANKS.

*** CASE CLOSE 06/21/2004 08:22 AM US Mountain Standard Time WNoonan

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625 [REDACTED]	K519428	27,000
BURNART NJ	[REDACTED]		Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 07/25/2005 01:54 PM US Mountain Standard Time BBrown
CUST STATES

- 1 **FAN**S BLADE BROKE AND THE RADIATOR WAS DAMAGED
- 2 IS THAT COVERED UNDER WWARRANTY

WRITER STATES

- 1 APOLOGIZED
- 2 ADV CUST TO GET VEH TO DLR FOR DIGNOSIS
- 3 EXPLAINED 5/60 PTW AND LBW

*** CASE CLOSE 07/25/2005 01:54 PM US Mountain Standard Time BBrown

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K208171	9,500
Louisville KY [REDACTED]		Dealer: KY008 The Kia Store		

Case History

Complaint Backordered Parts

*** PHONE LOG 08/25/2003 05:56 AM US Mountain Standard Time SLarez

CUSTOMER STATES.

1. I BOUGHT THE PLATINUM EXTENDED WARRANTY
2. I BOUGHT THE CAR WITH THE UNDERSTANDING THAT I WOULD GET A RENTAL WITH THIS CAR.
3. I FOUND OUT THE WARRANTY IS ONLY GOOD FOR LABOR.
4. WHEN I BOUGHT THE CAR THEY DID ADVISE I WOULD GET LOANERS FROM KIA.
5. I TOOK THE CAR IN FRIDAY TO THE DEALERSHIP BECAUSE THE **FAN** BLADE BROKE OFF AND CAUSED DAMAGE TO THE **FAN**.
6. THE CAR HAS BEEN AT THE DEALERSHIP SINCE FRIDAY AND I HAD TO RENT A CAR THAT DAY
7. THE EXTENDED WARRANTY WILL ONLY COVER 4 DAYS
8. THE DEALERSHIP SAID THEY MAY GET THE PART IN WED.
9. I WOULD LIKE TO KNOW IF KIA CAN COVER THE OTHER PART OF THE RENTAL SINCE THE PART IS ON BACK ORDER.
10. THIS WAS A DEFECT AND I SHOULD NOT HAVE TO PAY FOR A RENTAL SINCE THE PART IS ON BACK ORDER.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. I WILL HAVE TO CALL THE DEALERSHIP AND FIND OUT WHAT THE SITUATION IS.
3. ONCE I DO I CAN LET YOU KNOW WHAT WE CAN OFFER.
4. THE WARRANTY DOES NOT COVER RENTALS
5. I WILL CALL THE DEALERSHIP BECAUSE OF THE SITUATION AND THE BACK ORDERED PARTS.

*** PHONE LOG 08/25/2003 05:59 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 08/25/2003 01:37 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND THEY WERE GONE FOR THE DAY WILL TRY BACK TOMORROW.

*** PHONE LOG 08/26/2003 06:57 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED BRIAN THE SERVICE.

BRIAN STATES.

1. WE ARE GOING TO KNOW TOMORROW IF IT IS ON BACK ORDER.
2. DON BAUER SAID TO CALL HIM IF IT IS ON BACK ORDER.

WRITER STATES.

1. WE ARE OFFERING RENTALS TO PEOPLE WHO HAVE THIS PROBLEM OF A BACK ORDER.
2. WHEN YOU FIND OUT CALL DON TO SEE WHAT HE WILL DO .
3. I WILL ADVISE THE CUSTOMER TO KEEP IN CONTACT DIRECTLY WITH YOU.
4. ONCE YOU FIND OUT THE STATUS OF THE PART YOU CAN GO FROM THERE.

*** PHONE LOG 08/26/2003 07:02 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I SPOKE TO THE SERVICE MGR BRIAN.
2. HE IS GOING TO KNOW IF IT IS ON BACK ORDER TOMORROW.

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]	KNDJB723425 [REDACTED]	K208171	9,500
Louisville KY	[REDACTED]		Dealer: KY008 The Kia Store	

3. ONCE WE DETERMINE THE STATUS OF THE PART THEN WE CAN DECIDE ON A RENTAL.
4. THE PART IS NOT ON BACK ORDER IT WILL NOT BE CONSIDERED IF IT IS THEN IT WILL BE CONSIDERED.
5. KEEP IN CONTACT WITH BRIAN AT THE DEALERSHIP

CUSTOMER STATES.

1. THANK YOU FOR CALLING ME

*** CASE CLOSE 08/26/2003 07:02 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJB623325	K218982	23,000
Venice FL			Dealer: FL060 Crown Kia	

Case History

Complaint Quality

*** PHONE LOG 09/17/2003 11:04 AM US Mountain Standard Time TShamburger customer called;

1. this veh has gone in several times for some repairs.
2. this time the *fan* broke and the radiator needs fixing and
3. the dealer will call me back regarding a rental.
4. i dont want this veh any longer
5. it has gone in now a total of 7 times.
6. and Im not happy
7. the lemon law in my state the veh has to go back in three times for the same repair
8. my car has different repairs.

wrt states:

1. understand your frustration
2. apologize but wrt is here to help repair veh under the mfr warr guidelines.
3. kia's only buyback program is in accordance to the state or government laws.
4. that process is in your WIC manual

cust states:

1. well you were not much help.

*** CASE CLOSE 09/17/2003 11:06 AM US Mountain Standard Time TShamburger
Complaint Doc

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K326363	45,000
Dallas TX [REDACTED]			Dealer: TX056 Southwest Kia	

Case History

Inquiry Roadside Assistance

*** PHONE LOG 06/16/2004 01:17 PM US Mountain Standard Time BKelley

Caller states:

1. My *fan* broke off on my veh and I had to have it towed
2. I didn't realize I had r/s assistance so I pd to have the veh towed to my house
3. I was told by the Kia dlrshp TX056 that Kia would reimburse me for the tow to my house
4. Kia r/s did tow my veh to the Kia dlrshp and my car is going to be covered under warr
5. Is it possible to get a rental veh while my veh is at the Kia dlrshp

Wtr states:

1. Updated contact info
2. No recalls
3. Advised caller wtr cannot guarantee reimbursement for tow to caller's home
4. Kia r/s is there to tow veh to nrst Kia dlrshp
6. Advised caller can submit orig tow receipt and letter of request for reimbursement for review -- no guarantee
7. Provided KMA claims address for reimbursement request
8. No provision for rental/loaner veh under the terms of the manf warr
9. Advised some Kia dlrshps do offer rental/loaner veh as a courtesy

*** CASE CLOSE 06/16/2004 01:17 PM US Mountain Standard Time BKelley

Provided info

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Andover KS 67002		KNDJA723X25	K500022	30,000
			Dealer: KS001 Steven Kia	

Case History

Inquiry Other

*** PHONE LOG 06/27/2005 10:39 AM US Mountain Standard Time mespinoza

Customer Stated:

1. The veh is leaking coolant.
2. Want to know what I need to do.

Writer Stated:

1. Apologized.
2. Advised that Kia dealership would need to determine if problem is defect.
3. Veh is still under warranty.
4. Advised phoning dealership for appointment.

*** CASE CLOSE 06/27/2005 10:39 AM US Mountain Standard Time mespinoza

*** PHONE LOG 07/12/2005 08:11 AM US Mountain Standard Time CHamilton Action Type:Incoming call

Caller [REDACTED] states:

1. Called before, but now we know why the coolant was leaking
2. Husband looked, the *fan* blade is all broken up
3. He took it off, was going to go see if he could buy one
4. Wanted to check first, see if this is covered under warr

Wtr states:

1. Updated, no recalls
 2. Advised warr repairs can only be done at the Kia dlr, not a good idea to have anyone take parts off or try to fix it, can affect the warr
 3. W/S is 3/31/2003
 4. Balance of 5/60 LBW and PTW
 5. *Fan* is covered for man defects under LBW
 6. 5 yrs r/s for warr related disablement
 7. Advised to have r/s tow to the nearest Kia dlr
- Transferred to r/s

*** CASE CLOSE 07/12/2005 08:12 AM US Mountain Standard Time CHamilton

*** PHONE LOG 07/15/2005 02:02 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust:

1. car is at KS001
2. they are waiting on the *fan* and shroud
3. they have told her that the part is on back order--unknown ETA
4. she has been borrowing cars to get back and forth from her work, but she cannot do this for an indefinite amount of time

wtr contacted KS001---radiator is on backorder # 0K038 15200

wtr spoke with cust
explained that part was on backorder
will need to follow up with this next week

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723X25	K500022	30,000
Andover KS			Dealer: KS001 Steven Kia	

*** PHONE LOG 07/18/2005 01:25 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
caller LVM stating:
1. she is checking about the availability of the radiator

*** PHONE LOG 07/18/2005 01:26 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with PDC who stated
1. part is on backorder and it is past due, so it should be there any time

*** PHONE LOG 07/18/2005 01:32 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with customer and stated
part is on back order with ETA of any day now

cust stated
she is asking for some sort of alt transportation because she runs a small business and needs her vehicle for the business

wtr
will speak with DPSM and then recontact

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K500022_JHirshfield_07-18-2005143037.doc>>

*** PHONE LOG 07/20/2005 01:03 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with John in parts @ KS001
part arrived and vehicle is repaired
they are notifying the cust now

*** CASE CLOSE 07/20/2005 01:03 PM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723625	K520988	47,000

Blue Grass IA Dealer: MO006 John Youngblood Kia

Case History

Inquiry Roadside Assistance

*** PHONE LOG 07/27/2005 09:26 AM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. HAD BEEN TRAVELING
2. CAR BROKE DOWN
3. THE **FAN** BLADE CAME APART AND WENT INTO RADIATOR
4. DEALER (MO006) HAD TO ORDER PARTS
5. THEY INSTALLED PARTS AND THEN FOUND THAT THEY NEEDED TO REPLACE THE HEAD
6. HEAD IS ON ORDER NOW AND SHOULD BE IN TOMORROW
7. HAVE HAD TO STAY IN HOTEL NOW ABOUT 4 DAYS
8. WILL KMA REIMBURSE ME FOR THE EXPENSES FOR HOTEL.
9. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. CUSTOMER CAN SUBMIT FOR TRIP INTERRUPTION BENEFIT
3. BENEFIT IS REIMBURSEMENT BENEFIT WHEN CUSTOMER IS TRAVELING AND 150 MILES OR MORE FROM LISTED HOME ADDRESS
4. KMA WILL REIMBURSE REASONABLE EXPENSES FOR FOOD, LODGING, ALTERNATE TRANSPORTATION
5. BENEFIT IS \$100.00 ALLOWANCE PER DAY FOR MAX OF 3 DAYS
6. ADDRESS PROVIDED

*** CASE CLOSE 07/27/2005 09:26 AM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723225	K335344	21,906
MESQUITE NV			Dealer: NV001 Courtesy Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 07/08/2004 08:35 AM US Mountain Standard Time YLabarca
CALLER STATES

- 1 MY RADIATOR **FAN** BROKE
- 2 TOOK IT TO COURTESY KIA
- 3 ADVISED NEED TO KEEP IT OVERNIGHT
- 4 TOOK IT ON TUESDAY
- 5 ADVISED THE PART WILL PROBABLY BE IN BY TODAY
- 6 ADVISED THE THE PART WOULD BE THE BY THE 12TH
- 7 I HAD MY A/C REPAIRED AT BIG O IN MESQUITE
- 8 NOW I THINK THERE IS A PROBLEM WITH IT
- 9 THE DEALERSHIP IS GOING TO CHECK IT AND SEE
- 10 THE DEALERSHIP IS TELLING ME THAT IT MAY BE THE **FAN** OR THERE MAY BE A LEAK

WRITER STATED

- 1 EMPATHIZED WITH THE CUSTOMER
- 2 NO OPEN RECALLS
- 3 ADVISED THAT THE WARRANTY DOESN'T HAVE ANY TYPE OF LOANER OR RENTAL ASSISTANCE
- 4 ADVISED THAT LOANERS ARE AT THE COURTESY OF THE DEALERSHIP
- 5 ASKED CUSTOMER IF SHE WOULD HOLD WHILE I CALL THE DEALERSHIP TO CONFIRM ARRIVAL OF THE PARTS

*** PHONE LOG 07/08/2004 08:41 AM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND SPOKE WITH DAVID IN PARTS

DAVID STATED

- 1 THE PART IS ON NATIONAL BACKORDER
- 2 THE PART NUMBER IS 0K04815140A AND THE ORDER NUMBER IS 2291
- 3 IT SHOULD BE HERE ON MONDAY

WRITER STATED

- 1 ADVISED I WOULD CALL THE PARTS HOTLINE
- 2 THANKED DAVID FOR THE INFORMATION

*** PHONE LOG 07/08/2004 08:42 AM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CALLED PARTS HOTLINE

MALE STATED

- 1 THE PARTS ON BACKORDER
- 2 SHOULD HAVE BEEN RECEIVED ALREADY
- 3 SHOULD BE THERE IN A COUPLE OF DAYS

CUSTOMER THANKED MALE

*** PHONE LOG 07/08/2004 08:44 AM US Mountain Standard Time YLabarca Action Type:Incoming call
WRITER GOT BACK TO CUSTOMER

WRITER STATED

- 1 ADVISED THAT THE PART IS ON BACKORDER

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723225 [REDACTED]	K335344	21,906

MESQUITE NV [REDACTED] Dealer: NV001 Courtesy Kia

- 2 ADVISED THAT NONE OF THE SURROUNDING DEALERSHIPS HAVE THE PART (PER DAVID IN PARTS)
- 3 ADVISED CUSTOMER THAT IF SHE DOESN'T HEAR ANYTHING BY THE END OF THE BUSINESS DAY ON MONDAY TO CALL ME BACK
- 4 ADVISED CUSTOMER OF MY NAME NUMBER EXTENSION AND CASE NUMBER

CUSTOMER THANKED WRITER

*** CASE CLOSE 07/08/2004 08:44 AM US Mountain Standard Time YLabarca

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723625	K1002082	60,800
Winchester KY [REDACTED]			Dealer: TN006 Harry Lane Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/17/2005 12:49 PM US Mountain Standard Time CHamilton

Caller [REDACTED] states:

1. I am calling about my son's car, we bought it for him
2. car is in Harry lane Kia
3. The *fan* done tore up, like I guess a lot of them are doing
4. He is barely over the 60K
5. Dlr said Kia will pay the part, we have to pay the labor
6. We just don't have it, have had sickness and such
7. Since this is something Kia has happening, I think Kia should pay the whole thing

Wtr states:

1. Updated, no recalls
2. Apologized
3. Advised if Kia agreed to pay for the part, would have to ask the dlr to pay the labor
4. KMA does not own the dlrship, it is independently owned and operated
5. Cannot tell them to do the work without being paid, that would be up to the dlr
6. Have you done any maint at this dlr, has the 60K, and timing belt been done

Caller states:

1. He has done all his oil changes at this Dlr
2. Not the timing belt yet though

Wtr called SA Neal Townsend who states:

1. SM /not available right now/ he said he was pretty sure he could get Kia to cover the parts
2. Customer would have to pay for the labor-- we will do it for is \$130. if it was up to me, I would just do it for them
3. SM said the Rep will give him a call back, that Kia may also pay the labor, waiting on call back
4. No maint here, new in town
5. They have some maint due, they are willing to catch up on that when they can, think we could make them a good customer
6. Trying my best to get as much covered as possible, will let her know the outcome
7. Has 60,808 miles

Wtr returned to caller and advised of SA info

*** CASE CLOSE 08/17/2005 12:50 PM US Mountain Standard Time CHamilton

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K185142	29,584
San Bernardino CA [REDACTED]	[REDACTED]		Dealer: CA109 Shaver Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/02/2003 11:10 AM US Mountain Standard Time ABegoody

Customer stated:

1. @ time of purchase cust purchased an extended warranty
2. was driving on the freeway today
3. and the *fan* to the motor flew off
4. the veh is operable but the motor is out of balance
5. would like to know what to do

Writer stated:

1. apologized for the inconvenience
2. if there is a problem w/the veh advised cust to take veh to dlr
3. the dlr will have to inspect the veh
4. advised cust to call the dlr to make an appt
5. if the veh is inop Kia can tow the veh to the dlr
6. if the problem is caused by a defect the cost of the repair will be covered by Kia
7. if the problem is not caused by a defect the cost of the repair will be at cust expense

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

Take veh to dlr

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K1115315	50,250
HIALEAH FL [REDACTED]			Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/09/2006 04:01 PM US Mountain Standard Time TMorales

CUST STATED:

1. THE RADIATOR IS LEAKING BECAUSE THE **FAN** WENT INTO IT; IS THERE WARRANTY FOR THIS
2. WILL A RENTAL VEH BE PROVIDED ME

WRITER ADVISED:

1. APOLOGIZED FOR THE PROBLEM
2. EXPLAINED THAT VEH DOES HAVE 5/60 LBW FOR RADIATOR AND **FAN** DEFECTS; THE DRL WILL NEED TO INSPECT THE VEH
3. THE VEH DOES HAVE R/A IF VEH CANT BE DRIVEN TO THE DLR
4. TRANSFERRED CUST TO R/A AT CUST REQUEST TO SET UP TOW TO THE DLR

CUST STATED;

1. OK THANK YOU

*** CASE CLOSED 06/09/2006 04:01 PM US Mountain Standard Time TMorales

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]	K217144	0
Dallas TX [REDACTED]		Dealer: TX065 Central Kia of Irving		

Case History

Inquiry Parts

*** PHONE LOG 09/15/2003 07:41 AM Eastern Daylight Time JSifford
Vehicle waiting on Parts

*** NOTES 09/23/2003 09:06 AM Eastern Daylight Time JSifford Action Type:Manager review
Vehicle is not showing on 9/22/03 VD report
However no paid warranty claims entered in warranty history

*** NOTES 09/29/2003 08:41 AM Eastern Daylight Time JSifford Action Type:Manager review
No paid warranty claims in warranty history for radiator/shroud/*fan*/cooling system indicated

*** PHONE LOG 09/29/2003 09:30 AM JCook Action Type:Incoming call
Customer Stated:
1.Says she is callnig about her backordered parts issue.
2.Says she wanted to know if she should write to the National office in Ca, or the regional office in Ga.
3.Says she needs to speak with the Kia rep about her vehicle and ask some questions.

---Writer advised customer:
1.That there is already a case open about her parts issue.
2.Advised of the number to southern region to speak with June Sifford about her issues.
3.Advised of her number and extension.

*** PHONE LOG 09/29/2003 01:15 PM Eastern Daylight Time JSifford Action Type:Incoming call
Writer rec' customer call

Per [REDACTED]

1. says dealer the *fan* is broken & shredded shroud & radiator
2. vehicle went from cold to overheat in seconds & stopped
3. worried about cracked head
4. spoke to Dennis Adams at dealer on Sun afternoon--35 days ago
5. dealer assessed vehicle & called her with info--informed her that parts on backorder
6. told customer that several other vehicles have this problem-- but it is not a factory recall
7. rental provided in 24 hours from turn in (Tues morning)
8. Started to speak to Jerry & Eddie at dealer
9. Last week 9/22/03 or maybe 9/15/03-- spoke to Eddy--parts may be in
10. I've had enough & Eddy states I will call around & see what is going on
11. Part was over nighted and should be in on 9/23/03
- 12 Spoke to [REDACTED]
13. Enterprise called to tell her that she will need to pay taxes as warranty does not cover this portion
14. on Thur of last week she got a call that the vehicle will not crank--inspection found that overheating caused the heads to warp and bent valves
15. worried that there will be additional problems w/the vehicle
- 16 want a new engine.

Writer reviewed w/customer

1. apologize for her inconvenience
2. warranty does not cover rental at all--rental is being provided as goodwill by Kia Motors @ \$30.00 per day all other will be customer pay
3. District Manager is aware of vehicle
4. can not authorize new engine unless dealer finds that this is necessary

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K217144	0
Dallas TX [REDACTED]			Dealer: TX065 Central Kia of Irving	

5. will talk to DPSM & Svc. Manager about her situation.

*** PHONE LOG 09/29/2003 01:25 PM Eastern Daylight Time JSifford Action Type:Outgoing call

Writer contacted Jerry

1. per Jerry--no lower end damage
2. no water in oil
3. do not need to be changed--machining head to be safe
4. completing valve job
5. only necessary is the head gasket
6. head gasket damaged causing overheating
7. vehicle will be tested to ensure that all repairs are complete w/no other issues.

*** PHONE LOG 09/29/2003 02:07 PM Eastern Daylight Time JSifford Action Type:Outgoing call

Writer contacted [REDACTED] and reviewed dealer comments

Informed customer that dealer will test the vehicle to ensure that all repairs are complete

*** NOTES 10/02/2003 07:55 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 09:07 AM Eastern Daylight Time JSifford Action Type:Manager review

No paid warranty claim entered for cooling sys repair

*** NOTES 10/14/2003 01:37 PM Eastern Daylight Time JSifford Action Type:Manager review

Date	T No.	Order#	Ver	Repair	Labor Code	Causal Part	Mileage
8/25/03	W	TX065	24817	A	05	TIMING BELT, R&R <i>FAN</i> ASSY-COOLING	14307

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K326993	25,610
Zephyrhills FL [REDACTED]	[REDACTED]		Dealer: FL056 Courtesy Kia of Brandon	

Case History

Complaint Quality

*** CASE CLOSE 06/17/2004 03:20 PM TMorales

*** PHONE LOG 06/17/2004 03:20 PM TMorales

Cust (Owner's Daughter) stated:

1. Veh has had to have repairs since veh was bought
2. Alignments, tire balances, alarm reset, brakes, etc.
3. Would never buy another Kia, friends have told her about Kia problems
4. Too much inconvenience to own veh
5. Has had to rent vehicles while veh was at DLR
6. On Sunday *fan* went through radiator and veh had to be towed to DLR
7. Got veh back repaired today
8. Had already told DLR that Veh vibrates and DLR says not able to duplicate problem
9. Doors don't shut right: DLR said tightening them up will make doors out of alignment.
10. Works 11 hrs a day and on Sat so trying to get to DLR is very inconvenient and cust needs veh
- 11 Wants out of the veh

Writer advised cust:

1. Apologized for inconvenience and frustration
2. Verified cust contact info, updated mileage, checked for open recalls (none)
3. Cust should seek 2nd opinion from alternate DLR regarding vibration and doors
4. Kia will address any current repair concerns, but writer is not trained or equipped to give cust advice regarding lega issues i.e. lemon laws
5. The consumer info and warranty book provides some consumer rights info
6. Provided cust w/ alternate DLR contact info and addresses
7. Call writer if can be of further assist (gave contact info)
8. Writer will document cust's official complaint: Kia values cust input

*** CASE CLOSE 07/08/2004 08:03 AM Pacific Daylight Time WSpencer
TREAD REVIEW

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K1207530	42,177

Las Vegas NV [REDACTED]

Dealer:

Case History

Inquiry Warranty Info

*** PHONE LOG 07/26/2006 05:01 PM US Mountain Standard Time LSims

CALLER [REDACTED]

1. MY **FAN** BUSTED THAT COOLS THE ENGINE
2. DO I STILL HAVE WARRANT- DO I HAVE R/S ASSISTANCE

WTR STATES:

1. APOLOGIZED
2. UPDATED
3. NO RECALLS
4. ADVISED THAT VEH WAS STILL IN THE TERMS OF THE MANUFACTURER WARRANTY
5. WARRANTY COVERS DEFECTS - HAVE TO BE INSPECTED BY A KIA DEALER
6. WTR TRANSFERRED CALLER TO R/S

*** CASE CLOSE 07/26/2006 05:01 PM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723825 ██████████	K1205050	89,000
Lexington AL ██████████			Dealer: AL024 University Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/20/2006 12:07 PM US Mountain Standard Time ERuiz
CALLER STATED

1. THE COOLING CLUTCH *FAN* BROKE.
2. I CALLED THE AL024 AND SPOKE TO TRAY.
3. HE TOLD ME THAT THIS IS A PROBLEM W/ THESE VEHICLES.
4. HE ADVISED ME TO BRING IT IN.
5. HE SAID THAT KIA WOULD HELP ME GETTING THIS REPAIR.
6. SO I HAD IT TOWED TO THE DEALER.
7. THEN I GOT A CALL BACK SAYING THAT KIA WOULD NOT HELP ME W/ THIS.
8. I GOT A LITTLE UPSET BECAUSE IF KIA HAS TAKEN CARE OF OTHER VEHICLE, WHY WOULDN'T THEY TAKE CARE OF MINE.
9. THERE IS OBVIOUSLY A FLAW ON THE PART.

WRITER STATED

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. THE VEHICLE IS OUT OF THE BASIC LIMITED WARRANTY.
3. WRT WILL CONTACT THE DEALER FOR MORE INFO.
4. ASSISTANCE IS NOT GUARANTEE.
5. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.

*** PHONE LOG 07/20/2006 12:10 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED AL024
2. WRT SPOKE TO TRAY IN SVC
3. WRT EXPLAINED THE REASON OF THE CALL.
4. HE STATED:
 - a) I TOLD THE CUSTOMER THAT I SEEN CASE WHEN KIA HELP THE CUSTOMER WHEN THE VEHICLE IS A LITTLE OVER THE WARRANTY.
 - b) WHEN HE BROUGHT IT IN WE RAN THE VIN AND FOUND WE HAVE NOT SEEN THIS VEHICLE SINCE IT HAD 10 MILES.
 - c) THE CUSTOMER HAS DONE NO MAINTENANCE
 - d) SO WE CALLED TOM MORGAN AND HE DENIED THE ASSISTANCE.
 - e) I CAN SEE THE CUSTOMER HEARS ONLY WHAT HE WANTS TO HEAR.
5. SOME CUSTOMER WILL USE WHAT HE'S BEING TOLD TO HIS ADVANTAGE.
6. WRT WILL NOT HAVE TO CALL TOM MORGAN TO PRESENT THE CUSTOMER'S REQUEST FOR ASSISTANCE.
7. WRT THANKED TRAY FOR THE INFO.

*** PHONE LOG 07/20/2006 12:11 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED DSPM, TOM MORGAN
2. TOM WAS NOT AVAILABLE.
3. WRT LEFT A MESSAGE EXPLAINING THE CUSTOMER'S REQUEST.
4. WRT REQUESTED A CALL BACK.

*** PHONE LOG 07/20/2006 12:44 PM US Mountain Standard Time ERuiz Action Type:Incoming call
WRITER STATED

1. WRT RECEIVED A CALL BACK FROM DSPM, TOM MORGAN.
2. HE STATED:
 - a) THIS VEHICLE IS SO OUT OF WARRANTY

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1205050	89,000
Lexington AL [REDACTED]			Dealer: AL024 University Kia	

- b) WE'RE NOT GOING TO HELP THE CUSTOMER
- 3. WRT THANKED TOM FOR THE CALL BACK.

*** PHONE LOG 07/20/2006 12:48 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

- 1. WRT CALLED [REDACTED]
- 2. THE NUMBER HAS CHANGED, THE NEW NUMBER IS [REDACTED]
- 3. WRT CALLED THE NEW NUMBER.
- 4. THIS NUMBER BELONGS TO THE 4X4 ORDER CENTER.
- 5. FEMALE ANSWERED.
- 6. I DON'T HAVE ANYONE BY THIS NAME.
- 7. WRT APOLOGIZED FOR THE INCONVENIENCE.

*** CASE CLOSE 07/20/2006 12:49 PM US Mountain Standard Time ERuiz
CASE CLOSED, PENDING CALL BACK.. DPSM DENIED ASSISTANCE.

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723525 ██████████	K1222742	90,382
Key Largo FL ██████████			Dealer: FL085 Kendall Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/05/2006 06:25 AM US Mountain Standard Time TShamburger customer Norman called ---

1. the veh *fan* blade broke and damage radiator
 - 2 wanted to know if kia can cover this, a *fan* blade just does not fall apart.
wrt states
 1. im sorry but veh is out of warranty by 30K miles
 - 2 the blade is covered for only 5/60k whichever comes first.
 3. this is not covered now
 - 4 no recall
- cust thanked wrt call ended.

*** PHONE LOG 09/05/2006 06:26 AM US Mountain Standard Time TShamburger Action Type:Outgoing call wrt called ██████████ and left msg ---

- 1 would be willing to offer any asst with this repair
- 2 exp the situation with this to phillip, please call wrt at 46576
3. veh not at dlr yet, he called Kendall kia and they said not under warranty.

*** PHONE LOG 09/07/2006 10:14 AM US Mountain Standard Time TShamburger Action Type:Outgoing call wrt called ██████████

1. exp cust situation
██████████ states
 - 1 lets call dlr SM Patrick his cell is 305-219-5815
 2. and we can do a three way
SM Patrick states
 - 1 cust has not been here at all.
 - 2 Gabriel saying cust called about this but didnt come in.
- ██████████ dpsm states
1 not covered, cust out of warr also.
wrt thanked ██████████ call ended.

*** CASE CLOSE 09/07/2006 10:15 AM US Mountain Standard Time TShamburger

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K1097917	70,000
Gainesville GA [REDACTED]		Dealer: GA051S Kia Mall of Athens		

Case History

Complaint Repair Assistance

*** PHONE LOG 04/24/2006 12:48 PM US Mountain Standard Time TMorales

CUST STATED:

1. IN AUG 2003 THE **FAN** BLEW UP AND THE ENGINE HAD TO BE REBUILT BY ATHENS KIA DLR
2. THERE HAS BEEN A SQUEAKING IN THE VEH AND THE DLR SAID THE **FAN** BELT HAS BEEN MAKING THE SQUEAK
3. MY BROTHER IN LAW HAS THE CLUTCH APART RIGHT NOW AND SAYS WHEN THE DLR PUT THE MOTOR IN THEY DIDN'T LINE UP THE CLUTCH RIGHT AND IT TORE SOME STUFF UP THERE
- 4.

WRITER ADVISED:

1. APOLOGIZED FOR THE PROBLEM
2. A KIA DLR WOULD HAVE TO CONFIRM BROTHER IN LAW DIAGNOSIS
3. THE VEH DOES HAVE WARRANTY FOR ENGINE AND TRANNY DEFECTS; 10/100 PTW
4. BUT IF VEH IS DISASSEMBLED THIS MAY CAUSE PROBLEMS; THE DLR MAY SAY THERE HAS BEEN TAMPERING AND NOT BE ABLE TO TELL IF THERE WAS A DEFECT PRIOR TO DISASSEMBLY OF THE CLUTCH BY BROTHER IN LAW
5. BUT FIRST STEP IS TO HAVE VEH INSPECTED BY THE DLR IF CUST WANTS WARRANTY SVC CONSIDERATION

CUST STATED:

1. OK THANKS YOU

*** CASE CLOSE 04/24/2006 12:48 PM US Mountain Standard Time TMorales

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K465745	53,000
Gainesville GA [REDACTED]		Dealer: GA053 Kia Mall of Georgia		

Case History

Complaint Rental Car

*** PHONE LOG 05/16/2005 12:39 PM SLarez
CUSTOMER STATES.

1. I WOULD LIKE TO KNOW IF I COULD GET A RENTAL CAR.
2. I HAD A PROBLEM WITH THE *FAN* BLADE CAUSING A LOT OF PROBLEMS TO THE CAR.
3. THE DEALERSHIP IN ATHENS DID A HALF FAST JOB AND THE DEALERSHIP IN BUFFORD SAID THEY WERE GOING TO TAKE CARE OF IT.
4. THEY SAID THEY COULD NOT GIVE ME A CAR TO DRIVE.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. THE WARRANTY COVERS DEFECTS IN MATERIAL AND WORKMANSHIP BUT DOES NOT OFFER A RENTAL CAR AS PART OF THE REPAIR.
3. I AM SORRY THAT IS THE CASE.

CUSTOMER STATES.

1. WHY DID THEY GIVE ME ONE LAST TIME.

WRITER STATES.

1. YOU MAY WANT TO INQUIRE WITH THEM ABOUT THAT YOUR SELF, KIA DOES NOT OFFER RENTALS.
2. I CAN GIVE THEM A CALL TO ASK THEM AND CALL OUR KIA REP ABOUT A RENTAL TO SEE WHAT HE CAN CONSIDER.

*** PHONE LOG 05/16/2005 12:54 PM SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND SPOKE TO ALAN SERVICE MGR.
ALAN STATES.

1. WE ARE NOT GOING TO CONSIDER A RENTAL, WE DO NOT EVEN HAVE THE CAR HERE.
2. THIS IS SOME WORKMANSHIP ISSUES WE ARE TAKING CARE OF FROM ANOTHER DEALERSHIP
3. IF HE IS ALREADY CALLING KIA THEN I WILL NOT SEE HIM

WRITER STATES.

1. HE IS CALLING ABOUT A RENTAL NOT TO COMPLAIN
2. I WILL LET HIM KNOW WE ARE NOT GOING TO CONSIDER A RENTAL.

*** PHONE LOG 05/17/2005 06:17 AM SLarez Action Type:Incoming call
WRITER GOT BACK TO CUSTOMER
WRITER STATES.

1. I SPOKE TO THE SERVICE MGR AT THE DELAERSHIP
2. HE ADVISED THE CAR IS NOT THERE YET AND WE ARE NOT GOING TO CONSIDER A RENTAL FOR THIS REPAIR.
3. I AM SORRY BUT WE DO NOT OFFER RENTALS AS PART OF THE WARRANTY

CUSTOMER STATES.

1. I WILL CALL A LAWYER.

WRITER STATES.

1. ALAN, THE SERVICE MGR, ALSO STATED IF YOU ARE THERE TO COMPLAIN HE WILL NOT WORK ON THE CAR.

CUSTOMER STATES.

1. I AM JUST GOING TO CALL A LAWYER TO SEE WHAT MY OPTIONS ARE FOR A RENTAL

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K465745	53,000
Gainesville GA [REDACTED]		Dealer: GA053 Kia Mall of Georgia		

WRITER STATES.

1. WE DO NOT OFFER RENALS AS PART OF THE WARRANTY, A LAWYER CANNOT CHANGE THAT.
2. I WILL DOCUMENT THE CONCERNS.

*** CASE CLOSE 05/17/2005 06:18 AM ST arez

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1231002	62,900
Houston TX [REDACTED]			Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/26/2006 07:55 AM US Mountain Standard Time TLarson
CUSTOMER ADVISED

1 MY RADIATOR *FAN* BROKE CAUSING A PROBLEM WITH THE RADIATOR
2 MY BROTHER IN LAW FIXED THE *FAN* AND PLUGGED THE RADIATOR
3 WE BOUGHT KIA PARTS AND INSTALLED THEM, BUT I WANT TO KNOW WHY THE *FAN* SHATTERED
4 THIS ALL HAPPENED ON A FRIDAY EVENING
5 WE NEEDED TO GET THE VEHICLE RUNNING IT IS OUR ONLY VEHICLE
6 I AM LOOKING TO GET THE RADIATOR REPLACED
7 WE WERE TOLD BY A FEW KIA DEALERSHIPS THAT AT 65K MILES THE *FAN* BREAKS
WRITER ADVISED

1 APOLOGIZED FOR SITUATION
2 EXPLAINED THAT THERE IS NOT A RECALL THAT ADDRESSES THIS PROBLEM
3 AT THIS POINT SINCE THE REPAIRS WERE COMPLETED, ANY REIMBURSEMENT REQUESTS ARE HANDLED THRU THE SVC MGR
4 IF YOU ARE LOOKING FOR A NEW RADIATOR WE NEED A KIA DEALER TO DIAGNOSE THE CONCERNS
5 ONCE THEY DIAGNOSE THE CONCERNS THE DPSM WOULD NEED TO BE NOTIFIED AND THEY WILL REVIEW AND DETERMINE IF YOU GET A NEW RADIATOR
6 ONCE THE MAKE A DECISION THE DEALER AND THE 800# WILL SUPPORT THE DPSM DECISION 100%

CUSTOMER ADVISED

1 I TOOK THE RECEIPTS TO A KIA DEALER AND THEY TOLD ME SINCE I DIDNT BUY THE PARTS FROM THEM THEY WOULDNT DO ANYTHING
2 I DID NOT TALK TO THE DEALER THAT WE BOUGHT THE PARTS FROM
3 IM NOT REALLY CONCERNED WITH GETTING THAT WORK REIMBURSED BUT I WANT A NEW RADIATOR, I FEEL THIS ISSUE CAUSED THE RADIATOR TO GO BAD

WRITER ADVISED

1 OK TO GET THAT REQUEST ADDRESSED PLEASE TAKE IT INTO A KIA DEALER
2 THEY WILL DIAGNOSE YOUR CONCERNS, SINCE VEHICLE IS OVER 60K MILES THEY WILL NEED TO INVOLVE THE DPSM
3 IF THERE ARE ANY PROBLEMS INVOLVING THE DPSM PLEASE CALL US BACK

CUSTOMER ADVISED

1 OK THANK YOU
2 I WILL CALL YOU BACK IF NEEDED

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
San Antonio TX		kndjb723725	K350633	38,241
			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 08/11/2004 06:42 AM SCook

Caller stated: (Mrs Valadez)

1. **Fan** broke and punctured the radiator and it's leaking.
2. Wanted to find out if covered.

Writer stated:

1. Created case file.
2. Advised to call back with vin/mileage.
3. Provided case#.

Caller stated:

1. Thank you.

*** CASE CLOSE 08/11/2004 06:42 AM SCook

Pending contact.

*** PHONE LOG 08/12/2004 06:03 AM JCook Action Type:Incoming call

Customer Stated:

1. Says she was told to callback with her mileage and vin#.
2. Wanted to know if the **fan** and radiator would be covered.

---Writer advised customer:

1. That she needs to call her closest dealer to set up an appt.
2. Advised that she is still under the 5yr/60k lbw and the 10yr/100k ptw.
3. Advised if her problem is deemed a manf. defect, then it should be covered under warranty.
4. Gave the number to her closest dealer, and advised her to callback for a tow once she has set up an appt.
5. Verified customer info, and advised that there are no recalls on vehicle.

*** CASE CLOSE 08/12/2004 06:03 AM JCook

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K353785	44,050
Statham GA [REDACTED]			Dealer: GA051 Gwinnett Place Kia	

Case History

Complaint Dealer

*** PHONE LOG 08/18/2004 08:28 AM US Mountain Standard Time YLamarca
CUSTOMER STATES

- 1 THE **FAN** BROKE ON MY RADIATOR
- 2 I ADVISED OF BUBBLES ON THE PAINT
- 3 ROBERT PADGETT BUSTED THE PAINT BUBBLE AND SAW RUST
- 4 ADVISED IT WOULD BE COVERED
- 5 CALLED THE KIA REP AND ADVISED NOT COVERED
- 6 WHAT DO I DO KNOW SINCE HE DAMAGED MY VEHICLE MORE
- 7 IS THERE A WINDSHIELD WARRANTY ALSO

WRITER STATES

- 1 APOLOGIZED TO THE CUSTOMER
- 2 NO OPEN RECALLS
- 3 ADVISED OF PAINT WARRANTY
- 4 REFERRED TO THE GENERAL MANAGER AT ATHENS KIA (NOT LISTED)
- 5 ADVISED OF GLASS WARRANTY

CUSTOMER THANKED WRITER

*** CASE CLOSE 08/18/2004 08:28 AM US Mountain Standard Time YLamarca

*** PHONE LOG 08/18/2004 09:25 AM JHirshfield Action Type:Incoming call
caller [REDACTED] --friend of customer)

1. they contacted the GM at dealership and was told by the GM that "we (KCC) were just getting rid of them"
2. they are getting bounced back and forth and are getting frustrated

wtr

(read case notes and verified that the facts were correct)
will need to speak with svc dept at Kia of Athens and recontact

*** PHONE LOG 08/18/2004 09:34 AM JHirshfield Action Type:Outgoing call

wtr spoke with Robt @Kia of Athens who stated

1. there are three small bubbles in the hood
2. when his paint man came to look at it, he intentionally broke one of the bubbles and found rust under it
3. he was then advised by parts mgr and temp svc mgr, Bill, that Kia warranty on paint is only 3/36

wtr:

1. but is the rust from a break in the paint, that allowed the rust to get under it or vise versa?
2. seem that we will need to have it inspected by DPSM (Robt Padgett agrees)

*** PHONE LOG 08/18/2004 09:38 AM JHirshfield Action Type:Outgoing call

wtr LVM for DPSM regarding this concern and requested callback

*** EMAIL OUT_ JHirshfield Action Type:External email

Send to:[cteasley@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.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K353785	44,050
Statham GA	[REDACTED]		Dealer: GA051 Gwinnett Place Kia	

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*** PHONE LOG 08/18/2004 10:47 AM JHirshfield Action Type:Outgoing call
wtr contacted cust (Shauna Valdes)

1. explained that we had contacted the DPSM and were waiting for a callback
2. as soon as we found out his schedule, we would contact here with date for paint inspection

cust thanked wtr --will wait to hear back from us

*** PHONE LOG 08/19/2004 08:53 AM JHirshfield Action Type:Incoming call
wtr received callback from DPSM Clyde Teasley who stated:

1. this is a paint concern not an anti perforation issue
2. if it was related to the anti perforation, then there would be a hole through the metal that had started on the inside
3. he has yet to inspect the car, but that generally what is involved --very rare to have the perforation in the hood of the car

wtr

if cust is still insistent, we will have to schedule him the vehicle to inspect

*** PHONE LOG 08/19/2004 08:59 AM JHirshfield Action Type:Outgoing call
wtr LVM for cust stating
DPSM has explained that this would not fall under the anti -perforation coverage
and will not be covered under paint warranty (3/36)

*** CASE CLOSE 08/23/2004 11:36 AM JHirshfield

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K353557	47,000
Statham GA	[REDACTED]	[REDACTED]	Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 08/17/2004 02:59 PM TMorales

Cust stated:

1. Was driving and the *fan* broke into the radiator
2. Is this covered by the warranty

Writer advised cust:

1. Apologized for the problem
2. Explained the 10/100 PTW, 5/60 LBW, and 5/xx R/A coverage and conditions
3. The *fan* and radiator would be covered by the LBW for mfr defects
4. The dlr needs to determine if the problem was caused by mfr defect
5. Ensured cust knows nearest dlr info

*** CASE CLOSED 08/17/2004 03:50 PM TM...

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K204956	14,000
San Antonio TX	[REDACTED]		Dealer: TX032 World Car Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 08/18/2003 07:00 AM US Mountain Standard Time CHamilton

Caller [REDACTED] states:

1. Veh has been at Kia dlr World Car Kia TX032 for 10 days
2. The *fan* broke, and when it broke, it shattered and broke the cover too
3. They are telling me that Kia is not telling them anything, suggested I call you for some assistance
4. They said the *fan* cover was on backorder and that Kia is not telling them anything
5. They have me in a 97 or 98 Hyundai, the seat is torn, it's kind of smelly, makes a funny noise above 70 MPH
6. Last time my girlfriend called, they told her there was nothing else they could put us in
7. Have a new car, not happy with the one we are in right now

Wtr states:

1. Updated address info, no recalls
2. Know there are some parts on national backorder, becoming available a few at a time
3. Would need to verify current status

Placed caller on hold, called dlrship, went to VM, no person answered, no menu options

Wtr did not leave message, returned to caller and stated:

1. Will need to verify current status and speak to svc mgr
2. Then wtr will call you back
3. Request call back number
4. No rental under terms of man warr, but Kia works on case by case basis in these type of circumstances, due to backorder status

Caller states:

1. My cell is [REDACTED]

*** PHONE LOG 08/18/2003 07:15 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called dlr number of record states:

1. Voice mail box is full

Wtr called, request service

1. Bob Boudreaux VM is also full

Wtr pressed 0, request someone in service

Anna states:

1. Veh here since the 7th
2. Waiting for *fan* shrouding
3. Svc Mgr is on vacation
4. We are being told that the parts are on national backorder with no ETA

Wtr states:

1. Some parts are on national backorder
2. Request parts mgr, may be some things he can do to expedite part delivery

Parts Mgr is on phone, please hold

Daniel in parts states:

1. Verified part backordered is P/N OK038
2. The other two loaners are also out

Wtr states:

1. Per e-mail we have here, Kia recommends that the orders placed for vehicles that have been down for extended periods be upgraded to e-orders AND the dealer contacts the parts hotline to upgrade them further to "UPERS" (Urgent Parts Emergency Requests). This will give these orders TOP PRIORITY. The e-order surcharges will be waived.

Daniel states:

1. I will do that

*** PHONE LOG 08/18/2003 01:37 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called Mr Valdez and stated:

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K204956	14,000
San Antonio TX [REDACTED]			Dealer: TX032 World Car Kia	

1. Verified part is on backorder
 2. Asked if dlr has any other loaners--they have three and all are out
 3. Svc Mgr is on vacation this week
 4. Part is shipping air from Korea, should be in US by end this week
 5. Wtr spoke to Daniel in Parts at dlrship and advised how to upgrade order to urgent
 6. Apologized that there is nothing else wtr can do
 7. Could speak to dlr svc about dissatisfaction with the loaner and ask that if one of the others comes back, that they give you the option of swapping
 8. Wtr will document your complaint
- Caller states:
1. OK, thanks

*** CASE CLOSE 08/20/2003 11:45 AM US Mountain Standard Time CHamilton
caller in in loaner from dlr

*** NOTES 09/18/2003 08:49 AM Eastern Daylight Time JSifford Action Type:Manager review
Vehicle no longer showing on VD report
8/07/03 W TX032 64359 A 07 COOLANT *FAN* ASSY, R& *FAN* COMPT-COOLING 14270

*** CASE CLOSE 09/18/2003 08:50 AM Eastern Davlight Time JSifford

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K471033	75,000
Pensacola FL [REDACTED]			Dealer: LA026 Don Ducote Kia	

Case History

Complaint Dealer

*** PHONE LOG 05/25/2005 09:23 AM JProkopp

Customer states:

1. My vehicle broke down when I was out of town.
2. It was towed to Don Ducote Kia.
3. They have had the vehicle for over a week.
4. They initially told me that they were going to replaced the engine.
5. Now their telling me that they have to do more tests.
6. They won't let me speak with any managers.
7. They sent me to Enterprise and said that they would be covering a rental.
8. Now they're saying that they will only cover the rental for a day.
9. I need to know what is going on.

Writer states:

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

Writer placed customer on hold and called Don Ducote Kia. Writer left message with the service manager requesting call back. Writer got back on the line with the customer.

Writer states:

1. I left a message with your service manager.
2. I will follow up with your dealer.
3. I can ensure that they are getting any assistance that they need from Kia.
4. I will call you back once I have further information.

*** PHONE LOG 05/25/2005 10:35 AM JProkopp Action Type:Incoming call

Writer received call from [REDACTED] requesting call back.

*** PHONE LOG 05/25/2005 10:37 AM JProkopp Action Type:Outgoing call

Writer contacted [REDACTED]

[REDACTED] states:

1. The customer has an engine knock.
2. She needs to provide maintenance records before anything will be done.

*** PHONE LOG 05/25/2005 10:57 AM JProkopp Action Type:Outgoing call

Writer contacted customer.

Writer states:

1. I spoke with the area rep from Kia.
2. There is an engine knock.
3. Kia needs to see maintenance records before anything further is done.

Customer states:

1. Thats BS.
2. This doesn't have anything to do with oil changes.
3. I don't see why everyone is so hung up on that.
4. The *fan* broke and damaged the radiator.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K471033	75,000
Pensacola FL [REDACTED]		Dealer: LA026 Don Ducote Kia		

5. This is what caused the engine to go out.
6. I've got the TSB printed out from the internet.
7. If Kia doesn't cover this, I'm going to call an attorney and sue.

Writer states:

1. My understanding is that there is an engine knock.
2. Kia needs to see all of the maintenance records before any coverage will be considered.

Customer states:

1. I want to speak with your supervisor.
2. I don't want to talk to you anymore.

Writer states:

1. My supervisor is not available right now.
2. If you would like, I can put you through to his voice mail.

Customer states:

1. No thanks.

*****Customer disconnected*****

*** PHONE LOG 05/25/2005 10:59 AM JProkopp Action Type:Outgoing call
Writer contacted [REDACTED] and LVM.

*** NOTES 05/26/2005 01:58 PM JProkopp Action Type:Manager review

Writer forwarding to region for review.

Customer is seeking coverage for engine repair.

Dealer has found lower engine knock and is requesting maintenance receipts as per dpsm.

Customer is insisting that the issue is from a cooling *fan* that came apart that is a TSB.

Customer is stating that she will contact an attorney.

Writer has not heard back from dpsm.

*** PHONE LOG 06/13/2005 09:42 AM US Mountain Standard Time MEstrella Action Type:Incoming call

CALLER STATES:

1.THAT SHE WAS IN LOUISIANA , REITERATED THE ABOVE CONCERNS

2.SAYS THAT VEH WAS SUPPOSEDLY REAPIRED BY DON DUCOTE BUT IS RUNNING WORSE THEN BEFORE , SAYS SHE DOES NOT KNOW WHAT THEY DID TO HER CAR TO MAKE IT RUN THIS WAY-- CANNOT EVEN MAKE IT UP A HILL

3.SAYS THAT THE REPLACED THE RADIATOR AND THE *FAN* AFTER GIVING HER A VERY HARD TIME FOR 2 WEEKS

4.THEY WANTED MAINTENANCE RECORDS OF OIL CHANGES WHICH HAD NOTHING AT ALL TO DO WITH MY *FAN* BREAKING AND DAMAGING MY RADIATOR

5.SAYS SHE IS GOING TO TAKE HER VEH TO A DEALER IN FL TO CHECK IT OUT AND SEE WHAT THEY DID TO HER CAR

6.BUT WHY SHE IS NOW CALLING BECAUSE SHE WANTS TO ADDITIONALLY FILKE THIS COMAPLAINIT AGAINST DEALER DON DUCOTE :

7.SAYS HER WHEEL COVER ON THE BACK OF HER SPORTAGE , SPARE TIRE WAS MISSING WHEN SHE PICKED UP VEH FROM DEALER

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723025	K471033	75,000
Pensacola FL			Dealer: LA026 Don Ducote Kia	

8. SHE CALLED THEM TO TELL THEM ABOUT IT- SHE TALKED TO STEVE AND HE SAID HE COULD NOT FIND IT BUT THAT HE WOULD SEE WHAT HE COULD DO TO GET HER ONE
9. SAYS HE IS NOW IGNORING HER CALLS AND WILL NOT CALL HER BACK
10. SAYS SHE WANTS THEM TO GIVE HER HER WHEEL COVER BACK , SHE HAS IT ON THERE WHEN SHE BROUGHT THE VEH IN
11. SHE FEELS THE DEALER LOST IT OR REMOVED IT
12. SHE WILL NOT LET THIS GO , SHE WANTS HER WHEEL COVER BACK

WRITER STATES:

1. WE APOLOGIZE
2. ADVISED THAT WE CAN TRY TO REACH THE SVC MGR FOR HER
3. CALLED DEALER DON DUCOTE , SPOKE TO OPERATOR ELAISA ,SAYS LEE GONZALES IS THE SVC MGR,M BUT HE IS AT LUNCH
4. SHE WILL GIVE THE SVC MGR THE MSG TO CALL THE CUSTOMER , WRITER LEFT CUST NAME AND INFO FOR SVC MGR TO CALL CUST BACK
5. ADVISED CUST FOR WHEEL COVER ISSUE , SHE WILL HAVE TO SPEAK TO THE SVC MGR OR THE GM FOR RESOLUTION- INDEPENDENT BUSINESS ISSUE

CUST THANKED WRITER

*** PHONE LOG 06/13/2005 01:58 PM Eastern Daylight Time LMoore Action Type:Outgoing call

Called customer, writer states:

1. calling to f/u on repairs to your veh
2. understand that repair to *fan* and radiator WERE covered under warranty
3. how is car operating now?
4. sludge in engine is a normal indication of lack of maintenance
5. OM states that it is your responsibility to maintain vehicle according to mfr. recommendations, otherwise coverage under warr could be denied
6. if you don't have repairs done at Kia authorized repair facility, then you are required to provide documentation of maintenance
7. DPSM has contacted dlr and requested that they do the right thing and replace your wheel cover
8. however, we cannot MAKE them replace it as they are independently owned and operated

she states:

1. veh really runs really badly
2. they just replaced the *fan* and radiator and did a tune-up
3. it was there 2 weeks, i don't know why when it only took them actually 2 days to repair
4. they didn't replace the engine like they were supposed, they just repaired it
5. it's still knocking
6. they said that there was some sludge, and that i didn't get my oil changes regularly
7. i do get my oil changes regularly
8. i'm going to take it to the dlr here (FL062) on tomorrow

*** CASE CLOSE 06/13/2005 02:07 PM Eastern Daylight Time LMoore

Customer's concern with broken *fan* blade has been repaired under warranty. Customer did not provide requested proof of maintenance for "engine knocking" concern. Writer advised cust. of her responsibility re: maintenance. Close.

*** PHONE LOG 06/20/2005 11:29 AM US Mountain Standard Time BBrown Action Type:Incoming call

Kia Motors America
Consumer Affairs Department

Page 4 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K471033	75,000
Pensacola FL [REDACTED]		Dealer: LA026 Don Ducote Kia		

CUST STATES

- 1 I HAVE HEARD NOTHING FROM DLR REGARDING THE REPLACEMENT OF MY WHEEL COVER
- 2 I HAVE BEEN TRYING TO CONTACT THEM AND I JUST DO NOT GET ANY RESPONSE; NO CALL BACK OR ANYTHING
- 3 I HAVE BEEN W/O A VEH FOR TOO LONG; CAN I GET COVERAGE FOR MY RENTAL VH
- 4 CAN YOU EXPLAIN THE TRIP INTERRUPTION REIMBURSEMENT

WRITER STATES

- 1 APOLOGIZED
- 2 I SEE THAT KIA HAS REQUESTED THE THE DLR PROVIDE YOU A WHEEL COVER BUT WE CANNOT MAKE THEM OR TELL THEM WHEN IT HAS TO BE DONE
- 3 DEALERS ARE INDEPENDENT BUSINESS AND ANTI-TRUST LAWS HERE IN UNITED STATES, PROHIBITS THE MANUFACTURER TO GET INVOLVED IN SALES OR DEALERSHIP ISSUES, RECOMMEND SPEAKING TO GM OF DEALER TO HELP RESOLVE ISSUE
- 4 TRIP INTERUPTION COVERAGE REIMBURSES CUST FOR \$100 PER DAY 3 DAY MAX (ALT TRANS, FOOD, LODGING)
- 5 PROVIDED KIA IRVINE ADDRESS

*** CASE CLOSE 06/20/2005 11:30 AM US Mountain Standard Time BBrown

Kia Motors America
Consumer Affairs Department

Page 1 of 4

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623625 [REDACTED]	K232166	42,000
Lehigh Acres FL [REDACTED]		Dealer: FL019 Galeana Kia		

Case History

Complaint Dealer

*** PHONE LOG 10/16/2003 03:20 PM MEstrella

CALLER STATED: [REDACTED]

1. RADIATOR **FAN** BROKE WHEN HUSBAND WAS DRIVING
2. FIXED IT PICKED IT UP, THEN IT WOULD NOT START AGAIN - , DID NOT EVEN GET OFF THE LOT - WENT RIGHT BACK AND THEY KEPT IF FOR ONE MORE DAY - SAID IT WAS READY AGAIN THE NEXT DAY , *AGAIN * WENT TO PICK IT UP AND IT STALLED OUT AND THE BRAKES FAILED.
- 2X 2 DAYS IN A ROW, THEY SAID IT WAS FIXED AND IT WAS NOT - SO THEY ARE NOT EVEN CHECKING THEIR WORK

SAYS SHE THINKS THAT THE RADIATOR **FAN** BREAKING CAUSED A LOT MORE DAMAGE THAN THE DEALER IS FINDING - SAYS THEY ALWAYS TAKE DAYS TO FIGURE OUT WHAT IS WRONG W/ THEIR CAR WHEN IT IS IN THE SHOP

3. GREG IS TRHE SVM

4. SAYS THAT ALSO THE DEALER SUPPOSEDLY FOUND A PROBLEM W/ THE MASTER CYLINER , THAT IS NOT EVEN SOMETHING THAT THEY TOLD THEM TO LOOK AT , BUT FOR SOME REASON THEY FOUND IT AND DID NOT ADVISE THE CUSTOMER OF IT NEEDING TO BE REPLACED -
5. SAYS THAT SHE WAS DRVING OFF THE 2 TIME SHE WENT TO PICK UP THE CAR , WHEN IT STALLED OUT , THE BRAKES ALSO FAILED
6. SAYS THAT SHE TOLD THE DEALER THAT AND THEY TOLD HER THAT THEY ADVISED HER OF THE MASTER CYL BEING ORDERD FOR HER AND SHE SAYS THAT THEY DID NOT TELL HER
7. CUSTOMER SAYS THAT THE DEALER RELEASED AN UNSAFE VEHICLE TO HER
8. SAYS HER HUSBAND WENT TO DLR AND DEMANDED TO SPEAK TO THE GM BUT THE DEALER WOULD NOT LET HIM TALK TO ANYONE - AND TOLD HIM HE HAD T OTALK TO THE SVM ONLY
9. SAYS CAR IS AT THE DEALERSHIP NOW AND THE DEALER IS NOW SAYING THAT THE MASTER CYL IS ON A NATIONAL BACKORDER AND WILL TAKE A MONTH OR SO TO COME IN
10. SAYS ASKED IF THEY COULD HAVE A LOANER CAR OR A DISCOUNTED RENTAL SINCE THE PART WAS ON NATIONAL BACKORDER AND SINCE THEY RELEASED AN UNSAFE CAR TO HER - KNOWING THAT THE MASTER CYL WAS BAD -- AND THE DEALER SAID NO - ALL THEY WILL DO IS TRY TO GET THE PART THERE FASTER

WRITER STATES:

1. APOLOGIZE FOR SITUATION
2. CAN CALL THE SVM TOMORROW SINCE DLR IS NOW CLOSED
3. WILL CALL THE DPSM AND MAKE HIM AWARE OF INFO AND THE VEHICLE
4. WILL VERIFY PARTS STATUS AND ORDER
5. WILL FILE HER COMPLAINT AND DOCUMENT IT
6. WILL CALL HER AFTER CAN SPEAK TO THE SVM AND DPSM

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

Send to:[JBRAMBLE@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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*** PHONE LOG 10/17/2003 06:10 AM JCook Action Type:Incoming call

Customer Stated:(Greg --Svc. Mgr @ FL019) who stated:

Kia Motors America
Consumer Affairs Department

Page 2 of 4

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623625 [REDACTED]	K232166	42,000
Lehigh Acres FL	[REDACTED]		Dealer: FL019 Galeana Kia	

- 1.Says they changed the radiator and *fan* in this vehicle, and thne took it for a test drive.
- 2.Says at this time they noticed that the vehicle practically had no brakes.
- 3.Says it turns out the customer replaced the front discs and the rear shoes by an independent facility.
- 4.Says they found that these parts were installed incorrectly and they fixed that.
- 5.Says they also found that the vehicle needs a new master cylinder which is on backorder.
- 6.Says the vehicle stalls because the vehicle needs a tune-up which the customer declined.
- 7.Says there is hay in the air filter because they live in the country.
- 8.Says he offered the customer a discounted rental car rate at \$30 a day.
- 9.Says his Kia rep is aware of the backorder on the part.
- 10.Says he just wanted us to know the full scoop.

---Writer advised customer:

- 1.That we will document this on file.

*** PHONE LOG 10/17/2003 12:05 PM MEstrella Action Type:Outgoing call
WRITER CALLED CUSTOMER 2X RANG BUSY **

*** PHONE LOG 10/17/2003 12:42 PM MEstrella Action Type:Outgoing call
WRITER CALLED CUSTOMER
1. LINE RANG BUSY

*** NOTES 10/23/2003 01:50 PM MEstrella Action Type:Correspondence sent
call me letter sent **

*** CASE CLOSE 10/23/2003 01:53 PM MEstrella
call me letter sent **

*** PHONE LOG 10/27/2003 07:59 AM MEstrella Action Type:Incoming call
vm received states:
1. [REDACTED] w
2. [REDACTED] h
3. [REDACTED] cell

*** PHONE LOG 10/27/2003 11:03 AM US Mountain Standard Time WNoonan Action Type:Incoming call
CUSTOMER STATED:
1. I HAVE BEEN TRYING TO GET THIS RESOLVED.
2. THE VEHICLE IS STILL AT THE DEALER.
3. CAN YOU TELL ME WHAT IS GOING ON?

WRITER STATED:
1. MARLENA IS YOUR CASE MANAGER.
2. WILL HAVE HER CALL YOU BACK.
3. SHE IS ON THE OTHER LINE WITH A CUSTOMER.

CUSTOMER STATED:
1. HAVE HER CALL ME AT HOME.

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623625	K232166	42,000
Lehigh Acres FL			Dealer: FL019 Galeana Kia	

*** PHONE LOG 10/27/2003 11:28 AM MEstrella Action Type:Outgoing call

WRITER CALLED DEALER

1. ADVISED THAT CUSTOMER IS CALLING HERE AGAIN-- WHAT IS THE STAUTS ON THE CAR AND THE REPAIRS

PHIL SVM STATED:

1. CAR HAS BEEN DONE SINCE FRIDAY - CUSTOEMR IS DECLINING REAR SHOES
2. THE HUSBAND/ BOYFIREND HAD DONE THE BRAKES HIMSELF AND HE HAD PARTS ON WRONG - WE HAVE FIXED ALL HIS BAD WORK FOR HIM AND HAVE NOT EVEN CHARGED HIM FOR THAT WORK AND THE CAR WILL STILL NOT STOP RIGHT - WE ADVISED HIM THAT IT NEEDS REAR SHOES BECAUSE THEY ARE WORN OUT AND ALL OTHER MECHANICAL COMPONENTS HAVE BEEN REPLACED - HE REFUSED - I EVEN OFFERED IF HE WOULD JUST BUY THE PARTS - I WOULD DO THE LABOR AND HE STILL REFUSED.
3. WE HAVE ONLY CHARGED HIM FOR 1 HR LABOR FOR THE TUNE UP AND 46.10 FOR THE PARTS - THEY HAVE ONLY BEEN CHGD 1/2 TIME THAT THYE REALLY OWE.
4. THYE NEED TO DECIDE WHAT THEY WANT ME TO DO - THEY NEED REAR SHOES
5. SAYS TO LET HIM KNOW WHAT THE CALLER SAYS

WRITER STATES:

1. ADVISED SVM THAT WIFE CALLS HERE AND SEEMS THE HUSBAND CALLS DLR *- DO NOT KNOW IF THEY DO NOT COMMUNICATE W/ EACH OTHER WHAT THE DEALER IS ADVISING
2. WILL CALL HER AND TELL HER WHAT SVM HAS ADVISED

*** PHONE LOG 10/27/2003 12:00 PM MEstrella Action Type:Outgoing call

WRITER CALLED CUSTOMER AT HOME

1. ADVISED HER THAT DEALER GREG S/A SAYS THAT THE CAR WAS DONE SINCE FRIDAY AT THE DEALERSHIP AND CUSTOMER HAD DECLINED ALL REPAIRS - DEALER SAYS THAT THEY NEED SHOES ON THE REAR AND THAT HER HUSBAND HAD DECLINED THE REPAIRS AND SAIDS HE COULD DO THEM HIMSELF
2. ADVISED THAT ALL MECHANICAL AND BEEN DONE ON THE CAR AND THE BRAKES ARE STILL NOT STOPPING - ADVISED DLR SAYS THEY NEED REAR SHOES
3. ADVISED THEY NEED TO MAKE A DECISION IF THEY WANT DEALER TO DO THEM OR HER HUSBAND WILL DO THEM HIMSELF - BUT THE DEALER SAYS IT IS NOT SAFE TO DRIVE LIKE THAT - THYE WILL HAVE TO TOW IT AWAY FROM DLR IF REFUSE BRAKE WORK
4. AND GREG AT DLR SAYS HE EVEN OFFERED TO DO THE REAR SHOES IF YOU GUYS WILL JUST BUY THE PARTS BUT HUSBAND DECLINED

CALLER STATED: MRS VANWINKLE

1. I WILL CALL THE DEALER AND - THAT IS NOT WHAT MY HUSBAND SAYS
2. IF THAT IS THE CASE - WE WILL DO THE REAR SHOES AT THE DEALER

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

Send to:[JBRAMBLE@KIAUSA.COM]

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Consumer Affairs Department**

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623625 [REDACTED]	K232166	42,000
Lehigh Acres FL [REDACTED]		Dealer: FL019 Galeana Kia		

***J BRAMBLE FYI - CUSTOMER NEEDS REAR SHOES AND DECLINED SVC
SVM HAS ADVISED BRAKES ARE NOT WORKING CORRECTLY
WILL HAVE CUSTOMER TOW CAR OUT OF DLR IF CONTINUES TO REFUSE SERVICE
TRIED TO CLAIM DLR RELEASED CAR UNSAFE PRIOR AND THEY DID NOT - CUSTOMER BROUGHT CAR IN FOR
RADIATOR *FAN* BREAKING AND DEALAR FIXED AND RELEASED - HER HUSBAND DID FAULTY BRAKE
WORK THAT THE DEALER HAD CORRECTED AT NO CHARGE BUT THEY NEED REAR SHOES AND ARE
DECLINING *****

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*** CASE CLOSE 10/27/2003 04:41 PM MEstrella
CUSTOMER REFUSING BRAKE SHOES NEEDED TO FIX BRAKES DLR ADVISED NOT REPAIRED -

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K1207949	29,000
Manassas VA [REDACTED]		Dealer: FL058 Bill Byrd Kia		

Case History

Complaint Diagnostic Fee

*** PHONE LOG 07/27/2006 01:36 PM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. THE CAR IS HAVING A PROBLEM WITH THE *FAN* BALDES CRACKING.
2. I AM BEING TOLD MY MOTHER IS GOING TO BE CHARGED A DIAG FEE.
3. THIS SHOULD BE UNDER WARRANTY I FOUND A T.S.B. OUT ON THIS PROBLEM.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE
2. THE WARRANTY IS STILL IN EFFECT HOWEVER THE DEALERSHIP CAN CHARGE A DIAGNOSES FEE.
3. IF THE REPAIR IS UNDER WARRANTY THEN YOU WILL NOT PAY ANYTHING.

CUSTOMER STATES.

1. WE WILL TAKE IT TO THE DEALERSHIP AND THEN GO FROM THERE.

*** CASE CLOSE 07/27/2006 01:36 PM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1050771	63,000
Fontana CA [REDACTED]			Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 12/19/2005 09:06 AM US Mountain Standard Time ERuiz

CALLER STATED

1. THE CAR IS SITTING ON THE DRIVEWAY.
2. I NEED TO HAVE IT TOW.
3. IS MY CAR UNDER WARRANTY?
4. THE **FAN** DISINTEGRATED.

WRITER STATED

1. THE VEHICLE IS UNDER PTW FOR UP TO 10/100K MILES.
2. PTW COVER ENGINE AND TRANSMISSION FOR DEFECTS ONLY.
3. CUSTOMER THANKED WRT FOR THE INFO.
4. CUSTOMER WAS TRANSFERRED TO RSA FOR TOWING SVC.

*** CASE CLOSE 12/19/2005 09:06 AM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Page 1 of 6

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K196732	12,000
Breckenridge TX [REDACTED]			Dealer: TX040 Buz Post Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 07/30/2003 12:27 PM US Mountain Standard Time JProkopp

Customer states:

1. The *fan* broke on my Sportage and the *fan* blades caused damage to the radiator.
2. I had the vehicle towed to Buz Post Kia.
3. They are telling me that the part is on backorder.
4. They are saying that they don't know when the part will be in.
5. They are saying that there is another Sportage that has been there for 3 weeks with the same problem waiting on the part.
6. They are telling me that it could be a month or more.
7. I cannot be without a car for that long.
8. I have children that are going to be starting school and I just moved.
9. Is there any way that I can get a rental vehicle?

Writer states:

1. I can do some research and determine what the status is on the parts.
2. Rental vehicles are not a provision of the Kia warranty.
3. However, I will see if it is possible to make an exception.
4. I will call you back once I have further information.

*** PHONE LOG 07/31/2003 11:10 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted Buz Post Kia and spoke with the service manager, Mike.

Mike states:

1. The part is on national backorder.
2. The part# is ok03815140a.
3. Kia does not have an eta on these parts.
4. I cannot provide her with a rental because she did not buy the car here and Kia does not supply them under the warranty.

*** PHONE LOG 07/31/2003 11:13 AM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted PDC and spoke with John.

John states:

1. The eta on that part is late next week.

*** PHONE LOG 07/31/2003 12:01 PM US Mountain Standard Time JProkopp Action Type:Outgoing call

Writer contacted JMilner and LVM.

*** PHONE LOG 07/31/2003 02:53 PM US Mountain Standard Time TEwards Action Type:Incoming call

Customer stated:

1. checking on her request for loaner/rental car
2. also checking on eta of part for her car

Writer stated \:

1. that from notes in file that it looked like part is due in late next week
2. advised customer that Josh was still looking into rental/loaner car situation

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K196732	12,000
Breckenridge TX	[REDACTED]		Dealer: TX040 Buz Post Kia	

*** PHONE LOG 08/01/2003 06:53 AM US Mountain Standard Time JProkopp Action Type:Incoming call
Writer received message from customer requesting call back.

*** PHONE LOG 08/01/2003 02:40 PM US Mountain Standard Time JProkopp Action Type:Incoming call
Writer received message from customer requesting a call back.

*** PHONE LOG 08/01/2003 02:49 PM US Mountain Standard Time JProkopp Action Type:Outgoing call
Writer attempted to contact customer. No answer.

*** PHONE LOG 08/04/2003 07:43 AM US Mountain Standard Time WNoonan Action Type:Incoming call
CUSTOMER STATED:

1. I SPOKE WITH JOSH LAST WEEK AND HE WAS SUPPOSED TO CALL ME BACK.
2. HE WAS CHECKING ON SOME PARTS AND A LOANER VEHICLE FOR ME.

WRITER STATED:

1. JOSH IS OUT TODAY.
2. WRITER WILL RESEARCH ISSUE AND CALL YOU BACK.
3. PROVIDED NAME, EXTENSION AND CASE NUMBER.

CUSTOMER STATED:

1. I REALLY NEED A RENTAL BECAUSE I HAVE CHILDREN THAT ARE GOING TO START SCHOOL THAT NEED A RIDE THERE.
2. WE HAVE JUST MOVED AND I AM UNEMPLOYED.
3. THANKS.

*** PHONE LOG 08/04/2003 07:49 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED JOHN MILNER, DPSM AND LEFT VM.

WRITER STATED:

1. PARTS ON NATIONAL BACK ORDER.
2. CUSTOMER IS REQUESTING A RENTAL.
3. LEFT NAME, EXTENSION, CASE NUMBER.
4. REQUESTED CALL BACK.

*** PHONE LOG 08/04/2003 01:13 PM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED VM FROM BRANDI VESTAL.

CUSTOMER SATED:

1. WAS WONDERING IF YOU HAVE HEARD ANYTHING.
2. [REDACTED]

*** PHONE LOG 08/04/2003 01:16 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK.

WRITER STATED:

1. HAVE LEFT A MESSAGE WITH THE KIA REP ABOUT THE RENTAL.
2. STILL WAITING FOR A CALL BACK FROM HIM.
3. WILL PHONE YOU AS SOON AS I FIND OUT AN ANSWER.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Breckenridge TX		KNDJB723724	K196732	12,000
			Dealer: TX040 Buz Post Kia	

CUSTOMER STATED:

1. THANKS.

*** PHONE LOG 08/05/2003 11:22 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED JOHN MILNER, DPSM AND LEFT VM.

WRITER STATED:

1. PARTS ON NATIONAL BACK ORDER.
2. CUSTOMER IS REQUESTING A RENTAL.
3. LEFT NAME, EXTENSION, CASE NUMBER.
4. REQUESTED CALL BACK.

*** PHONE LOG 08/05/2003 01:01 PM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED MESSAGE FROM JOHN MILNER, DPSM.

JOHN STATED:

1. I DON'T HAVE A PROBLEM COVERING \$30 A DAY FOR A RENTAL FOR THIS CUSTOMER.
2. GIVE ME A CALL.

*** PHONE LOG 08/05/2003 01:06 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED JOHN MILNER, DPSM.

WRITER STATED:

1. CAN THE CUSTOMER MAKE THESE ARRANGEMENTS FOR THE RENTAL WITH THE DEALER?

JOHN STATED:

1. YES.
2. I WILL CALL THEM AND LET THEM KNOW THAT WE WILL APPROVE \$30 A DAY FOR THE RENTAL.

WRITER STATED:

1. THANKS.

*** PHONE LOG 08/05/2003 01:10 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED CUSTOMER BACK.

WRITER STATED:

1. HAVE SPOKEN WITH KIA REP.
2. HE HAS AUTHORIZED \$30 A DAY FOR A RENTAL.
3. RECOMMEND CONTACTING THE DEALER FOR THIS TO BE ARRANGED.

CUSTOMER STATED:

1. THANKS A LOT.

*** CASE CLOSE 08/05/2003 01:11 PM US Mountain Standard Time WNoonan
\$30 A DAY RENTAL PROVIDED BY DPSM.

*** PHONE LOG 09/02/2003 06:21 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer Brandi called.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K196732	12,000
Breckenridge TX [REDACTED]	[REDACTED]	[REDACTED]	Dealer: TX040 Buz Post Kia	

1. the dealer SM told me that kia only covering the rental for a month and not longer
2. but the part is still not in and the dealer has had my veh now for a month.
3. wanted to know if rental will be avail for me longer, the SM told me to call back here
4. I spoke to West before.

wrt states:

1. Wes is not in yet, he gets in at 8:30am
2. he is the one that got the rental approve but his not dont state only for a month
3. this might be something you are better address with him since he is your org case mgr.

cust states:

1. I will call him back when he gets back in. thank you

*** PHONE LOG 09/02/2003 07:35 AM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER RECEIVED VM FROM [REDACTED]

CUSTOMER STATED:

1. YOU HELPED WITH THE RENTAL.
2. THE PARTS SHOULD HAVE BEEN THERE.
3. DEALER SAID RENTAL WAS GOOD ONLY FOR 30 DAYS.

*** PHONE LOG 09/02/2003 07:39 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED Buz Post Kia AND SPOKE WITH MIKE, SERVICE MANAGER.

WRITER STATED:

1. ASKED ABOUT PARTS.

MIKE STATED:

1. WE HAVE NOT GOTTEN THEM HERE YET.

WRITER STATED:

1. THANKS.

*** PHONE LOG 09/02/2003 08:42 AM US Mountain Standard Time WNoonan Action Type:Incoming call

WRITER RECEIVED INCOMING CALL FROM CUSTOMER.

CUSTOMER STATED:

1. I AM CONCERNED BECAUSE THE SERVICE MANAGER AT THE DEALER HAD TOLD ME THAT THE RENTAL WAS GOING TO EXPIRE IN 30 DAYS.
2. I CAN NOT BE WITHOUT A RENTAL VEHICLE.
3. HOW LONG IS IT GOING TO TAKE TO GET THE PARTS.
4. AM I EVER GOING TO GET MY CAR BACK.

WRITER STATED:

1. SORRY FOR THE CONFUSION
2. WRITER WILL ADVISE JUNE OF THE SITUATION AND HAVE HER PHONE YOU BACK.

CUSTOMER STATED:

1. THANKS.

*** PHONE LOG 09/02/2003 08:47 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

WRITER PHONED JUNE SIFFORD, REGIONAL ANALYST AND LEFT VM.

WRITER STATED:

1. CUSTOMER IS REQUESTING CALL BACK ABOUT RENTAL AT HOME.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723725	K196732	12,000
Breckenridge TX			Dealer: TX040 Buz Post Kia	

2. CUSTOMER IS AFRAID THAT THEY WILL NOT HAVE RENTAL COVERAGE AFTER 30 DAYS.

*** PHONE LOG 09/02/2003 08:49 AM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED JOHN MILNER, DPSM, LEFT VM.

WRITER STATED:

1. CUSTOMER IS REQUESTING CALL BACK ABOUT RENTAL AT HOME.
2. CUSTOMER IS AFRAID THAT THEY WILL NOT HAVE RENTAL COVERAGE AFTER 30 DAYS.
3. HAVE LEFT JUNE A MESSAGE.

*** PHONE LOG 09/03/2003 02:48 PM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED VM FROM CUSTOMER.

CUSTOMER STATED

1. I'VE SPOKEN WITH THE DEALERSHIP & THEY HAVE TOLD ME THAT I WILL HAVE TO BRING THE RENTAL VEH. BACK BECAUSE IT'S BEEN 30 DAYS
2. I THOUGHT YOU WERE GOING TO HELP ME RESOLVE THIS.
3. CAN YOU PLEASE GET IN TOUCH WITH THE DEALERSHIP & STRAIGHTEN THIS OUT

*** PHONE LOG 09/03/2003 02:50 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED JUNE SIFFORD, REGIONAL ANALYST AND LEFT VM.

WRITER STATED:

1. CUSTOMER IS REQUESTING CALL BACK ABOUT RENTAL AT HOME.
2. CUSTOMER IS AFRAID THAT THEY WILL NOT HAVE RENTAL COVERAGE AFTER 30 DAYS.
3. PLEASE GET IN TOUCH WITH THE DEALER.

*** PHONE LOG 09/03/2003 02:53 PM US Mountain Standard Time WNoonan Action Type:Incoming call
WRITER RECEIVED INCOMING CALL FROM CUSTOMER.

CUSTOMER STATED:

1. HAVE YOU HEARD ANYTHING.
2. THE DEALER SAID THAT TOMORROW IS THE END OF THE 30 DAY AUTHORIZATION THAT THEY HAVE FOR THE RENTAL VEHICLE.
3. I AM AFRAID THAT I WILL NOT HAVE A VEHICLE AND TOMORROW I HAVE A DOCTORS APPT.

WRITER STATED:

1. WRITER HAS PHONED THE PEOPLE WHO HAD AUTHORIZED THE RENTAL ORIGINALLY AND THEY ARE AWARE OF IT.
2. WRITER HAS LEFT THEM MESSAGES AND WILL CONTINUE TO DO SO UNTIL THIS IS RESOLVED.
3. CALL ME BACK TOMORROW IF THE DEALER TELLS YOU OTHERWISE.

CUSTOMER STATED:

1. THANKS.

*** PHONE LOG 09/04/2003 01:19 PM Eastern Daylight Time JSifford Action Type:Incoming call
Writer rec'd KCC call indicating that the customer needs to know if she will be provided a rental until her vheicle is repaired

Kia Motors America Consumer Affairs Department

Page 6 of 6

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723725	K196732	12,000
Breckenridge TX			Dealer: TX040 Buz Post Kia	

Dealer says she will need to return the rental as they will only allow 30 days on rental

*** PHONE LOG 09/04/2003 01:20 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted DPSM to confirm rental arrangements
customer may stay in rental until her vehicle is repaired

*** PHONE LOG 09/04/2003 01:21 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted Svc Mgr Mike Carlson
Mike has informed Service Dept that customer may stay in rental until her veh is repaired

*** PHONE LOG 09/04/2003 01:22 PM Eastern Daylight Time JSifford Action Type:Outgoing call
Writer contacted customer and informed her that she may stay in rental and SRCA has requested that her vehicle be placed on
priority list for first repair when parts are available.

*** NOTES 09/23/2003 08:47 AM Eastern Daylight Time JSifford Action Type:Manager review
VIN is not showing on 9/22/03 VD report however no paid warranty claim has been entered

*** NOTES 09/29/2003 08:21 AM Eastern Daylight Time JSifford Action Type:Manager review
No paid warranty claims in warranty system

*** NOTES 10/02/2003 07:42 AM Eastern Daylight Time JSifford Action Type:Manager review
8/06/03 W TX040 03681 1 07 RADIATOR ASSY, R&R RADIATOR ASSY 15799

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K370858	60,700
Sanford NC [REDACTED]			Dealer: NC030 Millennium Kia	

Case History

Complaint Survey

SURVEY DATE : 09/29/2004
SERVICE DATE : 09/01/2004

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :
CUSTOMER STATED THE ANTI-THEFT LOCK DOES NOT LOCK SINCE THIS SERVICE VISIT, DLR TOLD HER VEHICLE DID NOT HAVE THE ANTI-THEFT LOCK. SHE SAID DLR HAD VEHICLE FOR 2 WEEKS TO RESOLVE THE PROBLEM AND SHE HAD TO INSIST ON HAVING A LOANER. SHE SAID SHE IS CONSIDERING HIRING A LAWYER BECAUSE DLR DENIES DAMAGING THE ANTI-LOCK SYSTEM OF VEHICLE. Q003: Other Q004: Other Parts issues Q005: Other

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

*** PHONE LOG 10/01/2004 11:19 AM DZigabarra Action Type:Outgoing call
Writer called number above and line was busy.

*** PHONE LOG 10/05/2004 07:51 AM DZigabarra Action Type:Outgoing call
Writer called number above and left VM, stating:
1. Calling from Kia Motors regarding post survey results.
2. Offering assistance if needed.

Caller stated:

1. Took car to dealer/Millennium Kia for repair.
2. Damage done to anti theft device, no problems before repair.
3. Also steering wheel not working the same, soft now, was hard before, can turn wheel half way around.
4. Don't think air bag is in car anymore.
5. Took to dealer for *fan* (was busted) and had belts changed, that repair is ok.
6. Want car fixed like I had it.

Writer stated:

1. Sorry for situation.
2. Updated, no recalls.
3. Will document concerns.
4. Recommend talking to the GM of dealership regarding concern, to see if they'll help you.
5. Can go to another kia dealer, for diagnosis; provided other kia dealer in area.
6. Offered repair assistance if needed.
7. Provided writer contact information and case number.

Caller stated:

1. Thank you.

*** PHONE LOG 10/05/2004 12:16 PM DZigabarra Action Type:Outgoing call
Writer called Millennium Kia, and stated:
1. Want to speak to SM at dealer.
2. Want to know history of last repair.

SM David H. and stated:

1. Replaced clyinoid for shift interlock clyinoid for brakes, on Sept 1, 2004.
2. Provided loaner during repairs.
3. Clicking in gear shift, when pulling out of park- customer stated.
4. Could not duplicate concern in steering wheel.

Kia Motors America
Consumer Affairs Department

Page 2 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K370858	60,700
Sanford NC	[REDACTED]		Dealer: NC030 Millennium Kia	

*** PHONE LOG 10/05/2004 01:08 PM DZigabarra Action Type:Outgoing call

Writer called DPSM Bob Stricklen and stated:

1. Advised of situation above.
2. Owner has concern regarding anti theft device and steering wheel, after repairs at dealer/Millennium Kia.
3. May get lawyer regarding concerns.
4. Advised customer to speak with GM of dealership.
5. Spoke with SM David; advised of situation.
6. Will e-mail you case.

DPSM Bob Stricklen stated:

1. Thank you, will follow up with SM at dealer.

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

Send to:[BStricklen@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K370858_DZigabarra_10-05-2004141757.doc>>

*** CASE CLOSE 10/06/2004 04:57 AM DZigabarra

*** PHONE LOG 10/11/2004 08:32 AM DZigabarra Action Type:Incoming call

Caller left VM, stating:

1. Please call me back.

*** PHONE LOG 10/11/2004 10:02 AM DZigabarra Action Type:Outgoing call

Writer called number above and line kept ringing.

*** PHONE LOG 10/14/2004 08:24 AM DZigabarra Action Type:Outgoing call

Writer called number above and stated;

1. Calling you back from Kia Motors.

Caller stated;

1. Still have steering wheel concern.
2. Still turns half way around, dealer said it was fine.
3. Told me air bag was fine too.
4. Spoke to GM at dealer, and they said car was fine.
5. Have anti locks and steering has to go half away around til locked.
6. Steering is soft.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K370858	60,700
Sanford NC	[REDACTED]		Dealer: NC030 Millennium Kia	

Writer stated:

1. Will follow up with factory rep, regarding situation.
2. Can't guarantee outcome.
3. Provided writer contact information.

*** PHONE LOG 10/14/2004 08:29 AM DZigabarra Action Type:Outgoing call

Writer called DPSM Bob Stricklen and stated:

1. Advise of situation above.

DPSM Bob Stricklen stated:

1. Advise customer that they can go to another kia dealer, if still having problem for second opinion.

Writer stated:

1. Ok, will advise customer.

*** PHONE LOG 10/14/2004 08:34 AM DZigabarra Action Type:Outgoing call

Writer called number above and stated:

1. Advised of factory reps comments above.
2. Provided Pinehurst Kia name and number, for second opinion.
3. Please make appointment first, then call writer so writer can assist you further with concern.
4. Provided case number.

Caller stated:

1. Ok, thank you.

*** CASE CLOSE 10/14/2004 08:35 AM DZigabarra

Case closed pending customer call back.

*** PHONE LOG 10/26/2004 05:14 AM DZigabarra Action Type:Outgoing call

Caller (Pat) left VM, stating:

1. Call me back.
2. Working on call.

*** NOTES 10/26/2004 05:16 AM DZigabarra Action Type:Manager review

Writer notes;

1. Disregard notes above, wrong case.
2. No incoming call, will close case.

*** CASE CLOSE 10/26/2004 05:17 AM DZigabarra

Closed pending customer call back.

*** CASE CLOSE 01/10/2005 10:26 AM Pacific Daylight Time MWirz

**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]	KNDJA723325 [REDACTED]	K361584	52,004
Sanford NC [REDACTED]	[REDACTED]	[REDACTED]	Dealer: NC030 Millennium Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 09/07/2004 07:47 AM US Mountain Standard Time mespinoza

Customer Stated:

1. I am calling to get reimbursed for a tow.
2. The steering wheel is not locking.
3. I was supposed to take it in today, but they do not have a loaner vehicle for me.
4. The *fan* blade went into the radiator, so I had it towed.
5. When I got it back the steering did not lock and there is a clicking noise.

Writer Stated:

1. Gave rd.side address for submitting for possible reimbursement.
2. Kia does not have a provision for alt. transpo.
3. We would be happy to follow up w/ any repairs on the vehicle, advised contact when vehicle is at dealership.

*** CASE CLOSE 09/07/2004 07:47 AM US Mountain Standard Time mespinoza

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K193408	29,000
MIAMI FL	[REDACTED]		Dealer: FL064 Kendall Kia	

Case History

Inquiry Diagnostic Fee

*** PHONE LOG 07/23/2003 09:52 AM US Mountain Standard Time TDonnelly

CUSTOMER STATES:

1. THIS IS COMPANY CAR
2. WE ARE TAKING CAR INTO DEALER FOR REPAIRS
3. VEHICLE IS UNDER WARRANTY
4. EACH TIME CAR IS IN SHOP DEALER CHARGES ME A DIAGNOSTIC FEE
5. EVEN IF REPAIRS ARE COVERED UNDER WARRANTY THEY STILL CHARGE THE FEE.
6. I THOUGHT IF REPAIRS ARE COVERED, I SHOULD NOT PAY A FEE.
7. WILL CALL BACK IF DEALER CHARGES A FEE.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT CUSTOMER MAY HAVE TO COMMIT TO A DIAGNOSTIC FEE
3. DEALER WILL THEN DIAGNOSE VEHICLE
4. IF DEALER DETERMINES REPAIRS ARE COVERED UNDER WARRANTY CUSTOMER WOULD NOT BE RESPONSIBLE FOR THE FEE.
5. IF DEALER DETERMINES REPAIRS ARE NOT COVERED UNDER WARRANTY, CUSTOMER WOULD BE RESPONSIBLE FOR DIAGNOSTIC FEES AND REPAIR COSTS.
6. IF DEALER CHARGES FEE AND REPAIRS ARE COVERED UNDER WARRANTY, PLEASE CALL WRITER.
7. WRITER WILL FOLLOW UP WITH DEALER.

*** PHONE LOG 07/30/2003 12:29 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT MESSAGE FOR SM, ROBERT OTERO TO CALL WRITER.

*** PHONE LOG 07/31/2003 12:53 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

DEALER STATES:

1. SM, ROBERT OTERO RETURNING WRITERS CALL
2. LAST TIME CUSTOMER WAS IN SHOP WAS 7/23/03-THE **FAN** BLADE BROKE
3. REPAIRS COVERED UNDER WARRANTY
4. TIME PRIOR POWER WINDOWS INOP-WARRANTY REPAIRED
5. CUSTOMER WAS NOT CHARGED FOR EITHER REPAIR.
6. IF CUSTOMER HAS RECIEPT THAT STATES HE PAID ANYTHING, BRING TO DEALER AND SEE ME I WILL LOOK AT POSSIBLE REIMBURSEMENT IF WAS COVERED UNDER WARRANTY.

WRITER STATES:

1. CAN DEALER PROVIDE VIN
2. CUSTOMER STATES EACH TIME CAR GOES IN FOR REPAIRS HE IS CHARGED DIAGNOSTIC FEE
3. CUSTOMER STATES EVEN IF REPAIRS ARE COVERED UNDER WARRANTY, CUSTOMER PAYS FEE
4. WHAT WAS DONE LAST TIME CAR WAS IN SHOP
5. WAS CUSTOMER CHARGED FOR ANY REPAIRS.
6. THANKS FOR THE INFO.

*** PHONE LOG 08/01/2003 08:35 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT MESSAGE FOR CUSTOMER TO CALL WRITER.

Kia Motors America
Consumer Affairs Department

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723025 [REDACTED]	K193408	29,000
MIAMI FL [REDACTED]			Dealer: FL064 Kendall Kia	

*** PHONE LOG 08/01/2003 09:05 AM US Mountain Standard Time TDonnelly Action Type: Incoming call

CUSTOMER STATES:

1. I DID GET ALL PAPERWORK AFTER CONVERSATION WITH WRITER
2. IT APPEARS MY DRIVER WAS CONFUSED
3. THERE HAVE BEEN NO CHARGES FOR WARRANTY REPAIRS.
4. APPRECIATE WRITER CHECKING INTO MATTER
5. I APOLOGIZE FOR THE MISUNDERSTANDING

WRITER STATES:

1. ADVISED WRITER DID SPEAK TO SM, ROBERT OTERO
2. ADVISED THAT SM AND WRITER DID REVIEW ROS FOR WARRANTY REPAIRS.
3. SM HAS STATED CUSTOMER HAS NOT PAID DIAGNOSTIC FEES FOR ANY WARRANTY REPAIRS.
4. KMA DID WANT TO VERIFY SITUATION TO MAKE SURE DEALER WAS NOT CHARGING CUSTOMER WHEN WARRANTY REPAIRS WERE PERFORMED
5. PLEASE CALL BACK IF ANY FURTHER ASSISTANCE NEEDED.

*** CASE CLOSE 08/01/2003 01:35 PM US Mountain Standard Time TDonnelly
CONFIRMED NO DIAGNOSTIC FEE CHARGED TO CUSTOMER FOR WARRANTY REPAIRS.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723825 ██████████	K295034	59,000

TAMPA FL ██████████ Dealer: FL056 Courtesy Kia of Brandon

Case History

Complaint Rental Car

*** PHONE LOG 03/17/2004 11:43 AM US Mountain Standard Time CDiaz

Customer Stated: KNDJB723825 ██████████ 59000 miles

1. The car stalled and would not start.
2. Had the car towed to the dealer.
3. They tell me that the *fan* was defective and let loose.
4. It damaged the radiator and the dealer has to order parts.
5. The car will be down for a week.
6. This is our only car and we need something to drive.
7. We have rented a car on our own but need Kia to cover it.
8. We had other concerns with the car.
9. The dealer told us that they would not offer help with a rental car.
10. The dealer told us before that if the car needed to stay for a long time that Kia would pay for some of the rental.
11. I think since I had made a complaint the dealer is not willing to help.
12. 813-657-2278

Writer Stated:

1. Sorry for the concerns.
2. I will doc your requested here.
3. I will research.
4. Advised that alt. trans is not covered by the warranty.
5. Advised that I will put a request in but can not guarantee that Kia will cover.
6. Advised that I will let her know as soon as I can.

Chuck Stated:

1. I will have ██████████ call you back.

Writer Stated:

1. Gave 800 # and ext.
2. Called Dan Tacker and advised of the case.
3. Advised of the customers request.
4. Asked for a callback.

*** PHONE LOG 03/17/2004 12:18 PM US Mountain Standard Time CDiaz Action Type:Incoming call

██████████ Called from FL056 and left a VM:

1. 813-626-2550 Ext. 378
2. Not sure why you are calling.
3. Call me back.

Writer:

1. Called back ██████████ and received VM.
2. Advised of customer and customer request.
3. Advised that I was calling to address the concern and to check how long the car will be there.
4. Requested a call back.

*** PHONE LOG 03/18/2004 09:39 AM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer called DPSM Dan Tacker 2nd call:

Dan Tacker Stated:

1. I spoke to Chuck at the dealer.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K295034	59,000

TAMPA FL [REDACTED]

Dealer: FL056 Courtesy Kia of Brandon

2. Offered 15 Dollars a day for 5 days.
3. That should be enough time for the car to get done.

*** PHONE LOG 03/18/2004 09:41 AM US Mountain Standard Time CDiaz Action Type:Outgoing call
Writer called the customer and left a message to call me back.

*** PHONE LOG 03/19/2004 09:54 AM US Mountain Standard Time CDiaz Action Type:Outgoing call
Called the customer on [REDACTED] and did not get an answer.

*** CASE CLOSE 03/22/2004 08:04 AM US Mountain Standard Time CDiaz
3rd call, closing case pending further contact from the customer.

*** PHONE LOG 03/26/2004 08:33 AM US Mountain Standard Time CDiaz Action Type:Incoming call
Customer Stated:

1. The car is still at the dealer.
2. I dealer has just got the parts.
3. Something needs to be done.
4. We have had a rental car for 2 weeks.
5. We may have to put up a lawsuit.
6. Kia needs to offer us something.
7. This is Kia's fault not the dealer.
8. The dealer ordered the parts on emergency and Kia did not deliver.

Writer Stated:

1. Sorry for the delay.
2. I will contact the dealer and see what is going on.
3. Kia has offered assistance for the rental car and will stand behind the product and fix the car.
4. I know this can be frustrating.

Chuck Stated: FL056

1. The coolant pipe was on backorder and just came in.
2. We are working on the car now and it should be done by the end of the day.

Writer Stated:

1. Advised the customer of the info.
2. Advised to keep in contact with the dealer.

Customer Stated:

1. Will try to get together a class action lawsuit if I have to.
2. If I have to pay a dime I will file a lawsuit.
3. My husband wanted to make sure you knew that.

** Customer ended the call.

Kia Motors America
Consumer Affairs Department

Page 3 of 3

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K295034	59,000
TAMPA FL [REDACTED]				Dealer: FL056 Courtesy Kia of Brandon

*** PHONE LOG 03/29/2004 09:32 AM US Mountain Standard Time CDiaz Action Type:Outgoing call

Writer called the dealer FL056:

1. Checking the status of the car.

Chuck stated: FL056

1. I think the car has been completed.
2. Let me check for you.

Holding.....

3. The customer picked up on Saturday.
4. They test drive the car and everything is fine.

*** CASE CLOSE 03/29/2004 09:33 AM US Mountain Standard Time CDiaz

Customer will call back if needed.

*** CASE CLOSE 05/03/2004 09:29 AM Pacific Daylight Time WSpencer

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]		K505503	0
MAYS LANDING NJ	[REDACTED]		Dealer: NJ001 Chapman Kia	

Case History

Complaint Quality

*** PHONE LOG 07/05/2005 07:53 AM Pacific Daylight Time JArboleda
NCA RECEIVED LETTER FROM CUSTOMER-CUSTOMER STATES:

1. CUSTOMER HAS EXPERIENCED SEVERAL PROBLEMS WITH VEHICLE
2. **FAN** BLADES FELL APART, STARTER WENT OUT, ENGINE SEIZED, BRAKES WENT OUT
3. THIS OCCURRED BEFORE 25,000 MILES-CUSTOMER SPENT \$750.00 ON RENTALS AND BRAKES
4. REQUESTING MORE RESEARCH GOES INTO PRODUCT

-WRITER TO SCAN AND SEND TO REGION FOR FURTHER HANDLING

*** PHONE LOG 07/11/2005 02:43 PM Eastern Daylight Time KDavenport Action Type:Incoming call
wtr called and thanked cust for the information
informed her the letter will be forwarded to a DPSM

wtr closing case pending future customer contact

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 2DR SPORTAGE 4X</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB623825 [REDACTED]	K1031438	0
Grapevine TX [REDACTED]			Dealer:	

Case History

Complaint Replacement

*** PHONE LOG 10/27/2005 08:02 AM Pacific Daylight Time ALujan

NCA received letter from customer. Customer states:

1. Purchased new 2002 Sportage in March 2002, w/in 2 wks. Catalytic Converter blocked up and vehicle lost all power. (near miss trauma)
2. Car was towed... Kia dealership in Tyler Tx. (5 days to get the parts)
3. Periodic problems: more problems w/catalytic converter, manifold problems, rattles and noises, Master cylinder went out, (brakes completely failed (another near miss trauma), Heat shield removed due to rattling, clanging and metal sounds. Most recently, radiator *fan* seperated and punctured the radiator, stranding customer yet again.
4. Customer requests upgrage to Sorrento in the form of perhaps (substitution of collateral or special financing, generous trade-in allowance, owner loyalty incentives and cash rebates to apply to purchase. Would like to trade vehicle at Southwest Kia on Hampton in Dallas (must be automatic transmission, have A/C, sunroof & CD) without additional downpayment or increase in monthly payment.

-Writer to scan and forward to Western region for futher handling.

*** NOTES 11/01/2005 09:14 AM Pacific Daylight Time KRuyle Action Type:Correspondence sent
wrt sent letter to cust denying replacement

*** CASE CLOSE 11/01/2005 09:14 AM Pacific Daylight Time KRuyle

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]
MARIETTA GA	[REDACTED]	KNDJB723X25	K1094857	76,000
			Dealer: GA042 Town Center Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/14/2006 01:45 PM US Mountain Standard Time RSabin

CUST STATED:

1. I JUST HAD A MALFUNCTION AND I'M HAVING A DEBATE WITH THE DLR
2. THE WATER PUMP IS A PART OF THE **FAN** THAT DISINTEGRATED
3. THE **FAN** DISINTEGRATED AND ALL THE BLADE'S CAME OFF AND HIT THE RADIATOR OR SOMETHING
4. I'M COMPLAINING BECAUSE I THINK THE **FAN** IS A PART OF THE PTW AND THE DLR IS TELLING ME IT'S NOT
(CUST HAD WARRANTY BOOK FOR VEH IN FRONT OF HIM READING IT)

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I CAN READ THE WARRANTY MANUAL AND TELL YOU THAT I DO NOT SEE THE **FAN** BEING LISTED UNDER YOUR PTW
3. I'M SURE YOU ALSO SEE THAT (CUST PULLED UP DIAGRAM OF WATER PUMP AT THE DLR AND SEEN THAT THE **FAN** WAS NOT A PART OF IT)
4. I CAN ASSIST YOU WITH ANY WARRANTY RELATED CONCERN'S BUT I CAN'T CHANGE A PART TO THE PTW BECAUSE YOU FEEL IT'S A PART OF THE ENGINE

CUST STATED:

1. SO WHAT YOUR SAYING IS THAT I NEED TO GO TO THE BBB ABOUT THIS

WRITER ADVISED:

1. YOU CAN DO WHAT EVER YOU FEEL IS NECESSARY AS A CONSUMER
2. BUT I CAN TELL YOU NOW THAT YOUR COMPLAINT IS NOT VALID
3. YOU WANT A PART TO BE COVERED UNDER YOUR PTW AND IT'S NOT COVERED AND IT NEVER HAS BEEN COVERED, IT FALL'S UNDER YOUR LBW

CUST STATED:

1. OK THANKS

*** CASE CLOSE 04/14/2006 01:45 PM US Mountain Standard Time RSabin

*** PHONE LOG 04/20/2006 02:12 PM US Mountain Standard Time JHirshfield Action Type:Incoming call caller David --svc dir from GA042

1. cust is there with him and does not understand why the **fan** is not part of the power train
2. he has explained it to them, but they want to hear it from someone else

wtr

1. reviewed components of PTW for the customers

David --

1. he has left a message for DPSM requesting a call back
2. he already confirmed the fact that it is not covered under warranty

wtr

1. i can attempt to contact DPSM as well
2. cannot promise any assistance, of course

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
MARIETTA GA	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Dealer: GA042 Town Center Kia

1. he would appreciate any assistance he can get
2. car is repaired and ready to go

*** PHONE LOG 04/20/2006 02:15 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for DPSM requesting he contact svc dir David @ GA042 regarding this customer's request regarding repair assistance
for the *fan*

*** CALL BY 04/20/2006 02:15 PM JHirshfield

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723225 [REDACTED]	K1005525	99,808
Eustace TX [REDACTED]	[REDACTED]	[REDACTED]	Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 08/25/2005 11:39 AM US Mountain Standard Time RBussey

Customer called:

1. I was driving down the road coming back from lunch.
2. The *fan* busted and tore up my radiator.
3. I need to know if it is covered.
4. I can't drive it to the dealer.
5. The closest dealer is 1.5 hours away.
6. R/A tried to charge me last time I called them.

Writer stated:

1. Veh needs to be seen by dealer to tell if it is under warr.
2. Veh can be towed by R/A
3. Writer will call R/A and have veh towed and make sure it is covered for you.

Customer agreed to hold while writer calls R/A

Writer called R/A spoke with Dana (CSV 27594)

1. Writer needs to make sure veh is covered under R/A
2. Customer stating she had issue last time she called R/A

Dana stated:

1. Yes will be covered in full for tow to closest dealer.

Writer conferenced customer with Dana @ R/A

call ended

*** CASE CLOSE 08/25/2005 11:39 AM US Mountain Standard Time RBussev

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723025 ██████████	K1066324	7,000
Dallas TX ██████████			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 01/26/2006 02:51 PM US Mountain Standard Time TShamburger
customer ██████████ called

1. the *fan* blade broke and the dlr charge her, they said veh was out of warranty.
2. now this dlr is saying veh needs a timing belt and they said spark plug are not covered, that i understand
3. but they also say coils were needed and they wanted to charge her
4. isnt this under warranty
5. the dlr said its the miles but it only has 7000 miles

wrt states

- 1 veh has low miles, advise cust to verify miles, b/c the timing belt is due at 60K
2. and LBW ends at 5/60K whichever comes first.

cust states

1. the receipts showing dlr put 70K not 7000. I will verify this mileage against veh and call back, thank you.

*** CASE CLOSE 01/26/2006 02:51 PM US Mountain Standard Time TShamburger

Kia Motors America
Consumer Affairs Department

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K201448	15,000
Laporte TX [REDACTED]	[REDACTED]	[REDACTED]	Dealer: TX068 Kia of Kingwood	

1. she needs to know exactly what she needs to do.
2. she recontacted David McDavid and spoke with the svc mgr
3. she was told that someone from Kia named Frank authorized \$15 per day
4. what does she need to do to get the rental. and what guarantee does she have that she will be reimbursed

wtr stated:

1. Frank from Kia would be the regional DPSM Frank Krause, and he would be the person who would authorize any arrangement
2. she should use her ref # when she submits the bill and we have her case documented so there shouldn't be any problem with proving her case
3. she should recontact if sh has any questions --

*** PHONE LOG 08/11/2003 11:52 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I TALKED TO ALVINA AND JON.
2. I WAS TOLD THAT A GUY NAMED FRANK AUTHORIZED \$15 A DAY FOR A RENTAL.
3. I FEEL THAT I SHOULD GET THE WHOLE RENTAL COVER BECAUSE IT'S NOT MY FAULT THAT THE PART IS ON BACK ORDER.
4. I CAN'T AFFORD A RENTAL, SO KIA SHOULD TAKE CARE OF THIS FOR ME.

WRITER STATED

1. PER INFORMATION DOCUMENTED ABOVE.
2. DPSM, FRANK K. AUTHORIZED \$15 A DAY FOR A RENTAL.
3. KIA STANDS BEHIND HIS DECISION.
4. AS A GOODWILL OFFER, KIA AUTHORIZED TO COVER \$15 A DAY.
5. RENTAL IS NO A PROVISION OF THE WARRANTY,
6. IT IS UP TO THE CUSTOMER TO ACCEPT OR DECLINED THE OFFER.
7. CALLER THANKED WRT FOR THE INFO

*** CASE CLOSE 08/11/2003 11:52 AM US Mountain Standard Time ERuiz

*** NOTES 09/04/2003 12:05 PM Eastern Daylight Time JSifford Action Type:Manager review

Vehicle is not on VD report and review of the previous notes do not indicate that SRCA/customer contact was requested or necessary

File closed

*** CASE CLOSE 09/04/2003 12:05 PM Eastern Daylight Time JSifford

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K149922	2,600
Jacksonville FL [REDACTED]	[REDACTED]	[REDACTED]	Dealer: FL054 Speedway Kia	

Case History

Complaint Design

*** PHONE LOG 03/27/2003 10:29 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I LOVE MY SPORTAGE.
2. THERE IS ONLY ONE PROBLEM.
3. I DO NOT HAVE A GARAGE.
4. LEAVES GET IN THE VENTS AND IT MAKES A NOISE.
5. I TOOK THE CAR TO THE DEALERSHIP AND THEY CLEANED IT AND THEY SAID THEY WOULD DO IT THIS ONCE.
6. THAT WAS ABOUT 3 OR 4 WEEKS AGO.
7. THE BLOWER IS MAKING THE NOISE AGAIN.
8. I DO NOT WANT TO PAY FOR IT THIS TIME.
9. I KNOW THEY ARE GOING TO CHARGE ME.

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION
2. I HAVE HEARD OF THIS BEFORE.
3. THERE IS NOT A PROBLEM WITH THE CAR, THAT IS THE DESIGN OF THE CAR.
4. WHAT I CAN DO IS DOCUMENT A FORMAL COMPLAINT ON YOUR BEHALF REGARDING THIS
5. THE WARRANTY COVERS DEFECTS AND THIS WOULD NOT BE CONSIDERED A DEFECT
6. I WILL DOCUMENT IT.
7. GAVE NAME AND EXTENSION IN CASE OF FUTURE PROBLEMS.

*** CASE CLOSE 03/27/2003 10:29 AM US Mountain Standard Time SLarez

*** PHONE LOG 08/20/2003 01:03 PM US Mountain Standard Time CLausch Action Type:Incoming call
cust advised: do not want to wait for my case manager

1. am really disgusted with this veh
2. the a/c has been a issue since the purchase of the veh & this keeps costing me money for cleaning
3. now the veh *fan* broke in the veh while we were out of town
4. we had to rent a veh & get a hotel room
5. do not know how far away from home we were
6. want kia to reimburse for out of pocket expense

writer advised

1. If you are stranded over 150 miles from your residence you may qualify for the Trip Interruption under the Long Haul, 2. Extra Mile Care Program
3. Any warranty related breakdown & repair that is 150 miles from home & repairs take more than 24 hrs.
4. Kia will review cust req for reimb for food, lodging & transportation, up to \$300
5. Please submit the r/o with the receipts attached to a cover letter & send to the medford claims address
6. Kia will review this req. of reimbursement & determine if this repair qualifies for the benefit
7. Apologize on behalf of kia for any inconvenience that this may have caused the cust

*** CASE CLOSE 08/20/2003 01:04 PM US Mountain Standard Time CLausch

*** NOTES 09/18/2003 07:45 AM Pacific Daylight Time SMarino Action Type:Manager review
Received letter and invoice's - Customer is requesting reimbursement for T/I

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]		KNDJB723325	K149922	2,600
Jacksonville FL [REDACTED]		Dealer: FL054 Speedway Kia		

FedEx letter and invoice's to KEdgett @ CCG in Boston for handling

*** CASE CLOSE 09/18/2003 07:46 AM Pacific Davlight Time SMarino

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]	K201448	15,000
Laporte TX [REDACTED]		Dealer: TX068 Kia of Kingwood		

Case History

Complaint Repair Assistance

*** PHONE LOG 08/11/2003 05:40 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I TOOK MY KIA TO THE GARAGE TO HAVE THE OIL CHANGE.
2. THEY NOTICE THAT THE COOLING *FAN* WAS MISSING.
3. THEY ADVISED ME TO TAKE MY CAR TO THE CLOSEST KIA DEALER.
4. I CALLED THE DEALER AND THEY ADVISED ME TO CALL YOU AND HAVE MY CAR TOW.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT ADVISED CALLER TO TAKE THE VEHICLE TO THE CLOSEST KIA DEALER FOR INSPECTION.
3. VEHICLE'S INSPECTION IS NECESSARY TO DETERMINATE THE PROBLEM.
4. WRT OFFERED ROAD SIDE ASSISTANCE.
5. CALLER WILL CONTACT HER LOCAL GARAGE TO CONFIRM THE ADDRESS BEFORE HAVING THE CAR TOW TO THE LOCAL KIA DEALER.
6. CALLER THANKED WRT FOR THE INFO

*** CASE CLOSE 08/11/2003 05:41 AM US Mountain Standard Time ERuiz

*** PHONE LOG 08/11/2003 09:52 AM US Mountain Standard Time ABegoody Action Type:Incoming call

Customer stated:

1. spoke to Zeke this morning
2. was advised to have the veh towed to the dlr
3. veh was diagnose by an after market garage
4. was advised the problem was caused by the cooling *fan*
5. does not know what to do
6. dlr advised cust this was a common problem on the Kia veh
7. if the dlr does not have the part the dlr advised cust they will have to order the part
8. dlr has not looked/diagnose the veh
9. was advised by the dlr to call Kia for assist w/rental or loaner veh
10. would like to know what Kia can do

Writer stated:

1. apologized for the inconvenience
2. if there is a problem w/the veh Kia will stand behind there product & repair the veh under the terms of the warranty
3. Kia does not have a rental/loaner policy
4. rental/loaner is provided by dlr as a courtesy to cust if available
5. the dlrs are independently owned & operated businesses
6. advised cust to speak w/the SM at the dlr regarding rental/loaner request
7. if problem is caused by a defect the cost of the repair will be covered by Kia
8. if problem is not caused by a defect the cost of the repair will be at cust expense
9. Kia will continue to work w/the dlr to get the veh repaired & running back to working order
10. offered to call the dlr on cust behalf (cust declined offer & disconnected on writer)

*** CASE CLOSE 08/11/2003 09:52 AM US Mountain Standard Time ABegoody

Info given.

*** PHONE LOG 08/11/2003 09:59 AM US Mountain Standard Time JHirshfield Action Type:Incoming call

caller stated:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
Wilson NC			K356942	40,000
			Dealer: NC034 Stevenson Kia	

Case History

Compliment Service

*** PHONE LOG 08/25/2004 10:39 AM SCook

Caller stated:

Didnt have vin

1. Do you have an office that acknowledges outstanding service by a dealership. (NC034).
2. We were heading to FL on Sat.
3. **Fan** blades broke off veh while we were driving.
4. Had RA tow veh in, worked very well.
5. Spoke to Eric on the phone, within 5 minutes of us arriving a veh was furnished.
6. Did an excellent job of salvaging our weekend.
7. Was very impressed, without hesitation Eric went out got us a car. The rental car place had already closed.
8. I am very pleased. He's kept us informed, Made everything very easy.
9. He said it's all being taken care of under warranty.
10. Eric put us in a nice car, we were not inconvenienced in any way and were able to still continue on our trip.
11. Happy with the service and the warranty.

Writer stated:

1. Created record.
2. Appreciate the comments and will ensure appropriate persons are made aware.
3. Contact us with future comments/concerns.

Caller stated:

1. Thank you.

*** CASE CLOSE 08/25/2004 10:39 AM SCook

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723725 [REDACTED]	K1211411	74,000
Baden PA	[REDACTED]		Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/04/2006 01:04 PM US Mountain Standard Time RBussey
Customer called:

1. **Fan** broke and broke my radiator, is that covered under the PTW?

Writer stated:

1. Sorry it is not.

*** CASE CLOSE 08/04/2006 01:04 PM US Mountain Standard Time RBussey

*** PHONE LOG 08/07/2006 12:03 PM US Mountain Standard Time LSims Action Type:Incoming call

CALLER MS WARNER STATES:

1. I NEED TO KNOW IF THE WATER PUMP IS COVERED UNDER THE PTW - IS IT INSIDE OR OUTSIDE THE ENGINE
2. I AM GOING TO HAVE AN INSURANCE ADJUSTER COME OUT AND LOOK AT THE CAR
3. DOES IT HAVE TO GO TO A KIA DEALER

WTR STATES:

1. APOLOGIZED
2. VERIFIED INFO
3. ADVISED THAT THE WATER PUMP IS COVERED UNDER THE PTW FOR MANUFACTURING DEFECTS
4. VEH WILL HAVE TO BE INSPECTED BY A KIA DEALER TO DETERMINE IF THE PROBLEM IS COVERED UNDER THE WARRANTY
5. WARRANTY REPAIRS HAVE TO BE DONE AT A KIA DEALER

*** CASE CLOSE 08/07/2006 12:04 PM US Mountain Standard Time LSims