

PE08-033

HYUNDAI-KIA

7/3/2008

REQUEST NO. 4

PART 2 OF 4

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

Page 1 of 3

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP1312 [REDACTED]	K1196180	65,000
Take station, IN		Prod. Date: 1/7/02	Dealer: IN001 Thomas Kia of Highland	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 06/27/2006 09:10 AM US Mountain Standard Time CHart

cust doris ( wife ) called

1. feb or march - something wrong w/ reverse
2. my veh is still under warranty
3. dlr asked what kind of fluid was put in veh
4. i don't know that -- my husband put the fluids in the veh
5. what does this have to w/ the reverse?
6. dlr said may not be covered under warranty

wrt states

1. apologize
2. if the wrong fluid was put in the transmission, then it will not be covered under warranty
3. the PTW covers for factory defects only
4. advised cust to take to another dlr for 2nd opinion
5. make sure cust has maintenance receipts with her
- 1.

\*\*\* CASE CLOSE 06/27/2006 09:10 AM US Mountain Standard Time CHart

\*\*\* PHONE LOG 10/12/2006 09:32 AM US Mountain Standard Time Sleon Action Type: Incoming call

Ms Dema stated:

1. have a problem with reverse and it is at dealer now
2. **STEER**ing wheel makes knocking sound and **HARD** to **TURN**
3. bought this vehicle because of the warranty and dealer denied to provide because I didn't keep the receipt
4. there was a flood and every thing was soaked
5. who would keep the log when you did the maintenance
6. Darren is the service person

writer stated:

1. updated / no open recall
2. sorry for situation
3. warranty manual said that customer should keep the receipt and tick the log
4. will review with SM and area rep who is a decision maker
5. however, there is no guarantee
6. will follow up with customer

\*\*\* PHONE LOG 10/13/2006 06:45 AM US Mountain Standard Time Sleon Action Type: Incoming call

writer stated:

1. spoke to cashier
2. would like to speak to someone in service

cashier stated:

1. couldn't catch anyone in service

writer stated:

1. customer called here because the warranty is denied
2. would like to know the status of the vehicle

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

Page 2 of 3

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131226 [REDACTED]	K1196180	65,000
Take station, IN [REDACTED]		Prod. Date: 1/7/02	Dealer: IN001 Thomas Kia of Highland	

Eric/SA stated:

1. the customer came because she cannot reverse
2. she needed transmission
3. asked the customer if she changed transmission fluid and she showed the bottle of transmission fluid
4. it has been done last June and it was a wrong one
5. the wrong fluid damaged the transmission

\*\*\* PHONE LOG 10/13/2006 06:48 AM US Mountain Standard Time SJeon Action Type:Outgoing call  
writer left VM message for customer to call writer back

1. left case #, ext #

\*\*\* PHONE LOG 10/13/2006 09:05 AM US Mountain Standard Time SBowyer Action Type:Incoming call  
CUST STATED

- 1.1 SPK WITH SUE YESTERDAY
- 2.CAN I TALK TO HER

WRITER STATED

- 1.PLACED CUST ON HOLD---SUE AVAIL

WARM TRANSFERRED TO SJEON

\*\*\* PHONE LOG 10/13/2006 09:46 AM US Mountain Standard Time SJeon Action Type:Outgoing call  
writer stated:

1. spoke to Darren /SA
2. would like to know the status

Darren /SA stated:

1. the vehicle came with transmission problem
2. the transmission fluid is dark and burnt
3. the warranty is denied because customer cannot provide the receipt
4. area rep denied warranty provision because of insufficient record
5. DPSM/Mike Swartz is here and transferred him

writer stated:

1. customer mentioned that her house was flooded and everything was soaked
2. in this case, can customer get warranty?
3. will let the customer know

DPSM/Mike Swartz stated:

1. have two different story now
2. her address doesn't seem to be included in flooded area
3. if the customer can prove the flood in her house with picture that showing the address, warranty can be provided
4. ask the customer bring the picture and proof of flood
5. still it appears that the maintenance is not done properly because the fluid is dark and burnt

writer stated:

1. repeated what DPSM stated
2. take the picture and proof that the house was flooded to the service
3. if you can prove that, the warranty will be provided

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

Page 3 of 3

<b>Last name</b>	<b>First name</b>	<b>VIN of 2002 SEDONA EX</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNDUP131226 [REDACTED]	K1196180	65,000
lake station, IN		Prod. Date: 1/7/02	Dealer: IN001 Thomas Kia of Highland	

\*\*\* CASE CLOSE 10/12/06 00:46 AM EST Mountain Standard Time Sleep



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

Page 1 of 5

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
Lee, MA		KNDUP131126	K1434168	75,353
Prod. Date: 4/25/02		Dealer: MA008 Kia of West Springfield		

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 04/09/2008 09:57 AM US Mountain Standard Time CCummins  
CUSTOMER STATES

1. CEL CAME ON AND TOOK TO GARAGE AND FOUND OUT CATALYTIC CONVERTER WAS BAD
2. ALSO THE **STEERING** IS **BINDING** AND IN BACK ORDER FOR THE PART
3. BUSHINGS ARE ALSO GOING OUT AND ALSO NEED AN O2 SENSOR
4. PIECES AROUND THE CATALYTIC CONVERTER IS MISSING
5. ALSO NEED A NEW MANIFOLD FOR THE EXHAUST
6. WIPER PARTS NEED REPLACING AND WANT KIA TO ASSIST ON THE EXHAUST ISSUES
7. CARRIE. SVC REP AT (MA008) IS WHO I HAVE BEEN DEALING

WRITER STATES

1. APOLOGIZED FOR THE SITUATION HOWEVER DID ADVISE THE VEHICLE IS OUT OF BLW WARRANTY BUT THE CATALYTIC CONVERTER IS COVERED FOR 8/80
2. ADVISED WOULD HAVE TO SPEAK WITH THE SVC MGR AND DPSM BUT NO GUARANTEES ON THE OUTCOME
3. PROVIDED CASE NUMBER AND CONTACT INFORMATION AND ADVISED WOULD CALL BACK AS SOON AS WRITER HAD ANY OTHER INFORMATION

\*\*\* PHONE LOG 04/11/2008 01:02 PM US Mountain Standard Time CCummins Action Type: Outgoing call  
WRITER STATES

1. SPOKE WITH KERI. SVC ADV. (MA008) ON STATUS OF VEHICLE
2. IS THERE ANY HISTORY WITH (MA008)
3. WHAT IS THE DIAGNOSIS ON THE VEHICLE
4. HAVE YOU SPOKEN WITH THE DPSM ABOUT ANY ASSISTANCE

DEALER STATES (KERI. SVC ADV)

1. THERE IS NO HISTORY WITH US HOWEVER THERE WAS A LOT OF WORK DONE AT PETT'S KIA (MA001) BUT UNFORTUNATELY WE DO NOT HAVE ACCESS TO THOSE RECORDS
2. THE CATALYTIC CONVERTER IS BAD AND WILL BE COVERED UNDER THE WARRANTY
3. VARIOUS EXHAUST PARTS NEED TO BE REPLACED DUE TO WRONG PARTS USED OR MISSING FROM THE VEHICLE AND THERE IS NO WAY TO KNOW IF THIS WAS BECAUSE OF SHODDY WORK ON PART OF (MA001) OR NOT
4. OTHER PARTS OF THE EXHAUST HOWEVER HAVE JUST ROTTED AWAY SUCH AS THE FLEX PIPE
5. THE **STEERING** SHAFT NEEDS TO BE REPLACED ALSO AND AN O2 SENSOR WHICH IS NOT COVERED UNDER THE WARRANTY ANY LONGER
6. R & W AUTO SHOP IS FAXING OVER THE RECEIPT FOR THE SPARK PLUGS THOUGH BECAUSE THERE WAS A MENTION OF THE SPARK PLUGS BEING BAD
7. CUSTOMER IS JUST FRUSTRATED THAT THE DEALERSHIP THEY WERE WORKING WITH IS NOW CLOSED AND THEY CANNOT GET ANY RECORDS

\*\*\* PHONE LOG 04/14/2008 07:23 AM US Mountain Standard Time CCummins Action Type: Outgoing call  
WRITER STATES

1. SPOKE WITH KERI. SVC ADV. TO SEE IF ANY UPDATE ON OUR CONVERSATION FROM FRIDAY
2. HAS ANYONE SPOKEN WITH THE DPSM ABOUT THIS

DEALER STATES (KERI. SVC ADV)

1. HAVE NOT RECALL FAX YET AND HAVE NOT SPOKEN WITH THE DPSM

\*\*\* PHONE LOG 04/14/2008 07:29 AM US Mountain Standard Time CCummins Action Type: Outgoing call

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 5

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
Lee, MA		KNDUP13112	K1434168	75,353
		Prod. Date: 4/25/02	Dealer: MA008 Kia of West Springfield	

**WRITER STATES**

1. LEFT VM FOR HERMAN SCHAUER, DPSM. WITH A QUICK RUN DOWN AS TO THE PROBLEM THE CUSTOMER IS HAVING WITH THE VEHICLE
2. ADVISED THAT SINCE PETE'S KIA (MA001) IS NOW CLOSED AND WE CANNOT GET THE MAINTENANCE RECORDS CUSTOMER IS FRUSTRATED AND WANTS TO SEE IF KIA CAN ASSIST IN ANYWAY WITH THE EXHAUST PROBLEMS
3. ADVISED WOULD SEND THE CASE NOTES AND PROVIDED EXTENSION 46410 FOR CALLBACK OR COULD SEND AN EMAIL

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

Send to:[HSCHAUER@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 949.468.4619 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: \scopubs\ClarifyOBJCA Attachments\SendHistory\Case\_K1434168\_CCummins\_04-14-2008082318.doc

\*\*\* NOTES 04/15/2008 06:11 AM US Mountain Standard Time CCummins Action Type:Manager review

**WRITER STATES**

1. DISPATCHED TO EASTERN REGION
2. SENT CASE NOTES TO DPSM 04/14/2008 AND HAVE RECEIVED NO RESPONSE
3. CUSTOMER LOOKING FOR ASSISTANCE ON THE EXHAUST SYSTEM REPAIR SINCE THE DEALERSHIP CUSTOMER HAS ALWAYS BEEN WORKING WITH IS NOW CLOSED (MA001) AND THEREFORE CANNOT GET ANY MAINTENANCE RECORDS
4. THE EXHAUST SYSTEM IS NOT COVERED UNDER THE WARRANTY EXCEPT THE CATALYTIC CONVERTER AND CURRENT DEALERSHIP (MA008) INDICATES THERE IS NO WAY TO KNOW IF THIS WAS BECAUSE OF SHODDY WORK ON PART OF (MA001) OR NOT ON THE EXHAUST SYSTEM SINCE NO RECORDS ARE AVAILABLE AND PARTS ARE MISSING OR NOT PROPERLY INSTALLED.
5. REQUEST CUSTOMER BE CONTACTED AND ADVISED IF KIA CAN ASSIST

\*\*\* FORWARD 04/15/2008 09:14 AM Pacific Daylight Time MPfeifer  
Herman?

\*\*\* PHONE LOG 04/15/2008 01:19 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call

writer calls dpsm h schauer

1. calling to follow up with case

dpsm states

1. waiting as of yesterday for response on location of service records for cust from pete's kia from robert joyce
2. as soon as i have a response i will contact you

writer states

1. thank you

\*\*\* PHONE LOG 04/15/2008 01:26 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call

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

Page 3 of 5

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
Lee, MA		KNDUP131126	K1434168	75,353
Prod. Date: 4/25/02		Dealer: MA008 Kia of West Springfield		

writer calls cust

1. calling to follow up on case
  2. was escalated to eastern region
  3. dpsm has requested for history from pete's kia
  4. once reviewed will inform you
- cust states

1. just want to make sure that catalytic converter is covered
  2. would be nice if assistance is given for other repairs
  3. do realize that it might not happen
  4. going away on friday just want everthing taken care of
- writer states

1. will folow up with you before friday

cust states

1. thank you

\*\*\* PHONE LOG 04/16/2008 08:11 AM US Mountain Standard Time CCummins Action Type:Incoming call  
CUSTOMER STATES

1. VM FOR CALLBACK

\*\*\* PHONE LOG 04/16/2008 08:21 AM US Mountain Standard Time CCummins Action Type:Outgoing call  
WRITER STATES

1. SPOKE WITH MR DESANTIS REGARDING THE SERVICE ON THE VEHICLE
2. REGION IS HANDLING THE CASE NOW AND PROVIDED PHONE NUMBER

CUSTOMER STATES

1. WAS INFORMED BY KARL SVC MGR AT MA008 THAT THE AREA REP INDICATED THAT THE CATALYTIC CONVERTER IS NOT GOING TO BE COVERED AND I WANT TO KNOW WHY

WRITER PLACED CUSTOMER ON HOLD AND CALLED ATRINIDAD, FRCAA

WRITER STATES

1. HAVE MR DESANTIS ON THE LINE AND HE WAS TOLD THE CATALYTIC CONVERTER WOULD NOT BE COVERED FOR REPAIRS BUT COULD NOT TELL HIM WHY AND HE WANTS TO KNOW WHY

EASTERN RCAA, ATRINIDAD STATES

1. UNSURE AS TO WHY WILL HAVE TO CALL THE DPSM AND ONCE I HAVE AN ANSWER I WILL CONTACT MR DESANTIS

WRITER THANKED FRCAA AND RE**TU**RNED TO CUSTOMER

WRITER STATES

1. ADVISED AS TO WHAT ATRINIDAD STATED AND ASSURED CUSTOMER THAT ATRINIDAD WOULD CALL BACK

CUSTOMER STATES

1. OKAY AND THANK YOU THEN DISCONNECTED

PHONE LOG 04/16/2008 11:31 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call  
WRITER CALLS DPSM HENSCHELER

1. CALLING TO SEE IF A DECISION HAS BEEN MADE FOR CONCERNS IN CASE

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

Page 4 of 5

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
Lee, MA		KNDUP1311263	K1434168	75,353
Prod. Date: 4/25/02		Dealer: MA008 Kia of West Springfield		

2. WAS TOLD BY MA008 THAT CLAIM HAS BEEN DENIED BY KIA REP  
DPSM STATES  
1. A DECISION HAS NOT BEEN MADE YET  
2. DID NOT SPEAK TO ANYONE AT MA008  
3. DO NOT KNOW WHY CUST WAS TOLD IT WAS DENIED BY ME  
4. STILL WAITING TO SEE IF DOCS CAN BE FOUND FOR MA001 WHICH IS CLOSED  
WRITER STATES  
1. WILL CALL CUST AND LET HIM KNOW DECISION HAS NOT BEEN MADE YET  
2. WILL CONTACT DEALER TO SEE WHY CUST WAS TOLD CLAIM DENIED  
3. THANK YOU

\*\*\* PHONE LOG 04/16/2008 11:37 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call  
WRITER CALLS KARI AT MA008  
1. LVM REQUESTING CALL BACK  
2. PROVIDED PHONE# 732-565-5112

\*\*\* PHONE LOG 04-16-2008 11:49 AM Pacific Daylight Time ATrinidad Action Type:Incoming call  
WRITER CALLS KARI AT MA008  
1. RE~~TURN~~ING YOUR PHONE CALL  
WRITER STATES  
1. MR. DESANTIS WAS WONDERING WHY CATALYTIC CONVERTER IS NOT COVERED  
2. WAS TOLD BY YOU THAT CLAIM WAS DENIED BY KIA REP  
3. SPOKE TO DPSM H SCHAUER AND HE SAID HE DID NOT APPROVE NOR DENY THIS CLAIM  
4. DPSM IS STILL WAITING TO SEE IF DOCS CAN BE RETRIEVED FROM PETE'S KIA  
KIA AT MA008 STATES  
1. MY SERVICE DIRECTOR STEVE O'SHEA STATED THAT HE HAD SPOKE TO DPSM YESTERDAY AND CLAIM WAS DENIED  
WRITER STATES  
1. HAD TO HAVE BEEN A MISUNDERSTANDING ON SERVICE DIRECTOR'S PART  
2. WILL HAVE DPSM CONTACT STEVE TO EXPLAIN  
KARI STATES  
1. ALL CUST IS LOOKING FOR IS CAT'S TO BE COVERED  
2. IS WILLING TO PAY FOR OTHER REPAIRS NEEDED  
WRITER STATES  
1. THANK YOU

\*\*\* PHONE LOG 04-16-2008 11:52 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call  
WRITER CALLS DPSM H SCHAUER  
1. SPOKE TO KARI AT MA008  
2. TOLD ME THAT YOU SPOKE TO SVC DIR STEVE O'SHEA AND CLAIM FOR CAT WAS DENIED  
DPSM STATES  
1. DID NOT DENY CLAIM  
2. MISUNDERSTANDING ON STEVE'S PART  
3. WILL CONTACT HIM IMMEDIATELY  
WRITER STATES  
1. THANK YOU

\*\*\* PHONE LOG 04-17-2008 09:00 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call

**Kia Motors America  
Consumer Affairs Department**

Page 5 of 5

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP1311263 [REDACTED]	K1434168	75,353
Lee, MA	[REDACTED]	Prod. Date: 4/25/02	Dealer: MA008 Kia of West Springfield	

WRITER RECEIVES CALL FROM CUST

1. CALLING TO FIND OUT WHAT IS GOING WITH THE COVERAGE FOR MY CATALYTIC CONVERTER  
WRITER STATES

1. WAITING TO RETRIEVE DOCS FROM PETE'S KIA TO FIND OUT THE SERVICE HISTYORY ON YOUR VEHICLE  
2. ONCE THAT IS DONE A DETERMINATION WILL BE MADE  
3. APOLOGIZE FOR CONFUSING ON COVERAGE  
4. MISUNDERSTANDING BETWEEN SERVICE DIRECTOR AT MA008 AND DPSM

CUST STATES

1. I WAS FIRST TOLD IT WAS GOING TO BE COVERED  
2. THEN I GET A CALL THAT IT IS NOT COVERED  
3. I JUST WANT MY VEHICLE FIXED AND IT TO WARRANTIED LIKE I WAS TOLD  
4. I HANDED IN SOME SERVICE RECORDS TO THE DEALER ALREADY

WRITER STATES

1. WILL HAVE DPSM CALL MA008 AND REVIEW DOCS SUBMITTED  
2. WILL CALL WITH FOLLOW UP BY END OF DAY  
3. THANK YOU

\*\*\* PHONE LOG 04/17/2008 09:04 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call  
\*\*\*\*\* CALL LOG SUCCESSFULLY COLLECTED \*\*\*\*\*

1. SPOKE WITH MR. DESANTIS

2. CUST STATES THAT DOCS FOR SERVICE WORK WAS SUBMITTED TO MA008  
DPSM STATES

1. WILL CALL MA008 TO CONFIRM AND REVIEW  
2. WILL FOLLOW UP WHEN DECISIOC IS DETERMINED

WRITER STATES

1. THANK YOU

# Kia Motors America Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP13173	K1404671	69,500
Mexico, MO		Prod. Date: 6/21/03	Dealer:	

## Case History

Complaint Quality

\*\*\* NOTES 01/18/2008 07:17 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Donald Elam, 5735827685

First of all, the vin # was not available to select. It is KNDUP131736491501.

We purchased our 2003 Sedona in March of 2006 with 59500 miles.

It is a very comfortable ride and has plenty of power to surprise.

That is where the good stuff ends. The fuel economy is not as good as anticipated, although we found later that 20 is the estimate for hiway travel. Not nearly as good as our daughter's 98 Chevy Ventura which regularly exceeds 25.

These other issues have arisen.

1. When the sliding doors or liftgate are closed, on occasion all doors **LOCK**. Not good if the keys are in the vehicle.
2. When the parking brake could not be set, our service center determined the brake cables were so corroded that replacement was the only solution.
3. After the "check engine" light came on, again our service center verified that a sensor in the emission control system is faulty and we never know when the light will be on.
4. The latest is with the **STEER**ing. When **TURN**ing the **STEER**ing wheel, it alternates between being difficult and easy to move. All visible parts of the **STEER**ing mechanism and suspension have been determined to be ok. The alignment is correct. Head Motor Co in Columbia, Mo has told me there is no repair to the "rack", that replacement is the only cure.

Pressure on that when we have spent the \$1000 or more to correct the light and **STEER**ing, every effort will be made to dispose of this vehicle as soon as possible and the probability of us ever considering another Kia vehicle are as small as possible.

Thank you for reading this.

Don Elam

\*\*\* PHONE LOG 01 22/2008 09:58 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RE**TURN** CALL REGARDING CASE.

\*\*\* CASE CLOSE 01 22 2008 09:59 AM US Mountain Standard Time SLarez

\*\*\* PHONE LOG 01 22/2008 12:19 PM US Mountain Standard Time ERuiz Action Type:Incoming call

\*\*\*CALLER STATED\*\*\*

1. I GOT A CALL BACK FROM STEVE ON AN E-MAIL I SENT TO KIA.
2. WHEN WE BOUGHT THE CAR WE HAD TO REPLACE THE EMERGENCY BRAKE CABLE WE SO CORRODED.
3. THEY HAD TO REPLACE A SENSOR.
4. NOW I AM BEING TOLD THAT I NEED TO REPLACE THE RACK.
5. NOW I KNOW WHY YOU WOULD ONLY OFFER A 60K MILE WARRANTY TO THE SECOND OWNERS.
6. THE VEHICLE CAN'T HOLD AFTER 60 K MILES.
7. YOU CAN IMAGINE WHAT I WILL TELL EVERYONE ABOUT KIA.

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

1. APOLOGIZED FOR THE INCONVENIENCE
2. KIA OFFERS A 5 60 BLW FOR SECOND AND SUBSEQUENT OWNERS.
3. THE 10 100 PTW WOULD OF NOT COVER THE COST OF THE REPAIR.
4. WRIT DOCUMENTED THE CUSTOMER'S CONCERNS.
5. CUSTOMER DID NOT BUY AN ESC

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

Page 2 of 2

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP131734	K1404671	69,500
Mexico, MO		Prod. Date: 6/21/03	Dealer:	

\*\*\* CASE CLOSE 01/22/2008 12:19 PM US Mountain Standard Time ERuiz

\*\*\* CASE CLOSE 04/15/2008 10:57 AM US Mountain Standard Time TMorales

**STEER**ING TREAD COMPLETE

\*\*\* CASE CLOSE 04/19/2008 11:39 AM US Mountain Standard Time DUnderwood

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X2 [REDACTED]	K1294903	39,970
Monsey, NY	[REDACTED]	Prod. Date: 9/2/01	Dealer: NJ009 Mahwah Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 04/02/2007 12:45 PM US Mountain Standard Time SBowyer  
CUST WALTER (OWNERS BROTHER) STATED

- 1.the **STEER**ing stopped working
- 2.they say that the **STEER**ing shaft is broken
- 3.it seems that this is not supposed to happen with a young veh
- 4.can you take care of the repairs, honda has helped before, so i think that you should
- 5.melanie knows about

**WRITER STATED**

- 1.sorry
- 2.5'60 lbw is expired as of 1/29/07; once warranty ends either by time or mileage, it ends
- 3.can review with a dpsm for possible coverage, no gaurantee he will assist
- 4.will speak with svc mgr first on complete diagnosis
- 5.provided writer ext and case id

CUST THANKED WRITER--CALL ENDED

\*\*\* PHONE LOG 04/03/2007 11:48 AM US Mountain Standard Time SBowyer Action Type:Outgoing call  
SVC MGR JOAN NJ009 STATED

- 1.veh is completed and repaired
- 2.the intermediate shaft was **BIND**ing, my rep isnt too good with giving cust help

\*\*\* PHONE LOG 04/03/2007 11:57 AM US Mountain Standard Time SBowyer Action Type:Outgoing call  
WRITER LVM FOR DPSM C.RALPH STATING

- 1.reviewed case details
- 2.cust requesting coverage for **STEER**ing; believes is a safety issue
- 3.call writer back--gave writer contact info

\*\*\* EMAIL OUT SBowyer Action Type:External email

Send to:[cralpha@kiausa.com]

Dear Curtis,

Here is your copy of the notes for Mrs. Eliyahu and the **STEER**ing issue. They wish this to be covered even though the veh is out of warranty.

Spencer Bowyer  
KIA Consumer Affairs  
ext 45702

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

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

File Attachment: copubs\ClarifyOBJCA Attachments SendHistory Case K1294903 SBowyer 04-03-2007125510.doc



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

Page 2 of 2

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
Monsey, NY		KNDUP131X26	K1294903	39,970
		Prod. Date: 9/2/01	Dealer: NJ009 Mahwah Kia	

WRITER CALLED DPSM C.RALPH STATED

- 1.i will take care of the part but no labor
- 2.tell the svc mgr and she will probably call me

\*\*\* PHONE LOG 04/04/2007 08:42 AM US Mountain Standard Time SBowyer Action Type:Outgoing call  
WRITER STATED TO SVC MGR JOAN NJ009

- 1.dpsm C. Ralph authorized for parts only. no labor
- 2.call dpsm for any questions or needed info

SVC MGR JOAN NJ009 STATED

- 1.(sigh) i will give you to the advisor, she needs to redo the paperwork now  
put writer on hold---

SVC ADV MELANIE N009 STATED

- 1.ok thank you, bye

\*\*\* PHONE LOG 04/04/2007 08:50 AM US Mountain Standard Time SBowyer Action Type:Outgoing call  
WRITER LVM FOR WALTER (cust brother)

- 1.have more info for cust
- 2.call writer back
- 3.gave writer contact info

\*\*\* PHONE LOG 04/05/2007 08:48 AM US Mountain Standard Time SBowyer Action Type:Incoming call  
CUST BROTHER WALTER LVM STATING

- 1.calling you back, call me when you get in

\*\*\* PHONE LOG 04/05/2007 08:51 AM US Mountain Standard Time SBowyer Action Type:Outgoing call  
WRITER STATED TO WALTER

- 1.DPSM auth for parts only no labor

CUST STATED

- 1.how much is the labor and how many hours should it be

WRITER STATED

- 1.dhrs set their own labor rates: not sure how many hours to install
- 2.car is done and completed: talk to Joan the svc mgr or Melanie the advisor

Cust thanked writer--call ended

\*\*\* CASE CLOSE 04/05/2007 07:53 AM US Mountain Standard Time SBowyer

\*\*\* CASE CLOSE 07/06/2007 07:50 AM Pacific Daylight Time JeffStroup

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

Page 1 of 1

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13182 [REDACTED]	K412981	50,000
W. Islip, NY [REDACTED]		Prod. Date: 12/15/01	Dealer: NY034 Atlantic Kia	

**Case History**

Complaint: Rental Car

\*\*\* PHONE LOG 01/12/2005 02:41 PM MEstrella  
CALLER STATED:

1. FRIDAY TOOK CAR IN. **STEER**ING ROD. REPLACED
2. TOOK CAR BACK TO DEALER WAS STILL NOT RIGHT
3. MONDAY DEALER REPLACED A **STEER**ING PUMP
4. THEN WAS STILL NOT RIGHT. TOOK BACK AGAIN
5. WAS SUPPOSED TO LEAVE FOR A TRIP TOMORROW. NOW I CANT
6. I HAVE NEVER HAD ANY PROBLEMS W/ THIS CAR UNTIL NOW
7. DEALER WILL NOT GIVE ME A RENTAL CAR

WRITER STATES:

1. APOLOGIZED
2. ADVISED NO RENTALS THROUGH THE MFR WARRANTY. DLR IS NOT REQUIRED TO PROVIDE
3. CAN CALL DLR TO INQUIRE ON PARTS

CALLED VINNY AT NY034

1. VINNY STATES PART SHOULD BE IN TOMORROW. DID NOT COME TODAY DUE TO WAS REROUTED

TOOK CAR BACK TO DEALER

2. ALL OUR LOANERS ARE OUT. WE MAY HAVE ONE BACK TOMORROW FOR HER
3. SHE WILL BE THE FIRST TO GET ONE IF WE GET ONE BACK

4. CUST CAME IN FRI - **STEER**ING STIFF- REPLACED RACK. CAME BACK NEXT DAY SAID **STEER**ING **NOISE** - REPLACED PUMP

5. CAME BACK AGAIN SAID THE **STEER**ING WAS NOT RE**TURN**ING -- FOUND A BAD KNUCKLE SHAFT
5. ORDERED PARTS

WRITER THANKED VINNY

WRITER STATES TO CUSE:

1. ADVISED OF DLR COMMENTS
2. WILL DO HER COMPLAINT
3. DEALER NOT REQUIRED TO PROVIDE RENTAL CARS

\*\*\* CASE CLOSE 01/12/2005 02:41 PM MEstrella

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

Page 1 of 2

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131426 [REDACTED]	K1429354	107,000
central city, PA	[REDACTED]	Prod. Date: 10/20/01	Dealer: PA075 Team Kia	

**Case History**

Complaint Repair Assistance

\*\*\* NOTES 03/27/2008 06:15 AM clarify Action Type: Manager review

\*\*\* Performed by contact: gregory fidler, 8147544763

Dear Sir:

I would like to relate my recent experience with one of your dealers. TEAM Kia in Johnstown, Pennsylvania. I have a 2002 Sedona that I purchased new from Alvin's Kia in Windber, PA. Alvin's was sold to Thomas Automotive, and then the Kia franchise was moved to TEAM. I have been generally pleased with the performance of the Sedona. It has had various issues, over the years, which could be considered normal. I have been able to perform the majority of the needed maintenance and repair, making use the online service guide.

This brings me to the current issue. We have been experience an issue with the **STEER**ing, **HARD TURN**ing and poor **TURN**. From the trouble shooting guide, causes could be anything from linkage **BIND**ing, power **STEER**ing pump, alignment, or the **STEER**ing rack. On my initial inspection, I did not see any indicated of leakage in the rack or hoses, all the boots looked good, the universal to the **STEER**ing column had normal grime on it, so it was spayed with lubricate. It did not appear the there was fluid movement in the reservoir while the pump was moving, as would be expected in a hydraulic system, so I replaced the pump, draining and flushing the system. When the problem remained, I though it could be the rack or just the alignment. My wife took me and each of my dealer's to get the van aligned. The first dealer did not see anything visually wrong with the rack, but they did not have the time to do the alignment, and since we were leaving on a trip the next evening, we had to find another shop that could do the work. We were able to get the van into Midas. There inspection came up with leakage in the rack, movement in the inner tie rod. Getting two different opinions, we decided to take it to TEAM, which is where the Kia franchise that was at Thomas went to. So my wife to the van to TEAM, this is where the big issue is. They came back with the same issue with the rack, along with a wanting to do flushing of the induction system, brake system, transmission, coolant, and power **STEER**ing system. Now, I had just flushed the power **STEER**ing system with the pump change, the transmission was done about 2 months ago. I flush out the brake system with changes in pads and shoes, and coolant gets it about every two years. This was over \$500.00 dollars flushing! This even gets better, when they priced out the **STEER**ing rack: they priced out the parts individually, the rack, boots, and the tie rods. Each of these also had their own labor component, totaling about \$460.00 in charges. When my wife questioned the quote, they immediately got very defensive. When she said that Midas gave her quote for the rack and it included the tie rods and boots, they said they would like to see that. Then she said she would get it off the front see of the van, they changed their mind and said they did not want to see it. The next day, I looked at the KAI parts website and in the part description it showed the rack as including the tie rods and boots, I called a different dealer and was told that "yes, that was how it came". What was TEAM KIA trying to do? I think that they were trying to take advantage of a woman, who they though would take everything that they show her and they would end up with almost a thousand dollars in additional service work. Is this the kind of behavior that KIA wants in their dealership? I would like to be contacted bys someone at KIA today to address this further and prevent this type of action continuing.

Best regards,

Gregory Fidler  
1451 Peninsula Drive  
Central City, PA 15926  
724-875-9705 cell  
824-754-4763 home

\*\*\* PHONE LOG 03/27/2008 10:37 AM U.S. Mountain Standard Time JSinclair Action Type Incoming call

Customer states:

1. (repeated above)

With sales:

1. Apologized

2. Advised with document complaint

3. Advised complaints are taken seriously by KIA

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP1314 [REDACTED]	K1429354	107,000
central city, PA	[REDACTED]	Prod. Date: 10/20/01	Dealer: PA075 Team Kia	

Customer states:

1. That is all your going to do

Wtr states:

1. Apologized

2. Each dealership is individually owned and operated

3. Legally KMA can not control the cost of the repair

Customer states:

1. Well now I know were kia stands

Wtr states:

1. Every manufacture has dealership and all dealerships are individually owned

Customer states:

1. Ok. thank you for your help

Thanked and call ended

\*\*\* CASE CLOSE 03/27/2008 10:40 AM US Mountain Standard Time JSinclair

\*\*\* CASE CLOSE 04/16/2008 10:50 AM US Mountain Standard Time TMorales

**STEERING TREAD COMPLETE**

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

Page 1 of 1

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131436 [REDACTED]	K1101828	47,000
NIXA, MO [REDACTED]		Prod. Date: 4/23/03	Dealer: MO006 John Youngblood Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 05/03/2006 03:01 PM US Mountain Standard Time TMorales  
CUST STATED:

1. WHEN I **TURN** THE **STEER**ING WHEEL IT MAKES A LOUD SQUEAKING
2. AND THERE IS A **NOISE** WHEN I BRAKE
3. WHAT IS THIS

WRITER ADVISED:

1. APOLOGIZED FOR THE PROBLEM
2. SC051 SEDONA THROTTLE CABLE SC054 SDN EX POWER SEAT WIRE HARNESS: EXPLAINED AND THAT THE DLR WILL CORRECT AT NO COST TO CUST
3. DLR NEEDS TO DIAGNOSE: WRITER CANNOT OVER PHONE
4. ENSURED CUST KNOWS NEAREST DLR INFO

CUST STATED:

1. OK THANKS

\*\*\* CASE CLOSE 05/03/2006 03:01 PM US Mountain Standard Time TMorales

\*\*\* NOTES 07/11/2006 09:06 AM Pacific Standard Time JArboleda Action Type: Manager review  
Tread Review

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

Page 1 of 4

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP131X36	K1030350	64,000
Baiting Hollow, NY		Prod. Date: 8/20/02	Dealer: NY061 Steven's Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 10/25/2005 08:56 AM US Mountain Standard Time JHirshfield  
caller:

1. car is at NY061 with **STEER**ing problem
2. took it Firestone over the weekend and they told her she had a frozen pulley -- gave her the belt, but it was late Sat eve. so they did not complete the repair.
3. however, she owes Firestone a diagnostic fee for their work --they also told her it was frozen like this for a long time --maybe "since day 1"
4. she got home safely and the next day took it to NY061
5. they confirm that it needs an idler pulley, but it isn't covered --she is out of warranty
6. she has had it there with complaints about the **STEER**ing in the past, but they have no written documentation regarding her previous complaints

wtr:

1. if there is no documentation to support her claim, then very likely Kia will not be willing to provide any further assistance --- vehicle is out of 5'60 BLW

\*\*\* PHONE LOG 10/25/2005 08:59 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call  
wtr spoke with Chuck at NY061

1. vehicle needs idler pulley
2. not possible that it had been stuck for "a long time" --would have made a lot of **NOISE** and wore the belt out quickly
3. they have no documentation at all regarding any prior **STEER**ing complaint and car is out of warranty by mileage

\*\*\* PHONE LOG 10/25/2005 09:56 AM US Mountain Standard Time RBriones Action Type:Incoming call  
Cust stated:

1. Was speaking with John earlier.
2. Did not get any reference on call or ext number.

Writer Stated:

1. Gave cust case number, and ext number for Jon.
2. Transferred cust to JHirshfield's vm.

\*\*\* PHONE LOG 10/25/2005 09:59 AM US Mountain Standard Time JHirshfield Action Type:Incoming call  
cust (Mr Gallo) FVM requesting callback

\*\*\* PHONE LOG 10/25/2005 10:03 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call  
wtr spoke with DPSM Vito S who stated

1. if there is no record of past complaint then the car is out of warranty and there is no assistance to be provided

\*\*\* PHONE LOG 10/25/2005 11:34 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call  
wtr spoke with Mr Gallo who stated

1. he had spoken with TRUCKA Brian McCarthy

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

Page 2 of 4

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP131X36	K1030350	64,000
Baiting Hollow, NY		Prod. Date: 8/20/02	Dealer: NY061 Steven's Kia	

wtr

1. i had spoken with the DPSM and he had denied any coverage
2. would suggest he wait and hear back from ERCA

cust agreed and will wait to hear from Brian

\*\*\* NOTES 10/25/2005 11:35 AM US Mountain Standard Time JHirshfield Action Type:Manager review  
case dispatched to ERCA for follow up

cust has already spoken with ERCAA Brian M and will wait to hear back from him

\*\*\* PHONE LOG 10/25/2005 03:56 PM Eastern Daylight Time BMcCarthy Action Type:Incoming call  
1. CUSTOMER CALLED AND ADVISED THAT DPSM VITO SAMPOGNE WILL NOT HONOR REPAIRS SINCE OUT OF WARRANTY.  
2. CUSTOMER NOT SATISFIED WITH OUR DECISION AND THINKS WE SHOULD RECONSIDER.  
3. WRITER ADVISED WILL RUN BY DPSM AGAIN, BUT CAN'T GUARANTEE ANYTHING.

\*\*\* PHONE LOG 10/26/2005 04:03 PM Eastern Daylight Time BMcCarthy Action Type:Incoming call  
1. WRITER CALLED DPSM VITO SAMPOGNE TO RUN CASE BY HIM AGAIN.  
2. DPSM REITERATED THAT WE WILL NOT HONOR CLAIM SINCE OUT OF WARRANTY.  
3. WRITER THEN RECEIVED CALL FROM CUSTOMER AND INFORMED HIM AGAIN THAT KIA CAN NOT HONOR PER DPSM DECISION.  
4. CUSTOMER THEN WANTED TO TALK TO ERCAM.  
5. WRITER WENT INTO ERCAM OFFICE WHILE HE TALKED WITH CUSTOMER.  
6. ERCAM DISCUSSED AT LENGTH WITH CUSTOMER WHO STATED THAT **STEERING** STARTED GETTING SHIT AT 50K.  
7. ERCAM THEN ASKED IF 60K SERVICE WAS PERFORMED.  
8. CUSTOMER THEN STATED THAT HE DID NOT HAVE TIME TO DO SAME.  
9. ERCAM THEN STATED IF CUSTOMER WILL AGREE TO PERFORM 60K SERVICE WITH TIMING BELT AT STEVEN KIA NY061 HE WILL HONOR UNDER WARRANTY FOR SEIZED PULLEY.  
10. CUSTOMER AGREED TO PAY FOR 60K SERVICE WITH TIMING BELT.  
11. ERCAM THEN CALLED STEVEN'S KIA AND SPOKE WITH SERVICE ADVISOR GIVING AUTHORITY FOR WARRANTY WORK UNDER KIA FOR SEIZED PULLEY ONLY.  
12. ERCAM THEN CALLED DPSM VITO SAMPOGNE AND INFORMED OF ABOVE.

\*\*\* PHONE LOG 10/27/2005 09:23 AM Eastern Daylight Time BMcCarthy Action Type:Ongoing call  
1. WRITER CALLED DEALER TO FOLLOW UP ON STATUS OF REPAIRS.  
2. WRITER SPOKE WITH DONNA, SERVICE MGR. WHO ADVISED THAT VEHICLE NOW NEEDS DRIVE SHAFT.  
3. WRITER WILL CALL HER BACK.  
4. CUSTOMER DID SPEAK WITH SERVICE MGR ABOUT 60K SERVICE.  
5. WRITER DISCUSSED WITH ERCAM WHO INFORMED ME THERE IS NO DRIVE SHAFT ON SEDONA.  
6. WRITER CALLED SERVICE MGR BACK AND LEFT MESSAGE TO CALL BACK SINCE NOT AVAILABLE.

\*\*\* PHONE LOG 10/27/2005 08:30 AM Eastern Daylight Time BMcCarthy Action Type:Ongoing call  
1. WRITER CALLED CUSTOMER TO FOLLOW UP ON REPAIRS.

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

Page 3 of 4

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP131X36	K1030350	64,000
Baiting Hollow, NY		Prod. Date: 8/20/02	Dealer: NY061 Steven's Kia	

2. WRITER LEFT MESSAGE ON VOICEMAIL TO CALL BACK.

\*\*\* PHONE LOG 10-27-2005 02:08 PM Eastern Daylight Time BMcCarthy Action Type:Incoming call  
CUSTOMER STATES:

1. HE CAN'T AFFORD TO PAY \$450 FOR THE 60K SERVICE.
2. HE WILL PAY \$495 FOR TIMING BELT.
3. HE WILL PAY \$450 FOR DRIVE SHAFT.
4. HE WILL GET 60K SERVICE NEXT MONTH.

WRITER STATES:

1. CALLED SERVICE MGR AT DEALER AND LEFT MESSAGE TO CALL BACK.
2. ADVISED WILL GET BACK TO CUSTOMER AFTER DISCUSSING WITH ERCAM.

\*\*\* PHONE LOG 10-27-2005 02:33 PM Eastern Daylight Time BMcCarthy Action Type:Outgoing call

WRITER STATES:

1. ERCAM OK WITH HIM NOT GETTING 60K SERVICE NOW AS LONG AS CUSTOMER PAYS FOR TIMING BELT AND DRIVE SHAFT.
2. ERCAM IS OK WITH HIM NOT GETTING 60K SERVICE NOW AS LONG AS CUSTOMER PAYS FOR TIMING BELT AND DRIVE SHAFT.
3. CALLED CUSTOMER BACK TO ADVISE OF ABOVE.
4. CALLED SERVICE MGR. AND LEFT MESSAGE WITH SERVICE ADVISOR JOANN THAT KIA WILL BE OK WITH CUSTOMER NOT GETTING 60K SERVICE NOW, BUT NEXT MONTH.

CUSTOMER STATES:

1. HE JUST TALKED WITH DONNA IN SERVICE DEPT.
2. HE WILL NOW AUTHORIZE DEALER TO START REPAIRS ON TIMING BELT & DRIVE SHAFT.
3. HE WILL CALL IF ANY PROBLEMS.

\*\*\* PHONE LOG 11-02-2005 10:49 AM Eastern Daylight Time BMcCarthy Action Type:Incoming call

CALLER STATES:

1. UPSET AGAIN! THAT SHOP TAKING TOO LONG TO REPAIR
2. 10 DAYS AT SHOP
3. POORLY PART DELAY
4. TIRED OF DEALING WITH DEALER
5. FEELS DEALER DOES NOT CARE
6. WANTS REPAIRS COMPLETED BY TOMORROW 11 3:05
7. SPOKE WITH MIKE IN PARTS DEPT
8. WANTS SOMEBODY ON DEALER LEVEL TO BE MORE PROACTIVE

WRITER STATES:

1. WILL FOLLOW UP WITH DEALER ON STATUS
2. CAN'T TELL DEALER WHAT TO DO
3. ASKED FOR # TO CALL BACK
4. ADVISED CUSTOMER WILL CALL BACK



**Kia Motors America  
Consumer Affairs Department**

Page 4 of 4

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X36 [REDACTED]	K1030350	64,000
Baiting Hollow, NY	[REDACTED]	Prod. Date: 8/20/02	Dealer: NY061 Steven's Kia	

\*\*\* PHONE LOG 11/02/2005 05:00 PM Eastern Daylight Time BMcCarthy Action Type:Outgoing call  
WRITER STATES:

1. CALLED STEVENS KIA
2. PUT ON HOLD AND DISCONNECTED.

\*\*\* PHONE LOG 11/03/2005 04:45 PM Eastern Daylight Time BMcCarthy Action Type:Outgoing call  
WRITER STATES:

1. CALLED DEALER.
2. SPOKE WITH MIKE IN PARTS
3. PULLEY PART REC'D.
4. SPOKE WITH DONNA SERVICE ADVISOR
5. SHE GAVE LOANER VEHICLE
6. VEHICLE SHOULD BE COMPLETED TOMORROW
7. CALLED CUSTOMER UP
8. ADVISED VEHICLE WILL BE READY TOMORROW

CUSTOMER STATES:

1. UPSET VEHICLE NOT READY
2. NOT HAPPY WITH SERVICE FROM DEALER
3. FEELS DEALER IS NOW BLAMING HIM FOR DELAY
4. GOING ON TRIP TOMORROW AND NEEDS VAN
5. HUNG UP

\*\*\* CASE CLOSE 11/07/2005 04:24 PM Eastern Daylight Time RChristiansen  
closed until further contact from customer

\*\*\* CASE CLOSE 11/18/2005 11:39 AM Eastern Daylight Time RChristiansen  
closed until customer contact

\*\*\* CASE CLOSE 01/17/2006 01:47 PM US Mountain Standard Time WNoonan  
\*\*\* END OF RECORD \*\*\*

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

Page 1 of 1

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131646 [REDACTED]	K479649	18,000
Hesperia, CA [REDACTED]		Prod. Date: 1/14/04	Dealer: CA144 Hi-Desert Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 06/09/2005 09:17 AM US Mountain Standard Time ABegoody  
Cust ([REDACTED]e. daughter) stated:

1. has had an ongoing problem w/loud **NOISE**
2. dlr adv cust problem was being caused by power **STEER**ing
3. the other Sedona vehs do not have this problem
4. cust also has been having problems w/the brakes
5. this veh qualifies for the lemon law
6. Kia needs to give cust another veh
7. dlr is not sure what to do to fix this problem
8. will take veh back to dlr & will call when veh arrives for inspection

Writer stated:

1. apologized
2. Kia will continue to work w/the dlr to get veh repaired & running back to working order
3. adv cust the lemon laws vary from state to state
4. cust has a right to file for the lemon law
5. adv cust Kia does not implement the laws w/in her state
6. if cust is not satisfied w this dlr, adv cust to take veh to another Kia dlr for a 2nd opinion
7. adv cust to call dlr to make an appt
8. day of appt adv cust to call Kia & Kia will contact dlr for assist
9. gave cust name, ext. & case # for call back

\*\*\* PHONE LOG 06/14/2005 09:18 AM US Mountain Standard Time ABegoody Action Type: Outgoing call  
Writer called CA144 & Dave (svc adv) stated:

1. cust has not made an appt
2. last time veh was at dlr was on 4/14/05 at 15,601 miles
3. cust adv dlr ac makes **NOISE**
4. dlr replaced the ac compressor, dlr has not seen or heard from cust since
5. on 4/7/05 at 15,144 miles, dlr replaced the seat & the rotors
6. dlr will inspect veh again if there still a problem

Writer stated:

1. will document comments

\*\*\* CASE CLOSE 06/14/2005 09:19 AM US Mountain Standard Time ABegoody  
case closed pending cust call back.

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X26 [REDACTED]	K446520	15,000
Fitchburg, MA [REDACTED]		Prod. Date: 5/10/02	Dealer: MA020 Ron Bouc	<b>HARD</b> Kia

**Case History**

Complaint Quality

\*\*\* PHONE LOG 04/07/2005 03:13 PM US Mountain Standard Time RBriones

Cust Stated:

1. Have a 2002 Sedona.
2. Am aware of the recall on the vehicle but not why I am calling
3. There is a problem with the **STEER**ing.
4. **STEER**ing is tight and its getting very **HARD** to straighten out the wheel.
5. Have taken veh in before and they said there was no problem with veh.
6. Feels like power **STEER**ing is going out on the veh.
7. Am taking veh back in this Saturday to dlr svc dept.
8. Is this a common prob with this veh?
9. While I am speaking with you, what is the recall about?

Writer Stated:

1. Apologized for prob.
2. When veh is back at svc dept can speak with svc mgr in regards to concerns.
3. Adv cust that this is not a common concern with the Sedona's.
4. Have not hear of this happening before.
5. Will call dlr svc on Monday for cust and speak with svc mgr.
6. Adv cust that recall SC042B is a replacement on the accelerator cable.

\*\*\* PHONE LOG 04/11/2005 09:48 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called MA020 and Stated:

1. Left vm for svc mgr. Al. to call me back.
2. Adv what cust had stated.
3. Gave Al 800 number and ext to call me back with update.

\*\*\* PHONE LOG 04/11/2005 10:05 AM US Mountain Standard Time RBriones Action Type:Incoming call

Svc mgr. Al. from MA020 stated:

1. There is a problem with the **STEER**ing yoke.
2. We are overnighting the part.
3. Hopefully, will have cust back in veh tomorrow.

Writer Stated:

1. Thanks for calling back.

\*\*\* PHONE LOG 04/11/2005 11:39 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and stated:

1. Left msg for cust on answering machine.
2. Spoke with dlr. overnighting part.
3. If further concerns, please call me back
4. Gave 800 number and ext number.

\*\*\* CASE CLOSE 04/11/2005 11:39 AM US Mountain Standard Time RBriones  
closed pending cust call back

\*\*\* CASE CLOSE 07/12/2005 12:34 PM US Mountain Standard Time RBriones

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

Page 1 of 1

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131836 [REDACTED]	K1437715	58,500
Cape May, NJ		Prod. Date: 8/31/02	Dealer: NJ038 Atlantic Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 04/17/2008 12:29 PM US Mountain Standard Time AJudson

Customer States:

1. Need to see about warranty coverage?
2. Took to local service station and they diagnosed a problem with the **STEER**ing gear.
3. Took to Kia dealer about a month ago they advised they CND.
4. The **STEER**ing **LOCK**s up when driving so is unsafe to drive.
5. I know that the warranty is about to expire or has expired so wanted to resolve this.
6. Vehicle is at personal shop and the Kia dealer is about 40 miles from me.

Writer States:

1. Apologized for the problem/No open recalls.
2. Advised customer of warranty expiration date 5/10/08 or 60k whichever occurs first.
3. Customer can contact Kia RSA if the vehicle is not safe to drive for tow to closest Kia dealer.
4. Gave customer case number and advised to contact KCA once the vehicle is at NJ038 for a FCM to ensure that all resources are involved to address customer concerns.

\*\*\* CASE CLOSE 04/17/2008 12:29 PM US Mountain Standard Time AJudson  
PENDING CALLBACK

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP131526	K301779	0
Malden, MA 02148		Prod. Date: 4/17/02	Dealer: MA007 Herb Chambers Kia of	

**Case History**

Complaint Replacement

\*\*\* PHONE LOG 04/05/2004 03:15 PM Pacific Daylight Time OSprague

Received Letter - Customer states

1. I have been having problems with my vehicle
2. One of my biggest concerns is the vehicle loses power when it sits for 2 days
3. I had it jump started and it seemed to be fine
4. I had it looked at when the oil change was done and nothing was found
5. Recently I was traveling quite a ways from home and my vehicle lost power again
6. MA007 has my vehicle and they replaced the alternator
7. I cannot depend on this vehicle and I want it replaced as soon as possible.

Case Dispatched - Letter forwarded to the Eastern Region for handling

\*\*\* FORWARD 04/06/2004 04:48 PM Pacific Daylight Time TBeam

\*\*\* NOTES 04/12/2004 03:06 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the customer and left a message for a call back

--Wtg for a call back

\*\*\* NOTES 04/14/2004 10:33 AM Eastern Daylight Time DNealis Action Type:Manager review

Writer rec'd ro's from the customer

Writer performed a recap and sent it to the DPSM for review.

--Wtg for a response from the customer

\*\*\* NOTES 04/23/2004 03:04 PM Eastern Daylight Time DNealis Action Type:Manager review

Reviewed with the dpsm:

1. DPSM states lets replace the lombar switch on this vehicle
2. DPSM tell the customer I will put them in a rental and we can replace the parts.
3. Was no problem

\*\*\* NOTES 04/23/2004 03:12 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the customer:

1. W's I just spoke to my area rep and he stated that he would like to have the lombar switch replaced.
2. W's I would like to get your vehicle in to have the repairs done with a rental if that is something you would be interested in.
3. C's at what point will my situation be taken care of?
4. C's I would like to have the vehicle replaced?
5. W's we do not replace the vehicle under the terms of the warranty
6. C's so you mean I have to keep taking it back at for the same thing what will keep happening..... repair..... repair..... repair
7. W's I understand your frustration but we would like to replace the lombar switch and at that point I can give you a 90 day test drive
8. 4 after the test drive is completed I can reimburse you one car payment.

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K301779	0
Malden, MA [REDACTED]	Prod. Date: 4/17/02		Dealer: MA007 Herb Chambers Kia of	

8. W/s that might be something you might be interested in?
9. C/s yes possibly because I can allways just take it back to the dlr and keep having it repaired at least that is something.
10. W/s well if you want to think about it I will send you a letter basically saying what I just said to you and you can sign it and send it back to me after you have made a decision on it.
11. C/s ok great thank you for your help.

Writer sent a gw offer letter to the customer requesting customers signature.  
Writer is wtg for the signed offer letter from he customer

\*\*\* NOTES 04/28/2004 10:14 AM Eastern Daylight Time DNealis Action Type:Manager review  
Writer called the customer and left a message for a call back  
--Wtg for a call back

\*\*\* NOTES 04/29/2004 12:27 PM Eastern Daylight Time DNealis Action Type:Manager review  
Writer is wtg for the signed offer letter from the customer  
Writer is closing the file until further contact from the customer.

\*\*\* CASE CLOSE 04/29/2004 12:28 PM Eastern Daylight Time DNealis

\*\*\* NOTES 05/13/2004 07:59 AM Eastern Daylight Time DNealis Action Type:Manager review  
1. Rec'd the signed gw offer letter from the customer.  
2. Writer called the dlr and requested that the Lumbar Switch be ordered.  
3. Dlr stated that they will order the lumbar switch and have it replaced.

\*\*\* NOTES 05/13/2004 08:04 AM Eastern Daylight Time DNealis Action Type:Manager review  
Writer called the customer and left a message for a call back  
--Wtg for a call back

\*\*\* NOTES 05/13/2004 08:05 AM Eastern Daylight Time DNealis Action Type:Manager review  
Writer opened as400 # 65045  
Writer sent to national and is wtg for the check.

\*\*\* NOTES 05/18/2004 12:42 PM Eastern Daylight Time DNealis Action Type:Manager review  
Writer called the customer  
1. W's I spoke to the dlr and they stated that they have the lumbar switch there at the dlr. do you need me to call and make an appointment for you?  
2. C's no I can call and make the appointment because I am 100% sure when

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

Page 3 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K301779	0
Malden, MA	[REDACTED]	Prod. Date: 4/17/02	Dealer: MA007 Herb Chambers Kia of	

3. W/s ok no problem just give me a call when you have made your appointment so that I may start the test drive period.

4. C/s no problem I will give you a call when I make the appointment.

Writer is closing the file until customer calls in for the appointment notification

\*\*\* CASE CLOSE 05/18/2004 12:43 PM Eastern Daylight Time DNealis

\*\*\* NOTES 05/20/2004 01:31 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the dlr and spoke to Ric **HARD**:

1. Writer explained the above.
2. Dlr states I will double check on the part and I will call you back.
3. W/s ok great thank you so much no problem.

\*\*\* NOTES 05/21/2004 08:51 AM Eastern Daylight Time DNealis Action Type:Manager review

Writer rec'd a call from the service manager:

1. SM left message stating Monday is fine for the customer to bring their vehicle in no problem.

Writer called the customer and left a message for a call back

--Wtg for a call back

\*\*\* NOTES 05/24/2004 12:12 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer rec'd message from the customer:

1. Writer called the customer and stated your appointment is scheduled for today.
2. W/s I spoke to the SM and he stated that in order to get a rental you had to come in by 6:00pm because that is when it closes.
3. C/s ok that is fine I can take it in today that is no problem.
4. W/s ok I will check back in with you on Wed. to make sure everything is ok and once the 30 days test drive is over I will send you your gw reimbursement.

\*\*\* NOTES 05/24/2004 12:39 PM Eastern Daylight Time DNealis Action Type:Manager review

Writer called the service manager:

1. Writer stated I spoke with the customer today and she stated that she will be dropping the vehicle off today.
2. SM stated ok thanks for calling.

--Writer is closing the file until repair take place.

\*\*\* CASE CLOSE 05/24/2004 12:50 PM Eastern Daylight Time DNealis

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

Page 4 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K301779	0
Malden, MA [REDACTED]		Prod. Date: 4/17/02	Dealer: MA007 Herb Chambers Kia of	

\*\*\* EMAIL IN 06/01/2004 08:06 AM Pacific Daylight Time DNEALIS

Rec'd check from national:

1. Check # 00207601 [REDACTED] 267.74
2. Writer is wtg for the 30 days test drive to be completed for writer to send the check.

\*\*\* NOTES 07/15/2004 07:38 AM Eastern Daylight Time DNealis Action Type:Manager review  
Writer called the customer and left a message for a re **TURN** call

\*\*\* NOTES 07/15/2004 07:43 AM Eastern Daylight Time DNealis Action Type:Manager review  
Writer is sending the gw check to the customer this date.

\*\*\* NOTES 07/16/2004 10:07 AM Eastern Daylight Time DNealis Action Type:Manager review  
Writer called the customer:

Writer states:

1. I sent the check to you overnight and I am glad to hear that the vehicle is working good.
2. If you have any further concerns or questions please feel free to give me a call.

Customer states:

1. Thank you so much I really appreciate it.

\*\*\* CASE CLOSE 07/16/2004 10:07 AM Eastern Daylight Time DNealis

\*\*\* NOTES 03/04/2005 08:47 AM Eastern Daylight Time DNealis Action Type:Manager review

Writer rec'd a call from the customer:

1. Customer states I have been having problems with my vehicle again and I need some resolution.
2. Writer states how is the vehicle right now?
3. Customer states well it is repaired because I took it to the dlr and they repaired it.
4. Writer states I would like to see the rest of your to's can you please try them to me?
5. Customer states I will do that right now.



**Kia Motors America  
Consumer Affairs Department**

Page 5 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K301779	0
Malden, MA [REDACTED]	Prod. Date: 4/17/02		Dealer: MA007 Herb Chambers Kia of	

for her inconvenience.

3. Writer spoke to the customer and offered her \$1,000.00 with a signed release.
4. Customer states can I see the release.
5. W/s I will fax it to you along with an offer letter review it sign it and fax it back and then send the original.
6. Customer states ok thank you.

Writer faxed the offer letter along with the release.

Writer is closing the file until further contact from the customer and the letter is rec'd.

\*\*\* CASE CLOSE 03/04/2005 08:50 AM Eastern Daylight Time DNealis

\*\*\* PHONE LOG 05/09/2005 06:05 AM US Mountain Standard Time ATafoya Action Type:Incoming call

--Ric**HARD** Gouveia stated

1. Now the rack and pinion went out, Req a rental car or

2. We need \$1,000 and they referred me to your office I want cash for this car

--Writer gave 800# for region and case#

\*\*\* CASE CLOSE 05/09/2005 06:05 AM US Mountain Standard Time ATafoya

\*\*\* NOTES 05/09/2005 10:02 AM Eastern Daylight Time DNealis Action Type:Manager review

The customer contacted the RCAn- Rob Dameron:

1. Customer states we are having another problem with my vehicle
2. Customer states the **STEER**ing wheel just **LOCK**ed up while we were driving and this is getting a little ridiculous.
3. Rob pulled the file from writer and reviewed the recap and offered the customer a collateral exchange.
4. Writer faxed the offer letter to the customer and is closing the file until further contact from the customer

\*\*\* CASE CLOSE 05/09/2005 10:18 AM Eastern Daylight Time DNealis

\*\*\* NOTES 05/16/2005 03:27 PM Eastern Daylight Time DNealis Action Type:Manager review

1. Writer rec'd the signed offer letter from the customer.
2. Writer stated to the customer to pick out three colors and let me know so that I know what vehicle you would like
3. Customer stated I will pick them out and get back to you.

\*\*\* CASE CLOSE 05/16/2005 03:30 PM Eastern Daylight Time DNealis

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

Page 6 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K301779	0
Malden, MA	[REDACTED]	Prod. Date: 4/17/02	Dealer: MA007 Herb Chambers Kia of	

\*\*\* NOTES 06/16/2005 09:03 AM Eastern Daylight Time DNealis Action Type: Manager review  
Writer processed all of the paperwork with the dealer.  
Writer sent the Collateral Exchange package to national.  
Writer is closing the file until the check is rec'd.

\*\*\* CASE CLOSE 06/16/2005 09:04 AM Eastern Daylight Time DNealis



**KIA MOTORS**

Printed By: ADow-CA

# Consumer Assistance Center Case Report

Case Number - K1071645

06/13/2008 03:26:34 PM

## Case Details

Title: HENES - MRF CLSD RELEASE 3/24/06 - HARD FILE

VIN: KNDUP131746 [REDACTED]

Mileage: 28783

Priority: Non-Priority

Severity: Low

Status: Closed

Case Type Level1: Complaint

Case Type Level2: Repurchase

Case Type Level3: Not Applicable

Owner: [REDACTED]

Owner Email: [REDACTED]

## Contact Details

Name: William Henes

Phone: (734) 854-8720

Alt Phone: (419) 340-4258

Fax:

Address1: 2685 Miller Dr

Address2:

City: Lamberlyville

State: MI

Zip: 48144

Email:

## Dealer Details

Code: OH025

Name: Taylor Kia

## Case History

\*\*\* PHONE LOG 02/10/2006 12:27:08 PM (Local Time) SLarez Action Type:

CUSTOMER STATES.

1. I HAVE BEEN DEALING WITH A FRONT END NOISE FOR QUITE SOME TIME NOW, PROBABLY FROM ABOUT 8 MONTHS AFTER I OWNED THE CAR/
2. I HAVE BEEN DEALING WITH KURT SHULTZ AND HE KNOWS ALL ABOUT IT.
3. WE INVOLVED A KIA REP IN MAY AND HE DENIED TO DRIVE THE CAR WITH ME BECAUSE HE TRUSTED THE DEALERSHIPS DECISION AND STATED THERE WAS NOT ANYTHING THAT CAN BE DONE.
4. I AM CALLING TO GET OUT OF THE CAR AND HAVE IT REPLACED OR MY LOAN PAID OFF.
5. THIS HAS BEEN AN ON GOING ISSUE AND I FEEL BECAUSE OF THE NOISE IT HAS CAUSED THE PULLING OF THE CAR TO ONE SIDE, A ROUGH RIDE, AND ALSO THE PREMATURE WARE OF THE TIRES.
6. I AM NOT HAPPY WITH THIS AT ALL AND I WOULD LIKE TO KNOW WHAT CAN BE DONE ABOUT THIS.
7. I DO NOT WANT TO GO THROUGH THE ATTORNEY GENERAL AND MY LAWYER STATES KIA WILL DO WHAT THEY CAN TO AVOID THAT SO I AM CALLING YOU NOW.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I DO SEE TECH LINE HAS BEEN INVOLVED WITH THIS AND ACCORDING TO THE NOTES THE NOISE IS A NORMAL CHARACTERISTIC OF THE CAR.
3. WHAT I CAN DO IS CALL THE DEALERSHIP AND CONFIRM THE SITUATION WITH THEM AND ALSO CALL OUR KIA REP TO EITHER GO DOWN AND TEST DRIVE THE CAR WITH YOU OR TRY TO GIVE US A BETTER RESOLUTION IF THERE IS ONE AVAIL.

CUSTOMER STATES.

1. WHO WAS THE REP THAT WAS OUT BEFORE

WRITER STATES.

1. IT MAY HAVE BEEN JOE O. BEFORE HOWEVER HE IS NOT WITH US ANYMORE AND OUR OTHER KIA REP IS JOHN SALVADOR ON A TEMP BASIS FOR THIS REGION
2. HE IS THE PERSON I WILL CONTACT.

CUSTOMER STATES.

1. CALL HIM AND LET HIM KNOW BECAUSE I WANT THIS CAR REPLACED
2. KIA NEEDS TO DO SOMETHING ABOUT THIS AND I AM HOPING YOU CAN HELP ME.

WRITER STATES.

1. THE REPURCHASE OR REPLACEMENT POLICY IS IN ACCORDANCE WITH YOUR STATE LAWS.
2. USUALLY THERE ARE CERTAIN PARAMETERS AND I THINK YOU WOULD NOT QUALIFY FOR ANYTHING LIKE THAT SINCE THE CAR IS ALMOST IN THE THIRD YEAR OF OWNERSHIP AND ALSO HAS ALMOST 30K MILES.
3. I AM NOT FOR SURE THAT IS ASSUMPTION,, YOU MAY WANT TO RESEARCH YOUR STATES PARAMETERS

CUSTOMER STATES.

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 8

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
		KNDUP13174	K1071645	28,783
Lambertville, MI		Prod. Date: 4/19/04	Dealer: OH025 Taylor Kia	

\*\*\* NOTES 02/10/2006 03:39 PM Pacific Daylight Time TDavis Action Type:Facsimile rec.  
CRCA RCVD BBB FAX FILE# KIA0638872 WHICH INCLUDES:

1. CCF - DATED 02/10/06 & RCVD 02/10/06

A. THUMPING IN THE FRONT END - CURRENT YES - 8 X

B. PREMATURE TIRE WEAR - CURRENT YES - 0 X

C. RIDES ROUGH - CURRENT YES - 8 X

D. CAR DRIPTS WHEN THE CAR IS FULLY LOADED - CURRENT YES - 0 X

RESOLUTION SOUGHT:

1. HE WANTS KIA TO BUY BACK THE CAR. HE NO LONGER WANTS A KIA DUE TO THE SERVICE PROBLEMS

**HARD** FILE CREATED AND FWRD TO JLT FOR HANDLING

\*\*\* NOTES 02/10/2006 05:10 PM Pacific Daylight Time TDavis Action Type:Meeting

**HARD** FILE GIVEN TO JLT INCORRECTLY. DLW IS PROPER HANDLER.....ASSIGNED CLARIFY CASE TO DLW

\*\*\* NOTES 02/13/2006 12:23 PM Central Daylight Time DWojciechowski Action Type:Correspondence sent  
BBB CCF LTR SENT TO CUST THIS DATE.

\*\*\* PRIORITY CHANGE 02/13/2006 12:27:03 PM DWojciechowski

\*\*\* PHONE LOG 02/13/2006 12:29 PM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR LVM FOR DIANNA@a OH025:

1. REQUEST

A. ACCOUNTING COPIES OF REPAIR ORDERS

B. TECH NOTES

C. PUNCHTIMES

D. BUYERS ORDER

E. BANK AGREEMENT

F. DEAL RECAP SHEET

G. REBATE FORM

H. APP FOR TITLE

I. CUST CLAIM FORM

WTR TO FOLLOW DIRECTON 02/14/06

\*\*\* NOTES 02/14/2006 10:09 AM Central Daylight Time JShowalter Action Type:Facsimile rec.  
CRCA RCVD THE FOLLOWING FROM OH025 VIA FAX:

1. COPY OF TITLE

2. COPY OF BUYER'S ORDER

3. INVOICE FOR ORIGINAL VEH

4. COPY OF RETAIL INSTALLMENT CONTRACT

5. REPAIR ORDERS

6. TECH NOTES

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

Page 3 of 8

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13174 [REDACTED]	K1071645	28,783
Lambertville, MI	[REDACTED]	Prod. Date: 4/19/04	Dealer: OH025 Taylor Kia	

7. PUNCHTIMES  
DOCS FORWARDED TO DLW FOR HANDLING.

\*\*\* PHONE LOG 02/14/2006 10:09 AM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED DIANNA @ OH025:  
1. FOLLOWING UP ON VM LEFT YESTERDAY  
DLR ADVISED:  
1. RCVD VM  
2. CURRENTLY PULLING FILE  
3. WILL FAX SHORTLY

WTR TO FU W/ DLR ON 02/15/06 IF DOCS NOT RCVD

\*\*\* PHONE LOG 02/14/2006 10:36 AM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED DIANNA @ OH025:  
1. RCVD FAX  
2. MISSING  
A. RO FROM 1-24-06  
B. DEAL RECAP SHEET  
C. 2ND PAGE OF FINANCE AGREEMENT  
D. CUST CLAIM FORM  
DLR TO FAX ASAP

WTR TO FU W/ DLR ON 02/15/06

\*\*\* NOTES 02/14/2006 01:57 PM Central Daylight Time JShowalter Action Type:Facsimile rec  
CRCA REC'D THE FOLLOWING DOCS VIA FAX FROM OH025:  
1. BUYER'S ORDER  
2. REBATE FORM  
3. RETAIL INSTALLMENT CONTRACT  
4. WORK ORDER AND TECH NOTES  
FORWARDED TO DLW FOR HANDLING.

\*\*\* PHONE LOG 02/16/2006 07:58 AM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED DIANNA @ OH025:  
1. HAVE NOT RCVD ACCOUNTING COPY OF RO FROM 01-23-06  
2. DIDN'T GET DEAL RECAP SHEET  
DLR ADVISED:  
1. DEAL RECAP NOT IN FILE  
2. WILL FAX ACCOUNTING COPY

WTR TO FU W/ DLR ON 02/17/06

\*\*\* NOTES 02/16/2006 10:04 AM Pacific Daylight Time J Davis Action Type:Facsimile rec  
CRCA REC'D ACCOUNTING COPY OF RO 200286 FROM OH025

INFO ADDED TO FILE & FWD TO DLW FOR HANDLING

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

Page 4 of 8

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
		KNDUP13174	K1071645	28,783
Lambertville, MI		Prod. Date: 4/19/04	Dealer: OH025 Taylor Kia	

\*\*\* NOTES 02/17/2006 09:18 AM Central Daylight Time DWojciechowski Action Type:Manager review  
WTR REVIEWED DOC'S AND WILL COMPLETE RECAP NO LATER THAN 02/23/06

\*\*\* NOTES 02/20/2006 04:37 PM Central Daylight Time DWojciechowski Action Type:Meeting  
WTR COMPLETED RECAP AND EMAILED TO DPSM MOORE AS FYI

WTR TO DISCUSS CASE W/ RCAM ON 02/21/06

\*\*\* PHONE LOG 02/21/2006 03:30 PM Central Daylight Time DWojciechowski Action Type:Incoming call  
WTR RCVD CALL FROM CUST MR. HENES ADVISING:

1. RCVD LTR TO CONTACT WTR PRIOR TO SENDING IN DOC'S
  2. WANTS TO KNOW IF KMA HAS ANY QUESTIONS
- WTR ADVISED:

1. CURRENTLY IN PROCESS OF REVIEWING CASE

WTR THANKED CUST FOR ASSISTANCE  
CUST THANKED WTR FOR ASSISTANCE

WTR TO REVIEW FILE W/ RCAM THIS DATE

\*\*\* NOTES 02/21/2006 04:33 PM Central Daylight Time DWojciechowski Action Type:Meeting  
WTR DISCUSSED CASE W/ RCAM AND WILL CONTACT CUST NO LATER THAN 02/23/06

\*\*\* PHONE LOG 02/22/2006 02:29 PM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED FTR FLANAGAN AND ADVISED:

1. AWARE FTR IS CURRENTLY AT OH025
  2. INQUIRED AS TO IF FTR WOULD BE WILLING TO LOOK AT THIS CUST'S VEH
  3. EXPLAINED THAT CUST HAS POSSIBLE FRONT END STRUT **NOISE** AND POSSIBLE OTHER FRONT END CONCERN
- FTR ADVISED:
1. WOULD BE GLAD TO LOOK AT VEH

\*\*\* PHONE LOG 02/22/2006 02:32 PM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED CUST MR. HENES AND ADVISED:

1. WTR IS IN PROCESS OF REVIEWING CASE
  2. WTR IS CURIOUS ABOUT CONCERN W/ FRONT END OF VEH
  3. EXPLAINED THAT IT APPEARS CUST CONCERN IS RELATED TO FRONT END STRUT **NOISE**
  4. WTR WANTS TO BE SURE OF CUST CONCERN AND HAS FTR THAT IS CURRENTLY AT OH025
  5. INQUIRED AS TO IF CUST CAN GET TO DLR THIS DAY
- CUST ADVISED:
1. WIFE HAS VEH
  2. WILL CALL HER AND GET HER TO DLR BEFORE END OF BUSINESS
- WTR ADVISED:
1. WTR WILL AUTHORIZED RENTAL DUE TO LAST MINUTE APPL

**Kia Motors America  
Consumer Affairs Department**

Page 5 of 8

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131746 [REDACTED]	K1071645	28,783
Lambertville, MI	[REDACTED]	Prod. Date: 4/19/04	Dealer: OH025 Taylor Kia	

\*\*\* PHONE LOG 02/22/2006 02:32 PM Central Daylight Time DWojciechowski Action Type: Outgoing call

WTR CONTACTED FTR FLANAGAN:

1. CUST TO BRING VEH TO DLR THIS DATE
  2. WTR AUTHORIZED RENTAL VEH
  3. EXPLAINED CUST CONCERN MIGHT BE TWO FOLD
  4. REQ FTR LOOK AT VEH AND CALL WTR BACK
- FTR AGREED

WTR TO FU W/ FTR ON 2/23/06

\*\*\* PHONE LOG 02/23/2006 10:16 AM Central Daylight Time DWojciechowski Action Type: Outgoing call  
WTR LVM FOR FTR FLANAGAN REQ CB W/ UPDATE ON DIAGNOIS

WTR TO FU W/ FTR LATER THIS DATE IF NO RE **TURN** CALL

\*\*\* PHONE LOG 02/23/2006 10:47 AM Central Daylight Time DWojciechowski Action Type: Incoming call  
WTR RCVD CALL FROM FTR FLANAGAN WHO ADVISED

1. TEST DROVE VEH AND FOUND MILEAGE AT 28,783

A. MINOR STRUT **NOISE**

B. **STEER**ING WHEEL WAY OFF CENTER

C. TIRE PRESSURE ON ALL TIRES SET AT 43 (SPEC IS 35) - RESET TO 35

D. TWO EXHAUST HANGERS OFF - FTR REATTACHED

2. FTR TO DOCUMENT RO

\*\*\* PHONE LOG 02/23/2006 11:28 AM Central Daylight Time DWojciechowski Action Type: Outgoing call  
WTR CONTACTED CUST MR. HENLS AND ADVISED:

1. REITERATED CONVERSION W/ FTR

CUST ADVISED:

1. ALLEGES THAT **STEER**ING WHEEL WAS OFF WHEN HE WENT TO PICK UP VEH ON 02/06

2. ALLEGES THAT **STEER**ING WHEEL WAS NOT OFF WHEN HE DROPE VEH OFF THAT VISH

3. CUST ADVISED HE DIDN'T TAKE VEH BACK TO DLR FOR ALIGNMENT CONCERN BECAUSE THEY CAN'T FIX IT

WTR ADVISED:

1. CONCERNED AND CONFUSED THAT CUST DIDN'T MENTION IT TO WTR PRIOR TO SETTING UP APPT

2. EXPLAINED THAT THE FIRST WTR HEARD ABOUT IT WAS WHEN FTR TOLD WTR

3. EXPLAINED THAT WTR IS CONCERNED THAT CUST DROVE ON VEH FOR AT LEAST 3 WEEKS WITH BAD ALIGNMENT THAT WILL WEAR TIRES

CUST ADVISED:

1. WANTED A TRUE DIAGNOIS FROM FTR WITH NO PREVIOUS INFO

2. AGREES HE SHOULD HAVE SAID SOMETHING BUT HE DIDN'T

3. ADVISED THAT TIRE PRESSURE ON SIDE OF TIRE IS 44 PSI

WTR ADVISED:

WTR WILL CALL FTR BACK TO REQ THE PRF FORM AS A ONE TIME GOODWILL GESTURE THE ALIGNMENT TO BE SURE IT IS CORRECT

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

Page 6 of 8

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
		KNDUP13174	K1071645	28,783
Lambertville, MI		Prod. Date: 4/19/04	Dealer: OH025 Taylor Kia	

\*\*\* PHONE LOG 02/23/2006 11:30 AM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED FTR FLANAGAN:

1. REQ FTR PREFORM ALIGNMENT ON HIS OWN AS A GOODWILL GESTURE NOT UNDER WARRANTY
  2. EXPLAINED CUST STATEMENT RE: TIRE PRESSURE
- FTR ADVISED
1. TIRE PRESSURE IS 35 PER DOOR JAM STICKER BY MANUF
  2. 44 PSI ON SIDE OF TIRE IS A MAX FROM THE TIRE MANUFACTURE
  3. PER KURT SCHULTZ, **STEERING** WHEEL WAS FINE WHEN VEH LEFT DLR LAST TIME
  4. WILL ALIGN AND CALL WTR BACK

\*\*\* PHONE LOG 02/23/2006 11:33 AM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED CUST AT 3RD NUMBER AVAILABLE AND ADVISED:

1. FTR WILL PREFORM ALIGNMENT HIMSELF TO ENSURE IT IS CORRECT
2. EXPLAINED THAT SPEC FROM KMA FOR TIRE IS 35
3. FTR TO CALL BACK ONCE ALIGNMENT IS COMPLETED

WTR TO FU W. FTR ON 02/27/06 IF NO CALL BACK AS WTR WILL BE OUT OF OFFICE ON 02/24/06

\*\*\* PHONE LOG 02/23/2006 02:12 PM Central Daylight Time DWojciechowski Action Type:Incoming call  
WTR RCVD CALL FROM FTR FLANAGAN WHO ADVISED:

1. FOUND RATCHETING TYPE **NOISE** IN **STEERING**
2. KNUCKLE AT **STEERING** SHALT NOT TIGHT FROM PREVIOUS REPAIR
3. FTR COMPLETED ALIGNMENT AND FOUND THAT ALIGNMENT WAS ACTUALLY WITHIN SPECS
4. FTR FOUND THAT **STEERING** WHEEL WAS NOT ALIGNED DUE TO SKIPPING SPLINE ON KNUCKLE
5. VEH IS COMPLETED AND READY FOR RELEASE
6. DLR COVERING REPAIR DUE TO COME BACK FOR ALIGNMENT

\*\*\* PHONE LOG 02/23/2006 02:24 PM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED CUST MR. HENES AND ADVISED:

1. REITERATED CONVERSTION W FTR
  2. WTR BELIEVES FTR HAS CORRECTED ALIGNMENT CONCERN
  3. VEH WILL BE READY FOR PICK UP SHORTLY
  4. WTR TO PUT CUST ON TEST DRIVE PERIOD TO ENSURE REPAIRS
  5. EXPLAINED THAT CUST SHOULD **NOISE** SHOULD BE RESOLVED SHORTLY
- CUST ADVISED:
1. THANKED WTR
  2. WILL CALL WTR IMMEDIATELY SHOULD CONCERN REOCCUR

WTR TO FU W. DLR ON 02/27/06 FOR ROL AS WTR WILL BE OUT OF OFFICE ON 02/24/06

NOTES 02/23/2006 02:53 PM Central Daylight Time DWojciechowski Action Type:Correspondence rec.



**Kia Motors America  
Consumer Affairs Department**

Page 7 of 8

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
		KNDUP13174	K1071645	28,783
Lambertville, MI		Prod. Date: 4/19/04	Dealer: OH025 Taylor Kia	

2. SALES DOCS  
3. RO'S  
4. CCF DATED 2-10/06  
INFO ADDED TO **HARD** FILE

\*\*\* PHONE LOG 02/23/2006 02:53 PM Central Daylight Time DWojciechowski Action Type:Outgoing call  
PER JSS  
LVM FOR TODD @ BBB ADVISING THAT CASE IS INELIGIBLE

\*\*\* PHONE LOG 02/23/2006 02:58 PM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED TODD @ BBB WHO ADVISED:  
1. RCVD VM FROM JSS  
2. WILL BE CLOSING CASE

WTR TO FU W DLR ON 02/27/06 FOR FINAL RO

\*\*\* NOTES 02/27/2006 09:38 AM Central Daylight Time DWojciechowski Action Type:Meeting  
CRCA RCVD FROM FTR VIA HAND DELIVERY  
1. RO  
INFO ADDED TO **HARD** FILE

\*\*\* PHONE LOG 02/27/2006 09:43 AM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED TODD @ BBB AND REQ:  
1. HAVE NOT RCVD CLOSURE LETTER  
TODD ADVISED  
1. WILL FAX ASAP

WTR TO FU W BBB ON 02/28/06 IF NOT RCVD

\*\*\* NOTES 02/27/2006 09:52 AM Central Daylight Time DWojciechowski Action Type:Facsimile rec.  
CRCA RCVD BBB FAX FILE # KIA0638872 INCLUDING:  
1. CLOSURE LETTER  
A. MANUFACTURER AGREES TO REPAIR VEH  
INFO ADDED TO **HARD** FILE

NOTES 02/27/2006 09:56 AM Central Daylight Time DWojciechowski Action Type:Meeting  
WTR UPDATED RECAP AND WILL DISCUSS CASE W RCAM PRIOR TO 03/23/06

\*\*\* NOTES 03/08/2006 03:49 PM Central Daylight Time DWojciechowski Action Type:Meeting  
WTR DISCUSSED CASE W RCAM

WTR TO FU W CUSTOMER 3/23/06

**Kia Motors America  
Consumer Affairs Department**

Page 8 of 8

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131746 [REDACTED]	K1071645	28,783
Lambertville, MI	[REDACTED]	Prod. Date: 4/19/04	Dealer: OH025 Taylor Kia	

\*\*\* NOTES 03/24/2006 03:17 PM Central Daylight Time DWojciechowski Action Type:Meeting  
WTR OUT OF OFFICE ILL ON 03/23/06 AND NOT ABLE TO WORK CASE

\*\*\* PHONE LOG 03/24/2006 03:21 PM Central Daylight Time DWojciechowski Action Type:Outgoing call  
WTR CONTACTED CUST MR. HENES AT ALTERNATIVE # AND ADVISED:  
1. INQUIRED AS TO HOW VEH IS CURRENTLY DRIVING  
2. REVIEWED RO RECAP  
3. OFFERED REIMBURSEMENT OF A CAR PAYMENT DUE TO INCONVENIENCE  
4. REVIEWED RELEASE  
CUST ADVISED:  
1. VEH IS FINE NOW  
2. WILL ACCEPT PAYMENT

\*\*\* NOTES 03/24/2006 03:36 PM Central Daylight Time DWojciechowski Action Type:Correspondence sent  
WTR GENERATED AND SENT RELEASE TO CUST THIS DATE VIA TR# 6456 4660 1481 WTR 8490 0225 0874

WTR TO FU W/ CUST ON 03/31/06 IF NOT RCVD

\*\*\* PRIORITY CHANGE 03/24/2006 03:37:41 PM DWojciechowski

\*\*\* PHONE LOG 03/29/2006 02:53 PM Central Daylight Time DWojciechowski Action Type:Incoming call  
WTR RCVD CALL FROM CUST MR. HENES WHO ADVISED:  
1. RCVD RELEASE  
2. NOT SURE THEY WANT TO SIGN IT YET  
3. STRUT **NOISE** IS STILL PRESENT IN VEH  
WTR ADVISED:  
1. JUST RCVD UPDATE THAT PARTS FOR STRUT **NOISE** WILL BE AVAILABLE ON OR ABOUT 4/17/06  
2. CUST CAN HANG ON TO RELEASE AND SEND BACK AFTER STRUT CONCERN HAS BEEN RESOLVED  
CUST AGREED

\*\*\* CASE CLOSE 03/29/2006 02:53 PM Central Daylight Time DWojciechowski  
NO FURTHER ACTION TO BE TAKEN...FILE CLOSED

\*\*\* CASE CLOSED 03/29/2006 11:25 AM Central Daylight Time DWojciechowski

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

Page 1 of 2

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	kndup131646 [REDACTED]	K1309629	83,603
na, NY [REDACTED]	Prod. Date: 12/20/03		Dealer: OH023 A&B Kia	

**Case History**

Complaint Repurchase

\*\*\* NOTES 05/11/2007 03:53 PM Pacific Daylight Time Alrby Action Type:Facsimile rec.  
CRCA RCV'D BBB FAX FILE # KIA0742268 WHICH INCLUDES:

1. CCF - DATED 5/10/07 AND RCV'D 5/10/07
  - A. FRONT - CURRENT - YES
  - B. TRANSMISSION - CURRENT - YES
  - C. REAR A/C - CURRENT - YES
  - D. SOUNDS FROM **STEERING** - CURRENT - YES
  - E. POWER **STEERING** GOING OUT

RESOLUTION SOUGHT:

1. THE CUSTOMER WOULD LIKE TO HAVE THE VEHICLE REPURCHASE PLUS ATTY FEES

INFO ADDED TO **HARD** FILE AND ALL TO PROCESS TO DOC'S REQ

\*\*\* PHONE LOG 05/16/2007 09:04 AM Pacific Daylight Time Alrby Action Type:Outgoing call  
WTR S/W DENNIS @ A&B AUTO:

1. REQ'D SALES AND SERVICE DOCS
2. PROVIDED FAX #

WTR TO F/U WITH DENNIS 5/17 IF DOC'S NOT REC'D BY COB THIS DATE

\*\*\* NOTES 05/16/2007 10:17 AM Pacific Daylight Time Alrby Action Type:Facsimile rec.  
WTR REC'D VIA FAX FROM A&B KIA WHICH INCLUDES:

1. ROS

INFO ADDED TO **HARD** FILE AND ALL TO F/U WITH MISSIG SALES DOC'S

\*\*\* NOTES 05/16/2007 03:57 PM Pacific Daylight Time Alrby Action Type:Facsimile rec.  
WTR REC'D BBB FAX FILE # KIA0742268 WHICH INCLUDES:

1. MRF - DATED 5/10/07
2. FRONT END BARRING - CURRENT - YES
3. TRANSMISSION - CURRENT - YES
4. REAR A/C - CURRENT - YES
5. SOUNDS FROM **STEERING** - CURRENT - YES
6. POWER **STEERING** GOING OUT - CURRENT - YES

RESOLUTION SOUGHT:

1. THE CUSTOMER WOULD LIKE TO HAVE THE VEHICLE REPURCHASE PLUS ATTY FEES

1. ARGUMENT TO ARBITRATE - DATE 5/15/07
2. POSITION TO BE DONE IN WRITING

INFO ADDED **HARD** FILE AND ALL TO F/U WITH MISSING DOC'S ON 5/17

\*\*\* PHONE LOG 05/18/2007 08:10 AM Pacific Daylight Time Alrby Action Type:Outgoing call  
WTR LEFT MESSAGE FOR ALICE IN ACCOUNTING @ A&B KIA:

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

Page 2 of 2

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	kndup131646 [REDACTED]	K1309629	83,603
na, NY [REDACTED]	Prod. Date: 12/20/03		Dealer: OH023 A&B Kia	

\*\*\* NOTES 05/22/2007 08:27 AM Pacific Daylight Time Airby Action Type:Correspondence sent  
WTR UPDATED RECAP FOR MVW AND FORWARDED **HARD** FOR FURTHER CASE HANDLING

\*\*\* NOTES 06/14/2007 02:22 PM Central Daylight Time MWilliams Action Type:E-mail sent  
EMAILED WAIVING OF PRIOR RESORT TO ATTY TAYLOR AND DONNA PATTERSON @ BBB

WTR TO F/U W/ATTY AND BBB ON 6/15 IF NO RESPONSE HAS BEEN RECEIVED BY THAT DATE

\*\*\* PRIORITY CHANGE 06/14/2007 02:24:00 PM MWilliams

\*\*\* NOTES 06/15/2007 08:22 AM Central Daylight Time MWilliams Action Type:E-mail rec.  
RC'D RESPONSE FROM ATTY TAYLOR, W/CC TO BBB. AGREEING TO WAIVING PRIOR RESORT

WTR TO F/U W/BBB ON 6/18 IF CLOSE LETTER HAS NOT BEEN RC'D BY THAT DATE

\*\*\* NOTES 06/15/2007 10:46 AM Central Daylight Time MWilliams Action Type:E-mail sent  
PLEASE NOTE THAT INELIGIBLE TO PROCEED FAX WAS RC'D FROM BBB ON 5/15/07 AND ERRONEOUSLY NOT  
UPDATED IN CLARIFY CASE...WAIVING OF PRIOR RESORT IS UNNECESSARY...EMAILED ATTY AND BBB  
ADVISING

\*\*\* NOTES 06/15/2007 10:50 AM Central Daylight Time MWilliams Action Type:E-mail rec.  
EMAILED ATTY TAYLOR:  
1. DENIED ALL ASSISTANCE ON CASE AS VEH WAS PURCHASED USED @ 48,000 MILES. CURRENTLY HAS OVER  
83,000 MILES ON IT AND THERE WAS ONLY 1 KMA  
WARRANTY REPAIR COMPLETED  
2. THERE WERE 2 SUBSEQUENT REPAIRS BUT THOSE WERE COVERED UNDER ESC AS CUST WAS BEYOND HER  
5 60 COVERAGE W/KMA

PER EMAIL FROM ATTY:  
1. THIS CASE HAD BEEN FWRD TO OTHER OFFICE FOR FILING OF SUIT  
2. ATTY WILL FWRD WTR'S EMAIL THOUGH FOR CONSIDERATION

\*\*\* CASE CLOSE 06/15/2007 10:52 AM Central Daylight Time MWilliams  
FILE CLOSED AS NO FURTHER ACTION IS NEEDED FROM CRCA...**HARD** FILE IN "LIMBO" CABINET

\*\*\* NOTES 07/06/2007 02:59 PM Pacific Daylight Time ELan Action Type:Manager review  
Tread Review Completed

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

Page 1 of 1

Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131236 [REDACTED]	K1403932	47,000
Monsey, NY	[REDACTED]	Prod. Date: 4/17/03	Dealer: NY039 Major Kia of Long Island	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 01/17/2008 09:29 AM US Mountain Standard Time JSinclair  
Mr. Hold called and states:

1. The past few days I've noticed the **STEER**ing is **HARD**

2. Like there is no power **STEER**ing

3. Do I have a warr

Wtr states:

1. Apologized

2. Updated info

3. No recalls

4. Advys 5/60 LBW 10/100 PTW for manufacturing defects

5. Gave # to Major Kia of Long Island City NY039

Customer thanked and call ended

\*\*\* CASE CLOSE 01/17/2008 09:29 AM US Mountain Standard Time JSinclair

\*\*\* CASE CLOSE 04/15/2008 10:49 AM US Mountain Standard Time TMorales

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

Page 1 of 3

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP13192	K467002	50,000
Fairdale, WV		Prod. Date: 5/6/02	Dealer: WV011 Hometown Kia	

**Case History**

**Complaint Warranty**

\*\*\* PHONE LOG 05/18/2005 07:14 AM SLarez  
CUSTOMER STATES.

1. THE **STEER**ING IS STICKING ON THE CAR. IT IS **HARD** TO CORRECT.
2. THE DEALERSHIP STATED SOMETHING IS BENT UNDERNEATH IT AND IT BENT THE **STEER**ING COLUMN AND THAT IS WHY KIA IS NOT GOING TO COVER IT.
3. I WOULD LIKE TO KNOW WHAT COULD BE DONE.
4. THEY WANT ME TO GO SEE THE DAMAGE BUT I HAVE NOT

WRITER STATES.

1. I AM SORRY ABOUT THE SITUATION.
2. I CAN CALL THE DEALERSHIP HOWEVER I CANNOT TELL THEM TO COVER SOMETHING IF THEY SEE EVIDENCE OF IMPACT OR DAMAGE.
3. THE WARRANTY WILL COVER DEFECTS. I WOULD SAY THE BEST THING TO DO IS GO TO AND SEE THE DAMAGE FOR YOUR SELF.
4. LET ME CALL THEM

CUSTOMER STATES.

\*\*\* PHONE LOG 05/18/2005 07:15 AM SLarez Action Type:Outgoing call  
WRITER CALLED KELLY IN SERVICE

KELLY STATES.

1. I AM JUST FINISHING TAKING PICTURES SO I CAN SEND THEM TO OUR KIA REP.
2. THERE IS SINGS OF IMPACT ON THE UNDERCARRIAGE.
3. I AM TRYING TO GET HIM TO COME AND SEE THE DAMAGE.

WRITER STATES.

1. HE MENTIONED YOU GUYS MAY HAVE DONE IT.

KELLY STATES.

1. HE CAN CHECK THE MILES ON THE CAR WE HAVE NOT DRIVEN THE CAR.

\*\*\* PHONE LOG 05/18/2005 07:24 AM SLarez Action Type:Incoming call  
WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO THE DEALERSHIP ABOUT THE SITUATION
2. THEY ADVISED THE CAR DOES HAVE DAMAGE AND THEY JUST FINISHED TAKING PICTURES TO SHOW OUR KIA REP.
3. I AM SORRY BUT THIS IS NOT GOING TO BE COVERED.

CUSTOMER STATES

1. THAT IS FINE I WILL GET A LAWYER

WRITER STATE.

1. I AM SORRY BUT DAMAGE IS NOT COVERED

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

Page 2 of 3

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP13192	K467002	50,000
Fairdale, WV		Prod. Date: 5/6/02	Dealer: WV011	Hometown Kia

\*\*\* CASE CLOSE 05/18/2005 07:43 AM SLarez

\*\*\* PHONE LOG 05/18/2005 08:40 AM SLarez Action Type:Outgoing call

WRITER CALLED KELLY BACK

WRITER STATES:

1. THE CUSTOMER HAS THE RECALL FOR THE ACCELERATE CABLE.
2. I WANTED TO MAKE SURE YOU WERE AWARE OF IT.

WRITER STATES:

1. WE ARE AWARE OF IT. THE PART IS ON BACK ORDER AND I WILL MAKE SURE THE R.O. STATES THERE IS A RECALL.

\*\*\* CASE CLOSE 05/20/2005 12:08 PM SLarez

\*\*\* CASE CLOSE 07/12/2005 01:44 PM US Mountain Standard Time JCook

TREAD REVIEW DONE

\*\*\* NOTES 11/11/2005 10:18 AM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.

NCA received complaint from the Office of the Attorney General, State of West Virginia. Complaint states:

1. Customer's vehicle has been in for service many times and some things have still not been repaired to customer's satisfaction.
  2. Customer no longer wants vehicle--requesting repurchase.
  3. Customer also seeking reimbursement for losses sustained from May 13 - July 9.
- Writer to scan into case and forward to the region for further handling.

\*\*\* NOTES 11/14/2005 12:00 PM Eastern Daylight Time LSantino Action Type:Manager review

RECEIVED COMPLAINT FROM WEST VIRGINIA ATTORNEY GENERAL'S OFFICE

1. RESPONSE DUE WITHIN 10 DAYS
- CC: TA

\*\*\* NOTES 12/14/2005 04:33 PM Eastern Daylight Time TAtwell Action Type:Manager review

WRITER STATES:

1. DEALER RESPONDED TO THE AG'S OFFICE 11/10/05
2. DEALER LETTER IN CUSTOMER FILE
3. SCANNER NOT WORKING CANNOT SCAN INTO CLARIFY
4. DEALER HAS NOT HEARD BACK FROM AG'S OFFICE
5. ANALYST CALLED AG'S OFFICE TO FIND OUT STATUS
6. I WAS REFERRED TO THE MEDIATOR "STEPHANIE"
7. GOT MEDIATOR'S VOICE MAIL
8. LEFT MESSAGE REQUESTING CALL BACK FOR STATUS

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

Page 3 of 3

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13192 [REDACTED]	K467002	50,000
Fairdale, WV	[REDACTED]	Prod. Date: 5/6/02	Dealer: WV011 Hometown Kia	

\*\*\* NOTES 01/03/2006 08:37 AM Eastern Daylight Time TAtwell Action Type: Manager review  
WRITER STATES:

1. CONTACTED DEALER SPOKE TO SERVICE MANAGER (KELLY)
2. STILL NO REPSONSE FROM AG'S OFFICE REGARDING DECISION
3. ANALYST WILL TRY CALLING AGAIN TODAY

\*\*\* CASE CLOSE 01/03/2006 08:39 AM Eastern Daylight Time TAtwell



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

Page 1 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131726 [REDACTED]	K236350	42,000
Femdale, MI	[REDACTED]	Prod. Date: 10/6/01	Dealer: M1017 Sterling Kia	

**Case History**

Complaint Replacement

\*\*\* PHONE LOG 10/28/2003 10:43 AM US Mountain Standard Time C'Diaz

Customer Stated:

1. Current concern: Power **STEER**ing + Rack in pinion
2. The car is at Glassman Kia now.
3. Many concerns with the car.
4. I want the car fixed.
5. I have been speaking to Mr. Cruz at the dealer the SM.
6. The dealer told me that it may be the belt.
7. If that fixes the **NOISE** then great.
8. I want to tell everyone that the car is great but it is getting **HARD**.

Writer Stated:

1. Very sorry for the concern with the car.
2. Can follow up with the dealer on the repairs.

Customer Stated:

1. [REDACTED]
2. They have been great.

Writer Stated:

1. Asked the customer what he is requesting of Kia.

Customer Stated:

1. I want to see about getting out of this car and into a new one.
2. This car is paid off.

Writer Stated:

1. Advised that I can speak to a sales person to see if they help run #'s for a new car
2. Customer stated that he has a call into his salesperson.
3. Advised of the owners loyalty and customer cash back offers.
4. Customer thanked writer for the help.

\*\*\* CASE CLOSE 10/28/2003 10:43 AM US Mountain Standard Time C'Diaz

Customer will call back if needed.

\*\*\* PHONE LOG 10/28/2003 04:28 PM US Mountain Standard Time C'Diaz Action Type: Incoming call

Customer Stated:

1. The belt did not help the **NOISE**, and the **STEER**ing is better but not corrected.
2. Would like the car fixed or replaced.
3. The dealer is closed now.
4. I spoke to Mr. Cruz at the dealer
5. Would like to meet with a Kia rep.

Writer Stated:

1. I will call the dealer tomorrow and follow up with them
2. I will call you back.
3. Customer agreed.
4. Advised if a Kia rep. is necessary, we can go in that direction but for now, I need to research

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

Page 2 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP13172	K236350	42,000
Ferndale, MI		Prod. Date: 10/6/01	Dealer: MI017 Sterling Kia	

\*\*\* PHONE LOG 10/31/2003 01:05 PM US Mountain Standard Time CDiaz Action Type: Incoming call

Writer Stated:

1. Called the dealer and spoke to George in service.
2. George stated that the SM was out of the office right now.
3. Left a message with George to have the SM call me back.

John called back: SM MI001

1. I saw the case this morning and will call the customer to resolve.
2. I will call you back once I have some info.

\*\*\* PHONE LOG 11/03/2003 12:38 PM US Mountain Standard Time CDiaz Action Type: Incoming call

Customer Stated:

1. Have you heard from the dealer yet?
2. The **NOISE** gets worse since it is getting colder.

Writer Stated:

1. Advised that I'm waiting for the dealer to call me back.
2. Advised that I will call the customer back once I have some info.
3. Called the dealer and spoke to Phil in service.
4. Advised of the customer calling and requesting the DPSM regarding this **NOISE** issue.

Phil Stated: MI001 Senior Writer

1. We have never been able to duplicate the concern. (**NOISE**/vibration)
2. We did once hear a **NOISE** and did the rack in the car but since then we can not verified the **NOISE** vibration.
3. We have been trying to assist for customer satisfaction.
4. The SM is not available today but will be here tomorrow morning.
5. We can call our rep tomorrow and see if he wants to set up a time to meet the customer.

\*\*\* PHONE LOG 11/03/2003 03:45 PM US Mountain Standard Time CDiaz Action Type: Outgoing call

Writer Stated:

1. Called the DPSM.
2. Advised that the customer is not satisfied with the dealer decision.
3. Advised that the customer is requesting to have the Kia rep. look at the car.
4. Requested a callback.
5. Called the customer and let them know what the dealer and I were doing.
6. Advised that I will call them back with info once I have spoken to the DPSM.

\*\*\* PHONE LOG 11/03/2003 05:07 PM US Mountain Standard Time CDiaz Action Type: Incoming call

DPSM Joe Oppedisano called back:

1. If this is the **NOISE** of the motor **STUFFER** then they dealer should try to take the customer for a drive in a new car.

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

Page 3 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131726 [REDACTED]	K236350	42,000
Ferndale, MI [REDACTED]	Prod. Date: 10/6/01		Dealer: MI017 Sterling Kia	

Writer Stated:

1. I will call the SM tomorrow and check to see if he has done that.
2. If it is beyond that I will call you back and let you know.
3. DPSM requested writer send case history to him.
4. Writer agreed.

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

Send to: [joppedisano@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: \scopubs ClarifyOBFC\ Attachments Send\History Case\_K236350 CDiaz 11-03-2003\71310.doc

\*\*\* PHONE LOG 11/04/2003 04:37 PM US Mountain Standard Time CDiaz Action Type: Outgoing call  
Called the dealer two times today.

1st time:

1. The SM was not available.

2nd time:

1. SM has gone home
2. Held on line for over 5 mins. waiting for Phil who never come to the phone.
3. Writer had to end call

Will try again tomorrow

\*\*\* PHONE LOG 11/07/2003 09:59 AM US Mountain Standard Time CDiaz Action Type: Incoming call  
Writer called the dealer and spoke to Cecil:

1. Advised Cecil that we were trying to find out the customers complaint.
2. Customer had told me of a **NOISE** in the **STEER**ing.
3. DPSM wanted to know if this is the normal **NOISE** that is in all the Sedona vans.

Cecil Stated: MI001 SM

1. We have ordered **STEER**ing coupler for the **STEER**ing **BIND**ing.
2. Customer told us the **STEER**ing was **BIND**ing
3. The customer was not complaining of a **NOISE** to my knowledge.
4. The part has not come in yet.

Writer Stated

1. I called the customer to discuss concern with the van
2. Customer said she was going to talk to VSA at VSA

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

Page 4 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131726 [REDACTED]	K236350	42,000
Ferndale, MI	[REDACTED]	Prod. Date: 10/6/01	Dealer: MI017 Sterling Kia	

\*\*\* PHONE LOG 11/07/2003 10:53 AM US Mountain Standard Time CDiaz Action Type: Incoming call  
Custoemr Stated:

1. First is the problem with the power **STEER**ing pump **NOISE**.
2. Second is the **BIND**ing of the rack in pinion.
3. Could be in the struts also.
4. Can I take the car to a different Kia dealer?

Writer Stated:

1. I really need to have you drive the car with a tech.
2. Seems that Glassman Kia is short handed right now and maybe a 2nd dealer opinion will help her.
3. Customer agreed.
4. Cusotmer suggested Sterling Kia that is closer to him anyways.
5. I called MI017 and spoke to Patty (SM)

Patty Stated: MI017 SM

1. Feel abused here.
2. What are we going to get out of this.

Writer Stated:

1. Absolutely, that is what I'm asking.
2. I'm trying to assist a customer that is having trouble with there car.

Patty Stated:

1. Have the customer come in and I will have a tech drive the car with the customer.
2. 8-5 techs are here.
3. 12:30 -1:30 they are at lunch.

Writer Stated:

1. Advised the customer of the info.
2. Customer thanked writer for the help.
3. Advisied to call me back once he is at the dealer so I can follow up with the dealer.

\*\*\* CASE CLOSE 11/07/2003 10:54 AM US Mountain Standard Time CDiaz  
Customer will call back when he gets the car to the dealer.

\*\*\* PHONE LOG 11/10/2003 05:29 PM Central Daylight Time MWilliams Action Type: Incoming call  
RC'D VM FROM PATTI @ MI007 FOR CHRISTIAN DIAZ @ KCC STAFFING:

1. CUST'S VEH WAS AT DLR AND DLR HAS ORDERED A POWER **STEER**ING PUMP AS THEY VERIFIED COMPLAINT
2. VEH WAS RELEASED TO CUST UN TIL PARTS COME IN
3. IF CHRISTIAN HAD ANY QUESTIONS, HE COULD REACH PATTI @ 248,586,2720

\*\*\* PHONE LOG 11/10/2003 05:30 PM Central Daylight Time MWilliams Action Type: Outgoing call  
SPOKE TO CHRISTIAN AND ADVISED OF ABOVE...FILE ASSIGNED TO HIM FOR CUST LIA

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

Page 5 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131726 [REDACTED]	K236350	42,000
Ferndale, MI [REDACTED]	Prod. Date: 10/6/01		Dealer: MI017 Sterling Kia	

\*\*\* PHONE LOG 11/11/2003 09:42 AM US Mountain Standard Time CDiaz Action Type: Incoming call

Writer Stated:

1. Called Patti (MI017)

Patti Stated: MI017 SM

1. We ordered a power **STEER**ing pump for the customer and will install as soon as the parts come in.
2. Part should be in today or tomorrow.
3. Just wanted to let you know.
4. Will call you and let you know when everything is done.

Writer Stated:

1. Thanked Patti for the follow up.
2. Called the customer for a F/U
3. Customer stated that the parts came in today and he needs to call for any appointment.
4. Customer stated the dealer was great and very knowledgeable of the cars.
5. Customer is very happy with the service dept. MI017
6. Advised to call me back if needed.

\*\*\* CASE CLOSE 11/11/2003 09:43 AM US Mountain Standard Time CDiaz  
Customer will call back if needed.

\*\*\* PHONE LOG 11/13/2003 09:20 AM US Mountain Standard Time CDiaz Action Type: Incoming call  
Customer Stated:

1. The dealer installed the power **STEER**ing pump and that did not help.
2. The dealer checked the car out more and found there to be a problem with the rack in pinion part.
3. They ordered the rack and will try to get it installed tomorrow or Monday next week.
4. I'm very frustrated
5. I just wanted to let you know what is going on.
6. I will keep you updated.

Writer Stated:

1. Glad the dealer is getting to the bottom of this.
2. Sorry that it is taking some time.
3. Give me a call back if needed.

\*\*\* CASE CLOSE 11/13/2003 09:21 AM US Mountain Standard Time CDiaz  
Customer will call back.

\*\*\* NOTES 12/04/2003 02:07 PM Central Daylight Time DWojciechowski Action Type: E-mail rec.  
WTR RCVD FTR REQ FROM DPSM OPPEDISANO

\*\*\* NOTES 12/04/2003 02:08 PM Central Daylight Time DWojciechowski Action Type: Meeting  
PER MEETING W/ RPSM LIND, FTR JACK & DPSM OPPEDISANO  
1. FTR JACK TO TEST DRIVE VEH W/ CUSTOMER 12/9/03 AT 9:30 AM AT MI017

**Kia Motors America  
Consumer Affairs Department**

Page 6 of 6

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13172 [REDACTED]	K236350	42,000
Ferndale, MI [REDACTED]	Prod. Date: 10/6/01		Dealer: MI017 Sterling Kia	

WTR TO CONTACT DLR AND ADVSIE

\*\*\* PHONE LOG 12/04/2003 02:09 PM Central Daylight Time DWOjciechowski Action Type:Incoming call  
WTR CONTACTED PATTY CEMBERLIN @ MI017 AND ADVSIED:  
1. REQ DLR CONTACT CUST FOR APPT W/ FTR ON 12/9/03 AT 9:30 AM

WTR TO FU W DLR ON 12/9/03 AS TO FTR FINDINGS

\*\*\* PHONE LOG 12/10/2003 09:58 AM Central Daylight Time DWOjciechowski Action Type:Incoming call  
WTR RCVD CALL FROM FTR FLANNIGHAN & PATTI @ MI017:  
1. FTR ORDER

- A. UPPER AND LOWER U JOINT **STEER**ING SHAFT
2. UPPER U JOINT **STEER**ING SHAFT HAS BEEN INSTALLED
3. LOWER U JOINT **STEER**ING SHAFT TO ARRIVE LATER THIS DATE
4. FTR AND FTR DEPT. CUS THIS WILL REPAIR THE VEH
5. WTR TO FU W DLR ON 12/11/03 TO ENSURE REPAIRS AND CUST SATISFACTION

\*\*\* PHONE LOG 12/10/2003 02:30 PM Central Daylight Time DWOjciechowski Action Type:Incoming call  
WTR RCVD CALL FROM FTR FLANNIGHAN WHO ADVSIED:

1. VEH HAS BEEN REPAIRED AND RE**TURN**ED TO CUST
  2. FTR MET W CUST WHO IS EXTREMELY SATISFIED
- NO FURTHER ACTION TO BE TAKEN

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

Page 1 of 9

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131926 [REDACTED]	K389965	73,950
Gallitzin, PA	[REDACTED]	Prod. Date: 2/6/02	Dealer: PA013 Courtesy Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 11/05/2004 10:45 AM TDonnelly

CUSTOMER STATES:

1. LEFT VM MESSAGE REQUESTING CALL BACK
2. STATED TO CALL SERVICING DEALER. (PA013) FIRST PRIOR TO CALLING CUSTOMER.
3. WILL BE OFF WORK AT 2 PM. CALL AFTER THAT TIME.

\*\*\* PHONE LOG 11/05/2004 10:45 AM TDonnelly Action Type: Outgoing call

WRITER STATES:

1. LEFT MESSAGE WITH JOSETTE IN SERVICE TO HAVE SM CALL WRITER.

\*\*\* PHONE LOG 11/05/2004 11:19 AM TDonnelly Action Type: Incoming call

DEALER STATES(SM-RUSTY):

1. CUSTOMERS CAR IS NOT HERE RIGHT NOW AS FAR AS I KNOW
2. LAST TIME CAR WAS IN SHOP WAS 10/29 FOR DOOR AJAR AND BUZZER GOING OFF-COULD NOT DUPLICATE AND FOR LEFT DOOR WONT OPEN FROM INSIDE-COULD NOT DUPLICATE
3. IN OCT CAR WAS HERE FOR KEYLESS ENTRY INOP. REMOTE **LOCK** NOT WORKING AND WHEN GOING AROUND **TURN**S THERE IS DINGING AND LIGHT GOES ON-COULD NOT DUPLICATE.
4. NONE OF MY PEOPLE HERE STATE THAT CAR IS IN SHOP OR THAT THEY HAVE SPOKEN TO CUSTOMER.

WRITER STATES:

1. CUSTOMER HAD LEFT VM MESSAGE STATING CAR WAS AT DEALER
2. HAD REQUESTED CALL BACK FROM KMA
3. CAN DEALER CHECK TO SEE IF CAR HAD BEEN TOWED IN AND DROPPED OFF.
4. WHAT IS CUSTOMERS REPAIR HISTORY.
5. THANKS FOR INFO.

\*\*\* PHONE LOG 11/05/2004 11:43 AM TDonnelly Action Type: Incoming call

DEALER STATES(SM-RUSTY):

1. WE WALKED THE LOT AND CUSTOMERS CAR IS NOT HERE
2. NOT SURE WHAT ELSE TO TELL YOU
3. WHEN WRITER CALLS BACK, LET ME KNOW.

WRITER STATES:

1. THE VM MESSAGE RECEIVED STATED CAR WAS AT DEALER
2. STATED SHE WANTED RCC TO CALL DEALER PRIOR TO CALLING WRITER.
3. WILL FOLLOW UP WITH CUSTOMER.
4. THANKS FOR CHECKING LOT.
5. WILL CALL DEALER BACK AFTER SPEAKING TO CUSTOMER.

\*\*\* PHONE LOG 11/05/2004 01:04 PM TDonnelly Action Type: Outgoing call

WRITER STATES:

1. SPOKE TO CUSTOMER

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

Page 2 of 9

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13192 [REDACTED]	K389965	73,950
Gallitzin, PA	[REDACTED]	Prod. Date: 2/6/02	Dealer: PA013 Courtesy Kia	

2. ADVISED WAS CALLING PER CUSTOMER REQUEST FOR CALL BACK FROM KMA.
3. WRITER DID SPEAK TO SM, RUSTY CORLE WHO DID REVIEW REPAIR HISTORY
4. APOLOGIZE CUSTOMER IS HAVING CONCERNS WITH VEHICLE
5. KMA OBLIGATION UNDER WARRANTY IS TO REPAIR VEHICLE FOR DEFECTS
6. DEALER HAS TO BE ABLE TO VERIFY DEFECT IN ORDER TO REPAIR VEHICLE
7. SM HAS STATED LAST 2X CAR WAS IN SHOP THEY COULD NOT VERIFY OR DUPLICATE CONCERN.
8. DEALER DID CONTACT KIA TECH LINE AND THEY ADVISED DEALER SOME THINGS TO CHECK, THEN ADVISED
- THAT IF THEY COULD NOT VERIFY, THEN THERE IS NOTHING TO REPAIR.
9. IN REVIEW OF CUSTOMER HISTORY CAN SEE FIRST WARRANTY REPAIR WAS NOT COMPLETED UNTIL 20K MILES
10. KMA IS HERE TO REPAIR VEHICLE BUT WE DO HAVE TO VERIFY DEFECT.
11. WOULD ADVISE IF CONDITION IS ONGOING CUSTOMER BRING CAR BACK INTO DEALERSHIP
12. WRITER WOULD BE HAPPY TO FOLLOW UP WITH SM WHEN CAR IS IN SHOP
13. CAN VERIFY DEALER IS USING ALL RESOURCES TO ADDRESS CONCERNS
14. CAN GET APPROPRIATE PEOPLE INVOLVED IN REPAIRS.
15. IF IT IS INTERMITTANT ISSUE DOES SOMETIMES TAKE LONGER TO ADDRESS REPAIRS.

CUSTOMER STATES:

1. THIS CAR IS PEICE OF JUNK
2. I THINK I HAVE A LEAK!
3. THE CAR DINGS WHEN KEYS ARE IN IGNITION AND LIGHTS COME ON
4. HAD TO DRIVE HOME WITH ALL THIS **NOISE** GOING ON AND INTERIOR LIGHTS ON.
5. DEALER SAID THEY COULD NOT FIND A PROBLEM
6. I AM SURE THIS CAR HAS A PROBLEM
7. CAR HAS BEEN IN SHOP MORE THAN I HAVE DRIVEN IT
8. CAN NOT CONTINUE TO HAVE TO KEEP TAKING CAR IN.
9. WHAT IS GOING TO HAPPEN IF THIS IS NOT REPAIRED AND CAR GOES OUT OF WARRANTY. THEN ITS ON ME.
10. WILL TAKE CAR BACK INTO DEALER
11. WILL CALL WRITER WHEN CAR IS IN SHOP.

\*\*\* PHONE LOG 11/05/2004 01:08 PM TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT MESSAGE WITH JOSETTE IN SERVICE FOR SM RUSTY CORLE TO CALL WRITER.

\*\*\* PHONE LOG 11/05/2004 01:32 PM TDonnelly Action Type:Incoming call

DEALER STATES(RUSTY-SM):

1. CUSTOMER JUST CALLED ME
2. I EXPLAINED TO HER THAT WE NEED TO VERIFY PROBLEM
3. SHE ADVISED THAT IT WAS DINGING FOR LAST 25 MINUTTS.
4. SHE IS GOING TO DRIVE THIS WAY AND IF IT IS DINGING WHEN SHE GETS OVER HERE, THEN SHE WILL LET ME
- LOOK AT IT. IF NOT THEN WILL BRING BACK NEXT WEEK
5. HER HUSBAND DRIVES VEHICLE AS WELL AND HE HAS NEVER HAD THIS CONCERN?

WRITER STATES

1. SPEAK TO CUSTOMER
2. TELL HER CAR WAS NEVER IN SHOP



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

Page 3 of 9

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
Gallitzin, PA		KNDUP131924	K389965	73,950
		Prod. Date: 2/6/02	Dealer: PA013 Courtesy Kia	

3. CUSTOMER CONCERNED BECAUSE PREVIOUS CONCERNS HAD COME BACK.
4. WRITER DID EXPLAIN CONCERNS HAVE TO BE VERIFIED IN ORDER TO BE REPAIRED.
5. DID REFER CUSTOMER TO SM AND TO CALL WRITER WHEN CAR IS IN SHOP.

\*\*\* CASE CLOSE 11/05/2004 01:33 PM TDonnelly

\*\*\* PHONE LOG 11/15/2005 01:27 PM US Mountain Standard Time TDonnelly Action Type: Incoming call  
CUSTOMER STATES (THERESA JONES):

1. LEFT VM MESSAGE REQUESTING CALL BACK TODAY IF POSSIBLE.

\*\*\* PHONE LOG 11/15/2005 01:34 PM US Mountain Standard Time TDonnelly Action Type: Outgoing call  
WRITER STATES:

1. SPOKE TO CUSTOMER REQUESTING CALL BACK.
2. ASK IF CUSTOMER HAS TAKEN CAR INTO SHOP SINCE WRITER AND SM LAST SPOKE 11/5
3. CUSTOMER IS CALLING WRITER BACK AND NEEDED TO CONFIRM.

DEALER STATES:

1. WE HAVE NOT WRITTEN RO SINCE MARCH
2. CAR HAS NOT BEEN BACK IN SHOP SINCE LAST CONVERSATION WITH WRITER
3. DID SPEAK TO CUSTOMER, BUT SHE DID NOT COME INTO SHOP.

\*\*\* PHONE LOG 11/15/2005 01:52 PM US Mountain Standard Time TDonnelly Action Type: Outgoing call  
WRITER STATES:

1. SPOKE TO CUSTOMER
2. ADVISED THAT WRITER WAS RE **TURNING** CALL
3. DO APOLOGIZE CUSTOMER HAS HAD ANY CONCERNS WITH VEHICLE
4. HAS CUSTOMER TAKEN CAR INTO SHOP SINCE LAST SPEAKING TO WRITER
5. ADVISED CEL CAN COME ON FOR OVER 100 DIFFERENT REASONS
6. CAN BE AS SIMPLE AS GAS CAP NOT BEING SECURED
7. DEALER WOULD NEED TO DIAGNOSE VEHICLE TO DETERMINE CAUSE OF CEL CONCERN CURRENTLY
8. LAST REPAIR TO POWER **STEERING** WAS 4-7-04
9. KIA HAS PARTS WARRANTY OF 12 MONTHS OR TERM OF MANUFACTURERS WARRANTY, WHICHEVER IS LONGER
10. DEALER WILL NEED TO DIAGNOSE THIS ISSUE AS WELL TO DETERMINE WHAT CAN BE DONE FOR CUSTOMER
11. IF HUSBAND HAS DISCONNECTED BATTERY AND THEN RECONNECTED AND THERE IS NO CEL, IT MAY BE POSSIBLE THAT
12. THERE ARE NO CODES STORED IN SYSTEM IF THERE ARE NO CODES, NO WAY TO KNOW WHY CEL IS ON
13. VEHICLE HAS 1 OPEN RECALL (SC042B) THROUGH THE CABLE
14. RECALL CAN BE PERFORMED BY KIA DEALER, NO COST TO CUSTOMER
15. RECOMMEND CUSTOMER GET CAR INTO SHOP FOR DIAGNOSIS
16. CAN NOT ADVISE IF SURGING CONCERN WOULD BE UNDER WARRANTY, WILL NEED TO DETERMINE CAUSE FIRST.

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

Page 4 of 9

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131926 [REDACTED]	K389965	73,950
Gallitzin, PA	[REDACTED]	Prod. Date: 2/6/02	Dealer: PA013 Courtesy Kia	

16. CURRENTLY CUSTOMER HAS BALANCE OF POWER TRAIN WARRANTY REMAINING
17. POWER TRAIN COVERS ENGINE, TRANSMISSION, AXLES AND INTERNAL PARTS.
18. IF CUSTOMER CAN ADVISE WHEN CAR IS IN SHOP, WRITER CAN FOLLOW UP WITH DEALER.

**CUSTOMER STATES:**

1. THIS CAR IS CONTINUING TO HAVE PROBLEMS
2. KEEP HAVING CEL COME ON
3. CAR IS NOW OUT OF WARRANTY
4. THERE IS ALSO A PROBLEM WITH POWER **STEER**ING
5. CAR HAS NOT BEEN BACK TO DEALER SINCE 2004
6. HAD PROBLEMS BEFORE, THAT IS WHY I AM CALLING WRITER
7. THE **STEER**ING WAS REPLACED BEFORE AND IS BAD AGAIN. DO NOT FEEL I SHOULD HAVE TO PAY FOR THIS
8. CALLED DEALER TO SCHEDULE APPT FOR MONDAY
9. CEL WENT OFF BECAUSE HUSBAND HAD TO PUT IN NEW HEADLIGHTS
10. WHEN HE DID THIS HE DISCONNECTED THE BATTERY
11. DEALER ADVISED IF CEL IS NOT ON AND BATTERY DISCONNECTED, THEY WOULD BE UNABLE TO VERIFY PROBLEMS
12. DEALER ADVISED ME ABOUT RECALL
13. COULD NOT MAKE IT TO DEALER ON MONDAY
14. SPOKE TO SOMEONE NAMED TRACY
15. SHE ADVISED SHE WOULD FOLLOW UP AND CALL ME BACK
16. WILL GET CAR BACK INTO SHOP AFTER SPEAKING TO TRACY.

\*\*\* PHONE LOG 11/15/2005 01:54 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

**WRITER STATES:**

1. LEFT VM MESSAGE FOR RCAA ERCA, TRACY ATWELL TO CALL WRITER RELATED TO DUPLICATE CASE K1038844.

\*\*\* PHONE LOG 11/15/2005 02:42 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

**RCAA ERCA TRACY ATWELL STATES:**

1. CUSTOMER CALLED ME AND STATED SHE HAD NOT SPOKEN TO ANYONE IN A YEAR
2. STATED THAT SHE HAD CEL ON
3. HAD **STEER**ING PROBLEM
4. STATED PREVIOUS REPAIRS
5. WAS GOING TO FOLLOW UP WITH DEALER TO SEE IF SHE WILL CHARGE DIAGNOSTIC FEE FOR EACH ITEM
6. WILL REFER HER TO DEALERSHIP
7. WRITER CAN THEN FOLLOW UP WITH CUSTOMER.

**WRITER STATES:**

1. CUSTOMER LEFT VM MESSAGE FOR WRITER
2. DID FOLLOW UP WITH CUSTOMER
3. SHE ADVISED SHE SPOKE TO RCAA, TRACY
4. WRITER DID EXPLAIN TO CUSTOMER THAT CAR WOULD NEED TO BE DIAGNOSED TO DETERMINE CAUSE OF CURRENT CONCERNS
5. CAR HAS NOT BEEN IN SHOP FOR SOME TIME

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

Page 5 of 9

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13192 [REDACTED]	K389965	73,950
Gallitzin, PA	[REDACTED]	Prod. Date: 2/6/02	Dealer: PA013 Courtesy Kia	

6. DID EXPLAIN TO CUSTOMER ONCE CAR WAS IN SHOP. CAN GET DIAGNOSIS AND THEN DETERMINE WHAT KMA CAN DO TO ASSIST.
7. CUSTOMER IS EXPECTING REGION TO CALL HER BACK
8. ONCE REGION ADVISES CUSTOMER TO GO TO DEALER. WRITER WILL FOLLOW UP WHEN CAR IS IN SHOP.

\*\*\* CASE CLOSE 11/16/2005 08:34 AM US Mountain Standard Time TDonnelly  
CLOSED PENDING CALL BACK WHEN CAR IS IN SHOP.

\*\*\* PHONE LOG 11/21/2005 04:09 PM US Mountain Standard Time JWeiner Action Type: Incoming call  
CUSTOMER STATES:

1. IS TERRI THERE
2. OKAY. TRANSFER ME TO HER VM
3. THANKS

WRITER STATES:

1. WRITER WILL TRY TO LOCATE TERRI'S VM FOR CUSTOMER
2. WRITER CAN TRANSFER CUSTOMER TO TERRI'S VM IF SHE WOULD LIKE

\*\*\* CASE CLOSE 11/21/2005 04:09 PM US Mountain Standard Time JWeiner

\*\*\* PHONE LOG 11/21/2005 04:18 PM US Mountain Standard Time TDonnelly Action Type: Incoming call  
CUSTOMER STATES:

1. CAR IS IN SHOP NOW (PA013)
2. JUST RECEIVED CALL FROM DEALER STATING THE CAR NEEDS REPAIRS THAT ARE OUT OF WARRANTY AND WILL COST ME \$912.00
3. THIS IS CRAZY. CAR IS NOT 3 YEARS OLD
4. THINK THAT KMA SHOULD ASSIST US IN REPAIRS
5. DEALER SAID IT HAD TO DO WITH CAR NEEDING 2 BARS IN FRONT END BUT NOT SURE WHAT IT WAS.
6. THIS IS NOT EVEN ADDRESSING THE CEL CONCERN BECAUSE LIGHT IS NOT ON CURRENTLY
7. IT IS CHRISTMAS TIME AND I DO NOT HAVE A LOT OF EXTRA MONEY TO PAY FOR THIS
8. IF KMA CAN NOT HELP ME ESPECIALLY WITH ALL THE PROBLEMS I HAVE HAD WITH VEHICLE. THEN I WILL HAVE TO PUT OUT A BAD NAME FOR KMA

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED IF CAR IS OUT OF WARRANTY. THEN WOULD BE CUSTOMERS RESPONSIBILITY TO ASSUME REPAIR COST
3. IF CUSTOMER IS ASKING FOR ASSISTANCE OUTSIDE TERMS OF WARRANTY. WILL NEED TO REVIEW WITH DEALER AND DPSM
4. ONCE WRITER HAS REVIEWED CAN CALL CUSTOMER BACK.

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

Page 6 of 9

[REDACTED]		VIN of 2002 SEDONA EX KNDUP131926 [REDACTED]	Case Number K389965	Mileage 73,950
Gallitzin, PA [REDACTED]	Prod. Date: 2/6/02	Dealer: PA013 Courtesy Kia		

\*\*\* PHONE LOG 11/22/2005 11:59 AM US Mountain Standard Time TDonnelly Action Type: Outgoing call

WRITER STATES:

1. SPOKE TO SM. RUSTY CORALE
2. ADVISED CUSTOMER IS CALLING KCC FOR REPAIR ASSISTANCE
3. CAN DEALER ADVISE DIAGNOSIS ON CURRENT ISSUE
4. IS THE UJOINT UNDER POWER TRAIN WARRANTY?
5. CAN DEALER REVIEW REQUEST FOR ASSISTANCE WITH DPSM FOR CUSTOMER.

DEALER STATES:

1. VEHICLE NEEDS UJOINT AND **STEER**ING COLUMN SHAFT ASSEMBLY AND COUPLING
2. THESE COMPONENTS FALL UNDER BLW
3. THIS IS FRONT SUSPENSION UNIVERSAL JOINT-NOT UNDER POWER TRAIN
4. VEHICLE ALSO NEEDS ALTERNATOR, BELT AND BATTERY
5. THESE ALSO FALL UNDER BLW
6. WILL REVIEW WITH DPSM. SUSAN SCHNEIDER.

\*\*\* PHONE LOG 11/22/2005 02:03 PM US Mountain Standard Time TDonnelly Action Type: Outgoing call  
w/ LVM for DPSM Susan Schneider stating

1. cust is looking for assistance from Kia for this bill of \$900+
2. has past history of problems
3. unsure of what U-joint is being discussed that is not covered under the PTW
4. car is having **STEER**ing problems and an alternator issue, as well
5. svc mgr had said that he had reviewed her case with her --wanted to confirm that as well
6. request call back

\*\*\* PHONE LOG 11/28/2005 08:37 AM US Mountain Standard Time JHirshfield Action Type: Outgoing call  
w/ spoke with svc mgr, Rusty @ PA013 who stated

1. he spoke with his warranty person today
2. DPSM had contacted them at the end of last week and declined any repair assistance for this customer

\*\*\* PHONE LOG 11/28/2005 10:40 AM US Mountain Standard Time TDonnelly Action Type: Outgoing call  
WRITER STATES:

1. SPOKE TO CUSTOMER
2. ADVISED THAT WRITER DID REVIEW HISTORY WITH SM AND DIAGNOSIS
3. DEALER DID REVIEW WITH KIA REP. SUSAN SCHNEIDER FOR REQUEST FOR ASSISTANCE OUTSIDE TERMS OF WARRANTY
4. DPSM HAS DECLINED ANY ASSISTANCE FOR REPAIRS OUTSIDE TERMS OF WARRANTY
5. DPSM IS FINAL DECISION IN THIS MATTER
6. WILL FORWARD FILE TO REGIONAL OFFICE AND ADVISE REGION THAT CUSTOMER IS NOT IN AGREEMENT WITH DPSM DECISION
7. REGION WILL CONTACT CUSTOMER REGARDING THE REQUEST TO SPEAK TO SOMEONE HIGHER UP.

CUSTOMER STATES:

1. I CAN NOT DRIVE THIS CAR
2. CAR HAS HAD PROBLEMS SINCE DAY 1
3. THAT IS NOT ACCEPTABLE

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

Page 7 of 9

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131926 [REDACTED]	K389965	73,950
Gallitzin, PA		Prod. Date: 2/6/02	Dealer: PA013	Courtesy Kia

4. HOW CAN I SPEAK TO THIS KIA REP. WHAT IS THE REP'S NUMBER
5. NOT IN AGREEMENT WITH THIS DECISION CAN NOT DRIVE THIS "GOD---" CAR
6. HAVE A CAR THAT IS SITTING AND A CAR PAYMENT OF \$435.00 FOR CAR I CAN NOT DRIVE
7. NOT AT ALL HAPPY WITH THE KIA PRODUCT AND WILL MAKE SURE EVERYONE IS AWARE THAT KMA WILL NOT HELP ME
- WITH THIS CAR THAT HAS HAD MANY PROBLEMS
8. WHAT IS NUMBER TO REGIONAL OFFICE
9. WANT TO TAKE THIS HIGHER.

\*\*\* NOTES 11/28/2005 10:46 AM US Mountain Standard Time TDomelly Action Type: Manager review

WRITER STATES:

1. DISPATCHING CASE TO REGION FOR FOLLOW UP WITH CUSTOMER. DEALER (PA013) AND DPSM
2. CUSTOMER REQUESTING REPAIR ASSISTANCE OUTSIDE TERMS OF WARRANTY
3. STATES ONGOING ISSUES WITH VEHICLE SINCE PURCHASE
4. STATE'S SHE PAYS \$435.00 A MONTH FOR CAR AND CAN NOT AFFORD \$912.00 ESTIMATE GIVEN FOR CURRENT REPAIRS
5. STATES CAR IS TERRIBLE AND KMA SHOULD HELP HER
6. CUSTOMER HAS BEEN ADVISED THAT DPSM HAS DECLINED ANY REPAIR ASSISTANCE
7. CUSTOMER IS NOT IN AGREEMENT WITH DECISION AND REQUESTING TO SPEAK TO SOMEONE ABOVE DPSM OR TO SPEAK TO DPSM DIRECTLY.

\*\*\* PHONE LOG 12/07/2005 10:29 AM US Mountain Standard Time TDomelly Action Type: Incoming call

CUSTOMER STATES (THERESA JONES):

1. CAR IS FINALLY REPAIRED
2. I NEED SOME HELP WITH REPAIRS
3. WAS TOLD REPAIRS WOULD NOT BE COVERED
4. WHAT IS GOING ON WITH MY CASE
5. WHAT IS THE NUMBER TO REGIONAL OFFICE
6. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT FILE WAS FORWARDED TO REGIONAL OFFICE SINCE CUSTOMER WAS NOT IN AGREEMENT WITH DPSM DECISION
3. CAN PROVIDE CUSTOMER WITH PHONE AND CONTACT INFO FOR REGIONAL OFFICE
4. REGION IS ABOVE RCC AND CAN REVIEW DETERMINATION AND ADVISE IF ANYTHING FURTHER CAN BE DONE.
5. REGIONAL CONTACT INFO PROVIDED.

\*\*\* PHONE LOG 12-09 2005 02:25 PM Eastern Daylight Time APodolak Action Type: Incoming call  
customer states:

1. Something else is wrong with my car.
2. Customer restated previous problems and current problem costing \$68
3. I just want to get my problems fixed with my car

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

Page 9 of 9

[REDACTED]		VIN of 2002 SEDONA EX KNDUP13192 [REDACTED]	Case Number K389965	Mileage 73,950
Gallitzin, PA [REDACTED]	Prod. Date: 2/6/02		Dealer: PA013 Courtesy Kia	

6. ANALYST TRIED CALLING CUSTOMER 1/17/06, LEFT VOICEMAIL
7. ANALYST CALLED CUSTOMER 1/18/06, VOICEMAIL PICKED UP AGAIN

CASE CLOSED PENDING FURTHER CONTACT FROM THE CUSTOMER

\*\*\* CASE CLOSE 01/18/2006 09:32 AM Eastern Daylight Time TAtwell

\*\*\* NOTES 01/25/2006 03:03 PM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.  
NCA received complaint from the Office of the Attorney General. Complaint states:

1. Customer has had numerous problems with vehicle: CEL, stalling, vehicle shut down, smoking, not idling correctly
  2. Customer requesting repurchase.
  3. Request written reply within 15 days.
- Writer to scan into case and forward to the region for further handling.

\*\*\* NOTES 01/27/2006 11:20 AM Eastern Daylight Time LSantino Action Type:Manager review

RECEIVED COPY OF CONSUMER COMPLAINT FROM THE PENNSYLVANIA ATTORNEY GENERAL'S OFFICE.

1. RESPONSE MUST BE RECEIVED WITHIN 15 DAYS.
- CC: TA

\*\*\* NOTES 01/30/2006 03:36 PM Eastern Daylight Time TAtwell Action Type:Manager review  
WRITER STATES:

1. CONTACTED THE AG'S OFFICE
2. SPOKE TO AGENT TIMOTHY SHIREY
3. MR. SHIREY INDICATES HE RECEIVED OUR LETTER SHOWING THE CUSTOMER HAD ACCEPTED OUR OFFER
4. MR SHIREY INDICATES HE NEEDS NO FURTHER RESPONSE FROM KIA
5. HE WILL CONTACT THE CUSTOMER

\*\*\* NOTES 02/06/2006 08:31 AM Eastern Daylight Time TAtwell Action Type:Manager review  
WRITER STATES:

1. MR SHIREY RE **TURNED** MY CALL
2. HE STATES WE SHOULD GO AHEAD WITH THE GOODWILL OFFER TO MS JONES
3. WE HAVE NOT RECEIVED ANYTHING FROM THE STATE AS OF YET REGARDING THE CLOSING OF THE CASE

\*\*\* NOTES 02/06/2006 08:58 AM Eastern Daylight Time TAtwell Action Type:Manager review  
WRITER STATES:

1. CHECKED THE SYSTEM
2. CHECK HAS BEEN CUP 23
3. ANALYST AWAITING RECEIPT OF CHECK TO SEND TO CUSTOMER

CASE CLOSE 02/06/2006 09:03 AM Eastern Daylight Time TAtwell

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

Page 1 of 8

Last name [REDACTED]	First name [REDACTED]	VIN of 2002 SEDONA LX KNDUP131626 [REDACTED]	Case Number K42 4226	Mileage 52,000
WOOD SIDE, NY [REDACTED]		Prod. Date: 6/5/01	Dealer: NY055 Kia of Bayside	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 02/10/2005 12:45 PM HReynolds

**CUSTOMER STATES:**

1. MY **STEERING LOCKS** UP WHEN I **TURN** TO RIGHT OR LEFT
2. WENT TO DEALER FOR CONCERN
3. THEY SAID. COULDN'T FIND ANYTHING WRONG WITH VEHICLE
4. TOOK IT TO LOCAL MECHANIC. THEY SAID IT'S RACK AND PINNION
5. DEALER IS SAYING NOTHING WRONG WITH VEHICLE
6. I'M STILL HAVING SAME PROBLEM
7. NO ONE AT KIA DEALER ARE FRIENDLY TO ME

**WRITER STATES:**

1. APOLOGY FOR SITUATION
2. ADVISED, KIA DEALER CAN'T FIX THE CAR UNTIL THEY KNOW WHAT TO FIX
3. CAR NEED TO GO BACK TO KIA DEALER FOR DIAGNOSTIC IF YOU STILL HAVE SAME PROBLEM
4. WILL CALL DEALER TO SEE IF YOU CAN TAKE IT BACK
5. PUT CUSTOMER ON HOLD

**WRITER STATES:**

1. WRITER CALLED KIA OF BAYSIDE DEALER
2. ADVISED HIM THAT CUSTOMER HAS SAME PROBLEM WITH **STEERING** WHEEL
3. CUSTOMER NEEDS TAKE THE VEHICLE BACK TO KIA DEALER
4. CUSTOMER STATES. IT MIGHT BE A BAD RACK AND PINNION

**DEALER STATES:**

1. TELL CUSTOMER TO MAKE AN APPT.
2. WE WILL INSPECT THE VEHICLE TO SEE WHAT CAN BE DONE

**WRITER STATES:**

1. THANKED CUSTOMER FOR HOLDING
2. ADVISED CUSTOMER THAT DEALER IS WILLING TO LOOK AT THE VEHICLE AGAIN
3. SUGGESTED TO MAKE AN APPT. WITH DEALER
4. THE NAME OF SM IS RAULPH
5. ONCE CAR IS AT DEALER, WRITER WILL FOLLOW UP WITH DEALER

**CUSTOMER STATES:**

1. I WILL MAKE AN APPT. WITH DEALER
2. WOULD CALL DEALER WHILE MY CAR IS AT
3. THANK YOU

\*\*\* PHONE LOG 02/10/2005 12:52 PM HReynolds Action Type: Incoming call

**CUSTOMER STATES:**

1. I CALLED THE DEALER
2. THEY TOLD ME TO DROP THE CAR OFF TODAY
3. IT WILL BE AN HOUR OR SO TO GET THE RE
4. WOULD YOU CALL DEALER LATER

**WRITER STATES:**

1. WRITER WILL FOLLOW UP WITH KIA DEALER THIS AFTERNOON FOR STATUS

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

Page 8 of 9

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131926 [REDACTED]	K389965	73,950
Gallitzin, PA	[REDACTED]	Prod. Date: 2/6/02	Dealer: PA013 Courtesy Kia	

4. sure, do you want all the RO's?
5. PLEASE get back to me as soon as you can. I just want my car fixed!

writer states:

1. apologized for situation, and asked customer for veh info.
2. when did problems start?
3. Ok, can you fax me over your RO's that have been performed on the car?
4. yes, and after I receive them then I can look into your case and see what has been done for your car, and what possibly we can do for your car.
5. I will try my best.

\*\*\* NOTES 12/14/2005 05:42 PM Eastern Daylight Time TAtwell Action Type:Manager review  
WRITER STATES:

1. CASE UNDER REVIEW WITH DPSM AND RCAM FOR POSSIBLE REPLACEMENT

\*\*\* NOTES 12/15/2005 10:41 AM Eastern Daylight Time TAtwell Action Type:Manager review  
WRITER STATES:

1. CASE REVIEWED WITH RCAM
2. CUSTOMER VEHICLE AT DEALER CURRENTLY
3. CUSTOMER SENT OFFER LETTER FOR GOODWILL OF \$1000 WITH 30 DAY TEST DRIVE
4. DEALER STATES VEHICLE WAS BROUGHT IN 12/12/05
5. DEALER HAS BEEN UNABLE TO DUPLICATE ANY OF THE CUSTOMERS CONCERNS AT THIS TIME
6. DEALER SERVICE MANAGER (RUSTY) IS HANDLING CASE

\*\*\* NOTES 12/15/2005 10:48 AM Eastern Daylight Time TAtwell Action Type:Manager review  
WRITER STATES:

1. INFORMED CUSTOMER OF OFFER
2. INFORMED CUSTOMER THAT I AM SENDING OFFER LETTER OUT TODAY
3. CUSTOMER CRIED AND STATES SHE DOES NOT WANT TO BE STUCK WITH THIS VEHICLE
4. CUSTOMER STATES SHE WILL WAIT FOR OFFER LETTER AND REVIEW WITH HER HUSBAND

CASE CLOSED PENDING RECEIPT OF CUSTOMER DECISION

\*\*\* CASE CLOSE 12/15/2005 10:49 AM Eastern Daylight Time TAtwell

\*\*\* NOTES 01/18/2006 09:31 AM Eastern Daylight Time TAtwell Action Type:Manager review  
WRITER STATES:

1. CUSTOMER TELEPHONE CALL 1/17/06
2. CUSTOMER STATES SHE WANTS TO KNOW IF OFFER LETTER IS STILL VALID
3. CUSTOMER STATES SHE KNOWS SHE MISSED THE DEADLINE TO RETURN THE LETTER
4. CUSTOMER STATES THERE WAS A FAMILY EMERGENCY



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

Page 2 of 8

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
WOOD SIDE, NY		KNDUP131626	K424226	52,000
		Prod. Date: 6/5/01	Dealer: NY055 Kia of Bayside	

\*\*\* PHONE LOG 02/10/2005 03:25 PM HReynolds Action Type:Outgoing call

WRITER STATES:

1. PLACED CALL TO KIA OF BAYSIDE. NO ANSWERED IN SERVICE

\*\*\* PHONE LOG 02/11/2005 08:32 AM HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO CRAG -- SVC. ADV. AT Kia of Bayside
2. WOULD LIKE TO KNOW STATUS ON VEHICLE

CRAG STATES:

1. RALPH IS HANDLING THIS CASE. I DON'T KNOW ANYTHING ABOUT THIS CAR
2. LOOKS LIKE THIS CAR NEEDS NEW TRANSMISSION
3. RALPH WILL BE BACK IN 10 MINUTES

\*\*\* PHONE LOG 02/11/2005 12:13 PM HReynolds Action Type:Incoming call

CUSTOMER STATES:

1. TOOK MY CAR TO KIA DEALER YESTERDAY
2. TECH AND MY FATHER WENT OUT FOR TEST DRIVING FOR HALF HOUR
3. MY CAR NEVER ACT UP ON THEM
4. DEALER SAYS. NO PROBLEM FOUND
5. MY FATHER TOLD THEM TO KEEP IT IN DEALER FOR FEW DAYS AND HAVE TEST DRIVE ON IT
6. DEALER TOLD ME THAT I HAVE TO PAY THEM TO DO THAT
7. BROUGHT MY CAR HOME
8. IT IS VERY UNSAFE TO DRIVE THIS CAR
9. I DON'T KNOW WHAT TO DO. IF I GET IN TO AN ACCIDENT IN THE FUTURE. KIA WILL BE RESPONSIBLE FOR DAMAGE BECAUSE I GAVE THEM PLENTY OF TIME TO DIAGNOSE THE VEHICLE

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED. DEALER CAN'T FIX THE CAR UNLESS THEY KNOW WHAT TO FIX
3. ADVISED. CALL THE RSA WHEN **STEERING WHEEL LOCKS** AGAIN
4. WE WILL TOW THE VEHICLE TO KIA DEALER AT THAT TIME
5. WRITER WILL DOCUMENT CUSTOMER'S CONCERN

\*\*\* PHONE LOG 02/11/2005 12:19 PM HReynolds Action Type:Incoming call

WRITER STATES:

1. LEFT VML MESSAGE FOR DPSM VITO SAMPOGNE TO CALL WRITER
2. CUSTOMER **STEERING WHEEL LOCKS** UP WHILE DRIVING
3. DEALER HAVE NOT DUPLICATE THE PROBLEM
4. CUSTOMER ASKING KIA FOR REPAIR ASSISTANCE

\*\*\* EMAIL OUT - HReynolds Action Type:External email

Send to:[vsampogne@kiausa.com]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949-595-5802 AND delete this email.

**Kia Motors America  
Consumer Affairs Department**

Page 3 of 8

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
WOOD SIDE, NY		KNDUP131626	K424226	52,000
		Prod. Date: 6/5/01	Dealer: NY055 Kia of Bayside	

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<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K424226\_HReynolds\_02-11-2005141114.doc>>

\*\*\* CASE CLOSE 02/11/2005 05:06 PM HReynolds

\*\*\* CASE CLOSE 04/14/2005 01:55 PM US Mountain Standard Time DUnderwood  
TREAD REVIEW DONE

\*\*\* NOTES 04/15/2005 07:29 AM WNoonan Action Type:Manager review  
\*\*\*\*\*BELOW ARE THE CASE NOTES FROM DUPLICATE CASE K431233.\*\*\*\*\*

PHONE LOG 03/01/2005 12:34 PM HReynolds  
CUSTOMER STATES:

1. MY CAR IS AT DEALER FOR **STEERING** WHEEL CONCERN
2. DEALER TOLD ME THAT I NEED ALIGNMENT TOO
3. THEY WILL CHARGE ME FOR ALIGNMENT
4. IT WASN'T THE REASON I TOOK MY CAR TO DEALER
5. DO I STILL HAVE TO PAY FOR IT

WRITER STATES:

1. UPDATED: NO OPEN RECALL
2. ADVISED: WARRANTY FOR ALIGNMENT IS 12 12K
3. IF THAT'S PART OF THE REPAIR THAT NEED TO BE COMPLETED AND NOT WARRANTABLE, THAN CUSTOMER IS RESPONSIBLE FOR NONE WARRANTABLE ITEMS
4. APOLOGY FOR SITUATION

\*\*\* PHONE LOG 03/01/2005 12:34 PM HReynolds Action Type:Outgoing call  
WRITER STATES:

1. SPOKE TO RALPH - SVC. ADV. AT Kia of Bayside
2. WOULD LIKE TO KNOW STATUS ON VEHICLE
3. CUSTOMER NOT UNDERSTANDING WHY HE HAS TO PAY FOR ALIGNMENT

DEALER STATES:

1. WE ORDERED THE RACK AND PINION
2. AFTER INSTALL RACK AND PINION, NEEDS NEW ALIGNMENT
3. IT IS ADJUSTMENT WARRANTY ONLY COVERS 12 12K
4. THAT'S WHY HE IS CHARGE FOR IT

\*\*\* PHONE LOG 03/01/2005 01:26 PM HReynolds Action Type:Outgoing call  
WRITER STATES:

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

Page 4 of 8

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
		KNDUP131626	K424226	52,000
WOOD SIDE, NY		Prod. Date: 6/5/01	Dealer: NY055 Kia of Bayside	

1. SPOKE TO DPSM/ VITO SAMPOGNE
2. ADVISED HIM THAT VEHICLE NEEDS RACK AND PINION
3. DEALER IS CHARGING CUSTOMER FOR ALIGNMENT
4. THE ALIGNMENT WOULDN'T NEED IT IF IT WASN'T BAD RACK AND PINION
5. CAN WE COVERED THE WHOLE THING UNDER WARRANTY?

DPSM/ VITO SAMPOGNE STATES:

1. YOU NEED TO REALIGNMENT AFTER PUT NEW RACK AND PINION ANY WAY
2. I WILL AUTHORIZE FOR REPAIR
3. DEALER CAN CALL ME FOR AUTHORIZATION CODE IF THEY NEED IT

\*\*\* PHONE LOG 03/01/2005 01:32 PM HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO RALPH - SVC, ADV. AT KIA OF BAYSIDE
2. ADVISED HIM THAT THE DPSM HAS AUTHORIZED FOR ALIGNMENT
3. YOU CAN CALL DPSM FOR AUTHORIZATION NUMBER

1. THANK YOU

\*\*\* PHONE LOG 03/01/2005 01:40 PM HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO MR. KIM
2. ADVISED HIM THAT KIA WILL PAY FOR ALIGNMENT AT THIS TIME

MR. KIM STATES:

1. IT HAS BEEN MORE THEN 2 WEEK FOR PART
2. JUST GOT A CALL FROM KIA DEALER SAYING THAT THEY ARE STILL WAITING ON PART
3. THANK YOU

\*\*\* CASE CLOSE 03/01/2005 01:40 PM HReynolds

\*\*\* PHONE LOG 03/03/2005 08:04 AM HReynolds Action Type:Incoming call

WRITER STATES:

1. CUSTOMER LEFT VLM MESSAGE FOR WRITER
2. STILL HAVING PROBLEM
3. PLEASE CALL ME AT 718-297-9886

\*\*\* PHONE LOG 03/03/2005 08:43 AM HReynolds Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO MR. KIM
2. REITERATED CUSTOMER'S CALL

MR. KIM STATES:

1. HE PLACED THE ORDER FOR PARTS

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

Page 5 of 8

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
WOOD SIDE, NY		KNDUP131626	K424226	52,000
		Prod. Date: 6/5/01	Dealer: NY055 Kia of Bayside	

2. LOST POWER **STEER**ING WHEEL
3. IT DOESN'T RE**TURN** TO ORIGINAL POSITION
4. TOOK IT BACK TO DEALER THIS MORNING
5. ONE OF THE TECH TEST DROVE WITH ME AND SAYING IT'S NORMAL FOR THIS CAR
6. THEY DIDN'T EVEN WANT ME TO DROP THE CAR OFF
7. I DON'T KNOW WHAT THEY DID TO MY CAR WHEN THEY KEPT MY CAR FOR 2 WEEKS
8. NOTHING HAS BEEN RESOLVED
9. MAJOR KIA HAS 3 MONTH WAITING LIST
10. WILL TRY TO GO TO MAJOR KIA IN LONG ISLAND CITY TO SEE IF THEY CAN DIAGNOSE MY CAR

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED, CUSTOMER CAN GO TO ANOTHER KIA DEALER FOR SECOND OPINION
3. MAJOR KIA IS CLOSEST ONE FROM CUSTOMER'S LOCATION
4. WRITER IS VERY SORRY THAT CUSTOMER STILL HAS ISSUE WITH VEHICLE

\*\*\* PHONE LOG 03/03/2005 08:49 AM HReynolds Action Type: Outgoing call

WRITER STATES:

1. WRITER CALL TO Major Kia of Long Island City. SPOKE TO BILL - SM
2. ADVISED HIM THAT CUSTOMER HAS ON GOING ISSUE WITH **STEER**ING WHEEL CONCERN
3. CAR WAS WORKED ON AT KIA OF BAYSIDE
4. PROBLEM STILL EXISTS AND CUSTOMER IS NOT SATISFY WITH KIA'S SERVICE
5. WRITER UNDERSTANDS THAT THIS KIA IS SWAMP WITH APPTS.
6. IS THERE ANY WAY TO HAVE SOMEONE FROM YOUR DEALER TO TEST DRIVE HIS VEHICLE TO DETERMINE WHETHER IT'S NORMAL OPERATION OR NOT
7. WRITER THANKED TO BILL

BILL - SM, STATES:

1. TELL CUSTOMER COME IN ON MONDAY. WE WILL TRY TO DIAGNOSE THE VEHICLE AT THAT TIME
2. IF VEHICLE NEEDS TO REPAIR, WE WILL MAKE SCHEDULE FOR HIM TO COME IN
3. ONLY SPOT AVAILABLE IS 03 29

\*\*\* PHONE LOG 03/03/2005 09:02 AM HReynolds Action Type: Outgoing call

WRITER STATES:

1. SPOKE TO MR. KIM
2. ADVISED, WRITER DID FOLLOW UP WITH SML AT MAJOR KIA
3. DEALER IS WILLING TO SEE YOUR CAR ON MONDAY FOR "DIAGNOSTIC"
4. THEY WILL BE ABLE TO TELL YOU WHETHER IT'S NORMAL OR NOT
5. THEY WILL PUT YOU ON LIST FOR REPAIR IF NEEDED
6. NAME OF SML AT DEALER IS BILL

CUSTOMER STATES:

1. THANK YOU
2. WILL GO TO DEALER ON MONDAY AND ASK FOR BILL

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

Page 6 of 8

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
WOOD SIDE, NY		KNDUP131626	K424226	52,000
		Prod. Date: 6/5/01	Dealer: NY055 Kia of Bayside	

\*\*\* CASE CLOSE 03/03/2005 09:02 AM HReynolds

\*\*\* PHONE LOG 03/25/2005 09:04 AM HReynolds Action Type: Incoming call

MR. KIM STATES:

1. TOOK MY CAR TO LONG ISLAND CITY KIA
2. THEY SAID, SOMETHING IS WRONG WITH VEHICLE BUT THEY CAN'T FIND THE WHAT PART IS CAUSING
3. THEY SAID IT HAS TO BE RACK AND PINION
4. BAYSIDE KIA HAD CHANGED THE RACK AND PINION ON MARCH 2ND
5. DEALER WANT ME TO TAKE THE CAR BACK ON TUESDAY
6. WHAT IF MY CAR STILL HAS SAME PROBLEM AFTER REPLACE THE RACK AND PINION

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED. WRITER DOESN'T SEE THAT RACK AND PINION HAS BEEN REPLACED
3. WE WILL HONOR DEALER'S DIAGNOSTIC THIS TIME AND LET THEM REPLACE THE PART TO SEE IF IT MAKES
4. WRITER DOESN'T HAVE AN ANSWER FOR WHAT IF IN THE FUTURE
5. ADVISED. SEEMS DEALER IS DOING THEIR BEST TO DETERMINE WHAT THE PROBLEM IS

\*\*\* PHONE LOG 03/25/2005 09:08 AM HReynolds Action Type: Outgoing call

WRITER STATES:

1. WRITER CALLED BACK TO MR. KIM
2. ADVISED HIM THAT VEHICLE HAS 3 OPEN RECALL THAT HAS NOT BEEN ADDRESSED
3. SCO23, SCO30, SCO42A

CUSTOMER STATES:

1. JUST RECEIVED THE LETTER FROM KIA ABOUT THE RECALL
2. WILL TAKE IT TO KIA DEALER TODAY
3. THANK YOU FOR INFO

\*\*\* CASE CLOSE 03/25/2005 02:03 PM HReynolds

\*\*\* PHONE LOG 03/30/2005 11:40 AM HReynolds Action Type: Incoming call

CUSTOMER STATES:

1. DEALER ORDERED THE RACK AND PINION
2. HAVEN'T RECEIVED THE PART
3. I WILL HAVE TO DRIVE 10 HOURS TOMORROW
4. TRYING TO RENT A MINI VAN, CAN'T FIND ANY IN MY AREA

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED. WRITER NOT RECOMMEND TO DRIVE LONG DISTANCE WITH THIS VEHICLE

**Kia Motors America  
Consumer Affairs Department**

Page 7 of 8

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
WOOD SIDE, NY		KNDUP131626	K424226	52,000
		Prod. Date: 6/5/01	Dealer: NY055 Kia of Bayside	

3. WILL FOLLOW UP WITH DEALER FOR PARTS ORDER STATUS

\*\*\* PHONE LOG 03/30/2005 11:48 AM HReynolds Action Type:Outgoing call  
WRITER STATES:

1. SPOKE TO JIM SALVADOR - PARTS MANAGER AT Major Kia of Long Island City
2. WOULD LIKE TO KNOW PARTS STATUS ON VEHICLE

DEALER STATES:

1. WE JUST RECEIVED THE PART TODAY
2. WILL NOTIFY THE SVC., RIGHT A WAY

\*\*\* PHONE LOG 03/30/2005 11:53 AM HReynolds Action Type:Outgoing call  
WRITER STATES:

1. SPOKE TO MR. KIM
2. ADVISED HIM THAT WRITER DID FOLLOW UP WITH KIA DEALER
3. THEY JUST RECEIVED THE PART
4. THE PART IS IT'S ON WAY TO SERVICE AS WE SPEAK
5. WRITER HOPES, CUSTOMER'S CAR WILL BE READY FOR TRIP ON FRIDAY

CUSTOMER STATES:

1. JUST SPOKE TO BILL AT SERVICE
2. WILL CONTACT DEALER
3. THANK YOU

\*\*\* CASE CLOSE 03/30/2005 11:54 AM HReynolds

\*\*\* PHONE LOG 03/31/2005 11:40 AM HReynolds Action Type:Incoming call  
CUSTOMER STATES:

1. CALLED DEALER THIS MORNING
2. THEY TOLD ME MY PART IS STILL NOT IN
3. I'M GOING TO MAKE A TRIP WITHOUT A PART
4. IF MY CAR MILEAGE OVERS FOR WARRANTY AFTER THIS TRIP
5. CAN I STILL GET UNDER WARRANTY

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED, WRITER SPOKE TO PARTS MANAGER YESTERDAY
3. HE WAS CONFIRM WITH HIM THAT YOUR PART HAS ARRIVED YESTERDAY
4. HE SUPPOSED TO NOTIFY TO SERVICE
5. WILL CALL DEALER FOR STATUS
6. PUT CUSTOMER ON HOLD

WRITER STATES:

1. WRITER SPOKE TO MONROE - PARTS AT Major Kia of Long Island City
2. ADVISED HIM THAT WRITER SPOKE TO PARTS MANAGER YESTERDAY

**Kia Motors America  
Consumer Affairs Department**

Page 8 of 8

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
WOOD SIDE, NY		KNDUP131626	K424226	52,000
		Prod. Date: 6/5/01	Dealer: NY055 Kia of Bayside	

3. WHERE IS PART

DEALER STATES:

1. WE HAVE THE PART HERE
2. WILL LET YOU SPEAK TO SERVICE
3. HIS SVC. ADV. IS BILL CATRO

WRITER STATES:

1. WRITER WAS TRANSFER TO SERVICE
2. SPOKE TO BILL

BILL AT DEALER STATES:

1. WE DIDN'T HAVE THE INFO IN SYSTEM THIS MORNING
2. CAR WILL BE READY BY TOMORROW

WRITER STATES:

1. THANKED CUSTOMER FOR HOLDING
2. ADVISED HIM THAT DEALER HAS THE PART. WILL BE READY TOMORROW

1. WE HAVE TO LEAVE 5 AM TOMORROW MORNING
2. WILL CALL BACK TO KIA DEALER TO SEE IF THEY CAN DO SOONER
3. THANKS FOR YOUR HELP

\*\*\* CASE CLOSED 03/31/2005 04:18 PM HReynolds

CASE CLOSED 04/15/2005 07:55 AM WNoonan

\*\*\*\*\*TREATMENT\*\*\*\*\*

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP131426	K367424	22,000
CORAL SPRINGS, FL		Prod. Date: 4/9/02	Dealer: FL018 Coral Springs Kia	

**Case History**

Complaint Survey

SURVEY DATE : 09/20/2004  
SERVICE DATE : 09/14/2004

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :  
2 CUSTOMER STATED THEY DID NOT DO THE OIL CHANGE. HE SAID THE SERVICE MGR WAS AROGANT. HE SAID THEY TOLD HIM HE DID NOT ASKE FOR AN OIL CHANGE. HE SAID THEY DID NOT GET EVERYTHING DONE. HE SAID HE HAD TO WAIT WHILE THEY DID THE OIL CHANGE. HE SAID HE COULD HAVE LISTENED. HE SAID IT HAS BEEN YEARS OF UNSATISFIED SERVICE. Q003: One or more items requested was not done Q004: Had to wait for repair to be completed Not all requested work completed Q005: Understanding of needs, know ledge, explanations

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

\*\*\* PHONE LOG 09/23/2004 11:18 AM TMorales Action Type:Incoming call  
Cust stated:

1. Brought the veh in for a/c and oil change and squeaky **NOISEs** in the **STEER**ing column, and the brakes were squealing, and the gear box is now making **NOISEs**
2. The dlr says they don't hear the **NOISE** in the **STEER**ing column, and that the **NOISEs** in the brakes were normal
3. The dlr says the gear box **NOISE** is normal
4. The dlr is very condescending

\*\*\* PHONE LOG 09/23/2004 11:23 AM TMorales Action Type:Outgoing call  
Writer advised cust:

1. Apologized for the experience at the dlr
2. Perhaps the cust should go to the next nearest dlr for : a. Better Svc and b. To get a second opinion on whether the **NOISEs** in the brakes, **STEER**ing and gear box are existant and normal or not
3. Provided cust next nearest dlr info

Cust stated:

1. Maybe will go to next dlr
2. Thanks for calling

\*\*\* CASE CLOSE 09 23 2004 11:24 AM TMorales

\*\*\* CASE CLOSE 10 12 2004 12:55 PM Pacific Daylight Time WSpencer  
TREAD REVIEW



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

Page 1 of 5

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP1311263 [REDACTED]	K1221980	57,000
Rochelle Park, NJ		Prod. Date: 4/24/02	Dealer: NJ020 Kia of Paramus	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/31/2006 10:54 AM US Mountain Standard Time CDiaz

Customer Stated:

1. Power **STEER**ing pump is out.
2. The dealer told me that they would not cover this since I have not had the power **STEER**ing fluid changed.
3. I spoke to Alex at the dealer and he got this info from Curtis
4. SC054
5. This is still under warranty and should be covered.
6. I have never heard of the power **STEER**ing fluid needing to be replaced.

Writer Stated:

1. Sorry
2. Let me check on this for you

Writer called Curtis Ralph and left a VM

1. Advised of the case and requested a call back.
2. Gave extension #

Writer Stated:

1. Called our DPSM and left a VM to call me back to review.
2. I will call you back once I have some info.

Customer understands.

\*\*\* PHONE LOG 08/31/2006 01:55 PM US Mountain Standard Time RBriones Action Type:Incoming call

Cust Stated:

1. Had spoke with someone earlier regarding concern with vehicle.
2. Was wanting to see if there was any update on that information.
3. When can I expect a call back on that?
4. Would it matter if I pick up my vehicle?

Writer Stated:

1. Apologized for prob.
2. Show the Christian has a call in to our DPSM.
3. If there are in a unreachable area with their cell phones, they have 24hrs to get back with us when we leave a message.
4. At the latest should be hearing back from area rep tomorrow.
5. If diagnosis has already been done, shouldn't matter if you pick up vehicle.

\*\*\* EMAIL OUT CDiaz Action Type:External email

Send to:[CRalph@kiausa.com]

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

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File Attachment: copubs ClarifyOBJCA\_Attachments SendHistory Case\_K1221980\_CDiaz\_08-31-2006150301.doc

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**Consumer Affairs Department**

Page 2 of 5

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP1311263	K1221980	57,000
Rochelle Park, NJ 07662		Prod. Date: 4/24/02	Dealer: NJ020 Kia of Paramus	

\*\*\* PHONE LOG 08/31/2006 02:22 PM US Mountain Standard Time CDiaz Action Type:Incoming call

CR Stated:

1. I told Ted to take care of this.
2. Tried to get the customer many times to do maintenance.
3. He has declined every time.

\*\*\* PHONE LOG 08/31/2006 02:24 PM US Mountain Standard Time CDiaz Action Type:Incoming call

Writer called the customer and left a message

1. Gave 800# and extension.
2. Customer will call back.

\*\*\* PHONE LOG 08/31/2006 02:27 PM US Mountain Standard Time CDiaz Action Type:Incoming call

Customer called back.

Writer Stated:

1. DPSM is covering that.

Customer Stated:

1. OK great thanks.

\*\*\* CASE CLOSE 08/31/2006 02:27 PM US Mountain Standard Time CDiaz

Gave info.

\*\*\* PHONE LOG 09/01/2006 12:08 PM US Mountain Standard Time Harson Action Type:Incoming call  
CUSTOMER ADVISED

- 1 I WAS TOLD THAT THE REPAIRS ARE BEING COVERED
- 2 NOW TODAY I WAS TOLD THAT THE PUMP IS COVERED BUT A SHAFT IS NOT
- 3 THE SHAFT IS MORE EXPENSIVE THEN THE WATER PUMP REPLACEMENT
- 4 HOW CAN WE GET ONE AUTHORIZED BUT NOT THE OTHER
- 5 CAN YOU FIGURE OUT WHAT IS GOING ON ?

WRITER ADVISED

- 1 APOLOGIZED FOR THE CONCERNS
- 2 EXPLAINED THAT THE PREVIOUS REPRESENTATIVE WORKED TO GET THE WATER PUMP AUTHORIZED. IT DOES NOT SHOW THAT A SHAFT NEEDED TO BE REPLACED
- 3 WE WOULD NEED TO CALL THE DEALERSHIP TO DETERMINE WHAT HAS TRANSPIRED
- 4 I WILL DO SOME RESEARCH AND WILL GET BACK TO YOU

CUSTOMER ADVISED

- 1 OK THANK YOU
- 2 PROVIDED CELL PHONE NUMBER AS ALTERNATE NUMBER

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

Page 3 of 5

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP1311263	K1221980	57,000
Rochelle Park, NJ		Prod. Date: 4/24/02	Dealer: NJ020 Kia of Paramus	

\*\*\* PHONE LOG 09/01/2006 12:11 PM US Mountain Standard Time TLarson Action Type:Incoming call  
WRITER CALLED JOHN @ NJ020 ADVISED

1 MY TECH ADVISED THAT THE VEHICLE NEEDS A NEW WATER PUMP AND A NEW INTERMEDIATE SHAFT  
2 THE WATER PUMP BECAUSE IT IS NOT WORKING. THE SHAFT BECAUSE IT IS **BINDING**  
3 MY TECH DOES NOT FEEL THAT THE VEHICLE WILL MAKE IT OUT OF THE LOT EVEN WITH A NEW WATER PUMP  
4 I REVIEWED IT WITH THE DPSM AND HE DID NOT FEEL IT WAS REQUIRED TO BE REPLACED  
5 HE AUTHORIZED PUTTING A WATER PUMP IN THE VEHICLE AND SENDING THE CUSTOMER ON THERE WAY  
6 I PLAN ON DRIVING THE VEHICLE MYSELF AFTER WE REPLACED THE WATER PUMP  
7 IF IT DOES NOT WORK I WILL CALL THE DPSM BACK. THATS ALL WE CAN DO

WRITER ADVISED

1 THANK YOU FOR YOUR INFORMATION  
2 I WILL FOLLOW UP WITH THE CUSTOMER

\*\*\* PHONE LOG 09/01/2006 12:21 PM US Mountain Standard Time TLarson Action Type:Incoming call  
WRITER CALLED DPSM CURTIS RALPH

1 EXPLAINED SITUATION  
2 CUSTOMER IS SEEKING COVERAGE FOR BOTH ITEMS  
3 WAS QUOTED 375\$ TO REPLACE THE INTERMEDIATE SHAFT  
4 PLEASE CALL ME BACK SO WE CAN DISCUSS THIS CASE FURTHER

WRITER WILL AWAIT CALL BACK . WILL FOLLOW UP WITH CUSTOMER ONCE MORE INFO IS RECEIVED

\*\*\* PHONE LOG 09-05 2006 06:16 AM US Mountain Standard Time TLarson Action Type:Incoming call  
CUSTOMER ADVISED

1 MY WIFE SPOKE WITH SOMEONE LATE ON FRIDAY  
2 I HAVE NOT HEARD FROM ANYONE  
3 WHAT IS THE STATUS

WRITER ADVISED

1 I CALLED OUR DPSM ON FRIDAY AND HAVE YET TO HEAR FROM HIM  
2 I WILL FOLLOW UP WITH YOU ONCE THERE IS MORE INFORMATION

CUSTOMER ADVISED

1 CALL ME BACK ONCE MORE INFO IS RECEIVED  
2 I AM ALSO WANTING TO MAKE A FORMAL COMPLAINT ABOUT THIS DEALERSHIP

**Kia Motors America  
Consumer Affairs Department**

Page 4 of 5

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP1311263	K1221980	57,000
Rochelle Park, NJ		Prod. Date: 4/24/02	Dealer: NJ020 Kia of Paramus	

3 THEY ARE FAMOUS FOR GIVING PEOPLE THE RUN AROUND

WRITER ADVISED

I I WILL CALL YOU CALL YOU BACK ONCE MORE INFORMATION IS AVAILABLE

WRITER CALLED THE DPSM CURTIS RALPH

I LEFT MESSAGE REQUESTING CALL BACK

\*\*\* PHONE LOG 09/05/2006 10:16 AM US Mountain Standard Time HReynolds Action Type:Incoming call  
MR.KONDYRA STATED:

1. WOULD LIKE TO KNOW THE STATUS
2. MY ISSUE WAS DEALT WITH FCM/TODD THIS MORNING

WRITER STATED:

1. APOLOGY FOR THE SITUATION
2. ADVISED. FCM/TODD REVIEWED WITH DPSM AND WAITING FOR HIS DECISION
3. ADVISED. FCM TODD WILL FOLLOW UP WITH CUSTOMER ONCE HE HAS AN ANSWER FROM DPSM
4. WILL DOCUMENT THAT YOU CALLED

\*\*\* PHONE LOG 09/05/2006 01:10 PM US Mountain Standard Time TLarson Action Type:Incoming call  
WRITER RECEIVED FOLLOW UP FROM DPSM CURTIS RALPH

I I WILL NOT PAY FOR THE INTERMEDIATE SHAFT

2 THE DEALERSHIP INITIALLY TOLD ME IT WAS THE POWER *STEER*ING PUMP AND I AGREED TO PAY FOR THAT

3 NOW THE DEALER IS TELLING ME IT'S THE SHAFT

4 HE IS NOT WILLING TO COVER BOTH PARTS. HE OFFERED TO COVER THE SHAFT IF THEY REMOVE THE PUMP AND PUT THE OLD ONE BACK IN.

\*\*\* PHONE LOG 09/05/2006 02:16 PM US Mountain Standard Time TLarson Action Type:Outgoing call  
WRITER CALLED CUSTOMER

1 RECEIVED FOLLOW UP FROM THE DPSM

2 EXPLAINED THAT THE DPSM WILL NOT BE PAYING FOR BOTH PARTS

3 THEY WILL PAY FOR THE SHAFT OR THEY WILL PAY FOR THE PUMP

4 FROM WHAT I UNDERSTOOD AS OF FRIDAY THE DEALER WAS CHANGING THE PUMP

5 IF THAT HAS CHANGED IM NOT SURE. PLEASE FOLLOW UP WITH JOHN FOR A STATUS WITH YOUR VEHICLE  
6 THE DPSM WAS INITIALLY TOLD THAT THE PUMP WAS THE PROBLEM THEN SHORTLY AFTERWARD IT WAS THE SHAFT

7 I WANTED TO FOLLOW UP WITH YOU AND PROVIDE WITH A UPDATE

8 PLEASE FOLLOW UP WITH JOHN FOR A FURTHER UPDATE

CUSTOMER ADVISED

**Kia Motors America  
Consumer Affairs Department**

Page 5 of 5

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP1311263	K1221980	57,000
Rochelle Park, NJ		Prod. Date: 4/24/02	Dealer: NJ020 Kia of Paramus	

1 OK THANK YOU  
2 I WILL CALL JOHN TOMORROW  
3 THANKS FOR CALLING ME BACK

\*\*\* CASE CLOSE 09/05/2006 02:17 PM US Mountain Standard Time TLarson

\*\*\* PHONE LOG 09/06/2006 12:21 PM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I WAS JUST CALLING FOR CLARIFICATION ON WHAT WAS BEING COVERED ON MY VEH

WRITER ADVISED:

1. I SHOW THE DPSM IS GOING TO COVER THE COST OF THE SHAFT AND THE DLR IS GOING TO PUT YOUR OLD PUMP BACK IN IT BECAUSE THEIR WAS NOTHING WRONG WITH IT

CUST STATED:

1. OK THANKS I JUST WANTED TO MAKE SURE

\*\*\* CASE CLOSE 09/06/2006 12:22 PM US Mountain Standard Time RSabin

\*\*\* CASE CLOSE 10/06/2006 08:00 AM US Mountain Standard Time JCrack

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

Page 1 of 1

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP131436	K1408093	70,000
Monsey, NY		Prod. Date: 1/10/03	Dealer: NJ009 Mahwah Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 01/29/2008 09:23 AM US Mountain Standard Time CCummins  
cust states

1. I think I am still having problems with the **STEER**ing
2. the wheel is **HARD** to **TURN** and just had the **STEER**ing oil pump replaced in May 07
3. wanted to know if it was covered
4. also how about the ty rods

writer states

1. apologized for the situation
2. advised the replacement part is covered for 12/12
3. if that is the problem then suggest taking it back to the dealership (NJ009)
4. would not know what is covered until the vehicle can be diagnosed properly
5. the ty rods are covered for 10/100
6. provided case # for future concerns or comments

\*\*\* CASE CLOSE 01/29/2008 09:23 AM US Mountain Standard Time CCummins

\*\*\* CASE CLOSE 04/15/2008 12:46 PM US Mountain Standard Time TMorales

**STEERING TREAD COMPLETE**

\*\*\* NOTES 04/19/2008 11:32 AM US Mountain Standard Time DUnderwood Action Type:Manager review  
DUP CASE NOTES ADDED:

\*\*\* PHONE LOG 02/12/2008 08:58 AM US Mountain Standard Time CCummins  
cust states

1. is the **STEER**ing shaft covered under the PTW or B1 W

writer states

1. apologized for the situation
2. advised the steering shaft is covered under the B1 W
3. provided case # for future reference

\*\*\* CASE CLOSE 02/12/2008 08:58 AM US Mountain Standard Time CCummins

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

Page 1 of 2

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
		KNDUP13154	K1015432	9,000
New Market, MD		Prod. Date: 9/7/03	Dealer: MD022 Winn Kelly Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/19/2005 08:35 AM US Mountain Standard Time TMorales

Cust. [REDACTED] stated:

1. The veh has been in the shop three X for a motor sound in the rear end
2. One time the dlr pulled the wheels off and fixed it then
3. The one dlr said there was a recall on the tires; and he would call the cust when the part came in
4. Then another dlr said there is no recall on the tires but other recalls
5. The lady that is in charge of the shop doesn't seem to want me to bring it down there
6. I am getting a recall on the gas pedal
7. The veh surges the motor revs up and the veh sucks down gas
8. I want to take it to Winn Kelly KIA; they are the ones who have worked on this problem in the past

writer advised:

1. Apologized for the problems
2. SC051 SEDONA THROTTLE CABLE: Explained and that the dlr will correct at no cost to cust
- 3 The veh needs to be inspected for these issues; please make appt and call back; we will call svc mgr and ensure all resources and tools are being used to diagnose and fix these problems
4. Perhaps involve the factory rep who can provide tech assist

Cust stated:

1. OK thank you

\*\*\* CASE CLOSE 09/19/2005 08:35 AM US Mountain Standard Time TMorales

\*\*\* PHONE LOG 09/19/2005 02:59 PM US Mountain Standard Time TMorales Action Type:Incoming call

Writer received call from cust stating:

1. The appt is for the 21st at Winn Kelley at 10 am

\*\*\* PHONE LOG 09/21/2005 10:09 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called MD022 Tech Bob who stated:

1. We have found a noisy **STEER**ing pump and we are replacing it for the **STEER**ing concern
2. I have not duplicated the sound coming from the rear; I have test driven the veh
3. The surging has not been duplicated; or the shifting changes; I think the lady goes down hill and she doesn't understand how the works
4. Will test drive the veh again later today

\*\*\* PHONE LOG 09/21/2005 10:33 AM US Mountain Standard Time TMorales Action Type:Outgoing call

Writer called cust and I'm stating:

1. The dlr is replacing the power **STEER**ing pump because of the noisy and difficult **STEER**ing
2. The dlr has not duplicated the **NOISE** from the rear end, or the surging
3. The dlr says the computer is not showing anything wrong w/ the veh
4. The dlr is going to test drive the veh more later today
5. Please call back verified writer contact info

PHONE LOG 09/22/2005 09:04 AM US Mountain Standard Time TMorales Action Type:Incoming call

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

Page 2 of 2

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
		KNDUP131540	K1015432	9,000
New Market, MD		Prod. Date: 9/7/03	Dealer: MD022 Win Kelly Kia	

1. WE haven't gotten to this veh yet to do the repair today

\*\*\* PHONE LOG 09/23/2005 09:58 AM US Mountain Standard Time TMorales Action Type:Incoming call  
Writer advised cust:

1. Understand the dlr has ordered a power **STEER**ing pump
2. And that the dlr can't duplicate the sound from the rear end
3. Keep an eye on the sound and try to be aware of when and where it does happen
4. Then in the future the dlr can try to duplicate under the same conditions

cust stated:

1. Will do , thanks for your help

\*\*\* PHONE LOG 09/23/2005 09:59 AM US Mountain Standard Time fMorales Action Type:Incoming call  
MD022 svc adv Keith stated:

1. Tech bob is out to lunch
2. But the cust has her veh back and is coming back on Tue to install the power **STEER**ing
3. We didn't duplicate the **NOISE** from the rear or the surging
4. We think she has a lead foot in the hilly areas she drives in for the low mpg; nothing found to cause it

\*\*\* CASE CLOSE 09/23/2005 09:59 AM US Mountain Standard Time fMorales



**Kia Motors America  
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131846 [REDACTED]	K1432221	48,000
northbay, AK [REDACTED]	Prod. Date: 9/5/03		Dealer: NY030 Cooper Kia	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 04/03/2008 11:32 AM US Mountain Standard Time SJeon

[REDACTED] stated:

1. my car is at NY030
2. I need intermediate **STEER**ing shaft
3. dealer told me it is national backorder
4. it will take a few weeks
5. I cannot be without car for weeks

writer stated:

1. updated/ no open recall
2. sorry for situations
3. will call the dealer

<outgoing call>

Josh/parts @ NY030 stated:

1. parts # is ok52y 32550 and order # ki0402a

writer stated:

1. will research and call customer back
2. need to call area rep for rental
3. provided case #, ext #

\*\*\* PHONE LOG 04/03/2008 02:20 PM US Mountain Standard Time SJeon Action Type:Outgoing call

Robert Joyce/DPSM stated:

1. I have no problem to put customer on rental if it is backorder situation
2. but I want you to check with dealer if the car is **HARD** to drive or not
3. ask SVC M to e-mail me if he has any question
4. you can tell dealer that I can authorize in case it is **HARD** to drive

\*\*\* PHONE LOG 04/03/2008 02:22 PM US Mountain Standard Time SJeon Action Type:Incoming call

writer left VM message for message to Rob:SVC M to call back for rental and upgrade parts order status

\*\*\* PHONE LOG 04/04/2008 06:14 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer called Cooper Kia and advised to call in 15 minutes

\*\*\* PHONE LOG 04/04/2008 08:52 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer stated:

1. repeated what DPSM stated
2. requested to upgrade order status

Rob:SVC M stated:

1. the parts seems received today
2. repair will be done today

\*\*\* PHONE LOG 04/04/2008 08:59 AM US Mountain Standard Time SJeon Action Type:Outgoing call

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

Page 2 of 2

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13184 [REDACTED]	K1432221	48,000
northbay, AK [REDACTED]		Prod. Date: 9/5/03	Dealer: NY030 Cooper Kia	

1. parts is at the dealer

[REDACTED] stated:

1. I received a call from dealer
2. thank you

\*\*\* CASE CLOSE 04/04/2008 09:00 AM US Mountain Standard Time SJeon

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131126 [REDACTED]	K249028	29,780
BROAD CHANAL, NY [REDACTED]		Prod. Date: 10/6/01	Dealer: NY036 Five Towns Kia	

**Case History**

Complaint Survey

SURVEY DATE : 12/01/2003  
SERVICE DATE : 11/05/2003

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :

7 CUSTOMER STATED SHE ASKED THEM TO DO A TUNE-UP AND AN OIL CHANGE AND THEY DID NOT DO IT. SHE SAID IT TOOK TO LONG TO GET HER VEHICLE. SHE SAID HE HAD A BAD ATTITUDE AND ACTED LIKE SHE DID NOT KNOW WHAT SHE WAS TALKING ABOUT. Q003: One or more items requested was not done Q004: Had to wait for repair to be completed Q005: Attitude/Courtesy/Treated with respect

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

\*\*\* PHONE LOG 12/03/2003 10:55 AM US Mountain Standard Time WNoonan Action Type:Outgoing call

CUSTOMER STATED:

1. I HAVE HAD MANY PROBLEMS WITH THE DEALER.
2. I TOOK THE VEHICLE THERE FOR A/C AND A TUNE UP.
3. IT WAS THERE ALL DAY AND THEY SAID IT NEEDED A BLOWER.
4. I WOULD HAVE TO BRING IT BACK TO THEM.
5. THE DEALER IS NOT VERY COURTEOUS.
6. I ALSO HAVE A PROBLEM WITH THE **STEERING LOCK**ING UP ON ME AND THEY SAID IT DOES NOT HAVE ANY PROBLEM.
7. WHY WOULD I LIE?

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. IF YOU DO BRING THE VEHICLE BACK TO THE DEALER AND FEEL THAT THEY ARE NOT ASSISTING YOU CALL ME BACK.
3. PROVIDED NAME, NUMBER AND EXTENSION FOR CALL BACK.

CUSTOMER STATED:

1. THANKS

\*\*\* CASE CLOSE 12/03/2003 10:56 AM US Mountain Standard Time WNoonan

\*\*\* CASE CLOSE 01/30/2004 11:01 AM Pacific Daylight Time WShenoy

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

Page 1 of 2

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13163 [REDACTED]	K1398869	38,000
Rego Park, NY	[REDACTED]	Prod. Date: 12/4/02	Dealer: NY077 Kia of Bayside	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 01/03/2008 12:45 PM US Mountain Standard Time HReynolds

[REDACTED] stated:

1. power **STEER**ing is out
2. car is **HARD** to **TURN** but still driveable
3. do I need to make an appt with dealer?

Writer stated:

1. updated/no open recall
2. apology for situation
3. advised, most kia dealers take customer appt basis
4. provided # for Kia of Bayside

\*\*\* CASE CLOSE 01/03/2008 12:46 PM US Mountain Standard Time HReynolds

\*\*\* PHONE LOG 01/11/2008 02:02 PM US Mountain Standard Time SJeon Action Type: Incoming call

[REDACTED] stated:

1. my car is at the dealer
2. I had problem with my brakes from 2 years ago
3. I explained the symptom to the dealer and they said they can repair it
4. they charged for me \$105. is it covered under warranty?

writer stated:

1. sorry for situation
2. if it is wear and tear then it cannot be covered under warranty
3. will call the dealer to get more info

• outgoing call •

Jean/SVCA @ Bayside Kia stated:

1. it is sponge brake
2. we need clean up and adjustment
3. it is not warranty work
4. will call customer when **STEER**ing is finished

writer stated:

1. reiterated what SVC stated
2. it is not covered under warranty

Mr Lee stated:

1. ok, thank you
2. wanted to know if it is covered under warranty or not
3. I am going to take care of it somewhere else

\*\*\* CASE CLOSE 01/11/2008 02:03 PM US Mountain Standard Time SJeon

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

Page 2 of 2

<b>Last name</b>	<b>First name</b>	<b>VIN of 2003 SEDONA EX</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNDUP13163 [REDACTED]	K1398869	38,000
Rego Park, NY [REDACTED]		Prod. Date: 12/4/02	Dealer: NY077 Kia of Bayside	

**STEERING TREAD COMPLETE**

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

Page 1 of 2

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP131526	K1287992	59,587
Chilicote, OH 45601		Prod. Date: 12/22/01	Dealer: OH028 Ricart Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 03/13/2007 04:52 PM US Mountain Standard Time RBriones

Cust Stated:

1. Had talked to someone around December.
2. I had called into one of the Dealerships and asked if vehicle was still under warranty and was told no.
3. Made appt with dealer and was told that I had problem with rack and pinion **STEER**ing problem.
4. Veh was in the dealer in the 2nd week of January.
5. Had the vehicle aligned.
6. Dealer told me there was nothing wrong with the **STEER**ing.
7. And tonight the **STEER**ing **LOCK**ed up on me and almost ran off the road.
8. Would like the vehicle taken to Ricart for towing.
9. Do not want to go back to OH026.

Writer Stated:

1. Apologized for prob.
2. Can follow up with dealer for customer tomorrow.
3. Will transfer customer to roadside assistance to have veh towed to dealer.
4. Warm transferred customer to Roland in roadside.
5. Writer will call customer back once I have more information tomorrow.

\*\*\* PHONE LOG 03/14/2007 04:26 AM US Mountain Standard Time CHamilton Action Type:Incoming call  
Caller states:

1. Called last night, need to activate my tow to the dlr
2. Guess I will be without a car for a couple days, does the warr include rental while they fix it
3. This has been going on since December. **STEER**ing issue, dlr said then that the warr was expired

Wtr states:

1. Advised RBriones has a case open, will follow up with the dlr once the veh is at the dlrship
2. Warr provides for the repair, does not include alternative transportation
3. Transferred to rs to activate tow set up last night

\*\*\* PHONE LOG 03/14/2007 02:58 PM US Mountain Standard Time RBriones Action Type:Outgoing call  
Writer called OH028 and Jackie at dealer stated:

1. Svc dept is already closed for the day.

Writer Stated:

1. Thanks for info, will call back.

\*\*\* PHONE LOG 03/15/2007 11:23 AM US Mountain Standard Time RBriones Action Type:Outgoing call  
Writer called OH028 and Todd in svc stated:

1. Chris is working with customer and she is not here.
2. Don't know what is going on with it currently.
3. Veh was last here on the 31st of January.
4. Chris is available right now
5. Chris in svc is stating:
  - a. She has a broken u-joint on the **STEER**ing shaft.
  - b. That is it.

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

Page 2 of 2

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131526 [REDACTED]	K1287992	59,587
Chillicothe, OH [REDACTED]		Prod. Date: 12/22/01	Dealer: OH028 Ricart Kia	

- d. There is another issue with the wipers.
- e. But am not sure on cause of that one yet.

Writer Stated:

- 1. Thanks for the info.

\*\*\* PHONE LOG 03/15/2007 11:25 AM US Mountain Standard Time RBriones Action Type:Outgoing call  
Writer called customer and stated:

- 1. Left mssg on cust's vm.
- 2. Gave 800 number and ext number.
- 3. Adv customer to call back for more information.

\*\*\* PHONE LOG 03/20/2007 08:35 AM US Mountain Standard Time RBriones Action Type:Outgoing call  
Writer called customer and stated:

- 1. Adv customer was just following back up on **STEER**ing issue.
- 2. Wanted to make sure that concern had been resolved.

Customer Stated:

- 1. Yes, they did resolve it.
- 2. Am going to be taking it back in for wipers.
- 3. Thank you very much for calling.

\*\*\* CASE CLOSE 03/20/2007 08:36 AM US Mountain Standard Time RBriones  
concerns noted.

\*\*\* CASE CLOSE 04/06/2007 08:56 AM US Mountain Standard Time JCook  
\*\*\*TREAD REVIEW DONE\*\*\*

\*\*\* PHONE LOG 09/21/2007 11:10 AM US Mountain Standard Time MTrem Action Type:Incoming call  
Caller Ms. M states:

- 1. I've been lied to by everyone
  - 2. I risked my children lives because the car broke on the way home from that repair and almost had a collision
  - 3. this car is only 5 yrs old and my dashboard is out, the radio doesn't work and it's out of warranty
  - 4. I am going to write a letter and call the BBB
- writer states:
- 1. updated, no recalls
  - 2. apologized
  - 3. KMA warranty is expired, KMA is not responsible for work other shops do
  - 4. recommend putting your complaint in writing with the history and mail it to KMA
  - 5. gave case number
- caller thanked writer and disconnected

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

Page 1 of 2

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131226 [REDACTED]	K1094769	71,000
Savannah, GA	[REDACTED]	Prod. Date: 7/16/01	Dealer:	

**Case History**

Complaint Quality

\*\*\* PHONE LOG 04/14/2006 11:34 AM US Mountain Standard Time RBriones

Cust Stated:

1. Just called the Kia dealer.
2. On my way home, the power **STEER**ing seems to have gone.
3. Soonest dealer could get me in was on Tuesday.
4. Want to know if power **STEER**ing would be under warr.
5. Dealer said I had to have 60k mile maint to ext warr. why is that?

Writer Stated:

1. Apologized for prob.
2. Power **STEER**ing would have been covered under 5/60 lbw.
3. That is expired by mileage.
4. 60k mile maint covers trans flush, and timing belt replacement.
5. That ensures that coverage of 10/100pw.
6. Power **STEER**ing is out of warr.

\*\*\* CASE CLOSE 04/14/2006 11:34 AM US Mountain Standard Time RBriones  
concerns noted.

\*\*\* NOTES 07/11/2006 07:27 AM Pacific Standard Time JArboleda Action Type:Manager review  
Tread Review

\*\*\* CASE CLOSE 07-11-2006 07:27 AM Pacific Standard Time JArboleda

\*\*\* NOTES 07/12/2006 07:03 AM US Mountain Standard Time JCook Action Type:Manager review

\*\*\* PHONE LOG 06/28/2006 02:52 PM US Mountain Standard Time LSims

CALLER STATES:

1. WE ARE HAVING A PROBLEM WITH THE **STEER**ING
2. MY **LOCKS** UP AND I HAVE TO USE BOTH HANDS TO **TURN** IT
3. THEY CHECKED THE POWER **STEER**ING AND THE **STEER**ING ROD
4. IT GOES IN AND OUT
5. THE KIA DEALER CANT FIND THE PROBLEM AND NEITHER CAN MY MECHANIC
6. THEY JUST TOLD ME TO CALL YOU TO SEE IF THERE ARE ANY KNOWN PROBLEMS ON THIS OR RECALLS

WRITER STATES:

1. APOLOGIZED
2. NO RECALLS
3. UPDATED
4. ADVISED THAT ALL RECALLS HAD BEEN COMPLETED- NONE ON CURRENT CONCERN
5. ADVISED THAT WR HAS NOT GOTTEN ANY PREVIOUS INFO ON THIS PROBLEM
6. ADVISED TO TAKE CAR TO DEALER- MAYBE THEY CAN CALL TECH LINE

\*\*\* CASE CLOSE 06/28/2006 02:52 PM US Mountain Standard Time LSims



**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]		KNDUPI31226 [REDACTED]	K1094769	71,000
Savannah, GA [REDACTED]		Prod. Date: 7/16/01	Dealer:	

\*\*\* CASE CLOSE 07/12/2006 07:04 AM US Mountain Standard Time JCook

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

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X46 [REDACTED]	K1436948	50,000
Concord, NH	[REDACTED]	Prod. Date: 11/15/03	Dealer: NH009 Concord Kia	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 04/16/2008 06:58 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. WE ARE HAVING AN ISSUE WITH GETTING A PART.
2. THE DEALERSHIP STATES THE PART I NEED FOR MY **STEER**ING SYSTEM IS ON BACK ORDER AND NOT EXPECTED UNTIL ABOUT 3-4 WEEKS.
3. IN THE MEAN TIME I AM DRIVING THE CAR AND THE **STEER**ING IS VERY TIGHT AND **HARD** TO OPERATE.
4. THE DEALERSHIP DOES NOT OFFER RENTALS.
5. THEY SAID IT IS SAFE TO DRIVE BUT IT IS NOT, IT IS TOO **HARD** TO **STEER**.
6. I DID RESEARCH AND THIS IS A COMMON PROBLEM WITH KIA SEDONAS.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I CAN RESEARCH THE SITUATION WITH THE PART AND GET BACK TO YOU.
3. IF THE PART IS NOT GOING TO GET HERE WITH IN 4 WEEKS THEN WE MAY CALL OUR FACTORY REP TO SEE WHEN THE PART CAN BE DONE.
4. WE DO NOT OFFER RENTALS HOWEVER SOMETIMES THEY ARE CONSIDERED.
5. ADVISED OF TREAD ACT AND ADVISED CUSTOMER OUR SEDONAS DO NOT HAVE A CONSISTENT PROBLEM WITH **STEER**ING PROBLEMS.
6. LET ME RESEARCH IT AND GET BACK TO YOU.

CUSTOMER STATES.

1. THANK YOU.

\*\*\* PHONE LOG 04/18/2008 12:43 PM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER CALLED DAVID, PARTS MANAGER.

DAVID STATES.

1. WE HAVE THE PART ON ORDER FOR HER
2. IT IS ON BACK ORDER AND SHE IS FOURTH ON OUR LIST.

WRITER STATES.

1. THANK YOU. WHAT IS THE PART NUMBER.

WRITER STATES.

1. 0K521y 32550

\*\*\* PHONE LOG 04/22/2008 12:56 PM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER CALLED MIKE IN PARTS.

MIKE STATE

1. WE HAVE THE PART ORDERED, 0K52Y 32550. IT IS SHIPPED TO PDC FROM MOBIS BUT THAT WAS ON THE 21ST.
2. HOPEFULLY NEXT WEEK WE SEE THE PART.

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

Page 2 of 2

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
		KNDUP131X4	K1436948	50,000
Concord, NH		Prod. Date: 11/15/03	Dealer: NH009 Concord Kia	

\*\*\* PHONE LOG 04/22/2008 01:00 PM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I SPOKE TO THE DEALERSHIP IN CONCORD ABOUT THE PARTS AND CHECKED THE BACK ORDER LIST.
2. IT WAS SHIPPED FROM THE MANUFACTURE OF THE PARTS ON THE 21ST SO IT MAY BE HERE NEXT WEEK.
3. I WILL KEEP THE CASE OPEN UNTIL THEN AND CALL YOU BACK TO GIVE YOU THE STATUS.

CUSTOMER STATES.

1. I JUST WANT MY CAR FIXED.

WRITER STATES.

1. I AGREE. I WILL UPDATE THE INFORMATION AND CALL YOU NEXT WEEK.

CUSTOMER STATES.

1. THANK YOU FOR THE PHONE CALL.

\*\*\* PHONE LOG 04/23/2008 11:22 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED MIKE IN PARTS. PARTS ADVISOR.

MIKE SATES

1. I DO SHOW THEM IN TRANSIT BUT THE E.T.A. IS MAY 12TH

\*\*\* PHONE LOG 04/23/2008 11:30 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I HAVE AN UPDATE ON THE E.T.A. AND IT IS NOT UNTIL THE 12TH OF MAY

CUSTOMER STATES.

1. IT IS BETTER THEN JUNE. WE HAVE TO GET THE CAR INSPECTED IN JUNE. THANK YOU FOR KEEPING ME INFORMED.

WRITER STATES.

1. I WILL SET UP A COMMITMENT TO CALL YOU ON MAY 12TH TO GIVE YOU A STATUS OF THE REPAIR.

CUSTOMER STATES.

1. THANK YOU.

\*\*\* CASE CLOSE 04/23/2008 11:41 AM US Mountain Standard Time SLarez

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

Page 1 of 1

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131136 [REDACTED]	K1417149	82,000
Hilliard, OH	[REDACTED]	Prod. Date: 4/22/03	Dealer:	

**Case History**

Complaint    Repair Assistance

\*\*\* PHONE LOG 02/22/2008 10:27 AM US Mountain Standard Time TLarson  
CUSTOMER ADVISED

1 CALLING TO FIND OUT ABOUT THE **STEER**ING WHEEL.  
2 ITS **HARD** TO **TURN**  
3 IS THERE ANY ASSISTANCE THAT YOU CAN PROVIDE

WRITER ADVISED

1 UPDATED OWNER INFO  
2 EXPLAINED THAT IF YOU ARE SEEKING ASSISTANCE FROM KIA WE WOULD REQUIRE A DIAGNOSIS FROM A KIA DEALER  
3 ONCE PROVIDED WE COULD REVIEW YOUR REQUEST  
4 THE DPSM WILL DECIDE IF THEY ARE WILLING TO COVER YOU  
5 CURRENTLY THE **STEER**ING COMPONENTS ARE OUTSIDE OF THE WARRANTY

CUSTOMER ADVISED

1 OK THANKS FOR THAT INFO  
2 IM THINKING ABOUT TRADING OUT OF THIS VEHICLE AND GETTING ANOTHER  
3 ANY INCENTIVES

WRITER ADVISED

1 ADVISED CUSTOMER THAT THERE ARE CASH BACK OFFERS , ALONG WITH VALUED OWNER REBATES  
2 DIRECTED CUSTOMER TO OUR WEBSITE

CUSTOMER ADVISED

1 OK THANK YOU

\*\*\* CASE CLOSE 02/22/2008 10:27 AM US Mountain Standard Time TLarson

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

Page 1 of 1

Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131136 [REDACTED]	K1049295	31,000
Watertown, MA	[REDACTED]	Prod. Date: 12/28/02	Dealer: MA019 Long Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 12/14/2005 08:32 AM US Mountain Standard Time JProkopp

Writer received call from Callie Posnick (friend).

Customer states:

1. My friend has been having an ongoing problem with this vehicle.
2. The **STEER**ing keeps **LOCK**ing up.
3. She took the vehicle to Peter Fuller Kia several times.
4. They didn't repair it and now they are closed.
5. She just left the vehicle at Long Kia for 5 days.
6. She picked the vehicle up on Monday.
7. They didn't give her an invoice or anything saying what they did to the car.
8. Now it's doing the same thing again.
9. I want to make a complaint.
10. I want to know what can be done because they are not helping us.
11. They just told me to call you.
12. Can she get a rental car?

Writer states:

1. I'm sorry that you are having problems.
2. I will lodge a complaint on your behalf.
3. If you let me know when you take the vehicle back in, I can follow up with your dealer.
4. I can ensure that they are getting any assistance that they need from Kia to get the vehicle repaired.

\*\*\* CASE CLOSE 12/16/2005 03:58 PM US Mountain Standard Time JProkopp

Case closed pending further contact from customer.

\*\*\* CASE CLOSE 01/18/2006 10:50 AM US Mountain Standard Time JCook

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

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13144 [REDACTED]	K1437163	71,000
Chichester, NH	[REDACTED]	Prod. Date: 11/5/03	Dealer: NH009 Concord Kia	

**Case History**

Complaint Backordered Parts

\*\*\* PHONE LOG 04/16/2008 10:41 AM US Mountain Standard Time CHart  
cust called

1. we had our veh in on friday
2. they said it was the **STEER**ing shaft
3. the part is on backorder
4. the veh is **HARD** to steer

wrt states

1. apologize
  2. advised part on a national backorder
  3. can call parts for eta status
- (( placed cust on hold ))  
called parts hotline -- spoke w/ Matt
1. 19 at the PDC
  2. there are a bunch coming in
  3. the dlr may need to upgrade to an E order

wrt thanked matt -- call ended

called dlrshp -- NH009 -- spoke w/ SM David

wrt states

1. calling regarding custs veh
2. wanted to make sure parts on E status per parts hotline

David states

1. we are waiting for 4 of these
2. this customers is the 3rd
3. as soon as we get it -- we will get the customer out

wrt thanked David

wrt states to customer

1. apologize
2. advised spoke w parts hotline and SM at dlr
3. advised parts are coming in -- slowly
4. previous orders have to be filled first

cust thanked wrt -- call ended

\*\*\* CASE CLOSE 04/16/2008 10:41 AM US Mountain Standard Time CHart

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X3 [REDACTED]	K510912	34,000
Forked River, NJ		Prod. Date: 8/20/02	Dealer: NJ008 Pine Belt Kia	

**Case History**

Complaint Tires

\*\*\* PHONE LOG 07/13/2005 05:19 AM US Mountain Standard Time BBrown  
CUST STATES

1 I HAVE TAKEN THE VEH IN TWICE FOR **STEER**ING PROBLEMS

2 DLR WANTED TO JUST LUBE THE **STEER**ING WHEEL BECAUSE THE PARTS THAT WERE NEEDED WERE NOT IN STOCK

3 I CALLED KIA AND SPOKE W/ A MAN NAMED KEVIN: WHO THEN CALLED THE DLR AND HAD THEM FIND THE PART

4 THEY WERE GOING TO INSTALL THE PART BUT 2 HOURS LATER I WAS NOTIFIED BY THE DLR THAT THERE IS A BIGGER PROBLEM

5 THE ENTIRE **STEER**ING RACK NEEDS TO BE REPLACED

6 DLR ADVISED ME TO TAKE THE VEH AND THEY WILL CALL ME ONCE THE PART IS IN

7 I AM CALLING TODAY BECAUSE WHEN I BRING MY VEH INTO THE DLR NEXT TIME I AM GOING TO NEED A RENTAL CAR OR LOANER: I HAVE BROUGHT THE VEH IN FOR THIS ISSUE TWICE AND IT HAS NOT BEEN RESOLVE

**WRITER STATES**

1 APOLOGIZED

2 RENTAL VEH IS NOT A PROVISION OF THE KIA WARRANTY

3 DLR MAY OFFER LOANER FOR CUST SATISFACTION:

4 IF DLR DECLINES ASSISTANCE: ON A CASE BY CASE BASIS FOACTORY REP CAN AUTHORIZE COVERAGE: WE CAN PRESENT YOUR CASE TO HIM AT THAT TIME. BUT NO SOONER

\*\*\* CASE CLOSE 07/13/2005 05:19 AM US Mountain Standard Time BBrown

\*\*\* PHONE LOG 07/13/2005 06:32 AM US Mountain Standard Time CDiaz Action Type: Incoming call  
Customer Stated:

1. Trying to get Kevin Davenport
2. I spoke to him yesterday.

Writer trans customer to Kevin Davenport's VM

\*\*\* CASE CLOSE 07/13/2005 06:33 AM US Mountain Standard Time CDiaz  
trans customer to region.

\*\*\* PHONE LOG 08/11/2005 06:22 AM US Mountain Standard Time JTuason Action Type: Incoming call  
Customer wife Rene Muso, stated:

1. Wanted to make a complaint.
2. Had an ongoing concern with the **STEER**ing.
3. Took it to the dlr, Pine Belt Kia (NJ008) several times and finally the **STEER**ing rack was replaced 2 weeks ago.
4. She took the vehicle to her mechanic and he stated that the tires were bald.
5. The tire are 80k mile tires and feels that the **STEER**ing concern made the tires go bald.
6. The concern was that the **STEER**ing would get tight and then loose and when it was tight it would stay tight for a couple of days.
7. The vehicle was difficult to **STEER**

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

Page 2 of 2

Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
		KNDUP131X3	K510912	34,000
Forked River, NJ		Prod. Date: 8/20/02	Dealer: NJ008 Pine Belt Kia	

Wtr stated:

1. Apologized.

2. Advised customer that if the **STEER**ing pump when out it would make the vehicle **HARD** to **STEER** but it shouldn't make the tires wear any differently.

3. Advised customer that writer would need to contact the dlr to verify the repairs. customer agreed to hold.

4. Writer called the dlr (NJ008) Pine Belt Kia, spoke with Rich, Svc Advisor. he stated:

a. The Svc Mgr. Rick Anderson, is not available.

b. the customer came in the first time for a vibration at 75mph. they don't drive that fast so they advised the customer to get a wheel balancing.

c. Customer had the wheel balancing done somewhere else.

d. customer then came in for the **STEER**ing concerns and the first time they couldn't duplicate it.

e. the second time they replaced the **STEER**ing knuckle, because the rack was **BIND**ing, but she came back again.

f. the last time she had the power **STEER**ing rack and pump replaced.

g. When the rack and the pump are replaced the tire need to be taken off but it won't misalign the tire or through them off balance.

h. Also they didn't inform the customer that the tire were bald because every time that they suggested svc maintenance she would take it somewhere else.

i. not insurance on.

6. Writer informed customer that having the **STEER**ing pump and the rack replaced wouldn't have an effect on the tires.

7. Advised that it is possible that the tires wore.

Customer stated:

1. Doesn't see how an 80k mile tire could wear like this.

2. Thinks that the tire may be defective then.

3. She just got new tires yesterday.

4. Not sure what type of tires she has on the vehicle.

5. Will contact the location where she had them changed back.

Wtr stated:

1. If she feels that the tires are defective, she would need to contact the tire mfr. the tires are not warranted by KMA.

2. writer provided # to Michelin, Kmho, and Hankook tires.

\*\*\* CASE CLOSE 08-11-2005 06:25 AM US Mountain Standard Time JTtason

\*\*\* CASE CLOSE 10-14-2005 09:57 AM US Mountain Standard Time KCook



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

Page 1 of 2

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X26 [REDACTED]	K1417034	77,330
Pembroke Pines, FL [REDACTED]		Prod. Date: 2/27/02	Dealer: FL024 Maroone Kia of	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 02/22/2008 07:33 AM US Mountain Standard Time SLarez

CUSTOMER STATES.

1. I TOOK THE CAR FOR SERVICE LAST MONTH AND THE DEALERSHIP REPLACED THE ALTERNATOR
2. I WAS COMPLAINING ABOUT THE **STEERING** WHEEL BEING **HARD TO TURN**.
3. WE PAID THE DEALERSHIP OVER 200.00 TO ORDER THE PART, AND MARONNE KIA DID THE WORK
4. THE CAR WAS WORKING FINE FOR THE FIRST FEW DAYS BUT NOW IT IS WORSE. IT IS **HARD TO TURN**
5. THE PART WAS THE POWER **STEERING** COLUMN AND I KNOW IT IS THE SAME PART. I DO NOT WANT TO HAVE TO PAY ANYTHING FOR THIS REPAIR.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THE PART WILL HAVE A ONE YEAR WARRANTY. IF IT IS A SITUATION WHERE IT IS THE SAME PART YOU WOULD NOT PAY ANYTHING.
3. IF IT IS ANOTHER PART THEY WILL CHARGE YOU FOR THE REPAIR SINCE THE CAR IS NOT UNDER WARRANTY
4. I WOULD RECOMMEND GETTING IT DIAGNOSED AND THEN GOING FROM THERE.
5. GAVE NAME AND CASE NUMBER IN CASE OF CUSTOMER CALLING BACK

CUSTOMER STATES.

1. THANK YOU.

\*\*\* CASE CLOSE 02/22/2008 07:33 AM US Mountain Standard Time SLarez

\*\*\* PHONE LOG 03/21/2008 05:23 AM US Mountain Standard Time JSinclair Action Type: Incoming call  
Customer states:

1. Maroone Kia of Hollywood FL024 did a repair on my vehicle
2. They replaced the **STEERING** column
3. I paid \$240.00 + labor
4. I am now having the same problem and I took the vehicle back to Maroone Kia of Hollywood
5. I am being told that the Kia part is closing
6. So my vehicle is currently at the Chevy portion
7. Maroone Chevy is telling me the rack and pinion is bad and the column never was
8. I don't think I should have to pay for this repair

Wir states:

1. Apologized
  2. Updated info
  3. No recalls
  4. Adv's wir will need to contact Maroone Kia of Hollywood wir placed customer on hold spoke to receptionist who states:
    1. We currently have no vehicles here
    2. We lost our licenses and we are going through a buy sell
- Thanked and call ended

Wir took customer off hold

Wir states:

1. Apologized
2. Adv's Maroone Kia of Hollywood is currently not a Kia dealership
3. Adv's chevy dealership is only used cars and not new cars

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP131X	K1417034	77,330
Pembroke Pines, FL		Prod. Date: 2/27/02	Dealer: FL024 Maroone Kia of	

4. Advs if customer is claiming Maroone Kia of Hollywood did work and it was the wrong work
5. The customer will need to contact dealership
6. Advs dealership is responsible for there workmanship

Customer states:

1. Maroone Chevy told me that the Kia technicians are from Kia and not the dealership

Wtr states:

1. The Kia technicians are hired by the dealership and are the employees of the dealership

Customer states:

1. That is what I needed to know

Thanked and call ended

\*\*\* CASE CLOSE 03/21/2008 05:25 AM US Mountain Standard Time JSinclair

\*\*\* CASE CLOSE 04/15/2008 09:53 AM US Mountain Standard Time JHirshfield

**STEER**ing Trend Review - JH

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

Page 1 of 3

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13182 [REDACTED]	K1258033	48,000
Laurium, M		Prod. Date: 4/4/02	Dealer: MN007 Kia of Duluth	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 12/19/2006 01:09 PM US Mountain Standard Time DLyons

cust states:

1. there is a ghost in my car
2. there is a **NOISE** in the rear of the vehicle on the right hand side
3. happens when the car is first started, standing still & then 3-4 minutes later the **NOISE** will come on
4. there are no lights on the dash, no fluid loss, no damage from accident
5. cust has not taken to the kia dlrshp for proper diagnosis.

writer advised:

1. apologized
2. this office would advise that the vehicle be diagnosed by the kia dlrshp
3. hopefully they will be able to find the ghost that customer has.
4. updated cust info, no previous cases, no recalls, cust has case# for re**TURN** call.

\*\*\* CASE CLOSE 12/19/2006 01:09 PM US Mountain Standard Time DLyons

\*\*\* PHONE LOG 01/02/2007 07:35 AM US Mountain Standard Time ELeon Action Type: Incoming call

WRITER RECEIVED CALL FROM CUSTOMER.

CUSTOMER STATED:

1. REITERATED CONCERN.
2. THE VEHICLE IS AT THE Kia of Duluth SINCE FRIDAY WHEN IT STALLED.
3. I KNOW THEY HAVE NOT YET LOOKED AT THE VEHICLE BECAUSE OF THE HOLIDAY.
4. I WAS SUPPOSE TO BRING THE VEHICLE TO MY KIA DEALER FOR REPAIRS BUT THIS HAPPENED.
5. I HAVE TO RE**TURN** MY RENTAL TOMORROW BUT I WOULD NEED MY VEHICLE TO DRIVE HOME.
6. I AM 200 MILE FROM THE Kia of Duluth WHICH I WILL HAVE TO PICK UP WHEN THE VEHICLE IS REPAIRED.
7. I NOT SURE WHAT TO DO?

WRITER STATED:

1. SORRY.
2. YOU WILL NEED TO CALL THE Kia of Duluth AND LET THEM KNOW THE VEHICLE IS THERE AT THEIR DEALERSHIP.
3. EXPLAIN TO THE SERVICE DEPT WHAT HAPPENED AND THAT YOU HAD AN APPOINTMENT WITH YOUR KIA DEALER FOR SERVICE.
4. WRITER CAN CALL THE Kia of Duluth SERVICE DEPT AND ADDRESS YOUR CONCERN.
5. IF THEY CAN MAKE THE REPAIRS TODAY OR BY TOMORROW YOU MAY NOT HAVE A PROBLEM WITH RE**TURN**ING YOUR RENTAL WHEN IT IS DUE.
6. WRITER WILL CALL THE Kia of Duluth DEALER LATER FOR AN UPDATE.
7. WRITER WILL CALL YOU ONCE SPOKEN TO THE KIA DEALER.

CUSTOMER STATED:

1. I WILL CALL THE Kia of Duluth.
2. CALL ME AT 906-281-6607.
3. THANK YOU.

\*\*\* PHONE LOG 01/03/2007 02:25 PM US Mountain Standard Time ELeon Action Type: Incoming call  
WRITER CONTACT ROB SERVICE DEPT AT Kia of Duluth.

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

Page 2 of 3

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13182 [REDACTED]	K1258033	48,000
Laurium, MI		Prod. Date: 4/4/02	Dealer: MN007 Kia of Duluth	

WRITER STATED:

1. CUSTOMER CALLING REGARDING THE STALLING CONCERN.

ROB STATED:

1. WE COULD NOT DUPLICATE ANY OF THE CONCERNS.
2. THE CUSTOMER HAD THREE COMPLAINTS.
3. CUSTOMER STATED THAT THE VEHICLE PUT- PUT WHEN STARTING THE VEHICLE.
4. CUSTOMER SAYS THE VEHICLE WAS **HARD** TO **STEER** AND HAD A REAR WHINNING **NOISE**.
5. THIS VEHICLE WAS DRIVEN IN THE HEAVY SNOW STORM.
6. SINCE THE VEHICLE BEEN HERE SINCE YESTERDAY WE COULD NOT DUPLICATE ANY OF THE CONCERNS WE WE TEST DROVE THE VEHICLE.
7. IT IS POSSIBLE THE WHEELS WERE IMPACTED WITH SNOW AND CAUSED THE VEHICLE TO **STEER HARD**.
8. SOME SNOW MAY HAVE GOTTEN INTO THE AIR FILTER TO CAUSE THE VEHICLE TO STALL OR PUT WHEN STARTING.
9. WE CANNOT HEAR ANY WHINNING **NOISE**.
10. WE TEST DROVE THE VEHICLE AGAIN THIS MORNING AND AFTERNOON.
11. I BELIEVE THE CUSTOMER IS ON HIS WAY TO PICK UP THE VEHICLE.

WRITER STATED:

1. WRITER WILL CALL THE CUSTOMER.
2. THANK YOU.

\*\*\* PHONE LOG 01/03/2007 03:45 PM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED:

1. FOLLOW UP CALL.
2. WRITER SPOKE TO ROB AT THE KIA DEALER.
3. THE DEALER COULD NOT DUPLICATE THE CONCERNS AND THE VEHICLE WAS PERFORMING FINE DURING THE MAY TEST DRIVES.
4. YOU CAN CALL BACK WRITER.
5. PROVIDED WRITERS NUMBER.

\*\*\* PHONE LOG 01/04/2007 06:45 AM US Mountain Standard Time ELeon Action Type:Incoming call

WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED:

1. FOLLOW UP CALL.
2. CALL BACK WRITER.

\*\*\* PHONE LOG 01/04/2007 01:42 PM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED:

1. WRITER CALLING YOU BACK REGARDING THE SERVICE.
2. THE KIA DEALER DID TEST THE VEHICLE AND COULD NOT DUPLICATE THE CONCERNS.
3. YESTERDAY WRITER SPOKE TO THE KIA DEALER AND THEY SAID THEY ALREADY CONTACTED YOU AND THAT YOU WERE ON YOUR WAY TO PICK UP THE VEHICLE.
4. FOR ANY FURTHER CONCERNS YOU CAN CALL BACK WRITER WITH CASE NUMBER.
5. PROVIDED CASE NUMBER AND KCC NUMBER.

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

Page 3 of 3

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13182 [REDACTED]	K1258033	48,000
Laurium, MI	[REDACTED]	Prod. Date: 4/4/02	Dealer: MN007 Kia of Duluth	

\*\*\* CASE CLOSE 01/04/2007 01:42 PM US Mountain Standard Time ELeon  
WRITER CLOSING CASE PENDING CUSTOMER CALLS BACK WITH FURTHER CONCERNS.

\*\*\* PHONE LOG 01/04/2007 03:21 PM US Mountain Standard Time SLarez Action Type: Incoming call  
CUSTOMER CALLED BACK  
CUSTOMER STATES:  
I AM CALLING ED BACK MAY I SPEAK TO HIM.

WRITER TRANSFERRED TO ED EXTENSION AND GAVE CASE NUMBER.

\*\*\* CASE CLOSE 01/04/2007 03:22 PM US Mountain Standard Time SLarez

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

Page 1 of 2

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13152 [REDACTED]	K60438	6,499
Lamirada, CA	[REDACTED]	Prod. Date: 6/12/01	Dealer: CA048 Garden Grove Kia	

**Case History**

Complaint Quality

\*\*\* PHONE LOG 01/11/2002 03:58 PM US Mountain Standard Time JProkopp

Customer states (Korean speaker):

1. I bought my Sedona on July 25th.
2. On December 15th I noticed a grinding **NOISE** while I was making a left **TURN**.
3. I took the car to Garden Grove Kia for repairs.
4. I was speaking with Margeret Can and Kevin Kim in the service department.
5. They had my vehicle for 24 days for repairs.
6. They provided me with a rental vehicle.
7. My problem was that the vehicle was a small sized car.
8. I use my Sedona for my business and I have to make deliveries.
9. I had to rent another vehicle out of my own pocket.
10. I would like to know if Kia can reimburse me for the extra rental vehicle.

Writer states:

1. Rental vehicles are not a provision of the Kia warranty.
2. If you were provided one, it was as an exception for the circumstances that you were in.
3. I cannot offer reimbursement for that.

CUSTOMER STATES:

1. This has cost me a lot of money along with my business.
2. If you can't offer me reimbursement for a rental vehicle, can you reimburse me for 24 days of my car payment?

Writer states:

1. I will look into that.
2. However, I cannot make any guaranties.
3. I will call you once I have further information.

\*\*\* PHONE LOG 01/11/2002 05:44 PM US Mountain Standard Time JProkopp Action Type: Incoming call

Writer contacted the dealer and spoke with the service manager, Julie.

Julie states:

1. Customer brought the vehicle in on 12/16.
2. The power **STEER**ing pump and hose needed to be replaced.
3. The hose was on back order which is why it took 24 days.
4. Customer was provided with a rental vehicle.

Writer contacted PBastien.

PBastien states:

1. Will reimburse customer for one car payment.
2. Customer needs to continue making payments.
3. Customer just needs to submit a copy of one of his payment compons to Julie.
4. He will pick it up on his next visit to the dealership.
5. After he has received it, it should take about 30-45 days for the customer to get a check.

\*\*\* PHONE LOG 01/14/2002 09:46 AM US Mountain Standard Time JProkopp Action Type: Incoming call

Writer contacted customer's daughter and advised her of PBastien's comments.

\*\*\* CASE CLOSE 01/14/2002 09:46 AM US Mountain Standard Time JProkopp

Customer to be reimbursed 1 car payment

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

Page 2 of 2

Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13152 [REDACTED]	K60438	6,499
Lamirada, CA 90638		Prod. Date: 6/12/01	Dealer: CA048 Garden Grove Kia	

\*\*\* NOTES 02/05/2002 04:18 PM US Mountain Standard Time AlexLee Action Type:Manager review  
WRITER REC'D GW REQUEST (\$283.20 TO CUST) FROM WRCA.

\*\*\* CASE CLOSE 02/05/2002 04:18 PM US Mountain Standard Time AlexLee

\*\*\* NOTES 02/08/2002 02:55 PM US Mountain Standard Time PBayless Action Type:Manager review  
SENT GOODWILL CHECK#157592 (\$283.20) TO WRCA.

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

Page 1 of 2

Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X36 [REDACTED]	K272834	15,000
Onalaska, WA [REDACTED]		Prod. Date: 3/25/03	Dealer: WA005 Hanson Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 01/26/2004 07:20 PM US Mountain Standard Time C'Rountree

CUSTOMER STTES:

1. CUSTOMER
2. HAVE RADIO ON/OFF KNOB DOES NOT SPRING BACK.
3. JUST TOUCHING KNOB **TURN**S OFF RADIO.
4. FRONT CUP HOLDER BROKEN IN THE OUT POSITION.
5. CANNOT **TURN** IGN KEY TO OFF.
6. CAN'T **LOCK** VAN FROM DRIVERS DOOR.
7. SHIFTING LEVER IN PARK. KNOB POPS AND BOUNCES BACK TO REVERSE.
8. 2X ON START. HAVE PUT FOOT ON BRAKE TO GO TO REVERSE. SOMETIMES IT DOES HAPPEN.
9. VIBRATION GOING DOWN ROAD.
10. TRANSMISSION SLIPPING BTWN 1 AND 2 OR 2 AND 3.
11. SOMETIMES IT WON'T SHIFT.
12. HAVE APPT TO TAKE TO HANSON KIA. HAVEN'T FIGURED OUT WHEN TO TAKE IT IN..
13. AT VERY MINIMUM. WANT A RENTAL WHILE CAR IS IN SHOP.
14. WOULD LIKE TO DECLARE IT A LEMON.
15. CAN'T FIND VIBRATION AND THE PROBLEM WITH TRANSMISSION SLIPPING
16. THEY HAVE EXPERIENCED THE VIBRATION. BUT THEY CAN'T DETECT THE SLIPPAGE
17. ALSO. WHEN PWR **STEER**ING WENTING OUT. WE HAD A COST TO PAY.
18. WIFE WAS DRIVING THE POWER **STEER**ING WAS **HARD** TO **STEER**ING..
19. SHE HIT A CURVE BECAUSE THE **STEER**ING FLUID HAD GONE OUT.
20. THE TIRE BLEW WHEN SHE HIT A CURB. AND BLEW.
21. WOULD LIKE TO RECOVER COST OF TOWING CHARGE AND GAS FOR ME TO GET TO VEHICLE.
22. AND THE COST OF THE INSURANCE FOR THE RENTAL VEHICLE.
23. DON'T WANT TO MAKE AN ACCIDENT REPORT AT T

WRTR

7/31/2003

NO RECALLS

\*\*\* CASE CLOSE 01/26/2004 07:22 PM US Mountain Standard Time C'Rountree

\*\*\* PHONE LOG 01/26/2004 07:35 PM US Mountain Standard Time C'Rountree Action Type: Outgoing call  
WRTR STTES:

1. SORRY FOR THE PROBLEM.
2. ASKED CUSTOMER ABOUT DETAILS OF CURRENT PROBLEMS.
3. EXPLAINED RESPONSIBILITIES IF THIS IS AN ACCIDENT.
4. ASKED CUSTOMER IF HE WANTED TO FILE ACCIDENT REPORT.
5. EXPLAINED WRTR CAN FOLLOW UP WITH DIR SM ON CONCERNS
6. ADVISED CUSTOMER WOULD ALSO CONTACT DPSM ABOUT HIS REQUEST AND ACCERTION THE TIRE BLEW BECAUSE OF THE FAILURE OF THE POWER **STEER**ING..
7. ADVISED CUSTOMER WRTR WOULD BE UNAVAILABLE THIS WEEK.
8. SHOULD HE CALL ANYONE COULD ASSIST HIM.
9. ADVISED HIM THERE IS NO GUARANTEE OF ANY REIMBURSEMENT
10. REQUESTED HE CALL A TIRE SHOP AND ASK FOR THE TOWING



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

Page 2 of 2

Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X30 [REDACTED]	K272834	15,000
Onalaska, W	[REDACTED]	Prod. Date: 3/25/03	Dealer: WA005 Hanson Kia	

\*\*\* CASE CLOSE 01/26/2004 07:37 PM US Mountain Standard Time CRountree

\*\*\* CASE CLOSE 04/27/2004 01:02 PM Pacific Daylight Time ARomo  
TDEAD

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 5

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
		KNDUP13104	K1347872	78,000
Chgo. I		Prod. Date: 10/24/03	Dealer: IL040 Evergreen Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/15/2007 08:07 AM US Mountain Standard Time ELeon

MARIA Pardo STATED:

1. THERE IS A PROBLEM WITH THE ENGINE.
2. THE VEHICLE IS AT THE Evergreen Kia .
3. THE Evergreen Kia KIA DEALER IS REQUESTING ALL MY MAINTENANCE RECEIPTS.
4. THEY SAID KIA WANT THEM.
5. WHY DO THE DEALER OR KIA NEEDS THE MAINTENANCE RECORDS?
6. I DO NOT HAVE ANY BECAUSE I HAD MANY DIFFERENT PLACES TO DO THEM.

WRITER STATED:

1. SORRY.
2. THE KIA AREA REP IS REQUESTING PROOF THAT THE MAINTENANCE WERE PERFORMED .
3. THE AREA REP NEEDS TO MAKE A DECISION ON THE ENGINE REPAIR.
4. WITHOUT THE MAINTENANCE RECEIPTS YOUR ENGINE REPAIR WILL BE DENIED FOR LACK OF MAINTENANCE.
5. YOU WILL NEED TO REVIEW THE WCIM THAT STATED YOUR RESPONSIBILITY TO DO THE MAINTENANCE AND TO KEEP ALL YOUR RECEIPTS.
6. THE RECEIPTS ARE YOUR PROOF THAT THE MAINTENANCE WERE PERFORMED.
7. I WOULD BE GLAD TO HELP YOU GET COPIES OF THE RECEIPTS IF YOU CAN SHOW ME WHERE YOU DID THE MAINTENANCE AND I HAVE THEM GET YOU COPIES.
8. GIVE ALL YOUR MAINTENANCE RECEIPT TO THE KIA DEALER WHO WILL THEN GIVE TO THE AREA REP FOR REVIEW.

CUSTOMER STATED:

1. I WILL CALL THE HOUSE AND HAVE THEM CALL THE PLACES I DID THE OIL CHANGES AND SEE IF THEY CAN GET US COPIES OF THE RECEIPTS.
2. I ALREADY GAVE THE KIA DEALER THE RECEIPT FOR THE 60K SERVICE . BUT I'LL ALSO GIVE THEM ALL I COULD GET.
3. THANK YOU.

\*\*\* CASE CLOSE 08/15/2007 08:07 AM US Mountain Standard Time ELeon

\*\*\* PHONE LOG 08/16/2007 07:43 AM US Mountain Standard Time HReynolds Action Type:Incoming call

MARIA PARDO STATED:

1. MY CAR IS SITTING AT DEALER FOR 2 DAYS
2. KIA ASKED ME FOR MAINTENANCE RECORDS
3. FOUND AS MANY AS RECEIPTS BUT NOT EVERYTHING
4. SUBMITTED TO KIA DEALER
5. CALLING TO SEE IF YOU CAN EXPEDITE WITH PROCESS SINCE I'M IN RENTAL CAR
6. CAN'T WAIT FOR 2 WEEKS

WRITER STATED:

1. APOLOGY FOR SITUATION
2. ADVISED. DETERMINATION WILL BE FROM DPSM
3. WILL FOLLOW UP WITH KIA DEALER FOR STATUS CAN CALL CUSTOMER BACK
4. PROVIDED CASE #. WRITER'S EXT #

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

Page 2 of 5

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
		KNDUP13104	K1347872	78,000
Chgo.		Prod. Date: 10/24/03	Dealer: IL040 Evergreen Kia	

\*\*\* PHONE LOG 08/16/2007 01:25 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATED:

1. SPOKE TO JOHN - SVC M AT EVERGREEN KIA
2. CALLING FOR STATUS

JOHN STATED:

1. CUSTOMER JUST SUBMITTED ALL RECEIPTS TODAY
2. EVERYTHING LOOKS GOOD
3. DPSM MIKE SWARTZ TOLD ME TO TEAR DOWN INSPECTION AND THAT'S WHAT WE ARE DOING NOW
4. WILL LET DPSM KNOW ONCE WE FIND OUT WHERE KNOCKING COMING FROM
5. WILL INFORM THE CUSTOMER AFTER WE ORDERED THE PART

\*\*\* PHONE LOG 08/17/2007 09:38 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATED:

1. SPOKE TO MS. PARDO
2. ADVISED. DEALER IS DOING TEAR DOWN INSPECTION TO SEE WHAT NEED TO BE DONE
3. REPAIR WILL BE COVERED UNDER WARRANTY

1. THANKS FOR INFO

\*\*\* CASE CLOSE 08/17/2007 09:38 AM US Mountain Standard Time HReynolds

\*\*\* PHONE LOG 09/04/2007 05:53 AM US Mountain Standard Time SJeon Action Type:Incoming call

Ms Pardo stated:

1. dealer called me and told me that my car is ready to pick up on last Friday
2. I re**TURN**ed my rental and went to pick up the vehicle
3. it made horrible **NOISE** and it was 3 times worse than before
4. I didn't pick up the vehicle and I am on the way to the dealer
5. I rented vehicle 3 more days I suppose not to
6. Kia should have responsibility for my rental

writer stated:

1. sorry for situation
2. will call the dealer

outgoing call

writer stated:

1. spoke to John SVC M
2. what is the status of the vehicle?

John SVC M stated:

1. customer complained about the **NOISE**
2. technician is looking at it. I don't have any info yet
3. customer never asked me for rental

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

Page 3 of 5

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
		KNDUP13104	K1347872	78,000
Chgo, IL		Prod. Date: 10/24/03	Dealer: IL040 Evergreen Kia	

writer stated:

1. repeated what John stated
2. will ask DPSM to review for rental reimbursement
3. provided ext #

\*\*\* PHONE LOG 09/04/2007 09:28 AM US Mountain Standard Time SJeon Action Type:Incoming call  
Ms Pardo left VM message for writer to call back

\*\*\* PHONE LOG 09/04/2007 09:28 AM US Mountain Standard Time SJeon Action Type:Outgoing call  
writer stated:

1. spoke to John/SVCM
2. what is the finding

John/SVCM stated:

1. we don't know yet
2. will call customer and you when we find the problem

\*\*\* PHONE LOG 09/04/2007 09:29 AM US Mountain Standard Time SJeon Action Type:Outgoing call  
writer left VM message for Ms Pardo to call writer back

\*\*\* PHONE LOG 09/04/2007 12:58 PM US Mountain Standard Time SJeon Action Type:Incoming call  
Ms Pardo stated:

1. went to the dealer and spoke to John
2. what he told me made me upset
3. he said "I am going to pay for rental \$35 per day from today, but not responsible for the other days"
4. I had to rent the vehicle from Saturday since they told me my car was done last Friday
5. I wanted to let you know my complaint

writer stated:

1. sorry for situation
2. since Kia does not provide rental under warranty, writer cannot control over SVCN's decision
3. will file complaint

\*\*\* CASE CLOSE 09/04/2007 12:59 PM US Mountain Standard Time SJeon

\*\*\* PHONE LOG 09/11/2007 12:05 PM US Mountain Standard Time Valencia Action Type:Incoming call  
caller states

1. est repeated information about case
2. the dealer and the svc mgr are very irresponsible
3. I couldn't get my car when it was ready, so i had to used a rental again

**Kia Motors America  
Consumer Affairs Department**

Page 4 of 5

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13104 [REDACTED]	K1347872	78,000
Chgo. [REDACTED]		Prod. Date: 10/24/03	Dealer: IL040 Evergreen Kia	

- 5.- i have had many issues with my car, and since they fix the car now i had problems with the **STEER**ing wheel  
6.- and he told me that he would charged me for a diagnose fee  
7.- and my point is that my car was not like that before I took it in  
8.- the reason that I am calling is to set up a complaint against the dealer  
9.- and I would never buy another Kia
- wrt states
- 1.- apologized
  - 2.- wrt advised est that vehicle must be diagnose
  - 3.- wrt advised est that diagnose is to determine what is the source of concern
  - 4.- wrt advised est that dealers do charge fees for diagnose, and the manufacture can not waived the charge
  - 5.- wrt advised est that wrt can follow up with svc mgr about diagnose and concerns once vehicle is at dealer
  - 6.- wrt advised est that complaint will be log
  - 7.- wrt advised est to take car to dealer, and call once vehicle is there
  - 8.- wrt advised est that the manufacture can help once vehicle is at dealership
  - 9.- est thanked wrt for information

\*\*\* CASE CLOSED- 09/11/2007 12:07 PM US Mountain Standard Time (Valencia)

\*\*\* PHONE LOG 09/12/2007 10:56 AM US Mountain Standard Time (Donnelly Action Type: Incoming call  
CUSTOMER STATES (MARIA PARDO):

1. CALLING TO REGISTER COMPLAINT ABOUT DEALER (IL040)
2. SPOKE TO GMI WHO TOLD ME TO CALL KCC
3. HAVE BEEN HAVING PROBLEMS WITH DEALERSHIP
4. RETRATED ALL PRIOR INFO FROM PREVIOUS CALLS TO KCC
5. ADVISED THAT SHE HAD TO TAKE CAR BACK BECAUSE **STEER**ing wheel WAS **HARD TO TURN**
6. DEALER SERVICE MANAGER STATED HE COULD NOT MAKE CAR PERFECT
7. BROUGHT CAR BACK TODAY AND HE STATED THAT IF IT WAS RELATED TO WORK HE WILL NOT CHARGE ME
8. TOLD ME IF NOT RELATED THEN I WOULD HAVE TO PAY \$95.00
9. SO THEY TOOK CAR BACK IN AND ABOUT 45 MINUTES LATER TOLD ME THAT THEY HAD TO TIGHTEN THE BELT
10. AFTER TELLING ME THIS DEALER ADVISED THAT I WOULD NEED TO GET **STEER**ing FLUID CHANGED AND WOULD BE \$129.00
11. THINK DEALER CAUSED MORE PROBLEMS WITH CAR
12. WHO IS THE OWNER OF DEALERSHIP
13. WHY WOULD DEALER ADVISE ME TO CALL KCC?
14. WANTED KMA TO KNOW WHAT ELSE HAPPENED
15. WILL FOLLOW UP WITH DEALER OWNER.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. WHAT ARE THE CURRENT CONCERNS?
3. ADVISED THAT WRITER WILL MAKE NOTE OF CUSTOMERS COMPLAINTS
4. CAN SET PRIOR CALLS TO KCC AND CUSTOMER HAS MADE KCC AWARE OF CONCERNS WITH DEALER SERVICE
5. HAS DEALER DIAGNOSED **STEER**ing CONCERN?
6. WHAT DID DEALER ADVISE?
7. ADVISED THAT IF DEALER CHECKS CAR FOR A PROBLEM THEY SHOULD ADVISE THAT IF NOT

**Kia Motors America  
Consumer Affairs Department**

Page 5 of 5

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131046 [REDACTED]	K1347872	78,000
Chgo, IL [REDACTED]		Prod. Date: 10/24/03	Dealer: IL040 Evergreen Kia	

COVERED

BY WARRANTY OR DEALER. THEN CUSTOMER WOULD BE RESPONSIBLE TO PAY DEALERS TECH FOR HIS TIME TO CHECK CAR.

8. KMA WILL COVER DIAGNOSTIC FEE IF WARRANTY DEFECT.

9. CERTAINLY THEY HAVE TO DETERMINE CAUSE

10. WHAT CUSTOMER STATED WAS THEY FOUND CAUSE AND REPAIRED NO COST TO CUSTOMER THE BELT CONCERN, BUT DEALER ALSO DID RECOMMEND FLUID CHANGE WHICH IS IN FACT MAINTENANCE THAT IS

CUSTOMERS RESPONSIBILITY

11. KCC WOULD RECOMMEND CUSTOMER ALSO PURSUE CONCERNS WITH DEALER OWNER ON HOW SERVICE HANDLED CONCERNS.

12. ADVISED THAT GERALD GLEASON IS OWNER AND CAN ADDRESS COMPLAINTS SPECIFIC ON HOW DEALER ADDRESSED CONCERNS.

\*\*\* CASE CLOSE 09/12/2007 10:57 AM US Mountain Standard Time TDonnelly

\*\*\* CASE CLOSE 10/08/2007 09:37 AM Pacific Daylight Time H Lau  
Tread Review Completed

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 4

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
MONROE, M		KNDUP131446	K1431808	41,591
		Prod. Date: 3/30/04	Dealer: OH025 Taylor Kia	

**Case History**

Complaint Repurchase

\*\*\* PHONE LOG 04/02/2008 04:21 PM Pacific Daylight Time Alrby

CRCA REC'D VIA EMAIL ANOTHER KMA REGION THIS DATE FROM CUST ATTN:

1. CUST IS SEEKING FULL RELIEF PURSUANT TO STATE AND FEDERAL CONSUMER PRODUCT WARRANTY LAWS

2. ALLEGES DEFECTS ARE:

A. ENGINE;

B. FUEL EFFICIENCY

C. BRAKES

D. STEREO SYSTEM

E. ANY AND ALL ADDITIONAL COMPLAINTS ACTUALLY MADE, WHETHER CONTAINED ON COMPANY INVOICES OR OTHERWISE.

3. REQUESTS THAT KMA DOES NOT CONTACT CONSUMER

4. CUST REQUESTING COMPENSATION FOR ANY DAMAGES INCLUDING ATTORNEY FEES

INFO ADDED TO **HARD** FILE ADDED TO **HARD** FILE AND WTR TO PROCESSING LTR AND CALL FOR DOC'S ON 4/3

\*\*\* NOTES 04/03/2008 03:15 PM Pacific Daylight Time Alrby Action Type: Correspondence sent  
WTR SENT DLR NOTIFICATION LTR THIS DATE VIA REGULAR MAIL

COPIES ADDED TO **HARD** FILE AND WTR TO CALL FOR DOC'S ON 4/4 FOR RECAP COMPLETION

\*\*\* PHONE LOG 04/07/2008 04:00 PM Pacific Daylight Time Alrby Action Type: Outgoing call  
WTR S/W SM KIRT @ TAYLOR KIA THIS DATE STATING:

1. REQ SERVICE AND SALES HISTORY TO BE FORWARDED TO REGION FOR ADL HANDLING
2. SM STATED WILL FORWARD OVER ONCE PKG PUT TOGETHER

WTR TO F/U WITH KIRT ON 4/9 IF DOC'S NOT REC'D BY COB 4/8

\*\*\* PHONE LOG 04/08/2008 08:33 AM Pacific Daylight Time Alrby Action Type: Outgoing call  
WTR S/W KAREN (OFFICE MANAGER) @ TAYLOR KIA THIS DATE STATING:

1. S/W WITH REQ SALES AND SERVICE DOC'S
2. PROVIDED FAX #
3. KAREN STATED WILL PROBABLY BE FORWARDING DOC'S ON 4/9 DUE TO SALES JACKIE @ ANOTHER LOCATION

WTR TO F/U WITH KAREN ON 4/9 TO F/U WITH DOC'S FOR ADL HANDLING

\*\*\* PHONE LOG 04/09/2008 11:24 AM Pacific Daylight Time Alrby Action Type: Outgoing call  
WTR S/W SM KIRT @ TAYLOR KIA THIS DATE STATING:

1. F/U ON SALES AND SERVICE DOC'S YET REC'D
2. KIRT CHECK WITH KAREN (WHICH IS HANDLING THE PROCESS) AND SALES DOC'S ARE WITH R ATTY
3. KIRT STATED WILL FORWARD OVER ONCE REC'D FOR ADL HANDLING

WTR TO F/U WITH KIRT ON 4/9 IF DOC'S NOT REC'D BY THAT DATE

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 4

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13144 [REDACTED]	K1431808	41,591
MONROE, MI [REDACTED]		Prod. Date: 3/30/04	Dealer: OH025 Taylor Kia	

\*\*\* NOTES 04/10/2008 12:13 PM Central Daylight Time MGallagher Action Type: Meeting

PER ALL THIS DATE:

1. STILL OBTAINING DOCS FROM DLR & ATTY

WTR TO F/U W/ALL NLT 4/17 IF RECAP NOT COMPLETED BY THAT DATE

\*\*\* NOTES 04/14/2008 09:04 AM Pacific Daylight Time Alrby Action Type: Facsimile rec.

WTR REC'D VIA FAX FROM TAYLOR KIA ON 4/11 WHICH INCLUDES:

1. ROS FOR ADL HANDLING
2. KAREN (WARRANTY ADMIN) ADVISED SALES JACKET CAN'T BE LOCATE FOR FORWARDING

WTR TO PROCESS RECAP THIS DATE FOR ADL HANDLING

\*\*\* NOTES 04/14/2008 01:25 PM Pacific Daylight Time Alrby Action Type: Correspondence sent

WTR COMPLETE RECAP AND FORWARDED **HARD** FILE TO MJG FOR ADL HANDLING

PLEASE NOTE: SALES DOC'S NOT RETRIEVED FROM DLR DUE TO FILE MISPLACED  
SALES DOC'S ARE AVAILABLE THROUGH ATTY.

\*\*\* NOTES 04/16/2008 03:29 PM Pacific Daylight Time Alrby Action Type: Facsimile rec.

WTR REC'D VIA FAX FROM TAYLOR KIA THIS DATE WHICH INCLUDES:

1. BO. AND RETAIL INSTALLMENT
2. WTR TO CALL KAREN @ TAYLOR KIA FOR LEGIBLE COPY OF CONTRACT TO BE REFAXED ON 4/17

WTR WILL HOLD DOC'S UNTIL LEGIBLE COPY REC'D AND WILL FORWARD TO MJG FOR FURTHER CASE HANDLING

\*\*\* NOTES 04/18/2008 04:09 PM Central Daylight Time MGallagher Action Type: Meeting

WTR REVIEWED RECAP THIS DATE

WTR TO CONTACT ATTY NLT 4/21 TO DISCUSS CASE

\*\*\* PHONE LOG 04/21/2008 12:14 PM Central Daylight Time MGallagher Action Type: Outgoing call

WTR S/W ATTY MELISSA Z THIS DATE:

1. CUST IS CURRENTLY HAVING CONCERNS W BURNING SMELL FROM ENGINE, RADIO INOP, BAD FUEL MILEAGE, SHORT IN BRAKE LIGHT
2. WTR ONLY SEES 1 RO FROM ATTY
3. VEH WAS PURCHASED USED AFTER LEASE LAW EXPIRATION
4. WTR ABLE TO HAVE DPSM ASSIST BY CONTACTING DLR BUT NOT SEEING MUCH ELSE WILL BE OFFERED
5. ATTY: CUST WENT TO DLR IN JAN BUT THERE WAS \$95 FEE WHICH DOESN'T SEEM RIGHT IF VEH STILL UNDER WARRANTY
6. WTR: THAT ISSUE IS W DLR NOT W KIA WHICH IS WHY DPSM CAN BE INVOLVED TO VERIFY WARRANTY WORK IS COMPLETED
7. ATTY TO OBTAIN UPDATE FROM CUST IN REGARDS TO JAN VISIT & CURRENT CONCERNS, THEN CONTACT WTR TO ADVISE



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

Page 3 of 4

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
MONROE, MI		KNDUP13144	K1431808	41,591
Prod. Date: 3/30/04		Dealer: OH025 Taylor Kia		

WTR TO CONTACT ATTY NLT 4/28 IF NO RESPONSE BY THAT DATE

\*\*\* PHONE LOG 04/28/2008 10:38 AM Central Daylight Time MGallagher Action Type:Outgoing call

WTR LVM FOR ATTY ZAITONIA THIS DATE:

1. HAVE NOT HEARD BACK FROM ATTY ABOUT UPDATES ON JAN VISIT
2. CUST PURCHASED VEH USED WAY PAST LEMON LAW GUIDELINES
3. DPSM CAN BE CONTACTED TO ENSURE VERIFIABLE, WARRANTABLE CONCERNS ARE REPAIRED AT NO COST TO CUST
4. NOT SURE WHAT ELSE KIA WOULD BE ABLE TO PROVIDE CUST AT THIS TIME
5. PROVIDED C/B # IF ATTY NEEDS TO PROVIDE UPDATE ON CASE

WTR TO CLOSE CASE NLT 5/5 IF NO RESPONSE BY THAT DATE

\*\*\* PHONE LOG 05/01/2008 09:10 AM Central Daylight Time MGallagher Action Type:Incoming call

PER VM FROM ATTY ZAITONIA:

1. S/W CLIENT WHO INDICATED VEH BROUGHT TO ANOTHER DLR FOR REPAIRS - DICK SCOTT KIA
2. WILL SENT REQ TO OBTAIN REPAIR ORDERS
3. REQ'D C/B TO DISCUSS THE UPDATE

WTR TO CONTACT ATTY NLT 5/2

\*\*\* PHONE LOG 05/02/2008 06:03 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR LFT MSG W/ANSWERING SERVICE FOR ATTY MELISSA Z THIS DATE:

1. REQ'D C/B TO DISCUSS CASE
2. PROVIDED C/B #

WTR TO CONTACT ATTY NLT 5/8 IF NO RESPONSE BY THAT DATE

\*\*\* PHONE LOG 05/06/2008 09:47 AM Central Daylight Time MGallagher Action Type:Incoming call

PER VM FROM ATTY MELISSA Z:

1. RE **TURN**ING CALL TO DISCUSS CASE
2. REQ'D C/B

WTR TO CONTACT ATTY NLT 5/8 TO DISCUSS CASE

\*\*\* NOTES 05/09/2008 08:53 AM Central Daylight Time MGallagher Action Type:Meeting

AS OFFICE PHONES ARE CURRENTLY DOWN, WTR TO CONTACT ATTY NLT 5/12 TO DISCUSS CASE

\*\*\* PHONE LOG 05/13/2008 11:33 AM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S W ATTY MELISSA Z:

1. CLIENT ADVISED ATTY VEH WAS AT DICK SCOTT KIA IN MI AT LEAST 2 TIMES
2. CONCERN CUST STATED WAS FOR **STEERING HARD TO TURN**
3. MOST LIKELY SEEKING COMP AS VEH IS USED & DOES NOT QUALIFY FOR LEMON LAW/REPURCHASE
4. WTR STATED AS VEH IS USED & CONCERNS HAVE NOT BEEN REPEATED KMA NOT ABOUT TO PROVIDE ANY COMP

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

Page 4 of 4

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
MONROE, M		KNDUP13144	K1431808	41,591
		Prod. Date: 3/30/04	Dealer: OH025 Taylor Kia	

6. ATTY TO EMAIL MI DLR DOCS TO WTR FOR REVIEW
7. AFTER REVIEW WTR TO C/B ATTY W/FINAL DECISION, PROBABLY WON'T CHANGE

WTR TO CONTACT ATTY NLT 5/20 IF DOCS NOT RCVD BY THAT DATE

\*\*\* NOTES 05/13/2008 02:06 PM Central Daylight Time MGallagher Action Type:E-mail rec.  
EMAIL RCVD FROM ATTY MELISSA Z:

1. ROS FROM TAYLOR KIA & DICK SCOTT KIA
2. ADDED TO **HARD** FILE

WTR TO REVIEW ROS NLT 5/16

\*\*\* PHONE LOG 05/14/2008 01:06 PM Central Daylight Time MGallagher Action Type:Incoming call  
PER JEFF STROUP @ NCA:

1. REQ'D C/B TO DISCUSS CASE

\*\*\* PHONE LOG 05/14/2008 01:07 PM Central Daylight Time MGallagher Action Type:Outgoing call  
WTR LVM FOR JEFF @ NCA:

1. RE**TUR**NING CALL
2. REQ'D C/B

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP1316363 [REDACTED]	K1442855	57,000
Peabody, MA [REDACTED]		Prod. Date: 10/14/02	Dealer: MA007 Herb Chambers Kia of	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 05/02/2008 06:10 AM US Mountain Standard Time MTrem

Caller [REDACTED] states:

1. we have our car
  2. yesterday the car was **HARD** to **STEER**ing, it was tight
  3. I checked the fluid level and it was ok
  4. I think my wife purchased an extended warranty
  5. the Selling DLR has closed
- writer states:
1. updated, no recalls
  2. apologized
  3. **STEER**ing components are LBW, which has expired
  4. 10/100 PTW for internal components of the engine, transmission and axles
  5. warranty provides repair for manufacturing defects and or workmanship
  6. KMA doesn't not track extended warranties, as a resource can contact the selling DLR
  7. since the selling DLR is closed, can try to get purchase agreement from the company you make your car payments to
- caller thanked writer and disconnected

\*\*\* CASE CLOSE 05/02/2008 06:10 AM US Mountain Standard Time MTrem

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131324 [REDACTED]	K468397	55,000
CARROLLTON, OH [REDACTED]		Prod. Date: 4/3/02	Dealer: OH024 Courtesy Kia of Alliance	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 05/20/2005 08:51 AM TShamburger  
customer [REDACTED] called ---

1. the dlr had veh for a month. the pwr **STEER**ing was not working
2. the part is not coming in. i called dlr four times and they keep telling me the parts not in yet.
3. i dont want you to call dlr. i will
4. i just wanted you to doc a complaint on them.

wrt states:

1. wrt will doc this for you im sorry.
  2. for a part to be delay a month is long. wrt can chk for you. but if you dont want me to, advise cust
  3. to call dlr parts dept and inquiry on part.
- cust thanked wrt call ended.

\*\*\* CASE CLOSE 05/20/2005 08:51 AM TShamburger

\*\*\* PHONE LOG 05/25/2005 12:17 PM MEstrella Action Type:Incoming call  
CALLER STATES: [REDACTED] E

1. THAT SOME KIND OF POWER **STEER**ING PART IS ON BACKORDER
2. THAT THEY HAVE BEEN W/OUT THEIR VEH FOR OVER A MONTH
3. THIS IS RIDICULOUS AND THEY WILL NEVER BUY ANOTHER KIA AGAIN IF THIS IS HOW LONG PARTS TAKE
4. THE DEALER SAYS IT IS ON A NATIONAL BACKORDER
5. THEY WILL NOT EVEN GIVE US A LOANER CAR

WRITER STATES:

1. THAT WE APOLOGIZE
2. WE WILL NEED TO CALL THE DEALER TO VERIFY ORDER # AND PART #
3. CALLED DEALER (OH024). SPOKE TO MIKE SERVICE MANAGER . PART # IS OK52Y 32090 1ST ORDER # IS K0520E WAS 4-26 AND 2ND TIME ORDERED WAS 5-20 -ORDER # K0426A
4. SAYS HE JUST GOT OFF THE PHONE W/ JOHN SALVADOR DPSM
5. HE IS LOOKING INTO THIS FOR THEM
6. IT OS NOT SHOWING ON BACKORDER BUT HAS SAID IN "PICKING" FOR A VERY LONG TIME NOW
7. DPSM WAS GOING TO LOOK INTO AND CALL HIM BACK
8. WILL ASK HIM ABOUT RENTAL ASSIST FOR CUST WHEN HE CALLS BACK
9. WRITER ADVISED HIM WILL CALL HIM BACK LATER TO FIND OUT WHAT DPSM CAN ADVISE

WRITER ADV CUST:

1. WILL CALL HER BACK LATER TODAY AFTER CAN DO SOME RESEARCH

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

Send to:[JSALVADOR@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:

**Kia Motors America  
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP131326	K468397	55,000
CARROLLTON, OH		Prod. Date: 4/3/02	Dealer: OH024 Courtesy Kia of Alliance	

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\*\*\* PHONE LOG 05/25/2005 02:14 PM MEstrella Action Type:Outgoing call

Called dealer

1.operator states dealer svc closed at 5

2.operator Alex will give the svc mgr Mike the msg to call writer in the am

3.left name , cust name , 800# and case #

\*\*\* PHONE LOG 05/25/2005 02:45 PM MEstrella Action Type:Outgoing call

called customer

1. asked if they heard from the dealer today

states:

1. he talked to the svc mgr Mike

2. they found a part in PA and are having it overnighted to their dlrship

3. they said they will try to have it done tomorrow

4. thanked writer

Writr states:

1. glad to hear it , sorry for the problems and inconvenience

2. please call writer back if needed

Cust states:

1. thanks

\*\*\* CASE CLOSE 05/25/2005 02:47 PM MEstrella

cust will call writer back if needed

DPSM worked to find part in PA and cordered to dlr for arrival tomorrow

\*\*\* PHONE LOG 05/26/2005 01:07 PM CHamilton Action Type:Incoming call

Caller Mrs P states:

1. Marlena was great, she was terrific and I appreciate all her help--please tell her that

2. Went today to pick it up-- Door handle still not done. Had to wait an additional 30 minutes to have them to do that

3. They had the car 5 weeks

4. SM Mike was not very nice

4. To top it all off, it is still making **NOISE** when you go straight, only time **NOISE** stops is when I **TURN** right

5. This is exactly how it started before, then it progressed to where you could **HARDly TURN** it at all

6. Soon as I picked it up, but could not leave it, since my ride had already left and I had no other way to get home

7. So I drove it home

8. But am going to have to take it back in there tomorrow

9. Starting tomorrow it is 6 weeks without my car

10. They never apologized, never said anything about a rental car, no help at all

Wtr states:

1. Updated

2. Apologized

3. No rental under warr

Placed on hold, called Courtesy Kia of Alliance OH024

SM Mike states:

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

Page 3 of 3

Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP131326300218	K468397	55,000
CARROLLTON, OH 44616		Prod. Date: 4/3/02	Dealer: OH024 Courtesy Kia of Alliance	

1. She was pretty mad when she left, did not know she was still having problems with it
2. Our master tech did the repair, he drove it after the repair was complete--was fine
3. Have her bring it back in, we'll see what's going on

Re**TURN**ed to caller and stated:

1. Advised veh needs to go back into the Kia dlr
2. Request call back when veh is at dlr so that Wtr can follow up, make sure all Kias resources are involved in her repair

Caller states:

1. Can we take it someplace else instead
2. Can I get some help with a rental
3. How long is it going to take his time

Wtr states:

1. Advised no rental under warr, some dlrs have loaners, most do not
2. Kia can make exceptions in some circumstances, but Wtr cannot even ask until the veh is at the dlr
3. In future, warr repairs can be done at any Kia dlr
4. But since this repair is from this dlr, best to go back to them
5. Provided Wtr call back info, case #, request call back when veh is at dlr

\*\*\* CASE CLOSE 05/27/2005 06:32 AM CHamilton

\*\*\* CASE CLOSE 07/12/2005 02:01 PM US Mountain Standard Time JCook  
IR-AD RE-VIEW DONE