

PE08-033

HYUNDAI-KIA

7/3/2008

REQUEST NO. 4

PART 1 OF 4

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
		KNDUP131636	K1425792	37,500
Philadelphia, PA		Prod. Date: 6/27/03	Dealer: NY052 Popular Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 03/18/2008 04:40 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I AM HAVING A PROBLEMS W/ THE **STEER**ING WHEEL.
2. WHEN I MAKE A LEFT **TURN** THE **STEER**ING WHEEL DOESN'T **TURN** BACK.
3. IT ALMOST GOT ME TO GET IN AN ACCIDENT.
4. I TOOK IT TO THE DEALER AND THEY DON'T WANT TO FIX IT.
5. I SPOKE TO MICHAEL MEDOWS AT NY052.
6. HE ADVISED ME TO CALL YOU AND ASK YOU WHY WASN'T THE REPAIR BEING COVERED.
7. THE DEALER SAID THAT IT'S THE **STEER**ING RACK.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL CALL THE DEALER FOR MORE INFO.
3. CUSTOMER ALLEGED THE VEHICLE IS USE FOR NORMAL PERSONAL DRIVING AND NOT FOR COMMERCIAL USE.
4. WRT WILL CALL THE CUSTOMER BACK JUST AS SOON AS MORE INFO BECOMES AVAILABLE.
5. CUSTOMER CAN BE REACHED AT 718 414-4603

*** PHONE LOG 03/18/2008 04:49 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED NY052 AT (718) 209-6500 AND ASKED TO SPEAK TO MIKE MEDOWS
2. WRT SPOKE TO SVC MGR. FRED INSTEAD.
3. WRT EXPLAINED THE REASON OF THE CALL AND REQUESTED MORE INFORMATION ABOUT MR ABDURAHMANOV'S VEHICLE.
4. FRED STATED:
 - a) I FOUND NOTHING ABNORMAL. HE JUST DOESN'T LIKE THE WAY IT **TURN**s
 - b) I AM NOT REPLACING HIS RACKS.
 - c) I TOLD THE CUSTOMER THAT KIA DOESN'T ARBITRARY REPLACE THE RACK. AND YOU CAN CONFIRM THAT W/ KIA.
 - d) I ALSO EXPLAINED TO THE CUSTOMER THAT KIA DOESN'T ALLOW ME TO JUST REPLACE RACKS W/OUT FINDING A PROBLEM FIRST.
 - e) MIKE MEDOWS IS HIS ADVISOR. AND I HAPPENED TO BE THERE WHEN HE SPOKE TO THE CUSTOMER..
 - f) I EXPLAINED THIS TO THE CUSTOMER MYSELF.
 - g) IF HE DOESN'T LIKE MY RESPONSE. HE'S WELCOME TO TAKE IT SOMEWHERE ELSE.
5. WRT THANKED FRED FOR THE INFO.

*** PHONE LOG 03/18/2008 04:50 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR ABDURAHMANOV BACK.
2. WRT EXPLAINED THE REASON WHY THE SVC MGR WOULD NOT AUTHORIZE THE REPAIR
3. CUSTOMER STATED:
 - a) I HAVE NO PROBLEM TAKING IT TO ANOTHER KIA DEALER.
 - b) MIKE THOUGHT THAT THE WHEEL WAS A LITTLE **HARD**.
 - c) THE OTHER GUY SAID THAT THERE WAS NOTHING WRONG W/ IT.
4. WRT ADVISED TO CALL THE KCC BACK ONCE HE TAKES IT TO ANOTHER DEALER FOR A SECOND OPINION.
5. CUSTOMER HAS THE REFERENCE NUMBER FOR THIS CALL.
6. CUSTOMER THANKED WRT FOR THE INFO.

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
		KNDUP131636	K1425792	37,500
Philadelphia, PA		Prod. Date: 6/27/03	Dealer: NY052 Popular Kia	

*** CASE CLOSE 03/18/2008 05:00 AM US Mountain Standard Time ERuiz

*** CASE CLOSE 04/15/2008 02:38 PM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K67150	5,000
Ridge, NY [REDACTED]	Prod. Date: 6/28/01		Dealer: NY040 Eagle Auto Kia	

Case History

Complaint Quality

*** PHONE LOG 02/22/2002 04:35 PM US Mountain Standard Time ERobinson

CUST STATES:

1. I AM VERY UPSET W/ MY VEHICLE.
2. I TOOK THE VEHICLE TO THE DEALERSHIP EAGLE AUTO KIA NY040.
3. I HEAR A **NOISE** IN THE **STEER**ING SYSTEM WHETHER IT IS IN NEUTRAL OR DRIVE.
4. THEY INSTALLED A POWER **STEER**ING PUMP 3 TIMES.
5. THE **NOISE** IS STILL THERE.
6. THE DEALERSHIP REPAIR THE RACK SYSTEM AND THE VEHICLE STILL MAKES THE **NOISE**.
7. THE DISTRICT MANAGER LOOK @ THE VEHICLE AND THEY CHANGE THE POWER **STEER**ING PUMP.
8. I AM A HANDICAPPED PERSON AND I NEED MY VEHICLE.
9. THIS VEHICLE IS A LEMON.
10. I NEED A RENTAL AND I WANT TO TALK TO THE DISTRICT MANAGER FOR KIA.

WRITER STATES:

1. APOLOGIZE ABOUT ANY INCONVENIENCE.
2. 3600 BASIC LIMITED WARRANTY TO COVER TRUCKS.
3. KIA WILL STAND BEHIND THE PRODUCT AND HONOR THE WARRANTY.
4. ADVISE CUST TO TAKE THE VEHICLE BACK TO THE DEALERSHIP AND INFORM THE SERVICE TECH THAT SHE IS HAVING THE SAME PROBLEM.
5. CUST WOULD HAVE TO DO THE RESEARCH PERTAINING TO THE LEMON LAW W/IN THEIR STATES.
6. DIFFERENT STATES HAVE DIFFERENT REGULATIONS AND GUIDELINES.
7. WRITER WILL DOCUMENT CUST'S CONCERNS.
8. RENTAL IS NOT A PROVISION OF THE WARRANTY. HOWEVER, THE DPSM CAN OVERRIDE THE WARRANTY AND MAY BE ABLE TO ASSIST CUST W/ AN ALTERNATE TRANSPORTATION.
9. CUST WOULD HAVE TO MAKE AN APPOINTMENT W/ THE DEALERSHIP IN ORDER TO SPEAK W/ THE DPSM.

*** CASE CLOSE 02/22/2002 04:35 PM US Mountain Standard Time ERobinson
REFERRED CUST TO THE DEALERSHIP

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Case History

Complaint Repair Assistance

*** PHONE LOG 04/09/2007 08:14 AM US Mountain Standard Time ELeon

CUSTOMER STATED:

1. THE TOW TRUCK JUST PICKED UP MY VEHICLE AGAIN TO TAKE IT TO THE Dorschel Kia.
2. THE VEHICLE HAS PROBLEM WITH STIFF **STEERING**.
3. THE Dorschel Kia HAD WORKED ON THE **STEERING** BEFORE AND IT IS STILL **HARD** TO **STEER**.
4. THEY SAID THEY DO NOT HAVE A LOANER.
5. IT IS NOT MY FAULT THAT THERE IS A DEFECT AND I WOULD LIKE KIA TO GET ME A VEHICLE TO DRIVE WHILE MY VEHICLE IS BACK AT THE DEALERS.

WRITER STATED:

1. SORRY.
2. KIA DOES NOT HAVE PROVISIONS FOR RENTALS.
3. KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS.
4. THE DECISION WILL DON'T COME FROM THIS OFFICE, BUT WRITER CAN REVIEW THIS REQUEST WITH THE SERVICE MANAGER AND POSSIBLY OUR AREA REP TO DETERMINE IF RENTAL ASSISTANCE CAN BE PROVIDED.
5. WHEN THE VEHICLE IS AT THE KIA DEALER, WRITER CAN FOLLOW UP WITH THE SERVICE MANAGER AND THE AREA REP TO DETERMINE THE RENTAL ASSISTANCE AND THE DPSM.
6. WRITER WILL CALL YOU ONCE SPOKEN TO THE Dorschel KIA SERVICE MANAGER AND THE DPSM.

CUSTOMER STATED:

1. CALL ME AT 585-254-1128 EXTENSION 275.
2. YOU CAN CONTACT BRETT THE SERVICE MANAGER.
3. THANK YOU.

*** PHONE LOG 04/09/2007 12:22 PM US Mountain Standard Time TMorales Action Type:Incoming call
ASSL SVC ACER BRETT STANLEY

ASSISTANT SVC MGR BRETT STATED:

1. THE CUST IS HERE : SAYS CA SAID CUST WOULD GET A CAR

WRITER ADVISED:

1. REVIEWED CASE NOTES
2. FCMED TOLD CUST STANDARD RENTAL SCRIPTING; IN SPECIAL SITUATIONS WE CAN REVIEW THE REQUEST W/ THE SVC MGR AND AREA REP
3. HAS THE DLR HAD A CHANCE TO INSPECT VEH YET?

ASSISTANT SVC MGR BRETT STATED:

1. NO, WE ARE TRYING TO GET VEH IN FOR INSPECTION BUT NOT YET

WRITER ADVISED:

1. PLEASE ADVISE CUST THAT AS SOON AS DLR CAN GIVE ROUGH ETA FORMED WILL REVIEW REQUEST AND CONTACT CUST W/ INFO
2. IF CUST DEMANDS TO SPEAK TO SOMEONE ABOUT THIS BEFORE REPAIR ETA DIRECT CUST BACK TO KIA CA

(15) STAY:

- 1 OK THANKS

*** PHONE LOG 04/09/2007 01:52 PM US Mountain Standard Time ELeoni Action Type:Outgoing call
WRITER CONTACT BRITT A F Dorschel KIR AND LAM

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
Hilton, NY		KNDUP131536	K1297289	52,500
		Prod. Date: 8/7/02	Dealer: NY023 Dorschel Kia	

WRITER STATED:

1. WRITER CALLING REGARDING **STEER**ING CONCERN.
2. VEHICLE WAS TOWED IN TODAY.
3. PROVIDED CUSTOMERS INFO.
4. PLEASE CALL BACK WRITER WITH AN UPDATE.
5. PROVIDED WRITERS NUMBER.

*** PHONE LOG 04/10/2007 05:55 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED VM CALL FROM BRETT AT Dorschel Kia.

BRETT STATED:

1. CALLING REGARDING CUSTOMERS VEHICLE.
2. WE ARE WORKING ON THE VEHICLE NOW.
3. THE VEHICLE HAS AN **STEER**ING INTERMEDIATE SHAFT THAT IS **BIND**ING CAUSING THE **STEER**ING TO BE STIFF.
4. WE ARE GOING AND REPLACING THAT.
5. WE DO HAVE THE PART IN STOCK AND ARE CURRENTLY DOING THAT NOW.
6. SHE HAS A CONCERN OF A LEAK THAT WAS FROM AN OIL CHANGE DONE ELSEWHERE AND IT IS NOT POWER **STEER**ING FLUID AS SHE THOUGHT.
7. CUSTOMER SAID SHE WILL TAKE CARE OF THAT.
8. WE SHOULD HAVE DONE AT THE NEXT COUPLE OF HOURS.
9. WE WILL MAKE ARRAIGNMENTS TO HAVE THE CUSTOMER BE PICKED UP ON OUR SHUTTLE.
10. IF ANY QUESTIONS YOU CAN CALL ME BACK.
11. THANKS.

*** PHONE LOG 04/10/2007 01:41 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT JIM SERVICE MANAGER AT Suntrup Kia.

WRITER STATED:

1. CAN YOU GIVE WRITER THE DIAGNOSIS OF THE CUSTOMERS VEHICLE TRANSMISSION?

JIM STATED:

1. THE VEHICLES WAS TOWED IN YESTERDAY.
2. THE FRONT RIGHT SIDE IS DAMAGED.
3. THE FRONT RIGHT WHEEL HAS MAJOR DENTS IN IT AND IT IS PUSHED INTO THE TRANSMISSION.
4. THE TRANSMISSION IS DAMAGED IN RESULT OF THE CONDITION TO THE WHEELS.
5. IT APPEARS AS IF THIS VEHICLE HIT A CURB OR SOMETHING.
6. THIS IS NOT A KIA MANUFACTURES DEFECT.
7. THIS TRANSMISSION WAS DAMAGED BY THE AXELS FRONT THE RIGHT FRONT WHEEL.
8. THE CUSTOMER WAS HERE WHEN THE VEHICLE ARRIVED.
9. THE VEHICLE IS **LOCK**ED UP AND IT HAD PROBLEMS GETTING OFF THE TOW TRUCK.

WRITER STATED:

1. WRITER WILL CONTACT THE CUSTOMER
2. WRITER WILL RECOMMEND THAT IF THEY WOULD LIKE A SECOND OPINION THEY CAN TAKE THE VEHICLE TO ANOTHER KIA DEALER.
3. THANK YOU!

*** NOTES 04/10/2007 02:52 PM US Mountain Standard Time ELeon Action Type:Manager review
WRITER DOCUMENT NOTES FROM WRONG CASE.
PLEASE DISREGARD LATEST CASE NOTES FOR 4/10/2007

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
Hilton, NY		KNDUP13153	K1297289	52,500
		Prod. Date: 8/7/02	Dealer: NY023 Dorschel Kia	

*** PHONE LOG 04/10/2007 02:40 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER.

WRITER STATED:

1. DID YOU RECEIVED THE VEHICLE?

CUSTOMER STATED:

1. THE VEHICLE HAS BEEN REPAIRED.

2. THEY PUT THE **STEER**ING WHEEL ON COCKIED.

3. I CALL BRETT BACK WHEN I GOT HOME.

4. HE SAID TO BRING THE VEHICLE BACK ON TUESDAY OF NEXT WEEK.

5. I CAN CALL YOU TUESDAY.

6. CAN YOU SEE IF THEY CAN AT LEAST GIVE ME A FREE OIL CHANGE OR A TUNE UP FOR THE INCONVENIENCES?

WRITER STATED

1. APOLOGIZED.

2. WRITER CAN CONTACT BRETT ON TUESDAY AND REVIEW YOUR PROTEST

CUSTOMER STATED:

1. I WILL CALL YOU ON TUESDAY.

2. THANK YOU.

*** CASE CLOSE 04/10/2007 02:41 PM US Mountain Standard Time ELeon

WRITER CLOSING CASE UNTIL CUSTOMER CALLS BACK WHEN VEHICLE IS BACK AT THE KIA DEALER.

*** CASE CLOSE 07/06/2007 08:22 AM Pacific Daylight Time JeffNtoup
need review complete

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131726 [REDACTED]	K1396254	86,000
Lexington, NC		Prod. Date: 7/8/02	Dealer: R1002 Metro Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 12/26/2007 09:48 AM US Mountain Standard Time LColetta

Cust states:

1. Purchased veh with 13K from a Kia dlr Herb Chambers in Rehoboth.
2. Was told veh was a demo & that we would have the balance of the 10/100 PTW.
3. Was adv veh had never been titled prev to us buying it.
4. Now hearing a low groaning **NOISE** at 35 to 39 MPH.
5. From prev experience could be the transmission.
6. Had wheel bearing replaced prev & not the same.
7. In MA for the holidays.
8. Have appt with Metro Kia at 1 PM today.
9. Dlr is stating no warranty on veh.
10. All paperwork from sell is back in NC.
11. I checked the transmission fluid, looks good & smells good.
12. Will take care of repairs.
13. Will have to look for paperwork when re **TURN** home.

Writer states:

1. [REDACTED]
2. Apologized.
3. But file does not indicated cust has 10/100 PTW.
4. Warranty on veh expired on 9/21/02 or 60K whichever came first.
5. In order to have file corrected to show cust has 10/100 PTW, would need to see sales contract indicating veh was purchased new or as a demo & the odometer statement.
6. At this point, cust would have to pay for repairs.
7. If cust has paperwork indicating cust has 10/100 PTW at home, then could look into reimb cust for the repairs.
8. Writer will follow up with dlr on repairs this afternoon.
9. Will call cust back at 508-208-3676.
10. Provided file number & writer's contact info.

*** PHONE LOG 12/27/2007 09:57 AM US Mountain Standard Time LColetta Action Type: Outgoing call

Writer called Metro Kia R1002 spoke with svy mgr Vance & stated:

1. Adv of reason for call.

Svy mgr states:

1. Still looking at veh.
2. However, we do not show cust as original owner.

Writer states:

1. Cust is aware of the problem with file not showing him as original owner.
2. Writer has addressed that with cust.
3. Cust sales does are at his home.
4. Have adv cust that if PT concern & cust can verify he is orig owner, then once he proves he is original owner, then we can look into reimb.
5. Requested svy mgr call writer back when have diagnosis.
6. Provided contact info.

Svy mgr states:

1. Will call writer back.

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131726 [REDACTED]	K1396254	86,000
Lexington, NC	[REDACTED]	Prod. Date: 7/8/02	Dealer: R1002 Metro Kia	

*** PHONE LOG 12/28/2007 11:53 AM US Mountain Standard Time L.Colema Action Type: Incoming call
Writer received VM message from srv mgr Vance at Metro Kia stating:

1. Cust veh needs:
 - a. right front hub & bearing.
 - b. right rear bearing.
 - c. motor mounts
 - d. **STEER**ing shaft
 - e. transmission flush.
2. Replacing front hub & bearing.
3. Will have veh ready tomorrow so cust can drive back home.
4. If need further assistance please call back ext 3022.

*** PHONE LOG 12/28/2007 11:53 AM US Mountain Standard Time L.Colema Action Type: Outgoing call
Writer called Metro Kia, left VM message for srv mgr Vance requesting call back.

Writer called Metro Kia, spoke with srv mgr Vance & stated:

1. Adv of reason for call.

Vance stated:

1. We replaced the right front hub & bearing assembly.
2. But veh also needs right rear hub & bearing assembly, **STEER**ing shaft is **BIND**ing & the transmission fluid is black.
3. Drove with cust to make sure veh was safe enough for him to drive home to NC.
4. Adv cust to take veh to dlr in NC.

PHONE LOG 12/31/2007 09:06 AM US Mountain Standard Time L.Colema Action Type: Outgoing call
Writer called cust left VM stating:

1. Calling to follow up on repairs to veh.
2. Adv of dlr information.
3. Adv dlr to take veh to NC dlr.
4. Still need sales documents to have file corrected.
5. Writer can follow up with NC dlr on repairs.
6. Please call writer back.
7. Provided file number & contact info.

*** PHONE LOG 01/03/2008 09:19 AM US Mountain Standard Time L.Colema Action Type: Incoming call
Writer called cust, left VM message stating:

1. Calling to follow up on repairs to veh.
2. Please call writer back.
3. Provided file number & contact info.

PHONE LOG 01/07/2008 11:28 AM US Mountain Standard Time L.Colema Action Type: Outgoing call
Writer called cust, left 3rd VM message stating:

1. Calling to follow up on repairs to veh & repairs still needed
2. Please call writer back
3. Provided file number & writer's contact info.

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
Lexington, NC		KNDUP131726	K1396254	86,000
		Prod. Date: 7/8/02	Dealer: R1002 Metro Kia	

*** NOTES 01/07/2008 11:28 AM US Mountain Standard Time L.Colema Action Type: Manager review
Writer sent call me letter.

*** CASE CLOSE 01/07/2008 11:31 AM US Mountain Standard Time L.Colema

*** CASE CLOSE 01/17/2008 03:28 PM Pacific Daylight Time ELan
Tread Review Completed

*** PHONE LOG 02/05/2008 02:52 PM US Mountain Standard Time L.Colema Action Type: Incoming call
Cust states:

1. Provided file number.
2. **TREAD**
3. Have been traveling.
4. Still looking for sales documents.
5. Dlr in RI gave me a list of things that needed to be repaired.
6. Had dlr repair most dangerous of problems, that was the front wheel bearing.
7. Salesman told us the veh was a program car & was never registered.
8. I see the installment agreement & it is marked used.
9. Can't find the original sales contract.
10. Have not taken veh to dlr here.
11. This is the problem with the Kias & the Hyundais.
12. They cost so much to repair.
13. Can't purchase parts & do own repairs.
14. Have to take veh to dlr.
15. Understand warranty issues.
16. The only thing I would fight for is the wheel bearings.
17. Both of the front bearings were replaced previously under warranty.
18. Wheel bearings should not go out every 40K.

Writer states:

1. Updated mileage.
2. Decision to cover out of warranty repairs is not made in this office.
3. Decision is made by the Kia area rep.
4. Veh would have to be at a Kia dlrship with a diagnosis.
5. Writer can then call rep to see if any assistance can be offered.
6. Writer can not promise any assistance, but will try.
7. Provided nearest dlr.
8. Adv cust to call writer back when veh is a dlrship.

*** CASE CLOSE 02/05/2008 02:52 PM US Mountain Standard Time L.Colema

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131636 [REDACTED]	K1353155	54,406
Mastic Beach, NY		Prod. Date: 4/2/03	Dealer: NY080 Atlantic Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/28/2007 09:46 AM US Mountain Standard Time DLYons

cust states:

Maria - wife

1. cust dropped the vehicle off at night
2. I have had concerns with steering wheel. **HARD to TURN** and does not re**TURN** real well.
3. cust feels that this should be a recall
4. the reason for the call today between 40-50 mph and when you apply the brake or accelerating, the vehicle is hopping, stuttering
5. the vehicle was dropped at the kia drlshp, they did a diagnosis on the vehicle, no codes
6. cust was advised by the kia drlshp that the transmission fluid is very dark & should be changed.
7. cust just had the transmission fluid changed, by Indy 3000 for the change of the fluid, at 32500
8. the stuttering has just started, it feels like it is missing
9. cust is working with Bob service manager at the kia drlshp.
10. cust is not sure that the drlshp has properly diagnosed the vehicle

Writer advised:

1. apologized
2. advised that if there is not a code that is registered that it does not give the drlshp a direction to find a concern
3. would like to contact the kia drlshp to get further information regarding the diagnosis.

Writer placed customer on hold, called drlshp Atlantic Kia spoke to service manager Bob:

1. calling to get further information regarding customer's vehicle.
2. cust has advised that there is a stuttering when traveling at 40-50 mph on acceleration & slowing down
3. cust is concerned that the warranty is about to expire and that there is a concern with the vehicle
4. wanted to confirm that there was a test drive that was completed along with diagnosis

Bob Service manager states:

1. we pulled the vehicle in, there is no CEL, no codes for engine or transmission
2. we checked the fluid levels, they are correct
3. cust had indicated that the transmission fluid was changed at 32K miles
4. we can see that the fluid is dark, recommended the fluid be changed again
5. KMA did not due the fluid change, cust went to an indy shop, & we are not sure how they serviced the vehicle.
6. cust also goes to the same fuel station using 87 octane fuel, we recommended to put a tank of 89 octane in the vehicle
7. there might have been a bad tank of fuel
8. drlshp took the vehicle for an 18 mile test drive, we did not experience any shuddering or hopping
9. the vehicle is operating correctly
10. we advised that the belts are falling off, cust approved for the replacement
11. we have completed the work & we are making out the ticket right now.

writer Thanked Bob for the information.

writer advised customer:

1. thanked for holding, was able to speak to the Bob service manager
2. cust was advised of the drlshp findings
3. the vehicle is ready for pickup
4. if cust gets into the vehicle and feels the shuddering & hopping, re**TURN** to the kia drlshp
5. take the service manager or a technician for a test drive & point out what customer is speaking of
6. this might assist the drlshp with finding a concern with the vehicle.

customer states:

1. what if this isn't found until I go over the 100K miles

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP131636	K1353155	54,406
Mastic Beach, NY		Prod. Date: 4/2/03	Dealer: NY080 Atlantic Kia	

Writer advised:

1. the warranty will have expired
2. but if customer re**TURN**s to the kia dlrshp for diagnosis, contacts this office
3. we can review the information, we will advise that the warranty has expired
4. but we can always review the information & if necessary involve area rep for final warranty decision
5. this does not mean that there will be warranty coverage provided, it means that the information can be reviewed
6. cust also has the option to take to another kia dlrshp for a second opinion
7. advised of the case# & if there are further concerns with the vehicle studdering & hopping to contact this office
8. reference the case# & we will review the previous repair information.

Cust states:

1. thank you very much.
2. If I want an extended warranty what do I need to do

writer advised:

1. KMA does not sell the extended warranties, contact the sales department at the kia dlrshp
2. they will advise what customer qualifies for & the cost of the extended warranty.

cust states:

1. OK, thank you.

*** CASE CLOSE 08/28/2007 09:46 AM US Mountain Standard Time DElyons

*** PHONE LOG 08/29/2007 06:33 AM US Mountain Standard Time ELeon Action Type:Incoming call

Maria - wife Stated:

1. I called before.
2. I took the vehicles to the Atlantic Kia dealer.
3. They were super.
4. they change the tranny fluid and the air filter.
5. the vehicle is running much better.
6. I wanted to apologized and wanted to let you know that the Atlantic Kia dealer was very helpful.
7. I will now start bringing my vehicle to the Atlantic Kia dealer because they know what they are doing and have all the parts needed to take care of my vehicle.
8. i just wanted this documented.

Writer stated:

1. Writer glad the Atlantic Kia dealer provided quality service to you.
2. Writer will document your call.

Customer stated:

1. thank you.

*** PHONE LOG 08 29 2007 06:33 AM US Mountain Standard Time ELeon Action Type:Incoming call

Maria - wife STATED:

1. I CALLED BEFOR AND MADE A COMPLAINT.
- 2.

*** CASE CLOSE 08 29 2007 06:33 AM US Mountain Standard Time ELeon

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
CAMDEN, NJ		KNDUP131826	K1107263	57,000
		Prod. Date: 7/10/01	Dealer: NJ003 Cherry Hill Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/18/2006 11:51 AM US Mountain Standard Time ELeon
CUSTOMER STATED:

1. THE **STEER**ING IS **HARD** TO **TURN**.
2. I HAVE THE VEHICLE AT A REPAIR SHOP.
3. THEY SAID IT MAY BE THE POWER **STEER**ING PUMP.
4. IT THAT COVERED UNDER WARRANTY?

WRITER STATED:

1. SORRY.
2. THE POWER **STEER**ING PUMP IS COVERED UNDER THE 5/60K BASIC WARRANTY FOR DEFECTS OR WORKMANSHIP.
3. A KIA DEALER NEEDS TO INSPECT THE POWER **STEER** PUMP AND SEE IF THERE IS A DEFECT.
4. THE VEHICLE HAS AN OPEN RECALL (SC054) THAT CAN BE DONE AT A KIA DEALER AT NO COST.

CUSTOMER STATED:

1. I WILL TAKE THE VEHICLE TO A KIA DEALER.

*** CASE CLOSE 05/18/2006 11:51 AM US Mountain Standard Time ELeon

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Consumer Affairs Department

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13184 [REDACTED]	K396245	39,000
YONKERS, NY [REDACTED]		Prod. Date: 3/18/04	Dealer: NY046 Sholz.Kia	

Case History

Complaint Survey

SURVEY DATE : 11/20/2004
SERVICE DATE : 11/17/2004

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :
CUSTOMER STATED THAT CAR IS STILL NOT RUNNING CORRECTLY STEERING IS TIGHT CUSTOMER
STATED WITH THE STERING WHEEL CROOKED HE LET HIM TAKE HIS VEHICEL AND WAS TOLD THERE
WAS NOTHING WORNG WITH VEHICIE CUSTOMER STATEDTO HAVE BETTER COMMUNICATION WITH
CUSTOMERS TOOK IN FOR SERVICE THE DLR DID NOT DO WORK CORRECTLY WITH THE ROATERS AND HIS
STREARING WHEEL IS NOW CROOKED AND HAS TO GO BACK Q002B: More frequent vehicle updates Q003: One or
more items requested was not done Q005: Other
761470

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

*** PHONE LOG 11/26/2004 09:59 AM US Mountain Standard Time YLabarca Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT VM MSG
WRITER STATES
EADY TO CALL IF NEEDED FURTHER ASSISTANCE
[REDACTED]

*** CASE CLOSE 11/26/2004 09:59 AM US Mountain Standard Time YLabarca

*** PHONE LOG 02/16/2005 09:25 AM MEstrella Action Type:Incoming call
CALLER STATES:
1. CALLING TO LET YOU KNOW THAT I HAVE AN APPT BEFORE 9 AT SHOLZ KIA TOMORROW 3.
2. THE SHRRING MAKES A **NOISE** , TOOK TO DEALER BEFORE AND THEY ARE TRYING TO TELL ME THAT
IT IS NORMAL
3. IT IS NOT NORMAL BECAUSE THE DEALER GAVE ME A RENTAL , AND THE RENTAL DID NOT MAKE HTAT
NOISE
4. IT DOES NOT DO IT ALL THE TIME
5. THE DEALER IS "POO-POOING" ME ABOUT THIS AND I DO NOT APPRECIATE IT

WRITER STATES:
1. WILL CALL DEALER SVC MGR TO LET HIM KNOW SHE IS BRINGING THE CAR IN TOMORROW
2. CALLED SHOLZ KIA - CUST HELD LINE- LEFT MSG WITH PAT IN SVC FOR JUAN GARCIA , SVC MGR TO
CALL WRITER BACK
3. ADVISED CUST DEALER MUST BE ABLE TO VERIFY PROBLEM TO FIX IT
4. WILL FOLLOW UP ON DIAG APPT TOMORROW

*** NOTES 02/16/2005 09:27 AM MEstrella Action Type:Manager review
CALLER WAS MRS ARZOLA IN CALL NOTED ABOVE

*** PHONE LOG 02/16/2005 10:03 AM MEstrella Action Type:Incoming call
CALLER STATES: JUAN GARCIA, SVC MGR FROM SHOLZ KIA
I ADVISED OF CUSTOMERS COMPLAINT FROM MRS ARZOLA
SAYS SHRRING **NOISE**, SAYS TOOK TO DEALER BEFORE, DEALER FOUND NO PROBLEMS, TELLS DEALER
[REDACTED]

Kia Motors America
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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
YONKERS, NY		KNDUP131846	K396245	39,000
		Prod. Date: 3/18/04	Dealer: NY046 Sholz Kia	

- 3.SAYS IS BRING ING CAR IN TOMORROW BEFORE 9
- 4.WANTED TO MAKE HIM AWARE OF CUSTOMER AND HER STATEMENTS TO WRITER
- 5.WRITER WILL FOLLOW UP ON REPAIRS TOMORROW

JUAN STATES:

- 1.I ROAD TESTED THE VEH BEFORE(NOV 23 04) W/ HER HUSBAND. HE EVEN AGREED THAT IT WAS NOT MAKING ANY **NOISES** AT THE TIME
- 2.SOME **NOISES** ARE NORMAL IN ALL VEH'S. NOT JUST KIAS AND ADVISED HIM THAT CANNOT FIX WHAT IS NOT BROKEN
- 3.HE AGREED AND UNDERSTOOD
- 4.HE WAS A VERY NICE GUY
- 5.WE WILL SEE WHAT WE FIND TOMORROW WHEN SHE BRINGS IT IN
- 6.SOME POP **NOISE** IN THESE. AND ALL MIMI VANS IS NORMAL-
- 7.WHEN GO ALL THE WAY TO LEFT OR RIGHT IS NORMAL . YOU WILL HEAR A SLIGHT CLUNK **NOISE**. THAT IS THE DESIGN OF THE VEH'S
- 8.IF THAT IS WHAT SHE MEANS. WE WILL NOT BE ABLE TO FIX THAT
- 9.WILL SEE WHAT WE FIND TOMORROW WHEN SHE BRINGS IT IN
10. WILL BE HAPPY TO TEST DRIVE W/ WHOEVER BRINGS IT IN BUT THEY WILL HAVE TO SHOW ME THE **NOISE**
11. THANKED WRITER FOR HEADS UP

WRITER THANKED JUAN

1. ADVISED WILL FOLLOW UP TOMORROW ON APPT

*** PHONE LOG 02-17-2005 02:43 PM MEstrella Action Type:Incoming call
CALLED DELAER, NY046
1. SPOKE TO PAT. ASKED FOR SVM JUAN

PAT STATED:

- 1.JUAN IN NOT IN CURRENTLY
- 2.BUT SHE IS AWARE OF THE FINDINGS FROM THIS AM ON THIS VEH
- 3.THEY ROAD TESTED THE VEH W/ MR ARZOLA
- 4.THEY CAME IN W/ **STEERING NOISE** CONCERN- UNABLE TO VERIFY OR DUPLICATE
- 5.THEY ALSO ADDED A 'STALLING AT IDLE'- WE RAN THE CAR FOR 30 MIN - CAR DID NOT STALL
- 6 ALSO ADDED A 'TRANS NOT SHIFTING RIGHT' ---WE ROAD TESTED VEH FOR 7 MILES. TRANS WAS FINE
- 7.THERE WERE NO PROBLEMS FOUND W THE CAR AT ALL
- 8.VEH OPERATING AS DESIGNED

WRITER THANKED PAT FOR INFORMATION

*** PHONE LOG 02-18-2005 08:49 AM ME-strella Action Type:Outgoing call
called customer

1. left vm. , advised writer spoke to svc mgr. no problems found in veh
2. advised to cb if needed

*** CASE CLOSE 02-18-2005 08:50 AM ME-shella
no problems found , svc mgr test drive w husband - pending cust cb if needed

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
YONKERS, NY		KNDUP131846	K396245	39,000
		Prod. Date: 3/18/04	Dealer: NY046 Sholz Kia	

*** PHONE LOG 03/23/2005 01:44 PM TShamburger Action Type: Incoming call
customer [REDACTED] called --

1. im calling to take my veh to anoher dlr besides Shotz kia
 2. marlena said she said there is another dlr i can take it to
- wrt states
1. wrt gave the ph # westchester kia dlr. in Yonkers.

*** CASE CLOSE 03/23/2005 01:45 PM TShamburger

*** PHONE LOG 04/11/2005 01:08 PM CHamilton Action Type: Incoming call

Caller states:

1. I want to add to my complaint
2. Provided case #, had wrt hold while she took 2 other calls

Wtr states:

1. Updated contact info

Caller states:

1. I feel like I'm getting the car replaced, piece by piece

2. Feel like I'm getting the car replaced, piece by piece
3. Its a lemon

4. **NOISE** still there, took it back to them

5. He just called me, said he cleaned out the rear drums, charging me \$50.

6. Why wasnt that done last week when it was there?

7. Very dissatisfied with the car

Wtr states:

1. Kia will repair the veh according to the terms of the man warr
2. Kias buyback policy is in accordance with your states laws
3. Referred to WCIM for info on laws in callers state
4. Advised break adjustment or cleaning is maint
5. Would have to speak to the Kia dlr regarding why they did not recommend last week
6. Will document the complaint

*** CASE CLOSE 04/11/2005 01:17 PM CHamilton

*** PHONE LOG 04/11/2005 01:27 PM JProkopp Action Type: Incoming call

Customer states:

1. What good does it do me to call here?
2. How many parts do they have to replace until they give me a real car?
3. Where can I get information on getting the vehicle repurchased?

Writer states:

1. We can note any concerns that you have and assist in getting the vehicle repaired under the terms of the warranty.
2. Repurchase laws vary from state to state.
3. Information on your state laws can be found in your warranty book.

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Last name	First	VIN of 2004 SEDONA EX	Case Number	Mileage
		KNDUP131846	K396245	39,000
YONKERS, NY		Prod. Date: 3/18/04	Dealer: NY046 Sholz Kia	

*** CASE CLOSE 04/11/2005 01:27 PM JProkopp

*** PHONE LOG 07/10 2006 12:56 PM HS Mountain Standard Time TDonnelly Action Type: Incoming call

CUSTOMER STATES:

1. STILL HAVING CONCERNS WITH VEHICLE
2. **NOISE** IN FRONT END
3. DEALER (NY046) STATED LAST TIME IT WAS THE TIRES. PAID FOR ROTATION
4. SAID WAS BRAKE ROTORS
5. EVERY TIME I **TURN** AROUND IS MORE MONEY AND NOT RESOLVED
6. WHAT OTHER DEALERS ARE IN AREA
7. WILL TRY ANOTHER KIA DEALER
8. WHAT IS KMA ADDRESS TO WRITE LETTER OF COMPLAINT
9. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. CAN SEE LAST TIME CUSTOMER CALLED WAS WELL OVER 1 YEAR AGO
3. CONFIRMED OWNER INFO
4. ADVISED IF NOT HAPPY WITH SERVICE DEALER IS PROVIDING GETTING 2ND OPINION IS NEXT BEST THING TO DO
5. ADVISED OF OTHER DEALERS IN AREA
6. KMA ADDRESS PROVIDED
7. CUSTOMER CAN CALL BACK IF FURTHER ASSISTANCE IS NEEDED.

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131236 [REDACTED]	K443345	30,000
Romulus, MI	[REDACTED]	Prod. Date: 11/20/02	Dealer: MI009 Dick Scott Kia	

Case History

Complaint Rental Car

*** PHONE LOG 03/31/2005 01:15 PM JProkopp

Customer states:

1. My power **STEER**ing is very difficult to **STEER** and it's **LOCK**ing into position.
2. I took my vehicle to Dick Scott Kia for the 30k maintenance and for this issue.
3. They did the maintenance.
4. They are telling me that the vehicle needs a **STEER**ing shaft.
5. They are saying that it's on backorder and they don't know when they will get it.
6. My car has been there since Monday.
7. I don't feel safe driving it.
8. I would like a rental car.

Writer states:

1. Let me call your dealer and find out what is going on.

Writer placed customer on hold and called Dick Scott Kia. Writer spoke with Lee, the service manager.

Lee states:

1. The customer needs a **STEER**ing shaft.
2. The part is on backorder.
3. No dealers around here have it.
4. This is the sixth one we have on order.
5. We don't have an eta.
6. I've put a call into JOppedisano to see if he was willing to do anything for this customer.

Writer got back on the line with the customer.

Writer states:

1. I spoke with your dealer.
2. I verified that the part is on backorder.
3. The Kia warranty does not have a provision for rental or loaner vehicles.
4. I will do some research on this to see if an exception can be made.
5. I'll call you once I have further information.

Customer states:

1. I would be willing to pay half if Kia could do something.
2. This is my second Sedona that I own.

*** PHONE LOG 03/31/2005 01:19 PM JProkopp Action Type: Outgoing call
Writer contacted JOppedisano and LVM.

*** PHONE LOG 04/01/2005 07:37 AM JProkopp Action Type: Incoming call
Writer received message from JOppedisano.

JOppedisano states:

1. I don't have a problem getting the customer a rental.
2. I'm working with the dealer right now to see if there is a field fix that they can do so they won't have to wait on the part.

*** PHONE LOG 04/01/2005 10:10 AM JProkopp Action Type: Incoming call

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131236 [REDACTED]	K443345	30,000
Romulus, MI [REDACTED]		Prod. Date: 11/20/02	Dealer: M1009 Dick Scott Kia	

*** PHONE LOG 04/01/2005 10:13 AM JProkopp Action Type:Outgoing call
Writer attempted to contact customer at number given. Line was disconnected.
Writer contacted customer at home and left message stating:
1. Kia will be offering coverage for a rental vehicle.
2. Your dealer is working with the area rep to fix the vehicle without the part.
3. I would suggest getting in touch with the service manager to make arrangements.

*** PHONE LOG 04/01/2005 02:12 PM JProkopp Action Type:Incoming call
Writer received message from customer requesting call back at home.

*** PHONE LOG 04/01/2005 02:14 PM JProkopp Action Type:Outgoing call
Writer contacted customer and left message requesting call back.

*** PHONE LOG 04/04/2005 06:45 AM JProkopp Action Type:Outgoing call
Writer contacted customer and left message requesting call back.

*** CASE CLOSE 04/07/2005 06:22 AM JProkopp
Case closed pending further contact from customer.

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131546 [REDACTED]	K1419727	51,000
Hyde Park, MA	[REDACTED]	Prod. Date: 3/9/04	Dealer: MA006 Quirk Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 02/29/2008 12:20 PM US Mountain Standard Time KJohnson

Customer stated:

- 1 - My veh is becoming really **HARD** to **STEER**
- 2 - What is the closest Kia dlr?

Writer stated:

- 1 - Apologized
- 2 - Updated: no recalls
- 3 - Provided phone no. for Quirk Kia, ma006
- 4 - Make appt for diagnostic and repair
- 5 - If veh not safe to drive, rs will tow to closest Kia dlr

Customer stated:

- 1 - Thank you.

*** CASE CLOSE 02/29/2008 12:20 PM US Mountain Standard Time KJohnson

*** PHONE LOG 02/29/2008 01:09 PM US Mountain Standard Time ERuiz Action Type: Incoming call

CALLER STATED

1. I CALLED BEFORE AND THE REP GAVE ME A NUMBER FOR THE KIA DEALER IN BRAINTREE.
2. I CALLED THEM AND THEY SAID THAT THEY CAN ONLY SEE MY VEHICLE UNTIL NEXT THURSDAY.
3. IS THERE ANOTHER DEALER WHERE I CAN TAKE IT TO?
4. IS THE **STEER**ING SYSTEM COVER UNDER WARRANTY.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THE **STEER**ING SYSTEM IS COVER UNDER WARRANTY FOR MANUFACTURE DEFECTS
3. WRT PROVIDED THE NEXT CLOSEST KIA DEALER'S PHONE #.

*** CASE CLOSE 02/29/2008 01:11 PM US Mountain Standard Time ERuiz

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131826 [REDACTED]	K416724	32,000
Middletown, NY	[REDACTED]	Prod. Date: 12/27/01	Dealer: NY043 Bay Ridge Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 01/21/2005 03:18 PM ATafoya

Caller stated:

1. Power **STEER**ing box problem and veh currently at NY043 Bay Ridge Kia
 2. Veh has been there since Monday 1/10/05
 3. Cust dealing w/svc mgr James in svc, the svc mgr has been trying to help as best as he can.
 4. Cust stated dlr is working w/Kia to get this fixed but Kia keeps saying to order another part and cust waits longer
 5. Now we are on the 3rd part
 6. Req repair assistance and follow-up.
 7. Req to be contacted at cell# 917-327-6210
- Writer stated:
1. A Kia Tech mgr will contact w/in 72 busin hrs for repair assistance and follow-up

*** PHONE LOG 01/24/2005 08:16 AM TShamburger Action Type: Incoming call
customer [REDACTED] called --

1. the veh has been at the dlr two wks now, and they dont know what they are doing
2. they keep changing there mind on the repair and what part is needed next.
3. First the put the wrong fluid in ovr **STEER**ing pump is what they said, then it was one part, than they needed another
4. now its another part, i have no loaner/rental and dlr does not really understand what the problem
5. need kia's help, i spoke to SM his name is James.

wrt states

1. im sorry, wrt can clk on this for you.
2. wrt wil call you back later today.

*** PHONE LOG 01/24/2005 01:14 PM TShamburger Action Type: Outgoing call
wrt called Bay Ridge Kia and spoke to James SM

James states

1. we are waiting for a **STEER**ing joint.
 2. first we put a pump
 3. kia told us we needed a **STEER**ing joint, hoping part will be in tomorrow
- wrt [REDACTED]

*** PHONE LOG 01/25/2005 08:49 AM TShamburger Action Type: Outgoing call
wrt called dlrship and spoke w James

James states:

1. part is not in yet, and we are still waiting on our morning delivery.
- wrt thanked James.

*** PHONE LOG 01/25/2005 08:53 AM TShamburger Action Type: Outgoing call
wrt called [REDACTED] and left msg --

1. gave cust an update on her veh and a part that is suppose to be in today
2. wrt oversee repair, and if i hear anything different wrt will call you again
3. any question call wrt back.
4. part is not in yet at dlr, wrt will clk with dlr later today.

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131826 [REDACTED]	K416724	32,000
Middletown, NY	[REDACTED]	Prod. Date: 12/27/01	Dealer: NY043 Bay Ridge Kia	

Writer received call from [REDACTED]

Customer states:

1. I'm trying to get in touch with Tammy.
2. I already left her a message.

Writer states:

1. Tammy is not available right now.
2. I'll let her know you called.

*** PHONE LOG 01/25/2005 01:27 PM TShamburger Action Type:Outgoing call
wrt called dlrship and spoke to Ramie in parts.
1. not showing part came in
2. but give me 20 mins and i will chk further
wrt agreed and thanked Ramie

*** PHONE LOG 01/25/2005 03:01 PM TShamburger Action Type:Outgoing call
wrt called cust. in.
1. and exp to cust the dlr feels they did not get in there part today
2. because the bad weather
3. wrt will chk on this concern tomorrow and see if the part is in
4. SM feels this should solve the concern
5. im sorry but this is all wrt can do.
cust states
1. you understand i just want the veh repaired
2. but this is the third part. can the veh not get fixed?
3. im just frustrated that im paying for a veh and cant drive it now for two wks.
wrt states
1. im sorry but wrt is trying to assit in getting veh repaired
2. you call kia for assistance on 21st of Jan on Friday and 5:00 your time
3. wrt assigned case on the 24th. wrt trying to assist in this
4. mfr here to support warr
(cust going round and round on same issue that veh has had three parts already)
wrt thankdd cust and will chk on this tomorrow again. call ended.

*** PHONE LOG 01/25/2005 05:33 PM US Mountain Standard Time ATafoya Action Type:Incoming call
Mrs Bannister stated:
1. Dealing w/TSchamburger and req to speak w/a Supervisor
2. Spoke w/TSchamburger and was told the part didn't come in
3. Husb spoke w/the dlr and was told the wrong part came in
--Writer transferred to DI Underwood

*** PHONE LOG 01/25/2005 05:46 PM US Mountain Standard Time DI Underwood Action Type:Incoming call
APM DI Underwood was transferred call as a ***** ESCALATED CALL *****

- [REDACTED]
1. vehicle has been down 2 weeks at Bay Ridge Kia
 2. Spoke to Tammy today and do not have any complaints about her

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131824 [REDACTED]	K41 6724	32,000
Middletown, NY	[REDACTED]	Prod. Date: 12/27/01	Dealer: NY043 Bay Ridge Kia	

3. my concern is I want my vehicle fixed
4. my **STEER**ing wheel **LOCK**ed on the 10th
5. after picking up vehicle it did the same thing
6. dealer has said many thing like: they put in wrong fluid, there was air in hoses, and called Kia and was told that they needed another part to fix it.
7. now I am waiting on the 3rd part.
8. Need your help.

Wtr stated:

1. apologized for the circumstances
2. what I can do is place a call to the field representative to get him involved
3. I can do that in the morning ASAP.
4. will request his involvement to try to resolve this issue ASAP.

Mrs. Bannister stated:

1. that is all I want
2. thanks

*** NOTES 01/25/2005 05:46 PM US Mountain Standard Time DUnderwood Action Type:Manager review
customer provided Cell # of 917-327-6219

*** PHONE LOG 01/25/2005 05:53 PM US Mountain Standard Time DUnderwood Action Type:Outgoing call

Wtr stated:

1. phoned Vito Sampogne at his office Number - left vm
2. too late to call your cell but will call you in AM
3. requesting assistance with customers vehicle repairs
4. vehicle has been at dealer since 1-10-05 / down 2 weeks
5. customer getting very frustrated.
6. any assistance given to resolve this concern would be appreciated
7. will call in AM - provided ext 44848

*** PHONE LOG 01/26/2005 08:53 AM TShamburger Action Type:Outgoing call

wrt called dlrship and left msg w. SM James to call wrt.

2. chking on part for customer
3. parts told wrt part did not come in yesterday because of the bad weather
4. later cust call kia because someone at dlr told her the wrong part came in, can you chk to see what is true
5. and if the **STEER**ing joint came in today.
6. please call wrt 1 800. w ref # and wrt left wrt's ext. and last six of vm. w cust's name

*** PHONE LOG 01/26/2005 11:35 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call

Wtr stated:

1. phoned Vito Sampogne DPSM - cell #
2. requesting assistance with customers vehicle repairs
3. vehicle has been at dealer since 1-10-05 - down 2 weeks
4. customer getting very frustrated.

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131826 [REDACTED]	K416724	32,000
Middletown, NY	[REDACTED]	Prod. Date: 12/27/01	Dealer: NY043 Bay Ridge Kia	

6. any assistance given to resolve this concern would be appreciated

Vito Sampogne DPSM stated:

1. will call dealer and check on this
2. thanks

*** PHONE LOG 01/26/2005 12:58 PM US Mountain Standard Time DUnderwood Action Type:Incoming call
[REDACTED] stated:

1. left vm for APM DUnderwood
2. wanted to thank you for taking time with me last night.
3. was also checking to get the update of what is happening.
4. can be reached at [REDACTED] after 3:30 pm

*** PHONE LOG 01/26/2005 03:42 PM US Mountain Standard Time DUnderwood Action Type:Outgoing call
Wtr stated:

1. phoned Vito Sampogne DPSM - cell #
2. requesting status situation
3. requesting call back
4. provided ext 44848

*** PHONE LOG 01/27/2005 10:03 AM TShamburger Action Type:Outgoing call
wrt called SM James

1. the veh is done, just got finish test driving veh
 2. we did a rack and joint replacement.
 3. veh drives fine.
 4. after cleaning veh, we will call cust to come and pick up veh.
- wrt thanked SM call ended.

*** PHONE LOG 02/01/2005 01:31 PM TShamburger Action Type:Outgoing call
wrt called dlrship and spoke to james
james states

1. veh was done and cust picked it up and has not called us back.
 2. veh was repaired.
- wrt thanked SM call ended

*** CASE CLOSE 02/01/2005 01:31 PM TShamburger

*** CASE CLOSE 04/13/2005 09:29 AM Suzi Crowell

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP131X36	K1436411	73,000
Canton, MI 48188		Prod. Date: 10/30/02	Dealer: MI009 Dick Scott Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/15/2008 07:17 AM US Mountain Standard Time AJudson

Gary Broda States:

1. Do not have the VIN vehicle is in shop.
2. Want to see if there is a recall for **STEER**ing?
3. **STEER**ing **LOCK**s up when **TURN**ing and customer almost ran into something.
4. Bracket between Rack and Pinion.
5. Vehicle is not at a Kia dealer it is at personal mechanic.
6. MI009 was very helpful as well as writer.
7. Is there a number for NHTSA that we can contact to report this?

Writer States:

1. Apologized for the problem.
2. Advised that there are no open recalls on the vehicle.
3. Advised that writer does not have a contact number for NHTSA but will be reporting customer concern.
4. Gave customer the case number as a reference number.

*** CASE CLOSE 04/15/2008 07:17 AM US Mountain Standard Time AJudson

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Last name [REDACTED]	VIN of 2003 SEDONA LX KNDUP13113 [REDACTED]	Case Number K1255331	Mileage 51,400
Bellast, ME	Prod. Date: 12/19/02	Dealer: ME003 Van Syckle Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 12/11/2006 04:36 PM US Mountain Standard Time LSims
CALLER MS BELDEN STATES

1. COULD NOT MAKE A LEFT **TURN**. EXTREMELY **HARD** TO **TURN**
2. I ASKED FOR A LOANER BECAUSE I WORK WITH KIDS AND HAVE KIDS
3. THIS DEALER HAS GIVEN ME A LOANER BEFORE
4. TODAY THEY TOLD ME THAT THEY WOULD NOT GIVE ONE TO ME BECAUSE I DID NOT BUY THE CAR FROM THEM
5. THE GM SAID THAT HE WAS NOT MAKING A PROFIT FROM ME BECAUSE I WAS ONLY DOING WARRANTY WORK THERE
6. I HAVE BEEN TAKING MY CAR THERE FOR THE PAST YEAR
7. I HAVE ALSO EVEN GOTTEN SOME OIL CHANGES DONE THERE
8. IT JUST BLEW ME AWAY THAT I WAS TREATED THAT WAY THIS TIME
9. EVERYTIME I HAVE SERVICE DONE, KIA CALLS ME AND ASKS ME HOW THEY DID
10. I HAVE ALWAYS GOTTEN GOOD SERVICE AND I AM HONEST
11. THEY CALLED ME AND SAID THAT THEY ARE GOING TO OVERNIGHT THE PART
12. I AM SORRY FOR BOTHERING YOU, I JUST WANTED TO LET SOMEONE KNOW

WTR STATED:

1. APOLOGIZED
2. NO RECALLS
3. "WHILE KIA DOES NOT HAVE A PROVISION FOR RENTALS..."
4. ADVISED THAT SOME DEALERS HAVE LOANERS AND SOME DO NOT
5. WTR WILL DOCUMENT ALL CONCERNS

*** CASE CLOSE 12/11/2006 04:36 PM US Mountain Standard Time LSims

*** CASE CLOSE 01/08/2007 05:06 PM US Mountain Standard Time WNoonan
TREAD REVIEW COMPLETED

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13103 [REDACTED]	K1405009	60,912
North Hampton, MA [REDACTED]		Prod. Date: 2/13/03	Dealer: MA008 Kia of West Springfield	

Case History

Complaint Repair Assistance

*** PHONE LOG 01/21/2008 12:47 PM US Mountain Standard Time ERuiz

CALLER STATED

1. I DON'T HAVE THE VIN BECAUSE THE VEHICLE IS AT MA028.
2. I WAS HAVING A PROBLEM W/ THE **STEERING**.
3. WE BROUGHT IT TO A MECHANIC AND SAID THAT THE POWER **STEERING** RACK WAS LEAKING ON BOTH ENDS.
4. I CALLED THE DEALER AND THEY SAID THAT THE WARRANTY EXPIRED AT 60 K MILES.
5. I JUST FEEL THAT W/ OVER 800 MILES OVER THE WARRANTY WE WOULD GET SOME ASSISTANCE.
6. I AM A RETIRED WORKING MAN AND I CAN'T AFFORD TO PAY OUT OF MY POCKET.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. CUSTOMER WAS UNABLE TO PROVIDE VIN.
3. THE VEHICLE IS OUT OF WARRANTY.
4. ANY CONSIDERATION FOR ASSISTANCE WILL BE DONE ON THE CASE BY CASE BASIS.
5. CUSTOMER MUST TAKE THE VEHICLE TO A KIA DEALER FOR INSPECTION.
6. CUSTOMER MUST AUTHORIZED AND PAY THE DEALER TO INSPECT THE VEHICLE
7. [REDACTED] THE INSPECTION IS COMPLETED
8. CUSTOMER HAS THE CASE # AND WAS ADVISED TO CALL BACK W/ VIN..

*** CASE CLOSE 01 21-2008 12:47 PM US Mountain Standard Time ERuiz

*** PHONE LOG 01 22 2008 12:46 PM US Mountain Standard Time SBowyer Action Type:Incoming call
CUST STATED

I provided case #

- 2.i went to the dlr in west springfield, they said i needed the **STEERING** rack replaced
- 3.repeated all case details
- 4.we didnt cause this, the dlr should have fixed this before they sold us the car; we think they knew it was a problem but didnt tell us

WRITER STATED

- 1.sorry
- 2.warranty ends at either 5 years or 60k miles; whichever comes first
- 3.goodwill is evaluated with the dpsm's on a case by case basis...no guarantee
- 4.the risk of buying a used veh is that it may not have been taking care of or abused; this is why the prw drops from 10 100 to 5 60
- 5.will review this with the svc mgr and the dpsm to see what can be done
- 6.will call cust back

CUST ENDED CALL

*** PHONE LOG 01 23 2008 11:00 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
SVC ADV CHRIS MA008 STATED svc mgr not available

- 1.advised that the **STEERING** was **HARD** and **STEERING** wheel would not **TURN**
- 2 we found that the intermediate shaft and the **STEERING** rack need replacing
- 3 the car looks in good shape, but they just bought it recently

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131036 [REDACTED]	K1405009	60,912
North Hampton, MA [REDACTED]		Prod. Date: 2/13/03	Dealer: MA008 Kia of West Springfield	

*** PHONE LOG 01/23/2008 11:02 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER LVM FOR DPSM H.SCHAUER STATING

- 1.reviewed case details
- 2.cust looking for goodwill
- 3.call writer back--gave writer contact info

*** EMAIL OUT _ SBowyer Action Type:External email
Send to:{hschaueng@kiausa.com}
FROM:Spencer Bowyer ext 45702

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01/23/2008 11:02 AM US Mountain Standard Time SBowyer Action Type:Outgoing call K1405009 SEDONA LX 60,912 01/23/2008 05:53 PM [REDACTED].doc

*** PHONE LOG 01/24/2008 12:21 PM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER LVM FOR CUST

- 1.following up on case
- 2.writer to involve higher up dpt
- 3.please call writer back for explanation--gave writer contact info

*** NOTES 01/24/2008 12:21 PM US Mountain Standard Time SBowyer Action Type:Manager review
DISPATCHED TO REGION

- 1.no contact from dpsm H.Schauer within 24 hours
- 2.cust request goodwill on pwr **STEER**ing rack and intermediate shaft
- 3.region to follow up on case and with cust further

*** PHONE LOG 01/24/2008 01:06 PM US Mountain Standard Time RBriones Action Type:Incoming call
Customer Stated:

1. Need to share some additional information.
2. Have it on a excellent source, that power **STEER**ing was replaced by MA dealer in November of 2005.
3. Feel even stronger than before that Kia should make good on replacement.
4. I can't give you the name of the person who gave me that information.
5. But want this information added to the case for consideration.

Writer Stated:

1. Do have the information added.
2. Customer case has been forwarded to regional office for review.

*** PHONE LOG 01/25/2008 11:16 AM Eastern Daylight Time Mometra Action Type:Outgoing call
CUSTOMER STATES

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131036 [REDACTED]	K1405009	60,912
North Hmpton, MA [REDACTED]		Prod. Date: 2/13/03	Dealer: MA008 Kia of West Springfield	

1. HAS RECEIVED ADDITIONAL INFORMATION ABOUT THE CAR
2. APPARENTLY ON RELIABLE INFORMATION, THE POWER **STEER**ING ON THAT PARTICULAR CAR WAS REPLACED BY A MASSACHUSETTS KIA DEALER IN NOVEMBER OF 2005.
3. CALLED THE KIA CUSTOMER SERVICE REPRESENTATIVE
4. RETIRED PERSON. CANNOT AFFORD THAT KIND OF MONEY OUT OF THE POCKET

WRITER STATES

1. ASKED CUSTOMER THAT CASE HAS BEEN ESCALATED TO WRITER
2. ADVISED CUSTOMER THAT DPSM WILL BE MAKING DECISION ON CASE
3. WRITER HAS TRIED TO CONTACT DPSM TO SEE IF HE HAS BEEN NOTIFIED OF CASE--CASE NOTES SAY THAT DPSM HAD BEEN LEFT MESSAGES REGARDING CASE
4. ADVISED CUSTOMER THAT WE WILL BE IN TOUCH REGARDING REIMBURSEMENT

*** PHONE LOG 01/25/2008 12:04 PM Eastern Daylight Time MCinefra Action Type:Outgoing call
CUSTOMER STATES

1. LIA KIA IS NOT DOING ANY WARRANTY OR REPAIR WORK. FORCED TO GIVE UP YOUR LEASE
3. DOES NOT HAVE THE 2005 REPAIR ORDER BECAUSE OF CONFIDENTIALITY
4. I WAS SOLD A LEMON

WRITER STATES

1. TOLD CUSTOMER THAT WRITER TALKED TO DPSM
2. ALERTED CUSTOMER THAT HE IS OVER 60,000 MILES NOW
3. SAID TO CUSTOMER THAT HE WILL NOT BE CLOSING CASE. WANTS TO DISCUSS ISSUE WITH DPSM A LITTLE LONGER BEFORE DENYING GOOD WILL GESTURE

*** PHONE LOG 01/25/2008 12:24 PM Eastern Daylight Time MCinefra Action Type:Outgoing call
WRITER STATES

1. I'M GOING TO HAVE TO CLOSE THE CASE. YOU ARE OUT OF WARRANTY
2. I APOLOGIZE THAT I CANNOT MAKE YOUR DAY HERE BUT WE WILL NOT BE ISSUING ANY GOOD WILL ASSISTANCE. OUR DECISION IS FINAL
3. EXCEPTIONS ARE ON A CASE TO CASE BASIS. I'M SORRY BUT WE ARE UNABLE TO GIVE OUT A GOOD WILL GESTURE HERE

CUSTOMER STATES

1. THEY SAID THAT EXCEPTIONS WERE MADE. IT'S NOT IRON CAST
2. IF MY EXCEPTION DOESN'T QUALIFY WHAT QUALIFIES
3. I'M GOING TO HAVE TO GO TO THE CONSUMER PROTECTION BUREAU AND WRITE A LETTER TO THE NEWSPAPERS THAT WILL BE PUBLISHED
4. I FEEL THAT I'VE BEEN TAKEN AND HAD

CLOSING CASE

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131036 [REDACTED]	K1405009	60,912
North Hmpton, MA [REDACTED]		Prod. Date: 2/13/03	Dealer: MA008 Kia of West Springfield	

*** CASE CLOSE 01/25/2008 12:26 PM Eastern Daylight Time MCinefra

*** PHONE LOG 01/25/2008 10:50 AM US Mountain Standard Time SBowyer Action Type:Incoming call
CUST CALLED WRITER DIRECT

- 1.the svc mgr at lia toyota told me that the power shaft for the **STEER**ing was replaced in Nov 05
- 2.if i can get that proof,will this be something that can get this repair covered
- 3.i did talk to the higher dpt and they denied me. i am very unsatisfied

WRITER STATED

- 1.sorry
- 2.higher dpt made their review and the decision has been made
- 3.usually previous repair info is proprietary information not released to subsequent owners
- 4.according to repair history on date cust is speaking of, indications of a pwr **STEER**ing work done, no info if parts replaced
- 5.cust can contact writer if proof found to then forward to correct dpt for review; no gaurantee

CUST THANKED WRITER--CALL ENDED

*** PHONE LOG 01/25/2008 10:55 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER LVM FOR ERCA M.CINEFRA STATING

- 1.advised of cust callin to writer direct
- 2.cust insistent on coverage for repairs: is attempting to acheive proof same repairs were done previously
- 3.please call writer back--gave writer contact info

*** PHONE LOG 01/25/2008 11:20 AM US Mountain Standard Time SBowyer Action Type:Incoming call
ERCA M.CINEFRA STATED

- 1.calling you back
- 2.the dpsm read the case notes and he spk with the local dlrs and Lia kia also
- 3.he is going to be responsible for this, the dpsm still denied this even with the knowledge of the previous repairs done

WRITER STATED

- 1.thank you for calling writer back
- 2.will inform cust of the update

*** PHONE LOG 01/25/2008 11:24 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER CALLED CUST

- 1.following up
- 2.to save cust some effort, writer contacted the higher dpt to re-review details
- 3.info on previous repair was discssed with DPSM and he is aware of the work that was done, he himself looked into this
- 4.situation is still denied, this is final answer, veh is out of warranty

CUST STATED

- 1.thank you for your efforts, i talked to my source at lia kia and he is trying to find me my info
- 2.thank you bye

*** CASE CLOSE 01/25/2008 11:27 AM US Mountain Standard Time SBowyer

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131036 [REDACTED]	K1405009	60,912
North Hmpton, MA [REDACTED]		Prod. Date: 2/13/03	Dealer: MA008 Kia of West Springfield	

*** CASE CLOSE 04/15/2008 11:12 AM US Mountain Standard Time TMorales

STEERING TREAD COMPLAINT

Kia Motors America
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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131536 [REDACTED]	K373341	18,000
WESLEY CHAPEL, FL [REDACTED]		Prod. Date: 3/14/03	Dealer: FL084 Century Kia of Wesley	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/07/2004 01:14 PM US Mountain Standard Time TShamburger
customer Amy called

1. veh been to dlr 6X to repair this
2. its a problem with **STEER**ing wheel **NOISE**
3. when you **TURN** the wheel they vehicle make a sound
4. the dlr has tried different things to make it work but its still not working
5. we are tired of taking veh
6. the dlr just did tilt combo switch upper tilt
7. the dlr said the replace all the items on vehicle
8. it sounds like friction on something.

Wrt states

1. apologize for situation
2. will chk on this further and contact you
3. im sorry understand your frustration
4. wrt will chk with kia rep to chk with him on the matter.
5. dlr might have notified him with this. not sure
6. if wrt does not call you back today it will be friday or monday
7. cust understand and thank wrt.
- 3.

*** PHONE LOG 10/07/2004 01:31 PM US Mountain Standard Time TShamburger Action Type: Outgoing call
wrt called Dan Tacker

1. exp to Dan what cust situation is
- Dan Tacker states
1. dlr did not mention this veh
 2. you can tell the cust that if she likes i can take a look at her concern
 3. but i will not be at dlr until the end of the month or beginning of Nov
 4. i can test drive veh and chk sound out
 5. have cust call SM to schedule appt with me
- wrt thankd Dan call ended.

*** PHONE LOG 10/08/2004 07:20 AM US Mountain Standard Time TShamburger Action Type: Outgoing call
wrt called cust back--

1. Ms Britton the kia rep would be glad to test drive your veh
 - 2 and listening to the sound you mentioned
 - 3 but the kia rep visits the dlr once a month
 4. and he is not expected at this dlr until the end of Oct or beginning of NOV
 5. advise cust to set appt w the SM at the dlr
 - 6 and that way the SM will call you in for kia rep to chk veh
- cust thankd wrt call ended.

*** CASE CLOSE 10/08/2004 07:20 AM US Mountain Standard Time TShamburger

*** PHONE LOG 12/14/2004 11:18 AM TDonnelly Action Type: Incoming call
CUSTOMER STATES:

1. THIS VEHICLE HAS HAD AN ONGOING ISSUE WITH **NOISE** IN **STEER**ING WHEEL

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131536 [REDACTED]	K373341	18,000
WESLEY CHAPEL, FL [REDACTED]		Prod. Date: 3/14/03	Dealer: FL084 Century Kia of Wesley	

2. HAVE BEEN BACK TO DEALER ABOUT 8X SINCE PURCHASE OF VEHICLE
3. HAD BEEN TOLD BY DEALER, KIA OF WESLEY CHAPEL THAT KIA REP WOULD BE OUT TO DRIVE VEHICLE WITH ME
AND ADVISE WHAT KMA WILL DO TO RESOLVE THIS ISSUE.
4. WAS TOLD IN BEGINNING OF OCTOBER THAT REP WOULD BE TO DEALERSHIP AROUND END OF OCTOBER OR BEGINNING OF NOVEMBER.
5. WAS THEN TOLD BY DEALER SOME TIME IN NOVEMBER WHEN I CALLED THAT REP CAME AFTER HOURS AND DEALERSHIP DID NOT CALL ME TO BRING CAR IN FOR REP TO INSPECT.
6. I AM GETTING TIRED OF EXCUSES AND NOT GETTING THIS ISSUE RESOLVED.
7. IT IS NOW DECEMBER AND I WAS TOLD THAT REP WOULD BE THERE THE FIRST WEEK IN DECEMBER AND HE HAS NOT
8. WANT TO GET THIS ISSUE RESOLVED.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT CAN SEE THAT DEALER WAS TO CALL CUSTOMER NEXT TIME REP WAS COMING TO DEALERSHIP
3. WILL BE HAPPY TO PLACE CALL TO REP AND FIND OUT WHEN HE WILL BE IN AREA.
4. ASK CUSTOMER TO HOLD

WRITER STATES:

1. SPOKE TO DPSM, DAN TACKER
2. ADVISED THAT CUSTOMER STATES SHE HAD BEEN ADVISED DPSM WILL BE IN AREA OCTOBER
3. STATES SHE WAS ADVISED DPSM CAME AFTER HOURS AND THEN DID NOT SEE VEHICLE.
4. WHEN DOES DPSM EXPECT TO BE IN AREA.
5. WILL FOLLOW UP WITH CUSTOMER. THANKS FOR INFO.

DPSM DAN TACKER STATES:

1. I AM AWARE OF THIS CUSTOMER
2. THE SITUATION IS THAT CUSTOMER IS EXPERIENCING NORMAL CHARACTERISTIC OF VEHICLE
3. CUSTOMER IS NOT IN AGREEMENT WITH DEALERS DIAGNOSIS
4. DID ADVISE THAT I WOULD MEET WITH CUSTOMER.
5. WILL NOT BE UNTIL AFTER FIRST OF YEAR THAT I WILL BE BACK OVER TO DEALERSHIP
6. WRITER CAN CHECK WITH CUSTOMER. BUT IT IS MY UNDERSTANDING THAT CUSTOMER HAS HEARD THIS **NOISE** IN OTHER LIKE MODEL VEHICLES.

WRITER STATES:

1. SPOKE TO CUSTOMER
2. ADVISED THAT WRITER DID SPEAK TO DPSM DAN TACKER
3. DPSM HAS SPOKEN TO DEALER AND IS AWARE OF CUSTOMERS REQUEST FOR MEETING
4. THE SITUATION THAT DPSM HAS BEEN ADVISED IS THAT CUSTOMER IS NOT IN AGREEMENT WITH DEALER DETERMINATION

THAT **NOISE** CUSTOMER IS HEARING IS NORMAL CHARACTERISTIC OF VEHICLE.

5. IT IS ALSO DPSM UNDERSTANDING THAT CUSTOMER HAD HEARD THE SAME **NOISE** FROM OTHER LIKE MODEL VEHICLES.
6. DEALER SA WILL CONTACT CUSTOMER WHEN HE HAS DATE DPSM WILL BE IN AREA.
7. DPSM HAS ALL CUSTOMER INFO AND WILL ADVISE DEALER TO SCHEDULE CUSTOMER IN TO SHOP WHEN HE IS GOING TO BE IN AREA

Kia Motors America
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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
WESLEY CHAPEL, FL		KNDUP1315	K373341	18,000
		Prod. Date: 3/14/03	Dealer: FL084 Century Kia of Wesley	

CUSTOMER STATES:

1. I HAVE DRIVEN LOTS OF OTHER LIKE MODEL VEHICLES
2. MY VEHICLE AND ONE OTHER ONE DID I HEAR THIS **NOISE** IN
3. IF IT WAS CHARACTERISTIC OF VEHICLE, WOULD HAVE HEARD THE **NOISE** IN ALL THE OTHER LIKE MODEL VEHICLES I HAVE DRIVEN
4. JUST WANT TO GET THIS ISSUE RESOLVED
5. THANKS FOR INFO. WILL WAIT FOR DEALER TO ADVISE WHEN DPSM IS IN AREA.

*** NOTES 12/14/2004 11:20 AM TDonnelly Action Type:Manager review

WRITER STATES:

1. SENDING CASE NOTES TO DPSM, DAN TACKER FOR FOLLOW UP WITH DEALER
2. CUSTOMER IS REQUESTING MEETING SO DPSM CAN DRIVE VEHICLE FOR **NOISE** IN **STEERING**
3. CUSTOMER STATES **NOISE** IS ONGOING SINCE PURCHASE
4. STATES SHE HAS ONLY HEARD **NOISE** IN HER VEHICLE AND NO OTHER LIKE MODEL VEHICLES
5. CUSTOMER REQUESTING RESOLUTION FOR THIS ISSUE.
6. CUSTOMER HAS BEEN ADVISED DPSM WILL NOT BE IN AREA UNTIL AFTER FIRST OF YEAR
7. CUSTOMER HAS BEEN ADVISED DEALER SM TO CALL CUSTOMER WHEN DEALER HAS DATE DPSM WILL BE AT DEALERSHIP.

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

Send to:[DTACKER@KIAUSA.COM]

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Kia Motors America
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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131346 [REDACTED]	K1330688	40,600
Jericho, NY 11753		Prod. Date: 9/5/03	Dealer: NY066 Auto World Kia	

Case History

Complaint Repair Assistance

*** COMMIT 07/06/2007 08:54 AM US Mountain Standard Time LColema Action Type:Callback Required

*** PHONE LOG 07/06/2007 08:55 AM US Mountain Standard Time LColema

Cust States father of [REDACTED] daughter in law of owner:

1. Daughter is having a problem with dlr in NY.
2. I have Sorento & don't have any problems with dlr here in NC.
3. Has problem with air conditioner not cooling rear.
4. Problem has been there since a year after purchasing veh.
5. Also there is a problem with the rack & pinion & the struts.
6. Dlr is telling her these things are not covered under warranty.
7. Daughter is too upset to call.
8. Has a worthless husband, but won't go into that.
9. Has appt with dlr on Monday.

Writer States:

1. File indicates veh has not been to dlr since last March.
2. File indicates veh has not been to dlr since last March.
3. Writer can follow up with dlr on Monday to determine problems & oversee repairs.
4. Air conditioner, rack & pinion & struts are covered under 5/60 LBW for manuf defects.
5. If the problem with the air conditioner is just feron or other maint item, then would not be covered.
6. But if there is a defect in the air conditioner, then repairs will be covered.
7. Writer will call cust back after speaking with dlr on Monday.
8. Provided file number & writer's ext.

*** CASL CLOS 07/06/2007 08:55 AM US Mountain Standard Time LColema

*** FU LFILE 07/09/2007 10:19 AM US Mountain Standard Time LColema Action Type:Callback Required

*** PHONE LOG 07/09/2007 10:32 AM US Mountain Standard Time LColema Action Type:Outgoing call

Writer called NY066 Auto World Kia, spoke with Charlie srv mgr who stated:

1. Cust dropped veh off this morning.
2. Didn't mention air conditioner or struts.
3. Just problem with **STEER**ing.
4. The intermediate shaft is **BIND**ing.
5. Had part in stock, repairing veh today.
6. Cust was in here about 6 or 7 months ago.
7. Was only veh needed brakes.
8. Cust declined & refused to pay for diagnostic.
9. Cust was fine this morning.

Writer called cust, left VM message stating:

1. Calling to follow up on repairs to veh.

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Page 2 of 2

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131346 [REDACTED]	K1330688	40,600
Jericho, NY [REDACTED]		Prod. Date: 9/5/03	Dealer: NY066 Auto World Kia	

*** CASE CLOSE 07/09/2007 10:33 AM US Mountain Standard Time L.Colema

*** CASE CLOSE 10/08/2007 07:30 AM Pacific Daylight Time JeffStroup

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13102 [REDACTED]	K1302058	65,000
Lawrenceville, NJ 08648		Prod. Date: 10/8/01	Dealer: NJ004 Coleman Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/23/2007 05:23 AM US Mountain Standard Time ELeon
CUSTOMER STATED:

1. WE NOTICED THAT IT IS **HARD** TO **TURN** THE WHEELS WHILE MAKING A **TURN**.
2. IS THE POWER **STEERING** COVERED UNDER THE WARRANTY?

WRITER STATED:

1. SORRY.
2. THE POWER **STEERING** HAS A 5/60K BLW .
3. THE 5/60K BLW HAS EXPIRED BY MILEAGE.
4. THE POWER **STEERING** IS NOT A 10/100K PWT TRAIN PART.
5. A KIA DEALER CAN INSPECT THE VEHICLE AND MAKE THE NECESSARY REPAIRS ON THE VEHICLE.

CUSTOMER STATED:

1. I WAS JUST CHECKING.
2. THANK YOU.

*** CASE CLOSE 04/23/2007 05:24 AM US Mountain Standard Time ELeon

*** PHONE LOG 04/23/2007 05:39 AM US Mountain Standard Time CHart Action Type: Incoming call
cust Paul called

1. i think a couple of years ago, i had a warranty repair for a **STEERING** issue
2. can you verify that for me?
3. do you have a trouble shooting tips

wrt states

1. apologize
2. advised cust that **STEERING** column shaft replaced 02/09/2006
3. wrt not a mechanic -- referred to dlshp

cust thanked wrt -- call ended

*** CASE CLOSE 04/23/2007 05:39 AM US Mountain Standard Time CHart

*** PHONE LOG 04/23/2007 08:37 AM US Mountain Standard Time RSabin Action Type: Incoming call
CUST STATED:

1. I TOOK MY VEH TO A LOCAL R F AND THEY SAID MY RACK AND PINION NEED'S TO BE REPLACED
2. I WAS WONDERING IF THIS WOULD BE COVERED

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. THAT WOULD FALL UNDER YOUR 5 60 K BLW SO IT HAS EXPIRED

CUST STATED:

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2002 SEDONA EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDUP13102 [REDACTED]	K1302058	65,000
Lawrenceville, NJ	[REDACTED]	Prod. Date: 10/8/01	Dealer: NJ004 Coleman Kia	

WRITER ADVISED:

1. I CAN ONLY TELL YOU THE GUIDELINE'S AND THIS PART HAS EXPIRED AND YOU HAVE NOT BROUGHT IT UP TO THE DLR ATTENTION PRIOR TO YOUR WARRANTY EXPIRING
2. IF YOU FEEL IT SHOULD BE COVERED THEN YOU CAN ALWAYS TAKE IT TO THE DLR AND WE CAN REVIEW IT BUT NO GUARANTEE'S CAN BE MADE BECAUSE THE WARRANTY HAS EXPIRED

CUST STATED:

1. OK THANKS

*** CASE CLOSE 04/23/2007 08:37 AM US Mountain Standard Time RSabin

*** CASE CLOSE 07/06/2007 02:51 PM Pacific Daylight Time JeffStroup

Case closed on 07/06/2007

Kia Motors America
Consumer Affairs Department

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Last name First name

VIN of 2002 SEDONA EX

Case Number

Mileage

KNDUP13152

K1009904

64,000

Hudson, NC

Prod. Date: 9/6/01

Dealer: NC004 Paramount Kia

Case History

Complaint Repair Assistance

*** PHONE LOG 09/06/2005 09:10 AM US Mountain Standard Time DLYons
cust states:

1. this is the third time that the vehicle is going to the dlrshp for a popping **NOISE**
2. there was a left hand strut was replaced on the drivers side
3. Preston from the dlrshp told me earlier this morning that the **STEER**ing suspension might need to be replaced-but now it's not
4. the cv axles were also replaced, the popping **NOISE** did not occur prior to this repair.
5. cust is aware of this lemon law and doesn't really want to go that avenue, but is getting frustrated with this concern
6. cust is getting ready to leave on vacation on thursday

Writer advised:

1. so sorry to hear of this concern
2. would be happy to contact the dlrshp to get further information on the diagnosis of the vehicle

Writer called dlrshp Paramount Kia spoke to service advisor Preston:

1. cust is calling regarding a **NOISE** in the front end
2. what are the diagnosis's on the vehicle.

Preston-Service advisor states:

1. the strut and cv axles have been replaced for the customer previously
2. the dlrshp advised that possibly it would be the **STEER**ing suspension, but tech has not found this as a concern
3. the vehicle is checking out beautifully
4. cust advised that when the front end is **BIND**ing during **TURN** that this is when the **NOISE** is heard.

Writer advised cust:

1. dlrshp is not finding that this **NOISE** is not outside of the normal characteristic of the vehicle.
2. dlrshp is still in the process of diagnosing the vehicle
3. will follow up with the dlrshp management to be sure that they are aware that the popping in the front end did not start until after the replacement of the cv axles.
4. will re**TURN** call to customer once further information is obtained.

*** PHONE LOG 09/07/2005 05:05 AM US Mountain Standard Time DLYons Action Type:Incoming call

Writer received VMI from Mrs Bungamer:

1. please re**TURN** call at main number

*** PHONE LOG 09/07/2005 05:06 AM US Mountain Standard Time DLYons Action Type:Outgoing call

Writer re**TURN**ed call to customer-I VMI:

1. re**TURN**ing customers call
2. left name number & go for re**TURN** call.

*** PHONE LOG 09/07/2005 05:12 AM US Mountain Standard Time DLYons Action Type:Outgoing call

Writer called dlrshp spoke to service manager Joey Phillips:

1. advised cust cust concern that the **NOISE** did not begin until the cv axles were replaced.
2. cust had hopes compl. call

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131520 [REDACTED]	K1009904	64,000
Hudson, NC [REDACTED]	Prod. Date: 9/6/01		Dealer: NC004 Paramount Kia	

hearing the noise

Writer Thanked Joey Service Manager for the information.

*** PHONE LOG 09/07/2005 05:20 AM US Mountain Standard Time Delyons Action Type: Outgoing call
writer called customer:

1. advised that the service manager was contacted
2. he was notified of the concern that the popping **NOISE** did not begin until after the cv axles were replaced.
3. dlshp was not able to duplicate the concern & cust veh was re**TURN**ed to customer

Cust states:

1. he was wrong, the **NOISE** began after the motor mounts were replaced
2. wife picked up the vehicle yesterday afternoon & took service writer for a test drive
3. wife was not able to duplicated the concern, but the vehicle had been lubed
4. will re**TURN** to the dlshp & take a test drive with the service writer if the **NOISE** re**TURN**s.

*** CASE CLOSE 09/07/2005 05:21 AM US Mountain Standard Time Delyons

*** PHONE LOG 09/21/2005 11:58 AM US Mountain Standard Time Delyons Action Type: Incoming call
cust states:

1. the vehicle started to make the popping **NOISE** that dlshp was not able to duplicate
2. cust dropped by the dlshp & Preston is wanting the customer to leave the vehicle
3. cust is not able to leave the vehicle & would like alternate transportation

Writer advised:

1. so sorry to hear of this concern
2. kia is able to look at the vehicle for the customer if the dlshp is requesting that the vehicle be left and has not been diagnosed
3. alternate transportation is not something included in the warranty
3. apologized for the inconvenience that this has caused
4. once a proper diagnosis has been performed then possibly there would be further consideration for alternate transportation

Customer understands.

*** CASE CLOSE 09/21/2005 11:58 AM US Mountain Standard Time Delyons

CASE CLOSE 10/14/2005 07:51 AM US Mountain Standard Time Delyons
FRI ADVISE W/ DONI *****

PHONE LOG 09/22/2005 10:02 AM US Mountain Standard Time Delyons Action Type: Incoming call

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
Hudson, NC		KNDUP131526	K1009904	64,000
		Prod. Date: 9/6/01	Dealer: NC004 Paramount Kia	

2. I ASKED THEM IF THEY COULD GIVE ME THAT IN WRITING THAT THEY DID NOT KNOW HOW TO FIX MY VEH AND THEY NEVER RESPONDED

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. WHAT WE WOULD LIKE TO DO ONCE AGAIN IS OVERSEE THE REPAIRS ON YOUR VEH
3. I DON'T SHOW THE DPSM WAS MADE AWARE OF YOUR SITUATION BEFORE BUT WHEN YOU MAKE THE APT PLEASE CALL US AND LET US KNOW SO WE CAN FOLLOW UP WITH THE DLR
4. I DON'T SHOW A OPEN TECH CASE EITHER SO THAT ALSO SOMETHING WE CAN RECOMMEND THEY OPEN UP THEY MAY HAVE JUST CALLED THE TECH LINE PHONE # SO THAT WON'T SHOW UP ON FILE
5. BUT AT THIS POINT YOUR VEH NEEDS TO BE AT THE DLR SO WE CAN ASSIST WITH THE REPAIRS

CUST STATED:

1. OK THANKS

*** CASE CLOSE 01/23/2006 10:04 AM US Mountain Standard Time RSabin

*** CASE CLOSE 01/23/2006 10:05 AM US Mountain Standard Time RSabin

*** PHONE LOG 01/24/2006 11:29 AM US Mountain Standard Time LGordon Action Type: Incoming call

CUST STATES:

1. I AM CALLING TO TELL SOMEONE THAT I HAVE AN APPT AT THE DLR TOMORROW
2. REPEATED CASE HISTORY

WRITER STATED:

1. SORRY FOR THE PROBLEM
2. WRITER CAN FOLLOW UP W/ DLR TO INSURE ALL RESOURCES ARE BEING USED PROPERLY
3. PROVIDED WRITER CONTACT INFO CASE NUMBER

CUST STATED:

1. OK, THANK YOU

*** PHONE LOG 01/25/2006 01:47 PM US Mountain Standard Time HReynolds Action Type: Incoming call

MRS. BUMGARDNER STATES:

1. CAN I SPEAK TO LORRI FLA
2. WILL LEAVE MESSAGE ON VM

WRITER STATES:

1. TRANSFERRED CUSTOMER TO LCM LORRI FLA'S VM

*** PHONE LOG 01/25/2006 02:11 PM US Mountain Standard Time LGordon Action Type: Incoming call

WRITER RECEIVED VM THROUGH CUSTOMER SERVICE

1. INTEND TO TALK TO YOU ABOUT A FEW THINGS
2. MY HOME NUMBER IS 828- 287-7411 THANK YOU

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13152 [REDACTED]	K1009904	64,000
Hudson, NC	[REDACTED]	Prod. Date: 9/6/01	Dealer: NC004 Paramount Kia	

*** PHONE LOG 01/25/2006 02:20 PM US Mountain Standard Time LGordon Action Type: Outgoing call
WRITER CALLED SRV MGR NC004 JOEY AND STATED:
1. REVIEWED CASE DETAILS

JOEY STATED:

1. MYSELF AND MY TECH DROVE THE VEH AROUND IN THE PARKING LOT AND WERE UNABLE TO DUPLICATE ANY POPPING **NOISE**
2. NO CODES, NO TECH LINE CASE OPENED
3. THE CUST WILL BE COMING THIS EVENING TO PICK IT UP
4. I WILL BE TELLING HER, I CANT FIX WHAT I CANT DUPLICATE
5. THE VEH IS USED AND HAS 64K MILES ON IT, IT IS SURE TO MAKE SOME KIND OF **NOISE** BUT THIS POPPING **NOISE** SHE IS TALKING ABOUT AGAIN, WE CANT GET IT TO ACT UP

WRITER STATED:

1. OK, THANK YOU!

*** PHONE LOG 01/25/2006 03:42 PM US Mountain Standard Time RSabin Action Type: Incoming call
CUST STATED:

1. I WANTED TO TALK TO LORETTA ON MY CASE
2. I WAS SUPPOSED TO CALL HER BACK

WRITER ADVISED:

1. SHE IS CURRENTLY WITH A CUST

CUST STATED:

1. THAT'S OK I'LL CALL HER BACK THANKS

*** PHONE LOG 01/25/2006 05:25 PM US Mountain Standard Time LGordon Action Type: Outgoing call
WRITER CALLED CUST MR BUNIGARNER AND STATED:
1. REPEATED INFO GIVEN BY SRV MGR

CUST STATED:

1. WE PICKED UP THE VEH THIS EVENING ABOUT 5:30PM
2. WHEN WE DROPPED THE VEH OFF LAST NIGHT WE WROTE DOWN THE VEH MILEAGE
3. IT WAS AT 62,829
4. WHEN WE PICKED UP THE VEH THE MILEAGE WAS AT 62,830
5. I DOUBT THE SRV MGR DROVE THE VEH AROUND THE PARKING LOT
6. I HAVE NOT ENOUGH TIME OR EFFORT TO DUPLICATE A PROBLEM
7. I THINK THEY JUST GREASE IT UP TO STOP THE POPPING **NOISE** FOR SHORT WHILE
8. BUT IT ALWAYS COMES BACK

WRITER STATED:

1. SORRY FOR THE PROBLEM
2. HAS VEH BEEN LOOKED AT BY ANY OTHER KENDER?

CUST STATED:

1. NO

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K1009904	64,000
Hudson, NC	[REDACTED]	Prod. Date: 9/6/01	Dealer: NC004 Paramount Kia	

1. SUGGEST TAKING VEH TO ALTERNATE KIA DLR FOR INSPECTION
2. PROVIDED NEXT 2 CLOSEST KIA DLR CONTACT INFO
3. ADVISED CUST TO JUST EXPLAIN CURRENT PROBLEM WITH CURRENT PROBLEM. DO NOT GO INTO DETAILS REGARDING EXPERIENCE W/PARAMOUNT KIA
4. LOOKING FOR AN UNBIASED OPINION AND A FRESH SET OF EYES

CUST STATED:

1. OK, I WILL DO THAT
2. IT WILL PROBABLY BE A WEEK OR SO BEFORE I CAN GET IT IN

WRITER STATED:

1. THAT IS FINE
2. PLEASE CALL WRITER TO INFORM OF WHICH DLR AND APPT TIME SO WRITER CAN FOLLOW UP W/DLR WHILE VEH THERE

CUST STATED:

1. OK, WILL DO. THANK YOU FOR CALLING US BACK

*** PHONE LOG OF 27 2006 10:44 AM US Mountain Standard Time LGordon Action Type: Incoming call
WRITER RECEIVED VM FROM CUST STATING:

1. DO I NEED TO TAKE IT BACK TO PARAMOUNT KIA
2. THE **NOISE** IS STILL THERE
3. PLEASE CALL BACK 828-728-7211. THANK YOU

*** PHONE LOG OF 27 2006 10:49 AM US Mountain Standard Time LGordon Action Type: Incoming call
CUST STATES:

1. I KNOW YOU TALKED TO MY HUSBAND THE OTHER DAY BUT HE HAD THE 2 GIRLS AND WASNT REALLY PAYING ATTENTION
2. DO WE NEED TO TAKE THE VEH BACK TO PARAMOUNT KIA OR NOT?

WRITER STATED:

1. NO. TO WRITERS UNDERSTANDING THE VEH IS TO GO TO DLR IN SHELBY FOR UNBIASED OPINION & FRESH PAIR OF EYES FOR ACCURATE DIAGNOSIS
2. PLEASE CALL WRITER TO INFORM OF APPT DAY TIME
3. WRITER WILL THEN FOLLOW UP W/ SRV MGR TO INSURE ALL RESOURCES BEING USED

CUST STATED:

1. OK, I WILL CALL THEM NOW TO MAKE THE APPT AND CALL YOU BACK. THANK YOU

*** PHONE LOG OF 27 2006 12:17 PM US Mountain Standard Time JProkopp Action Type: Incoming call
Writer received call from: Melinda Binghamer.

Customer states:

1. Can I please speak with Lorena?
2. I don't have her extension right now

Writer states:

1. Lorena is not available right now
2. Would you like me to put you through to her voice mail?

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K1009904	64,000
Hudson, NC [REDACTED]	Prod. Date: 9/6/01		Dealer: NC004 Paramount Kia	

Customer states:

1. That would be fine.

Writer transferred customer to L.Gordon's VM.

*** PHONE LOG 01/27/2006 05:21 PM US Mountain Standard Time L.Gordon Action Type: Incoming call
WRITER RECEIVED VM FROM CUST STATING:

1. I HAVE AN APPT ON MONDAY AT 10AM AT THE DLR IN SHILBY
2. HOW DOES PAYMENT WORK SINCE THE VEH IS OUT OF WARRANTY BUT THE PROBLEM STARTED WHEN IT WAS STILL COVERED BY THE WARRANTY?

*** PHONE LOG 01/30/2006 10:47 AM US Mountain Standard Time CHamilton Action Type: Incoming call

Caller [REDACTED] states:

1. Need to talk to Lorretta, they said she'd be in by now
2. Took to Rogers Kia this morning, 2 hours away from my home

the front struts are bad, calipers are almost rusted through, want + \$6000.

4. I am not paying anything for this repair or diagnosis. I have been going thru this since way before the warr expired
5. Lorretta said to call her when the car is there, she would take care of it--can you call her at home?
6. I dropped the veh off last week at Paramount Kia, they could not duplicate it
7. But they drove it less than 1 mile

Wtr states:

1. Advised Lorretta is out sick today
2. Wtr can call the dlr to find out what they are seeing
3. Dlr will expect you to pay for diagnosis
4. Concerns must be verified or duplicated prior to the veh being out of warr, in order to be covered under warr
5. If you feel it is an existing concern, could take the new diagnosis to the old dlr and discuss that with them
6. Would have had to have been verified or duplicated prior to 60K miles in order to have covered under warr

Caller states:

1. Dont want you to call them, was told not to tell them Kia was involved
2. Was told to not tell them, so that we would get an unbiased opinion
3. This is an existing problem, should be covered under warr

Placed caller on hold, reviewed case notes

Will check with Kia dlr, call you back on cell 828-217-7794

*** PHONE LOG 01/30/2006 10:57 AM US Mountain Standard Time CHamilton Action Type: Outgoing call

Wtr called Dan in service at Rogers Kia at SM is at the Honda store today)

Dan in service states:

1. I talked to Mr B when he dropped it off
2. I advised him the warr was \$600 and expired, he said he knew that, just wanted it taken care of
3. Said he had been to Hickory, was not happy with their service
4. Had him drive with the tech, to make sure we were hearing the same **NOISE** he was complaining about
5. Found two things:
 - A. Had front struts, need to be replaced
Before 60K, would have been warr on the struts
They lose the fluid, start making **NOISE**
 - B. Right brake caliper is rusted, when **TURN** left, right one is popping real back

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP13152	K1009904	64,000
Hudson, NC		Prod. Date: 9/6/01	Dealer: NC004 Paramount Kia	

- Needs to be re oiled, cleaned, at less than 60K, cleaning calipers still would not be warr
Would suggest cleaning both calipers at the same time, but its maint
6. If this is ongoing, I will not ask them to pay for anything, just get out of the middle of it
7. Thats why I asked him to begin with why he came way over here when Hickory closer, also why I made sure he knew it was out of warr
8. When I called him to tell him the estimate
9. He said he was going to see if he could get the \$\$ together and call me back to let me know what he wanted to do
10. If they dont want anything done, we will not charge them a diagnostic fee today

*** PHONE LOG 01/30/2006 11:06 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called Mrs B back on cell and stated:

1. Dan found calipers would have been a maint item
customer pay even if veh was still under warr--less than 60K miles
2. Struts would have been under warr at less than 60K miles
3. Rogers Kia NC018 is not planning to charge a diagnostic fee if you chose not to have them do the work
4. Would have to contact Hickory regarding the struts
5. To see if they might be able to get some assistance on ongoing issue--cannot guarantee
6. Your husband indicated Dan at Rogers NC038 that he was aware the warr on those items was expired
7. When is the last time you paid them to do a diagnostic or repair, have you had a brake inspection?
8. When is the last time you paid them to do a diagnostic or repair, have you had a brake inspection?
9. Will check with them and can recontact you

Caller states:

1. Should not have to pay
 2. Struts were replaced under warr at Paramount Kia this year
 3. Have papers at home saying they looked at the struts and the brakes and found them to be fine
 4. I dont want any more of your help, will call a lawyer and take it up with them
 5. Will also call Lorretta, and leave her a message
- Caller called Wtr a B**** and disconnected

PHONE LOG 01/30/2006 12:23 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called Preston in service at paramount Kia Hickory (SM Joey Phillips not in and his VM is full)

Preston states:

1. We have never been able to duplicate her **NOISE** complain any time lately
2. RE: repairs on 7-15-05, drivers side front strut, replaced d's strut only
3. I told her last week when she was in, any time it makes the **NOISE**, dont worry about an appt, just come on in and show me
4. I want to catch it anytime she can make it happen for us

*** PHONE LOG 01/30/2006 12:23 PM US Mountain Standard Time CHamilton Action Type:Outgoing call

Wtr called Rogers Kia, paged Dan several times, no answer, Wtr disconnected--no message left

*** PHONE LOG 01/31/2006 09:30 AM US Mountain Standard Time JProkopp Action Type:Incoming call

Customer states:

1. I would like to speak with Lorretta

Writer states:

1. Lorretta is out of the office today

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K1009904	64,000
Hudson, NC	[REDACTED]	Prod. Date: 9/6/01	Dealer: NC004 Paramount Kia	

Customer states:

1. That's fine.
2. I will call back when I can speak with her.

*** CASE CLOSE 02/01/2006 01:02 PM US Mountain Standard Time C Hamilton

*** PHONE LOG 02/06/2006 09:14 AM US Mountain Standard Time T Donnelly Action Type: Incoming call
CUSTOMER STATES (MR BUMGARNER):

1. WOULD LIKE TO SPEAK TO A MANAGER
2. HAD BEEN WORKING WITH LORETTA BUT SHE HAS BEEN OUT SICK AND I NEED HELP ASAP
3. BEEN HAVING A POPPING **NOISE** CONCERN FOR OVER A YEAR NOW
4. HAD BEEN GOING TO (NC004)
5. THEY ADVISED COULD NOT VERIFY CONCERN
6. TOOK CAR TO (NC038) THEY ADVISED WAS THE STRUTS
7. CAR IS NOW CURRENTLY BACK AT (NC004) HAD SPOKE TO JOEY
8. TOLD HIM WITH THE OTHER DEALER DIAGNOSED
9. HE ADVISED HE WOULD REPAIR VEHICLE
10. DEALER GAVE ME A RENTAL VEHICLE
11. NOW HE IS STATING IT IS THE WHEEL BEARINGS
12. EXPLAINED THAT OTHER DEALER DIAGNOSED STRUTS
13. JOEY THEN ADVISED HE WOULD NOT BE ABLE TO DO STRUTS UNLESS KMA AUTHORIZED THIS
14. HAVE BEEN TRYING TO GET THIS TAKEN CARE OF FOR SOME TIME
15. BEEN TO DEALER ABOUT THIS **NOISE** ABOUT 11X
16. WANT KMA TO COVER REPAIRS BASED ON HISTORY.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. CAN SEE THAT CONCERN HAD NOT BEEN VERIFIED AT (NC004)
3. CUSTOMER TOOK CAR TO ANOTHER DEALER (NC038) THEY FOUND MAINTENANCE CONCERN, DIRTY BRAKE CYLINDER AND STRUTS BUT CAR WAS OUT OF WARRANTY
4. WHERE IS CAR AT CURRENTLY?
5. WHAT DID DEALER ADVISE?
6. WILL BE HAPPY TO FOLLOW UP WITH DEALER AND APPROPRIATE PERSONNEL REGARDING REQUEST FOR ASSISTANCE
7. AFTER FOLLOW UP, WILL CALL CUSTOMER BACK.

*** PHONE LOG 02/06/2006 12:08 PM US Mountain Standard Time T Donnelly Action Type: Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR SML JOEY TO CALL WRITER.

*** PHONE LOG 02/06/2006 12:15 PM US Mountain Standard Time T Donnelly Action Type: Outgoing call

WRITER STATES:

1. SPOKE TO SML JOEY

2. ADVISED CUSTOMER IS CALLING KMA REGARDING POPPING **NOISE** IN VEHICLE

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K1009904	64,000
Hudson, NC [REDACTED]	Prod. Date: 9/6/01		Dealer: NC004 Paramount Kia	

3. WHAT IS DEALERS DIAGNOSIS
4. WHAT IS HISTORY FOR THIS CONCERN. CUSTOMER ALLEGES HAS BEEN IN SHOP MULTIPLE TIMES
5. CUSTOMER IS REQUESTING STRUTS BE REPLACED
6. IS DEALER AWARE VEHICLE HAD BEEN DIAGNOSED AT ANOTHER DEALER FOR STRUTS
7. THANKS FOR INFO.

DEALER STATES:

1. CAR HAD BEEN IN PRIOR FOR **NOISE** CONCERN
2. WE HAD NEVER BEEN ABLE TO VERIFY
3. SHE DID BRING CAR BACK IN AFTER BEING AT ANOTHER DEALER
4. DID CONFIRM CONCERN WAS WHEEL BEARING
5. PROVIDED CUSTOMER WITH CAR TO DRIVE
6. CUSTOMER STATES **NOISE** IS CLICKING SOUND WHEN WHEELS ROLL. PARKING LOT MANEUVERS
7. CUSTOMER DROVE CAR AND I STOOD OUTSIDE CAR TO LISTEN TO **NOISE**. THE CLICK SHE IS REFERRING TO IS WHEEL BEARING
8. WARRANTY DOES NOT STATE TO REPLACE 2 STRUTS AT SAME TIME
9. IF ONLY ONE IS DEFECTIVE, THEN 1 IS REPLACED

*** PHONE LOG 02-07-2006 09:15 AM US Mountain Standard Time TDonnelly Action Type: Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, BOB STRICKLEN TO CALL WRITER
2. ADVISED CUSTOMER STATES ONGOING POPPING **NOISE** IN CAR
3. STATES IN SHOP MULTIPLE TIMES
4. TOOK CAR TO ROGERS KIA FOR 2ND OPINION
5. ROGERS KIA ADVISED CUSTOMER THAT IT WAS THE STRUTS
6. TOOK CAR BACK TO (NC004) AND ADVISED OF DIAGNOSIS AT ROGERS KIA
7. (NC004) THEN ADVISED WAS WHEEL BEARINGS
8. CUSTOMER FEELS (NC004) HAS NOT DIAGNOSED CAR AND IS NOT ADDRESSING ALL REPAIRS
9. REQUESTING STRUTS TO BE REPLACED

*** PHONE LOG 02-08-2006 10:46 AM US Mountain Standard Time TDonnelly Action Type: Outgoing call

WRITER STATES:

1. SPOKE TO SM, DAN @ ROGERS KIA
2. ADVISED WRITER WAS FOLLOWING UP ON CUSTOMER VEHICLE THAT HAD BEEN IN SHOP PRIOR
3. DID DEALER DIAGNOSTIC CAR
4. WHAT WAS DEALERS DIAGNOSIS
5. DID DEALER CHARGE CUSTOMER DIAGNOSTIC FEE?
6. THANKS FOR INFO.

DEALER STATES:

1. CUSTOMER CAME IN TO SHOP WITHOUT AN APPT
2. COMPLAINT WAS POPPING **NOISE** IN RIGHT FRONT
3. WE DIAGNOSED CAR NEEDS STRUTS AND THERE WAS POSSIBLY CONCERN WITH CALIPERS
4. WHEN CUSTOMER HAD COME IN TO SHOP WE ASKED IF HE HAD THIS CONCERN PRIOR OR BEEN TO

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP1315 [REDACTED]	K1009904	64,000
Hudson, NC	[REDACTED]	Prod. Date: 9/6/01	Dealer: NC004 Paramount Kia	

5. CUSTOMER STATED HE HAD NOT
6. WE GAVE AN ESTIMATE FOR REPAIRS. CAR WAS OUT OF WARRANTY
7. CUSTOMER THEN TOLD ME HE WOULD GET MONEY TOGETHER. NEVER HEARD FROM CUSTOMER AGAIN
8. THEN GOT A CALL FROM KCC ASKING ABOUT DIAGNOSIS
9. WAS THEN TOLD BY KCC REP THAT CUSTOMER WAS TAKING CAR OUT OF SHOP AND TO ANOTHER DEALER
10. WAS NOT SURE THAT WAS GOOD BUSINESS PRACTICE FOR KCC BUT I SAID OK
11. DID NOT CHARGE CUSTOMER FOR DIAGNOSIS
12. FEW DAYS LATER GOT A CALL FROM ANOTHER DEALER REQUESTING COPY OF DIAGNOSIS
13. TOLD DEALER THAT IT WAS OUR DIAGNOSIS AND I WOULD NOT SEND IT TO THEM
14. COUPLE DAYS AFTER THAT GOT ANOTHER CALL FROM DEALER AND THEY SPOKE TO ONE OF MY PEOPLE REQUESTING PAPERWORK. AGAIN, IT WAS DECLINED.
15. DID QUESTION CUSTOMER ABOUT THE COMMENT HE MADE TO US THAT HE HAD NOT BEEN TO ANOTHER KIA DEALER AND HE DID ADVISE ME THAT HE WAS INSTRUCTED TO SAY THIS PER KCC.

WRITER STATES:

1. ADVISED THAT WRITER WAS JUST GIVEN CASE
2. EXPLAIN THAT CUSTOMER WAS INSTRUCTED TO GET 2ND OPINION AT ANOTHER KIA DEALER SINCE NOT IN AGREEMENT WITH ORIGINAL DEALERS DIAGNOSIS
3. DO APOLOGIZE THIS INFO HAD NOT BEEN GIVEN TO DEALER UP FRONT
4. APPRECIATE THE INFO.

*** PHONE LOG 02/08/2006 11:11 AM U.S. Mountain Standard Time JDonnelly Action Type: Incoming call

WRITER STATES:

1. LEFT VAIL MESSAGE FOR DPSM. BOB STRICKLEN TO CALL WRITER.

*** PHONE LOG 02/08/2006 11:49 AM U.S. Mountain Standard Time JDonnelly Action Type: Incoming call

PHONE LOG 02/08/2006 11:47 AM U.S. Mountain Standard Time JDonnelly Action Type: Incoming call

DEALER STATES(SM-SAMMY):

1. RE **TURN**ING WRITER CALL
2. THE CUSTOMER WAS IN HERE ON 12/6/05 at 68647 MILES
3. VEHICLE STALLED WHEN DRIVING
4. PAPERWORK STATES TIMING BELT RECENTLY REPLACED BY US. WHEN
5. WE ADVISED THERE WOULD BE DIAGNOSTIC TEL
6. CUSTOMER DECLINED AND TOWED VEHICLE OUT OF SHOP
7. WE DID NOT DIAGNOSE ANYTHING
8. 2ND COMPLAINT WAS AIRBAG LIGHT ON-CUSTOMER DECLINED REPAIRS.

WRITER STATES:

1. CUSTOMER HAD STATED CAR WAS IN SHOP FOR **NOISE** CONCERN
2. STATES THAT DEALER DIAGNOSED VEHICLE BUT HE TOOK CAR
3. DID DEALER DIAGNOSE
4. WHAT WAS DOCUMENTED
5. THANKS FOR CALL BACK.

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP131526	K1009904	64,000
Hudson, NC 28638		Prod. Date: 9/6/01	Dealer: NC004 Paramount Kia	

*** NOTES 02/08/2006 11:50 AM US Mountain Standard Time TDonnelly Action Type: Manager review

[!- For Internal Use Only

WRITER STATES:

PREVIOUS NOTES ADDED INCOMING CALL FROM SM SAMMY LOGGED IN WRONG FILE-DISREGARD. -H

*** PHONE LOG 02/08/2006 04:27 PM US Mountain Standard Time TDonnelly Action Type: Outgoing call

WRITER STATES:

1. SPOKE TO DPSM, BOB STRICKLEN
2. ADVISED CUSTOMER IS LOOKING FOR KMA TO COVER STRUTS ON VEHICLE
3. STATES ONGOING HISTORY WHILE UNDER WARRANTY
4. DEALER (NC004) NEVER CONFIRMED
5. SPOKE TO ANOTHER REP AT KCC
6. CAR WENT TO ANOTHER DEALER (NC038) AND GOT 2ND OPINION
7. CAR WENT TO ANOTHER DEALER (NC038) AND GOT 2ND OPINION
8. DEALER RECOMMENDED STRUTS BE REPLACED
9. TOOK CAR OUT OF THAT DEALER AND WENT BACK TO (NC004) AND ADVISED CAR WAS DIAGNOSED NEEDING STRUTS
10. (NC004) CHECKED AGAIN AND ADVISED WAS WHEEL BEARINGS
11. CUSTOMER IS INSISTENT ON GETTING STRUTS ON CAR AS WELL.

DPSM BOB LINDEGREN STATES:

1. WHERE IS CAR AT NOW
2. WHAT IS DEALER DIAGNOSING
3. HAS CUSTOMER PICKED UP CAR SINCE WHEEL BEARINGS WERE REPLACED
4. ASK CUSTOMER TO PICK UP CAR AND DRIVE
5. IF **NOISE** IS STILL PRESENT, THEN CAN REVIEW FURTHER WITH SM AND SM CAN REVIEW WITH ME.
6. IF DEALER IS NOT FINDING A PROBLEM WITH STRUTS, CAN NOT JUST REPLACE.

*** PHONE LOG 02/09/2006 09:57 AM US Mountain Standard Time TDonnelly Action Type: Outgoing call

WRITER STATES:

1. SPOKE TO SAL JOEY (NC004)
2. ASK IF CUSTOMER'S CAR IS STILL IN SHOP
3. HAD SPOKE TO DPSM BECAUSE CUSTOMER WAS REQUESTING STRUTS BE REPLACED DUE TO DIAGNOSIS AT OTHER DEALER
4. DPSM STATED THAT IF THERE IS STILL A **NOISE** THAT CUSTOMER WILL NEED TO HAVE DEALER LOOK AT CAR FOR THAT CONCERN.
5. VEHICLE IS OUT OF WARRANTY AND **NOISE** CUSTOMER HAD BEEN REFERRING TO WAS RESOLVED WITH WHEEL BEARING.

DEALER STATES:

1. THE **NOISE** THAT CAR HAD BEEN IN SHOP MANY TIMES FOR WAS THE WHEEL BEARING **NOISE**
2. WE CONFIRMED AND REPAIRED THAT UNDER WARRANTY

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13152 [REDACTED]	K1009904	64,000
Hudson, NC [REDACTED]		Prod. Date: 9/6/01	Dealer: NC004 Paramount Kia	

TIMES

4. CAR IS OUT OF WARRANTY
5. HAD LONG TALK WITH THE HUSBAND THE OTHER DAY.
6. WE DID NOT FIND A PROBLEM WITH THE STRUTS.
7. CUSTOMER HAS CAR CURRENTLY.

*** PHONE LOG 02/09/2006 03:04 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

*** PHONE LOG 02/10/2006 09:29 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.

*** PHONE LOG 02/10/2006 10:38 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. PLACED CALL TO CUSTOMERS CELL AND NEXTEL PHONE WAS UNABLE. PLEASE CALL BACK LATER WAS MESSAGE ON RECORDING.

*** PHONE LOG 02/13/2006 10:14 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER ON CUSTOMERS CELL.

*** CASE CLOSE 02/13/2006 10:45 AM US Mountain Standard Time TDonnelly
CLOSED PENDING CALL BACK FROM CUSTOMER

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
		KNDUP13104	K1431020	50,100
Northwood, OH		Prod. Date: 12/5/03	Dealer: OH025 Taylor Kia	

Case History

Complaint Backordered Parts

*** PHONE LOG 04/01/2008 10:51 AM US Mountain Standard Time SLarez
MR JOHNSON CALLING IN ON BEHALF OF
CUSTOMER STATES.

1. THE **STEER**ING WHEEL STICKS WHEN YOU DO A **TURN**. USUALLY TO THE LEFT BUT ALSO TO THE RIGHT.
2. MY FIANCE AND I HAVE BEEN TRYING TO RESOLVE THIS ISSUE FOR A FEW WEEKS ALREADY
3. I WAS TOLD BY OUR SERVICE MGR AT TAYLOR KIA THAT THEY WERE GOING TO TAKE CARE OF IT.
4. ON FRIDAY OF LAST WEEK WE WERE TOLD THE PARTS WERE IN AND TO MAKE AN APPOINTMENT.
5. I COULD NOT CALL HIM FRIDAY BUT I CALLED HIM MONDAY. HIS NAME IS KURT.
6. KURT TOLD ME THE PART WAS NOT IN AND THEY MADE A MISTAKE.
7. I HAVE A VEHICLE THAT IS UNSAFE TO DRIVE. IT LOOKED UP ON MY WIFE THIS MORNING AND SHE IS SCARED TO DRIVE IT.
8. THIS IS A SAFETY ISSUE
9. WHAT I WOULD LIKE IS FOR KIA TO PICK UP THE CAR AND LEAVE IT WITH THE DEALERSHIP UNTIL THE PART COMES IN. AND I WOULD LIKE A RENTAL.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I CAN ASSIST YOU IN FINDING OUT WHERE THE PART IS AFTER I CALL THE DEALERSHIP TO GET THE PART NUMBER AND ALSO THE VIN.
3. THE WARRANTY ON THE CAR DOES NOT OFFER RENTALS HOWEVER SOMETIMES WE DO OFFER IT IN ON A CASE BY CASE BASIS. IF THE PART IS NOT AVAIL AND THE CAR CANNOT BE DRIVEN THEN WE CAN CALL OUR FACTORY REP TO SEE WHAT MAY BE CONSIDERED IF ANYTHING.
4. I WILL BE YOUR POINT OF CONTACT AND CALL YOU BACK AS SOON AS I SPEAK TO THE DEALERSHIP
5. GAVE NAME AND EXTENSION

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 04/02/2008 05:17 AM US Mountain Standard Time SLarez Action Type: Incoming call
MR JOHNSON CALLED BACK
CUSTOMER STATES.

1. HAVE YOU HEARD ANYTHING

WRITER STATES.

1. NO I HAVE NOT HAD A CHANCE TO CALL ANYONE. PLEASE HOLD AND I WILL DO THAT NOW.

WRITER CALLED. KURT IN SERVICE

KURT STATES.

1. WE E-MAILED THE REP AND HIS RESPONSE INDICATED HIS GOING TO EXPEDITE THE PART FOR US. HE DID NOT SAY ANYTHING ABOUT A RENTAL.

WRITER STATES.

1. I WILL GIVE HIM A CALL.

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
		KNDUP13104	K1431020	50,100
Northwood, OH		Prod. Date: 12/5/03	Dealer: OH025 Taylor Kia	

1. I SPOKE TO THE DEALERSHIP AND OUR REP IS GOING TO EXPEDITE THE PART HOWEVER HE DID NOT INDICATE ANYTHING REGARDING A RENTAL.
2. LET ME CALL THE REP NOW.

WRITER CALLED JOHN SALVADOR KIA REP.
JOHN STATES.

1. I HAVE NO PROBLEM PUTTING HIM INTO A RENTAL.
2. I AM GOING TO EXPEDITE THE PART.

WRITER STATES.

1. I WILL HAVE THE DEALERSHIP AND THEN CALL THE CUSTOMER BACK AND LET HIM KNOW.
2. THANK YOU.

*** PHONE LOG 04/02/2008 06:19 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED KURT FOR SERVICE

WRITER STATES.

1. I SPOKE TO JOHN SALVADOR AND HE ADVISED HE WILL PUT THE CUSTOMER IN A CAR.
2. I WILL CALL HIM AND ADVISE HIM TO CALL YOU SO THAT MAY BE DONE.

KURT STATES.

1. O.K.

*** PHONE LOG 04/02/2008 06:22 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED CUSTOMER BACK

WRITER STATES

1. I SPOKE TO THE FACTORY REP HE IS GOING TO OFFER A RENTAL.
2. YOU MAY SPEAK TO KURT.

CUSTOMER STATES.

1. THANK YOU VERY MUCH, I APPRECIATE ALL YOU DID.
2. I WILL KEEP IN CONTACT WITH THE DEALERSHIP.

WRITER STATES.

1. THANK YOU.

*** CASE CLOSE 04/02/2008 12:11 PM US Mountain Standard Time SLarez

*** PHONE LOG 04/04/2008 08:01 AM US Mountain Standard Time SLarez Action Type:Incoming call

CUSTOMER STATES.

1. THE DEALERSHIP SAID THE PART WILL NOT BE IN FOR A FEW WEEKS AND YET THEY ONLY WANT TO COVER A RENTAL FOR 2 DAYS.
2. WE ARE HOPING IT COULD BE AUTHORIZED FOR MORE DAYS.

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13104 [REDACTED]	K1431020	50,100
Northwood, OH [REDACTED]		Prod. Date: 12/5/03	Dealer: OH025 Taylor Kia	

DEALERSHIP DID GIVE US ONE OFF OF THEIR LOT.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. LET ME CALL THEM

WRITER CALLED SERVICE MGR AGAIN
SERVICE MGR.

1. WE PUT HIM IN A CAR TO DRIVE BECAUSE THEY HAD ISSUES. YOUR REP AUTHORIZED TWO DAYS.
2. WE GOT A PART FOR ANOTHER CAR THIS MORNING BUT WE ARE GOING TO PUT IT IN HIS CAR AND THE CAR WILL BE READY TONIGHT. WE WILL CALL HIM TO LET HIM KNOW.

WRITER STATES.

1. THANK YOU.

SERVICE MGR STATES.

1. YOU NEED TO CONVEY TO HIM HE SHOULD DO HIS MAINTENANCE HERE BECAUSE IF HE DOES. THINGS LIKE THIS ARE TAKEN CARE OF

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. CONVEYED MAINTENANCE THEORY TO CUSTOMER
2. ADVISED CAR SHOULD BE READY TONIGHT KEEP IN CONTACT WITH THE DEALERSHIP

CUSTOMER STATES.

1. THANK YOU.

*** CASE CLOSE 04/04/2008 08:07 AM EST Mountain Standard Time SL arez

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Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131024 [REDACTED]	K75717	5,400
Wappingers Falls, NY		Prod. Date: 6/30/01	Dealer: NY019 Heart Kia	

Case History

Complaint Design

*** PHONE LOG 04/17/2002 09:51 AM US Mountain Standard Time CMcHenry

CUSTOMER STATES:

1. I would like to make a complaint.
2. My veh feels like you are driving in a Mac truck.
3. The svc dept at Heart Kia tells me they are aware there is a problem , but they don't know how to correct it.
4. When you are driving the veh and go over the slightest bump , the veh thunks and it is like there are no shocks on the veh.
5. I call svc and they tell me to bring my veh to see if the concern is anything other than what they think it is.
6. When I take the veh in they tell me the concern is what they think it is but there is no fix for it.
7. Svc tells me the veh is safe to drive, and as soon as Kia comes up w/ a fix svc will repair my veh.
8. I just want to make sure this is correct , and if Kia is trying to come up w/ a fix.
9. This is a brand new veh , and this is not the veh I thought I purchased.
10. Can you asst me w/ any info?

WRITER STATES:

1. Apologize for concerns w/ veh.
2. Will research this concern , and get back w/ cust when writer has more info.

*** PHONE LOG 04/17/2002 11:30 AM US Mountain Standard Time CMcHenry Action Type:Outgoing call

WRITER STATES:

1. Called Heart Kia, NY019 to speak w/ SM Joe D. regarding cust's concern w/ the way veh is driving.
2. Cust states veh drives like a Mac truck and going over the slightest bumps veh feels as if there are no shocks on the veh.
3. Wondering what SM has heard as far as repairs for this concern.

SM JOE D STATES:

1. I have contacted tech asst w/ some Sedona owner's and concerns.
2. I have been told by tech line this is a ride ability concern , and possibly something to do w/ the strut mounts or engine mounts.
3. At this time there is no repair for this concern , and this is per tech line.

*** PHONE LOG 04/17/2002 12:21 PM US Mountain Standard Time CMcHenry Action Type:Outgoing call

WRITER STATES:

1. Called DPSM Rob Dameron regarding cust's concern w/ veh driving like a Mac truck.
2. Cust states when driving veh if go over slightest bump it feels like veh has no shocks
3. Cust is upset because this is a new veh , and is not the veh cust thought he purchased.
4. Called Heart Kia, NY019 and spoke to SM Joe D. regarding cust's concerns.
5. SM states he has contacted tech asst and is being told is a rideability problem , poss the strut mount or engine mount.
6. SM states per tech line there is no fix for this concern.
7. Have you (dpsm) heard anything about his concern, or have any other info regarding the concern.
8. Left VM - requesting call back.

** PHONE LOG 04/18/2002 11:45 AM US Mountain Standard Time CMcHenry Action Type:Incoming call

DPSM ROB DAMERON STATES: per VM

1. Received your VM.
2. If what you are telling me is what is going on that the cust's veh drives like a Mac truck then there is a issue w/ the cust's veh.
3. It could be a stiff suspension
4. And the dfr saying there is no known cause or correction is not true.
5. We have no problem like that w/ the Sedona's.

Case History

*** PHONE LOG 04/18/2002 11:45:56 AM (Local Time) CMcHenry Action Type: Incoming call

DPSM ROB DAMERON STATES: per VM

1. Received your VM.
2. If what you are telling me is what is going on that the cust's veh drives like a Mac truck then there is a issue w/ the cust's veh.
3. It could be a stiff suspension.
4. And the dlr saying there is no known cause or correction is not true.
5. We have no problem like that w/ the Sedona's.
6. The issue the Sedona's are having is a rumbling sound, when you go over a wash board type or rough road.
7. This is not a handling concern, and there is nothing wrong w/ the suspensions.
8. This rumbling noise is under investigation.
9. The engineers are looking into repairs for the rumbling noise, possibly spring mount cushions.
10. But this rumbling noise does not interfere w/ the handling.
11. If the veh is not handling properly there is a issue.
12. The rumbling noise we are aware of and it is not a issue w/ the way the veh runs.

NOTE / VM MESSAGE THEN CUT OFF.....

*** PHONE LOG 04/18/2002 12:08:48 PM (Local Time) CMcHenry Action Type: Outgoing call

WRITER STATES:

1. Called DPSM Rob Dameron.
2. Cust states the veh drives like a Mac truck and when he goes over the slightest bumps it feels like the veh has no shocks.

DPSM ROB DAMERON STATES:

1. A Mac truck complaint sounds the veh is heavy or hard to steer.
2. The only concern w/ the Sedona's now is the rumbling noise from the frt end, when you are on a wash board or rough road.
3. Engineers are looking into it, and the noise is not that loud.
4. You can feel the rumble.
5. The handling of the veh is not affected by the noise.
6. The vehs are operating as designed.
7. The rumbling noise in certain conditions does not affect the handling of the veh, the frt end of the veh is light.
8. If cust is having a handling problem he needs to go back to the dlr and duplicate to the dlr what his concern is.

*** PHONE LOG 04/19/2002 12:22:18 PM (Local Time) CMcHenry Action Type: Outgoing call

WRITER STATES:

1. Called cust.
2. I (writer) have spoken w/ the DPSM regarding the concern w/ veh.
3. Asked cust if veh feels like it is heavy and hard to drive? / Cust responded yes to both questions.
4. Will contact SM and have him contact cust to set up a time for cust to bring veh in and road test w/ SM.

CUST STATES:

1. When you go over a bump it feels like the whole frt end is falling out of the veh.
2. When you go over bumps the veh actually jolts you.
3. The veh is driving totally different now, then when I bought it.

*** PHONE LOG 04/19/2002 12:33:29 PM (Local Time) CMcHenry Action Type: Outgoing call

WRITER STATES:

1. Called Heart Kla, NY019.
2. Spoke to SM Joe D. regarding cust's veh.
3. Spoke w/ DPSM Rob Dameron regarding concerns w/ the Sedona's and problems w/ a rumbling noise in the frt end.
4. DPSM Rob Dameron states there is a known concern w/ a rumbling noise going over wash board or rough roads.
5. Cust states his veh actually jolts you when you go over bumps, and it feels like the frt end is going to fall out of the veh.
6. Could the cust come back in and road test w/ you (sm)?
7. Would you like me (writer) or you (sm) contact the cust to set up a time for him to come in?

SM JOE D STATES:

1. We have test driven the veh several times.
2. I will be more than happy to go on a road test w/ the cust to see if his concern can be duplicated.
3. I will contact the cust and set up a time for him to come in, then I will contact you and let you know what we found.

*** CASE CLOSE 04/19/2002 12:34:08 PM (Local Time) CMcHenry Resolution Code = Information Given, State = Open.
Service manager to contact customer and set up a time for customer to come in for road test.

*****End Case Report K75717 *****

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
		KNDUP131026	K75717	5,400
Wappingers Falls, NY		Prod. Date: 6/30/01	Dealer: NY019 Heart Kia	

2. I will be more than happy to go on a road test w/the cust to see if his concern can be duplicated.
3. I will contact the cust and set up a time for him to come in , then I will contact you and let you know what we found.

*** CASE CLOSE 04/19/2002 12:34 PM US Mountain Standard Time CMcHenry

Service manager to contact customer and set up a time for customer to come in for road test.

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X2 [REDACTED]	K1032064	60,300
Abereen, NJ	[REDACTED]	Prod. Date: 2/5/02	Dealer: NJ034 Sansone Kia	

Case History

Complaint: Rental Car

*** PHONE LOG 10/28/2005 10:19 AM US Mountain Standard Time TMorales

Cust stated:

1. I don't have the vin and am taking the veh into the shop
2. they will need the veh a couple of days: won't kia provide a rental veh

Writer advised:

1. Apologized for the problem
2. Explained that the warranty doesn't provide for loaner vehs during repairs

Cust stated:

1. Ok thanks

*** CASE CLOSE 10/28/2005 10:19 AM US Mountain Standard Time TMorales

*** PHONE LOG 11/03/2005 09:21 AM US Mountain Standard Time ELcon Action Type: Incoming call
WRITER RECEIVED CALL FROM CUSTOMER.

1. HAD A ONGOING PROBLEM WITH THE PAINT PEELING AND RUSTING ON THE REAR HATCH SINCE 5/2002.
2. THE DEALER WAS SUPPOSE TO CALL ME WHEN THE FACTORY REP CAME IN SO HE COULD LOOK AT THE VEHICLE.
3. IN 10/03 I KEPT CALLING THE DEALER AND THEY SAID THEY WOULD CALL ME WHEN THE REP CAME BUT THEY NEVER DID.
4. I FINALLY GOT THE Sansone Kia DEALER TO LOOK AT THE PROBLEM PLUS THE PAINT IS CHIPPING ON BOTH THE SIDE MIRRORS.
5. CHROME IS PEELING ON THE SIDE DOOR HANDLE WITH RUST.
6. CRAIG SERVICE MANAGER CALLED ME AND SAID HE WAS TOLD THAT THE FACTORY REP GEORGE KARAS TOLD HIM TO STOP WORKING ON THE VEHICLE AND WANTED TO INSPECT IT FIRST.
7. I WAS SUPPOSE TO PICK THE VEHICLE UP LATER TODAY UNTIL THE FACTORY REP CALLED HIM.
8. I HAVE A RENTAL THRU TODAY.
9. KIA SHOULD PAY FOR THE RENTAL SINCE THE FACTORY REP PUT A HALT UNTIL HE GETS TO THE DEALER.
10. I WOULD LIKE KIA TO PAY FOR THE RENTAL.

WRITER STATED:

1. I AM SORRY.
2. THE FACTORY REP SEEMS TO WANT TO INSPECT THE PAINT PEELING BECAUSE THE DEALER WILL DO THE REPAIR UNDER WARRANTY.

CUSTOMER PLACED WRITER ON HOLD AND CALLED THE Sansone Kia FOR A 3 WAY CALL.
WRITER SPOKE WITH GARY SERVICE ADVISOR.

GARY STATED:

1. THE FACTORY REP REQUESTED TO INSPECT THE VEHICLE FIRST SINCE WE ARE DOING REPAIRS UNDER WARRANTY.
2. I WILL ASK THE FACTORY REP THAT THE CUSTOMER IS REQUESTING REIMBURSEMENT AND RENTAL ASSISTANCE SINCE HE STOPPED THE PAINT REPAIR UNTIL HIS INSPECTION.
3. I WILL CALL THE CUSTOMER BACK ONCE WE SPEAK TO THE FACTORY REP.

GARY DISCONNECTED CALL.

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
Abereen, N.		KNDUP131X26	K1032064	60,300
Prod. Date: 2/5/02		Dealer: NJ034 Sansone Kia		

WRITER STATED:

1. I CAN CALL THE FACTORY REP AND SEE WHEN HE WILL BE AT THE DEALER.
2. I CAN CALL YOU BACK ONCE I CONTACT HIM.
3. I CAN FILE A COMPLAINT ON YOUR BEHALF REGARDING YOUR VEHICLE AND RENTAL ISSUE.

CUSTOMER STATED:

1. CALL ME ON CELL 732-598-3010.
2. THANKS.

*** PHONE LOG 11/03/2005 02:33 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM GEORGE KARAS AND I VM TO CALL BACK WRITER.

*** PRIORITY CHANGE 11/03/2005 02:34:34 PM ELeon

WRITER CONTACT GARY SERVICE ADVISOR.

GARY STATED:

1. I SPOKE WITH THE DPSM.
2. HE WILL BE ARRIVING ON 11/22/05.
3. I WILL THEN TRY TO GET AUTHORIZATION FOR A RENTAL FROM THE DPSM.
4. THE CUSTOMER WAS CALLED AND SAID SHE WILL BRING IN THE VEHICLE THEN.

*** PHONE LOG 11/04/2005 03:27 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER.

CUSTOMER STATED:

1. GARY SERVICE MANAGER CALLED ME.
2. I WILL TAKE THE VEHICLE BACK ON THE 11/22.
3. I DO EXPECT SOME HELP WITH THE RENTAL, ESPECIALLY SINCE THE FACTORY REP STOPPED THE DEALER FROM PAINTING THE VEHICLE.

WRITER STATED:

1. GARY SERVICE MANAGER WILL TRY TO GET RENTAL ASSISTANCE FOR YOU.
2. IT WOULD BE UP TO THE FACTORY REP TO DECIDE RENTAL ASSISTANCE.

CUSTOMER STATED:

1. THANKS FOR CALLING ME BACK.

*** CASE CLOSE 11/04/2005 03:27 PM US Mountain Standard Time ELeon
WRITER CLOSING CASE PENDING CUSTOMER CALLS BACK WITH FURTHER CONCERNS.

PHONE LOG 11/04/2005 04:49 PM US Mountain Standard Time ELeon Action Type:Incoming call
Call closed

1. (Angry) repeated same concerns from previous calls)
2. I want to know who the higher-ups are, even "Mr. Kia"
3. I bought my car in 3 years ago and the factory rep, George, never showed up

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X26 [REDACTED]	K1032064	60,300
Aberdeen, NJ	[REDACTED]	Prod. Date: 2/5/02	Dealer: NJ034 Sansone Kia	

4. The rear hatch is rusting and my veh has been rusting since 3 mos after I bought it!
 5. The car is in the shop right now for a "**STEER**ing pump" and he promised it would be in today
 6. He swore on his son's body that the part would be in today and he was gonna have it overnighted
- Wrrr stated:
1. Advised that paint warr is 3/36k
 2. Advised that paint is not covered if the concerns are due to environmental factors
- Caller states:
1. It's not environmental!!
 2. I've been complaining about this since I bought the veh and they haven't done anything about it!
- Wrrr states:
1. Advised that wrrr would have to call service dept to get their diagnosis
- Caller states:
1. All they're gonna do is give you a bunch of bulls---!
 2. I'm paying \$40 a day for a rental car!
 3. Any other car manufacturer would give you a rental!
- Wrrr states:
1. Advised that Kia does not provide for rental vehs or any other alternative transportation under its warranty
 2. Advised that wrrr would call customer back tomorrow

*** PHONE LOG 02/02/2006 09:06 AM US Mountain Standard Time WLevy Action Type:Outgoing call

Wrrr called Sansone Kia and spoke to SM Craig and stated:

1. Inquired about the status of the customer's veh

SM Craig stated:

1. She's out of her basic warranty
2. She's got 60,300 miles on her veh
3. Her **STEER**ing is **BIND**ing
4. We ordered an intermediate shaft, but it didn't come in yesterday
5. We just got our order a short while ago, but it isn't unpacked yet, so I don't know if hers is in there
6. About the paint, DPSM George Karas scheduled an appt for the 28th of this month
7. She was in on 10/31/05 with 57,059, with rust around the grille
8. For some reason, she did not bring her veh in on the 24th of January
9. She didn't call and DPSM George Karas was here all day
10. I can call you back and let you know if her order is in

Wrrr stated:

1. Provided toll-free number and ext for callback
2. Thanked SM Craig for his time

*** PHONE LOG 02/02/2006 09:10 AM US Mountain Standard Time WLevy Action Type:Outgoing call

Wrrr called DPSM George Karas and LVM for call back

*** PHONE LOG 02/02/2006 01:06 PM US Mountain Standard Time WLevy Action Type:Incoming call

SM Craig from Sansone Kia stated:

1. We unpacked the order and it wasn't there
2. We paid \$1250 (12,500) to overnight it
3. We packed it and it won't be until tomorrow

Wrrr stated:

1. Inquired about part number

SM Craig stated:

1. It's OK \$2532556

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X26 [REDACTED]	K1032064	60.300
Abereen, N. [REDACTED]		Prod. Date: 2/5/02	Dealer: NJ034 Sansone Kia	

Wtrr thanked SM Craig for his time

*** PHONE LOG 02/02/2006 01:08 PM US Mountain Standard Time WLevy Action Type:Outgoing call
Wtrr called and LVM for call back

*** PHONE LOG 02/02/2006 03:37 PM US Mountain Standard Time WLevy Action Type:Incoming call
Caller stated:

1. I got your VM

Wtrr stated:

1. Advised of conversation with SM

2. Advised that wtrr had not yet heard back from DPSM George Karas

Caller stated:

1. I have talked to two people who have told me that this rep is unreliable

2. They promised me yesterday that the part would be in today

3. In the meantime, I'm paying for this rental and I think Kia should have to reimburse me

Wtrr stated:

1. Advised that wtrr is elevating case to the region for their evaluation

2. Customer will be in the region in 2-3 days and we will contact her

Ms. Carrano thanked wtrr

*** NOTES 02/02/2006 03:38 PM US Mountain Standard Time WLevy Action Type:Manager review
Wtrr dispatching case to region for customer contact and evaluation based on:

1. No call back from DPSM George Karas

2. Customer is very angry and is demanding reimbursement for rental veh

3. Customer is angry that her veh is only 300 miles over 5.60 LBW and the repairs on her veh won't be covered under warranty

PHONE LOG 02/03/2006 04:21 PM US Mountain Standard Time WLevy Action Type:Incoming call
Caller LVM for call back stating:

1. I got a phone call from the dealership at 4:50 p.m. saying I could pick up my veh

2. They close at 5 p.m. and I'm a half an hour from the dealership

3. I won't be able to go there until Monday

4. I need a number to the region because I had to pay \$250 for parts and 4-5 days rental

5. Please call me back at (856) 608-1306 Ext 127

*** PHONE LOG 02/06/2006 01:24 PM US Mountain Standard Time FLeon Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER.

CUSTOMER STATED:

1. WENDY TOLD ME THAT A KIA REP WAS GOING TO CALL ME

2. I LEFT A MESSAGE WITH WENDY AND SHE HAS NOT RETURNED MY CALL.

WRITER STATED:

1. WENDY IS ON ANOTHER LINE WITH ANOTHER CUSTOMER

2. I TOLD HER TO FORWARD YOUR MESSAGE TO REGION

3. IT MAY TAKE A FEW DAYS UNTIL SOMEONE FROM KIA WILL CONTACT YOU.

CUSTOMER STATED:

1. REITERATED PROBLEM

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP131X26	K1032064	60,300
Abereen, N.		Prod. Date: 2/5/02	Dealer: NJ034 Sansone Kia	

2. I FEEL THAT I SHOULD NOT PAY FOR A RENTAL WHILE MY VEHICLE WAS BEING FIXED .
3. IT IS NOT MY FAULT THAT THE KIA DEALER DOES NOT HAVE A PART IN STOCK.
4. I DO WANT TO TALK TO THIS KIA REP BOUGHT GETTING REIMBURSE.

WRITER STATED:

1. WENDY FORWARD YOUR CASE TO REGION.
2. SOMEONE FROM KIA WILL DISCUSSES EVERYTHING WITH YOU.

CUSTOMER STATED:

1. THANK YOU.

*** NOTES 02 09 2006 08:54 AM Eastern Daylight Time SHubbs Action Type:Manager review

Writer called customer

1. Left a voicemail & provided contact information
2. Requested a call back
3. Will attempt to contact customer w/in 24 hours

- Writer is forwarding a customer assistance request form to customer to be completed & re**TURN**ed to region for DPSM review.

*** PRIORITY CHANGE 02 09 2006 08:55:41 AM SHubbs

*** NOTES 02 09 2006 03:54 PM Eastern Daylight Time SHubbs Action Type:Manager review

Writer spoke w. customer

1. Writer advised customer that writer is forwarding CARE to customer to fill out, attach copies of supporting docs & re**TURN** to region
2. Writer will then forward information to DPSM for further review
3. Customer advised writer that she has an appointment to meet w. DPSM on February 23, 2006 at NJ034
4. Customer is very dissatisfied with Kia's service, she does like the vehicle though
5. Writer advised will make sure DPSM receives all docs & is aware of scheduled appt at NJ034
6. Writer advised customer will be out of office next week
7. Customer thanked writer for phone call

- Writer is closing case pending customer re**TURN**ing CARE with supporting docs. DPSM-Customer meeting at NJ034

*** CASE CLOSE 02 09 2006 03:55 PM Eastern Daylight Time SHubbs

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131736 [REDACTED]	K1397573	56,203
Kingston, NY [REDACTED]	Prod. Date: 12/20/02		Dealer: NY078 Lazare Kia	

Case History

Complaint Repair Assistance

*** NOTES 12/29/2007 06:55 AM clarify Action Type: Manager review

*** Performed by contact: Angela Cecelia, 8453386967

The paint on my kia is starting to peel off! The vehicle is a 2003 sedona and it is spreading. The second problem is that the power **STEER**ing not working properly and it's **HARD** to **STEER**. I would like to have the problem fixed.

Thank you,

A valued customer

*** PHONE LOG 12/31/2007 09:52 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and spoke w/ husband, who stated:

1 - Repeated email

Writer stated:

- 1 - Warranty on paint was 3/36 and has expired
- 2 - Power **STEER**ing covered by 5/60 LBW against factory defects
- 3 - Make appt @ Kia dlr for diagnosis and repair
- 4 - Give phone no. for Lazare Kia

Customer stated:

- 1 - Thank you.

*** CASE CLOSE 12/31/2007 09:54 AM US Mountain Standard Time KJohnson

*** CASE CLOSE 01/17/2008 04:04 PM Pacific Daylight Time ELau

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131036 [REDACTED]	K1374353	77,324
Budd Lake, NJ		Prod. Date: 10/11/02	Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/23/2007 07:29 AM US Mountain Standard Time JSinclair

Customer states:

1. I was driving my vehicle and the and it was really **HARD** to **STEER**
2. I to it to a local mechanic and he is telling me that I have to replace the whole **STEER**ing rack
3. Is this normal, is this something that just happens
4. I've spoken to many mechanics and they are telling me it is not normal

Wtr states:

1. Apologized
2. Updated info
3. No recalls
4. Adv's **STEER**ing is not covered under PTW
5. Adv's wtr not a technician and KMA does not provided technical assistance over the phone

Customer states:

1. Kia needs to cover this
2. This should not have happened

Wtr states:

1. The vehicle can be taken to a Kia dealership
2. [REDACTED]
3. Can not guarantee this will be covered, it is out of warr

Customer states:

1. I have no way of taking the vehicle to the dealership
2. It is far and would cost me a few hundred dollars to have it towed

Wtr states:

1. The only way the area rep will even consider this is if the vehicle is at a Kia dealership

Customer states:

1. So I guess I'm screwed
2. There is nothing I can do

Thanked and call ended

*** CASE CLOSE 10/23/2007 07:29 AM US Mountain Standard Time JSinclair

*** NOTES 01/18/2008 01:59 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVILW

*** CASE CLOSE 01/18/2008 02:01 PM Pacific Daylight Time TYoung

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131426 [REDACTED]	K476378	44,400
Richmond, MI [REDACTED]	Prod. Date: 3/15/02		Dealer: MI017 Sterling Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/03/2005 08:50 AM BBrown
CUST STATES

- 1 MY **STEER**ING KNUCKLE **LOCK**ED UP
- 2 I TOOK THE VEH TO DLR AND ALL THEY DID WAS LUBE IT. THEY ARE SAYING THAT A PART IS ON BACKORDER AND TOLD ME TO DRIVE IT UNTIL IT GETS IN
- 3 THE VEH IS NOT DRIVEABLE I BARELY GOT IT HOME
- 4 ALSO THE SLING DOOR STICKS: DLR SAYS NOTHING IS WRONG

WRITER STATES

- 1 APOLOGIZED
- 2 ADV CUST TO TAKE VEH TO DLR AND KCC WILL WORK ALONG WITH SERVICE DEPT TO RESOLVE THIS ISSUE
- 3 IF NEEDED WE WILL INVOLVE DPSM IN THIS MATTER
- 4 OFFERED R/A (CUST AGREED)
- 5 I WILL FOLLOW UP W/ DLR AND CUST DURING REPAIRS
- 6 TRANSFERRED TO R/A

*** PHONE LOG 06/06/2005 08:41 AM BBrown Action Type: Incoming call
PATTY (GM) AT MI017 STATES

- 1 WE HAVE DIAGNOSED THE ISSUE AND ORDERED PARTS FOR THE **STEER**ING KNUCKLE
- 2 THE PARTS SHOULD BE IN TOMORROW
- 3 I DO NOT RECOMMEND ANYONE DRIVING THE VEH IN THIS CONDITION

*** PHONE LOG 06/06/2005 08:43 AM BBrown Action Type: Outgoing call
CUST CALL BACK NUMBER NOT IN SERVICE

*** CASE CLOSE 06/06/2005 08:43 AM BBrown

*** CASE CLOSE 07/13/2005 06:19 AM US Mountain Standard Time JCook

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP131236	K452827	54,000
OMAR. WV 25638		Prod. Date: 12/24/02	Dealer: WV001 White Kia	

Case History

Complaint Quality

*** PHONE LOG 04/21/2005 09:17 AM US Mountain Standard Time C'Lausch
cust states:

1. **STEER**ing jerks back, it **HARD** to **TURN**
2. takes vehicle off the road in **STEER**ing
3. cust is afraid that the **STEER**ing will **LOCK** up on the customer.
4. cust will wait until tomorrow to see if the dlrshp has the part available
5. father has loaned a vehicle to the customer at this time.

writer advised

1. so sorry that this is happening
2. after speaking to the SM, suggested to cust to have the vehicle towed to the dlrshp
3. if the repair was not repaired that the dlrshp will seek loaner for customer

put customer on hold called dlrshp & spoke to Terry Pitre-SM

1. will re order the part overnight, part has not arrived today
2. cust did not advise SM that cust felt the vehicle was unsafe to drive
- 3 suggest that the veh be towed to the dlrshp

*** EMAIL OUT C'Lausch Action Type:External email

Send to:[sschneider@kiausa.com]

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

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

File Attachment: copubs Clarify OBJ CA_Attachments SendHistory Case_K452827_C'Lausch_04-21-2005101635.doc

*** PHONE LOG 04/25/2005 08:44 AM US Mountain Standard Time C'Lausch Action Type:Outgoing call

writer called White Kia & spoke to Ashley. Terry was not available

1. am following up on the repair of this veh & if the part came in
2. writer thanked Ashley for this info

Ashley advised

1. some of the parts did come in but we are still waiting for others
2. we put the cust in a rental veh

*** CASE CLOSE 04/25/2005 08:44 AM US Mountain Standard Time C'Lausch

*** CASE CLOSE 07/12/2005 11:24 AM US Mountain Standard Time JCook
FRI ADV REVIEW DONE

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Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
		KNDUP131146	K1424634	56,000
Franklin, MA		Prod. Date: 4/21/04	Dealer: MA030 Sentry Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 03/13/2008 12:03 PM US Mountain Standard Time TDonnelly

*** PHONE LOG 03/13/2008 12:07 PM US Mountain Standard Time TDonnelly Action Type: Incoming call

CUSTOMER STATES:

1. HAD REPAIRS ON VEHICLE 3/20/07
2. DEALER IS NOW CLOSED BUT THEY REPLACED THE THROTTLE CABLE
3. CAR IS HAVING SAME PROBLEM AGAIN
4. WHEN DRIVING, STERRING HAS **HARD** TIME **TURNING** RIGHT
5. IS CAR STILL UNDER WARRANTY?
6. WHAT DEALERS ARE IN AREA?
7. WHAT IS WRITERS CONTACT INFO?
8. WILL CALL BACK IF FURTHER ASSISTANCE IS NEEDED.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT THROTTLE CABLE WOULD NOT BE RELATED TO **STEERING**
3. CAN SEE ON THAT DATE 3/20/07 CAR WENT INTO SHOP FOR RECALL FOR THROTTLE CABLE AND **NOISE** FOR **STEERING**.
4. IF HAVING ONGOING CONCERNS, WOULD RECOMMEND TAKING CAR TO SHOP FOR DIAGNOSIS AND REPAIRS.
5. ADVISED THE **STEERING** FALLS UNDER 5/60K MILE BLW FOR DEFECTS IN MATERIAL OR WORKMANSHIP
6. IF ANY FURTHER QUESTIONS OR CONCERNS, CAN CALL WRITER BACK.
7. ADVISED WRITERS NAME, EXTENSION AND REFERENCE NUMBER.

*** CASE CLOSE 03/13/2008 12:08 PM US Mountain Standard Time TDonnelly

*** CASE CLOSE 04/15/2008 02:02 PM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13153 [REDACTED]	K412150	34,000
Staten Island, NY [REDACTED]		Prod. Date: 12/24/02	Dealer: NY005 Manfredi Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 01/11/2005 10:04 AM US Mountain Standard Time C'lausch

cust advised Jessica Reyes-Watts, the daughter ph# [REDACTED] this is the driver of the veh at a diff address

1. the veh has a few issues that the dealer has not repaired

2. the sliding door is **HARD** to close

3. rear wiper does not work, over heat console lights do not work

4. there are abs issues & we did not get notified of this recall until now

5. the power **STEER**ing is **HARD** to **TURN**, like loosing the power **STEER**ing & is the old standard **STEER**ing, intermittent

6. will be taking the veh back to the selling dealership for these issues that this dealership will not resolve

7. we were just told that the veh needs a \$1,200 tune up to correct these issues at ny005 Manfredi Kia

8. will call NJ007, Loman Kia the selling dealership for an appt for these issues

writer apologized for the recurring issues with the veh

1. please have the recall sc032 done for the abs issue

2. call writer when the appt is made & writer will follow up on the repairs to the veh at the appt date at Loman Kia

3. gave the cust the ph#, ext & name for a call back

4. the recall probably went to the wrong dealer and that is why it is still there

*** CASE CLOSE 01/11/2005 02:26 PM US Mountain Standard Time C'lausch

will close until the cust calls back with an appt date for the veh at a kia dealership

*** PHONE LOG 01/25/2005 08:32 AM US Mountain Standard Time C'lausch Action Type: Incoming call

CUST CALLED & LEFT 3 VM'S

1. THE VEH STALLED LAST NIGHT, CALLED R/A & THEY WOULD NOT TOW THE VEH TO OUR HOME

2. WE HAD TO USE OUR OWN TOWING ON A SEPERATE PLAN

3. WE DO NOT WANT TO USE MANFREDI KIA, WANT THE VEH TOWED TO ANOTHER DEALERSHIP

4. WHY CAN'T KIA TOW THE VEH HOME OR TO ANOTHER DEALERSHIP

5. CALL PH# 718-980-9058

WRITER CALLED THE PH# & THERE WAS NO ANSWER, WILL KEEP TRYING

*** PHONE LOG 01/25/2005 09:36 AM US Mountain Standard Time C'lausch Action Type: Incoming call

writer called cust & still no answer, will try later

*** PHONE LOG 01/25/2005 11:13 AM US Mountain Standard Time C'lausch Action Type: Incoming call

800 vm call us at 718-980-9058, lvm for a call back

called the other ph# on the 800# of 718-938-0352 & lvm for a call back

PHONE LOG 01/25/2005 03:12 PM US Mountain Standard Time C'lausch Action Type: Incoming call

cust called to advise

1. did receive all the messages, am sorry that we are missing each other in the past

2. did get the message that the veh shut down & is being towed

3. will call Manfredi kia & address this issue with the sm, kia will use all the resources available to repair the veh for the cust

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP13153	K412150	34,000
Staten Island, NY		Prod. Date: 12/24/02	Dealer: NY005 Manfredi Kia	

cust thanked writer for the call back

1. appreciate any assistance that writer can offer

*** PHONE LOG 01/26/2005 08:31 AM US Mountain Standard Time C'Lausch Action Type:Outgoing call

writer called manfredi Kia & spoke to Charlie

Charlie advised:

1. thias veh is under the name Reyes
2. there is a list of things to repair on the veh
3. we will ck recalls on the veh
4. have not had time to get to the veh, will probably get to the veh this afternoon

writer advised:

1. cust is asking kia to follow up on the repairs done to the veh
2. per the cust the veh shut off, all elect systems
3. there is also a open recall sc032 on the veh
4. will call back this afternoon
5. writer thanked Charlie for this info

*** NOTES 01/26/2005 08:33 AM US Mountain Standard Time C'Lausch Action Type:Manager review
cust ph# at home is 718-980-9058, system will not let writer correct this

*** PHONE LOG 01/26/2005 09:45 AM US Mountain Standard Time C'Lausch Action Type:Incoming call
cust called.

1. the dealership says that the alt needs replacing, is this under warranty
2. the battery also needs replacing due to the alt issue
3. the veh needs servicing & the dealership advised that if we did not do the service, it could affect the warranty on the veh
4. my daughter drives the veh, should we change the ownership from the moms name to hers
5. mom still owns the veh
6. thanks for this assistance

writer advised cust

1. have spoken with the dealership & will be overseeing the repairs on the veh
2. as for maint, please review the severe maint schedule in the owners manual
3. we recommend a 30K maint on the veh & if this maint is not performed & if damaged is done to the veh
4. due to this maint not being performed, it could void parts of the warranty
5. sugg that the cust have this maint done & follow the maint schedule to assure that the warranty stays in tact
6. since the daughter is driving the veh & the mom is still the owner, changing the ownership
7. will effect the ptw coverage to reduce to 5'60, sugg that as long as the daughter is the driver of the veh
8. cust leaves the ownership in the owners name to keep the cov as it is
9. am sorry about the r/a experience but kia towing is for warranty repairs & is strictly to tow to a kia dealership
10. kia will not tow for a accident issue or to another non Kia facility or to the cust home
11. if there are any other questions, call writer

*** PHONE LOG 01/28/2005 08:35 AM US Mountain Standard Time C'Lausch Action Type:Outgoing call
writer called Manfredi Kia NY005

1. Amette advised

2. we found a code p0450 & we removed the evap hose, cked the hose for damage & reconnected
3. this took away the cel light, as for the veh not running properly, this is due to

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131536 [REDACTED]	K412150	34,000
Staten Island, NY [REDACTED]		Prod. Date: 12/24/02	Dealer: NY005 Manfredi Kia	

4. misfire po304, veh needs the 30 k maint to take care of the way the veh is running

writer thanked Annette for this info

*** CASE CLOSE 01/29/2005 09:25 AM LIS Manual Standard Time Closed

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
WAYNE, M		KNDUP131536	K444613	42,316
		Prod. Date: 11/1/02	Dealer: M1009 Dick Scott Kia	

Case History

Complaint Repurchase

*** PHONE LOG 04/04/2005 11:23 AM TDonnelly

CUSTOMER STATES:

1. THE TRANSMISSION WAS REPLACED AT 28K
2. THE REPLACEMENT TRANSMISSION IS NOT WORKING CORRECTLY AND WILL HAVE TO BE REPLACED
3. TRANSMISSION IS NOW SLIPPING AND NOT GOING IN REVERSE.
4. THIS WILL BE 3X FOR THE SAME ISSUE
5. I FEEL THIS VEHICLE IS A LEMON
6. THE WINDOWS ARE GOING OUT AGAIN TOO. THEY HAVE BEEN REPAIRED PRIOR
7. CAR HAS NOT BEEN TAKEN INTO DEALER BUT I AM SURE IT IS THE TRANSMISSION
8. THIS IS EXCESSIVE
9. WILL TAKE CAR INTO DEALER.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. KMA OBLIGATION TO WARRANTY IS TO REPAIR VEHICLE FOR DEFECTS IN MATERIAL OR WORKMANSHIP
3. WHERE IS CAR AT CURRENTLY
4. IN REVIEW OF WARRANTY REPAIR HISTORY CAN ONLY SEE 1 REPLACEMENT OF TRANSMISSION
5. CAN ADVISE IF CUSTOMER FEELS VEHICLE MEETS LEMON LAW PARAMETERS. SHOULD READ INFO IN WARRANTY AND CONSUMER INFO MANUAL AND FOLLOW STEPS IN MANUAL FOR ARBITRATION PROCESS.
6. LEMON LAW DOES DIFFER FROM STATE TO STATE. WRITER IS NOT VERSED ON LEMON LAW.
7. CAN ADVISE IF CUSTOMER FEELS VEHICLE MEETS LEMON LAW PARAMETERS. SHOULD READ INFO IN WARRANTY AND CONSUMER INFO MANUAL AND FOLLOW STEPS IN MANUAL FOR ARBITRATION PROCESS.
8. IT IS POSSIBLE THAT CURRENT ISSUE IS SENSOR OR SOMETHING THAT IS CAUSING TRANSMISSION TO SLIP. VEHICLE NEEDS TO BE TAKEN INTO DEALER AND DIAGNOSED.
9. KIA OBLIGATION IS TO REPAIR VEHICLE FOR DEFECTS AT NO COST TO CUSTOMER DURING TERM OF WARRANTY.

*** NOTLS 04/04/2005 11:23 AM TDonnelly Action Type:Manager review

WRITER STATES:

1. VEHICLE HAS 1 OPEN RECALL (SC042B) ACCELERATOR CABLE.

*** PHONE LOG 04/05/2005 09:40 AM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM. LEE DERRICK
2. ADVISED CUSTOMER HAD CALLED KCC STATING VEHICLE IS NOT GOING IN REVERSE
3. HAS CUSTOMER TAKEN CAR INTO SHOP
4. WHAT IS HISTORY FOR TRANSMISSION CONCERNS WITH VEHICLE.

DEALER STATES:

1. CAR WAS IN HERE 11/20 AND TRANSMISSION WAS REPLACED
2. CAR CAME BACK 11/22 STATING TRANSMISSION WAS LEAKING WE HAD TO RESEAL THE CASE WE HAD JUST PUT IN
3. FEB 1 CUSTOMER CAME IN STATING THAT TRANSMISSION WAS SLIPPING-WT COULD NOT DUPLICATE
4. VEHICLE WAS HERE 3/21 WITH **STEERING** CONCERN. THERE WAS NO MENTION OF TRANSMISSION CONCERN
5. CAR HS NOT COME IN AND I HAVE NOT HEARD FROM CUSTOMER FOR CURRENT ISSUES

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
WAYNE, MI		KNDUP131536	K444613	42,316
		Prod. Date: 11/1/02	Dealer: MI009 Dick Scott Kia	

6. WE DO CHECK EVERY VEHICLE WHEN IT COMES IN FOR WARRANTY VALIDATION
7. EARLIEST WE CAN SEE CAR IS WEDNESDAY NEXT WEEK
8. THIS CUSTOMER HAS BEEN VERY DIFFICULT AND I AM NOT EVEN SURE THAT I WANT HER BACK IN THIS SHOP.

*** CASE CLOSE 04/05/2005 09:41 AM TDonnelly

*** PRIORITY CHANGE 04/28/2005 03:33:51 PM MRivas

*** NOTES 04/28/2005 03:35 PM Central Daylight Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE# KIA0570168 WHICH INCLUDES:

1. CCF - DATED 04/28/05

A. TRANSMISSION MALFUNCTIONS (REPLACED TWICE) - CURRENT YES - 4 X

B. **STEERING** WOULD STICK WHEN **TURVING** L.R. - CURRENT YES - 2 X

RESOLUTION SOUGHT:

1. REPURCHASE

HARD FILE CREATED AND FWRD TO DLW FOR HANDLING.

*** NOTES 04/28/2005 03:44 PM Central Daylight Time MRivas Action Type:Correspondence sent
CCF LTR SENT TO CUST. VIA MAIL.

*** PHONE LOG 04/28/2005 03:45 PM Central Daylight Time MRivas Action Type:Outgoing call
WTR LEFT VM MESSAGE FOR SVM: LEE DERRICK *at* MI009 (GONE FOR THE DAY) ADVISING:

1. BBB FILE

2. NEED ACCOUNTING COPIES OF RO'S, TECH NOTES & PUNCH TIMES

3. NEED BUYER'S ORDER, BANK AGREEMENT, DEAL RECAP SHEET, REBATE FORM & COPY OF APPL FOR TITLE

4. PROVIDED CUST INFO, FAX# & C/B#

WTR THANKED SVM FOR HIS ASSISTANCE.

*** NOTES 05/02/2005 07:53 AM Central Daylight Time JShowalter Action Type:E-mail sent
WRITER EMAILED TODD AT BBB ADVISING THAT CUST INELIGIBLE FOR ENTIRE PROGRAM DUE TO CURRENT MILEAGE.

*** PRIORITY CHANGE 05/02/2005 07:53:55 AM JShowalter

*** PHONE LOG 05/02/2005 07:57 AM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR CONTACTED LEE DERRICK *at* MI009

1. FOLLOWING UP ON REQUEST

DLR ADVISE:

1. RCVD VM LATE ON FRIDAY

2. CUST INELIGIBLE FOR ENTIRE PROGRAM

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Last name	First name	VIN of 2003 SEDONA EX KNDUP131536	Case Number K444613	Mileage 42,316
WAYNE, MI		Prod. Date: 11/1/02	Dealer: MI009 Dick Scott Kia	

3. WILL FAX ASAP

WTR TO FU W/ DLR ON 05/03/05

*** PRIORITY CHANGE 05/02/2005 07:58:11 AM DWojciechowski

*** PHONE LOG 05/03/2005 10:15 AM Central Daylight Time DWojciechowski Action Type: Incoming call
WTR RCVD CALL FROM LEE DERRICK @ MI009:

1. HAS SVS RECORDS READY TO SEND
2. WAITING FOR SALES DOCS FROM OFFICE
3. WILL FAX SHORTLY

WTR TO FU W/ DLR ON 5/5/05 IF NOT RCVD

*** NOTES 05/04/2005 10:32 AM Central Daylight Time MRivas Action Type: Facsimile rec.

CRCA RCVD FROM DLR MI009, VIA FAX:

1. RO'S, TECH NOTES & PUNCH TIMES
2. SALES DOCS

INFO ADDED TO FILE AND FWRD TO DLW FOR HANDLING.

*** PHONE LOG 05/04/2005 10:43 AM Central Daylight Time MRivas Action Type: Outgoing call

WTR SPOKE W/ LEE DERRICK @ MI009 & ADVISED:

1. RCVD FAXED DOCS
2. MISSING RO'S FOR APRIL 2005

PER LEE:

1. WILL PH & FAX

WTR THANKED FOR HIS ASSISTANCE.

*** NOTES 05/05/2005 08:10 AM Central Daylight Time MRivas Action Type: Facsimile rec.

CRCA RCVD FROM DLR MI009, VIA FAX:

1. RO FOR SV DATE 04 20 05

INFO ADDED TO FILE AND FWRD TO DLW FOR HANDLING.

*** NOTES 05/06/2005 07:50 AM Central Daylight Time DWojciechowski Action Type: Manager review

WTR REVIEWED DOCS AND WILL COMPLETE RECAP NO LATER THAN 05/12/05

*** NOTES 05/11/2005 02:06 PM Central Daylight Time DWojciechowski Action Type: Meeting

WTR DISCUSSED CASE W/ ROAM WILLIAMS

*** PHONE LOG 05/11/2005 02:08 PM Central Daylight Time DWojciechowski Action Type: Incoming call
WTR ATTEMPTED TO CONTACT CUSTOMER ONLY - AVAILABLE.....NO ANSWER, NO MACHINE

WTR TO FU W/ DLR ON 05/12/05

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
WAYNE, MI		KNDUP131536	K444613	42,316
		Prod. Date: 11/1/02	Dealer: M1009 Dick Scott Kia	

*** PHONE LOG 05/12/2005 03:17 PM Central Daylight Time DWojciechowski Action Type:Outgoing call
WTR CONTACTED CUST MS. CROOKS AND ADVISED:

1. RCVD BBB NOTIFICATION
2. REVIEWED RO RECAP
3. INQUIRED AS TO UNRESOLVED CONCERNS

CUST ADVISED:

1. HAS CURRENT CONCERN OF TRANS NOT SHIFTING RIGHT, CUST BELIEVES IT IS A LINKAGE PROBLEM

WTR ADVISED:

1. WOULD LIKE TO SCHEDULE FTR TO LOOK AT CURRENT CONCERNS
 2. ONCE REPAIRS ARE MADE, WTR TO PROVIDE CUST W/ 30 DAY TEST DRIVE PERIOD
 3. AFTER TEST DRIVE WTR TO DISCUSS GW COMPENSATION
- CUST AGREED

*** NOTES 05/12/2005 03:21 PM Central Daylight Time DWojciechowski Action Type:Manager review
WTR EMAILED FTR'S AS APPT REQ AND WILL FUW / FTR'S ON 05 16/05

*** NOTES 05/17/2005 04:10 PM Central Daylight Time DWojciechowski Action Type:Manager review
WTR RCVD EMAIL FROM FTR FLANAGAN:
1. REQ APPT FOR WEEK OF 05/23/05

*** PHONE LOG 05/17/2005 04:13 PM Central Daylight Time DWojciechowski Action Type:Incoming call
WTR CONTACTED CUST MS. CROOKS AND ADVISED:
1. WOULD LIKE TO SCHEDULE FTR APPT FOR 05/23/05 IN AM
2. REQ VEH BE DROPPED OFF IN AM
3. KMA TO PROVIDE ALTERNATIVE TRANS
CUST CONFIRMED

*** NOTES 05/17/2005 04:14 PM Central Daylight Time DWojciechowski Action Type:F-mail sent
WTR EMAILED FTR FLANAGAN AND CONFIRMED APPT

WTR TO FUW / DLR ON 05 18/05 TO CONFIRM APPT

*** PHONE LOG 05 18 2005 10:30 AM Central Daylight Time DWojciechowski Action Type:Outgoing call
WTR CONTACTED DOUG ORLADA at M1009:
1. CONFIRMED APPT FOR 05 23 05
2. ADVISED OF RENTAL VEH

WTR TO FUW / FTR N 05 23 05 AS TO FINDINGS

*** NOTES 05 23 2005 01:19 PM Central Daylight Time DWojciechowski Action Type:Meeting
PER INHOUSE CONVERSATION W/ FTR FLANAGAN:
1. DUE TO LEGAL DEPOSITION, FTR TO TRAVEL TO M1009 THIS AFTERNOON

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13153 [REDACTED]	K444613	42,316
WAYNE, MI [REDACTED]		Prod. Date: 11/1/02	Dealer: M1009 Dick Scott Kia	

WTR TO FU W/ FTR ON 05/24/05

*** PHONE LOG 05/24/2005 03:27 PM Central Daylight Time DWojciechowski Action Type: Incoming call
WTR RCVD CALL FROM FTR FLANAGAN WHO ADVISED:

INSPECTED VEH FOR FOLLOWING:

1. NO START IN PARK - FTR VERIFIED AND WILL ADJUST RANGE SWITCH
2. REST HAND ON SHIFTER. IT WILL SHIFT GEARS - FTR VERIFIED AND WILL ADJUST RANGE SWITCH
3. MIRRORS INOP INTERMITTENTLY - FTR ORDERED SWITCH
4. CUST WAS ATTEMPTING TO CHANGE BRAKES ON HER OWN AND WHEN SHE PULLED DRUM OFF, PARTS CAME OFF - CUST SHOWED PARTS TO DLR BUT TOOK THEM WITH PRIOR TO FTR ARRIVING. FTR TO REQ CUST BRING PARTS BACK TO DLR FOR INSPECTION
5. TICKING **NOISE** IN ENGINE - FTR VERIFIED LIFTER **NOISE**. DLR COMPLETED LOF AT CUST REQ - FTR TO REEVALUATE ON 05/25/05
6. MIL WAS ON AND GOING OFF - FTR STILL DIAGNOSES AS THIS WAS JUST ADDED
7. BRAKE **NOISE** - NORMAL OPERATION OF SHIFT **LOCK**. FTR COMPARED TO STOCK UNIT AND VERIFIED SAME

WTR TO FU W/ FTR ON 05/25/05

*** PHONE LOG 05/26/2005 11:26 AM Central Daylight Time DWojciechowski Action Type: Incoming call
WTR RCVD CALL FROM FTR FLANAGAN WHO ADVISED:

1. MIRRORS INOP INTERMITTENTLY - FTR REPLACED SWITCH
2. CUST WAS ATTEMPTING TO CHANGE BRAKES ON HER OWN AND WHEN SHE PULLED DRUM OFF, PARTS CAME OFF - AS A GOOD WILL GESTURE DLR/FTR REPLACED SPRING AND ACTUATOR LEVER FOR PARKING BRAKE
3. TICKING **NOISE** IN ENGINE - OTS
4. MIL WAS ON AND GOING OFF - RELATED TO RANGE SWITCH REPAIR
5. SLIDING DOOR RIGHT SIDE LATCH STICKS - FTR REPLACED CENTER ROLLER ON BOTH SIDES
6. VEH TO BE RELEASED TO CUST THIS DATE

WTR TO FU W/ CUST ON 05/31/05

*** PHONE LOG 05/31/2005 09:58 AM Central Daylight Time DWojciechowski Action Type: Outgoing call
WTR CONTACTED DOUGLAS M1009:

1. REQ COPY OF RO FROM FTR VISIT
- DLR ADVISED:
1. WILL FAX ASAP.

WTR TO FU W/ CUST ONCE RO IS RCVD

*** NOTES 05/31/2005 12:26 PM Central Daylight Time MRivas Action Type: Facsimile rec.
CUST RECEIVED COPY OF RO VIA FAX.

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
WAYNE, MI		KNDUP131536	K444613	42,316
		Prod. Date: 11/1/02	Dealer: MI009 Dick Scott Kia	

INFO ADDED TO FILE AND FWRD TO DLW FOR HANDLING.

*** NOTES 06/01/2005 11:18 AM Central Daylight Time DWojciechowski Action Type: Meeting
WTR UPDATED RECAP AND WILL CONTACT CUST ON 06/02/05

*** PHONE LOG 06/03/2005 01:15 PM Central Daylight Time DWojciechowski Action Type: Outgoing call
WTR LVM FOR CUST MS. CROOKS AT ALTERNATIVE WORK # REQ CB

WTR TO FU W/ CUST ON 06/06/05

*** PHONE LOG 06/07/2005 02:37 PM Central Daylight Time DWojciechowski Action Type: Outgoing call
WTR CONTACTED CUST MS. CROOKS AT PRIMARY # AND ADVISED:

1. FOLLOWING UP ON FTR APPT

CUST ADVISED:

1. CUST DIDN'T WANT TO GO TO FTR APPT BECAUSE SHE WASN'T FEELING WELL

WTR ADVISED:

1. FTR DIDN'T VERIFY CONCERN W/ TRANS - CUST AGREED

2. WOULD LIKE TO SEND FTR BACK OUT

CUST AGREED

WTR EMAILED ORIGINAL FTR REQ AS COMEBACK REQ APPT

WTR TO FU W/ FTR ON 06/09/05

*** NOTES 06/09/2005 10:42 AM Central Daylight Time DWojciechowski Action Type: Meeting
PER INHOUSE CONVERSATION W/ FTR FLANAGAN:

1. POSSIBLE TO COMBINE W/ ANOTHER VISIT AT END OF MONTH

2. FTR TO CHECK SCHEDULE AND LTR WTR KNOW

WTR TO FU W/ FTR ON 06/13/05

*** NOTES 06/14/2005 12:34 PM Central Daylight Time DWojciechowski Action Type: E-mail rec.
WTR RCVD FOLLOWING EMAIL FROM FTR FLANAGAN:

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

From: Flanagan, Jack

Sent: Monday, June 13, 2005 11:09 AM

To: Wojciechowski, Debbie

Cc: Oppedisano, Joseph; Capron, John; Fitzpatrick, Rose; Ginn, Brian; Lind, Fred; Williams, Maria

Subject: RE: FTR REQ MI009 CROOKS

Debbie,

The week of 6/27 will work for this request. I can go to MI009 from another request and be there Wednesday 6/29 in the afternoon.

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
WAYNE, MI		KNDUP131536	K444613	42,316
		Prod. Date: 11/1/02	Dealer: M1009 Dick Scott Kia	

Jack Flanagan

*** PHONE LOG 06/14/2005 12:38 PM Central Daylight Time DWojciechowski Action Type: Incoming call
WTR CONTACTED DOUG ORJADA @ M1009:
1. ADVISED OF APPT FOR 06/29/05
2. ADVISED OF RENTAL

*** NOTES 06/14/2005 12:38 PM Central Daylight Time DWojciechowski Action Type: E-mail sent
WTR EMAILED FTR FLANAGAN TO CONFIRM APPT

WTR TO FU W FTR ON 06/29/05 AS TO APPT

*** PHONE LOG 06/29/2005 09:35 AM Central Daylight Time DWojciechowski Action Type: Outgoing call
WTR RCVD CALL FROM FTR FLANAGAN WHO ADVISED:
1. JUST FINISHED UP WITH ANOTHER REQ
2. ON HIS WAY TO THIS REQ
3. WILL TEST DRIVE VEH AND REPORT FINDINGS TO WTR

WTR TO FU W FTR ON 06/30/05

*** PHONE LOG 06/30/2005 08:21 AM Central Daylight Time DWojciechowski Action Type: Incoming call
WTR RCVD CALL FROM FTR FLANAGAN WHO ADVISED:
1. STARTED TO TEST DRIVE VEH AND FOUND THE FOLLOWING:
A. BOTH FRONT TIRES ARE BALD AND HAVE STEEL BELTS EXPOSED
B. BRAKES ARE MAKING **NOISE**. FTR PULLED TIRE TO MAKE SURE VEH WAS SAFE FOR HIM TO TEST
DRIVE AND FOUND THAT PADS ARE LOW BUT NOT METAL TO METAL YET - CUST TOLD FTR ON PREVIOUS
VISIT AND DLR PERSONAL ON THIS VISIT THAT SHE DID BRAKES BY HERSELF APPROX 7000 MILES AGO AND
DOESN'T FEEL SHE SHOULD BE GOING THROUGH BRAKES THIS QUICKLY
2. FTR TEST DROVE VEH 50 MILES AND FOUND NO ABNORMAL SHIFT
3. FTR NOTES THAT TRANS FLUID IS FULL AND CLEAN
4. CUST LISTED CONCERN OF TAPPING **NOISE** ON START UP - COLD - FTR VERIFIED SLIGHT TAPPING
NOISE ON COLD START AND WILL FURTHER DIAGNOSE

WTR TO FU W FTR ON 07/01/05 IF NO RE **TURN** CALL

*** PHONE LOG 06/30/2005 09:01 AM Central Daylight Time DWojciechowski Action Type: Incoming call
WTR RCVD CALL FROM FTR FLANAGAN:
1. PER FURTHER DIAGNOSIS FTR DETERMINED VEH NEEDS LIFTERS DUE TO **NOISE** ON COLD START
2. DLR ORDERED PARTS BUT DUE TO HOLIDAY WEEKEND PARTS PROBABLY WON'T BE AVAILABLE UNTIL
AFTER HOLIDAY

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
WAYNE, M		KNDUP131536	K444613	42,316
Prod. Date: 11/1/02		Dealer: MI009 Dick Scott Kia		

3. WTR TO ALSO REQ CUST REPLACE TIRES AND HAVE BRAKES DONE BEFORE BRINGING VEH BACK TO DLR FOR PART INSTALLATION AS VEH IS NOT SAFE TO DRIVE W/ TIRES IN CURRENT CONDITION

4. WTR AUTHORIZED RENTAL FOR RE**TURN** VISIT

FTR ADVISED:

1. WILL HAVE DLR CONTACT CUST ONCE VEH IS READY FOR RELEASE

*** PHONE LOG 06/30/2005 09:23 AM Central Daylight Time DWojciechowski Action Type:Outgoing call
WTR CONTACTED CUST MS. CROOKS AND ADVISED:

1. REITERATED CONVERSATION W/ FTR

2. EXPLAINED THAT VEH NEEDS 2 FRONT TIRES AND BRAKES

3. REQ CUST REPLACE TIRES AND BRAKES PRIOR TO RE**TURN**ING TO DLR FOR PARTS INSTALLATION DUE TO VEH NOT BEING SAFE TO DRIVE
CUST ADVISED:

1. HAS BEEN COMPLAINING ABOUT TIRES FOR A LONG TIME. WANTS TO KNOW WHAT IS WRONG WITH FRONT END

2. WANTS TO KNOW WHY SHE IS GOING THROUGH TIRES IN 10K AND BRAKES IN 7K

WTR ADVISED:

1. WILL CONTACT FTR TO INQUIRE ABOUT TIRES

2. EXPLAINED THAT PER FTR, CUST ADVISED DLR THAT SHE DOES BRAKES ON HER OWN SO WTR WOULDN'T BE ABLE TO ASSIST DUE TO NON KIA FACILITY REPLACING BRAKES

*** PHONE LOG 06/30/2005 09:43 AM Central Daylight Time DWojciechowski Action Type:Outgoing call
WTR CONTACTED FTR AND ADVISED:

1. REITERATED CONVERSATION W/ CUST

2. REQ FTR CHECK BALL JOINTS AND TIE RODS

FTR ADVISED:

1. PUT VEH ON LIFT AND FOUND FOLLOWING WEIGHTS ON EACH TIRE

A. L/R = 3

B. L F = 3

C. R/F = 2

C. R/R = 1

2. FTR CHECKED BALL JOINTS, TIE RODS AND FRONT WHEEL BEARINGS AND ALL CHECK OK

3. FTR SPOKE TO TECH AT DLR WHO ADVISED

A. WHEN TRANS IS REPLACED **STEERING** RACK ISN'T REMOVED

B. SUBFRAME IS REMOVED, WHICH HOLDS TRANS, AND IS RECENTERED UPON INSTALLATION THROUGH DOWEL PINS

C. FTR AND TECH BOTH ADVISED THAT VEH ALIGNMENT ISN'T EFFECTED DURING TRANS REPLACEMENT

4. FTR NOTED THAT REAR TIRES ARE NOT AS BAD, BUT WILL NEED TO BE REPLACED IN NEAR FUTURE

5. FTR NOTES THAT BRAKES ARE NOT KIA PARTS

WTR THANKED FTR FOR INFO

*** PHONE LOG 06/30/2005 09:53 AM Central Daylight Time DWojciechowski Action Type:Outgoing call
WTR CONTACTED CUST AIS. CROOKS AND ADVISED:

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Last Name: [REDACTED]	VIN of 2003 SEDONA EX KNDUP131536 [REDACTED]	Case Number K444613	Mileage 42,316
WAYNE, M	Prod. Date: 11/1/02	Dealer: M1009 Dick Scott Kia	

1. REITERATED CONVERSATION W/ FTR
2. REFERED CUST TO SHOP THAT DID ALIGNMENT AND TIRE REPLACEMENT
3. EXPLAINED THAT FTR WAS NOT ABLE TO VERIFY CONCERN W/ TRANS
4. EXPLAINED THAT DUE TO TIRES FTR WAS ONLY COMFORTABLE DRIVING VEH FOR 50 MILES AND IT DROVE AS SMOOTHLY AS POSSIBLE W/ CURRENT TIRE CONCERN
5. EXPLAINED THAT IF CONCERN APPEARS TO BECOME MORE FREQUENT OR GETS WORSE TO CALL WTR BACK

CUST ADVISED:

1. WILL GO BACK TO ALIGNMENT SHOP REGARDING TIRES AND SUCH
2. WILL AWAIT RE **TURN** CAL LFROM DLR TO PICK UP VEH

WTR ADVISED:

1. REQ CUST CONTACT WTR IF ANY FURTHER ASSISTANCE IS NEEDED
- CUST AGREED

*** CASE CLOSE 06/30/2005 09:55 AM Central Daylight Time Dwojciechowski
NO FURTHER ACTION TO BE TAKEN...FIEL CLOSED

*** CASE CLOSE 07/12/2005 10:03 AM US Mountain Standard Time wvvoonam
TREAD REVIEW

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K1386772	75,000
CHICAGO, IL [REDACTED]	Prod. Date: 6/11/02		Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 11/29/2007 12:50 PM US Mountain Standard Time RSabin

CUST STATED:

1. THE **STEERING** WHEEL IS VERY **HARD** FOR ME TO MOVE IT. IT'S ALMOST STIFF
2. WHEN YOU **TURN** IT DOESN'T EVEN **TURN** BACK
3. I HAVE TAKEN IT TO THE DLR BEFORE AND THEY SAID IT WAS THE TIRE'S AND THEY PUT AIR IN THE TIRE'S
4. I WAS WONDERING IF THERE WAS A RECALL OR SOMETHING FOR THIS

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I DON'T SHOW A RECALL FOR THIS AND THIS IS NOT SOMETHING I HAVE HEARD OF
3. THE TIRE PRESSURE CAN CAUSE SYMPTOM'S LIKE THIS BUT IF THEY HAVE ALREADY TRIED THAT THEN YOU WOULD NEED TO TAKE IT BACK SO THEY CAN TRY SOMETHING ELSE

CUST STATED:

1. OK THANKS

*** CASE CLOSE 11/29/2007 12:50 PM US Mountain Standard Time RSabin

*** NOTES 01/18/2008 03:37 PM Pacific Daylight Time TYoung Action Type: Manager review
tread review

Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13103 [REDACTED]	K440103	17,000
Tappan, NY		Prod. Date: 1/7/03	Dealer: NJ009 Mahwah Kia	

Case History

Complaint Dealer

*** PHONE LOG 03/23/2005 12:37 PM CHamilton

Caller states:

1. **STEER**ing wheel, something broke off underneath the airbag I think
2. There is this **NOISE**, like a piece of plastic or metal, within the last 2000-3000 miles, I have e been ignoring it
3. Hear this rolling **NOISE** when you **TURN** the **STEER**ing wheel
4. Had an appt for that and an oil change on Monday Mahwah Kia NJ009
5. I dropped it off, never heard anything, called on Monday night, said they had not looked at it yet
6. Tuesday they said they were done, when I asked about the **NOISE**, they said they did not find anything
7. Said all Kias sound like that
8. Went to pick it up, Mechanic got in the car, admitted there was a **NOISE**
9. supposedly the other mechanic was not there today
10. Did not want to bother with me, my selling dlr was closed, I did not buy it from them
11. Want to document a complaint
12. Will go someplace else, what other Kia dlrs are there here, can i go to the Hyundai dlr down the street

Wir states:

1. Updated, SC042B open
2. Will document the complaint
3. Provided several other Kia dlr names and locations
4. Warr repairs can only be done at Kia dlr, not at Hyundai dlr
5. Referred to dlr SM or GM or owner
6. KMA does not own the dlrs, they are independently owned and operated
7. Fed anti trust laws prevent Kia from interfering in independent issues like scheduling, customer service

*** CASE CLOSE 03/23/2005 12:37 PM CHamilton

*** NOTES 03/24/2005 04:31 PM Pacific Daylight Time MCameron Action Type: Manager review
Writer rec'd the following email forwarded to KMA:

From: john curcio [mailto:jfc333@toast.net]

Sent: 2005-03-24 (T) 11:26

To: ???

Subject: Poor service in U.S.

Dear Kia, I own a 2003 Sedona. It is an excellent vehicle and great value! However, I will NOT purchase another Kia! The service from your USA dealer network is terrible. I have made contact with your U.S.A. headquarters, customer service and made them aware of my experience (Kerry 3-23-05) she was very helpful and professional. Your car line deserves better, the warranty is fabulous, but, useless without dealers that are focused on customer satisfaction. Your attention is required! My Sedona, was kept by the dealer for two days, the warranty problem was never even looked at! but, in those two days they did manage to do an oil filter change!!

Thank you,

Sincerely

John Curcio JFC333@toast.net [mailto:JFC333@toast.net]

*** NOTES 03/24/2005 04:31 PM Pacific Daylight Time MCameron Action Type: Manager review

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP131036	K440103	17,000
Tappan, NY		Prod. Date: 1/7/03	Dealer: NJ009 Mahwah Kia	

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

Send to: [Cameron, Michele]

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

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

File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K440103_MCameron_03-24-2005163144.doc>>

*** NOTES 03/25/2005 10:53 AM Eastern Daylight Time KDavenport Action Type: Manager review

wtr states

1. introduced self
2. understand you had a problem with a dealership, Mahwah Kia
3. please explain to me what happened
4. very sorry for that problem
5. I am sorry to hear that
6. would be happy to provide you with a rental vehicle for a day
7. will call back when apt. is scheduled

cust states

1. yes had a big problem with them
2. **STEER**ing wheel had a **NOISE** like something was tumbling around when **TURN**ing
3. selling dlr was Rockland Kia but they closed
4. made an apt. for Mahwah Kia and took veh in on 3/21/05
5. called them up at 5:00 that day and was told they didn't look at it yet because they were too busy
6. next day they called and told me they did the oil change and there was nothing else wrong with my car
7. they said the **NOISE** was normal in all vehicles
8. I asked they take me for a drive in another Kia that made the same **NOISE**
9. they backed off that statement and asked i make another apt for them to take the wheel apart
10. i said no way
11. when I spoke w/ Kia in Call they said you have a dlr in Englewood
12. I'm not sure when i can take it because its my only car
13. well that would be great in that case i can take it any day
14. thank you very much

wtr called and spoke w/ Gill in service at Englewood Kia

1. request apt. for cust
2. will provide with rental
3. **NOISE** in **STEER**ing wheel when **TURN**ing
4. also has open recall
5. please ensure parts are in then get back to me

Gill states

1. can come in on tuesday
2. not positive if we have those parts
3. will check for you

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13103 [REDACTED]	K440103	17,000
Tappan, NY [REDACTED]		Prod. Date: 1/7/03	Dealer: NJ009 Mahwah Kia	

*** NOTES 03/25/2005 02:55 PM Eastern Daylight Time KDavenport Action Type:Manager review
per Shawn in Parts @ Englewood
1. do not have recall part

wtr and M. Russo Corporate Tech Rep requested part be e-ordered and sent to dlr
request sent via email to J. Wininger

*** NOTES 03/25/2005 02:57 PM Eastern Daylight Time KDavenport Action Type:Manager review
wtr confirmed apt. w/ cust wife
provided contact information
requested call back if cust has any further questions

notes from 3/29/05

wtr spoke w/ Tom Service Manager for Englewood Kia
per Tom
1. cust is at enterprise but does not have a credit card
2. cannot get a rental without

wtr states
1. please have cust call me ASAP

*** NOTES 03/30/2005 08:18 AM Eastern Daylight Time KDavenport Action Type:Manager review
wtr received message from cust overnight
1. apologize but forgot to bring a credit card
2. it's my fault i just had my drivers license
3. have to reschedule an apt. w/ the dlr
4. don't worry about the rental
5. thank you for restoring my faith in Kia

*** NOTES 04/01/2005 11:27 AM Eastern Daylight Time KDavenport Action Type:Manager review
wtr left message for cust
1. reTURNing message
2. request call back
3. left contact information

*** NOTES 04/11/2005 01:04 PM Eastern Daylight Time KDavenport Action Type:Manager review
per notes above wtr is closing case pending future customer contact

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131036 [REDACTED]	K440103	17,000
Tappan, NY 10983		Prod. Date: 1/7/03	Dealer: NJ009 Mahwah Kia	

*** CASE CLOSE 04/11/2005 01:04 PM Eastern Daylight Time KDavenport

*** CASE CLOSE 04/12/2005 07:31 AM Pacific Daylight Time ARomo
TREAD