

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

E A 09-017

Hyundai - Kia

5/19/2010

7

Kia Motors America
Consumer Affairs Department

Page 1 of 4

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------------|------------|----------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735685 [REDACTED] | K1690641 | 38,000 |
| Stevensville, MD [REDACTED] | | Prod. Date: 10/12/07 | Dealer: MD028 Bob Bell Kia | |

Case History

Complaint Repair Assistance

*** PHONE LOG 01/19/2010 01:19 PM US Mountain Standard Time RSabin

CUST STATED:

1. I'M HAVING MAJOR ISSUE'S WITH THE VEH
2. TWO DAY'S AFTER WE BOUGHT THE VEH IT WOULDN'T START
3. WE TOOK IT TO THE DLR TO BE FIXED AND TWO WEEK'S LATER IT DID IT AGAIN
4. WE HAVE A LOT OF ELEC PROBLEM'S WITH THE VEH
5. THE HEATER AND A/C DO NOT WORK NOW. WINDSHIELD WIPER'S FRONT AND BACK ARE INOP. HEAD LIGHT'S DON'T COME ON
6. WHAT CAN WE DO TO TRY AND GET THIS RESOLVED
7. I HAVE A APPT FOR FRIDAY TO TAKE MY VEH INTO THE DLR

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I'M LOOKING AT YOUR WARRANTY HISTORY AND I DON'T SHOW ANY REPAIR'S HAVE BEEN MADE FOR ANY ELEC PROBLEM
3. IF YOU PLAN TO TAKE YOUR VEH INTO THE DLR ON FRIDAY THEN I'LL FOLLOW UP WITH THEM AND LOOK INTO THIS
4. THE ISSUE'S YOU MENTIONED ARE ELECTRICAL PART'S BUT NOT REALLY AFFILIATED WITH ONE ANOTHER
5. IT WOULD BE DIFFICULT TO REALLY FORECAST ANY ISSUE WITH THE VEH WHEN THEY ARE UNRELATED
6. I'LL CALL THE DLR ON FRIDAY AND CALL YOU BACK WITH ANY INFO

CUST STATED:

1. OK THANKS

*** PHONE LOG 01/22/2010 12:27 PM US Mountain Standard Time RSabin Action Type:Outgoing call

MD023 CHUCK SVC ADVISED:

1. WE FOUND A BLOWN FUSE FOR THE BLOWER. WIPER. HEATER
2. MY TECH IS SCANNING THE AIR BAG SYS TO MAKE SURE EVERYTHING IS WORKING PROPERLY
3. THE TPMS JUST NEEDED TO BE CLEARED
4. THE VEH SHOULD BE DONE TODAY

WRITER ADVISED:

1. OK THANKS

*** PHONE LOG 01/25/2010 06:40 AM US Mountain Standard Time RSabin Action Type:Outgoing call

WRITER CALLED CUST:

1. PHONE # WAS INVALID

WRITER CALLED DLR FOR CORRECT PHONE #

1. PHONE KEEP'S RINGING BUSY

*** PHONE LOG 01/26/2010 08:05 AM US Mountain Standard Time RSabin Action Type:Outgoing call

WRITER CALLED DLR GOT ALT PHONE #

1. CALLED PHONE # AND FEMALE STATED. YOU HAVE THE WRONG PHONE #

*** PHONE LOG 01/26/2010 08:07 AM US Mountain Standard Time RSabin Action Type:Outgoing call

Kia Motors America
Consumer AffAIRs Department

Page 2 of 4

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| ██████████ | ██████████ | KNDJD735685 ██████████ | K1690641 | 38,000 |
| Stevensville, MD ██████████ | | Prod. Date: 10/12/07 | Dealer: MD028 Bob Bell Kia | |

WRITER CALLED THIRD PHONE # FROM DLR:

1. HUSBAND STATED. EVERYTHING IS GOING OK WITH THE VEH
2. SO FAR SO GOOD
3. THANKS FOR THE CALL

*** CASE CLOSE 01/26/2010 08:07 AM US Mountain Standard Time RSabin

*** PHONE LOG 02/01/2010 01:18 PM US Mountain Standard Time RSabin Action Type:Incoming call

CUST HUSBAND ██████████ LVM FOR WRITER:

1. I WANTED TO CALL YOU BACK ABOUT THE VEH
2. THE VEH INITIALLY WAS FIXED FOR A COUPLE DAY'S BUT NOW THE SAME EXACT PROBLEM IS BACK
3. WE HAVE BEEN TO THE DLR 13 OR 14 TIME'S FOR THIS
4. NOW WE WANT THE WHOLE VEH REPLACED AND THAT IS THE WAY WE ARE GOING TO GO
5. PLEASE CALL ME BACK

*** PHONE LOG 02/02/2010 07:06 AM US Mountain Standard Time RSabin Action Type:Outgoing call

WRITER CALLED DPSM RJOYCE LVM:

1. PROVIDED CASE NOTE'S
2. PLEASE CALL ME BACK TO ADVISE. EXT # 45458

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

Send to: {RJOYCE@KIAUSA.COM}

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error. please notify the Kia Consumer AffAIRs Dept. at 949.468.4619 AND delete this email.

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1690641_RSabin_02-02-2010065352.doc>>

*** PHONE LOG 02/02/2010 02:11 PM US Mountain Standard Time RSabin Action Type:Incoming call

CUST HUSBAND ██████████ ADVISED:

1. THE VEH IS DOING THE SAME EXACT THING
2. THE HEATER DOESN'T WORK AND THE WINDSHIELD WIPER'S ARE INOP AND IT WON'T START
3. WE HAVE A SNOW STORM COMING AND WE WILL NEED THE HEATER AND WINDSHIELD WIPER'S TO DRIVE THE VEH
4. WHAT DO WE DO?

WRITER ADVISED:

1. I'M WAITING ON A CALL FROM THE DPSM FOR SOME DIRECTION
2. I WOULD RECOMMEND GETTING THE VEH BACK TO THE DLR AS SOON AS POSSIBLE SO WE CAN LOOK INTO FIXING IT
3. IF THE VEH IS GOING TO BE DOWN WE CAN REVIEW A REQUEST FOR A RENTAL VEH ON A CASE BY CASE BASIS
4. ACCORDING TO THE WARRANTY HIST ON THE VEH I DON'T SHOW ANY REPAIR'S BEING SUBMITTED

**Kia Motors America
Consumer AffAIRs Department**

Page 3 of 4

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| [REDACTED] | [REDACTED] | KNDJD735685 [REDACTED] | K1690641 | 38,000 |
| Stevensville, MD [REDACTED] | | Prod. Date: 10/12/07 | Dealer: MD028 Bob Bell Kia | |

TO KIA SO I'M UNABLE TO VERIFY THE MULTIPLE TRIP'S YOU MENTIONED
5. I'LL CALL YOU BACK WITH ANY INFO

CUST STATED:

1. OK I'LL TALK TO MY WIFE AND SEE IF WE CAN HAVE THE VEH TAKEN INTO THE DLR
2. THANKS

*** PHONE LOG 02/03/2010 08:50 AM US Mountain Standard Time RSabin Action Type:Outgoing call
DPSM RJOYCE ADVISED:

1. SEE IF YOU CAN GET ANY R/O'S FROM THE CUST TO SHOW HOW MANY TIME'S HE HAS BEEN IN AND WHAT THEY HAVE DONE
2. AS YOU STATED THE WARRANTY HISTORY DOESN'T SHOW ANY REPAIR'S
3. I'LL ALSO CALL THE DLR AND SEE WHAT I CAN FIND OUT
4. I'LL CALL YOU BACK WITH ANY INFO

WRITER ADVISED:

1. OK THANKS

*** PHONE LOG 02/04/2010 06:41 AM US Mountain Standard Time RSabin Action Type:Outgoing call
DPSM RJOYCE CALLED TO VERIFY DLR. WRITER INADVERTENTLY PROVIDED WRONG DLR

WRITER CALLED DPSM RJOYCE LVM WITH CORRECT DLR MD023

*** PHONE LOG 02/05/2010 08:27 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED DPSM RJOYCE LVM:

1. I WAS CALLING TO SEE IF YOU HAD A CHANCE TO LOOK INTO THIS
2. PLEASE CALL ME BACK TO ADVISE. EXT # 45458

*** PHONE LOG 02/08/2010 09:48 AM US Mountain Standard Time RSabin Action Type:Outgoing call
DPSM RJOYCE ADVISED:

1. I HAVE NOT HAD A CHANCE TO LOOK INTO THIS
2. I'LL CALL YOU BACK

WRITER PROVIDED CONTACT INFO

*** PHONE LOG 02/08/2010 09:50 AM US Mountain Standard Time RSabin Action Type:Incoming call
DPSM RJOYCE ADVISED:

1. I WAS UNABLE TO REACH ANYONE AT THE DLR
2. I'LL CALL YOU BACK WHEN I HEAR FROM THEM

WRITER ADVISED:

1. OK THANKS

Kia Motors America
Consumer Affairs Department

Page 4 of 4

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|-----------------------------|------------|----------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735685 [REDACTED] | K1690641 | 38,000 |
| Stevensville, MD [REDACTED] | | Prod. Date: 10/12/07 | Dealer: MD028 Bob Bell Kia | |

DPSM RJOYCE LVM FOR WRITER:

1. I JUST CALLED THE DLR AND THEY DON'T HAVE ANY INFO ON FILE EITHER
2. PLEASE CALL ME BACK

*** PHONE LOG 02/08/2010 02:50 PM US Mountain Standard Time RSabin Action Type:Incoming call

DPSM RJOYCE ADVISED:

1. I TALKED WITH THE INITIAL DLR WE THOUGHT THE VEH WENT INTO
2. THE VEH HAS ONLY BEEN IN THE ONE TIME
3. THE DLR FOUND A BLOWER MOTOR FUSE BUT NO REAL REASON WHY THE FUSE WAS BLOWN
4. THE REPLACED THE FUSE AND THE ISSUE WAS RESOLVED. THEY ALSO TESTED IT SEVERAL TIME'S TO MAKE SURE
5. THE ALSO DID A OCS RE FLASH FOR THE AIR BAG SYS
6. THE CUST HAS NOT CALLED OR BEEN BACK SINCE
7. IF THE CUST IS STILL HAVING A PROBLEM THEN I WOULD ONLY DIRECT HIM BACK TO THE DLR

WRITER ADVISED:

1. OK THANKS

*** PHONE LOG 02/09/2010 07:24 AM US Mountain Standard Time RSabin Action Type:Outgoing call

WRITER CALLED CUST LVM:

1. I WANTED TO FOLLOW UP WITH YOU ON YOUR VEH
2. I DID TALK WITH THE DLR AND APPARENTLY THE VEH NEVER SHOWED BACK UP
3. IF YOU STILL HAVE THE CONCERN AND WOULD LIKE MY ASSISTANCE PLEASE CALL ME AND LET ME KNOW
4. PROVIDED CONTACT INFO

*** PHONE LOG 02/10/2010 10:56 AM US Mountain Standard Time RSabin Action Type:Outgoing call

WRITER CALLED CUST ADVISED JOHN:

1. I WANTED TO SEE IF YOU PLANED ON TAKING THE VEH BACK TO THE DLR?

CUST STATED:

1. I HAVE NOT THE VEH IS COVERED IN SNOW!!!
2. ONCE I CAN GET IT DUG OUT I'M TAKING THAT PIECE OF S@!#\$ BACK TO THE DLR!!!
3. I DON'T WANT THAT F!@#\$ CAR!!!
4. I HAVE A SEDONA VAN THAT I AM GOING TO SELL AS WELL!!!!

WRITER ADVISED:

1. I'M SORRY. I HAVE BEEN TRYING TO HELP YOU
2. I WAS NOT CALLING TO UPSET YOU

CUST HUNG UP

*** CASE CLOSE 02/10/2010 10:56 AM US Mountain Standard Time RSabin

Kia Motors America
Consumer AffAIRs Department

Page 1 of 1

| Last name | First name | VIN of 2007 SORENTO LX 4X2 | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------------------------|---------|
| ██████████ | ██████████ | KNDJD736575 ██████████ | K1650985 | 31,583 |
| Patterson, LA ██████████ | | Prod. Date: 12/15/06 | Dealer: LA020 Kia of New Iberia | |

Case History

Complaint RepAIR Assistance

*** NOTES 09/30/2009 11:38 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

I have taken my Sorento in several times for the PASS AIRbag light problem. When someone sits in the seat it says the AIRbag is not on. This has been a problem since I purchased the car new. I have been told over and over that nothing is wrong. Why would I lie about that? Then in researching this model/yr..found that the PASS AIR bag is a problem...also have been telling them that the a/c is freezing up...same thing...they find nothing wrong with it...I travel over 100 miles a day in this car. they were told that it starts freezing up at about 20+ miles...kept the car 2 days only put 28 miles on it...still have the same problems..a/c is not cooling off and freezing up...VERY DISAPPOINTED IN THIS SERVICE DEPARTMENT OF JP THIBODEAUX...WILL NOT PURCHASE ANOTHER ONE.

*** PHONE LOG 10/01/2009 01:07 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr left VM for customer to rtn call

*** CASE CLOSE 10/01/2009 01:08 PM US Mountain Standard Time JSinclair

*** CASE CLOSE 01/06/2010 12:46 PM US Mountain Standard Time JHirshfield
Tread AIRbag review --JH

Kia Motors America
Consumer AffAIRs Department

Page 1 of 2

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735685 [REDACTED] | K1644278 | 7,800 |
| Annandale, NJ [REDACTED] | | Prod. Date: 7/13/07 | Dealer: NJ004 Coleman Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 09/15/2009 06:13 AM US Mountain Standard Time TShamburger
customer called

- 1 3x for AIRbag. the dlr said there is nothing wrong with this. when they have someone sit in veh the AIRbags work.
 - 2 3x Trans. the trans does not shift up on an inclined. The dlr put in a wiring harness for that. but it does it intermittently still
 - 3 3x for rattle inside the door. the rattle is worst now then before since dlr tried to fix it.
 4. Im going to get a lawyer because im tired of this issue.
 - 5 when my husband or I sit in the seat the PASSengerside AIRbag light sometimes goes off and other times doesnt.
 - 6 we have the car. its not at the dlr.
- wrt states
1 apologize
2 writer will research your issue further and call you back. if writer does not call you back today it will be tomorrow.
3 gave cust case# and ext
cust thanked wrt call ended.

*** PHONE LOG 09/15/2009 10:42 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer Ms [REDACTED] called

- 1 calling back on the status from my case.
- wrt states
1 have not spoken to dlr yet on case.
2 will call you when writer finish researching issue.
cust thanked wrt call ended.

*** PHONE LOG 09/15/2009 02:00 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Coleman Kia and asked for svcm:

- Left msg for SVCN
1 please call writer back.
2 left cst name. and vin# and 1 800 and ext.

*** PHONE LOG 09/16/2009 09:04 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Coleman Kia and asked for SVCN

- Eric states
1 im one of the SVCN
2 trans operating to design.
3. 09/11/2009 when cst was last here. no rattle was exhibited.
4. we repAIR rear door panel this was back in 08/25/2009
5 there was a fit door rattle. RF trim fit and panel clearances 08/25/09
6. the PASSengerside AIRbag system is working fine. NPF.
wrt thanked SVCN call ended.

*** PHONE LOG 09/16/2009 09:59 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called George Karas and stated

1. exo cust three concern to dpsm
 - 2 the dlr said trans is normal operation. cust complaint trans does not shift on inclined.
 - 3 door has rattle and AIRbag PASSengerside seat is not working all the time.
- dpsm states
1 the trans is working as design. the rpms will be up to keep veh on a steady speed up hills.
2. this is normal for all our kia vehicles.

Kia Motors America
Consumer AffAIRs Department

Page 2 of 2

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------|-------------|
| [REDACTED] | [REDACTED] | KNDJC735685 [REDACTED] | K1644278 | 7,800 |
| Annandale, NJ [REDACTED] | | Prod. Date: 7/13/07 | Dealer: NJ004 | Coleman Kia |

- 3 the door rattle. cust has to test drive veh with dlr to show them what they are speaking of
4 the AIRbag PASSengerside AIRbag light will be off if they are sitting correctly. they have to follow the brochure that they are given.
wrt states
1 advise cust to read owners manual on how to sit in seat for AIRbag to work right.
2. just wanted to inform you of this customer. veh new with low miles but dlr cant find a problem with car at all.
3 writer thanked dpsm call ended.

*** PHONE LOG 09/18/2009 04:30 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES.

1. I CALLED AND TAMMY IS NOT THERE. I WANTED TO GET UP DATES ON THE NOTES.

WRITER STATES.

1. TAMMY DID SPEAK TO THE FACTORY REP.
2. HE SAID THE FLUCTUATION OF THE RPMS UP A HILL IS NORMAL. THAT IS THE WAY THE CAR IS DESIGNED
3. IT ALSO INDICATES TO REVIEW YOUR BROCHURE FOR THE PASSENGER SIDE AIR BAG.

CUSTOMER STATES.

1. WE DID AND WE SIT EXACTLY THE WAY IT SAYS TO SIT AND IT STILL HAS AN ISSUE. SOMETIMES IT WORKS OTHER TIMES IT DOES NOT.
2. THE RPM WILL STAY AT 5000 WHEN GOING UP A HILL. THAT IS IN THE RED. THAT CANNOT BE NORMAL.

WRITER STATES.

1. I AM SORRY BUT ACCORDING TO THE NOTES THAT IS NORMAL DESIGN
2. IT WOULD BE BEST TO SPEAK TO TAMMY ABOUT IT SINCE SHE ACTUALLY SPOKE TO THE DEALERSHIP'S SERVICE MGR AND THE DISTRICT REP.
3. I AM GOING BY WHAT SHE INDICATES IN THE NOTES.

CUSTOMER STATES.

1. PLEASE HAVE HER CALL ME TO DISCUSS THIS.

*** PHONE LOG 09/18/2009 08:52 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called cusotmer back and stated

- 1 the dpsm stated to me that the trans is working as design going up hill. he said the rpms will go up to keep engine steady up hill. Not going back and forth.
2 also kia rep said to test drive the veh for dlr to show them the sound you are hearing on door.
cust states
1 ok that is all i needed to know. will drive with dlr. one day to make them here and feel. thank you.

*** CASE CLOSE 09/18/2009 08:53 AM US Mountain Standard Time TShamburger

*** CASE CLOSE 10/13/2009 07:22 AM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

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Consumer AffAIRs Department**

Page 1 of 1

| Last name | First name | VIN of 2007 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------|------------|----------------------------|---------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736175 [REDACTED] | K1682752 | 53,000 |
| Pelzer, SC [REDACTED] | | Prod. Date: 9/9/06 | Dealer: SC005 Kia of Greenville | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 12/28/2009 07:50 AM US Mountain Standard Time JSinclair

Customer states:

1. The AIR bag light on the PASSenger side (OCS) light stays on when someone is sitting in the seat
2. It does not happen all the time
3. I took it to Kia of Greenville the Wendsday before Thanksgiving and they said nothing was wrong because when they sat in it the light turned off
4. I will tell you this!!!
5. If I get in an accident and the AIR bags do not deploy Kia will have a law suite on there hands

Wtr states:

1. Apologized
2. Updated info
3. Advs customer KMA is more then willing to get involved in repAIR
4. Kia dealership must be able to duplicate a problem before a repAIR can be made
5. Next time the vehicle is at the dealership please contact this office and a FCM will follow up with the dealership

Wtr gave case #

Thanked and call ended

*** CASE CLOSE 12/28/2009 07:50 AM US Mountain Standard Time JSinclair

*** CASE CLOSE 01/07/2010 03:17 PM US Mountain Standard Time TMorales
AIRbag TREAD Review Complete

**Kia Motors America
Consumer Affairs Department**

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-----------------------------|------------|----------------------------|-------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736585 [REDACTED] | K1649024 | 7,000 |
| Charles City, IA [REDACTED] | | Prod. Date: 4/15/08 | Dealer: IA004 Dick Witham Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 09/25/2009 08:02 AM US Mountain Standard Time RSabin

CUST STATED:

1. I HAVE A COUPLE THING'S WE WERE CONCERNED ABOUT
2. THE PASSENGER SIDE AIR BAG LIGHT DOESN'T ALWAYS GO OUT WHEN I'M SITTING IN THE SEAT
3. MY TPMS KEEP'S COMING ON BECAUSE MY TIRE KEEP'S LOOSING PRESSURE
4. DOES KIA COVER THE TIRE'S IF THEY HAVE A PROBLEM
5. WHEN THE DOOR IS OPEN THE SPEAKER WILL CUT OUT

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I WOULD RECOMMEND TAKING THE VEH TO THE DLR AND HAVE THEM LOOK AT THE CONCERNS YOU MENTIONED
3. THEY CAN CHECK YOUR AIR BAG SYS TO MAKE SURE IT'S FUNCTIONING PROPERLY
4. THEY CAN ALSO LOOK AT YOUR SPEAKER WHICH FALL'S UNDER YOUR 3/36 AUDIO WARRANTY
5. AS FOR THE TIRE'S THEY ARE NOT COVERED BUT IT SOUNDS LIKE YOU HAVE A SLOW LEAK

CUST STATED:

1. OK THANKS

*** CASE CLOSE 09/25/2009 08:02 AM US Mountain Standard Time RSabin

*** CASE CLOSE 10/13/2009 10:50 AM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

Kia Motors America
Consumer AffAIRs Department

Page 1 of 10

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|-----------------|------------|----------------------------|------------------------------|---------|
| | | KNDJD736685 | K1658760 | 17,890 |
| Bourbonnais, IL | | Prod. Date: 9/7/07 | Dealer: IL050 Kia of Bradley | |

Case History

Complaint RepAIR Assistance

**** PHONE LOG 10/20/2009 06:15:10 PM LSims

Wtr reentered notes due to clarify error

Mr. [REDACTED] stated

1. every since we bought the car we have had a problem with the PASSenger AIRbag
2. it stays on when someone is sitting in the seat
3. sometimes it will work for a couple of days - then it will not work at other times
4. they have replaced the seat cust cushion and done the recall
5. they are now just saying that it is seat positioning

wtr stated

1. Apologized
2. wtr will have to speak to the delaeer to get more info

wtr placed caller on hold and spoke to SM Ray who stated

1. Yes they have been in several times
- 2 I think it is mostly positioning in the seat
3. the will come in with the lght on and then one of us will sit in the seat and the light will go right off
4. they came in at 2,700 - we checked the setting and it was working properly
5. 6,900- we were unable to duplicate
6. 8,600 we did the reprogramming the first time with the original seat cushion
7. 8,900 we ordered the seat bottom
8. we just tred this for customer satisfaction. it never actuall acted up in the shop
9. we were trying to apease the customer. maybe this was the wrong thing to do to put in a part
10. I hate to say this but it is like they dont want the car
11. like they are unhappy with the car
12. I just kind of feel that way

wtr stated thank you

* wtr hung up with caller while on hold

* wtr will cb

**** PHONE LOG 10/23/2009 12:09:35 PM LSims

Wtr spoke to Mr. [REDACTED] and stated

1. Spoke to SM
2. advised of info given from SM
3. the dealer is not finding any problems with the AIRbag system at this time

caller stated

1. ok. I think we will have to go thru Lemon Law then
2. there is something wrong with the system
3. thank you

**** NOTES 10/28/2009 04:14:46 PM LSims Action Type:Manager review

Wtr dispatching case to the region for handling

1. Cust has taken the veh to IL050 approx 5 times for the OCS light staying on when someone is in the PASSenger seat
2. the dealer is finding that the problem is due to PASSenger positioning in the seat
3. customer threatening Lemon Law
4. wtr has contacted Kia Rep to make him aware

Kia Motors America
Consumer AffAIRs Department

Page 2 of 10

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| [REDACTED] | [REDACTED] | KNDJD736685 [REDACTED] | K1658760 | 17,890 |
| Bourbonnais, IL [REDACTED] | | Prod. Date: 9/7/07 | Dealer: IL050 Kia of Bradley | |

**** NOTES 10/28/2009 04:19:35 PM LSims Action Type:Manager review
** wtr contacted Cannon Fears and advised of dispatching case to the region **

**** NOTES 10/29/2009 09:20:25 AM MHoukal Action Type:Manager review
CRCAM assigned to MGallagher for customer contact

**** PHONE LOG 10/29/2009 02:10:07 PM MGallagher
WTR LVM FOR CUST @ MAIN #:
1. IN RECEIPT OF CASE AT REGION OFFICE
2. APOLOGIZED FOR ANY INCONVENIENCE
3. REQ'D C/B TO DISCUSS CASE
4. PROVIDED C/B #

WTR TO CONTACT CUST IF C/B NOT RCVD

**** PHONE LOG 10/30/2009 03:06:15 PM MGallagher
PER VM FROM CUST:
1. RETURNING CALL
2. REQ'D C/B AT MAIN #

**** PHONE LOG 10/30/2009 03:21:27 PM MGallagher
WTR S/W CUST @ MAIN #:
1. CUST DISSATISFIED W/VEH BECAUSE OCS LIGHT KEEPS COMING ON VERY INTERMITTENTLY
2. FEELS DLR HAS LIED TO HIM WHEN SM STATED HE NEVER VERIFIED CONCERN WHEN SM HAS BEEN IN VEH WHEN OCS LIGHT WAS ON
3. WTR APOLOGIZED BUT COULD NOT COMMENT ON A CONVERSATION BETWEEN TWO OTHER PARTIES
4. INQUIRED IF ACTUAL AIR BAG LIGHT HAS EVER ILLUMINATED IN DASH TO INDICATE A PROBLEM W/THE SYSTEM
5. CUST ADVISED THIS WAS NOT THE CASE BUT STILL FEELS THERE IS A PROBLEM THAT NEEDS TO BE RESOLVED
6. WTR ATTEMPTED TO EXPLAIN HOW OCS LIGHT IN THAT CASE IS MORE TO INFORM DRIVER AIR BAGS WON'T DEPLOY DUE TO SEVERAL POSSIBLE REASONS
7. CUST DID NOT BELIEVE THIS TO BE TRUE & DID NOT WANT PAMPHLET WHICH WTR VOLUNTEERED TO SEND SHOWING ADDTL INFO ON OCS SYSTEM
8. CUST WILL TAKE VEH TO OTHER SHOPS BECAUSE HE NO LONGER TRUSTS DLR

CASE CLOSED AS NO FURTHER ACTION NEEDED AT THIS TIME

**** NOTES 11/06/2009 04:55:05 PM MHaynes Action Type:E-mail rec.
*** NOTES 11/04/2009 08:23 AM clarify Action Type: Manager review
*** Performed by contact [REDACTED]

We purchased a new Sorento in November of 2008. We have had problems with the PASSenger side AIR bag light not working properly, lighting up when an adult is sitting in the seat, since January of 2009. Numerous times we have brought the car in to be checked out. We have been told that we are sitting in the seat incorrectly. We brought the car to the Kia Service Department in Bradley, Illinois and the Service Manager saw the light on with my wife sitting in the car and then he, himself, sat in it the car but denies to Customer Service that he saw the light on or knew anything about it. Then for some funny reason, with the Service Manager stating there was no problem, he ordered a new PASSenter seat, which he did in September, however, the new seat made no difference. The light is inconsistent; it will either stay on all the time or come on and off while we are driving. I called Customer Service and they referred me to a Regional Manager named Matt. He called

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Consumer AffAIRs Department

Page 3 of 10

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|----------------------------|------------|----------------------------|------------------------------|---------|
| ██████████ | ██████████ | KNDJD736685██████████ | K1658760 | 17,890 |
| Bourbonnais, IL ██████████ | | Prod. Date: 9/7/07 | Dealer: IL050 Kia of Bradley | |

us on 10/30/2009. Summarizing what he told us is that there is no problem as long as no other lights on the dashboard come on. Is this Kia's policy? If it is, I do not think that this is a very good policy. The light is there as a reason to warn of a potential problem, is that not correct?

**** PHONE LOG 11/06/2009 04:57:38 PM MHaynes

The writer tries to reach ██████████ Phone rings and rings with no answer.

**** PHONE LOG 11/10/2009 02:14:12 PM MHaynes

The writer leaves VM with ██████████

The writer states:

1. Gave case number.
2. We received your e-mail about your dissatisfaction with the way your case was handled.
3. As you don't agree with Matt's assessment, we will take your case further.
4. Please allow 48-72 business hours to be contacted by that dept about this.

**** NOTES 11/10/2009 02:16:36 PM MHaynes Action Type:Manager review

Case being forwarded to NA as customer disagrees with Regional Office's ruling.

**** NOTES 11/12/2009 11:39:13 AM MHoukal Action Type:Manager review

CRCAM reviewed case; assigned to AMay for customer contact; please contact customer by 2009-11-13.

**** PHONE LOG 11/19/2009 11:42:06 AM AnitaMay

WTR LM FOR CUST. MR. ██████████

1. WTR ADVISED CUST THAT CRCA WAS IN RECEIPT OF COMPLAINT
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/DLR FOR ADDITIONAL INFO

**** NOTES 11/19/2009 11:53:49 AM AnitaMay Action Type:Meeting

PLEASE NOTE: CASE WAS ASSIGNED BUT DATE WASN'T CHANGED.

1. CASE APPEARED FOR FU ON WTR'S Q FOR 11/19/09

**** PHONE LOG 11/19/2009 02:43:07 PM AnitaMay

CUST LM FOR WTR:

1. REQ'D CB
2. PROVIDED CB #

WTR TO MAINTAIN ORIGINAL FU AS NOTED

**** PHONE LOG 11/20/2009 04:40:38 PM AnitaMay

The writer tries to reach ██████████ Phone rings and rings with no answer.

WTR TO FU W/CUST NEXT WEEK

**** PHONE LOG 11/23/2009 09:56:24 AM AnitaMay

WTR S/W CUST. MR. ██████████

1. CUST IS SEEKING RESOLUTION TO PASSENGER AIR BAG LIGHT BEING ON
2. WTR ADVISED CUST THAT PREVIOUS CONTACT PERSON EXPLAINED HOW SYSTEMS WORKS

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 10

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|----------------------------|------------|----------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736685 [REDACTED] | K1658760 | 17,890 |
| Bourbonnais, IL [REDACTED] | | Prod. Date: 9/7/07 | Dealer: IL050 Kia of Bradley | |

3. CUST NOT SATISFIED WITH THAT ANSWER
4. WTR STATED IF THERE IS A CURRENT CONCERN WITH CAR. TO RETURN VEH TO DLR FOR DIAGNOSIS

WTR TO REVIEW W/RCAM FOR DIRECTIVE

**** NOTES 11/23/2009 05:54:17 PM AJudson Action Type: Manager review
***** NOTES FROM DUPLICATE WEB CASE *****

*** NOTES 11/23/2009 08:45 AM clarify Action Type: Manager review
*** Performed by contact: [REDACTED]

We had sent an earlier e-mail several weeks ago concerning our 2008 Kia Sorento, regarding the malfunction of our PASSenger AIR bag light. So far, we have talked to Matt, Mike and, today, Anita. Mike, thus far, seemed more concerned regarding our problem than anyone else. Anita, whom we spoke with today, did not even know what I was talking about and she was told to call us. Her answer basically was she cannot help us. Is there anyone out there that can help resolve our problem? Our phone number is 1-815-935-8518, my name is Leonard Burgener.

**** NOTES 11/30/2009 03:44:12 PM AnitaMay Action Type: Meeting

WTR REVIEWED CASE W/RCAM MARK HOUKAL:

1. IT WAS DECIDED TO HAVE DPSM MEET WITH CUSTOMER

WTR TO FORWARD CASE TO DPSM FOR SCHEDULING

**** PHONE LOG 12/03/2009 09:45:46 AM AnitaMay

WTR LM FOR DPSM CANNON FEARS:

1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/DPSM IF NO CB RC'VD BY COB

**** PHONE LOG 12/03/2009 10:27:08 AM AnitaMay

WTR S/W DPSM CANNON FEARS AND SM RAY @ KIA OF BRADLEY:

1. RECALL HAS ALREADY BEEN PERFORMED ON CUST VEH
2. WTR REQ'D SALES AND SERVICE DOC'S
3. DPMS SUGGESTED THAT FTR EVALUATES VEH CONCERN

WTR TO ADVISE RCAM OF OUTCOME OF CASE REVIEW

**** NOTES 12/03/2009 12:39:28 PM AnitaMay Action Type: E-mail sent

WTR SUBMITTED REQ FOR FTR ASSISTANCE THIS DATE:

WTR TO FU IF NO RESPONSE RC'VD BY COB

**** PHONE LOG 12/11/2009 10:18:22 AM AnitaMay

WTR LM FOR CUST. MR. [REDACTED]

1. CALLING TO CHECK AVAILABILITY FOR FTR SCHEDULING FOR 12/15/09 @ 11:00 A.M.
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/CUST IF NO CB RC'VD BY COB

**** PHONE LOG 12/14/2009 02:12:18 PM AnitaMay

WTR S/W CUST. MR. [REDACTED] ON 12/11/09 @ 2:30 P.M. AND FAILED TO UPDATE CASE ACCORDINGLY:

Kia Motors America
Consumer AffAIRs Department

Page 5 of 10

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|----------------------------|------------|----------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736685 [REDACTED] | K1658760 | 17,890 |
| Bourbonnais, IL [REDACTED] | | Prod. Date: 9/7/07 | Dealer: IL050 Kia of Bradley | |

1. CUST STATED 12/15/09 @ 11:00 A.M. IS FINE

WTR TO FU W/FTR FOR VEH STATUS UPDATES

**** NOTES 12/15/2009 10:22:33 AM AnitaMay Action Type:Facsimile rec.

WTR RCVD FROM TODD EIKENBERRY @ THE BBB:

1. MRF DATED 12/7/09
2. CUSTOMER DESIRED OUTCOME IS EITHER THE PASSENGER AIR BAG LIGHT WORKS PROPERLY OR REPLACE THE CAR

WTR TO FU W/TODD TO ADVISE THAT FTR/DPSM APPOINTMENT WAS SCHEDULED FOR TODAY

**** PHONE LOG 12/17/2009 03:01:51 PM AnitaMay

WTR S/W CUST. MR. [REDACTED]::

1. WTR CHECKING ON STATUS OF VEH AFTER FTR/DPSM VEH EVALUATION
2. CUST STATED IT'S BEEN OK SINCE THAT DATE
3. WTR SUGGESTED A 30 DAY TEST PERIOD FOR FOLLOW UP
4. CUST STATED THAT'S FINE

WTR TO CLOSE CASE PENDING COMMITMENT DATE

**** COMMIT 12/17/2009 03:04:45 PM AnitaMay Action Type: Callback Required

**** CASE CLOSE 12/17/2009 03:07:39 PM

CASE CLOSED PENDING COMMITMENT DATE.

**** PHONE LOG 01/04/2010 02:27:24 PM AnitaMay

WTR S/W TODD EIKENBERRY @ THE BBB:

1. CUST ADVISED TODD THAT LIGHT CAME BACK ON 12/19/09
2. VEH WAS RETURNED TO DLR FOR ADDITIONAL EVALUATION ON 12/29/09
3. CUST IS OPEN TO REPAIRS BUT IF VEH CAN'T BE REPAIRED CUST IS SEEKING REPLACEMENT

WTR TO FU W/DLR/DPSM AND RCAM FOR DIRECTIVE

**** NOTES 01/07/2010 04:17:44 PM AnitaMay Action Type:Meeting

WTR REVIEWED CASE W/RCAM MARK HOUKAL ON 1/6/10:

1. IT WAS DETERMINED THAT CRCAA SHOULD SEND 2 OPTION OFFER LETTER - MONETARY/BUYING POWER

WTR TO COMPOSE LETTER TO FORWARD TO CUSTOMER

**** PHONE LOG 01/11/2010 04:36:21 PM AnitaMay

WTR S/W TODD EIKENBERRY @ THE BBB:

1. TODD REQ'D STATUS UPDATE FOR MRF CLOSURE
2. WTR ADVISED TODD THAT KMA WAS GOING TO SEND 2 OPTION LETTER TO CUST
3. TODD REQ'D LETTER THIS DATE

WTR TO COMPOSE LETTER TO FORWARD TO TODD

**** NOTES 01/11/2010 04:37:47 PM AnitaMay Action Type:E-mail sent

WTR FORWARDED COMPLETED 2 OPTION OFFER LETTER TO TODD EIKENBERRY THIS DATE:

**Kia Motors America
Consumer Affairs Department**

Page 6 of 10

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|----------------------------|------------|----------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736685 [REDACTED] | K1658760 | 17,890 |
| Bourbonnais, IL [REDACTED] | | Prod. Date: 9/7/07 | Dealer: IL050 Kia of Bradley | |

WTR TO FORWARD HARD COPY TO CUST VIA FED-EX

**** NOTES 01/13/2010 02:53:40 PM AnitaMay Action Type:Correspondence sent
WTR SENT 2 OPTION OFFER LETTER TO CUST. MR. [REDACTED] VIA 2ND DAY FED-EX TRACKING NUMBER
9721 9815 2896 WITH 2ND DAY RETURN TRACKING NUMBER 9721 9815 2900:
1. COPY TO HARD FILE

WTR TO FU TO CONFIRM RECEIPT

**** PHONE LOG 01/22/2010 03:39:58 PM AnitaMay
WTR LM FOR TODD EIKENBERRY @ THE BBB ON 1/21/10:
1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/TODD IF NO CB RCVD BY EOW

**** PHONE LOG 01/22/2010 03:40:42 PM AnitaMay
TODD LM FOR WTR:
1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/TODD FOR ADDITIONAL CASE REVIEW

**** PHONE LOG 01/25/2010 02:34:17 PM AnitaMay
WTR RCVD MESSAGE FROM TODD EIKENBERRY @ THE BBB:
1. REQ'D STATUS UPDATE ON REVISED OFFER LETTER

WTR TO FU W/TODD EIKENBERRY FOR ADDITIONAL INFO

**** NOTES 01/25/2010 03:37:54 PM AnitaMay Action Type:E-mail sent
WTR FORWARDED BUYING POWER OFFER LETTER TO CUST W/COPY TO TODD EIKENBERRY:

WTR TO FU W/TODD FOR ADDITIONAL REVIEW

*** PRIORITY CHANGE 01/25/2010 03:50:47 PM AnitaMay

*** PRIORITY CHANGE 01/25/2010 04:12:18 PM AnitaMay

*** NOTES 01/26/2010 09:49 AM Central Daylight Time AnitaMay Action Type:Meeting
WTR COMPLETED RO RECAP THIS DATE:
1. COPY TO HARD FILE

WTR TO FU W/TODD EIKENBERRY @ THE BBB FOR ADDITIONAL CASE REVIEW

*** NOTES 01 29 2010 11:35 AM Central Daylight Time AnitaMay Action Type:E-mail rec

Kia Motors America
Consumer Affairs Department

Page 7 of 10

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|-----------------|------------|----------------------------|------------------------------|---------|
| | | KNDJD736685 | K1658760 | 17,890 |
| Bourbonnais, IL | | Prod. Date: 9/7/07 | Dealer: IL050 Kia of Bradley | |

1. CUST PROVIDED VIN OF NEWLY SELECTED VEH
2. WTR CONFIRMED THAT SIGNED DOC'S WOULD BE SENT IN FED-EX OVERNIGHT

WTR TO FU W/DLR TO SELECT POINT PERSON FOR SOC TRANSACTION

*** PHONE LOG 01/29/2010 11:58 AM Central Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST, MR. [REDACTED]

1. CUST CALLING TO CONFIRM RECEIPT OF FED-EX PACKAGE
2. WTR CONFIRMED
3. CUST WOULD LIKE TO KNOW NEXT STEP IN PROCESS
4. WTR ADVISED CUST THAT POINT PERSON AT DLR NEEDS TO BE DETERMINED AND PRICING AGREED UPON BEFORE MOVING FORWARD

WTR TO FU W/DLR THIS DATE

*** PHONE LOG 01/29/2010 12:30 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR KIA SALES MANAGER GREG @ KIA OF BRADLEY:

1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/DLR IF NO CB RCV'D BY COB

*** PRIORITY CHANGE 02/01/2010 05:29:28 PM AnitaMay

*** PHONE LOG 02/02/2010 03:45 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W FINANCE MANAGER AL DAGON @ KIA OF BRADLEY:

1. WTR REQ'D POINT PERSON FOR SOC TRANSACTION
2. AL STATED HE WOULD HANDLE SOC PROCESS
3. WTR ADVISED FM THAT CUST HAD ALREADY SELECTED A VEH 5XYKUDA2XBC [REDACTED]
4. WTR ASKED IF DLR COULD HOLD VEH FOR CUST
5. FM STATED VEH HAS ALREADY BEEN SET ASIDE
6. FM IS OFF WORK TOMORROW

WTR TO COMPLETE VTO FORM TO FAX TO FM THIS DATE

*** PHONE LOG 02/02/2010 03:52 PM Central Daylight Time AnitaMay Action Type:Incoming call
CUST, MR. [REDACTED] LM FOR WTR:

1. REQ'D STATUS UPDATE ON SOC PROCESS
2. REQ'D CB
3. PROVIDED CB

WTR TO FU DLR FOR REVIEW

*** PHONE LOG 02/02/2010 04:37 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST, MR. [REDACTED]:

1. WTR PROVIDED CUST WITH CONTACT PERSON @ DLR FOR SOC TRANSACTION

Kia Motors America
Consumer Affairs Department

Page 8 of 10

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|-----------------|------------|----------------------------|------------------------------|---------|
| | | KNDJD736685 | K1658760 | 17,890 |
| Bourbonnais, IL | | Prod. Date: 9/7/07 | Dealer: IL050 Kia of Bradley | |

2. WTR ADVISED CUST THAT HE WOULD NEED TO COMPLETE A LID SO THAT WTR COULD OBTAIN PAY-OFF INFO

WTR TO E-MAIL TO CUST THIS DATE

*** NOTES 02/02/2010 04:38 PM Central Daylight Time AnitaMay Action Type:E-mail sent
WTR SENT LID TO CUST THIS DATE FOR COMPLETION:

WTR TO FU W/CUST IF NO SIGNED DOC'S RCVD BY COB

*** NOTES 02/04/2010 04:37 PM Central Daylight Time AnitaMay Action Type:Facsimile sent
WTR FORWARDED VTO TO AL DAGON @ KIA OF BRADLEY:

WTR TO FU W/DLR IF NO SIGNED DOC'S RVC'D BY COB

*** PHONE LOG 02/08/2010 03:09 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W GM GREG B @ KIA OF BRADLEY:

1. WTR CALLING TO REQ SIGNED COPY OF VTO FORM
2. GREG ADVISED WTR THAT HE WASN'T INTERESTED IN COMPLETING TRANSACTION AT HIS DEALERSHIP
3. DLRSHIP DOESNT HAVE 25K TO LOAN TO KIA
4. DLR'S FLOOR PLAN AGREEMENT IS TO PAY WITHIN 3 DAYS OF SALE (USING GMAC)
5. WTR CONFERENCED CALL W/RCAM
6. KMA TO PUT RUSH ON CHECK PROCESSING FOR A POSSIBLE 30 REPAYMENT
7. KMA TO ADD VEHICLE DELIVER FEE OF \$300

WTR TO FU W/JEFF STROUP @ NCA FOR CLARIFICATION ON SOME ADDITIONAL ITEMS

*** NOTES 02/10/2010 04:27 PM Central Daylight Time AnitaMay Action Type:Facsimile sent
WTR FAXED REVISED VEHICLE TRADE OUT FORM TO DLR THIS DATE FOR SIGNATURES:

*** PRIORITY CHANGE 02/11/2010 04:40:59 PM AnitaMay

*** PHONE LOG 02/12/2010 04:07 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SM GREG @ KIA OF BRADLEY:

1. GREG ADVISED WTR THAT HE WAS IN A MEETING AND COULD I CALL HIM BACK IN EXACTLY 15 MINUTES
2. WTR STATED YES

WTR TO CONTACT GREG TO REVIEW VTO

*** PHONE LOG 02/12/2010 04:08 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SALES MGR GREG @ KIA OF BRADLEY:

1. REQ'D CB
2. PROVIDED CB #

Kia Motors America
Consumer Affairs Department

Page 9 of 10

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|----------------------------|------------|----------------------------|------------------------------|---------|
| ██████████ | ██████████ | KNDJD736685 ██████████ | K1658760 | 17,890 |
| Bourbonnais, IL ██████████ | | Prod. Date: 9/7/07 | Dealer: IL050 Kia of Bradley | |

WTR TO FU W/DLR IF NO CB RC'VD BY COB (PHONE SYSTEM IS DOWN AND WTR IS UNABLE TO ACCEPT INCOMING CALLS)

*** PHONE LOG 02/12/2010 04:34 PM Central Daylight Time AnitaMay Action Type:Outgoing call

WTR LM FOR TODD EIKENBERRY @ THE BBB:

1. WTR ADVISED THAT THERE'S A POSSIBILITY THAT SOC TRANSACTION MAY HAVE TO TAKE PLACE AT A DIFFERENT LOCATION
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/GREG @ KIA OF BRADLEY IF NO CB RC'VD BY BEGINNING OF NEXT WEEK

*** PHONE LOG 02/18/2010 11:12 AM Central Daylight Time AnitaMay Action Type:Outgoing call

WTR S/W CASHIER @ KIA OF BRADLEY:

1. REQ'D COPY OF ORIGINAL SALES JACKET
2. PROVIDED FAX AND CB #
3. CASHIER ADVISED WTR THAT SHE WOULD GET THOSE DOC'S OUT ASAP

WTR TO FU W/DLR IF NO DOC'S RC'VD BY COB

*** PRIORITY CHANGE 02/22/2010 02:29:55 PM AnitaMay

*** PHONE LOG 03/01/2010 04:12 PM Central Daylight Time AnitaMay Action Type:Incoming call

WTR RC'VD MESSAGE FROM CUST. MR. ██████████

1. CUST STILL HAVEN'T BEEN SCHEDULED FOR SOC TRANSACTION

WTR TO FU W/MORLEY BEFORE MAKING CONTACT W/CUSTOMER

*** PHONE LOG 03/01/2010 04:17 PM Central Daylight Time AnitaMay Action Type:Outgoing call

WTR S/W CUST. MR. ██████████:

1. WTR CONFIRMED THAT CUST WOULD BE TAKING CARE OF HIS OWN FINANCING
2. CUST STATED YES, I HAVE A BLANK CHECK FROM THE BANK TO TAKE CARE OF EVERYTHING
3. WTR ADVISED THAT MORLEY WASN'T CLEAR ON HOW THAT WOULD WORK AND WAS SEEKING CLARITY

WTR TO FU W/MORLEY THIS DATE FOR ADDITIONAL DISCUSSION

WTR S/W KARA HOFFMAN @ MORLEY:

1. WTR INQUIRED AS TO WHY CUST HAD NOT BEEN SCHEDULED FOR VEH SURRENDER
2. KARA WAS SEEKING CLARIFICATION AS TO HOW CURRENT VEH WOULD BE PAID OFF
3. WTR ADVISED KARA THAT CUST WOULD BE TAKING CARE OF REFINANCING
4. CUST HAS A BLANK CHECK FROM HIS BANK TO TAKE CARE OF THE TRANSACTION

WTR REQ'D CB FROM KARA TO CONFIRM HOW THEY WERE GOING TO PROCEED

**Kia Motors America
Consumer AffAIRs Department**

Page 10 of 10

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|----------------------------|------------|----------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736685 [REDACTED] | K1658760 | 17,890 |
| Bourbonnais, IL [REDACTED] | | Prod. Date: 9/7/07 | Dealer: IL050 Kia of Bradley | |

*** PRIORITY CHANGE 03/09/2010 03:28:47 PM AnitaMay

*** PRIORITY CHANGE 03/11/2010 11:08:13 AM AnitaMay

*** NOTES 03/22/2010 03:57 PM Central Daylight Time AnitaMay Action Type:Meeting
WTR TO FU W/RPSM FRED LIND TO CHECK ON STATUS OF COMPLETED RAF:

*** NOTES 03/24/2010 09:00 AM Central Daylight Time AnitaMay Action Type:Meeting
WTR S/W RPSM FRED LIND FOR STATUS UPDATES ON COMPLETION OF RAF REVIEW:

WTR TO FU W/RPSM IF NO COMPLETED RAF RCVD BY COB

*** NOTES 03/26/2010 09:05 AM Central Daylight Time AnitaMay Action Type:Correspondence sent
WTR FORWARDED COMPLETED RAF TO JEFF STROUP @ NCA THIS DATE:

*** NOTES 04/16/2010 10:54 AM Central Daylight Time AnitaMay Action Type:E-mail rec.
WTR RCVD FROM JEFF STROUP @ NCA:
1. DLR INVOICE FOR PAYMENT

WTR TO FORWARD HARD FILE AND ASSIGN CLARIFY CASE TO RCAM THIS DATE

*** CASE CLOSE 04/16/2010 09:12 AM [REDACTED] [REDACTED] [REDACTED]

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 2

| Last name | First name | VIN of 2007 SORENTO EX 4X4 | Case Number | Mileage |
|----------------|------------|----------------------------|---------------|------------|
| | | KNDJC736X75 | K1721602 | 36,145 |
| Lake Ariel, PA | | Prod. Date: 11/1/06 | Dealer: PA061 | Ertley Kia |

Case History

Complaint Quality

*** NOTES 04/09/2010 11:08 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

My Kia has started to rust on the back hatch. I was told I was over on my warranty by 145 miles to be covered under my warranty. I feel this is very wrong because the Kia actually started to rust long before 30000 miles. I was away on a trip in FL and put 3000 miles on my Kia for that trip and that is why I was not able to bring it in before I went over the warranty. I feel that Kia should honor my request to repAIR the rust on my hatch.

I also had my Kia to my dealer 4 times to fix my PASSenger AIR bag and it is still broke.

When a PASSenger is in a PASSenger seat the light on the dash indicates the AIR bag is still off.

I am very concerned that the AIR bag will not deploy in an accident and someone will get hurt or even killed.

Please respond as soon as possible.

*** PHONE LOG 04/13/2010 10:28 AM US Mountain Standard Time RChacon Action Type:Outgoing call

WRITER CALLED CUSTOMER. LVM STATING:

1. CALLING TO FOLLOW UP WITH YOU REGARDING E-MAIL YOU SENT IN
2. PLEASE CALL BACK TO DISCUSS FURTHER
3. LEFT CONTACT INFO AND CASE #

*** CASE CLOSE 04/13/2010 10:29 AM US Mountain Standard Time RChacon

*** PHONE LOG 04/16/2010 10:42 AM US Mountain Standard Time RChacon Action Type:Incoming call

LOUIS BYER STATED:

1. I AM RETURNING YOUR CALL. GAVE CASE #
2. I TOOK MY VEH TO PA061 LAST WEEK FOR A QUARTER SIZE RUST SPOT IN THE REAR OF MY VEH AND FOR A PASS SIDE AIRBAG LIGHT THAT DOES NOT WORK ALL THE TIME
3. DREW WAS THE PERSON I DEALT WITH AND TOLD ME THAT I WAS OUT OF WARR BY 145 MILES SO NOTHING COULD BE DONE ABOUT THE PAINT
4. I FEEL KIA SHOULD STEP UP AND COVER THIS AS I WAS ONLY OUT OF WARR BY 145 MILES
5. THE PASS SIDE AIRBAG ONLY WORKS ABOUT 50% OF THE TIME
6. I WEIGH 200 LBS. AND MY WIFE WEIGHS 125 LBS
7. I HAVE TAKEN THE VEH IN 3 TIMES FOR THE AIRBAG LIGHT CONCERN AND IT HAS NOT YET BEEN RESOLVED

WRITER STATED:

1. I APOLOGIZE FOR THE PROB
2. ADVISED OF 5/60 BLW AND 10/100 PTW'S
3. ADVISED OF 3/36 PAINT WARR WHICH HAS EXPIRED
4. INTERMITTENT PROBS ARE DIFFICULT TO DIAG
5. IN ORDER FOR THE DEALER TO MAKE A REPAIR PROB MUST 1ST BE DUPLICATED
6. SEATING POSITION IS ALSO A FACTOR
7. I WILL PLACE YOU ON HOLD AND CALL DEALER FOR MORE INFO. PLEASE HOLD

WRITER CALLED PA061. SPOKE WITH SVC ADV DREW WHO STATED:

1. THE SVC MGR RON WILL NOT BE IN UNTIL MONDAY
2. THE VEH CAME IN ON 4/8/10 WITH A COUPLE CONCERNS
3. THE AIRBAG LIGHT WAS ON. AND THE REAR HATCH HAD A PAINT CONCERN
4. WE WERE UNABLE TO DUP THE AIRBAG LIGHT CONCERN AND FOUND NO STORED CODES IN THE SYSTEM
5. I DID REVIEW THE REAR HATCH PAINT CONCERN ON VEH WITH MY MGR AND DID DETERMINE IT

Kia Motors America
Consumer AffAIRs Department

Page 2 of 2

| Last name | First name | VIN of 2007 SORENTO EX 4X4 | Case Number | Mileage |
|----------------|------------|----------------------------|--------------------------|---------|
| | | KNDJIC736X75 | K1721602 | 36,145 |
| Lake Ariel, PA | | Prod. Date: 11/1/06 | Dealer: PA061 Ertley Kia | |

WAS A DEFECT
6. HE WAS OUT OF WARR SO IT WAS NOT COVERED
7. I AM NOT SURE IF MY MGR CALLED THE DPSM ON THAT

WRITER STATED:
1. THANK YOU FOR THE INFO
2. CONNECT ME TO YOUR SVC MGR VM PLEASE

WRITER LVM FOR SVC MGR RON STATING:
1. PLEASE CALL BACK
2. LEFT CONTACT INFO AND CASE #

RETURNED TO CUSTOMER AND STATED:
1. REITERATED INFO FROM SVC ADV DREW
2. ONCE I HEAR BACK FROM MY SVC MGR I WILL CALL YOU BACK TO ADVISE
3. PROVIDED WRITER EXT #

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 04/19/2010 07:38 AM US Mountain Standard Time RChacon Action Type:Incoming call
SVC MGR RON FROM PA061 STATED:
1. I AM RETURNING YOUR CALL. GAVE CASE #
2. I DID INSPECT THE CUST'S PAINT/ RUST CONCERN
3. THERE IS A CHIP IN THE PAINT NEAR THE CHROME HANDLE ON THE TAILGATE WHICH LOOKS LIKE SOMETHING MAY HAVE HIT IT
4. IT IS NOT A DEFECT AND DID NOT CONTACT MY DPSM GKARAS TO SEE IF HE WANTED TO DO ANYTHING
5. WE WERE UNABLE TO DUP THE AIRBAG LIGHT CONCERN

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 04/20/2010 07:45 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER. LVM STATING:
1. PLEASE CALL BACK REGARDING CASE
2. LEFT CONTACT INFO AND CASE #

*** NOTES 04/20/2010 02:55 PM US Mountain Standard Time RChacon Action Type:Manager review

[! For Internal Use Only
CASE MGR: CONTACT CUST TO ADVISE PAINT CONCERN IS NOT A DEFECT AND WILL NOT BE COVERED BY WARR -!]

Kia Motors America
Consumer AffAIRs Department

Page 1 of 2

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|--------------------------|------------|----------------------------|----------------------------|---------|
| ██████████ | ██████████ | KNDJC736585 ██████████ | K1717783 | 23,942 |
| Meshoppen, PA ██████████ | | Prod. Date: 9/4/07 | Dealer: NY073 Matthews Kia | |

Case History

Complaint RepAIR Assistance

*** NOTES 03/31/2010 08:32 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

I am writing to make kia aware of how unsafe and unreliable their vehicals are. My mother purchased a 2008 Kia Sorento in may of 2009 at Matthews Kia in Binghamton NY. It was a brandnew left over 08 on the lot. I have taken it back to the dealership 3 times each for the TPMS malfunction, and for the PASSenger side AIRbag malfunction. The last time I took it there which was about 2 weeks ago i was told there was nothing they could do for me since the AIR bag was not malfunctioning at the time of my appointment. So I now have 5 videos of the light being on while someone is in the PASSenger seat. This is RIDICULOUS! How is anyone suppose to know if the PASSenger side AIRbag and/or anyother AIRbag is going to work incase of an accident! We feel kia has had more than ample opportunities to fix this issue. Also at one of my trips to mattews kia (which is over an hour way) I took it for the tpms light and as the tech was explaining what was worked on in the middle of it he said the AIRbag recall was fixed. I asked him to explain and he said it was just a simple recall and its fixed. I then asked him again what was fixed and he said a sensor i the PASSengerside seat for the AIRbag, and on my latest trip I was told that no sensor had been replaced and that it was just recalibrated. We have not even had this car a year and frankly it should not even be driven since we do not know if the AIRbags work or not. Mattews sent a letter a few months ago wanting to buy it back and for a certain dollar amount over the blue book value. Frankly we want that offer given to us as we do not want this vehical anymore and feel unsafe in it. I hope to get swift action from this email. as I will be looking at the Lemon Law here in Pennsylvania in regards to my options in this matter.

*** PHONE LOG 04/01/2010 07:14 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR SVC MGR. MIKE SAVAGE (NY073) TO CALL WRITER.
2. ADVISED 800#. EXTENSION.

*** PHONE LOG 04/01/2010 09:59 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

DEALER STATES(SVC MGR-MIKE SAVAGE-NY073):

1. RETURNING WRITERS CALL
2. WHAT IS CUSTOMERS NAME, VIN?
3. CAR WAS HERE LAST ON 3/3/10
4. LINE 1 COMPLAINT-4WD TAKES LONG TIME TO SHIFT OUT OF 4 HIGH-INSPECTED AND FOUND THE REAR TIRES OUT OF SPEC-CIRCUMFERENCE HAS TO BE SAME FOR ALL 4 TIRES OR CAN CAUSE PROBLEMS WITH 4WD OPERATION.
5. CAR WAS PAST DUE FOR DIFFERENTIAL SERVICE-RECOMMENDED SERVICE AND THIS WAS LINE 2 ON RO
6. LINE 3 WAS LUBE, OIL, FILTER SERVICE.
7. CAR WAS IN SHOP 7/14/09-LINE 1-LUBE, OIL, FILTER
8. LINE 2-CD PLAYER INOP-INTERNAL DEFECT-REPLACED CD PLAYER
9. LINE 3-TPMS GOES ON & OFF INTERMITTANTLY-RESET TPMS
10. LINE FOR COMPLETED (SC076) REPROGRAM OCS
11. THERE ARE NO DOCUMENTED COMPLAINTS IN HISTORY FOR AIRBAG LIGHT CONCERNS.
12. ONE DOCUMENTED COMPLAINT FOR TPMS

WRITER STATES:

1. THANKED DEALER FOR RETURNING CALL.
2. CALLING REGARDING CUSTOMER WHO HAS SENT WEB COMPLAINT TO KCC
3. ADVISED CUSTOMER NAME AND VIN
4. EXPLAINED THE SON IS SENDING COMPLAINT ON BEHALF OF MOTHER
5. READ COMPLAINT TO DEALER
6. CAN DEALER ADVISE HISTORY FOR CONCERNS WITH TPMS AND AIRBAG LIGHT?
7. DEALER HAS NO COMPLAINT DOCUMENTED FOR PASSENGER AIRBAG ON SERVICE CAMPAIGN.

Kia Motors America
Consumer AffAIRs Department

Page 2 of 2

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|---------------|------------|----------------------------|---------------|--------------|
| | | KNDJC736585 | K1717783 | 23,942 |
| Meshoppen, PA | | Prod. Date: 9/4/07 | Dealer: NY073 | Matthews Kia |

CORRECT?

8. ONE COMPLAINT IN HISTORY FOR TPMS. CORRECT?

9. WILL FOLLOW UP WITH CUSTOMER. THANKED DEALER FOR INFO.

*** PHONE LOG 04/02/2010 01:02 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO CUSTOMER
2. ADVISED WAS CALLING REGARDING EMAIL SENT TO KCC ABOUT OCS CONCERN AND TPMS CONCERNS.
3. ON BEHALF OF KMA. DO APOLOGIZE FOR CONCERNS
4. DID HAVE A CHANCE TO REVIEW WITH SVC MGR, MIKE SAVAGE (NY073)
5. DID GET HISTORY FOR CONCERNS WITH OCS OFF ON AND TPMS
6. LAST TIME DEALER SAW CAR WAS 3/3/10 THERE WAS NO DOCUMENTATION ON PAPER WORK FOR COMPLAINT
OF OCS OFF LIGHT CONCERN OR TPMS CONCERN.
7. REVIEWED LINES ON RO
8. EXPLAINED THAT PRIOR CAR WAS IN SHOP IN 2009. REVIEWED LINES ON RO FOR THAT VISIT
9. ON THIS RO DEALER DID OPEN SERVICE CAMPAIGN (SC076) REPROGRAM OCS
10. THERE WAS NO COMPLAINT NOTED STATING CONCERNS WITH OCS OFF
11. THERE WAS COMPLAINT NOTED ABOUT TPMS ON AND DEALER RESET THE SYSTEM.
12. IN ORDER FOR DEALER TO REPAIR THEY DO HAVE TO BE ABLE TO VERIFY OR DUPLICATE COMPLAINT
13. DEALER SHOULD ALSO DOCUMENT THE COMPLAINT. CAUSE. CORRECTION FOR EACH CONCERN WHEN CAR GOES
INTO SHOP.
14. ADVISED IF HAVING ONGOING CONCERNS WOULD INVITE CUSTOMER TO BRING CAR BACK INTO SHOP
15. WOULD ADVISE CUSTOMER TO ENSURE DEALER IS DOCUMENTING COMPLAINT AND DOCUMENTING CAUSE.
CORRECTION AND OR OPERATING AS DESIGNED.
16. IF DEALER NOT WILLING TO DO THIS. CAN CALL KCC FOR FOLLOW UP WITH DEALER AND CUSTOMER WHEN
CAR IS IN SHOP.
17. KCC CAN WORK WITH DEALER AND CUSTOMER TO CONFIRM ALL RESOURCES ARE BEING USED TO ADDRESS CONCERNS.

CUSTOMER STATES:

1. ON THAT LAST VISIT I TOLD THEM THE OCS OFF LIGHT WAS ON
2. THE ADVISOR CAME OUT AND GOT IN AND OUT OF SEAT AND STATED IT WAS WORKING
3. STATED IT WAS NOT NECESSARY TO TAKE CAR IN TO GET THIS CHECKED
4. I HAVE VIDEO WHICH SHOWS THIS HAPPENING WHEN PEOPLE ARE IN SEAT
5. THERE IS A MALFUNCTION AND NO ONE WANTS TO FIX IT
6. SO WHAT HAPPENS WHEN I TAKE CAR BACK INTO SHOP AND DEALER WILL NOT DO ANYTHING?
7. WILL THEN GET CAR BACK INTO SHOP
8. WILL CALL KCC WHEN CAR IS IN SHOP. IF FURTHER ASSISTANCE IS NEEDED.

*** CASE CLOSE 04/02/2010 01:02 PM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer AffAIRs Department

Page 1 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|---------------------|------------|----------------------------|-------------------------|---------|
| | | KNDJC735385 | K1658522 | 8,100 |
| Monroe Township, NJ | | Prod. Date: 3/5/08 | Dealer: NJ007 Loman Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 10/20/2009 09:25 AM Pacific Daylight Time MWirz

CUSTOMER CALLED REQUESTING PRESIDENT

1. UPSET. WANTED PRESIDENT'S OFFICE AND GOT WRITER
2. HAS LEFT SEVERAL MESSAGES FOR MICHELE CAMERON WITH NO RETURN CALL
3. WRITER STATED THAT MS CAMERON HAS BEEN OUT OF THE OFFICE FOR A WEEK IN MEETINGS AND HAS JUST RETURNED
4. WRITER WILL TAKE HIS INFORMATION AND START A CASE
5. CUSTOMER'S CONCERN IS THAT HIS RADIO HAS STATIC ON AM AND SOMETIMES ON FM STATIONS. WAS TOLD BY DEALER THAT THIS IS NORMAL ON AM STATION. CUSTOMER BELIEVES THIS IS A KMA PROBLEM AND ALL THE RADIOS HAVE A PROBLEM
6. HE ALSO HAS AN OCS LIGHT COMING ON. WANTS THIS CORRECTED
7. WRITER CALLED SERVICE AT LOMAN KIA AND WAS TOLD NO CODES STORES. RESET COMPUTER

PER MICHELE CAMERON

REGION TO HANDLE THE CASE. CONTACT RCAM MATT PFEIFER

1. PLEASE CALL THE CUSTOMER

*** PHONE LOG 10/20/2009 03:32 PM Pacific Daylight Time MWirz Action Type:Incoming call

WRITER CALLED CUSTOMER

1. THIS CASE IS BEING HANDLED BY THE EASTERN REGION
2. SOMEONE SHOULD BE CONTACTING YOU WITHIN 24-48 HOURS
3. CUSTOMER STATED THAT HE HAD PREVIOUS DEALING WITH MATT PFEIFER
4. IF HE DOESN'T GET A TIMELY RESPONSE HE WILL BE WRITING AN ARTICLE IN THE NEWSPAPER

*** FORWARD 10/21/2009 04:58 AM Pacific Daylight Time Sljames

*** PHONE LOG 10/21/2009 03:27 PM Eastern Daylight Time EDicinti Action Type:Outgoing call

Writer called customer at [REDACTED] and left vm requesting callback.

Please note, customer received \$5,000 goodwill for 2005 Amanti (AS400# 74764 on 5/21/09). Case#: K1385851

*** PHONE LOG 10/21/2009 03:46 PM Eastern Daylight Time EDicinti Action Type:Incoming call

Writer received call back from Mr. [REDACTED] who said:

1. You are not the person that they said would be calling me.
2. I had a 2005 Amanti that I traded out of to get this Sorento.
3. I'm having the same problem with the radio on most AM stations and some FM stations.
4. I also have a BMW, and I park it right next to the Sorento, and the stations come in crystal clear on the BMW, but not the Sorento.
5. I've already spoken to a close friend who works for the New York Times, and he has agreed to publish an article about these problems with Kia.
6. I took it to NJ007, and they drove another 2008 Sorento, and said that it did the same thing, so they told me that it is normal.
7. I want you to replace the radio.
8. The other issue that I'm having is with the PASSenger AIR bag light.
9. My wife weighs 130 lbs, and the light intermittently stays on. I'd say once every 5 or 6x's.
10. They said that they lowered the sensor, so it should now be more sensitive.

Kia Motors America
Consumer AffAIRs Department

Page 2 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|--------------------------------|------------|----------------------------|-------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJIC735385 [REDACTED] | K1658522 | 8,100 |
| Monroe Township, NJ [REDACTED] | | Prod. Date: 3/5/08 | Dealer: NJ007 Loman Kia | |

11. It's still having the same problem.
12. No, the dealer has never duplicated the problem.

Writer said:

1. Your case was assigned to me at the Eastern Regional Office.
2. Can you tell me about the problems you are having with your vehicle?
3. I'm very sorry that you are having these issues.
4. If the dealer showed you another 2008 Sorento that has static on the same stations, then this is a normal characteristic for this vehicle.
5. The static is due to the strength of the signal from the AM station, and would diminish as the signal gets stronger.

Customer said:

1. I want the radio replaced!
2. If you are going to tell me that this is normal, then I'm done dealing with you.
3. I'm going to call the Irvine office again.

(Customer then hung up)

*** PHONE LOG 10/22/2009 09:50 AM Eastern Daylight Time MPfeifer Action Type:Outgoing call

Writer called, Mrs. [REDACTED] answered. Mr. [REDACTED] currently out of the house.
Mrs. [REDACTED] explained radio is what's mostly "driving him nuts". Radio reception.
Writer also asked about OCS. Mrs. [REDACTED] said often times when she sits in the PASSenger seat light does not go out.
Mrs. [REDACTED] asked that writer speak with Mr. [REDACTED] about the concerns.
Writer gave direct # 732 565-5122 for Mr. [REDACTED] to call back.

*** NOTES 10/23/2009 02:52 PM Eastern Daylight Time MPfeifer Action Type:Manager review

From: Pfeifer, Matthew [KMA]
Sent: Friday, October 23, 2009 3:14 PM
To: Karas, George [KMA]; Speer, Robert [KMA]
Subject: [REDACTED] K1 [REDACTED]

George,

As we discussed, Mr. [REDACTED] will be dropping off his 2008 Sorento at Loman Kia next Thursday 10/29 around 4:00 or 5:00 PM and getting a loaner car at our expense. Make Loman aware and make sure they have a clean loaner car available for him.

[REDACTED] has two concerns:

1st Concern - Radio has a lot of static on AM. He said he cannot listen to his NY Yankee games when he is driving.
Action: Have Loman order a replacement radio and while you are there on Friday, install a redundant ground strap. I don't know if an antenna booster is something that might help. If so, Loman should have one for Friday.

2nd Concern - OCS light intermittently illuminates when his 130 lb wife sits in the PASSenger seat. Neither Mr. [REDACTED] nor his wife will be there so do your best to test the system with a 130 lb person. Make sure the latest reflash is in the system. New seat bottom? Your call but I don't want to have to order parts and have to come back.

Kia Motors America
Consumer AffAIRs Department

Page 3 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|-----------------------|------------|----------------------------|-------------------------|---------|
| | | KNDJC735385 | K1658522 | 8,100 |
| Monroe Township, N.J. | | Prod. Date: 3/5/08 | Dealer: NJ007 Loman Kia | |

Get a couple OCS brochures from one of your dealers between now and then. Suggest one brochure left on the seat of his Sorento, the other with the repAIR order.

Mr. [REDACTED] said he will pick up his Sorento on Saturday morning. He said Loman's Serv. Dept. is open. Make them aware.

Mr. [REDACTED] is demanding so your follow through and attention to detail are necessary and appreciated.

Thanks. Call me if you have any questions.

*** NOTES 10/23/2009 03:02 PM Eastern Daylight Time MPfeifer Action Type:Manager review

Writer spoke to Mr. [REDACTED].

He explained his Amanti had the same AM radio reception problem but was corrected with a new radio.

He is not able to listen to NY Yankees games (they are currently in the ALCS) and he is an avid fan.

OCS light will be in intermittantly with his 130 lb wife sitting in the seat.

Writer explained OCS operation (his Amanti did not have OCS).

Writer stated DPSM Karas and new DPSM Speer will be at Loman next Friday.

Mr. [REDACTED] will drop the car off Thursday late afternoon and be provided a free loaner.

*** PHONE LOG 11/02/2009 10:51 AM Eastern Daylight Time MPfeifer Action Type:Outgoing call

Writer called home #. Left message - following up on repAIRs from Friday.

Writer left phone # to call back.

*** NOTES 11/06/2009 04:17 PM Eastern Daylight Time MPfeifer Action Type:Manager review

Writer spoke to Mr. [REDACTED] who advised the replacement radio and supplemental ground strap have improved the reception.

No comment on the OCS.

Wife drives vehicle mostly.

Mr. [REDACTED] is pleased at this time and thanked writer for his involvement and help.

*** CASE CLOSE 11/06/2009 04:17 PM Eastern Daylight Time MPfeifer

*** PHONE LOG 12/14/2009 02:06 PM Pacific Daylight Time MCameron Action Type:Incoming call

Writer rec'd a call from Mr. [REDACTED] stating the following:

1. He has had a prob for 5-6 months now with the PASS side AIRbag light (OCS) not working intermittently when his wife is seating in the PASSenger seat
2. He is familiar with the way the OCS is designed to work and believes that this is an intermittent prob which is unacceptable to him because he believes it puts his wife in danger
3. He wants action taken now & if the prob is not corrected, he expects Kia to take him out of this car & he is prepared to go to the ChAIRman in Korea AGAIN like he did with his Amanti
4. He did not review his repAIR orders from previous service visits to see what they said
5. The dealer said to bring the car in but he is not willing to bring it in any more
6. He has never brought the car in to the dlr with his wife to demonstrate the concern which her so the dealer can evaluate the seating position

Writer reviewed the case history/notes regarding this case & advised:

1. Wanted to be sure Mr. [REDACTED] clearly understands the OCS operation
2. Because this is a relatively new technology to many consumers, there can be some confusion about how it is designed to work

Kia Motors America
Consumer Affairs Department

Page 4 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|--------------------------------|------------|----------------------------|---------------|-----------|
| ██████████ | ██████████ | KNDJC735385 ██████████ | K1658522 | 8,100 |
| Monroe Township, NJ ██████████ | | Prod. Date: 3/5/08 | Dealer: NJ007 | Loman Kia |

3. Since there was an update to the logic, writer checked the warranty history to see if this veh was subject to campaign (it was not)
4. Writer advised that there was only one warranty claim on the vehicle & it appears it was related to the OCS
5. Writer stressed that it is important for Mr. ██████████ wife to demonstrate how the OCS works with HER seated in the vehicle so the dealer can determine whether or not the OCS is operating normally
6. Writer also drives an 08 Sorento equipped with OCS and frequently sits in the PASSenger side and must make sure her seating position is correct
7. Writer stressed that being seated properly will help to ensure that the PASSenger is in the safest position possible in the event of an accident
8. Writer advised the case will be reopened & dispatched back to the Eastern Region to contact the dealer to obtain ALL COPIES OF ALL RO'S for review to determine the # of repAIRs previously & what next steps are
9. It may be that customer's wife will need to demonstrate the concern

Customer stated:

1. Will make the veh available with his wife to demonstrate
2. But make no mistake, he will escalate to the ChAIRman if necessary
3. When will someone contact him

Writer stated:

1. Customer's position is understood
2. Will ask M. Pfeifer, ERCAM, to contact customer by no later than Wednesday, 12/16

Customer stated:

1. He will wait for M. Pfeifer's call on Wednesday, 12/16

*** PHONE LOG 12/15/2009 03:12 PM Eastern Daylight Time MPfeifer Action Type:Outgoing call

Writer called customer on home #. Mrs. ██████████ answered.

Mrs. Cooper said she was on another line and asked if Mr. Cooper could call writer back in a few minutes.

Writer agreed.

*** PHONE LOG 12/16/2009 09:48 AM Eastern Daylight Time MPfeifer Action Type:Incoming call

Customer returned call.

OCS light comes on intermittently with a PASSenger in the seat.

Not only his 130 lb. wife, but three others including his 220 lb neighbor.

Asked customer to bring vehicle to dealer with his wife to demonstrate.

Customer refused, said it would do no good and would unnecessarily inconvenience her since it happens with others and is very intermittent.

It could be weeks inbetween occurrences. Said when it happens the PASSenger moves around, sits properly, etc but light stays on.

Customer will only drop vehicle off and take loaner car. Customer leaving on vacation and returning 1/23.

Writer agreed to have FTR inspect / repAIR on January 27th at Loman Kia (NJ007)

*** NOTES 01/29/2010 10:30 AM Eastern Daylight Time MPfeifer Action Type:Manager review

Writer spoke to Mr. ██████████ this morning. Mr. ██████████ advised they picked up the vehicle. He also advised they will try it out but that this was 3 times in and if not repAIRed will contact Korea and the president as he will not wait as long as he did with his Amanti.

Customer is aware FTR inspection on 1/27 revealed OCS software needed update.

Kia Motors America
Consumer AffAIRs Department

Page 5 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|--------------------------------|------------|----------------------------|-------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735385 [REDACTED] | K1658522 | 8,100 |
| Monroe Township, NJ [REDACTED] | | Prod. Date: 3/5/08 | Dealer: NJ007 Loman Kia | |

Writer stated we are confident vehicle is repAIred.

Writer advised Mr. [REDACTED] that if problem continues, FTR has offered to go to Mr. and Mrs. [REDACTED] residence so that Mrs. [REDACTED] can sit in the PASSenger seat and FTR can evaluate with GDS. That way there is NO inconvenience to the customer whatsoever. Mr. [REDACTED] said he appreciated the offer and would call writer if problem persists.

*** CASE CLOSE 01/29/2010 10:31 AM Eastern Daylight Time MPfeifer

*** PHONE LOG 03/09/2010 09:58 AM Pacific Daylight Time MCameron Action Type: Incoming call

Writer received a phone call from Mr. [REDACTED] stating:

1. He is extremely frustrated - the OCS in his vehicle did work for some period of time but seems to be having the problem again
2. He has already spoken to his attorney and his friend that is the editor of the Times about his problems
3. He bought this vehicle last May when he had problems with his Amanti & alleges writer "told" him to buy an 08 MY because the incentives were higher (NOTE: writer merely communicated what the incentives were for his consideration but did NOT tell him what to buy)
4. He left Matt a message and he hasn't returned his call yet so he's calling Kia Corporate
5. He wants this vehicle replaced with a non-Kia vehicle or he will just sue Kia

Writer stated:

1. Can see that he last spoke to Mr. Pfeifer in late January - read last case notes back to customer to remind him of that conversation
2. He doesn't need to retain an attorney unless he wants to - Kia offers an arbitration program with the Better Business Bureau which is free to the customer - details are included in the Warranty & Consumer Information Manual
3. When did cust leave a message for Mr. Pfeifer that he hasn't returned yet? <Customer answered this morning at 8:30 AM>
4. Asked that customer give Mr. Pfeifer an opportunity to return the call - writer is unaware of his availability this morning, he may or may not be in the office today

Customer stated:

1. He is willing to give Kia one more opportunity
2. Kia can send an FTR to his home so he won't be inconvenienced as outlined in Mr. Pfeifer's last conversation with him
3. If that is not successful, he expects that his vehicle will be replaced with another brand

Writer stated:

1. Understand customer's position & will document the case
2. Please be aware, however, that Kia will not "replace" customer's vehicle with another non-Kia vehicle - if anything was done to remove customer from the vehicle, the vehicle would be repurchased from customer

Writer assigning case back to M. Pfeifer & sending an email as a heads-up requesting customer be contacted at [REDACTED]

*** PHONE LOG 03/10/2010 09:23 AM Eastern Daylight Time MPfeifer Action Type: Outgoing call

Writer called customer at both home phone and his new cell phone number of [REDACTED] (obtained from customer's VM to writer).

No answer at either #. Left message to return writers call.

Kia Motors America
Consumer AffAIRs Department

Page 6 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|--------------------------------|------------|----------------------------|-------------------------|---------|
| ██████████ | ██████████ | KNDJC735385 ██████████ | K1658522 | 8,100 |
| Monroe Township, NJ ██████████ | | Prod. Date: 3/5/08 | Dealer: NJ007 Loman Kia | |

*** PHONE LOG 03/10/2010 12:20 PM Eastern Daylight Time MPfeifer Action Type:Outgoing call
Writer received a VM from Mr. ██████████ at 12:01.
Writer retruned call at 12:15

*** NOTES 03/10/2010 12:28 PM Eastern Daylight Time MPfeifer Action Type:Manager review
Writer offered to have the FTR visit customer's home on Thursday 3/18 at 9:00 AM to test the OCS with the customer's wife.
Mr. ██████████ contends the light has come on twice with his wife seated and once with a friend seated in the PASSenger seat.
Mr. ██████████ continues to threaten writer that if not repAIRed on this next attempt he will sue Kia. Mr. ██████████ says that his attorney is currently driving the vehicle so that he can see the problems it has.
Mr. ██████████ agreed to the inspection.
Writer will leave case open pending inspection.

*** NOTES 03/19/2010 11:40 AM Eastern Daylight Time MPfeifer Action Type:Manager review
FTR inspected vehicle today 3/19/10. at Mr. ██████████ house Mr. ██████████ wife sat in the seat and the system operated as designed (light went out).
FTR explained system operation to Mr. ██████████ and Mrs. ██████████. Per FTR, Mrs. ██████████ seemed ok and satisfied with the explanation and how system works. Mr. ██████████ did not.

FTR was initially scheduled to inspect yesterday 3/18 at 9:00 AM. FTR called Mr. ██████████ while on his drive to say that he would be about 40 minutes late due to heavy traffic delays. He told Mr. ██████████ that he would arrive about 9:40. Mr. ██████████ said that he should not come as they would not be there. Mr. ██████████ left this writer a voice mail saying FTR was going to be an hour late and that he was giving us "one more chance" for the FTR to inspect 3/19 or he would contact his attorney.

Writer will not be following up with Mr. ██████████. He contends this concern is intermittant and he will not hesitate to call this writer if he believes it happened again. At the suggestion of M. Cameron, writer will be referring Mr. ██████████ to the BBB if he recontacts writer contending the OCS is malfunctioning.

*** CASE CLOSE 03/22/2010 03:52 PM Eastern Daylight Time MPfeifer

Kia Motors America
Consumer AffAIRs Department

Page 1 of 2

| Last name | First name | VIN of 2007 SORENTO EX 4X4 | Case Number | Mileage |
|-------------|------------|----------------------------|----------------------------|---------|
| Alanson, MI | | KNDJC736475 | K1637955 | 23,325 |
| | | Prod. Date: 6/29/06 | Dealer: MI019 Williams Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 08/31/2009 08:02 AM US Mountain Standard Time MHaynes

The caller, Ms. [REDACTED] states:

1. I having recall work done as well as my AIRbag looked at.
2. My AIRbag is not working correctly.
3. The dealer wants to know what was reprogrammed in SC076 so that they know what they need to do to fix the AIRbag.

The writer states:

1. Apologized for the issue.
2. Updated customer information.
3. Told caller that dealer would be contacted with info on reprogramming (refer to Techline).
4. Asked customer to call back when car at dealer on Weds.

*** PHONE LOG 09/02/2009 07:21 AM US Mountain Standard Time MHaynes Action Type:Incoming call
Tony, SVCM for Williams Kia, states:

1. I have Mrs. [REDACTED] here right now.
2. She is saying her PASSenger OCS goes on, then goes off.
3. We did the reprogramming in connection with the recall.
4. One thing I need to make sure you note on this case:
5. Mrs. Corrente is 5 feet 3 inches tall and weighs 110 pounds.
6. She is concerned that the PASS OCS isn't working.
7. I'm thinking it is functioning, but I want to confirm it.
8. What should I do next? Contact Techline?

The writer states:

1. I would contact Techline to make sure.

The caller states:

1. Thank you. Don't forget to note that she's 5' 3", 110 pounds.
2. Mrs. [REDACTED] wanted me to contact you as soon as she brought it in.

*** PHONE LOG 09/02/2009 10:35 AM US Mountain Standard Time MHaynes Action Type:Incoming call
Tony in service at dealer left VM.

Tony states:

1. No fault codes were found.
2. Tech case T1639414 is open on this case.
3. Want to see where we go from here.

*** NOTES 09/17/2009 02:31 PM Pacific Daylight Time MHoukal Action Type:Manager review
CRCAM assigning case to SBowyer:

- 1) Follow-up with dealer re: vehicle status

*** PHONE LOG 09/18/2009 08:37 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR TONY @ MI019 THIS DATE:

Kia Motors America
Consumer AffAIRs Department

Page 2 of 2

| Last name | First name | VIN of 2007 SORENTO EX 4X4 | Case Number | Mileage |
|-----------------------|------------|----------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736475 [REDACTED] | K1637955 | 23,325 |
| Alanson, M [REDACTED] | | Prod. Date: 6/29/06 | Dealer: MI019 Williams Kia | |

1. case dispatched. is veh down since 9/2?
2. Tony adv no- that was a single day visit
3. cust has had OCS complaint since purchase
4. husband wanted explanation of what changes OCS recall made
5. wife is a very small person- is right on the edge of the small vs. large occupant reading
6. this is why it works intermittently for them
7. they have had the car this entire time- we never kept it down for anything
8. i was simply making a courtesy call for the husband as he wanted more of an explanation about the recall
9. wtr thanked Tony for the info

*** NOTES 09/18/2009 08:59 AM Central Daylight Time SBowyer Action Type:Manager review
PER RCAM:

1. if no further assist needed. close case

CASE CLOSED- NO FURTHER ACTION NEEDED FROM CRCA @ THIS TIME

*** CASE CLOSE 09/18/2009 08:59 AM Central Daylight Time SBowyer

*** CASE CLOSE 10/12/2009 12:38 PM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

Kia Motors America
Consumer AffAIRs Department

Page 1 of 2

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|--------------|------------|----------------------------|---------------------------|---------|
| | | KNDJC736375 | K1721291 | 34,813 |
| FAIRmont, WV | | Prod. Date: 7/26/06 | Dealer: WV012 Freedom Kia | |

Case History

Complaint RepAIR Assistance

*** NOTES 04/08/2010 01:46 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

I have had my 2007 Kia Sorento in the shop 15 times since purchase. I have had in for the headlights dimming 5 times in which you state that this is normal. I have had the dome light diode 3 times. I have had it in 4 times for PASSenger side AIRbag system not working in which the reprogrammed once, recalled once to replace pins, replaced entire bottom seat and then replace entire bottom seat again. Please have a Kia representative call me about what we can do with this vehicle. If the AIRbag does not deploy in an accident Kia is looking at a big lawsuit. I want to trade the car in and get a new model but nobody wants to help. I am requesting pay-off assistance or trade-in assistance from Kia in order to get rid of this lemon and get me into a new model Sorento. If this is not handle swiftly I will resort to legal action!

*** PHONE LOG 04/14/2010 09:11 AM US Mountain Standard Time MHaynes Action Type:Outgoing call

The writer tries to contact [REDACTED] Gets Cell Phone Disconnected notice.

*** NOTES 04/14/2010 12:06 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

I have had my 2007 Kia Sorento in the shop 15 times since purchase. I have had in for the headlights dimming 5 times in which you state that this is normal. I have had the dome light diode 3 times. I have had it in 4 times for PASSenger side AIRbag system not working in which the reprogrammed once, recalled once to replace pins, replaced entire bottom seat and then replace entire bottom seat again. Please have a Kia representative call me about what we can do with this vehicle. If the AIRbag does not deploy in an accident Kia is looking at a big lawsuit. I want to trade the car in and get a new model but nobody wants to help. I am requesting pay-off assistance or trade-in assistance from Kia in order to get rid of this lemon and get me into a new model Sorento. If this is not handle swiftly I will resort to legal action!

*** NOTES 04/14/2010 02:26 PM US Mountain Standard Time MHaynes Action Type:Manager review

Call Me Letter Sent With Case Number For Callback.

*** CASE CLOSE 04/14/2010 02:31 PM US Mountain Standard Time MHaynes

*** NOTES 04/14/2010 04:04 PM US Mountain Standard Time JHirshfield Action Type:Manager review

call me letter NOT sent

see case K1559787 from 04/09

case dispatched to ERCA for assist determination

Cust has same complaints as last year plus new complaints about repAIR issues with OCS

" I am requesting pay-off assistance or trade-in assistance from Kia in order to get rid of this lemon and get me into a new model Sorento. If this is not handle swiftly I will resort to legal action!"

*** PHONE LOG 04/16/2010 02:51 PM Eastern Daylight Time SJames Action Type:Outgoing call

RCAA called customer who stated

1. I have been having so many problems with this vehicle

2. I have been having so many problems with this vehicle

**Kia Motors America
Consumer AffAIRs Department**

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|--------------|------------|----------------------------|---------------|-------------|
| [REDACTED] | [REDACTED] | KNDJC736375 [REDACTED] | K1721291 | 34,813 |
| FAIRmont, WV | | Prod. Date: 7/26/06 | Dealer: WV012 | Freedom Kia |

- 3. I can't do that because I owe 4k more than it is worth
 - 4. Well the dealer has replaced my seat so many times. I am just tired of the vehicle
 - 5. No
 - 6. Ok that is great. thank you
- RCAA stated
- 1. I apologize for your concerns
 - 2. I cannot just take your vehicle back because you are unhappy. you can trade the vehicle in if you like
 - 3. Sir, if there is a concern with your vehicle we can get it repAIRed for you
 - 4. Are you experiencing any concerns right now?
 - 5. Ok I well I tell you what. send me copies of your repAIR orders and I can take a look at the case and see what I can do. provided contact information and fax number

Kia Motors America
Consumer AffAIRs Department

Page 1 of 1

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------|--------------------|
| [REDACTED] | [REDACTED] | KNDJD736975 [REDACTED] | K1682271 | 36,742 |
| Maurepas, LA [REDACTED] | | Prod. Date: 6/21/06 | Dealer: LA001 | Kia of Baton Rouge |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 12/23/2009 03:19 PM US Mountain Standard Time JHirshfield
Enprecis survey comments:

1. PASSenger side AIR bag shows off while PASSenger (adult) in seat. Have had a recall on it. took it in for repAIR but STILL does it.
2. First brought on for 1st oil change. problem discounted and not worked. Took in again with recall letter. vehicle worked on but still occurs

Please contact customer (and dealership if needed) to see if any further assistance can be provided and that the concerns have been addressed.

*** PRIORITY CHANGE 12/23/2009 06:32:17 PM JHirshfield

*** PHONE LOG 12/29/2009 02:45 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer. who stated:

- 1 - A few weeks after the dlr did sc076, the PASSenger seat AIRbag started acting up again
- 2 - When my wife sits in it. or when I sit in it. sometimes the light goes off. sometimes it does not: sometimes it happens while we are driving
- 3 - The dlr just blew us off
- 4 - We live about an hour from the dlr

Writer:

- 1 - Apologized
- 2 - very sophisticated programming and Kia wants to be sure AIRbag does not deploy when PASSenger not seated properly
- 3 - make appt at kia dlr and CB a day or 2 before appt
- 4 - this office will follow up to be sure all Kia's resources used in identifying issue
- 5 - provided 800# and case no.

Customer:

- 1 - Thank you

*** CASE CLOSE 12/29/2009 02:45 PM US Mountain Standard Time KJohnson

*** CASE CLOSE 01/07/2010 03:11 PM US Mountain Standard Time TMorales

Kia Motors America
Consumer AffAIRs Department

Page 1 of 3

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|----------------------|------------|----------------------------|-------------|---------|
| Easley, SC | | KNDJD736275 | K1660791 | 39,000 |
| Prod. Date: 11/22/06 | | Dealer: SC020 Kia of Greer | | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 10/26/2009 01:44 PM US Mountain Standard Time TDonnelly

CUSTOMER STATES(MRS [REDACTED])

1. HAD RECEIVED NOTICE FOR (SC076) TOOK CAR TO DEALER (SC020) TO GET IT REPAIRED.
2. DEALER DID REPAIRS AND I STILL HAD CONCERNS.
3. TOOK CAR BACK TO DEALER 2ND TIME AND EXPLAINED THE OCS LIGHT IS BACK ON
4. SPOKE TO JENNIFER IN SERVICE WHO ADVISED NO PROBLEMS FOUND
5. EXPLAINED TO HER THIS LIGHT HAD COME ON JUST AFTER DEALER HAD CHECKED IT WITH FRIEND IN CAR.
6. SHE ADVISED SHE WOULD REVIEW WITH SVC MGR MR NELSON
7. I WAITED ALL DAY FOR CALL BACK AND DID NOT GET ONE
8. I CALLED HER AND ASKED WHAT WAS FOUND OUT
9. SHE ADVISED THAT SVC MGR WAS OF THE OPINION THAT SYSTEM IS OPERATING AS DESIGNED
10. DEALER WENT INTO BIG DISCUSSION OF HOW WAS PERSON SITTING IN SEAT. WAS SHE MOVING AROUND. WERE FEET PLANTED ON THE GROUND.
11. THIS IS BUNCH OF BULL. WE ARE NOT STUPID PEOPLE.
12. DEALER NEVER INVITED ME BACK IN TO CHECK CAR AGAIN.
13. MY PASSENGER IS 5'3" AND 120 POUNDS
14. SEEMS LIKE THEY ARE MAKING EXCUSES TO BLAME IT ON ME.
15. WONDERING WHY THEY DID NOT INVITE ME BACK IN TO CHECK IT AGAIN.
16. WILL HOLD.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ASKED IF CUSTOMER HAS READ INFO IN OWNERS MANUAL REGARDING OCS SYSTEM AND HOW IT OPERATES?
3. WOULD RECOMMEND IF CUSTOMER HAS NOT DONE THIS IT IS GOOD IDEA SO THERE IS NO MISUNDERSTANDING OF HOW SYSTEM WORKS
4. THIS IS A SMART SYSTEM AND THERE ARE MANY THINGS THAT CAN CAUSE THE OCS OFF LIGHT TO COME ON
5. ADVISED THAT THE FOLLOWING CONDITIONS CAN CAUSE OCS OFF LIGHT TO COME ON:
 - (1) Failing to sit in an upright position.
 - (2) Leaning against the door or center console.
 - (3) Sitting towards the sides or the front of the seat.
 - (4) Putting legs on the dashboard or resting them on other locations which reduce the PASSENGER weight on the front seat.
 - (5) Improperly wearing the safety belt.
 - (6) Reclining the seat back.
6. WILL NEED TO CONFIRM INFO WITH DEALER. ASKED CUSTOMER TO HOLD.

WRITER STATES:

1. PLACED CALL TO (SC020) TO SPEAK TO SVC MGR WHO WAS ON ANOTHER LINE.
2. ADVISED 800# AND EXTENSION.

WRITER STATES:

1. ADVISED CUSTOMER THAT WRITER HAD TO LEAVE MESSAGE FOR SVC MGR TO CALL WRITER BACK. HE WAS ON ANOTHER LINE.
2. IF OCS OFF LIGHT IS NOW FLASHING AND CUSTOMER IS EXPRESSING CONCERNS WITH SAFETY WOULD RECOMMEND KCC GET RSA ON LINE FOR TOW TO DEALER.

Kia Motors America
Consumer Affairs Department

Page 2 of 3

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|------------|------------|----------------------------|----------------------------|---------|
| Easley, SC | | KNDJD736275 | K1660791 | 39,000 |
| | | Prod. Date: 11/22/06 | Dealer: SC020 Kia of Greer | |

3. DEALER WILL NEED TO CONFIRM COMPLAINT, CAUSE AND CORRECTION.
4. KCC IS HERE TO ENSURE ALL INVOLVED ARE AWARE OF HOW THE SYSTEM OPERATES AND WHAT ACTIONS CAN CAUSE LIGHT TO COME ON.
5. WRITER NEEDS TO ALSO CONFIRM WITH DEALER WHY THEY DID NOT INVITE CUSTOMER BACK IN.
6. AFTER FOLLOW UP WITH DEALER, WILL CALL CUSTOMER BACK.

CUSTOMER STATES:

1. DEALER AND KCC ARE TALKING TO US. INTELLIGENT PEOPLE LIKE WE ARE STUPID
2. NO ONE MOVED OR SQUIRMED AROUND
3. THIS IS NOT WORKING. INTERMITTANT OR NOT
4. THAT JENNIFER THEN STARTED TO SAY SOMETHING ABOUT KMA WOULD NOT LET THEM TAKE SEAT OUT. NOT SURE WHAT ALL THAT WAS ABOUT, JUST WANT THIS REPAIRED.
5. WHILE WRITER WAS WAITING TO SPEAK TO DEALER HUSBAND WENT OUT AND SAT IN SEAT AND THE LIGHT IS NOT FLICKERING
6. WE ARE CONCERNED ABOUT SAFETY
7. WILL WAIT TO HEAR BACK FROM WRITER.

*** PHONE LOG 10/27/2009 08:37 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SVC MGR. ED (SC020)
2. ADVISED CUSTOMER CALLED KCC LATE YESTERDAY STATING ONGOING CONCERNS WITH OCS OFF LIGHT COMING ON.
3. CUSTOMER STATED SHE HAD PICKED CAR UP FROM DEALER AND AFTER LEAVING LIGHT CAME BACK ON
4. CUSTOMER STATED SHE CALLED ADVISOR, JENNIFER WHO STATED SHE WOULD REVIEW WITH SVC MGR AND CALL CUSTOMER BACK.
5. CUSTOMER THEN STATED SHE WAITED ALL DAY FOR CALL BACK, DID NOT GET ONE SO SHE CALLED JENNIFER BACK.
6. SHE STATES JENNIFER EXPLAINED TO HER THAT IT WAS SVC MGR OPINION THAT SYSTEM WAS OPERATING AS DESIGNED AND NOTHING MORE COULD BE DONE.
7. CUSTOMER STATED DEALER NEVER INVITED CUSTOMER BACK IN TO CONFIRM IF OCS OFF LIGHT WAS ON
8. CUSTOMER GOES ON TO ADVISE HER HUSBAND ALSO GOT INTO PASSENGER SEAT AND LIGHT WAS FLICKERING
9. WRITER HAS EXPLAINED THAT COMPLAINT NEEDS TO BE CONFIRMED TO ADDRESS REPAIRS.
10. IS THERE ANY REASON WHY DEALER DID NOT INVITE CUSTOMER BACK IN TO CONFIRM CONCERN?
11. WRITER WILL INVITE CUSTOMER BACK IN
12. WRITER DOES NOT SEE ANY CONTACT WITH TECHLINE REGARDING REPEAT CONCERN.
13. KCC DID GO OVER OPERATION OF SYSTEM WITH CUSTOMER AS WELL.

DEALER STATES:

1. WE HAVE NEVER BEEN ABLE TO CONFIRM THIS COMPLAINT
2. WE DID CAMPAIGN AND DID DO REFLASH FOR SYSTEM
3. EXPLAINED TO CUSTOMER WHEN CAR WAS IN SHOP WE COULD NOT DUPLICATE AND SYSTEM WAS OPERATING AS DESIGNED.
4. WE HAVE AN OPEN DOOR POLICY HERE. MAYBE THERE WAS SOME MISCOMMUNICATION.
5. CUSTOMER IS ALWAYS WELCOME TO COME BACK IN HERE AND DEMONSTRATE THE CONCERN.

Kia Motors America
Consumer Affairs Department

Page 3 of 3

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|------------|------------|----------------------------|----------------------------|---------|
| Easley, SC | | KNDJD736275 | K1660791 | 39,000 |
| | | Prod. Date: 11/22/06 | Dealer: SC020 Kia of Greer | |

6. IF WE CAN VERIFY SOMETHING WE WILL BE ABLE TO ADDRESS REPAIR.
7. CUSTOMER STATED SHE WANTED US TO REPLACE SEAT. PER ADVISOR.
8. WE EXPLAINED SEAT CAN NOT BE REPLACED IF COMPLAINT IS NOT VERIFIED.
9. IT IS MY UNDERSTANDING THAT SHE IS OVER AN HOUR AWAY AND IT WAS NOT SOMETHING THAT SHE COULD JUST COME BACK.
10. SHE IS WELCOME TO COME BACK IN AT ANY TIME AND DEMONSTRATE THE COMPLAINT TO US AND WE CAN THEN ADDRESS REPAIRS. FOLLOW UP WITH TECHLINE. ECT.

*** PHONE LOG 10/27/2009 01:06 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.
2. ADVISED 800# AND EXTENSION.

*** PHONE LOG 10/28/2009 10:07 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.
2. ADVISED 800# AND EXTENSION.

*** PHONE LOG 10/29/2009 08:36 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.
2. ADVISED 800# AND EXTENSION.

*** NOTES 10/29/2009 08:43 AM US Mountain Standard Time TDonnelly Action Type:Correspondence sent
WRITER STATES:

1. CALL ME LETTER SENT THIS DATE.

*** CASE CLOSE 10/29/2009 08:44 AM US Mountain Standard Time TDonnelly
CALL ME LETTER SENT THIS DATE. CLOSED PENDING CALL BACK FROM CUSTOMER.

*** CASE CLOSE 01/07/2010 05:50 PM US Mountain Standard Time JHirshfield
Tread AIRbag review -- JH

**Kia Motors America
Consumer Affairs Department**

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|---------------------------|------------|----------------------------|---------------|-----------|
| [REDACTED] | [REDACTED] | KNDJIC736385 [REDACTED] | K1674613 | 12,000 |
| Evans City, PA [REDACTED] | | Prod. Date: 10/8/07 | Dealer: PA048 | Value Kia |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 12/03/2009 09:19 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I AM CALLING ABOUT THE CAR.
2. I RECEIVED A RECALL NOTICE A WHILE AGO FOR THE PASSENGER SIDE AIR BAG BUT THE SYSTEM STILL DOES NOT REGISTER A NORMAL SIZED ADULT CONSISTENTLY.
3. I CALLED THE DEALERSHIP TO MAKE ANOTHER APPOINTMENT AND THEY ARE GOING TO SEE THE CAR BUT I WANTED TO FIND OUT WHAT KIA THINKS ABOUT THIS.
4. THE DEALERSHIP SAID YOU GUYS ALWAYS SAY IT IS THE WAY SOMEONE SITS.

WRITER STATES.

1. I AM SORRY THIS IS THE SITUATION
2. I CAN SAY IF THERE IS SOMETHING DEFECTIVE WITH THE SYSTEM AND THE DEALERSHIP CAN VERIFY IT WE WILL FIX IT.
3. SOME FACTORS WHICH INCLUDE WEIGHT AND SEATING POSTURE WILL IMPACT THE WAY THE SYSTEM WORKS.
4. REFERRED TO SECTION 3-45 TO REVIEW.
5. I CAN.....CUSTOMER DISCONNECTED.

WRITER WANTED TO GIVE CUSTOMER NAME AND EXTENSION BUT CUSTOMER HUNG UP.

*** CASE CLOSE 12/03/2009 09:19 AM US Mountain Standard Time SLarez

*** CASE CLOSE 12/03/2009 09:19 AM US Mountain Standard Time SLarez

*** CASE CLOSE 01/07/2010 01:02 PM US Mountain Standard Time TMorales
AIR BAG TREAD Review Complete

**Kia Motors America
Consumer Affairs Department**

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|----------------|------------|----------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736385 [REDACTED] | K1674570 | 12,000 |
| Evans City, PA | [REDACTED] | Prod. Date: 10/8/07 | Dealer: PA070 Mike Kelly Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 12/03/2009 08:41 AM US Mountain Standard Time ATorres Action Type:Incoming call
Cst states:

1. I was speaking to some and my call got disconnected I was tell him about PASSenger AIR bag light. the light will stay on when there is an average adult sitting in it.
2. Have an appointment next week for them to look at it on Thursday the 10th.
3. It's been looked at once before.

Wrt states:

1. Update. no SC. Apologized.
2. Kia will repAIR the veh according to the terms of the man warranty.
3. Writer will follow up on repAIR; make sure all Kia's resources are being utilized in getting the veh repAIRed.
4. Will contact dlrshp on your appointment day and contact you back.
5. Provided file number and wrt ext.

Cst states:

1. Ok.

*** PHONE LOG 12/10/2009 03:06 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Mike Kelly Kia left VM for Larry Miller srv mgr to call back.

*** NOTES 12/16/2009 11:10 AM US Mountain Standard Time ATorres Action Type:Manager review
Wrt adding notes from Duplicate case K1674613

*** PHONE LOG 12/03/2009 09:19 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I AM CALLING ABOUT THE CAR.
2. I RECIEVED A RECALL NOTICE A WHILE AGO FOR THE PASSENGER SIDE AIR BAG BUT THE SYSTEM STILL DOES NOT REGISTER A NORMAL SIZED ADULT CONSISTENTLY.
3. I CALLED THE DEALRESHIP TO MAKE ANOTHER APPOINTMENT AND THEY ARE GOING TO SEE THE CAR BUT I WANTED TO FIND OUT WHAT KIA THINKS ABOUT THIS.
4. THE DEALERSHIP SAID YOU GUYS ALWAYS SAY IT IS THE WAY SOMEONE SITS.

WRITER STATES.

1. I AM SORRY THIS IS THE SITUATION
2. I CAN SAY IF THERE IS SOMETHING DEFECTIVE WITH THE SYSTEM AND THE DEALERSHIP CAN VERIFY IT WE WILL FIX IT.
3. SOME FACTORS WHICH INCLUDE WEIGHT AND SEATING POSTURE WILL IMPACT THE WAY THE SYSTEM WORKS.
4. REFERRED TO SECTION 3-45 TO REVIEW
5. I CAN.....CUSTOMER DISCONNECTED.

WRITER WANTED TO GIVE CUSTOMER NAME AND EXTENSION BUT CUSTOMER HUNG UP.

*** PHONE LOG 12/16/2009 11:50 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Mike Kelly Kia spoke to Larry srv mgr and stated:

1. Following up on est concern with PASSenger AIR bag.
2. He had an appointment on 12/10.

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 2

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | ileage |
|---------------------------|------------|----------------------------|------------------------------|--------|
| [REDACTED] | [REDACTED] | KNDJC736385 [REDACTED] | K1674570 | 12,000 |
| Evans City, PA [REDACTED] | | Prod. Date: 10/8/07 | Dealer: PA070 Mike Kelly Kia | |

Larry states:

1. No problem found at that time of appointment
2. I spoke to the owner yesterday over the phone for about 10 min. she is mostly the PASSenger.
3. I told her what not to do and she was going to keep track of that.
4. When anyone else sat in the seat there was not issue.
5. The wife weights 120 lbs.

*** PHONE LOG 12/16/2009 12:08 PM US Mountain Standard Time ATorres Action Type:Outgoing call

Wrt called cst call of [REDACTED] and left Vm stating:

1. Was following up on appointment with dlrshp.
2. Dlr said they couldn't find anything wrong this time.
3. Dlr gave some tip on what not to do.
4. Adv to look at OM on page 3-45 and it will give you more info.
5. If you go back into dlrshp for this concern can call wrt back.

*** CASE CLOSE 12/16/2009 12:17 PM US Mountain Standard Time ATorres
not duplicated at dlrshp

Kia Motors America
Consumer AffAIRs Department

Page 1 of 3

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|------------------------|------------|----------------------------|------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735585 [REDACTED] | K1718319 | 10,000 |
| Gilbert, AZ [REDACTED] | | Prod. Date: 10/4/07 | Dealer: AZ032 Mark Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 04/01/2010 09:07 AM US Mountain Standard Time KJohnson

Customer:

- 1 - Mark Kia has worked on my PASSenger side AIRbag 4 times and it still does not work
- 2 - They said to call you. that this is a problem that goes beyond their dealership

Writer:

- 1 - Apologized
- 2 - Am a little puzzled because by our procedures, dlr should have contacted national technical support and apparently has not done so
- 3 - Will investigate and CB
- 4 - provided case no.

Customer:

- 1 - Thank you

Called dlr and John stated:

- 1 - There have been two repAIR attempts: sc076 and yesterday we replaced the seat cushion
- 2 - Although OCS was working when veh left, customer called in and said it didn't work for him
- 3 - We have duplicated concern w/ customer and w/ personnel here
- 4 - it seems to be intermittent
- 5 - need an FTR
- 6 - will open a techline case

Called DPSM Tom Steinwinter and left VM requesting CB

Message on Tom's VM stated out of office Thursday and Friday, back Monday.

*** EMAIL OUT _ KJohnson Action Type:External email
Send to:[TSteinwinter@kiausa.com]

Karen (a 46041
KJohnson@kiaconsumeraffAIRs.com

OCS 3x
2008 Sorento, 10K, orig owner

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_K1718319_KJohnson_04-01-2010095412.doc >>

*** PHONE LOG 04/01/2010 09:15 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer and stated:

- 1 - forwarding case to regional office

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 3

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|-------------|------------|----------------------------|------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735585 [REDACTED] | K1718319 | 10,000 |
| Gilbert, AZ | [REDACTED] | Prod. Date: 10/4/07 | Dealer: AZ032 Mark Kia | |

2 - good chance that we will want you to bring veh back in at a time when we have field engineer at the dlrshp. but regional office can decide to take a different next step

3 - if no one contacts you in 3 business days. call wtr and she will put you in touch with person taking over case at regional office

Customer:

1 - Thank you

*** NOTES 04/01/2010 09:16 AM US Mountain Standard Time KJohnson Action Type:Manager review

Wtr dispatching to western region

(a) for technical assistance

(b) to contact customer

Because

- 1 - 2008 Sorento, 10K. orig owner
- 2 - OCS inop after 2 repAIR attempts
- 3 - AZ032 requesting FTR
- 4 - DPSM notified

*** PHONE LOG 04/07/2010 08:18 AM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted cust

following up on 08 sorento

understand their is concern w/ the AIRbag light

would like to see if we can schedule you in on 4/26

to drop your veh off at dlr for an fir inspection

pls call back to further discuss thank you

pending cust call back

*** PHONE LOG 04/09/2010 01:25 PM Pacific Daylight Time APeckson Action Type:Incoming call

cust called in

left ph# at his work farmers insurance 480-839-2344

receptionist advised out today back next week

*** PHONE LOG 04/09/2010 01:26 PM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted cust

left vmail on ph# in clarify

advising rcaa called work # but you are out today

still want to set up appt at mark kia on mon 4/26

pls call back to further discuss thank you

pending cust return call

*** PHONE LOG 04/12/2010 10:46 AM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted cust

1. rcaa calling to confirm fir appt on mon 4/26 at mark kia
2. cust states mon too busy here. can appt be on thurs or fri
3. and am i supsd to get a rental or something
4. rcaa advised we can do fir appt on thurs 4/29 at mark kia
5. rcaa will call serv mngr to set up rental

**Kia Motors America
Consumer AffAIRs Department**

Page 3 of 3

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|------------------------|------------|----------------------------|------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735585 [REDACTED] | K1718319 | 10,000 |
| Gilbert, AZ [REDACTED] | | Prod. Date: 10/4/07 | Dealer: AZ032 Mark Kia | |

6. cust states he will drop veh off at 8:30am. thanked rcaa

*** PHONE LOG 04/12/2010 10:47 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted service at mark kia
left msg on john kroll vmail
advising cust fir appt on thurs 4/29
pls provide rental for cust
pls call back to confirm msg recv'd and provide email address for fir appt details

*** NOTES 04/12/2010 12:39 PM Pacific Daylight Time APeckson Action Type:Manager review
rcaa emailed fir & dpsm
FTR Appointment Details

[REDACTED]

Mark Kia AZ032
Thursday April 29th (8:30am)
2008 Sorento
OCS Concerns

Left voicemail for John at Mark Kia to provide rental for duration of repAIR. Tom-if you have John's email can you please forward to him?

Thank you!!

*** PHONE LOG 04/14/2010 02:12 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted john kroll in service
1. wanted to confirm you recv'd msg regarding cust rental for 4/29
2. john confirmed msg recv'd will provide rental

Kia Motors America
Consumer Affairs Department

Page 1 of 3

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|---------------|------------|----------------------------|---------------|----------------------|
| [REDACTED] | [REDACTED] | KNDJC736075 [REDACTED] | K1674175 | 18,000 |
| Goergtown, DE | [REDACTED] | Prod. Date: 4/19/07 | Dealer: DE006 | Selbyville Holly Kia |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 12/02/2009 10:16 AM US Mountain Standard Time MTrem Action Type:Incoming call

Caller Mr G states:

1. what is your 1st and last name
2. ok. I have a complaint about the service at my DLR over this past year
3. I had to take my veh back 4x or 5x for the tail gate because it had scratches on it
4. finally the DLR got it right
5. the 1st oil change I had brake vibration and the DLR said to drive the car more
5. sometimes rust builds up
6. also the PASSenger side AIRbag light would not go off with my PASSengers even up to 250 lbs
7. this would happen up to 5 oil changes
8. the DLR told me to bring the veh in and demonstrate it. I live 30 minutes away. you don't tell a customer that
9. I DLR shaved the rotor again today and I just got back from the DLR
10. then the DLR did a recall on the seat back. now I'm angry because I was always told it was me
11. for everything the finger is pointed at me
12. I'm told Kia will not put new rotors on the veh
13. they said I must have driven through water while the rotors are hot
14. I just got back from the DLR
15. the DLR gave me your number after I was done today. how convenient
16. so your saying it's my fault because I didn't call you before
17. I didn't know your number. I'd asked for the Owner of the DLR. the GM. no one wanted to speak to me
18. I'm very unhappy. I spent \$20k_ on this car to buy it and every time I go to the DLR something needs to be fixed
19. the Srv Mgr Mike Hayes is a nice guy
20. now the seat back works the majority of the time

WTR states:

1. provided Wtr 1st and last name
2. updated. no SC's
3. apologized
4. in cases of an AIRbag system light. the DLR must be able to duplicate the concern in order to have something to fix
5. if a PASSenger that CST rides with has this issue. it's something the DLR may ask to demonstrate for them
6. WTR has asked customers to do this before. these are industry standards
7. if the system checks out and thhe DLR cannot find a malfunction. there is nothing for them to fix
8. wtr request call back when the veh returns the DLR for repAIR concerns
9. WTR is unable to change the past and hasn't been involved in CST concerns
10. WTR is glad CST called
11. WTR will follow up on the history for the brakes and AIRbag system. and if anything needs ot change WTR will contact CST back
12. WTR will call CST back
13. gave case number and contact info

CST thanked WTR and disconnected

*** PHONE LOG 12/03/2009 10:46 AM US Mountain Standard Time MTrem Action Type:Outgoing call

WTR called DE006 Srv Mgr Mike Heyes states:

1. CST was here yesterday
2. 12/2/09 at 18589 miles
 - a. severe shaking of the brakes. severely warped rotors
 - b. resurfaced the rotors for cust (DLR goodwill). test drove it up to 75 mph. no vibration
3. 09/25/09 at 15141 miles

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 3

| | | | | |
|---------------|------------|----------------------------|------------------------------------|---------|
| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
| [REDACTED] | [REDACTED] | KNDJC736075 [REDACTED] | K1674175 | 18,000 |
| Goergtown, DE | [REDACTED] | Prod. Date: 4/19/07 | Dealer: DE006 Selbyville Holly Kia | |

- a. dida 15k service
- b. very slight vibration when braking. resurfaced rotor as DLR goodwill
- 4. because of my history with the veh and his dissatisfaction we are doing our best to take care of the CST
- 5. the veh was here a few times for PASS AIRbag light. NPF. CND each time
- 6. then Kia came out with a re flash
- 7. Customers don't want to hear they are hard on the brakes
- 8. reviewed with CST possible reasons the rotors get warped
- 9. NPF with the braking system that explains the rotors being warped
- 10. CST may be calling becasue I've told him I could not do much more for him in goodwill

*** PHONE LOG 12/03/2009 02:49 PM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called Mr G who states:

- 1. you are pointing the finger at me for this problem
- 2. I have had this issue since day one
- 3. the DLR told me it's rust on the brake
- 4. no I know how to drive a car!
- 5. I want your manager to call me
- 6. what do you mean early next week. I drive a car 7 days a week
- 7. call me this weekend!

WTR states:

- 1. WTR following up with CST on brake concerns
- 2. WTR revised history with DLR
- 3. DLR goodwill 2x resurfacing of the rotors for CST
- 4. The DLR reviewed the braking system and could did not find anything abnormal
- 5. In some cases driving style can be a cause of rotor ware
- 6. WTR is not saying CST doesn't know how to drive a veh
- 7. People simply drive differently and different levels of ware and tear
- 8. WTR is not intending to cause an argument. WTR is trying to assist customer with this concern
- 9. wtr request call back when veh returns to the DLR
- 10. KCA is only open monday to Friday
- 11. it may be monday or Tuesday before CST gets a call back
- 12. WTR will escalate case as requested

call ended

*** NOTES 12/03/2009 02:52 PM US Mountain Standard Time MTrem Action Type:Manager review

Writer dispatching case to Eastern Region for handling:

- 1. CST easily angered and doesn't want hear anything about driving style
- 2. CST states Rotors on veh are warping due to defect
- 3. DLR 2x good will on resurfacing rotors for CST
- 4. CST demanding call back from someone higher then WTR
- 5. Contact CST [REDACTED]

*** PHONE LOG 12/03/2009 02:52 PM US Mountain Standard Time MTrem Action Type:Incoming call
WTR called Mr G who states:

Kia Motors America
Consumer AffAIRs Department

Page 3 of 3

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------|----------------------|
| [REDACTED] | [REDACTED] | KNDJC736075 [REDACTED] | K1674175 | 18,000 |
| Goergtown, DE [REDACTED] | | Prod. Date: 4/19/07 | Dealer: DE006 | Selbyville Holly Kia |

1.

WTR states:

1.

*** FORWARD 12/04/2009 05:53 AM Pacific Daylight Time MPfeifer

*** PHONE LOG 12/11/2009 02:26 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer at [REDACTED]

Customer said:

1. I've had problems with the brakes since the day I bought it.
2. Then, at 15,000 miles, they resurfaced the rotors.
3. At 18,000 miles, they had to be resurfaced again.
4. Kia needs to replace the rotors because they are defective.
5. This is not the only problem that I've had with them.
6. The tailgate had a scratch, and they said they'd fix it.
7. It took them 5x's to fix it.
8. I also had a problem with the PASSenger AIR bag light.
9. They told me that it was the way I was sitting in the seat.
10. Finally, they told me that there was a recall for it.
11. Kia really needs to replace the brakes since I've had a problem since day 1.
12. I'm not happy about this at all.

Writer said:

1. Your case was escalated to me at the Eastern Regional Office.
2. I'm sorry for the problems that you've had with your vehicle.
3. I can understand that you are not happy about the brakes.
4. I'm sorry, but brakes are covered for defects for 12 months and 12,000 miles.
5. The dealer went above and beyond to satisfy you by resurfacing the rotors 2x and not charging you.
6. Normally this is a customer pay type of repAIR.
7. Unfortunately, Kia will not be paying for your rotors.
8. Have a nice weekend.

*** CASE CLOSE 12/11/2009 02:26 PM Eastern Daylight Time EDicinti

*** CASE CLOSE 01/07/2010 10:16 AM US Mountain Standard Time TMorales
AIRBAG TREAD Review Complete

Kia Motors America
Consumer Affairs Department

Page 1 of 5

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|----------------|------------|----------------------------|---------------------------|---------|
| [REDACTED] | [REDACTED] | kndjd736675 [REDACTED] | K1634698 | 30,000 |
| Charleston, SC | [REDACTED] | Prod. Date: 10/10/06 | Dealer: SC019 Kia Country | |

Case History

Complaint Repair Assistance

*** PHONE LOG 08/24/2009 08:57 AM US Mountain Standard Time HReynolds

Carol Heissensbattler Stated:

1. PASSenger side AIRbag light doesn't activate all the time
2. Kia dealer said that we are not sitting correctly
3. have two other vehicles from Toyota
4. never had problem with AIRbag light
5. daughter drives this car
6. she hulls a lots of friends in her car
7. very concern about the safety
8. dealer told me to call you

Writer stated:

1. updated/no open recall
2. apology for situation
3. advised. will research to see what can be done
4. provided ref#. contact#
5. will follow up with customer

*** PHONE LOG 08/25/2009 07:55 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. spoke to John - SVCA at Kia Country

John Stated:

1. I'm just work here for part time
2. SVC'M- Mitch Jones is on vacation. won't be back till Monday
3. don't know much about this customer

*** PHONE LOG 08/25/2009 10:10 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. phoned customer. disconnected number

*** PHONE LOG 08/28/2009 10:38 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. phoned customer again. disconnected number

*** PHONE LOG 08/31/2009 10:20 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. phoned customer. disconnected number

*** PHONE LOG 08/31/2009 10:36 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. spoke with Mitch - SVC'M at Kia Country

Mitch Stated:

1. I personally checked numerous time
2. it worked for me and the tech every time

Kia Motors America
Consumer AffAIRs Department

Page 2 of 5

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|---------------------------|------------|----------------------------|---------------------------|---------|
| [REDACTED] | [REDACTED] | kndjd736675 [REDACTED] | K1634698 | 30,000 |
| Charleston, SC [REDACTED] | | Prod. Date: 10/10/06 | Dealer: SC019 Kia Country | |

3. it work like what it supposed to
4. but if change sitting position. AIRbag light will not go off
5. theres nothing more we can do
6. she has a teenager daughter and her friends are sitting in front PASSenger side
7. they need to sit correctly what it designed to be sitting

*** NOTES 09/01/2009 11:53 AM US Mountain Standard Time HReynolds Action Type:Manager review

[!<For Internal Use Only

writer retrieved another contact # for customer from dealer>!]

*** PHONE LOG 09/01/2009 11:53 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. left vm for customer to call writer back
2. following up with AIRbag light
3. left case#. contact#

*** CASE C'LOSE 09/01/2009 11:54 AM US Mountain Standard Time HReynolds
pending customer call back

*** PHONE LOG 09/18/2009 07:16 AM US Mountain Standard Time SJeon Action Type:Incoming call
customer stated:

1. the light is on and off
2. I took the car to dealer but they said it is due to posture
3. I was in car wash and the lady behind me with Sorento has the same problem
4. my cell is [REDACTED]
5. my daughter took picture with 3 people
6. I really want it to be fixed because I purchased this car for safety reason

writer stated:

1. sorry for situation
2. will check with area rep
3. provided case #. ext #

*** PHONE LOG 09/18/2009 07:53 AM US Mountain Standard Time SJeon Action Type:Outgoing call
customer stated:

1. I checked on-line and there were so many complains
2. they went through the same situation
3. it is safety feature and I purchase this car because it has 5 star rate for safety
4. there is problem and I want it fixed
5. it could be a big sue case

writer stated:

1. will check with area rep and follow up

*** PHONE LOG 09/18/2009 12:34 PM US Mountain Standard Time SJeon Action Type:Outgoing call

Kia Motors America
Consumer AffAIRs Department

Page 3 of 5

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|---------------------------|------------|----------------------------|---------------|-------------|
| [REDACTED] | [REDACTED] | knjd736675 [REDACTED] | K1634698 | 30,000 |
| Charleston, SC [REDACTED] | | Prod. Date: 10/10/06 | Dealer: SC019 | Kia Country |

SRupert/DPSM stated:

1. advised to send it to region
2. advised customer to send picture

*** PHONE LOG 09/18/2009 12:38 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer stated:

1. area rep advised to escalate
2. someone will call customer within 48 business hours
3. provide picture to them

*** NOTES 09/18/2009 12:39 PM US Mountain Standard Time SJeon Action Type:Manager review
writer send this case to region due to:

1. customer has issue with OCS light
2. dealer could not duplicate the problem
3. area rep advised to escalate
4. please contact to customer's cell

*** PHONE LOG 09/21/2009 09:06 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer left message for customer requesting call back

*** PHONE LOG 09/25/2009 12:04 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
Review with DPSM--DPSM will inspect on his next Dealer visit.

*** PHONE LOG 09/25/2009 12:05 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRC AA attempted customer contact -- LM on VM requesting call back.

*** PHONE LOG 09/30/2009 04:45 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRC AA contacted [REDACTED] & advised

1. DPSM not scheduled to be in that area this week
 2. will update you when I have information that he will be in that area
- Ms. Heissenbattl states
1. ok thanks
 2. please call me at [REDACTED]

*** PHONE LOG 10/16/2009 01:33 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRC AA contacted Ms. [REDACTED] and advised that the DPSM is not scheduled for this dealer next week
I will send DPSM a reminder e-mail and follow up next week.

[!<For Internal Use Only

per review last documented Dealer visit for SC019 according to itinerary was 8/09>!]

*** PHONE LOG 10/22/2009 12:11 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
per DPSM--DPSM states he can meet with customer on Wednesday 10/28 @ SC019 between 9:30-10:00am

Kia Motors America
Consumer Affairs Department

Page 4 of 5

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|----------------------|------------|----------------------------|---------------------------|---------|
| ██████████ | ██████████ | kndjd736675 ██████████ | K1634698 | 30,000 |
| Charleston, SC 29414 | | Prod. Date: 10/10/06 | Dealer: SC019 Kia Country | |

*** PHONE LOG 10/22/2009 12:12 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mrs. ██████████ & reviewed DPSM schedule. Mrs. ██████████ will deliver vehicle for DPSM inspection.

*** PHONE LOG 10/28/2009 03:03 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mrs. ██████████ and reviewed

1. DPSM contacted & inspection reviewed
2. Part ordered
3. I will follow up next week
4. provided e-mail address for customer to send pictures
5. once repAIR is completed I will follow up to verify repAIR
6. once repAIR is verified I will review for possible GW.

*** PHONE LOG 10/28/2009 03:04 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
Per DPSM-- inspection complete

1. the customer did dup the problem however
2. could not verify if the customer was properly seated due to size
3. tried another vehicle and did not verify concern
- 4.

*** PHONE LOG 10/28/2009 04:11 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted SC019 & requested all RO's. Tech notes & punch times

*** PHONE LOG 11/02/2009 12:36 PM US Mountain Standard Time RChacon Action Type:Incoming call
██████████ STATED:

1. I WAS LOOKING TO GET IN CONTACT WITH JUNE SIFFORD. GAVE CASE #
2. I WANT TO KNOW IF SHE RECEIVED THE PIC'S I SENT HER?

WRITER STATED:

1. I APOLOGIZE FOR THE PROB
2. I DO SEE OPEN CASE WITH RCAA JSIFFORD
3. I WILL PLACE YOU ON HOLD AND REVIEW FILE

WRITER CALLED RCAA JSIFFORD AND STATED:

1. CUSTOMER LOOKING FOR UPDATE REGARDING CASE
2. PLEASE CALL CUST
3. ANY QUESTIONS CALL ME BACK
4. LEFT CASE #. AND WRITER EXT #

RETURNED TO CUSTOMER AND STATED:

1. DO NOT SEE ANY NOTES IN CASE ABOUT PIC'S BEING RECEIVED
2. I HAVE LEFT A MSG FOR FCAA JSIFFORD TO CALL YOU BACK WITH UPDATE

CUSTOMER STATED:

1. THANK YOU

*** PHONE LOG 11/17/2009 04:37 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

**Kia Motors America
Consumer AffAIRs Department**

Page 5 of 5

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|---------------------------|------------|----------------------------|---------------------------|---------|
| ██████████ | ██████████ | kndjd736675 ██████████ | K1634698 | 30,000 |
| Charleston, SC ██████████ | | Prod. Date: 10/10/06 | Dealer: SC019 Kia Country | |

SRCAA contacted Mrs. ██████████ as follow up to last repAIR. Mrs. ██████████ states

1. so far we have not had any problems

SRCAA advised

1. that is great news.

2. apologize that you had to take the vehicle in 3x's for this concern

3. I would like to offer GW--request pmt coupon

Mrs. ██████████ states. "the car is paid for & no pmt on vehicle. Is it possible for you to call back"

4. SRCAA will call back

*** PHONE LOG 11/17/2009 05:02 PM Eastern Daylight Time JuneSifford Action Type:Incoming call

SRCAA rec'd return call from Ms. ██████████ --Ms. H states

1. I would like to continue our conversation

2. I would like more time to test the repAIR

SRCAA advised

1. I would like to offer Gw

2. I will send offer of \$250.00 that allows 15 days for a total of almost 30 days

3. please keep in mind that the AIRbag is not designed to function in every situation.

*** PHONE LOG 12/07/2009 08:45 AM Eastern Daylight Time JuneSifford Action Type:Incoming call

No response to GW offer. Customer has 30 days to evaluate & decide

*** NOTES 12/30/2009 12:24 PM Eastern Daylight Time JuneSifford Action Type:Manager review

follow up letter being sent. offers void but will gladly reopen for further review on your request.

*** CASE CLOSE 12/30/2009 12:24 PM Eastern Daylight Time JuneSifford

Kia Motors America
Consumer Affairs Department

Page 1 of 5

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|-------------|------------|----------------------------|--------------------------|---------|
| | | KNDJD736X75 | K1720790 | 28,000 |
| Cashron, AZ | | Prod. Date: 11/7/06 | Dealer: AZ026 Peoria Kia | |

Case History

Complaint Other

*** PHONE LOG 04/07/2010 03:23 PM US Mountain Standard Time MTrem

Caller Mrs H states:

1. I do not want provide a my unliisted phone number
2. you can put your responce in writing
3. iw ant your supervisor, there are people out there with Disabilities
4. are your calls recorded, i want this call pulled
5. what if I don't have a voice that day
- 6.

WTR states:

1. updated. CST declined phone number
2. how can WTR contact CST back by phone
3. WTR is not authorized to put a responce in writing
4. WTR could send CSt a letter to cal us back

*** NOTES 04/07/2010 03:25 PM US Mountain Standard Time MTrem Action Type:Manager review

WTR confronted CST with TL JHirshfield. per CSt demand

*** NOTES 04/07/2010 03:59 PM US Mountain Standard Time DUnderwood Action Type:Manager review

APM D Underwood received vm from Denise Hersey

Denise Hersey stated:

1. KNDJD736X75711414
2. CALLED TODAY TO START AN INVESTIGATION
3. MY AB IS NOT WORKING
4. I SPOKE TO JON, YOUR SUPERVISOR
5. I TOLD HIM THAT I WAS DISCRIMINATED AS A WOMAN DUE TO THEM SPEAKING TO ME AS I HAVE NO INTELLIGENT
6. I WAS TOLD YOU ARE IN CALIFORNIA AND ANY ACCUSATION OF DISCRIMINATION NEEDS TO BE TAKEN CARE OF ASAP AND NOT BRUSHED OFF
7. HIS CALL WAS RECORDED BY YOUR OFFICE
8. I WANT A LETTER SENT TO MY ADDRESS (PO BOX) AND A TIME I CAN CALL YOU DIRECTLY
9. I FEEL JON WAS DEFENDING THE DPSM AND WAS PATRONIZING ME
10. I HAVE BEEN PATRONIZED BY EVERY MALE PERSON I HAVE
11. FEEL MY FAMILY IS IN DANGER AND COULD BE KILLED
12. APPRECIATE A LETTER
13. I WANT AN INVESTIGATION AND I WANT A WOMAN PRESENT

*** PHONE LOG 04/07/2010 04:00 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
sup call transfer from Mike Trem

cust very agitated

1. she is upset that Mike tried to get her unlisted phone number --she does not give that out to anyone
2. she has a right to communicate through the mail
3. she just came back from dealership where Tom from Kia inspected her car
4. she is having a PASSenger side AIRbag light concern when her 280 lb daughter sits in the seat
5. they said that it was because of the way she was sitting in the seat
6. she is not an idiot and they were discriminating against her because she is a woman
7. she demands that Kia fix her car but she will not take it back to AZ026
8. she wants a woman to be involved in the process
9. she knows another Kia dealership that has a woman employed in the service dept. but they told her that because the

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 5

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|-------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736X75 [REDACTED] | K1720790 | 28,000 |
| Cashron, AZ | [REDACTED] | Prod. Date: 11/7/06 | Dealer: AZ026 Peoria Kia | |

DPSM has already inspected the car, there is nothing that they can do
10. if her daughter is killed because the AIR bag doesn't deploy in case of an accident, she will sue Kia

wtr

- 1 i apologize on behalf of Kia
- 2 i do not believe that DPSM would discriminate against her because she is a woman

cust

1. "how do you know"
- 2 "were you there?"
- 3 "I am telling you what they did--what kind of customer service is this?"

wtr

- 1 what are you requesting of Kia?

cust

1. again, i want Kia to fix my car correctly and I demand that a woman inspect it or be involved in the process

wtr

1. allow me to make some phone calls, however, DPSM is Kia expert in the field and I do not believe that there is a woman that can get involved in this inspection / repAIR process to represent Kia

cust demanded to speak with my supervisor

wtr transferred cust to VM for APM D Underwood

*** NOTES 04/07/2010 04:08 PM US Mountain Standard Time JHirshfield Action Type:Manager review
correction--cust was speaking about AZ043

*** PHONE LOG 04/07/2010 04:11 PM US Mountain Standard Time DUnderwood Action Type:Incoming call
APM D Underwood received vm from [REDACTED]
STATED:

1. I DO NOT GIVE MY PHONE NUMBER OUT BUT I WANT TO SPEAK TO YOU
2. MY NUMBER IS 623-215- 6640
3. I AM HURT AND FEEL VERY VIOLATED
4. MY CONCERNS NEED TO BE HEARD UNLESS MY HUSBAND IS WITH ME
5. I WANT TO SPEAK TO A WOMAN
6. I AM ACTION FOR AN INVESTIGATION AND A WOMAN TO BE INVOLVED

**Kia Motors America
Consumer Affairs Department**

Page 3 of 5

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|-------------|------------|----------------------------|---------------|------------|
| [REDACTED] | [REDACTED] | KNDJD736X75 [REDACTED] | K1720790 | 28,000 |
| Cashron, AZ | [REDACTED] | Prod. Date: 11/7/06 | Dealer: AZ026 | Peoria Kia |

APM DUNDERWOOD STATED:

1. HOW CAN WTR HELP YOU

Denise Hersey STATED:

1. BEEN A LOYAL CUSTOMER FOR 6 YEARS
2. FEEL JON SHOULD BE REPRIMANDED FOR THE WAY HE TREATED ME
3. I FEEL HURT AND VIOLATED
4. I CALLED MY SELLING DEALER AFTER I GOT OFF THE PHONE AND WILL BE BRING MY VEHICLE TO THEN TOMORROW
5. FELT THAT EVERY PERSON AT THE SALAZSAR KIA DEALERSHIP WAS DISCRIMINATING AGAINST ME BECAUSE I AM A HEAVY SET WOMAN INCLUDING THE FACTORY REP
6. THEY WERE SPEAKING TO ME AS I HAVE NO INTELLIGENT
7. MY DAUGHTER HAS BEEN SITTING AND USING THE SEAT IN MY CAR FOR OVER 2 YEARS AND THIS IS JUST NOW HAPPENING - SOMETHING IS NOT RIGHT
8. I WANT TO PROTECT MY FAMILY
9. THEY PULLED CODES AND FOUND NOTHING
10. THINK THERE IS A SHORT AND THAT IS CAUSING IT

APM DUNDERWOOD STATED:

1. GLAD TO HEAR THAT YOU HAVE MADE AN APPOINTMENT WITH Peoria Kia
2. WOULD LIKE TO FOLLOW UP ON THAT APPOINTMENT
3. PROVIDED WTR'S EXTENSION AND REQUESTED A CALL TO LET ME KNOW WHEN YOU ARE GOING TO DEALER (CUSTOMER AGREED)
4. WTR APOLOGIZED FOR THE EXPERIENCE
5. WTR KNOWS THE DISTRICT MANAGER AND CAN ONLY SAY THAT WTR FEELS HE IS NOT THAT WAY
6. THAT OF COURSE DOES NOT CHANGE HOW YOU WERE FEELING

[REDACTED] STATED:

1. THANK YOU FOR UNDERSTANDING
2. WILL CALL YOU TOMORROW WITH APPOINTMENT TIME
3. THANK YOU FOR CALLING ME BACK - I FEEL LIKE A NORMAL PERSON AGAIN
4. I FEEL THAT THIS CONVERSATION HAS BEEN PRODUCTIVE AND FULL OF RESPECT

*** PHONE LOG 04/09/2010 08:32 AM US Mountain Standard Time DUnderwood Action Type:Incoming call

[REDACTED] ft vm stating:

1. took vehicle into Peoria Kia and left it there over night
2. its day and night difference from the other dealer
3. I trust this dealer
4. I just think I should be able to get the same service and respect from any Kia dealer
4. if you need to call me back my number is [REDACTED]
(do not put in case)
5. thank you

*** PHONE LOG 04/09/2010 08:48 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call

APM Underwood stated:

1. phoned Peoria Kia - asked svc manager

John Svc mgr stated:

1. customer not happy with you guys
2. looked at vehicle and nothing could be duplicated

Kia Motors America
Consumer AffAIRs Department

Page 4 of 5

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|------------------------|------------|----------------------------|---------------|------------|
| ██████████ | ██████████ | KNDJD736X75 ██████████ | K1720790 | 28,000 |
| Cashron, AZ ██████████ | | Prod. Date: 11/7/06 | Dealer: AZ026 | Peoria Kia |

3. nothing wrong with vehicle
4. customer spoke to my advisor so she knows
5. tell you this customer will escalate and has said she wants to go to the news

APM DUNDERWOOD stated:

1. thanks for the information
2. will call customer

*** PHONE LOG 04/09/2010 09:24 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call

APM DUnderwood stated:

1. phoned the customer. ██████████
2. wanted to check on your status
3. have you spoken to the dealer

██████████ stated:

1. Yes and the dealer could not duplicate the concern
2. the dealer will be picking me up so I can re-create it
3. my husband 350 lbs and laid down seat and it worked fine
4. my daughter is 280 lbs and has been using this seat for 2 years and its just now not working
5. again she sat in vehicle for 2 yrs and now just having concerns
6. that means something is wrong

APM DUNDERWOOD stated:

1. wtr asked if daughter sat correctly did the light go out (customer said Yes)

██████████ stated:

1. the Dealer said they took the gel bag out and check the sensor
2. they did not have the vehicle long enough to do that
3. I have auto start because I live in AZ and it gets 120 degrees
4. the district manager, Tom, said there was a delay and it was normal when the vehicle is first started
5. I bought 2 kias from this dealership (Peoria Kia)
6. We are very loyal kia customer
7. Mitch at Salazar Kia treated me with no respect because I am a woman and heavy set
8. My ex-husband used to beat me when things weren't right like dinner and house cleaned
9. I am taking a camera with me and taking pictures to show its not working right
10. I want to take pictures of my daughter's butt off seat and the light did not go on
11. this has happened before when enroute to dealer (Salazar Kia) for 2 miles

APM DUnderwood stated:

1. requesting call back once you received vehicle
2. would like to follow up on concern

██████████ stated:

1. thank you
2. I will

*** PHONE LOG 04/09/2010 09:37 AM US Mountain Standard Time DUnderwood Action Type:Outgoing call

APM DUnderwood stated:

1. phoned Tom Stienwinter, District Manager
2. wanted to touch base with you over ██████████ AB issue

Kia Motors America
Consumer AffAIRs Department

Page 5 of 5

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|-------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736X75 [REDACTED] | K1720790 | 28,000 |
| Cashron, AZ | [REDACTED] | Prod. Date: 11/7/06 | Dealer: AZ026 Peoria Kia | |

3. customer has not mentioned to me about the going to the news but did say this to the dealer (Peoria Kia)
4. Svc mgr (John) said she would escalate this

Tom Steinwinter, District Manager stated:

1. I gave the benefit of the doubt and had the vehicle inspected
2. no codes
3. review this with Margie (NCA) and have her call me if needed
4. thank you for letting me know

APM DUnderwood stated:

1. thanks I will

*** NOTES 04/09/2010 01:56 PM US Mountain Standard Time DUnderwood Action Type:Manager review
APM DUnderwood reviewed case with Margie Wirz.
Margie reviewed case with legal
APM DUnderwood received email from Alan Dow - TSB "PASSenger AIR Bag Off " Indicator Light Operation

*** PHONE LOG 04/12/2010 09:33 AM US Mountain Standard Time DUnderwood Action Type:Incoming call

[REDACTED] stated:

1. I wanted to let you know the end result
2. Peoria Kia ordered a seat cushion
3. I feel the respect I received from Peoria Kia is the level is Kia should have ay all dealers
4. would like you to follow up on the order and installation - 2 weeks should be okay
5. they could not duplicate the concern so we left the dealer
6. about a mile down the road the light came on (AB off)
7. I took pictures and turned around to the dealer
8. the dealer decided to order the seat cushion
9. do not want to see this turn into a Toyota like concern

APM DUnderwood stated:

1. Will check with you on April 26th, 2010
2. will call you back on requested date

[REDACTED] stated:

1. thank you
2. I just wanted to let you know

*** NOTES 04/12/2010 08:37 AM US Mountain Standard Time DUnderwood Action Type:Manager review
APM DUnderwood set Outlook calendar to check back with customer on seat cushion

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 7

| Last name | First name | VIN of 2007 SORENTO 4X2 AT | Case Number | Mileage |
|-----------------------------|------------|----------------------------|---------------|--------------------|
| ██████████ | ██████████ | KNDJD736975██████████ | K1655147 | 19,000 |
| Jacksonville, FL ██████████ | | Prod. Date: 11/2/06 | Dealer: FL107 | Kia of Orange Park |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 10/12/2009 07:30 AM US Mountain Standard Time AJudson

██████████ (husband) States:

1. Was working with FL103 to address a OCS indicator concern.
2. If you are not sitting in the seat perfectly then it says PASSenger AIRbag off.
3. I worked for FL103 when I first began addressing the concern, was working on this with tech line.
4. Received SC076 to address the concern and took vehicle in for re-flash but that did not resolve.
5. Have taken the vehicle in 3 times since completing SC076 for the re-flash but problem is still not resolved.

Writer States:

1. Apologized for the problem.
2. Advised customer that he should take the vehicle to dealer for current diagnosis, last information on tech case is from 2007.
3. Writer can follow up to ensure that all resources are involved to address current concern.
4. Advised that FL107 is the next closest dealer, contact them to address concern.
5. Gave customer case number, writers name and extension.
6. Requested callback once appointment is made to address current concern.

*** CASE CLOSE 10/12/2009 07:30 AM US Mountain Standard Time AJudson

*** PHONE LOG 10/13/2009 12:21 PM US Mountain Standard Time DDailous Action Type:Incoming call

CUSTOMER STATES

1. ALBERT IS NOT THERE TODAY
2. I TALKED TO HIM YESTERDAY
3. I USE TO WORK WITH KIA SERVICE
4. WE TRIED A BUNCH OF THINGS FOR MY AIRBAG LIGHT ON THE PASSENGER SIDE
5. WE NEVER FIXED IT AND THEN YOU CAME UP WITH AN OCS REFLASH
6. HE TOLD ME TO TAKE BACK TO DEALER AND OPEN A TECHLINE CASE
7. I WANT THEM TO HAVE SOMEONE UNDER 140 LBS SIT IN THE SEAT AND TO TELL ME WHAT IT DOES
8. THEY CANNOT DUPLICATE THE CONCERN
9. WE HAD TO HAVE CAR TOWED YESTERDAY AND THE CAR GOT STUCK IN FOURTH GEAR
10. THEY ARE SAYING THERE WERE NO CODES IN THE SYSTEM
11. THERE ARE SERVICE BULLETINS ON THIS AND THEY CANNOT DO THEM WITHOUT A CODE
12. THEY NEED THIS APPROVED BY THE DPSM

WRITER STATES

1. APOLOGIZED
2. ALBERT IS HERE TODAY
3. CAN I HELP?
4. THAT IS CORRECT. THEY DO NEED TO BE ABLE TO DUPLICATE CONCERN. THEY JUST CANNOT THROW NEW PARTS IN-THEY HAVE TO HAVE A STARTING POINT

CUSTOMER STATES

1. I LIVE FAR FROM THEM. I AM NOT TRYING TO START TROUBLE
2. THE ESC LIGHT AND CEL CAME ON
3. IT DIDN'T STORE THE CODE
4. I JUST WANT TO MAKE SURE I AM NOT GOING BACK AND FORTH
5. IT THREW ME OUT OF THE SEAT---I SHOULD OF HAD ON MY SEAT BELT AND DIDN'T. THIS IS A SAFETY CONCERN

Kia Motors America
Consumer Affairs Department

Page 2 of 7

| Last name | First name | VIN of 2007 SORENTO 4X2 AT | Case Number | Mileage |
|-----------------------------|------------|----------------------------|---------------|--------------------|
| [REDACTED] | [REDACTED] | KNDJD736975 [REDACTED] | K1655147 | 19,000 |
| Jacksonville, FL [REDACTED] | | Prod. Date: 11/2/06 | Dealer: FL107 | Kia of Orange Park |

WRITER STATES

1. PROVIDED CALLBACK INFORMATION
2. WILL SEE WHAT CAN FIND OUT
3. WILL CALL YOU BACK WITH UPDATE

*** PHONE LOG 10/13/2009 12:26 PM US Mountain Standard Time DDailous Action Type:Outgoing call

WRITER STATES TO FL107

1. REQUESTED TO TALK TO SERVICE MANAGER--NICK BOWMAN
2. NEED STATUS ON CUSTOMERS CAR
3. PROVIDED CALL BACK INFORMATION

DEBBIE STATES

1. NICK IS ON ANOTHER LINE
2. ADVISOR IS BACK IN SERVICE RIGHT NOW
3. BE HAPPY TO TAKE A MESSAGE

*** PHONE LOG 10/13/2009 12:33 PM US Mountain Standard Time DDailous Action Type:Outgoing call

WRITER STATES TO DPSM

1. ADVISED OF CONCERNS

DPSM PSTAPLETON STATES

1. WE HAVE REFLASH TOOL AVAILABLE
2. IN OM IT STATES IF YOU ARE CLASSIFIED AS A SMALL OCCUPANT. THE LIGHT WILL NOT GO OFF
3. PLEASE KEEP ME POSTED

*** PHONE LOG 10/13/2009 01:39 PM US Mountain Standard Time DDailous Action Type:Incoming call

KATINA FROM FL107 STATES TO VMAIL

1. RETURNING YOUR CALL

*** PHONE LOG 10/13/2009 01:49 PM US Mountain Standard Time DDailous Action Type:Incoming call

WRITER STATES TO FL107

1. RETURNING CALL FROM TINA

TINA STATES

1. NOT ABLE TO DUPLICATE
2. IT SAYS PASSENGER AIRBAG OFF WHEN THE WIFE IS SITTING IN IT
3. WIFE WEIGHS ABOUT 135LBS
4. HE SAYS STUCK IN FOURTH-CEL AND ESC CAME ON---SLAMMED INTO GEAR
5. HE WENT ONLINE AND FINDING TSB'S ON KIA WEBSITE
6. WE CANNOT JUST DO TSB'S IF WE CANNOT DUPLICATE CONCERNS

WRITER STATES

1. HE IS SAYING HE USE TO WORK FOR KIA
2. DID TELL HIM YOU CANNOT PUT PARTS IN THE CAR WITHOUT DUPLICATING CONCERN
3. DO SEE WE DID SOMETHING WITH HIS SEATS AT 300 AND 16K MILES
4. WE DO NOT TELL THE CUSTOMERS IT IS A WEIGHT LIMIT AS IT IS NOT POSTED IN THE OM

Kia Motors America
Consumer AffAIRs Department

Page 3 of 7

| Last name | First name | VIN of 2007 SORENTO 4X2 AT | Case Number | Mileage |
|-----------------------------|------------|----------------------------|----------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736975 [REDACTED] | K1655147 | 19,000 |
| Jacksonville, FL [REDACTED] | | Prod. Date: 11/2/06 | Dealer: FL107 Kia of Orange Park | |

5. TALKED TO PAUL AND HE SAYS THAT THIS CAR IS BASED ON BODY FRAME AND THAT AT TIMES HE MAY NOT EVEN GET THAT LIGHT TO GO OFF UNLESS HE SITS SIDEWAYS?
6. WILL CALL BACK TOMORROW TO FOLLOW UP AND SEE WHAT YOU FOUND

*** NOTES 10/13/2009 02:12 PM US Mountain Standard Time DDailous Action Type:Manager review

[!<For Internal Use Only

LOOKING IN OM IT DOES STATE ON PAGE 3-53 PERSON OF LOW WEIGHT, BUT DOES NOT SAY WHAT LOW WEIGHT ISWAITING TO SEE IF TINA CAN DUPLICATE AIRBAG CONCERN TOMORROW>!]]

*** PHONE LOG 10/14/2009 07:07 AM US Mountain Standard Time RHall Action Type:Incoming call

[REDACTED] stated

- 1 Transmission locked up during right hand turn and wheels locked up and it slung me into the dash board- my knees went into the dash and are brusied up
 - 2 I should have been wearing my seat belt but I wasnt
 - 3 The RPM's were reving and had to switch to manual
 - 4 I also have problem with OCS light
 - 5 The dlr is not able to duplicate the concerns
 - 6 I went on line and found service bulletins and dlr wont do them because they cant duplicate
 - 7 If there was a car in front of me, I would have hit them- we lost control of the car
 - 8 I want to speak to Paul Stapleton so he can approve the
- MESSAGE FOR A RETURN CALL. e issues shouldnt Kia just fix it - are you required to do them automatically?
- 10 we were almost in an accident but Kia is not wanting to fix this
 - 11 This is supposed to be as simple as hooking it up to the computer - why wont Kia fix this?

wrt stated

1 apologized

2 DJ will need to contact the Kia factory rep and review the case with him and see how we can work together to try to get this resolved for you

Mr [REDACTED] stated

1 I would like to have the DPSM call me- I know his name is Paul Stapleton

wrt stated

1 apologized

2 DPSM is not a public contact. DJ will put in your request

3 As soon as DJ gets ahold of DPSM, DJ will call you back with status

*** PHONE LOG 10/14/2009 08:32 AM US Mountain Standard Time DDailous Action Type:Incoming call

CUSTOMER STATES TO VMAIL

1. YOU SAID YOU WOULD CALL ME BACK
2. WILL TRY TO REACH ALBERT

Kia Motors America
Consumer AffAIRs Department

Page 4 of 7

| Last name | First name | VIN of 2007 SORENTO 4X2 AT | Case Number | Mileage |
|-----------------------------|------------|----------------------------|----------------------------------|---------|
| ██████████ | ██████████ | KNDJD736975 ██████████ | K1655147 | 19,000 |
| Jacksonville, FL ██████████ | | Prod. Date: 11/2/06 | Dealer: FL107 Kia of Orange Park | |

*** PHONE LOG 10/14/2009 08:37 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO DPSM PSTAPLETON VMAIL

1. THE CUSTOMER I SPOKE TO YOU ON YESTERDAY HAS CALLED IN TWICE THIS MORNING AND IS REQUESTING TO TALK TO YOU
2. PLEASE CALL AND LET ME KNOW IF YOU ARE WILLING TO TALK TO HIM
3. PROVIDED CALLBACK INFORMATION

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

Send to:[PStapleton@kiausa.com]

Paul--Please call and let me know if you are willing to talk to him...DJ 45457

1. THE CUSTOMER I SPOKE TO YOU ON YESTERDAY HAS CALLED IN TWICE THIS MORNING AND IS REQUESTING TO TALK TO YOU
2. PLEASE CALL AND LET ME KNOW IF YOU ARE WILLING TO TALK TO HIM

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_K1655147_DDailous_10-14-2009082631.doc>>

*** PHONE LOG 10/14/2009 10:49 AM US Mountain Standard Time DDailous Action Type:Incoming call
PSTAPLETON STATES

1. DEALER SAYS THESE ARE THE CONCERNS-OSC-CD PLAYER MAKES NOISE-KNOCKING NOISE FROM ENGINE AREA. CND-TRANSMISSION. 13 MILE TEST DRIVE CND
2. LIGHT WORKED FOR TINA THIS MORNING AND FOR THE SERVICE MANAGER
3. HE NEEDS TO BRING IN THE WIFE-IF SHE IS SHOWING AS SMALL OCCUPANT-WE CAN EXPLAIN THIS TO HIM
4. I DO HAVE TIME NOW-BRING HIM ON

WRITER STATES TO CUSTOMER

1. HAVE DPSM HOLDING ON OTHER LINE TO TALK TO YOU

CUSTOMER STATES

1. APPRECIATE YOUR TAKING THE TIME TO CALL ME
2. DEALER HAS BEEN TRYING TO HELP ME BUT CANNOT DUPLICATE ISSUE
3. BEEN ONGOING ISSUE WITH PREMIER KIA
4. I USE TO WORK FOR COGDON KIA AND DAVE KORDACK WAS MY DPSM
5. I KNOW HOW THE SYSTEM WORKS
6. MAIN CONCERN IS WHEN WE DROVE DOWN ROAD MAKING RIGHT-SHE STARTED TO ACCELERATE AND IT IS LIKE IT LOCKED UP AND WENT INTO DASHBOARD FACE FIRST-SKID MARKS FROM THE REAR END-CAR REVVED UP TOO HIGH DUE TO SPEED WE WERE GOING-HAD TO PUT IN MANUAL SHIFT AND IT WAS STUCK IN FOURTH GEAR
7. TWO PCM AND TCM ONLINE....

DPSM STATES

Kia Motors America
Consumer Affairs Department

Page 5 of 7

| Last name | First name | VIN of 2007 SORENTO 4X2 AT | Case Number | Mileage |
|------------------|------------|----------------------------|----------------------------------|---------|
| | | KNDJD736975 | K1655147 | 19,000 |
| Jacksonville, FL | | Prod. Date: 11/2/06 | Dealer: FL107 Kia of Orange Park | |

1. WHERE DID YOU FIND THIS ONLINE?

CUSTOMER STATES

1. KIA SORENTO TRANSMISSION ISSUES
2. IT JUST POPPED UP
3. HAD CAR TOWED TO ORANGE PARK
4. TOLD THEM THE ISSUES AND WITH THE AIRBAG FOR OCS-
5. IF YOU ARE 150LBS ITS HIT OR MISS--IF YOU SIT IN ONE DIRECTION IT WORKS AND IF YOU TURN SLIGHTLY IT TURNS OFF

PSTAPLETON STATES

1. IN YOUR OWNERS MANUAL. SECTION 3.57 I THINK-IT LISTS HOW AN OCCUPANT IS BEING CLASSIFIED
2. THE SORENTO IS DIFFERENT THEN THE SEDONA-IT IS READING HIP BONE STRUCTURE
3. IF SHE IS NARROW BONED. IT WILL SHOW HER AS SMALL OCCUPANT AND IT WILL NOT ARM THE AIRBAG SYSTEM
4. A LARGE OCCUPANT WILL ARM IT

CUSTOMER STATES

1. SHE IS NOT REALLY NARROW THOUGH
2. SOMETIMES IT DOES NOT PICK ME UP AND I WEIGH 215LBS

PSTAPLETON

1. I HAVE HAD SEVERAL PEOPLE SIT IN THERE
2. EACH ONE TURNS AIRBAG LIGHT OFF
3. NICK-HE IS A NARROW PERSON WEIGHING 150LBS--HE IS NARROW PERSON THOUGH-

CUSTOMER STATES

1. WE WERE REPLACING THE BOTTOM SEAT CUSHIONS
2. WE WERE THE FIRST ONES IN THE COUNTRY NOTIFYING KIA THERE WERE 25 CARS ON THE LOT LIKE THIS
3. THEY SAID IT WAS A FLAW-IT WAS ALMOST READING IT AS A CHILD SEAT
4. THEY CAME OUT WITH REFLASH--DEALER PERFORMED IT TWICE
5. THEY HAD TECHS THAT COULD NOT SET IT OFF
6. THEY WERE GOING TO GET BACK TO ME ON AN UPDATE BUT THEY GOT SHUT DOWN TWO DAYS AGO
7. ANOTHER DEALER SAYS THEY ARE AWARE OF THE FLASHES FOR MYC AR

DPSM STATES

1. OUR TECHS CANNOT DUPLICATE THESE CONCERNS
2. WE CANNOT PUT PARTS ON A CAR THAT WE CANNOT VERIFY THE CONCERN

CUSTOMER STATES

1. I AM NOT TRYING TO BE RUDE
2. I WANT THIS DOCUMENTED IF YOU DECIDE NOT TO FIX MY CAR
3. IF YOU HAD SEEN THE WAY I SLAMMED INTO THE DASH
4. IF THIS CAUSES AN ACCIDENT....

DPSM STATES

1. WE WILL INSPECT THE CAR. WHICH WE HAVE DONE
2. A DTC CODE SHOULD OF BEEN STORED AND THERE IS NOTHING
3. WE WILL NOT TRY THINGS TO FIX SOMETHING THAT WE CANNOT DUPLICATE
4. DO YOU HAVE ABS? (YES)

Kia Motors America
Consumer Affairs Department

Page 6 of 7

| | | | | |
|-----------------------------|------------|----------------------------|----------------------------------|---------|
| Last name | First name | VIN of 2007 SORENTO 4X2 AT | Case Number | Mileage |
| ██████████ | ██████████ | KNDJD736975 ██████████ | K1655147 | 19,000 |
| Jacksonville, FL ██████████ | | Prod. Date: 11.2/06 | Dealer: FL107 Kia of Orange Park | |

5. IF YOU HAVE AN INCLINE THERE IS THE ABS KICKING IN-AND YOU CAN FEEL A BANG

CUSTOMER STATES

1. THAT IS A VALID POINT BUT I KNOW HOW ABS WORKS
2. I AM TRYING TO PREVENT HAVING TO COME BACK OUT IN THREE OR FOUR DAYS
3. THIS IS NOT CONVENIENT AND I AM NOT THE ONLY ONE HAVING THIS ISSUE
4. THE NEXT TIME THIS HAPPENS I WILL RECORD THIS ON MY PHONE. TINA SAID THAT WOULD NOT MAKE A DIFFERENCE IF THEY COULD NOT DUPLICATE
5. I WAS A MANAGER FOR COGDON PARTS AND MANAGER

DPSM STATES

1. YOU ARE SAYING THERE WAS NO WAY TO GET OUT OF FOURTH IS THAT RIGHT?

CUSTOMER STATES

1. CANNOT SAY LOCKED UP--IT WAS REVVING AND COULD NOT MOVE THE CAR
2. SWITCHED TO MANUAL AND IT READ FOURTH
3. WE PULLED OFF SIDE AND PUT IN PARK. TURNED CAR OFF--30 SECONDS LATER IT WAS STILL STUCK IN FOURTH
4. IT WOULD GO IN REVERSE. BUT STILL STUCK IN FOURTH
5. CALLED RSA--AFTER 35-40 MIN IT WAS IN 1ST GEAR AGAIN

DPSM STATES

1. LIMP HOME MODE--ALLOWS YOU TO GO INTO 2ND AND 3RD GEAR
2. BUT THERE WERE NO CODES--THEY TOOK ON TEST DRIVE FOR 13 MILES AND STILL CANNOT DUPLICATE IT
3. I WANT TO SATISFY YOU BUT DO NOT WANT TO MAKE THIS SITUATION WORSE FOR YOU
4. HAVE YOUR WIFE WITH YOU WHEN YOU GET THE CAR SO THEY CAN SEE WHAT THE READING IS ON CAR WHILE SHE IS SITTING IN THE CAR

CUSTOMER STATES

1. JUST WANT TO MAKE SURE MY WIFE IS SAFE DRIVING THIS CAR
2. SO ON THE AIRBAG ISSUE, I AM OUT OF LUCK THEN RIGHT. BECAUSE SHE CANNOT CHANGE HER FRAME
3. WILL TRY TO WORK THAT OUT. SHE WORKS OPPOSITE SCHED THEN ME
4. I DON'T WANT TO PUT HER AT RISK. SO MAY NOT KEEP THE CAR
5. WHAT ABOUT THE OTHER CONCERNS

DPSM STATES

1. WHAT KIND OF CD'S ARE YOU USING
2. BURNT CD'S ARE THICKER--SO WILL BE A PROBLEM
3. I WILL LET NICK KNOW THAT YOU WILL BE ABLE TO DUPLICATE WHEN YOU GO TO GET THE CAR
4. CAN DISCUSS WITH YOU THE ISSUES YOU ARE HAVING WITH YOUR CAR

CUSTOMER STATES

1. STANDARD CD'S
2. THEN THERE IS A CLICKING SOUNDS THE FLAP GETTING STUCK WHEN TURNING THE AC OFF
3. THIS HAPPENS EACH TIME YOU TURN IT OFF--THEY HAD TO BE ABLE TO DUPLICATE THIS ONE
4. SO YOU ARE NOT AWARE OF THIS ISSUE?

*** CASE CLOSE 10/14/2009 11:04 AM US Mountain Standard Time DDailous

**Kia Motors America
Consumer AffAIRs Department**

| Last name | First name | VIN of 2007 SORENTO 4X2 AT | Case Number | Mileage |
|-----------------------------|------------|----------------------------|---------------|--------------------|
| [REDACTED] | [REDACTED] | KNDJD736975 [REDACTED] | K1655147 | 19,000 |
| Jacksonville, FL [REDACTED] | | Prod. Date: 11/2/06 | Dealer: FL107 | Kia of Orange Park |

*** CASE CLOSE 01/06/2010 06:51 PM US Mountain Standard Time JHirshfield
Lead AIR has review...JH

Kia Motors America
Consumer AffAIRs Department

Page 1 of 4

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|---------------------|------------|----------------------------|----------------------------|---------|
| | | KNDJD736785 | K1638897 | 10,000 |
| New Port Richey, FL | | Prod. Date: 6/12/07 | Dealer: FL059 Friendly Kia | |

Case History

Complaint RepAIR Assistance

*** CASE CLOSE 09/01/2009 11:03 AM US Mountain Standard Time DDailous

*** PHONE LOG 09/01/2009 11:03 AM US Mountain Standard Time DDailous

CUSTOMER STATES

1. PASSENGER SIDE AIRBAG SENSOR
2. TAKEN INTO FRIENDLY KIA FOR THIS
3. THEY HAVE NOT BEEN ABLE TO DUPLICATE THE PROBLEM
4. TOOK IN TWO OR THREE TIMES. THEY REPROGRAM AND TWO WEEKS LATER I GET A RECALL LETTER FOR THIS
5. TOOK IN AND THEY DID RECALL AND IT STILL MALFUNCTIONS OCCASSIONALLY
6. TOOK IN TODAY WITH PASSENGER IN THE SEAT AND THE LIGHT WAS ON
7. HE WAS ABLE TO SEE IT TODAY AND HE TOLD ME TO CALL US

WRITER STATES

1. UPDATED. AS400 DOWN-CLARIFY DOWN. APOLOGIZED
2. WHO ARE YOU DEALING WITH THERE
3. THE SERVICE MANAGER TOLD YOU TO CALL US - HE DIDN'T OFFER TO LOOK AT THE CAR AGAIN OR CALL TECHLINE?

CUSTOMER STATES

1. SERVICE MANAGER IS RICH REHPOKF
2. 727-815-9611
3. RIGHT HE SAID TO CALL YOU BECAUSE THEY HAVE DONE THE RECALL AND DON'T KNOW WHAT ELSE TO DO

WRITER STATES

1. APOLOGIZED
2. WOULD LIKE FOR YOU TO CALL DEALER AND MAKE APPT
3. LET US KNOW WHEN AND WHERE AND WE WILL CALL WHILE THE CAR IS THERE AND MAKE SURE ALL OF KIAS RESOURCES ARE BEING UTILIZED IN GETTING THIS TAKEN CARE OF

CUSTOMER STATES

1. THANK YOU VERY MUCH

*** CASE CLOSE 10/12/2009 12:51 PM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

*** NOTES 02/01/2010 05:17 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA received MVDN

MVDN states:

1. 3 or more repAIR attempts have been made to repAIR the same defect or condition
2. Alleged defects: AIR bag light is on intermittently.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.

Writer to scan into case and forward to the Region for further handling.

Kia Motors America
Consumer Affairs Department

Page 2 of 4

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|--------------------------------|------------|----------------------------|----------------------------|---------|
| ██████████ | ██████████ | KNDJD736785 ██████████ | K1638897 | 10,000 |
| New Port Richey, FL ██████████ | | Prod. Date: 6/12/07 | Dealer: FL059 Friendly Kia | |

*** PRIORITY CHANGE 02/01/2010 05:18:00 PM KWarren

*** PHONE LOG 02/02/2010 10:45 AM Eastern Daylight Time DABurke Action Type:Outgoing call

Wtr states:

1. Called the dlr and requested R.O.'s.

Srv Mngr Rich stated:

1. I will fax them to you as soon as I can.
2. I am not sure why the customer is filing a final repAIR notice because they have not been to the dlr for the AIRbag light since 6/09.

Wtr states:

1. Thank you for the information provided fax number and ended the call.

*** PHONE LOG 02/02/2010 11:46 AM Eastern Daylight Time DABurke Action Type:Outgoing call

*** PHONE LOG 02/02/2010 12:46 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Called the customer and stated:

1. I am calling to discuss your case.
2. I apologize that you are experiencing problems with your PASS AIRbag light.
3. I received your Final repAIR letter from the dlr you will be receiving a letter from me letter this week with the date.

Cust states:

1. Thank you for calling me.
2. I look forward to receiving the letter.

Wtr states:

1. I will call you back once I have received your R.O.'s so that I can discuss your case further.
2. Thanked the customer and ended the call.

*** PHONE LOG 02/08/2010 12:11 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Wtr states:

1. Scheduled Final RepAIR for 2/23/10.
2. DPSM, Srv Mngr and customer have been informed of Final RepAIR date.
3. Will update the case once final repAIR has been completed.

*** PHONE LOG 03/12/2010 05:57 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Wtr states:

1. Tried to call the customer to discuss the case.
2. There was no answer LVM for call back.

*** PHONE LOG 03/16/2010 11:00 AM Eastern Daylight Time DABurke Action Type:Outgoing call

Called the customer and stated:

1. I am calling to discuss your case.
2. I received your letter stating that the AIRbag concern was still present in the vehicle 30 min after the final repAIR

Kia Motors America
Consumer AffAIRs Department

Page 3 of 4

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|---------------------|------------|----------------------------|----------------------------|---------|
| | | KNDJD736785 | K1638897 | 10,000 |
| New Port Richey, FL | | Prod. Date: 6/12/07 | Dealer: FL059 Friendly Kia | |

Mr. H states:

1. Yes. I turned right back around and went to be the dir and showed them that the light was on.

Wtr states:

1. Was your wife positioned correctly in the seat?

Cust states:

1. Yes she was positioned correctly in the seat.
2. The srv mngr saw this then he got in the seat and the vehicle was operating as designed and the same thing with sales manager.
3. I do not understand why they keep telling this vehicle is operating as designed.

Wtr states:

1. That is because the vehicle is operating as designed.
2. When a person is sitting in the seat they have to be sitting and positioned correctly.
3. Also, the seat has sensors and if the seat is not in the correct position it may not detect that someone is in the seat.

Cust states:

1. Well, I have other people that will testify under oath that this has happened.

Wtr states:

1. Let me look into this a little more and I will call you back to discuss your case further.
2. Thanked the customer and ended the call.

*** PHONE LOG 03/19/2010 02:33 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Wtr states:

1. Received CCF from the BBB with Start date.
2. DPSM's laptop is not working will speak with DPSM on Monday as to whether we should arbitrate the case or not.

*** PHONE LOG 03/23/2010 03:41 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Wtr states:

1. Sent request to BBB for TE inspection.
2. Waiting on response.

*** PHONE LOG 04/12/2010 02:44 PM Eastern Daylight Time DABurke Action Type:Incoming call

Wtr states:

1. Called the BBB due to no TE report sent since wtr requested 1 on 3/23/10
2. There was no answer LVM for call back.

*** PHONE LOG 04/15/2010 06:03 PM Eastern Daylight Time DABurke Action Type:Incoming call

Wtr states:

1. Received TE report from the BBB stating that the AIRbag light concern could not be duplicated.
2. Called the customer and offered \$1,000 GW for inconvenience (cust paid cash for the car).
3. The vehicle is operating as designed.

Cust states:

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 4

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|--------------------------------|------------|----------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736785 [REDACTED] | K1638897 | 10,000 |
| New Port Richey, FL [REDACTED] | | Prod. Date: 6/12/07 | Dealer: FL059 Friendly Kia | |

1. No thank you. I have more than enough evidence to support my concern.
2. I will see you in arbitration.

Wtr states:

1. Thanked the customer and apologized for the concern.
2. Ended the call.
3. Mailing offer letter to the customer for consideration.

*** PHONE LOG 04/19/2010 12:59 PM Eastern Daylight Time DABurke Action Type:Incoming call

Wtr states:

1. Arbitration is set for 4/27/10 at 1pm per DPSM.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|----------------------------|------------|----------------------------|------------------------|---------|
| ██████████ | ██████████ | KNDJC736975 ██████████ | K1663421 | 22,800 |
| Upper Darby, PA ██████████ | | Prod. Date: 11/28/06 | Dealer: PA001 Ryan Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 11/02/2009 03:17 PM US Mountain Standard Time KJohnson

Customer:

- 1 - CEL on solid and ESC off
- 2 - veh slow going up hills. but otherwise drives OK

Writer:

- 1 - Apologized
- 2 - make appt at Kia dlr for diagnosis and repAIR
- 3 - provided case no.

Customer:

- 1 - Thank you

*** CASE CLOSE 11/02/2009 03:17 PM US Mountain Standard Time KJohnson

*** PHONE LOG 02/15/2010 07:05 AM US Mountain Standard Time MHaynes Action Type:Outgoing call

The caller, ██████████ states:

1. I called a while ago about my PASSenger light on, as well as the CEL.
2. The dealer did a recall on the PASSenger light and fixed the CEL.
3. Now the PASSenger light and the CEL are back on.
4. The dealer says it's time to do the 20k tune-up, which I scheduled.
5. During the blizzard, I used the 4x4 and heard a clunking.
6. Is that something that can be looked at under warranty?

The writer states:

1. Apologized about issues.
2. Confirmed cust info.
3. The Kia dealer will need to diagnose the source of the problem to determine warranty coverage.
4. Goes over BLW and PTW.
5. Have the dealer investigate these problems for you in order to make sure nothing is wrong.

The caller states:

1. I'll let them know ahead of time.
2. Thank you for your help.

*** CASE CLOSE 02/15/2010 07:07 AM US Mountain Standard Time MHaynes

*** PHONE LOG 02/16/2010 10:53 AM US Mountain Standard Time RChacon Action Type:Incoming call

CUSTOMER STATED:

1. DO I HAVE TO DO REGULAR SVC ON VEH TO KEEP MY WARR VALID?
2. I CURRENTLY HAVE MY PASS SIDE AIRBAG LIGHT ON IN MY VEH EVEN IS A 350 LB PERSON SITS IN THE SEAT
3. THE ESC OFF LIGHT IS ON. AND THE ABS LIGHT IS ALSO ON
4. REITERATED CLUNK CONCERN WHEN PUTTING VEH IN 4WD
5. I ALSO HAVE A SPEAKER THAT HAS NOT WORKED SINCE DAY ONE
6. I WAS GOING TO PUT AN AFTER MARKET RADIO IN MY VEH BUT I WAS TOLD THERE IS NOT A WIRE

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|----------------------------|------------|----------------------------|------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736975 [REDACTED] | K1663421 | 22,800 |
| Upper Darby, PA [REDACTED] | | Prod. Date: 11/28/06 | Dealer: PA001 Ryan Kia | |

HARNES OR RADIO INSTALL KIT AVAILABLE. WHAT CAN YOU ADVISE?

WRITER STATED:

1. I APOLOGIZE FOR THE PROB
2. UPDATED CONTACT INFO
3. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. IN ORDER TO MAINTAIN WARR'S REGULAR MAINTENANCE MUST BE DONE ON VEH
5. KIA RECOMMENDS YOU FOLLOW THE MAINTENANCE GUIDELINES IN OWNERS MANUAL AND KEEP ALL DOC'S SHOWING SVC'S HAVE BEEN DONE IN CASE QUESTIONS ARISE LATER ON
6. RECOMMEND TAKING VEH TO A KIA DEALER FOR DIAG
7. IF A DEFECT IS FOUND WARR IS IN PLACE TO COVER THAT
8. WE DO NOT DEAL IN AFTER MARKET ITEMS
9. WE DO NOT HAVE A WIRE HARNES AVAILABLE FOR YOUR AFTER MARKET RADIO
10. RECOMMEND YOU SPEAK WITH A KIA DEALER FOR MORE INFO ON AFTER MARKET ITEMS

CUSTOMER STATED:

1. THANK YOU

*** CASE CLOSE 02/16/2010 11:00 AM US Mountain Standard Time RChacon

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 1

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Milage |
|---------------------------------|------------|----------------------------|-------------------------------|--------|
| [REDACTED] | [REDACTED] | KNDJC735485 [REDACTED] | K1706897 | 18,000 |
| Sterling Heights, MI [REDACTED] | | Prod. Date: 6/14/07 | Dealer: MI027 Mt. Clemens Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 03/03/2010 09:53 AM US Mountain Standard Time KJohnson

Customer:

- 1 - The seatbelt light is on
- 2 - And sometimes the PASSenger seat AIRbag light stays on when my wife sits there
- 3 - Who is going to compensate me for my time?
- 4 - It is your factory defect: this is not fAIR
- 5 - So my time is not valuable?

Writer:

- 1 - Apologized
- 2 - Both systems are still under factory warranty against any factory defect
- 3 - Make appt at Kia dlr for diagnosis and repAIR
- 4 - You will need to authorize a diagnostic fee, but if this is a warranty repAIR, you will pay nothing
- 5 - Kia's warranty covers parts and labor: we do not compensate you for your time in taking veh to dlr
- 6 - For most efficient use of your time, recommend that your wife come with you when you take veh in
- 7 - Kia is not saying that your time is not valuable [customer interrupted: all right, all right]
- 7 - provided dlr info and case no.

Customer:

- 1 - Thank you

*** CASE CLOSE 03/03/2010 09:53 AM US Mountain Standard Time KJohnson

*** CASE CLOSE 04/07/2010 08:51 AM US Mountain Standard Time JHirshfield
Tread AIRbag review -- JH

Kia Motors America
Consumer AffAIRs Department

Page 1 of 2

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-----------------------|------------|----------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736785 [REDACTED] | K1671501 | 9,000 |
| Butler, PA [REDACTED] | | Prod. Date: 5/14/07 | Dealer: PA070 Mike Kelly Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 11/23/2009 03:49 PM US Mountain Standard Time JSinclair

[REDACTED] (boyfriend) called and states:

1. My girlfriend is having two problems with her vehicle
2. The first issue is with the OCS light
3. It stays on 100% of the time and it doesn't matter who is sitting in the seat
4. The other day she was driving down the highway at about 50mph and the car started sputtering
5. She pulled over and started to brake and the car accelerated on it's own and jolted forward once
6. The CEL and the ESC light both came on
7. After about two starts the CEL has turned off
8. I called Mike Kelly Kia and told them but they said if the CEL was off there was nothing that could be done
9. I feel this is a safety issue and I want this taken care of

Wtr states:

1. Apologized
2. Updated info
3. Advs customer can take vehicle to Kia dealership
4. At that time contact wtr and wtr will follow up with dealership to verify appropriate resources are being used to solve the problem
5. Advs RSA is available to tow vehicle if customer does not feel safe driving the vehicle

Customer states:

1. No that's ok
 2. I will drive it
- thanked and call ended

*** CASE CLOSE 11/23/2009 03:49 PM US Mountain Standard Time JSinclair

*** CASE CLOSE 11/23/2009 03:50 PM US Mountain Standard Time JSinclair

*** PHONE LOG 12/01/2009 08:16 AM US Mountain Standard Time JSinclair Action Type:Incoming call

Customer ([REDACTED]) left VM for wtr on 11/30/09 stating:

1. I am dropping my vehicle off at Mike Kelly Kia tonight to be looked at
 2. Please call me back at [REDACTED]
- End of VM

*** PHONE LOG 12/01/2009 02:07 PM US Mountain Standard Time JSinclair Action Type:Outgoing call

Wtr called [REDACTED] (invalid #)

*** PHONE LOG 12/02/2009 02:17 PM US Mountain Standard Time JSinclair Action Type:Incoming call

Missing notes from 12/1/09

Wtr called Mike Kelly Kia spoke to John who states:

1. We could not duplicate the issue with the AIR bag light
 2. The CEL needed a throttle position sensor
- Thanked and call ended

**Kia Motors America
Consumer Affairs Department**

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-----------------------|------------|----------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736785 [REDACTED] | K1671501 | 9,000 |
| Butler, PA [REDACTED] | | Prod. Date: 5/14/07 | Dealer: PA070 Mike Kelly Kia | |

*** PHONE LOG 12/02/2009 02:18 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called Mike Kelly Kia spoke to Kevin in service who states:
1. The only # I have for the customer is [REDACTED]
Thanked and call ended

*** PHONE LOG 12/02/2009 02:19 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called customer
Left VM req rtn call

*** CASE CLOSE 12/02/2009 02:19 PM US Mountain Standard Time JSinclair

*** PHONE LOG 12/02/2009 03:03 PM US Mountain Standard Time JSinclair Action Type:Incoming call
Customer left VM for wtr to rtn call

*** PHONE LOG 12/03/2009 02:12 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called customer
Customer states:
1. Everything is working
2. I was not aware I had to sit in a certain way to have the AIR bag work
3. Thanks for calling
Thanked and call ended

*** CASE CLOSE 12/03/2009 02:12 PM US Mountain Standard Time JSinclair

*** CASE CLOSE 01/07/2010 09:29 AM US Mountain Standard Time TMorales

Kia Motors America
Consumer AffAIRs Department

Page 1 of 7

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|-------------|------------|----------------------------|---------------|----------------|
| | | KNDJIC736375 | K1675628 | 33,000 |
| Norfolk, VA | | Prod. Date: 9/30/06 | Dealer: VA006 | Greenbrier Kia |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 12/07/2009 10:19 AM US Mountain Standard Time DDailous

*** PHONE LOG 12/07/2009 10:22 AM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER [REDACTED] STATES

1. HAD IN FIVE TIMES FOR PASSENGER SIDE AIRBAG LIGHT
2. WHEN SOMEONE SITS THERE. IT WON'T GO OFF
3. REPLACED AND FLASHED AND STILL DOES IT
4. SAT I TOOK BACK WITH ME SITTING IN THE SEAT WON'T GO OFF
5. THE SEATS DONT ENERGIZE
6. VA HAS THAT LEMON LAW. WE ONLY HAVE TO GIVE YOU THREE TIMES TO FIX IT AND I AM ON MY 5TH TIME
7. I NEED THIS CAR FIXED. WIFE AND DAUGHTER HANDICAPPED
8. IF THERE IS AN ACCIDENT AND ONE OF THEM GET HURT. I WILL NOT BE HAPPY

WRITER STATES

1. UPDATED. NO SC. APOLOGIZED
2. WHO ARE YOU WORKING WITH AT DEALER

CUSTOMER STATES

1. KIM IS OUR SERVICE WRITER
2. MECHANIC IS RICHARD
3. THEY ARE WORKING WITH TECHLINE AND THEIR HANDS ARE TIED
4. THEY ARE DOING EVERYTHING THEY CAN
5. I DON'T WANT TO GET THEM IN TROUBLE

WRITER STATES

1. WOULD LIKE TO MAKE A FEW PHONE CALLS AND SEE WHAT CAN FIND OUT
2. SO YOU HAVE YOUR CAR WITH YOU NOW RIGHT?

CUSTOMER STATES

1. YES. THERE WAS NOTHING THEY COULD WITH IT RIGHT NOW

WRITER STATES

1. PROVIDED CALLBACK INFORMATION

*** PHONE LOG 12/07/2009 10:29 AM US Mountain Standard Time DDailous Action Type:Outgoing call

WRITER STATES TO VA006

1. REQUESTED TO TALK TO SERVICE MANAGER--JOE
2. WHAT IS HISTORY WITH CUSTOMERS OCS
3. HAS DPSM BEEN CALLED

JOE STATES

1. WE HAVE CHANGED OUT SEAT BOTTOM TWICE
2. FLASHED IT
3. NOT AWARE OF ANY OTHER PROBLEMS SINCE WE PUT IN

Kia Motors America
Consumer AffAIRs Department

Page 2 of 7

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|-------------|------------|----------------------------|---------------|----------------|
| | | KNDJC736375 | K1675628 | 33,000 |
| Norfolk, VA | | Prod. Date: 9/30/06 | Dealer: VA006 | Greenbrier Kia |

WRITER STATES

1. GUESS HE HAD IT IN LAST WEEK AND THEY COULD NOT DUPLICATE IT AGAIN AS IT IS INTERMITENT
2. HOWEVER, WHILE OUT ON SATURDAY WITH HIM IN THE SEAT. THE LIGHT WOULD NOT GO OUT. SO THEY DROVE IT STRAIGHT OVER THERE AND SHOWED KIM. SO SHE HAD WITNESSED IT
3. THANK YOU FOR YOUR HELP. WILL CALL TOM AND SEE WHAT HE WANTS TO DO
4. CUSTOMER DID MENTION LEMON LAW. SO WILL PROB SEND TO REGION
5. CUSTOMER SAYS YOU ALL HAVE REALLY JUMPED THROUGH HOOPS FOR THEM. THANK YOU

*** PHONE LOG 12/07/2009 10:32 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO DPSM TNASSARS VMAIL

1. CUSTOMER HAS 07 SORENTO WITH 33K
2. HE HAS TAKEN INTO VA006 5 TIMES FOR THE OCS LIGHT
3. WE HAVE FLASHED AND REPLACED SEAT BOTTOM TWICE SO FAR AND LIGHT IS STILL ON
4. CUSTOMER DID MENTION LEMON LAW. SO AM SENDING TO REGION
5. PLEASE FEEL FREE TO CALL ME BACK WITH QUESTIONS. PROVIDED CALLBACK
6. WILL EMAIL NOTES TO YOU

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

Send to:[TNassar@kiausa.com]
Tom--Just a heads up---DJ 45457

1. CUSTOMER HAS 07 SORENTO WITH 33K
2. HE HAS TAKEN INTO VA006 5 TIMES FOR THE OCS LIGHT
3. WE HAVE FLASHED AND REPLACED SEAT BOTTOM TWICE SO FAR AND LIGHT IS STILL ON
4. CUSTOMER DID MENTION LEMON LAW. SO AM SENDING TO REGION

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_K1675628_DDailous_12-07-2009101940.doc>>

*** NOTES 12/07/2009 10:35 AM US Mountain Standard Time DDailous Action Type:Manager review
FORWARDING TO REGION

1. PLEASE REVIEW AND CALL CUSTOMER AND DEALER TO HELP RESOLVE
2. CUSTOMER MENTIONED LEMON LAW

*** PHONE LOG 12/07/2009 10:41 AM US Mountain Standard Time DDailous Action Type:Incoming call
TNASSAR CALLED TO FOLLOW UP WITH ME ON THIS CUSTOMER
ADVISED DID FORWARD TO REGION AND EMAILED NOTES TO HIM

*** RETURN 12/07/2009 11:09 AM Pacific Daylight Time MHillegas

Kia Motors America
Consumer Affairs Department

Page 3 of 7

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|-------------|------------|----------------------------|---------------|----------------|
| | | KNDJC736375 | K1675628 | 33,000 |
| Norfolk, VA | | Prod. Date: 9/30/06 | Dealer: VA006 | Greenbrier Kia |

This case was sent to NCA by mistake. Please dispatch to Eastern Region.

*** NOTES 12/10/2009 11:41 AM US Mountain Standard Time DDailous Action Type:Manager review
FORWARDING TO REGION

1. PLEASE REVIEW AND CALL CUSTOMER AND DEALER TO HELP RESOLVE
2. CUSTOMER MENTIONED LEMON LAW

*** PHONE LOG 12/11/2009 05:37 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED ON BOTH NUMBER AND REQUESTED A RETURN CALL

*** PHONE LOG 12/14/2009 02:51 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CST WHO STATED

1. WE LIKE THE VEHICLE VERY MUCH
 2. BUT WE NEED TO GET THE AIRBAG CONCERN FIXED
 3. THIS IS OUR 4TH KIA SO WE LIKE THE PRODUCT
 4. I HAVE BEEN WORKING WITH KIM AND RICHARD AT THE DEALER AND THEIR HANDS ARE TIED
 5. THEY TOLD ME TO CALL YOU
 6. I USED TO WORK AS A KIA SERVICE TECH AT THIS DEALER AND I THINK THE WHOLE SYSTEM NEEDS TO BE CHANGED OUT
 7. THEY HAVE REFLASHED THE SYSTEM AND REPLACED THE SEAT TWICE
 8. LIKE I SAID WE LOVE THE VEHICLE BUT WE NEED IT TO BE WORKING RIGHT
 9. MY WIFE AND DAUGHTER ARE HANDICAPPED AND THEY BOTH SIT IN THAT PASSENGER SEAT
 10. I JUST WANT IT FIXED
 11. THANK YOU, I APPRECIATE
- RCAA STATES
1. I APOLOGIZE FOR THE CONCERNS
 2. I WILL REVIEW YOUR CASE FURTHER AND GET BACK TO YOU WITH A RESOLUTION

*** EMAIL OUT_ Sljames Action Type:External email

Send to:[Nassar, Thomas [KMA]]

Please review and get back to me.

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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*** EMAIL OUT_ Sljames Action Type:External email

Send to:[Nassar, Thomas [KMA]]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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Kia Motors America
Consumer AffAIRs Department

Page 4 of 7

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|-------------|------------|----------------------------|---------------|----------------|
| | | KNDJC736375 | K1675628 | 33,000 |
| Norfolk, VA | | Prod. Date: 9/30/06 | Dealer: VA006 | Greenbrier Kia |

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1675628_Sljames_12-18-2009154303.doc>>

*** EMAIL OUT _ Sljames Action Type:External email
Send to:[Fritzingr, Keith [KMA]]
Keith.

Tom asked me to forward this case for you. Please review and let me know when you can get to this dealer. Thank you.

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer AffAIRs Dept. at 949.468.4619 AND delete this email.

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*** PHONE LOG 12/22/2009 04:29 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CST TO ADVISE THAT WE ARE STILL LOOKING INTO THE CASE. WILL FOLLOW UP

*** PHONE LOG 12/23/2009 11:21 AM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED VA006 AND SPOKE WITH KIM WHO STATED
1. VEHICLE HAS BEEN IN 2 REPAIRS MADE TO IT
2. WE HAVE REPLACED THE SEAT BOTTOM TWICE
3. THEY ARE A VERY NICE COUPLE AND JUST WANT HELP

RCAA SENT ADDITIONAL INFORMATION TO DPSM AND FTR VIA E MAIL

*** PHONE LOG 12/23/2009 11:29 AM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CST AND ADVISED
1. WORKING WITH DPSM AND FTR. HAVE YOU HAD ANY CONCERNS SINCE WE LAST SPOKE?
2. FTR WILL BE AVAILABLE THE FIRST WEEK OF FEBRUARY
3. IF YOU HAVE ANY CONCERNS BEFORE THEN. PLEASE CONTACT THE DEALER FIRST AND THEN I CAN FOLLOW UP WITH THEM
4. I WILL BE IN TOUCH WITH YOU NEXT WEEK WITH A CONCRETE DATE
5. HAVE A MERRY CHRISTMAS AND I WILL SPEAK TO YOU NEXT WEEK
CST STATES
1. THANK YOU FOR CALLING ME BACK
2. NO WE HAVE NOT HAD ANY CONCERNS RECENTLY
3. THANK YOU. YOU TOO

*** PRIORITY CHANGE 12/23/2009 11:30:11 AM Sljames

Kia Motors America
Consumer AffAIRs Department

Page 5 of 7

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|-------------|------------|----------------------------|------------------------------|---------|
| | | KNDJC736375 | K1675628 | 33.000 |
| Norfolk, VA | | Prod. Date: 9/30/06 | Dealer: VA006 Greenbrier Kia | |

*** PHONE LOG 01/05/2010 02:30 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CST AND LVM REQUESTING RETURN CALL FOR FOLLOW UP

*** PHONE LOG 01/07/2010 10:03 AM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CST WHO STATED
1. CONDITION IS GETTING WORSE
2. IT DOESN'T MATTER WHO SITS IN VEHICLE THE PROBLEM IS BAD
3. JUST WANT THE VEHICLE REPAIRED
RCAA STATES
1. I APOLOGIZE FOR YOUR CONCERNS
2. REVIEWED INFORMATION IN CASE
3. ADVISED WILL REVIEW CASE WITH DPSM AND FTR AND FOLLOW UP

RCAA CALLED FTR AND DPSM TO DISCUSS CASE

RCAA CALLED CST AND ADVISED
1. FTR WILL EXAMINE AND MAKE NECESSARY REPAIRS DURING THE FIRST WEEK OF FEBRUARY
2. I WILL CALL YOU ONCE I HAVE A CONCRETE DATE
3. WILL THIS BE AGREEABLE?
CST STATES
1. THANK YOU VERY MUCH I APPRECIATE YOUR HELP

*** PHONE LOG 01/08/2010 01:54 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CST AND LVM STATING
FTR WOULD BE AVAILABLE TO LOOK AT VEHICLE ON WEDNESDAY, 3 FEBRUARY 2010 AT VA006
RCAA AWAITING CALL BACK FROM CST FOR CONFIRMATION OF APPT.

*** PHONE LOG 01/25/2010 10:11 AM Eastern Daylight Time Sljames Action Type:Outgoing call
CST CALLED RCAA AND LVM REQUESTING A RETURN CALL
RCAA CALLED CST WHO STATED
1. WE ARE STILL EXPERIENCING CONCERNS WITH THE AIR BAG LIGHT IN OUR VEHICLE
2. I AM GETTING TO THE POINT WHERE I AM FRUSTRATED
3. I JUST GOT BACK FROM A BUSINESS TRIP THIS WEEKEND AND MY WIFE TELLS ME THAT ESC LIGHT IS NOW FLASHING
4. THIS VEHICLE ALMOST GOT DROPPED OFF AT THE DEALER AND WAS LEFT
5. YES. THAT WILL BE FINE. WE WILL NEED ALTERNATE TRANSPORTATION
RCAA STATES
1. I SINCERELY APOLOGIZE FOR YOUR CONCERNS
2. I WOULD LIKE TO HAVE OUR FTR TAKE A LOOK AT YOUR VEHICLE
3. HE WILL BE AVAILABLE ON WEDNESDAY, 3 FEBRUARY 2010. WILL YOU BE ABLE TO DROP YOUR VEHICLE OFF THAT MORNING SO HE CAN LOOK AT THE VEHICLE AND MAKE THE NECESSARY REPAIRS?
4. THAT WILL BE NO PROBLEM. JUST DROP THE VEHICLE OFF AT GREENBRIER KIA ON WEDNESDAY, 3 FEBRUARY 2010. I WILL CONTACT THE DEALER TO ADVISE OF YOUR VISIT AND TO ARRANGE TRANSPORTATION. THANK YOU

*** NOTES 01/25/2010 10:21 AM Eastern Daylight Time Sljames Action Type:Manager review
RCAA SENT E. MAIL TO DPSM AND FTR CONFIRMING FTR APPT.

Kia Motors America
Consumer Affairs Department

Page 6 of 7

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|------------------------|------------|----------------------------|------------------------------|---------|
| ██████████ | ██████████ | KNDJC736375 ██████████ | K1675628 | 33,000 |
| Norfolk, VA ██████████ | | Prod. Date: 9/30/06 | Dealer: VA006 Greenbrier Kia | |

*** PHONE LOG 01/25/2010 10:26 AM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED SVC MANAGER JOE B. AT VA006 TO ADVISE OF APPT. AND CUSTOMER NEEDING ALT.
TRANSPORTATION. REQUESTED THAT JOE B. SPEAK OBTAIN PWA FROM TNASSAR FOR RENTAL VEHICLE

*** PHONE LOG 02/05/2010 10:44 AM Eastern Daylight Time SJames Action Type:Incoming call
CST CALLED RCAA AND LVM REQUESTING A RETURN CALL

RCAA CALLED CST WHO STATED

1. DID YOU HEAR BACK FROM YOUR TECH?
2. WE GOT A CALL LAST EVENING AND THE TECH COULD NOT FIND A PROBLEM
3. I AM NOT SATISFIED WITH THIS ANSWER. I DON'T CARE WHAT HE COULDN'T FIND, THE PROBLEM IS THERE
4. I WANT MY VEHICLE FIXED OR ANOTHER VEHICLE
5. THIS IS A SAFETY CONCERN. WHAT AM I SUPPOSED TO DO IF WE GET INTO AN ACCIDENT AND THAT LIGHT DOESN'T GO OFF
6. I AM A SAFE DRIVER BUT THE NEWS IS FULL OF ACCIDENTS AND I AM SCARED TO DRIVE THE VEHICLE
7. I AM HANDICAPPED AND SO IS MY DAUGHTER AND WE NEED A SAFE VEHICLE AND THIS VEHICLE IS NOT SAFE
8. I AM NOT TRYING TO BE RUDE OR MEAN BUT THERE MUST BE SOMEONE ELSE I CAN SPEAK TO ABOUT THIS
9. CAN I HAVE YOUR BOSS' NAME. WILL YOU HAVE HIM CALL ME. THANK YOU FOR YOUR HELP

RCAA STATES

1. I DID HEAR FROM OUR FTR AND I APOLOGIZE THAT YOUR CONCERN CONTINUES
2. WE HAVE HAD THE DEALER, THE DPSM AND OUR FTR LOOK AT THE VEHICLE
3. THE DATA THAT HAS BEEN PROVIDED INDICATES THAT YOUR VEHICLE IS OPERATING AS DESIGNED AND NO REPAIRS SHOULD BE ATTEMPTED AT THIS TIME
4. WE DO TAKE SAFETY CONCERNS VERY SERIOUSLY BUT IF ALL THE DATA IS REPORTING THAT THE SYSTEM IS OPERATING AS DESIGNED, THERE IS NO NEED FOR REPAIRS
5. I DO UNDERSTAND ABOUT YOUR HEALTH CONCERNS
6. HIS NAME IS MATT PFEIFER AND OF COURSE I WILL ASK HIM TO CONTACT YOU AT HIS EARLIEST CONVENIENCE

SEAT BOTTOM HAS BEEN REPLACED AND SYSTEM HAS BEEN REFLASHED SEVERAL TIMES

*** PHONE LOG 02/05/2010 09:44 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:

1. I WAS CALLING ABOUT MY AIR BAG LIGHT THAT DOESN'T WORK
2. I HAVE BEEN TO THE DLR 5 TIME'S FOR THIS AND IT'S STILL NOT FIXED
3. KIA SENT OUT A FTR AND THEY ARE SAYING THEY COULDN'T FIND ANYTHING WRONG
4. I TALKED WITH SJAMES AND SHE TOLD ME THERE WAS NOTHING THEY COULD DO SO I ASKED TO TALK WITH HER SUP
5. SHE GOT A ATTITUDE WITH ME WHEN I ASKED FOR HER BOSS

WRITER ADVISED:

1. I DO SHOW YOU JUST TALKED WITH SJAMES NOT TO LONG AGO

Kia Motors America
Consumer AffAIRs Department

Page 7 of 7

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|------------------------|------------|----------------------------|------------------------------|---------|
| ██████████ | ██████████ | KNDJIC736375 ██████████ | K1675628 | 33,000 |
| Norfolk, VA ██████████ | | Prod. Date: 9/30/06 | Dealer: VA006 Greenbrier Kia | |

2. I DON'T KNOW IF MATT PFEIFER HAS HAD A CHANCE TO LOOK INTO YOUR CASE YET BUT I CAN SEE IF HE IS AVAILABLE
(PLACED CUST ON HOLD)

RCAM MPFEIFER ADVISED:

1. I WILL NEED TO GO OVER THE CASE BEFORE I SPEAK WITH THE CUST
2. YOU CAN ADVISE HER I'LL CALL HER LATER TODAY

WRITER ADVISED:

1. OK I'LL LET HER KNOW
2. THANKS

CUST STATED:

1. OK THANKS

*** NOTES 02/05/2010 01:42 PM Eastern Daylight Time MPfeifer Action Type:Manager review
Writer called and spoke to Mrs. at ██████████
Customer states problem is still there.
Writer states the entire system has been checked by our FTR and found to be operating properly.
Writer apologized to customer for their concerns.
Customer also states S. Ijames was rude to her.
Writer apologized if customer was not treated properly by S. Ijames.
Writer offered \$1,500 as compensation for inconvenience.

*** NOTES 02/05/2010 01:47 PM Eastern Daylight Time MPfeifer Action Type:Manager review
Customer accepted offer of \$1500.
Explained we will FedEx a legal release and offer letter.
Please sign and FexX to us.
Check takes 4 to 6 weeks from receipt of release.
Assigning case to S. Ijames.

*** PHONE LOG 02/09/2010 09:08 AM Eastern Daylight Time SIjames Action Type:Outgoing call
RCAA CALLED CST AND ADVISED OFFER LETTER WAS BEING SENT OUT TODAY

*** NOTES 02/09/2010 09:30 AM Eastern Daylight Time SIjames Action Type:Manager review
OFFER LETTER AND RELEASE SENT TO CUSTOMER
TRACKING NUMBER 9712 9287 0653

*** PHONE LOG 02/16/2010 03:58 PM Eastern Daylight Time SIjames Action Type:Outgoing call
RCAA CALLED CST AND LVM REQUESTING A RETURN CALL

*** NOTES 02/25/2010 01:48 PM Eastern Daylight Time SIjames Action Type:Manager review
OFFER HAS EXPIRED. NO SIGNED OFFER LETTER OR RELEASE RETURNED

*** CASE CLOSE 02/25/2010 01:49 PM Eastern Daylight Time SIjames
CUSTOMER OFFERED \$1500 BUT HAS DECLINED OFFER. CLOSING CASE

Kia Motors America
Consumer Affairs Department

Page 1 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|------------|------------|----------------------------|--------------------------|---------|
| | | KNDJD735185 | K1675327 | 8,500 |
| Peoria, AZ | | Prod. Date: 10/19/07 | Dealer: AZ026 Peoria Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 12/04/2009 05:55 PM US Mountain Standard Time DDailous

CUSTOMER STATES

1. I HAVE TAKEN CAR IN TO DEALER AT MY SELLING DEALER
2. THEY COULD NOT GET IT FIXED THE FEW TIMES I TOOK IN
3. LAST TIME THEY SAID BECAUSE OF THE DIFFICULTY. THE DPSM WAS THERE AND TRIED TO HAVE HIM WORK ON IT
4. THEY SAID THE NEXT STEP WAS TO CALL YOU GUYS
5. LEAKING OIL. FIXED THAT
6. AIRBAG FOR PASSENGER SEAT DOES NOT WORK
7. WHEN I AM IN THE SEAT THE LIGHT STAYS ON
8. ONLY ONE TIME WHEN I HAD SOMEONE REALLY HEAVY-THE LIGHT WENT OFF
9. TPMS LIGHT WAS ON. THEY FIXED IT ONCE AND IT IS ON AGAIN
10. I HAVE BEEN IN FOUR TIMES NOW
11. I CANT KEEP DOING THIS
12. TALKED TO DEALERSHIP--SERVICE
13. DEALT WITH ANDY AND SERVICE MANAGER
14. DAD TOOK IN WHO ARRANGED FOR THE DPSM TO COME IN AND HE SAID WE HAVE TO CALL YOU GUYS
15. I TOOK THIS CAR OFF THE LOT WITH JUST OVER 200 MILES ON IT. I PAY OVER \$400 A MONTH FOR THIS AND HAVE THESE PROBLEMS

WRITER STATES

1. UPDATED. APOLOGIZED
2. SC076 WAS PERFORMED AT PEORIA KIA 9/1/09
3. DO NOT SEE ALL OF KIA'S RESOURCES HAVE BEEN UTILIZED--THERE HAS NOT BEEN A TECHLINE CASE OPENED YET ON THIS
4. CANNOT IMAGINE DPSM STATING TO CALL US WHEN ALL STEPS HAVE NOT BEEN DONE YET

*** PHONE LOG 12/04/2009 05:56 PM US Mountain Standard Time DDailous Action Type:Incoming call

WRITER STATES TO AZ026

1. REQUESTED TO TALK TO SERVICE MANAGER-JOHN RAYDON
2. EXPLAINED SITUATION

TIM -ADVISOR STATES

1. JOHN HAS LEFT FOR THE DAY
2. 11/18/09 REFLASHED OCS MODULE AND CUSTOMER CUSTOMER WAS ADVISED TO BE CENTERED ON SEAT BOTTOM
3. WE HAVE REPLACED THE SEATBOTTOM BEFORE THAT 11/11/09
4. DID THE RECALL ON 9/1/09
5. DO NOT SEE TOM MAKING THAT STATEMENT EITHER

*** PHONE LOG 12/04/2009 06:07 PM US Mountain Standard Time DDailous Action Type:Outgoing call

WRITER STATES TO DPSM TSTEINWINTER

1. EXPLAINED SITUATION
2. CUSTOMER IS STATING THAT YOU WERE THERE TO WORK ON HER CAR 11/18 AND TOLD THEM YOU COULD NOT FIX IT AND TO CALL KIA
3. CANNOT IMAGINE YOU EVER MAKING A STATEMENT LIKE THAT ESPECIALLY WHEN THERE IS NO TECHLINE CASE OPENED

Kia Motors America
Consumer AffAIRs Department

Page 2 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735185 [REDACTED] | K1675327 | 8,500 |
| Peoria, AZ | [REDACTED] | Prod. Date: 10/19/07 | Dealer: AZ026 Peoria Kia | |

4. COULD NOT TALK TO SERVICE MANAGER OR SERVICE ADVISOR ANDY AS THEY WERE GONE FOR THE DAY

DPSM STATES

1. I DID TEST DRIVE 2-3 CARS WITH ONE OF THE GIRLS THERE THAT WEIGHED 118LBS
2. LIGHT NEVER CAME ON WITH ANY OF THE CARS WE TEST DROVE
3. DONT KNOW IF ONE WAS HER CAR
4. I NEVER TALKED TO A CUSTOMER THOUGH
5. ON MONDAY, CALL DEALERSHIP AND TALK TO ANDY THEN CALL ME BACK

*** PHONE LOG 12/07/2009 01:07 PM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO AZ026

1. REQUESTED TO TALK TO SERVICE MANAGER--JOHN
2. CUSTOMER STATES THAT DPSM WAS THERE IN NOV TO WORK ON HER CAR AND THE OSC
3. CUSTOMER IS SAYING THAT DPSM TOLD HER THEY COULD NOT FIX IT AND TO CALL US?

JOHN STATES

1. WE REFLASHED AND GAVE INFORMATION ON HOW TO SIT IN THE CAR. IT WAS WORKING RIGHT
2. WE HAVE PEOPLE THE RIGHT WEIGHT. THESE PEOPLE SIT SIDEWAYS AND PUT FEET UP ON THE DASH
3. WE HAVE REPLACED AND REFLASHED TWICE--IT IS WORKING RIGHT
4. TOM DID DRIVE THIS CAR. TOOK A LADY OUT FROM HERE

*** PHONE LOG 12/07/2009 01:09 PM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO CUSTOMERS VMAIL

1. SPOKE TO DEALERSHIP AND DPSM
2. FROM WHAT THEY ALL ARE SAYING - IT IS WORKING AS DESIGNED
3. PLEASE REVIEW THE AIRBAG SECTION OF YOUR OWNERS MANUAL AS THERE IS A PROPER AND INPROPER WAY TO SIT IN THE SEAT SO THE SENSOR PICKS UP
4. PLEASE CALL BACK WITH ANY QUESTIONS. PROVIDED CALLBACK

*** CASE CLOSE 12/07/2009 01:09 PM US Mountain Standard Time DDailous

*** PHONE LOG 12/08/2009 10:39 AM US Mountain Standard Time DDailous Action Type:Incoming call
[REDACTED] STATES TO VMAIL

1. YOU TALKED TO MY DAUGHTER A FEW DAYS AGO ON THIS
2. PLEASE CALL ME BACK
3. MY CELL IS [REDACTED]

*** PHONE LOG 12/08/2009 10:50 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO CUSTOMERS FATHER

1. GOT YOUR VMAIL

FATHER STATES

1. STILL THE LIGHT COMES ON
2. IF SOMEONE IS SITTING IN THE SEAT

Kia Motors America
Consumer AffAIRs Department

Page 3 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735185 [REDACTED] | K1675327 | 8,500 |
| Peoria, AZ [REDACTED] | | Prod. Date: 10/19/07 | Dealer: AZ026 Peoria Kia | |

3. IF SOMEONE GETS OUT IT SAYS AIRBAG OFF--THEN THEY GET BACK IN IT NEVER CHANGES
4. IT HAS BEEN IN THREE DIFFERENT TIMES FOR THIS

WRITER STATES

1. NOW ARE THEY SITTING PROPERLY IN TH SEAT
2. DEALERSHIP SAYS THAT THE PEOPLE ARE SITTING SIDEWAYS AND WITH THEIR FEET ON THE DASH ETC

CUSTOMERS FATHER STATES

1. IT DOES NOT HAPPEN ALL THE TIME. IT IS INTERMITENT

WRITER STATES

1. NOW I DO NOT SEE A TECHLINE CASE HAS BEEN OPENED
2. DO KNOW THE REP DROVE THIS CAR WITH ANOTHER GIRL FROM DEALERSHIP AND IT DIDN'T DO IT
3. DEALER HAS TO BE ABLE TO DUPLICATE
4. IF YOUR DAUGHTER IS OUT DRIVING AROUND AND THE LIGHT COMES ON, IF DEALERSHIP IS OPENED. HAVE HER GO STRAIGHT THERE AND BRING AN ADVISOR OUT TO SHOW THEM THE PERSON IS SITTING RIGHT AND THE LIGHT SAYS IT IS OFF

FATHER STATES

1. OK THANK YOU

WRITER STATES

1. WHEN SHE TAKES BACK IN FOR THIS. PLEASE LET US KNOW SO WE CAN GET THIS LOOKED INTO

*** NOTES 12/08/2009 11:01 AM US Mountain Standard Time DDailous Action Type:Manager review
DISCUSSED CASE WITH UZZIEL
PER HIS REQUEST. DUE TO REPAIRS AND REPEAT CONCERN. ASSIGNING TO HIM

*** PHONE LOG 12/10/2009 10:10 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED JOHN AT AZ026. WRT LVM REQUESTING A CALLBACK. PROVIDED CASE# AND CONTACT
INFORMATION

*** PHONE LOG 12/14/2009 01:03 PM US Mountain Standard Time TEarson Action Type:Outgoing call
WRITER CALLED JOHN (@ AZ026(VM))

- 1 CALLING TO GET FURTHER DETAILS ON THE INSTOCK, PERKINS VEHICLE
- 2 ALSO WOULD LIKE TO CHECK ON THE LEROY CASE TO MAKE SURE NO FURTHER ACTION IS REQUIRED
- 3 PROVIDED CALL BACK INFORMATION AND CASE NUMBER
- 4 PLEASE CALL ME BACK SO WE CAN DISCUSS THESE CASES

*** PHONE LOG 12/18/2009 03:19 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED JOHN (@ AZ026

Dealership Contact Name: JOHN (@ AZ026
Year/Model/Mileage of Vehicle: 08 SORENTO 8500

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------|------------|----------------------------|--------------------------|---------|
| ██████████ | ██████████ | KNDJD735185 ██████████ | K1675327 | 8,500 |
| Peoria, AZ ██████████ | | Prod. Date: 10/19/07 | Dealer: AZ026 Peoria Kia | |

RO Open Date: 11/2
Days Down at initial Service Alert Report: VEHICLE NOT DOWN
RepAIR Issue: OCS AND TPMS LIGHT
ETA for completion of repAIRs: UNKNOWN
Repeat PAIR (Y/N) if so, how many? YES
Techline Case? If so, #? NO
Rental provided? If so, since when? NO
DPSM contacted by dealer? YES

WRITER REVIEWED CASE WITH JOHN

1 VEHICLE IS NOT DOWN
2 FTR WILL BE OUT TO ADDRESS THIS VEHICLE ON 1/11/10
3 PROVIDED CALL BACK ██████████

*** PHONE LOG 12/22/2009 12:49 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(VM)

1 LEFT MESSAGE ADVISING OF STATUS
2 MY NOTES INDICATE THAT THE FTR WILL BE OUT TO THE DEALER ON 1/11/10
3 AT THAT TIME HE WILL DIAGNOSE YOUR VEHICLE AND MAKE A DETERMINATION AS TO WHAT THEY CAN DO TO RESOLVE THE ISSUE
4 IF YOUR UNDERSTANDING IS DIFFERENT PLEASE LET ME KNOW
5 OTHERWISE I WILL FOLLOW UP WITH THE DEALER ON 1/11/10
6 CALL ME IF YOU HAVE QUESTIONS. PROVIDED CALL BACK INFORMATION AND CASE NUMBER

*** PHONE LOG 12/29/2009 01:08 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER (VM)

1 CALL ME BACK
2 I HAVE A FEW QUESTIONS
3 I DID SET UP THE APPT FOR 1/11/10
4 MY CELL ██████████

*** PHONE LOG 12/31/2009 12:44 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(██████████ MOTHER)

1 CALLING TO FOLLOW UP
2 I RECEIVED A VM INDICATING THAT THERE WERE A FEW QUESTIONS

CUSTOMER ADVISED

Kia Motors America
Consumer AffAIRs Department

Page 5 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735185 [REDACTED] | K1675327 | 8,500 |
| Peoria, AZ [REDACTED] | | Prod. Date: 10/19/07 | Dealer: AZ026 Peoria Kia | |

- 2 SHE WILL BE HOME SOON
- 3 HOWEVER I KNOW ONE OF THE QUESTIONS
- 4 WHEN WE DROP THE CAR OFF ON THE 11TH WILL WE GET A RENTAL?

WRITER ADVISED

- 1 FROM WHAT I UNDERSTAND IS THAT THEY WILL NORMALLY PROVIDE A CAR TO DRIVE
- 2 HOWEVER I DO NOT KNOW IF THAT HAS BEEN SET UP FOR THIS SITUATION SPECIFICALLY
- 3 I CAN CHECK WITH THE FACTORY REP NEXT WEEK TO SEE IF THAT IS A OPTION THAT IS AVAILABLE
- 4 I CAN FOLLOW UP NEXT WEEK
- 5 IF SHE HAS FURTHER QUESTIONS HAVE HER CALL ME BACK
- 6 IF I DONT PICK UP HAVE HER LEAVE THE INFORMATION SHE IS LOOKING FOR ON THE VM

CUSTOMER ADVISED

- 1 OK THANK YOU
- 2 I WILL LET HER KNOW

*** PHONE LOG 01/06/2010 08:01 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM [REDACTED]

- 1 I AM RETURNING ON 1/11/10
- 2 THE TPMS AND AB LIGHT ARE ON
- 3 THE RADIO IS NOT WORKING
- 4 IM NOT OLD ENOUGH FOR A RENTAL
- 5 BUT DEALER SAID KIA WOULD PAY FOR A RENTAL

*** PHONE LOG 01/07/2010 05:01 PM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER STATES

1. I HAVE THE CAR TO DEALER A FEW TIMES FOR SOME ISSUES
2. THERE WAS NOTHING ELSE THEY COULD DO
3. THEY WERE HAVING SOMEONE TO FLY IN TO LOOK AT IT
4. I WAS REFERRED TO YOU GUYS BY DEALER
5. SPOKE TO A FEW PEOPLE WITH TODD--LEFT MESSAGES BACK AND FORTH
6. HE SAID TO MAKE APPT THIS MONDAY THE 11TH
7. I DID THAT
8. PROBLEM IS I DONT EVEN HAVE 10K MILES ON THE CAR
9. THE PASSENGER AIRBAG DOES NOT GO OFF FOR CERTAIN PEOPLE
10. RADIO GOES IN AND OUT
11. TPSM LIGHT STAYS ON
12. WANTED TO MAKE SURE RENTAL WOULD BE READY FOR MY MOTHER
13. THEY SAID SEEING AS I WAS DEALING WITH KIA CORPORATE. I NEEDED TO GO THROUGH YOU GUYS
14. TOMORROW IS FRIDAY AND I HAVE NOT HEARD BACK FROM THIS TODD GUY
15. I WANT TO MAKE SURE I WILL NOT BE RESPONSABLE FOR THE CHARGES
16. MY MOM HAS TO BE AT WORK BY 8AM
17. THIS IS BECOMING FRUSTRATING BACK AND FORTH WITH YOU GUYS AND DEALERSHIP

Kia Motors America
Consumer AffAIRs Department

Page 6 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735185 [REDACTED] | K1675327 | 8.500 |
| Peoria, AZ [REDACTED] | | Prod. Date: 10/19/07 | Dealer: AZ026 Peoria Kia | |

WRITER STATES

1. SPOKE TO TODD BRIEFLY
2. HE WAS GOING TO GIVE YOU A CALL BACK ON MONDAY AS THAT WAS WHEN THE APPT WAS
3. I HAVE TOLD TODD I WOULD GO AHEAD AND CALL THE DEALERSHIP AND THE DPSM
4. IF HEAR AN ANSWER BACK TODAY-THEN I WILL CALL....

CUSTOMER INTERRUPTED

1. REPEATED ALL OF THE ABOVE
2. MY MOM IS A MANAGER OF A DOCTORS OFFICE
3. I HAVE LEFT SEVERAL MESSAGES FOR A WEEK
4. EVERYONE SAYS THEY WILL CALL ME BACK AND THEY NEVER DO
5. I WANT ANSWERS NOW

WRITER STATES

1. WAS TRYING TO EXPLAIN...

CUSTOMER DISCONNECTED CALL

*** PHONE LOG 01/07/2010 05:05 PM US Mountain Standard Time BWilliams Action Type:Incoming call

Customer called writer and states:

1. Would like to speak with person I was just speaking with.
2. We got disconnected.

Writer states:

1. Can see if FCM D Dailous is available.

WRITER TRANSFERRED CUSTOMER TO FCM D DAILOUS

*** PHONE LOG 01/07/2010 05:08 PM US Mountain Standard Time DDailous Action Type:Outgoing call

WRITER STATES TO AZ026

1. REQUESTED TO TALK TO SERVICE MANAGER--JOHN
2. IS CUSTOMERS APPT ON MONDAY?
3. HAS ANYONE CALLED DPSM TO SEE ABOUT A RENTAL?

JOHN STATES

1. YES FTR COMING IN ON MONDAY FOR HER
2. ANA TOLD ME TO PUT HER IN ONE
3. HER MOTHER WILL HAVE RENTAL ON MONDAY WHEN SHE ARRIVES

*** PHONE LOG 01/07/2010 05:10 PM US Mountain Standard Time DDailous Action Type:Incoming call

CUSTOMER STATES

1. WE GOT DISCONNECTED

WRITER STATES

1. AFTER WE GOT DISCONNECTED. I CALLED JOHN AT THE DEALERSHIP
2. WHO ARE YOU DEALING WITH THERE?

Kia Motors America
Consumer Affairs Department

Page 7 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735185 [REDACTED] | K1675327 | 8,500 |
| Peoria, AZ | [REDACTED] | Prod. Date: 10/19/07 | Dealer: AZ026 Peoria Kia | |

CUSTOMER STATES

1. ANDY

WRITER STATES

1. WHEN YOU FEEL YOU NEED DECISIONS OR ANSWERS. PLEASE CHECK ALSO WITH JOHN, HE IS THE SERVICE MANAGER
2. I SPOKE TO HIM AND HE HAS ALREADY BEEN APPROVED TO PUT YOUR MOM IN A RENTAL AND IT WILL BE READY FOR HER ON MONDAY
3. WILL BE SURE TO DOCUMENT THIS IN THE CASE NOTES AS WELL

CUSTOMER STATES

1. CAN YOU PLEASE MAKE SURE TO NOTE THAT I NEED THE RADIO FIXED TOO
2. I DONT WANT TO HAVE TO GO BACK FOR THIS ISSUE TOO

WRITER STATES

1. WILL DOCUMENT FOR TODD TO SEE
2. SUGGEST THAT YOU ALSO MENTION ON MONDAY WHEN YOU DROP THE CAR OFF

*** PHONE LOG 01/13/2010 12:45 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED JON @ AZ026

- 1 CALLING TO FOLLOW UP
- 2 WHAT IS THE STATUS OF THE LEROY VEHICLE?

JON @ AZ026

- 1 THE FTR NEVER SHOWED UP
- 2 HE WAS SUPPOSED TO BE HERE BUT HE NEVER SHOWED UP
- 3 HE HAS RESCHEDULED AND SHOULD BE HERE ON FRIDAY
- 4 SO CUSTOMER AND THE PERSON THAT IS SITTING IN THE SEAT WILL COME BACK ON FRIDAY @ 9AM
- 5 HAVE YOU TALKED TO ANNA PECKSON? SHE IS AWARE OF THIS. I TALKED TO HER ALL DAY YESTERDAY
- 6 DO YOU HAVE HER NUMBER?

WRITER ADVISED

- 1 OK I WILL CHECK WITH YOU THEN
- 2 NO I HAVE NOT SPOKEN WITH ANNA
- 3 PROVIDED ALL REGIONS 800# AND EXT

*** PHONE LOG 01/15/2010 01:03 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED JON @ AZ026

- 1 CALLING TO CHECK THE STATUS
- 2 DID THE FTR SHOW UP?

Kia Motors America
Consumer AffAIRs Department

Page 8 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735185 [REDACTED] | K1675327 | 8,500 |
| Peoria, AZ [REDACTED] | | Prod. Date: 10/19/07 | Dealer: AZ026 Peoria Kia | |

JON @ AZ026

- 1 YES HE DID
- 2 WE ARE REPLACING THE SRS MODULE
- 3 PARTS ARE IN HAND AND WE ARE DOING THE REPAIR NOW
- 4 BARRING ANY OTHER ISSUES WE WILL RELEASE THE VEHICLE TODAY

WRITER ADVISED

- 1 OK THANK YOU
- 2 CALL ME BACK IF VEHICLE DOESNT GO TODAY

JON @ AZ026

- 1 OK I WILL DO THAT
- 2 THANKS

*** PHONE LOG 01/20/2010 02:18 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(VM)

- 1 LEFT MESSAGE REQUESTING CALLBACK
- 2 PROVIDED CALL BACK INFORMATION AND CASE NUMBER
- 3 CALLING TO VERIFY THAT YOU HAVE THE VEHICLE BACK AND THAT IT IS WORKING PROPERLY

*** PHONE LOG 01/22/2010 11:32 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(VM)

- 1 LEFT MESSAGE REQUESTING CALLBACK
- 2 PROVIDED CALL BACK INFORMATION AND CASE NUMBER
- 3 CALLING TO VERIFY THAT YOU HAVE THE VEHICLE BACK AND THAT IT IS WORKING PROPERLY

*** CASE CLOSE 01/22/2010 11:33 AM US Mountain Standard Time TLarson
2 CALLS TO CUSTOMER. CLOSING CASE PENDING CUSTOMER CALL BACK.

*** PHONE LOG 01/22/2010 03:59 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER [REDACTED]

- 1 CALLING BACK
- 2 WE DID GET THE VEHICLE BACK LAST FRIDAY
- 3 WE ARE STILL HAVING A ISSUE WITH THE OCS
- 4 MY DAUGHTER IS 125-130LBS
- 5 IT WORKS WHEN SHE GETS IN THE VEHICLE
- 6 HOWEVER WHEN SHE GETS OUT AND BACK IN THE LIGHT STAYS ON
- 7 WE ARE GOING TO MONITOR IT TO SEE IF IT HAPPENS WITH OTHER PASSENGERS

**Kia Motors America
Consumer AffAIRs Department**

Page 9 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735185 [REDACTED] | K1675327 | 8,500 |
| Peoria, AZ [REDACTED] | | Prod. Date: 10/19/07 | Dealer: AZ026 Peoria Kia | |

*** PHONE LOG 01/25/2010 01:11 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(VM)

1 LEFT MESSAGE ADVISING THAT I DID RECEIVE HIS VM
2 EXPLAINED THAT I UNDERSTAND THAT YOU ARE GOING TO MONITOR THE OCS OPERATION
3 IF YOU HAVE TO RETURN TO THE DEALER IN ADDITION TO LETTING THE DEALER KNOW PLEASE LET ME
KNOW
4 IF YOU CAN TELL ME WHEN YOU WILL RETURN I WILL BE HAPPY TO FOLLOW UP ON THE APPT AND GO
FROM THERE TO DETERMINE WHAT WE CAN DO TO HELP

*** CASE CLOSE 01/25/2010 01:11 PM US Mountain Standard Time TLarson

Kia Motors America
Consumer Affairs Department

Page 1 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735585 [REDACTED] | K1645201 | 21,039 |
| Mi Juliet, TN [REDACTED] | | Prod. Date: 2/15/08 | Dealer: TN031 Hickory Hollow Carnival | |

Case History

Complaint Repair Assistance

*** PHONE LOG 09/16/2009 12:21 PM US Mountain Standard Time RSabin

CUST STATED:

1. THIS VEH HAS A BUMPING IN THE REAR END
2. AT THIS POINT MY WIFE DOESN'T FEEL SAFE DRIVING THE THING AND WE JUST WANT OUR MONEY BACK
3. I WAS TOLD TO CALL YOU TO GET THIS STARTED
4. WE HAVE BEEN TO THE DLR MULTIPLE TIME'S AND THEY ARE SAYING AT THIS POINT THAT KIA IS LOOKING INTO IT AND THEY CAN NO LONGER MAKE ANY REPAIR'S
5. THE VEH HAS A WEAK TRANY AND THIS IS ONLY GOING TO GET WORSE IN THE FUTURE
6. WE JUST WANT OUR MONEY BACK

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. WE CAN ASSIST WITH GETTING THE VEH FIXED. I CAN'T HELP YOU WITH GETTING YOUR MONEY BACK
3. I CAN MAKE THE NECESSARY CALL'S AND MAKE EVERYONE AWARE OF YOUR REQUEST
4. YOU NEED TO PURSUE THE REPURCHASE OF THE VEH LOCALLY. THIS NEED'S TO BE INITIATED BY THE CONSUMER
5. BECAUSE YOU FEEL OTHER VEH'S HAVE A STRONGER TRANY OR THAT YOU THINK THE TRANY IS GOING TO HAVE A PROBLEM IN THE FUTURE DOESN'T AUTOMATICALLY ALLOW US TO REPURCHASE THE VEH
6. I WILL MAKE SOME CALL'S BUT AS I STATED I CAN'T PROMISE WHAT THE OUTCOME WOULD BE
7. PLEASE CALL ME IF YOU HAVE ANY QUESTION'S IN THE MEANTIME
8. PROVIDED CONTACT INFO

CUST STATED:

1. OK THANKS

*** PHONE LOG 09/17/2009 11:07 AM US Mountain Standard Time RSabin Action Type:Outgoing call

TN031 TABITHA DLR RECEPTIONISTS ADVISED:

1. EVERYONE IN SVC IS ON THE OTHER LINE
2. CAN I TAKE YOUR INFO AND HAVE THEM CALL YOU BACK

WRITER ADVISED:

1. PROVIDED CONTACT INFO

*** PHONE LOG 09/17/2009 11:51 AM US Mountain Standard Time RSabin Action Type:Outgoing call

TN031 STEVE SVC ADVISED:

1. WE HAVE ONLY MADE ONE REPAIR THAT PERTAIN'S TO SHIFTING
2. THE VEH WAS BROUGHT IN "LIMP HOME MODE" AND IT HAD A CODE FOR SHIFTING
3. WE REPLACED THE TORQUE CONVERTER
4. AS FOR THE BUMP THE CUST MENTIONED IT SHIFTS THE SAME AS ALL THE OTHER VEH'S WE HAVE TEST DRIVEN
5. REPLACING ANY PART'S WOULD RESULT IN THE SAME PERFORMANCE

WRITER ADVISED:

1. OK THANKS

Kia Motors America
Consumer Affairs Department

Page 2 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------------------------------|---------|
| ██████████ | ██████████ | KNDJD735585 ██████████ | K1645201 | 21,039 |
| Mt Juliet, TN ██████████ | | Prod. Date: 2/15/08 | Dealer: TN031 Hickory Hollow Carnival | |

*** PHONE LOG 09/17/2009 12:05 PM US Mountain Standard Time RSabin Action Type:Outgoing call

DPSM CCURRY ADVISED:

1. IF THE SHIFTING IS THE SAME WITH OTHER MODELS THEN THERE ISN'T ANYTHING WE CAN DO TO CHANGE THIS
2. I WOULD TELL THE CUST THAT WE WOULD NOT BE ABLE TO MAKE ANY REPAIR'S ON THIS
3. IF FOR ANY REASON THE VEH'S SHIFTING GET'S WORSE AND WE NEED TO REPLACE THE TRANY THEN HE HAS HIS 10/100 PTW AND HAS PLENTY OF COVERAGE FOR THAT
4. IF THE CUST DOES AGREE WITH THIS THEN YOU CAN FORWARD THE CASE TO THE REGION AND WE WILL HANDLE IT FROM THERE

WRITER ADVISED:

1. OK THANKS

*** PHONE LOG 09/17/2009 12:44 PM US Mountain Standard Time RSabin Action Type:Outgoing call

WRITER CALLED CUST ADVISED:

1. I TALKED TO THE DLR AS WELL AS THE DPSM ON YOUR CONCERN
2. THE BUMPING YOUR DESCRIBING THAT THE DLR DUPLICATED IS THE WAY THIS VEH OPERATE'S
3. IT HAS BEEN DUPLICATED WITH OTHER LIKE MODEL VEH'S
4. A REPAIR AT THIS TIME WOULD ONLY RESULT IN THE SAME FUNCTION

CUST STATED:

1. OK WELL IF KIA IS NOT WILLING TO GIVE ME MY MONEY BACK THEN I'LL MAKE THEM GIVE ME MY MONEY BACK
2. WHAT IF DOWN THE ROAD MY WARRANTY EXPIRES AND MY WIFE IS DRIVING THE VEH AND THE TRANY BLOW'S UP AND SOMEONE IS HURT THEN KIA IS GOING TO BE LIABLE FOR THAT
3. BECAUSE THIS IS NOT HAPPENING NOW DOESN'T MEAN THIS IS NOT GOING TO HAPPEN IN THE FUTURE
4. YOU TELL KIA THEY NEED TO TAKE THIS PIECE OF S@#\$% BACK
5. MY WIFE NO LONGER FEELS SAFE DRIVING THIS VEH
6. I HAVE DRIVEN OTHER CAR'S AND THE TRANY ON THEM IS STRONG. THIS ONE IS NOT AND I DON'T WANT IT

WRITER ADVISED:

1. I UNDERSTAND YOUR UPSET AND FRUSTRATED
2. AT THIS TIME YOUR VEH DOESN'T HAVE A PROBLEM
3. IF IT WERE TO HAVE ANY ISSUE'S WITH THE TRANY IN THE FUTURE THEN YOU HAVE PLENTY OF WARRANTY. IT'S A 10/100 PTW

CUST STATED:

1. I KNOW YOUR JUST GOING TO SIDE WITH KIA
2. YOU TELL THEM I WANT MY MONEY BACK

*** NOTES 09/17/2009 12:47 PM US Mountain Standard Time RSabin Action Type:Manager review

DISPATCHING CASE:

1. CUST IS REQUESTING REPURCHASE
2. CUST DOES FEEL LIKE HIS VEH SHIFTS PROPERLY
3. CUST THINKS THE VEH HAS A "WEAK" TRANY IN COMPARISON TO OTHER MODEL'S
4. CUST FEEL'S THE SHIFTING IS GOING TO LESSEN THE LIFE ON THE TRANY AND IT'S GOING TO GO OUT WHEN THE WARRANTY EXPIRES
5. DLR HAS DRIVEN OTHER VEH LIKE THE CUST AND IT SHIFTS THE SAME

**Kia Motors America
Consumer Affairs Department**

Page 3 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735585 [REDACTED] | K1645201 | 21,039 |
| Mt Juliet, TN [REDACTED] | | Prod. Date: 2/15/08 | Dealer: TN031 Hickory Hollow Carnival | |

6. DPSM HAS BEEN ADVISED

*** PHONE LOG 09/21/2009 12:49 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted cst at [REDACTED]

SRCAA stated

1 Calling in reference to the concern you are having with your vehicle

Cst stated

- 1 The vehicle initially drove very well
- 2 After a while it started hick upping and jerking
- 3 The dealer replaced the torque converter but after about a week the concern returned
- 4 and it just gets worse
- 5 you have crap for a transmission and gears
- 6 KCC told me that they all do that and it's not that bad
- 7 This is a lemon, a lemon, a lemon take it back and you can see it to someone else
- 8 I paid \$30k for it and I shouldn't be having this problem and have to pay for it
- 9 Give me money back including the down payment
- 10 I will get an atty if necessary

SRCAA stated

- 1 Thank you for information
- 2 Apologized for situation
- 3 SRCA trained in LL and will proceed per state guidelines
- 4 Will be contacting dealer to gather further information regarding situation
- 5 Left name and contact number
- 6 Will follow back up with further information

Cst thanked SRCAA and ended call

*** PHONE LOG 09/21/2009 12:50 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Monty, svc adv

SRCAA stated

1 Requesting ROs and tech notes to be faxed to regional office for further review

Monty stated

1 I will get those to you tomorrow if that's ok?

SRCAA thanked Monty and ended call

*** PHONE LOG 09/23/2009 03:23 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted cst at [REDACTED]

SRCAA stated

- 1 Apologized for delay
- 2 Due to severe weather, was out of office
- 3 Received documents from dealer
- 4 Touching base with you that I will be reviewing them shortly and will have further information for you

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------|-------------------------|
| [REDACTED] | [REDACTED] | KNDJD735585 [REDACTED] | K1645201 | 21,039 |
| Mt Julit. TN [REDACTED] | | Prod. Date: 2/15/08 | Dealer: TN031 | Hickory Hollow Carnival |

tomorrow

Cst stated

- 1 You just through those out honey because I want my money back
- 2 The car is a lemon

SRCAA stated

- 1 Let me review these documents
- 2 Will call back with further information

Cst thanked SRCAA and ended call

*** PHONE LOG 09/24/2009 12:46 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted cst at [REDACTED]

SRCAA stated

- 1 Have reviewed your ROs
- 2 ROs indicated 2 occasions with concern with transmission

Cst stated

- 1 Well there are actually 3
- 2 I told them that the vehicle was have a concern
- 3 But on that day I actually took my Amanti and didn't have the Sorento there
- 4 so they couldn't test it or anything
- 5 But I told them about it
- 6 They told me that they did have a problem with the Sorentos bucking and stuff and that it was normal

SRCAA stated

- 1 Thank you for information
- 2 At this time KMA would like to send out an FTR to inspect the vehicle

Cst stated

- 1 Ok, you'll have to coordinate that with Pam (main driver)
- 2 Call her tomorrow not today
- 3 call her at [REDACTED]

SRCAA thanked cst and ended call

*** PHONE LOG 09/24/2009 12:47 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact FTR
1 No answer. LVM for call back

*** PHONE LOG 09/24/2009 12:59 PM Eastern Daylight Time ABrown Action Type:Incoming call
FTR contacted SRCAA

SRCAA stated

- 1 Requesting FTR assistance with concern

FTR stated

Kia Motors America
Consumer Affairs Department

Page 5 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------|-------------------------|
| [REDACTED] | [REDACTED] | KNDJD735585 [REDACTED] | K1645201 | 21,039 |
| Mt Juliet, TN [REDACTED] | | Prod. Date: 2/15/08 | Dealer: TN031 | Hickory Hollow Carnival |

- 1 Will make dealer visit the week of 10/13

SRCAA thanked FTR and end ended call

*** PHONE LOG 09/25/2009 03:25 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Ms. L at [REDACTED]

SRCAA stated

- 1 calling in reference to concern you are having with vehicle
- 2 Spoke with husband regarding concern

Cst stated

- 1 Yes, thank you for calling
- 2 I will tell you what, I was driving down the road in the rain and the vehicle just felt like it went into neutral and there was a semi behind me
- 3 He almost hit me in the rain
- 4 The transmission jerks randomly
- 5 When the vehicle is stopped on an incline and you let your foot off the break
- 6 It starts rolling in reverse like a manual transmission
- 7 Also when have been having a problem with the TPMS light that comes on and then goes off
- 8 The the OCS light when we hit a bump or something and my daughter is sitting in the seat and she gets bumped off and comes back down
- 9 The light goes off like she's not in the seat
- 10 When have to pull over and she has to get out of the seat and sit back down for the light to go back off

SRCAA stated

- 1 Apologized for situation
- 2 Thanked cst for information
- 3 Spoke with husband regarding possible FTR inspection of vehicle
- 4 Tentatively scheduled for 10/13
- 5 Please let me know if this date will work for you and we will arrange inspection

Cst stated

- 1 Thank you
- 2 I will call you back on Monday and let you know

SRCAA thanked cst and ended call

*** PHONE LOG 09/28/2009 09:01 AM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA attempted to contact Ms. L at [REDACTED]

- 1 No answer, LVM for call back
- 2 Following up on confirmation of FTR inspection
- 3 Please call back at your convenience
- 4 Left name and contact number

*** PHONE LOG 09/29/2009 09:00 AM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted cst at [REDACTED]

Kia Motors America
Consumer Affairs Department

Page 6 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------------------------------|---------|
| ██████████ | ██████████ | KNDJD735585 ██████████ | K1645201 | 21,039 |
| Mt Julit. TN ██████████ | | Prod. Date: 2/15/08 | Dealer: TN031 Hickory Hollow Carnival | |

SRCAA stated

- 1 Calling to verify FTR inspection for 10/13?

Cst stated

- 1 Yes, that day will work out perfectly
- 2 Is 10 am ok?

SRCAA stated

- 1 Yes, thank you for information
- 2 Will inform FTR of that time so that you will be able to test drive your vehicle with him
- 3 Will send you an appointment confirmation letter
- 4 As well as contact the dealer

Cst thanked SRCAA and ended call

*** PHONE LOG 09/29/2009 09:01 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Monty. svc adv

SRCAA stated

- 1 Confirming FTR appointment for customer on 10/13 at 10 am
- 2 Will fax confirmation letter

Monty thanked SRCAA and ended call

*** PHONE LOG 09/29/2009 09:01 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA LVM for FTR

- 1 Confirming dealer visit for 10/13
- 2 Cst arrival at 10 am

*** NOTES 09/29/2009 09:02 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA sending appointment confirmation letter to customer and dealer

CASE PENDING FTR INSPECTION APPOINTMENT

*** PHONE LOG 10/13/2009 01:25 PM Eastern Daylight Time ABrown Action Type:Incoming call
Monty contacted SRCAA

Monty stated

- 1 Following up on cst vehicle
- 2 FTR is here working on the vehicle right now

SRCAA thanked Monty and ended call

*** PHONE LOG 10/15/2009 08:19 AM Eastern Daylight Time ABrown Action Type:Incoming call
FTR contacted SRCAA

Kia Motors America
Consumer AffAIRs Department

Page 7 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------------------------------|---------|
| ██████████ | ██████████ | KNDJD735585 ██████████ | K1645201 | 21,039 |
| Mt Julit. TN ██████████ | | Prod. Date: 2/15/08 | Dealer: TN031 Hickory Hollow Carnival | |

- 1 Completed inspection of vehicle
- 2 I test drove the vehicle with the customer and for an extended period of time
- 3 The transmission shifts great
- 4 However, after reviewing the TSBs for the hesitation the dealer and were able to locate a TSB that came out yesterday
- 5 I completed the update for that and had the tech test drive the vehicle
- 6 It is shifting correctly
- 7 Cst had concern with OCS for daughter
- 8 However, after having the customer, myself and a few additional people test the seat
- 9 There is no indication the OCS is working improperly
- 10 No DTCs
- 11 Cst also had concern with TPMS of which there were some troubleshoot codes
- 12 We went ahead and replaced both rear sensor modules
- 13 Vehicle is repAIRed and ready for pick up
- 14 I also wanted to note that Mr. ██████████ was in here earlier
- 15 He was almost disrespectful stated that this vehicle was a lemon and not to bother with it

SRCAA thanked FTR for information and ended call

*** PHONE LOG 10/15/2009 01:08 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted cst at ██████████

SRCAA stated

- 1 Following up on pick up of vehicle from dealer?

Cst stated

- 1 I haven't picked it up yet
- 2 Did they even do anything?

SRCAA stated

- 1 Repeated as noted above with FTR

Cst stated

- 1 I knew this would be the same thing
- 2 I almost got killed because the whole back end of the vehicle fishtailed and a semi almost hit me
- 3 I told them over and over again that the concern doesn't happen all the time
- 4 You have to drive the vehicle continuously all the time
- 5 They wouldn't know that it even did it unless you drove it all the time
- 6 I don't want the vehicle
- 7 I will bring it home and leave it parked
- 8 I am not going to pay for the vehicle
- 9 What do I have to do? Get an atty?
- 10 This has been going on for a year now
- 11 If I get in a accident with my daughter then I am suing the dealer

SRCAA stated

- 1 Apologized for situation
- 2 KMA is not offering to replace the vehicle at this time
- 3 In understanding that you had tested the vehicle with the FTR
- 4 You tested the vehicle driving for the transmission as well as the OCS light

Kia Motors America
Consumer AffAIRs Department

Page 8 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------|-------------------------|
| ██████████ | ██████████ | KNDJD735585██████████ | K1645201 | 21,039 |
| Mo Julit. TN ██████████ | | Prod. Date: 2/15/08 | Dealer: TN031 | Hickory Hollow Carnival |

5 Do not want to conclude that such an accident will occur

Cst stated

- 1 Ok. I can't pick up the vehicle today
- 2 Will call dealer

SRCAA thanked cst and ended call

*** PHONE LOG 10/16/2009 12:29 PM Eastern Daylight Time ABrown Action Type:Incoming call
Monty contacted SRCAA

Monty stated

- 1 I just wanted to let you know that the customer called and spoke with Tabitha. admin
- 2 Asking if their vehicle was ready
- 3 Advised customer that you had spoken with the yesterday
- 4 and that their vehicle was ready for pick up
- 5 Cst stated that she wouldn't be able to pick up vehicle today
- 6 Advised that we will be available tomorrow between 8-4 pm

SRCAA thanked Monty and ended call

*** PHONE LOG 10/19/2009 02:02 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Ms.L at ██████████

SRCAA stated

- 1 Following up on repAIR status of vehicle?

Cst stated

- 1 You know i have had so many problems with the vehicle
- 2 The AIR bag light comes on from time to time
- 3 The vehicle has no acceleration
- 4 It goes from little RPM to a high RPM before it shifts
- 5 I was accelerating onto the highway off the ramp and it didn't have enough acceleration
- 6 And it gets bad gas mileage

SRCAA stated

- 1 Apologized for situation
- 2 Did you try accelerating quickly by pressing firmly down on the gas pedal?
- 3 How much gas do you believe that you used?

Cst stated

- 1 Well, yes I pressed the gas pedal I had to get going fast
- 2 I had less than 1/2 tank of gas when I picked up the vehicle and now I have 1/4 tank

SRCAA stated

- 1 Thank you for information
- 2 FTR was unable to verify any malfunctions with the OCS
- 3 He mentioned that the vehicle was getting great gas mileage

**Kia Motors America
Consumer AffAIRs Department**

Page 9 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------|-------------------------|
| [REDACTED] | [REDACTED] | KNDJD735585 [REDACTED] | K1645201 | 21,039 |
| Mt Juliet, TN [REDACTED] | | Prod. Date: 2/15/08 | Dealer: TN031 | Hickory Hollow Carnival |

- 4 and no issues with the acceleration
- 5 Will need to review case with RCAM
- 6 Will follow back up after review

Cst thanked SRCAA and ended call

*** NOTES 10/19/2009 02:15 PM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA reviewed with RCAM

- 1 RCAM request to send letter to customer
- 2 Do not qualify for repurchase/replacement
- 3 Refer to dealer for additional concerns

SRCAA sending letter to customer

*** CASE CLOSE 10/19/2009 02:18 PM Eastern Daylight Time ABrown

Kia Motors America
Consumer Affairs Department

Page 1 of 1

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|-------------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735785 [REDACTED] | K1706987 | 51,000 |
| Seat Pleasant, MD | | Prod. Date: 6/8/07 | Dealer: MD008 Lanham Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 03/03/2010 11:55 AM US Mountain Standard Time MTrem

Caller Mr M states:

1. I noticed that while sitting in the PASSenger seat the "PASSenger AIRbag Off" light is on
2. looked in the book and it said it could flicker so we tried moving around and checking this
3. it's always on now with any PASSenger
4. is this normal
5. also noticed while fueling the tank. the fuel gauge swill drop 1/4. then go back up and then drop down again and stay down
6. got my veh used from Lanham Kia, so that's were I'll take is back to

WTR states:

1. updated. SC076
2. SC's are done by Kia's DLR at no cost to CST
3. Recommend making an appointment
4. Warranty Start Date: 08/08/2007
5. As a used Kia purchase - receive balance of 5/60 LBW & PTW. 5 Yrs. R/S
6. LBW covers the majority of the electrical and mechanical components of the vehicle
7. PTW covers the internal components of the engine, transmission, and axles
8. Warranty provides repAIR for manufacturing defects and or workmanship
9. Vehicle will need to be diagnosed at the Kia dealership to determine cause and if Warranty repAIR or not
10. Kia Dealerships are independently owned and operated. have a right to charge a diagnostic fee
11. If the diagnostic determines a Warranty repAIR. then Warranty pays the diagnostic fee
12. gave case number and contact info. request call back for further assistance

CST thanked WTR and disconnected

*** CASE CLOSE 03/03/2010 11:55 AM US Mountain Standard Time MTrem

Note AIRbag not treaded due to SC076

Kia Motors America
Consumer AffAIRs Department

Page 1 of 1

| Last name | First name | VIN of 2007 SORENTO EX 4X4 | Case Number | Mileage |
|----------------|------------|----------------------------|-----------------------------|---------|
| | | KNDJC736675 | K1701968 | 70,000 |
| Marshville, NC | | Prod. Date: 10/28/06 | Dealer: NC047 Kia of Monroe | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 02/18/2010 09:55 AM US Mountain Standard Time SBrown

Cust stated:

1. I purchased two Kias from NC047, and while I've never had any problems with the 2007, I've had repeat CEL problems with this 2007.
2. My husband was in an accident involving a semi tractor trailer, and we have to travel long distances for dr appts.
3. I took the veh to NC047 for a CEL and the svc guy told me there was no problem with my veh, and to go ahead and drive it.
4. The CEL came on again, and when I went in again, they were too busy to see me, and there is no record of my visit.
5. I don't go there for routine maint; I have Carpenter Bros Tire take care of my oil changes and tires.
6. I don't know if they've done any other maint.
7. Now my engine is making a clicking noise and the CEL is on.
8. Also the ESC Indicator Off light is staying lit.
9. In addition, my PASSenger AIRbag off light is staying on even when my husband who is very large is sitting in the seat.
10. Now I've bought two Kias, and if this doesn't get taken care of, I will turn this over to the BBB.
11. I am also going to tell everyone I know how badly I've been treated by Kia.
12. NC047 says they have no records of me being in there in the last two years, and I've taken the veh in there twice for the CEL.

Writer stated:

1. Updated: SC076: SC077.
2. Apologized.
3. Writer would be glad to look into the situation for you.
4. Cust is eligible for the balance of the 10/100K PTW provided you have been properly maintaining the veh.
5. Cust may want to check with Carpenter Bros to see if they completed the 30 or 60K maint.
6. Kia does not own the dlrships; in fact, they are independently owned and operated businesses.
7. Kia does take our cust comments into consideration, and, of course, Kia is interested in making sure our customer's concerns are addressed fAIRly and efficiently.
8. SC077 may be related to the ESC off light.
9. SC076 may be related to the AIRbag concern.
10. Writer is not a trained technician and cannot provide diagnosis info.
11. The best idea is to take the veh in and have the SC completed, which is done at no cost to you.
12. At that point, you can at least eliminate that those two concerns are or aren't being caused by needed repAIR work by Kia.
13. CEL can come on for over 100 different reasons.
14. The CEL may be as simple as a loose gas cap or something much more serious.
15. Chapter 7 of your OM will detail the necessary maint to keep your veh in good working order, and lack of maint may also be the cause of the CEL.
16. Provided case # and suggested cust call this office back when the veh is at the dlrship so that we can insure that all of Kia's resources are being utilized to address your concern.

Cust stated:

1. Ok. Thank you.

*** CASE CLOSE 02/18/2010 09:55 AM US Mountain Standard Time SBrown

*** CASE CLOSE 04/09/2010 09:08 AM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 1

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|------------------------|------------|----------------------------|------------------------|---------|
| ██████████ | ██████████ | KNDJD735385 ██████████ | K1663677 | 24,150 |
| Orlando, FL ██████████ | | Prod. Date: 6/5/07 | Dealer: FL112 City Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 11/03/2009 09:31 AM US Mountain Standard Time UValencia

CALLER STATES

1. ██████████
- 2.- I HAVE A 2008 SORENTO. I RECEIVED A SC FOR THE OCS
- 3.- I TOOK IT TO THE DLR IN JUNE 6TH
- 4.- BUT THE AIR BAG LIGHT CAME ON AGAIN. WHEN SOME ONE SITS THERE
- 5.- WHEN I SIT THERE THE AB DOES WORKS (I AM LIGHTER THAN MY HUSBAND)
- 6.- BUT WHEN HE SITS. THE AB LIGHT GOES ON
- 7.- I CAN ONLY TAKE IT ON SATURDAYS
- 8.- THANK YOU

WRT STATES

- 1.- UPDATE NO SC
- 2.- APOLOGIZED
- 3.- DOES THE AB GOES ON AT ALL TIMES. OR WHEN YOU SIT. OR WHEN SOME ONE ELSE SITS
- 4.- HAVE YOU TAKEN THE VEHICLE AGAIN
- 5.- PLEASE TAKE THE VEHICLE TO THE DLR. CALL WTR WHEN VEHICLE IS THERE
- 6.- KCC IS CLOSED ON SATURDAYS
- 7.- IF YOU TAKE IT ON A SATURDAY. PLEASE CALL WRT BACK ON MONDAY
- 8.- WRT CAN CALL DLR TO FIND OUT WHAT IS WRONG WITH IT
- 9.- PROVIDED CASE# AND CONTACT INFORMATION

*** CASE CLOSE 11/03/2009 09:31 AM US Mountain Standard Time UValencia

*** CASE CLOSE 01/08/2010 10:16 AM US Mountain Standard Time JHirshfield
Tread AIRbag review -- JH

Kia Motors America
Consumer AffAIRs Department

Page 1 of 4

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------|------------|----------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735085 [REDACTED] | K1663073 | 15,000 |
| Spring, TX [REDACTED] | | Prod. Date: 10/16/07 | Dealer: TX022 DeMontrond Kia | |

Case History

Complaint RepAIR Assistance

*** NOTES 11/02/2009 08:20 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

I had the unpleasant surprise to take my car for 15000 miles service with some additional issues for warranty.
The letter was handed in to John:

[REDACTED]

KIA SORENTO 2008

VIN #

SPRING, TX [REDACTED]

H: [REDACTED]

Ce [REDACTED]

Service warranty: what needs to be done for 15,000.00 miles (verify if my tires were rotated last time)

Warranty issues:

1. The AIR bag light on the PASSenger seat DOES NOT switch off every time somebody seats on = safety issue;
2. Speakers from the front of the car, produce noise vibrating inside the doors. CD will be provided to listen. replace them;
3. Parts from the back seats are getting loose by themselves replace them. do not use any type of glue).
4. Black tape around the driver's outside window is. as previously stated. is broken: have it peeled and replaced;
5. Right front tire is losing slowly pressure. the light comes on the board. verify.

To all these I got:

1. No issue (I have pictures with me sitting on this PASSenger seat with the date/time and the car running and the light is ON;
2. No issue: John did not want any of my CD and did not even have the curtsey to listen at that time;
3. THEY GLUED THE PARTS! Even after I told them not to. how I can drive a new "glued" car! This is unacceptable.
4. No issue: I have a Hyundai with the same problem I had the tape replaced 3 times during warranty because of peeling. this is the same issue.
5. No comment.

So far these unprofessional people. with disrespect toward people money/car/time. etc should not be allowed to even work in a service department.

I would like to have these issues cleared/fixd and you could tell me to which service center to take it.

I have pictures with time/date to show my problems.

Let me know ASAP where to get my new Kia serviced properly. not being glued. etc

Steluta Moscalu

*** PHONE LOG 11/03/2009 11:01 AM US Mountain Standard Time WHarrington Action Type:Outgoing call

Called customer and left VM:

1. Gave name. 800# and case number
2. Requested call back

*** CASE CLOSE 11/03/2009 11:02 AM US Mountain Standard Time WHarrington

*** CASE CLOSE 11/04/2009 01:51 PM US Mountain Standard Time WHarrington

*** PHONE LOG 11/05/2009 08:31 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. HAVE A REFERENCE NUMBER. GIVEN
2. TOOK CAR TO DEALER (TX022) FOR 15K SERVICE AND REPAIRS.
3. HAD CONCERN WITH OC'S OFF ON. DEALER DID NOT REPAIR.
4. HAD CONCERNS WITH TRIM COMING OFF ON SEAT. DEALER GLUED AND GOT GLUE ON SEAT

Kia Motors America
Consumer AffAIRs Department

Page 2 of 4

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------|------------|----------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735085 [REDACTED] | K1663073 | 15,000 |
| Spring, TX [REDACTED] | | Prod. Date: 10/16/07 | Dealer: TX022 DeMontrond Kia | |

5. TOLD DEALER DO NOT GLUE. THEY TOLD ME THIS IS CORRECT REPAIR AND I SHOULD LET CAR SIT FOR 24 HOURS FOR GLUE TO SET
6. HAD CONCERNS WITH ONE TIRE LOSING PRESSURE. DEALER DID NOT REPAIR.
7. HAVE TAKEN CAR BACK TO DEALER FOR TIRE PRESSURE CONCERNS 3X AND STILL NOT FIXED.
8. DEALER GOT GLUE AND BROKE TRIM PEICES ON CAR AND NOW THEY NEED TO FIX.
9. I WANT DEALER TO FIX ALL PROBLEMS AND PROVIDE ME WITH CAR TO DRIVE WHEN I BRING CAR BACK INTO SHOP.
10. THEY HAD CAR ALL DAY LAST TIME AND WHEN I GET THERE TO PICK UP AT 4PM. IT IS STILL NOT READY AND I HAD TO WAIT.
11. I HAVE TO WORK AND CAN NOT BE WITHOUT CAR.
12. PAID OVER \$100.00 FOR 15K SERVICE AND THEY GIVE NO PAPER WORK STATING WHAT THEY DID. CHANGE OIL, ECT.
13. THE DEALER TRIED TO TELL ME IT IS IMPORTANT HOW TO SIT IN SEAT FOR OCS OFF LIGHT.
14. SHOULD NOT MATTER HOW SOMEONE SITS IN SEAT. THIS LIGHT IS NOT WORKING. I HAVE PHOTO'S
15. DEALER WOULD NOT TAKE MY PROOF. PHOTO'S SHOWING THIS HAPPENING.
16. CAN I SEND PHOTO'S TO KMA SO YOU CAN SEE PROOF?
17. WANT CAR REPAIRED.
18. WILL CONTACT DEALER AND SCHEDULE APPT TO BRING CAR BACK TO SHOP.
19. WILL ADVISE KCC WHEN CAR IS BACK IN SHOP.
20. WANT TO SEE IF KMA CAN GET AUTHORIZATION FOR RENTAL WHILE DEALER HAS CAR.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT IN ORDER FOR DEALER TO REPAIR VEHICLE DEALER HAS TO BE ABLE TO VERIFY OR DUPLICATE COMPLAINT
3. IF CAR GOES INTO SHOP AND NO PROBLEM IS FOUND, DEALER CAN NOT REPAIR.
4. DEALER DOES NOT NEED TO SEE PHOTO'S OF COMPLAINT. THEY HAVE TO BE ABLE TO REPLICATE CONFIRM CAUSE OF PROBLEM AND CORRECTION.
5. IF THIS IS AN INTERMITTANT CONCERN AND DOES NOT HAPPEN ALL THE TIME. DEALER WILL NEED TO DUPLICATE TO REPAIR.
6. CUSTOMER WOULD NEED TO DEMONSTRATE TO DEALER WHAT IS HAPPENING
7. KCC WOULD RECOMMEND CUSTOMER TAKE PASSENGER THAT CAUSES LIGHT TO COME ON INTO SHOP AND REPLICATE THE SITUATION TO DEALER.
8. WOULD ALSO INVITE CUSTOMER TO READ OWNERS MANUAL REGARDING OCS SYSTEM AND OPERATION. DOES CLEARLY STATE MANY THINGS CAN PROMPT LIGHT TO COME ON. MOVING AROUND. NOT SITTING SQUARELY IN SEAT. RECLINING SEAT. ECT CAN PROMPT LIGHT TO COME ON
9. IF CUSTOMER WOULD LIKE TO BRING CAR IN SHOP AND ADVISE KCC WHEN CAR IS IN SHOP. KCC CAN FOLLOW UP WITH DEALER AND CUSTOMER ON REPAIRS
10. CAN CONFIRM DEALER IS USING ALL RESOURCES TO ADDRESS CONCERNS
11. ADVISED WARRANTY COVERS REPAIRING VEHICLE FOR DEFECTS IN MATERIAL OR WORKMANSHIP
12. RENTAL OR LOANER VEHICLES ARE NOT A PROVISION OF WARRANTY.
13. WHILE NOT A PROVISION OF WARRANTY. REQUEST FOR ASSISTANCE CAN BE REVIEWED ON CASE BY CASE BASIS.
14. DECISION DOES NOT COME FROM THIS OFFICE BUT CAN BE REVIEWED WITH SVC MGR AN DPSM ONCE CAR IS DIAGNOSED.
15. CUSTOMER WILL NEED TO ADVISE KCC WHEN CAR IS IN SHOP.

Kia Motors America
Consumer Affairs Department

Page 3 of 4

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|------------|------------|----------------------------|---------------|----------------|
| | | KNDJD735085 | K1663073 | 15,000 |
| Spring, TX | | Prod. Date: 10/16/07 | Dealer: TX022 | DeMontrond Kia |

16. KCC CAN FOLLOW UP WITH DEALER AND CUSTOMER ON REPAIRS.

17. KCC CAN NOT PROMISE ANY REIMBURSEMENT OR ASSISTANCE WITH RENTAL BUT CAN REVIEW WITH APPROPRIATE

PEOPLE WHEN CAR IS IN SHOP.

18. WILL NEED TO CALL BACK WITH REFERENCE NUMBER FOR FOLLOW UP WHEN CUSTOMER HAS APPT.

*** CASE CLOSE 11/05/2009 09:22 AM US Mountain Standard Time TDonnelly

CLOSED PENDING CALL BACK WHEN CAR IS IN SHOP FOR FOLLOW UP WITH CUSTOMER AND DEALER.

*** PHONE LOG 11/09/2009 05:05 PM US Mountain Standard Time KJohnson Action Type:Incoming call

Customer:

1 - We will be at dlr on Wed. at 3 pm

*** PHONE LOG 11/13/2009 02:24 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and Drew stated:

1 - Parts on order

2 - Not aware of complaint about tire or OCS

*** PHONE LOG 11/24/2009 03:49 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and Drew stated:

1 - parts not in yet

2 - should be here in a couple of days

*** PHONE LOG 12/02/2009 04:02 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and Joe in Parts stated:

1 - ordered through back counter

2 - both pieces here

Drew in SVC stated:

1 - customer has not come in yet

2 - will call him

*** PHONE LOG 12/04/2009 01:32 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and got msg: pls CB during business hours

*** PHONE LOG 12/04/2009 01:43 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called DPSM Ken Kang , who stated:

1 - nothing going on w/ dlrsdp that I know of

*** PHONE LOG 12/04/2009 01:57 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr: no ans in SVC after 2 mins.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------|------------|----------------------------|---------------|----------------|
| [REDACTED] | [REDACTED] | KNDJD735085 [REDACTED] | K1663073 | 15,000 |
| Spring, TX [REDACTED] | | Prod. Date: 10/16/07 | Dealer: TX022 | DeMontrond Kia |

*** PHONE LOG 12/07/2009 01:12 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer, who stated:

1 - Dir did not call me

Wtr:

1 - Parts are in: make appt for installation

Customer:

1 - Thank you

*** PHONE LOG 12/16/2009 04:39 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dir: no ans in svc after 2 mins.

*** PHONE LOG 12/22/2009 01:17 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer and customer stated:

1 - Everything OK

*** CASE CLOSE 12/22/2009 01:17 PM US Mountain Standard Time KJohnson

*** CASE CLOSE 01/07/2010 06:52 PM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 1

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|--------------------|------------|----------------------------|------------------------------|---------|
| ██████████ | ██████████ | KNDJC735885 ██████████ | K1646347 | 6,000 |
| Three Mile Bay, NY | ██████████ | Prod. Date: 10/23/07 | Dealer: NY027 FX Caprara Kia | |

Case History

Complaint Recall

*** PHONE LOG 09/18/2009 02:40 PM US Mountain Standard Time TDonnelly

CUSTOMER STATES(MRS ██████████):

1. HAVE TAKEN CAR TO DEALER (NY027) 2X FOR OCS LIGHT BEING ON
2. DEALER KEEPS TELLING ME NO CODES. DOES NO REPAIR?
3. WAS IN SHOP IN AUGUST AND THEY ADVISED THAT NO PROBLEM WAS FOUND
4. WENT BACK TO SHOP YESTERDAY AND THEY SAID SAME THING.
5. ALSO HAD REPAIR IN AUGUST FOR VIBRATION BRAKING-DEALER TURNED ROTORS.
6. YESTERDAY THEY HAD TO REPLACE ROTORS
7. DEALER DID NOT MAKE ANY NOTES ON PAPER WORK ABOUT THIS RECALL NOTICE I RECEIVED.
8. SO WILL THEY KNOW WHAT THIS IS?
9. SHOULD I BRING THIS PAPER WITH ME SO THEY KNOW WHAT TO DO?
10. WILL CALL BACK WHEN CAR IS IN SHOP IF FURTHER ASSISTANCE IS NEEDED.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. WHEN WAS CAR IN SHOP LAST?
3. DID DEALER DOCUMENT ON PAPER WORK THAT THEY DID SERVICE CAMPAIGN (SC076)?
4. ADVISED THIS CAMPAIGN IS TO REPROGRAM OCS
5. THIS REASON FOR THE CAMPAIGN IS DUE TO LIGHT COMING ON
6. CUSTOMER NEEDS TO BRING IN PAPER WORK FOR SERVICE CAMPAIGN AND ASK DEALER TO DO THE CAMPAIGN.
7. IF ANY QUESTIONS WHEN CAR IS IN SHOP. PLEASE CALL KCC BACK SO KCC CAN FOLLOW UP WITH DEALER.
8. DEALER SHOULD BE CHECKING FOR OPEN CAMPAIGNS WHEN CAR GOES INTO SHOP
9. WRITER CAN NOT SEE THAT CAMPAIGN HAS BEEN COMPLETED.

*** CASE CLOSE 09/18/2009 02:40 PM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer AffAIRs Department

Page 1 of 7

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-----------|------------|----------------------------|----------------------------|---------|
| Boyd, WI | | KNDJC736685 | K1692484 | 25,000 |
| | | Prod. Date: 6/22/07 | Dealer: WI014 Prestige Kia | |

Case History

Complaint Accident

*** PHONE LOG 01/25/2010 09:26 AM US Mountain Standard Time MHaynes

The caller, [REDACTED] states:

1. We were in a serious accident on 1/13/10.
2. The AIRbags did not deploy and we wanted to know why.

The writer states:

1. Apologized for issues.
2. Enters cust info as current owner.
3. Probes trouble.

The caller states:

1. We bought the Kia new a year ago.
2. The OCS light was always on.
3. We had it at the Prestige Kia dealership three times for that.
4. We took it in for a recall and that got the light off.
5. The light wasn't on when the accident occurred.
6. Gave details of accident.
7. We want to know why the AIRbags didn't deploy.
8. We called Prestige Kia right after the accident, letting them know that the AIRbags didn't deploy.
9. They said to bring it in to have it looked at.
10. I told them the vehicle was totaled and wasn't coming in.
11. We thought Kia had a five star AIRbag rating.
12. We want some answers and want to know if there are any rebates available on another Kia.

The writer states:

1. Apologized for issues.
2. I will document all the details and get this to the correct dept.
3. They will review this and contact you about this matter.

*** NOTES 01/25/2010 09:35 AM US Mountain Standard Time MHaynes Action Type:Manager review Forwarding To National.

*** PHONE LOG 01/27/2010 04:38 PM Pacific Daylight Time ThomasT Action Type:Incoming call

Writer states:

1. Called and spoke to [REDACTED]
2. I have been assigned to your case and will be assisting you in addressing the concerns you had with the AIRbags in your vehicle
3. How are you and your wife doing
4. I have reviewed over the case notes and I'm aware you were not able to take any pictures and you dont have a police report
5. I would like to provide you with all my contact information
6. You can contact your insurance adjuster and provide them with my email and fax and they would be happy to send me the pictures and police report
7. Provided contact information, case number, email, and fax

Mr. [REDACTED] states:

1. Thank you for calling
2. We were concerned cause it seems like an ongoing concern that we had with our vehicle and the OCS light
3. I will contact the insurance company and request that they send you all the information you need

Kia Motors America
Consumer AffAIRs Department

Page 2 of 7

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-----------|------------|----------------------------|----------------------------|---------|
| Boyd, WI | | KNDJC736685 | K1692484 | 25,000 |
| | | Prod. Date: 6/22/07 | Dealer: W1014 Prestige Kia | |

Writer states:

1. Thank you
2. Once I have received the needed information I will confirm receipt of the documents
3. Once I review them I will follow up with you, and be able to best address the AIRbag concerns with you
4. I will look forward to speaking to you soon
5. Case pending photos and police report

*** NOTES 02/02/2010 09:24 AM Pacific Daylight Time ThomasT Action Type:Manager review

Writer states:

1. Received a copy of the customers police report
2. Attached to the case
3. Still waiting on photos to review

*** PHONE LOG 02/03/2010 01:47 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Received a voicemail from Harvey Peterson
2. He wanted to know if I had received the photos of his vehicle yet
3. I called him back and left a detailed message
4. Informed him that I received his voicemail and wanted to follow up
5. I did receive the police report but as of today have not received any pictures
6. Provided my contact information and asked the customer to please call back

*** NOTES 02/04/2010 09:17 AM Pacific Daylight Time ThomasT Action Type:Manager review

Writer states:

1. Received a fax from American Family Insurance
2. They faxed pictures of the customers vehicle
3. I will attach to the case
4. Will review and follow up

*** PHONE LOG 02/09/2010 11:02 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Received a voicemail from Mr. [REDACTED]
2. He wanted to confirm that I received the pictures
3. I called and spoke to Mr. [REDACTED]
4. I informed him that I did receive the pictures
5. I will be reviewing the case and follow up with you

*** PHONE LOG 02/10/2010 04:48 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and left a detailed message for Mr. [REDACTED]
2. Informed him that I was able to review over his case and also had our engineer review the pictures and police report
3. I would like discuss that information with you
4. Provided my contact number and asked the customer to please call me back at his earliest convenience
5. Will wait to hear back from the customer or call again on a later date

Kia Motors America
Consumer AffAIRs Department

Page 3 of 7

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-----------|------------|----------------------------|----------------------------|---------|
| Boyd, WI | | KNDJC736685 | K1692484 | 25,000 |
| | | Prod. Date: 6/22/07 | Dealer: WI014 Prestige Kia | |

6. Based on our review of his case, including the pictures and police report the impact to the front of his vehicle was not sufficient enough to deploy the AIRbags
7. It was a non deployment impact
8. We will be denying the customers claim
9. I will wait to speak to the customer to explain our review to him in detail

*** PHONE LOG 02/12/2010 11:01 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK
CUSTOMER STATES.

1. TRYING TO GET A HOLD OF T. THOMAS.

WRITER STATES.

1. TRANSFERRED TO T. THOMAS.

*** PHONE LOG 02/12/2010 11:25 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Received an incoming call from Mr. [REDACTED]
2. Thank you for calling back
3. I was able to review your case and wanted to follow up with you to discuss your concerns
4. Our engineer and I were able to review your case, the pictures and police report
5. Based on our review of the damage to your vehicle the impact was not sufficient enough to deploy the AIRbags
6. I discussed with Mr. [REDACTED] how the AIRbags are designed and when they are designed to deploy

[REDACTED] states:

1. I have looked up online and there were about eight others with similar complains as mine
2. I do not agree with your determination
3. I may have to pursue this further
4. But thank you for looking into this for me

Writer states:

1. Thank you for allowing KMA to address your concerns
2. If you have any further questions or concerns your more than welcome to contact me
3. No further actions
4. Closing case

*** CASE CLOSE 02/12/2010 11:26 AM Pacific Daylight Time ThomasT
AIRbags should not have deployed - No further actions

*** PHONE LOG 02/15/2010 11:14 AM US Mountain Standard Time ATorres Action Type:Incoming call
Cst states:

1. Are there any recall on AIR bag for Sorento veh's

Wrt states:

1. Updated, no SC, apologized.
2. Show there was SC076 and it was taken care of on 6/2/09.
3. We were in a car accident and spoke to TThomas.
4. He said we were lucky not to be killed and injured.

Kia Motors America
Consumer AffAIRs Department

Page 4 of 7

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|---------------------|------------|----------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736685 [REDACTED] | K1692484 | 25,000 |
| Boyd, WI [REDACTED] | | Prod. Date: 6/22/07 | Dealer: W1014 Prestige Kia | |

5. He told me to take it back to dlr to check the sensors.
6. I'm not happy with TThomas and what he has to say.
7. I want to speak to someone else.
8. I'm thinking of getting a lawyer.
9. My wife was injured.

Wrt states:

1. Apologized.
2. Will send you info to another office and they will call you back in 48 business hours.

Cst states:

1. Another comment I would like to make is I have 9 website I can see that people have problems with the AIR bags.
2. TThomas said Kia doesn't have a problem and the website are not good to go to because anyone can write anything.
3. I can see one guy was seriously injured.
4. I would like more answers.

*** NOTES 02/15/2010 11:16 AM US Mountain Standard Time ATorres Action Type:Manager review
dispatching case to NCA for accident AIR bags did not deploy.
Cst has more questions and is not happy with TThomas answers.

*** PHONE LOG 02/19/2010 10:39 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Customer states:

1. I was told I would get a call back in 48 hrs
2. It is past the 48 hrs and I have not heard anything

Wrt states:

1. Apologized
 2. Updated info
 3. Advs customer wrt will document customer is requesting rtn call
- Thanked and call ended

*** PHONE LOG 02/22/2010 09:48 AM US Mountain Standard Time RHall Action Type:Incoming call
[REDACTED] stated

- 1 We are going to be gone for the next two days
- 2 Please have my case mgr call me at Cell phone # [REDACTED]

wrtstated

I apologized. wrt wil leave info for your case mgr

*** PHONE LOG 02/25/2010 10:37 AM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER STATES

1. I HAVE BEEN WAITING TO HEAR BACK FROM SOMEONE
2. TTHOMAS HAD MY CASE LAST TIME
3. I DIDN'T APPRECIATE WHAT HE TOLD ME
4. SO I WOULD JUST ASSUME TO NOT TALK
5. HE SAID - " WELL YOU ARE LUCKY IT DID ITS JOB AND YOU AND YOUR WIFE WERE NOT INJURED OR KILLED"

**Kia Motors America
Consumer AffAIRs Department**

Page 5 of 7

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|---------------------|------------|----------------------------|----------------------------|---------|
| ██████████ | ██████████ | KNDJC736685 ██████████ | K1692484 | 25,000 |
| Boyd, WI ██████████ | | Prod. Date: 6/22/07 | Dealer: WI014 Prestige Kia | |

WRITER STATES

1. APOLOGIZED
2. SEE HERE THAT TTHOMAS HAS YOUR CASE
3. HE IS IN ANOTHER OFFICE
4. AT THIS POINT HE WOULD HAVE TO FIND SOMEONE ELSE IN HIS OFFICE TO TAKE THE CASE

WRITER STATES TO TTHOMAS VMAIL

1. CUSTOMER HOLDING
2. HE IS UPSET-SAYS HIS CASE WAS FORWARDED A WEEK AGO AND NOBODY HAS CALLED HIM BACK
3. HE IS REQUESTING TO NOT TALK TO YOU-
4. SO IF YOU CAN FIND SOMEONE IN YOUR OFFICE TO FORWARD CASE TO AND ASK THEM TO CALL HIM BACK TODAY. THAT WOULD BE GREAT

WRITER STATES TO CUSTOMER

1. I GOT TTHOMAS VMAIL
2. I EXPLAINED THAT YOU WERE UPSET NOBODY HAD CALLED YOU BACK AND THAT YOU DIDN'T WANT TO DEAL WITH HIM
3. I ASKED HIM TO FORWARD YOUR CASE TO SOMEONE ELSE IN HIS OFFICE AND FOR THEM TO CALL YOU TODAY

CUSTOMER STATES

1. THE OTHER THING HE TOLD ME WAS TAKE KIA BACK TO DEALER AND HAVE THEM CHECK THE AIRBAG SENSORS
2. THE CAR IS TOTALED IN A SALVAGE YARD
3. HE WAS NOT LISTENING ALL ALONG
4. AM I TO HIRE SOMEONE TO HAUL THE CAR TO A DEALER?
5. I DONT WANT TO TALK TO THE GUY-HE WAS NOT VERY NICE

*** PHONE LOG 02/25/2010 11:29 AM US Mountain Standard Time SChun Action Type:Incoming call

Mr. ██████████ stated:

1. spoke to Thomas T and
2. he told me I am a liar
3. he said his boss is Margie Wirz
4. I want to speak to her

writer stated:

1. sorry for situation
2. She is not in this office
3. advised ask to speak to Margie Wirz through TThomas
4. writer will document customer's request

*** PHONE LOG 02/25/2010 11:52 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke to Mr. ██████████
2. I apologize for the delays in following up with you
3. It has been brought to my attention that you had some additional concerns that you would like addressed
4. I'm aware that you requested to speak with someone else in our department and was unhappy with the explanation that I

Kia Motors America
Consumer AffAIRs Department

Page 6 of 7

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-----------|------------|----------------------------|----------------------------|---------|
| Boyd, WI | | KNDJC736685 | K1692484 | 25,000 |
| | | Prod. Date: 6/22/07 | Dealer: WI014 Prestige Kia | |

originally provided you with

Mr. [REDACTED] states:

1. I appreciate you calling me back but I'm still concerned about the AIRbags not deploying
2. I was not satisfied with the answers you provided me with and feel like you were not listening to me
3. Our vehicle was totaled and is currently at a salvage yard
4. You advised me to take the vehicle to the dealership and have them inspect the car
5. How do you suppose that I do that if I dont have the car and the insurance company totaled the vehicle
6. I'm also upset because you told me that I should be lucky that my wife and I were not injured or killed
7. I know the AIRbags should have deployed, which is the reason why I'm not accepting what you told me and would like to speak to someone else in your department
8. The AIRbags in the vehicle that hit me deployed and my vehicle was totaled. so I dont understand how Kia can tell me that the AIRbags should not have deployed

Writer states:

1. I would like to apologize if there was any miscommunication when we last spoke
2. I was fully aware of the status of the vehicle and that your insurance company was going to total the vehicle
3. I would not have advised nor instructed you to take the vehicle to the dealership for an inspection knowing the status of the vehicle
4. And I did not say you and your wife were lucky not to have been killed or injured. not only is that very unprofessional but also inappropriate
5. KMA takes our customers concerns very serious and take the time to properly review the customers concerns, which is why we requested the police report and photos of the vehicle so that we inspect the damage to your vehicle and properly address the customers concerns
6. In your case Mr. [REDACTED] we reviewed your case in it's entirety and went above that had it reviewed with our engineers
7. After a careful review of your case, pictures, and police report we were able to determine that the impact to the front of your vehicle was not sufficient enough to trigger the AIRbag sensors to deploy the AIRbags
8. The seatbelts that we have equipped in your vehicle are the first line of protection the customer has from bodily injury, and the AIRbags act as a secondary source of protection
9. AIRbags are not designed to deploy in every accident. in fact, they are designed to only deploy in an accident where severe bodily damage (life threatening injuries) or death is imminent
10. That is the information that I provided you with when we initially addressed your concerns with the AIRbags, not that you were lucky not to have been injured or killed
11. I'm fully aware that you are concerned about the safety of you and your wife, which is why you contacted us
12. We have reviewed your case and determined the vehicle operated as designed and the AIRbags should not have deployed
13. In addition, your insurance company also inspected the vehicle and determined to total the vehicle
14. If they were under the impression that the AIRbags should have deployed or that the vehicle did not function properly they would have notified our office
15. As you have requested, I will forward your case history to my manager and her contact you
16. She is currently out of the office on business, but will be returning next week
17. I will have her contact you first thing next week

*** NOTES 03/01/2010 03:14 PM Pacific Daylight Time ThomasT Action Type:Manager review

Writer states:

1. Reviewed the case with MWirz
2. MWirz and I called the customer today and left a detailed message
3. Will wait to hear back from the customer

*** PHONE LOG 03/02/2010 10:58 AM Pacific Daylight Time MWirz Action Type:Incoming call

**Kia Motors America
Consumer AffAIRs Department**

Page 7 of 7

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|---------------------|------------|----------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736685 [REDACTED] | K1692484 | 25,000 |
| Boyd, WI [REDACTED] | | Prod. Date: 6/22/07 | Dealer: WI014 Prestige Kia | |

WRITER CALLED AND SPOKE WITH CUSTOMER. HARVEY PETERSON

1. WRITER STATED THAT REASON FOR CALL WAS CUSTOMER REQUEST
2. CUSTOMER STATED THAT HE WANTED TO SPEAK WITH MANAGER BECAUSE HE FELT THAT NCAAA WAS RUDE AND LIED TO HIM
3. WRITER WENT OVER THE ENTIRE CASE AND THE REASON FOR NON DEPLOYMENT OF THE AIRBAG IN THIS PARTICULAR SITUATION
4. THE IMPACT WAS OFF SET TO THE PASSENGER SIDE AND AFTER REVIEW WITH OUR TEAM THE AIRBAG SHOULD NOT HAVE DEPLOYED
5. CUSTOMER WANTED TO KNOW WHY THE CURTAIN AIRBAG DID NOT DEPLOY
6. WRITER STATED THAT THE CURTAIN AIRBAG WOULD NOT HAVE DEPLOYED IN THIS SITUATION BECAUSE THERE WAS NO DIRECT HIT TO THE THAT SIDE OF THE VEHICLE
7. IN ORDER FOR THE CURTAIN AIRBAG TO DEPLOY THERE WOULD HAVE TO BE A DIRECT HIT TO BOTH DOORS OF THE VEHICLE AND IT WOULD HAVE TO MEET ALL THE CRITERIA FOR DEPLOYMENT
8. WRITER APOLOGIZED FOR ANY RUDENESS BY RCAA AND ANY MISUNDERSTANDING
9. CUSTOMER NOW UNDERSTANDS THE OPERATIONS OF THE AIRBAGS

*** CASE CLOSE 03/02/2010 10:59 AM Pacific Daylight Time MWirz
INFORMATION PROVIDED TO CUSTOMER ON OPERATION OF AIRBAGS DURING THIS ACCIDENT

*** CASE CLOSE 04/08/2010 09:03 AM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 5

| Last name | First name | VIN of 2007 SORENTO EX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------|----------------|
| [REDACTED] | [REDACTED] | KNDJC736675 [REDACTED] | K1674586 | 31,700 |
| Bellport, NY [REDACTED] | | Prod. Date: 11/24/06 | Dealer: NY040 | Eagle Auto Kia |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 12/03/2009 08:55 AM US Mountain Standard Time TLarson
JIM @ NY040

- 1 CALLING TO CREATE A CASE
- 2 WE ARE HAVING PROBLEMS RESOLVING A OCS AB LIGHT ISSUE
- 3 THE FTR LOU PAGANO HAS BEEN HERE BEFORE FOR THIS VEHICLE
- 4 DPSM CRAIG COMFORT TOLD ME TO CALL THIS NUMBER TO SET UP A CASE

WRITER ADVISED

- 1 OK . I HAVE CREATED THE CASE
- 2 PROVIDED CASE NUMBER
- 3 ARE YOU SURE HE WANTED YOU TO START A CUSTOMER SERVICE CASE FILE?
- 4 OR DID HE WANT YOU TO CALL TECHLINE?
- 5 PROVIDED PREVIOUS TECHLINE CASE FILE NUMBER
- 6 I WILL CALL THE DPSM AND FIND OUT HOW HE WANTS ME TO PROCEED
- 7 TYPICALLY IF YOU NEED A FTR WE HAVE TO SEND THIS TO THE REGIONAL OFFICE SO THAT CAN BE COORDINATED

JIM @ NY040

1 OK THANK YOU

*** PHONE LOG 12/03/2009 09:00 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM DAN PAWLOWSKI(VM)

- 1 CALLING TO TOUCH BASE
- 2 I RECEIVED A CALL FROM JIM @ NY040
- 3 HE SAID HE WAS TOLD TO CALL US TO CREATE A CASE
- 4 HE SAID HE NEEDED TO DO THAT IN ORDER TO GET A FTR
- 5 NORMALLY IF WE ARE GOING TO SEND A FTR WE DISPATCH THE CASE TO THE REGION
- 6 PLEASE CALL ME BACK AND LET ME KNOW HOW YOU THINK I SHOULD PROCEED
- 7 PROVIDED CALL BACK INFO AND CASE NUMBER

*** PHONE LOG 12/03/2009 10:07 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER RECEIVED CALL FROM DPSM DAN PAWLOWSKI

- 1 GO AHEAD AND FORWARD THE CASE TO THE REGION
- 2 NO REASON TO CALL ME BACK
- 3 WE WILL COORDINATE THE FTR VISIT

*** PHONE LOG 12/03/2009 10:08 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER DISPATCHING CASE TO ERCA

- 1 PLEASE NOTE ABOVE COMMENTS
- 2 PLEASE REVIEW CASE WITH DPSM

Kia Motors America
Consumer AffAIRs Department

Page 2 of 5

| Last name | First name | VIN of 2007 SORENTO EX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------|----------------|
| [REDACTED] | [REDACTED] | KNDJC736675 [REDACTED] | K1674586 | 31,700 |
| Bellport, NY [REDACTED] | | Prod. Date: 11/24/06 | Dealer: NY040 | Eagle Auto Kia |

3 PLEASE COORDINATE FTR VISIT TO NY040
4 PLEASE CALL DEALER TO ADVISE

*** PHONE LOG 12/03/2009 01:47 PM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main #

Writer states:
Craig from KMA
Case escalated, apologize
Trouble with OCS in car
Working on getting FTR out to dealer
Will provide rental when time is right
Will call you back when I have an appointment time

Customer states:
Hello
Yes. need to get my car fixed
Hasn't worked right since day 1
Ok. lets hope that you can fix it
Thanks for the rental
I am looking forward to your call. thanks for calling with an update

*** NOTES 12/03/2009 01:49 PM Eastern Daylight Time CComfort Action Type:E-mail sent
Emailed FTR LPagano techline case number. and that dealer Service Manager and DPSM request FTR assistance.

*** NOTES 12/04/2009 12:44 PM Eastern Daylight Time CComfort Action Type:E-mail rec.
FTR LPagano appt set for 12/21

*** NOTES 12/21/2009 01:47 PM Eastern Daylight Time CComfort Action Type:Manager review
Received call from LPagano. customer never showed at dealer. will call to reschedule

*** PHONE LOG 12/23/2009 12:11 PM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main #

Writer states:
Craig from KMA
Need to reschedule repAIRs?
Won't be until after the new year
Have a good Holiday

Customer states:
Didn't want to risk going out in snow if he wasn't there
started at dealer. but was there in the morning

Kia Motors America
Consumer AffAIRs Department

Page 3 of 5

| Last name | First name | VIN of 2007 SORENTO EX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736675 [REDACTED] | K1674586 | 31,700 |
| Bellport, NY [REDACTED] | | Prod. Date: 11/24/06 | Dealer: NY040 Eagle Auto Kia | |

No one ever called me back
Ok. we can try for another day in the future

*** PHONE LOG 01/06/2010 09:40 AM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main #

Writer states:
No answer; left message
Craig from KMA
Have a new date for FTR to work on your car
Call me back to discuss
800 225 3193 ex 3

*** NOTES 01/06/2010 11:45 AM Eastern Daylight Time CComfort Action Type:Manager review
Set FTR appt for 1/13

*** PHONE LOG 01/12/2010 09:18 AM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main #

Writer states:
Craig from KMA
Calling to confirm your appointment tomorrow
Field tech will be working on your vehicle
Ok. I will follow up with you tomorrow afternoon to see what he found
Call me with questions 800 225 3193 ext 3

Customer states:
Yes. I have to drop my car off tomorrow
Thank you
I will call with any questions

*** PHONE LOG 01/14/2010 09:02 AM Eastern Daylight Time CComfort Action Type:Outgoing call
Called FTR. said vehicle is operating as designed. customer is tall thin woman approx 120 lbs. will replace seat bottom for customer satisfaction only. To provide customer peace of mind. FTR found no codes and that system is operating normally.

*** PHONE LOG 01/15/2010 11:27 AM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer at [REDACTED]

Writer states:
Craig from KMA
Calling to follow up about your Sorento
Call me back
800 225 3193 ext 3

*** PHONE LOG 01/15/2010 01:41 PM Eastern Daylight Time CComfort Action Type:Incoming call

Kia Motors America
Consumer AffAIRs Department

Page 4 of 5

| Last name | First name | VIN of 2007 SORENTO EX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------|----------------|
| [REDACTED] | [REDACTED] | KNDJIC736675 [REDACTED] | K1674586 | 31,700 |
| Bellport, NY [REDACTED] | | Prod. Date: 11/24/06 | Dealer: NY040 | Eagle Auto Kia |

Customer called in 800#

Customer states:

Left message

Thanks for calling

Ordered part, should be in by Tuesday

Will drop car back off, and hopefully they will have loaner

Call me back

*** PHONE LOG 01/20/2010 11:24 AM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main #

Writer states:

No answer; left message

Craig from KMA

Calling to follow up about your vehicle

Call me back

800 225 3193 ext 3

*** PHONE LOG 01/20/2010 01:14 PM Eastern Daylight Time CComfort Action Type:Incoming call
Customer called in 800#

Writer states:

Craig from KMA

Status of your vehicle?

Have seen issue before, can happen do to seating positions, height, weight, body size, ect

Ok, so lets see what happens after 30 days, and then we can discuss compensation

If anything comes up give me a call

Customer states:

Got my car back

Haven't driven with anyone else yet

My husband comes home tonight, we will go for a ride then

We tried sitting in it all different ways, we are both over 120lbs

Ok, I have your number, we will see how tonight goes

I will call you if anything comes up

*** PHONE LOG 02/22/2010 01:14 PM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main #

Writer states:

No answer; left message

Craig from KMA

Following up about repAIRs on vehicle

Call me back to discuss

[REDACTED]

Kia Motors America
Consumer AffAIRs Department

Page 5 of 5

| Last name | First name | VIN of 2007 SORENTO EX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------|----------------|
| [REDACTED] | [REDACTED] | KNDJC736675 [REDACTED] | K1674586 | 31,700 |
| Bellport, NY [REDACTED] | | Prod. Date: 11/24/06 | Dealer: NY040 | Eagle Auto Kia |

*** PHONE LOG 02/24/2010 10:34 AM Eastern Daylight Time CComfort Action Type:Incoming call
Customer called in

Writer states:
Craig from KMA
How is your vehicle?
What about if your husband sits there?
Seems to be functioning normally
Must be your seating position, because it is going out when you adjust
What do you think seems fAIR?
Well I can't give you a new car
Allow me to review your repAIRs and I will call you back

Customer states:
Returning your call
Light comes on sometimes still, but if I move, it goes away
It doesn't happen if he sits there
It happened 3 times to me, but the light always goes away now
We discussed some compensation....what can you do?
I think in the summer we might trade up to the new Sorento
Can you help us with that?
Ok, thanks for your follow-up

*** PHONE LOG 02/24/2010 11:21 AM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main # and left message for call back

*** PHONE LOG 03/03/2010 09:58 AM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main # and left message for call back

*** PHONE LOG 03/05/2010 04:26 PM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main # and left message for call back

*** PHONE LOG 03/09/2010 11:22 AM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main # and left message for call back

*** PHONE LOG 03/11/2010 12:07 PM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main # and left message for call back

*** CASE CLOSE 03/18/2010 09:23 AM Eastern Daylight Time CComfort
FTR inspected vehicle. OCS operating correctly, customer body shape and size (she is tall and thin) believed to be cause of concern, seat cushion replaced as goodwill gesture for customer

Kia Motors America
Consumer AffAIRs Department

Page 1 of 2

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|---------------|------------|----------------------------|---------------|----------------|
| [REDACTED] | [REDACTED] | KNDJD735985 [REDACTED] | K1657064 | 12,000 |
| Plainview, NY | [REDACTED] | Prod. Date: 10/1/07 | Dealer: NY066 | Auto World Kia |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 10/15/2009 03:15 PM US Mountain Standard Time SBrown

Cust stated:

1. I had my veh into the NY066 for the recall on the AIRbag.
2. But I've noticed that when my daughters, one weighs 125 lbs and one weighs 135 lbs, sit in the seat, the AIRbag light stays lit indicating it is off.
3. When I spoke to the dlr about this, they told me the sensor is designed to turn the AIRbag off and on around the 125 lb mark.
4. Can this sensor be reprogrammed?
5. Is the weight really 125 lb?
6. Also I was going to make an appt to take the car in so that it could be checked out, but I was told, one, I'd have to bring my daughter in, and two, I'd have to leave the car.
7. Which is it? Do I have to bring my daughter in or do I have to leave my car?
8. They certainly don't expect me to leave my car and daughter there do they?

Writer stated:

1. Updated; no SC.
2. Apologized.
3. Writer does not have access to specs for the weight set for the PASSenger AIRbag.
4. However, there is no reason to think the dlr would lie to you about the situation.
5. Writer would be glad to call the dlr and discuss the situation with them.

Writer placed the cust on hold and contacted Richard svc mgr at NY066 who stated:

1. Advised of TSB for this situation which indicates proper seating in veh.
2. Don't know where cust got the 125 lb number from.
3. Advised cust may or may not bring his daughter in with the veh to discuss the situation.
4. It is not necessary for the cust to leave his veh.
5. We can demonstrate with people, myself included, that the AIRbag is working properly.

Writer stated:

1. May I ask him to bring his daughter in so that you can demonstrate the correct seating for the AIRbag to work properly?

Richard stated:

1. You may if you'd like.

Writer returned to cust on hold and stated:

1. Svc mgr Richard advised when you come in, it is not necessary to leave the veh.
2. Please take your daughter with you so that it can be demonstrated how to sit in the seat so that the AIRbag works properly.

Cust-stated:

1. So did you confirm the 125 lb spec?
2. Because if that's the case, I'm going to have to sell the car, at a loss to me, and get a different veh because I can't have a car that my daughters can't ride in.
3. So now you're asking me to take time out of my day and my daughter's day to demonstrate the correct way to sit in the seat?

Writer stated:

1. Apologized; again there is no reason to believe the dlr would lie to you regarding this situation.
2. In fact with your daughter's weight, the OM indicates the AIRbag may or may not work.
3. You don't need to take your daughter in when you take the veh, it was merely a suggestion so that the problem, if there is one, can be properly duplicated and diagnosed.

Cust stated:

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 2

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------|----------------|
| [REDACTED] | [REDACTED] | KNDJD735985 [REDACTED] | K1657064 | 12,000 |
| Plainview, NY [REDACTED] | | Prod. Date: 10/1/07 | Dealer: NY066 | Auto World Kia |

1. So you're telling me I'm going to have to sell the car, at a loss to me, and get a different veh because of my daughter's weight.
2. I'll never buy another Kia.

Writer stated:

1. Apologized that the consumer did not research the situation prior to the purchase.

Cust stated:

1. What was I supposed to research?

Writer stated:

1. The AIRbags and their specifications?

Cust stated:

1. Well I would have just assumed those sensors are adjustable for weight.

Writer stated:

1. Apologized for your assumption: that is not the case.

Cust stated:

1. Thank you.

*** CASE CLOSE 10/15/2009 03:15 PM US Mountain Standard Time SBrown

*** CASE CLOSE 01/07/2010 01:29 PM US Mountain Standard Time JHirshfield
Tread AIRbag review -- JH

Kia Motors America
Consumer Affairs Department

Page 1 of 3

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|------------------|------------|----------------------------|---------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735985 [REDACTED] | K1718511 | 20,000 |
| Ormond beach, FL | [REDACTED] | Prod. Date: 5/11/07 | Dealer: FL111 Daytona Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 04/01/2010 02:08 PM US Mountain Standard Time MTrem

Note: CST has same issue with two different Sorento's: K1718511 and K1718514 created during same call.

Caller Mr R states:

1. I have two Kia Sorento's
 - a: KNDJD735985762072
 - b: kndjd735085 [REDACTED] (K1718514)
2. I went right away for the AIRbag recall
3. I've been to the DLR 3x to Deland Kia FL109
4. when my son sits in the PASSenger seat the AIRbag light stays on
5. my son is 6' tall and 130 lbs
6. when I sit in the seat, I'm about 200 lbs and it goes off for me
7. the same thing happens in my other Sorento as well
8. the DLR fixes it and the light stays on
9. how many times do I need to go back
10. I want to go to Daytona Kai because it's closer to my house, Deland Kia is far away for me
11. I called Daytona Kia and that said they don't have the tool to do the Recall
12. this is a Kia DLR, they are selling Kia's and they don't have the tools?
13. this doesn't make sense to me
14. I want this fixed, the AIRbag isn't going to work if I have a collision
15. ok, call me back anytime next week

WTR states:

1. updated, no SC's
2. apologized
3. WTR will follow up with DLR and DPSM and find out what can be done to help CST
4. WTR may not have an answer tomorrow
5. WTR will call CST early next week
6. gave case number and contact info

CST thanked WTR and disconnected

*** PHONE LOG 04/06/2010 10:01 AM US Mountain Standard Time MTrem Action Type:Outgoing call

WTR called FL109 Sa Tracy states:

1. Srv Mgr Richard Williams just stepped out to lunch

WTR request call back regarding CST Sorento's and AIRbag light

*** PHONE LOG 04/07/2010 11:24 AM US Mountain Standard Time MTrem Action Type:Outgoing call

WTR called FL109 Srv Mgr Richard Williams who states:

1. Contacted the CST on Monday, saw the contact opened by Kia
2. Had an appointment setup Tuesday for CST at 10am, CST did not show
3. we had replaced the seat cushion once on the veh
4. CST states it only happens when his son is in the seat
5. CN'd the concern here
6. I do not believe there is anything wrong with the veh and have offered to look at it for CST
7. I believe this is a customer fix, not a vehicle fix

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 3

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-------------------|------------|----------------------------|---------------------------|---------|
| ormoand beach, FL | | KNDJD735985 | K1718511 | 20,000 |
| | | Prod. Date: 5/11/07 | Dealer: FL111 Daytona Kia | |

*** NOTES 04/07/2010 11:29 AM US Mountain Standard Time MTrem Action Type:Manager review
WTR LVM for DPSM PStapleton requesting call back. gave 8 of VIN. contact info. will send case notes

*** EMAIL OUT _ MTrem Action Type:External email
Send to:[PStapleton@kiausa.com]
Michael Trem
Kia Consumer AffAIRs
Ext 45011

Hello Paul,

1. CST has 2x 2008 Sorento
2. CST states that in both veh's the PASS AIRbag light is on when his son sits in the seat
3. CST states his son is 6' tall and 130 lbs
4. DLR has replaced seat cushion in the veh and has not been able to duplicate
5. DLR offered to review veh's with CST this past Tuesday at 10 am appointment. CST did not show
6. Please advise

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.

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*** PHONE LOG 04/08/2010 09:42 AM US Mountain Standard Time MTrem Action Type:Incoming call
Caller DPSM PStapleton states:

1. calling back on this CST concerns on both cases
2. do we know why the CST didn't make the appointment
3. best to have his some go with him to the DLR to test the system and have both cars there
4. the GDS will show the classification of the occupant
5. being tall like this, he has a narrow frame, it's it classifying the occupant then its working
6. also the CST maybe leaning back in the seat with knees up and may not be hitting the sensor

*** PHONE LOG 04/08/2010 08:59 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called FL111 Daytona Kia Srv Mgr Ron who states:

1. the tool concern may have been from the SC076
2. we hare the tool in the region
3. would be nice to have the tool when the CST comes back in case it's done incorrectly
4. I will be seeing DPSM Friday, will call him to see if he can bring it with him
5. remind the CST that the seat belt is the primary restraint and AIRbag is secondary

*** PHONE LOG 04/08/2010 09:02 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Kia Motors America
Consumer AffAIRs Department

Page 3 of 3

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------------|------------|----------------------------|---------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735985 [REDACTED] | K1718511 | 20,000 |
| Ormond beach, FL [REDACTED] | | Prod. Date: 5/11/07 | Dealer: FL111 Daytona Kia | |

1. I wasn't able to make the appointment Tuesday. I had to cancel it
2. I want to go to FL111 Daytona Kia. it's closer
3. ok yes you can call back and speak with my wife Sarina

WTR states

1. calling back on the CST concerns with PASSenger side AIRbag light
2. did CST have an appointment Tuesday with FL109?
3. WTR can call FL111 Daytona Kia and see if they can help CST

placed CST on hold - WTR returned to CST because of hold time reaching Srv Mgr

*** PHONE LOG 04/13/2010 09:25 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR attempted CST contact at 3866725478. busy signal

*** PHONE LOG 04/14/2010 09:59 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR attempted CST contact at 3866725478. fax tones

*** PHONE LOG 04/19/2010 10:45 AM US Mountain Standard Time MTrem Action Type:Incoming call
WTR called Mrs R who states:

1. he hasn't had a chance to go yet
2. his number is [REDACTED] if you want to reach him there

WTR states:

1. WTR calling to touch base on the Sorento's

*** PHONE LOG 04/20/2010 10:21 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called Mr. R who states:

1. I have not made an appointment yet with Daytona Kia
2. I run a business and work 7 days a week
3. I cannot pull my son out of school just for this
4. I will try and make an appointment for this Saturday if they have Saturday hours
5. I have your number and will call you to let you know

WTR states:

1. WTR calling to touch base on the DLR appointment to have the AIRbag system checked with CST son

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 6

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|------------------|------------|----------------------------|----------------------------------|---------|
| | | KNDJD736185 | K1669232 | 55,000 |
| Bethlehem, GA 30 | | Prod. Date: 6/5/07 | Dealer: GA051 Gwinnett Place Kia | |

Case History

Complaint Recall

*** PHONE LOG 11/17/2009 04:35 PM US Mountain Standard Time KJohnson

[writer notes:

- 1 - cases involved: K1370031, K1389579, and K1413659
- 2 - Customer had 2007 Sorento, which Kia bought back (K1370031)
- 3 - At the same time as this, apparently some notes for that veh were being logged under this VIN, but notes do not clearly distinguish which vehicle is involved
- 4 - Customer's complaint w/ both vehicles is OCS
- 5 - Customer received reminder for sc076 for 2007 Sorento, which he no longer owns
- 6 - sc076 was performed on the 08 Sorento in 5/09
- 7 - Customer reports that there are still infrequent occurrences when OCS does not recognize when his wife sits in front PASSenger seat
- 8 - Customer's chronology and account confused, so it is not clear whether he really has had OCS complaint after sc076 done
- 9 - It appears that OCS complaint has never been TREADED for this vehicle
- 10 - Wtr therefore decided to create new case and TREAD customer complaint here]

Customer:

- 1 - Repeated complaints about buyback process, Kia management's indifference to customers, etc. documented in above cases
- 2 - I got notice for sc076, but that didn't fix anything
- 3 - It's better, but once in awhile the PASSenger seat AIRbag still does not work when my wife seats in front PASSenger seat
- 4 - I don't have VIN

Writer:

- 1 - Apologized
- 2 - if further occurrence of OCS not working occur, please call writer
- 3 - provided contact information
- 4 - sc may have improved programming and worth having done
[advice given before writer found the 08 sorento cases]

Customer:

- 1 - Thank you

*** CASE CLOSE 11/17/2009 04:35 PM US Mountain Standard Time KJohnson

*** CASE CLOSE 01/06/2010 03:37 PM US Mountain Standard Time TMorales
AIRbag TREAD Review Complete

*** PHONE LOG 02/09/2010 01:52 PM US Mountain Standard Time BWilliams Action Type:Incoming call

Customer states:

1. Have a question for you
2. How many tries do you get before problem becomes a service campaign?

Writer states:

1. Advised it is dependent on KMA and NHTSA

Customer states:

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 6

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|------------------|------------|----------------------------|----------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736185 [REDACTED] | K1669232 | 55,000 |
| Bethlehem, GA 30 | | Prod. Date: 6/5/07 | Dealer: GA051 Gwinnett Place Kia | |

1. Not what I asked

Writer states:

1. Unaware how many tries

Customer states:

1. My AIRbag light has been reprogrammed multiple times.
2. Was a test program for one of them.
3. Still can not be fixed.
4. Kia has a defective product
5. Had an 07 Sorento which kia bought back

Writer states:

1. Can see that you called 11/2009
2. Have you had a chance to take vehicle to dealership?

Customer states:

1. Took it in there for reprogramming and dealer refused to do it, said there was nothing wrong

Writer states:

1. Advised customer would need to take vehicle to dealership.
2. At that point writer could make sure necessary resources are involved

Customer states:

1. Want someone to call me and tell me what they are going to do before I waste my time going there

Writer states:

1. Advised diagnosis would be necessary first

Customer states:

1. Have someone call me before I go to dealership.

*** PHONE LOG 02/10/2010 01:37 PM US Mountain Standard Time BWilliams Action Type:Outgoing call

Writer called GA051 and left VM for SVC MGR:

1. Gave name, 800# and ext.
2. Gave customer name and last 8 of VIN
3. Requested callback.

*** PHONE LOG 02/10/2010 01:48 PM US Mountain Standard Time BWilliams Action Type:Incoming call

SVC MGR Sean called writer and states:

1. Received VM, returning call

Customer states:

1. Calling for repAIR history on vehicle for OCS

SVC MGR Sean states:

1. 7-6-2009 (at 51,055 OCS reprogram
2. 8-30-2008-test drove with light operating as designed

Kia Motors America
Consumer AffAIRs Department

Page 3 of 6

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|------------------|------------|----------------------------|----------------------------------|---------|
| ██████████ | ██████████ | KNDJD736185 ██████████ | K1669232 | 55,000 |
| Bethlehem, GA 30 | | Prod. Date: 6/5/07 | Dealer: GA051 Gwinnett Place Kia | |

Writer states:

1. Customer stated he came in for oil change and dealer refused to do reprogramming

SVC MGR Sean states:

1. In for oil change on 12-11-2009.
2. Most likely refused because reprogram was done recently.
3. Computer may have rejected reprogram.

*** PHONE LOG 02/10/2010 01:59 PM US Mountain Standard Time BWilliams Action Type:Outgoing call

Writer called DPSM H Baik and states:

1. Gave customer, vehicle and dealership information.
2. Advised of past concerns with OCS
3. Advised-customer wants to speak with someone before he takes vehicle back to dealership

DPSM H Baik states:

1. Please dispatch to region.

*** NOTES 02/10/2010 02:00 PM US Mountain Standard Time BWilliams Action Type:Manager review

Dispatching for:

1. Concern with OCS
2. Multiple trips to dealership.
3. Customer contact

*** PHONE LOG 02/11/2010 10:39 AM Eastern Daylight Time DABurke Action Type:Outgoing call

Called the customer and stated:

1. Your case was transferred to me for review.
2. I see that you feel there is a concern with your AIRbag light.
3. Have you taken the vehicle in for them to duplicate the concern?

Mr. ██████ states:

1. No, the last person that I spoke with stated that she was going to send someone out.
2. It happens intermittently and it happens with my wife in the PASS seat.

Wtr states:

1. I can send my DPSM out it would be good if you could bring your wife.

Cust states:

1. My Wife works.
2. It also happens with my 14 130 pound grandson in the vehicle and it does not happen all the time.

Wtr states:

1. Can you please bring one of them in with you so that my DPSM can try and duplicate the concern.

Cust states:

1. No, I am going to take the vehicle to the dlr today and tell them they need to do the reprogram.

Wtr states:

1. As I explained to you it would be best if you could take your wife or grandson to the dlr.
"Cust disconnected the call"

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 6

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|------------------|------------|----------------------------|-------------|----------------------------------|
| ██████████ | ██████████ | KNDJD736185 ██████████ | K1669232 | 55,000 |
| Bethlehem, GA 30 | | Prod. Date: 6/5/07 | | Dealer: GA051 Gwinnett Place Kia |

2. Called customer back and apologized that the phone dropped.

Mr. ██████ states:

1. It did not drop I hung the phone up on you.
"Customer disconnected the call again"

Wt states:

1. Closing case.

*** PHONE LOG 02/11/2010 10:54 AM Eastern Daylight Time DABurke Action Type:Outgoing call

Wtr states:

1. Cust is IRATE and disconnected call when wtr was trying to assist.
2. Wtr closing case.

*** CASE CLOSE 02/11/2010 10:54 AM Eastern Daylight Time DABurke

*** PHONE LOG 02/11/2010 11:39 AM Eastern Daylight Time JuneSifford Action Type:Incoming call

SRCAA rec'd a call from Mr. ██████ stating

1. I spoke to other people & they do not have a clue what is going on with this
 2. seat has not failed with my wife in quite a while
 3. it did not function with a 14 year old boy who weighs 140 lbs in the seat
 4. once I hit the seat warmer the light went off
 5. I think this might be related to the leather getting hard when the weather is cold
- SRCAA advised
1. I do apologize however
 2. OCS is not meant to function in every situation
 3. we do ask that the person who normally sits in that seat go in for the inspection as we need to determine why it functions for everyone except this person
 4. I show that the update has been completed on this VIN
 5. request you check any letters that you get as I do not see the update on the other VIN (2007). Letter may be related to the 2007
 6. I appreciate the information you provided & will PASS this information along to FTR's regarding hardness of leather in cold weather.

Mr. ██████ states

1. well, thank you for listening I really appreciate that
 2. I believe I understand about the 14 year old being taller & maybe sitting with knees up and not covering the front of the sensors
 3. Like I said I can not remember with the seat did not work for my wife. no problems with that in a very long time.
- Mr. ██████ wanted to voice his concerns & is satisfied with information. He will call back if any further problems.

*** CASE CLOSE 02/11/2010 11:40 AM Eastern Daylight Time JuneSifford

*** NOTES 03/30/2010 01:35 PM US Mountain Standard Time AJudson Action Type:Manager review

***** NOTES FROM DUPLICATE CASE FOR ALLEGED OCS CONCERN

**Kia Motors America
Consumer AffAIRs Department**

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|------------------|------------|----------------------------|----------------------------------|---------|
| ██████████ | ██████████ | KNDJD736185██████████ | K1669232 | 55,000 |
| Bethlehem, GA 30 | | Prod. Date: 6/5/07 | Dealer: GA051 Gwinnett Place Kia | |

*** PHONE LOG 03/25/2010 10:55 AM US Mountain Standard Time AJudson
██████████ (husband) states:

1. Gave name, calling because TPMS/low tire pressure indicator has come on.
 - OM advises me to pull over and check the tire pressure
 - took vehicle to put AIR in tires and noticed that the valve stems are a smaller than standard size
 - how am I supposed to check tire pressure and fill tires when the gauge is smaller than standard size?
 - I have the original tires that came on the vehicle
2. PASSenger side AIRbag still does not activate when someone sits in the seat.
3. Was advised that it is operating as designed then received a letter for SC076.
 - reiterated concerns from previous case K1669232
4. If I have an accident and AIRbag does not deploy, God help Kia because I am coming after them.
5. Kia becomes extremely liable if that AIRbag does not deploy.
6. If they have to keep the AIRbag on at all times then they need to do that.
7. Found that when the seat warmers are activated the concern does not occur, believe it is because the leather is softer or something.

Writer States:

1. Apologized for the problem.
2. Advised customer that writer has not heard that valve stems are not standard size.
3. If customer is having difficulty with this, contact Kia dealer for assistance.
 - customer advised that he was able to locate gauge that fit valve stems while on call with writer
4. I do see that customer had previous cases addressed with an SRCAA about AIRbag concerns.
5. Writer will update customer case with current concern that alleges OCS is still inoperable.

*** NOTES 03/30/2010 01:36 PM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:

1. CUSTOMER ALLEGES OCS CONCERN NOT RESOLVED.
2. CASE PREVIOUSLY REVIEWED BY SRCAA REQUESTING CUSTOMER CALLBACK IF NOT RESOLVED.
3. CUSTOMER CONTACT.

*** PHONE LOG 03/31/2010 11:20 AM Eastern Daylight Time DABurke Action Type:Outgoing call
Called the cust and stated:

1. I am calling to discuss your case.
2. My call center transferred your case to for review.
3. I see that you have a concern with the valves in your vehicle.

Mr. ██████████ states:

1. Oh yeah I figured that out already.
2. But my idiot light is still not working.

Wtr states:

1. What idiot light?

Cust states:

1. The AIRbag light.

Wtr states:

1. during our last conversation I request that you take the vehicle back to the dlr to duplicate the concern have you gone to

**Kia Motors America
Consumer Affairs Department**

Page 6 of 6

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|------------------|------------|----------------------------|----------------------------------|---------|
| ██████████ | ██████████ | KNDJD736185 ██████████ | K1669232 | 55,000 |
| Bethlehem, GA 30 | | Prod. Date: 6/5/07 | Dealer: GA051 Gwinnett Place Kia | |

the dlr.

Cust states:

1. For what, so that they can tell me that it is working and it is not.
2. I do not need to talk to or hear your corporate Mumbo Jumbo.
3. This company is full of it.

Wtr states:

1. Ok, Mr. ██████████ I will be closing your case at this time.
2. Thanked the customer and ended the call.
3. We have tried to help you numerous times but you have continuously been abusive to me.
4. If you are not going to take the vehicle to the dlr then I am going to close your case.
5. Please call me if you would like for Kia to assist you and if you are going to take the vehicle to the dlr.
6. Thanked the customer and ended the call.
7. Closing case pending any new information.

*** CASE CLOSE 03/31/2010 11:21 AM Eastern Daylight Time DABurke

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 1

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|------------------|------------|----------------------------|----------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736185 [REDACTED] | K1715787 | 67,678 |
| Bethlehem, GA 30 | | Prod. Date: 6/5/07 | Dealer: GA051 Gwinnett Place Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 03/25/2010 10:55 AM US Mountain Standard Time AJudson

[REDACTED] (husband) states:

1. Gave name, calling because TPMS/low tire pressure indicator has come on.
 - OM advises me to pull over and check the tire pressure
 - took vehicle to put AIR in tires and noticed that the valve stems are a smaller than standard size
 - how am I supposed to check tire pressure and fill tires when the gauge is smaller than standard size?
 - I have the original tires that came on the vehicle
2. PASSenger side AIRbag still does not activate when someone sits in the seat.
3. Was advised that it is operating as designed then received a letter for SC076.
 - reiterated concerns from previous case K1669232
4. If I have an accident and AIRbag does not deploy. God help Kia because I am coming after them.
5. Kia becomes extremely liable if that AIRbag does not deploy.
6. If they have to keep the AIRbag on at all times then they need to do that.
7. Found that when the seat warmers are activated the concern does not occur, believe it is because the leather is softer or something.

Writer States:

1. Apologized for the problem.
2. Advised customer that writer has not heard that valve stems are not standard size.
3. If customer is having difficulty with this, contact Kia dealer for assistance.
 - customer advised that he was able to locate gauge that fit valve stems whil on call with writer
4. I do see that customer had previous cases addressed with an SRCAA about AIRbag concerns.
5. Writer will update customer case with current concern that alleges OCS is still inoperable.

*** CASE CLOSE 03/30/2010 01:36 PM US Mountain Standard Time AJudson

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 1

| Last name | First name | VIN of 2007 SORENTO LX 4X4 | Case Number | Mileage |
|---------------------------|------------|----------------------------|-------------------------|---------|
| ██████████ | ██████████ | KNDJC736975 ██████████ | K1670595 | 14,000 |
| Bronxville, NY ██████████ | | Prod. Date: 10/2/06 | Dealer: NY051 Bronx Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 11/20/2009 11:02 AM US Mountain Standard Time APatrick

CUST STATED:

- 1: I HAVE TAKEN MY VEH BACK FOR PASS AIR BAG LIGHT 3 TIMES.
- 2: LAST TIME THEY DID THE OCS RECALL.
- 3: WHEN I GOT IT HOME AND MY HUSBAND SAT IN IT IT WORKED PROPERLY.
- 4: THEN I HAD A GIRL FRIEND SIT IN IT AND IT WAS NOT WORKING RIGHT AGAIN EVEN WHEN MY HUSBAND GOT BACK IN.
- 5: WHAT CAN I DO TO GET THIS RESOLVED.

WRITER ADVISED:

- 1: APOLOGIZED.
- 2: PLEASE CALL THE DLR AND MAKE AN APPOINTMENT.
- 3: CALL THIS OFFICE WHEN YOU TAKE IT IN.
- 4: WE CAN OVERSEE THE DIAGNOSIS AND REPAIR MAKING SURE THE DLR IS USING ALL THE TOOLS AND RESOURCES KIA PROVIDES TO RESOLVE THE ISSUE.
- 5: PROVIDED DLR INFO.

CUST STATED:

- 1: I WILL NOT HAVE ANYONE IN THAT SEAT UNTIL THIS IS REPAIRED CAUSE IT IS DANGEROUS.
- 2: I WILL CALL WHEN I TAKE IT TO THE DLR.
- 3: THANK YOU.

*** CASE CLOSE 11/20/2009 11:02 AM US Mountain Standard Time APatrick

*** CASE CLOSE 01/07/2010 09:23 AM US Mountain Standard Time TMorales
AIRbag TREAD Review Complete

Kia Motors America
Consumer Affairs Department

Page 1 of 2

| Last name | First name | VIN of 2007 SORENTO LX 4X2 | Case Number | Mileage |
|--------------|------------|----------------------------|--------------------------------|---------|
| | | KNDJD736475 | K1639994 | 40,300 |
| Orlando, FL. | | Prod. Date: 12/15/06 | Dealer: FL106 Orlando Kia East | |

Case History

Complaint Dealer

*** PHONE LOG 09/03/2009 08:28 AM US Mountain Standard Time MHaynes

The caller, [REDACTED] states:

1. I have a friend who has an 07 Sorento like I do.
2. He's gotten more recall notices than I have.
3. I've only received one notice, which I took care of.
4. Are there anymore recalls out on my vehicle I don't know about?

The writer states:

1. Confirmed customer info.
2. Checked for service campaigns (writer is not using the word "recall")
3. Let customer know there was only one service campaign on his vehicle, which he took care of.
4. Informed customer that issues may be corrected midline. meaning same model years may have different service campaign notices.

The caller states:

1. What about the PASSenger AIRbag light issue.
2. We've had it over to the dealer 8 times.
3. Everytime they do something, it works for 2 weeks and then goes bad.
4. In late 2007, early 2008, the dealer had the car for 2 weeks trying to fix it.
5. We had Ted Peters from California come out and he took pictures.
6. Is this a lemon issue?

The writer states:

1. Doesn't think so, but couldn't say for sure.
2. Informs caller that AIRbag light problem can be looked into.
3. Will research what has and what can be done and get in touch with the customer.
4. Apologized about issue.

The caller states:

1. I also need to see if there are any complaints on that dealer.
2. Everytime I call Andre, the SVC. to make an appointment, he is very rude and dismissive.
3. The service gets you in and out quickly, that's good.
4. I just hate the way he treats me on the phone.

The writer states:

1. I can document you complaint.

The caller states:

1. We have the car going into the dealer this Saturday at 8:00 AM.
2. It overheated while driving.
3. We pulled over into an Advanced Auto Parts and they told us our coolant hadn't been topped off.

The writer states:

1. Where have you had your maintenance work done?

The caller states:

1. All of it at Orlando Kia East.
2. I have all my paperwork.

The writer states:

1. The caller's concerns will be documented.
2. Will look into AIRbag light issue.

Kia Motors America
Consumer AffAIRs Department

Page 2 of 2

| Last name | First name | VIN of 2007 SORENTO LX 4X2 | Case Number | Mileage |
|-------------|------------|----------------------------|---------------|------------------|
| | | KNDJD736475 | K1639994 | 40,300 |
| Orlando, FL | | Prod. Date: 12/15/06 | Dealer: FL106 | Orlando Kia East |

3. Will be back in touch 9/8/09 with progress.
4. Gave case number and contact info.

*** PHONE LOG 09/11/2009 09:33 AM US Mountain Standard Time MHaynes Action Type:Outgoing call

The writer contacts Terry in Svc.

The writer states:

1. What work did the cust have done on 9/5/09?

Terry states:

1. She had differential work done.
2. She had said there was an overheating issue.
3. Were unable to replicate overheating issue.

The writer states:

1. She had mentioned an ongoing AIRbag light concern.
2. Did she mention the AIRbag light on 9/5/09?
3. What work has she done on the AIRbag?

Terry states:

1. On 4/18/09, she came in with the AIRbag light issue.
2. Our findings were that it operated as designed.
3. On 8/31/07, she said the PASSenger seat AIRbag light was off, even with someone sitting in it.
4. At that time it was recalibrated.
5. On 8/3/07, she came in with the AIRbag light issue.
6. Our findings were that it operated as designed.
7. On May 25/07, she came in with the AIRbag light issue.
8. Our findings were that it operated as designed.

The writer states:

1. Thank you so much.

*** PHONE LOG 09/11/2009 01:01 PM US Mountain Standard Time MHaynes Action Type:Outgoing call

The writer tries to contact caller. Phone rings and rings with no answer and no voicemail.

*** PHONE LOG 09/17/2009 03:36 PM US Mountain Standard Time MHaynes Action Type:Outgoing call

The writer tries to contact Anna Santiago, but phone rings with no answer and no VM.

*** PHONE LOG 09/18/2009 06:49 AM US Mountain Standard Time MHaynes Action Type:Outgoing call

The writer tries to contact Anna Santiago. Phone rings and rings with no answer.

*** CASE CLOSE 09/18/2009 06:50 AM US Mountain Standard Time MHaynes

*** CASE CLOSE 10/12/2009 01:03 PM US Mountain Standard Time TMorales

Kia Motors America
Consumer AffAIRs Department

Page 1 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|------------------|------------|----------------------------|---------------------------------------|---------|
| Douglasville, GA | | KNDJD735185 | K1666128 | 12,000 |
| | | Prod. Date: 1/11/08 | Dealer: GA047 Kia at Arbor Place Mall | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 11/09/2009 03:07 PM US Mountain Standard Time MHaynes

The caller, [REDACTED], states:

1. I've been to the dealer a few times for this problem.
2. The light indicating the PASSenger side AIRbag is off has come on.
3. It will stay on even when all 200 pounds of me are sitting squarely in the PASSenger seat.
4. When I bought this car on 12/26/09, I took it on a trip and the light stayed on the whole time.
5. The dealer has had this car in and can't fix it.
6. They've tested this and reset that and can't find the problem.
7. The only thing I can think of if that I had leather seats replace the cloth ones when I bought the car.
8. I'm uncomfortable driving around with that AIRbag light on.
9. The dealer to me that a recall was issued on this for models released a couple of months after mine.
10. I want this fixed.

The writer states:

1. Apologized about situation.
2. Confirmed and updated cust info.
3. Confirmed that customer has read the PASSenger AIRbag section in the owner's manual.
4. We'll start an investigation by contacting the dealer.
5. We'll explore what has been done and what's yet to be done.
6. I will get the Kia Rep involved if need be.
7. I will call back 11/11 with the direction we're going to take on this case.
8. Gave case number and contact info.

*** PHONE LOG 11/11/2009 08:24 AM US Mountain Standard Time MHaynes Action Type:Outgoing call

The writer contacts Glenn in SVC.

Glenn in SVC states:

1. We first addressed this on 8/25/09 at 10195 miles.
2. We performed the seat reprogramming recall on it, even though it wasn't under recall.
3. It displayed the same symptoms as the recall, so we went ahead and did it.
4. It came back on 10/15/09 at 11486 miles.
5. We performed the same seat reprogramming again, in case it didn't take the first time.
6. It was back on 11/3/09 at 12018 miles.
7. We couldn't duplicate the problem and couldn't come up with any error codes.

*** PHONE LOG 11/11/2009 09:00 AM US Mountain Standard Time MHaynes Action Type:Outgoing call

The writer contacts Harrison Baik, DPSM.

The writer states:

1. Goes over SVC history on this issue.
2. Confirms that OCS reprogram connected with SC has been done twice, even though vehicle wasn't under SC.
3. Confirms that customer has read owner's manual about OCS operation.
4. Customer stated that at 200 pounds with feet flat on the floor, OCS light is still coming on.

Harrison Baik states:

1. Please dispatch this case to the region.
2. We'll take it from here.

Kia Motors America
Consumer AffAIRs Department

Page 2 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------------|------------|----------------------------|---------------|-------------------------|
| [REDACTED] | [REDACTED] | KNDJD735185 [REDACTED] | K1666128 | 12,000 |
| Douglasville, GA [REDACTED] | | Prod. Date: 1/11/08 | Dealer: GA047 | Kia at Arbor Place Mall |

*** PHONE LOG 11/11/2009 09:06 AM US Mountain Standard Time MHaynes Action Type:Outgoing call
The writer contacts [REDACTED]

The writer states:

1. I investigated what's been done so far.
2. The SC work that was released on car models a couple a months older than yours has been done to your car twice in order to try to resolve this.
3. When I presented my findings to the DPSM, he stated he wanted this case forwarded to the office that oversees Service in your region.
4. Someone from that office should be contacting you within 48 business hours.

[REDACTED] states:

1. Thank you.

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

Send to:[hbaik@kiausa.com]

Harrison.

Here is the OCS light case, as per your request.

Michael x46250

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_K1666128_MHaynes_11-11-2009085530.doc>>

*** NOTES 11/11/2009 09:10 AM US Mountain Standard Time MHaynes Action Type:E-mail sent

The writer e-mails case notes to Harrison Baik, DPSM.

*** NOTES 11-11-2009 09:11 AM US Mountain Standard Time MHaynes Action Type:Manager review

Case forwarded to Region per DPSM Harrison Baik's request.

*** PHONE LOG 11/12/2009 10:01 AM Eastern Daylight Time DABurke Action Type:Outgoing call

Called the customer and stated:

1. I am calling to discuss your case.
2. Your case was transferred to me by my KCC.
3. I apologize that your case was transferred.
4. I see that you are having a concern with your PASSenger AIR bag light coming on is this the case?

Cust states:

1. The AIRbag light is the only problem at this time.
2. When I purchased the vehicle I drove down to the sugar bowl in New Orleans and the PASS AIRbag light stayed on the whole time and I weight 200 pounds.
- 3 I want this fixed by next week.

**Kia Motors America
Consumer AffAIRs Department**

Page 3 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------------|------------|----------------------------|---------------------------------------|---------|
| ██████████ | ██████ | KNDJD735185██████████ | K1666128 | 12,000 |
| Douglasville, GA ██████████ | | Prod. Date: 1/11/08 | Dealer: GA047 Kia at Arbor Place Mall | |

Wtr states:

1. what I am going to do is contact the dlr and request your service doc's once I receive them I will and review the repAIRs I will call you back to discuss.

Mr. S states:

1. why are you dragging this out why don't you just buy the vehicle back.

Wtr states:

1. I just received the case and I am offering to repAIR the vehicle not replace it.
2. If need be I will send my FTR to the dlr to assist with the repAIR.

Cust states:

1. Ok. I will drop the vehicle off because I am scared to drive it and you will need to provide me with transportation until Kia figures out what they want to do with the vehicle.

Wtr states:

1. Sir, I apologize that you feel this way but please allow me time to review the repAIR history of the vehicle and I will call you back to let you know what Kia's next move will be.

Cust states:

1. I AM NOT GIVING KIA ANYMORE CHANCES THIS IS BULLSHIT.

Wtr states:

1. Please stop yelling at me sir I am trying to help you.

Cust states:

1. I DO NOT WANT TO HEAR ANYTHING ELSE THAT KIA HAS TO SAY.
 2. GOODBYE!
- (CUST DISCONNECTED THE CALL).

Wtr states:

1. Calling dlr to request R.O.'s
2. Will call the customer back once wtr has reviewed the case.

*** PHONE LOG 11/12/2009 10:23 AM Eastern Daylight Time DABurke Action Type:Outgoing call

Wtr states:

1. Called the dlr and requested R.O.'s

Glenn Srv Adv states:

1. I will fax them to you as soon as possible.

Wtr states:

1. Thanked Glenn and ended the call.

*** PHONE LOG 11/12/2009 04:40 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Called the customer and stated:

1. I am calling to discuss your case

Kia Motors America
Consumer AffAIRs Department

Page 4 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------------|------------|----------------------------|---------------------------------------|---------|
| ██████████ | ██████████ | KNDJD735185 ██████████ | K1666128 | 12,000 |
| Douglasville, GA ██████████ | | Prod. Date: 1/11/08 | Dealer: GA047 Kia at Arbor Place Mall | |

2.

*** PHONE LOG 11/18/2009 05:16 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Wtr states:

1. I called last week and requested the R.O.'s and I have not received them.
2. can you please fax them to me as soon as possible.

Matt states:

1. No problem. but just to let you know I could not duplicate this customer's concern.
2. I sat in the seat and the customer sat in the seat and it worked.
3. He said that it is not working for him or his wife.

Wtr states:

1. Did his wife come as well.

Matt states:

1. No, but I am telling you it is working as is should.

Wtr states:

1. Please fax over the srv doc's.
2. Thanked Matt and ended the call.

*** PHONE LOG 11/20/2009 05:35 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Wtr states:

1. Called the customer to discuss the case.
2. There was no answer LVM for call back.

*** PHONE LOG 11/20/2009 05:35 PM Eastern Daylight Time DABurke Action Type:Outgoing call

*** PHONE LOG 12/01/2009 09:10 AM Eastern Daylight Time DABurke Action Type:Incoming call

Wtr states:

1. Called the customer to discuss the case.
2. There was no answer LVM for call back.

*** PHONE LOG 12/01/2009 11:29 AM Eastern Daylight Time DABurke Action Type:Incoming call

Mr. S called and stated:

1. Reiterated information from the first conversation.

Wtr states:

1. I spoke to Matt at the dlr and he explained to me that he could not duplicate your concern.

Cust states:

1. We have been going through this since December of last year.
2. The problem is intermittent.
3. I would like for your DPSM to come out and look at this for me.

**Kia Motors America
Consumer AffAIRs Department**

Page 5 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------------|------------|----------------------------|---------------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735185 [REDACTED] | K1666128 | 12,000 |
| Douglasville, GA [REDACTED] | | Prod. Date: 1/11/08 | Dealer: GA047 Kia at Arbor Place Mall | |

Wtr states:

1. I will give my DPSM a call and discuss your case with him.
2. Once I have a date when he will be at the dlr I will call you back and let you know.

Cust states:

1. Well, I am only available Monday, Tuesday and Thursday between 1 and 4 pm.

Wtr states:

1. I will let Mr. Baik know so he can schedule the date accordingly.
2. Thanked the customer and ended the call.

*** PHONE LOG 12/02/2009 02:24 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Called Harrison and stated:

1. The customer would like to meet with you because he feels as though the dlr is not being up front with him about his vehicle and the PASSenger side AIRbag light.
2. Wtr explained the days that the customer is available.

Harrison states:

1. Have the customer to be at the dlr on Thursday of next week at 1:30 pm.

Wtr states:

1. I will call him and let him know.
2. Thanked Harrison and ended the call.

*** PHONE LOG 12/02/2009 02:38 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Called Mr. S and stated:

1. I am calling to let you know that my DPSM will be at the dlr next week Thursday at 1:30 pm to address your concerns.
2. I know that it was very important for you to meet with him on a day that was convenient for you.

Mr. S states:

1. I just got a Jury duty notice starting next week Monday.
2. I will call you on Monday to let you know if they keep me or not.

Wtr states:

1. OK, please call me on Monday to let me know so that we can reschedule your appointment if need be.
2. Thanked the customer and ended the call.

*** PHONE LOG 12/15/2009 12:13 PM Eastern Daylight Time DABurke Action Type:Incoming call

Harrison called and stated:

1. I am calling to let you know that despite what the dlr said about the vehicle the seat is not operating as designed.
2. I found out that the dlr installed aftermarket leather seats in the vehicle.
3. I spoke to the GM and they are going to have to fix this problem because they created it.
4. I will give you an update as soon as I can.

Wtr states:

1. Thanked Harrison and ended the call.

*** PHONE LOG 12/15/2009 01:34 PM Eastern Daylight Time DABurke Action Type:Outgoing call

**Kia Motors America
Consumer AffAIRs Department**

Page 6 of 6

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|-----------------------------|------------|----------------------------|---------------|-------------------------|
| [REDACTED] | [REDACTED] | KNDJD735185 [REDACTED] | K1666128 | 12,000 |
| Douglasville, GA [REDACTED] | | Prod. Date: 1/11/08 | Dealer: GA047 | Kia at Arbor Place Mall |

Wtr states:

1. Called the cust to discuss the case.
2. There was no answer LVM for call back.

*** PHONE LOG 12/23/2009 01:42 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Wtr states:

1. Called the customer to discuss the case.
2. There was no answer LVM for call back.
3. Closing case pending any new information.

*** CASE CLOSE 12/23/2009 01:42 PM Eastern Daylight Time DABurke

*** CASE CLOSE 01/08/2010 11:09 AM US Mountain Standard Time JHirshfield

Tread AIRbag review -- JH

*** PHONE LOG 01/15/2010 12:33 PM US Mountain Standard Time ASoto Action Type:Incoming call

Customer called and states:

1. I am calling in regards to an ongoing issue, can you find my case?

Writer states:

1. I have found your case and it appears that DABurke has tried to contact you.
2. Gave number 678 385 8537

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|----------------------|------------|----------------------------|--------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735885 [REDACTED] | K1659160 | 21,000 |
| Chico, CA [REDACTED] | | Prod. Date: 1/4/08 | Dealer: CA085 Larry Geweke Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 10/21/2009 02:42 PM US Mountain Standard Time UValencia
800# VM BY [REDACTED]
1.- PROVIDED VIN# AND CST NAME
2.- 5TH VISIT FOR OCS LIGHT: PLEASE CALL

*** PHONE LOG 10/23/2009 09:08 AM US Mountain Standard Time UValencia Action Type:Outgoing call
Contact Name: [REDACTED] AT CA085
Year/Model/Mileage of Vehicle: 21000
RO Open Date: 10/7/09
Days Down at initial Service Alert report: NOT DOWN
RepAIR Issue: OCS LIGHT ON
LAST TIME THAT VEHICLE CAME IN WAS 10/7/09
IT HAS BEEN IN 4 TIMES
4/29 SEAT CUSHION
6/16 CALIBRATED OCS MODULE
8/19 SAME THING
10/7 WE TEST IT AGAIN NO CODES FOUND
WHEN IS A PASSENGER ON THE PASS SEAT THE LIGHT STAYS ON
BUT WE CAN'T GET THE LIGHT TO STAY WHEN IS HERE
IS A BODY TYPE SITUATION
I THINK THAT THE PERSON SEATING ON THAT SEAT IS OCCUPING THE LUMBAR NOT THE SEAT
BUT IT DOESN'T DO IT ALL THE TIME
ETA for completion of repAIRs: UNKNOWN
Repeat RepAIR (Y/N), if so, how many? Y (2) 4 VISITS 2 REPAIRS
Techline Case? If so, #? T1651001
Rental Provided? If so, since when? N
DPSM contacted by dealer? Y

ROBERT STATES
MARK FROM TECH LINE HAS CALLED THE PLATFORM ENGINEERS
THEY SAID THAT THERE IS NOTHING ELSE WE CAN DO FOR THE CST. UNLESS WE CAN DUPLICATE THE
CONCERN
I SPOKE WITH DENNIS ABOUT IT TOO
HE SENT AN E MAIL STATING

AFTER REVIEWING THIS W/SEVERAL PEOPLE, CST NEEDS TO BRING THE VEHICLE WHEN THE LIGHT IS ON
THERE IS NOTHING THAT WE CAN DO UNLESS WE CAN DUPLICATE CONCERN

I WILL GIVE THEM A CALL TO LET THEM KNOW THAT:
THEY NEED TO BE HERE DURING BUSINESS HOURS, M-F
WHEN THE LIGHT IS ON, SO WE CAN HOOK UP THE VEHICLE TO A COMPUTER

WRT STATES
1.- HAVE YOU EVER BEEN ABLE TO DUPLICATE THE CONCERN?

ROBERT STATES
WE DID AT ONE TIME. WE SAW THE LIGHT ON WHEN THE PASSENGER WAS ON THE SEAT
BUT WE DIDN'T HAVE A TECHNICIAN

HOME PH# [REDACTED]

**Kia Motors America
Consumer Affairs Department**

Page 2 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|----------------------|------------|----------------------------|--------------------------------|---------|
| ██████████ | ██████████ | KNDJC735885 ██████████ | K1659160 | 21,000 |
| Chico, CA ██████████ | | Prod. Date: 1/4/08 | Dealer: CA085 Larry Geweke Kia | |

WORK PH# ██████████

*** PHONE LOG 10/23/2009 09:14 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MR ██████████ WRT LVM REQUESTING A CALLBACK. PROVIDED CASE# AND CONTACT
INFORMATION

*** PHONE LOG 10/26/2009 08:43 AM US Mountain Standard Time UValencia Action Type:Incoming call

[!<For Internal Use Only
TODD.

DLR WAS ADVISED BY TECH AND DPSM. THAT SINCE CONCERN WAS NOT DUPLICATED TO BRING THE
VEHICLE IN WHEN THE LIGHT IS ON. IT HAS TO BE DURING BUSINESS HOURS.
CALL CST AND ADVISE>!]]

*** PHONE LOG 10/27/2009 09:52 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM DENNIS BROWN

1 CALLING TO VERIFY YOUR POSITION ON THIS CASE
2 WE SPOKE TO ROBERT @ CA085 AND HE TOLD US THAT BOTH TECHLINE AND YOU TOLD HIM NOT TO DO
ANY REPAIRS DUE TO CONCERN NOT BEING DUPLICATED
3 IS THAT TRUE? ARE YOU FAMILIAR WITH THIS CUSTOMER?
4 IM ABOUT TO CALL THE CUSTOMER JUST WANTED TO MAKE SURE WE WERE ALL ON THE SAME PAGE

DPSM DENNIS BROWN

1 YES I AM FAMILIAR WITH THE CASE
2 WE RAN THAT ALL THE WAY UP
3 NO REPAIRS WILL BE PERFORMED UNTIL A CONCERN CAN BE DUPLICATED

WRITER ADVISED

1 OK THANK YOU

*** PHONE LOG 10/27/2009 09:55 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED ROBERT @ CA085

1 CALLING TO VERIFY VEHICLE IS IN THE CUSTOMERS POSSESSION

ROBERT @ CA085

1 VEHICLE HASNT BEEN HERE
2 WE NEED THEM TO RETURN SO A TECH CAN VERIFY THE CONDITION
3 WE DO NOT WANT THEM TO RETURN OTHERWISE

Kia Motors America
Consumer AffAIRs Department

Page 3 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|----------------------|------------|----------------------------|--------------------------------|---------|
| ██████████ | ██████████ | KNDJIC735885 ██████████ | K1659160 | 21,000 |
| Chico, CA ██████████ | | Prod. Date: 1/4/08 | Dealer: CA085 Larry Geweke Kia | |

1 OK THANK YOU

*** PHONE LOG 10/27/2009 10:09 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(VM)

1 LEFT MESSAGE REQUESTING CALL BACK
2 PROVIDED CALL BACK INFORMATION AND CASE NUMBER

*** PHONE LOG 10/28/2009 10:22 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER

1 CALLING TO FOLLOW UP WITH YOU
2 I WANTED TO TOUCH BASE
3 I UNDERSTAND THAT YOU HAD YOUR VEHICLE AT THE DEALER HOWEVER THEY WERE UNABLE TO
DUPLICATE THE CONCERNS
4 SO THEY GAVE IT BACK . IS THAT CORRECT?

CUSTOMER ADVISED

1 YES THAT IS TRUE
2 WE BROUGHT IT IN AND THEY COULDNT REPLICATE THE CONCERNS
3 WE DONT LIVE NEAR BY THE DEALER
4 SO WHEN IT DOES OCCUR ITS NOT AS IF WE CAN JUST DRIVE DOWN
5 IT HAPPENS AT NIGHT AND ON THE WEEKENDS
6 MY WIFE AND I ARE CONCERNED WITH THE AB . SHE DOESNT HAVE ANY PROTECTION IF THERE IS A
ACCIDENT

WRITER ADVISED

1 APOLOGIZED FOR THE CONCERNS
2 EXPLAINED THAT IN ORDER TO ADDRESS THE CONCERNS WE NEED THE DEALER TO VERIFY THE
CONDITION
3 FROM THERE THEY WILL REPAIR THE CONCERNS
4 WHEN IT COMES TO THE AB SYSTEM THE LIGHT IS DESIGNED TO TURN ON AND OFF DEPENDING ON
SEATING POSITION
5 WE RECOMMEND THAT CUSTOMERS UTILIZE THE SEATBELT AS THE PRIMARY SAFETY FEATURE ON YOUR
VEHICLE
6 EVEN IF THE AIRBAG IS ACTIVATED IT MAY OR MAY NOT DEPLOY DEPENDING ON THE ACCIDENT
7 IF AND WHEN YOU RETURN IF YOU WOULD LIKE OUR ASSISTANCE PLEASE CALL US BACK AND LET US
KNOW
8 WE WILL FOLLOW UP WITH THE REPAIRS AND DETERMINE WHAT ASSISTANCE WE CAN PROVIDE

CUSTOMER ADVISED

1 OK THANK YOU

**Kia Motors America
Consumer Affairs Department**

Page 4 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|----------------------|------------|----------------------------|---------------|------------------|
| [REDACTED] | [REDACTED] | KNDJC735885 [REDACTED] | K1659160 | 21,000 |
| Chico, CA [REDACTED] | | Prod. Date: 1/4/08 | Dealer: CA085 | Larry Geweke Kia |

2 I WILL CALL YOU BACK IF NEEDED

*** CASE CLOSE 10/28/2009 10:22 AM US Mountain Standard Time TLarson
DEALER UNABLE TO VERIFY CONDITION. CUSTOMER WILL CALL WRITER BACK IF AND WHEN HE DECIDES
TO RETURN TO THE DEALER.

*** PHONE LOG 11/25/2009 10:03 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM FRED SCILIGO

1 CALLING YOU BACK
2 I HAVENT HEARD FROM THE REGIONAL OFFICE
3 I TALKED TO A LAWYER AND THEY SAID THAT WE NEEDED TO GET THIS STARTED
4 CALL ME BACK AT HOME [REDACTED]

*** PHONE LOG 11/25/2009 11:44 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED [REDACTED]

1 WHAT IS THE STATUS OF THIS VEHICLE
2 I GOT A CALL FROM THE CUSTOMER TODAY
3 HE WAS TALKING ABOUT SOMEONE FROM THE REGIONAL OFFICE WAS SUPPOSED TO CAL HIM BACK
4 MY NOTES WERE CLOSED REQUESTING THAT IF THE CUSTOMER WAS PLANNING ON ADDRESSING THIS
FURTHER TO CALL US BACK AND LET US KNOW
5 HAS HE BROUGHT IT BACK IN ? HAS HE HAD IT BACK INTO SERVICE ?

ROBERT @ CA085

1 NO HE NEVER BROUGHT IT BACK FOR SERVICE
2 HE DID BRING IT BACK AND TRADED IT IN
3 HE NO LONGER OWNS THE SORENTO
4 HE BOUGHT A FORD EDGE OR SOMETHING
5 I GAVE HIM THE NUMBER TO THE BBB AND TOLD HIM WHAT HE NEEDED TO DO TO ADDRESS HIS
CONCERNS FURTHER

WRITER ADVISED

1 OK THANK YOU
2 I WILL FOLLOW UP WITH THE CUSTOMER

*** PHONE LOG 11/25/2009 11:49 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER @ ALT NUMBER(VM)

1 LEFT MESSAGE ADVISING OF STATUS
2 EXPLAINED THAT THE CASE HAS NOT BEEN FORWARDED TO THE REGIONAL OFFICE

Kia Motors America
Consumer Affairs Department

Page 5 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|-----------|------------|----------------------------|--------------------------------|---------|
| | | KNDJC735885 | K1659160 | 21,000 |
| Chico, CA | | Prod. Date: 1/4/08 | Dealer: CA085 Larry Geweke Kia | |

TO RETURN TO THE DEALER TO CALL US BACK AND LET US KNOW
4 PLEASE CALL ME BACK SO WE CAN DISCUSS THIS CASE FURTHER
5 PROVIDED CALL BACK INFORMATION AND CASE NUMBER

*** PHONE LOG 11/25/2009 04:33 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER(VM)

- 1 CALLING YOU BACK
- 2 WE STILL DONT AGREE WITH THE DECISION
- 3 WE STILL FEEL ITS WORKING IMPROPERLY
- 4 CALL ME BACK WE NEED TO DO SOMETHING ABOUT THIS

*** PHONE LOG 11/30/2009 10:07 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:

1. I am having a problem with my vehicle that is not being resolved..
2. Last time I took in the vehicle. OCS is working as designed.
3. Took vehicle off of the lot and then the same concern occurred and took it back. been at dealer for 2 weeks now .
4. Want to see what I can do to pursue Lemon Law or have the vehicle replaced?
5. Gave cell#

Writer States:

1. Apologized for the problem.
2. Advised customer that writer/KCA cannot address Lemon Law/vehicle replacement.
3. Writer will need to forward case to our regional office to address concerns.
4. A WRCAA will follow up with customer within 72 business hours to address concern.

*** PHONE LOG 11/30/2009 04:29 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called CA085 and states:

1. Calling to verify current status of vehicle?

SVC MGR Brad states:

1. I show that the vehicle was picked up on 11/17/09.
2. Was in for the 3rd or 4th time for OCS concern.
3. We could not find any faults in the system when customer brought vehicle in.
4. There is an update for the module but that was already done.
5. Spoke to Kia tech line but there was nothing else that could be done.

*** PHONE LOG 11/30/2009 04:32 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM DBrown and left VM:

1. Gave name, extension and case number.
2. Gave customer name and last 8 of VIN.
3. Customer mentioning Lawyer contact and Lemon Law/Vehicle replacement.
4. Wanted to advise that case is being escalated to region.

**Kia Motors America
Consumer Affairs Department**

Page 6 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|----------------------|------------|----------------------------|--------------------------------|---------|
| ██████████ | ██████████ | KNDJC735885 ██████████ | K1659160 | 21,000 |
| Chico, CA ██████████ | | Prod. Date: 1/4/08 | Dealer: CA085 Larry Geweke Kia | |

*** EMAIL OUT _AJudson Action Type:External email
Send to:[DABrown@kiausa.com]
FCM: ALBERT
EXT: 45060

CUSTOMER: JAMES SCILIGO

CONCERN: HAS HAD MULTIPLE OCS INDICATOR CONCERNS. BEEN TO CA085 3/4 TIMES FOR CONCERN AND NOT RESOLVED. DLR SPOKE TO TECH LINE BUT WAS ADVISED NOTHING FURTHER CAN BE DONE.

CUSTOMER MENTIONING LAWYER CONTACT AND REQUESTING INFORMATION ABOUT LEMON LAW/VEHICLE REPLACEMENT.

CASE BEING ESCALATED TO REGION FOR FURTHER HANDLING

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_K1659160_AJudson_11-30-2009161935.doc>>

*** NOTES 11/30/2009 04:37 PM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:

1. CUSTOMER CONTACT.
2. NEW VEHICLE LOW MILEAGE.
3. MULTIPLE OCS REPAIR ATTEMPTS. CONCERN NOT RESOLVED.
4. CUSTOMER MENTIONING LAWYER CONTACT.
5. WANTING TO PURSUE LEMON LAW OR HAVE VEHICLE REPLACED.

*** NOTES 12/07/2009 10:27 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA rec'd letter from the BBB

Letter states:

1. The customer named above has submitted all required information to open a claim, and his/her case is officially opened in the BBB Auto Line program.
2. Enclosed you will find a Customer Claim Form, a Manufacturer's Response Form (MR), and any supporting documentation provided by the customer.
3. Please review the customer's claim; we will contact you within 7 days to discuss possible settlement of the claim.
4. Please send us:
 - Your position in this dispute in writing on the attached MRF and
 - Copies of any documents relevant to this dispute
5. Please complete the MRF and fax it to me no later than 7 days from the date of this letter.

Dispatching to the Western Region for further handling.

*** PRIORITY CHANGE 12/07/2009 10:28:09 AM KWarren

Kia Motors America
Consumer Affairs Department

Page 7 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|----------------------|------------|----------------------------|--------------------------------|---------|
| ██████████ | ██████████ | KNDJC735885 ██████████ | K1659160 | 21,000 |
| Chico, CA ██████████ | | Prod. Date: 1/4/08 | Dealer: CA085 Larry Geweke Kia | |

*** PHONE LOG 12/07/2009 02:42 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER(VM)

- 1 CALLING YOU BACK
- 2 SPOKE WITH ALBERT LAST WEEK
- 3 HE SAID SOMEONE WOULD CALL ME BACK
- 4 NOBODY HAS DONE SO
- 5 I GUESS MY LAWYER WILL CONTACT YOU IN REGARDS TO THIS CASE

*** PHONE LOG AND STATUS CHANGE 12/14/2009 10:53 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Left message requesting call back.

*** NOTES AND STATUS CHANGE 01/08/2010 04:10 PM Pacific Daylight Time ARomo Action Type:Manager review
Hearing has been set for 1/15/09 @ 10am
Writer requested TE

*** NOTES 01/14/2010 03:22 PM Pacific Daylight Time ARomo Action Type:Manager review
TE request denied
Writer forwarded all available information including recap to DPSM

*** NOTES AND STATUS CHANGE 02/01/2010 05:28 PM Pacific Daylight Time ARomo Action Type:Manager review
Customer was awarded repurchase.
Customer accepted
Writer contact BBB and request release of loan info.

*** PHONE LOG AND STATUS CHANGE 02/01/2010 05:30 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called BBB
Requested release of loan info be sent to KMA

*** NOTES 02/16/2010 10:08 AM Pacific Daylight Time ARomo Action Type:Manager review
To date, no legible sales contract or release of loan information have been sent to KMA
Writer has requested information on several occasions.
Writer again requested copy of the sales contract.

*** PHONE LOG 02/16/2010 10:11 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called dealership(FM)

**Kia Motors America
Consumer Affairs Department**

Page 8 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|----------------------|------------|----------------------------|--------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735885 [REDACTED] | K1659160 | 21,000 |
| Chico, CA [REDACTED] | | Prod. Date: 1/4/08 | Dealer: CA085 Larry Geweke Kia | |

Left message for [REDACTED]
Requesting call back.

*** PHONE LOG 02/18/2010 08:48 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called dealership
KIA personnel will not be there until 9:30
Writer to call back to request contract.

*** NOTES 02/18/2010 10:19 AM Pacific Daylight Time ARomo Action Type:Manager review
Sent RAF request to DPSM

*** PHONE LOG 02/18/2010 10:34 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called dealership. spoke to Ryan in finance who will fax contract.

*** NOTES 02/18/2010 05:15 PM Pacific Daylight Time ARomo Action Type:Manager review
Received contract from dealership
Completed figures. customer owes KMA 3,656.61 in order for KMA to repurchase.
Writer forwarded figures to BBB & to customer.

*** NOTES 02/24/2010 04:58 PM Pacific Daylight Time ARomo Action Type:Manager review
Customer accepted figures
Writer contacted lender and received payoff numbers.

*** PHONE LOG 02/24/2010 05:00 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer left message

*** NOTES AND STATUS CHANGE 02/25/2010 10:54 AM Pacific Daylight Time ARomo Action Type:Manager review
Completed VRS and Scorecard(RCAOM OUT)
Forwarding to NCA as a RUSH

*** PHONE LOG 02/26/2010 09:30 AM Pacific Daylight Time ARomo Action Type:Incoming call
Received message from BBB
Requesting that writer contact customer

*** PHONE LOG 02/26/2010 09:31 AM Pacific Daylight Time ARomo Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 9 of 9

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|----------------------|------------|----------------------------|--------------------------------|---------|
| ██████████ | ██████████ | KNDJC735885 ██████████ | K1659160 | 21,000 |
| Chico, CA ██████████ | | Prod. Date: 1/4/08 | Dealer: CA085 Larry Geweke Kia | |

Advised that KMA will cut out check to the lender and
If there is an overpayment, customer will be reimbursed
Advised that writer will contact him once checks are in.

*** NOTES 03/04/2010 03:47 PM Pacific Daylight Time ARomo Action Type:Manager review
Check was received from NCA
Writer created Morley case and sent documents on this date.
Please note the amount that customer now owes KMA is \$3,098.48
Customer made 17 payments that were later confirmed by KMA
Customer, BBB, NCA, and Morley are all aware.
No further action needed at this time in Clarify

*** CASE CLOSE 03/04/2010 03:48 PM Pacific Daylight Time ARomo

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 3

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------|---------------|
| ██████████ | ██████████ | KNDJD735485 ██████████ | K1663468 | 19,000 |
| Ft.Pierce, FL ██████████ | | Prod. Date: 9/6/07 | Dealer: FL093 | Bev Smith Kia |

Case History

Complaint Replacement

*** PHONE LOG 11/02/2009 05:14 PM US Mountain Standard Time RBriones

Customer (Mr ██████████) Stated:

1. Have had nothing but problems with electrical system.
2. Like the way the car drives and like the looks and interior of the vehicle.
3. Have had it back four or five times for a/c problem.
4. Svc dept has been very kind and made quite a few repAIRs.
5. A/C has not been working off and on.
6. Have had the vehicle just a couple of weeks ago for a/c issue.
7. Svc dept said the weren't able to duplicate the problem this last time.
8. Feel that there is an ongoing electrical problem with the vehicle.
9. Headlights dim on the vehicle a lot and then they go back to normal.
10. Also, vehicle hesitates like a clutch slip when I take off from a red light with four people in the car.
11. Have spoken with a lawyer about lemon law on the vehicle.
12. I have seen a lot of people posting complaints about Sorento a/c problems online.
13. There was also a problem with PASSenger AIR bag light not going off when my wife sat in the seat.
14. Seat cushion has been replace.
15. There was a also a recall on that too.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty repAIRs.
3. Advised customer to contact us next time he takes vehicle back to the dealer.
4. We can then follow up with svc mgr. and involve other resources from our end.
5. Can not speak for what people post on the Internet.
6. Am not aware of any known concerns with a/c systems.
7. If customer is seeking lemon law remedy, can not assist with that.
8. Gave customer case number and advised him to call back while veh is at dealer.
9. If svc dept can not duplicate the problem, may not be any repAIRs we can auth.

*** PHONE LOG 11/03/2009 03:21 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called FL093 and Tim in svc stated:

1. Vehicle was in on October 9th of 2009.
2. Customer stated that a/c was blowing hot.
3. We were unable to duplicate it at that time.
4. Could not get a/c to fail for that problem.
5. Replaced a/c relay in ██████████
6. In August (the 27th) we replaced thermocon.
7. Then back in May customer had complaint with knocking noise.
8. We replaced disc and hub assembly at that time.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 11/03/2009 03:26 PM US Mountain Standard Time RBriones Action Type:Incoming call

Writer called DPSM, Phillip Bayless, and left vm stating:

1. Gave writer's name and ext number.

Kia Motors America
Consumer Affairs Department

Page 2 of 3

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|---------------|------------|----------------------------|---------------|---------------|
| [REDACTED] | [REDACTED] | KNDJD735485 [REDACTED] | K1663468 | 19,000 |
| Ft.Pierce, FL | [REDACTED] | Prod. Date: 9/6/07 | Dealer: FL093 | Bev Smith Kia |

2. Adv of customer name, vehicle, and dealer.
3. Customer is having repeat problems with a/c system.
4. Dealer unable to duplicate on most recent visit.
5. Customer states has spoke with lawyer about lemon law.
6. Will be forwarding to region.
7. Please call me back when you get a chance.

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

Send to:[pbayless@kiausa.com]

Philip.

Give me a call when you get a chance.

Richard B. ext 46059

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1663468_RBriones_11-03-2009151434.doc>>

*** NOTES 11/04/2009 06:57 PM US Mountain Standard Time RBriones Action Type:Manager review

Dispatched for:

1. Customer stating vehicle in mult times for same problem.
2. Customer states has spoken with lawyer regarding lemon law.
3. Review of customer concerns and contact.

*** PHONE LOG 11/06/2009 01:13 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact -- line rang busy

*** PHONE LOG 11/18/2009 09:15 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact -- LM on VM requesting call back to review concerns

*** PHONE LOG 12/07/2009 12:03 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact -- LM on VM requesting call back.

*** NOTES 12/07/2009 01:15 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA sending contact letter

**Kia Motors America
Consumer Affairs Department**

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------|---------------|
| [REDACTED] | [REDACTED] | KNDJD735485 [REDACTED] | K1663468 | 19,000 |
| Ft.Pierce, FL [REDACTED] | | Prod. Date: 9/6/07 | Dealer: FL093 | Bev Smith Kia |

*** CASE CLOSE 12/07/2009 01:19 PM Eastern Daylight Time JuneSifford

*** CASE CLOSE 01/08/2010 10:14 AM US Mountain Standard Time JHirshfield
Tread AIRhao review -- JH

**Kia Motors America
Consumer Affairs Department**

Page 1 of 5

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|------------------------|------------|----------------------------|---------------|------------|
| ██████████ | ██████████ | KNDJC736685 ██████████ | K1652642 | 6,917 |
| Olympia, WA ██████████ | | Prod. Date: 3/19/08 | Dealer: WA005 | Hanson Kia |

Case History

Complaint Techline Escalation

*** PHONE LOG 10/05/2009 11:06 AM US Mountain Standard Time JHirshfield
WA005 contacted TechLine in case T1651973 due to the OCS light on
Please contact dealership and customer for possible assistance.

*** PHONE LOG 10/05/2009 11:51 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer, ██████████ stated:

- 1 - The car is back at the dlrshp for the 3rd time for the OCS issue
- 2 - It's been down a week
- 3 - The PASSenger seat AIRbag light system does not come on when I sit there
- 4 - I don't feel safe in this vehicle and I want to
- 5 - I don't want to sit in the backseat
- 6 - We're paying for this vehicle and we cannot use it
- 7 - The dealer has given me a 2009 Sorento to drive and it has the same problem
- 8 - I've read the owners manual: I sit square in the seat; sometimes my legs are stretched out, othertimes bent w/ my feet flat on the floor; sometimes I cross my feet at the ankles
- 8 - We love the Kia, but I want a car I feel safe in

Writer:

- 1 - Apologized
- 2 - The programming for OCS is very sophisticated and is designed to be sure it doesn't deploy when it might cause more damage than assist because of the customer's size or position
- 3 - Of course, seat belts are [customer interrupted]
- 4 - Many safety features [customer interrupted]
- 5 - You want dependable, safe transportation and that is what Kia is committed to providing
- 6 - wtr will see what resources are being used and be sure all Kia's resources are involved
- 7 - provided contact information

Customer:

- 1 - Thank you

*** PHONE LOG 10/05/2009 11:54 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and SVC M Roy stated:

- 1 - have explained grid; have tested w/ her in seat
- 2 - she is large enough that she is not making contact w/ grid
- 3 - approx. 250 - 280 pounds, average height
- 4 - customer's standing to us is maybe I should get lawyer involved
- 5 - system is working as designed
- 6 - still have vehicle

*** PHONE LOG 10/05/2009 11:57 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called DPSM Mark White and left VM:

- 1 - Dispatching customer
- 2 - OCS operating as designed: 265 pound customer does not activate grid

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

Send to: [MWhite@kiausa.com]

Kia Motors America
Consumer AffAIRs Department

Page 2 of 5

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-------------|------------|----------------------------|---------------|------------|
| | | KNDJC736685 | K1652642 | 6.917 |
| Olympia, WA | | Prod. Date: 3/19/08 | Dealer: WA005 | Hanson Kia |

Karen @ 46041

2008 Sorento, 7K, orig owner, veh 2 mos. old
OCS does not activate consistently w/ 265 pound PASSenger
per dlr. OCS operating as designed

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*** PHONE LOG 10/05/2009 12:01 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer and stated:

- 1 - forwarding case to regional office
- 2 - someone will contact you w/in 3 business days
- 3 - between now and then, wtr is contact person

Customer:

- 1 - Thank you

*** PHONE LOG 10/14/2009 03:34 PM Pacific Daylight Time ARomo Action Type:Outgoing call

Called customer left message requesting call back.

*** PHONE LOG AND STATUS CHANGE 11/18/2009 01:39 PM Pacific Daylight Time ARomo Action Type:Outgoing call

Called customer

Left message requesting call back.

*** NOTES 11/18/2009 01:39 PM Pacific Daylight Time ARomo Action Type:Manager review

Writer to send call me letter.

*** NOTES 11/18/2009 01:44 PM Pacific Daylight Time ARomo Action Type:Manager review

Writer sent call me letter.

Scanned into case.

Case pending further customer contact.

*** CASE CLOSE 11/18/2009 01:45 PM Pacific Daylight Time ARomo

**Kia Motors America
Consumer AffAIRs Department**

Page 3 of 5

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-------------|------------|----------------------------|---------------|------------|
| | | KNDJC736685 | K1652642 | 6,917 |
| Olympia, WA | | Prod. Date: 3/19/08 | Dealer: WA005 | Hanson Kia |

*** PHONE LOG 12/09/2009 11:30 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer left VM requesting CB @ 360-357-9789

*** PHONE LOG 12/09/2009 11:35 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer, who stated:

- 1 - OCS still does not activate when wife sits in seat
- 2 - did not hear from Angel
- 3 - dealer says they have checked and everything is OK
- 4 - sometimes it works, sometimes it doesn't
- 5 - Really like the car and hope we can get it fixed

Writer:

- 1 - Apologized
- 2 - Will forward back to regional office for assistance
- 3 - If do not hear anything by Friday afternoon, please call writer back

Customer:

- 1 - OK

*** NOTES 12/09/2009 11:37 AM US Mountain Standard Time KJohnson Action Type:Manager review

Writer re-dispatching to western region

- (a) for technical assistance
- (b) to contact customer

Because

- 1 - 2008 Sorento, 7K, orig owner
- 2 - OCS does not activate consistently w/ 265 pound PASSenger
- 3 - per dlr, OCS operating as designed
- 4 - Case previously dispatched and closed pending customer contact
- 5 - customer contacted wtr

*** PHONE LOG 12/10/2009 03:41 PM US Mountain Standard Time KJohnson Action Type:Incoming call

Customer left VM:

- 1 - On Friday, we can only be reached at 360-970-7602

*** PHONE LOG 01/14/2010 09:37 AM Pacific Daylight Time ARomo Action Type:Outgoing call

Called customer

Writer states:

Calling from KMA

We were sorry to hear that you have been having issues with your vehicle.

Wanted to touch base to see how it was doing?

Customer reiterates information within case file and adds:

The dealership is saying that there is an issue, but they cannot do anything unless KMA authorizes it

Why aren't you guys doing anything

Writer:

Kia Motors America
Consumer AffAIRs Department

Page 4 of 5

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-------------|------------|----------------------------|---------------|------------|
| | | KNDJC736685 | K1652642 | 6,917 |
| Olympia, WA | | Prod. Date: 3/19/08 | Dealer: WA005 | Hanson Kia |

From reading the case notes
The SM-Roy has stated that everything is OTS
And that there isnt anything to repAIR.

Customer:
Well that is incorrect
There is an obvious issue
I have been online and I am not the only one with this complaint
Do I have to get killed and sue you guys in order to have something done?

Writer:
I might be able to set up a meeting with the DPSM
He would be able to test drive the vehicle with you
But if he does not find an issue with the vehicle
There will be no further action from KMA

Customer:
Can you please do that.

Writer:
I will make the request
And get back to you with a couple of dates.

Customer:
Please let me know

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

Send to:[romo]

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*** NOTES AND STATUS CHANGE 01/14/2010 09:41 AM Pacific Daylight Time ARomo Action Type:Manager review

Sent email to DPSM

Writer requested review of case

*** NOTES 01/19/2010 05:28 PM Pacific Daylight Time ARomo Action Type:Manager review

DPSM requests to have meeting on 2/5

*** PHONE LOG 01/19/2010 05:28 PM Pacific Daylight Time ARomo Action Type:Outgoing call

Called customer

Customer requests I am on the 5th

**Kia Motors America
Consumer Affairs Department**

Page 5 of 5

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-------------|------------|----------------------------|--------------------------|---------|
| | | KNDJC736685 | K1652642 | 6,917 |
| Olympia, WA | | Prod. Date: 3/19/08 | Dealer: WA005 Hanson Kia | |

Advised that writer will touch base with DPSM and confirm.

*** NOTES 01/19/2010 05:29 PM Pacific Daylight Time ARomo Action Type:Manager review
Sent email to DPSM
Requesting confirmation.

*** NOTES 01/21/2010 02:21 PM Pacific Daylight Time ARomo Action Type:Manager review
Confirmed appointment for 11am at WA005

*** PHONE LOG 01/21/2010 02:23 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Left message attempting to confirm appointment
Writer will try on alternate line.

*** PHONE LOG 01/21/2010 02:24 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
On alternate number
Writer attempting to confirm appointment at 11am on 2/5
Requested call back to confirm.

*** PHONE LOG AND STATUS CHANGE 02/03/2010 01:17 PM Pacific Daylight Time ARomo Action Type:Incoming call
Received message from customer
Customer states:
We will not be able to make it.
Just wanted to let you know
We will give you a buzz once we are able to reschedule.

*** PHONE LOG AND STATUS CHANGE 02/03/2010 01:18 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Writer states:
We got you message
Sorry to hear that you guys are not feeling well.
Please give me a buzz once you guys are better
And we can try to reschedule.

*** CASE CLOSE 02/03/2010 01:18 PM Pacific Daylight Time ARomo

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 1

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|------------------------------|------------|----------------------------|-------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735485 [REDACTED] | K1653400 | 6,449 |
| Garden Valley, CA [REDACTED] | | Prod. Date: 8/14/07 | Dealer: CA202 Folsom Lake Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 10/06/2009 02:59 PM US Mountain Standard Time RChacon

*** PHONE LOG 10/06/2009 03:04 PM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:

1. I AM CALLING ABOUT AN INTERMITTENT PROB WITH THE PASS SIDE AIRBAG LIGHT
2. AT TIMES IT WILL NOT GO OFF WHEN SITTING IN THE SEAT
3. I HAVE TAKEN IT TO THE DEALER BUT THEY HAVE BEEN UNABLE TO DUP THE PROB
3. WHAT DO I DO?

WRITER STATED:

1. I APOLOGIZE FOR THE PROB
2. UPDATED CONTACT INFO
3. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. INTERMITTENT PROB'S ARE DIFFICULT TO DIAG
5. IN ORDER FOR A DEALER TO MAKE A REPAIR PROB MUST BE DUPLICATED
6. RECOMMEND TAKING VEH BACK TO A KIA DEALER FOR FURTHER DIAG
7. ONCE VEH IS @ DEALER CALL US TO ADVISE
8. WE WILL FOLLOW UP WITH DEALER TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE PROB
9. CAN ALSO SUGGEST THAT YOU REQUEST THE SVC MGR OR TECH TEST DRIVE WITH YOU SO PROB CAN BE DUPLICATED
10. IF PROB CAN BE DUPLICATED I AM CONFIDENT WE CAN RESOLVE THE PROB
11. PROVIDED CASE #

CUSTOMER STATED:

1. THANK YOU

*** CASE CLOSE 10/06/2009 03:05 PM US Mountain Standard Time RChacon

*** CASE CLOSE 01/06/2010 04:33 PM US Mountain Standard Time JHirshfield
Tread AIRbag review --JH

Kia Motors America
Consumer AffAIRs Department

Page 1 of 2

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|------------------|------------|----------------------------|--------------------------|---------|
| | | KNDJC736385 | K1657526 | 7,000 |
| Martinsville, VA | | Prod. Date: 2/28/08 | Dealer: VA047 Nelson Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 10/16/2009 02:35 PM US Mountain Standard Time KJohnson

Customer:

- 1 - We've had the vehicle in three times for the PASSenger AIRbag
- 2 - The dealer has been wonderful: they've gone out of their way to solve this for us: we've worked w/ Natasha and w/ Kevin
- 3 - Natasha said to call you: she doesn't know what else to do
- 4 - the light for the PASSenger seat AIRbag doesn't always go off when I sit there: I weigh about 135 pounds
- 5 - sometimes when I'm sitting there, the light comes on
- 6 - I've checked how I am sitting: it just seems to have a mind of its own

Writer:

- 1 - Apologized
- 2 - will follow up w/ dlr on Monday or Tuesday to learn exactly what resources they have used and then CB once we know the next step
- 3 - provided contact information

Customer:

- 1 - Thank you

*** PHONE LOG 10/20/2009 09:16 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and SVCM Natasha:

- 1 - CND
- 2 - tested it five times and it worked
- 3 - DPSM authorized seat replacement
- 4 - tested it five more times, sometimes with her in it, sometimes her husband, sometimes techs: we cannot duplicate
- 5 - Re did upgrade
- 6 - Have asked customer to come in if it happens without stopping or getting out of veh. but so far that has not been policlbe

*** PHONE LOG 10/20/2009 09:23 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called DPSM Tom Nassar, who stated:

- 1 - Dispatch to region

*** PHONE LOG 10/20/2009 09:23 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer: fast busy

*** PHONE LOG 10/21/2009 09:41 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer and left VM:

- 1 - Discussed w/ dlr and DPSM
- 2 - All agree that best place for your case is at regional office, so wtr forwarding it over
- 3 - someone will contact you w/in 3 days
- 4 - if need assistance before then, or if no one contacts you w/in 3 business day, please call writer back

*** NOTES 10/21/2009 09:42 AM US Mountain Standard Time KJohnson Action Type:Manager review

Writer dispatching to Eastern Region

- (a) to assist determination
- (b) for early intervention
- (c) to contact customer

Because

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 2

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|------------------|------------|----------------------------|--------------------------|---------|
| | | KNDJC736385 | K1657526 | 7,000 |
| Martinsville, VA | | Prod. Date: 2/28/08 | Dealer: VA047 Nelson Kia | |

- 1 - 2008 Sorento, 7K, orig owner
- 2 - intermittent OCS complaint 3x: dlr having trouble duplicating
- 3 - DPSM advises dispatch

*** PHONE LOG 10/26/2009 09:44 AM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CST (WIFE-PATTY) WHO STATED
1. PASSENGER AIRBAG DOES NOT OPERATE INTERMITTENTLY
2. THEY HAVE RE CALIBRATED THE SYSTEM AND REPLACED THE SEAT BOTTOM
3. I HAVE WORKED WITH KEVIN AND NATASHA WHO HAVE BEEN WONDERFUL DURING THIS WHOLE TIME
BUT I AM JUST FRUSTRATED WITH THIS
RCAA STATED
1. I APOLOGIZE FOR THE CONCERNS
2. PLEASE ALLOW ME TO LOOK INTO YOUR CASE AND FOLLOW UP WITH A RESOLUTION, PROVIDED
CONTACT INFORMATION

*** NOTES 10/26/2009 09:51 AM Eastern Daylight Time SJames Action Type:Manager review
ALT NUMBER - PATTY IS THE BEST CONTACT

*** PHONE LOG 11/02/2009 12:16 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CST AND SCHEDULED A MEETING WITH DPSM, TOM NASSAR ON WEDNESDAY, 18 NOVEMBER
2009 TO DISCUSS CONCERNS. RCAA TO MAIL LETTER TO CUSTOMER TO REMIND OF APPT.
RCAA SENT E MAIL TO TNASSAR ABOUT APPT.

*** PHONE LOG 11/24/2009 04:14 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CST AND LVM REQUESTING A RETURN CALL

*** NOTES 11/24/2009 04:24 PM Eastern Daylight Time SJames Action Type:Manager review
From E mail sent by DPSM: Tested OCS with GDS. Recognizes class 1 and class 2 PASSengers. Road tested with sales manager.
tested OCS several times during the drive. Working as designed. Customer dropped car off and did not want to meet with rep but
rather have concern documented for when vehicle goes out of warranty.

*** CASE CLOSE 11/24/2009 04:25 PM Eastern Daylight Time SJames

*** CASE CLOSE 01/07/2010 01:33 PM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer AffAIRs Department

Page 1 of 5

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|-------------------|------------|----------------------------|--------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735885 [REDACTED] | K1667439 | 19,000 |
| CA, CA [REDACTED] | | Prod. Date: 1/4/08 | Dealer: CA085 Larry Geweke Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 11/12/2009 10:43 AM US Mountain Standard Time TLarson
SERVICE ALERT VOICEMAIL RECEIVED FROM ROBERT @ CA085

- 1 PROVIDED CUSTOMER NAME
- 2 PROVIDED LAST 8 OF VIN
- 3 OCS LIGHT CONCERNS
- 4 CALL ME BACK 530-821-4713

*** PHONE LOG 11/13/2009 12:12 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED ROBERT @ CA085(VM)

- 1 CALLING TO FOLLOW UP ON THE SLIGO CASE
- 2 CALLING TO GET FURTHER INFORMATION
- 3 PLEASE CALL ME BACK
- 4 PROVIDED CALL BACK INFORMATION AND CASE NUMBER

*** PHONE LOG 11/16/2009 11:58 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER X 2

- 1 THIS IS FRED SLIGO
- 2 CALL ME BACK
- 3 IM AT 530-343-2081

*** PHONE LOG 11/16/2009 12:05 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED BRAD @ CA085 (ROBERT NOT IN OFFICE)

- 1 CALLING TO FOLLOW UP WITH YOU
- 2 I LEFT A MESSAGE FOR ROBERT ON FRIDAY AND DIDNT HEAR FROM ANYONE
- 3 CATIY SAID SHE WOULD SEE IF YOU WERE AVAILABLE AND SHE JUST TRANSFERRED ME TO YOUR VOICEMAIL
- 4 I NEED TO GET DETAILS REGARDING THIS CUSTOMERS VEHICLE
- 5 CUSTOMER IS NAMED SLIGO PLEASE CALL ME BACK . PROVIDED CALL BACK INFORMATION AND CASE NUMBER

*** PHONE LOG 11/16/2009 02:43 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER NOTING

- 1 CUSTOMER REQUESTED CALL BACK ON CELL PHONE 530-864-6977

Kia Motors America
Consumer Affairs Department

Page 2 of 5

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|-------------------|------------|----------------------------|--------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735885 [REDACTED] | K1667439 | 19,000 |
| CA, CA [REDACTED] | [REDACTED] | Prod. Date: 1/4/08 | Dealer: CA085 Larry Geweke Kia | |

WRITER RECEIVED CALL FROM BRAD (a CA085

- 1 I KNOW OFF THE VEHICLE
- 2 VEHICLE WAS INSPECTED ON FRIDAY I BELIEVE
- 3 SERVICE ALERT SHOULD HAVE BEEN AWARE
- 4 VEHICLE WAS IN 3 OR 4 TIMES . TECHLINE . DPSM INVOLVED
- 5 VEHICLE IS OPERATING AS DESIGNED
- 6 EVERY ONCE IN A WHILE THE OCS LIGHT WILL TURN ON WHILE HIS WIFE IS SITTING IN THE SEAT
- 7 CUSTOMER WAS ADVISED THAT SHE NEEDS TO RESET HER SELF AFTER LIFTING OFF THE SEAT FOR X PERIOD OF TIME , I CANT REMEMBER
- 8 OR THEY NEED TO SHUT THE CAR OFF AND GET OUT AND BACK IN
- 9 CALL ME BACK IF NEEDED

*** PHONE LOG 11/17/2009 12:27 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(MRS SLIGO)

1 IS [REDACTED] AVAILABLE?

CUSTOMER ADVISED

- 1 HE IS AT WORK
- 2 CALL HIM AT [REDACTED]

*** PHONE LOG 11/17/2009 12:49 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER

- 1 CALLING TO FOLLOW UP WITH YOU
- 2 YOUR WIFE GAVE ME YOUR WORK NUMBER
- 3 WHAT CAN I HELP YOU WITH?

CUSTOMER ADVISED

- 1 WELL I AM UNHAPPY WITH THIS SITUATION
- 2 WE ARE GOING TO PROCEED WITH THE LEMON LAW
- 3 MY WIFE WILL NOT GET INTO THE VEHICLE
- 4 WE HAVE LEFT IT AT THE DEALERSHIP WE ARE NOT GOING TO PICK THIS VEHICLE UP
- 5 THEY SAID THAT THERE IS NOT A FIX FOR THE VEHICLE

WRITER ADVISED

- 1 IM NOT SURE THAT IS WHAT WAS TOLD TO YOU
- 2 I TALKED TO BRAD ABOUT THIS CASE BEFORE I CALLED YOU BACK
- 3 FROM MY CONVERSATION WITH BRAD HE TOLD ME THAT THE SYSTEM IS WORKING AS DESIGNED
- 4 HE DIDNT SAY ANYTHING ABOUT A PROBLEM NOT HAVING A FIX
- 5 IS THAT TRUE?

CUSTOMER ADVISED

- 1 WELL YES HE TOLD ME IT WAS WORKING AS DESIGNED

**Kia Motors America
Consumer AffAIRs Department**

Page 3 of 5

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | st namember | Mileage |
|-------------------|------------|----------------------------|-------------|------------------|
| [REDACTED] | [REDACTED] | KNDJIC735885 [REDACTED] | K1667439 | 19,000 |
| CA, CA [REDACTED] | | Prod. Date: 1/4/08 | aler: CA085 | Larry Geweke Kia |

2 I DONT AGREE WITH THIS . THE SYSTEM IS NOT WORKING PROPERLY

WRITER ADVISED

1 THE OC'S SYSTEM IS DESIGNED TO TURN ON AND OFF DEPENDING ON SEATING POSITION
2 IF THE OC'S LIGHT COMES ON AND THE AIRBAG IS DEACTIVATED THAT MEANS THE SYSTEM HAS DETERMINED THAT DUE TO THE SEATING POSITION THAT IT IS UNSAFE FOR THE AIRBAG TO DEPLOY
ica AD TALKED ABOUT EDUCATING YOUR WIFE ON HOW TO SIT IN THE SEAT . ALSO WHEN THE LIGHTS TURN TURN ON HOW TO TURN IT OFF
4 DID HE DO THIS?

CUSTOMER ADVISED

1 YES HE DID
2 HOWEVER MY WIFE AND FEEL ITS UNSAFE
3 YOU SHOULD BE ABLE TO SIT IN THE SEAT AND IT SHOULD JUST WORK

WRITER ADVISED

e1 IM SORRY THAT YOU FEEL THAT WAY . IN THE EVENT OF ACCIDENT THE SEAT BELTS ARE THE PRIMARY
1 IM SORRY THAT YOU FEEL THAT WAY . IN THE EVENT OF ACCIDENT THE SEAT BELTS ARE THE PRIMARY SAFETY DEVICE IN YOUR VEHICLE. YOUR AIRBAGS MAY OR MAY NOT DEPLOY DEPENDING ON THE ACCIDENT
2 OUR OBLIGATION IS TO FIX MANUFACTURES DEFECTS UNDER THE TERMS OF THE WARRANTY
3 IF THE SYSTEM IS WORKING AS DESIGNED THEN THAT MEANS NO REPAIRS WILL RESOLVE THE CONDITION
4 IM NOT SURE YOU BEING UNHAPPY ABOUT THE DESIGN OF OUR VEHICLE IS GOING TO QUALIFY FOR LEMON LAW HOWEVER I WILL FORWARD THE CASE TO THE REGIONAL OFFICE SO THEY CAN REVIEW AND DETERMINE THE NEXT STEPS

CUSTOMER ADVISED

CUSTOMER ADVISED

1 OK THANK YOU
2 WE OWN 3 KIA'S
3 BUT IF THIS IS HOW IT IS WE WONT BUY ANOTHER ONE

*** PHONE LOG 11/17/2009 12:58 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED ROBERT @ CA085

1 CALLING TO REVIEW THIS CASE WITH YOU
SPOKE WITH BRAD
3 BRAD TOLD ME THAT YOU GUYS WORKED WITH THE DPSM AND TECHLINE
4 WHEN I WENT TO FIND THE TECHLINE CASE I COULDNT FIND IT
5 DO YOU HAVE THAT INFO?

ROBERT @ CA085

1 YES . WE CALLED DPSM ON 11/11/09
2 WE CALLED TECHLINE ON 11/12/09
3 TECHLINE CASE NUMBER T1651001

Kia Motors America
Consumer Affairs Department

Page 4 of 5

| Last name | First name | Vehicle | Case Number | Mileage |
|-------------------|------------|---|--------------------------------|---------|
| ██████████ | ██████████ | 2008 SORENTO LX 4X4 KNDJC735885 ██████████ | K1667439 | 19,000 |
| CA. CA ██████████ | | Prod. Date: 1/4/08 | Dealer: CA085 Larry Geweke Kia | |

WRITER CALLED

- 1 OK . I SEE IT NOW
- 2 THE VIN NUMBERS ARE DIFFERENT
- 3 OK I WILL NOTE THE FILE
- 4 CUSTOMER SAYS HE IS FILING LEMON LAW
- 5 I WILL CALL THE DPSM THEN FORWARD CASE TO THE REGION

*** PHONE LOG 11/17/2009 01:07 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM DENNIS BROWN

- 1 CALLING TO REVIEW THIS CASE WITH YOU
- 2 PROVIDED CASE DETAILS
- 3 CUSTOMER IS UNHAPPY WITH THE DESIGN OF THE O.C.S. SYSTEM
- 4 CUSTOMER SAID THAT HE IS GOING TO FILE LEMON LAW
- 5 I WAS PLANNING ON SENDING IT OVER
- 6 HOWEVER I WANTED TO REVIEW THE CASE WITH YOU

DPSM DENNIS BROWN

- 1 I AM AWARE OF THE VEHICLE
- 2 EVERYBODY AT KIA IS AWARE
- 3 TALKED TO PAUL ABOUT IT ALREADY
- 4 SO THAT IS FINE WITH ME

WRITER ADVISED

- 1 OK . THANKS FOR THE UPDATE
- 2 I WILL SEND IT OVER
- 3 ONE THING THAT CAME UP WAS I WENT LOOKING FOR THE TECHLINE CASE AND COULDN'T FIND IT
- 4 DEALER PROVIDED T1651001 AND THE REASON WE COULDN'T FIND IT WAS BECAUSE THE VINS WERE DIFFERENT
- 5 SO IM NOT SURE IF THIS WAS A SIMPLE MISTAKE OR IF THERE WERE ISSUES
- 6 IM LEANING TOWARDS A SIMPLE MISTAKE HOWEVER SINCE ITS GOING TO REGION I WANT TO MAKE SURE WE ARE ALL ON THE SAME PAGE

DPSM DENNIS BROWN

- 1 GO AHEAD AND SEND ME THE CASE
- 2 I WILL LOOK INTO AS WELL
- 3 HOWEVER I DONT THINK THEY HAVE ANY REASON TO MISLEAD US
- 4 THANKS

**Kia Motors America
Consumer AffAIRs Department**

Page 5 of 5

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | ific Dayli | Mileage |
|-----------|------------|----------------------------|---------------------------------|---------|
| | | KNDJC735885 | K1667439 | 19,000 |
| C.A. CA | | Prod. Date: 1/4/08 | mer AffAIRs Departmenteweke Kia | |

Send to:[DABROWN@KIAUSA.COM]
DENNIS.

HERE IS THE CASE WE DISCUSSED. THE VIN NUMBER I AM USING FOR THE CUSTOMER IS KNDJD735485
THE TECHLINE CASE T1651001 SHOWS VIN # KNDJC735885 THE VINS ARE SLIGHTLY DIFFERENT SO I
CAN SEE WHERE THE CONFUSION MIGHT BE. THANKS !

TODD EXT 46055

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_K1667439_TLarson_11-17-2009125518.doc>>

*** PHONE LOG 11/17/2009 01:11 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER DISPATCHING CASE TO WRCA

1 PLEASE NOTE ABOVE COMMENTS
2 CUSTOMER IS UNHAPPY WITH OCS DESIGN
3 BEEN IN MULTIPLE TIMES FOR THE OCS CONCERNS
4 VEHICLE HAS BEEN DETERMINED TO BE WORKING AS DESIGNED
5 CUSTOMER ADVISED THAT THEY WILL FILE LEMON LAW
6 CUSTOMER REFUSES TO PICK UP THE VEHICLE
7 PLEASE CALL CUSTOMER TO DISCUSS LEMON LAW COMMENTS. DETERMINE HOW KIA MOTORS WILL
PROCEED

*** PHONE LOG 12/01/2009 08:54 AM Pacific Daylight Time ARomo Action Type:Outgoing call
nnelly dealership
Left message for Brad in service.

*** NOTES 12/28/2009 10:22 AM Pacific Daylight Time ARomo Action Type:Manager review
Duplicate case
Please see BBB case.

*** CASE CLOSE 12/28/2009 10:23 AM Pacific Daylight Time ARomo

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|-------------------------|---------|
| ██████████ | ██████████ | KNDJC736885 ██████████ | K1664630 | 3,720 |
| Stafford, VA ██████████ | | Prod. Date: 9/4/07 | Dealer: VA048 Beyer Kia | |

Case History

L_nameint RepAIR Assistance

*** PHONE LOG 11/04/2009 05:18 PM US Mountain Standard Time WHarrington

Customer states:

1. I just purchased the vehicle in may.
 2. It started with a dinging noise coming from the PASSegener door.
- /2009 01:26 PM US Mountain Standard
4. The rotors have had to be replaced.
 5. There is a buring smell in the vehicle that VA048 is not able to duplicate.
 6. The radio has had to be replaced and it is still not working.
 7. The odometer has stopped working and the dealer does not know what is wrong with the vehicle.
. Someone (name unknown) at VA048 advised to call KCA in regards to the lemon law.
 9. Also the back wipers have had to be replaced.
 10. I want my money back we had this problem with a kia sedona and we thought that we would give kia another chance.

Writer states:

1. Apologize
 2. Writer understands that the customer is upset.
 3. Writer offered to help the customer by giving a case and requested that the vehicle go back to the dealer.
 4. The difference this time is that while the vehicle is at the dealer writer will ensure that all resources are involved in the repAIR of the vehicle.
 6. Requested that Kia try to resolve the concerns of the customer
 7. Customer does not want any help.
 8. Customer said that she wants her money back.
 9. Writer states that is not able to discuss the lemon law in the customer state.
- au. customer will need to read the WACL.

Writer will follow up with the dealer in the morning to see the history on the vehicle for the customer claims that the vehicle was at the dealer for three weeks

*** PHONE LOG 11/04/2009 05:45 PM US Mountain Standard Time WHarrington Action Type:Incoming call

Customer states:

- ica called just a little while ago.
2. I am calling to see if an area rep will come and look at the vehicle.

Writer states:

1. Apologize.
 2. The vehicle will need to be at the dealer and a diagnosis will need to be done.
 3. When that has been done the writer will call the dealer and speak with the SVC MGR.
- /27/06they are able to duplicate all the concerns of the customer have them open a tech line case.
5. then if the tech line people are not able to help the dealer will see if the area rep is willing to come and look at the vehicle.
 6. Gave customer case number and requested call back when the vehicle is at the dealer

*** PHONE LOG 11/05/2009 12:26 PM US Mountain Standard Time WHarrington Action Type:Outgoing call

SVCA Tony states:

- mer Affairs Department came in on 10/19 and left on 11/2.
2. rotors/radio/kickplate on rear seat/ drivers door hinge/rear windshield noozle were replaced.
 3. TPMS/Burning smell and odometer were not able to duplicate the concern.
 4. The DPSM has been involved in the repAIR of the vehicle the whole time.
 5. The DPSM is suppose to be calling KCA and letting you know about this customer

Kia Motors America
Consumer AffAIRs Department

Page 2 of 3

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | ase Number | Mileage |
|-------------------------|------------|----------------------------|-------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736885 [REDACTED] | K1664630 | 3,720 |
| Stafford, VA [REDACTED] | | Prod. Date: 9/4/07 | Dealer: VA048 Beyer Kia | |

Called DPSM and left VM:

1. Gave name and extension.
2. Concern of the customer
3. Requested call back

** EMAIL OUT _ WHarrington Action Type:External email
Send to:[lykim@kiausa.com]
Please help FCM with this case

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*** NOTES 11/09/2009 10:36 AM US Mountain Standard Time WHarrington Action Type:Manager review
ISPATCH FOR:

1. CUSTOMER CONTACT
2. CUSTOMER IS VERY UPSET.
3. CUSTOMER HAS MANY DIFFERENT COMPLAINT ABOUT THE VEHICLE
4. CUSTOMER IS CLAIMING LEMON LAW
5. DPSM IS NOT REPSONDING BACK WITHIN 3 BUSINESS DAY

*** PHONE LOG 11/10/2009 07:09 AM US Mountain Standard Time SLarez Action Type:Incoming call
9 05:09 PM Pacific Daylight Time ELauMBER.

WRITER STATES.

1. YOU HAVE A DIFFERENT POINT OF CONTACT.
2. WARM TRANSFERRED TO E. DICINTI EXTENSION AFTER GIVING CONTACT IN FORMATION FOR REGION.

*** PHONE LOG 11/10/2009 11:03 AM Eastern Daylight Time EDicinti Action Type:Incoming call
Received vm from customer requesting callback.
e

*** PHONE LOG 11/10/2009 11:10 AM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer back on ph# 540-659-4183 and left vm requesting callback.

*** PHONE LOG 11/10/2009 04:17 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer at [REDACTED] and said:

1. Your case has been escalated to me at the Eastern Regional Office.
2. I'm very sorry for the problems that you're having with your Sorento.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

| | | | | |
|------------|------------|----------------------------|-------------------------|---------|
| Last name | 26 PM US M | VIN of 2008 SORENTO EX 4X4 | Case Number | cific D |
| | | KNDJC736885 | K1664630 | 3,720 |
| Stafor, VA | | Prod. Date: 9/4/07 | Dealer: VA048 Beyer Kia | |

3. Could you give me the current status?
4. Are you having any issues currently?
5. How much do you and your son weigh?
- SE 12/01/2009 05:09 PM Pacific Daylight Time ELaucator light would come on.
7. The TPMS system uses radio frequency, and when that light comes on, there is some kind of interference.
8. I've seen it caused by GPS systems, laptops, police stations, AIRports, etc. This info can be found in your owner's manual.
9. I will call the dealer and the DPSM to get more info
10. From what you've said, I cannot understand why they would have needed to keep the vehicle for 15 days.
 1. Did they give you a rental?
 12. I will find out if anything can be done for the swirls.
 13. I'll call you back tomorrow, and I could offer you some compensation for your inconveniences.
 14. How much are your car payments?
 15. Thanks

Customer said:

1. Right after we bought it, we had to take it in for a dinging noise.
er action required adjustment, and it seems better.
3. There was an issue with the brakes grinding and they replaced the rotors.
4. I drove the vehicle 15 miles 1x and the odometer didn't work.
5. The PASSenger AIR bag light stays on when someone is in the seat.
6. It happens with me and my son in the seat.
7. I weigh 124 lbs and he weighs 130 lbs.
- Time TDonnelly also a burning smell 1x, but the dealer couldn't find anything.
9. They said that it would only be a few days, but it was there for 15 days.
10. They did give us a rental.
11. Also, there are swirl marks all over the vehicle that I'm not happy about at all.
12. They buffed it, but now it looks worse.
13. This dealer is an hour away. I refuse to go to VA045 and Malloy because of bad experiences there with my Sedona.
14. Thank you for calling.

O

*** PHONE LOG 11/12/2009 04:33 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer at [REDACTED] and left vm requesting callback.

*** PHONE LOG 11/20/2009 02:37 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer at [REDACTED] and left vm requesting callback.

O

*** NOTES 12/22/2009 03:58 PM Eastern Daylight Time EDicinti Action Type:Manager review
No contact from customer.

Closing case pending further contact from customer.

ime TDonnellyE 12/22/2009 04:01 PM Eastern Daylight Time EDicinti

*** CASE CLOSE 01/08/2010 10:37 AM US Mountain Standard Time JHirshfield
Tread AIRbag review -- JH

Kia Motors America
Consumer AffAIRs Department

Page 1 of 9

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------------------|---------|
| ██████████ | ██████████ | KNDJD735385 ██████████ | K1659927 | 27,000 |
| Mansquan, NJ ██████████ | | Prod. Date: 11-1/07 | Dealer: NJ034 Sansone Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 10/23/2009 09:01 AM US Mountain Standard Time SLarez

CUSTOMER STATES.

1. WE HAD A RECALL BECAUSE OF AN INDICATOR LLIGHT. THAT IS TAKEN CARE OF.
2. THERE WAS A KNOCKING NOISE THEY COULD NOT DUPLICATE AT THE TIME.
3. AT 17K MILES THE NOISE WAS REALLY LOUD. DEALERSHIP INDICATED IT WAS A BELT NOISE.
4. I BOUGHT A REPLACEMENT BELT.. I ALSO HAD TRANSMISSION SLIPPING ISSUE AS WELL. THAT WAS NOT ADDRESSED.
5. ALL THE PROBLEMS CAME BACK SO I HAD TO GET THE CAR TO THE DEALERSHIP TODAY
6. THEY SAID THE CAR IS NOT GOING TO BE READY TODAY BUT THEY ARE NOT SURE.
7. THIS IS A MAJOR INCONVIENCE FOR ME. I AM HANDICAPPED AND ALL MY ACCESSORIES ARE ON MY SORENTO
8. I NEED THIS NOISE TAKEN CARE OF. AND I CANNOT BE WITH OUT MY CAR.

WRITER STATES.

1. I UNDERSTAND. I AM SORRY THIS IS THE CASE.
2. WHAT I WILL DO IS CONTACT THE KIA DEALRESHIP AND THEN GO FROM THERE.
3. WE ARE HERE TO HONOR THE WARRANTY AND I WILL DO WHAT I CAN TO TAKE CARE OF IT.
4. LET ME CALL THEM AND I WILL RETURN YOUR CALL.

CUSTOMER STATE.

1. THANK YOU.

*** CASE CLOSE 10/23/2009 09:01 AM US Mountain Standard Time SLarez

*** PHONE LOG 10/23/2009 10:40 AM US Mountain Standard Time SLarez Action Type:Incoming call

CUSTOMER CALLED BACK AND WAS TRANSFERRED FROM BONNIE.

WRITER STATES.

1. I AM SORRY BUT I HAVE NOT CALLED THE DEALERSHIP AS OF YET. I CAN DO THAT NOW.

CUSTOMER STATES.

1. THANK YOU

[!- For Internal Use Only

CASE CLOSED BY ACCIDENT. WRITER SEARCHED FOR CASE VIA QUERY. DISCONNECTED DATA BASE WHEN WRITER RETURNED BACK FROM LUNCH

-!]

*** PHONE LOG 10/23/2009 10:40 AM US Mountain Standard Time BWilliams Action Type:Incoming call

Customer called writer and states:

1. Spoke with FCM S Larez earlier.
2. Calling to check status of case.

Writer states:

1. Can see if FCM S Larez is available.

WRITER TRANSFERRED CUSTOMER TO FCM S LAREZ

**Kia Motors America
Consumer Affairs Department**

Page 2 of 9

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|----------------|------------|----------------------------|---------------------------|---------|
| Mansquan, N.J. | | KNDJD735385 | K1659927 | 27,000 |
| | | Prod. Date: 11/1/07 | Dealer: NJ034 Sansone Kia | |

*** PHONE LOG 10/23/2009 11:04 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED DEALERSHIP AND SPOKE TO JIMMY
JIMMY STATES.

1. WE HAVE A COUPLE OF THINGS FROM THE CUSTOMER
2. THE NOISE UNDER THE HOOD (KNOCKING NOISE), TRANSMISSION SLIPPING, CLUNK IN REAR, OIL CHANGE WE ARE DOING FOR FREE AND ALSO THE IGNITION KEY IS GETTING STUCK TOO.
3. WE HAVE NOT CHECKED ANYTHING YET. IT IS STILL IN THE SHOP.
4. WE TOLD HER WE WILL LOOK AT THE CAR AND IF WE NEED TO KEEP IT OVER NIGHT, I AM HERE TOMORROW.
5. IF ANYTHING WE CAN GET BACK TO HER FOR THE WEEKEND, ORDER THE PARTS, AND LET HER DRIVE IT IN THE MEAN TIME.

WRITER STATES.
1. THANK YOU

WRITER GOT BACK TO CUSTOMER AND REITERATED COMMENTS FROM SERVICE

1. AS OF NOW WE WILL NOT CONSIDER A RENTAL
2. I WILL KEEP THE CASE OPEN UNTIL MONDAY TO FIND OUT WHAT THE SITUATION IS.
3. IF THE VEHICLE IS DOWN AT THAT POINT THEN I WILL CALL MY REP TO SEE WHAT WE CAN CONSIDER FOR A RENTAL.

CUSTOMER STATES.
1. THANK YOU.

*** PHONE LOG 10/26/2009 06:24 AM US Mountain Standard Time RHall Action Type:Incoming call
stated

- 1 I had an appt with dlr on Friday and they assured me it would be done
- 2 They kept my car over the weekend and I dont even think they have looked at it yet
- 3 Dlr gave me a rental car and I had to pay the rental fee of a deposit down out of my pocket
- 4 I am handicapped and I cant use my wheel chAIR because the rental car doesnt have a lift like my car does
- 5 I am very upset about this and I really need my car fixed and back to me asap!
- 6 I have been trying to call Steve and left him voicemails but I have not got a call back. please have him call me at

wrt stated
1 apologized
2 will document the concerns and give information to Steve
3 Steve is your case mgr and will follow up with the dlr on the repAIR status
4 Then once Steve has new information, he will follow up with you

Mrs. stated
1 Ok that sounds good but I want him to call me back

*** PHONE LOG 10/26/2009 06:37 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK AND LEFT WRITER V.M. FOR A RETURN CALL.
1. CAR NOT FIXED FRIDAY. PLEASE CALL ME BACK 732 299 6847

Kia Motors America
Consumer Affairs Department

Page 3 of 9

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------------------|---------|
| ██████████ | ██████████ | KNDJD735385 ██████████ | K1659927 | 27,000 |
| Mansquan, NJ ██████████ | | Prod. Date: 11/1/07 | Dealer: NJ034 Sansone Kia | |

*** PHONE LOG 10/26/2009 07:36 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP TARA IN SERVICE. TARA CHECKED WITH JIM SERVICE ADVISOR SINCE HE WAS WITH ANOTHER CUSTOMER.
TARA STATES.
1. JIM ADVISED THE CAR IS GOING TO BE READY THIS AFTER NOON. HE TOLD ME THE CUSTOMER IS IN A RENTAL.

WRITER STATES.
1. THANK YOU.

*** CASE CLOSE 10/26/2009 07:43 AM US Mountain Standard Time SLarez

*** PHONE LOG 10/26/2009 07:58 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER BACK
WRITER STATES.
1. I HEARD FROM THE DEALERSHIP THIS MORNING
2. THEY SAID THE CAR SHOULD BE READY THIS AFTERNOON

CUSTOMER STATES.
1. I JUST GOT OFF THE PHONE WITH THEM AND THEY SAID IT IS NOT GOING TO BE READY. THEY HAVE TO ORDER PARTS THEN THEY WILL CALL ME WHEN THE PARTS COME IN SO I CAN GO DOWN AGAIN AND BE WITH OUT MY CAR SO THEY CAN INSTALL THE PARTS.
2. IT IS VERY FRUSTRATING WHEN I AM WITH OUT MY CAR.
3. I KNOW IT IS NOT YOUR FAULT BUT I AM GOING TO CALL THE LEMON LAW LAWYER. THIS HAS BEEN OVER 4 TIMES FOR THIS NOISE.

WRITER STATES.
1. I AM SORRY THIS. I CAN TRY TO MAKE IT LESS OF AN INCONVENIENCE AS POSSIBLE

CUSTOMER STATES.
1. THANK YOU ANYWAY.

*** PHONE LOG 10/26/2009 07:59 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER ALSO STATES.
1. WHEN THE PARTS DO COME IN WE CAN ALWAYS SEE WHAT WE CAN DO ABOUT ALT. TRANSPORTATION

*** PHONE LOG 10/30/2009 12:38 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED KEN IN SERVICE
KEN STATES.

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 9

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|--------------|------------|----------------------------|---------------------------|---------|
| ██████████ | ██████████ | KNDJD735385 ██████████ | K1659927 | 27,000 |
| Mansquan, NJ | ██████████ | Prod. Date: 11/1/07 | Dealer: NJ034 Sansone Kia | |

1. THE PARTS ARE NOT HERE. WE ARE ACTUALLY WAITING FOR ONE SEAL

WRITER STATES.

1. THANK YOU.

*** PHONE LOG 11/02/2009 11:54 AM US Mountain Standard Time KJohnson Action Type:Incoming call

Customer:

- 1 - I called the dealer and they said a rental had not been authorized
- 2 - Steve said it would be

Writer:

- 1 - Notes show that Steve said we would try; rental not part of Kia warranty

Writer placed customer on hold and SA Tara stated:

- 1 - parts in; customer has appt on 11/11; one day repAIR

Writer called DPSM Bob Speer, who stated:

- 1 - Authorizing 1 day rental
- 2 - Please send notes

Writer returned to customer:

- 2 - one day authorization for rental confirmed
- 3 - when drop veh off, dlr will walk you through procedure for getting rental
- 4 - confirmed 11/11 as date needed

Customer:

- 1 - Thank you

*** PHONE LOG 11/02/2009 11:55 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and stated to Tara:

- 1 - Bob authorizing 1 day rental

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

Send to:[RSpeer@kiausa.com]

CC List:[SLarez@crosscountry-auto.com]

Karen on behalf of Steve Larez @ 45208

1 day rental approved for 11/11/09

<>08 Sorento, 27K, orig owner

<>repAIR at nj034, sansone ki8a

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Kia Motors America
Consumer Affairs Department

Page 5 of 9

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|--------------|------------|----------------------------|---------------|-------------|
| | | KNDJD735385 | K1659927 | 27,000 |
| Mansquan, NJ | | Prod. Date: 11/1/07 | Dealer: NJ034 | Sansone Kia |

<< File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1659927_KJohnson_11-02-2009114406.doc >>

*** NOTES 11/03/2009 02:35 PM US Mountain Standard Time SLarez Action Type:Manager review
PER NOTES. RENTAL WILL BE GIVEN ON 11/11 WRITER WILL CHECK WITH DEALERSHIP ON THAT DATE.

*** PHONE LOG 11/11/2009 02:11 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED TARA IN SERVICE
TARA STATES.
1. THE CAR IS HERE AND WE DID GET HER IN AN ENTERPRISE RENTAL CAR.
2. WE ARE STILL DIAGNOSING THE CAR SO WE HOPE TO HAVE SOMETHING TOMORROW.

WRITE STATES.
1. I WILL CALL YOU TOMORROW.

*** PHONE LOG 11/12/2009 07:40 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP BACK AND SPOKE TO TARA.
WRITER STATES.
1. I WANTED TO SEE IF THERE WAS A DIAGNOSES ON THE CAR.

DEALERSHIP STATES.
1. I CAN HAVE THE SERVICE ADVISOR CALL YOU GUYS AS SOON AS HE IS DONE WITH THIS OTHER CUSTOMER.

WRITER STATES.
1. THANK YOU.

*** PHONE LOG 11/12/2009 02:52 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED JAMES SORENTI IN SERVICE AND LEFT MESSAGE FOR A RETURN CALL.
1. CALLING TO CHECK ON CUSTOMERS CASE. PLEASE RETURN MY CALL.

*** PHONE LOG 11/12/2009 02:55 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK AND LEFT MESSAGE
WRITER STATES.
1. I AM CALLING YOU TO CHECK ON THE CAR. NOT SURE IF YOU HAVE IT BACK ALREADY BUT I KNOW YOU WERE AT THE DEALERSHIP AND THEY GAVE YOU A CAR TO DRIVE.
2. I AM GOING ON VACATION FOR A FEW DAYS AND I WILL NOT BE BACK UNTIL THE 18TH. I WANTED TO MAKE SURE EVERYTHING WAS TAKEN CARE OF SINCE I HAVE NOT SPOKEN TO THE DEALERSHIP
3. I WILL CALL YOU WHEN I GET BACK TO MAKE SURE EVERYTHING IS O.K. IF YOU NEED ASSISTANCE BEFORE THEN PLEASE CALL BACK AND SPEAK TO ANYONE HERE WITH REGARDS TO THE CASE NUMBER.

Kia Motors America
Consumer AffAIRs Department

Page 6 of 9

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------|-------------|
| [REDACTED] | [REDACTED] | KNDJD735385 [REDACTED] | K1659927 | 27,000 |
| Mansquan, NJ [REDACTED] | | Prod. Date: 11/1/07 | Dealer: NJ034 | Sansone Kia |

*** PHONE LOG 11/12/2009 06:07 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust LVM -1-800-vmb

Vehicle has not been fixed and still in the shop.
Will callback tomorrow with case #

*** PHONE LOG 11/13/2009 06:48 AM US Mountain Standard Time DLyons Action Type:Incoming call

CUST STATES:

1. STEVE CALLED ME YESTERDAY TO FOLLOW UP WITH ME
2. I WANTED TO LET HIM KNOW THAT I AM STILL IN A RENTAL
3. AND THE VEHICLE IS STILL AT THE KIA DEALERSHIP

WRITER ADVISED:

1. APOLOGIZED
2. ADVISED THAT THIS OFFICE WILL CONTINUE TO STAY IN TOUCH WITH THE DEALERSHIP
3. WILL ADVISE STEVE THAT CUST RETURNED CALL.

*** PHONE LOG 11/17/2009 02:34 PM US Mountain Standard Time MHaynes Action Type:Incoming call

The caller [REDACTED] states:

1. Steve has been working on my case.
2. He's on vacation.
3. Can you help me?

The writer states:

1. Apologized for issues.
2. May I place you on hold while I review this case?
3. I see Steve has been hard at work on this case for you.
4. He is due back in the office tomorrow and is most familiar with the case.
5. May I have him call you back on this?

The caller states:

1. The car was at the dealer for 3 days and nothing was fixed.
2. The key is still stuck in the ignition.
3. The transmission has been reset 3 times.
4. There is a whole bundle of troubles associated with this.
5. Please have Steve call me.

The writer states:

1. I'll notate your concerns on the case.
2. I'll send Steve an e-mail to call you tomorrow.

*** NOTES 11/17/2009 02:37 PM US Mountain Standard Time MHaynes Action Type:E-mail sent

The writer sends e-mail to SLarez letting him know to call cust back.

Kia Motors America
Consumer AffAIRs Department

Page 7 of 9

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|--------------|------------|----------------------------|---------------------------|---------|
| | | KNDJD735385 | K1659927 | 27,000 |
| Mansquan, NJ | | Prod. Date: 11/1/07 | Dealer: NJ034 Sansone Kia | |

*** PHONE LOG 11/18/2009 02:25 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER BACK AND LEFT MESSAGE FOR A RETURN CALL.
1. I AM RETURNING YOUR CALL.
2. I HAVE NOT CHECKE WITH THE DEALERSHIP BUT I WILL IN THE MORNING.
3. I WILL GET BACK WITH YOU TOMORROW.

*** PHONE LOG 11/19/2009 07:25 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED JIMMY IN SERVICE
JIMMY STATES.
1. WE TEST DROVE THE CAR FOR 26 MILES WITH THE CUSTOMER AND TECHNICIAN BUT WE COULD NOT
DUPLICATE THE PROBLEM
2. THE CONCERN IS SHIFTING BUT WE COULD NOT CONFIRM ANYTHING.
3. THE LAST TIME THE CAR WAS HERE 10/23.

*** PHONE LOG 11/19/2009 07:30 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER BACK AND LEFT MESSAGE
WRITER STATES.
1. I SPOKE TO SANSONE KIA ABOUT THE SITUATION
2. THEY HAD NOT SEEN THE CAR SINCE OCT. AND AT THAT TIME THEY COULD NOT DUPLICATE ANYTHING.
PLEASE CALL ME BACK

*** PHONE LOG 11/24/2009 07:35 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES.
1. THE CAR IS PULLING TO THE RIGHT NOW
2. THE CONCERN IS SHIFTING AND IT IS VERY PREVALENT. NOT SURE WHY THEY SAY THEY CANNOT FEEL IT.
3. THE AIR BAG LIGHT ON THE PASSENGER SIDE IS NOT GOING OFF EITHER.
4. WE ARE VERY FRUSTRATED WITH THIS. WHAT ABOUT THE LEMON LAW.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. I CANNOT ASSIST YOU WITH THE LEMON LAW BUT I CAN HELP YOU GET THE CAR FIXED.
3. WHEN ARE YOU TAKING THE CAR BACK

CUSTOMER STATES.
1. ON THE 30TH. THEY ARE GOING TO GIVE ME A RENTAL CAR TOO.
2. I WILL LEAVE IT THERE AND SEE WHAT THEY DO.

WRITER STATES.
1. I WILL CALL THEM AS WELL.

*** PHONE LOG 11/30/2009 07:04 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:
1. I JUST TALKED TO THE DLR AND THEY SAID THEY ARE GOING TO NEED A DIST REP LOOK AT MY VEH

Kia Motors America
Consumer AffAIRs Department

Page 8 of 9

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------------------|---------|
| ██████████ | ██████████ | KNDJD735385 ██████████ | K1659927 | 27,000 |
| Mansquan, NJ ██████████ | | Prod. Date: 11/1/07 | Dealer: NJ034 Sansone Kia | |

2. THE DLR TOLD ME TO CALL YOU TO MAKE A APPT WITH A DIST REP

WRITER ADVISED:

1. I'LL LET STEVE KNOW THAT IS WHAT THE DLR IS REQUESTING
2. THE DLR CAN PUT YOU ON A CALENDAR FOR THE DIST REP SO WHEN HE KNOW'S HE IS GOING TO BE AT THE DLR NEXT HE WILL LET THE DLR KNOW AND THEY CAN LET YOU KNOW
3. STEVE WILL ALSO LET THE DIST REP KNOW THAT THE DLR IS REQUESTING HE LOOK AT YOUR VEH

CUST STATED:

1. OK THANKS

*** PHONE LOG 12/01/2009 10:17 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND SPOKE JIMMY
JIMMY STATES.

1. OUR SERVICE MGR BURT GOMEZ DROVE THE CAR WITH THE CUSTOMER AND COULD NOT DUPLICATE ANYTHING AT THIS TIME.
2. WE ARE RECOMMENDING KIA COME DOWN AND DRIVE THE CAR WITH THE CUSTOMER BUT WE ARE NOT SURE WHEN THAT IS GOING TO BE.

WRITER STATES.

1. THANK YOU

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

Send to:[RSpeer@KIAUSA.COM]

Customer was given the impression you will be going out there to drive the car and try to address the concerns. any idea when you will be @ NJ034. I would like to relay the information to the customer. Steve @45208

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_K1659927_SLarez_12-01-2009100917.doc>>

*** PHONE LOG 12/01/2009 10:27 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED BOB SPEER.

BOB STATES.

1. I WAS THERE A FEW DAYS AGO AND WAS GOING TO TEST DRIVE THE CAR AT THAT TIME BUT THE CUSTOMER DID NOT MAKE IT FOR WHAT EVER REASON.
2. I DO NOT HAVE THE SCHEDULE FOR THE NEXT TIME I WILL BE THERE BUT I WILL CALL BURT AND LET HIM KNOW HE NEEDS TO CALL THE CUSTOMER TO GET THEM IN THERE.
3. YOU CAN LET THE CUSTOMER KNOW BURT WILL CALL HER.

WRITER STATES.

1. THANK YOU.

Kia Motors America
Consumer AffAIRs Department

Page 9 of 9

| Last name | First name | VIN of 2008 SORENTO 4X2 AT | Case Number | Mileage |
|--------------|------------|----------------------------|---------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735385 [REDACTED] | K1659927 | 27,000 |
| Mansquan, NJ | [REDACTED] | Prod. Date: 11.1/07 | Dealer: NJ034 Sansone Kia | |

*** PHONE LOG 12/01/2009 10:33 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED [REDACTED] BACK

WRITER STATES.

1. I SPOKE TO THE DEALERSHIP ABOUT THE SITUATION AND MY REP
2. MY REP SAID HE TRIED TO TEST DRIVE THE CAR A FEW DAYS AGO BUT THE VEHICLE WAS NOT THERE WHEN HE WAS THERE.

CUSTOMER STATES.

1. THEY DID NOT LET ME KNOW IN TIME.

WRITER STATES.

1. OUR REP WILL BE BACK OVER THERE IN A COUPLE OF WEEKS AND BURT WILL BE INSTRUCTED TO CALL YOU WITH MORE TIME SO YOU CAN ARRANGE YOUR SCHEDULE.
2. IF THEY DO NOT CALL YOU IN A COUPLE OF WEEKS. PLEASE CALL ME BACK SO I CAN MAKE SURE THINGS ARE STILL SET UP.

CUSTOMER STATES.

1. I CAN DO THAT.

*** CASE CLOSE 12/01/2009 10:34 AM US Mountain Standard Time SLarez

*** CASE CLOSE 01/07/2010 04:42 PM US Mountain Standard Time JHirshfield
Tread AIRbag review -- JH

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 1

| Last name | First name | VIN of 2007 SORENTO 4X2 AT | Case Number | Mileage |
|-------------------------|------------|----------------------------|--------------------------------------|---------|
| ██████████ | ██████████ | kndjd736075 ██████████ | K1669461 | 34,000 |
| Bentonla. MS ██████████ | | Prod. Date: 11/14/06 | Dealer: MS016 Wilson Kia on Lakeland | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 11/18/2009 07:51 AM US Mountain Standard Time JSinclair

Customer states:

1. What is the warr on my vehicle
2. I bought it from CarMax and I need to update my self as the new owner

Wir states:

1. Updated info
2. Advs customer SC077 SC076 open
3. Advs any Kia dealership will complete SC free of charge

Customer states:

1. Sometimes when I sit in the PASSenger seat the PASSenger AIR bag light will stay on
2. The ABS and ESC light is also on so I will be sure to have these SC completed

Wir states:

1. Advs warr on vehicle is W/S 08/25/07 5/60 LBW.PTW.RSA 3/36 paint and audio

Customer thanked and call ended

*** CASE CLOSE 11/18/2009 07:51 AM US Mountain Standard Time JSinclair

*** CASE CLOSE 01/06/2010 03:41 PM US Mountain Standard Time TMorales
AIRbag TREAD Review Complete

Kia Motors America
Consumer AffAIRs Department

Page 1 of 3

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735685 [REDACTED] | K1664992 | 12,100 |
| St Louis, MO [REDACTED] | | Prod. Date: 2/13/08 | Dealer: MO003 Lou Fusz Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 11/05/2009 02:16 PM US Mountain Standard Time MTrem

Caller Mr [REDACTED] states

1. my wife and I bought the veh jointly
2. the veh is new has about 100 miles over 12k
3. the tail lights are out and the DLR says it's not covered
4. I'm not used to having this kind of problem
5. we have some intermittent electrical issues with the veh
6. the AIRbag light has come on, but it's off now. I'm not worried about that part right now
7. the driver side rear window rolls down on it's own sometimes
8. the last time it was raining, and the window doesn't go back up with the switch
9. when this window goes down I cannot secure the veh. I cannot use this veh like this
10. I expect that Kia will examine the parts and figure out what is happening here
11. the DLR can't duplicate the problem and they say come pick up the veh
12. my wife is in a loaner car and the DLR says to bring it back tonight
13. what should we do. I do not expect to pay anything at this point the veh is too new
14. I had a Camry wih a problem and it went on for along time
15. I'm not going to have patience with this problem
16. if I need to I'll file complaints and the BBB and lemon law to get things moving

WTR states:

1. updated, no SC"s
2. apologized
3. The DLR does need to duplicate the problems in order to have something to fix
4. Kia will repAIR the veh according tot he terms of the warranty and veh specs
5. DLR does have a right to charge diag fee to CST
6. if warr repAIR then Was pays diag fee, parts and labor
7. if CST wished to hire DLR to investigate a problem that hasn't been duplicated, the DLR can charge CST for that time
8. WTR will follow up wih the DLR and the Kai Rep to see how we can help
9. WTR may not have an answer today, may contact CST tomorrow afternoon

*** PHONE LOG 11/05/2009 02:48 PM US Mountain Standard Time MTrem Action Type:Outgoing call

WTR called MO003 Receptionist states

1. Srv Mgr Jeff Ferguson isn't answering the page

Assistant Mgr Albert states:

1. 12,090 miles on the veh
2. I believe Kevin spoke with DPSM JRoper about it and it was declined
3. 2 upper tail lights out on the veh
4. Jeff spoke to the Gentleman today
5. CST is in a loaner car
6. I am easy to reach - Asst Mgr...Albert
7. CND the concern wih the window
8. AIRbag light has the latest calibrations
9. we put a 150lbs person and the light turned off
10. the misses is a smaller person
11. as long as the CST return the loaner tomorrow by 9:30 am there should not be a charge additional

*** PHONE LOG 11/05/2009 04:10 PM US Mountain Standard Time MTrem Action Type:Incoming call

VM from Mr Graefe stating:

Kia Motors America
Consumer AffAIRs Department

Page 2 of 3

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735685 [REDACTED] | K1664992 | 12,100 |
| St Louis, MO [REDACTED] | | Prod. Date: 2/13/08 | Dealer: MO003 Lou Fusz Kia | |

1. wanted to update my case
2. I spoke with my wife and she says that the lights have been reported to her as flickering while family followed her down the road before
3. I did not know this before we spoke today
4. also I want to document the window has rolled down several times over the past 4 months
5. she is going to hang on to the loaner until tomorrow
6. see what you can do for us, hopefully work will be done on the veh

*** PHONE LOG 11/05/2009 04:20 PM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called DPSM JRoper who states:

1. The warranty is over on the bulbs
2. DLR needs to duplicate the concern in order to have something to fix
3. we are not going to start replace parts randomly
4. there are too many systems that could be part of this
5. The DLR has tested the OCS with DLR staff and it's working
6. I'll be at the DLR tomorrow. I'll look over the veh
7. I "may" help out by replacing the bulbs

*** PHONE LOG 11/05/2009 04:23 PM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called Mr G who states:

1. I appreciate it, wonderful

line dropped

WTR states:

1. Kia Rep is going to be at the DLR tomorrow and will review veh
2. DLR will contact CST tomorrow

*** PHONE LOG 11/06/2009 01:12 PM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called DPSM JRoper who states:

1. We did replace the bulbs for the CST
2. DLR unable to duplicate the concerns with AIRbag or window
3. Even the lemon law will not allow us to replace parts that we can't demonstrate are broken
4. Veh should be ready to pick up as far as I'm concerned

*** PHONE LOG 11/06/2009 01:16 PM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR LVM for Mr G stating:

1. Kia Rep has approved the replacement of the tail light bulbs
2. No duplication on the window to AIRbag systems, so no repair at this time
3. Veh ready to pickup, please contact the DLR to make arrangements if not already arranged
4. gave case number and contact info

*** CASE CLOSE 11/06/2009 01:21 PM US Mountain Standard Time MTrem

Kia Motors America
Consumer AffAIRs Department

Page 3 of 3

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|--------------|------------|----------------------------|----------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735685 [REDACTED] | K1664992 | 12,100 |
| St Louis, MO | [REDACTED] | Prod. Date: 2/13/08 | Dealer: MO003 Lou Fusz Kia | |

*** CASE CLOSE 01/08/2010 10:42 AM US Mountain Standard Time JHirshfield
Tread AIRbaa review... III

Kia Motors America
Consumer Affairs Department

Page 1 of 1

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|---------------|------------|----------------------------|---------------------------------|---------|
| Jefferson, ME | | KNDJD735185 | K1699299 | 27,000 |
| | | Prod. Date: 11/8/07 | Dealer: SC005 Kia of Greenville | |

Case History

Complaint Quality

*** NOTES 02/11/2010 08:37 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

My husband and I bought our 2008 Kia Sorento in September of 2008. I am thankful for the warranty, however, they cannot find the problem with the car. It shifts hard between 3rd and 4th gear. The tpms light comes on all the time. And the PASSenger side AIRbag still does not turn on when someone sits in the seat. I have taken the vehicle in multiple times and not only can they not fix it, but they cannot identify the problem. I am so concerned that the problem will never be found and that my family will be without a reliable vehicle. I owned a lemon of a car once before and because of it we are still upside down in our loan. Please please help me!!!

*** PHONE LOG 02/12/2010 10:56 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and got no answer or answering machine.

*** PHONE LOG 02/15/2010 11:10 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and stated:

1. Calling back regarding recent concerns sent via web site.

Ms [REDACTED] stated:

1. Problem is that it doesn't happen all the time.
2. When I have take veh to dealer, they haven't been able to duplicate it.
3. I know have 100k warranty.
4. Am just worried that warranty will be up and dealer won't have been able to fix this.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty repAIRs.
3. Gave customer 800 number and case number.
4. Please call back once vehicle is at the dealer.
5. We can then work to involve other Kia resources.
6. Also suggested customer go on test drive with svc mgr and/or svc tech.

*** CASE CLOSE 02/15/2010 11:14 AM US Mountain Standard Time RBriones
closed pending cust call back.

Kia Motors America
Consumer AffAIRs Department

Page 1 of 2

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|----------------------|------------|----------------------------|---------------------------|---------|
| | | KNDJD735485 | K1654180 | 7,300 |
| Dripping Springs, TX | | Prod. Date: 6/28/07 | Dealer: TX072 Capitol Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 10/08/2009 08:40 AM US Mountain Standard Time KJohnson

Customer:

- 1 - The PASSenger seat AIRbag does not work even when an adult sits in the seat
- 2 - I've been having trouble since I got the vehicle
- 3 - they did the recall, but it still happens
- 4 - it is at capital kia today: they sat in it and the light went off, but they are bigger
- 5 - my wife weighs 115 - 120 pounds: it should be activated when she sits there
- 6 - This is not safe: it is the third time I am taking the vehicle in
- 7 - I want my wife to have the protection of that AIRbag
- 8 - she has in our other two vehicles (acura and electra0

Writer:

- 1 - Apologized
- 2 - OCS does not have a specific weight limit for PASSengers
- 3 - Rather, a sophisticated program is determining whether the person sitting in the PASSenger seat would be hurt more than helped if the AIRbag needed to deploy
- 4 - They can deploy at up to 200 mph, and though the impact from the AIRbag is only a split second, it can injure a person: Kia wants to be sure that the risk of injury from the AIRbag is not greater than the risk of injury from the accident
- 5 - Writer not tech, but from her experience, wife in weight area where can go either way about whether OCS should activate
- 5 - Will forward to regional office for additional review
- 6 - someone will contact you w/in 3 business days
- 7 - provided contact information

Customer:

- 1 - Thank you

Called dlr and Gene stated:

- 1 - Operating as designed
- 2 - Light goes off when I or customer sits in seat

Writer dispatching to Southern Region

- (a) to assist determination
- (b) for visibility
- (c) to contact customer

Because

- 1 - 2008 Sorento, 7K, orig owner
- 2 - sc075 performed and customer reports OCS does not recognize 120-pound wife when she sits in PASSenger seat
- 3 - dlr reports system operating as designed

*** PHONE LOG 10/08/2009 03:08 PM Eastern Daylight Time OSprague Action Type:Outgoing call

Writer left message for customer requesting call back

Writer spoke to service manager (Carlos) and he stated:

1. Vehicle is here
2. The customer sat in the seat with the service advisor and technician
3. The concern could not be duplicated
4. The OCS is operating as designed

Writer stated:

Kia Motors America
Consumer AffAIRs Department

Page 2 of 2

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|----------------------|------------|----------------------------|---------------|-------------|
| [REDACTED] | [REDACTED] | KNDJD735485 [REDACTED] | K1654180 | 7,300 |
| Dripping Springs, TX | [REDACTED] | Prod. Date: 6/28/07 | Dealer: TX072 | Capitol Kia |

1. The address in Clarify is Encino CA
2. Do you have a TX address and phone number?
Carlos provided TX address and phone number

*** PHONE LOG 10/08/2009 03:12 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer called TX phone number and it was forwarded to voicemail on (818) 635-3624
Writer requested call back

*** PHONE LOG 10/08/2009 03:21 PM Eastern Daylight Time OSprague Action Type:Incoming call
Customer (Mr. [REDACTED]) called and stated:

1. I am returning your call
2. I have the vehicle back from the dealer
3. They tell me the PASSenger AIRbag is working properly
4. It works for me, but not for my wife
5. I'm afraid it won't work for other people too
6. I live in CA but the vehicle stays here in TX with my daughter
7. I just don't want anyone to get hurt if the AIRbag doesn't go off

Writer stated:

1. I understand your concern and apologize for your frustration
2. The AIRbag won't go off if the PASSenger isn't sitting in the seat correctly or is too small to activate it
3. There isn't a repAIR that can be done to change that

CST stated:

1. Ok, I just wanted you to know
2. Thank you for the call

*** CASE CLOSE 10/08/2009 03:22 PM Eastern Daylight Time OSprague

*** CASE CLOSE 01/06/2010 05:35 PM US Mountain Standard Time JHirshfield
Tread AIRbag review --JH

Kia Motors America
Consumer AffAIRs Department

Page 1 of 1

| Last name | First name | VIN of 2007 SORENTO 4X2 EX | Case Number | Mileage |
|---------------------------|------------|----------------------------|-----------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD736X75 [REDACTED] | K1637419 | 12,700 |
| Boca Raton, FL [REDACTED] | | Prod. Date: 6/29/06 | Dealer: FL099 Williams Delray Kia | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 08/28/2009 01:23 PM US Mountain Standard Time JSinclair Action Type: Incoming call

Customer states:

1. My OCS light sometimes comes on and sometimes goes off
2. There is a problem with it
3. I had the recall done but it did not help
4. I took my vehicle to Williams Delray Kia and the SM told me I didn't want the AIR bag to deploy and it's not mandatory to have the OCS
5. Something needs to be done because I do not feel safe

Wtr states:

1. Apologized
2. Updated info
3. Adv customer OCS is designed for the average size adult
4. If customer is an average size adult and is sitting correctly then it should be working
5. If customer feels there is a problem customer is welcome to take the vehicle to any kia dealership and call wtr once vehicle is there

Customer states:

1. I am going to take it to Phil Smith Kia
2. I will call you when it's there

Wtr gave name, ext and case#

Thanked and call ended

*** CASE CLOSE 08/28/2009 01:23 PM US Mountain Standard Time JSinclair

*** CASE CLOSE 10/12/2009 12:30 PM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

Kia Motors America
Consumer AffAIRs Department

Page 1 of 4

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|---------------|------------|
| ██████████ | ██████████ | KNDJC736085 ██████████ | K1692883 | 8,800 |
| Tarentum, PA ██████████ | | Prod. Date: 10/22/07 | Dealer: PA064 | Baierl Kia |

Case History

Complaint Repurchase

*** PHONE LOG 01/25/2010 02:46 PM US Mountain Standard Time RBriones
Customer (Ms ██████████) Stated:

1. Purchased a vehicle in June of last year.
2. The PASSenger AIR bag light was staying on when my husband sits in the seat.
- 3.

*** PHONE LOG 01/25/2010 02:53 PM US Mountain Standard Time RBriones Action Type:Incoming call
Notes cont'd from above:

3. We took the vehicle in and had a recall done on it.
4. Problem happened again and had to take the vehicle back in.
5. Dealer svc dept then did something with computer again.
6. Finally, they had to replaced the seat.
7. Vehicle has been in more than three times for this problem.
8. We like the vehicle, and don't want to have to file for lemon law.
9. Svc dept at this point has just handed us a brochure.
10. Was given your number to see if you could help us.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty repAIRs.
3. Can follow up with svc dept and find out where they are at.
4. Am not able to advised customer of lemon law, if that is the remedy she is seeking.
5. Referred customer to WACI manual and BBB.
6. Will call customer back in a day or two.

*** PHONE LOG 01/27/2010 02:28 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called PA064 and stated:

1. Calling about customer vehicle with PASSenger AIR bag light.

Mark in svc stated:

1. Went into glove box information.
2. Printed out the information for her.
3. Also, have a handout that I can give her.
4. Have been told by everyone else that there is nothing else I can do for her.
5. We duplicated it once and that was when it we replaced the seat bottom cushion.
6. Have reflashed the OCS computer twice.
7. It still happens to customer once in a blue moon.
8. FTR was here today and was told us there was not much else we could do.
9. The seat cushion replacement was on 9th of November, 09.
10. Problem only seems to happen with her husband.
11. Doesn't happend with any other member of her family.
12. Will be mailing on the information about OCS operation to customer.

Writer Stated:

1. Thanks for the information.
2. Don't know what more we can do.
3. Will be reviewing concerns with DPSM, Ryan Christiansen.

Kia Motors America
Consumer Affairs Department

Page 2 of 4

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736085 [REDACTED] | K1692883 | 8,800 |
| Tarentum, PA [REDACTED] | | Prod. Date: 10/22/07 | Dealer: PA064 Baierl Kia | |

*** PHONE LOG 01/27/2010 02:34 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM and stated:

1. Advised of customer vehicle, problem, and dealer.

DPSM. Ryan Christiansen stated:

1. Yes, I am aware of this vehicle.
2. The only other thing we could do is have the customer come in and sit in seat with GDS hooked up to it.
3. Would show us that sensor is reading correctly.
4. As I understand it, it just happens with the one person.
5. Not much we can really do about that.
6. Just maybe that he does not register that much weight on the center of the seat.

Writer Stated:

1. Thanks for the info.
2. Customer is talking about lemon law.
3. Will be forwarding case to region.

*** PHONE LOG 01/27/2010 02:36 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and left vm for customer stating:

1. Have reviewed customer concerns with svc mgr and DPSM.
2. Will be forwarding customer to regional office to see if any further steps we can take.
3. Gave 800 number and ext number.
4. Advised customer to call back with any further questions.

*** NOTES 01/27/2010 02:38 PM US Mountain Standard Time RBriones Action Type:Manager review
Disptached for:

1. Customer veh in at dealer mult times for OCS light on with husband in seat.
2. Customer talking about filing lemon law.
3. Review of customer concerns and contact.

*** PHONE LOG 01/28/2010 03:36 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RC'AA CALLED CST WHO STATES

1. PROBLEM USUALLY OCCURS WHEN HUSBAND SITS IN SEAT
 2. THEY HAVE REPLACED PASSENGER SEAT
 3. HUSBAND HAS BEEN PRESENT AT DEALER TO SHOW HOW HE IS SITTING IN THE SEAT
 4. THEY JUST GAVE ME A BROCHURE ABOUT HOW TO SIT IN THE SEAT
 5. I HAVE BEEN TO THE DEALER ABOUT SIX TIMES FOR THIS CONCERN
 6. I LOVE THE CAR AND I JUST WANT THEM TO FIX THE SEAT
 7. I DON'T WANT TO HAVE TO GO TO THE LEMON LAW. I DON'T KNOW HOW THAT WORKS
- RC'AA STATES
1. I APOLOGIZE FOR THE CONCERNS YOU HAVE HAD
 2. PLEASE ALLOW ME TO SPEAK TO THE DEALER AND I WILL GET BACK TO YOU

*** PHONE LOG 02/01/2010 08:20 AM US Mountain Standard Time UValencia Action Type:Incoming call
800# VM BY MARK FROM PA064

Kia Motors America
Consumer AffAIRs Department

Page 3 of 4

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736085 [REDACTED] | K1692883 | 8,800 |
| Tarentum, PA [REDACTED] | | Prod. Date: 10/22/07 | Dealer: PA064 Baierl Kia | |

- 1.- PROVIDED VIN# AND CST NAME
- 2.- PROBLEM WITH THE OCS

*** PHONE LOG 02/02/2010 12:15 PM US Mountain Standard Time RBriones Action Type:Incoming call
Ms [REDACTED] stated:

1. We spoke last week about my vehicle.
2. I had been speaking with a woman?

Writer Stated:

1. Yes, show customer case was escalated to regional office.
2. Customer had spoken with Shamara.
3. Transferred customer to Sljames.

*** PHONE LOG 02/03/2010 10:59 AM Eastern Daylight Time Sljames Action Type:Outgoing call

RCAA CALLED CST AND STATED

1. I APOLOGIZE I DID NOT GET BACK TO YOU SOONER
 2. I WAS WAITING TO HEAR BACK FROM THE DEALER ABOUT WHAT HAS ALREADY BEEN DONE IN YOUR CASE
 3. LET ME GO OVER YOUR CONCERN AGAIN
 4. THE PASSENGER AIR BAG LIGHT DOESN'T GO OUT ONLY WHEN YOUR HUSBAND IS SITTING IN THE SEAT
 5. I UNDERSTAND. ONCE I SPEAK TO THE DEALER I WILL BE IN TOUCH WITH YOU
- CST STATES
1. HE HAS BEEN PRESENT AT THE DEALER WHO HAS SEEN THE WAY HE IS SITTING IN THE SEAT
 2. THEY REPLACED THE SEAT BOTTOM
 3. I JUST DON'T THINK TELLING SOMEONE THAT THEY ARE SITTING IN THE SEAT INCORRECTLY AND GIVING THEM A PAMPHLET ON HOW TO SIT IN A SEAT IS ENOUGH. THIS IS A SAFETY CONCERN

RCAA CALLED PA064 AND SPOKE TO SVC MANAGER MARK WHO STATED

1. CUSTOMER HAS BEEN IN A COUPLE OF TIMES FOR THIS CONCERN
 2. WE DID REPLACE THE SEAT BOTTOM AND REFLASHED IT BUT THE CUSTOMER GOT THE SAME RESULTS OF THE LIGHT NOT GOING OFF WHEN THE HUSBAND IS SITTING IN THE SEAT
 3. WE WERE ONLY ABLE TO SEE THAT ONCE
 4. I DID EXPLAIN TO THEM THAT IF IT HAPPENED AGAIN, HE MAY NEED TO JUST ADJUST THE WAY HE IS SITTING IN THE SEAT
 5. THE WIFE DID NOT REALLY WANT TO HEAR THAT. WE DID GIVE THEM PAMPHLETS ON HOW TO PROPERLY SIT IN THE SEAT AND THEN THEY CALLED YOU!
- RCAA THANKED MARK FOR INFORMATION

RCAA CALLED CST AND STATED

1. I DID SPEAK TO THE DEALER WHO GAVE ME INFORMATION ABOUT YOUR CONCERNS
 2. THE DEALER HAS TO CONFIRM THAT THERE IS A DEFECT TO MAKE ANY REPAIRS
 3. THEY HAVE ALREADY CHANGED OUT THE SEAT BOTTOM AND BASED ON THE INFORMATION I HAVE IT DOES APPEAR THAT THIS MAY BE A SEATING CONCERN
 4. YOU ARE MORE THAN WELCOME TO TAKE THE VEHICLE TO THE DEALER IF THE CONCERN RESURFACES AND AS LONG AS A DEFECT IS DETECTED, I KNOW THE DEALER WILL DO WHAT IS NECESSARY TO MAKE REPAIRS
- CST STATES
1. THAT'S IT?
 2. WELL THANK YOU!

Kia Motors America
Consumer AffAIRs Department

Page 4 of 4

| Last name | First name | VIN of 2008 SORENTO EX 4X4 | Case Number | Mileage |
|-------------------------|------------|----------------------------|--------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC736085 [REDACTED] | K1692883 | 8,800 |
| Tarentum, PA [REDACTED] | | Prod. Date: 10/22/07 | Dealer: PA064 Baierl Kia | |

*** CASE CLOSE 02/03/2010 10:59 AM Eastern Daylight Time Sljames

*** PHONE LOG 03/12/2010 01:16 PM US Mountain Standard Time UValencia Action Type:Incoming call
800# VM BY BILL FROM PA080

- 1.- PROVIDED VIN# AND CST NAME
- 2.- 3RD VISIT A/B LIGHTS STAYS ON EVEN WHEN SOMEONE IS IN THE PASSENGER SIDE SEAT
- 3.- UNABLE TO DUPLICATE
- 4.- OPERATING AS DESIGN

*** NOTES 03/12/2010 01:17 PM US Mountain Standard Time UValencia Action Type:Manager review
CASE FORWARD TO REGION FOR REVIEW

- 1.- CASE RECENTLY CLOSE BY REGION
- 2.- 3RD VISIT TO PA080
- 3.- PLEASE REVIEW AND FOLLOW UP ACCORDINGLY

*** PHONE LOG 03/15/2010 03:30 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CST AND LVM ON MAIN NUMBER REQUESTING A RETURN CALL

*** PHONE LOG 03/19/2010 03:23 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CST AND LVM REQUESTING A CALL BACK

*** PHONE LOG 03/31/2010 03:27 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA SPOKE TO FTR ABOUT CASE. FTR WILL BE AT PA064 ON THURSDAY, 7 APRIL 2010
RCAA LVM FOR CUSTOMER ADVISING FTR APPT. REQUESTED A CALL BACK FOR APPT. CONFIRMATION

*** PHONE LOG 04/01/2010 09:11 AM Eastern Daylight Time Sljames Action Type:Incoming call
CST CALLED RCAA AND LVM STATING

1. THANK YOU FOR THE APPOINTMENT BUT I WILL NOT NEED THE APPOINTMENT
2. MY HUSBAND HAS CHANGED HIS SEATING POSITION AND SINCE THAT THE LIGHT HAS NOT COME BACK ON
3. I APPRECIATE YOUR HELP. THANK YOU

RCAA SENT E MAIL ADVISING DPSM AND FTR THAT APPT. IS NOT NEEDED. RCAA CLOSING CASE AT THIS TIME

*** CASE CLOSE 04/01/2010 08:18 AM Eastern Daylight Time Sljames
NO PROBLEM FOUND

*** CASE CLOSE 04/08/2010 10:21 AM US Mountain Standard Time TMorales

Kia Motors America
Consumer AffAIRs Department

| Last name | First name | VIN of 2008 SORENTO 4X2 EX | Case Number | Mileage |
|------------|------------|----------------------------|---------------|--------------------|
| [REDACTED] | [REDACTED] | KNDJD736885 [REDACTED] | K1694773 | 13,000 |
| Viera, FL | [REDACTED] | Prod. Date: 9/4/07 | Dealer: FL021 | Boniface-Hiers Kia |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 01/29/2010 11:55 AM US Mountain Standard Time RHall

[REDACTED] Ickies) stated

- 1 I have already been to the dlr twice
- 2 My wife is 110 lbs but when she sits in PASSenger seat it never activates the PASSenger side AIRbag
- 3 Dlr stated they have calibrated the AIRbag but it still happens
- 4 Dlr FL021 stated to put lead weight on the seat and have her sit on it
- 5 I just feel that is unsafe if we go on a trip somewhere and she doesnt have an AIRbag
- 6 FL021 stated to call KMA to help get this resolved

wrt stated

1. Apologized
2. KMA would like to oversee the repAIR of your veh and help the dlr exhaust all resources to help repAIR your veh
3. Kia will follow up with the dlr and contact you with any new information as soon as it is available
4. Please take vehicle into Kia dlr for diagnosis and call back KMA once the vehicle is at the dlr
5. Gave case# to cb when veh is at the dlr
6. We will work together to get this concern resolved

Mr [REDACTED] stated

- 1 When you rotate your tires from front to back, not X them - Do you have recalibrate the TPMS?

wrt stated

- 1 apologized
- 2 to the best of wrts knowledge no you would not have to recalibrate them

Call ended

wrt called back to speak to [REDACTED]

- 1 This is KMA calling you back to ask if you need a tow to the dlr for your AIRbag concern?
- 2 You do have RSA available that will cover you for a tow to the dlr

Mr [REDACTED] stated

- 1 Oh no that is ok. I can drive it to the dlr
- 2 When I put two pillows and my wife sits on it sometimes it activates the AIRbag
- 3 We will be ok to drive it to the dlr. thank you so much for calling back and thinking of me

*** CASE CLOSE 01/29/2010 11:55 AM US Mountain Standard Time RHall

*** CASE CLOSE 04/08/2010 12:29 PM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

Kia Motors America
Consumer AffAIRs Department

Page 1 of 2

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|--------------------------|------------|----------------------------|---------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735485 [REDACTED] | K1674702 | 45,962 |
| Lexington, KY [REDACTED] | | Prod. Date: 6/15/07 | Dealer: KY011 Car Town Kia, USA | |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 12/03/2009 11:10 AM US Mountain Standard Time SLarez
KY011 YVONNE SVC MGR FROM DEALERSHIP
YVONNE STATES./

1. HE CAME IN FOR THE OCS RECALL. HE DID NOT REALLY TELL US ABOUT ANY CONCERN WITH THE OCS AND SAID THE RECALL
2. WE DID IT AND A LITTLE WHILE AGO HE CALLED US BACK TO SAY IT IS STILL NOT WORKING THAT WELL.
3. WE EXPLAINED THE RECALL TO HIM AND ALSO THE OCS CONDITIONS
4. HE SAID HE WEIGHS ABOUT 200LBS AND IT SHOULD REGISTER. HE WANTS IT TO WORK NO EXCUSES.
5. I TOLD HIM TO BRING IT IN BUT HE NEEDS A RENTAL. I TOLD HIM IT IS ON A CASE BY CASE BASIS
6. HE SAID HE WANTED A NEW SEAT OR A NEW COMPUTER, BUT WE EXPLAINED IT NEEDED TO BE CONFIRMED
7. HE SAID HE DOES NOT LIKE DESIGN. HE SAID HE WILL CALL HIS ATTORNEY
8. HE WANTS SOMEONE TO CALL HIM. SO CAN YOU PLEASE CALL HIM
9. WE HAVE NO PROBLEM EXPLAINING THINGS TO HIM WHEN HE COMES IN

*** PHONE LOG 12/07/2009 07:54 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK
WRITER STATES.

1. I WAS TOLD YOU HAD AN ISSUE WITH THE OCS IN THE CAR.
2. I UNDERSTAND YOU ARE HAVING A CONCERN.

CUSTOMER STATES.

1. THE SEAT BELT HAD NOT BEEN WORKING PROPERLY FOR SOME TIME SO IT WAS REPAIRED AND I ALSO GOT THIS NOTICE SO THEY BOTH GOT TAKEN CARE OF AT THE SAME TIME (IS HOW WRITER UNDERSTOOD IT)
2. WITH IN A FEW DAYS THE PASSENGER SIDE AIR BAG WAS NOT GOING OFF WHEN MY WIFE WOULD SIT IN IT. SHE IS ABOUT 140LBS AND I AM OVER 200LBS SO IT SHOULD WORK
3. IT DOES NOT WORK CONSISTENTLY AND THE DEALERSHIP SIMPLY EXPLAINED HOW TO SIT IN THE CAR AND ALSO REITERATED THAT WAS ALL THAT COULD BE DONE.
4. I AM VERY UPSET WITH THE SITUATION AND WOULD LIKE TO KNOW WHAT KIA PLANS TO DO ABOUT THIS
5. IF SOMEONE IS SITTING ON THE PASSENGER SIDE AND I GET INVOLVED IN AN ACCIDENT IT COULD BE A BIG PROBLEM.
6. THE DEALERSHIP TELLING ME THERE WAS NOTHING THEY CAN DO IS WHAT REALLY SET ME OFF.

WRITER STATES.

1. I AM SORRY THIS IS THE SITUATION. IF WE CAN VERIFY THERE IS A CONCERN WITH THE OCS THEN WE WILL BE ABLE TO VERIFY IT.
2. WHAT WE WOULD NEED YOU TO DO IS SET UP ANOTHER APPOINTMENT WITH THE DEALERSHIP. WE CAN CALL THEM WHEN THE CAR IS THERE AND SEE WHAT ELSE WE NEED TO DO TO A. DUPLICATE THE PROBLEM. THEN B. FIX THE PROBLEM.
3. WE HAVE RESOURCE WE CAN USE. IF THEY CANNOT DUPLICATE IT WHEN THE CAR IS THERE THEN WE DO HAVE IT DOCUMENTED YOU WERE THERE AND WE CAN REQUEST ANOTHER STEP BE MADE
4. GAVE NAME. EXTENSION. AND CASE NUMBER AND RECOMMENDED CUSTOMER CALL ME WHEN THE CAR IS THERE.

Kia Motors America
Consumer Affairs Department

Page 2 of 2

| Last name | First name | VIN of 2008 SORENTO LX 4X4 | Case Number | Mileage |
|---------------|------------|----------------------------|---------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJC735485 [REDACTED] | K1674702 | 45,962 |
| Lexington, KY | [REDACTED] | Prod. Date: 6/15/07 | Dealer: KY011 Car Town Kia, USA | |

CUSTOMER STATES.
1. THANK YOU.

*** CASE CLOSE 12/07/2009 07:55 AM US Mountain Standard Time SLarez
CUSTOMER WILL CALL WRITER BACK WHEN THE CAR IS AT THE DEALERSHIP.

*** CASE CLOSE 01/07/2010 01:06 PM US Mountain Standard Time TMorales
AIRbag TREAD Review Complete

*** CASE C'LOSE 01/08/2010 01:57 PM US Mountain Standard Time TMorales

Kia Motors America
Consumer AffAIRs Department

Page 1 of 2

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|---------------------------|------------|----------------------------|---------------|----------------|
| [REDACTED] | [REDACTED] | KNDJD735685 [REDACTED] | K1680054 | 7,500 |
| Lake Worth, FL [REDACTED] | | Prod. Date: 3/25/08 | Dealer: FL075 | Napleton's Kia |

Case History

Complaint RepAIR Assistance

*** PHONE LOG 12/17/2009 01:19 PM US Mountain Standard Time JHirshfield
Enprecis survey comments >

Actually I am happy with this vehicle. with the exception of streaking windows. AIRbag light NEVER goes off when PASSenger is in seat. and car hums and is noisy when driving.

Please contact customer (and dealership if needed) to see if any further assistance can be provided and that the concerns have been addressed.

*** PHONE LOG 12/18/2009 01:54 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO CUSTOMER MR [REDACTED]
2. ADVISED WAS CALLING REGARDING RECENT SURVEY TAKEN ABOUT 2008 SORENTO
3. IN SURVEY CUSTOMER STATED CONCERNS WITH HUMMING NOISE AND OCS OFF LIGHT ON
4. DO APOLOGIZE FOR THE CONCERNS.
5. HAS CUSTOMER TAKEN CAR TO DEALER FOR DIAGNOSIS?
6. WHAT DID DEALER ADVISE?
7. DID DEALER GO OVER PROPER SEATING IN PASSENGER SEAT AND WHAT CAN CAUSE LIGHT TO GO ON?
8. DOES THIS HAPPEN PRIMARILY WITH ONE SPECIFIC PERSON IN SEAT?
9. HAS CUSTOMER TAKEN THIS PERSON TO DEALER AND SHOWED DEALER WHAT IS GOING ON WITH THIS PERSON
IN SEAT?
10. WOULD RECOMMEND TO DO THIS SO CAN BE CONFIRMED
11. KCC WOULD LIKE TO WORK WITH CUSTOMER AND DEALER TO REPAIR ANY VERIFIED DEFECTS.
12. IF CUSTOMER WOULD LIKE FURTHER ASSISTANCE FROM KMA CAN BRING CAR TO SHOP AND ADVISE KCC
WHEN
CAR IS IN SHOP.
13. KCC CAN FOLLOW UP WITH DEALER AND CUSTOMER TO CONFIRM ALL RESOURCES ARE BEING USED TO
ADDRESS
CONCERNS.
14. ADVISED 800# AND CONTACT INFO.

CUSTOMER STATES:

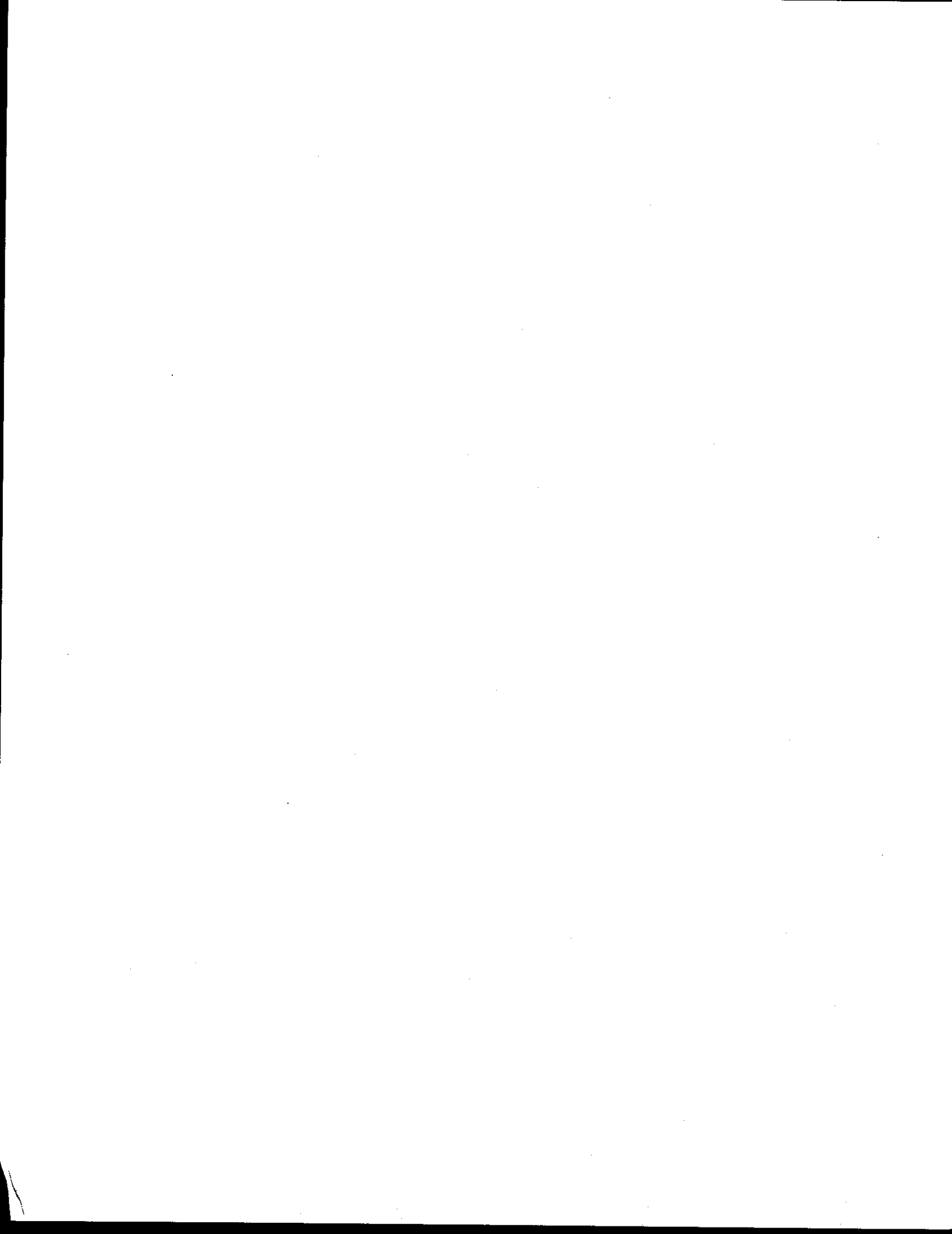
1. TOOK CAR TO DEALER IX FOR THE PASSENGER AIRBAG CONCERN.
2. DEALER ADVISED THERE WAS NOTHING THEY COULD DO
3. THIS HAPPENS WHEN WIFE IS SITTING IN SEAT.
4. DEALER DID NOT REALLY GIVE ANY EXPLANATION OF HOW SYSTEM WORKS.
5. WIFE WEIGHS ABOUT 110 POUNDS AND HAPPENS ALL THE TIME WITH HER.
6. DEALER HAS NOT SEEN THE OFF LIGHT ON WITH HER SITTING IN SEAT.
7. I CAN BRING INTO DEALER WITH WIFE SO THEY CAN SEE WHAT IS HAPPENING.
8. WILL CALL KCC BACK WHEN CAR IS IN SHOP FOR FOLLOW UP.
9. WHAT IS CONTACT INFO?

*** CASE CLOSE 12/18/2009 01:55 PM US Mountain Standard Time TDonnelly
CLOSED PENDING CALL BACK WHEN CAR IS IN SHOP.

Kia Motors America
Consumer AffAIRs Department

| Last name | First name | VIN of 2008 SORENTO LX 4X2 | Case Number | Mileage |
|---------------------------|------------|----------------------------|------------------------------|---------|
| [REDACTED] | [REDACTED] | KNDJD735685 [REDACTED] | K1680054 | 7,500 |
| Lake Worth, FL [REDACTED] | [REDACTED] | Prod. Date: 3/25/08 | Dealer: FL075 Napleton's Kia | |

*** CASE CLOSE 01/07/2010 02:47 PM US Mountain Standard Time TMorales
AIRbag TREAD Review Complete





Kia Motors America Technical Assistance Center

Case Number: T1639414

Vehicle Data

Model/Year: 2,007 SORENTO EX 4X4

Engine: G6S17888

Model Code: 74442

VIN: KNDJC736475 [REDACTED]

Mileage: 23,466

Prod Date: 6/29/2006

Warranty Start Date: 8/17/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MI019 Williams Kia

Phone: 2319461111

FAX: 2319478301

Contact: Mark bradley

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on # not duplicated

Create Date & Time

Symptom: OCS validation

DTC:

9/2/2009 .. 3:43:33PM

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 09/02/2009 07:55 AM Pacific Daylight Time JBrookes

Tech stated that he has checked the ocs operation by getting in /out of the seat several times and the light goes out when he is in the seat, he is of average size, his manager also says the seat is operating normally, the seat reprogram was done,

Advised, it may be wise to inform the dpsm of this ,



Kia Motors America Technical Assistance Center

Case Number: T1639431

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: KNDJD736485 [REDACTED]

Mileage: 3,318

Prod Date: 12/29/2007

Warranty Start Date: 5/5/2009 12:00:00AM

Dealer/Contact Data:

Dealer: AZ026 Peoria Kia

Phone: 6239336900

FAX: 6238154483

Contact: clay shalley

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

9/2/2009 4:04:10PM

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 09/02/2009 08:13 AM Pacific Daylight Time RHicks

OCS light stays on with 125lb person in seat, will operate correctly with someone about 185lb

- sitting correctly

= advised to compare OCS data on GDS and see if it reads with several different weight body in seat

- possible OCS needed



**Kia Motors America
Technical Assistance Center**

Case Number: T1640121

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18797

Model Code: 74422

VIN: KNDJC736375 [REDACTED]

Mileage: 26,474

Prod Date: 7/26/2006

Warranty Start Date: 2/9/2008 12:00:00AM

Dealer/Contact Data:

Dealer: WV012 Freedom Kia

Phone: 3042915090

FAX: 3042915512

Contact: Jason Shafferman

Contact Title:

Service District: -

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/3/2009 6:19:18PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 09/03/2009 10:17 AM clarify Action Type: Manager review

*** Performed by contact: Jason Shafferman, 3042915090

CUSTOMER HAS COMPLAINED MULTIPLE TIMES OF LIGHT COMING ON WHILE IN SEAT FIALLY ABLE TO
DUPLICATE WHILE IN SEAT MONITORING DATA SHOWS GOING FROM LARGE TO SMALL

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

*** PHONE LOG 09/03/2009 10:24 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Jason, has SC076 been performed on this vehicle?

*** NOTES 09/03/2009 10:48 AM clarify Action Type: Manager review

*** Performed by contact: Jason Shafferman, 3042915090

YES IT HAS I TRIED TO DO IT AGAIN TO BE SURE DIDNT HELP

*** PHONE LOG 09/03/2009 11:26 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Jason, contact your DPSM for authorization to replace the seat bottom.

*** CASE CLOSE 11/12/2009 11:02 AM clarify

*** Performed by contact: Jason Shafferman, 3042915090

REPLACED SEAT BOTTOM OK DIDNT COME BACK

*** CASE CLOSE 11/12/2009 01:01 PM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

REPLACED SEAT BOTTOM OK DIDNT COME BACK



Kia Motors America Technical Assistance Center

Case Number: T1641481

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB8H

Model Code: 73422

VIN: KNDJC735885 [REDACTED]

Mileage: 13,307

Prod Date: 3/18/2008

Warranty Start Date: 10/20/2008 12:00:00AM

Dealer/Contact Data:

Dealer: ND001 Grand Forks Kia

Phone: 7017464335

FAX: 7017466155

Contact: Randy Pierce

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

9/8/2009 8:39:45PM

System: Restraints

Component: Seat Track Position Sensor

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 09/08/2009 12:59 PM Pacific Daylight Time RHicks

Has ID calibration # F001S002

- C/S: OCS light will "flicker" with customer daughter in vehicle - verified - aprox. 110lbs advised to inspect
- Doesn't do it in a 2009
- Seat bottom has been ordered, tech may continue with repair
- was going to swap a complete seat from a 2009, fabric different.

*** CASE CLOSE 02/11/2010 09:06 AM clarify

*** Performed by contact: Randy Pierce, *04242009064505

replace seat bottom and return to cust no further complaints



Kia Motors America Technical Assistance Center

Case Number: T1641759

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7S

Model Code: 73422

VIN: KNDJC735885 [REDACTED]

Mileage: 8,530

Prod Date: 9/18/2007

Warranty Start Date: 3/25/2009 12:00:00AM

Dealer/Contact Data:

Dealer: PA053 Cochran Kia of Robinson

Phone: 4127884444

FAX: 4127880397

Contact: Howard Lampel

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/9/2009 1:20:16PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 09/09/2009 05:24 AM Pacific Daylight Time RLevy-TL

Tech states after performing SC076 intermittently the OCS off light will stay illuminated with passenger in seat. Tech states vehicle did not have this issue until the reflash was performed.

Advised tech to contact DPSM to see if he will authorize replacing the seat bottom.

*** CASE CLOSE 02/01/2010 01:54 PM clarify

*** Performed by contact: howard lampel, 4127884444
replaced seat bottom

*** CASE CLOSE 02/02/2010 08:25 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

replaced seat bottom



Kia Motors America Technical Assistance Center

Case Number: T1641962

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: KNDJD736785 [REDACTED]

Mileage: 4,979

Prod Date: 10/8/2007

Warranty Start Date: 3/11/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NC053 Battleground Kia

Phone: 3362820115

FAX: 3365459842

Contact: Joshua Adams

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/9/2009 4:56:07PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Software Upgrade

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 09/09/2009 09:00 AM Pacific Daylight Time RLevy-TL

Tech states OCS light is staying on. States performed reflash and concern concern still existed so replaced the seat bottom but does not know if the reflash was done on new seat.

Advised tech to try the reflash and if it has been done to replace the seat bottom.

*** CASE CLOSE 04/08/2010 07:40 AM clarify

*** Performed by contact: Joshua Adams, *01202010125505
reflashed seat

*** CASE CLOSE 04/09/2010 04:54 AM Pacific Daylight Time RLevy-TL

Resolution Code: Software Upgrade

CLOSING COMMENTS

reflashed seat



Kia Motors America Technical Assistance Center

Case Number: T1642713

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA8H

Model Code: 74442

VIN: KNDJC736685 [REDACTED]

Mileage: 2,750

Prod Date: 3/25/2008

Warranty Start Date: 5/19/2009 12:00:00AM

Dealer/Contact Data:

Dealer: PA053 Cochran Kia of Robinson

Phone: 4127884444

FAX: 4127880397

Contact: Howard Lampel

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

9/10/2009 8:07:08P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 09/10/2009 12:12 PM Pacific Daylight Time JBrookes

Tech stated that the OCS light will come on at times, he has verified this on road test with average size person in the passenger seat,

Advised, he could try if the reflash sc076 will take, if not the seat bottom would have to be replaced ,

*** CASE CLOSE 02/01/2010 01:55 PM clarify

*** Performed by contact: howard lampel, 4127884444
replaced seat bottom



Kia Motors America Technical Assistance Center

Case Number: T1644480

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736485 [REDACTED]

Mileage: 9,620

Prod Date: 10/8/2007

Warranty Start Date: 9/12/2008 12:00:00AM

Dealer/Contact Data:

Dealer: WV012 Freedom Kia

Phone: 3042915090

FAX: 3042915512

Contact: EDDIE PRICE

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on # TPMS AND OCS

Create Date & Time

Symptom: Warning Light On

DTC:

9/15/2009 6:00:32P

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 09/15/2009 09:58 AM clarify Action Type: Manager review

*** Performed by contact: EDDIE PRICE, *06242009062003

*** This is a Request for Assistance ***

I HAVE A 2008 SORENTO, CUSTOMER COMPLAINS THAT THE TPMS AND THEN THE OCS OFF LIGHT ILLUMINATES, THERE ARE NO DTCS PRESENT CHECKED OCS WITH ADULT OCCUPANT AND SMALL OCCUPANT SHOWED ON GDS WORKING AS DESIGNED, IT HAS BEEN REPOGRAMED, ANY HELP WOULD BE APPRECIATED. THANKS

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

*** PHONE LOG 09/15/2009 10:07 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Eddie, are there any TPMS codes?

*** PHONE LOG 09/15/2009 10:08 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
If the OCS has been reflashed per SC076 and the OCS light stays on with an adult in the seat contact your DPSM for authorization to replace the seat bottom.



Kia Motors America Technical Assistance Center

Case Number: T1645863

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18888

Model Code: 74422

VIN: KNDJC736475 [REDACTED]

Mileage: 28,974

Prod Date: 7/14/2006

Warranty Start Date: 10/2/2006 12:00:00AM

Dealer/Contact Data:

Dealer: CA081 Haddad Kia

Phone: 6613980264

FAX: 6618362126

Contact: Ruben Hernandez

Contact Title:

Service District: WE01

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

9/17/2009 10:23:13P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 09/17/2009 03:35 PM Pacific Daylight Time DFinkelstein-TL

Tech states the passenger is a small statured female that claims the OCS lamp doesn't go out. Tech has tested the seat with normal size people and it works. The seat has been reflashed.

Advised tech the OCS maybe working as designed if she is very petite. Have customer sit in another "like" vehicle and see if the OCS lamp goes out ? If yes, then have service manager contact DPSM and see if he wants the seat bottom replaced. ?



**Kia Motors America
Technical Assistance Center**

Case Number: T1648902

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S25003

Model Code: 74422

VIN: KNDJC736375 [REDACTED]

Mileage: 41,228

Prod Date: 11/28/2006

Warranty Start Date: 10/29/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MD029 Sherwood Kia of Salisbury

Phone: 4107491301

FAX: 4105484643

Contact: Michael Wesley

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on # when sitting in seat

Create Date & Time

Symptom: Warning Light On

DTC:

9/25/2009 12:56:51P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 09/25/2009 04:54 AM clarify Action Type: Manager review

*** Performed by contact: Michael Wesley, 4107491301

*** This is a Request for Assistance ***

CUSTOMER RETURNED TO DEALER AND HAD A PASSENGER IN PASSENGER SEAT AND AIR BAG LIGHT WAS STILL ON,CHECKED WITH GDS AND WAS SHOWING A SMALL OCCUPENT,CUSTOMER IS ABOUT 165 LBS,3 TIMES HAD CUSTOMER REMOVE FROM THE SEAT AND AT ALL TIMES STILL SHOWED SMALL OCCUPENT.NO CODES IN SYSTEM,POSSIBLE SEAT MODULE?

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

ONLY GDS CURRENT DATA

*** PHONE LOG 09/25/2009 04:57 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Michael, has SC076 been done to this vehicle?

*** NOTES 09/25/2009 05:35 AM clarify Action Type: Manager review
*** Performed by contact: Michael Wesley, 4107491301
IM SORRY YES THE REPROGRAM WAS DONE ON JUNE 30 2009

*** PHONE LOG 09/25/2009 05:45 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Ok, contact your DPSM for authorization to replace the seat bottom.

*** CASE CLOSE 10/15/2009 08:23 AM clarify
*** Performed by contact: Michael Wesley, 4107491301
REPLACED SEAT BOTTUM

*** CASE CLOSE 10/15/2009 08:41 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced the seat bottom



Kia Motors America Technical Assistance Center

Case Number: T1650882

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: X7X7CL2

Model Code: 73222

VIN: KNDJD735185 [REDACTED]

Mileage: 13,185

Prod Date: 11/28/2007

Warranty Start Date: 12/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NC053 Battleground Kia

Phone: 3362820115

FAX: 3365459842

Contact: Andy Farra

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

9/30/2009 4:55:11P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 09/30/2009 08:57 AM Pacific Daylight Time RLevy-TL

Tech states OCS light stay on when sitting in the seat. States has had SC076 done and can duplicate concern.

Advised tech to contact DPSM for authorization to replace the seat bottom.

*** PHONE LOG 03/23/2010 06:56 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Replaced seat bottom.

*** CASE CLOSE 03/23/2010 06:57 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced seat bottom.



Kia Motors America Technical Assistance Center

Case Number: T1650981

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735685

Mileage: 6,164

Prod Date: 9/6/2007

Warranty Start Date: 1/6/2009 12:00:00AM

Dealer/Contact Data:

Dealer: WV013 Cole Kia

Phone: 3043270511

FAX: 3043258699

Contact: AARON SLAUGHTER

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

9/30/2009 7:37:00P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 09/30/2009 11:35 AM clarify Action Type: Manager review

*** Performed by contact: AARON SLAUGHTER, 3043270511

*** This is a Request for Assistance ***

Customer states that passenger air bag off light stays on with someone in seat. already performed update, customer can back in and while in service lane with the customer seat in seat airbag off light was on. noticed customer was seat in kinda sideways in seat. we tested vehicle and every time with someone settin in seat light would go off. Customer is unhappy with concern even after we showed them the literature in owners manual on the sensor. i was wantin to know if you could sned me informatiion on it to show customer or maybe even get kia to contact customer

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

*** PHONE LOG 09/30/2009 11:58 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Aaron there are many cautions listed in the owner's manual concerning proper seating must be maintained for the OCS lamp to go out and for the system to work correctly . Go on KGIS and you'll find the OCS explanation manual for this vehicle listed under glovebox materials. Then print it for the customer and review it with them . The URL is http://www.kiatechinfo.com/pds/glove/CIC_safety.pdf



Kia Motors America Technical Assistance Center

Case Number: T1651001

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735885 [REDACTED]

Mileage: 18,912

Prod Date: 1/4/2008

Warranty Start Date: 9/21/2008 12:00:00AM

Dealer/Contact Data:

Dealer: CA085 Larry Geweke Kia

Phone: 5306346161

FAX: 5306346160

Contact: Josh Quintana

Contact Title:

Service District: WE05

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

9/30/2009 8:08:50P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 09/30/2009 12:18 PM Pacific Daylight Time RHicks

C/S: OCS light will not go out when lady passenger is sitting in seat.

- Was verified one time in drive, after trading places with S/A ... light stayed off.

- Tech is going to access the GDS OCS data screen and see if he can see the weight change as seat is occupied

*** PHONE LOG 10/22/2009 07:43 AM Pacific Daylight Time MKeiser Action Type:Incoming call

Called and talked to the service manager he stated that they have replaced the seat cushion and have already re flashed it two times and the light will still come on. The TSB regarding sitting positions has been gone through with the customer. The seat cushion has been reset several times.

Advised tech that i will do some research and see if i could come up with a solution.

*** PHONE LOG 11/11/2009 02:30 PM Pacific Daylight Time MKeiser Action Type:Incoming call

Customer states that the O CS light is coming on and the last time it came on they drove to the dealer with it still on. The passenger remained still and the technicians scanned the SRS system and it indicated a small passenger. When the tech turned the key off and re scanned the SRS the stated a large passenger and the light was off. Customer states that if she lifts herself off the seat for a few seconds while the light is on the light goes off when she sits back down.

Advised tech that once the system identifies and small person in the seat it will freeze that setting until the key is turned off or the passenger lifts themselves out of the seat. I explained to the tech that the owners manual states to re set the system that the key will need to be cycled off then back on for a reset.

Advised tech that according to his information the system is working as designed and no repair information would be available at this time.



Kia Motors America Technical Assistance Center

Case Number: T1651973

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA8H

Model Code: 74442

VIN: kndjc736685

Mileage: 6,917

Prod Date: 3/19/2008

Warranty Start Date: 8/7/2009 12:00:00AM

Dealer/Contact Data:

Dealer: WA005 Hanson Kia

Phone: 3609432120

FAX:

Contact: MIKE MONROE

Contact Title:

Service District: WE08

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/2/2009 7:54:49P

System: Restraints

Component: Connection

Resolution: Cant Duplicate

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 10/02/2009 11:52 AM clarify Action Type: Manager review

*** Performed by contact: MIKE MONROE, 3609432120

*** This is a Request for Assistance ***

customer states that when his wife is in the pass seat the airbag off light will come on maybe 2 out of ten times. I have checked the system and have found no faults. no problems with the connectors. I have looked at current data and checked to see if it detects a person in the seat and it does. We had the customer bring his wife in when they dropped off the vehicle and we looked at it with her in the seat. She is short and sits close to the dash. she is wide in the seat. I don't think there is a problem i think its just the person sitting in the seat. Give me you thought. The cust does not feel safe in the passenger seat with this issue.

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

*** PHONE LOG 10/02/2009 12:49 PM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Mike,
Please have the customer sit in another like Sorento and see if she does not turn off the light.

*** CASE CLOSE 10/20/2009 08:20 AM clarify
*** Performed by contact: MIKE MONROE, 3609432120
vehicle was working as designed

*** CASE CLOSE 10/20/2009 11:52 AM Pacific Daylight Time RBrown-TL

Resolution Code: Cant Duplicate
CLOSING COMMENTS



Kia Motors America Technical Assistance Center

Case Number: T1656279

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735885 [REDACTED]

Mileage: 8,365

Prod Date: 6/14/2007

Warranty Start Date: 1/10/2009 12:00:00AM

Dealer/Contact Data:

Dealer: SC020 Kia of Greer

Phone: 8648793800

FAX: 8648775757

Contact: Carl Nelson

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

10/14/2009 4:35:14P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution: Information Given

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 10/14/2009 08:34 AM clarify Action Type: Manager review

*** Performed by contact: Carl Nelson, 8648793800

*** This is a Report for Quality Concern ***

CUSTOMER STATES AT TIMES PSAB OFF INDICATOR REMAINS ON SHE IS 138 LBS AND IS 5FT 8 IN ACTIVATES
SOMETIMES HER DAUGHTER IS 122 LBS AND 5FT 6 INCHES. CUSTOMER CONCERNED REPORTING AS
OULTINED IN TSB

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

INFORMED CUSTOMER OF ALL CONDITIONS AND CIRCUMSTANCES PER TSB KT2008022001 ALL SEEMS TO BE
OPERATING NORMAL WITH THIS UNIT BUT CUSTOMER STATES SHE IS EXERIENCING THIS PROBLEM
INTERMITTENTLY

*** PHONE LOG 10/14/2009 08:40 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Carl, has SC076 been done to this vehicle?

*** NOTES 10/14/2009 12:05 PM clarify Action Type: Manager review
*** Performed by contact: Carl Nelson, 8648793800
yes the reprogramming was completed on this unit

*** PHONE LOG 10/14/2009 12:33 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Carl, does this concern only happen with the customer sitting in the seat or does it do the same thing when you or someone else is sitting in the seat?

*** NOTES 10/14/2009 03:43 PM clarify Action Type: Manager review
*** Performed by contact: Carl Nelson, 8648793800
IT PERFORMED NORMALLY WHEN INSPECTED WITH US AND ACTUALLY IT WORKED WITH CUSTOMER THIS TIME TO, I DID FILL HER IN ON ALL THE VARIABLES SO THEY MAYBE CONTRIBUTING TO THE PROBLEM THEMSELVES. SHE IS JUST CONCERNED AND WANTED TO VOICE HER OPINION ABOUT IT, SHE LOVES HER SORENTO BUT IS LEARY ON THE PASS SIDE AIRBAG ESPECIALLY WITH HER 17 YEAR OLD DAUGHTER WHO IT RARELY ACTIVATES FOR.

*** PHONE LOG 10/15/2009 04:46 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Carl, it sounds like it is operating as designed. If you give me an e-mail address I can send you a OCS operation sheet that you can give to the customer.

*** NOTES 10/15/2009 05:15 AM clarify Action Type: Manager review
*** Performed by contact: Carl Nelson, 8648793800
enelson@kiaofgreer.net thanks ED NELSON

*** PHONE LOG 10/15/2009 05:36 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Carl, sent the information. Let me know if you did not receive it. Thanks

*** CASE CLOSE 10/15/2009 05:36 AM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given
CLOSING COMMENTS



Kia Motors America Technical Assistance Center

Case Number: T1658352

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S25732

Model Code: 74422

VIN: KNDJC736675 [REDACTED]

Mileage: 14,204

Prod Date: 12/11/2006

Warranty Start Date: 10/1/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OK007 Ferguson Kia

Phone: 9182581800

FAX: 9182581220

Contact: Eric Bowman

Contact Title:

Service District: SO10

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/20/2009 2:08:42P

System: Restraints

Component:

Resolution: Cust Took Vehicle

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 10/20/2009 06:16 AM Pacific Daylight Time RLevy-TL

Tech states SC076 has been done and customer says intermittently with different passengers the light says off. Tech states has not been able to duplicate concern nor has customer duplicated it for anyone at the dealer.

Advised tech if the concern can not be duplicated not to replace anything until it can be or a confirmed DTC. Advised if it can to contact DPSM for authorization to replace the seat bottom.

*** CASE CLOSE 10/26/2009 06:33 AM clarify

*** Performed by contact: ERIC BOWMAN, 9182581800

nothing at this time

*** CASE CLOSE 10/26/2009 06:37 AM Pacific Daylight Time RLevy-TL

Resolution Code: Cust Took Vehicle
CLOSING COMMENTS
Customer took vehicle



Kia Motors America Technical Assistance Center

Case Number: T1658916

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB8H

Model Code: 73422

VIN: KNDJC735785 [REDACTED]

Mileage: 24,782

Prod Date: 1/16/2008

Warranty Start Date: 2/7/2009 12:00:00AM

Dealer/Contact Data:

Dealer: TX097 Southwest Kia-NW

Phone: 2146942800

FAX: 2146601818

Contact: Josh Porter

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/21/2009 3:02:02P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 10/21/2009 07:05 AM Pacific Daylight Time RLevy-TL

Tech states OCS light stays on with passenger sitting in the seat. State SC076 has been done and has duplicated concern. Advised tech to contact DPSM for authorization to replace the seat bottom.

*** CASE CLOSE 02/19/2010 06:21 AM clarify

*** Performed by contact: Josh Porter, 2146942800

SEAT BOTTOM SHORTED OUT

*** CASE CLOSE 02/19/2010 06:57 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced seat bottom.



Kia Motors America Technical Assistance Center

Case Number: T1660414

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: kndjd736985

Mileage: 2,237

Prod Date: 6/14/2007

Warranty Start Date: 4/30/2009 12:00:00AM

Dealer/Contact Data:

Dealer: TX031 Bert Ogden Harlingen Kia

Phone: 9564235555

FAX: 9564238261

Contact: Javier Alejandro

Contact Title:

Service District: SO05

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/26/2009 3:46:44P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 10/26/2009 07:45 AM clarify Action Type: Manager review

*** Performed by contact: JAVIER ALEJANDRO, 9564235555

*** This is a Request for Assistance ***

Customer states passenger air bag light will turn on when adult passenger is present. No dtc's present and recall sc076 previously performed.

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

searched kgis for any tsbs and pitstop articles. Inspected ocs related connectors no problems found.

*** PHONE LOG 10/26/2009 07:48 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Javier, have you duplicated the concern or is it only happening with the customer sitting in the seat?

*** NOTES 10/26/2009 09:10 AM clarify Action Type: Manager review

*** Performed by contact: JAVIER ALEJANDRO, 9564235555

I have not duplicated myself. Customer states it has happened more than once when a passenger is present and light indicates air bag off.

*** PHONE LOG 10/26/2009 09:22 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

If the customer is the size of an adult and the OCS off light stays on then the seat bottom may need to be replaced but typically if the concern can not be duplicated by you or the customer for someone at the dealer to verify do not replace anything until it can be or a confirmed DTC.

*** NOTES 10/26/2009 10:14 AM clarify Action Type: Manager review

*** Performed by contact: JAVIER ALEJANDRO, 9564235555

Ok will continue to further test, if i can duplicate the concern or it triggers a dtc then i will replace the seat cushion.

*** CASE CLOSE 11/23/2009 01:26 PM clarify

*** Performed by contact: JAVIER ALEJANDRO, 9564235555

REPLACED PASSENGER OCS

*** CASE CLOSE 11/23/2009 01:41 PM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

REPLACED PASSENGER OCS



**Kia Motors America
Technical Assistance Center**

Case Number: T1660678

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735985 [REDACTED]

Mileage: 28,271

Prod Date: 6/28/2007

Warranty Start Date: 11/8/2008 12:00:00AM

Dealer/Contact Data:

Dealer: CT025 Columbia Kia

Phone: 8602282886

FAX: 8602284443

Contact: paul danieluk

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

10/26/2009 8:00:35P

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 10/26/2009 12:04 PM Pacific Daylight Time RLevy-TL

Tech states OCS light says off when sitting in passenger seat.

Advised tech to perform SC076 and retest.

*** PHONE LOG 10/27/2009 08:49 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Tech states performed reflash and concern still exists.

Advised tech to contact DPSM for authorization to replace the seat bottom.



Kia Motors America Technical Assistance Center

Case Number: T1660745

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: kndjc735585

Mileage: 3,273

Prod Date: 11/29/2007

Warranty Start Date: 4/28/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL091 Kia of Leesburg

Phone: 3523651228

FAX: 3523650939

Contact: Frank Ballard

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

10/26/2009 8:51:54P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Normal Condition

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 10/26/2009 12:50 PM clarify Action Type: Manager review

*** Performed by contact: Frank Ballard, *0410092231_90040

*** This is a Request for Assistance ***

c/s ocs lamp on with occupant in seat

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

insp.and found ocs lamp on with person in seat.connected gds and monitored pass airbag status.status read small occupant with 170lb.person sitting in seat.person was centered and sitting squarely.i had cust.get out and status changed to empty.then had cust.get back in and status changed to large occupant.i checked history and recall status ;and this car is not covered on sc076 recall.please help with what should be done for this concern.thanks,frank.

*** PHONE LOG 10/26/2009 12:55 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Frank, try doing SC076. It is only two days after the cut off date so lets see if it will take. If it does not contact your DPSM for authorization to replace the seat bottom.

*** NOTES 11/18/2009 01:17 PM clarify Action Type: Manager review

*** Performed by contact: Frank Ballard, *0410092231_90040

vehicle returned for further diag while i was in atlanta for school.other tech checked out.was found to be functioning as designed.all ok.thanks,frank.

*** CASE CLOSE 11/18/2009 01:17 PM clarify

*** Performed by contact: Frank Ballard, *0410092231_90040

no repair;was normal

*** CASE CLOSE 11/19/2009 05:43 AM Pacific Daylight Time RLevy-TL

Resolution Code: Normal Condition

CLOSING COMMENTS

Normal condition.



Kia Motors America Technical Assistance Center

Case Number: T1663062

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X2

Engine: G6S24382

Model Code: 74222

VIN: KNDJD736075

Mileage: 28,916

Prod Date: 11/17/2006

Warranty Start Date: 9/10/2007 12:00:00AM

Dealer/Contact Data:

Dealer: CA204 The Kia Depot

Phone: 7148355000

FAX: 7148353164

Contact: Leo Ortega

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

11/2/2009 4:10:51P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 11/02/2009 08:15 AM Pacific Daylight Time DFinkelstein-TL

Tech states the customer claims the OCS lamp doesn't go out . Tech states it does when he tested it and its been reflashed .

Advised tech to have customer's passenger in question seat in the seat and verify the proper seat position and stature of the passenger isn't the real issue. If the lamp doesn't go out with the customer sitting in the seat then have them sit in another "like" vehicle to see if the lamp goes out ? If it does then have service manager contact their DPSM for seat bottom replacement approval.



Kia Motors America Technical Assistance Center

Case Number: T1663837

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735X85 [REDACTED]

Mileage: 12,837

Prod Date: 6/5/2007

Warranty Start Date: 6/12/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL095 City Kia

Phone: 4078391000

FAX: 4078709000

Contact: Anthony Cordova

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/3/2009 7:32:18P

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 11/03/2009 11:31 AM clarify Action Type: Manager review

*** Performed by contact: Anthony Cordova, *08242009100006

*** This is a Request for Assistance ***

08 SORENTO . THE OCS INDICATOR WONT TURN OFF WITH PASSENGER. SC076 WAS ALREADY PERFORMED. CONNECTORS HAVE ALL BIEN CHECKED NO DTC. INDICATOR WILL TURN OFF SOMETIMES WHILE IN SEAT. PLEASE ADVISE. SEAT BOTTOM HAS BIEN ORDERED DPSM APPROVED . SERVICE MGR REQUESTED CASE BE OPEN FOR PROPER documentation. thank you Anthony C. FL112 City Kia Orlando

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

*** PHONE LOG 11/03/2009 12:22 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Anthony, is this concern only with the customer or have you or some else duplicated the concern for some one at the dealer to verify?

*** NOTES 11/09/2009 05:58 AM clarify Action Type: Manager review
*** Performed by contact: Anthony Cordova, *08242009100006
YES I MYSELF AND ONE OTHER TECH HAVE DIPLICATED THE CONCERN.

*** PHONE LOG 11/09/2009 05:59 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Anthony, contact your DPSM for authorization to replace the seat bottom.

*** NOTES 11/09/2009 08:46 AM clarify Action Type: Manager review
*** Performed by contact: Anthony Cordova, *08242009100006
Thank you we've already recieved the ok just needed a Tech case.

*** PHONE LOG 11/09/2009 08:51 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Thanks for the update



Kia Motors America Technical Assistance Center

Case Number: T1665651

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735485 [REDACTED]

Mileage: 29,463

Prod Date: 6/11/2007

Warranty Start Date: 9/25/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OH026 Hatfield Kia

Phone: 6144650002

FAX: 6144654698

Contact: Steve Mcmillian

Contact Title:

Service District: CE02

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

11/9/2009 1:32:24P

System: Restraints

Component: Please Specify

Resolution: Information Given

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 11/09/2009 05:32 AM clarify Action Type: Manager review

*** Performed by contact: STEVE MCMILLIAN, 6144650002

*** This is a Request for Assistance ***

CUST SAYS THE PASSENGER OCS LIGHT WILL SAY OFF WHEN SITTING IN THE SEAT

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

THE GDS WAS USED TO CHECK FOR DTC'S AND NONE WAS STORED. TECH CHECKED THE CONNECTORS UNDER THE SEAT ALL WERE CONNECTED , THAN SAT IN THE SEAT AND THE LIGHT WAS GONING OFF WHEN SITTING IN THE SEAT AND TURNING OFF WHEN OUT OF THE SEAT
THE REPROGRAM WAS DONE . THIS IS THE CUST 2 TIME BACK FOR THIS

*** PHONE LOG 11/09/2009 05:45 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Steve, have you duplicated the concern or does the light stay on only with the customer sitting in the seat?

*** NOTES 11/09/2009 10:49 AM clarify Action Type: Manager review

*** Performed by contact: STEVE MCMILLIAN, 6144650002

I HAD ANOTHER TECH SIT IN THE SEAT AND THE LIGHT IS WORKING LIKE IT SHOULD. I THINK THE CUST IS NOT SITTING IN THE SEAT THE RIGHT WAY. IS THERE ANY THING ELSE I SHOULD CHECK ON THIS CASE

*** PHONE LOG 11/09/2009 11:19 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Steve, if the concern is only happening for the customer then it may be the way they are sitting or possibly the size of the customer is between a child and adult. There is OCS information you can give the customer. If you have an e-mail address I can send it to you and you can print it and give to the customer.

*** CASE CLOSE 11/10/2009 12:54 PM clarify

*** Performed by contact: STEVE MCMILLIAN, 6144650002

GAVE CUST INFOR ON HOW THE OSC WORK

*** CASE CLOSE 11/10/2009 02:13 PM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given

CLOSING COMMENTS

Information given



**Kia Motors America
Technical Assistance Center**

Case Number: T1667496

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735X85 [REDACTED]

Mileage: 10,230

Prod Date: 10/23/2007

Warranty Start Date: 1/30/2009 12:00:00AM

Dealer/Contact Data:

Dealer: WV012 Freedom Kia

Phone: 3042915090

FAX: 3042915512

Contact: Jason Shafferman

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

11/12/2009 6:54:33P

Symptom: Warning Light On

DTC:

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 11/12/2009 10:54 AM clarify Action Type: Manager review

*** Performed by contact: Jason Shafferman, 3042915090

*** This is a Request for Assistance ***

CUSTOMER SAYS LIGHT DOESNT RECOGNIZE SOMEONE IN SEAT.HAVE VERIFIED CONCERN

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

REFLASH HAS ALREADY BEEN PERFORMED

*** PHONE LOG 11/12/2009 10:56 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Jason, contact your DPSM for authorization to replace the seat bottom.

*** CASE CLOSE 03/18/2010 05:58 AM clarify
*** Performed by contact: Jason Shafferman, 3042915090
replaced seat bottom

*** CASE CLOSE 03/18/2010 06:01 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced seat bottom



Kia Motors America Technical Assistance Center

Case Number: T1672194

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA8H

Model Code: 74442

VIN: KNDJC736585 [REDACTED]

Mileage: 16,299

Prod Date: 4/17/2008

Warranty Start Date: 3/3/2009 12:00:00AM

Dealer/Contact Data:

Dealer: WV012 Freedom Kia

Phone: 3042915090

FAX: 3042915512

Contact: FRANK RACUT

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: OCS validation

DTC:

11/25/2009 3:08:15P

System: Restraints

Component: A/Bag Diag. Unit (ADU) (SRSCM)

Resolution: Cant Duplicate

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 11/25/2009 07:08 AM clarify Action Type: Manager review

*** Performed by contact: FRANK RACUT, *0410092256_172476

*** This is a Request for Assistance ***

CUSTOMER HAS MULTIPLE CONCERN, WHEN SITTING IN PASSSIDE FRONT SEAT AIR BAG LAMP SHOWS SYSTEM OFF, CUSTOMER COULD NOT DUPLICATE, NO CODES, SYSTEM CLASSIFICATION WORKING PROPERLY

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

*** PHONE LOG 11/25/2009 07:38 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Make sure the passenger in question isn't someone of smaller stature 1st ? If yes, then the seat is probably working as designed.
Have the person in question sit in another Sorento and see if the light goes out if necessary for comparison purposes.

*** CASE CLOSE 02/04/2010 07:48 AM clarify
*** Performed by contact: FRANK RACUT, *0410092256_172476
CAN NOT DUPLICATE CONCERN

*** CASE CLOSE 02/04/2010 08:05 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Cant Duplicate
CLOSING COMMENTS
CAN NOT DUPLICATE CONCERN



Kia Motors America Technical Assistance Center

Case Number: T1673566

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA8H

Model Code: 74242

VIN: KNDJD736585

Mileage: 6,779

Prod Date: 2/2/2008

Warranty Start Date: 3/20/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NC034 Stevenson Kia

Phone: 9103501650

FAX: 9103501667

Contact: Joe Nuttall

Contact Title:

Service District: SO07

Case Details:

Create Date & Time

Case Title: OCS - Light on #

12/1/2009 2:39:16P

Symptom: OCS validation

DTC:

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 12/01/2009 06:44 AM Pacific Daylight Time RBrown-TL

Tech states the ocs light will not go out when the customers wife sits in the seat.

She weighs aprox 120 lbs.

The light goes out when the shop tests it.

Advised tech to test drive a new sorento with the customer sitting in the passenger seat and see if the operaton is the same.



Kia Motors America Technical Assistance Center

Case Number: T1674067

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S18697

Model Code: 74242

VIN: KNDJD736275 [REDACTED]

Mileage: 25,997

Prod Date: 7/13/2006

Warranty Start Date: 3/15/2008 12:00:00AM

Dealer/Contact Data:

Dealer: MO012 Roper Kia

Phone: 4176263800

FAX: 4176263829

Contact: PHILLIP LANCE

Contact Title:

Service District: CE05

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

12/2/2009 2:13:52P

System: Restraints

Component: Please Specify

Resolution: Normal Condition

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 12/02/2009 06:13 AM clarify Action Type: Manager review

*** Performed by contact: PHILLIP LANCE, 4176263800

*** This is a Request for Assistance ***

CUSTOMER STATES THAT LIGHT DOESN'T GO OFF WHEN PASSENGER IS SITTING IN SEAT SOMETIMES. I WAS UNABLE TO VERIFY THIS CONCERN AND AM AWARE OF THE POSITIONING ARTICLE THAT HAS BEEN RELEASED AND OCS REFLASH RECALL HAS ALREADY BEEN DONE. I WAS INFORMED I NEEDED TO CONTACT TECHLINE TO SEE IF ANY NEW DEVELOPMENTS HAVE BEEN MADE CONCERNING THESE ISSUES. What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 12/02/2009 06:19 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Phillip, does the light only stay on with the customer sitting in the seat? If you or anyone else sits in the seat and the concern can not be duplicated then it may be normal operation.

*** NOTES 12/02/2009 06:53 AM clarify Action Type: Manager review

*** Performed by contact: PHILLIP LANCE, 4176263800

YES, THAT IS THE CASE. SEVERAL PEOPLE HERE HAVE SAT IN THE SEAT AND IT GOES OFF EVERY TIME.
THANK YOU FOR YOUR TIME.

*** CASE CLOSE 12/02/2009 06:54 AM clarify

*** Performed by contact: PHILLIP LANCE, 4176263800

nothing, normal operation of vehicle

*** CASE CLOSE 12/02/2009 07:04 AM Pacific Daylight Time RLevy-TL

Resolution Code: Normal Condition

CLOSING COMMENTS

Normal condition



Kia Motors America Technical Assistance Center

Case Number: T1677140

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB8S

Model Code: 73422

VIN: kndjc735385

Mileage: 8,410

Prod Date: 3/5/2008

Warranty Start Date: 4/30/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NJ007 Loman Kia

Phone: 7326363200

FAX: 7326360616

Contact: David Cloud jr

Contact Title:

Service District: EA06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

12/10/2009 4:56:57P

System: Restraints

Component:

Resolution: Information Given

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 12/10/2009 08:56 AM clarify Action Type: Manager review

*** Performed by contact: David Cloud jr, 7326363200

*** This is a Request for Assistance ***

customer states that the occupant classification airbag light is on

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

customer has come in on variuos visits with no concerns found but says that it happens with his wife in the car. never any codes found. customer will not return until i find a reason for this. I want a tech assist to come in and verify or not verify his concern

*** PHONE LOG 12/10/2009 09:10 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

David, can you or anyone else duplicate the concern when sitting in the seat or does this concern exist only with the customer sitting in the seat?

*** NOTES 12/10/2009 12:04 PM clarify Action Type: Manager review

*** Performed by contact: David Cloud jr, 7326363200

the concern only exists with the customer

*** PHONE LOG 12/10/2009 12:38 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

David, if the concern only exists with the customer then it may be normal operation so do not replace anything. If you give me your e-mail address I can send you an OCS information sheet that you can give to the customer that explains OCS operation as well as proper seating position.

*** NOTES 12/11/2009 09:20 AM clarify Action Type: Manager review

*** Performed by contact: David Cloud jr, 7326363200

we did all of this on his last visit with the rep. George Karas and Robert Speer and also Lou Pagano. However my e-mail is dcloud@lomanauto.net so you send it to me for file

*** PHONE LOG 12/11/2009 09:25 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Sent information.

*** NOTES 12/14/2009 10:05 AM clarify Action Type: Manager review

*** Performed by contact: David Cloud jr, 7326363200

customer is not happy with our conclusion. is contacting KMA in Korea

*** CASE CLOSE 12/14/2009 10:17 AM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given

CLOSING COMMENTS



Kia Motors America Technical Assistance Center

Case Number: T1677144

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: kndjc735x85

Mileage: 24,669

Prod Date: 10/4/2007

Warranty Start Date: 9/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: SC020 Kia of Greer

Phone: 8648793800

FAX: 8648775757

Contact: William Ostrander

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

12/10/2009 5:01:58P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 12/10/2009 09:01 AM clarify Action Type: Manager review

*** Performed by contact: William Ostrander, *10052009062004

*** This is a Request for Assistance ***

The Sorento I have is exhibiting a problem when different occupants sit in the pass frt seat. The sensor mat will intermittently fail to recognize an occupant in the seat and then it will arm the pass airbag even when the seat is empty. The SC076 OCS reprogram has been performed twice to ensure the program was taken. Wouyld it be adviseable at this time ot replace the seat bottom assy at this time?

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

SC076 TSB reprogram.

*** PHONE LOG 12/10/2009 09:10 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
William, can you or anyone else duplicate the concern when sitting in the seat or does this concern exists only with the customer sitting in the seat?

*** NOTES 12/10/2009 01:23 PM clarify Action Type: Manager review

*** Performed by contact: William Ostrander, *10052009062004

My fault, I sat in the seat several times and had an advisor and the customer do the same. The OCS concern was duplicated with all three of us taking turns in the seat.

*** PHONE LOG 12/10/2009 01:27 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

William, contact your DPSM for authorization to replace the seat bottom.

*** CASE CLOSE 01/04/2010 09:43 AM clarify

*** Performed by contact: William Ostrander, *10052009062004

Replaced seat bottom and OCS mat assy

*** CASE CLOSE 01/04/2010 09:44 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced seat bottom and OCS mat assy



Kia Motors America Technical Assistance Center

Case Number: T1678591

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S22911

Model Code: 74422

VIN: KNDJC736075 [REDACTED]

Mileage: 31,126

Prod Date: 10/27/2006

Warranty Start Date: 12/26/2007 12:00:00AM

Dealer/Contact Data:

Dealer: VA039 Price Kia

Phone: 8882385550

FAX: 4348171863

Contact: Larry Houchens

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/15/2009 2:27:14P

System: Body Electrical

Component: Wiring Harness (Air Bag)

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 12/15/2009 06:36 AM Pacific Daylight Time DJackson-TL

Tech re flash the seat and the seat mat/ bottom has been replaced. Tech has had customer come in and the customer is on the smaller side of the scale and it appears she may be sitting just off to the side of center. There is no codes in the system all 6 times an RO has been made. Tech is going to try to get the customer in another 07 Sorento and retest.

*** EMAIL OUT Ôi_ DJackson-TL Action Type:External email

Send to:[Nassar, Thomas [KMA]];Keiser, Mark [KMA]]

Hi Tom,

I wanted to bring this case to your attention. This is an OCS problem and the re flash and seat bottom has been replaced. However, the OCS light will come on and off with customers wife in the car. This might be a situation with the size and the way the customers wife is sitting in the car. The tech is going to try to get a known good car and compare with customer's.

The dealership may be getting in contact with you for assistance in speaking to customer.

Thanks,
Dallas

You have been sent a Techline 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 Techline Assistance Center at 949.470.7142 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:

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*** CASE CLOSE 04/16/2010 07:22 AM clarify

*** Performed by contact: Larry Houchens, 8882385550



Kia Motors America Technical Assistance Center

Case Number: T1678895

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735985 [REDACTED]

Mileage: 31,841

Prod Date: 7/6/2007

Warranty Start Date: 8/31/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA037 Lehighton Kia

Phone: 6103771570

FAX: 6103772520

Contact: Robert Worman Jr.

Contact Title:

Service District: EA04

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/15/2009 6:39:26P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 12/15/2009 10:43 AM Pacific Daylight Time RBrown-TL

Tech states that at times the OCS light comes on with the customer sitting in the seat.

Tech states the lady is large.

Tech states he is unable to duplicate the concern with him in the seat.

Advised tech to have the customer sit in another Sorento and see if the light comes on.

*** CASE CLOSE 04/20/2010 07:38 AM clarify

*** Performed by contact: Robert Worman Jr., 6103771570

cust took vehicle and did not return with concern

Resolution Code: Faulty Component

CLOSING COMMENTS

cust took vehicle and did not return with concern



Kia Motors America Technical Assistance Center

Case Number: T1679049

Vehicle Data

Model/Year: 2,007 SORENTO 4X2 EX

Engine: G6S23548

Model Code: 74242

VIN: KNDJD736475 [REDACTED]

Mileage: 25,010

Prod Date: 11/6/2006

Warranty Start Date: 8/24/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TX058 South Point Kia

Phone: 5124446635

FAX: 5124476623

Contact: Bryon Burns

Contact Title:

Service District: SO06

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

12/15/2009 9:26:00P

System: Restraints

Component:

Resolution: Information Given

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 12/15/2009 01:26 PM clarify Action Type: Manager review

*** Performed by contact: Bryon Burns, *0410092251_85385

*** This is a Request for Assistance ***

CUST. STATES PASS AIR BAG LAMP NOT GOING OFF WITH SOMEONE IN SEAT. 5 PREVIOUS VISITS FOR THIS CONCERN. FIRST 3 TIMES WAS UNABLE TO DUP. CUST. CONCERN. NO CODES FOUND AND WHEN TECH SAT IN/OUT OF SEAT LAMP FUNCTIONED PROP. 4TH TIME THE SEAT COUSHION ASSY WAS REPLACED AND LAST TIME THE OCS RECALL WAS DONE. HUSBAND IS APROX. 220lbs + HE STATSE THE WIFE IS APROX. 140lbs. I CHECKED TODAY, NO CODES FOUND . MYSELF AND

SERV. MGMR. BOTH SAT IN/OUT OF SEAT 3-4X EACH
LAMP WENT ON AND OFF AS DESIGNED.
ANY THING ELSE I SHOULD DO/CAN DO FOR THIS CUST??
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 12/15/2009 01:34 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Bryon, if the seat bottom has been replaced and the reflash has been done then aside from contacting your DPSM to see if he wants to replace it again you can give the customer the OCS information sheet that explains OCS operation and proper seating position. If you give me your e-mail address I can send you the PDF file for OCS info.

*** NOTES 12/17/2009 01:56 PM clarify Action Type: Manager review
*** Performed by contact: Bryon Burns, *0410092251_85385
I HAVE THE OCS OPP. SHEET, WILL CONTACT
DPSM FOR HIS RECCOMENDATION.

*** CASE CLOSE 12/21/2009 06:43 AM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given
CLOSING COMMENTS
Information give.



**Kia Motors America
Technical Assistance Center**

Case Number: T1679810

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735885 [REDACTED]

Mileage: 15,988

Prod Date: 10/4/2007

Warranty Start Date: 8/11/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL093 Bev Smith Kia

Phone: 7724658589

FAX: 7722930681

Contact: MATTHEW POIRIER

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: OCS validation

DTC:

12/17/2009 2:54:41P

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 12/17/2009 06:54 AM clarify Action Type: Manager review

*** Performed by contact: MATTHEW POIRIER, *0410092231_145500

*** This is a Request for Assistance ***

THE CUSTOMER HAS BEEN IN SEVERAL TIME FOR THE OCS LIGHT STAYING ON WHILE SEAT IS OCCUPIED. LAST NIGHT I TOOK THE VEHICLE HOME AND THE WHEN I WAS ON MY WAY TO THE STORE WITH MY MOM THE OCS LIGHT CAME ON AND MY MOM WAS SITTING PROPERLLY IN THE SEAT. SHE MOVED AROUND TO TRY TO GET THE LIGHT TO GO OUT AND LIGHT REMAINED ON.

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

I CHECKED VEHICLE FOR CODES WHEN I GOT TO WORK THIS MORNING AND NO DTC'S ARE PRESENT. LIGHT GOES OUT NOW WHEN SEAT IS OCCUPIED

*** PHONE LOG 12/17/2009 07:03 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Matt, see if the passenger seat has been recalibrated yet. If it has , then have service manager contact DPSM and see if he wants to put a new seat bottom in ?

*** CASE CLOSE 12/22/2009 05:52 AM clarify

*** Performed by contact: MATTHEW POIRIER, *0410092231_145500

REPLACED SEAT BOTTOM FOR R/F SEAT

*** CASE CLOSE 12/22/2009 07:13 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

REPLACED SEAT BOTTOM FOR R/F SEAT



Kia Motors America Technical Assistance Center

Case Number: T1685786

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S19389

Model Code: 74422

VIN: KNDJC736475 [REDACTED]

Mileage: 46,328

Prod Date: 7/28/2006

Warranty Start Date: 6/9/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MN008 Rochester Kia

Phone: 5072829468

FAX: 5072825424

Contact: Mike Gerdes

Contact Title:

Service District: CE08

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

1/5/2010 10:41:41PM

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** PHONE LOG 01/05/2010 02:44 PM Pacific Daylight Time RBrown-TL

Tech states the OCD light will not turn off.

Advised tech to check the OCS calibration per SC076

Advised tech to compare to a known good car.

*** CASE CLOSE 04/12/2010 05:30 AM clarify

*** Performed by contact: Mike Gerdes, 5072829468

performed sc076

*** CASE CLOSE 04/12/2010 07:20 AM Pacific Daylight Time RBrown-TL

Resolution Code: Information Given
CLOSING COMMENTS
performed sc076



Kia Motors America Technical Assistance Center

Case Number: T1690346

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736085

Mileage: 8,263

Prod Date: 10/22/2007

Warranty Start Date: 6/27/2009 12:00:00AM

Dealer/Contact Data:

Dealer: PA064 Baierl Kia

Phone: 4123694542

FAX: 4123583211

Contact: Brad Leech

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

1/19/2010 4:00:57P

System: Restraints

Component:

Resolution: Information Given

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 01/19/2010 08:01 AM clarify Action Type: Manager review

*** Performed by contact: Brad Leech, 4123694542

*** This is a Request for Assistance ***

vehicle was in 8-28-09 for ocs recall sc076 and customer states that when 200 pound husband is sitting in seat ocs not working properly. 11-9-09 customer still having condition we changed seat cushion assembly, today still have same condition but only with husband in seat, no other person

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

sc076

*** PHONE LOG 01/19/2010 08:24 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Brad, if the seat bottom has been replaced and concern only exists with this certain customer in the seat then the only thing left to do is to give the customer the OCS customer information sheet that explains OCS operation and proper seating position. If you don't have this information give me your e-mail address and I will send it to you.

*** CASE CLOSE 03/10/2010 07:12 AM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given

CLOSING COMMENTS

Information given.



Kia Motors America Technical Assistance Center

Case Number: T1695946

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735685

Mileage: 18,790

Prod Date: 11/6/2007

Warranty Start Date: 4/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: IN021 Burger Kia

Phone: 8122321331

FAX: 8122352201

Contact: Brad Duncan

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

2/2/2010 7:45:51PM

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 02/02/2010 11:46 AM clarify Action Type: Manager review

*** Performed by contact: Brad Duncan, 8122321331

*** This is a Request for Assistance ***

passenger airbag does not always turn on with occupant in seat.

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

recall sc076 has been performed. was able to duplicate. replaced seat cushion now light doesnt turn off all the time with 130 pound female in seat

*** PHONE LOG 02/02/2010 01:04 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Brad,

Did you reflash the new seat cushion yet?

*** NOTES 02/03/2010 11:19 AM clarify Action Type: Manager review

*** Performed by contact: Brad Duncan, 8122321331

yes new seat cushion was reflashed

*** PHONE LOG 02/03/2010 11:29 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Brad,

130 pounds is considered light stature and this may cause the OCS light to illuminate.

I recommend having the customer that is 130 pounds sit in a couple different Sorentos and see if the concern is present can be duplicated.

*** NOTES 02/12/2010 01:48 PM clarify Action Type: Manager review

*** Performed by contact: Brad Duncan, 8122321331

customer took vehicle on trip said 50% of time when they got in vehicle ocs light would stay on no matter what position they was in seat. light would go out after vehicle was shut off and restarted and would not come back on

*** PHONE LOG 02/16/2010 07:48 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Brad,

130 pounds is considered light stature and this may cause the OCS light to illuminate.

I recommend having the customer that is 130 pounds sit in a couple different Sorentos and see if the concern is present can be duplicated.

*** PHONE LOG 02/23/2010 10:46 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

The tech states the OCS seat will lock in weight and the light will illuminate.

The tech has tried this with several different people in the shop that all differ in weight.

Advised the tech to get DPSM authorization to replace the OCS assembly.

*** NOTES 04/03/2010 08:41 AM clarify Action Type: Manager review

*** Performed by contact: Brad Duncan, 8122321331

replaced seat cushion again with dpsm approval concern still present

*** NOTES 04/16/2010 05:33 AM clarify Action Type: Manager review

*** Performed by contact: Brad Duncan, 8122321331

please advise on next step

*** PHONE LOG 04/16/2010 05:43 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Brad,

Try to reflash the OCS software and see if it will take it.

*** NOTES 04/16/2010 08:26 AM clarify Action Type: Manager review

*** Performed by contact: Brad Duncan, 8122321331

*** PHONE LOG 04/16/2010 09:05 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Brad,

I tried calling you but you were not available.

Can you please call in so we can discuss this concern 800-494-4542, thanks!

*** PHONE LOG 04/16/2010 12:58 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call

The tech called in.

Advised the tech to swap a known good seat from a donor vehicle for test purposes.

Advised the tech to report back with his results.



**Kia Motors America
Technical Assistance Center**

Case Number: T1696315

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735585 [REDACTED]

Mileage: 23,124

Prod Date: 6/8/2007

Warranty Start Date: 9/29/2008 12:00:00AM

Dealer/Contact Data:

Dealer: PA060 Gateway Kia of Quakertown

Phone: 2155383500

FAX: 2155389244

Contact: Rafael Nova

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

2/3/2010 5:04:56PM

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 02/03/2010 09:05 AM clarify Action Type: Manager review

*** Performed by contact: rafael nova, 2155383500

*** This is a Request for Assistance ***

checked passenger airbag indicator light using gds no codes found .when you sit in passenger seat there are times the indicator light will not shut off. when attached scan tool from gds it stated that when i first sat in seat it detected child. while moving around and sitting down with a little force the light turned off. but it still continues to do the same.

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

checked connections all are good checked for tsb,s as well as used kia scan tool.

*** PHONE LOG 02/03/2010 09:20 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Rafael,

We will need to reflash the OCS module with the silver OCS reflash tool, software version K05U-OCS-R.

*** NOTES 02/03/2010 10:51 AM clarify Action Type: Manager review

*** Performed by contact: rafael nova, 2155383500

reflashed at present it is showing all three categories for seat on gds empty small large

*** PHONE LOG 02/03/2010 11:12 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Rafael,

So the OCS module has the current software?

*** NOTES 02/03/2010 12:56 PM clarify Action Type: Manager review

*** Performed by contact: rafael nova, 2155383500

yes it does

*** PHONE LOG 02/03/2010 01:06 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Rafael,

Let's try doing a OCS reset with the scan tool and retest.

*** NOTES 02/03/2010 01:06 PM clarify Action Type: Manager review

*** Performed by contact: rafael nova, 2155383500

after i reflashed let it sit for awhile checked seat again the light will not turn out with me sitting in seat i got in and out a few times but light still stayed on

*** NOTES 02/03/2010 01:27 PM clarify Action Type: Manager review

*** Performed by contact: rafael nova, 2155383500

what section of the gds is that under? we looked under system option for airbag control and there was not an ocs reset available.

*** PHONE LOG 02/03/2010 01:43 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Rafael,

Let's get DPSM authorization to replace the OCS assembly.

We will need to reflash the new OCS assembly after installation.

*** NOTES 02/04/2010 06:28 AM clarify Action Type: Manager review

*** Performed by contact: rafael nova, 2155383500

when you say replace assembly do you mean the whole bottom of seat just want to clarify

*** PHONE LOG 02/04/2010 07:37 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Rafael,

Yes the seat bottom assembly.



**Kia Motors America
Technical Assistance Center**

Case Number: T1697925

Vehicle Data

Model/Year: 2,008 SORENTO 4X2 EX

Engine: G6G6DA7H

Model Code: 74242

VIN: KNDJD736285 [REDACTED]

Mileage: 2,506

Prod Date: 12/27/2007

Warranty Start Date: 10/25/2009 12:00:00AM

Dealer/Contact Data:

Dealer: AZ041 Nick Mayer Kia

Phone: 6022491133

FAX: 6024333737

Contact: Ricardo Beltran

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

2/8/2010 7:00:19PM

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 02/08/2010 11:01 AM clarify Action Type: Manager review

*** Performed by contact: RICARDO BELTRAN, 6022491133

*** This is a Request for Assistance ***

CUSTOMER STATES PASS AIR BAG OFF LIGHT

STAYS ON WITH PASSANGER IN SEAT

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

REPLACED SEAT CUSHION ON 06JAN10. VEHICLE RETURNED 08FEB10 WITH SAME CONCERN

*** PHONE LOG 02/08/2010 11:07 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Ricardo,

Pleas retry to reflash the OCS software per SC076.

*** PHONE LOG 02/08/2010 11:15 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

- Tech calls in to check the case note.
- Tech cannot duplicate the issue.
- Recommend verify the condition with customer and if possible duplicate the issue with customer.
- Check customer seating procedure.
- Verify the new seat has the current version S/W tool #6.

*** PHONE LOG 03/01/2010 10:02 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

- Tech states customer return with the OCS light on after the OCS update with tool #6.
- Customer is small body structure about 130 lbs.
- Please check if dpsm of manger can talk to customer and duplicate the issue with customer.
- Note: if customer body structure is too small the system will turn off.



**Kia Motors America
Technical Assistance Center**

Case Number: T1702799

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X2

Engine: G6G6DB7H

Model Code: 73222

VIN: KNDJD735585 [REDACTED]

Mileage: 8,519

Prod Date: 11/9/2007

Warranty Start Date: 3/27/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL107 Kia of Orange Park

Phone: 9047716078

FAX: 9045735811

Contact: James Neeley

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

2/20/2010 9:07:37P

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 02/20/2010 01:08 PM clarify Action Type: Manager review

*** Performed by contact: James Neeley, 9047716078

*** This is a Request for Assistance ***

customer complains that passenger airbag light intermittently does not turn off. they have brought vehicle in twice for this problem both times i watched on gds that the sensor veivs empty - small occupant - and large. even with customer in car. have there been any other complaints or problems. anything else to look at or try?

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

*** PHONE LOG 02/22/2010 05:43 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

James, was SC076 reflash done to this vehicle?



Kia Motors America Technical Assistance Center

Case Number: T1703529

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735885

Mileage: 11,228

Prod Date: 10/20/2007

Warranty Start Date: 2/28/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NY058 Kia of East Syracuse

Phone: 3157015898

FAX: 3157012694

Contact: nickolas hunt

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

Symptom: Warning Light On

DTC:

2/23/2010 2:02:47P

System: Restraints

Component: Please Specify

Resolution: Information Given

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 02/23/2010 06:03 AM clarify Action Type: Manager review

*** Performed by contact: nickolas hunt, 3157015898

*** This is a Request for Assistance ***

Customer states "Passenger Air Bag Light is illuminated with someone in the seat." This vehicle did have the OCS recall performed back in November. I found no DTCs in the airbag controller, and the seat functioned normally with me in it.

Underseat connections tight, with Stabilant 22 applied. What's next?

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

*** PHONE LOG 02/23/2010 06:09 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Nickolas, if the concern is only with the customer then it may be a normal condition. You can try having them sit in a few other vehicles on the lot preferably same model year Sorento and see if they have the same concern and if they do its normal. If that is the case give them the OCS information sheet that explains OCS operation and proper seat position. If you don't have this give me your e-mail address and I will send it to you to give to the customer.

*** CASE CLOSE 03/29/2010 11:43 AM clarify

*** Performed by contact: nickolas hunt, 3157015898

Explained to customer proper operation of OCS system, and how to properly position themselves in the seat

*** CASE CLOSE 03/29/2010 12:21 PM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given

CLOSING COMMENTS

Information given



**Kia Motors America
Technical Assistance Center**

Case Number: T1705115

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736785 [REDACTED]

Mileage: 9,464

Prod Date: 7/6/2007

Warranty Start Date: 4/25/2009 12:00:00AM

Dealer/Contact Data:

Dealer: IA001 Kia of Des Moines

Phone: 5152700706

FAX: 5157272121

Contact: GREG ANDREW

Contact Title:

Service District: CE05

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

2/26/2010 3:41:26P

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 02/26/2010 07:42 AM clarify Action Type: Manager review

*** Performed by contact: GREG ANDREW, *0410092233_155263

*** This is a Request for Assistance ***

CUST CONCERN OF OCS LIGHT COMES ON INT WHILE DRIVING WITH ADULT IN SEAT BEEN IN A COUPLE OF TIMES ALWAYS OPERATES AS DESIGNED WHEN IN IS THERE ANYTHING WE CAN DO

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

*** PHONE LOG 02/26/2010 07:46 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Greg, was campaign SC076 been done to this vehicle.

*** NOTES 02/26/2010 08:09 AM clarify Action Type: Manager review

*** Performed by contact: GREG ANDREW, *0410092233_155263

YES SC076 WAS PERFORMED

*** PHONE LOG 02/26/2010 08:21 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Has anyone other than the customer ever duplicated the concern? If not it may be the size of the customers size. If you can duplicate it then replace the seat bottom and if not give the customer the OCS information sheet that explains OCS operation and proper seating position. If you don't have it give me your e-mail address and I will send it to you



Kia Motors America Technical Assistance Center

Case Number: T1710230

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736085 [REDACTED]

Mileage: 9,825

Prod Date: 10/22/2007

Warranty Start Date: 6/27/2009 12:00:00AM

Dealer/Contact Data:

Dealer: PA080 Jim Shorkey Kia

Phone: 7245151000

FAX: 7248640417

Contact: brian yarlett

Contact Title:

Service District:

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

3/11/2010 4:20:43P

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 03/11/2010 08:21 AM clarify Action Type: Manager review

*** Performed by contact: brian yarlett, *0410092249_157126

*** This is a Request for Assistance ***

customer stats pass airbag off light stays on with pass in seat was at another dealer and performed recall flash ocm on Aug 28 then the same dealer replaced cushion on Nov 9 I checked system no DTC and checked operation of light and verify light is operating correctly service manager wants case opened Any Ideas Thanks
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 03/11/2010 08:25 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Brian, is this concern only with the customer or have you duplicated it?

*** NOTES 03/11/2010 08:27 AM clarify Action Type: Manager review

*** Performed by contact: brian yarlett, *0410092249_157126

was unable to verify complaint

*** PHONE LOG 03/11/2010 08:48 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Brian, was Campaign SC076 done to this vehicle? If not you should do it.

*** NOTES 03/11/2010 08:57 AM clarify Action Type: Manager review

*** Performed by contact: brian yarlett, *0410092249_157126

the campain was done by another dealer before the cushion was replaced by them

*** PHONE LOG 03/11/2010 09:21 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Brian, then theres not anything else you can do except for replacing seat bottom again upon DPSM authorization only. You can also give the customer the OCS information sheet. If you don't have it give me your e-mail address and I will send it to you.

*** NOTES 03/11/2010 09:28 AM clarify Action Type: Manager review

*** Performed by contact: brian yarlett, *0410092249_157126

please send me the info sheet to courtesyautotech@yahoo.com thanks

*** PHONE LOG 03/11/2010 09:41 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Sent info, Let me know if you did not get it. Thanks



Kia Motors America Technical Assistance Center

Case Number: T1712817

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S18797

Model Code: 74422

VIN: KNDJC736375 [REDACTED]

Mileage: 33,901

Prod Date: 7/26/2006

Warranty Start Date: 2/9/2008 12:00:00AM

Dealer/Contact Data:

Dealer: WV012 Freedom Kia

Phone: 3042915090

FAX: 3042915512

Contact: Jason Shafferman

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/18/2010 1:51:21P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 03/18/2010 05:52 AM clarify Action Type: Manager review

*** Performed by contact: Jason Shafferman, 3042915090

*** This is a Request for Assistance ***

passenger seat does not show someone in seat

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

has had reflash done and has also had seat bottom replaced i have verified concern but doesnt do all the time im 180lbs and it shows me as small occupant

*** PHONE LOG 03/18/2010 05:58 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Jason, how long ago was the seat bottom replaced? Was SC076 reflash done after the seat bottom was replaced? If not you

should do it and if the concern can still be duplicated the seat bottom will need to be replaced again.

*** NOTES 03/18/2010 06:02 AM clarify Action Type: Manager review

*** Performed by contact: Jason Shafferman, 3042915090

the seat bottom was replaced in sep 2009 at 26776 miles it is at 33901 now and it did have reflash done at time i also tried the reflash and it didnt help

*** PHONE LOG 03/18/2010 06:03 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Contact your DPSM for authorization to replace the seat bottom again.



Kia Motors America Technical Assistance Center

Case Number: T1715134

Vehicle Data

Model/Year: 2,007 SORENTO LX 4X4

Engine: G6S19262

Model Code: 74422

VIN: KNDJC736975 [REDACTED]

Mileage: 26,093

Prod Date: 7/26/2006

Warranty Start Date: 11/30/2006 12:00:00AM

Dealer/Contact Data:

Dealer: CA140 Glendale Kia

Phone: 8882490706

FAX: 3232220007

Contact: PEDRO ORELLANA

Contact Title:

Service District: WE01

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

3/24/2010 3:44:39P

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 03/24/2010 07:45 AM clarify Action Type: Manager review

*** Performed by contact: PEDRO ORELLANA, 8882490706

*** This is a Request for Assistance ***

air bag light staying on when passanger are present,last time I was unable to duplicated,customer say it does not happen all the time and only happens when he goes to pick up somebody and vehicle is running.if he turn the vehicle off and turn it on the ocs light will work normal,he drove the vehicle to us to show the light on when passanger was present and light was on at that time and it reset when cicle the key.

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

ocs reprogram has been done,advice

Pedro, has SC076 been done to this vehicle? If not it needs to be then retest. If the concern still exists after that and you or someone at the dealer has verified it then replace the seat bottom.



Kia Motors America Technical Assistance Center

Case Number: T1716865

Vehicle Data

Model/Year: 2,008 SORENTO EX 4X4

Engine: G6G6DA7H

Model Code: 74442

VIN: KNDJC736585 [REDACTED]

Mileage: 19,260

Prod Date: 11/28/2007

Warranty Start Date: 9/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NC041 Lifetime Kia

Phone: 8288359200

FAX:

Contact: MARK ROBERTS

Contact Title:

Service District:-

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

3/29/2010 7:18:45P

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 03/29/2010 11:19 AM clarify Action Type: Manager review

*** Performed by contact: MARK ROBERTS, *0410092241_125151

*** This is a Request for Assistance ***

customer states driver made a stop. He remained seated. After restarting vehicle ligh stayed on
What Reference Materials Have Been Used - What Has Already Been Tried?

Scaned for codes, no codes found

*** PHONE LOG 03/29/2010 11:22 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Mark, has SC076 been done to this vehicle? Have you duplicated the concern?

*** PHONE LOG 03/29/2010 11:41 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Tech called in.
Advised tech to verify SC076 is done and perform OCS reset.

*** PHONE LOG 04/07/2010 10:00 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Tech states vehicle is back with the same concern. States has duplicated this time and reflash has been done.
Advised tech to contact DPSM for authorization to replace the seat bottom.



**Kia Motors America
Technical Assistance Center**

Case Number: T1716980

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735085 [REDACTED]

Mileage: 7,832

Prod Date: 7/25/2007

Warranty Start Date: 3/12/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NY058 Kia of East Syracuse

Phone: 3157015898

FAX: 3157012694

Contact: nickolas hunt

Contact Title:

Service District:

Case Details:

Create Date & Time

Case Title: OCS - Light on #

3/29/2010 9:27:38P

Symptom: Warning Light On

DTC:

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 03/29/2010 01:28 PM clarify Action Type: Manager review

*** Performed by contact: nickolas hunt, 3157015898

*** This is a Request for Assistance ***

Customer complaint of "Pass Airbag Off" light is on while someone is in the seat. I myself could not verify this, and there are no DTCs stored in airbag module. Told to create case by service manager. SC076 already performed. What's next?

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

*** PHONE LOG 03/29/2010 01:43 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Nicholas, if this concern is only with the certain customer sitting in the seat and no one else at the dealer can duplicate the

concern it may be normal. If that is the case all you can do is to give the customer the OCS information sheet that describes OCS operation and proper seating position. If you don't have this information sheet give me your e-mail address and I will send you a copy to print out and give to the customer.



Kia Motors America Technical Assistance Center

Case Number: T1719385

Vehicle Data

Model/Year: 2,008 SORENTO LX 4X4

Engine: G6G6DB7H

Model Code: 73422

VIN: KNDJC735585 [REDACTED]

Mileage: 34,722

Prod Date: 8/8/2007

Warranty Start Date: 10/1/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MO003 Lou Fusz Kia

Phone: 3145954900

FAX: 3149655367

Contact: Richard Secrease

Contact Title:

Service District: CE04

Case Details:

Case Title: OCS - Light on #

Create Date & Time

Symptom: Warning Light On

DTC:

4/5/2010 4:42:23PM

System: Restraints

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

*** NOTES 04/05/2010 08:43 AM clarify Action Type: Manager review

*** Performed by contact: Richard Secrease, *04282009075503

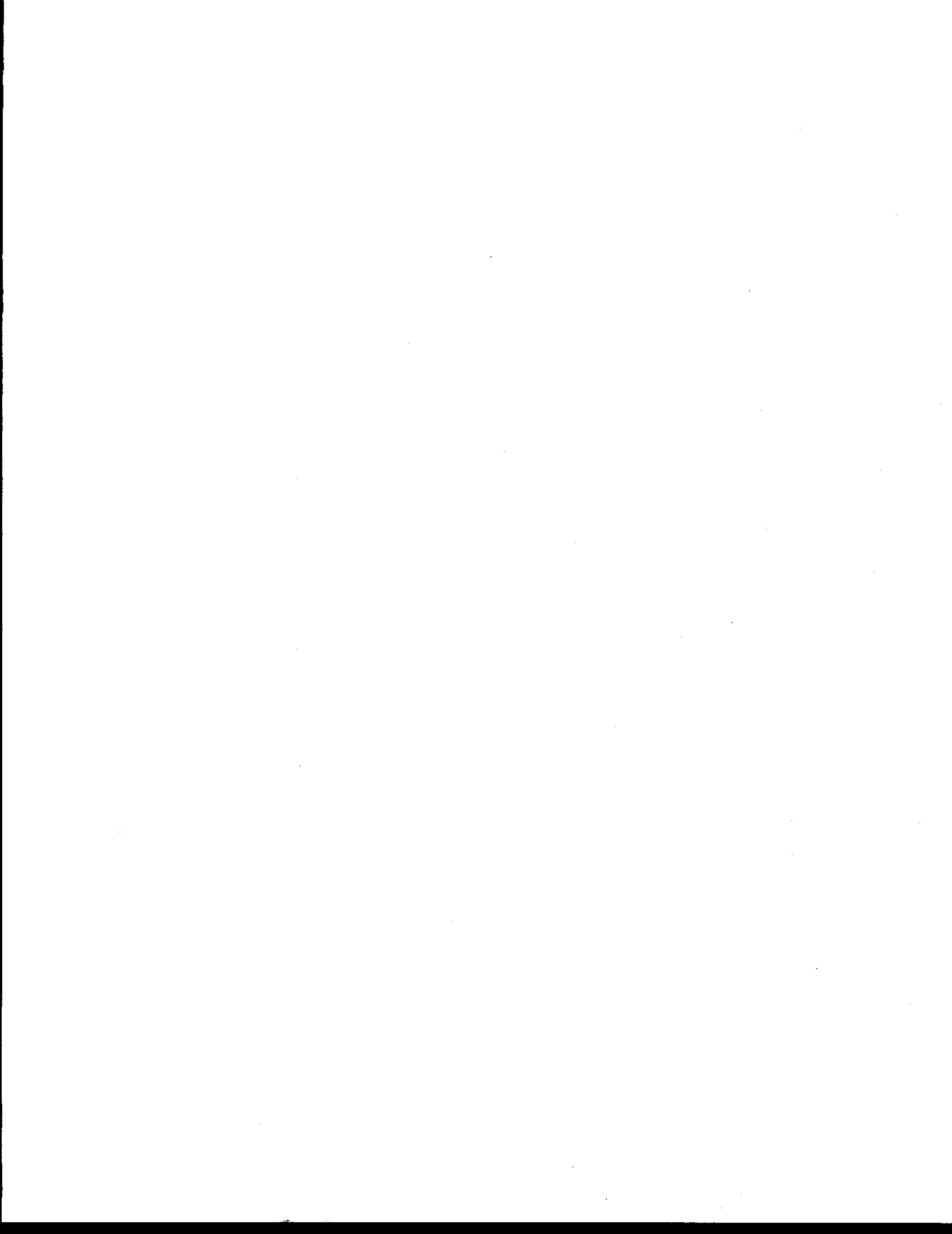
*** This is a Request for Assistance ***

Cust is describing that the airbag off light remains lit after someone sits in seat intermitantly. Unable to duplicate concern, no codes in system, recall has been performed, cust stated condition started to occur after recall was performed. Want to make sure there is something/nothing I can do at this point for my cust?

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

*** PHONE LOG 04/05/2010 08:48 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Richard, does this only happen with this certain customer sitting in the seat or have you or someone else at the dealer duplicated the concern? If you have not then all you can do is to give the customer the OCS information sheet that explains OCS operation and proper seating position. If you don't have this give me your e-mail address and I can send it to you to print and give to the customer.



**BBB AUTO LINE
Customer Claim Form**

Case number: KIA0949230
Contact Date: 11/28/09
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

| | | | |
|------------------|-------------|-----------------|------------|
| Titled owner: | | [REDACTED] | |
| Mailing address: | | [REDACTED] | |
| City: | Bourbonnais | State: | IL |
| | | Zip code: | [REDACTED] |
| Day phone: | [REDACTED] | Cell phone: | |
| Fax: | | E-mail address: | [REDACTED] |

SECTION 2: VEHICLE INFORMATION

| | | | | | | | |
|---|---|--|---|---------------------------------|------------------------------------|---|---------------------------------|
| Make: | Kia | Model: | Sorento | Year: | 2008 | Current mileage: | 17890 |
| Name(s) that appears on the vehicle title: [REDACTED] | | | | | | | |
| Selling dealer/city/state: Matterson - Matteson, Ia, <u>It: BRADLEY, KIA of BRADLEY, I L</u> | | | | | | | |
| Primary Servicing dealer/city/state: Matteson, Ia, <u>SAME as ABOVE</u> | | | | | | | |
| Acquired as: | <input checked="" type="checkbox"/> new | <input type="checkbox"/> used | <input type="checkbox"/> demo | <input type="checkbox"/> leased | Is the vehicle in your possession? | <input checked="" type="checkbox"/> yes | <input type="checkbox"/> no |
| Purchase/lease date: | 11/14/08 | Mileage at purchase/lease: | | | | | |
| First repair attempt date: | 01/21/09 | First repair attempt mileage: | 2700 | | | | |
| How often is the vehicle used for business purposes (percentage): | 0 | % | Number of vehicles owned or leased by the business: | | Transmission type: | <input checked="" type="checkbox"/> Automatic | <input type="checkbox"/> Manual |
| Has the vehicle been in an accident/had body damage? | <input type="checkbox"/> yes | <input checked="" type="checkbox"/> no | Date of accident: | | | | |
| Description of damage: | | | | | | | |

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Either the passenger air bag light works properly or replace the car. OF
NOTE: We purchased the car at Kia of Bradley, Bourbonnais, IL...you do not have this listed.

Please complete the missing information in the box below and on page 2.

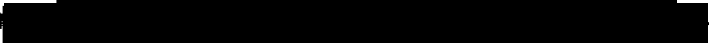
| | | |
|-------------------------------|---------------------|------------------------------------|
| VEHICLE IDENTIFICATION NUMBER | <u>KNDJ.D736695</u> | [REDACTED] |
| Lienholder/Leasing Company | <u>U.S. BANK</u> | Phone Number <u>1-800-872-2657</u> |
| Account Number | [REDACTED] | |

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

| Problem | Servicing dealer(s) | # of repair attempts | List the date, mileage, and days out of service for each repair attempt | Does the problem exist now? |
|---|---------------------|----------------------|---|-----------------------------|
| Example: | | | | |
| A/C won't cool properly | Any Dealer, Inc. | 2 | 4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day | yes |
| Faulty right front passenger airbag light | | 7 | | yes |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Total days out of service for all problems: 0

Signature of Titled Owner:  Date: 12/7/09

Printed Name of Titled Owner: 

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
 4200 Wilson Blvd., Suite 800
 Arlington VA, 22203-1838
 Fax: 703-247-9700

**BBB AUTO LINE
Customer Claim Form**

Case number: KIA1014334
Contact Date: 03/19/10
Start Date: 03/19/10

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

| | | |
|-----------------------------|----------------------------|------------------------|
| Titled owner: [REDACTED] | | |
| Mailing address: [REDACTED] | | |
| City: New Port Richey | State: FL | Zip code: [REDACTED] |
| Day phone: [REDACTED] | Evening phone: [REDACTED] | Cell phone: [REDACTED] |
| Fax: [REDACTED] | E-mail address: [REDACTED] | |

SECTION 2: VEHICLE INFORMATION

| | | | |
|---|--|--|------------------------|
| Make: Kia | Model: Sorento | Year: 2008 | Current mileage: 18466 |
| Name(s) that appears on the vehicle title: [REDACTED] | | | |
| Selling dealer/city/state: Friendly Kia, New Port RICHT, FL | | | |
| Primary Servicing dealer/city/state: FRIENDLY KIA, | | | |
| Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased | Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no | | |
| Purchase/lease date: 01/03/09 | Mileage at purchase/lease: | | |
| First repair attempt date: 03/19/09 | First repair attempt mileage: 2462 | | |
| How often is the vehicle used for business purposes (percentage): 0 % | Number of vehicles owned or leased by the business: | Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual | |
| Has the vehicle been in an accident/had body damage? <input checked="" type="checkbox"/> yes <input checked="" type="checkbox"/> no | | Date of accident: 1/24/10 | |
| Description of damage: COSMETIC DAMAGE TO REAR BUMPER - BUMPER REFINISHED | | | |

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer wants the manufacturer to buy the vehicle back & refund his money.

Please complete the missing information in the box below and on page 2.

| |
|---|
| VEHICLE IDENTIFICATION NUMBER KNDJD736785 [REDACTED] |
| Lienholder/Leasing Company _____ Phone Number _____ |
| Account Number _____ |

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

| Problem | Servicing dealer(s) | # of repair attempts | List the date, mileage, and days out of service for each repair attempt | Does the problem exist now? |
|---|---------------------|----------------------|---|-----------------------------|
| Example: | | | | |
| A/C won't cool properly | Any Dealer, Inc. | 2 | 4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day | yes |
| Passenger air bag light intermittently comes on | | 80 | 3-19-09 2462 0 DAYS 6-11-09 4003 0 DAYS | yes |
| | | | 7-20-09 4866 0 DAYS 9-3-09 10626 0 DAYS 11-27-09 15365 0 DAYS | |
| | | | 02-28-10 17640 0 DAY | |
| BATTERY FAILURE | | 1 | 1880 2-23-09 1880 0 DAYS | |
| A/c FAILURE | | 2 | 10-16-09 14154 0 DAYS 10-28-09 14474 0 DAYS | |
| CK ENGINE LIGHT ON | | 2 | 11-27-09 15155 0 DAYS 12-07-09 15579 3 DAYS | |
| | | | | |
| | | | | |
| | | | | |

Total days out of service for all problems: 3

Signature of Titled Owner(s) _____

Date 03-22-10

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
 4200 Wilson Blvd., Suite 800
 Arlington VA, 22203-1838
 Fax: 703-247-9700

**BBB AUTO LINE
Customer Claim Form**

Case number: KIA0949605
Contact date: 12/07/09
Start date: 12/07/09

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

| | | |
|------------------|--------------------------------------|-------------|
| Titled owner: | | |
| Mailing address: | | |
| City: CHICO | State: CA | Zip code: |
| Day phone: | Evening phone: | Cell phone: |
| Fax: | E-mail address: gorbag@sbcglobal.net | |

SECTION 2: VEHICLE INFORMATION

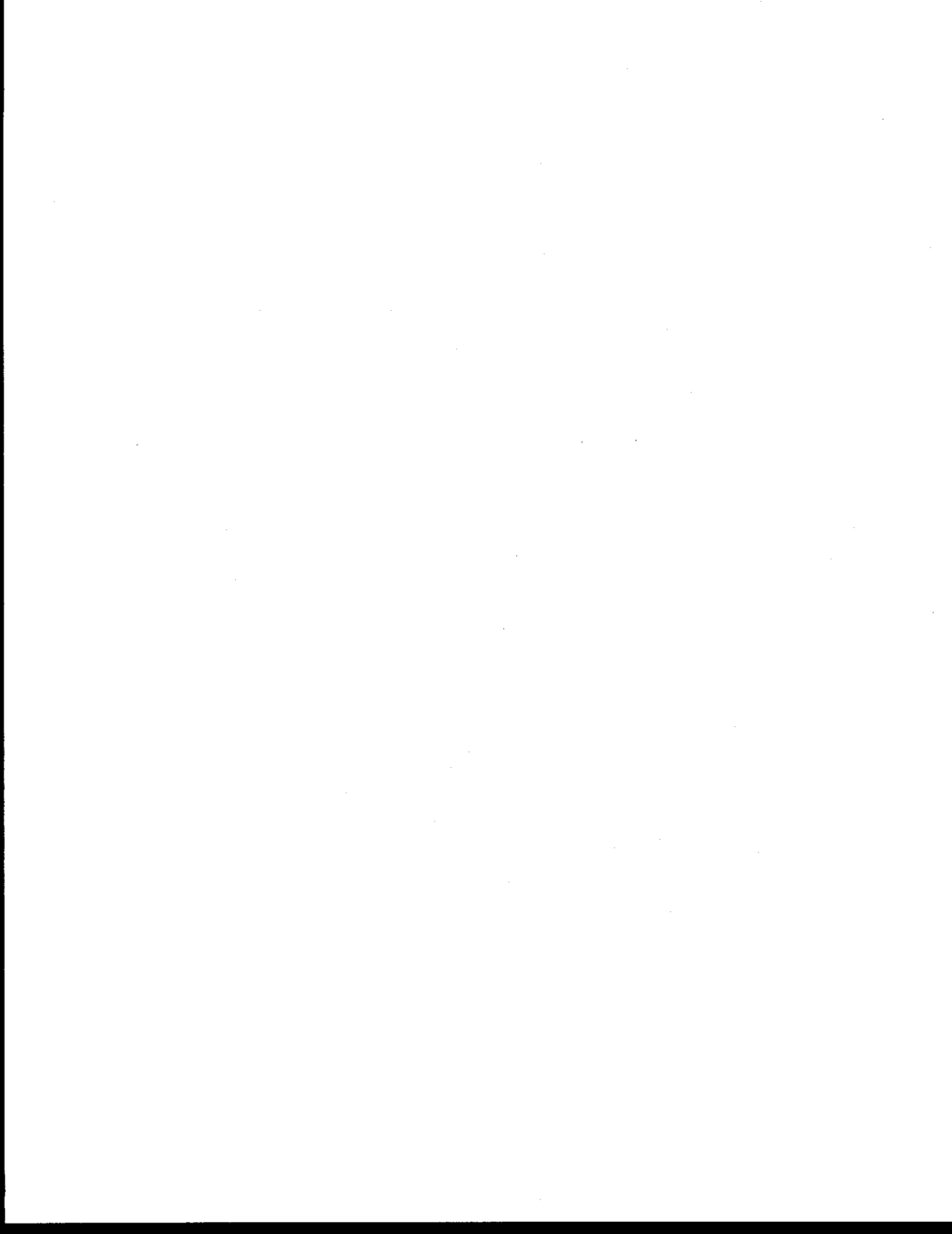
| | | | |
|---|----------------|--|--|
| Make: Kia | Model: Sorento | Year: 2008 | Current mileage: 20632 |
| Name(s) that appears on the vehicle title: | | | |
| Selling dealer/city/state: LARRY GEWEKE FORD KIA, YUBA CITY, CA | | | |
| Primary Servicing dealer/city/state: LARRY GEWEKE FORD KIA, | | | |
| Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased | | Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no | |
| Purchase/lease date: 09/22/08 | | Mileage at purchase/lease: | |
| First repair attempt date: | | First repair attempt mileage: | |
| How often is the vehicle used for business purposes (percentage): 0 % | | Number of vehicles registered in California by vehicle owner/lessee: | Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual |
| Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | | | Date of accident: |
| Description of damage: | | | |

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer would like the manufacturer to repurchase the vehicle and refund his money in full. KIA file number: K1659160 / *pay off loan on car*

Please complete the missing information in the box below and on page 2.

| |
|---|
| VEHICLE IDENTIFICATION NUMBER KNDJC735885833555 |
| Lienholder/Leasing Company <u>West America Bank</u> Phone Number <u>1800 848-1088</u> |



IN THE COURT OF COMMON PLEAS
WYANDOT COUNTY, OHIO

JEFFERY OVERLY
9211 W Township Road 52
Carey OH 43316

Plaintiff,

vs.

KIA MOTORS AMERICA, INC.
c/o CT Corporation System
1300 East 9th Street
Cleveland, Ohio 44114

Defendant.

No. 10 CV 0027

JURY DEMAND ENDORSED HEREON

2010 FEB 19 P 2:49
ANN K. DUNBAR
CLERK
CLERK'S OFFICE
WYANDOT CO., OHIO
FILED

COMPLAINT

NOW COMES the Plaintiff, JEFFERY OVERLY, by and through his attorneys, KROHN & MOSS, LTD., and for his complaint against Defendant, KIA MOTORS AMERICA, INC., alleges and affirmatively states as follows:

PARTIES

1. Plaintiff, JEFFERY OVERLY ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Ohio.
2. Defendant, KIA MOTORS AMERICA, INC. ("Manufacturer"), is a foreign corporation authorized to do business in the State of Ohio, and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Taylor Automotive Group ("Seller"). Manufacturer does business in all counties of the State of Ohio including Wyandot County.

BACKGROUND

3. On or about February 12, 2009, Plaintiff purchased from Seller, a 2008 Kia Sorento ("Sorento"), manufactured and/or distributed by Manufacturer, Vehicle Identification Number KNDJC735585850099, as reflected in the document attached hereto as Exhibit 1.

4. The price of the Sorento, including certain collateral charges, such as registration charges, document fees, and sales tax, excluding finance charges, totaled more than \$20,637.50.

5. Plaintiff avers that as a result of ineffective repair attempts made by Manufacturer, the Sorento cannot be utilized for personal, family and household use as was intended by Plaintiff at the time of acquisition.

6. In consideration for the purchase of the Sorento, Manufacturer issued and supplied to Plaintiff its written warranty which included a five (5) year or sixty thousand (60,000) mile bumper to bumper warranty and a ten (10) year or one-hundred thousand (100,000) mile power-train warranty.

7. On or about February 12, 2009, Plaintiff took possession of the Sorento and, shortly thereafter experienced the various defects listed below that substantially impair the use, value and/or safety of the Sorento.

8. The defects described below violate the written warranty issued to Plaintiff by Manufacturer.

9. Plaintiff has delivered the Sorento to Manufacturer's authorized servicing dealerships on numerous occasions.

10. Plaintiff has brought the Sorento to Seller and/or an authorized servicing dealership of Manufacturer for attempted repairs to various defects, including but not limited to:

- a. Defective electrical system as evidenced by the light on the passenger side door being improperly illuminated and does not go out, by the passenger side airbag light being inoperable and being stuck on the "airbag off" position, by the vehicle's dome light being improperly illuminated, by the door ajar light being improperly illuminated, by the door open chime improperly sounding, by the vehicle's passenger airbag light not working properly and by the horn not sounding when the vehicle is locked via the key fob;
- b. Defective steering and/or suspension as evidenced by the vehicle pulling to the right;
- c. Defective body and/or trim as evidenced by the cap on the back seat for car seat being inoperable; and
- d. Any additional complaints made by Plaintiff, whether or not they are contained on any repair orders from Manufacturer's authorized dealerships.

11. Plaintiff has provided Manufacturer sufficient opportunity to repair and/or replace defects in the Sorento pursuant to its written warranty.

12. After a reasonable number of attempts to cure the defects in Plaintiff's Sorento, Manufacturer and its authorized servicing dealerships have been unable and/or have failed to repair the defects as provided in Manufacturer's written warranty.

13. Plaintiff has justifiably lost confidence in the Sorento's safety and reliability and said defects have substantially impaired the use, value and/or safety of the Sorento to Plaintiff.

14. Said defects could not reasonably have been discovered by Plaintiff prior to Plaintiff's acceptance of the Sorento.

15. As a result of these defects, Plaintiff revoked his acceptance of the Sorento.

16. At the time of revocation, the Sorento was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

17. Manufacturer has refused Plaintiff's revocation of acceptance and has refused to provide Plaintiff with the remedies to which Plaintiff is entitled upon revocation.

18. The Sorento remains in a defective and unmerchantable condition and continues to exhibit some or all of the above mentioned defects that substantially impair its use, value and/or safety.

19. Plaintiff has been and will continue to be financially damaged due to Manufacturer's failure to comply with the provisions of its written warranty and its failure to provide Plaintiff with a merchantable Sorento.

COUNT I
BREACH OF WRITTEN WARRANTY PURSUANT TO
THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

20. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, all paragraphs of this Complaint as set forth above.

21. Plaintiff is a purchaser of a consumer product who received the Sorento during the duration of a written warranty period applicable to the Sorento and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

22. Manufacturer is a "person" engaged in the business of making a consumer product directly available to Plaintiff.

23. Seller is an authorized dealership and agent of Manufacturer designated to perform repairs on vehicles pursuant to Manufacturer's written warranty.

24. Plaintiff's purchase of the Sorento was accompanied by a written warranty covering defects in material or workmanship, an undertaking in writing to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the Sorento on the event that the Sorento failed to meet the specifications set forth in Manufacturer's written warranty.

25. Said warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the Sorento to Plaintiff.

26. Said purchase of Plaintiff's Sorento was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

27. Plaintiff has met all of his obligations and preconditions as provided in Manufacturer's written warranty.

28. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. § 2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

WHEREFORE, Plaintiff, JEFFERY OVERLY, prays for judgment against Manufacturer as follows:

- a. Return of all monies paid or diminution in value of the Sorento, incurred and/or needed costs of repair, and all incidental and consequential damages incurred, including, but not limited to, all finance charges incurred;
- b. All reasonable attorneys' fees, witness fees, court costs and other fees incurred by Plaintiff; and
- c. Such other and further relief that this Court deems just and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY PURSUANT TO
THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

29. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, all paragraphs of this Complaint as set forth above.

30. The Sorento purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. § 2301(7), running from Manufacturer to Plaintiff.

31. Manufacturer is a supplier of consumer goods as a "person" engaged in the business of making a consumer product directly available to Plaintiff.

32. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer.

33. Plaintiff's Sorento was impliedly warranted to be substantially free of defects in both material and workmanship and thereby fit for the ordinary purpose for which the Sorento was intended.

34. The above-described defects present in the Sorento render the Sorento unmerchantable and thereby not fit for the ordinary purpose for which the Sorento was intended and as represented by Manufacturer.

35. As a result of the breach of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the Sorento.

36. As a result of the breach of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff, JEFFERY OVERLY, prays for judgment against Manufacturer as follows:

- a. Return of all monies paid or diminution in value of the Sorento, incurred and/or needed costs of repair, and all incidental and consequential damages incurred, including, but not limited to, all finance charges incurred;
- b. All reasonable attorneys' fees, witness fees, court costs and other fees incurred by Plaintiff; and
- c. Such other and further relief that this Court deems just and appropriate.

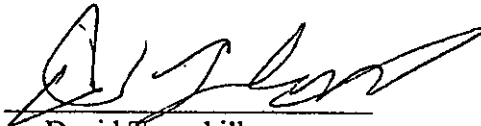
JURY DEMAND

Plaintiff demands trial by jury on all issues in this action, except for any issues relating to:

1. The amount of attorneys' fees and litigation costs to be awarded should Plaintiff prevail in this action; and

Respectfully Submitted,

By:



David Tannehill
One of Plaintiff's Attorneys

David Tannehill
Ohio Registration No. 0083968

Krohn & Moss, Ltd.
3 Wyandot Park Drive
Suite 140
Independence, Ohio 44131
phone: (216) 901-0609
fax: (866) 425-3459
e-mail: dtannehill@consumerlawcenter.com

EXHIBIT 1

CBBB

12/7/2009 10:17:42 AM

PAGE 025/040

Fax Server

Mr. Jeffrey W Overly COMPANY: 12/02/2009 13:17 FAX

008/021

RETAIL BUYERS ORDER

TAYLOR CADILLAC DBA TAYLOR KIA 6300 W. CENTRAL /POB 351750 TOLEDO OH 43635 (419)642-8811

16259

STOCK NO. K82379 DEAL NO. 82155

PURCHASER'S NAME JEFFREY W OVERLY DATE 02/12/2009 STREET ADDRESS 9211 W. TWP. RD 52 PHONE (419) 595-2007 CITY CAREY COUNTY SENECA STATE OH ZIP 43316 SALESPERSON JOSEPH E LOGAN

ENTER MY ORDER FOR ONE NEW USED CAR TRUCK DEMONSTRATOR FACTORY OFFICIAL RENTAL VEHICLE AS FOLLOWS:

Table with columns: YEAR (2008), MAKE (KIA), MODEL (SORENTO), BODY TYPE (4 DR), COLOR (SILVER), VIN, STOCK NO. (K82379)

Table with columns: REMARKS (SEE VEHICLE DELIVERY REPORT ATTACHED, SEE SPOT DELIVERY AGREEMENT ATTACHED, SEE LIMITED WARRANTY ATTACHED, DECLINES ALL PROTECTION), CASH PRICE OF VEHICLE (\$19550.00)

Table with columns: TRADE-IN AND OTHER CREDITS, TRADE-IN ALLOWANCE (8200.00), BALANCE OWED ON TRADE (8200.00), NET EQUITY (N/A), DEPOSIT (N/A), CASH ON DELIVERY (337.50), OTHER (N/A), TOTAL CREDIT (337.50), DOCUMENT FEES (250.00), SELLING PRICE (19800.00), SALES TAX (812.00), TAXABLE TOTAL (11600.00), ODOMETER MILEAGE STATEMENT (2008 KIA SORENTO, 24 miles), TITLE FILING FEES (15.00), REGISTRATION FEES (10.50), OTHER (N/A), TOTAL (20637.50), TOTAL CREDIT (337.50), BALANCE DUE (20300.00)

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES PURCHASER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER DENIES PROVIDING ANY WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT. CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT, INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. GUA PARA COMPRADORES DE VEHICULOS USADOS. LA INFORMACION QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

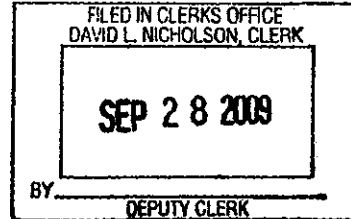
The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this Agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this Agreement. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

APPROVED: TAYLOR CADILLAC DBA TAYLOR KIA DEALER OR AUTHORIZED REPRESENTATIVE SIGNED: Jeffrey W. Overly ACCEPTED BY PURCHASER DATE 02/12/2009

COMMONWEALTH OF KENTUCKY
JEFFERSON CIRCUIT COURT
CIVIL DIVISION
NO. 09CT09831

JEFFERSON CIRCUIT COURT
DIVISION SEVEN (7)

PAMELA FITZ,



Plaintiff

vs.

COMPLAINT

KIA MOTORS AMERICA, INC.,

Defendant

Serve: C/T Corporation System
4169 Westport Rd
Louisville, KY 40207

* * * * *

NOW COMES Plaintiff, PAMELA FITZ, by and through her attorneys, KROHN & MOSS, LTD., and for her Complaint against Defendant, KIA MOTORS AMERICA, INC., alleges and affirmatively states as follows:

PARTIES

1. Plaintiff, PAMELA FITZ ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Kentucky, County of Jefferson.
2. Defendant, KIA MOTORS AMERICA, INC. ("Manufacturer"), is a foreign corporation authorized to do business in the State of Kentucky, County of Jefferson, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including THE KIA

STORE EAST ("Seller"). Manufacturer does business in all counties of the State of Kentucky including Jefferson County.

JURISDICTION AND VENUE

3. This Court has jurisdiction pursuant to KRS §454.210(2), and the matter in controversy exceeds, exclusive of interests and costs, the minimum jurisdictional requirements for this Court.

4. Venue is proper in Jefferson Circuit Court, pursuant to KRS §454.210(4) because the cause of action or some part thereof arose in Jefferson County, Kentucky.

BACKGROUND

5. On or about February 26, 2009, Plaintiff purchased from Seller a 2008 Kia Sorento ("Sorento"), manufactured by Manufacturer, Vehicle Identification No. KNDJC736585797655, for valuable consideration (See copy of purchase documents attached hereto as Exhibit "A").

6. The purchase price of the Sorento, including registration charges, document fees and sales tax, but excluding collateral charges, such as bank and finance charges, totaled approximately \$27,728.27.

7. Plaintiff avers that as a result of the ineffective repair attempts made by Manufacturer, through its authorized dealership network, the Sorento cannot and/or was unable to be utilized for personal, family and household use as intended by Plaintiff at the time of acquisition.

8. In consideration for the purchase of the Sorento, Manufacturer issued and supplied to Plaintiff its written warranty which included five (5) year or sixty thousand (60,000)

mile bumper to bumper coverage, as well as other warranties fully outlined in the Manufacturer's New Car Warranty booklet (See copy of warranty booklet attached hereto as Exhibit "B").

9. On or about February 26, 2009, Plaintiff took possession of the Sorento and shortly thereafter experienced the defects listed below that substantially impairs the use, value and/or safety of the Sorento.

10. The defects described below violate the Manufacturer's warranty issued to Plaintiff, as well as the implied warranty of merchantability.

11. Plaintiff delivered the Sorento to Manufacturer, through its authorized dealership network on numerous occasions.

12. Plaintiff avers that the Sorento has been subject to repair on at least eight (8) occasions for the same defects, and that the defects remain uncorrected.

13. Plaintiff brought the Sorento to Seller and/or an authorized service dealer of Manufacturer for the following defects:

- a. Defective electrical system as evidenced by illumination of the tire pressure monitoring system light, illumination of the air bag light and illumination of the check engine light;
- b. Defective brakes as evidenced by pulsation and chatter at highway speeds;
- c. Defective steering/suspension as evidenced by tire leaking air; and
- d. Any additional complaints made by Plaintiff, whether or not contained on any authorized dealer repair orders.

14. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the Sorento.

15. After a reasonable number of attempts to cure the defects in Plaintiff's Sorento, Manufacturer was unable and/or failed to repair the defects as provided in Manufacturer's warranty.

16. Plaintiff justifiably lost confidence in the Sorento's safety and reliability, and said defects have substantially impaired the value of the Sorento to Plaintiff.

17. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the Sorento.

18. As a result of these defects, Plaintiff revoked her acceptance of the Sorento in writing.

19. At the time of revocation, the Sorento was in substantially the same condition as at delivery except for damage caused by its own defect and ordinary wear and tear.

20. Defendant refused Plaintiff's demand for revocation and refused to provide Plaintiff with the remedies to which Plaintiff is entitled upon revocation.

21. The Sorento remains in a defective and unmerchantable condition, and continues to exhibit the above mentioned defects that substantially impairs its use, value and/or safety.

22. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty and its failure to provide Plaintiff with a merchantable Sorento.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

23. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-22 of this Complaint.

24. Plaintiff is a purchaser of a consumer product who received the Sorento during the duration of a written warranty period applicable to the Sorento and whom is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

25. Manufacturer is a supplier of a consumer product engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.

26. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

27. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the Sorento was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

28. Plaintiff's purchase of the Sorento was accompanied by a written factory warranty for any nonconformities or defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Sorento to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the Sorento in the event that the Sorento failed to meet the specifications set forth in Manufacturer's warranty.

29. Manufacturer's warranty was the basis of the bargain of the contract between Plaintiff and Manufacturer for the sale of the Sorento to Plaintiff.

30. Said purchase of Plaintiff's Sorento was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

31. Plaintiff has met all of her obligations and preconditions as provided in the written warranties.

32. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

33. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Revocation of acceptance of the vehicle in accordance with 15 U.S.C. §2310(d) and KRS §355.2-608;
- b. Return of all monies paid, diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- d. Such other and further relief that the Court deems just and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

34. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-22 of this Complaint.

35. The Sorento purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. §2301(7) running from the Manufacturer to the intended consumer, Plaintiff herein.

36. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.

37. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.

38. Pursuant to 15 U.S.C. §2308, Plaintiff's Sorento was impliedly warranted to be substantially free of defects in both material and workmanship, and thereby fit for the ordinary purpose for which the Sorento was intended.

39. The Sorento was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the Sorento contained in the contracts and labels.

40. The above described defects in the Sorento render the Sorento unmerchantable, and thereby not fit for the ordinary purpose for which the Sorento was intended and as represented by Manufacturer.

41. As a result of the breach of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the Sorento.

42. As a result of the breach of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Revocation of acceptance of the vehicle in accordance with 15 U.S.C. §2310(d) and KRS §355.2-608;
- b. Return of all monies paid, diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- d. Such other and further relief that the Court deems just and appropriate.

COUNT III
VIOLATION OF KENTUCKY'S LEMON LAW
MANUFACTURER

42. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-22 of this Complaint.

43. Plaintiff is a Buyer as defined by KRS §367.841(1).

44. Manufacturer is a Manufacturer as defined by KRS §367.841(2).

45. The Sorento is a Motor Vehicle as defined by KRS §367.841(3).

46. The Kentucky Lemon Law, KRS §367.840 to §367.846, is applicable to Plaintiff's Complaint in that Plaintiff purchased the Sorento within the term of protection afforded by the statute.

47. Plaintiff took delivery of the Sorento on or about February 26, 2009.

48. Upon information and belief, the Sorento has been subject to repair by Manufacturer at least four (4) times for the same non-conformity within the vehicle's first twelve (12) months or twelve thousand (12,000) miles, whichever is first, and the problem continues to exist.

49. Manufacturer has been given a reasonable number of attempts to conform the Sorento to its express warranty.

50. Manufacturer received prior direct written notification of the above-mentioned non-conformity on behalf of Plaintiff and has had an opportunity to correct the alleged non-conformity.

51. Manufacturer is unable to conform the Sorento to its applicable express warranty.

52. As a result of said non-conformity, Plaintiff is without the reasonable value of the Sorento.

53. As a result of said non-conformity, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. A new vehicle of like model line or otherwise comparable motor vehicle as a replacement; or

- b. Repurchase of the vehicle with a full refund of the purchase price of the vehicle, including all collateral charges incurred; and
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- d. Such other and further relief that the Court deems just and appropriate.

Respectfully Submitted,
PAMELA FITZ

By: 
Attorney for Plaintiff

Lee Cassie Yates –Atty No. 91821
Attorney for Plaintiff
KROHN & MOSS, LTD.
120 West Madison Street, 10th Floor
Chicago, Illinois 60602
(312) 578-9428

EXHIBIT A

www.monogramcorporation.com www.thekia.com www.kiaofclarksville.com

MONI GOMER CHEVROLET
 5325 Preston Hwy
 Louisville, KY 40213
 (502) 568-6111

THE KIA STORE
 5325 Preston Hwy
 Louisville, KY 40213
 (502) 568-6111

THE KIA STORE EAST
 7701 New LaGrange Road
 Louisville, KY 40222
 (502) 425-2524

KIA OF CLARKSVILLE
 825 East S.R. 13
 Clarksville, TN 37040
 (615) 288-4200

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| SALES: | | | | | | | | | | | |
| ADDRESS: | | | | | | | | | | | |
| CITY: | | | | | | | | | | | |
| STATE: | | | | | | | | | | | |
| ZIP CODE: | | | | | | | | | | | |
| PHONE: | | | | | | | | | | | |
| FAX: | | | | | | | | | | | |
| DEALER: | | | | | | | | | | | |
| SALES: | | | | | | | | | | | |
| ADDRESS: | | | | | | | | | | | |
| CITY: | | | | | | | | | | | |
| | | | | | | | | | | | |

JUL-11-2009 SAT 05:16 PM

HAGAN PROPERTIES

FAX No. 502

P. 012/015

ADDITIONAL TERMS OF THIS CONTRACT AND SECURITY AGREEMENT

GENERAL TERMS: You have been given the opportunity to purchase the Vehicle and describe services for its Cash Price or the Total Sale Price. The Total Sale Price is the total price of the Vehicle and any services if you buy them over time. You agreed to purchase the Vehicle over time. The Total Sale Price shown in the TRUTH IN LENDING DISCLOSURE assures that all payments will be made as scheduled. The actual amount you pay may be more or less depending on your payment record. We do not intend to sue you or collect, and you do not agree to pay any finance charge or fee that is more than the maximum remedy, we do not give up our right to consider the event a default if it happens again. You agree that if any notice or request is given to you of an intended sale or transfer of the Property, notice is reasonable if mailed to your last known address, as reflected in public records, at least 10 days before the date of the intended sale or transfer (or such other period of time as is required by law). You agree that, subject to your right to recover such property, we may take possession of personal property left in or on the Property securing this Contract and taken into possession as provided above.

RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT
Seller: K&A STORE EAST Buyer: FOMBUS A. FITZ
7341 WILSON AVE. 13401 WILSON AVE 302
MORRISTOWN, NJ 07960 MORRISTOWN, NJ 07960
Date: 07/11/2009
"We" and "us" mean the Seller above, its successors and assigns. "You" and "your" mean each Buyer above, and its successors and assigns.

SALE: You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle), and services described below. The Vehicle is sold in "as is" condition, together with the usual accessories and attachments.

Description of Motor Vehicle: Year 2009 Make KIA VIN KANJ02T3623597455 Other: Purchased Mode SPORTS Edition Used

Description of Trade-In: 2001 CHRYSLER PT CRUISER 2C8FY48631755619

SECURITY: To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, a possession, attachment, accessions, and accessories located in or on the Vehicle, together with all Property, and proceeds of the Property. Our interest will not extend to consumers' goods unless you acquire rights to them within 30 days after we enter into this Contract, or they are installed in or attached to the Vehicle.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of \$ 23,265.95 plus finance charges computed on the unpaid balance at the rate of 6.5% per year from today's date and maturity. Finance charges accrue on the balance at 6.5% per year. You agree to pay this Contract according to the payment schedule shown in the TRUTH IN LENDING DISCLOSURE. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

MINIMUM FINANCE CHARGE: You agree to pay a minimum finance charge of \$ 3.00 if you pay this Contract in full before we have earned that much in finance charges.

DOWN PAYMENT: You also agree to pay, or apply to the Cash Price, on or before today's date, any cash rebate and retail trade-in value described in the "TERMINATION OF AMOUNT FINANCED." You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

TRUTH IN LENDING DISCLOSURES

| ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. | FINANCE CHARGE The dollar amount the credit will cost you. | AMOUNT FINANCED The amount of credit provided to you or on your behalf. | TOTAL OF PAYMENTS The amount you will have paid when you have made all scheduled payments. | TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment. |
|---|---|--|---|---|
| 6.340% | \$ 4,438.14 | \$ 23,265.95 | \$ 27,574.14 | \$ 34,754.14 |

Payment Schedule: Your payment schedule will be

| Number of Payments | Amount of Payments | When Payments Are Due |
|--------------------|--------------------|-----------------------|
| 66 | 417.79 | 12/2/2009 |

Security: You are giving a security interest in the Motor Vehicle purchased.
Prepayment: If you pay off this Contract early, you may or may not have to pay a Minimum Finance Charge.
Contract Provisions: You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment penalties.

THIS ORIGINAL IS YELLOW & THE FOURTH COPIED.
THE QUALITY IS SO POOR THAT I HAVE FILLED IN ALL THE DATA BY HAND.
IF THE ORIGINAL IS REQUIRED, WE CAN FURNISH.

CREDIT INSURANCE: Credit life, sick leave (accident & health), and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want a car insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase.

Credit Life Insured: Single Chg. Term \$ N/A
Credit Health Insured: Single Chg. Term \$ N/A

Your signature below means you want (only) the insurance coverages quoted above. If there are quoted you have declined any coverages we offered.

Buyer: Job Buyer Job

PROPERTY INSURANCE: You must insure the Property securing this Contract. You may freely choose the agent and insurer to insure or by which your insurance is placed. We will not refuse any other insurance policy that you provide. The collision coverage deductible may not exceed \$ N/A if you get insurance from or through us you will pay \$ N/A of coverage.

This premium is calculated as follows:
\$ N/A Deductible, Collision Coverage \$ N/A
\$ N/A Deductible, Comprehensive Cov. \$ N/A
\$ N/A Total and Combined Additions Coverage \$ N/A

Liability insurance coverage for personal liability and property damage caused to others is not included in this Contract unless checked and indicated.

SINGLE-INTEREST INSURANCE: You must purchase single-interest insurance as part of the sale transaction. You may purchase the coverage from a company of your choice, reasonably acceptable to us. If you buy the coverage from or through us, you will pay \$ N/A for of coverage.

SERVICE CONTRACT: With your purchase of the Vehicle, you agree to purchase a Service Contract to cover

ETHEL'S SERVICE CONTRACTING
This Service Contract will be in effect for

ASSIGNMENT: This Contract and Security Agreement is assigned to the Assignee, phone. This assignment is made under the terms of a separate agreement. If under the terms of the ASSIGNMENT BY SELLER or page 2. This assignment is made with recourse. Seller By: N/A, 3000 EAST, Dealer: N/A

ITEMIZATION OF AMOUNT FINANCED

Table with 2 columns: Description and Amount. Includes Vehicle Price (22,684.55), Service Contract (294.00), Cash Price (22,390.55), Manufacturer's Rebate (5,200.00), Dealer Down Payment (N/A), Dealer Down Payment (N/A), Total Cash/Trade Down (3000.00), Trade-in Allowance (2,200.00), Less Amount Owning (N/A), Net Trade-In (minus c.) (2,200.00), Net Cash/Trade-In (plus d.) (7,200.00), Amount to Finance (if a \$ negative) (N/A), Down Payment (3000.00), Unpaid Balance of Cash Price (22,390.55), Paid to Public Officials - Title Fees (58.00), Insurance Premiums (N/A), Tax (349.40), Total Other Charges/Amounts Pd. to Others (637.40), Less Prepaid Finance Charges (150.00), Amount Financed (23,135.95).

We may retain or receive a portion of this amount. The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this Contract and retain its right to receive a part of the Finance Charge.

NOTICE TO THE BUYER (1) DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. (2) YOU ARE ENTITLED TO A COPY OF THE CONTRACT YOU SIGN. (3) UNDER THE LAW, YOU HAVE THE RIGHT TO PAY OFF IN ADVANCE THE FULL AMOUNT DUE AND UNDER CERTAIN CONDITIONS TO OBTAIN A PARTIAL REFUND OF THE FINANCE CHARGE. (4) THIS CONTRACT SHALL BECOME EFFECTIVE ONLY WHEN SIGNED AND EXECUTED BY THE BUYER AND SELLER.

BY SIGNING BELOW BUYER AGREES TO THE TERMS ON PAGES 1 AND 2 OF THIS CONTRACT AND ACKNOWLEDGES RECEIPT OF A COPY OF THIS CONTRACT.

Buyer: Signature Date 02/04/2009
Signature Date
Seller By: Signature Date

EXHIBIT B

Welcome 2

Warranty Coverage 3

New Vehicle Limited Warranty 4

Anti-Perforation Limited Warranty 12

Federal Emission Control Warranty 14

California Emission Control Warranty 25

Replacement Parts and Accessories
Limited Warranty 34

Scheduled Maintenance Record 38

Dealer Certification 42

When you need to talk to Kia and Roadside
Assistance 43

Welcome from Kia

The latest engineering techniques have been incorporated into the design and production of your Kia Vehicle. From the moment you get behind the wheel of your new Kia Vehicle, you'll notice how satisfying it feels; a feeling you'll appreciate for as long as you own your Kia Vehicle. You'll also be pleased by how strongly we stand behind every Kia Vehicle. The New vehicle 60 month/60,000 Miles Limited Warranty described in this manual is one of the finest available.

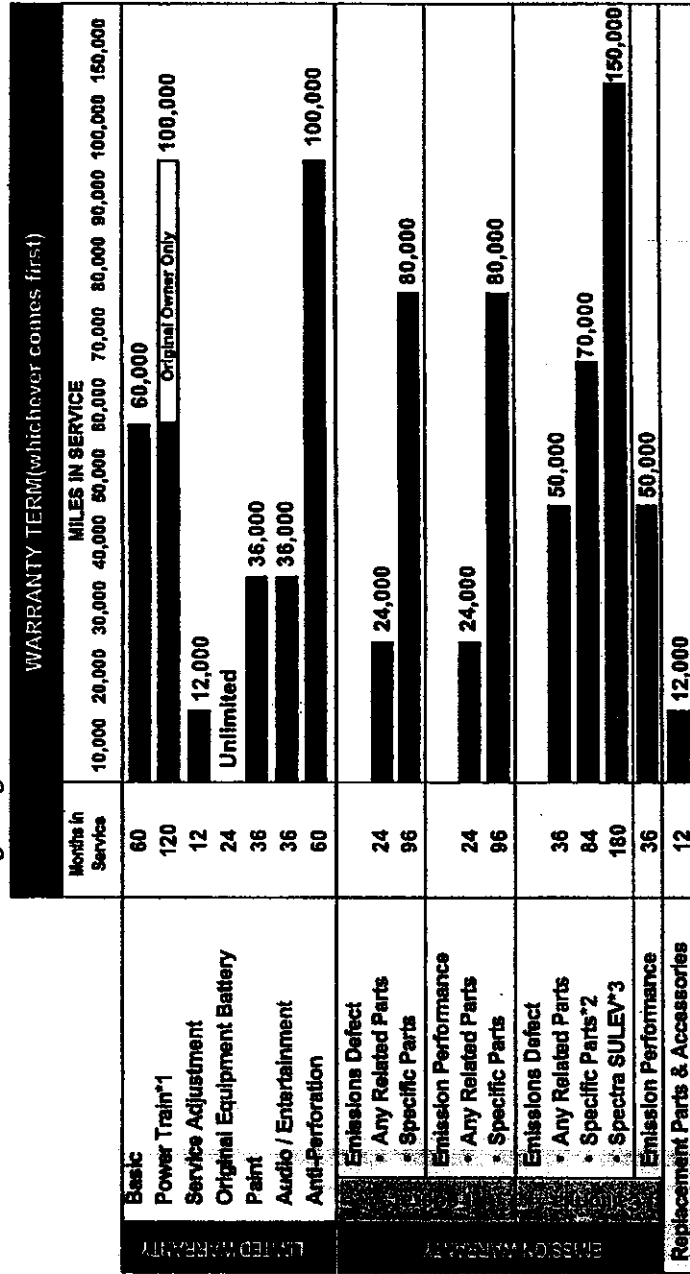
This warranty and consumer manual details the warranties provided by Kia. You should consult this manual and your Owner's Manual to ascertain the maintenance intervals we recommend you follow to maximize the enjoyment and performance of your Kia Vehicle.

In addition, your Authorized Kia Dealer will take care of your service needs using Genuine Kia Parts. Your Authorized Kia Dealer will do all they can to ensure that your vehicle continues to meet all of your expectations.

At Kia, it's not enough to sell vehicles that look pleasing in the showroom. We're committed to making sure you enjoy your Kia for years to come.

Warranty Coverage at a Glance

This overview chart illustrates warranty coverage and term by months and miles. Please refer to the appropriate sections in this book for detailed information regarding each of these warranties.



NOTE: Tires are warranted by the tire manufacturers.

*1 Original owner 120 Months/100,000 Miles Second and Subsequent Owner(s) 60 Months/60,000 Miles.

*2 Except those specified parts covered by the Federal Emission Performance Warranty.

*3 Spectra SULEV covers specific parts for 180 months / 150,000 miles, whichever occurs first.



What is Covered

Kia warrants that your new Kia Vehicle is free from defects in material or workmanship, subject to the terms and conditions set forth in this manual. An Authorized Kia Dealer will make necessary repairs, using new or remanufactured parts, to correct any problem covered by this limited warranty without charge to you.

1. The Warranty Period

The New Vehicle Limited Warranty is divided into various warranty periods. For the purpose of all warranties contained in this Manual (other than warranties on replacement parts or accessories installed after the Kia Vehicle was placed into use), the warranty period begins on the Date of First Service. "Date of First Service" means the first date the Kia Vehicle is delivered to the first retail purchaser, is leased or is placed into service as a company vehicle use (e.g., as a demonstrator, rental or fleet vehicle), whichever is earliest. Moreover, whenever this manual refers to a warranty period of months/miles, it means whichever comes first. Any remaining portion of any warranty, except the 120 month/100,000 mile Power Train (Original Owner) warranty, is fully transferable to subsequent owners.

2. Warranty Coverage

• Basic Warranty Coverage

Except as limited or excluded below, all components of your new Kia Vehicle are covered for 60 months/60,000 miles from the Date of First Service, whichever comes first (Basic Limited Warranty Coverage). This Warranty does not cover wear and maintenance items, or those items excluded elsewhere in the Manual. See "Exceptions" and "What is Not Covered."

Parts replaced under any warranties in the Manual become the property of Kia.

• Power Train Coverage

For Original Owners (defined below), the Power Train Limited Warranty begins upon expiration of the 60 month/60,000 mile Basic Limited Warranty Coverage, and will continue to cover the following components up to 120 months or 100,000 miles from the Date of First Service, whichever comes first. It does not cover normal wear and tear, maintenance, or those items excluded elsewhere in this manual. See "Exceptions" and "What is Not Covered."



The items covered by the Power Train Limited Warranty include:

- **In the Engine:** Cylinder block, cylinder head and all internal parts, timing gear, seals and gaskets, valve cover, flywheel, oil pump, water pump.
- **In the Transaxle:** Transmission case and all internal parts, torque converter, drive shafts, universal joints, front hubs, bearings, seals and gaskets.
- **In the Axles:** Axle shafts and C-V joints (couplings), seals, hub and wheel bearings.
- **In the Transmission:** Transmission case, transfer case, torque converter and all internal parts, seals, and gaskets.
- **In the Differentials:** Front and rear differential assemblies, cases, all internal parts, seals and gaskets.
- **In the Propeller Shafts:** Drive shafts, universal joints.

• **Original Owner**

An Original Owner is defined as the first retail purchaser or lessee of the Kia Vehicle who takes delivery of the Kia Vehicle on its Date of First Service. If the Kia Vehicle was first placed in service as a lease vehicle, and the lessee purchases the vehicle at the end of the lease, the 120 month/100,000 mile Power Train Limited Warranty remains in effect. The Power Train Limited Warranty is not transferable to subsequent owners.

• **Vehicles Placed in Commercial Service**

The 120 month/100,000 mile Power Train Limited Warranty also excludes all coverage for any Kia Vehicle that has been placed into any form of commercial service, including but not limited to taxi, route delivery, livery service, or rental.

• **Adjustment Coverage**

Service Adjustments are covered for the first 12 months/12,000 miles. Service adjustments means minor repairs not usually associated with the replacement of parts, such as wheel balance and



alignment, freplay or tension adjustments of cables, belts, levers and pedals, engine adjustments (idle speed, etc.), body parts and fittings.

3. Exceptions

The items specified below are covered for periods different from the basic coverage.

- **Air Conditioner Refrigerant Charge**

Air conditioner refrigerant charge is covered for the first 12 months of the warranty period regardless of mileage. Over the balance of the warranty period, refrigerant charge is covered only when replenished as part of a warranty repair.

- **Audio / Entertainment System**

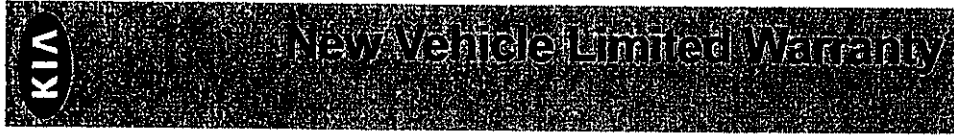
An original equipment radio, cassette, tape drive or compact disk player, OE DVD / RSE (Rear Seat Entertainment System) is covered for the first 36months/36,000 miles.

- **Battery**

Warranty Coverage

The original equipment battery is covered by a limited warranty a period of 24 months, regardless of mileage. During 24 months of the warranty period, a defective battery will be replaced at no cost to you. Kia will cover diagnostic, installation and replacement battery costs.

Kia will not reimburse you for any portion of the cost of a non-Kia replacement battery.



- **Paint**

Paint repairs are covered for the first 36 Months/36,000 miles.

- **Seat Belt Warranty-Kansas**

The seat belts in Kia Vehicles originally sold in the State of Kansas are covered under the New Vehicle Limited Warranty for a period of 10 years, regardless of mileage, when the repairs are performed by an Authorized Kia Dealer in Kansas.

4. Limited Liability

The liability of Kia under this warranty is limited solely to the repair of Kia-supplied replacement of parts which are defective in material or workmanship. Such repair or replacement shall be carried out by an Authorized Kia Dealer at its place of business, and specifically does not include any expense for or related to transportation to such a dealer or payment for loss of use of the Kia Vehicle.

What is Not Covered

The following items are not covered:

Damage due to Factors Beyond the Manufacturer's Control.

Examples of these factors include, but are not limited to:

- Misuse of the Kia Vehicle such as driving over curbs, or into roadway maintenance or construction areas, overloading the vehicle, racing or engaging in activities or uses not described in your owner's manual or in Kia's product literature.
- Accidents and incidents that damage the Kia vehicle including but not limited to collision, fire, theft, riot.
- Alteration, modification, tampering, rewiring.
- Damage or corrosion from the environment such as acid rain, airborne fallout (chemicals, tree sap, etc.), salt, road hazards, hail, wind storm, lightning, floods and acts of God.
- Cosmetic conditions or corrosion permitted by chipping or scratching the paint.

Damage due to Lack of Maintenance or the Use of Wrong Fuel, Oil or Lubricants.

- Improper maintenance or the use of other than the specified fuel, oil or lubricants recommended in your Owner's Manual.

Normal Deterioration

- Normal wear and tear or deterioration including the wearing out of friction wear parts such as brake pads and brake drums as well as spark plugs, worn brake pads/linings, worn clutch linings, filters, worn wiper blades, bulbs and fuses, other wear and consumable items.
- Surface corrosion on any part other than the body sheet metal panels forming the exterior appearance of a Kia Vehicle.

Normal Maintenance

- Normal maintenance services such as: cleaning and polishing, minor adjustments, lubrication, oil/fluid changes, filters, anti-freeze coolant replenishment, wheel alignment and tire rotation unless such services are performed as part of a covered warrantable repair.
- Normal maintenance items (see bottom of this paragraph) are warranted only when the replacement



is the result of a defect in material or workmanship, and only for 12 month/12,000 miles, whichever occurs first, or up to the first scheduled maintenance replacement interval. (Normal maintenance items include belts, brake pads and linings, clutch linings, filters, wiper blades, and bulbs).

- Maintenance services described as "Scheduled Maintenance Services", "Owner Maintenance Services" or "Appearance Care" in your Owner's Manual.

Altered Mileage

- Any repair of a Kia Vehicle on which the odometer has been altered or on which the actual mileage cannot be reasonably determined. (When replacing the speedometer, the "Speedometer Replacement Record" on the inside front cover of this manual must be filled in by an Authorized Kia Dealer).

Extra Expenses and Damages

- Any economic loss or other incidental, special, consequential, or exemplary damages. This includes,

without limitation, payment for loss of use of the Kia Vehicle, lodging, car rentals, travel costs, loss of pay and any other expenses or damages.

Tires

- Tires are warranted by the tire manufacturers and not by Kia. Refer to the tire warranty pamphlets provided with your Kia Vehicle for details.

Salvage or Total-Loss Vehicles

- Any Kia Vehicle that has ever been or should have been issued a "salvage" title or similar "branded" title under any state's law; or has been declared a "total loss" or equivalent by a financial institution or insurance company. This exclusion does not apply to Emission Warranties, Replacement Parts Limited Warranty or any recalls or campaigns.

Production Changes

- Kia and its Authorized Kia Dealers reserve the right to make changes in vehicles built and/or sold by Kia and its Authorized Kia Dealers at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold.



Your Responsibilities in Order to Maintain Your Warranties

Maintenance

You are responsible for properly operating and maintaining your Kia Vehicle in accordance with the instructions described in your Owner's Manual. If your vehicle is used under severe driving conditions, you must follow the maintenance requirements described in your Owner's Manual for severe driving conditions in order to maintain your warranties.

Maintenance Records

You should retain maintenance records since it may be necessary in some instances for you to prove that the required maintenance has been performed. The "Scheduled Maintenance Record" beginning on page 36 should be filled in when regular maintenance is performed. Keep all receipts and make them available in case questions rise about the services requested and provided.

To Get Warranty Service

You must take your Kia Vehicle, along with this manual, to an Authorized Kia Dealer in the United States during its normal service hours. While any Authorized Kia Dealer will perform warranty service, Kia recommends that when possible you return to the dealership where you purchased your Kia Vehicle in order to ensure continuity in service and maintenance. If you have any questions or need assistance regarding this warranty, refer to "When You Need to Talk to Kia" starting on page 43.

Other Terms

This warranty is applicable to Kia Vehicles registered and normally operated in the United States.

Service and Maintenance Outside the United States

If you are going to be driving outside the United States, it is important that you contact us at (800) 333-4542 in order to determine what service and warranty coverage is available in the area you will be travelling.



THE DURATION OF ALL IMPLIED WARRANTIES, IF ANY, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS, ARE LIMITED RESPECTIVELY TO THE DURATION OF THESE EXPRESS WARRANTIES.

THESE WARRANTIES ARE GIVEN IN LIEU OF ALL OTHER EXPRESSED WARRANTIES (EXCEPT ANY SET FORTH SEPARATELY IN THIS MANUAL) ON THE PART OF KIA MOTORS AMERICA, INC. OR THE AUTHORIZED KIA DEALER SELLING YOUR KIA VEHICLE. NO DEALER, OR ANY AGENT OR EMPLOYEE THEREOF, OR ANY OTHER PERSON, IS AUTHORIZED TO EXTEND OR ENLARGE THESE WARRANTIES. KIA MOTORS AMERICA, INC. SHALL NOT BE LIABLE FOR ANY ECONOMIC LOSS, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES, OR ANY SERVICE NOT EXPRESSLY PROVIDED FOR HEREIN.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.

This warranty gives you specific legal rights, and you many also have other rights which vary from state to state.



Kia Motors America, Inc. warrants that the body sheet metal panels of your new Kia Vehicle are free from defects in materials or workmanship which could result in perforation (a hole through the body panel) due to corrosion, subject to the following terms and conditions.

An Authorized Kia Dealer will either repair or replace without charge to you any body sheet metal panel perforated due to corrosion resulting from defects in material or workmanship under normal use.

1. Warranty Period

The warranty period is for the first 60 month/100,000 miles from the date of first retail delivery or when it is first put into service, whichever comes first.

2. What is Not Covered

- Any perforation due to corrosion of the Kia Vehicle which is caused by industrial fallout, accident, damage, abuse, vehicle modifications or damaging or corrosive cargo in the Kia Vehicle.
- Any surface corrosion of the Kia Vehicle which does not result in perforation, such as that caused

typically by sand, salt, hail or stones.

- Any perforation due to corrosion of a part of the Kia Vehicle which is not a body sheet metal panel. As used herein, "body sheet metal panel" specifically excludes all parts which are components of the exhaust system of the Kia Vehicle.
- Defects or damage resulting from the use of parts not sold or approved by Kia including the resultant damage to associated parts or systems.
- Any perforation due to corrosion of the Kia Vehicle caused in whole or in part by a failure to maintain the Kia Vehicle in accordance with the procedures specified in paragraph 3. "Your Responsibilities"



Anti-Perforation Limited Warranty

3. Your Responsibilities

Inspect the body sheet metal panels of your Kia Vehicle on a regular basis (at least monthly) to detect any chips or scratches in the paint or protective coating and to repair them immediately.

Special care should be taken to protect your Kia Vehicle from corrosion under the following conditions:

- If you drive on salted roads, or if you drive near the ocean, flush the underbody as needed, and at least weekly with clean unsalted water.
- It is important to keep the drain holes in the lower edges of the body clear.
- If your Kia Vehicle is damaged due to an accident or any event which may cause damage to the paint, have your Kia Vehicle repaired as soon as possible.
- If you carry special cargo, such as chemicals, fertilizers, deicing salt, or other corrosive substances, be sure that such materials are well packaged and sealed. Any leakage of such materials will void this warranty where the leakage has occurred.
- If you drive frequently on gravel roads, we recommend that you install stone guards behind each wheel.

4. To Get Warranty Service

You must take your Kia Vehicle, along with this manual, to any Authorized Kia Dealer in the United States during its normal service hours.

If you have any questions or need assistance regarding this warranty, refer to the "When You Need to Talk to Kia" starting on Page 43.

5. Limited Liability

The liability of Kia under this warranty is limited solely to the repair or replacement of Kia-supplied parts defective in material or workmanship by an Authorized Kia Dealer at its place of business, and specifically does not include any expense of or related to transportation to such a dealer or payment for loss of use of the Kia vehicle during warranty repairs.

6. Other Terms

The "Other Terms" stated on page 10 in the New Vehicle Limited Warranty section of this manual also apply to this warranty.

Emission Warranty Definitions

- (a) "EPA" means the U.S. Environmental Protection Agency.
- (b) "Owner" means the original and each subsequent owner of a Kia Vehicle.
- (c) "Kia Part" means a part sold by an Authorized Kia Dealer, whether new or remanufactured, and supplied by Kia.
- (d) "Emission Warranty Part" means a catalytic converter, thermal reactor, or other component installed on or in a Kia Vehicle by or at the direction of Kia for the sole or primary purpose of reducing the Kia Vehicle's emissions (not including those vehicle components which were in general use prior to model year 1968 and the primary function of which is not related to emission control). A list of typical Emission Warranty Parts is set forth at the end of this warranty.
- (e) "Certified Part" means a replacement part for a Kia Vehicle certified in accordance with after market part certification regulations issued by the EPA.
- (f) "Written Maintenance Instructions" means those maintenance and operation instructions, together with the time and/or mileage interval at which such maintenances are to be performed, specified in the Owner's Manual for the Kia Vehicle or this Warranty and Consumer Information Manual as being necessary to assure compliance of the Kia Vehicle with applicable emission standards during the term of this warranty, as specified by law.

Emission Defect Warranty

Vehicles Equipped with a California Certified Emission Control System and registered or normally operated in the State of California or any other state *that adopts California emission warranty provision are also entitled to the California Emission Warranty. (See to Page 25 of this Manual).

*California, Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, Vermont.

Kia Motors America, Inc. warrants to the ultimate purchaser, and each subsequent purchaser, that your Kia Vehicle is (1) designed, built, and equipped so as to conform at the time of sale with the applicable regulations of the United States Environmental Protection Agency (the "EPA"), and (2) free from defects in materials and workmanship which would cause it to fail to conform with the applicable regulations for a period of vehicle operation that does not exceed 24 months or 24,000 miles, whichever occurs first, if the failed Emission Warranty Part is listed in the 24 Month/24,000 Mile Emission Warranty Parts List at the end of this Federal Emission Control Warranty or for a period of vehicle operation that does not exceed 96 months or 80,000 miles, whichever occurs first, if the failed



Emission Warranty Part is listed in the 96 Month/80,000 Mile Emission Warranty Parts List at the end of this Federal Emission Control Warranty. The applicable warranty period shall begin on either the date the Kia Vehicle is sold to the first retail owner, or on the date the Kia Vehicle is first placed in service (for example if used as a demonstrator, lease, or company car), whichever is earlier. If there should be such defects within this period, Kia will, at its option, repair or replace them with new or remanufactured parts, free of charge at an Authorized Kia Dealer in the United States and the liability of Kia under this warranty is solely limited to such repair or replacement.

This warranty does not apply to or include repair or replacement required, not as a result of defects in materials or workmanship of Kia but, as a result of such factors as (i) accidents, (ii) misuses, (iii) lack of proper maintenance, (iv) repairs improperly performed or replacements improperly installed by any person other than a Kia Dealer, (v) a replacement part or accessory not conforming to the Kia specifications, or (vi) any of the items listed under "What is Not Covered" in the New Vehicle Limited Warranty on pages 8-9 and "Other Items Not Covered by this Warranty" on page 20 of this manual.



This warranty is given in lieu of all other express or implied warranties on the part of Kia Motors America, Inc. or the Authorized Kia Dealer selling the Kia Vehicle. No dealer, or any agent or employee thereof, or any other person, is authorized to extend or enlarge this warranty. The "Other Terms" stated on page 10 of the New Vehicle Limited Warranty section of this manual also apply to this warranty.

Emission Performance Warranty

Important Notice:

This warranty has been prepared in accordance with certain regulations promulgated by the EPA which provide that a remedy will be available under this warranty only when a vehicle fails an EPA approved emission short test, generally under circumstances which subject the Owner to a penalty under local, state or federal law because of such failure. As of the date of the printing of this warranty, many states did not have vehicle inspection programs for testing vehicles for conformity with such short test and had not enacted laws subjecting vehicle Owners to such penalties. Therefore, it is possible that in many states or local areas no remedy will be available under this warranty as a matter of law.

1. Warranty

Pursuant to Section 207 (b) of the Clean Air Act, Kia warrants to each Owner that if:

- (a) The Kia Vehicle is maintained and operated in accordance with the Written Maintenance Instructions; and
- (b) The Kia Vehicle fails to conform at any time during the term of this warranty to the applicable

emission standards of the EPA, as judged by an emission test approved by the EPA; and

- (c) Such nonconformity results or will result in the Owner having to bear any penalty or other sanction (including the denial of the right to use the Kia Vehicle) under local, state or Federal law, Kia shall remedy the nonconformity at no cost to Owner except that if the Kia Vehicle has been in operation for more than 24,000 miles or 24 months since the date of retail delivery or first use of the Kia Vehicle, Kia shall be required to remedy the nonconformity only if it results from the failure of an Emission Warranty Part listed on the 96 Month/80,000 Mile Emission Warranty Parts List.

2. Term of Warranty

This warranty shall commence on either the date the Kia Vehicle is sold to the first retail delivery or owner, or on the date the Kia Vehicle is first placed in service (for example, a demonstrator, lease, or company car use), whichever is earlier. This warranty shall be effective for a period 2 years or 24,000 miles





from such date, whichever occurs first, except that if the failure to conform to applicable emission standards results from the failure of a part listed on the 96 Month/80,000 Mile Emission Warranty Parts List at the end of this Federal Emission Control Warranty, this warranty shall be effective for a period of vehicle operation that does not exceed 96 months or 80,000 miles, whichever occurs first.

3. Owner's Warranty Responsibilities

Each Owner is required to comply with the Written Maintenance Instructions and a claim under this warranty may be denied on the basis of noncompliance by the Owner with such instructions. If and when it is considered that the vehicle's nonconformity with the applicable emission standards has resulted from the Owner's noncompliance with those Written Maintenance Instructions which the manufacturer considers necessary for the vehicle to meet the standards, the Owner may be required to submit evidence of such compliance, and therefore, receipts and other documents covering the performance of scheduled Maintenance Service and proper use in accordance with the Written Maintenance Instructions, including

but not limited to validated Scheduled Maintenance Record of this manual, should be retained by the Owner and should be transferred to each subsequent Owner of the Kia Vehicle.

4. Use of Kia Parts

The Kia Vehicle is designed, built and tested using Kia Parts so that the Kia Vehicle is able to perform in conformity with EPA regulations as provided by this warranty. Accordingly, it is recommended that any replacement parts used for maintenance, repair or equivalent of the Kia Vehicle be Kia Parts, or parts equivalent to those with which the Kia Vehicle or its engine was originally equipped.

5. Use of Non-Kia Parts

Owner may elect to use Certified Parts other than Kia Parts in the performance of any maintenance or repairs and such use in itself will not invalidate this warranty. However, use of other than Kia Parts may cause Kia to deny an Emission Performance Warranty claim if the Certified Part used is either defective in materials or workmanship or not equivalent from an emission standpoint to Kia Parts.



6. Repair or Replacement by an Authorized Kia Dealer

Your Kia Dealer shall make all adjustments, repairs or replacements necessary to assure the Kia Vehicle complies with applicable emission standards of the EPA and that the Kia Vehicle will continue to comply during the remainder of the term of this warranty (if proper maintenance and operation are continued).

7. Warranty Claim Procedures

A warranty claim may be submitted by presenting the Kia Vehicle to any Authorized Kia Dealer during the Authorized Kia Dealer's regular business hours, together with a copy of a failed emissions test. Upon presentation of a claim, Kia shall notify the Owner within 30 days, or such shorter period of time within which repair is required by local, state or federal law, that the claim will be honored or shall provide the Owner in writing with an explanation of the basis upon which the claim is being denied.

Failure to notify the Owner within such time period shall cause Kia to be responsible for repairing the Kia Vehicle free of charge to the Owner, unless such

failure is attributable to the Owner or to events beyond the control of Kia or the Authorized Kia Dealer.

8. Maintenance by Other Than an Authorized Kia Dealer

Maintenance, replacement, or repair of the emission control devices and systems covered by this warranty may be performed by any automotive repair establishment or individual using Certified Parts. However, such non-Kia Certified Parts will not be covered by Kia's emission system warranties should such parts fail at a later date.

9. Customer Assistance

If you have any questions regarding your warranty rights and responsibilities, you should contact the Kia Motors America, Inc. Consumer Affairs Department toll-free at 1-800-333-4Kia. Or you may write to: Director, Field Operations and Support Division (EN-397F), Environmental Protection Agency, 401 M Street, S.W., Washington, DC 20460.



10. Other Items Not Covered by This Warranty

In addition to the above provisions, this warranty does not cover the following:

- (a) Damage resulting from such factors as accidents, acts of nature or events beyond the control of Kia.
- (b) Any economic loss, incidental, special, consequential, or exemplary damages (whether in contract or tort), including, but not limited to, loss of time, inconvenience, loss of use of the Kia Vehicle, cost of transporting the Kia Vehicle to an Authorized Kia Dealer or other repair establishment for repair or service, lodging, car rentals, travel costs, loss of pay and any other expenses or damages.
- (c) Any repair of a Kia Vehicle on which the odometer mileage has been altered or on which the actual mileage cannot be readily determined.

(When replacing the speedometer, the "Speedometer Replacement Record" on the inside front cover must be filled in by an Authorized Kia Dealer or any repair establishment utilizing Certified Parts.)

This warranty is given in lieu of all other express or implied warranties (except those set forth separately in this manual) on the part of Kia Motors America Inc. or the Authorized Kia Dealer selling the Kia Vehicle. No dealer, or any agent or employee thereof, or any other person, is authorized to extend or enlarge this warranty.

This warranty is applicable to all the Kia Vehicles certified for the 50 states, including the State of California.



Federal Emission Control Warranty

Federal Emission Control Warranty

| PARTS DESCRIPTION | Rio | Spectra | Optima 4 Cyl. | Optima V6 | Rondo 4 Cyl. | Rondo V6 |
|-----------------------------------|------|---------|------------------|--------------|-----------------|-------------|
| Air Intake System | | | | | | |
| Air Cleaner Assembly | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Intake Manifold | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Surge Tank | | | | 5/60 | | 5/60 |
| Fuel Metering System | | | | | | |
| Coolest Temperature Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Air Temperature Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Air Flow Sensor | | | 5/60 | 5/60 | 5/60 | 5/60 |
| Manifold Absolute Pressure Sensor | | | | | | |
| Vehicle Speed Sensor | 5/60 | | | | | |
| Wheel Speed Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Injector | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Delivery Line | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Throttle Body | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Throttle Position Sensor | 5/60 | 5/60 | | | | |
| Idle Speed Control System | 5/60 | 5/60 | | | | |
| Oxygen Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Engine Control Module | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Transmission Control Unit | | 8/80 | | | | |
| Ignition System | | | | | | |
| Spark Plugs | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Spark Plugs Cable Set | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Ignition Coil | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Crankshaft Position Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Crankshaft Position Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Valve Timing System | | | | | | |
| CVVT Assy | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Oil Control Valve Assy | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Oil Temperature Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |



Federal Emission Control Warranty

| PARTS DESCRIPTION | Rto | Spectra | Optima | Optima | Rondo | Rondo |
|---|------|---------|--------|--------|--------|-------|
| Evaporative Control System | | | 4 Cyl. | V6 | 4 Cyl. | V6 |
| Vapor Storage Canister | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Canister Close Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Purge Control Solenoid Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Tank | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Filler Cap | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Vapor Liquid Separator | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| ORVR(Vent) Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Rollover(Cut) Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Positive Crankcase Ventilation System | | | | | | |
| PCV Valve and Hose | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Exhaust Gas Recirculation System | | | | | | |
| EGR Valve | | | | | | |
| EGR Control Solenoid Valve | | | | | | |
| Catalyst and Exhaust System | | | | | | |
| Exhaust Manifold Catalytic Assembly | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Exhaust Pipe | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Catalytic Converter Assembly | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Miscellaneous Items Used In Above Systems | | | | | | |
| Hose, Clamps, Gasket or Seals | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Wires, Harnesses Connectors | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| All Sensor(Switches, Solenoid Valves) associated with the ECM | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Onboard Emission Diagnostic Device | | | | | | |
| Malfunction Indicator Light and Bulb | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Data Link Connector | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |



Federal Emission Control Warranty

Federal Emission Control Warranty

| PARTS DESCRIPTION | Amanti | Sedona | Sorento | Sportage | Sportage |
|-----------------------------------|--------|--------|---------|----------|----------|
| | | | 3.3/3/8 | 4 Cyl. | V6 |
| Air Induction System | | | | | |
| Air Cleaner Assembly | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Innake Manifold | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Surge Tank | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Metering System | | | | | |
| Coolant Temperature Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Air Temperature Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Air Flow Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Manifold Absolute Pressure Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Vehicle Speed Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Wheel Speed Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Injector | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Delivery Line | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Throttle Body | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Throttle Position Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Idle Speed Control System | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Oxygen Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Engine Control Module | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Transmission Control Unit | | | | | |
| Ignition System | | | | | |
| Spark Plugs | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Spark Plugs Cable Set | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Ignition Coil | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Camshaft Position Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Crankshaft Position Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Valve Timing System | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| CVVT Assy | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Oil Control Valve Assy | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Oil Temperature Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |

Federal Emission Control Warranty

| PARTS DESCRIPTION | Amanti | Sedona | Sorento | Sportage | Sportage |
|---|--------|--------|---------|----------|----------|
| Evaporative Control System | | | 3.3/3/8 | 4 Cyl. | V6 |
| Vapor Storage Canister | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Canister Close Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Purge Control Solenoid Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Tank | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Filler Cap | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Vapor Liquid Separator | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| ORVR(Vent) Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Rollover(Cut) Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Positive Crankcase Ventilation System | | | | | |
| PCV Valve and Hose | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Exhaust Gas Recirculation System | | | | | |
| EGR Valve | | | | | |
| EGR Control Solenoid Valve | | | | | |
| Catalyst and Exhaust System | | | | | |
| Exhaust Manifold Catalytic Assembly | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Exhaust Pipe | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Catalytic Converter Assembly | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Miscellaneous Items Used In Above Systems | | | | | |
| Hose, Clamps, Gasket or Seals | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Wires, Harnesses Connectors | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| All Sensor(Switches, Solenoid Valves) associated with the ECM | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Onboard Emission Diagnostic Device | | | | | |
| Malfunction Indicator Light and Bulb | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Data Link Connector | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |



California Emission Control Warranty Statement

Your Warranty Rights And Obligations

The California Air Resources Board and Kia Motors America, Inc., are pleased to explain the emission control system warranty on your 2008 Kia vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Kia must warrant the emission control system on your Kia vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your Kia vehicle.

Your emission control system may include parts such as the carburetor or fuel-injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies. Where a warrantable condition exists, Kia will repair your Kia vehicle at no cost to you including diagnosis, parts and labor.

Manufacturer's Warranty Coverage

For 3 years or 50,000 miles, whichever first occurs:

1. If your Kia vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Kia to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.
2. If any emission-related part on your Kia vehicle is defective, the part will be repaired or replaced by Kia. This is your short-term emission control system DEFECTS WARRANTY.

For 7 years or 70,000 miles for emission related parts, whichever first occurs:
(8 years or 80,000 miles for Federal Emission Control Warranty)

If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Kia. This is your long-term emission control system DEFECTS WARRANTY.

For 2008 Spectra SULEV (Super Ultra Low Emission Vehicle) vehicle certified as partial zero-emission vehicle (PZEV) only, all parts covered under the PERFORMANCE WARRANTY and the DEFECT WARRANTY, which are listed in this warranty booklet on the Emission Warranty Parts List, are warranted for 15 years or 150,000 miles, whichever occurs first.





Owner's Warranty Responsibilities

As the Kia vehicle owner, you are responsible for the performance of the required maintenance listed in your owner's manual. Kia recommends that you retain all receipts covering maintenance on your vehicle but Kia cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your Kia vehicle to a Kia dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the Kia vehicle owner, you should also be aware that Kia may deny you warranty coverage if your Kia vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact Kia Motors America, Inc., Consumer Affairs Department at 1-800-333-4Kia or the California Air Resource Board at 9528 Telstar Avenue, El Monte, CA 91731.

Coverage

Kia Motors America, Inc. (Kia), warrants to the owner that any vehicle certified for sale in the State of California and registered in the State of California is designed, built and equipped so as to conform with the emissions standards adopted by the California Air Resources Board. Kia warrants that this vehicle is free from defects in material and workmanship which would cause any part on this vehicle which affects emissions to fail to conform with applicable requirements or to fail to pass a required state smog check test for 3 years or 50,000 miles, whichever occurs first. Kia also warrants that, any part on the warranted emissions parts list in this warranty and installed as original equipment, is free from defects in material and workmanship which would cause this vehicle to fail to conform with applicable regulations for 7 years or 70,000 miles, whichever first occurs.

For 2008 Spectra SULEV (Super Ultra Low Emission Vehicle) vehicle certified as partial zero-emission vehicle (PZEV) only, all parts covered under the PERFORMANCE WARRANTY and the DEFECT WARRANTY, which are listed in this warranty booklet on the Emission Warranty Parts List, are warranted for 15 years or 150,000 miles, whichever occurs first.



California Emission Control Warranty

Warranty Service

To obtain warranty service, return the vehicle to any authorized Kia dealer. Service will be performed without charge for diagnosis, parts and labor. In case of emergency, see Emergency Service Instructions.

Exclusions

This warranty does not apply to failures caused by abuse, tampering or lack of maintenance; or to any vehicle on which the odometer mileage has been altered so that the vehicle's actual mileage cannot be determined.

STATEMENT OF OWNER'S RIGHTS AND OBLIGATIONS

What Is Covered By The Warranty

If a vehicle fails a state Smog Check test during the coverage period, Kia will repair the vehicle so that it will pass a state Smog Check retest. The owner should take the vehicle to any authorized dealer for Warranty repairs and present a copy of the failed Smog Check test report to the dealer. If the owner is not notified within 30 days that a performance warranty claim is not valid then the manufacturer is required to repair the vehicle free of charge.

In addition, if a warranted part fails because of a defect, Kia will repair or replace it at any authorized Kia dealer. Any other parts damaged by the failure of a warranted part will also be repaired or replaced. The repair and/or replacement will be made at no charge to the owner for parts, labor and diagnosis. For emergency situations, see the instructions under Emergency Service.

How Long Does The Warranty Last

The warranty shall apply for 3 years or 50,000 miles, whichever occurs first, except that those parts listed on the warranted parts list are covered for 7 years or 70,000 miles, whichever first occurs, for 2008 Spectra SULEV (Super Ultra Low Emission Vehicle) vehicle certified as partial zero-emission vehicle (PZEV) only, all parts covered under the PERFORMANCE WARRANTY and the DEFECT WARRANTY, which are listed in this warranty booklet on the Emission Warranty Parts List, are warranted for 15 years or 150,000 miles, whichever occurs first. Where parts are scheduled for replacement as required maintenance, the warranty shall apply until the first scheduled maintenance point listed in the Owner's Manual. This warranty begins on the date the vehicle is delivered to the original purchaser or on the date the vehicle is first placed in service, whichever occurs first.



What The Owner Must Do

It is your responsibility to perform the required maintenance and use the vehicle in accordance with Kia's written instructions. Warranty coverage will not be denied solely because there is no record of maintenance. However, failures caused by lack of required maintenance are not covered by the warranty. To avoid questions as to whether the vehicle maintenance has been performed, Kia urges that you retain all receipts and/or maintenance records indicating that service has been performed on the vehicle and these documents should be transferred to any subsequent owner of the vehicle.

Service

MAINTENANCE SERVICE CAN BE PERFORMED BY ANY QUALIFIED SERVICE OUTLET OR BY THE OWNER. HOWEVER, EXCEPT IN AN EMERGENCY SITUATION (SEE EMERGENCY SERVICE), WARRANTY SERVICE MUST BE PERFORMED BY AN AUTHORIZED KIA DEALER.

Parts

IT IS RECOMMENDED THAT ANY REPLACEMENT PARTS USED FOR MAINTENANCE OR FOR THE REPAIR OF EMISSIONS CONTROL SYSTEMS BE NEW, GENUINE KIA PARTS. However, the warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-Kia parts for maintenance purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emissions control systems.

What Is Not Covered By Emission Warranty

Malfunctions in any part caused by misuse, alteration, tampering, disconnection or improper or inadequate maintenance.

Damage to catalytic converter due to use of leaded gasoline.

Damage resulting from fire, accident, negligence, act of God or other events beyond the control of Kia.

Maintenance replacement parts (such as spark plugs) beyond the first scheduled replacement point.

KIA California
Emission Control Warranty

Incidental or consequential damages such as loss of use of the vehicle, loss of time, inconvenience, expense for gasoline, telephone, travel or lodging.

Any vehicle on which the odometer mileage has been altered so that actual vehicle mileage cannot readily be determined. (When the Owner replaces the speedometer or has it replaced by a repair facility, then the "Speedometer Replacement Record" on the inside front cover must be filled in by an Authorized Kia Dealer.)

Loss or damage to personal property, loss of revenue, commercial loss or other matter not specifically included.

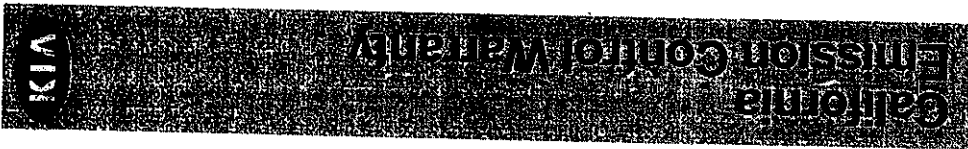
Damage resulting from the use of a non-Kia part.

Emergency Service

If emergency Emission Control System Warranty service is required and the owner is unable to readily locate an authorized Kia dealer or if a warranted part is not available within 30 days, then, repairs may be performed at any available service establishment, or by the owner, using any replacement part. Kia will reimburse the owner for the owner's expenses including diagnostic charges for such emergency repair or replacement at Kia's suggested

retail price for all warranted parts replaced and labor charges based on Kia's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. Replaced parts and copies of paid original receipts must be available for presentation to Kia as a condition of reimbursement for these emergency repairs. In addition, the owner must provide Kia a detailed description indicating why the situation was considered an emergency and why an authorized Kia dealer was not available. Additional information may be obtained by calling 1-800-333-4Kia. A repair not being complete within 30 days constitutes an emergency.

ATTACHED IS A LIST OF COMPONENTS WARRANTED AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP FOR 7 YEARS OR 70,000 MILES ON VEHICLES/ENGINES AS NOTED.



California Emission Control Warranty

| PARTS DESCRIPTION | Rto | Spectra | Spectra SULEV | Optima 4 Cyl. | Optima V6 | Rondo 4 Cyl. | Rondo V6 |
|-----------------------------------|------|---------|---------------|---------------|-----------|--------------|----------|
| Air Induction System | | | | | | | |
| Air Cleaner Assembly | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Intake Manifold | 7/70 | 7/70 | 7/70 | 7/70 | 7/70 | 7/70 | 7/70 |
| Surge Tank | | | | | | | |
| Fuel Metering System | | | | | | | |
| Coolant Temperature Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Air Temperature Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Air Flow Sensor | | | | | | | |
| Manifold Absolute Pressure Sensor | 5/60 | | | | | | |
| Vehicle Speed Sensor | | | | | | | |
| Wheel Speed Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Injector | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Delivery Line | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Throttle Body | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Throttle Position Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Idle Speed Control System | 5/60 | 5/60 | 5/60 | | | | |
| Oxygen Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Engine Control Module | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Transmission Control Unit | | 8/80 | 8/80 | | | | |
| Ignition System | | | | | | | |
| Spark Plugs | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Spark Plugs Cable Set | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Ignition Coil | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Camshaft Position Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Crankshaft Position Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Valve Timing System | | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| CVT Assy | | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Oil Control Valve Assy | | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Oil Temperature Sensor | | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |

Spark plugs shall be warranted for the emissions warranty period, or the first scheduled replacement time or mileage, whichever occurs first.
 NOTE: The above all parts for Spectra SULEV vehicle certified as partial zero-emission vehicle (PZEV) only are warranted for 15 years or 150,000 miles (whichever occurs first.)

California Emission Control Warranty



| PARTS DESCRIPTION | Rio | Spectra | Spectra | Optima | Optima | Rondo | Rondo |
|---|------|---------|---------|--------|--------|--------|-------|
| | | | SULEV | 4 Cyl. | V6 | 4 Cyl. | V8 |
| Evaporative Control System | | | | | | | |
| Vapor Storage Canister | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Canister Close Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Purge Control Solenoid Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Tank | 5/60 | 5/60 | 5/60 | 7/70 | 7/70 | 7/70 | 7/70 |
| Fuel Filler Cap | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Vapor Liquid Separator | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| ORVR(Vent) Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Rollover(Cut) Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Positive Crankcase Ventilation System | | | | | | | |
| PCV Valve and Hose | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Exhaust Gas Recirculation System | | | | | | | |
| EGR Valve | | | | | | | |
| EGR Control Solenoid Valve | | | | | | | |
| Catalyst and Exhaust System | | | | | | | |
| Exhaust Manifold Catalytic Assembly | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Exhaust Pipe | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Catalytic Converter Assembly | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Miscellaneous Items Used In Above Systems | | | | | | | |
| Hoses, Clamps, Gasket or Seals | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Wires, Harnesses Connectors | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| All Sensor(Switches,Solenoid Valves) associated with the ECM | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Spark plugs shall be warranted for the emissions warranty period, or the first scheduled replacement time or mileage, whichever occurs first. | | | | | | | |
| NOTE : The above all parts for Spectra SULEV vehicle certified as partial zero-emission vehicle(PZEV) only are warranted for 15 years or 150,000 miles(whichever occurs first.) | | | | | | | |

California Emission Control Warranty

| PARTS DESCRIPTION | Amerli 3.8L | Sedona 3.8L | Sorento 3.3/3.8 | Sportage 4 Cyl. | Sportage V6 |
|---|----------------|----------------|--------------------|--------------------|----------------|
| Air Induction System | | | | | |
| Air Cleaner Assembly | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Intake Manifold | 5/60 | 7/70 | 5/60 | 7/70 | 7/70 |
| Surge Tank | 7/70 | 7/70 | 7/70 | | 7/70 |
| Fuel Metering System | | | | | |
| Coolant Temperature Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Air Temperature Sensor | 5/60 | 5/60 | | | |
| Air Flow Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Manifold Absolute Pressure Sensor | 5/60 | 5/60 | 5/60 | | |
| Vehicle Speed Sensor | | | 5/60 | | |
| Wheel Speed Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Injector | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Delivery Line | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Throttle Body | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Throttle Position Sensor | | | | | |
| Idle Speed Control System | | | | | |
| Oxygen Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Engine Control Module | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Transmission Control Unit | | | | | |
| Ignition System | | | | | |
| Spark Plugs | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Spark Plugs Cable Set | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Ignition Coil | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Camshaft Position Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Crankshaft Position Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Valve Timing System | | | | | |
| CVT Assy | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Oil Control Valve Assy | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Oil Temperature Sensor | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Spark plugs shall be warranted for the emissions warranty period, or the first scheduled replacement time or mileage, whichever occurs first. | | | | | |
| NOTE : The above all parts for Spectra SULEV vehicle certified as partial zero-emission vehicle (PZEV) only are warranted for 15 years or 150,000 miles (whichever occurs first.) | | | | | |

California Emission Control Warranty

| PARTS DESCRIPTION | Amerli 3.8L | Sedona 3.8L | Sorento 3.3/3.8 | Sportage 4 Cyl. | Sportage V6 |
|---|----------------|----------------|--------------------|--------------------|----------------|
| Evaporative Control System | | | | | |
| Vapor Storage Canister | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Canister Close Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Tank Leakage Diagnosis Module | | | | | |
| Purge Control Solenoid Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Fuel Tank | 7/70 | 7/70 | 7/70 | 7/70 | 7/70 |
| Fuel Filler Cap | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Vapor Liquid Separator | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| ORVR(Vent) Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Rollover(Cut) Valve | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Positive Crankcase Ventilation System | | | | | |
| PCV Valve and Hose | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Exhaust Gas Recirculation System | | | | | |
| EGR Valve | | | | | |
| EGR Control Solenoid Valve | | | | | |
| Catalyst and Exhaust System | | | | | |
| Exhaust Manifold Catalytic Assembly | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Exhaust Pipe | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Catalytic Converter Assembly | 8/80 | 8/80 | 8/80 | 8/80 | 8/80 |
| Miscellaneous Items Used In Above Systems | | | | | |
| Hoses, Clamps, Bracket or Seals | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Wires, Harnesses Connectors | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| All Sensor(Switches,Solenoid Valves) associated with the ECM | 5/60 | 5/60 | 5/60 | 5/60 | 5/60 |
| Spark plugs shall be warranted for the emissions warranty period, or the first scheduled replacement time or mileage, whichever occurs first. | | | | | |
| NOTE : The above all parts for Specific SUVLEV vehicle certified as partial zero-emission vehicle(PZEV) only are warranted for 15 years or 150,000 miles(whichever occurs first.) | | | | | |





Replacement Parts and Accessories Limited Warranty

Kia Motors America, Inc. warrants that Kia genuine replacement parts and Kia Accessories are free from defects in materials or workmanship, subject to the following terms and conditions.

This warranty covers genuine Kia new or remanufactured replacement parts and Kia Accessories sold by an Authorized Kia Dealer. This includes Kia Accessories installed by an Authorized Kia Dealer or Kia Motors America, Inc. prior to the retail delivery of a new Kia Vehicle.

An Authorized Kia Dealer will either repair or replace any replacement part or accessory to correct any problem covered by this warranty. If the part or accessory was installed by an Authorized Kia Dealer or Kia, it will be repaired or replaced without charge for parts and labor to the owner; if it was installed by anyone else, it will be repaired or replaced without charge for the parts, but the labor charge will be your responsibility.

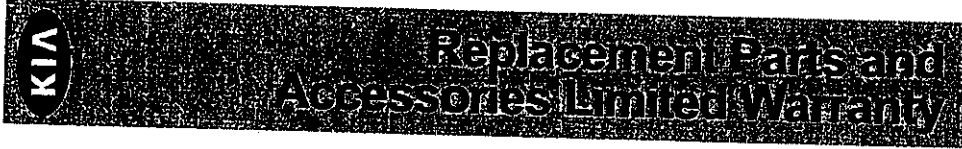
Warranty Period

- Replacement Parts

Replacement Kia parts (except battery) installed by an Authorized Kia Dealer under warranty are covered for the greater of (1) the duration of the New Vehicle Limited Warranty or (2) the first 12 months from the date of installation of the replacement Kia part or 12,000 miles.

- Replacement Kia Battery

This warranty applies only to Genuine Kia replacement batteries purchased from an Authorized Kia Dealer in the United States. Genuine Kia replacement batteries are covered by a limited warranty for the period of 36 months from the date of installation, regardless of mileage. During the first 12 months of the warranty period a defective Kia replacement battery will be replaced at no charge for the new battery, labor or installation. If a Kia replacement battery fails during the last 24 months of the 36-month warranty period, you will receive a pro-rated credit toward the purchase of a new Kia

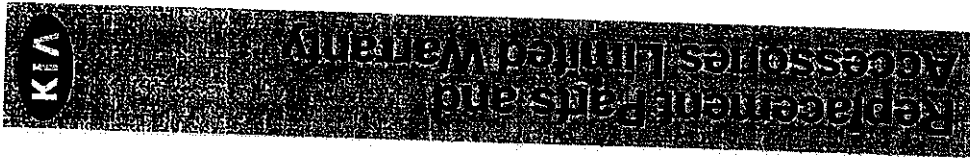


battery. You are responsible for all diagnostic, labor and installation charges.

Pro-Ration Chart:

| <u>Months Of Use</u> | <u>Customer Portion</u> | <u>Warranty Portion</u> |
|----------------------|-------------------------|-------------------------|
| 13-16 months | 10% | 90% |
| 17-20 months | 30% | 70% |
| 21-23 months | 45% | 55% |
| 24-26 months | 60% | 40% |
| 27-30 months | 75% | 25% |
| 31-33 months | 85% | 15% |
| 34-36 months | 90% | 10% |

Kia will not reimburse you for any portion of the cost of a non-Kia replacement battery.



Accessories

An accessory installed by Kia or an Authorized Kia Dealer on a new vehicle at the time of, or prior to the vehicle's date of delivery to the original retail purchaser, or the date the vehicle is first put into service, is covered under the New Vehicle Limited Warranty and is limited to 60 months from the date of original retail delivery date of first use, or 60,000 miles, whichever occurs first.

An accessory installed by an Authorized Kia Dealer after the vehicle was delivered to the original retail purchaser or first put into service shall be warranted for twelve (12) months or twelve thousand (12,000) miles, whichever occurs first, from the date of purchase or installation of the accessory.

An air conditioning system installed by Kia or an Authorized Kia Dealer covered for twelve (12) months or twelve thousand (12,000) miles, whichever occurs first, or the remainder of the New Vehicle Limited Warranty, whichever is greater, from the date of installation. Over-The-Counter : Genuine Kia Parts Including (Audio, Air-Conditioning), genuine Kia accessories or service parts, purchased over-the-counter and installed by

other than a Kia dealer is warranted for twelve (12) months/unlimited mileage. The warranty covers repair or replacement of the part only and does not cover labor.

What Is Not Covered

- Damage or corrosion due to such factors as accidents, negligence, improper repairs or adjustments, misuse, alterations or collision.
- Damage or surface corrosion from environment such as acid rain, airborne fallout (chemicals, tree sap), stones, salt, road hazards, hail, wind storm, lightning, floods and other acts of God.
- Normal wear, tear or deterioration such as discoloration, fading, deformation, etc.
- Air conditioner refrigerant charge after the first 12 months, unless replenished as part of a warranty repair.
- Replacement parts or accessories installed on a Kia Vehicle in which the odometer has been altered, or on which the actual mileage cannot be readily determined.
- Replacement parts or accessories used in applications for which they are not designed.



Replacement Parts and Accessories Limited Warranty

- Replacement parts or accessories installed improperly by other than an Authorized Kia Dealer or Kia.
- Any replacement part or accessory without proof of purchase or replacement date.
- Non-Kia replacement parts or accessories which an Authorized Kia Dealer may sell or install on your Kia Vehicle.

To Get Warranty Service

You must take your Kia Vehicle, along with this manual and proof of purchase or replacement date, to an Authorized Kia Dealer in the United States during its normal service hours. If you have any questions or need assistance regarding this warranty, refer to "When You Need to Talk to Kia" starting on page 43.

Limited Liability

The liability of Kia Motors America, Inc. under this warranty is limited solely to the repair or replacement of Kia-supplied parts, defective in materials or workmanship, by an Authorized Kia Dealer at its place of business, and specifically does not include any expense of or related to transportation to such a dealer or payment for loss of use of the Kia Vehicle during warranty repairs.

Other Terms

The "Other Terms" stated on page 10 in the New Vehicle Limited Warranty also apply to this warranty.

Scheduled Maintenance Record



The service records on this and the following pages have been designed to include the signature of your Authorized Kia Dealer representative or other repair establishment representative. This signed form is evidence of completion of maintenance services and should be kept with the receipts, repair orders and invoices in the glove box. All records should be given to any subsequent owner of the Kia Vehicle. Claims made during the warranty term will not qualify under the warranty if resulting from lack of maintenance rather than from defective material or workmanship

Scheduled Maintenance Intervals

For your reference, the chart below shows the basic intervals of the scheduled maintenance. Refer to your Owner's Manual to make sure of the complete schedule.

| | |
|---------------------------|---------------------------------|
| NORMAL DRIVING CONDITION | 7,500 MILES or 7.5 MONTHS |
| SEVERE DRIVING CONDITION* | 5,000 MILES or 5 MONTHS |

*Refer to your Owner's Manual for the specific conditions.

Pre-Delivery Inspection

Mileage: _____
 R.O. Number: _____
 Date: _____
 Authorized Signature: _____
 Dealership: _____

Service #1

Mileage: _____
 R.O. Number: _____
 Date: _____
 Authorized Signature: _____
 Dealership: _____

Service #2

Mileage: _____
 R.O. Number: _____
 Date: _____
 Authorized Signature: _____
 Dealership: _____



Scheduled Maintenance Record

| | |
|-----------------------|-------|
| Service #3 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |
| Service #4 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |
| Service #5 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |
| Service #6 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |
| Service #7 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |
| Service #8 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |

Scheduled Maintenance Record



| | |
|-----------------------|-------|
| Service #9 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |
| Service #10 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |
| Service #11 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |
| Service #12 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |
| Service #13 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |
| Service #14 | _____ |
| Mileage: | _____ |
| R.O. Number: | _____ |
| Date: | _____ |
| Authorized Signature: | _____ |
| Dealership: | _____ |

Important

Please keep this manual with your Kia Vehicle. This manual should be presented to a Kia Dealer if warranty service is needed. This manual should remain with your Kia Vehicle if you sell it so future owners will have this information.

Definitions

As used in this manual (unless otherwise specifically stated):

"Kia" means Kia Motors America, Inc., P.O.Box 52410 Irvine, CA 92619-2410, U.S.A., the distributor of Kia Vehicles in the United States.

"Kia Vehicle" means a 2008 model year Kia Motor Vehicle manufactured by Kia Motors Corporation, 231 Yangjae-Dong, Seocho-Ku, Seoul, Korea.

"Authorized Kia Dealer" means a person in the United States of America authorized by Kia Motors America, Inc. to service Kia Vehicles or perform repairs under the warranties in this manual.

"Kia Accessory" means a genuine Kia Accessory or genuine Kia optional equipment supplied by Kia Motors America, Inc.

Important

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"Kia Accessory" means a genuine Kia Accessory or genuine Kia optional equipment supplied by Kia Motors America, Inc.

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|-------------|-------|--|--------------------------------------|--|----------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Owner's Name | | | | | | | | | | | | | | | | | | | | | | | |
| Address | | | | | | | | | | | | | | | | | | | | | | | |
| City | | | | State | | | | Zip Code | | | | | | | | | | | | | | | |
| Salesperson's Name | | | | | | | | | | | | | | | | | | | | | | | |
| Dealer's Name | | | | | | | | | | | | | | | | | | | | | | | |
| Address | | | | | | | | | | | | | | | | | | | | | | | |
| City | | | | State | | | | Zip Code | | | | | | | | | | | | | | | |
| Telephone Number | | | Dealer Code | | | Date of Retail Delivery or First Use | | | | | | | | | | | | | | | | | |
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| | | | | | | | | | | | | | | | | | | | | | | | |
| Vehicle Identification Number | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | |
|--|--|--|--|--------|--|--|--|------|--|--|--|
| Speedometer Replacement Record | | | | | | | | | | | |
| The speedometer in this vehicle was replaced on _____ | | | | | | | | | | | |
| with _____ | | | | miles. | | | | date | | | |
| Dealer Name | | | | | | | | | | | |
| Dealer Signature | | | | | | | | | | | |
| To determine true vehicle mileage, the mileage noted here should be added to the current mileage shown on the speedometer installed. | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|-------------|-------|--|--------------------------------------|--|----------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Owner's Name | | | | | | | | | | | | | | | | | | | | | | | |
| Address | | | | | | | | | | | | | | | | | | | | | | | |
| City | | | | State | | | | Zip Code | | | | | | | | | | | | | | | |
| Salesperson's Name | | | | | | | | | | | | | | | | | | | | | | | |
| Dealer's Name | | | | | | | | | | | | | | | | | | | | | | | |
| Address | | | | | | | | | | | | | | | | | | | | | | | |
| City | | | | State | | | | Zip Code | | | | | | | | | | | | | | | |
| Telephone Number | | | Dealer Code | | | Date of Retail Delivery or First Use | | | | | | | | | | | | | | | | | |
| <table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | |
| Vehicle Identification Number | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | |
|--|--|--|--|--------|--|--|--|------|--|--|--|
| Speedometer Replacement Record | | | | | | | | | | | |
| The speedometer in this vehicle was replaced on _____ | | | | | | | | | | | |
| with _____ | | | | miles. | | | | date | | | |
| Dealer Name | | | | | | | | | | | |
| Dealer Signature | | | | | | | | | | | |
| To determine true vehicle mileage, the mileage noted here should be added to the current mileage shown on the speedometer installed. | | | | | | | | | | | |

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P/N UM 060 PS 001

2008



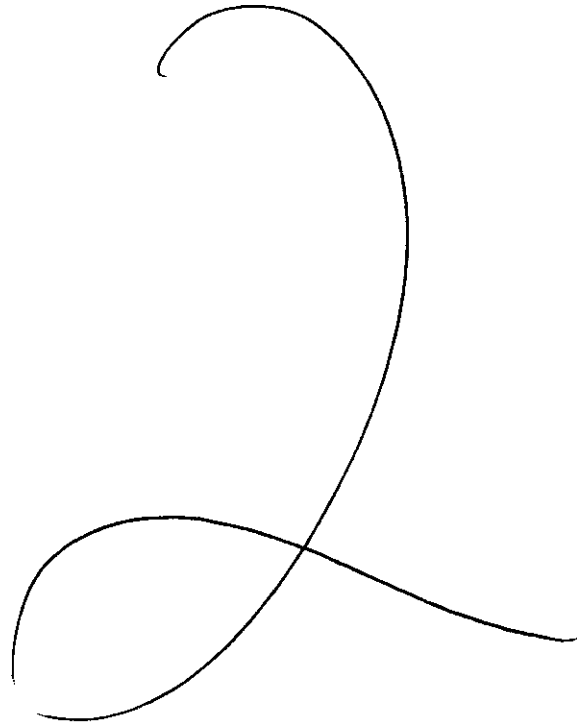
KIA MOTORS



KIA MOTORS

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WARRANTY AND CONSUMER INFORMATION MANUAL



IMPORTANT: THIS IS A SECOND NOTICE

November 12, 2009

THIS NOTICE IS A FOLLOW-UP TO AN EARLIER COMMUNICATION ISSUED ON MAY 12, 2009, WHICH NOTIFIED ALL AFFECTED REGISTERED KIA SORENTO OWNERS OF A VOLUNTARY SERVICE CAMPAIGN. OUR RECORDS INDICATE THAT YOU ARE AN OWNER OF THIS VEHICLE AND THAT IT HAS NOT YET BEEN REMEDIED.

THE SYSTEM WHICH IDENTIFIES WHETHER AN ADULT OR CHILD IS IN THE FRONT PASSENGER SEAT OF YOUR SORENTO MAY CLASSIFY AN ADULT AS A CHILD SEAT AND THUS TURN OFF THE VEHICLE'S FRONT PASSENGER AIRBAG. IF THIS HAPPENS, THE PASSENGER AIR BAG OFF LIGHT LOCATED ON THE CENTER INSTRUMENT PANEL WILL ILLUMINATE.

SUCH AN EVENT IS SPECIFICALLY RELATED TO THE PARTICULAR ADULT AND THEIR PARTICULAR SEATING POSITION. EVEN IF YOU HAVE NOT HAD THIS PROBLEM, THIS ISSUE MAY APPEAR WHEN SOME FUTURE GUEST SITS IN THE FRONT PASSENGER SEAT, AND THUS YOU SHOULD HAVE THE FREE SERVICE CONDUCTED ON YOUR SORENTO.

KIA URGES YOU TO CONTACT A KIA DEALERSHIP TO SCHEDULE AN APPOINTMENT TO UPDATE THE PROGRAMMING OF THE SORENTO OCS ELECTRONIC CONTROL MODULE LOCATED IN THE FRONT PASSENGER SEAT CUSHION OF YOUR VEHICLE.

Voluntary Service Campaign

May 12, 2009

Dear Kia Sorento Owner:

Kia Motors America, Inc. is conducting a Voluntary Service Campaign regarding the front passenger seat Occupant Classification System (OCS) on certain 2007-2008 Kia Sorento vehicles.

Why is Kia conducting this service campaign?

Kia has become aware that in certain 2007-2008 Sorento vehicles the front passenger air bag may be turned off in the presence of an adult in the passenger seat under certain conditions. This happens because the OCS can incorrectly classify an adult in the front passenger seat as an infant car seat or small child. This misclassification illuminates the PASSENGER AIR BAG OFF indicator located on the center instrument panel and prohibits the deployment of the front passenger air bag.

What Will Kia Do?

- Kia will update the programming of the Sorento OCS electronic control module located in the front seat cushion at no charge to you, when you schedule an appointment and take your vehicle to your Kia dealership.

What Should You Do?

- Always wear your seatbelt when you are driving or riding in your vehicle.
- Pay attention to the "PASSENGER AIRBAG OFF" telltale indicator light if the front passenger seat is occupied in order to be aware of circumstances when the front passenger airbag may be deactivated.
- Please contact your Kia dealer to schedule a service appointment. The time required to repair your vehicle can vary, depending on the dealer's work schedule, therefore we recommend

scheduling a service appointment to minimize inconvenience. Please present this notice when you arrive at the dealer.

Have you changed your address or sold your Kia?

- If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us.

If you have a problem

- Should you have any questions regarding this Campaign or your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time)

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs Department

Date: November 6, 2009

To: All Kia Dealer Principals
All Kia Service Managers
All Kia Parts Managers

From: Neem Van der Reest

RE: **SC076 – 2007-2008 MY SORENTO OCCUPANT CLASSIFICATION SENSOR (OCS)
REPROGRAMMING SERVICE CAMPAIGN RE-NOTIFICATION**

On November 12, 2009, we will be sending a **Re-Notification** letter to all 2007-2008 MY Sorento vehicle owners whose vehicles have not yet been repaired under this campaign.

Please note the following:

- TSB SC076 can be accessed on KGIS.
- The Not Completed Campaign VINS Report is available in WEBDCS.
- Campaign Stickers can be ordered through your PDC.
- A copy of the Campaign Q&A can be located on Kdealer in the Consumer Affairs section of the site.

Please make certain the appropriate personnel in your dealership are familiar with the details of this service campaign to ensure proper responses to customer inquiries and request to have the campaign performed on their 2007-2008 Sorento vehicles.

LEGAL LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia Motors America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this voluntary safety campaign, and for no other purpose.

We appreciate your attention and cooperation in completing this service campaign. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,



Neem Van der Reest
Quality Analysis Manager

3

CONFIDENTIAL DOCUMENTS

**REQUEST MADE TO
OFFICE OF CHIEF COUNSEL**