

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

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1213986	99,909
Smithtown NY [REDACTED]	[REDACTED]		Dealer: NY074 Habberstad Kia	

Case History

Complaint Repair Assistance

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

Caller states:

1. I have issues
2. I bought my car through Huntington Kia
3. They are closed
4. I took it to [REDACTED] Kia, but now they're closed
5. For a third time, my car was then towed to [REDACTED] Kia, in Huntington, NY
6. They're a Nissan dealer who may be taking Kias
7. I had paid \$2000 for an ext warr which was supposed to cover everything to 100k
8. I showed my contract to the service dept, but they don't know what "wrap" means
9. Do you know?
10. They're telling me I have to pay \$1500 for some repairs
11. It's not covered under the regular Kia warr
12. I'll be damned if I'm going to pay that
13. Can you tell me who the ext warr company is?

Wrtr states:

1. Updated; no recalls
2. Advised that ext warr is not through KEPP
3. Explained that if it isn't KEPP, would have no other info on what the ext warr company is

Caller states:

1. Well do you have any recalls about the *fan* coming loose and causing all that damage?

Wrtr states:

1. Advised that wrtr checked and there are no recalls on customer's veh
2. Apologized

Caller states:

1. Well is there anyone you can suggest I can talk to, to find out

Wrtr states:

1. Advised that wrtr has no info for customer
2. Inquired if sales contract had info about ext warr

Caller states:

1. The only thing says 100k wrap

Wrtr states:

1. Explained, again, that wrtr has no info

Caller thanked wrtr

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

*** PHONE LOG 09/08/2006 01:05 PM US Mountain Standard Time CHamilton Action Type:Incoming call

Caller states:

1. Need to talk to a Mgr about my claim
2. Car has been at [REDACTED] Nissan for going on 2 months
3. Problems originally were fixed under Ext Warr
4. Going about 65 MPH when *fan* broke off, disintegrated, went thru the radiator and the power steering unit
5. Dlr fixed *fan*, radiator and the power steering under the ext warr co
6. Now finding water in the engine due to the engine overheating, needs engine work
7. Ext warr co wont cover the engine because they said its still under warr from Kia
8. Kia wont cover the engine because it was not a warr item that broke the engine
9. Have these two warrs that are supposed to give me 100K miles of bumper to bumper warr
10. and neither one will step up

Wtr states:

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
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Smithtown NY	[REDACTED]		Dealer: NY074 Habberstad Kia	

1. updated, no recalls
 2. Apologized
 3. Advised cannot speak to the Ext warr decision or coverage--suggest call them yourself and discuss what they cover
 4. W/S from KMA is 10/31/2002
 5. 5/60 LBW expired, included the *fan* you are saying broke and caused the problems
 6. 10/100 PTW is for internal parts of the engine, transmission and axles for man defects
 7. Will check with the SM and the Kia Rep
- Placed on call, called [REDACTED] Kia NY074, LVM for SM Anthony, request call back
Returned to caller and stated:
1. Reviewed same as above
 2. Will research and call you back
- Cust gave call back info:cell [REDACTED]

*** PHONE LOG 09/13/2006 12:44 PM US Mountain Standard Time CHamilton Action Type:Outgoing call
Wtr called Anthony who states:

1. *Fan* broke, took out the radiator and the engine
2. Ext warr covered the *fan* and the radiator, wont cover the PTW
3. I ran it past Vito, he declined as well

*** PHONE LOG 09/14/2006 12:30 PM US Mountain Standard Time CHamilton Action Type:Outgoing call
Wtr called DPSM VSampogne, advised facts this case
DPSM states:

1. Unfortunately, the components that cause the damage are not LBW item,s
2. Kia will not be able to assist at this time

*** PHONE LOG 09/14/2006 12:31 PM US Mountain Standard Time CHamilton Action Type:Outgoing call
Wtr LVM at both of Mr W phone #s requesting call back

*** PHONE LOG 09/19/2006 06:13 AM US Mountain Standard Time CHamilton Action Type:Outgoing call
Wtr LVM at both of Mr W phone #s requesting call back

*** PHONE LOG 09/20/2006 11:13 AM US Mountain Standard Time CHamilton Action Type:Outgoing call
Left final VM requesting call back

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K168929	45,000
Willis TX			Dealer: TX077 Rick Brown Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/22/2003 09:06 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with svc mgr, Robt, who stated:

1. car came in with a *fan* blade that has flown apart and damaged the radiator
2. car was driven until it died (as indicated by the engine damage) and the engine needs replacing
3. the parts were ordered but have not arrived yet
4. he had spoken with the cust and she had give him the impression that she wanted them to "roll-back" the odometer because she of the new engine installation
5. he had replied that it was against the law --the cust told him she didn't like his attitude, would never bring go back there and hung up

wtr stated:

1. apparent miscommunication ---informed him of her view of the question
2. explained some of her concerns

Robt stated:

1. His techs have been there for quite a while already -- he doesn't know who she is talking about "new techs"

wtr thanked Robt for his assistance

*** PHONE LOG 05/22/2003 09:07 AM US Mountain Standard Time JHirshfield
caller stated:

1. they previously owned a Sephia that was eventually bought back by Kia of Conroe and were traded into this new Sportage
2. they have had no problems until last week
3. they were driving on the freeway when they heard a popping noise --no indicators or any warnings
4. the car died and they were left to call R/A and have the car towed to Rick Brown Kia (TX077)
5. the *fan* had fallen off and ended up ruining the engine
6. this is the second Kia she has had to have major work on (replaced engine in the Sephia , also)
7. the svc dept has problems with their techs (can't seem to keep them)--their attitude was very short and she is really concerned about the quality of their repairs
8. the car needs all this major work done (*fan*, radiator, and engine) and its being done by a place that has problems with their techs and a really bad attitude
9. she had asked the svc tech about the speedometer. she was told by someone that if they put a new engine in the car if they returned the speedometer back to 0
10. they had acted like she was requesting from them to break the law and got very short with her
11. Can she get some reassurance from Kia that her car will be fixed correctly?
12. does she have to continue to take the car back to TX077 in the future?
13. she doesn't even know if the car is going to be done tomorrow and she did not get any loaner or rental

wtr stated:

1. I'm can assure her that the vehicle will be repaired to Kia's standards of repair
2. she may have warranty work done by any Kia dealership
3. no one can predict the future nor do I know why she has had problems with both her cars
4. i will speak with the svc mgr and if necessary also the DPSM
5. there should not be any issue with the speedometer--i would guess that it was a miscommunication somehow --it is a very "delicate" subject with car dealerships
6. i will recontact if any other information arises
7. i will document all her concerns-- provided name and extension--urged cust to recontact if assistance is needed in the future

*** CASE CLOSE 05/23/2003 06:13 AM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K168929	45,000
Willis TX			Dealer: TX077 Rick Brown Kia	

concerns noted

*** PHONE LOG 05/23/2003 09:19 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller stated:

1. she is at dealership and was told they could get a loaner
2. when she got there, they now are telling she has to have her husband or she can't get one
3. what can she do?

(in background, svc mgr heard telling cust all he needs is HER driver's license)

cust continued:

"Now he is changing his story , but i just wanted to know what we could do"

wtr stated:

1. dealership IS NOT obligated to provide a rental at all
2. she needs to work with them or they can take back the offer just as easily
3. svc mgr is trying to be a help to them

cust stated: she understood and hung up

*** PHONE LOG 05/23/2003 09:24 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
wtr received call from svc mgr, Robert who stated:

1. he is close to having this cust take her car from his shop and get it fixed elsewhere
2. he is trying to do the right thing and she is being very difficult

wtr stated:

1. cust had been informed of the "goodwill gesture" by them regarding the rental and needed to be more cooperative with him
2. she had responded that she understood so he situation should be calmer

robt responded-- he just wanted us to be aware of this cust actions

*** CASE CLOSE 05/23/2003 09:25 AM US Mountain Standard Time JHirshfield
concerns noted

*** NOTES 05/27/2003 11:07 AM Pacific Daylight Time WSpencer Action Type:Manager review

NCA RECEIVED LETTER FROM THE CUSTOMER STATING

1. IS ASKING FOR COMPENSATION FOR THEIR KIA BEING OUT OF COMMISSION

NCA TO DISPATCH CASE TO THE REGION FOR REVIEW

*** PHONE LOG 05/29/2003 03:53 PM Eastern Daylight Time JSifford Action Type:Outgoing call

Writer contacted customer

Per Ms. Warren

1. heard pop

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Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K168929	45,000
Willis TX			Dealer: TX077 Rick Brown Kia	

2. turned around
3. got up to 50 mph and vehicle started going slower and slower
4. temp gauge started to go up
5. cel came on
6. vheicle at dealer for one week last Friday 5/23/03
7. dealer provided a loaner last week
8. will not buy another Kia

Writer informed cusotmer

1. vehicle will be repaired under the terms of the warranty.

*** CASE CLOSE 05/29/2003 03:54 PM Eastern Daylight Time JSifford

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723025 [REDACTED]	K207274	22,803
Detroit MI [REDACTED]		Dealer: MI012 LaFontaine Kia		

Case History

Complaint Backordered Parts

*** PHONE LOG 08/21/2003 11:21 AM US Mountain Standard Time JCook

Customer Stated:

- 1.Says he had his vehicle towed into the dealer on Monday because his power steering system exploded and destroyed the cooling *fan* and radiator.
- 2.Says he is being told that some of the parts are on backorder an my not be in for a few weeks.
- 3.Says he spoke with someone in the Svc. dept. who told him that there were no rentals under the warranty.
- 4.Says he is now stuck without a vehicle to drive.
- 5.Wanted to know what we could advise.

---Writer advised customer:

- 1.That there are no rental provisions under the manf. warranty.
- 2.Advised that we are going to put him on hold while we give the dealer a call to see what we can do.

---Writer called and spoke to Lee (Svc. Adv. @ MI012) who stated:

- 1.That his Svc. Mgr is in a meeting, and wanted to know if he could help us.
- 2.Says he is aware of this customer.
- 3.Says some of the parts for his radiator are on backorder, and they have no concrete ETA.
- 4.Advised that the customer is requesting a rental.
- 5.Advised that some Kia reps are offering full or partial rental assistance to some customers.
- 6.Lee says he will place a call to the Kia rep Joe Oppedisano to see if he will assist.
- 7.Advised that we will place a call to him as well.
- 8.Thanked Lee for his time.

---->Writer disconnected while we were talking to dealer<---

*** PHONE LOG 08/21/2003 11:22 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and left message for Dpsm Joe Oppedisano to give this writer a callback.

*** PHONE LOG 08/21/2003 11:55 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer tried calling number on file, but it has been disconnected.

*** PHONE LOG 08/21/2003 02:32 PM US Mountain Standard Time WNoonan Action Type:Incoming call
Writer spoke with [REDACTED]

>>Customer stated:

1. I want to find out what is going on with my rental vehicle.
2. The vehicle has been at the dealer and it is almost the weekend.
3. They do not know when the parts will be here.
4. I have plans this weekend.

>>Writer stated:

1. Sorry for the delay in response to your request.
2. [REDACTED] has phoned the KIA rep, Joe, and is awaiting his call back with the decision for authorizing the rental.
3. Writer will let him know you've called.
4. Provided extension number.

>>Customer stated:

1. Thanks - I'll call back tomorrow.

*** PHONE LOG 08/22/2003 06:24 AM US Mountain Standard Time JCook Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723025	K207274	22,803
Detroit MI		Dealer: MI012 LaFontaine Kia		

Writer called and spoke to Dean (Svc. Mgr @ MI012) who stated:

1. That he just got off the phone a little while earlier with Joe Oppedisano who approved coverage for \$15 a day towards a rental for the customer.
2. Says they are going to give the customer a call and let him know.
3. Writer thanked Dean for his time.

*** PHONE LOG 08/22/2003 07:51 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and left message for customer to give this writer a callback.

*** PHONE LOG 08/22/2003 09:00 AM US Mountain Standard Time JCook Action Type:Incoming call
Writer received voicemail from customer to give him a callback.

*** PHONE LOG 08/22/2003 09:03 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called customer back who stated:
1. That he received a call from the dealer this morning.
2. Says they told him to come down and they were going to put him in a rental.
3. Says he should not have to pay anything for it.

---Writer advised customer:

1. That we spoke with the Svc. Mgr Dean this morning.
2. Advised that he can speak with him when he goes to pick up the rental and they will let him know if he will owe anything for it.
3. Advised that we just wanted to follow up that they had called him.
4. Advised that we have documented his concern on file.
5. Verified all customer info.

*** CASE CLOSE 08/22/2003 09:03 AM US Mountain Standard Time JCook
Info given.

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]	KNDJB723X25 [REDACTED]	K198994	12,600
Dallas TX	[REDACTED]		Dealer: TX056 Southwest Kia	

Case History

Complaint Rental Car

*** PHONE LOG 08/05/2003 08:06 AM US Mountain Standard Time CDiaz

Customer Stated:

1. I like my Kia
2. Current concern: *Fan* blade broke.
3. The dealer told me that I'm # 16 with the problem.
4. The dealer told me to pay for the rental and I would get my money back.
5. Why could the dealer just pay for it.
6. I already paid for the rental but just wanted to know.

Writer Stated:

1. The dealer must have a policy that states this is the way they do rentals.
2. Customer understands.

*** CASE CLOSE 08/18/2003 12:42 PM US Mountain Standard Time CDiaz

Customer will call back if needed.

*** NOTES 09/04/2003 12:41 PM Eastern Daylight Time JSifford Action Type:Manager review

Vehicle not listed on this weeks VD report

File closed

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
Defuniak Springs FL		KNDJB723125	K186826	20,285
			Dealer: FL001 Lee Kia	

Case History

Complaint Dealer

*** PHONE LOG 07/08/2003 07:10 AM US Mountain Standard Time BGauldin

customer stated:

- 1.the veh is with owner.
- 2.there stress cracks in the *fan* that sits in front of the radiator.
- 3.took veh in last Monday 8:30 AM and sat all day long.
- 4.everything was repaired except the *fan*.
- 5.*fan* was ordered but is not here today.
- 6.husband found cracks.
- 7.Wed. the CEL came on but found to be evap leak.
- 8.was told when the *fan* is replaced to check the sensor for CEL.
- 9.this part could have been ordered over night and delivered.
- 10.a noise was repaired on blower *fan* in the a/c but is back again.
11. have not been back for this issue.
- 12.want the veh part and veh repaired in time to go with husband on trip tomorrow afternoon.

writer stated:

- 1.apologized for the customer's inconvenience.
- 2.Kia stands behind the veh.
- 3.ask have all other issues been repaired.
- 4.parts can be ordered overnight.
- 5.the Holiday did possibly cause a delay.
- 6.what writer can do is find out if the part is coming in today.
- 7.will find out if the veh will be repaired in time for customer to depart.

writer cld SM: out on test drive

writer spoke with Parts Mgr Michael:

- 1.ask the eta of *fan* assembly.
- 2.someone had advised customer part would be in today.

Parts Mgr stated:

- 1.the part order is 6030W on 6/30.
- 2.part number is OKO38-15-1408 "E" ordered.
- 3.on back order , shipped sea eta 7/15.
- 4.only dlr is 100 miles away and did not have the part.

*** PHONE LOG 07/12/2003 11:54 AM US Mountain Standard Time BGauldin Action Type:Incoming call

writer cld FL001:

- 1.closed on weekends.

writer cld customer:

- 1.n/a at all.

*** PHONE LOG 07/14/2003 02:13 PM US Mountain Standard Time BGauldin Action Type:Outgoing call

writer stated:

- 1.repeated that part is expected in on 15th.

customer stated:

- 1.part came in Friday.
- 2.the reason for being unset.

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]	K186826	20,285
Defuniak Springs FL [REDACTED]			Dealer: FL001 Lee Kia	

4. never heard from the dlr service dept.
5. having always to cl them.
6. always told never needed appointment.
7. last time ask if appt had been made.
8. the dlr just has to cl and keep customer informed.
9. will give one more day for dlr to respond.

*** PHONE LOG 07/14/2003 02:28 PM US Mountain Standard Time BGauldin Action Type: Incoming call
writer cld dlr:

1. put on hold and did not nt have any answer

*** PHONE LOG 07/15/2003 11:08 AM US Mountain Standard Time BGauldin Action Type: Incoming call
writer cld Parts Specialist Mark:

1. ask about the part number given.

Parts Specialist Mark stated:

1. no such part number on FL001.

writer cld Parts Mgr. Mike:

1. ask if the part received.
2. ask if customer had be notified.

Parts Mgr stated:

1. part came in Monday.
2. left message on VM to cl schedule.

*** NOTES 07/15/2003 11:10 AM US Mountain Standard Time BGauldin Action Type: Manager review
correction part number is OKO38-15-140A

writer cld customer:

1. left VM.
2. part arrived Monday 7/14.
3. understood customer had been notified by VM.
4. customer needs to schedule appt for repair.
5. to cl if any further assistance needed.

*** CASE CLOSE 07/15/2003 10:11 AM US Mountain Standard Time BGauldin

customer concerned over national back order, part arrived 7/14 and VM left by writer to cl and schedule appt for veh repair.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723925 ██████████	K515965	65,000
MODDY TX ██████████			Dealer:	

Case History

Complaint Reimbursement

*** PHONE LOG 07/20/2005 12:03 PM US Mountain Standard Time ERuiz

CALLER STATED

1. LAST FALL IT HAD DEVELOPED A FUEL LINE LEAK.
2. I TOOK THE VEHICLE TO THE DEALER AND THEY TOOK CARE OF THE FUEL LEAK.,
3. THEY SAID NOT TO WORRY ABOUT THE *FAN*/
4. IN JANUARY I WAS DRIVING IN TX AND THE *FAN* BROKE AND PUNCTURED SOME LINES.
5. NOW I WENT TO THE DEALER AND THEY SAID THAT THEY COULD NOT COVER IT UNDER WARRANTY.
6. I HAD TO TAKE IT TO A REPAIR SHOP.
7. I PAID A LOT OF MONEY TO GET IT REPAIR.
8. I WOULD LIKE TO KNOW WHAT KIA CAN DO

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. CUSTOMER ALLEGED THERE IS NO RECORDS OF THE CUSTOMER EVER REPORTING IT TO THE DEALER.
3. VEHICLE IS OUT OF WARRANTY.
4. CUSTOMER TOOK THE VEHICLE TO A NON AUTHORIZED REPAIR FACILITY.
5. THERE IS NO REIMBURSEMENT/ ASSISTANCE REGARDING THIS SITUATION.
6. VEHICLE'S REPAIR WILL BE AT THE CUSTOMER'S EXPENSE.

*** CASE CLOSE 07/20/2005 12:03 PM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1106372	91,000
Rio Vista CA	[REDACTED]		Dealer:	

Case History

Complaint Quality

*** PHONE LOG 05/16/2006 03:41 PM US Mountain Standard Time RBriones

Cust Stated:

1. Was driving down the road a few minutes ago.
2. The cooling *fan* exploded and tore some big holes in my radiator.
3. Want to know if that is a warrantable concern.

Writer Stated:

- 1 Apologzied for prob.
2. Powertrain warr does not cover cooling *fan*.
3. Adv cust would not be covered.

*** CASE CLOSE 05/16/2006 03:41 PM US Mountain Standard Time RBriones

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
██████████	██████████	KNDJA723925 ██████████	K1080051	69,000
Stewartsville MO	██████████		Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 03/06/2006 04:27 PM US Mountain Standard Time JWeiner

CUSTOMER STATES:

1. I HAVE A QUESTION ABOUT THE WARRANTY OF THE VEHICLE
2. I WAS LOOKING OVER MY VEHICLE THIS WEEKEND
3. I SAW SOME CRACKS ON THE *FAN* BLADE
4. WOULD THAT BE COVERED
5. ARE THERE ANY RECALLS FOR IT
6. THANKS, THATS WHAT I WANTED TO KNOW

WRITER STATES:

1. APOLOGY
2. THE *FAN* BLADE WOULD BE COVERED UNDER THE BLW, WHICH IS FOR 5YRS/60K MILES
3. IT WOULD BE NOT BE COVERED AT THIS TIME
4. THE VEHICLE DOESNT HAVE ANY OPEN RECALLS
5. WRITER UNDERSTANDS

*** CASE CLOSE 03/06/2006 04:27 PM US Mountain Standard Time JWeiner

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
██████████	██████████	KNDJB723125 ██████████	K205948	24,000
Springtown TX ██████████	██████████		Dealer: TX026 Huffines Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 08/19/2003 11:20 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES:

1. CAR IS AT HUFFINES KIA
2. THE **FAN** BLADES HAVE COME OFF VEHICLE
3. I HAVE BEEN TOLD THE PARTS ARE ON BACKORDER
4. THE DEALER ADVISOR, JOHNATHAN PEIRCE STATES THAT HE CAN NOT PROVIDE ME A CAR TO DRIVE
5. WHEN I PURCHASED CAR I ALSO HAD AN EXTENDED WARRANTY
6. I THOUGHT WITH EXTENDED WARRANTY THAT I WOULD GET CAR IF CAR IS IN SHOP OVERNIGHT
7. DEALER FLAT OUT TOLD ME NO
8. THEY DO NOT KNOW WHEN PARTS WILL BE IN.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED WRITER WILL NEED TO CALL DEALER
3. ASK CUSTOMER TO HOLD.

WRITER STATES:

1. CALLED TO SPEAK TO SM, MIKE BRINSON WHO WAS NOT AVAILABLE
2. SPOKE TO ADVISOR, JOHNATHAN
3. ADVISED CUSTOMER WAS CALLING FOR RENTAL ASSISTANCE
4. ASK WHAT HAS DEALER DONE WITH OTHER CUSTOMERS THAT HAVE SAME ISSUE.
5. EXPLAIN THAT CUSTOMER HAS EXTENDED CONTRACT AS WELL WAS DEALER AWARE OF THIS
6. IF DEALER HAD PROVIDED OTHER CUSTOMERS CAR TO DRIVE DUE TO CIRCUMSTANCES THEN MAYBE COULD BE ASSISTANCE FOR CUSTOMER.
7. DID ADVISOR CHECK WITH SM OR DPSM
8. WILL DEALER DO THIS.

DEALER STATES:

1. I WAS NOT AWARE THAT CUSTOMER HAD AN EXTENDED CONTRACT
2. WE DID PROVIDE OTHER CUSTOMERS WITH CAR THAT KMA AUTHORIZED
3. I DID NOT SPEAK TO SM OR DPSM
4. WILL FOLLOW UP WITH DPSM

*** PHONE LOG 08/19/2003 11:26 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, TOM HILTZ TO CALL WRITER.

*** PHONE LOG 08/27/2003 09:53 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, MIKE BRINSON
2. ASK IF VEHICLE HAS BEEN REPAIRED
3. IS CUSTOMER IN ALTERNATE TRANSPORTATION

DEALER STATES:

1. CAR IS UNDER MIKE REED
2. WE STILL HAVE CAR IN SHOP
3. WE DID GET 3 PARTS IN
4. THEN WE FOUND VEHICLE ALSO NEEDED A CONDENSOR

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125	[REDACTED]	K205948 24,000
Springtown TX [REDACTED]		Dealer: TX026 Huffines Kia		

- 5. WE HAVE ORDERED THE PART TODAY
- 6. CUSTOMER IS IN RENTAL VEHICLE

*** CASE CLOSE 08/27/2003 09:54 AM US Mountain Standard Time TDonnelly
RENTAL VEHICLE PROVIDED.

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]	KNDJB623025 [REDACTED]	K366329	58,400
Gainesville GA [REDACTED]		Dealer: GA053 Kia Mall of Georgia		

Case History

Complaint Repair Assistance

*** PHONE LOG 09/20/2004 04:50 AM US Mountain Standard Time ERuiz

CALLER STATED

1. THIS SATURDAY I WAS DRIVING MY CAR, JUST ABOUT 4 BLOCKS AWAY FROM MY HOUSE.
2. THE RADIATOR *FAN* DISINTEGRATED CAUSE DAMAGED TO MY CAR
3. THE BLADES FLEW ALL OVER THE PLACE CAUSING MY RADIATOR TO LEAK WATER.
4. AS SOON AS I SAW THE WATER COMING OUT OF MY CAR, I IMMEDIATELY STOPPED IT.
5. I DID NOT OVER HEAT MY CAR
6. I NEED TO HAVE MY CAR TOW TO THE DEALER.
7. I CAN SET UP THE TOW, BUT IT WILL HAVE TO BE TOW TOMORROW.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. ADVISED THE CUSTOMER TO TAKE THE VEHICLE TO THE DEALER.
3. WRT GAVE THE CUSTOMER THE CASE # AND ADVISED THE CUSTOMER TO CALL BACK ONCE THE CAR GETS TO THE DEALER.
4. CUSTOMER WAS TRANSFERRED TO ROAD SIDE ASSISTANCE TO SET UP THE TOW.

*** CASE CLOSE 09/20/2004 04:50 AM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K194854	19,218
Middleburg FL [REDACTED]		Dealer: CCG01 Call Center		

Case History

Complaint Dealer

*** PHONE LOG 07/28/2003 03:50 PM US Mountain Standard Time SReed

Caller stated

1. I was traveling with my children and the cooling *fan* on the veh fell off
2. Took veh to Ray Carter Kia and they tell me that this is a known problem and they have 7 veh's in the lot with the same problem
3. If this is the case then why haven't KMA had all the 02 Sportages recalled for this problem
4. This is the third time that I have had the veh in for repair
5. They gave me a free loaner veh but I am paying for my veh

Wtr stated

1. My apologies for the problems that you are having
2. There is currently not a recall on the 02 Sportage regarding this issue

Caller stated

1. But the people at the dealership tell me it is a known problem
2. If it is a known problem then why hasn't it been made a recall and why was I not sent out a letter

Wtr stated

1. This is how recalls come about
2. It is culmination of problems that occur at the dealer and also calls that we receive at customer service
3. This may very well be on its way to becoming a recall

Caller stated

1. I think that this veh is a lemon
2. I do not have 20,000 miles and it has been in for repair 3 times

Wtr apologized for the problems that she is experiencing and stated

1. I can assist in the repair of the veh
2. I would be more than happy to help while the veh is at the dealer
3. We provide the warranty that repairs defects such as this

Caller disconnected

*** CASE CLOSE 07/28/2003 03:51 PM US Mountain Standard Time SReed

Recall info given

*** PHONE LOG 07/29/2003 05:08 AM US Mountain Standard Time TShamburger Action Type:Incoming call customer called back:

1. I spoke to a guy yesterday and he was so rude.
2. the vehicle is a lemon and kia knows about a recall and did not tell people about it.
3. my *fan* came off my car.
4. this is not right.
5. i would like kia to just give me a new vehicle

wrt states:

1. apologize ms whisler but this is not a recall and the process to make a recall needs research to see why a recall is needed
2. this is not happening to all vehicle.
3. kia only buyback program is through your local state or government laws
- 4 that process is found in your WIC manual under your state.
5. if you have any other questions please give us a call and i will make a note of your concern

cust states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K194854	19,218
Middleburg FL	[REDACTED]		Dealer: CCG01 Call Center	

1. thank you

*** NOTES 07/29/2003 05:13 AM US Mountain Standard Time TShamburger Action Type:Manager review

Forward to region for review*****

1. the cust feels her vehicle is a lemon and wants kia to take it back
2. the *fan* came off on her vehicle and now shes waiting on the part
3. cust in a rental but not happy that her new vehicle has this problem
4. cust had couple of minor concerns with her veh. (see history)
5. but she feels her vehicle can be bought back by the mfr, especially since her *fan* flew off
6. and cust feels kia is aware of the problem.

*** PHONE LOG 07/29/2003 08:17 AM Pacific Daylight Time WSpencer Action Type:Incoming call

Customer called the National Office stating

1. I want Kia to buyback my car
2. it's at the dealer now because the *fan* blades came apart
3. the dealer has gotten me into a rental so I have transportation
4. but I am upset that this happened in the first place
5. I don't feel the car is safe
6. I want to know if Kia will buyback my car

Writer States

1. advised customer that Kias buyback policy is in accordance with your states local laws
2. Kia wants to honor the warranty and cover any defects that occur in material or workmanship
3. advised cust that her case has been forwarded to the regional office for review

*** PHONE LOG 07/29/2003 12:53 PM US Mountain Standard Time JProkopp Action Type:Incoming call

Customer states:

1. Reiterated previous concerns about cooling *fan* and buyback.
2. I want the regional phone#.
3. No one at Kia cares.
4. Kia sold me a lemon vehicle and Kia will not do anything about it.
5. I am in a rental vehicle.
6. My dealership doesn't care.
7. I want this vehicle repurchased.

Writer states:

1. I apologize that you are having problems with your vehicle.
2. No manufacturer can guaranty that a new vehicle will not have any problems.
3. That is why we have a warranty in place.
4. Kia stands behind the warranty.
5. Kia will repair your vehicle free of charge under the terms of the warranty.
6. Rentals are not provided under the Kia warranty.
7. Your dealership is providing you with a rental as a courtesy.
8. They do not have to do that.
9. I can assist you in getting your vehicle repaired.
10. I cannot assist you in a repurchase.
11. That is something that you would have to pursue on your own.
12. Your case has been forwarded to the regional office for review.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K194854	19,218
Middleburg FL [REDACTED]	[REDACTED]		Dealer: CCG01 Call Center	

13. I will let them know that you wish to be contacted.

*** PHONE LOG 07/29/2003 12:55 PM US Mountain Standard Time JProkopp Action Type:Outgoing call
Writer contacted AJones and LVM.

*** PHONE LOG 08/05/2003 06:11 PM Eastern Daylight Time AJones Action Type:Outgoing call

Placed call to cust, [REDACTED] Per [REDACTED]

1. Stated same as above
2. has had to take veh in 4X for mfr defects
3. is concerned that she will continue to have problems w/veh
4. has not even had veh 1 year, does not even have 20,000 mi on veh
5. has been very inconvenienced
6. would like KMA to take her out of veh
7. husband is in military & cannot continue to take veh in & be w/out veh
8. has been given a rental by d/ship

Writer stated:

1. veh is protected by Kia new veh warranty
2. Apologized for inconvenience cust has experienced w/veh
3. cannot take cust out of veh
4. as goodwill for cust inconvenience , will reimburse 1 car pymt
5. will need cust to send writer a copy of pymt coupon/statement
6. provided fax # & address for cust to send pymt info

Cust stated:

1. would appreciate that
2. will fax pymt info, or if unable to fax. will mail

*** CASE CLOSE 08/05/2003 05:14 PM Eastern Daylight Time AJones

*** PHONE LOG 08/12/2003 04:44 AM US Mountain Standard Time ABegody Action Type:Incoming call

Customer stated:

1. would like to make a formal complaint against Ray Carter Kia
2. on 7/28/03 Ray Carter Kia put cust in a rental
3. FL044 advised cust the cooling *fan* is on Nat'l backorder
4. dlr was going to keep cust in rental until 8/11/03
5. cust turned rental back into the dlr on 8/11/03
6. cust purchased a Chevy Malibu from Coggin Kia
7. cust traded 2002 Sportage in for Chevy Malibu
8. cust needed a reliable veh, cust no longer wanted Kia veh
9. now the FL044 will not pay for the cost of the rental
10. FL044 advised cust they never performed the repairs & dlr does not have a t/o to turn into Kia for the repairs and rental bill
11. FL044 promised to pay for cust rental
12. FL044 are nothing but liars
13. will call the BBB on FL044
14. Coggin Kia was very courteous & paid for cust rental

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K194854	19,218
Middleburg FL			Dealer: CCG01 Call Center	

15. it seems that no one at Kia cared about cust concerns
16. no longer owns Kia veh
17. will make sure the people cust knows will not buy a Kia product

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. advised cust the dlrs are independently owned & operated businesses
4. will document cust complaint against the dlr
5. Kia does not have a rental/loaner policy
6. rental/loaner is provided by dlr as a courtesy to cust if available
7. cust would have to speak w/the SM about request
8. FL044 did not repair the veh & if FL044 agreed to cover cust rental cust would have to pursue assist w/FL044
9. Kia will continue to work w/the dlr to get the veh repaired & running back to working order
10. if cust chooses to take action against KMA cust has that right
11. offered to call the dlr on cust behalf (cust declined offer & disconnected)

*** CASE CLOSE 08/12/2003 04:45 AM US Mountain Standard Time ABegoody
Concerns noted.

*** SEND CASE HISTORY 08/12/2003 04:46:09 AM ABegoody
Case details sent to ajones@kiausa.com.

*** PHONE LOG 08/12/2003 05:56 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer called back:

1. wanted kia to know that Ray Carter kia has poor service and sales.
2. they were unwilling to help us with our vehicle situation
3. our sportage was waiting on a coolant *fan* that was on back order
4. dealer agreed to pay for our rental at enterprise rental, we were in Chev Malibu and
5. we wanted something bigger but could not get one from Ray Carter kia
6. we got tired of waiting for part had our car towed from Ray Carter kia to Coggin kia
7. so we can trade our sportage in for a Sedona van.
8. we love kia's and dont want an american vehicle, but we just dont like Ray Carter kia and there
9. service and attitude. RAY carter Kia also ended up not paying for the rental
10. Barry SM said because we did not get vehicle repaired he was not going to cover the rental
11. because he could not get reimbursed from kia without a RO
12. so Coggin Kia covered the rental also, even though they didnt have to

wrt states:

1. will doc your complaint on Ray carter, but had already called us this morning and Alvina doc your complaint.
2. I will also doc how you like the service and sales at Coggin kia.
3. RAY carter kia only offering a rental as a courtesy.

cust states:

1. I dont want RAY carter kia have a copy of the complaint
2. because I dont want the dealer making trouble for us.
3. but thank you for doc complaint.

*** CASE CLOSE 08/12/2003 05:58 AM US Mountain Standard Time TShamburger
info taken

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K194854	19,218
Middleburg FL	[REDACTED]		Dealer: CCG01 Call Center	

*** PHONE LOG 08/14/2003 05:28 AM US Mountain Standard Time TShamburger Action Type:Incoming call
cust states:

1. called back and I want Ray Carter Kia now get the complaint report
2. I was worried they were going to do something against me
3. but they could not do that
4. I rather dealer with Coggin Kia anyway

wrt states:

1. ok [REDACTED] I will make the dealer get your complaint
2. thank you

*** CASE CLOSE 08/14/2003 05:28 AM US Mountain Standard Time TShamburger
complaint noted.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K198448	7,800
Riverdale GA [REDACTED]			Dealer:	

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/04/2003 11:31 AM US Mountain Standard Time WNoonan

CUSTOMER STATED:

1. HOW LONG DOES MY VEHICLE HAVE TO BE DOWN BEFORE THERE IS PROVISION FOR A RENTAL?
2. MY VEHICLE HAS BEEN AT THE DEALER SINCE MONDAY LAST WEEK BECAUSE THE **FAN** BROKE OFF AND DID DAMAGE.

WRITER STATED:

1. THERE IS NO PROVISION THROUGH THE WARRANTY FOR A RENTAL VEHICLE.
2. RECOMMEND SPEAKING WITH THE DEALER ABOUT A LOANER.
3. THEY MAY OR MAY NOT BE ABLE TO PROVIDE YOU WITH A VEHICLE DEPENDING ON THEIR AVAILABILITY.

CUSTOMER STATED:

1. THANKS.
2. THAT WAS ALL I NEEDED TO KNOW.

*** CASE CLOSE 08/04/2003 11:32 AM US Mountain Standard Time WNoonan
INFO GIVEN

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K200513	20,000
Riverdale GA	[REDACTED]		Dealer: GA020 Kia of Union City	

Case History

Complaint Rental Car

*** PHONE LOG 08/07/2003 01:24 PM US Mountain Standard Time MWeiseman caller stated

- 1.) the *fan* broke in my veh
- 2.) it has been at the dealer for 2 weeks
- 3.) the part is back ordered
- 4.) can i get rental assistance

writer stated

- 1.) i'm sorry for your experience
- 2.) i will call the dealership and get a diagnosis
- 3.) i will call the factory rep in your area and request rental assistance
- 4.) because it is later in the day in your area, i may not be able to reach all necessary parties
- 5.) i will call you with an update at the end of the day

writer called GA020

- 1.)

*** PHONE LOG 08/07/2003 01:38 PM US Mountain Standard Time MWeiseman Action Type:Outgoing call
writer called GA020 and spoke with svc mgr

- 1.) left vm message reviewing case
- 2.) stated writer needs diagnosis on veh
- 3.) writer stated it appears to be the known broken *fan* blade issue
- 4.) writer stated that he was under the impression that all DPSMs were given authorization for \$15 a day rental assistance
- 5.) [REDACTED] is requesting rental assistance
- 6.) call me back with diagnosis

writer called clyde teasley

- 1.) left msg on voicemail
- 2.) writer reviewed details of case
- 3.) writer stated customer was requesting rental assistance
- 4.) writer stated he was under the impression that all dpsm's had been given auth. to give \$15 a day for this issue
- 5.) writer stated he had left a message for the scv mgr to confirm that it is the sportage broken *fan* blade issue
- 6.) writer asked for a call back clarifying policy

writer called [REDACTED]

- 1.) writer updated ms whitters that he had left messages for the svc mgr and factory rep
- 2.) writer advised ms whitters that he would call her as soon as he knows something, or in the morning with an update--whichever comes first
- 3.) caller gave work number [REDACTED]

*** PHONE LOG 08/08/2003 07:06 AM US Mountain Standard Time MWeiseman Action Type:Outgoing call
writer returned call to ray bird scv mgr at GA020

- 1.) [REDACTED] was told that we could offer her \$15 a day toward a rental car

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K200513	20,000
Riverdale GA [REDACTED]			Dealer: GA020 Kia of Union City	

- 3.) writer told ray that she didn't mention this to us
- 4.) writer advised ray that he would talk to ms whitters about the issue

writer called [REDACTED]

- 1.) lft msg stating that caller was offered a \$15 a day rental assistance by the svc mgr
- 2.) writer stated at this time this is all kia can offer you
- 3.) writer encouraged ms whitters to take advantage of the \$15 a day rental assistance
- 4.) writer stated if caller didn't want to take advantage of this offer, she would need to make other transportation arrangements

*** PHONE LOG 08/08/2003 10:38 AM US Mountain Standard Time MWeiseman Action Type:Incoming call
caller stated

- 1.) i was never told about the \$15 a day coverage

writer stated

- 1.) contact the svc mgr at the dealership and he can give you the details
- 2.) i'm sorry that this was miscommunicated
- 3.) if you need futher assistance give us a call

writer closed case pending futher contact on this issue

*** CASE CLOSE 08/08/2003 10:38 AM US Mountain Standard Time MWeiseman

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723125	K1078431	58,000
KANSAS CITY MO			Dealer: KS007 Shawnee Mission Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 03/01/2006 01:40 PM US Mountain Standard Time TMorales

CUST STATED:

1. I BOUGHT A USED 2002 RIO AND IT HAS HAD LOTS OF PROBLEMS AND THE DLR DOESN'T EVER DO ANYTHING ABOUT IT
2. THE VEH WAS TOWED TO THE DLR FOR A LOUD POPPING SOUND A FEW MONTHS AGO
3. THE DLR SAID THE TWO **FANS** CRACKED IN HALF AND THEY HAD NEVER SEEN THAT
4. THIS DLR HAS BEEN SO UNCOOPERATIVE
5. THE HORN DOESN'T HONK
6. THE LAST TIME I WAS IN JUNE 25TH
7. I AM GOING TO CALL R/A LATER TO GET THE VEH TOWED TO A DLR, WOULD LIKE VEH TOWED TO SPECIFIC DLR

WRITER ADVISED:

1. APOLOGIZED FOR THE PROBLEMS W/ THE VEH AND THE DLR
2. THE VEH NEEDS TO BE INSPECTED AGAIN
3. PLEASE CALL BACK WHEN R/A HAS PICKED UP THE VEH; CONFIRM W/ CA WHICH DLR IS GOING TO HAVE THE VEH
4. CA WILL FOLLOW UP W/ THE SVC MGR OF THE DLR TO ENSURE ALL CUST'S CONCERNS ARE ADDRESSED

CUST STATED:

1. WILL DO THAT,, THANK YOU

*** CASE CLOSE 03/01/2006 01:40 PM US Mountain Standard Time TMorales

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723125	K1008262	30,994
NORTH LAS VEGAS NV			Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 09/01/2005 05:08 AM US Mountain Standard Time SLarez
AS400 DOWN
CUSTOMER STATES.

1. WE ARE HAVING A PROBLEM WITH THE CAR, THE *FAN* BLADES BROKE.
2. I NEED TO GET IT TOWED, IS THAT COVERED.
3. I HAD ANOTHER PLACE LOOK AT IT AND THAT IS WHAT THEY TOLD ME.

WRITER STATES.

1. THE CAR DOES HAVE THE BASIC WARRANTY HOWEVER I CANNOT CONFIRM IT IS NOT A SALVAAGED TITLE WIHOUT THE OTHER SYSTEM

CUSTOMER STATES.

1. I BOUGHT THE CAR OFF OF THE SHOW ROOM FLOOR.

WRITER STATES.

1. IF THAT IS THE CASE THEN IT WOULD BE COVERED IF THE REPAIR IS CONSIDERED A DEFECT.
2. LET ME GET YOU TO R/A TO HAVE THE CAR TOWED.

*** CASE CLOSE 09/01/2005 05:08 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K371085	70,000
DUNCANVILLE TX	[REDACTED]		Dealer: TX065 Central Kia of Irving	

Case History

Inquiry Warranty Info

*** PHONE LOG 10/01/2004 09:57 AM MEstrella

CALLER STATES:

1. SHE BOUGHT THE CAR NEW IN 4/03
2. SHE IS THE ORIG OWNER AND IS WONDERING IF RSA IS 3/36K
3. SOMEONE IN RSA TOLD HER THAT I T WAS 3/36K
4. SAYS NO ONE CAN EVER FIND HER IN THE COMPUTER WHEN SHE CALLS
5. SAYS ARE BRAKE PADS COVD FOR 12 MONTHS

WRTR STATES:

1. ADVISED RSA IS 5 YRS , KIA SHOWS VEH REPORTED SOLD TO US 2/25/2002 UNDER ANTOHER NAME
2. PROVIDED FAX # TO FAX COPY OF SALES DOCS FOR REVIEW AND RDR
3. PROIVDDED WRITER'S NAME AND EXT TO CALLER
4. ADVISED BRAKES PADS ARE 12/12

*** CASE CLOSE 10/01/2004 09:57 AM MEstrella

PENDING FAXED SALES DOCS FOR RDR

*** NOTES 10/06/2004 08:26 AM MEstrella Action Type:Facsimile rec.

faxed sales docs received

presented to team lead for scanning

*** PHONE LOG 10/06/2004 02:12 PM MEstrella Action Type:Outgoing call

WRITER CALLED CUST

SPOKE TO CHRIS:

1. ADVISED REC'D FAX
2. ADVISED PROCESS OF RDR CAN TAKE APPROX UP TO 30-90 DAYS FOR REVIEW AND CHANGE
3. ADVISED SHE CAN CALL BACK AND CHECK ON STATUS W/ WRITER, AT THAT TIME

CHRIS STATES:

1 HE WILL TELL HER , THANKS

*** NOTES 10/21/2004 09:51 AM Pacific Daylight Time ARomo Action Type:Manager review

File dispatched to RCA to:

1. Follow-up with Regional Marketing Manager to ensure RDR is corrected/changed
2. Contact customer to advise that change has been completed & file closed
3. Writer to dispatch case to the region for further handling
4. All documents are being forwarded to the Region via interoffice mail.

*** NOTES 02/03/2005 05:09 PM Eastern Daylight Time LMoore Action Type:Manager review

RDR not completed. Documents resubmitted to Reg. Marketing Analyst for correction. Close.

*** CASE CLOSE 02/03/2005 05:10 PM Eastern Daylight Time LMoore

*** PHONE LOG 06/13/2006 04:02 PM US Mountain Standard Time TMorales Action Type:Incoming call

Kia Motors America
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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723725 [REDACTED]	K371085	70,000
DUNCANVILLE TX [REDACTED]			Dealer: TX065 Central Kia of Irving	

CUST STATED;

1. WHAT IS THE WARRANTY ON THE VEH
2. THE **FAN** BLADES ARE MISSING

WRITER ADVISED:

1. APOLOGIZED FOR THE PROBLEM
2. EXPLAINED THAT RECORDS STILL NOT CORRECTED
3. WILL CALL APPROPRIATE DEPT TOMORROW AND CALL CUST BACK W/ UPDATE
4. BUT **FAN** IS NOT PTW ISSUE ANYWAY; WOULDN'T BE COVERED

CUST STATED:

1. OK THANK YOU

*** PHONE LOG 06/14/2006 07:19 AM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED CSR J ARBOLEDA WHO STATED:

1. OK I WILL CALL THE REGIONAL MARKETING MGR
2. THEY TAKE CARE OF THESE

*** PHONE LOG 06/14/2006 07:21 AM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED CUST AND LVM STATING;

1. THE APPROPRIATE DEPT IS HANDLING THE RDR CHANGE NOW
2. PLEASE CALL BACK VERIFIED WRITER CONTACT INFO

*** EMAIL OUT _JARboleda Action Type:External email

Send to:[Vossenber, Jack [KMA]]

This RDR was never completed. As you can see by case notes, this customer contacted the Call Center to inform them. All docs. are attached to case. Thank you.

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_K371085_JArboleda_06-14-2006095604.doc>>

*** NOTES 06/14/2006 09:01 AM Pacific Standard Time JArboleda Action Type:Manager review
writer emailed RMM to correct

*** CASE CLOSE 06/14/2006 09:01 AM Pacific Standard Time JArboleda

*** EMAIL OUT CFurumoto Action Type:External email Send to:[Arboleda, Jessica [KMA]]; 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_K371085_CFurumoto_06-14-2006113549.doc>>

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K196898	20,000
Dallas TX	[REDACTED]	[REDACTED]	Dealer: TX059 Big D Kia	

Case History

Complaint Rental Car

*** PHONE LOG 07/31/2003 06:24 AM US Mountain Standard Time JCook

Customer Stated:

- 1.Says his vehicle is currently at the dealer.
- 2.Says his cooling *fan* came apart and damaged the radiator.
- 3.Says he is being told that the parts may not be in for 2 weeks.
- 4.Wanted to know what he is supposed to do about transportation.

---Writer advised customer:

- 1.That there are no rental provisions under the manf. warranty.
- 2.Advised that we are going to put him on hold while we call the dealer.

---Writer called and spoke to Kyle (Svc. Adv. @ TX059) who stated:

- 1.That his Svc. Mgr is not in the building.
- 2.Says he has been dealing with this customer.
- 3.Says the vehicle was just brought in last night.
- 4.Says the vehicle does need a new cooling *fan* and radiator.
- 5.Says they do not have a loaner to put him in at this time.
- 6.Says when one of them is returned they will give it to him to drive.
- 7.Says it may be next week before they get one back.
- 8.Says his Kia rep John Milner was at the dealer the other day and is aware of the part problem and rental issue, and this is all he will do at this time.
- 9.Writer thanked Kyle for his time.

---Writer advised customer:

- 1.That we spoke with his Svc. Adv. Kyle and the Svc. Mgr was not available.
- 2.Advised that they do not have any loaners to put him in right now.
- 3.Advised when they get one back in, they will put him in one and cover it.
- 4.Advised that it may be next week.
- 5.Apologized for inconvenience.
- 6.Advised that we will document his concern on file.
- 7.Advised for him to keep in contact with his Svc. Adv. Kyle.
- 8.Verified all customer info.

*** CASE CLOSE 07/31/2003 06:24 AM US Mountain Standard Time JCook
Info given.

*** PHONE LOG 08/22/2003 08:37 AM US Mountain Standard Time DUnderwood Action Type:Incoming call

[REDACTED] STATED:

1. STILL WAITING ON PARTS
2. GETTING VERY ANNOYED
3. MAKING CAR PAYMENTS AND STILL DO NOT HAVE VEHICLE TO DRIVE'

WTR STATED:

1. YOU SPOKE TO JASON, CASE MGR
2. PROVIDED CASE # AND CASE MGR'S EXTENSION
3. SUGGEST YOU SPEAK AGAIN TO YOUR CASE MGR
4. LOOKS LIKE THE REGION IS WORKING ON CASE BUT UNFORTUNATELY HAVE NO COMMENTS TO EXPLAIN FURTHER

[REDACTED] STATED:

1. THANKS

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723825	K196898	20,000
Dallas TX			Dealer: TX059 Big D Kia	

***** TRANSFERRED TO CASE MGR

*** PHONE LOG 08/22/2003 09:10 AM US Mountain Standard Time JCook Action Type:Incoming call
Writer received voicemail from customer to give him a callback.

*** PHONE LOG 08/22/2003 09:12 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called and spoke to Tony (Svc. Mgr @ TX059) who stated:

1. That they received the *fan* clutch and radiator and the vehicle has been repaired.
2. Says his tech was just road testing the vehicle to make sure that there are no other problems.
3. Says they will be calling the customer today.
4. Writer thanked Tony for his time.

*** PHONE LOG 08/22/2003 09:16 AM US Mountain Standard Time JCook Action Type:Outgoing call
Writer called customer back and left message on answering machine stating:

1. That the parts came in for his vehicle, and it is repaired.
2. Advised that they are currently road testing the vehicle and it should be ready by today.
3. Advised that the dealer will be giving him a call when it is ready.
4. Advised to give this writer a callback if necessary.

*** NOTES 09/04/2003 04:22 PM Eastern Daylight Time JSifford Action Type:Manager review
vehicle is not showing on vehicle down report
file closed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723125 [REDACTED]	K1219841	45,000
beebranch AR [REDACTED]		Dealer:		

Case History

Complaint Repair Assistance

*** CASE CLOSE 08/25/2006 01:03 PM US Mountain Standard Time RBussey

*** PHONE LOG 08/25/2006 01:03 PM US Mountain Standard Time RBussey

Customer stated:

1. This veh radiator *fan* just broke.
2. what do i do?

Writer stated:

1. Sorry,
2. Certainly understand.
3. Need to have veh towed to the nearest dealer.
4. (transferred customer to R/A)

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723925 [REDACTED]	K1227519	26,236
WINTER PARK FL [REDACTED]			Dealer: FL083 West Colonial Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/18/2006 06:24 AM US Mountain Standard Time ELeon
[REDACTED] STATED:

1. THE COOLING **FAN** IS BROKEN.
2. I NEED THE VEHICLE TOWED TO THE West Colonial Kia DEALER.

WRITER Stated:

1. SORRY.
2. WRITER CAN TRANSFER YOU TO THE KIA ROADSIDE ASSISTANCE TO THE TOW.
3. WRITER WILL DOCUMENT YOUR CONCERN.

CUSTOMER STATED:

1. THANK YOU.

WRITER TRANSFERRED CUSTOMER TO KIA R/A.

*** CASE CLOSE 09/18/2006 06:24 AM US Mountain Standard Time ELeon

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
		KNDJB623425	K364459	37,533
Fernandina Bch FL			Dealer: NC016 Leith Kia of Fayetteville	

Case History

Complaint Rental Car

*** PHONE LOG 09/14/2004 10:45 AM SCook

Caller stated:

stated as original owner). **Didnt know mileage**

1. Traveling from NC to FL.
2. Veh broke down, dealer has not done anything or ordered any parts.
3. Requested a rental, dealer has not heard back from anyone with an "ok".
4. I need to get home and get my children back home in FL. Expecting a hurricane.
5. I'm broken down, they could at least look at the car.

Writer phoned dealer, spoke to (svc mgr out for the day).

stated:

1. She has called several times.

stated:

1. Towed in overnite.
2. Svc mgr went and looked at it.
3. We have a call into Bob Strickland on rental, expedition of parts.
4. Complaint of radiator *fan* came apart, Customer said this is the second time.
5. Hands are tied, gave her your number. We are no longer a self authorizing dealer, have to wait to hear back from DPSM.

Writer left vm for DPSM RStrickland

1. Provided case#, customer name, veh info.
2. *Fan* came off and damage to radiator. (2nd time).
3. Dealer waiting call back on rental auth and assistance with parts.
4. Customer claims she is original owner.
5. Will advise customer of Trip Interruption Benefit.
6. Provided ext for call back.

Writer advised customer:

1. Left message with our field rep, req that he contact dealer asap.
2. Advised of Trip Interruption Benefit; Warranty repair, 150 miles from home, 100.00 per day limit up to three days for rental, food, lodging.
3. Provided case#.
4. Suggest calling back for reimb info.

Caller stated:

1. Thank you.

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

Send to:[rstricklen@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 09/14/2004 01:24 PM US Mountain Standard Time BGauldin Action Type:Incoming call
customer stated;

1. Enterprise says there is a \$1.00 a mile drop charge.
2. Enterprise wants to ask KIA if KIA is going to pay for the drop.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623425 [REDACTED]	K364459	37,533
Fernandina Bch FL [REDACTED]		Dealer: NC016 Leith Kia of Fayetteville		

3. Ok - disconnected.

writer stated:

1. regret customer had this circumstance.
2. Kia provides the trip interruption, Maximum of \$100 per day and total of 3 days, \$300.
3. no other provisions have been given.

*** PHONE LOG 09/14/2004 02:03 PM US Mountain Standard Time BGauldin Action Type:Incoming call
customer stated:

1. now the Enterprise Rental will not accept the credit card, full price must be paid and \$100 on the card.
2. Enterprise will not accept mother's cc.
3. do not know if the dealership will shuttle customer.
4. never mind - disconnect

writer stated;

1. very sorry.
2. writer just spoke with customer.
3. FCM SCook has e-mailed the KIA Rep.
4. the trip interruption is offered by KIA but the receipts from paid bills must be presented.
5. regret customer is upset - have no control over the Enterprise Rental Agency. - customer disconnected.

*** NOTES 09/15/2004 06:23 AM SCook Action Type:Manager review

Forward to Region

1. Veh down since 9/13/04 at NC016. (customer traveling back home to FL).
2. Customer advised of Trip Interruption Benefit, but unable to rent a veh.
3. Customer expecting hurricane back in FL., needs to get home.
4. Dealer awaiting contact from DPSM for assistance on parts.
5. No response from DPSM to this point.
6. Forward for assist and determination.

*** PHONE LOG 09/17/2004 10:12 AM Eastern Daylight Time CWhitton Action Type:Outgoing call

Writer informed by Jim Peterson the part has arrived at dealership and currently being installed

1. Writer called dealership SM to verify
2. Writer asked Service to call the customer when veh ready
3. Writer asked SM if customer there or staying somewhere nearby
4. SM stated didn't know
3. Writer asked for customers' phone numbers for our records

customer phone numbers:

cell: [REDACTED]

home: [REDACTED]

*** CASE CLOSE 09/17/2004 10:13 AM Eastern Daylight Time CWhitton

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K187068	27,000
Baytown TX [REDACTED]			Dealer: TX043 David McDavid Kia	

Case History

Complaint Quality

*** PHONE LOG 07/08/2003 12:48 PM US Mountain Standard Time JHirshfield
cust stated:

1. she would like the name of Kia's CEO and his address

wtr provided name of [REDACTED] address

wtr asked if there was something that the consumer affairs dept could do to assist her

cust stated:

1. she is not comfortable with this car anymore --does not trust it or feel safe
2. she is a nurse by occupation and travels a great deal around TX to very remote spots
3. the car just seems to be falling apart
4. started out with a cracked fuel filter---she has complained of smell of gas ever since they got the car
5. she took it in for the the A/C to be fixed, the trans was shifting at 40 mph, the door was not aligned properly
6. the rear windows don't work and the front window sticks
7. while [REDACTED] (TX043) had the car on a test drive they blew something up in the engine
8. she just doesn't feel safe with a new car that has so many problems
9. she had never heard of the Lemon law until a friend told her that they had their Kia bought back by Kia thru the Lemon Law
10. svc dept @ TX043 has been very nice and helpful

wtr stated:

1. Kia's repurchase policy is in accordance with their state's guidelines for Lemon Law
2. Caller will need to refer to the Warranty & Consumer Information Manual for assistance with buyback
3. Kia stands behind its warranty and will repair the vehicle
4. I will forward her request onto our regional office
5. Someone from there should be in touch with her
6. We are unable to commit to other people's time, but they should hear something within the next two weeks
7. no one can predict the future

wtr placed cust on hold and contacted TX043 svc mgr, Mike who stated:

1. they had explained to her husband about the repairs needed and he was fine
2. a ***FAN*** blade blew apart and the others are ready to
3. it is on nat'l back order----they have notified DPSM, Frank Krause

wtr informed cust of repair status and DPSM involvement

csse dispatched to SRCA for assist determination

*** CASE CLOSE 07/08/2003 12:49 PM US Mountain Standard Time JHirshfield
info given

*** NOTES 07/14/2003 12:01 PM Pacific Daylight Time WSpencer Action Type: Manager review

CUSTOMER CALLED PETER BUTTERFIELDS OFFICE
CUSTOMER STATES

1. I WANT TO SPEAK WITH PETER BUTTERFIELD
2. MY CAR IS AT THE DEALER AND THEY ARE WAITING FOR A ***FAN*** BLADE TO COME IN- THEY HAVE PUT ME INTO A LOANER SO I SOMETHING TO DRIVE
3. BUT THAT ISN'T WHY I'M CALLING

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K187068	27,000
Baytown TX [REDACTED]			Dealer: TX043 David McDavid Kia	

4. I WANT KIA TO BUYBACK MY CAR
5. I NO LONGER WANT THIS CAR
6. I FEEL IT IS UNSAFE DUE TO THE AMOUNT OF PROBLEMS I'VE HAD WITH MY CAR
7. I WANT KIA TO BUY THIS BACK ASAP

WRITER STATES

1. ADVISED CUST THAT WRITER COULD FOLLOW UP WITH THE DEALER TO CHECK THE STATUS OF THE CAR
2. KIA WANTS TO HONOR THE WARARNTY AND COVER ALL DEFECTS IN MATERIAL OR WORKMANSHIP
3. KIAS BUYBACK POLICY IS IN ACCORDANCE WITH YOUR STATES LOCAL LAWS

CUSTOMER STATES

1. I DON'T CARE IF YOU FOLLOW UP WITH THE DEALER
2. THEY GAVE ME A LOANER SO I HAVE SOMETHING TO DRIVE
3. I JUST WANT KIA TO BUY THIS BACK

WRITER STATES

1. KIA WANTS TO HONOR THE WARRANTY AND COVER ANY DEFECTS THAT OCCUR WITH THE CAR

*** NOTES 07/14/2003 12:08 PM Pacific Daylight Time WSpencer Action Type:Manager review
WRITER CALLED AND SPOKE WITH PAUL IN SERVICE
1. PART # 0K03815140A
2. ORDER # 0707E

*** NOTES 07/14/2003 12:17 PM Pacific Daylight Time WSpencer Action Type:Manager review
NCA SPOKE WITH CHINO PDC
1. HE WILL UT CUSTOMER ON PRIORITY LIST
2. CUSTOMER 4TH IN LINE FOR PART

*** SEND CASE HISTORY 07/14/03 12:18:38 PM WSpencer
Case details sent to WSPENCER@KIAUSA.COM.

*** PHONE LOG 07/21/2003 09:17 AM Pacific Daylight Time WSpencer Action Type:Outgoing call
writer called and spoke with Paul - in service
1. the fixed the customers car on thurs--they picked it up and seemed satisfied

*** PHONE LOG 07/21/2003 09:19 AM Pacific Daylight Time WSpencer Action Type:Outgoing call
writer called and left v.m for the customer

*** PHONE LOG 08/04/2003 05:18 AM US Mountain Standard Time BGauldin Action Type:Incoming call
customer stated:

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723425 [REDACTED]	K187068	27,000
Baytown TX	[REDACTED]		Dealer: TX043 David McDavid Kia	

- 1.want the man that spoke with me w. spencer.
- 2..want the veh repaired.
- 3.have not had any returned cls.
- 4.what is Kia going to do about the veh.
- 5.want someone to cl asap.
- 6.husband at home at 11AM and can cl then, husband works nights and will sleep later.

writer stated:

- 1.customer has a case mgr. J.Hirshfield.
- 2.then customer spoke with CSR,NRA W.Spencer.
- 3.will transfer to VM of case mgr. J Hirshfield.

*** PHONE LOG 08/04/2003 06:34 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller states:

1. his wife's car has had many problems
2. the *fan* and radiator fixed, but they still have an INTERMITTENT A/C problem
3. after a certain amount of driving time, the A/C with stop blowing cold air
4. it could be 80 miles or 30 miles --and after they stop, it resets itself, so it is very hard to duplicate
5. he has been told that this is an elect. issue ---some sort of sensor or pressure switch--but they CND this last time the car was at dealership for the *fan*
6. they would like to have a loaner while Kia tries to get this repaired---they need to drive it and get it to duplicate
7. cust also spoke of travelling to Lake Charles , LA ---very hot and VERY HUMID--- "it started blowing condensation through the vents and then it wouldn't blow cool at all"

wtr stated:

1. Wayne has been handling his case
2. i will notify him of this call and your concerns
3. someone from Kia will be in contact with him

*** PHONE LOG 08/22/2003 07:39 AM Pacific Daylight Time WSpencer Action Type:Incoming call
writer called and left v/m for the customer

*** PHONE LOG 08/25/2003 08:15 AM Pacific Daylight Time WSpencer Action Type:Outgoing call
writer called and left customer detailed v/m

advised him that if he still had concerns - to call writer back

*** CASE CLOSED 08/25/2003 08:15 AM D. H. [REDACTED] [REDACTED]

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723325	K1244374	68,080
Stockton CA			Dealer: CA102 Kia of Stockton	

Case History

Complaint Repair Assistance

*** PHONE LOG 11/03/2006 02:11 PM US Mountain Standard Time JHirshfield caller:

1. she has wind noise from right side door
2. when the windows are down, even just barely open, the rattle badly
3. dealership used after market stoppers to keep it from rattling but the problem is still present
4. the engine never got cleaned after the plastic coolant *fan* broke the radiator fluid blew all over the engine
5. she has had a PS fluid leak ---gear box replaced
6. when the steering wheel was replaced, they set it in off center
7. not too long ago, they had pulled into a parking lot and her steering wheel had locked up
- 8.- they were-unable to remove the key or get it unlocked ("Wheels were parked straight")
- 9 finally after pulling on it and turning it, they got it loosened up
10. however, now the horn does not work and the air bag light is flashing
11. she thinks that this is a real safety issue but they told her it would not be covered under warranty

wtr

1. the car is out of warranty at 60K
2. these issues needed to be addressed prior to the expiration of the warranty

cust

- 1 she did not have any time to take it there and leave it for a day or two because they stopped offering a loaner care like she was promised when she bought the car
2. she is a care giver and has to have a vehicle

wtr

1 will need to speak with svc dept and with DPSM regarding any out of warranty assistance

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

Send to:[rdarling@kiausa.com]

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*** PHONE LOG 11/07/2006 09:33 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr contacted CA102 to speak with svc mgr Bob Kilby

1. cust had been in
2. it appears that she needs a new clock spring
3. car is out of warranty and cust does not want to pay
4. they had replaced a steering gear and they had complained that he steering wheel was "off" center
5. at his own expense, he had the vehicle aligned in order to get the wheel straight
6. cust will have to pay for any further repairs
7. the wheel locking up is an anti-theft device and sometimes it will be hard to turn the key and the wheel at the same time --he did demonstrate that to the cust as well
8. DPSM has not contacted him regarding this cust

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K1244374	68,080
Stockton CA [REDACTED]			Dealer: CA102 Kia of Stockton	

wtr thanked svc mgr for the info

*** PHONE LOG 11/08/2006 01:38 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for DPSM R Darlking requesting callback

*** PHONE LOG 11/08/2006 02:32 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
DPSM RD LVM returning wtr's call --requested call back

*** PHONE LOG 11/08/2006 03:21 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
wtr received call back from DPSM

wtr stated

1. explained cust request for assistance with clock spring replacement
2. advised of cust concern regarding the steering wheel and the PS gear replacement
3. advised that svc mgr Bob Kilby did not feel that the cust was deserving of good will assistance

DPSM

1. he backs his svc mgr and is declining repair assistance for clock spring

*** PHONE LOG 11/08/2006 03:51 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for customer requesting callback

1. this is regarding her request for assistance with the horn and air bag light concern

*** PHONE LOG 11/09/2006 07:31 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
[REDACTED] LVM returning wtr's call

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723125 [REDACTED]	K524767	36,346
McMinnville OR [REDACTED]			Dealer: WA013 Overturf Kia	

Case History

Inquiry Warranty Info

*** PHONE LOG 08/01/2005 11:25 AM US Mountain Standard Time JProkopp

Writer received call from [REDACTED] (sister)

Customer states:

1. My sister's vehicle is broken down.
2. I think that the closest dealer is 3 hours away.
3. The *fan* blades are broken.
4. Is she still covered?
5. Where is the closest dealer?
6. Can she get towed?

Writer states:

1. This vehicle has the remainder of a 5/60 basic and power train warranty along with 5/unlimited roadside assistance.
2. Provided closest dealers.
3. If the vehicle is disabled, roadside assistance will cover a tow to the closest dealer from where you are at.
4. Transferred customer to roadside.

*** CASE CLOSE 08/01/2005 11:25 AM US Mountain Standard Time JProkopp

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 2DR SPORTAGE 4X	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB623325 [REDACTED]	K193344	37,000
Spring TX [REDACTED]		Dealer: TX022 DeMontrond Kia		

Case History

Complaint Rental Car

*** PHONE LOG 07/23/2003 08:21 AM US Mountain Standard Time JCook
Customer Stated:

- 1.Says her vehicle is currently at the dealer because the cooling *fan* blades flew off and destroyed the radiator.
- 2.Says she was told that these parts are on an international backorder and may not be in for weeks.
- 3.Says she wanted to know if there are any rental provisions under the manf. warranty because it is going to be expensive if she has to pay for a rental for this long.
- 4.Says she also wanted to know if this repair would be covered under warranty, because the service guy did not seem sure.

---Writer advised customer:

- 1.That there are no rental provisions under the manf. warranty.
- 2.Advised that she needs to speak with the Svc. Mgr to see if they have any loaner or rental provisions.
- 3.Advised if not, he can always contact his Kia Rep about possible rental assistance, but writer made no guarantees.
- 4.Advised that we will document her concerns on file.
- 5.Advised that this repair should be covered under her 5yr/60k ptw, but she can always speak with the Svc. mgr about that as well.
- 5.Verified all customer info.

Customer Stated:

- 1.Thanked this writer for the help, and says she will speak with the Svc. Mgr.

*** CASE CLOSE 07/23/2003 08:22 AM US Mountain Standard Time JCook
Info given and concerns noted.

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K251344	26,000
Rayne LA	[REDACTED]		Dealer: LA012 Courtesy Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 12/09/2003 08:31 AM ABegoody

Customer stated:

1. the veh is at the dlr for an engine concern
2. LA012 advised cust there is sludge in the engine
3. has never had engine problems in the past
4. does not have her maintenance records
5. LA012 provided cust w/loaner veh & now the dlr has advised cust to bring the loaner veh back
6. needs veh to get to & from the hospital, needs the veh
7. would like to know if Kia can provide cust w/loaner
8. is not going to return the loaner veh
9. dlr has not been able to fix the leaking window
10. has had a problem w/the window from the time of purchase
11. is going to contact the local radio station & will contact her lawyer
12. you get ready to get a call from my lawyer & cust disconnected

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. if problem is not caused by a defect the cost of the repairs will be at cust expense
4. if problem is caused by a defect the cost of the repairs will be covered by Kia
5. advised cust to provide the dlr w/her maintenance records
6. once the maintenance records are provided, Kia will review info & make a decision on possible repair assist
7. advised cust Kia does not have a rental/loaner policy
8. rental/loaner is provided by dlr as a courtesy to cust if available
9. the dlrs are independently owned & operated businesses
10. advised cust to speak w/the SM about the loaner extension
11. advised cust to review her CWIM about the info given by writer
12. KMA is not trying to make this info up this info is written in the CWIM
13. maintenance is the cust responsibility
14. KMA can request for the maintenance records
15. if there is sludge in the engine cust will have to provide the oil change receipts verifying maintenance svc
16. if cust chooses to contact the radio station or her lawyer cust has that right as a consumer
17. the liability of Kia under this warranty is limited solely to the repair or replacement of the parts defective on the Kia product
18. cust got upset & disconnected on writer

*** PHONE LOG 12/09/2003 08:37 AM ABegoody Action Type:Outgoing call

Writer called dlr (LA012) & Scott (SM) stated:

1. cust brought veh to the dlr on 12/1/03 for a noise under the hood & an oil leak
2. dlr thought problem was coming from the *fan* blade, *fan* blade came apart
3. dlr performed repairs to the *fan* blade
4. dlr gave cust a loaner veh
5. dlr put veh on the rack & found sludge in the engine
6. dlr call Scott Cameron & DPSM declined warranty repair assist to cust veh
7. cust last oil change was @ 8k miles
8. dlr recommended cust to provide maintenance records
9. dlr has been trying to call cust to advised cust to bring the loaner veh back
10. dlr had 3 different #, called cust 7 business working days, 2x a day
11. cust refused to return dlrs calls
12. cust promised to finally bring the veh back to the dlr on 12/10/03
13. there is lack of maintenance, Kia will not cover the cost of the repairs

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SPORTAGE 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJB723325 [REDACTED]	K251344	26,000
Rayne LA [REDACTED]	[REDACTED]		Dealer: LA012 Courtesy Kia	

Writer stated:
1. will document comments

*** CASE CLOSE 12/09/2003 08:37 AM ABegoody
Concerns noted.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723825	K1105003	42,000
Caddo OK			Dealer:	

Case History

Complaint Warranty

*** PHONE LOG 05/12/2006 08:43 AM US Mountain Standard Time CDiaz

Customer Stated:

1. Got the car used.
2. The dealer says the car has a branded title.
3. They tell me there is no warranty.
4. They gave me you # to call .
5. The car dose not have a branded title
6. The car was not in an accident.

Writer Stated:

1. Sorry it says that this has a branded title.
2. Kia does not brand the title.
3. You can speak to your state (MVD) for more info.

*** CASE CLOSE 05/12/2006 08:43 AM US Mountain Standard Time CDiaz

Customer will call back if needed.

*** NOTES 06/02/2006 10:53 AM US Mountain Standard Time DUnderwood Action Type:Manager review

*****DUPLICATE CASE CREATED -K1106623 --NOTES ADDED TO ORIGINAL CASE

*** PHONE LOG 05/17/2006 07:02 AM US Mountain Standard Time HReynolds

GREG AT MIDWAY KIA STATES:

1. CUSTOMER IS SECOND OWNER
2. DCS SHOWS THIS VEHICLE HAS SALVAGE TITLE BUT IT WAS CLERICAL ERROR FROM DMV
3. HAVE ALL DOCUMENTATION INCLUDING A LETTER FROM DMV

WRITER STATES:

1. UPDATED
2. ADVISED, FAX THIS OFFICE FOR CORRECTION
3. PROVIDED FAX #, CASE#

*** PHONE LOG 05/17/2006 07:35 AM US Mountain Standard Time HReynolds Action Type:Incoming call

WRITER STATES:

1. WRITER RECEIVED THE FAX FROM DEALER, COPIES ARE NOT READABLE

*** PHONE LOG 05/17/2006 07:36 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO GREG AT MIDWAY KIA
2. ADVISED HIM THAT DOCUMENTS ARE NOT READABLE
3. PLEASE TRY TO SEND THEM AGAIN WITH DARKER SETTING

GREG STATES:

1. WILL DO

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723825	K1105003	42,000
Caddo OK				Dealer:

*** PHONE LOG 06/02/2006 03:18 PM US Mountain Standard Time LSims Action Type:Incoming call
CALLER [REDACTED] STATES:
1. MY CAR HAS BEEN AT

*** PHONE LOG 06/07/2006 11:28 AM US Mountain Standard Time LSims Action Type:Incoming call
** notes reentered due to clarify error**

CALLER STATES:
1. MY CAR IS STILL AT THE DEALER
2. THEY SAID THAT THEY CANNOT FIX THE CAR UNTIL THEY FINISH THE INVESTIGATION
3. I FAXED IN A COPY OF MY TITLE AND THE INFO FROM THE MVD TO SHOW THAT MY TITLE IS NOT A SALVAGED TITLE

WTR STATES:
1. APOLOGIZED
2. NO RECALLS
3. ADVISED THAT THE PREVIOUS CASE NOTES STATED THAT THE FAX WAS UNREADABLE

WTR PLACED CALLER ON HOLD AND SPOKE TO SM AT TX066 WHO STATED:
1. WE HAVE ALREADY HAD TO PAY FOR THE PREVIOUS REPAIRS BECAUSE KIA SENT IT BACK
2. THEY SAID THAT THE TITLE WAS A BRANDED TITLE

WTR RETURNED TO CALLER AND STATED:
1. ADVISED OF SM INFO
2. ADVISED TO RE FAX INFO

*** NOTES 06/07/2006 11:29 AM US Mountain Standard Time LSims Action Type:Facsimile rec.
WTR RECEIVED FAX AND SCANNED INTO CASE NOTES

*** PHONE LOG 06/07/2006 11:30 AM US Mountain Standard Time LSims Action Type:Outgoing call
WTR LVM FOR SUE LUCAS STATING:
1. GAVE CASE # AND ADVISED THAT WTR WAS FORWARDING CASE TO NCA FOR REVIEW AND CORRECTION

*** NOTES 06/07/2006 11:32 AM US Mountain Standard Time LSims Action Type:Manager review
WTR FORWARDING CASE TO NCA FOR REVIEW AND CORRECTION
1. AS400 SHOWING BRANDED (JUNK) TITLE
2. CUSTOMER STATES THAT THE VEH WAS NEVER IN AN ACCIDENT
3. VEH IS AT TX066 WAITING FOR REPAIRS
4. CALLER FAXED IN INFO FROM OK MVD AND CLEAR TITLE

*** PHONE LOG 06/26/2006 01:10 PM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:
1. I WAS CALLING TO SEE WHAT WAS GOING ON WITH MY CASE

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723825	K1105003	42,000
Caddo OK				Dealer:

WRITER ADVISED:

1. I DO SHOW YOU SPOKE WITH ONE OF OUR REP'S AND SHE FORWARDED TO THE APPROPRIATE DEPT FOR HANDLING
2. I'M SURE SOMEONE WILL BE IN TOUCH WITH YOU AS SOON AS THEY DETERMINE WHAT TO DO

CUST STATED:

1. OK THANKS

*** PHONE LOG 06/26/2006 03:14 PM US Mountain Standard Time CHart Action Type:Incoming call
cust [REDACTED] called

1. the dlr is still waiting on something from kia to do the work
2. i called in earlier to check the status - they sent me back to the dlr
3. i feel like i'm getting the runaround

wrt states

1. apologize
2. wrt will check with person handling case
(place cust on hold)

called [REDACTED]

wrt states

1. cust calling in for the 2nd time today
2. checking status
3. would you like to speak w/ him

[REDACTED] states

1. place in my VM
 2. will research for cust
- thanked [REDACTED]

wrt states to cust

1. [REDACTED] not avail at this time
2. can transfer cust to VM
(transfered to Susan's VM) call ended

*** PHONE LOG 07/10/2006 02:31 PM US Mountain Standard Time CDiaz. Action Type:Incoming call
Customer Stated:

1. Waiting to find out when this will all be resolved.
2. I have been waiting a long time.

Writer Stated:

1. I have reviewed the case.
2. The correct dept has the case.
3. They are still working the case.
4. Will make them aware that you are waiting on this.
5. Will forward a request to have someone call you back with the status.

Customer understands.

** Can you call the customer and let them know what is going on?

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1105003	42,000
Caddo OK [REDACTED]		Dealer:		

*** PHONE LOG 07/26/2006 11:03 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES [REDACTED]

1. CAR IS AT DEALER IN SHERMAN TEXAS
2. CAR HAS BEEN THERE FOR 2 MONTHS
3. WAS TOLD THAT KIA IS WORKING ON CORRECTING THIS
4. THAT HAS BEEN 2 MONTHS NOW AS WELL
5. THE CAR NEEDS TO BE REPAIRED OR I NEED KIA TO GET RID OF THIS CAR

WRITER STATES:

1. APOLOGY FOR SITUATION
2. NOT FINDING PREVIOUS CALL UNDER VICKY YOUNG
3. WILL NEED TO VERIFY INFO WITH DEALER
4. ASK CUSTOMER TO HOLD.

WRITER STATES:

1. SPOKE TO TRAY AT DEALER, MIDWAY KIA
2. ASK IF DEALER CAN CONFIRM VIN
3. THANKED DEALER FOR INFO

DEALER STATES:

1. VIN PROVIDED
2. WAITING FOR KIA WARRANTY AND OR TITLE CONCERN TO GET STRAIGHTENED OUT

WRITER STATES:

1. ADVISED CUSTOMER THAT WRITER DID GET VIN AND FOUND PREVIOUS INFO
2. IS LISTED UNDER WILLIAM YOUNG
3. CUSTOMER NEEDS TO HAVE VIN WHEN CALLING SO PREVIOUS INFO CAN BE LOCATED
4. PROVIDED CUSTOMER WITH REFERENCE NUMBER
5. ADVISED THAT FILE IS BEING HANDLED NCA FOR CORRECTION, ASK CUSTOMER TO HOLD.

WRITER STATES:

1. LEFT VM MESSAGE FOR SLUCAS NCA TO CALL WRITER OR CUSTOMER
2. CUSTOMERS CAR IS DOWN FOR 2 MONTHS BECAUSE OF TITLE CONCERN
3. IS KIA GOING TO BE ABLE TO TAKE OFF THE BRANDED TITLE OR IS WARRANTY VOID
4. CUSTOMER NEEDS TO GET VEHICLE REPAIRED
5. **FAN** WENT THROUGH RADIATOR-REPAIRED UNDER WARRANTY
6. THEN WATER PUMP WAS LEAKING
7. DEALER HAS ADVISED CUSTOMER THAT ORIGINAL WARRANTY REPAIRS KICKED BACK AND NOW THEY CAN NOT ADDRESS CURRENT CONCERNS-WATER PUMP/ENGINE
8. UNTIL WARRANTY SITUATION IS CORRECTED AND TITLE DOES NOT SHOW JUNK

WRITER STATES:

1. ADVISED CUSTOMER THAT WRITER HAD TO LEAVE MESSAGE FOR SLUCAS NCA
2. ADVISED DID ASK FOR FOLLOW UP CALL
3. WHAT IS BEST NUMBER FOR CUSTOMER TO BE REACHED AT
4. WILL DOCUMENT THAT INFO.

CUSTOMER STATES:

1. MY HOME PHONE IS BROKEN CURRENTLY

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1105003	42,000
Caddo OK [REDACTED]			Dealer:	

2. CAN CALL MY MOMS HOUSE [REDACTED], SHE IS JUST DOWN THE STREET.
3. CAN ADVISE HER OF THE STATUS AS WELL.

*** PHONE LOG 07/27/2006 02:44 PM Pacific Daylight Time SLucas Action Type:Outgoing call
WTR CALLED CUST PARENTS PHONE.

1. LEFT MSG WITH CUST DAD

2. WTR PULLED CARFAX. SHOWS ACCIDENT & JUNK TITLE STATUS ON 9/1/03.
3. CARFAX SCANNED INTO CASE.

*** NOTES 07/27/2006 02:53 PM Pacific Daylight Time SLucas Action Type:E-mail sent
WTR MAILED COPY OF CARFAX TO CUSTOMER.

*** PHONE LOG 07/28/2006 06:45 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:

1. I WAS CALLING BACK TO SPEAK WITH [REDACTED] SHE LEFT ME A MESSAGE

WRITER ADVISED:

1. I DO SHOW SHE HAS A OPEN CASE ON YOUR SITUATION
2. THE LAST NOTE'S IN THE CASE WAS SHE FOUND THAT IS ALSO SHOW'S A JUNK TITLE IN CAR FAX AND SHE MAILED YOU A COPY OF THAT

CUST STATED:

1. WELL THAT NOT TRUE I HAVE ALREADY FAXED SEVERAL DOCUMENT'S THAT SAY OTHER WISE
2. I GUESS I'LL JUST GIVE IT TO MY LAWYER
3. WE NEED THIS VEH FIXED AND THE WARRANTY IS STILL VALID
4. IF WE CAN'T GET IT FIXED WE NEED TO TRADE IT IN OR JUST STOP PAYING ON IT

WRITER ADVISED:

1. I CAN ONLY REPEAT WHAT I SHOW IN THE NOTE'S I CAN SEE IF SUSAN IS AVAILABLE TO SPEAK WITH YOU FURTHER

CUST STATED:

1. NO THE CORPORATE OFFICE IS NOT OPEN FOR ANOTHER HOUR NOW
2. I'LL CALL BACK

*** PHONE LOG 07/28/2006 06:52 AM Pacific Daylight Time SLucas Action Type:Outgoing call
WTR RECVD MSG FROM CUSTOMER. WTR CALLED CUST BACK.

HE STATED:

1. SAME MSG AS PREVIOUS NOTES.
2. WANTS CAR FIXED NOW AND HE BOUGHT CAR DIDN'T KNOW HAD JUNK TITLE.
3. SOMEONE WILL PAY FOR THIS. HE WILL CONTACT HIS LAWYER AND SUE KIA.
4. TIRED OF TRYING TO GET CAR FIXED. PRO**FAN**ITY USED, HUNG UP PHONE.

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJB723825 [REDACTED]	K1105003	42,000
Caddo OK [REDACTED]		Dealer:		

*** NOTES 11/02/2006 08:38 AM Pacific Standard Time ELau Action Type:Manager review
NCA received AG notification letter stating:
1. Customer purchased a use car 2002 Sportage without being notified that this vehicle had a junk title.
2. She was taken advantaged
3. KIA has committed false and misleading or deceptive practices.
4. "If payment to my client in the total amount of 21,955.88 as requested hereinabove is not forthcoming within the time provided by law, suit will be filed in a court of competent jurisdiction."

*** NOTES 11/02/2006 09:39 AM Pacific Standard Time ELau Action Type:Manager review

CORRECTION not AG notification but Attorney Demand Letter
Refer to Case K1243830 for ADL.

*** CASE CLOSE 11/02/2006 09:39 AM Pacific Standard Time ELau
closed

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723X25 [REDACTED]	K1017543	63,270
WILMORE KY [REDACTED]			Dealer: KY011 Car Town Kia, USA	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/22/2005 03:12 PM US Mountain Standard Time JWeiner

CUSTOMER STATES:

1. I GUESS I DONT REALLY UNDERSTAND HOW THE WARRANTY WORKS
2. FLUID HAS BEEN LEAKING FROM THE STEERING BOX
3. I SAW FLUID, AND I THOUGHT IT WAS COMING FROM A HOSE THAT IS ABOVE THE STERRING BOX
4. SO I HAD A CLAMP PUT ON THE HOSE TO KEEP IT FROM LEAKING
5. I TOOK THE VEHICLE IN FOR AN OIL CHANGE
6. DEALER (KY011) STATED THAT PROBLEM IS THE STEERING BOX ITSELF
7. HOW UNFORTUNATE NOW THAT THE VEHICLE IS PAST THE WARRANTY
8. DEALER TOLD ME THE REPAIR WOULD COST \$1,300, IM STILL IN STICKER SHOCK
9. VEHICLE IS ONLY 3K MILES OUT OF WARRANTY
10. THIS PROBLEM STARTED BACK IN MAY, TWO DAYS AFTER I PICKED UP THE VEHICLE FROM THE DEALER, WHEN THE COOLANT **FAN** HAD BLEW
11. I THOUGHT IT WAS THE HOSE, I WAS BEING A NICE GUY
12. I DIDNT WANT TO BOTHER THE DEALER BECAUSE OF A LEAKY HOSE
13. THATS WHAT THE DEALER SAID
14. PLEASE DO THAT AND CALL ME BACK
15. NO ONE OFFERED TO GO HALF ON IT WITH ME OR ANYTHING LIKE THAT
16. I ASKED THE GM TO CALL ME BACK, AND INSTEAD HE HAS HIS SERVICE TECH MAKE THE CALL
17. THE DEALER TOLD ME THE VEHICLE HAD 16K MILES ON IT
18. SHOULDNT THE VEHICLE STILL BE COVERED THEN
19. WHERE IN THE WCIM DOES IT STATE THE 5YR/60K MILE WARRANTY
20. I CANT SEEM TO FIND IT
21. ILL BE LOOKING FORWARD TO YOU CALLING ME BACK
22. THANKS FOR INFO

WRITER STATES:

1. APOLOGY FOR SITUATION
2. VEHICLE IS OUT OF BLW
3. WHY DIDNT THE CUSTOMER BRING THE VEHICLE TO THE DEALER WHEN THE PROBLEM FIRST ARISED
4. IT DOES NOT MATTER THAT THE VEHICLE IS ONLY 3K MILES OUT OF WARRANTY, IT IS STILL OUT OF WARRANTY
5. WRITER WILL DOCUMENT COMPLAINT ABOUT THE GM
6. WRITER IS SHOWING THAT ON THE DAY VEHICLE WAS PURCHASED, VEHICLE HAD 28 MILES ON IT, A WARRANTY REPAIR WAS DONE ON THAT DAY, SO IT WAS DOCUMENTED
7. DEALER MAY HAVE GIVEN MILEAGE WHEN THE VEHICLE WAS FIRST BROUGHT IN FOR SERVICE
8. WRITER WILL FOLLOW UP WITH THE DEALER AND FACTORY REP REGARDING CUSTOMER'S REQUEST FOR REPAIR ASSISTANCE
9. WRITER WILL CALL THE CUSTOMER AFTER CONTACTING DEALER AND THE FACTORY REP

*** PHONE LOG 09/22/2005 04:22 PM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. ATTEMPTED TO SPEAK TO SM
2. SVC DEPT CLOSED AT THIS TIME

*** PHONE LOG 09/23/2005 08:14 AM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. ATTEMPTED TO SPEAK TO SM, ON VACATION

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723X25	K1017543	63,270
WILMORE KY			Dealer: KY011 Car Town Kia, USA	

2. SPOKE TO PM GREG
3. CUSTOMER STATED PROBLEM OCCURRED 2 DAYS AFTER HE PICKED UP THE VEHICLE FROM THE DEALER
4. SO YOU ALREADY SPOKE TO THE DPSM
5. THANKS FOR INFO

DEALER STATES PM GREG:

1. THE CUSTOMER'S STEERING BOX IS LEAKING
2. WE CALLED OUR DPSM DON BAUER YESTERDAY
3. INDEPENDENT GARAGE STATED HIS DIFFERENTIAL IS LEAKING
4. VEHICLE IS OUT OF BLW, IT ALMOST HAS 64K MILES ON IT
5. THE INDEPENDENT GARAGE IS THE ONE WHO STARTED THIS

*** PHONE LOG 09/23/2005 08:17 AM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. WRITER CONTACTED DEALER WHO HAD ALREADY CONTACTED THEIR DPSM
2. HE HAS DECLINED ASSISTANCE AT THIS TIME
3. WRITER DID NOT KNOW CUSTOMER HAD THIS KNOWLEDGE ALREADY
4. DPSM'S DECISION IS FINAL

CUSTOMER STATES:

1. I ALREADY KNEW THAT
2. I DIDNT KNOW ONE SUPERCEDED ANOTHER
3. YOU'VE DONE YOUR BEST, AND I APPRECIATE YOU CALLING

*** CASE CLOSE 09/23/2005 08:18 AM US Mountain Standard Time JWeiner

*** CASE CLOSE 10/14/2005 09:14 AM US Mountain Standard Time JCook

*****TREAD REVIEW DONE*****

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723525 [REDACTED]	K418753	42,000
Berkeley Springs WV [REDACTED]			Dealer: VA027 Parsons Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 01/27/2005 10:37 AM US Mountain Standard Time LDownard

Cust [REDACTED] stated:

1. Has veh at the dlr and is waiting on a part that's back ordered
2. The dlr says there's nothing else they can do for her
3. The last time she took it in for an oil change she asked them to check out her veh and make sure she didn't need anything else done
4. They looked and said it was fine
5. When cust got it home she looked under the veh and the *fan* for the motor cracked and she had a leak of some kind
6. Now the fuel pressure regulator is gone and the hoses are cracked
7. Cust feels that the service at the dlr is very poor, it seems that they don't do a very thorough job
8. One of the times she took in her veh they had dropped a tool on the bumper and put a dent in it
9. It took her some time to get it repaired
10. Has three kids and only one veh, the dlr doesn't provide her with a rental anymore
11. Needs some assistance either getting the part faster or getting a rental

Writer stated:

1. Apologized for problem
2. Will call the dlr and get a part number and order number and do some research on the part
3. If writer cannot find the part will get the DPSM involved and attempt to get the cust a rental
4. Will call cust back after research is done and update cust on situation.

Cust stated:

1. Thanks

*** PHONE LOG 01/27/2005 11:01 AM US Mountain Standard Time LDownard Action Type:Outgoing call

Writer called and spoke to Fred in parts who stated:

1. Gave order number 0124E and part numbers 0K013 13996A and 97A.
2. The part number 97A came off back order today, but 96A is still on back order

Writer advised:

1. Will do some research and see if any other dlrs have it on hand for you to order
2. Thanks

*** PHONE LOG 01/27/2005 11:06 AM US Mountain Standard Time LDownard Action Type:Outgoing call

Writer called GA052 at 770-454-3300 and spoke to Ronny and stated:

1. Need to check and see if you have a part on hand
2. Part number is 0K013 13996A

Ronny stated:

1. Yes, we do have that on hand.

Writer stated:

1. VA027 has a cust's veh that needs this part and it's on backorder for them
2. Can they call you and order it from you?

Ronny stated:

1. Yes.

Writer stated:

1. Thanks
2. Will put them in touch with you

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723525	K418753	42,000
Berkeley Springs WV			Dealer: VA027 Parsons Kia	

*** PHONE LOG 01/27/2005 11:08 AM US Mountain Standard Time LDownard Action Type:Outgoing call

Writer called and spoke to Fred in parts at VA027 and stated:

1. Found the part at GA052
2. Spoke to Ronny, he advised VA027 could call them and order the part

Fred stated:

1. Thanks
2. Will do that

*** PHONE LOG 01/27/2005 11:31 AM US Mountain Standard Time LDownard Action Type:Outgoing call

Writer called RCAM Kevin Williams and LVM stating:

1. Calling about dlr VA027
2. They don't have a DPSM and the RCAA is out of the office until Monday
3. Cust's veh has been down since Monday waiting on a back ordered part.
4. Found the part, but it won't get there until some time tomorrow which means the veh probably won't be fixed until Monday
5. Cust is requesting a rental
6. Gave writer ext for call back

*** PHONE LOG 01/27/2005 12:52 PM US Mountain Standard Time LDownard Action Type:Outgoing call

Per RCAM Kevin Williams writer called DPSM Paul LaGood and LVM stating:

1. There isn't a DPSM for dlr VA027
2. Have already called Leslie Moore the analyst for assistance and she will be out of the office until Monday
3. Cust's veh has been down since Monday 1/24/05
4. Parts are on backorder for the veh
5. Have found the part at another dlr, but VA027 won't get it until some time tomorrow
6. This means the veh won't be repaired until Monday 1/31
7. Cust is requesting a rental for the weekend
8. Gave writer contact info

*** NOTES 01/27/2005 02:54 PM Eastern Daylight Time KWilliams Action Type:Manager review

spoke with analyst L Moore

will contact DPSM filling in Paul LeGood

Will see if Paul will approve a rental for a vehicle that has a back ordered part

*** PHONE LOG 01/27/2005 02:56 PM Eastern Daylight Time LMoore Action Type:Outgoing call

Called DSPM Paul LeGood, writer:

1. reviewed case notes
2. requested authorization for rental

he states:

1. will go ahead and put cust. in rental until Mon.

*** PHONE LOG 01/27/2005 03:02 PM Eastern Daylight Time LMoore Action Type:Outgoing call

Called VA027, s.w. Mike, SM, writer states:

1. rec'd auth for rental until Monday

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Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723525	K418753	42,000
Berkeley Springs WV			Dealer: VA027 Parsons Kia	

2. if repairs not complete by Mon., please contact me for auth beyond that day

he states:

1. will call Enterprise Rent-A-Car in Winchester on Valley Ave. and set it up and they can go straight to Enterprise and p/u veh. Cust. will need credit card for a \$25 refundable deposit upon veh turn-in. Will have PO#.

*** PHONE LOG 01/27/2005 03:03 PM Eastern Daylight Time LMoore Action Type:Outgoing call
Called customer, at ph# listed in case, line busy

*** PHONE LOG 01/27/2005 03:19 PM Eastern Daylight Time LMoore Action Type:Outgoing call
Called customer, s.w. writer states:

1. rec'd auth for rental until Monday
2. reiterated rental info to customer

she states:

1. is there anything closer?
2. i live in the country and that's about 45 min. away, i just don't know anyone in the area
3. what time does Enterprise close?

writer states:

1. Mike, SM @ VA027 did mention that you were some distance away unfortunately that is the closest one to you
2. gave customer Mike's ph#, he will have contact info for Enterprise.

Rental arranged for cust. through Monday.

*** NOTES 01/27/2005 05:51 PM US Mountain Standard Time LDownard Action Type:Manager review
Case closed pending cust call back

*** PHONE LOG 01/27/2005 05:51 PM US Mountain Standard Time LDownard Action Type:Manager review

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K204515	20,000
Ingram TX			Dealer: TX063 Ancira I-10 Kia	

Case History

Inquiry Rental Veh &

*** PHONE LOG 08/15/2003 11:52 AM US Mountain Standard Time MWeiseman
caller stated

- 1.) can i get a rental/loaner while my veh is at the dealer
- 2.) the dealership would not give me one

writer stated

- 1.) kia does not have a rental/loaner provision in the warranty
- 2.) the dealerships are independently owned and operated
- 3.) if they don't have a rental policy, kia cannot make them give you a veh
- 4.) each dealership makes their own decision on whether to offer rental/loaner assistance

*** CASE CLOSE 08/15/2003 11:52 AM US Mountain Standard Time MWeiseman

*** PHONE LOG 08/18/2003 01:04 PM US Mountain Standard Time SSchutter Action Type:Incoming call
CUST STATES

1. VEHICLE IS STILL IN THE SHOP
2. NOW DEALER IS SAYING PART WONT BE IN TILL TUESDAY
3. HE NEEDS A VEHICLE
4. COOLING **FAN** BROKE
5. PLEASE CALL HIM AT [REDACTED]

WRITER STATES

1. MICHAEL IS YOUR CASE MANAGER
2. WILL HAVE HIM FOLLOW UP WITH THE DEALER AND GET BACK IN TOUCH WITH YOU.

*** PHONE LOG 08/20/2003 06:11 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. wrt called TX002 hoping vehicle went to this dealership
2. org case mgr did not have dealer tab filled and wrt is trying to find what dealer has vehicle

Odie in service for TX002 states:

1. last time veh was here was Feb, vehicle is not here.

wrt thanked Odie

*** PHONE LOG 08/20/2003 06:13 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called cust and left msg at home
2. wanting to know if vehicle is repaired.
3. please call back wrt at 1 800 . . . ext 46576
4. wrt does not have the information on what dealer is repairing your vehicle.
5. thank you
6. wrt following up on case per your last call.

*** PHONE LOG 08/21/2003 05:44 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

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Last name	First name	VIN of 2002 SPORTAGE 4X2	Case Number	Mileage
		KNDJB723425	K204515	20,000
Ingram TX			Dealer: TX063 Ancira I-10 Kia	

1. called customer but phone was busy.

*** PHONE LOG 08/21/2003 10:12 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called cust back and left msg
2. got your msg this morning letting wrt know that the
3. vehicle was not done, I need the name of the dealer your veh is at.
4. please call back wrt.

*** PHONE LOG 08/21/2003 01:33 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt states:

1. called cust and phone is busy.

*** PHONE LOG 08/21/2003 01:47 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states:

1. called dealer and spoke to SM Dan
 2. asked Dan about this cust and the backorder *fan*
- SM Dan

1. it is the *fan* Im waiting for

wrt states:

1. currently eta for cooling *fan* to be in is on Aug 25th
2. and then sent out
3. is your order upgraded to rush

SM Dan

1. all our backorder parts are always upgraded.

wrt states:

1. is cust in a rental
2. dpsm are letting cust rent vehicle while waiting for back order parts.

SM states:

1. i will call Frank and chk on the rental
2. I will call cust after speaking to Frank if Frank ok a rental.

wrt thanked SM.

*** PHONE LOG 08/21/2003 01:52 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

Wrt states;

1. called cust at home and left msg with wife
2. letting her know dealer should have part coming in next week sometime
3. wrt did speak to the SM at the dealer
4. his name is DAN and if your husband has any question tell him to speak w/Dan

cust states:

1. i will let my let him know.

*** CASE CLOSE 08/22/2003 06:48 AM US Mountain Standard Time TShamburger

info given

Kia Motors America Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K213792	22,000
Clovis CA	[REDACTED]	[REDACTED]	Dealer:	

Case History

Inquiry Warranty Info

*** PHONE LOG 09/05/2003 03:28 PM US Mountain Standard Time SReed

Caller stated (not able to provide VIN)

1. My 02 Sportage is at a Hundai dealership being repaired
2. They are currently waiting on a radiator
3. They tell me that my extended warranty will not cover this
4. They say that this must have been damaged due to some type of impact

Wtr stated

1. So you veh is not at a Kia dealer being repaired

Caller stated

1. No it is at the Hundai dealer where I purchased it used

Wtr stated

1. As the second owner of a 02 Sportage you have the remainder of a 5/60 that covers both then BLW and the PTW good until 60K miles or 5 years from purchase date (unable to give purchase date No VIN supplied)
2. You also have 5 years of free R/A
3. KMA is aware of a problem with the *fan* blade coming off and doing damage to the radiator on 02 Sportages
4. Advised to have veh towed to your nearest Kia dealer for warranty repair

Caller thanked wtr for his info

*** CASE CLOSE 09/05/2003 03:29 PM US Mountain Standard Time SReed

Warranty info given

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723925 [REDACTED]	K451666	77,071
Winchester VA [REDACTED]		Dealer: VA027 Parsons Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 04/19/2005 11:39 AM ERuiz

CALLER STATED

1. I HAVE A COMPLAINT ABOUT MY CAR.
2. I TOOK IT IN FOR A STATE INSPECTION.
3. THE CAR DID NOT PASSED INSPECTION.
4. THEY SAID THAT THE COOLING *FAN* IS CRACK.,
5. AND THE RADIATOR IS LEAKING.
6. I TALKED TO THE DEALER AND THEY SAID THAT THEY HAVE WORKED ON A LOT OF VEHICLE W/ THE SAME PROBLEM.
7. I FEEL I SHOULD NOT HAVE TO PAY FOR IT SINCE THIS SHOULD BE A RECALL.
8. I WAS TOLD THAT IF THE VEHICLE HAD 60 K MILES THEN IT WOULD OF BEING COVER UNDER WARRANTY.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THE VEHICLE IS NOW OUT OF WARRANTY.
3. CUSTOMER DOESN'T HAVE AN ESC.
4. VEHICLE'S REPAIR WILL BE AT THE CUSTOMER'S EXPENSE.
5. THERE IS CURRENTLY NO OPEN RECALLS.
6. CUSTOMER GOT IRATE AND DISCONNECTED

*** CASE CLOSE 04/19/2005 11:39 AM ERuiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723325	K1217380	64,000
Grand Rapids MI			Dealer: MI007 Keller Kia	

Case History

Complaint Service Decision

*** PHONE LOG 08/21/2006 07:42 AM US Mountain Standard Time TDonnelly
CUSTOMER STATES:

1. THIS VEHICLE HAS AN ONGOING CONCERN WITH RUNNING HOT
2. CURRENTLY THE CAR RAN HOT AND THE **FAN** BLADES BROKE
3. THIS HAS ALSO CAUSED THE RADIATOR TO GO AS WELL
4. FEEL THIS ISSUE HAS NEVER BEEN ADDRESSED
5. ALL THE **FAN** BLADES ON VEHICLE HAVE BROKEN
6. DEALER (MI007) IS NOW STATING OUT OF WARRANTY
7. SPOKE TO DWAYNE IN SERVICE
8. ASKED FOR ASSISTANCE
9. HE ADVISED ME TO CALL KCC TO SEE WHAT KIA WILL DO.
10. THINK I SHOULD GET SOME ASSISTANCE WITH **FAN** BLADE REPAIR.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED OF IN SERVICE DATE
3. EXPLAIN VEHICLE CAME WITH 5/60K MILE BLW, 5/UNLIMITED RSA BENEFIT, 10/100K MILE POWER TRAIN WARRANTY
4. BLW CURRENTLY EXPIRED
5. **FAN** BLADE CONCERN FALLS UNDER BLW
6. DID CUSTOMER REVIEW CONCERNS WITH DEALER?
7. WHAT DID DEALER ADVISE?
8. IN REVIEW OF PRIOR HISTORY, CAN SEE THERMOSTAT WAS REPLACED AT 30K MILES, SO CAR HAS BEEN RUNNING HOT SINCE THEN?
9. WHY DIDNT CAR GO BACK INTO SHOP FOR ONGOING CONCERNS?
10. CAN VERIFY IF DEALER HAS REVIEWED REQUEST WITH DPSM
11. IF CONCERNS HAVE NOT BEEN REVIEWED, WILL REVIEW WITH DPSM FOR DECISION
12. CAN NOT GUARANTEE ANY ASSISTANCE CAN BE PROVIDED.
13. AFTER FOLLOW UP WITH DEALER, WILL CALL CUSTOMER BACK.

*** PHONE LOG 08/21/2006 09:51 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM, LEN MILLER
2. ADVISED CUSTOMER CALLING KCC FOR REPAIR ASSISTANCE
3. STATES SHE SPOKE TO DEWAYNE AT DEALERSHIP
4. STATES DEWAYNE ADVISED HER TO CALL KCC
5. HAS DEALER REVIEWED WITH DPSM?
6. CAN DEALER REVIEW WITH DPSM FOR ASSISTANCE OUTSIDE WARRANTY
7. STATES SHE HAS HAD PRIOR RUNNING HOT CONCERNS
8. THANKS FOR INFO.

DEALER STATES:

1. WE HAVE NOT SEEN THIS CAR IN COUPLE OF YEARS
2. CUSTOMER DID NOT PURCHASE CAR HERE
3. DONT THINK THAT THE OUT COME WILL BE FAVORABLE
4. WILL REVIEW WITH DPSM?

*** PHONE LOG 08/21/2006 10:14 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO DPSM, THOMAS MOORE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJA723325 [REDACTED]	K1217380	64,000
Grand Rapids MI	[REDACTED]		Dealer: MI007 Keller Kia	

2. ADVISED CUSTOMER LOOKING FOR REPAIR ASSIST ON *FAN* BLADE CONCERN
3. SPOKE TO SM, LEN MILLER
4. HE ADVISED WOULD REVIEW WITH DPSM
5. HAS DPSM MADE DETERMINATION ON THIS MATTER?
6. WILL FOLLOW UP WITH DEALER AND CALL DPSM BACK IF NEED BE.

DPSM THOMAS MOORE STATES:

1. HAVE NOT HEARD FROM DEALER YET
2. WHEN DID WRITER SPEAK TO DEALER
3. THIS IS A SELF AUTHORIZE DEALER
4. THEY MAY HAVE DECIDED TO ASSIST CUSTOMER
5. WOULD RECOMMEND WRITER FOLLOW UP WITH SM
6. IF SM HAS NOT MADE DECISION TO ASSIST, I DONT MIND OFFERING SOME ASSISTANCE
7. PLEASE CALL ME BACK.

*** PHONE LOG 08/21/2006 11:33 AM US Mountain Standard Time WLevy Action Type:Incoming call

Caller states:

1. I spoke to someone in your office this morning
2. I'm just trying to find out if she had heard anything yet?

Wrtr states:

1. Advised that info in case indicates that TDonnelly is currently waiting for info from service dept
2. Offered to transfer caller to TDonnelly's VM

Caller states:

1. Thank you

Wrtr transferred caller to VM of TDonnelly

*** PHONE LOG 08/21/2006 11:49 AM US Mountain Standard Time LColema Action Type:Incoming call

Cust States:

1. Waiting for a call back from TDonnelly who has left for day.
2. Veh is ready.
3. Waiting to hear if assistance with repairs will be granted.

Writer states:

1. TDonnelly was waiting for call back from SM.
2. Writer will call SM & DPSM if necessary & call cust back at [REDACTED]

Writer called MI007 spoke with Greg SM who stated:

1. Will transfer you to Len parts & srv director

Len Stated:

1. Waiting for email back from DPSM TMoore.

Writer Stated:

1. Will also call TMoore.

Writer called TMoore DPSM who stated:

1. Will contact Len now & call writer back.

*** PHONE LOG 08/21/2006 11:58 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

WRITER STATES:

1. SPOKE TO SM, LEN MILLER
2. CUSTOMER LEFT WRITER VM MESSAGE REGARDING DECISION
3. HAS DEALER CONTACTED DPSM, THOMAS MOORE?

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2002 SPORTAGE 4X4	Case Number	Mileage
		KNDJA723325	K1217380	64,000
Grand Rapids MI			Dealer: MI007 Keller Kia	

4. HAS DEALER ATTEMPTED TO REACH DPSM BY PHONE
5. AFTER SPEAKING TO SM THIS AM DID SPEAK TO DPSM, THOMAS MOORE WHO DID ADVISE HE WOULD OFFER SOME ASSISTANCE

BECAUSE OF ISSUES WITH **FAN** BLADES ON OTHER VEHICLES

6. WRITER WAS UNAWARE THAT DEALER JUST SPOKE TO ANOTHER REP ABOUT THIS ISSUE, APOLOGIZE FOR THE CONCERNS
7. CUSTOMER WAS REQUESTING AN ANSWER.

DEALER STATES:

1. JUST GOT OFF THE PHONE WITH SOMEONE AT KCC FEW MINUTES AGO
2. DID SEND EMAIL TO DPSM BUT HE HAS NOT RESPONDED BACK TO ME
3. DOUBT I WILL GET AN ANSWER TODAY
4. DID NOT CALL HIM ON PHONE, CAN DO SO IF NEED BE.
5. WILL CALL DPSM RIGHT NOW.
6. WAS NOT AWARE OF PRIOR PRODUCT CONCERNS WITH **FAN** BLADES.

*** PHONE LOG 08/21/2006 12:03 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, THOMAS MOORE TO CALL WRITER
2. ADVISED CUSTOMER HAS LEFT WRITER VM MESSAGE REGARDING DECISION ON REPAIRS
3. PER LAST CONVERSATION SPOKE TO LEN MILLER
4. HE HAS ADVISED EMAIL SENT AND WAITING FOR ANSWER FROM DPSM
5. DID RECOMMEND DEALER TO CONTACT DPSM BY PHONE TO GET DECISION
6. DEALER ADVISED HE WOULD DO SO
7. PLEASE CONTACT THIS WRITER BACK REGARDING THE DECISION AS WRITER IS TO FOLLOW UP WITH CUSTOMER.

*** PHONE LOG 08/21/2006 12:16 PM US Mountain Standard Time LColema Action Type:Incoming call
Received call from TMoore DPSM who stated:

1. Won't cover radiator repairs.
2. Will cover **Fan** repairs.

*** PHONE LOG 08/21/2006 12:31 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO CUSTOMER
2. ADVISED THAT DPSM DID REVIEW WITH SM, LEN MILLER REQUEST FOR ASSISTANCE
3. KMA WILL OFFER ASSISTANCE ON THE **FAN** BLADE PORTION
4. CUSTOMER WILL HAVE TO PAY FOR RADIATOR CONCERN

CUSTOMER STATES:

1. THAT IS GREAT
2. REALLY APPRECIATE THIS
3. THAT IS ALL I REALLY WANTED
4. THANKS FOR CALL BACK.

**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]	K1217380	64,000
Grand Rapids MI	[REDACTED]		Dealer: MI007 Keller Kia	

*** PHONE LOG 08/21/2006 12:33 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

DPSM THOMAS MOORE STATES:

1. DID SPEAK TO LEN MILLER
2. WE WILL COVER THE **FAN** BLADE IF CUSTOMER COVERS RADIATOR
3. THANKS FOR THE INFO ON WHAT CUSTOMER STATED.

WRITER STATES:

1. CAN SEE THAT DPSM SPOKE TO LINDA
2. CUSTOMER HAD CALLED KCC AND SPOKE TO COUPLE OF PEOPLE
3. THANKS FOR CALL BACK
4. DID JUST SPEAK TO CUSTOMER AND SHE IS HAPPY WITH DECISION AND IS ALL SHE WANTED.

*** CASE CLOSE 08/21/2006 12:35 PM US Mountain Standard Time TDonnelly

FAN BLADE REPAIR COORDINATED PER DPSM THOMAS MOORE

Case History

PROBLEM.

RECOMMENDATIONS

KIA ENGINEERING SHOULD REVIEW THIS PROBLEM AS IT IS EXHIBITED IN SEVERAL 2002 SPORTAGE VEHICLES. ACTUAL CAUSE IS UNKNOWN.

*** CASE CLOSE 09/15/2003 01:32 PM Pacific Daylight Time JTaylor-FS
Coded

******End Field Product Quality Report F215261******



Field Product Quality Report

User:DBolton-FS

Case Number - F215300

11/14/2006 10:02:48 AM

Distributor: KMA
 Region/District: SO11
 Dealer Code: TX043
 Dealer City: Houston
 Name: Fkrause DPSM
 Attachments: FR_Case_F215300.doc

Report No.: SO03FK10
 Issue Date: 08/11/2003 02:30:35 PM
 Dealer Name: David McDavid Kia
 Dealer State: TX

Component Group: Cooling System
 Component Code: Fan
 TREAD: 06 Engine & Engine Cooling System

Subject/Title: 2002 Sportage cooling fans

Vehicle Data

Model Code: 42222
 VIN: KNDJB72342 [REDACTED]
 Engine No.: FE176671
 Prod Date: 9/14/2001

Model Desc: SPORTAGE 4X2
 Mileage: 27589
 Trans No.:
 Deliver Date: 1/24/2002

Year: 2002
 Trans Type: Auto
 Repair Date: 7/7/2003

Part Information

Part Number: 0K038 15140
 Condition: N09 OVERHEATING
 Part ID/Lot:

Part Name: FAN ASSY-COOLING
 Cause: C06 BROKEN, SPLIT, TORN
 Other Part No.:

Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Cond.	Cause	Comments

Case History

CUSTOMER COMPLAINT

Engine overheating

ACTUAL CONDITION

Fan blades sheared off during vehicle test drive after unrelated repairs

INVESTIGATION RESULTS

Fan blades on cooling fan cracked, then sheared off

POSSIBLE CAUSE

Material failure

CORRECTIVE ACTION

Replaced Cooling Fan, Shroud and Radiator

Case History

RECOMMENDATIONS

Additional Vins effected same failure: KNAJB723125 [REDACTED] KNDJB723625 [REDACTED] KNDJD723925 [REDACTED] KNDJD723725 [REDACTED]
KNDJB723725 [REDACTED], KNDJB623325 [REDACTED] KNDJB623425 [REDACTED], KNDJB723825 [REDACTED], KNDJB723625 [REDACTED]

*** CASE CLOSE 09/16/2003 08:45 AM Pacific Daylight Time JTaylor-FS
Coded

******End Field Product Quality Report F215300******

Case History
RECOMMENDATIONS

HAVE VENDOR REDESIGN PART WITH IMPROVED MATERIAL.

*** CASE CLOSE 09/16/2003 08:08 AM Pacific Daylight Time JTaylor-FS
Coded

******End Field Product Quality Report F215322******



Field Product Quality Report

User:DBolton-FS

Case Number - F237882

11/14/2006 10:03:23 AM

Distributor: KMA
Region/District: SO10
Dealer Code: MS015
Dealer City: Hattiesburg
Name: Plegood OTH
Attachments: FR_Case_F237882.doc

Report No.: SO03PL05
Issue Date: 09/23/2003 03:16:12 PM
Dealer Name: Dean McCrary Kia
Dealer State: MS

Component Group: Cooling System
Component Code: Fan
TREAD: 06 Engine & Engine Cooling System

Subject/Title: Radiator cooling fan

Vehicle Data

Model Code: 42221
Model Desc: SPORTAGE 4X2
Year: 2002

VIN: KNDJB723X25 [REDACTED]
Mileage: 31941

Engine No.: FE171936
Trans No.:
Trans Type: Manual

Prod Date: 8/29/2001
Deliver Date: 1/3/2002
Repair Date: 6/15/2003

Part Information

Part Number: 0K01W 15140
Part Name: FAN-COOLING

Condition: N29 SQUEAKING, SQUEALING, ABNORMAL NOISE
Cause: C06 BROKEN, SPLIT, TORN

Part ID/Lot:
Other Part No.:
Other Part No.:

Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Cond.	Cause	Comments
KNDJB723925 [REDACTED]	62016	6/23/2003	6/18/2002	N29	C06	
KNDJB723825 [REDACTED]	67415	6/9/2003	10/11/2001	N29	C06	
KNDJB723125 [REDACTED]	12003	5/30/2003	6/16/2002	N29	C06	

Case History

CUSTOMER COMPLAINT

Customer states the cooling fan is making a Noise.

ACTUAL CONDITION

Fan blades cracked and broken off of hub assembly.

INVESTIGATION RESULTS

The plastic fan assembly is cracking and eventually the fan blades are breaking off. In most cases the fan blades puncture the radiator and in some cases the engine overheats requiring engine replacement. Some cases also require body work. In all cases investigated, the fan blades are white in color.

POSSIBLE CAUSE

The white colored fan blades crack, possibly due to heat or poor quality materials. The dealers are replacing the broken fan blades with new assemblies. In cases where engines and radiators need replacing and also body work, this too, is being completed at additional warranty expense.

Case History

CORRECTIVE ACTION

Dealer is replacing the fan blade assembly

RECOMMENDATIONS

KMC should take appropriate action to resolve this issue as this could be detrimental to the customers perception of reliability. This situation will also cause high warranty expenditure. Please notify KMA of progress.

*** CASE CLOSE 11/03/2003 07:52 AM Pacific Daylight Time JTaylor-FS
Coded

******End Field Product Quality Report F237882******

Case History

cylinder head was removed, checked, cleaned and replaced using a new head gasket. Dealership is waiting for back orders to be released.

RECOMMENDATIONS

*** CASE CLOSE 04/23/2004 10:15 AM Pacific Daylight Time JTaylor-FS
Coded

******End Field Product Quality Report F308642******



Field Product Quality Report

User:DBolton-FS

Case Number - F326641

11/14/2006 10:04:04 AM

Distributor: KMA
 Region/District: SO08
 Dealer Code: FL024
 Dealer City: Hollywood
 Name: Dstevens DSM
 Attachments: FR_Case_F326641.doc

Report No.: SO04DS37
 Issue Date: 06/14/2004 04:39:13 PM
 Dealer Name: Maroone Kia of Hollywood
 Dealer State: FL

Component Group: Engine
 Component Code: Engine (General)
 TREAD: 06 Engine & Engine Cooling System

Subject/Title: Cooling Fan Failure

Vehicle Data

Model Code: 42222
 VIN: KNDJB723325 [REDACTED]
 Engine No.: FE170485
 Prod Date: 8/23/2001

Model Desc: SPORTAGE 4X2
 Mileage: 36818
 Trans No.:
 Deliver Date: 12/26/2001

Year: 2002
 Trans Type: Automatic
 Repair Date: 6/3/2004

Part Information

Part Number: 0K013 10100B
 Condition: N01 HARD OR IMPOSSIBLE STARTING
 Part ID/Lot:

Part Name: HEAD ASSY-CYL.
 Cause: C09 DEFORMED(BENT,TWIST,WARP,SHRUNK,WRINKLE)
 Other Part No.:

Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Cond.	Cause	Comments

Case History

CUSTOMER COMPLAINT

"CUSTOMER CLAIMS VEHICLE WILL NOT START", RO 234273, Aida Vasquez.

ACTUAL CONDITION

"FOUND VEHICLE COOLING FAN ASSY AND RADIATOR ASSY CRACKED".

INVESTIGATION RESULTS

"WARPED"

POSSIBLE CAUSE

Vehicle overheated due to cooling fan failure. Broken blades punctured radiator. Overheating caused cylinder head to warp.

CORRECTIVE ACTION

Replace cylinder head assembly.

Case History

RECOMMENDATIONS

None.

*** CASE CLOSE 06/17/2004 01:12 PM Pacific Daylight Time JTaylor-FS
Coded

******End Field Product Quality Report F326641******

Case History
RECOMMENDATIONS

*** CASE CLOSE 07/07/2004 07:38 AM Pacific Daylight Time JTaylor-FS
Coded

******End Field Product Quality Report F333766******

Case History
RECOMMENDATIONS

*** CASE CLOSE 08/12/2004 06:30 AM Pacific Daylight Time JTaylor-FS
Coded

*******End Field Product Quality Report F351243*******



Field Product Quality Report

User:DBolton-FS

Case Number - F362633

11/14/2006 10:04:46 AM

Distributor: KMA
 Region/District: SO04
 Dealer Code: GA055
 Dealer City: Savannah
 Name: CT DSM
 Attachments: FR_Case_F362633.doc

Report No.: SO04CT56
 Issue Date: 09/01/2004 09:08:22 AM
 Dealer Name: Kia Country of Savannah
 Dealer State: GA

Component Group: Cooling System
 Component Code: Fan
 TREAD: 06 Engine & Engine Cooling System

Subject/Title: Fan Assy-Cooling

Vehicle Data

Model Code: 42222
 VIN: KNDJB723825
 Engine No.: FE173948
 Prod Date: 9/4/2001

Model Desc: SPORTAGE 4X2
 Mileage: 42455
 Trans No.:
 Deliver Date: 4/14/2002

Year: 2002
 Trans Type: Automatic
 Repair Date: 6/21/2004

Part Information

Part Number: 0K048 15140A
 Condition: N09 OVERHEATING
 Part ID/Lot:

Part Name: FAN ASSY-COOLING
 Cause: C06 BROKEN, SPLIT, TORN
 Other Part No.: SHORT ENGINE 0K013 10 100B
 Other Part No.: HEAD ASSY-CYL.

Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Cond.	Cause	Comments

Case History

CUSTOMER COMPLAINT

Customer states cooling fan broke.

ACTUAL CONDITION

Cooling fan assy broke off.

INVESTIGATION RESULTS

Technician found cooling fan assy. Broken, damaged radiator and engine overheated.

POSSIBLE CAUSE

Fan assy-cooling came apart.

CORRECTIVE ACTION

Replaced fan assy-cooling, radiator, and short engine.

Case History

RECOMMENDATIONS

okayed per Alan Hyatt.

*** CASE CLOSE 09/10/2004 09:46 AM Pacific Daylight Time JTaylor-FS
Coded

******End Field Product Quality Report F362633******

Case History

RECOMMENDATIONS

NONE

*** CASE CLOSE 09/27/2004 03:11 PM Pacific Daylight Time JTaylor-FS
Coded

******End Field Product Quality Report F368518******

Case History
RECOMMENDATIONS

*** CASE CLOSE 10/04/2004 01:58 PM Pacific Daylight Time JTaylor-FS
Coded

******End Field Product Quality Report F370911******



Field Product Quality Report

User:DBolton-FS

Case Number - F410793

11/14/2006 10:05:52 AM

Distributor: KMA
 Region/District: SO04
 Dealer Code: GA055
 Dealer City: Savannah
 Name: CT DSM
 Attachments: FR_Case_F410793.doc

Report No.: SO04CT75
 Issue Date: 11/22/2004 10:51:33 AM
 Dealer Name: Kia Country of Savannah
 Dealer State: GA

Component Group: Please Specify
 Component Code: Please Specify
 TREAD: 01 Steering System 06 Engine & Engine Cooling System

Subject/Title: Cooling fan assy.

Vehicle Data

Model Code: 42221
 VIN: KNDJB723825 [REDACTED]
 Engine No.: FE172375
 Prod Date: 8/30/2001

Model Desc: SPORTAGE 4X2
 Mileage: 56365
 Trans No.:
 Deliver Date: 2/27/2002

Year: 2002
 Trans Type: Manual
 Repair Date: 9/29/2004

Part Information

Part Number: 0K01C 02200
 Condition: N15 POOR ENGINE POWER
 Part ID/Lot:

Part Name: SHORT ENGINE
 Cause: C11 ABNORMAL WEAR
 Other Part No.: FAN ASSY-COOLING 0K038 15 200
 Other Part No.: RADIATOR ASSY

Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Cond.	Cause	Comments

Case History

CUSTOMER COMPLAINT

Customer states power steering went out, radiator stated leaking and engine overheated.

ACTUAL CONDITION

No crank, no start.

INVESTIGATION RESULTS

Engine overheated because of damage to radiator.

POSSIBLE CAUSE

Cooling fan assy came apart.

CORRECTIVE ACTION

Replaced short engine and cylinder head assy.

Case History
RECOMMENDATIONS



******End Field Product Quality Report F410793******

TC 06

Dist Use: 5011
 Region: Southern
 Date: 5/25/03



QUALITY ASSURANCE FIELD PRODUCT REPORT

KMA Use: _____
 Date: 5/30/03
 CC: 1550 CG: CS

<u>42222</u> MODEL NUMBER	Fan Clutch PART NAME	<u>50035C14</u> REPORT NUMBER	<u>5/25/03</u> DATE
<u>KNDJB723925</u> VEHICLE ID NUMBER	<u>OK038-14-140A</u> PART NUMBER	Dean McCrary Hattiesburg DEALER NAME	
<u>6/18/02</u> PROD DATE	<u>10/28/02</u> DELIVERY DATE	MS015 DEALER CODE	
<u>10,296</u> MILEAGE	<u>5/9/03</u> REPAIR DATE	<u>Hattiesburg</u> CITY	<u>MS</u> STATE
<u>FE218568</u> ENGINE OR TRANSMISSION #	<input type="checkbox"/> DSM <input checked="" type="checkbox"/> DPSM <input type="checkbox"/> OTHER		
ATTACHMENTS: PHOTO <input type="checkbox"/> PART <input type="checkbox"/> OTHER <input type="checkbox"/>	PERSONALLY INSPECTED: YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Scott Cameron ORIGINATOR	

SUBJECT: Noise from engine

CONDITION: Fan cracked on front of engine

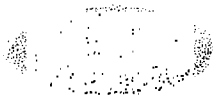
CAUSE:

ACTION/RESULTS: Replaced fan with the 140A part number---This could also be part of the PO128 cause.

COMMENTS/RECOMMENDATIONS: Have two other vehicles:
 KNDJB723925 [redacted] Miles---3265---RO Date--05/12/03
 KNDJB723125 [redacted] Miles--- 19003---R O Date--05/15/03.

ALL THESE VEHICLES AT THE SAME DEALER.

Region: SO 07
 Date: 06/25/2003



Quality Assurance Field Product Report

Corporate Use:
 Review Date: 6/30/03
 CG: CS CC: 1550
 Tread: 06

002-4222- SPORTAGE BASE 4X2 AUTO		FAN ASSY-COOLING	SO03THJO
Model Number/ Description KNDJB723625		Part Name OK038 15 140	Report Number CAPITOL KIA
Vehicle Identification Number 06/17/2002 10/14/2002		Part Number Part ID / Lot #	Dealer Name: SO 07 TX072
Prod Date 17173	Delivery Date 06/19/2003	Part ID / Lot #	Dealer Code Austin TX
Mileage	Repair Date	Engine or Transmission Number	City, State
Attachments: <input type="checkbox"/> Photo <input type="checkbox"/> Part <input type="checkbox"/> Other		Personally Inspected: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Inspection Date: 6/26/03	Originator (Print): Tom Hiltz Thiltz <input type="checkbox"/> DSM <input checked="" type="checkbox"/> DPSP <input type="checkbox"/> Other
Subject Fan Blade Separation			

Condition:

Fan blades seperating from Fan Assy

Cause:

No evidence of external influence. Appears plastic became brittle due to possible aging, heat under hood, or improper material composition.

Action/Results:

Overheating, Damage to radiator, fan clutch, and fan shroud.

Other:

Potential other damage from flying debri.

Comments / Recommendations:

Replace fan assy and damaged components.

Additional VIN's:

VIN #	Model - Description	Production	Delivery	Repair Date	Miles
KNDJB723825	2002-42221 SPORTAGE BASE 4X2	06/28/2002	12/16/2002	06/24/2003	14999

TC 06



QUALITY ASSURANCE FIELD PRODUCT REPORT

Dist Use: 5011
 Region: Southern
 Date: 6/24/03

KMA Use: _____
 Date: 6/26/03
 CC: 1950 CG: CS

42222 MODEL NUMBER	Engine fan PART NAME	<u>5003SC17</u> REPORT NUMBER	6/24/03 DATE
KNDJB723X25 VEHICLE ID NUMBER	OK038 150140 PART NUMBER	Dean McCrary Hattiesburg DEALER NAME	
8/9/02 PROD DATE	10/25/02 DELIVERY DATE	MS015 DEALER CODE	
21368 MILEAGE	6/24/03 REPAIR DATE	Hattiesburg CITY	MS STATE
ATTACHMENTS: PHOTO <input type="checkbox"/> PART <input type="checkbox"/> OTHER <input type="checkbox"/>	PERSONALLY INSPECTED: YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	<input type="checkbox"/> DSM <input checked="" type="checkbox"/> DPSM <input type="checkbox"/> OTHER Scott Cameron ORIGINATOR	

SUBJECT: Fluid Leak

CONDITION: Radiator Fan blades came off and penetrated the radiator and P/S hoses

CAUSE:

ACTION/RESULTS: Necessary to replace Fan and shroud, Radiator, P/S hoses, and A/C hoses

COMMENTS/RECOMMENDATIONS: This is the second product report on this issue May and June.
 This is the third vehicle at the same dealer.

Dist. Use CE06
 Region Central
 Date September 2002

QUALITY ASSURANCE
 FIELD PRODUCT

KMA Use:
 Date: 10/2/02
 CC: 1550 CG: CS

TC 06

42422 MODEL NUMBER	FAN ASSY - COOLING PART NAME	CE02BK17 REPORT NUMBER	9/30/2002 DATE
KNDJA723226 VEHICLE IDENTIFICATION NUMBER	0K038-15-211 PART NUMBER	LaFontaine Kia DEALER NAME	
7/24/2001 PROD DATE	2/11/2002 DELIVERY DATE	MI012 DEALER CODE	
59555 MILEAGE	8/12/2002 REPAIR DATE	Dearborn, MI CITY, STATE	
ATTACHMENTS:	PERSONALLY INSPECTED:		<input type="checkbox"/> DSM
<input checked="" type="checkbox"/> PHOTO <input type="checkbox"/> PART <input type="checkbox"/> OTHER	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Bill Kindziera ORIGINATOR (PRINT)	<input checked="" type="checkbox"/> DPSM <input type="checkbox"/> OTHER
SUBJECT: Cooling fan assy blades			

CONDITION:
 Cooling fan assy blades separating (coming off) from cooling fan assy.

CAUSE:
 Unknown at this time.

ACTION/RESULTS:
 Replace cooling fan assy, radiator, cooling fan cowling and misc. other damaged parts.

COMMENTS/RECOMMENDATIONS:
 Other effected vehicles: KNDJA723625 [REDACTED], prod. date=7/20/01, 64788 miles.
 KNDJA723025 [REDACTED], prod. date=7/04/01, 69346 miles.
 KNDJA723025 [REDACTED], prod. date=7/23/01, 48708 miles.
 All vehicles are owned by Jowa Associates, which is a security company.





KIA MOTORS

Printed By:MKeiser

Technical Assistance Center Case Report

Case Number -T323545

11/14/2006 11:16:34 AM

Vehicle Data

Model/Year: 2002 SPORTAGE 4X2

Engine: FE157195

Model Code: 42222

VIN: KNDJB723X25

Mileage: 15318

Prod Date: 7/19/2001

Warranty Start Date: 3/23/2003

Port Options: CF, RR

Factory Options: RW

Dealer/Contact Data

Dealer: MS013 Chesnutt-Wall Kia

Phone: (601) 250-1005

Fax: (601) 250-0408

Contact: ROSHELLMAN BREAKFIELD

Contact Title:

Service District: SO11

Case Details

Title: CODE P0128

Symptom: Warning Light On

System: Emission Control

Component: Coolant Temp. Sen. (CTS or ECT)

Resolution: Faulty Component

Solution ID:

Case History

*** NOTES 06/09/2004 12:38:00 PM clarify Action Type: Manager review

*** Performed by contact: ROSHELLMAN BREAKFIELD, 6012501005

REPEATED COMEBACK

What Reference Materials Have Been Used - What Has Already Been Tried?

R&R THERMASTAT, R&R ECM, R&R ECT SENSOR, CHECKED WIREING HARNESS FROM SENSOR TO ECM, INSPECTED THERMASTAT HOUSING PER TECH TIMES ARTICLE. WHAT DO YOU RECOMEND.

*** CASE DISPATCHED 06/09/2004 12:40:23 PM clarify from WIP default to Queue Techline Web.

*** CASE YANKED 06/09/2004 01:12:15 PM JCapron-TL Yanked by JCapron-TL into WIPbin default.

*** CASE YANKED 06/09/2004 01:14:08 PM JBrookes Yanked by JBrookes into WIPbin default.

*** PHONE LOG 06/09/2004 01:17:24 PM JCapron-TL Action Type: Incoming call
Verify correct T/Stat and cooling system is properly bled. Monitor ECT from cold ambient start up. A greater than 6F drop should be observed after T/stat opening. Check clutch fan operation and substitute a known good if in doubt.

*** PHONE LOG 06/09/2004 01:18:31 PM JBrookes Action Type: Incoming call
Roshellman, your notes do not say if you have checked the temp drop that the ecm should see when the thermostat opens from COLD engine start up, the temp drop should be app 6 f at the ecm as thermostat opens, if all this is good, try a different kind of thermostat

*** CASE YANKED 06/09/2004 01:19:41 PM JCapron-TL Yanked by JCapron-TL into WIPbin default.

*** NOTES 06/10/2004 07:55:50 AM clarify Action Type: Manager review

*** Performed by contact: ROSHELLMAN BREAKFIELD, 6012501005

DO YOU MEAN A AFTERMARKET THERMASTAT OR A HIGHER TEMP KIA BRAND. CHECKED TEMP DROP ON PREVIOUS VISIT. NPF REPLACED FAN BLAD ON PREVIOUS VISIT BECAUSE IT WAS CRACKED.

*** PHONE LOG 06/10/2004 09:23:12 AM JCapron-TL Action Type: Incoming call
I was referring to the correct Kia T/stat by P/N application. You did the correct thing by replacing the broken fan blade, but the Fan Clutch has an impact on this concern. Proper flow across radiator is also very important. As a last resort you may want to try an aftermarket stat. I have UNCONFIRMED reports of success if all else fails. Good luck

Case History

*** CASE CLOSE 06/14/2004 12:58:43 PM clarify contact: ROSHELLMAN BREAKFIELD, 6012501005

Status = Closed, Resolution Code = Faulty Component.

*** Performed by contact: ROSHELLMAN BREAKFIELD, 6012501005
R&R THERMASTAT, FAN CLUTCH& RAD. CAP.

*** CASE REOPENED 06/16/2004 02:38:09 PM JBrookes
with Condition of Open and Status of Working.

*** CASE CLOSE 06/16/2004 02:39:05 PM JBrookes Resolution Code = Faulty Component.
Replaced fan clutch and thermostat .

*** EMAIL OUT 11/14/2006 11:12:42 AM MKeiser Action Type: External email
fan blade issue

******End Case Report T323545******



KIA MOTORS

Printed By: MKeiser

Technical Assistance Center Case Report

Case Number -T489623

11/14/2006 11:14:17 AM

Vehicle Data

Model/Year: 2002 SPORTAGE 4X2

Engine: FE221886

Model Code: 42222

VIN: KNDJB723025 [REDACTED]

Mileage: 35872

Prod Date: 8/8/2002

Warranty Start Date: 1/27/2003

Port Options: R1, RK, CF

Factory Options: CD, RW, CC, WD, W1, W2

Dealer/Contact Data

Dealer: FL021 Boniface-Hiers Kia

Phone: (321) 951-9595

Fax: (321) 951-7783

Contact: Daniel Floyd

Contact Title:

Service District: SO07

Case Details

Title: No start - Engine mechanical

Symptom: No Start

System: Engine Mechanical

Component: Engine (General)

Resolution:

Solution ID:

Case History

*** NOTES 06/20/2005 09:39:28 AM clarify Action Type: Manager review

*** Performed by contact: Daniel Floyd, 3219519595

eng turns over like T-belt broken; T-belt in time check ok. has spark, no compression. Found fan blades broke off & punctured radiator & broke p/s res. Compression test 0 psi all 4 cyl. needs eng, rad & p/s res.

What Reference Materials Have Been Used - What Has Already Been Tried?

ksis

*** CASE DISPATCHED 06/20/2005 09:41:04 AM clarify from WIP default to Queue Techline Web.

*** CASE YANKED 06/20/2005 10:15:02 AM DFinkelstein-TL Yanked by DFinkelstein-TL into WIPbin default.

*** CASE YANKED 06/20/2005 10:17:26 AM DFinkelstein-TL Yanked by DFinkelstein-TL into WIPbin default.

*** PHONE LOG 06/20/2005 10:20:10 AM DFinkelstein-TL Action Type: Incoming call

Dan, pull the plugs out and let the cylinders dry out. Sounds like either the cylinders were washed down with fuel and / or you have a really blown head gasket. Do a leak down test on the vehicle with the radiator cap off and lets see what we have before jumping to conclusions.

*** NOTES 06/20/2005 10:44:59 AM clarify Action Type: Manager review

*** Performed by contact: Daniel Floyd, 3219519595

set leak down regulator to 100 psi; test each cyl at top dead center: all readings 49 to 54 psi. With all plugs out eng is stff to turn over & when put compressed air in motor it doesn't budge or turn over like normal eng will. Insulator around #1 plug wire melted where contacted valve cover.

*** PHONE LOG 06/20/2005 01:54:15 PM DFinkelstein-TL Action Type: Incoming call

Sounds like a motor job needed. Contact your DPSM and see what he wants to do.

*** CASE CLOSE 07/14/2005 11:13:04 AM clarify contact: Daniel Floyd, 3219519595

Status = Closed, Resolution Code = Auto Closed.

*** Performed by contact: Daniel Floyd, 3219519595 assembled & replaced motor

*****End Case Report T489623 *****



KIA MOTORS

Printed By:MKeiser

Technical Assistance Center Case Report

Case Number -T328144

11/14/2006 11:13:21 AM

Vehicle Data

Model/Year: 2002 SPORTAGE 4X2

Engine: FE183344

Model Code: 42222

VIN: KNDJB723025 [REDACTED]

Mileage: 32778

Prod Date: 10/16/2001

Warranty Start Date: 1/14/2002

Port Options: CF, RR

Factory Options: CD, RW

Dealer/Contact Data

Dealer: NV001 Courtesy Kia

Phone: (702) 221-8000

Fax: (702) 221-0988

Contact: Astra Roy

Contact Title:

Service District: WE10

Case Details

Title: COOLING SYS

Symptom: Coolant Leak

System: Engine Mechanical

Component: Cooling Fan (Mechanical)

Resolution:

Solution ID:

Case History

*** NOTES 06/21/2004 01:12:24 PM clarify Action Type: Manager review

*** Performed by contact: Astra Roy, 7022218000

Customer states cooling fan blades broke and damaged the radiator

What Reference Materials Have Been Used - What Has Already Been Tried?

Customer is a traveler from Ca. While enroute from Utah to California the cooling fan blades broke off and punctured the radiator. The coolant leaked out and without coolant the temp guage doesn't work. Vehicle was driven until it died and will not start.

Inspection shows there is no coolant in the radiator and compression test reveals:

100 / 45 / 35 / 55 intital test.

110 / 48 / 35 / 60 after oil was added to the cylinders. Because of severe overheat how can I verify the short block is good? I know the head will have to come off to check the valves and head warpage.

*** CASE DISPATCHED 06/21/2004 01:14:53 PM clarify from WIP default to Queue Techline Web.

*** CASE YANKED 06/21/2004 02:06:19 PM DUnoura Yanked by DUnoura into WIPbin default.

*** CASE YANKED 06/21/2004 02:06:35 PM MRusso-TL Yanked by MRusso-TL into WIPbin default.

*** PHONE LOG 06/21/2004 02:11:06 PM MRusso-TL Action Type: Incoming call

Roy, sounds like a cylinder leak down test is in order here. You need a cylinder leak down test gauge in order to perform this. It will give you an idea where all of your compression is going. Frankly though, Unless you have a broken timing belt your compression tests suggest overall engine damage. It may require a long block assembly in the end. Please contact your DPSM for any warranty authorizatoin for repair.

*** CASE CLOSE 07/07/2004 09:56:27 AM clarify contact: Astra Roy, 7022218000

Status = Closed, Resolution Code = Damaged Component.

*** Performed by contact: Astra Roy, 7022218000

Cylinder leakdown revealed all of the intake valves leaking. Teardown was performed where I discovered the cylinder head to be warped fifteen thousands. Replaced cylinder head.

*****End Case Report T328144 *****



KIA MOTORS

Printed By: MKeiser

Technical Assistance Center Case Report

Case Number -T323545

11/14/2006 11:11:50 AM

Vehicle Data

Model/Year: 2002 SPORTAGE 4X2

Engine: FE157195

Model Code: 42222

VIN: KNDJB723X25 [REDACTED]

Mileage: 15318

Prod Date: 7/19/2001

Warranty Start Date: 3/23/2003

Port Options: CF, RR

Factory Options: RW

Dealer/Contact Data

Dealer: MS013 Chesnutt-Wall Kia

Phone: (601) 250-1005

Fax: (601) 250-0408

Contact: ROSHELLMAN BREAKFIELD

Contact Title:

Service District: SO11

Case Details

Title: CODE P0128

Symptom: Warning Light On

System: Emission Control

Component: Coolant Temp. Sen. (CTS or ECT)

Resolution: Faulty Component

Solution ID:

Case History

*** NOTES 06/09/2004 12:38:00 PM clarify Action Type: Manager review

*** Performed by contact: ROSHELLMAN BREAKFIELD, 6012501005

REPEATED COMEBACK

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Case History

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R&R THERMASTAT, FAN CLUTCH& RAD. CAP.

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with Condition of Open and Status of Working.

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Replaced fan clutch and thermostat .

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