

PE08-033

HYUNDAI-KIA

7/3/2008

REQUEST NO. 4

PART 4 OF 4

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13124 [REDACTED]	K1007704	30,000
LAWRENCEVILLE, GA	[REDACTED]	Prod. Date: 1/8/04	Dealer: GA053 Kia Mall of Georgia	

Case History

Complaint Survey

SURVEY DATE : 08/27/2005
SERVICE DATE : 08/13/2005

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :
CUSTOMER STATED THE DLR SHOULD HAVE CALLED THEM TO LET THEM KNOW ABOUT THE STATUS OF THE VEHICLE. HE SAID THE DLR DID NOT FIND THE CLICKING **NOISE** IN THE **STEERING**. HE SAID THE DLR SHOULD HAVE CALLED THEM TO LET THEM KNOW WHAT WAS GOING ON WITH THE VEHICLE OR LET THEM KNOW WHEN THE VEHICLE WAS GOING TO BE READY. HE SAID THE SERVICE ADVISOR DID SEEM TO UNDERSTAND HIS NEEDS OF HAVING HIS VEHICLE BACK BY A CERTAIN DATE. HE SAID THE DLR SHOULD FOLLOW THROUGH ON WHAT THEY ARE GOING TO DO. Q002B: More frequent vehicle updates Q003: Dealership said that they could not find the problem I described One or more items requested was not done Q004: Had to wait for repair to be completed/Took longer than promised Communication explanations/knowledge Q005: Other Understanding of needs, knowledge, explanations.
995237

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

*** PLEASE ADVISE US OF ANY CHANGES TO YOUR ADDRESS OR PHONE NUMBER. IF YOU HAVE ANY COMMENTS, PLEASE CONTACT US AT 1-800-854-4444.
--Writer left message on answering machine w/ case# 18007 and office hrs if issue not resolved.

*** CASE CLOSE 09/02/2005 05:57 AM US Mountain Standard Time ATafoya

*** PHONE LOG 09/09/2005 11:33 AM US Mountain Standard Time RBTriones Action Type: Incoming call
Cust Stated:

1. Took the veh in for a clicking **NOISE**
2. Needed a the veh back, so we took it back.
3. Dealer svc dept had problems diagnosing the **NOISE**.
4. Had a problem with wiring harness previously.
5. We were w/o our veh for 10 days, dealer did get us a rental vehicle.
6. It was still frustrating.
7. Dealership seems to have had trouble finding the problem.
8. Also there was another issue on a coupon they gave us to have the vehicle cleaned.
9. Have not done that.
10. Am worried that if these problems can not get taken care of will really hurt our good opinion of the brand.

Writer Stated:

1. Apologized for prob.
2. If cust takes veh back into svc dept again, can call us here.
3. We can work with svc dept to ensure that other Kia resources are getting involved in repairs.
4. Once veh is there, we can work with the svc mgr of the dealer to see what, if any, assistance we can offer.

*** CASE CLOSE 09/09/2005 11:33 AM US Mountain Standard Time RBTriones
closed pending cust call back.

PHONE LOG 10/26/2005 09:15 AM US Mountain Standard Time ATafoya Action Type: Incoming call

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Last Name: [REDACTED]	First Name: [REDACTED]	VIN of 2004 SEDONA EX KNDUP13124 [REDACTED]	Case Number K1007704	Mileage 30,000
LAWRENCEVILLE, GA [REDACTED]		Prod. Date: 1/8/04	Dealer: GA053 Kia Mall of Georgia	

1. Spoke w/ Sam in svc at GA053, veh at dlr now.
 2. Clicking **NOISE** and the alignment hasn't been fixed yet.
 3. Also other concerns the radio and the rear window popped out and won't go back in. (dlr not awr of these issues)
 4. Req to be contacted at cell# 404-202-1370 for repair assistance.
 5. I was told to call back when the veh goes back to the dlr.
- Writer stated:
1. Writer will forward to Kia f/c mgr for follow-up and advised a Kia f/c mgr normally contacts custs w/in 72 busin hrs, but writer will try to get one to contact cust sooner.

*** PHONE LOG 10/26/2005 08:25 AM US Mountain Standard Time JProkopp Action Type: Outgoing call
Writer contacted Kia Mall of Georgia and spoke with the service advisor, Sam (service manager gone for the day).
Sam states:

1. We have the car now.
2. We've verified the clicking **NOISE** while driving, but we haven't verified it while **TURNing**.
3. We are still in the process of diagnosing the vehicle.
4. The customer had a laundry list of concerns.
5. He said that he didn't want the vehicle back until it was fixed.

*** PHONE LOG 10/26/2005 11:23 AM US Mountain Standard Time JProkopp Action Type: Outgoing call
Writer contacted customer and left message requesting call back.

*** PHONE LOG 10/27/2005 06:37 AM US Mountain Standard Time JProkopp Action Type: Outgoing call
Writer contacted Kia Mall of Georgia and spoke with Sam in service.
Sam states:

1. We're still diagnosing it.
2. We think that it may be a motor mount.

*** PHONE LOG 10/27/2005 11:05 AM US Mountain Standard Time JProkopp Action Type: Outgoing call
Writer contacted customer and left message requesting call back.

*** PHONE LOG 10/28/2005 05:58 AM US Mountain Standard Time JProkopp Action Type: Outgoing call
Writer contacted Kia Mall of Georgia and spoke with Sam.
Sam states:

1. We think it's a motor mount.
2. It should be done today.
3. The customer has brought the vehicle in before for this issue, but I don't know how many times.
4. I don't know if tech line or the DPSM has been contacted.

*** PHONE LOG 10/28/2005 07:35 AM US Mountain Standard Time JProkopp Action Type: Outgoing call
Writer contacted customer and left message requesting call back.

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP1312 [REDACTED]	K1007704	30,000
LAWRENCEVILLE, GA		Prod. Date: 1/8/04	Dealer: GA053 Kia Mall of Georgia	

*** CASE CLOSE 10/28/2005 07:35 AM US Mountain Standard Time JProkopp
Case closed pending further contact from customer.

*** PHONE LOG 10-28-2005 11:32 AM US Mountain Standard Time JProkopp Action Type: Incoming call
Writer received message from customer.

Customer states:

1. I wanted to give you an update.
2. My dealer said that they didn't get the part today.
3. They said that it would be until Monday.
4. If you need to get in touch with me, you can reach me at 404-305-7629.

*** PHONE LOG 11-01-2005 07:50 AM US Mountain Standard Time JProkopp Action Type: Outgoing call

*** PHONE LOG 11-01-2005 10:14 AM US Mountain Standard Time JProkopp Action Type: Outgoing call
Writer contacted Kia Mall of Georgia and spoke with Sam in service.

Sam states:

1. We replaced the motor mounts and got rid of the crunching **NOISE**.
2. There is another **NOISE**.
3. We ordered an axle.
4. The customer has been updated.
5. We are expecting to get the part today.

*** PHONE LOG 11-02-2005 10:52 AM US Mountain Standard Time JProkopp Action Type: Outgoing call
Writer contacted MMyers.

MMyers states:

1. Conference me with the service manager Sam.

Writer conferenced MMyers with Sam.

Sam states:

1. We replaced the motor mounts.
2. There was a separate **NOISE** that we discovered while test driving the vehicle.
3. We replaced the axle and now there is a different **NOISE**.
4. We are still diagnosing the vehicle.
5. We don't know if it is the coil springs or the struts yet.
6. This isn't anything that we need technical assistance with.

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13124 [REDACTED]	K1007704	30,000
LAWRENCEVILLE, GA		Prod. Date: 1/8/04	Dealer: GA053 Kia Mall of Georgia	

MMyers states:

1. I will not be offering any rental coverage for this customer.

*** PHONE LOG 11/03/2005 08:04 AM US Mountain Standard Time JProkopp Action Type: Outgoing call
Writer contacted customer.

Writer states:

1. I've been speaking with your dealer.
2. I've gotten a Kia rep involved.
3. I will continue to follow up with your dealer.

Customer states:

1. They have been very friendly to us, but I get the impression that they are just shooting in the dark trying to solve the problem.
2. My family has been without a vehicle.
3. I really need something to drive.

Writer states:

1. I'm sorry for the inconvenience.
2. Unfortunately, Kia is not covering a rental vehicle.
3. I will keep you posted.

*** PHONE LOG 11/04/2005 07:45 AM US Mountain Standard Time JProkopp Action Type: Outgoing call
Writer contacted Kia Mall of Georgia. Writer was unable to get through to service.

*** PHONE LOG 11/04/2005 09:51 AM US Mountain Standard Time JProkopp Action Type: Outgoing call
Writer contacted Kia Mall of Georgia and spoke with Sam in service.

Sam states:

1. We are keeping the vehicle over the weekend.
2. We are going to give the customer alternate transportation starting Monday.
3. There is an issue with the struts and we are trying to locate the cause of the problem so the customer does not have to continue bringing the vehicle in.
4. I just spoke with the customer and let him know.

*** PHONE LOG 11/08/2005 02:02 PM US Mountain Standard Time JDonnelly Action Type: Incoming call
CUSTOMER STATES(MRS RIDDETT):

1. CAR HAS BEEN AT KIA MALL OF GEORGIA FOR LAST 13 DAYS
2. HAVE BEEN SPEAKING TO SAM SAM
3. TOOK CAR IN FOR MANY THINGS
4. WE PICKED UP CAR LAST NIGHT
5. DEALER DID 2 RECALLS
6. CAR WAS IN FOR RADIO INOP
7. REAR WINDOW STUCK DOWN
8. KNOCKING SOUND WHEN MAKING **TURNS**, GOING OVER SPEED BUMPS
9. DEALER HAD ADVISED THEY COULD HEAR THE **NOISE**

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13124 [REDACTED]	K1007704	30,000
LAWRENCEVILLE, GA		Prod. Date: 1/8/04	Dealer: GA053 Kia Mall of Georgia	

10. THEY ADVISED THEY DID NOT KNOW WHERE IT WAS COMING FROM
11. THEY DID REPLACE THE LEFT AXLE SHAFT AND MOTOR MOUNT
12. WE HAVE NOT EVEN HAD CAR 24 HOURS AND RADIO IS INOP
13. I HAVE 4 CHILDREN IN CAR SEATS
14. CAN NOT BE WITHOUT THE CAR
15. DEALER DID NOT PROVIDE ME CAR TO DRIVE FOR 13 DAYS CAR WAS IN SHOP.
16. DO NOT FEEL DEALER SERVICE IS GOOD
17. DEALER IS NOW STATING **NOISE** WE ARE HEARING IS NORMAL FOR VEHICLE
18. THIS IS NOT NORMAL. OTHER SEDONA'S DO NOT MAKE THIS **NOISE**
19. DO I HAVE TO GO BACK TO THIS DEALERSHIP
20. FEEL LIKE DEALER AND KMA IS BLOWING ME OFF
21. NOT SURE IF I NEEDED TO CONTACT SOMEONE ELSE ABOUT THIS
22. WILL CALL BACK IF I NEED FURTHER ASSISTANCE
23. DO KNOW I WILL NOT GO BACK TO KIA MALL OF GEORGIA.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT KMA WARRANTY COVERS REPAIRING VEHICLE FOR DEFECTS IN MATERIAL OR WORKMANSHIP
3. [REDACTED]
4. CHARACTERISTIC IS NOT DEFECT. CAN NOT BE REPAIRED.
5. CUSTOMER CAN GET 2ND OPINION AT ANOTHER KIA DEALER
6. WRITER CAN ADVISE KIA REP OF CONCERNS AND ASK REP TO MEET WITH CUSTOMER NEXT TIME IN AREA
7. KIA REP CAN DRIVE WITH CUSTOMER AND ADVISE WHAT CAN BE DONE REGARDING CONCERNS
8. KMA CAN ADDRESS CONCERNS WITH DEALER AND GET CURRENT CONCERNS RESOLVED ONCE CAR IS IN SHOP.
9. CAN ADVISE DEALER WAS WORKING WITH DPSM AND TECHLINE
10. CAN ADVISE TECH LINE HAS STATED THIS **NOISE** IS CHARACTERISTIC OF VEHICLE. KMA CAN NOT REPAIR SOMETHING THAT IS NOT BROKEN.

*** PHONE LOG 11 08 2005 02:12 PM US Mountain Standard Time TDonnelly Action Type: Outgoing call

WRITER STATES:

1. CALLED TO SPEAK TO SM. SAM WHO IS OUT THIS DATE
2. SPOKE TO PARTS MANAGER. TERRY KLEIN
3. ASK IF DEALER CAN ADVISE WHAT REPAIRS WERE COMPLETED ON VEHICLE
4. ASK IF DEALER FOLLOWED STEPS FOR FOLLOW UP WITH DPSM REGARDING **NOISE** CONCERN
5. THANKS FOR INFO.

DEALER STATES:

1. CUSTOMER HAD BROUGHT CAR IN FOR RADIO INOP
2. WE HAD REPLACED BLOWN FUSE
3. ADVISOR IS STATING THAT AFTER CUSTOMER TOOK CAR THE RADIO BLEW FUSE
4. CUSTOMER ALSO HAD CONCERN WITH **NOISE**
5. CALLED TECHLINE AND THEY ADVISED NORMAL CHARACTERISTIC OF VEHICLE
6. NOT SURE IF FOLLOW UP WITH DPSM OCCURRED
7. WILL BE IN REGIONAL MEETING WITH DPSM TOMORROW. CAN CONFIRM AT THAT TIME.
8. CAN WRITER CALL BACK ON THURSDAY

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
LAWRENCEVILLE, GA		KNDUP13124	K1007704	30,000
		Prod. Date: 1/8/04	Dealer: GA053 Kia Mall of Georgia	

*** NOTES 11/08/2005 02:13 PM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:

1. SPOKE TO PARTS MANAGER. TERRY KELLY NOT TERRY KLEIN.

*** PHONE LOG 11/08/2005 02:18 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM. MATT MYERS TO CALL WRITER
2. CUSTOMER STATES THAT LESS THAN 24 HOURS FROM PICKING UP CAR RADIO INOP
3. STATES **NOISE** CONCERN NOT NORMAL CHARACTERISTIC
4. REVIEWING TECHLINE NOTES DOES STATE TO CHECK WITH DPSM ABOUT INSTALLING WASHER TO UPPER STRUT ASSY
5. NEED TO CONFIRM DEALER REVIEWED THIS WITH DPSM.

*** PHONE LOG 11/08/2005 02:50 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
DPSM MATT MYERS STATES:

1. WHAT IS GOING ON WITH CUSTOMER
2. WHAT DO TECHLINE NOTES STATE
3. CAN WRITER CONFERENCE DEALER ON LINE
4. I HAVE ADVISORS CELL NUMBER (770)403-0546. GET HIM ON LINE.

WRITER STATES:

1. IN REVIEW OF TECHLINE NOTES CAN SEE THAT IT STATES TO REVIEW WITH DPSM PUTTING WASHER ON UPPER STRUT ASSEMBLY
2. WANTED TO KNOW IF DEALER REVIEWED THIS WITH DPSM
3. CUSTOMER EXTREMELY UPSET BECAUSE CAR IS IN SHOP 13 DAYS AND RADIO STILL INOP AND **NOISE** CONCERN BAD.
4. WAS ADVISED THAT SERVICE ADVISOR IS OUT THIS DATE
5. WILL CONFERENCE HIM ON LINE.

WRITER STATES:

1. PLACED CALL TO SERVICE ADVISOR SAM
2. ADVISED DPSM WOULD LIKE TO BE CONFERENCED WITH DEALER

DPSM MATT MYERS STATES:

1. WHAT IS THE DEAL WITH CUSTOMER
2. CAN WE GET HER BACK INTO SHOP
3. CAN WE TRY THE WASHER AND PUT CUSTOMER IN RENTAL
4. WOULD ALSO RECOMMEND FOLLOWING UP WITH ETR. JASON RUST
5. I WILL BE IN MEETING TOMORROW WITH SML SAME AND PARTS MANAGER. TERRY IN REGIONAL OFFICE
6. WILL CALL DEALER TOMORROW FOR PWA

WRITER STATES:

1. THANKED DEALER AND DPSM FOR INFO.

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
LAWRENCEVILLE, GA		KNDUP13124	K1007704	30,000
		Prod. Date: 1/8/04	Dealer: GA053 Kia Mall of Georgia	

*** PHONE LOG 11/08/2005 02:51 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO CUSTOMER
2. ADVISED JUST RECENTLY SPOKE TO WIFE
3. CAN WRITER REVIEW INFO WITH
4. WHAT NUMBER CAN WIFE BE REACHED AT.

CUSTOMER STATES:

1. WOULD BE BEST TO REVIEW WITH WIFE
2. SHE IS AT THE HOME NUMBER CURRENTLY.

*** PHONE LOG 11/09/2005 08:45 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

WRITER STATES:

1. SPOKE TO ADVISOR SAM
2. ASK IF CUSTOMER BROUGHT CAR INTO SHOP TODAY
3. ADVISED WRITER DID ATTEMPT TO REACH CUSTOMER 2X
4. DID SPEAK TO HUSBAND AND HE DID ADVISE WRITER TO CALL WIFE
5. DID NOT GET RE **TURN** CALL
6. WILL CONTINUE TO TRY TO REACH CUSTOMER.

DEALER STATES:

1. DID SPEAK TO TECHNICIAN TODAY
2. HE TOLD ME THAT TECHLINE ADVISED THAT ADDING WASHER HAS RESOLVED CONCERN FOR LESS THAN 5% OF VEHICLES
3. EXPLAINED THIS TO DPSM, MATT MYERS
4. DPSM TOLD ME THEN TO TRY RADIO WHEN SHE COMES IN
5. TOLD ME NOT TO ADD THE WASHER AS IT MAY NOT RESOLVE THE ISSUE
6. IF WE DO THIS AND CAR IS NOT REPAIRED, THEN THAT IS ANOTHER REPAIR ATTEMPT.
7. CUSTOMER HAS NOT BROUGHT CAR INTO SHOP YET.

*** PHONE LOG 11/09/2005 08:53 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES (SMR RIDE IT):

1. RE **TURN**ING CALL
2. COULD NOT SPEAK YESTERDAY, BEEN EXTREMELY BUSY AT WORK
3. WE JUST FELT LIKE SOME OF THE PEOPLE IN DEALERS MANAGEMENT DID NOT REALLY CARE THAT THEY HAD CAR
4. 13 DAYS AND 2 OF THE CONCERNS CAR WENT IN FOR WERE NOT ADDRESSED.
5. THIS POPPING **NOISE** IS NOT SOMETHING THAT CAN BE EXPLAINED AWAY, ESPECIALLY IF YOU HAD TO SELL THE CAR
6. SAM THE ADVISOR HAS DONE ALL HE CAN, JUST FELT LIKE REST OF THE MANAGEMENT DID NOT EVEN CARE IF WE WOULD PURCHASE ANOTHER KIA
7. SHE DID MAKE APPT WITH ANOTHER DEALER IN AREA FOR THE RADIO AND TO HAVE THE **NOISE** CONCERN ADDRESSED
8. THINK KIA IS WILLING TO SEND TRUCK TO LOOK AT CAR THAT THIS IS GOING IN RIGHT DIRECTION

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131246 [REDACTED]	K1007704	30,000
LAWRENCEVILLE, GA [REDACTED]		Prod. Date: 1/8/04	Dealer: GA053 Kia Mall of Georgia	

8. WILL REVIEW THIS WITH MY WIFE AND SEE WHAT SHE WANTS TO DO
9. PLEASE ASK DEALER TO SCHEDULE FTR AND WE WILL CALL DEALER IF WE WANT TO MAKE ARRANGEMENTS FOR RADIO PRIOR TO THAT.
10. THANKS FOR INFO. APPRECIATE THE FOLLOW UP.

WRITER STATES:

1. WANTED TO ADVISE THAT AFTER SPEAKING TO CUSTOMERS WIFE DID REVIEW CONCERNS WITH DPSM
2. UNDERSTAND CUSTOMERS FRUSTRATION REGARDING THE MATTER
3. KIA REP DID REVIEW WITH DEALER AND DID ADVISE THAT HE DOES BELIEVE THIS TO BE CHARACTERISTIC OF VEHICLE
4. HE HAS ASKED DEALER TO PUT IN REQUEST FOR FTR
5. DPSM DID STATE THAT HE WOULD AUTHORIZE CAR TO DRIVE AND DEALER CAN START PROCESS FOR FTR AND REPAIR RADIO.
6. IF CUSTOMER WANTS TO GET RADIO ADDRESSED AT ANOTHER DEALER. THAT IS CUSTOMERS DECISION
7. RENTAL AUTHORIZATION IS FOR KIA MALL OF GEORGIA
8. WILL FOLLOW UP WITH DEALER AND ADVISE.

*** PHONE LOG 11/09/2005 09:05 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO ADVISOR, SAM
2. EXPLAIN THAT CUSTOMER CALLED WRITER JUST AFTER SPEAKING TO DEALER
3. CUSTOMER ADVISED OF ALL CONCERNS
4. WRITER DID EXPLAIN TO CUSTOMER THAT WE DID REVIEW WITH DPSM
5. DPSM DID INSTRUCT DEALER TO GET CAR BACK INTO SHOP TO GET RADIO CONCERN ADDRESSED AND TO START PROCESS TO REQUEST FTR
6. DEALER CAN SCHEDULE FTR OUT TO LOOK AT CAR AND CONFIRM THERE ARE NO DEFECTS OR SOMETHING THAT CAN BE REPAIRED.
7. DID EXPLAIN THAT DPSM DID AUTHORIZE RENTAL FOR ADDRESSING THIS ISSUE.
8. UNDERSTAND WHAT DEALER STATED PREVIOUSLY. HOWEVER, HAD TO DO SOMETHING TO **TURN** THIS CUSTOMER AROUND.
9. DPSM GAVE WRITER DIFFERENT INSTRUCTION YESTERDAY.
10. WILL ADVISE DPSM OF WHAT WRITER DID EXPLAIN TO CUSTOMER.

DEALER STATES:

1. DPSM TOLD ME TODAY NO RENTAL FOR RADIO CONCERN
2. HE TOLD US NOT TO DO THE WASHER REPAIR
3. WILL GO AHEAD AND START PROCESS FOR FTR TO COME OUT
4. WE DID EVERYTHING WE COULD TO ADDRESS THE ISSUES FOR CUSTOMER
5. THANKS FOR INFO.

PHONE LOG 11/09/2005 03:06 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
LAWRENCEVILLE, GA		KNDUP131246	K1007704	30,000
		Prod. Date: 1/8/04	Dealer: GA053 Kia Mall of Georgia	

1. PLACED CALL TO DPSM. MATT MYERS
2. WILL WAIT FOR DPSM TO CALL BACK.

DPSM MATT MYERS STATES:

1. I AM ON LINE WITH CSR. JON
2. WILL CALL WRITER BACK WHEN FINISHED.

*** PHONE LOG 11/09/2005 03:45 PM US Mountain Standard Time TDonnelly Action Type: Incoming call
DPSM MATT MYERS STATES:

1. WAS IN MEETING TODAY
2. DID SPEAK TO SAM THIS MORNING
3. HE SPOKE TO TECH THAT STATED TECH LINE TOLD HIM THAT ADDING WASHER WOULD WORK IN 5% OF VEHICLES
4. THAT IS WHY I MADE THAT DECISION
5. IF CAR IS IN SHOP 1 DAY FOR RADIO CONCERN. NOT EXTENDED AMOUNT OF TIME. I DO NOT HAVE A PROBLEM WITH THAT.
6. PLEASE EMAIL ME THE CASE
7. WILL START A FTR REQUEST.
8. THANKS FOR INFO

WRITER STATES:

1. ADVISED DPSM THAT WRITER HAD LEFT 2 MESSAGES FOR CUSTOMER THIS DATE
2. SPOKE TO SAM TO CONFIRM IF CAR CAME INTO SHOP
3. SAM ADVISED THAT HE SPOKE TO DPSM AND DECISION WAS MADE TO NOT DO WASHERS?
4. CUSTOMER THEN CALLED WRITER BACK SO HAD TO TELL THEM SOMETHING
5. ADVISED CUSTOMER THAT WRITER HAD FOLLOWED UP WITH DPSM
6. DPSM DID ALSO FOLLOW UP WITH DEALER
7. DPSM DID RECOMMEND DEALER STARTING REQUEST TO GET FTR OUT TO CONFIRM IF THERE IS DEFECT OR IF CHARACTERISTIC OF VEHICLE
8. EXPLAINED TO CUSTOMER THAT DPSM DID NOT AUTHORIZE RENTAL FOR THIS AND RADIO CONCERN
9. EXPLAINED THAT DPSM DID WANT TO GET CAR BACK INTO SHOP TO REPAIR RADIO CONCERN
10. SAM ADVISED THAT RENTAL WOULD NOT BE PROVIDED FOR THE RADIO CONCERN.
11. DID NOT KNOW WHAT ELSE TO ADVISE CUSTOMER SINCE THINGS HAD CHANGED FROM PRIOR CONVERSATION SO DID ADVISE WOULD COVER RENTAL FOR RADIO CONCERN IF CUSTOMER BRINGS CAR BACK TO DEALER
12. THE HUSBAND DID ADVISE FTR WAS GREAT IDEA AND WANTED THAT PROCESS STARTED
13. ALSO ADVISED THEY MADE APPT WITH GWINETT PLACE FOR AUDIO ON FRIDAY. SO WOULD CHECK WITH WIFE IF SHE WANTED TO BRING BACK TO KIA MALL TO MALL
14. WILL SEND CASE NOTES TO DPSM

*** NOTES 11/09/2005 04:24 PM US Mountain Standard Time TDonnelly Action Type: Manager review
WRITER STATES:

1. SENDING CASE NOTES TO DPSM MATT MYERS FOR FOLLOW UP WITH DEALER (GA053) AND TO SCHEDULE FTR TO INSPECT VEHICLE FOR **NOISE** CONCERN
2. CUSTOMER CONCERNED THAT **NOISE** IS SO BAD WILL NEVER BE ABLE TO RESALE VEHICLE TO GET ANOTHER VEHICLE

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
LAWRENCEVILLE, GA		KNDUP131240	K1007704	30,000
		Prod. Date: 1/8/04	Dealer: GA053 Kia Mall of Georgia	

3. CUSTOMER HAS BEEN ADVISED THAT DEALER AND DPSM WILL WORK TO GET FTR OUT TO CONFIRM CHARACTERISTIC OR

FIND DEFECT AND GIVE KMA FINAL DECISION ON **NOISE** CONCERN.

4. CUSTOMER HAS BEEN ADVISED TO BRING CAR BACK IN FOR RADIO CONCERN

5. CUSTOMER ADVISED RENTAL WOULD BE PROVIDED WHEN CUSTOMER BROUGHT CAR INTO SHOP FOR THE CONCERNS

6. CUSTOMER IS NOT SURE IF WILL GO TO (GA053) OR GWINETTE PLACE FOR AUDIO CONCERN. AS CAR JUST SPENT 13 DAYS DOWN

FOR PREVIOUS CONCERNS.

*** EMAIL OUT TDonnelly Action Type: External email

Send to: [MMYERS@KIAUSA.COM]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 940.505.5802 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: \eopubs\ClarifyOBJ\CA_Attachments SendHistory Case K1007704 TDonnelly 11-09-2005162325.doc

*** NOTES 11-10-2005 08:11 AM US Mountain Standard Time TDonnelly Action Type: E-mail rec.

DPSM MATT MYERS STATES:

E-MAIL SENT STATING FTR REQUEST IN PROCESS.

*** CASE CLOSE 11-10-2005 11:06 AM US Mountain Standard Time TDonnelly

DPSM AND DEALER TO SCHEDULE FTR TO INSPECT VEHICLE

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131136 [REDACTED]	K1287293	63,000
Berryville, VA [REDACTED]		Prod. Date: 2/11/03	Dealer: VA027 Parsons Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 03/12/2007 12:47 PM US Mountain Standard Time L.Colema
Cust States:

1. Hearing **BINDing NOISE** when **TURNing**.
2. No leaks anywhere.
3. Dlr replaced one CV joint already & other one looks loose.
4. Called dlr this morning & was told no longer covered under warranty.
5. Wouldn't PTW cover this repair.

Writer States:

1. Updated, no recalls.
2. 5/60 LBW has expired.
3. If CV joint & is defective, then would be covered under 10/100 PTW.
4. Imagine dlr was just trying to answer question about warranty, busy on Monday.
5. Without looking at veh, no way to tell if problem is with the axle or the suspension.
6. If in suspension system, then not covered.
7. Suspension system is covered under 5-60 LBW.

*** CASE CLOSE 03/12/2007 12:47 PM US Mountain Standard Time L.Colema

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Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131426 [REDACTED]	K1354658	64,000
Beachwood, OH [REDACTED]		Prod. Date: 12/29/01	Dealer: OH051 Mentor Kia	

Case History

Complaint Reimbursement

*** PHONE LOG 08/31/2007 06:44 AM US Mountain Standard Time MTrem

Caller [REDACTED] states: (Cell [REDACTED])

1. my car is at OH051. will be picking it up today
2. I'm being told that the warranty is not covering this repair
3. they are repairing an intermediate shaft due to corrosion
4. now this had to happen while the car was under warranty
5. but it was not severe enough to warranty a repair or give symptoms
6. I know Kia is not obligated to cover this under warranty but I know Kia has other options
7. what I'm hearing from you, is that your capacity is only for warranty, and this falls outside of warranty
8. who makes the decision, I want the name and phone number
9. we do not have all of our maintenance done at the dealership, we are not obligated to do that
10. we do our maintenance mostly on track
11. what is your process in getting me an answer

Writer States:

Updated. No Recalls

1. Apologized
2. Warranty Start Date: 08/14/2002
3. As a new Kia purchase - 5/60 LBW - Expired - 10/100 PTW, 5 yrs. R/S
4. PTW covers the internal components of the engine, transmission, and axles
5. PTW covers the internal components of the engine, transmission, and axles
6. Warranty provides repair for manufacturing defects and or workmanship
7. the repair of an intermediate shaft would fall under the LBW which is expired by mileage and date
8. warranty does not have any provisions for coverage outside of the warranty limits
10. the Kia Rep is not a consumer resource, however writer is the proper person to facilitate contact
11. writer can follow up with the SM at the dealership and the Kia rep to see if any assistance can be provided
12. the decision will be based on the facts and service history of the car
13. writer cannot promise any good will. Time line in getting an answer to you would be Tuesday or Wednesday next week
14. due to the holiday weekend
15. gave case number and contact information

*** PHONE LOG 09/06/2007 08:35 AM US Mountain Standard Time MTrem Action Type: Outgoing call

Writer called OH051 SM Dan states:

1. Vehicle was repaired 08/28/07 with 64,098k miles
2. customer complaint is that **STEER**ing is still
3. no noted details about corrosion or reason
4. we found and replaced the **STEER**ing Assembly
5. Customer Paid \$113.97 out the door
6. Part cost: \$166.50; Labor Cost \$129.00

*** PHONE LOG 09/10/07 08:44 AM US Mountain Standard Time MTrem Action Type: Outgoing call

Writer Caller: DPSM (State) who states:

1. I will be visiting that dealership on 09/19/07
2. I'd like to review the file and **HARD** copy of the repair before making my decision
3. DPSM request writer follow up on the 19th or 20th
4. send case notes

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13142 [REDACTED]	K1354658	64,000
Beachwood, OH [REDACTED]		Prod. Date: 12/29/01	Dealer: OH051 Mentor Kia	

*** PHONE LOG 09/06/2007 08:47 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called [REDACTED] stating:

1. Kia Area Rep will make his decision on Good Will after visiting the dealership
2. Writer will contact customer by 09/21/07 with the decision

customer states:

1. thank you very much for you time and follow up

*** COMMIT 09/06/2007 08:48 AM US Mountain Standard Time MTrem Action Type:Callback Required

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

Send to:[salvador@kiausa.com]

Michael Trem

Kia Consumer Assistance

Ext 45011

1. Customer seeking good will of **STEER**ing Assembly Repair
2. Writer will Contact DPSM 09/19/07 for follow up at dealer OH051 Mentor Kia

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

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

File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1354658_MTrem_09-06-2007094412.doc

*** CASE CLOSE 09/06/2007 08:51 AM US Mountain Standard Time MTrem
Case Closed Pending Follow Up on 09/19/07

*** FILED 09/19/2007 07:52 AM US Mountain Standard Time MTrem Action Type:Callback Required

*** PHONE LOG 09/20/2007 07:08 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer LVM for DPSM J.Salvador requesting call back. Letti S of VIN will send case notes, contact info

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

Send to:[J.Salvador@kiausa.com]

Michael Trem

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
		KNDUP13142	K1354658	64,000
Beachwood, OH		Prod. Date: 12/29/01	Dealer: OH051 Mentor Kia	

Ext 45011

1. Follow up on Customer request for good will on his intermediate shaft repair

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\ClarifyOBPCA_Attachments\SendHistory-Case_K1354658_MTrem_09-20-2007080344.doc

*** PHONE LOG 09/20/2007 01:27 PM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer Called DPSM JSalvador who states:

1. Reviewed the customers file with the Service Manager
2. Customer is not sure if 2 changes will
3. Good Will in this case is declined
4. Warranty has expired

*** PHONE LOG 09/20/2007 01:31 PM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called [REDACTED] who states:

1. I can take the information and give it to my husband
 2. ok, I can't believe this we are only a couple thousand miles over warranty
- writer states:
1. Calling to speak with Mr. S
 2. The case has been reviewed by the Kia area Rep
 3. Good Will has been declined in this case and the warranty has expired

*** CASE CLOSE 09/20/2007 01:31 PM US Mountain Standard Time MTrem

*** CASE CLOSE 10/08/2007 07:50 AM Pacific Daylight Time ELau
Lead Review Completed

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13153 [REDACTED]	K459372	42,000
South Charleston, WV [REDACTED]		Prod. Date: 8/22/02	Dealer: WV001 White Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/04/2005 05:04 AM YDomerofski

Cust Stated:

1. Cust took the veh to dlr(WV001) White KIA because power **STEER**ing making a rolling **NOISE**
2. Advised by dlr, veh need something to put on motor mount to stop it
3. Dlr waiting for manufacture to advised them
4. Cust never hear anything from dlr and veh still making a **NOISE**
5. OK, thanks

Writer Stated:

1. Apologized for the problem
2. Will call dlr to check the status
3. Will call back to cust after contact dlr

*** PHONE LOG 05/04/2005 07:17 AM YDomerofski Action Type:Outgoing call

Writer Spoke to service advisor Ashley at dlr who stated:

1. SM Teri is not here right now

Writer Stated:

1. Repeated case details
2. Please call me back
3. Verified writer's ext# and name

*** PHONE LOG 05/04/2005 06:39 AM YDomerofski Action Type:Outgoing call

Writer called cust

Writer Stated:

1. Called dlr for status
2. Waiting a call back from SM Teri
3. Will call back to cust after hear from SM Teri

Cust Stated:

1. OK, thanks

*** PHONE LOG 05/04/2005 07:25 AM YDomerofski Action Type:Incoming call

Writer received call from SM Teri

SM Teri Stated:

1. KIA didn't come out with something we need for the motor mount
2. I'll put a original one
3. Will order one today
4. Will give a cust call when I received the part

Writer Stated:

1. OK, thanks

*** PHONE LOG 05/04/2005 09:42 AM YDomerofski Action Type:Outgoing call

Writer called cust

Writer Stated:

1. Repeated what SM Teri stated

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13153 [REDACTED]	K459372	42,000
South Charleston, WV		Prod. Date: 8/22/02	Dealer: WV001 White Kia	

2. Further assistance, please call back

Cust Stated:

1. OK, thanks

*** CASE CLOSE 05/04/2005 09:43 AM YDomerofski

*** CASE CLOSE 07/12/2005 12:02 PM US Mountain Standard Time JCook
TRAILER BEHIND HOME

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
WANTAGH, NY		KNDUP1310364	K1066703	30,000
Prod. Date: 1/7/03		Dealer: NY035 Sun Kia		

Case History

Complaint Repair Assistance

*** PHONE LOG 01/27/2006 12:41 PM US Mountain Standard Time JWeiner

CUSTOMER STATES:

1. IVE TAKEN MY VEHICLE TO THE DEALER (NY035) 3 TIMES
2. THERE IS A PROBLEM WITH THE **STEERING**
3. I CANT REALLY DRIVE THE VEHICLE
4. THEY DEALER HAS TO ORDER A PART
5. THEY HAVE TO GET AUTHORIZATION FROM YOU TO ORDER THE PART
6. IM JUST TRYING TO EXPEDITE THE PROCESS
7. YES I UNDERSTAND THAT
8. ITS MY WIFE'S CAR. AND IM NOT COMFORTABLE WITH HER DRIVING IT
9. THE SM IS GARY OBST
10. I CAN HOLD

WRITER STATES:

1. APOLOGY FOR SITUATION
2. UPDATED OWNER INFO
3. IF THE DEALER GAVE THE VEHICLE BACK TO THE CUSTOMER. THEY FEEL THE VEHICLE IS SAFE TO DRIVE
4. WHO IS THE CUSTOMER'S CONTACT AT THE DEALER
5. WRITER UNDERSTANDS
6. ASKED CUSTOMER TO HOLD WHILE WRITER CALLS DEALER

WRITER STATES:

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

WRITER STATES:

1. WRITER LEFT VM FOR SM TO CALL WRITER
2. ONCE SM HAS CALLED WRITER. WRITER WILL CALL THE CUSTOMER
3. WRITER UNDERSTANDS THE CUSTOMER'S CONCERN

CUSTOMER STATES:

1. OKAY. I UNDERSTAND
2. IM JUST TRYING TO SPEED UP THE PROCESS
3. SO IF YOU COULD OVERNIGHT THE PART. ALAYBI I COULD GET IT DONE ON MONDAY
4. THANKS

*** PHONE LOG 01/27/2006 01:59 PM US Mountain Standard Time JWeiner Action Type: Outgoing call

DEALER STATES (SM GARY):

1. IM CALLING YOU BACK
2. I NEED AUTHORIZATION FROM THE FACTORY REP
3. PART IS OVER OUR AUTHORIZATION PRICE WISE
4. THE FACTORY REP IS DRAGGING HIS FEET IN CALLING US BACK
5. THE PART IS A RACK AND PINION

WRITER STATES:

1. WHAT PART NEEDS TO BE ORDERED
2. WHAT IS THE PART
3. THANKS FOR INFO

Kia Motors America
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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
WANTAGH, NY		KNDUP131036	K1066703	30,000
		Prod. Date: 1/7/03	Dealer: NY035 Sun Kia	

*** PHONE LOG 01/27/2006 02:05 PM US Mountain Standard Time JWeiner Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO DPSM VITTO SAMPOGNE
2. ADVISED DPSM OF VEHICLE, DEALER AND CUSTOMER
3. DEALER IS WAITING ON DPSM'S AUTHORIZATION FOR THEM TO ORDER A RACK AND PINION
4. WRITER DOES NOT BELIEVE SO
5. WRITER SPOKE TO SM GARY OBST A FEW MINUTES AGO
6. CAN DPSM CALL WRITER BACK
7. PROVIDED WRITER'S EXT
8. THANKS

DPSM VITTO SAMPOGNE STATES:

1. DIDNT I ALREADY GIVE THEM THE AUTHORIZATION
2. ILL CALL GARY RIGHT NOW
3. SURE, WHAT'S YOUR EXT

*** PHONE LOG 01/27/2006 02:14 PM US Mountain Standard Time JWeiner Action Type:Incoming call
DPSM VITTO SAMPOGNE STATES:

2. I GAVE THEM THE AUTHORIZATION
3. I HAVE NO IDEA

WRITER STATES:

1. THATS GREAT
2. IS THE PART ON BACKORDER OR ANYTHING
3. THANKS

*** PHONE LOG 01/27/2006 02:33 PM US Mountain Standard Time JWeiner Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO MRS. SHILO
2. FACTORY REP HAS GIVEN AUTHORIZATION FOR THE DEALER TO ORDER THE PART
3. WRITER IS NOT CERTAIN WHEN THE PART WILL BE IN
4. WRITER ASSUMES THAT AS LONG AS THE PART IS NOT ON BACKORDER, THE PART SHOULD BE IN SOME TIME NEXT WEEK

CUSTOMER STATES (MRS. SHILO):

1. THATS GREAT
2. IS THERE A TIME FRAME WHEN THE PART WILL BE IN
3. OKAY, I WILL LET MY HUSBAND KNOW
4. THANKS

CASE CLOSED 01/27/2006 02:34 PM US Mountain Standard Time JWeiner
CASE CLOSED PENDING CALL BACK FROM CUSTOMER

PHONE LOG 02/02/2006 11:56 AM US Mountain Standard Time HDonnell Action Type:Incoming call
CUSTOMER STATES:

1. **STEERING** PART WAS ORDERED FOR CAR BY DEALER (NY035)
2. PART WAS ORDERED OVER A WEEK AGO

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13103 [REDACTED]	K1066703	30,000
WANTAGH, NY [REDACTED]		Prod. Date: 1/7/03	Dealer: NY035 Sun Kia	

3. NEED TO FIND OUT STATUS OF ORDER
4. WAS HOPING TO EXPEDITE GETTING THE PART
5. CAR IS DIFFICULT TO DRIVE

WRITER STATES:

1. APOLOGY FOR SITUATION
2. WILL NEED TO RESEARCH THIS AND GET BACK TO CUSTOMER
3. ONCE I HAVE CONFIRMED ORDER AND STATUS INFO. WILL CALL CUSTOMER BACK

*** PHONE LOG 02/03/2006 11:41 AM U.S. Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO PARTS MANAGER, DAVE
2. ADVISED CUSTOMER HAS CALLED KCC TO CHECK STATUS OF ORDER
3. CAN DEALER ADVISE WHAT THE PART NUMBER IS
4. WHAT IS THE ORDER NUMBER
5. WRITER CAN NOT SEE THIS PART NUMBER IN DEALERS ORDERS FOR 1:30
6. WRITER NAME AND NUMBER PROVIDED.

DEALER STATES:

1. THE PART NUMBER IS 0K52Y 32110D
2. ORDER WAS PLACED ON 1:30
3. WILL HAVE TO CHECK KIA COMPUTER TO GET ORDER NUMBER
4. WILL CHECK THIS AND CALL WRITER BACK

*** PHONE LOG 02/03/2006 01:53 PM U.S. Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO PARTS MANAGER, DAVE
2. WAS DEALER ABLE TO CONFIRM ORDER INFO
3. HAS DEALER PLACED THE ORDER ALREADY?
4. THANKS FOR INFO.

DEALER STATES:

1. DO NOT KNOW WHAT HAPPENED
2. WAS TO BE ORDERED ON 1:30
3. THE ORDER IS NOT ON THERE
4. I PLACED THE ORDER AGAIN TODAY ON "E" ORDER
5. WE SHOULD GET THE PART ON MONDAY

*** PHONE LOG 02/03/2006 01:57 PM U.S. Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VMESSAGE FOR CUSTOMER TO CALL WRITER AT CUSTOMERS WORK NUMBER

*** PHONE LOG 02/03/2006 04:42 PM U.S. Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VMESSAGE FOR CUSTOMER TO CALL WRITER AT CUSTOMERS HOME NUMBER

**Kia Motors America
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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13103 [REDACTED]	K1066703	30,000
WANTAGH, NY [REDACTED]		Prod. Date: 1/7/03	Dealer: NY035 Sun Kia	

*** PHONE LOG 02/06/2006 08:12 AM US Mountain Standard Time TDonnelly Action Type: Incoming call
CUSTOMER STATES:

1. I LEFT VM MESSAGE ON 2/3/06 @ 7:04 PM RE **TURN**ING WRITERS CALL.
2. PLEASE CALL BACK.

*** PHONE LOG 02/06/2006 08:15 AM US Mountain Standard Time TDonnelly Action Type: Incoming call
CUSTOMER STATES:

1. WHAT DID WRITER FIND OUT ABOUT ORDER
2. THANKS FOR INFO. WILL FOLLOW UP WITH DEALER

WRITER STATES:

1. APOLOGIZE WRITER WAS UNABLE TO REACH CUSTOMER ON FRIDAY
2. DID SPEAK TO PARTS MANAGER
3. WHEN WRITER CALLED DEALER, COULD NOT CONFIRM ORDER
4. DEALER NOT SURE WHAT HAPPENED. IF REJECTED, INPUT ERROR, ECT
5. CURRENT STATUS OF ORDER RIGHT NOW IS THAT IT IS IN PICKING
6. PICKING MEANS IT IS BEING PULLED AT PDC TO BE SHIPPED
8. DEALER SHOULD HAVE PART TOMORROW
9. DO APOLOGIZE FOR THE DELAY.

*** CASE CLOSE 02/06/2006 08:16 AM US Mountain Standard Time TDonnelly

PHONE LOG 02/17/2006 09:34 AM US Mountain Standard Time TDonnelly Action Type: Incoming call
CUSTOMER STATES:

1. I LEFT VM MESSAGE FOR WRITER TO CALL CUSTOMER
2. STILL HAVING CONCERNS WITH POWER **STEER**ING
3. CAN BE REACHED AT (212)643-5243

*** PHONE LOG 02/17/2006 09:40 AM US Mountain Standard Time TDonnelly Action Type: Incoming call
CUSTOMER STATES:

1. STILL HAVING CONCERNS WITH POWER **STEER**ING
2. DEALER ORDERED POWER **STEER**ING PUMP AND PART CAME IN
3. WENT INTO DEALERSHIP TO GET IT INSTALLED AND THEY DID NOT PUT PART ON. THEY JUST BLEED THE SYSTEM
4. DEALER TRIED TO STATE THERE WAS AIR IN THE LINES
5. HAVE BEEN BACK NOW 5X FOR THIS ISSUE AND HAVE TO GO BACK AGAIN
6. WANT THE DEALER TO REPLACE THE POWER **STEER**ING PUMP AND LINES
7. I AM AN ENGINEER AND I KNOW THIS IS WHAT IT IS
8. THERE COULD BE PINCH IN A LINE OR THE PUMP CAUSING THE PROBLEM
9. I AM NOT KEEP GOING BACK AND FORTH
10. WILL CALL BACK WHEN CAR IS IN SHOP

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
WANTAGH, NY		KNDUP131036	K1066703	30,000
		Prod. Date: 1/7/03	Dealer: NY035 Sun Kia	

2. ADVISED THAT WRITER DID GET MESSAGE
3. WRITER CAN REVIEW REPAIRS WITH DEALER WHEN CAR IS IN SHOP
4. CAN CONFIRM RESOURCES DEALER IS USING AND WHAT DIAGNOSIS IS
5. CAN MAKE SURE APPROPRIATE PEOPLE ARE INVOLVED IN GETTING ISSUE RESOLVED
6. IF CUSTOMER CAN ADVISE WHEN CAR IS IN SHOP, WRITER WILL FOLLOW UP ON REPAIRS.

*** PHONE LOG 02/17/2006 10:47 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. WILL BE TAKING CAR BACK INTO DEALER MONDAY
2. CAN WRITER PLEASE FOLLOW UP WITH DEALER

WRITER STATES:

1. WILL FOLLOW UP WITH DEALER
2. THANKS FOR INFO.

*** COMMIT 02/17/2006 02:28 PM US Mountain Standard Time TDonnelly Action Type:Callback Required

*** CASE CLOSE 02/17/2006 02:29 PM US Mountain Standard Time TDonnelly
COMMITMENT TO FOLLOW UP WITH DEALER ON REPAIRS 2/20/06.

*** FULFILL 02/20/2006 01:05 PM US Mountain Standard Time TDonnelly Action Type:Callback Required

*** PHONE LOG 02/20/2006 01:42 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. LEFT MESSAGE FOR SM TO CALL WRITER WITH SERVICE RECEPTIONIST.

*** PHONE LOG 02/21/2006 10:22 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO SM GARY (NY039)
2. ADVISED CUSTOMER WAS TO BRING CAR INTO SHOP MONDAY
3. IS CAR IN SHOP
4. WHAT IS DEALER'S DIAGNOSIS
5. SO DEALER WILL VERIFY AND CALL WRITER BACK
6. WRITER NAME AND EXTENSION PROVIDED.

DEALER STATES:

1. CAR IS HERE CURRENTLY
2. THINK WE ARE REPLACING POWER *STEERING* PUMP BUT NOT SURE
3. EVERYONE IS AT LUNCH, WILL NEED TO GET INFO AND CALL WRITER BACK
4. WHAT IS WRITER'S NUMBER

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13103 [REDACTED]	K1066703	30,000
WANTAGH, NY [REDACTED]		Prod. Date: 1/7/03	Dealer: NY035 Sun Kia	

*** PHONE LOG 02/22/2006 09:37 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SM. GARY
2. ASK IF DEALER HAS DIAGNOSED VEHICLE
3. WHAT WAS THE DIAGNOSIS
4. THANKS FOR INFO.

DEALER STATES:

1. DID TRY TO CALL WRITER BACK YESTERDAY BUT COULD NOT REACH WRITER.
2. WE ARE REPLACING **STEERING** SHAFT IT IS **BINDING**
3. WE HAVE THE PARTS AND WE HOPE TO HAVE CAR COMPLETE TODAY.

*** PHONE LOG 02/22/2006 09:43 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM. VITO SAMPOGNE TO CALL WRITER
2. ADVISED CUSTOMER HAS CALLED WRITER RE: CAR'S **STEERING** PROBLEM
3. CUSTOMER REQUESTING DEALER REPLACE POWER **STEERING** PUMP
4. DEALER HAS STATED THEY ARE REPLACING THE **STEERING** SHAFT
5. SINCE THIS MULTIPLE REPAIR ATTEMPT WANTED TO KNOW IF DPSM CAN CONFIRM ALL CONCERNS ARE BEING ADDRESSED.

*** PHONE LOG 02/24/2006 10:10 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. PLACED CALL TO DEALER TO SPEAK TO SM. GARY WHO WAS AT LUNCH
2. ASKED SERVICE RECEPTIONIST IF CAR HAS BEEN COMPLETED
3. WRITER NAME AND EXTENSION PROVIDED.

DEALER STATES:

1. NONE OF THE ADVISORS ARE IN
2. WILL NEED TO VERIFY AND CALL BACK.

*** PHONE LOG 02/24/2006 10:43 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(SERVICE RECEPTIONIST-PAT):

1. RE **TURNING** WRITER'S CALL
2. CUSTOMER'S CAR IS REPAIRED AND CUSTOMER HAS PICKED UP THE CAR

WRITER STATES:

1. HAS CAR BEEN PICKED UP
2. THANKS FOR INFO AND CALL BACK.

*** PHONE LOG 02/24/2006 10:47 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2003 SEDONA EX	Case Number	Mileage
WANTAGIL, NY		KNDUP13103	K1066703	30,000
		Prod. Date: 1/7/03	Dealer: NY035 Sun Kia	

3. IS VEHICLE REPAIRED. DOES CUSTOMER HAVE ANY OTHER CONCERNS
4. WRITER WAS FOLLOWING UP WITH SM. GARY AND DPSM
5. DPSM DID ALSO FOLLOW UP WITH DEALER AND WE HOPE CONCERNS HAVE BEEN ADDRESSED
6. IF ANY OTHER QUESTIONS OR CONCERNS. FEEL FREE TO CALL KCC BACK.

CUSTOMER STATES:

1. I DO HAVE THE CAR
2. CAR DOES SEEM TO BE REPAIRED
3. WILL KEEP FINGERS CROSSED
4. WILL CALL BACK IF FURTHER ASSISTANCE NEEDED.
5. THANKS FOR THE FOLLOW UP.

*** CASE CLOSE 02-24-2006 10:47 AM US Mountain Standard Time TDonnelly

TREAD REVIEW DONE

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13162 [REDACTED]	K1112108	49,800
Swan Lake, NY 12783		Prod. Date: 2/20/02	Dealer: NY007 Kia of Middletown	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/01/2006 10:33 AM US Mountain Standard Time TMorales
CUST STATED

- 1.I HAVE A 2002 SEDONA I BOUGHT IT BRAND NEW FOR MY WIFE
- 2.I HAVE JUST UNDER 50000K
- 3.I KEEP TAKING IT TO THE KIA OF MIDDLETOWN FOR A VIBRATION PROBLEM
- 4.THE DLR IS 50 MILES AWAY FROM ME
- 5.DLR SAID **STEER**ING KNUCKLE HAS A PROBLEM AND THEY REFUSED TO TAKE IT DOWN THE HIGHWAY
- 6.THEY TOOK CARE OF THAT BUT THERE WAS ANOTHER ISSUE WHEN YOU **TURN** TO ONE SIDE IT WOULD **LOCK** UP.
- 7.I TOLD DLR TO CHECK TIRES AND THAT I WOULD PAY IF NECESSARY. DLR DIDNT FIND ANYTHING WITH THE TIRES
- 8.I HAD THEM DO ANOTHER ALIGNMENT SINCE LAST TIME IT PULLED TO THE RIGHT
- 9.THEY CHECKED THE TIRES AGAIN AND ONE OF THE TIRES HAS A BELT ISSUE.
- 10.I MENTIONED THAT CHROME ON INSIDE DOOR **LOCKS** PAINT WAS PEELING OFF AND THE A/C WASNT WORKING RIGHT
- 11.WHEN I STARTED THE VEH IT SQUEELED LOUDLY AND I TOOK IT TO THEM AGAIN AND THEY FIXED IT.
- 12.I AM AGGRAVATED WITH THE DLR AND I WILL MAKE A BLOG ABOUT IT I DONT WANT TO DRIVE IT ANYMORE.
- 13.I HAVE AN ALTERNATE NUMBER WHERE YOU CAN REACH ME AT:8459852220 EXT# 2
- 14.THE PROBLEM IS THE VEH IS STILL VIBRATING AND I WANT THE VEH PICKED UP AND DELIVERED TO THE DLR I WILL NOT DRIVE IT ANYMORE.

WRITER STATED

- 1.APOLOGIZED FOR PROBLEM
- 2.THE WARRANTY WILL NOT TOW THE VEH TO THE DLR UNLESS IT IS INOPERABLE OR UNSAFE TO DRIVE.
- 3.THE FACTORY REP IS THE ONLY ONE WITH WARRANTY DECISION MAKING POWERS
- 4.WILL CALL THE FACTORY REP AND ADVISE HIM OF CUST DEMANDS
- 5.WILL CB TO CUST WITH UPDATE.

CUST STATED

- 1.OK GOODBYE

*** PHONE LOG 06/01/2006 10:39 AM US Mountain Standard Time TMorales Action Type:Outgoing call
FACTORY REP TOM NASSAR NY007 WRITER LVM

- 1.REVIEWED CASE DETAILS: CUST WANTS VEH TOWED TO DLR EVEN THOUGH VEH HAS NO DRIVABILITY CONCERNS
- 2.CUST ALSO DEMANDS TO SPEAK TO FACTORY REP
- 3.WRITER ADVISED CUST THAT DELIVERY OF VEH TO DLR IS NOT WITHIN WARRANTY UNLESS DRIVABILITY CONCERN, AND FACTORY REP NOT PUBLIC CONTACT PERSON, BUT WRITER WOULD ADVISE DPSM OF DEMANDS.
- 4.PLEASE CALLBACK. VERIFIED WRITER CONTACT INFO.

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

Send to:[tnassar@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**

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP13162	K1112108	49,800
Swan Lake, NY		Prod. Date: 2/20/02	Dealer: NY007 Kia of Middletown	

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1112108_TMorales_06-01-2006113901.doc>>

*** PHONE LOG 06/01/2006 12:04 PM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I WANT TO SPEAK TO TOM.

WRITER STATED

1. TOM IS CURRENTLY ON LUNCH.
2. CUSTOMER ALLEGED, LET ME TALK TO HIS SUP. OR ELSE I WAIT ON THE LINE.
3. WRT PUT THE CUSTOMER ON HOLD, WHILE CALLING SUP WES.
4. CUSTOMER WAS TRANSFERRED TO SUP. WES NOONAN

*** PHONE LOG 06/01/2006 12:35 PM US Mountain Standard Time WNoonan Action Type:Incoming call
CUSTOMER TRANSFERRED TO WRITER

WRITER SPOKE WITH BRYAN SIMS. **SUP CALL**

CUSTOMER STATED:

1. I HAVE WASTED MY TIME GOING TO Kia of Middletown FOR PROBLEMS WITH MY VEHICLE.
2. THEY ARE NOT FIXING IT.
3. THE DEALER IS 1 HOUR AWAY FROM ME AND THE VEHICLE CURRENTLY HAS A VIBRATION.
4. I DO NOT WANT TO WASTE MY TIME DRIVING THE VEHICLE THERE.
5. THE NEXT CLOSEST DEALER IS A 2 HOUR DRIVE.
6. I DO NOT FEEL THAT KIA IS DOING ANYTHING TO HELP, I AM JUST GETTING THE RUN AROUND.
7. I WORK FULL TIME AND HAVE A SIDE BUSINESS. MY WIFE HAS RECENTLY DIED AND I HAVE 2 BOYS TO RAISE.
8. I AM THE GUY THAT WILL GO DOWN TO THE DEALER WITH A SIGN AND PICKET IN FRONT OF THE DEALER.
9. I WILL ALSO TELL ALL OF MY FRIENDS ABOUT KIA AND MAKE SURE THAT NONE OF THEM EVER BUY ONE.
10. I HAVE CHANGED THE TIRES ON THE VEHICLE - IT HAS SNOW TIRES.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION, BUT YOU HAVE NOT GIVEN US THE OPPORTUNITY TO DO ANYTHING TO HELP FIX THE VEHICLE.
2. FIRST, YOU NEED TO TAKE THE VEHICLE TO THE DEALER.
3. I KNOW THAT YOU HAVE HAD THE VEHICLE THERE BEFORE, BUT KIA HAS NOT EVER BEEN INVOLVED IN THE REPAIR.
4. TOM HAS CALLED THE FACTORY REP AND WHEN HE CALLS BACK, WE WILL LET HIM KNOW ABOUT WHAT YOU HAVE SAID REGARDING PICKETING IN FRONT OF THE DEALER. BUT IN ORDER TO FIX YOUR VEHICLE, YOU WILL NEED TO GET IN INTO THE SHOP AND LET US KNOW WHEN IT IS THERE.
5. WE HAVE RESOURCES THAT WE CAN USE.
6. TOWING IS ONLY COVERED FOR DISABLED VEHICLES, BUT IF YOU FEEL THE VEHICLE IS UNSAFE TO DRIVE, THEN ROADSIDE WILL TOW IT TO THE NEAREST DEALER.

CUSTOMER STATED:

1. I WILL NOT BRING THE VEHICLE TO Kia of Middletown.
2. ILL GO SOME PLACE ELSE.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13162 [REDACTED]	K1112108	49,800
Swan Lake, NY		Prod. Date: 2/20/02	Dealer: NY007 Kia of Middletown	

CALL ENDED.

*** PHONE LOG 06/01/2006 01:46 PM US Mountain Standard Time TMorales Action Type:Incoming call
WRITER RECEIVED VM FROM DPSM T. NASSAR STATING

1.TALKED TO DLR

2.DLR SAYS THERE IS A SLIGHT VIBRATION AT 40 MPH BUT THERE IS A CONCERN ABOUT 3 DIFFERENT TIRE TYPES ON VEH.

3.CALL ME BACK IF THERE IS ANYTHING ELSE.

*** PHONE LOG 06/01/2006 01:49 PM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED DPSM T. NASSAR WHO STATED

1.NOT EVEN SURE THIS IS A WARRANTY ISSUE BECAUSE OF DIFFERENT TIRE BRANDS ON CAR

2.NO. WILL NOT AUTH HAVING VEH DELIVERED TO DLR

3.CALL BACK IF YOU NEED MORE HELP

*** PHONE LOG 06/01/2006 02:01 PM US Mountain Standard Time TMorales Action Type:Incoming call
CALLED CUST LVM

1.WE SPOKE TO FACTORY REP AND WOULD LIKE TO SPEAK WITH CUST ABOUT THIS.

2.VERIFIED WRITER CONTACT INFO AND ASKED FOR CUST TO CALLBACK

*** PHONE LOG 06/02/2006 09:27 AM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED CUST STATED

1.WANTED TO MAKE SURE THAT HE GOT VM. DPSM WILL NOT AUTH TOW TO DLRSHIP.

CUST STATED

1.KIA SHOULD STEP UP IF A DLR CANNOT TAKE CARE OF PROBLEM

2.THANK YOU

*** CASE CLOSE 06/02/2006 09:29 AM US Mountain Standard Time TMorales

*** PHONE LOG 06/06/2006 08:56 AM US Mountain Standard Time TMorales Action Type:Incoming call
CUST LVM STATING

1.CALL ME BACK 845-985-2220 EXT 2

*** PHONE LOG 06/06/2006 09:05 AM US Mountain Standard Time TMorales Action Type:Outgoing call
CUST STATED

1.CALL ME BACK 845-985-2220 EXT 2

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13162 [REDACTED]	K1112108	49,800
Swan Lake, NY [REDACTED]		Prod. Date: 2/20/02	Dealer: NY007 Kia of Middletown	

2.I HAVE 4 DIFFERENT TIRES ON MY CAR AND THE DLR IS CLAIMING THAT IS THE PROBLEM AND THEY CHARGED ME AROUND \$70.
3.IM GOING TO SEE ABOUT GETTING 3 NEW TIRES TO MATCH MY ONE GOOD ONE AND SEE IF THAT WILL FIX THE PROBLEM.
4.CUST REPEATED COMPLAINTS OF SVC AT DLR AND DISTANCE TO DLR

WRITER STATED

1.ANY PROBLEMS WITH SVC IN THE FUTURE CALLBACK TO CA

*** CASE CLOSE 06/06/2006 09:05 AM US Mountain Standard Time TMorales

*** NOTES 07/12/2006 01:10 PM Pacific Standard Time JArboleda Action Type:Manager review
Tread Review

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131046 [REDACTED]	K1432852	62,000
Jacksonville, FL [REDACTED]		Prod. Date: 8/26/03	Dealer: FL044 Ray Carter Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/07/2008 04:27 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I BOUGHT THE CAR FROM A CAR LOT.
2. WHEN I FRIST GOT THE CAR I NOTICED THE VEHICLE HAD A **HARD STEERING**.
3. THEN THE MCC WENT OUT.
4. RIGHT AFTER THAT THE WARRANTY RAN OUT.
5. THE CAR IS DIFFICULT TO **STEER**.
6. I WAS TOLD TO CALL YOU TO SEE WHAT CAN BE DONE.
7. I AM A SINGLE MOTHER AND I NEED A CAR FOR MY KIDS.
8. THE CAR IS BOTH UNDER OUR NAMES. MY HUSBAND AND MY NAME.
9. I TOLD THE DEALER WHAT THE PROBLEM W/ THE VEHICLE IS AND THEY SAID THEY WILL NEED ABOUT \$1000 JUST TO LOOK AT IT.
10. I DON'T HAVE ANY MONEY.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THE VEHICLE IS OUT OF WARRANTY.
3. THE DEALER WILL INSPECT THE VEHICLE AT THE DEALER'S EXPENSE. IF THE VEHICLE IS FOUND TO BE THE CAUSE OF THE PROBLEM.
4. CUSTOMER MUST AUTHORIZE AND PAY FOR THE INSPECTION.
5. CUSTOMER IS WELCOME TO CALL THE KCC BACK FOR POSSIBLE ASSISTANCE ONCE SHE ALLOWS A KIA DEALER TO LOOK AT HER VEHICLE.

*** CASE CLOSE 04/07/2008 04:27 AM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
APPLE VALLY, CA		KNDUP131226	K454856	60,900
		Prod. Date: 11/7/01	Dealer:	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/25/2005 01:11 PM HReynolds

CUSTOMER STATES:

1. BOUGHT THIS CAR USED AT TOYOTA DEALER
2. I'VE BEEN HAVING PROBLEM WITH **STEER**ING WHEEL. IT WAS VERY **HARD** TO **TURN**
3. TOOK IT TO HI-DESERT KIA
4. THEY SAID. IT'S BAD RACK AND PINNION
5. DEALER TOLD ME THAT MY CAR IS 900 MILES OVER THE WARRANTY
6. I THINK I BOUGHT THE EXTENDED WARRANTY. KIA DEALER SAID. THEY DON'T KNOW

WRITER STATES:

1. UPDATED
2. APOLOGY FOR SITUATION
3. I OPEN RECALL (SC042A)
4. ADVISED. RACK AND PINION FALLS UNDER BLW
5. WARRANTY FOR THIS VEHICLE IS EXPIRED THROUGH KIA
6. ADVISED. REVIEW THE SALES CONTRACT TO SEE IF YOU PURCHASED THE EXTENDED WARRANTY
7. EXTENDED WARRANTY IS FROM AFTER MARKET THAT WE DON'T HAVE RECORD
8. WRITER IS VERY SORRY BUT NOT MUCH I CAN DO BEING OUT OF WARRANTY

*** CASE CLOSE 04/25/2005 01:11 PM HReynolds

*** CASE CLOSE 07/12/2005 11:34 AM US Mountain Standard Time JCook
TREAD REVIEW DONE

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13122 [REDACTED]	K58066	7,300
Chicago, IL		Prod. Date: 6/15/01	Dealer: IL009 William Kia	

Case History

Complaint Dealer

*** PHONE LOG 12/27/2001 09:28 AM US Mountain Standard Time JHirshfield
cust states:

1. she has a separated belt on her tire ----needs # for Hankook
2. what is her closest dealership -- she is unhappy with the svc she has recieved in Matteson Kia
3. she also has some concerns with her car that they have told her was normal
4. she has a loud **NOISE** in her **STEER**ing column
5. the car hesitates under acceleration

wtr stated:

1. provided Hankook #
2. provided # & location of nearest dealership (william Kia--oaklawn)
3. she should have Oaklawn Kia diagnose the vehicle
4. if they tell her that it is normal, then recontact and we can get DPSM involved

*** CASE CLOSE 12/27/2001 09:28 AM US Mountain Standard Time JHirshfield
info given

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13172 [REDACTED]	K197271	25,000
State: Island, NY		Prod. Date: 11/22/01	Dealer: NY005 Manfredi Kia	

Case History

Complaint Dealer

SURVEY DATE : 07/29/2003

SERVICE DATE : 07/18/2003

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :
CUSTOMER WAS TOLD TO PICK UP THE VEHICLE AT CLOSING TIME AND DID NOT LIKE THE ATTITUDE OF THE STAFF. HE WOULD NEVER TAKE HIS VEHICLE THERE AGAIN. HE DID NOT WISH TO COMMENT ON THE LOW RATINGS. Q004: Had to wait for repair to be completed Q005: Understanding of needs, knowledge, explanations

ATTN DEALER: Please contact customer to attempt to resolve his/her concerns. Thank you.

*** CASE AUTO CLOSE 08/03/2003 03:00:07 AM sa

*** PHONE LOG 09/02/2003 01:16 PM US Mountain Standard Time JHirshfield Action Type: Incoming call caller stated:

1. had her van in last week for A/C compressor replacement
2. when she drove away for dealership she could **HARDLY TURN** the **STEER**ing wheel
3. she took it right back to them after almost getting killed in an accident and they found that they forgot to put the PS hose back on
4. they apologized saying "Things happen"
5. she doesn't trust them anymore ---they have been nvery unhelpful since the last time she spoke with kia about her service survey
6. does Kia CA contact the dealerships regarding these surveys?

wtr stated:

1. dealerships automatically get a print out of the cases that are concerning them
2. she can try any other dealership
3. i will document her call and forward a copy to regional rep

*** EMAIL OUT JHirshfield Action Type: External email

Sent to: [dpawlowski@kiausa.com]

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File Attachment: copnbs Clarify 08/03 CA Attachments SendHistory Case_K197271_JHirshfield 09-02-2003 141628.doc

*** CASE CLOSE 09/02/2003 01:19 PM US Mountain Standard Time JHirshfield concerns noted

*** CASE CLOSE 11/10/2003 09:17 AM Pacific Daylight Time ARomo

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13172 [REDACTED]	K197271	25,000
Staten Island, NY	[REDACTED]	Prod. Date: 11/22/01	Dealer: NY005 Manfredi Kia	

*** CASE CLOSE 11/12/2003 08:10 PM Pacific Daylight Time MCAmeron

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
Sherrill, NY		KNDUP131446	K1427386	61,000
		Prod. Date: 12/16/03	Dealer: NY030 Cooper Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 03/21/2008 09:44 AM US Mountain Standard Time CHart
cust steve called

1. i brought my veh in for some issues
2. i had some feeling when i was going around **TURN**s
3. they did some changes and changed a wheel bearing
4. i called them and told them that is was getting worse
5. they said it was either the rack-and-pinion or the power **STEER**ing
6. i had bought 2 kias at that time -- i hope this continues to be a good experience
7. i have an appointment for tuesday
((315-560-8506))

wrt states

1. apologize
2. advised cust until a full diagnosis is done -- not able to determine assistance
3. wrt can follow up on tuesday for additional info
4. provided case# and ext

cust thanked wrt -- call ended

*** CASE CLOSE 03/21/2008 09:44 AM US Mountain Standard Time CHart

*** PHONE LOG 03/25/2008 09:33 AM US Mountain Standard Time CHart Action Type:Incoming call

cust called

1. i took the veh into the shop
2. they are stating it's something to do with the shaft
3. i'm over my warranty now

wrt states

1. apologize
2. havnt had the opportunity to follow up w/ the dlr yet
3. will follow up and call cust when info obtained

cust understood -- call ended

*** PHONE LOG 03/25/2008 10:17 AM US Mountain Standard Time CHart Action Type:Incoming call

cust called -- left VM

1. my veh is in the shop
 2. ((reiterated concerns))
 3. it is at cooper kia
- call ended

*** PHONE LOG 03/25/2008 10:22 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlrshp NY030 -- spoke w/ SAI Rob

1. veh is in today
2. problem with the **STEER**ing -- **BIND**ing
3. there is a problem with the shaft

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
Sherrill, NY		KNDUP13144	K1427386	61,000
		Prod. Date: 12/16/03	Dealer: NY030 Cooper Kia	

5. different concerns
6. i don't see the customer much -- no maintenance here

wrt thanked Rob -- call ended

*** PHONE LOG 03/25/2008 10:25 AM US Mountain Standard Time CHart Action Type:Outgoing call

called dpsm RJoyce

wrt states

1. calling regarding cust veh
2. cust in last month for wheel bearing
3. now needs a shaft -- cust request assistance

RJoyce states

1. email me the case notes
2. i'll look over them, and call the dlr
3. i'll either email or call you back

cust thanked R Joyces -- call ended

*** EMAIL OUT CHart Action Type:External email

Send to:[RJoyce@kiausa.com]

Robert,

Here are the notes you requested.

Chris

x45862

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.

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File Attachment: \\copubs\ClarifyOBJ\CA Attachments SendHistory\Case_K1427386_CHart_03-25-2008112010.doc

*** PHONE LOG 03/25/2008 10:47 AM US Mountain Standard Time CHart Action Type:Incoming call

cust called

1. what is the status ?
2. i can't keep waiting too much longer
3. if i agree to the repair -- can i be reimbursed?

wrt states

1. apologize
2. advised cust - dpsm has been contacted
3. will have to wait for a response
4. advised would contact cust when info obtained

cust understood -- call ended

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
Sherrill, NY		KNDUP131446	K1427386	61,000
		Prod. Date: 12/16/03	Dealer: NY030 Cooper Kia	

*** PHONE LOG 03/25/2008 12:40 PM US Mountain Standard Time UValencia Action Type:Incoming call
caller states

- 1.- I already have a case with CHart
- 2.- I can't wait any longer
- 3.- I am here at the dealer, and the dealer is ready to go
- 4.- I need an answer. I need a response
- 5.- let me talk to your supervisor

wrt states

- 1.- apologized
- 2.- advised that wrt is still waiting for DPSM to callback
- 3.- DPSM has up to 24 hrs to make a decision
- 4.- wrt warm transfer to TMorales

*** PHONE LOG 03/25/2008 12:45 PM US Mountain Standard Time TMorales Action Type:Incoming call

*****TRANSFERRED SUP CALL FROM U VALENCIA*****

CUST STATED:

1. CAN SOMEONE CALL THE FACTORY REP AGAIN AND TRY TO GET AN ANSWER. I AM WAITING AT THE DEK

WRITER ADVISED:

1. WRITER WILL ADVISE CASE MGR CHRIS TO CALL FACTORY REP AGAIN NOW. AND CALL CUST BACK WITH RESULTS

CUST STATED:

1. OK THANKS

*** PHONE LOG 03/25/2008 12:48 PM US Mountain Standard Time CHart Action Type:Outgoing call

called dpsm RJoyce-- left VM

1. calling regarding cust veh
 2. please call wrt w/ response
 3. cust called multiple times requesting answer
 4. he is getting ready to pay for the repair and then request reimbursment
 5. left ext
- call ended

*** PHONE LOG 03/25/2008 12:54 PM US Mountain Standard Time CHart Action Type:Outgoing call

called cust

wrt states

1. calling regarding case
2. advised called dpsm
3. left VM requesting call back

cust states

1. oh, okay
2. thank you

call ended

Kia Motors America
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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13144 [REDACTED]	K1427386	61,000
Sherrill, NY	[REDACTED]	Prod. Date: 12/16/03	Dealer: NY030 Cooper Kia	

*** NOTES 03/26/2008 05:38 AM US Mountain Standard Time CHart Action Type:E-mail rec.
email from dpsm RJoyce
1. called the dlr at 6:00 -- no answer
2. i'll speak w/ the SM and call you back
end of email

*** PHONE LOG 03/26/2008 08:06 AM US Mountain Standard Time CHart Action Type:Outgoing call
dpsm RJoyce called -- left VM
1. right now we are looking at this as a goodwill
2. i will make a decision after i speak w/ the dlr
3. give me a call in the morning

call ended

*** PHONE LOG 03/26/2008 08:07 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dpsm RJoyce
1. calling regarding custs case

RJoyce states
1. i haven't had a chance to call the dlr yet
2. i'll get ahold of them and call you back

call ended

*** PHONE LOG 03/26/2008 08:17 AM US Mountain Standard Time CHart Action Type:Incoming call
dpsm RJoyce called -- left VM
1. i need to talk to you about this case before i make a decision
2. please call me back

call ended

*** PHONE LOG 03/26/2008 08:46 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Caller Mr. T states:
1. i just called Chris and he wasn't there
2. i need to find out about my case, is there any new info noted
writer states:
1. FCM Chart has been working on your case today and needs to have another conversation
2. before he can get back to you
3. writer will let him know you called
caller Ms. T states:
1. please transfer me to FCM Chart VM

*** PHONE LOG 03/26/2008 09:38 AM US Mountain Standard Time CHart Action Type:Incoming call
cust called -- left VM

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
Sherrill, NY		KNDUP131446	K1427386	61,000
Prod. Date: 12/16/03		Dealer: NY030 Cooper Kia		

1. calling for an update
 2. please call me back
 3. [REDACTED]
- call ended

*** PHONE LOG 03/26/2008 09:40 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dpsm RJoyce

1. i spoke w/ cooper kia
2. the SM said the veh was there a month ago for a **NOISE**
3. they put a bearing in it
4. this customer is stating that there is additional problems
5. i'll cover parts -- cust has to cover labour
6. the dlr will put a parts only claim in
7. once the dlr is reimbursed - they will cut a reimbursement check to the customer
8. give me a call once you discuss this with the customer

wrt thanked RJoyce -- call ended

*** PHONE LOG 03/26/2008 09:41 AM US Mountain Standard Time CHart Action Type:Outgoing call
called cust -- left VM

1. called regarding veh
 2. please call
 3. left 800. ext and case#
- call ended

*** PHONE LOG 03/26/2008 11:25 AM US Mountain Standard Time CHart Action Type:Incoming call
cust called

1. re **TURN**ing call
2. i left the veh at the dlr

wrt states

1. spoke w/ dpsm
2. dpsm ok'd parts as goodwill
3. cust will need to contact dlr and ok the labour

cust thanked wrt -- call ended

*** PHONE LOG 03/26/2008 11:29 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dpsm RJoyce -- left VM

- 1 calling regarding cust veh
 - 2 cust ok'd goodwill
 3. cust will contact dlr to ok repairs
 4. any questions concerns -- please call wrt
- call ended

*** CASE CLOSE 03/26/2008 10:31 AM US Mountain Standard Time CHart
dpsm RJoyce authorized parts only

Kia Motors America
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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
Sherrill, NY		KNDUP131446	K1427386	61,000
		Prod. Date: 12/16/03	Dealer: NY030 Cooper Kia	

*** PHONE LOG 03/26/2008 12:17 PM US Mountain Standard Time TShamburger Action Type: Incoming call

called --

1. i have a case there.

2. one thing i want you to know i left without the veh the other day. im not doing it again.

wrt states

1. on moment let me read your case notes.

wrt spoke to FCM Chris Hart about case -- Chris states: send cust to me.

wrt soft transfered cust to Chris ---

*** PHONE LOG 03/26/2008 12:27 PM US Mountain Standard Time CHart Action Type: Incoming call

cust called

1. i'm at the dlr right now

2. they said they are waiting for kia to call them

wrt states

1. apologize

2. re-confirmed -- KIA dpsm offered to cover parts only

3. requested cust hold

called dlr -- spoke w/ SA Scott

1. calling regarding cust veh

2. dpsm offered to cover parts

3. if authorization needed - call RJoyce

Scott understood -- call ended

((cust disconnected while speaking w dlr

*** CASE CLOSE 03/26/2008 12:29 PM US Mountain Standard Time CHart

*** CASE CLOSE 04/15/2008 03:40 PM US Mountain Standard Time JHirshfield

Kia Motors America
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[REDACTED]		VIN of 2002 SEDONA LX KNDUP131826 [REDACTED]	Case Number K207493	Mileage 40,000
DESOTO, TX		Prod. Date: 9/4/01	Dealer: TX056 Southwest Kia	

Case History

Complaint Dealer

SURVEY DATE : 08/20/2003
SERVICE DATE : 08/13/2003

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :

1 CUSTOMER STATED THE AIR CONDITIONER IS NOT COOLING PROPERLY FOR A SECOND YEAR IN A ROW. CUSTOMER STATED HIS RATING FOR Q6 IS BECAUSE HE HAS THE VEHICLE IN FOR SERVICE AGAIN AND HIS RATING FOR Q7 AND Q8 ARE DUE TO VEHICLE PROBLEMS Q003: The problem came back after leaving the dealership

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

*** PHONE LOG 12-10-2003 08:43 AM US Mountain Standard Time SCook Action Type:Outgoing call
Writer left vm for customer:

1. I was following up on a survey you completed with TX056.
2. Wanted to see if your concern with your a/c had been addressed.
3. Please call back when you can.

*** PHONE LOG 12-11-2003 08:43 AM US Mountain Standard Time SCook Action Type:Outgoing call
Writer left vm for customer:

1. I was following up on a survey you completed with TX056.
2. Wanted to see if your concern with your a/c had been addressed.
3. Please call back when you can.
4. Provided 800#, name and ext.

*** CASE CLOSE 12-11-2003 10:16 AM US Mountain Standard Time SCook
Letter sent.

*** PHONE LOG 12-18-2003 08:54 AM US Mountain Standard Time SCook Action Type:Incoming call
Caller stated:

1. The veh was at the dealer a month before it was fixed. (a/c).
2. I was given a year of free oil changes, as a result. One of the guys there took our car for fun and put 1k on it.
3. I never received the survey that the dealer said would come to me.
4. It's working fine now. (the a/c).
5. Now there is a grinding **NOISE** in the **STEER**ing wheel when you **TURN**.
6. We took our car in and they said they could not duplicate the **NOISE**.

Writer stated:

1. I'm glad to hear the a/c issue was resolved.
2. Contact if the problem with the **STEER**ing wheel continues and the veh goes back to the dealer.
3. I have documented your concerns regarding the dealership
4. Provided case #
5. I can assist in getting the problem addressed

Caller stated:

1. Thank you

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Consumer Affairs Department

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Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
DESOTO, TX		KNDUPI31826	K207493	40,000
		Prod. Date: 9/4/01	Dealer: TX056 Southwest Kia	

*** CASE CLOSE 12/18/2003 08:56 AM US Mountain Standard Time SCook

*** CASE CLOSE 01/28/2004 09:16 AM Pacific Daylight Time ARomo
TREAD

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X46 [REDACTED]	K361158	696
Los Angeles, CA [REDACTED]		Prod. Date: 3/18/04	Dealer: CA140 Glendale Kia	

Case History

Complaint Replacement

*** PHONE LOG 09/03/2004 03:44 PM Pacific Daylight Time OSprague
Received Letter - Customer states

1. The vehicle was driven for about 1 month and only 600 miles when the first defect took place
2. Getting ready to enter the Freeway, without any reason or warning, the vehicle began to shake and engine **NOISEs** began coming from under the hood and it began physically coming to a slow halt.
3. Later that week I picked the vehicle up from Glendale Kia.
4. As we drove around 15-20 minutes, I noticed the **STEER**ing wheel was not **TURN**ing well and became **HARDER** to **STEER**.
5. I also noticed the speedometer stopped functioning.
6. We were far from Glendale Kia, so I decided to stop at House of Kia.
7. The service center was closed by the time we got there so we decided to drive home and come back early the next morning.
8. It was made clear to me that the defect has probably arisen as a result of repairs conducted at Glendale Kia.
9. For me, this kind of a repetitive and dangerous safety defect is a great cause of concern.
10. I would like to formally submit a request to be given the option to either choose another vehicle or have a refund.
11. Please advise how to proceed.

Case Dispatched - Letter forwarded to the Western Region for handling

*** PHONE LOG 09/07/2004 08:32 AM Pacific Daylight Time NDegamo Action Type: Outgoing call
Writer called CA140 and spoke w/ SM-Sam.

SM-Sam advised veh is currently at dlr, was towed over from CA032 on Saturday and he is currently waiting for tech to diagnose concerns

*** NOTES 09/07/2004 09:00 AM Pacific Daylight Time OSprague Action Type: Manager review

1. NCA received a 2nd letter stating same concern as above.
2. Case will be yanked and letter attached
3. Case will be reassigned to NDegamo in western region

*** CASE CLOSE 09/07/2004 12:42 PM Pacific Daylight Time NDegamo
duplicate case - reference working case K361430

*** NOTES AND STATUS CHANGE 09/15/2004 02:22 PM Pacific Daylight Time DBattalino Action Type: Facsimile rec.
Customer has filed BBB call report and seeking Repurchase. Customer concerns are as follows:

1. Vehicle shakes and engine dies
2. **STEER**ing wheel does **TURN** when engine shuts down

Sent copy to DPSM

WRCA working with customer at this time

Sent cust a bbb notification letter

Vehicle is at dealership currently being repaired

*** EMAIL OUT DBattalino Action Type: External email

Sent to [redacted] on 9/15/04

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Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X [REDACTED]	K361158	696
Los Angeles, CA	[REDACTED]	Prod. Date: 3/18/04	Dealer: CA140 Glendale Kia	

File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K361158_DBattalino_09-15-2004152201.doc

*** CASE CLOSE 09/15/2004 02:54 PM Pacific Daylight Time NDegamo
duplicate case - reference working case K361430

*** CASE CLOSE 10/12/2004 09:48 AM Pacific Daylight Time WSpencer
TREAD REVIEW

*** CASE CLOSE 10/14/2004 04:35 PM Pacific Daylight Time WSpencer
K298973

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13192 [REDACTED]	K80689	13,200
Newark, OH	[REDACTED]	Prod. Date: 6/13/01	Dealer: OH034 Chesrown Kia of Newark	

Case History

Complaint Repurchase

*** NOTES 05/14/2002 11:30 AM US Mountain Standard Time MRivas Action Type: Correspondence rec.
CRCA RCVD FROM LEGAL DEPT. VIA INTEROFFICE:

I. ADL - DATED 05/09/02 - WITH FOLLOWING PARAMETERS:

A. REQUESTS FULL RELIEF UNDER STATE AND FEDERAL CONSUMER LAWS

B. ALLEGES FOLLOWING DEFECTS:

1. DEFECTIVE ENGINE AND/OR FUEL SYSTEM AS EVIDENCED BY FAILURE TO ACCEPT A FULL TANK WHEN REFUELING. ILLUMINATION OF THE CHECK ENGINE LIGHT AND A FLUID LEAK

2. DEFECTIVE **STEER**ING SYSTEM/SUSPENSION AS EVIDENCED BY **NOISES** WHEN **TURNING**

3. DEFECTIVE AIR BAG SYSTEM AS EVIDENCED BY 'THE AIR BAG LIGHT'

4. DEFECTIVE CLIMATE CONTROL SYSTEM

5. DEFECTIVE **STEER**ING WHEEL LEATHER

6. DEFECTIVE POWER SEAT

C. KMA IS NOT TO CONTACT CUSTOMER

D. FORMAL CLAIM WILL BE FILED IF RESOLUTION IS NOT ATTAINED WITHIN 14 DAYS

HARD FILE CREATED AND FWRD TO JSS FOR HANDLING.

*** ATTORNEY IS DAVID LEVIN W THE FIRM OF KROHN & MOSS ***

*** PHONE LOG 05/14/2002 11:59 AM US Mountain Standard Time JShowalter Action Type: Outgoing call
WRITER LM FOR ATTY DAVID LEVIN ADVISING OF FORTHCOMING LETTER REQUESTING DOCS.

*** CASE CLOSE 05/14/2002 11:59 AM US Mountain Standard Time JShowalter

*** NOTES 05/20/2002 10:57 AM US Mountain Standard Time MRivas Action Type: Meeting
*** NOTES BELOW FROM FILE# K81674 OPENED IN ERROR ***

CRCA RCVD BBB FAX FILE# KLA0244898 WHICH INCLUDES:

I. CCF - DATED 05/20/02

A. DEFECTIVE ENGINE AND OR FUEL SYSTEM - CURRENT YES

B. DEFECTIVE **STEER**ING SYSTEM/SUSPENSION - CURRENT YES

C. DEFECTIVE AIR BAG SYSTEM - CURRENT YES

D. DEFECTIVE CLIMATE CONTROL SYSTEM - CURRENT YES

E. DEFECTIVE **STEER**ING WHEEL LEATHER - CURRENT YES

F. DEFECTIVE POWER **STEER**ING - CURRENT YES

RESOLUTION SOUGHT:

I. AS A RESULT OF THE MANUFACTURER'S INABILITY TO CORRECT THESE SUBSTANTIAL IMPAIRMENTS WITHIN A REASONABLE NUMBER OF REPAIR ATTEMPTS, OUR CLIENT IS REQUESTING THE DIMINUTION OF VALUE OF THE VEH PURSUANT TO SECTION 2-714 OF THE UNIFORM COMMERCIAL CODE, INCIDENTAL AND CONSEQUENTIAL DAMAGES, COLLATERAL CHARGES, ATTORNEYS' FEES AND ALL OTHER RELIEF TO WHICH HE OR SHE MAY BE ENTITLED UNDER ANY OF THE AFOREMENTIONED LAWS

HARD FILE CREATED AND FWRD TO JMW FOR HANDLING.

*** PHONE LOG 05/20/2002 10:41 AM US Mountain Standard Time MWilliams Action Type: Outgoing call
WRITER LVM FOR ATTY LEVIN ADVISING:

I. NEED VIN AS BARBARA HICKER DOES NOT HAVE IT AS OWNER IN OUR SYSTEM

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP131920	K80689	13,200
Newark, OH 43055		Prod. Date: 6/13/01	Dealer: OH034 Chesrown Kia of Newark	

*** PHONE LOG 05/20/2002 11:06 AM US Mountain Standard Time MWilliams Action Type:Outgoing call
LVM FOT ATTY LEVIN ADVISING TO IGNORE PREVIOUS MESSAGE

*** PHONE LOG 05/20/2002 11:08 AM US Mountain Standard Time MWilliams Action Type:Outgoing call
SPOKE TO SM JEFF @ CHESROWN KIA OF NEWARK AND REQUESTED:

1. ACCOUNTING COPIES OF ROS
2. PUNCH TIMES
3. TECH NOTES
4. RENTAL RECEIPTS

PROVIDED JEFF FAX AND WRITER'S DIRECT # SHOULD HE HAVE ANY QUESTIONS...WRITER WILL CONTACT
NICK CHESROWN IN AN HOUR FOR SALES DOC'S AS PER JEFF NICK IS NOT AT SITE AT THIS POINT

*** NOTES 05/20/2002 12:20 PM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM DLR VIA FAX:

1. RO'S
- INFO ADDED TO FILE AND FWRD TO MVW FOR HANDLING.

*** PHONE LOG 05/20/2002 01:23 PM US Mountain Standard Time MRivas Action Type:Outgoing call
WTR CALLED OH034. SPOKE W/SVA JEFF BRUMM

1. REQ RO# 82358
2. CLARIFICATION ON RO#79564:
 - A. VEH ONLY IN SHOP FOR 2 DAYS
 - B. RO KEPT OPEN SINCE WAITING FOR PARTS
3. PROVIDED FAX#

WTR THANKED SVA FOR ASSISTANCE.

*** PHONE LOG 05/21/2002 11:01 AM US Mountain Standard Time MRivas Action Type:Incoming call
WTR SPOKE W/DPSM SALVADOR

1. REQ RO# 82358 FROM OH034
 2. VERIFIED FAX#
- WTR THANKED DPSM FOR ASSISTANCE

*** NOTES 05 22 2002 07:49 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM DLR VIA FAX:

1. RO
- INFO ADDED TO FILE.

*** NOTES 05 22 2002 10:32 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE # KIA0244898 WHICH INCLUDES:

1. COPY OF CUST LATENT REQ FOR ARBITRATION
- INFO ADDED TO FILE.

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13192 [REDACTED]	K80689	13,200
Newark, OH	[REDACTED]	Prod. Date: 6/13/01	Dealer: OH034 Chesrown Kia of Newark	

*** NOTES 05/22/2002 10:35 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE# KIA0244898 WHICH INCLUDES:

1. MRF - DATED 05/22/02
 2. CCF - DATED 5/20/02
 3. CUST ATINY REQ FOR ARBITRATION
- INFO ADDED TO FILE AND FWRD TO MVW FOR HANDLING.

*** NOTES 05/22/2002 01:24 PM US Mountain Standard Time MWilliams Action Type:Manager review
MCR COMPLETED RECAP THIS DATE...FILE FORWARDED TO JSS FOR HANDLING

*** PHONE LOG 05/23/2002 10:01 AM US Mountain Standard Time JShowalter Action Type:Outgoing call
WRITER LM FOR ATTY DAVID LEVIN STATING:

1. REQUESTED ATTY FAX COPIES OF SALES DOCS TO WRITER ASAP
2. PROVIDED FAX # TO ATTY.

WRITER TO FOLLOW UP WITH ATTY ON 5/24/02 IF NO SALES DOCS REC'D.

*** PHONE LOG 05/28/2002 01:38 PM US Mountain Standard Time JShowalter Action Type:Outgoing call
WRITER LEFT 2ND MESSAGE FOR ATTY DAVID LEVIN REQUESTING SALES DOCS BE FAXED TO WRITER ASAP.

*** NOTES 05/28/2002 01:45 PM US Mountain Standard Time JShowalter Action Type:Facsimile sent
WRITER FAXED MRF TO BBB WHICH STATES:

1. REPURCHASE REQUEST DENIED
2. REBATE: \$0.00
3. NEG EQUITY - SIBDING SALES DOCS AVAILABLE
4. ITEMS ELIGIBLE FOR ARBITRATION ARE:
 - A. FUEL GAUGE DOESN'T READ FULL
 - B. CHECK ENGINE LIGHT
 - C. **NOISE** IN FRONT END ON LEFT **TURN**
 - D. AIRBAG LIGHT ON
 - E. NO HEAT FROM HEATER
 - F. LEFT SEAT INOPERABLE
 - G. **STEER**ING WHEEL LEATHER COMING APART
5. PLEASE ORDER TEW ABOVE CONCERNS AS STATED

*** PHONE LOG 05/29/2002 02:44 PM US Mountain Standard Time JShowalter Action Type:Outgoing call
WRITER LEFT ATTY 3RD MESSAGE STATING:
1. REQUESTED ATTY FAX SALES DOCS TO WRITER SO WRITER CAN DETERMINE APPLICABLE OFFER TO ATTY
2. PROVIDED CRCA'S FAX # FOR ATTY TO UTILIZE.

*** NOTES 05/30/2002 10:53 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD FROM CUST STATING VIA FAX:
1. RO'S HISTORY LIST

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13192 [REDACTED]	K80689	13,200
Newark, OH [REDACTED]		Prod. Date: 6/13/01	Dealer: OH034 Chesrown Kia of Newark	

2. SALES DOC
INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

*** CASE CLOSE 05/30/2002 12:08 PM US Mountain Standard Time JShowalter

*** NOTES 06/03/2002 09:36 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE# KIA0244898 WHICH INCLUDES:

1. CCF - DATED 05/20/02
 2. SALES DOCS
- INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

*** NOTES 06/03/2002 09:58 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB REVISED ATA W/CORRECT VIN#...ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

*** NOTES 06/03/2002 03:01 PM US Mountain Standard Time JShowalter Action Type:E-mail rec.
PER EMAIL FROM TERESA AT BBB:

1. TE ORDERED 5/30/02

WRITER TO FU ON 6/7/02.

*** NOTES 06/07/2002 06:40 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE# KIA0244898 WHICH INCLUDES:

1. REVISED AGREEMENT TO ARBITRATE - DATED 06-03-02
 2. NOTICE OF HEARING INSPECTION - DATED 06-18-02
- HEARING DATE/TIME/PLACE: JUNE 18, 2002 @ 11:00 A.M.
BBB OF CENTRAL OHIO, INC.
1335 DUBLIN ROAD, SUITE 30-A
COLUMBUS, OH 43215

ARBITRATOR: JEREMY ANDERSON

INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

*** PHONE LOG 06/07/2002 07:32 AM US Mountain Standard Time JShowalter Action Type:Outgoing call
WRITER LMI FOR AMY AT BBB STATING:

1. REQUESTED UPDATE ON TE REPORT THAT HAS YET TO BE RECEIVED.

*** PHONE LOG 06/07/2002 07:44 AM US Mountain Standard Time JShowalter Action Type:Incoming call
PTR LMI FROM AMY AT BBB:

1. SPOKE W/TE COMPANY WHO STATED THAT THEY CONTACTED CUST TO SCHEDULE INSPECTION, BUT CUST ADVISED THAT THERE IS NOTHING CURRENTLY WRONG WITH THE VEHICLE, THEREFORE THE INSPECTION DID NOT TAKE PLACE
2. AMY TO FU W/CUST AND/OR INSPECTION CO THIS AM TO ENSURE THAT INSPECTION IS COMPLETED AND FAXED TO WRITER ASAP.

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13192 [REDACTED]	K80689	13,200
Newark, OH [REDACTED]		Prod. Date: 6/13/01	Dealer: OH034 Chesrown Kia of Newark	

*** CASE CLOSE 06/10/2002 06:03 AM US Mountain Standard Time JShowalter

*** NOTES 06/11/2002 07:56 AM US Mountain Standard Time JShowalter Action Type:E-mail rec.
PER EMAIL FROM AMY AT BBB:

1. TE INSPECTION OCCURING TODAY
2. WILL HAVE REPORT BY 6/12/02 AT THE VERY LATEST
3. TERESA IS NOT IN TODAY
4. REQUESTED THAT WRITER FAX WRITTEN POSITION DIRECTLY TO HER FOR HANDLING.

*** NOTES 06/11/2002 07:57 AM US Mountain Standard Time JShowalter Action Type:Meeting
WRITER COMPLETED WRITTEN POSITION AND WILL FAX TO AMY AT BBB BY END OF BUSINESS TODAY.

*** NOTES 06/12/2002 12:25 PM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE# KIA0244898 WHICH INCLUDES:

1. DEFECTS LISTED AS FOLLOWS WITH FOLLOWING DETERMINATIONS:

- A. FUEL GAUGE DOES NOT READ FULL - DOES EXIST
 - B. THE CHECK ENGINE LIGHT IS ON - DOES NOT EXIST
 - C. **NOISE** IN FRONT END ON LEFT **TURN** - DOES NOT EXIST
 - D. AIRBAG LIGHT IS ON - DOES NOT EXIST
 - E. NO HEAT FROM HEATER - DOES NOT EXIST
 - F. LEFT SEAT INOPERABLE - DOES NOT EXIST
 - G. **STEERING** WHEEL LEATHER IS COMING APART - DOES NOT EXIST
- INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

*** NOTES 06/12/2002 01:44 PM US Mountain Standard Time JShowalter Action Type:E-mail sent
WRITER EMAILED DPSM SALVADOR ADVISING OF 6/18/02 INSPECTION DATE.

*** NOTES 06/12/2002 01:44 PM US Mountain Standard Time JShowalter Action Type:Correspondence sent
WRITER COPIED AND SENT FILE TO DPSM SALVADOR FOR 6/18/02 HEARING DATE.

*** CASE CLOSE 06/12/2002 01:45 PM US Mountain Standard Time JShowalter
FILE TO BE REOPENED 6/19/02 TO AWAIT BBB DECISION.

*** PHONE LOG 06/20/2002 07:27 AM US Mountain Standard Time JShowalter Action Type:Outgoing call
PER DPSM SALVADOR:

1. ATTENDED INSPECTION ON 6/18/02
2. DPSM, ARB AND CUST TEST DROVE VEH FOR 23 MILES
3. ARB UNABLE TO DUPLICATE ANY CONCERNS
4. DPSM TO EMAIL WRITER HIS UPDATE FOR THE FILE.

DECISION DUE 6/24/02.

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
		KNDUP13192	K80689	13,200
Newark, OH		Prod. Date: 6/13/01	Dealer: OH034 Chesrown Kia of Newark	

*** PHONE LOG 06/24/2002 01:40 PM US Mountain Standard Time JShowalter Action Type:Outgoing call
PER TODD AT BBB:
1. DECISION NOT IN YET
WRITER TO FU W/BBB ON 6/25/02.

*** PHONE LOG 06/25/2002 07:51 AM US Mountain Standard Time JShowalter Action Type:Incoming call
PER TODD AT BBB:
1. BBB SYSTEMS ARE STILL DOWN
2. UNABLE TO CHECK FOR DECISION UNTIL 6/26/02.

*** NOTES 06/26/2002 07:57 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE# KIA0244898 WHICH INCLUDES:
1. DECISION DATED 06/26/02
A. DENIAL TO REPURCHASE REQUEST
INFO ADDED TO FILE AND FWD TO USS FOR HANDLING

*** NOTES 06/26/2002 08:51 AM US Mountain Standard Time JShowalter Action Type:Facsimile rec.
WRITER REVIEWED BBB DECISION AND ADDED TO **HARD** FILE.
CUST HAS UNTIL 7/8/02 TO ACCEPT/REJ DECISION.

*** NOTES 07/03/2002 02:25 PM US Mountain Standard Time StapletonP Action Type:Manager re view
Writer rec Legal Lawsuit:

Legal is requesting ro ro recap and sales jacket info
file opened to the region.

*** NOTES 07/03 2002 02:29 PM US Mountain Standard Time JShowalter Action Type:E-mail rec.
WRITER REC'D EMAIL FROM NCA INDICATING REC'T OF LAWSUIT.

FILE ASSIGNED TO DLW FOR HANDLING. (OFFICE CLOSED FOR 4TH OF JULY HOLIDAY. DLW TO HANDLE ON 7/5/02.)

*** PHONE LOG 07/05 2002 07:21 AM US Mountain Standard Time DWojciechowski Action Type:Outgoing call
WTR CONTACTED JEFF BRUMM OH034 WHO ADVISED:
1. CUST HAS NOT RE**TURN**ED FOR SVS SINCE 4-23-02

*** CASE CLOSE 07/05 2002 08:33 AM US Mountain Standard Time DWojciechowski
FILE FWD TO PDS AT NCA THIS DATE

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Last name	First name	VIN of 2002 SEDONA EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13192 [REDACTED]	K80689	13,200
Newark, OH	[REDACTED]	Prod. Date: 6/13/01	Dealer: OH034 Chesrown Kia of Newark	

file opened to the legal dept

*** NOTES 07/09/2002 06:20 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE# KIA0244898 WHICH INCLUDES:

1. CLOSE LETTER W/FOLLOWING PARAMETERS:

A. CUST HAS FAILED TO RE**TURN** ACCEPT/REJECT FORM WITHIN SPECIFIED TIME AND REJECTION IS ASSUMED
INFO ADDED TO FILE.

*** NOTES 07/09/2002 06:22 AM US Mountain Standard Time MRivas Action Type:Facsimile rec.
*** CORRECTION PREV NOTE ****

DOC RCVD IS NOT A CLOSE LTR. BUT A NOTIFICATION OF REJECTION OF ARBITRATION DECISION.

*** NOTES 07/10/2002 09:31 AM US Mountain Standard Time A**TURN**er Action Type:Manager review
Legal received PORTCOPS and forwarded them to local counsel for handling.

*** NOTES 08/02/2002 03:46 PM US Mountain Standard Time A**TURN**er Action Type:Manager review
Legal re-evaluated the reports and case history. Legal still stands by the September 18, 2001 position and recommends the Region send a denial based on the September 18, 2001 case notes. File is now closed.

*** NOTES 08/05/2002 09:40 AM US Mountain Standard Time StapletonP Action Type:Manager review
Please read the above case notes entered in by the Legal Dept.

*** PHONE LOG 08/05/2002 10:02 AM US Mountain Standard Time DWojciechowski Action Type:Outgoing call
WTR LVM FOR A. **TURN**ER LEGAL ADVISING:
1. REVIEWED NOTES ON 8/2/02
2. FILE WAS NOT OPENED ON 9/28/01
3. REQ LEGAL RE-VIEW AND FWD BACK IF NECESSARY

*** NOTES 08/05/2002 11:03 AM US Mountain Standard Time A**TURN**er Action Type:Manager review
DISREGARD LEGAL CASE NOTES DATED 8/2/02. THOSE NOTES BELONG TO THE SARA TUCKER FILE #K27217 NOT THIS FILE. LEGAL WILL BE REVIEWING THIS FILE AND WRITE IN THE CORRECT CASE ADVISEMENT.

*** NOTES 08/20/2002 01:08 PM US Mountain Standard Time A**TURN**er Action Type:Manager review
Legal settled matter. File is now closed. No repurchase necessary.

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Last name	First name	VIN of 2002 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13162 [REDACTED]	K212029	50,000
bedford, MA [REDACTED]		Prod. Date: 9/22/01	Dealer: MA011 Boch Kia	

Case History

Complaint Survey

SURVEY DATE : 09/01/2003
SERVICE DATE : 08/21/2003

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :
2 CUSTOMER STATED THE VEHICLE STILL HAS A PICK-UP PROBLEM. Q003: The problem came back after leaving the dealership

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

*** PHONE LOG 12/29/2003 11:57 AM US Mountain Standard Time SCook Action Type: Outgoing call

Writer left vm for customer:

1. I was responding to a survey you completed with MA011.
2. Please call when time permits.
3. Provided 800#, name and ext. case#.

*** PHONE LOG 12/29/2003 04:16 PM US Mountain Standard Time SCook Action Type: Outgoing call
Caller stated:

1. When the dealer drove the car it didnt happen for them.
2. It's still happening, the dealer is about 35 miles away.
3. It's not convenient.
4. The emergency brake doesnt release completely, the light goes off and the pedal comes up. But the brake is still engaged. I called the dealer. They said it looks fine.
5. Also, when you first start the veh. the **STEERING** wheel is very **HARD** to **TURN**. Both ways. That's been a problem for about a year. The dealer lubricated the pulley, that barely made a difference.
6. We've also found the paint to be very thin. Someone was able to scratch the car with an inflateable inner tube.
7. We paid for extra sealer, when we bought the car. The dealer said, "what do you want us to do about it"

Writer stated:

1. Contact me when the veh goes back to the dealer and I'll address these concerns with the svc mgr.
2. Verified FCM ext.
3. We can see that we use all resources to address your concern.

Caller stated:

1. OK. I thank you for the call.

*** CASE CLOSE 12/29/2003 04:16 PM US Mountain Standard Time SCook
Closed pending further contact from customer

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
Prescott, M		KNDUP13153	K1440009	45,000
		Prod. Date: 3/19/03	Dealer: M1014 Thelen Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/24/2008 06:34 AM US Mountain Standard Time RC'hacon
CUSTOMER STATED:

1. I HAVE A PWR **STEER**ING PROB WITH VEH. IT IS **HARD TO TURN**
2. I NEED TO HAVE IT TOWED TO THE DEALER
3. WHAT IS THE # TO THE DEALERSHIP?

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO. NO RECALLS
3. ADVISED OF 5/60 BLW, 5/XX R/S COVERAGE, AND 10/100 PTW'S
4. RECOMMEND TAKING VEH TO NEAREST KIA DEALER FOR DIAG. AND REPAIR
5. ADVISED OF NEAREST KIA DEALER M1014

*** CASE CLOSE 04/24/2008 06:34 AM US Mountain Standard Time RC'hacon

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Last name	First name	VIN of 2003 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13123 [REDACTED]	K334246	35,342
Akeron, OH		Prod. Date: 8/18/02	Dealer: OH011 Bill Doraty Kia	

Case History

Complaint Quality

*** PHONE LOG 07/06/2004 01:07 PM US Mountain Standard Time TShamburger
[REDACTED] (husband) called --

1. something in the frt end is wrong
 - 2 if you **TURN** left the veh is **HARD** in **STEER**ing and does not pull back
 - 3 its **HARD** to **STEER**
 4. and also the brks need changing now
 - 5 we also had minor and major repairs
 6. just wanted kia to know this is going on with our veh
- wrt states
1. will doc your complaint
 2. im sorry for issues. can explained them
 3. but unfortunately this is why you have a mfr warranty on veh
 4. will doc your complaint
 5. brk wear is not under warr only defects are
- cust thanked wrt call ended.

*** CASE CLOSE 07/06/2004 01:07 PM US Mountain Standard Time TShamburger

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Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
Westerville, OH		kndup131646	K1424982	69,131
Prod. Date: 9/5/03		Dealer: OH030 Chesrown Kia Town		

Case History

Complaint Repair Assistance

*** PHONE LOG 03/14/2008 10:06 AM US Mountain Standard Time L Sims

stated:

1. we took it in to OH030 yesterday
2. the wheel was **HARD** to **TURN**
3. they said it was the intermediate **STEER**ing shaft
4. and they said that it would need an alignment with this repair to make it right
5. i spoke to the Sm and i am wondering if there is anything that can be done to help
6. he said that he could call his rep
7. i am wondering if kia could cover the part under the warranty
8. and we cover the labor or something since we are "just" outside the warranty
9. we just got the veh aligned and balanced and paid for that about a month ago
10. i also spoke to one of the other guys there and they said that it is a common problem
11. so i am wondering why they didnt tell us about it so they could fix it
12. i think maybe kia should send us a notification or something

wtr stated:

1. apologized
2. we warrant everything that we sell
3. this is not a problem that wtr has heard many complaints on
4. there are not any recalls or repair bulletins on this part
5. also if caller does not normally go to the dealer for service then the dealer will not have the opportunity to tell caller if there is a problem
6. wtr will call Sm and DPSM - to request assistance
7. wtr cannot make any guarantees

wtr placed caller on hold and spoke to Jeremy

1. Denny Friermood is the Sm - he is not in
2. she needs an intermediate **STEER**ing shaft
3. and an alignment
4. there is no maintenance that they have done here

wtr re**TURN**ed to caller and stated:

1. wtr will have to contact the kia rep
2. the Sm was not available
3. wtr will cb

*** PHONE LOG 03/14/2008 10:07 AM US Mountain Standard Time L Sims Action Type: Outgoing call

wtr spoke to Don Baur who stated:

1. e-mail me the case notes
2. then i will call the dealer to see what should be done
3. i will let you know

wtr stated:

1. ok, will do

*** EMAIL OUT L Sims Action Type: Internal email

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2004 SEDONA EX	Case Number	Mileage
		kndup131640	K1424982	69,131
Westerville, OH		Prod. Date: 9/5/03	Dealer: OH030 Chesrown Kia Town	

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: \\copubs\ClarifyOBJ\CA Attachments\SendHistory\Case_K1424982_LSims_03-14-2008110235.doc

*** NOTES 03/14/2008 12:57 PM US Mountain Standard Time LSims Action Type:E-mail rec.

Reviewed current diagnosis & repair needs. Cust has performed minimal maintenance on vehicle at dealership in 69,131 miles. DPSM declines customer request for goodwill, vehicle is out of warranty for this repair.

*** PHONE LOG 03/14/2008 12:58 PM US Mountain Standard Time LSims Action Type:Incoming call
wtr lvm for requesting ch

*** PHONE LOG 03/17/2008 11:25 AM US Mountain Standard Time LSims Action Type:Incoming call
wtr lvm for requesting ch

*** PHONE LOG 03/18/2008 01:02 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr lvm for stating
1. wtr has tried calling before 2 times
2. wtr has spoken to the dpsm and the offer for goodwill assistance was denied
3. based on the fact that the veh is out of warranty
4. caller can ch wtr if there are any questions

*** CASE CLOSE 03/18/2008 01:03 PM US Mountain Standard Time LSims

*** CASE CLOSE 03/18/2008 02:01 PM US Mountain Standard Time LSims

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP13164 [REDACTED]	K1432978	70,533
[REDACTED] Junction, VT	[REDACTED]	Prod. Date: 9/16/03	Dealer: NH008 Tilton Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/07/2008 07:33 AM US Mountain Standard Time RChacon
[REDACTED] (DAUGHTER), STATED:

1. THE VEH HAS A **STEER**ING PROBLEM. IT **LOCK**ED UP
2. WHEN I TOOK VEH TO THE MOBILE GARAGE. THEY SAID THE PROB WAS A RACK. AND PINION. OR SOMETHING IN THAT AREA
3. WHERE CAN I GET THE PARTS NEEDED FOR REPAIR?

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO. NO RECALLS
3. ADVISED OF 5/60 BLW WHICH COVERS FACTORY DEFECTS. AND HAS EXPIRED BY MILEAGE
4. WE DO NOT SELL PARTS HERE
5. RECOMMEND CONTACTING NEAREST KIA DEALER FOR COST. AND AVAILABILITY ON REPLACEMENT PARTS NEEDED
6. ADVISED OF NEAREST KIA DEALER NH008

CASE LOG 04/07/2008 07:33 AM US Mountain Standard Time RChacon

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X4 [REDACTED]	K1376193	43,096
RIDGEWOOD, WV		Prod. Date: 12/16/03	Dealer: WV011 Hometown Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/29/2007 05:50 AM US Mountain Standard Time ERuiz

CALLER STATED

1. THE **STEER**ING WENT OUT ON IT FOR THE 3RD TIME.
2. THEY JUST TOOK IT THIS MORNING TO WV011
3. I LOVE THE CAR, AND THE DEALER HAS BEEN REALLY NICE.
4. BUT LAST SATURDAY I WAS DRIVING TO OH WHEN THE **STEER**ING WENT OUT ON IT AGAIN.
5. I ALMOST WENT OVER A CLIFF.
6. I WOULD LIKE TO GET IT FIX.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO.
3. WRT IS SURE THE PROBLEM CAN GET FIX.
4. WRT WILL SPEAK TO THE SVC DEPT FOR MORE INFO AND POSSIBLE ASSISTANCE.
5. CUSTOMER THANKED WRT FOR LOOKING INTO IT.

*** PHONE LOG 10/31/2007 12:16 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED WV011 AND TALKED TO BRENT.
2. WRT EXPLAINED THE REASON OF THE CALL.
3. HE STATED:
 - a) THE CUSTOMER JUST CAME IN TO PICK UP THE VEHICLE.
 - b) WE COULD NOT FIND ANYTHING WRONG W/ IT.
 - c) OUR SVC DIRECTOR TEST DROVE IT FOR 17 OR 20 MILES
 - d) THE TECH TEST DROVE IF AND TOOK IT HOME W/ HIM.
 - e) WE WERE NOT ABLE TO FIND ANY PROBLEMS W/ IT.
 - f) WE DROVE IT FOR A TOTAL OF 132.
 - g) THE CUSTOMER JUST PICKED IT UP.
4. WRT THANKED BRENT FOR THE INFO

*** PHONE LOG 10/31/2007 12:17 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR WRIGHT.
2. CUSTOMER WAS NOT AVAILABLE.
3. V M MESSAGING SVC WOULD NOT ALLOW TO LEAVE A MESSAGE.

*** CASE CLOS 10/31/2007 12:18 PM US Mountain Standard Time ERuiz
NO PROBLEM FOUND. CASE CLOSED PENDING CUSTOMER'S CALL BACK.

*** PHONE LOG 01/10/2008 08:09 AM US Mountain Standard Time SJeon Action Type:Incoming call

Mr Wright stated.

1. do I have 10 100 PTW?
2. my attorney told me that I should have 10 100 warranty
3. have power **STEER**ing problem
4. dealer replaced rack and pinion 3 times
5. it started again from yesterday
6. dealer is 60 miles away and I cripple my legs

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
		KNDUP131X46	K1376193	43,096
RIDGEWOOD, WV		Prod. Date: 12/16/03	Dealer: WV011 Hometown Kia	

writer stated:

1. updated/ no open recall
2. sorry for situation
3. advised to tow the car to Kia dealer
4. second owner has 5/60 BLW and 5/xxx R/A
5. 10/100 PTW's only for original owner
6. advised to call back when customer's car is at the dealer with case #

*** CASE CLOSE 01/10/2008 08:10 AM US Mountain Standard Time SJeon

*** NOTES 01/18/2008 02:11 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

*** CASE CLOSE 01/18/2008 02:11 PM Pacific Daylight Time TYoung

*** PHONE LOG 02/11/2008 06:54 AM US Mountain Standard Time CHart Action Type:Incoming call
cust called

1. i have a 04 sedona
2. i've been having problems with the **STEER**ing on it
3. i've been to the dlr 3-4 times -- rack and pinion
4. i need to know if i can have a rep come to my house
5. i may have to contact my attorney
6. i want to have someone come to my home and drive the veh
7. whenever i drive the veh over 60miles to the dlr -- they can't find a problem

wrt states

1. apologize
2. advised cust can contact dlr for appointment for when dpsm will be at dlrshp
3. advised that all warranty work / diagnosis must be done AT a kia dlr
4. advised once appointment made -- can contact KCC for assistance (f follow up)

cust states

1. this is a joke

call ended

*** CASE CLOSE 02/11/2008 06:54 AM US Mountain Standard Time CHart

*** PHONE LOG 02/13/2008 11:57 AM US Mountain Standard Time JHirshfield Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

Last name	First name	VIN of 2004 SEDONA LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDUP131X46 [REDACTED]	K1376193	43,096
RIDGEWOOD, WV [REDACTED]		Prod. Date: 12/16/03	Dealer: WV011 Hometown Kia	

2. he was told by WV001 that they replaced the rack and pinion 3X already
3. he took it to two local shops and they told him it doesn't look like it was ever changed

wtr

1. I do not see 3X in the repair history
2. they worked on it last July and then they replaced the PS pump
3. in Oct. 2007 they were unable to duplicate the concern after driving it several times
4. let me contact the svc mgr @ WV001 and find out the actual history

wtr spoke with svc mgr James @ WV001 who stated

1. they replaced the **STEER**ing rack last July and the PS pump also
2. they CND the concern in Oct

wtr

1. will advise him to bring it in if he feels that there is something wrong with the **STEER**ing

wtr spoke with cust and stated

1. reiterated what James, svc mgr, had stated regarding the repairs
2. advised him that he should take the car in for a test drive with svc mgr

cust thanked wtr for the assistance

1. he loves his van it just is very **HARD** for him to **STEER** --he almost ran into another car
2. he is afraid to drive it all the way to a dealership

wtr

1. contact R/A and they can tow it
2. cust thanked wtr for the info

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]	K1430338	40,000
Dorchester, MA	[REDACTED]	Prod. Date: 3/9/04	Dealer: MA006 Quirk Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 03/31/2008 07:28 AM US Mountain Standard Time LColema

Cust states Christina Yoon:

1. Veh is really **HARD** to **STEER**.

2. Has never been like this before.

3. What would cause this to happen?

4. Is veh safe to drive?

5. Will repairs be covered under warranty?

Writer states:

1. Updated. SC049

2. Kia dlr will complete recall at no charge.

3. Not technically trained.

4. Could be the power **STEER**ing pump or a leak in one of the hoses. no way to tell.

5. But would adv cust to take veh to Kia dlr.

6. Could get worse.

7. **STEER**ing system is covered under 5/60 LBW for manuf defects.

8. If outside force caused damage then would not be covered.

Cust states:

1. OK. thank you

*** CASE CLOSE 03/31/2008 07:28 AM US Mountain Standard Time LColema

*** CASE CLOSE 04/16/2008 08:04 AM US Mountain Standard Time Bhirshfield



Field Product Quality Report

User:ADow-FS

Case Number - F268978

05/15/2008 04:26:45 PM

Distributor: KMA

Report No.: CE03JF02

Region/District: CE06

Issue Date: 12/15/2003 01:43:23 PM

Dealer Code: MI017

Dealer Name: Sterling Kia

Dealer City: Sterling Heights

Dealer State: MI

Name: Jflanagan OTH

Attachments: FR_Case_F268978.doc

Component Group: Please Specify

Component Code: Please Specify

TREAD: 01 Steering System

Subject/Title: Power steering stiff intermittently

Vehicle Data

Model Code: 62242

Model Desc: SEDONA EX

Year: 2002

VIN: KNDUP1317262

Mileage: 44722

Engine No.: G6396688

Trans No.:

Trans Type: Automatic

Prod Date: 10/5/2001

Deliver Date: 11/22/2001

Repair Date: 12/9/2003

Part Information

Part Number: 0K52Y 32550

Part Name: SHAFT-INTERMED

Condition: N33 UNSTABLE STEERING

Cause: C31 STICKING, SEIZED

Part ID/Lot:

Other Part No.:

Other Part No.:

Additional Incident Vehicle List

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

Case History

CUSTOMER COMPLAINT

Power steering is stiff at times/ steering wheel will not return after turning. More evident when cold. CUSTOMER:

ACTUAL CONDITION

Verified concerns as described by the customer.

INVESTIGATION RESULTS

Test drove with customer on initial start after vehicle had sat overnight. Noted stiffness while turning steering wheel in either direction. Rotation of wheel was stiff and then normal feel approximately every 45 degrees. Raised vehicle, removed and inspected lower universal joint at intermediate shaft. Noted severe binding at joint in one direction only.

POSSIBLE CAUSE

Binding of universal joint at the intermediate shaft in lower steering column.

CORRECTIVE ACTION

Case History

Replaced intermediate shaft and upper joint.

RECOMMENDATIONS

*** CASE CLOSE 01/19/2004 10:54 AM Pacific Daylight Time JTaylor-FS
Coded

********End Field Product Quality Report F268978********



Field Product Quality Report

User:ADow-FS

Case Number - F311368

05/15/2008 04:27:23 PM

Distributor: KMA

Report No.: CE04JF30

Region/District: CE02

Issue Date: 04/26/2004 05:28:57 PM

Dealer Code: OH025

Dealer Name: Taylor Kia

Dealer City: Toledo

Dealer State: OH

Name: Jflanagan OTH

Attachments: FR_Case_F311368.doc

Component Group: Steering System

Component Code: Steering Column & Shafts

TREAD: 01 Steering System

Subject/Title: Power steering stiff

Vehicle Data

Model Code: 62242

Model Desc: SEDONA EX

Year: 2002

VIN: KNDUP131726

Mileage: 34919

Engine No.: G6441325

Trans No.:

Trans Type: Automatic

Prod Date: 1/28/2002

Deliver Date: 3/20/2002

Repair Date: 4/5/2004

Part Information

Part Number: 0K52Y 32550

Part Name: SHAFT-INTERMED

Condition: N33 UNSTABLE STEERING

Cause: C31 STICKING, SEIZED

Part ID/Lot:

Other Part No.:

Other Part No.:

Additional Incident Vehicle List

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

Case History

CUSTOMER COMPLAINT

When turning customer has to manually turn wheel back. Customer: Irwin

ACTUAL CONDITION

Steering binding, no return of wheel during turns.

INVESTIGATION RESULTS

Noted stiffness while turning steering wheel in either direction. Rotation of wheel was stiff and then normal feel approximately every 45 degrees. Raised vehicle, removed and inspected lower universal joint at intermediate shaft. Noted severe binding at joint in one direction only.

POSSIBLE CAUSE

Binding of universal joint at the intermediate shaft in the lower steering column.

CORRECTIVE ACTION

Advised tech to order and replace intermediate shaft.

Case History

RECOMMENDATIONS

*** CASE CLOSE 05/03/2004 07:57 AM Pacific Daylight Time JTaylor-FS
Coded

*******End Field Product Quality Report F311368*******



Field Product Quality Report

User:ADow-FS

Case Number - F336962

05/15/2008 04:27:44 PM

Distributor: KMA
Region/District: CE01
Dealer Code: IL039
Dealer City: Crystal Lake
Name: Jflanagan OTH
Attachments: FR_Case_F336962.doc

Report No.: CE04JF47
Issue Date: 07/01/2004 06:49:06 PM
Dealer Name: Conlon-Collins Kia
Dealer State: IL

Component Group: Steering System
Component Code: Steering Column & Shafts
TREAD: 01 Steering System

Subject/Title: Power stiffness

Vehicle Data

Model Code: 62242
VIN: KNDUP131626
Engine No.: G6413572
Prod Date: 9/28/2001

Model Desc: SEDONA EX
Mileage: 46019
Trans No.:
Deliver Date: 11/29/2001

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

Part Information

Part Number: 0K52Y 32550
Condition: N33 UNSTABLE STEERING
Part ID/Lot:

Part Name: SHAFT-INTERMED
Cause: C31 STICKING, SEIZED
Other Part No.:

Additional Incident Vehicle List

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

Case History

CUSTOMER COMPLAINT

Check power steering inoperative. CUSTOMER: DORAN

ACTUAL CONDITION

Steering shaft binding.

INVESTIGATION RESULTS

Noted stiffness while turning steering wheel in either direction. Rotation of wheel was stiff and then normal feel approximately every 45 degrees. Raised vehicle, removed and inspected lower universal joint at intermediate shaft. Noted severe binding at joint in one direction only.

POSSIBLE CAUSE

Binding of universal joint at the intermediate shaft in the lower steering column.

CORRECTIVE ACTION

Replaced intermediate shaft.

Case History

RECOMMENDATIONS

Premature failure of universal joint needs to be addressed to insure customer satisfaction.

*** CASE CLOSE 07/13/2004 06:55 AM Pacific Daylight Time JTaylor-FS
Coded

*******End Field Product Quality Report F336962*******



Field Product Quality Report

User:ADow-FS

Case Number - F349930

05/15/2008 04:28:06 PM

Distributor: KMA
Region/District: CE06
Dealer Code: MI008
Dealer City: Kalamazoo
Name: Jflanagan OTH
Attachments: FR_Case_F349930.doc

Report No.: CE04JF57
Issue Date: 07/30/2004 06:06:37 PM
Dealer Name: Seelye-Wright Kia
Dealer State: MI

Component Group: Steering System
Component Code: Steering Column & Shafts
TREAD: 01 Steering System

Subject/Title: power steering stiffness

Vehicle Data

Model Code: 62222
VIN: KNDUP131336 [REDACTED]
Engine No.: G6573961
Prod Date: 12/2/2002

Model Desc: SEDONA LX
Mileage: 46078
Trans No.:
Deliver Date: 3/30/2003

Year: 2003
Trans Type: Automatic
Repair Date: 5/26/2004

Part Information

Part Number: 0K52Y 32550
Condition: N33 UNSTABLE STEERING
Part ID/Lot:

Part Name: SHAFT-INTERMED
Cause: C31 STICKING, SEIZED
Other Part No.:

Additional Incident Vehicle List

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

Case History

CUSTOMER COMPLAINT

check for power steering hard. CUSTOMER: MOON

ACTUAL CONDITION

Steering shaft binding.

INVESTIGATION RESULTS

Noted stiffness while turning wheel in either direction. Rotation of wheel was stiff and then normal feel approximately every 45 degrees.

POSSIBLE CAUSE

Binding of universal joint at the intermediate shaft in the lower steering column.

CORRECTIVE ACTION

Replaced intermediate shaft.

Case History
RECOMMENDATIONS

Dealer stated the binding of the joint had caused excessive wear to the steering rack causing damage to the input shaft. Power steering rack was also replaced during repair.

*** CASE CLOSE 08/11/2004 09:09 AM Pacific Daylight Time JTaylor-FS
Coded

*******End Field Product Quality Report F349930*******



Field Product Quality Report

User:ADow-FS

Case Number - F410706

05/15/2008 04:28:20 PM

Distributor: KMA

Report No.: EA04MR01

Region/District: EA06

Issue Date: 12/16/2004 03:01:47 PM

Dealer Code: RI001

Dealer Name: Tom Ricci's Norwood Kia

Dealer City: Warwick

Dealer State: RI

Name: Mrusso OTH

Attachments: FEA04MR01_RI001_12-16-2004_15-1-47_Sedona Intermediate Steering shaft Binding 003.jpg FR_Case_F410706.doc

Component Group: Please Specify

Component Code: Please Specify

TREAD: 01 Steering System

Subject/Title: Intermediate Steering shaft Binding

Vehicle Data

Model Code: 62242

Model Desc: SEDONA EX

Year: 2002

VIN: KNDUP131326

Mileage: 46417

Engine No.: G6440893

Trans No.:

Trans Type: Automatic

Prod Date: 1/4/2002

Deliver Date: 4/5/2002

Repair Date: 11/5/2004

Part Information

Part Number: 0K52Y 32550

Part Name: SHAFT-INTERMED

Condition: N29 SQUEAKING, SQUEALING,
ABNORMAL NOISE

Cause: C09
DEFORMED(BENT,TWIST,WARP,SHRUNK,WRINKLE)

Part ID/Lot:

Other Part No.:

Other Part No.:

Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Cond.	Cause	Comments
KNDUP131326	11245	6/7/2002	7/23/2001	N23	C31	
KNDUP13162	29007	11/11/2004	10/22/2001	N29	C09	

Case History

CUSTOMER COMPLAINT

Customer complains of hard steering, binding steering or noise while steering.

ACTUAL CONDITION

Vehicle displays one or more of the above customer complaints. The condition can be consistent or intermittent depending on the driver's level of steering input.

INVESTIGATION RESULTS

Sample parts reveal that lower section of universal joint (U-joint) is seized on one axis of the splined coupler section. Some technicians state that steering racks are also replaced for looseness on the left side due to damage caused by inflexibility of the seized intermediate shaft U-joint.

POSSIBLE CAUSE

Some technicians commented that the new, replacement part is affected in the same manner as explained above. This suggests that this concern may be related to assembly procedures of the U-joint on the intermediate shaft.

Case History

CORRECTIVE ACTION

Dealers replace intermediate shaft and steering racks as necessary.

RECOMMENDATIONS

Russo, Mark

*******End Field Product Quality Report F410706*******



Field Product Quality Report

User:ADow-FS

Case Number - F447203

05/15/2008 04:28:33 PM

Distributor: KMA
Region/District: CE06
Dealer Code: MI009
Dealer City: Canton
Name: Jflanagan OTH
Attachments: FR_Case_F447203.doc

Report No.: CE05JF30
Issue Date: 03/29/2005 09:22:30 PM
Dealer Name: Dick Scott Kia
Dealer State: MI

Component Group: Please Specify
Component Code: Please Specify
TREAD: 01 Steering System

Subject/Title: Power steering stiff

Vehicle Data

Model Code: 62242 **Model Desc:** SEDONA EX **Year:** 2002
VIN: KNDUP131326 **Mileage:** 30880
Engine No.: G6465434 **Trans No.:** **Trans Type:** Automatic
Prod Date: 3/21/2002 **Deliver Date:** 9/2/2002 **Repair Date:** 3/14/2005

Part Information

Part Number: 0K52Y 32090 **Part Name:** SHAFT ASSY-INTERMED.
Condition: N33 UNSTABLE STEERING **Cause:** C31 STICKING, SEIZED
Part ID/Lot: **Other Part No.:** **Other Part No.:**

Additional Incident Vehicle List

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

Case History

CUSTOMER COMPLAINT

Power steering is cutting in and out. CUSTOMER: GRASELA

ACTUAL CONDITION

Binding in steering shaft universal joint.

INVESTIGATION RESULTS

Verified concern of stiffness while turning steering wheel in either direction. Rotation of wheel was stiff and then normal feel approximately every 45 degrees. Raised vehicle, removed and inspected lower universal joint at intermediate shaft. Noted severe binding at joint in one direction only.

POSSIBLE CAUSE

Binding of universal joint at the intermediate shaft in the lower steering column.

CORRECTIVE ACTION

Replaced intermediate shaft.

Case History

RECOMMENDATIONS

Flanagan, Jack

*******End Field Product Quality Report F447203 *******



Quality Assurance
Field Product Report

TC 01

Dist Use:
Region: Eastern Region
Date: May 30, 2002

KMA Use:
Date: 5/30/02
CC: 3220 CC: ST

2002 Sedona Van		Gear Assy-Steering		EA02BW09 05/30/02	
Model Number KNDUP13161		Part Name OK52Y 32 110		Report Number Dpsm Field Car	
Vehicle Identification Number 12/19/01 2/7/02		Part Number		Dealer Name EA002	
Prod Date 6,375		Part ID Number		Dealer Code MT. NJ	
Mileage		Engine or Transmission Number		City, State LAUREL	
Repair Date		Personally Inspected <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Originator (Print) Bill Wyatt Dpsm Ea002	
Attachments: <input type="checkbox"/> Photo <input type="checkbox"/> Part <input type="checkbox"/> Other					
Subject: Steering Effort Binding Every 45degrees Of Steering Wheel Turn-In In Either Direction					

CONDITION: The condition was first noted around 2,500 miles. The severity is increasing with additional miles. As you turn the steering wheel either direction, about every 45 degrees of rotation I sense a hard spot in the wheel's resistance to turning. It makes the turning of the wheel feel lumpy rather than a smooth linier effort. It has never prevented me from safe operation or smooth steering of the vehicle within even narrow traffic lanes.

CAUSE: Internal pressure hemorrhaged past the bushings creating steering rack resistance as the steering wheel is turned.

ACTION/RESULTS: Replaced the steering rack.

COMMENTS/RECOMMENDATIONS: No digital photos attached as issue was felt not seen and defect is internal part of rack replaced as a unit.



Region: SO12

Date: 06/29/2002



Quality Assurance Field Product Report

Corporate Use:

Report Date: 8/1/02

3210 / ST

TC 01

62242 - SEDONA EX AT V6		Intermediate shaft	SO012AH014	7/29/02
Model Number/ Description		Part Name:	Report Number	Date
KNDUP131X26		OK504-32-550	BILL PENNEY KIA	
Vehicle Identification Number		Part Number:	Dealer Name:	
07/29/2002	08/22/2001		AL017	
Prod Date	Delivery Date	Part ID Number:	Dealer Code	
17210	07/29/2002	AUTO	Huntsville AL	
Mileage	Repair Date	Engine or Transmission Number:	City, State	
Attachments:		Personally Inspected	<input type="checkbox"/> DSM	
<input type="checkbox"/> Photo <input type="checkbox"/> Part <input type="checkbox"/> Other		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Alan Hyatt <input checked="" type="checkbox"/> DPSM	
			Originator (Print): <input type="checkbox"/> Other	
Subject Steering Shaft came apart				

Condition:

Steering knocking and loose

Cause:

Intermediate shaft came apart

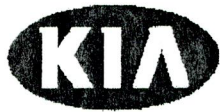
Action/Results:

Replace shaft// tested OK

Other:

Comments / Recommendation:





Technical Assistance Center Incident Report



File: JFB-03-043-02 **Mileage:** 11,741 **VIN:** KNDUP13162 [REDACTED] **Report Date:** 02/12/2003
Model: SEDONA EX AUTO **Engine:** G6424414 **Build Date:** 10/31/201
Port Options: HL, CF, R3 **Factory Options:**

Dealer: CA150 - SAN LEANDRO KIA

Voice: (510) - 347-4000 X

Fax: (510) - 297-0192

Technician: Joseph

Service Mgr:

Region: WE04

Condition: NO/LATE RETURN TO THE ORIGINAL POSITION - 80

Category: STEERING SYSTEM - ST

Component: POWER STEERING SYSTEM - 3240

Cause: IMPROPER ASSEMBLY - 2E

Condition:

Customer concern that the steering does not easily return to straight position after turns, the tech verified the condition and stated that compared with another van he drove, the steering wheel on this vehicle has to be pulled back harder after turns he stated that the front end alignment is in specs, he has replaced the steering rack without resolution.

Advised to see if there is any binding in the upper/lower swivel joints, put the vehicle on the alignment rack with the front wheels on the swivel plates, and the steering rack separated from the hubs and swivel the wheels looking for any stiffness/ binding.

2/13/03 JB, Tech states that he did the above and there is no binding, then he inspected how the intermediate shaft fits into the U joint at the lower end of the column, he compared with 3 other vehicles and stated that on the problem van the intermediate shaft just fits into the joint, yet on the other vans there is more of the shaft housed in the joint the tech states that the problem shaft is almost 1 inch shorter, this is a collapse

3-14-03 (DGR) Tech called back to close the file stating he found both joint on Intermediate shaft of the steering column where not line up properly .

Cause:

(DGR) Improper installation of intermediate shaft. Joints where in wrong position.

Resolution:

(DGR) Reposition intermediate shaft.



**Kia Motors America
Technical Assistance Center**

Case Number: T307231

Vehicle Data

Model/Year: 2.002 SEDONA EX

Engine: G6380043

Model Code: 62242

VIN: KNDUP131726 [REDACTED]

Mileage: 59,559

Prod Date: 5/29/2001

Warranty Start Date: 8/15/2001 12:00:00AM

Dealer/Contact Data:

Dealer: MI014 Thelen Kia

Phone: 9896867100

FAX: 9896860172

Contact: John Boice

Contact Title: Tech

Service District: CE06

Case Details:

Case Title: P/S hard to turn cold

Symptom: Power Steering Inop_Improper

DTC:

System: Steering

Component:

Resolution:

Case History

*** PHONE LOG 04/20/2004 05:07 AM Pacific Daylight Time DRichmond

Tech states he can duplicate and P/S does seem to hard when cold. fluid is clean and correct.
Advised tech to check power steering pressures during the problem.

*** PHONE LOG 04/20/2004 05:49 AM Pacific Daylight Time DRichmond Action Type:Incoming call

Tech states pressure are good 1400 at idle and 1375 while turning the wheel.

Advised tech to see if this only happens in cold temp.

Check steering wheel effort.

*** PHONE LOG 07/06/2004 10:38 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

Tech replaced the P/S pump 1 month ago and rack two days ago and ever now and then there is a slight hang up when turning.

Advise tech to check for blockages in the reservoir itself at the ports to the hose.



**Kia Motors America
Technical Assistance Center**

Case Number: T308993

Vehicle Data

Model/Year: 2.002 SEDONA EX

Engine: G6428836

Model Code: 62242

VIN: KNDUP131426

Mileage: 32,799

Prod Date: 11/13/2001

Warranty Start Date: 2/9/2002 12:00:00AM

Dealer/Contact Data:

Dealer: IN018 Ray Skillman Eastside Kia

Phone: 3173529500

FAX: 3173542262

Contact: Aaron D Albertson

Contact Title:

Service District: CE09

Case Details:

Case Title: POWER STEERING

Symptom: Binding

DTC:

System: Steering

Component:

Resolution: Auto Closed

Case History

*** NOTES 04/23/2004 12:28 PM clarify Action Type: Manager review

*** Performed by contact: Aaron D Albertson. 3173527751

WE HAVE 2002 SEDONA WITH POWER STEERING BINDING AND NO RETURN OF STEERING WHEEL. HAVE CHECK FLUID LEVEL AND CONDITION AND IT IS FINE. PUMP IS NOT NOISY AND BELT IS TIGHT. WE HAD ANOTHER LAST WEEK DOING THE SAME THING BUT PUMP WAS NOISY. SO WE REPLACED THE PUMP AND RACK AND STILL WAS STIFF SO WE ORDERED INTERMEDIATE SHAFT. HAVE YOU SEEN ANY MORE WITH THIS PROBLEM

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

*** PHONE LOG 04/23/2004 12:49 PM Pacific Daylight Time RPeralta Action Type: Incoming call

Aaron. We have had a few intermediate shafts that were binding. Disconnect the tie rod ends. rule out strut mounts. Remove the coupler from the rack. see if the U-Joints are binding.

*** NOTES 04/29/2004 09:21 AM clarify Action Type: Manager review

*** Performed by contact: Aaron D Albertson. 3173527751

DISCONNECTED TIE ROD ENDS AND BINDING IS STILL PRESENT. WE HAVE ORDERED AN INTERMEDIATE SHAFT. CURRENTLY THE PARTS ARE ON NBO. PLEASE ADVISE IF YOU HEAR SOMETHING ON THIS BEFORE WE DO. THANKS.

AARON

*** PHONE LOG 04/29/2004 11:43 AM Pacific Daylight Time RPeralta Action Type: Incoming call

If the intermediate shaft is still binding. when disconnected from the rack. then we are on the right track.

*** NOTES 05/14/2004 12:10 PM clarify Action Type: Manager review

*** Performed by contact: Aaron D Albertson, 3173527751

JUST AN UPDATE.

INTERMEDIATE SHAFT IS BINDING. PART FINALLY CAME OFF OF BACKORDER STATUS. AWAITING CUSTOMER TO RETURN PHONE CALL TO SCHEDULE APPT. THE OTHER SEDONA THAT WE HAD DOING THE SAME THING IS REPAIRED. THE SHAFT CAME IN FOR THAT ONE AND IT TOOK CARE OF THE BINDING. ONE OF THE U-JOINTS WERE FROZEN.

THANKS.

AARON

*** PHONE LOG 05/17/2004 06:42 AM Pacific Daylight Time JRaper Action Type: Incoming call

Replace intermediate shaft and advise on steering condition to confirm repair

*** CASE CLOSE 06/07/2004 07:54 AM clarify

*** Performed by contact: Aaron D Albertson, 3173527751

Replaced damaged int. shaft. u-joints in shaft binding.

*** CASE CLOSE 07/08/2004 09:08 AM Pacific Daylight Time JTaylor

Resolution Code: Auto Closed

CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T312396

Vehicle Data

Model/Year: 2,002 SEDONA LX

Engine: G6431305

Model Code: 62222

VIN: KNDUP131X26 [REDACTED]

Mileage: 33,994

Prod Date: 11/23/2001

Warranty Start Date: 2/27/2002 12:00:00AM

Dealer/Contact Data:

Dealer: MA021 Kia of Northampton

Phone: 4135879540

FAX: 4135879612

Contact: Kevin Richardson

Contact Title: Technician

Service District: EA09

Case Details:

Case Title: Power steering

Symptom: Improper Operation

DTC:

System: Steering

Component: Steering Column & Shafts

Resolution: Faulty Component

Case History

**** PHONE LOG 05/04/2004 07:32:34 AM JBrookes

Tech stated customer concern that intermittantly there is no power steering.(several times in the shop.) this tech has not duplicated it but states his foreman has, but this man did not come to the phone to describe symptom. Advised to check if the intermediate U type joint is binding, and try to duplicate concern. if the pressures are good ,constant replace the rack.

*** CASE CLOSE 05/25/2004 02:52 PM Pacific Daylight Time JBrookes

Resolution Code: Faulty Component

CLOSING COMMENTS

Tech stated he found the joint to be the problem. replced . vehicle repaired.



**Kia Motors America
Technical Assistance Center**

Case Number: T324345

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6485327

Model Code: 62242

VIN: KNDUP131926 [REDACTED]

Mileage: 59,828

Prod Date: 5/18/2002

Warranty Start Date: 8/10/2002 12:00:00AM

Dealer/Contact Data:

Dealer: W1014 Prestige Kia

Phone: 7158330177

FAX: 7158331569

Contact: Dave Bailey

Contact Title: Technician

Service District: CE08

Case Details:

Case Title: Loss Of Power Steering

Symptom: Improper Operation

DTC:

System: Steering

Component: Power Steering System_Steering Column &

Resolution: Faulty Component

Case History

**** PHONE LOG 06/11/2004 05:31:56 AM DUnoura

Loss Of Power Steering - Tech can never duplicate.

Advised tech to either duplicate or try to get more information from the customer.

**** CASE CLOSE 02/11/2005 10:53:44 AM

*** Performed by contact: Dave Bailey, 7158330177

u-joint in steering shaft

*** CASE CLOSE 03/15/2005 01:00 PM Pacific Daylight Time DUnoura

Resolution Code: Faulty Component

CLOSING COMMENTS



**Kia Motors America
Technical Assistance Center**

Case Number: T375580

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6422229

Model Code: 62242

VIN: KNDUP131626 [REDACTED]

Mileage: 28,930

Prod Date: 10/23/2001

Warranty Start Date: 4/6/2002 12:00:00AM

Dealer/Contact Data:

Dealer: PA052 Shults Kia

Phone: 7249356650

FAX: 7249354488

Contact: Dave Ketter

Contact Title:

Service District:

Case Details:

Case Title: Steering wheel binding on turns

Symptom: Binding

DTC:

System: Steering

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 10/12/2004 06:26 AM Pacific Daylight Time DRichmond

Power steering pump was leaking. replaced it and binding got worse. replaced the rack and problem is still the same. Tech can duplicate the binding with the vehicle off the ground. He also remove the tie rod ends from the knuckle and binding was still there. Finally he disconnected the steering column from the rack and problem was gone. This happens turning wheel left or right. Advised tech to hook up the P./S pressure gauge and see if pressures are changing when binding occurs. also is pressure low or not ?

*** CASE AUTO CLOSE 01/04/2005 06:22:09 AM sa



Kia Motors America
Technical Assistance Center

Case Number: T397434

Vehicle Data

Model/Year: 2,003 SEDONA EX

Engine: G6584455

Model Code: 62242

VIN: KNDUP131936 [REDACTED]

Mileage: 54,838

Prod Date: 12/20/2002

Warranty Start Date: 3/7/2003 12:00:00AM

Dealer/Contact Data:

Dealer: PA051 South Hills Kia

Phone: 7249414300

FAX: 7249412504

Contact: Ken Lafrenie

Contact Title:

Service District:

Case Details:

Case Title: Very stiff steering

Symptom: Improper Operation

DTC:

System: Steering

Component: Steering Gear (Rack & Pinion)

Resolution: Auto Closed

Case History

*** PHONE LOG 11/29/2004 08:10 AM Pacific Daylight Time JBrookes

Tech states that the steering is very hard to turn, even with the engine off and vehicle off the floor it takes two hands to turn the wheel, and with the engine running the steering wheel "goes back and forth".

Advised to separate the rack from the wheels and see if it will turn easier. If not check the pressures and rebleed, replace rack if necessary.

*** PHONE LOG 11/30/2004 09:24 AM Pacific Daylight Time DJackson-TL Action Type: Incoming call

Tech states he replaced the rack and the problem is still present.

Advise tech to replace the pump and inspect the reservoir and replace the fluid with synthetic fluid.

*** CASE AUTO CLOSE 02/21/2005 08:02:10 AM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T407214

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6449013

Model Code: 62242

VIN: KNDUP131426 [REDACTED]

Mileage: 32,869

Prod Date: 1/26/2002

Warranty Start Date: 6/15/2002 12:00:00AM

Dealer/Contact Data:

Dealer: NJ023 DiFeo Kia

Phone: 2014351200

FAX: 2014331330

Contact: Andrew Gerace

Contact Title:

Service District: EA06

Case Details:

Case Title: Hard to steer

Symptom: Power Steering Noise

DTC:

System: Steering

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 12/28/2004 02:35 PM Pacific Daylight Time TBuckingham-TL

Tech states steering is hard then pops free

Advised tech to check steering intermediate shaft u-joint for binding

*** CASE AUTO CLOSE 03/22/2005 02:35:19 PM sa



**Kia Motors America
Technical Assistance Center**

Case Number: T408333

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6441008

Model Code: 62242

VIN: KNDUP131726 [REDACTED]

Mileage: 34,588

Prod Date: 1/29/2002

Warranty Start Date: 8/15/2002 12:00:00AM

Dealer/Contact Data:

Dealer: MI014 Thelen Kia

Phone: 9896867100

FAX: 9896860172

Contact: Dan Rey

Contact Title: technician

Service District: CE06

Case Details:

Case Title: Power steering noise

Symptom: Power Steering Noise

DTC:

System: Steering

Component:

Resolution: Faulty Component

Case History

*** PHONE LOG 12/31/2004 06:50 AM Pacific Daylight Time TBuckingham-TL

Tech states hard to steer at times and power steering noise

Advised tech to check steering column intermediate shaft u-joint for binding

*** CASE CLOSE 02/22/2005 01:40 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Tech replaced the lower u-joint on the steering column.



Kia Motors America
Technical Assistance Center

Case Number: T440341

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6451706

Model Code: 62242

VIN: KNDUP131626 [REDACTED]

Mileage: 54,422

Prod Date: 2/5/2002

Warranty Start Date: 3/29/2002 12:00:00AM

Dealer/Contact Data:

Dealer: FL078 Palm Kia

Phone: 3526298011

FAX: 3526296722

Contact: Dominic Deola

Contact Title: Technician

Service District:

Case Details:

Case Title: Hard Power Steering

Symptom: Power Steering Inop

DTC:

System: Steering

Component: Power Steering System

Resolution:

Case History

**** PHONE LOG 03/24/2005 07:24:43 AM DUnoura

Hard Power Steering - Tech is using GM p/s fluid. Tech has checked pump pressures and they all read good. Advised tech to flush out and use Kia power steering fluid. Thanks.

**** PHONE LOG 03/24/2005 07:44:32 AM DJackson-TL

Tech states Kia does not have a fluid.
Advise tech to contact PPSM for a synthetic fluid.

**** PHONE LOG 03/24/2005 07:46:56 AM DUnoura

Phoned back tech to advise him to inspect intermediate shaft.

*** CASE CLOSE 09/04/2007 02:47 PM clarify

*** Performed by contact: Dominic Deola. 3526298011
replaced binding steering shaft



KIA MOTORS

Printed By:ADow

Technical Assistance Center Case Report

Case Number -T442150

05/27/2008 03:28:14 PM

Vehicle Data

Model/Year: 2003 SEDONA EX

Engine: G6554988

Model Code: 62242

VIN: KNDUP131X38

Mileage: 26756

Prod Date: 10/29/2002

Warranty Start Date: 2/19/2003

Port Options: CF, R3, HL

Factory Options: AB, SR

Dealer/Contact Data

Dealer: TN025 Tim Marburger Kia

Phone: (423) 989-4661

Fax: (423) 989-4667

Contact: Robert Charles Sams

Contact Title:

Service District: SO09

Case Details

Title: POWER STEERING NOISE

Symptom: Unusual Noise

System: Steering

Component: Power Steering Lines/Hoses

Resolution:

Solution ID:

Case History

*** NOTES 03/29/2005 11:01:41 AM clarify Action Type: Manager review

*** Performed by contact: Robert Charles Sams, 4239894661

Has excessive powersteering noise when at low speed turning and idling . Pump was replaced at 10/18/04 and 20177 miles for same problem. Are there any known problems or corrections?

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

*** CASE DISPATCHED 03/29/2005 11:03:37 AM clarify
from WIP default to Queue Techline Web.

*** CASE YANKED 03/29/2005 11:22:46 AM DFinkelstein-TL
Yanked by DFinkelstein-TL into WIPbin default.

*** PHONE LOG 03/29/2005 11:25:37 AM DFinkelstein-TL Action Type: Incoming call
We have seen some problems with the return hose orifice creating this kind of noise. Look into the hose end down near the P/S rack in the return line . If the orifice is there you might try to remove it and see if this fixes the problem. Some guys have replaced this line and that also has corrected the problem.

*** CASE CLOSE 09/16/2005 02:18:06 PM clarify contact: Robert Charles Sams, 4239894661
Status = Closed, Resolution Code = Auto Closed.

*** Performed by contact: Robert Charles Sams, 4239894661
replaced return hose

*****End Case Report T442150 *****



**Kia Motors America
Technical Assistance Center**

Case Number: T448820

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6378659

Model Code: 62242

VIN: KNDUP131826 [REDACTED]

Mileage: 56,171

Prod Date: 5/22/2001

Warranty Start Date: 7/31/2001 12:00:00AM

Dealer/Contact Data:

Dealer: IL035 Napleton's Kia of Elmhurst

Phone: 6307829300

FAX: 6308331668

Contact: Chris Raglewski

Contact Title: tec

Service District:

Case Details:

Case Title: Power steering

Symptom: Improper Operation

DTC:

System: Steering

Component: Power Steering System

Resolution:

Case History

*** PHONE LOG 04/13/2005 07:54 AM Pacific Daylight Time JBrookes

Tech stated that he replaced the power steering pump, as "it was growling". then the rack as the steering was still stiff. he states that now with the wheel centred the steering is stiff just a little either side of centre then it frees up.

Advised to blow out all the steering lines /hoses/cooler. if condition remains replace the pump.

*** PHONE LOG 04/14/2005 06:09 AM Pacific Daylight Time JBrookes

Tech states there is a new power steering pump and rack in the vehicle and there is still binding.

Advise tech to disconnect the tie rods and see if binding is in steering column.

There is being in the wheel.

Advise to contact DPSM in regards to steering shaft and joints or assy.

*** CASE CLOSE 04/15/2005 06:24 AM Pacific Daylight Time MKeiser

Resolution Code: Faulty Component

CLOSING COMMENTS

Found steering u-joint binding. lubed and free'd joint to verify fix. order part



**Kia Motors America
Technical Assistance Center**

Case Number: T449462

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6490389

Model Code: 62242

VIN: kndup131126 [REDACTED]

Mileage: 27,665

Prod Date: 5/28/2002

Warranty Start Date: 7/30/2002 12:00:00AM

Dealer/Contact Data:

Dealer: NJ007 Loman Kia

Phone: 7326363200

FAX: 7326361304

Contact: Mike Austin

Contact Title:

Service District: EA06

Case Details:

Case Title: Steering binding

Symptom: Binding

DTC:

System: Steering

Component:

Resolution: Faulty Component

Case History

*** NOTES 04/14/2005 11:02 AM clarify Action Type: Manager review

*** Performed by contact: Mike Austin, 7326363200

Steering hard

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

It feels like the rack is binding, gets tight, the turns, gets tight..... I replace the rack and the pump. I don't see any kinks in the lines

*** PHONE LOG 04/14/2005 11:39 AM Pacific Daylight Time MKeiser Action Type: Incoming call

Put the vehicle in the air and turn it from lock to lock see if there is any binding if not check the alignment if the caster is way off it may feel like a bind.

*** NOTES 04/14/2005 11:43 AM clarify Action Type: Manager review

*** Performed by contact: Mike Austin, 7326363200

Had it in the air, still binds, and we had an Alignment done after I installed the rack. During a lock to lock turn, it binds and frees up about five times

*** PHONE LOG 04/14/2005 11:48 AM Pacific Daylight Time MKeiser Action Type: Incoming call

See if it still binds with the coupler removed from the rack.

First turn the steering wheel from lock to lock then grab hold of a wheel and turn it from lock to lock.

*** CASE CLOSE 04/15/2005 06:08 AM clarify

*** Performed by contact: Mike Austin, 7326363200

Found steering u-joint binding, lubed and free'd joint to verify fix, order part



Kia Motors America
Technical Assistance Center

Case Number: T507339

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6463156

Model Code: 62242

VIN: KNDUP131028 [REDACTED]

Mileage: 49,728

Prod Date: 3/15/2002

Warranty Start Date: 5/11/2002 12:00:00AM

Dealer/Contact Data:

Dealer: TX080 Legacy Kia

Phone: 9797795500

FAX: 9797795505

Contact: troy flanagan

Contact Title:

Service District:

Case Details:

Case Title: Power steering - Hard to turn

Symptom: Power Steering Inop

DTC:

System: Steering

Component:

Resolution:

Case History

*** PHONE LOG 07/07/2005 08:59 AM Pacific Daylight Time MGoldwasser

Tech states that the power steering is hard to turn. tech states that he has disconnected the tie rods from the steering knuckles and the steering is still hard to turn.

Advised tech to check the U-joint between the rack and the steering column for binding. Advised tech to report back with his results.



Kia Motors America
Technical Assistance Center

Case Number: T519374

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6438179

Model Code: 62242

VIN: KNDUP131626 [REDACTED]

Mileage: 56,155

Prod Date: 12/29/2001

Warranty Start Date: 4/2/2002 12:00:00AM

Dealer/Contact Data:

Dealer: IL023 Ike Kia Cars

Phone: 6185293700

FAX: 6185293766

Contact: Louis Jones

Contact Title: Technician

Service District: CE04

Case Details:

Case Title: Power steering - Binding

Symptom: Binding

DTC:

System: Steering

Component: Power Steering System_Steering Column &

Resolution: Faulty Component

Case History

*** PHONE LOG 07/25/2005 01:01 PM Pacific Daylight Time DFinkelstein-TL
Tech states the vehicle's steering goes hard then soft then hard again. Tech wanted to know what to look for.

Advised tech that the intermediate shaft maybe bad and to disconnect the steering column from the rack and see if the rack is still the same or smooth back and forth turning.

*** CASE CLOSE 01/09/2007 07:24 AM Pacific Daylight Time GLeon-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Tech replaced the intermediate shaft

*** CASE CLOSE 08/17/2005 06:35 AM clarify
*** Performed by contact: Ted Maggio, 8153916113
unable to replicate fault w. customer. will return if condition persists



KIA MOTORS

Printed By:ADow

Technical Assistance Center Case Report

Case Number -T528383

05/27/2008 03:28:39 PM

Vehicle Data

Model/Year: 2003 SEDONA EX

Engine: G6574699

Model Code: 62242

VIN: KNDUP131X36 [REDACTED]

Mileage: 36312

Prod Date: 12/3/2002

Warranty Start Date: 2/6/2003

Port Options: CF, R3, HL

Factory Options: AB, LE, SR

Dealer/Contact Data

Dealer: IL036 Rock River Kia

Phone: (815) 391-6113

Fax: (815) 397-7385

Contact: Ted Maggio

Contact Title:

Service District: CE01

Case Details

Title: Power steering - Binding

Symptom: Scanner_Stuck or Seized

System: Steering

Component:

Resolution:

Solution ID:

Case History

*** NOTES 08/05/2005 06:12:37 AM clarify Action Type: Manager review

*** Performed by contact: Ted Maggio, 8153916113

customer states at times, loss of power assist when turning

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

all. Seeking info on known problems. customer states low speed, after stop, turning mostly to right, steering loses power assist for about 3/4-1 turn of steering wheel, then ok. happens 1-2 times every 1-2 days, low speed, no noise heard when happening, has had p/s pump previously replaced for no assist when cold.

*** CASE DISPATCHED 08/05/2005 06:12:48 AM clarify
from WIP default to Queue Techline Web.

*** CASE YANKED 08/05/2005 07:03:06 AM DJackson-TL
Yanked by DJackson-TL into WIPbin default.

*** PHONE LOG 08/05/2005 07:05:40 AM DJackson-TL Action Type: Incoming call
Ted have you been able to get the problem to act up? Check the reservoir for any blockage in the inlet and out let and check pressure.

*** NOTES 08/05/2005 11:42:33 AM clarify Action Type: Manager review

*** Performed by contact: Ted Maggio, 8153916113

Hey Dallas, sorry I took so long. NO, I have not been able to duplicate. Fluid level is at MAX line, fluid is clean, no noise is heard when this occurs.

*** NOTES 08/05/2005 12:50:22 PM clarify Action Type: Manager review

*** Performed by contact: Ted Maggio, 8153916113

sorry, but, what should I be looking for as far as pressures?

*** PHONE LOG 08/05/2005 01:25:06 PM DJackson-TL Action Type: Incoming call
1100 psi

*** CASE CLOSE 08/17/2005 07:35:32 AM clarify contact: Ted Maggio, 8153916113
Status = Closed, Resolution Code = Concerns Noted.

*** Performed by contact: Ted Maggio, 8153916113

unable to replicate fault w/ customer. will return if condition persists

*****End Case Report T528383 *****



**Kia Motors America
Technical Assistance Center**

Case Number: T1007502

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6421844

Model Code: 62242

VIN: KNDUP131426 [REDACTED]

Mileage: 43,935

Prod Date: 10/26/2001

Warranty Start Date: 5/14/2002 12:00:00AM

Dealer/Contact Data:

Dealer: PA024 C. Harper Kia

Phone: 7249298000

FAX: 7249294844

Contact: Tim. Cross

Contact Title: Technician

Service District: EA04

Case Details:

Case Title: Power steering - Binding

Symptom: Jerks

DTC:

System: Steering

Component:

Resolution:

Case History

*** PHONE LOG 08/30/2005 11:39 AM Pacific Daylight Time DRichmond

P/ was stiff when cold. tech could not duplicate the stiff steering but can feel jerking type feeling tech replaced has replaced the rack and pump. Tech states he can still feels the binding with vehicle in the air.

Advised tech to remove the tie rod from rack. still there ? If so then check the steering column shafts and joints.



Kia Motors America
Technical Assistance Center

Case Number: T1038037

Vehicle Data

Model/Year: 2,003 SEDONA LX

Engine: G6523588

Model Code: 62222

VIN: KNDUP131236 [REDACTED]

Mileage: 40,130

Prod Date: 9/7/2002

Warranty Start Date: 1/17/2003 12:00:00AM

Dealer/Contact Data:

Dealer: FL021 Boniface-Hiers Kia

Phone: 3219519595

FAX: 3219517783

Contact: Andy Kaleel

Contact Title: Technician

Service District: SO03

Case Details:

Case Title: Power steering - Inop

Symptom: Binding

DTC:

System: Steering

Component: Power Steering System

Resolution:

Case History

*** NOTES 11/14/2005 11:02 AM clarify Action Type: Manager review

*** Performed by contact: Andy Kaleel, 3219519595

test drive find power steering hard & binding like steering wheel not returning after turns

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

checked fluid level inspected front steering & suspension checked for leaks no leaks found checked for bulletins i feel poss a
body work. Suspension

*** PHONE LOG 11/14/2005 11:20 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Andy, we have seen some problems with the intermediate shafts have some binding issues. Maybe try replacing it and see if this fixes your problem.

*** CASE CLOSE 11/15/2005 07:02 AM clarify

*** Performed by contact: Andy Kaleel, 3219519595

replaced intermediate shaft u-joint on shaft binding



**Kia Motors America
Technical Assistance Center**

Case Number: T1039782

Vehicle Data

Model/Year: 2,002 SEDONA LX

Engine: G6422382

Model Code: 62222

VIN: KNDUP131X26

Mileage: 38,051

Prod Date: 11/2/2001

Warranty Start Date: 1/10/2002 12:00:00AM

Dealer/Contact Data:

Dealer: NY043 Bay Ridge Kia

Phone: 7182347960

FAX: 7182342809

Contact: Ed Miller

Contact Title:

Service District: EA08

Case Details:

Case Title: Power Steering - Binding

Symptom: Binding

DTC:

System: Steering

Component: Steering Linkage System

Resolution: Faulty Component

Case History

*** PHONE LOG 11/17/2005 10:50 AM Pacific Daylight Time DRichmond

Steering hard. tech changed the pump and rack with a little help. feels like it binds then releases and keeps doing that. Out tie rods are tight.

Advised tech to check steering column U joints.

*** PHONE LOG 11/20/2006 12:34 PM Pacific Daylight Time GLeon-TL

Tech replaced the intermediate shaft

*** CASE CLOSE 11/20/2006 12:34 PM Pacific Daylight Time GLeon-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Tech replaced the intermediate shaft



Kia Motors America
Technical Assistance Center

Case Number: T1052055

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6413295

Model Code: 62242

VIN: KNDUP131X26 [REDACTED]

Mileage: 42,748

Prod Date: 10/4/2001

Warranty Start Date: 12/28/2001 12:00:00AM

Dealer/Contact Data:

Dealer: IN007 Butler Kia

Phone: 3172511441

FAX: 3172546557

Contact: Kenrick Clarke

Contact Title:

Service District: CE09

Case Details:

Case Title: Power steering - Hard to turn

Symptom: Improper Operation

DTC:

System: Steering

Component:

Resolution: Faulty Component

Case History

*** PHONE LOG 12/21/2005 07:10 AM Pacific Daylight Time GLeon-TL

Tech states steering is hard when cold but when it warms up it is fine. Advised Tech to flush the power steering system first then if necessary install gauges and take line pressure readings.

*** PHONE LOG 12/22/2005 10:16 AM Pacific Daylight Time GLeon-TL Action Type: Incoming call

Tech traced the fault to the u-joint on the steering shaft.

*** CASE CLOSE 12/22/2005 10:17 AM Pacific Daylight Time GLeon-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Ujoint on steering column shaft binding.



**Kia Motors America
Technical Assistance Center**

Case Number: T1062443

Vehicle Data

Model/Year: 2.003 SEDONA LX

Engine: G6362070

Model Code: 62222

VIN: kndup131736 [REDACTED]

Mileage: 45,426

Prod Date: 3/5/2003

Warranty Start Date: 6/14/2003 12:00:00AM

Dealer/Contact Data:

Dealer: NY023 Dorschel Kia

Phone: 5853349440

FAX: 5853342057

Contact: John Passamonte

Contact Title:

Service District: EA07

Case Details:

Case Title: Power steering - Binding

Symptom: Binding

DTC:

System: Steering

Component:

Resolution:

Case History

*** NOTES 01/17/2006 01:35 PM clarify Action Type: Manager review

*** Performed by contact: John Passamonte. 5853349440

customer states when driving the wheel is hard to turn. Tech found fluid low and rack leaking. replaced rack. still binds. Tech then replaced pump suspecting it got damaged from being low.

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

Steering still binds. I suspect there may be a restricted line. Any suggestions? Has anyone had a similar problem?

*** PHONE LOG 01/17/2006 02:42 PM Pacific Daylight Time DRichmond Action Type: Incoming call

Hello John, please check the steering column shaft joints. I have seen some problem with those being worn and cause binding.

*** CASE CLOSE 01/26/2006 07:03 AM clarify

*** Performed by contact: John Passamonte. 5853349440

Joint in lower shaft excessively worn. Replaced shaft.



**Kia Motors America
Technical Assistance Center**

Case Number: T1071029

Vehicle Data

Model/Year: 2,003 SEDONA EX

Engine: G6517919

Model Code: 62242

VIN: KNDUP131436 [REDACTED]

Mileage: 39,935

Prod Date: 8/20/2002

Warranty Start Date: 1/7/2003 12:00:00AM

Dealer/Contact Data:

Dealer: MA029 Albert Kia

Phone: 5083369799

FAX: 5083369780

Contact: Matt Lagarto

Contact Title: tech

Service District:

Case Details:

Case Title: Power steering - Binding

Symptom: Power Steering Inop

DTC:

System: Steering

Component:

Resolution:

Case History

*** PHONE LOG 02/09/2006 06:44 AM Pacific Daylight Time DJackson-TL
Tech states the power steering binding he disconnected knuckle and it is still there.
Advise to replace the steering rack.



Kia Motors America
Technical Assistance Center

Case Number: T1074512

Vehicle Data

Model/Year: 2,003 SEDONA EX

Engine: G6518254

Model Code: 62242

VIN: KNDUP131238 [REDACTED]

Mileage: 42,125

Prod Date: 8/20/2002

Warranty Start Date: 3/17/2003 12:00:00AM

Dealer/Contact Data:

Dealer: MD005 Foreign Motors Kia

Phone: 4104885050

FAX: 4103256869

Contact: Phil Demry

Contact Title: tech

Service District: EA02

Case Details:

Case Title: Power steering - Binding

Symptom: Binding

DTC:

System: Steering

Component:

Resolution:

Case History

*** PHONE LOG 02/20/2006 07:53 AM Pacific Daylight Time MGoldwasser
The tech states the steering is binding up intermittently while driving.

Advised the tech to check the U-joint between the steering column and the rack for binding.



**Kia Motors America
Technical Assistance Center**

Case Number: T1074658

Vehicle Data

Model/Year: 2,003 SEDONA EX

Engine: G6584163

Model Code: 62242

VIN: KNDUP131X36 [REDACTED]

Mileage: 36,881

Prod Date: 12/20/2002

Warranty Start Date: 4/11/2003 12:00:00AM

Dealer/Contact Data:

Dealer: NY069 Country Club Kia

Phone: 6076430000

FAX: 6076430001

Contact: Jay Houck

Contact Title: Technician

Service District:

Case Details:

Case Title: Power steering - Hard to turn

Symptom: Power Steering Inop

DTC:

System: Steering

Component:

Resolution:

Case History

*** PHONE LOG 02/20/2006 10:42 AM Pacific Daylight Time MGoldwasser
The tech states the steering binds intermittently.

Advised the tech to inspect the U-joint between the steering column and the rack for any signs of binding and replace as necessary.



Kia Motors America
Technical Assistance Center

Case Number: T1075642

Vehicle Data

Model/Year: 2,003 SEDONA EX

Engine: G6550887

Model Code: 62242

VIN: KNDUP13183

Mileage: 45,691

Prod Date: 11/8/2002

Warranty Start Date: 3/31/2003 12:00:00AM

Dealer/Contact Data:

Dealer: PA045 Morrow Kia

Phone: 7248461440

FAX: 7248464499

Contact: Michael Parrilla

Contact Title:

Service District: EA04

Case Details:

Case Title: Power steering - Binding

Symptom: Binding

DTC:

System: Steering

Component:

Resolution:

Case History

*** NOTES 02/22/2006 07:25 AM clarify Action Type: Manager review

*** Performed by contact: Michael Parrilla, 7248461440

on cold runs steering works properly once vehicle up to temperature steering good left hard right on higher rpm or normal driving i feel we have a rack problem and also after checking steering shaft to rack u joint also tight my thoughts are replaced rack for hard right and replace steering shaft for dry stiffness

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

*** PHONE LOG 02/22/2006 07:36 AM Pacific Daylight Time MGoldwasser Action Type: Incoming call

Michael, We have had some issue with the steering U-joints binding up on Sedonas that are on the east coast due to the road condition. Let's replace the U-joint and re-test before we condemn the rack assembly.

*** CASE CLOSE 02/22/2006 09:27 AM clarify

*** Performed by contact: Michael Parrilla, 7248461440

reinitialize tem cleared code road tested no code present

*** PHONE LOG 02/22/2006 09:29 AM Pacific Daylight Time MGoldwasser Action Type: Incoming call

Michael, I think you closed the incorrect case.

*** CASE CLOSE 02/28/2006 07:18 AM clarify

*** Performed by contact: Michael Parrilla, 7248461440

replaced lower steering ujoint corrected condition



Kia Motors America
Technical Assistance Center

Case Number: T1076537

Vehicle Data

Model/Year: 2.003 SEDONA LX

Engine: G6621856

Model Code: 62222

VIN: KNDUP131336 [REDACTED]

Mileage: 38,755

Prod Date: 3/3/2003

Warranty Start Date: 5/22/2003 12:00:00AM

Dealer/Contact Data:

Dealer: NH007 Kia of Claremont

Phone: 8775421422

FAX: 6035421496

Contact: Chris Rullo

Contact Title: Technician

Service District: EA11

Case Details:

Case Title: Power steering - Hard to turn

Symptom: Power Steering Inop

DTC:

System: Steering

Component:

Resolution:

Case History

*** PHONE LOG 02/24/2006 07:41 AM Pacific Daylight Time GLeon-TL

Tech states the power steering is binding at times. Advised Tech to inspect the power steering pump and perform a pressure, also inspect the steering column u-joints.

*** PHONE LOG 02/24/2006 08:52 AM Pacific Daylight Time BNelson-TL Action Type: Incoming call

Tech states the wiper switch right is always on and the rear wipers do not work.

Advised to try another AC control unit and check voltage at rear wiper motor pin 4 and 2 and the relay at pin 4



Kia Motors America
Technical Assistance Center

Case Number: T1079721

Vehicle Data

Model/Year: 2,003 SEDONA EX

Engine: G6575516

Model Code: 62242

VIN: KNDUP131136 [REDACTED]

Mileage: 39,019

Prod Date: 12/7/2002

Warranty Start Date: 7/11/2003 12:00:00AM

Dealer/Contact Data:

Dealer: WV010 Bortz Kia

Phone: 3042915090

FAX: 3042915512

Contact: Bryan Gribble

Contact Title:

Service District:

Case Details:

Case Title: Power steering - Hard to turn

Symptom: Power Steering Inop

DTC:

System: Steering

Component:

Resolution:

Case History

*** NOTES 03/06/2006 08:43 AM clarify Action Type: Manager review

*** Performed by contact: Bryan Gribble. 3042915090

vehicle was hard to steer. found defective p/s switch. replaced pump assy. switch works properly now. but still is hard to steer at idle. when driving under 30 mph hard occasional hard steer in either direction but mostly left. believe problem to be in the steering rack.

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

.....
service manual point toward steering rack if pump pressure alignment and other components are in normal working order

*** PHONE LOG 03/06/2006 09:06 AM Pacific Daylight Time MGoldwasser Action Type: Incoming call
Bryan. Please get me the power steering system pressure's. you can find this procedure in the Service Manual under the ST section.

*** CASE CLOSE 03/28/2006 08:49 AM clarify

*** Performed by contact: Bryan Gribble. 3042915090

kj



**Kia Motors America
Technical Assistance Center**

Case Number: T1081323

Vehicle Data

Model/Year: 2,002 SEDONA LX

Engine: G6384476

Model Code: 62222

VIN: KNDUP131626 [REDACTED]

Mileage: 57,043

Prod Date: 6/8/2001

Warranty Start Date: 8/13/2001 12:00:00AM

Dealer/Contact Data:

Dealer: NJ038 Atlantic Kia

Phone: 6096468600

FAX: 6094849582

Contact: Ryan A Adams

Contact Title:

Service District:

Case Details:

Case Title: Power steering - Binding

Symptom: Improper Operation

DTC:

System: Steering

Component:

Resolution:

Case History

*** PHONE LOG 03/09/2006 08:10 AM Pacific Daylight Time GLeon-TL

Tech states the steering does not return to center and binds. tech replaced the steering rack already. Advised tech to inspect the joint at the bottom of the steering column shaft for binding.



Kia Motors America
Technical Assistance Center

Case Number: T1192405

Vehicle Data

Model/Year: 2,003 SEDONA LX

Engine: G6601877

Model Code: 62222

VIN: KNDUP13143 [REDACTED]

Mileage: 41,256

Prod Date: 1/16/2003

Warranty Start Date: 6/28/2003 12:00:00AM

Dealer/Contact Data:

Dealer: IN015 Terre Haute Kia

Phone: 8122344831

FAX: 8122323582

Contact: rocky e campfield

Contact Title:

Service District: CE09

Case Details:

Case Title: Power steering - Binding

Symptom: Binding

DTC:

System: Steering

Component:

Resolution:

Case History

*** NOTES 06/16/2006 09:56 AM clarify Action Type: Manager review

*** Performed by contact: rocky e campfield. 8122344831

CONFIRM COMPLAINT.RACK BINDING.WITH VAN ON LIFT NOT RUNNING ALSO CONFIRM STEERING BINDING
WITH NO POWER ASSIST.MY TECH DIAG. IS REPLACE RACK / NO TSBS FOUND. ANY KNOWN CASES?

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

CHECKED TSR AND TECH TIMES. NOTHING ON THIS PROBLEM

*** PHONE LOG 06/16/2006 12:39 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Rocky.

What kind of condition is the power steering fluid? Check the fluid for contamination and line pressure.



**Kia Motors America
Technical Assistance Center**

Case Number: T1193644

Vehicle Data

Model/Year: 2,002 SEDONA EX

Engine: G6468162

Model Code: 62242

VIN: KNDUP13172 [REDACTED]

Mileage: 35,239

Prod Date: 3/30/2002

Warranty Start Date: 7/1/2002 12:00:00AM

Dealer/Contact Data:

Dealer: IN002 Southlake Kia

Phone: 2199426549

FAX: 2199424990

Contact: COREY Jackson

Contact Title: Technician

Service District: CE01

Case Details:

Case Title: Power steering - Hard to turn

Symptom: Stuck or Seized

DTC:

System: Steering

Component:

Resolution:

Case History

*** PHONE LOG 06/20/2006 12:22 PM Pacific Daylight Time MGoldwasser

The tech states the steering is binding when turning. the tech states the power steering rack was just replaced.

Advised the tech to check the steering column coupler joint at the base of the steering column for binding and replace if necessary.



Kia Motors America
Technical Assistance Center

Case Number: T1277624

Vehicle Data

Model/Year: 2,003 SEDONA EX

Engine: G6574699

Model Code: 62242

VIN: kndup131x3 [REDACTED]

Mileage: 47,262

Prod Date: 12/4/2002

Warranty Start Date: 2/7/2003 12:00:00AM

Dealer/Contact Data:

Dealer: IL036 Rock River Kia

Phone: 8153916113

FAX: 8153977385

Contact: Jason Dalen

Contact Title: Technician

Service District:

Case Details:

Case Title: Power steering - Hard to turn #

Symptom: Binding

DTC:

System: Steering

Component:

Resolution:

Case History

*** NOTES 02/13/2007 09:34 AM clarify Action Type: Manager review

*** Performed by contact: Jason Dalen. 8153916113

customer states steering got very hard to turn. no visible leaks and it turns ok now
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 02/13/2007 09:41 AM Pacific Daylight Time MKeiser Action Type: Incoming call

Put the vehicle on a rack and turn the wheel from lock to lock to see if there is any signs of binding. Inspect the steering coupler from the column to the rack to see if it may be coming apart.

*** NOTES 02/13/2007 01:48 PM clarify Action Type: Manager review

*** Performed by contact: Jason Dalen. 8153916113

AFTER DRIVING VEHICLE. FOUND WHEN ON THE BRAKE THE STEERING GETS STIFF.

*** PHONE LOG 02/13/2007 02:28 PM Pacific Daylight Time MKeiser Action Type: Incoming call

There should be no connection between the brake and the steering unless the weight of the car shifting towards the front while braking is causing the stiff steering.

This will be very hard to simulate

Make sure the fluid revisor is full. Check all rotating suspension components for binding. I was not able to find any other history of this type of concern



Kia Motors America
Technical Assistance Center

Case Number: T1320169

Vehicle Data

Model/Year: 2,003 SEDONA EX

Engine: G6541334

Model Code: 62242

VIN: KNDUP13153 [REDACTED]

Mileage: 50,866

Prod Date: 10/4/2002

Warranty Start Date: 3/26/2003 12:00:00AM

Dealer/Contact Data:

Dealer: LA026 Don Ducote Kia

Phone: 5043676700

FAX: 5043681776

Contact: Keith Bordlee

Contact Title: Service

Service District:

Case Details:

Case Title: Power Steering - Inop #

Symptom: Improper Operation

DTC:

System: Steering

Component: Power Steering Pump

Resolution:

Case History

*** PHONE LOG 06/11/2007 02:10 PM Pacific Daylight Time DFinkelstein-TL
Tech states the vehicle is hard to turn like it has no power steering in one direction only.

Advised tech to check the power steering fluid pressure at the pump 1st in both directions. If its good .then the problem is most likely in the rack.

*** CASE CLOSE 01/02/2008 10:24 AM clarify
*** Performed by contact: kyle andrew hare. 9133849100
REPLACED U-JOINT IN STEERING SHAFT



Kia Motors America
Technical Assistance Center

Case Number: T1333691

Vehicle Data

Model/Year: 2,004 SEDONA LX

Engine: G6915030

Model Code: 62222

VIN: KNDUP131446 [REDACTED]

Mileage: 55,952

Prod Date: 4/22/2004

Warranty Start Date: 7/31/2004 12:00:00AM

Dealer/Contact Data:

Dealer: FL010 Century Kia

Phone: 8138727746

FAX: 8138764511

Contact: Lawrence A Guthrie

Contact Title:

Service District: SO03

Case Details:

Case Title: Power Steering - Inop # hard to turn

Symptom: Power Steering Inop

DTC:

System: Steering

Component: Steering Gear (Rack & Pinion)

Resolution: Failed Gasket, Seal

Case History

**** NOTES 07/13/2007 06:53:33 AM clarify Action Type:Manager review

*** Performed by contact: Lawrence A Guthrie. 8138727746

Customer states power steering gets hard to turn. Verified the complaint. Replaced p/s rack for an apparent sticking valve. Filled the system. Seemed to work better, then started sticking again. Tried another pump. Again, started to work better. Then started sticking again. Seems to come and go at will. Can drive around and it will work fine. Will become hard to turn and get to return off turning at will. I know it is Friday the 13th, tell me you have something in the database similar to this!!!

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

New rack and new pump. Flushed system. Vacuum for air removal.

**** PHONE LOG 07/13/2007 07:52:17 AM SSilavong-TL

Lawrence.

-How is drive belt condition? Check if it glazes or slipping.

-Hook up the P/S pressure gauge and monitor the pressure during incident.

-let us know on the pressure.

**** NOTES 07/20/2007 12:17:13 PM clarify Action Type:Manager review

*** Performed by contact: Lawrence A Guthrie. 8138727746

FOUND INTERMEDIATE SHAFT HAD EXCESSIVE PLAY. REPLACED

**** CASE CLOSE 07/20/2007 12:17:38 PM

*** Performed by contact: Lawrence A Guthrie. 8138727746

REPLACE INTERMEDIATE SHAFT



**Kia Motors America
Technical Assistance Center**

Case Number: T1374490

Vehicle Data

Model/Year: 2,003 SEDONA EX

Engine: G6556719

Model Code: 62242

VIN: KNDUP13153

Mileage: 58,271

Prod Date: 11/3/2002

Warranty Start Date: 6/25/2003 12:00:00AM

Dealer/Contact Data:

Dealer: MN003 Kia of Brooklyn Park

Phone: 7634249100

FAX: 7633154590

Contact: George Langsev

Contact Title: Technician

Service District: CE08

Case Details:

Case Title: Power Steering - Inop #

Symptom: Power Steering Inop

DTC:

System: Steering

Component:

Resolution:

Case History

*** PHONE LOG 10/23/2007 10:33 AM Pacific Daylight Time DJackson-TL

Tech states steering does not always return, strut was replaced for noise and then another tech replaced the rack 3/22/07. tech did just performed alignment and made no difference.

Advise to check line pressure, ball joint play and if it goes away in the air.



**Kia Motors America
Technical Assistance Center**

Case Number: T1385068

Vehicle Data

Model/Year: 2,003 SEDONA LX

Engine: G6668348

Model Code: 62222

VIN: KNDUP13123 [REDACTED]

Mileage: 53,598

Prod Date: 5/19/2003

Warranty Start Date: 8/8/2003 12:00:00AM

Dealer/Contact Data:

Dealer: TX028 Kelly Grimsley Kia

Phone: 4323320441

FAX: 4323325208

Contact: Philip Rodgirez

Contact Title:

Service District: SO10

Case Details:

Case Title: Power Steering - Inop #

Symptom: Power Steering Inop

DTC:

System: Steering

Component: Steering Linkage System

Resolution: Faulty Component

Case History

*** NOTES 11/26/2007 07:39 AM clarify Action Type: Manager review

*** Performed by contact: Philip Rodgirez. 9153320441

replaced p/s pump n rack n pinion for fluid brown n staying stuck to right when turning now steering will not return properly
staying stuck to left n right

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

tech.assistance@kiausa.com

*** PHONE LOG 11/26/2007 08:45 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Phillip.

Have you blown air threw the power steering pressure and return lines to check for a restriction?

*** NOTES 11/26/2007 10:11 AM clarify Action Type: Manager review

*** Performed by contact: Philip Rodgirez. 9153320441

not yet

*** PHONE LOG 11/26/2007 10:46 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Phillip.

Go ahead and check the power steering lines for a restriction and get back with us.

*** NOTES 11/26/2007 12:18 PM clarify Action Type: Manager review

*** Performed by contact: Philip Rodgirez. 9153320441

both lines are clear



Kia Motors America
Technical Assistance Center

Case Number: T1428523

Vehicle Data

Model/Year: 2,004 SEDONA EX

Engine: G6813390

Model Code: 62242

VIN: kndup13114 [REDACTED]

Mileage: 42,333

Prod Date: 12/20/2003

Warranty Start Date: 5/5/2004 12:00:00AM

Dealer/Contact Data:

Dealer: PA053 Cochran Kia of Robinson

Phone: 4127884444

FAX: 4127880397

Contact: Charles Dewey Moore Jr

Contact Title:

Service District:

Case Details:

Case Title: Power Steering - Inop # binds

Symptom: Improper Operation

DTC:

System: Steering

Component:

Resolution:

Case History

*** NOTES 03/25/2008 09:25 AM clarify Action Type: Manager review

*** Performed by contact: Charles Dewey Moore Jr. 4127884444

when turning the steering wheel every quarter turn the steering is hard to turn
What Reference Materials Have Been Used - What Has Already Been Tried?

i replaced the rack and pinion because i had this concern before and it was in the rack. but this time it did not fix it. do you have any info on this hard to turn every quarter turn?

*** PHONE LOG 03/25/2008 09:54 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

If you put the vehicle on the lift with front tire off the ground can you feel the binding spot? If you can disconnect the steering column shaft at the rack and pinion and then turn the wheel to see if you can still feel the bind as it may be the column its self possibly binding at the universal joint or bearing.

*** Performed by contact: Darrell Flood. 5408917400

WITH STEERING COLUMN BEING BAD...THE STEERING WHEEL SHOULD BE BINDING WITH THE KNUCKLE
BEING AWAY FROM THE RACK CORRECT?THE KNUCKLE IS AWAY AND THE STEERING WHEEL SPINS FREELY.

*** PHONE LOG 04/29/2008 06:40 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Darrell, it may spin freely with no load and or resistance on the column. If it is not the column then the rack may be bad even though it has been replaced.

*** CASE CLOSE 05/12/2008 11:32 AM clarify

*** Performed by contact: Darrell Flood. 5408917400

FOUND AT THE LOWER SREERING KNUCKLE IT WAS BINDING. REPLACED LOWER KNUCKLE VEHICLE
STEERING WORKS PROPERLY AT THIS TIME.

*** CASE CLOSE 05/13/2008 05:48 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

REPLACED LOWER KNUCKLE