

PE09-034
HYUNDAI-KIA
9/25/2009
ATTACHMENT
CONSUMER
COMMUNICCATION
S 1 OF 3, PART 1 OF 4

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736975 ██████████	K1361273	1,400
Exira, IA ██████████		Prod. Date: 7/21/06	Dealer: IA001	Kia of Des Moines

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 09/18/2007 02:27 PM US Mountain Standard Time HReynolds

Donald Akers stated:

1. *PASS*enger side *AIR*bag is not activating
2. kia dealer replaced a sensor before
3. no one told me that you have to be in certain weight to sit in front *PASS*enger side
4. my wife weights only 105 lbs

Writer stated:

1. updated/no open recall
2. apology for situation
3. advised, *AIR*bag will not activate until person with 5" tall and 130 lbs or more sits on front *PASS*enger seat
4. That's how this *AIR*bag system works
5. customer still has protection from side curtain *AIR*bags
6. she can still sits on front seat with seatbelt which number one defense on impact

*** CASE CLOSE 09/18/2007 02:27 PM US Mountain Standard Time HReynolds

*** CASE CLOSE 10/03/2007 06:39 AM Pacific Daylight Time JeffStroup
tread review complete

*** PHONE LOG 10/12/2007 01:47 PM US Mountain Standard Time TDonnelly Action Type: Incoming call
CUSTOMER STATES:

1. BEEN HAVING CONCERNS WITH *AIR*BAG LIGHT ON VEHICLE
2. DEALER (IA001) ADVISED THAT IT WAS BECAUSE WIFE WAS TOO LIGHT
3. WELL RECENTLY MY SON WAS DRIVING CAR AND I SAT IN *PASS*ENGER SEAT AND *AIR*BAG OFF LIGHT IS ON
4. NOW I REALLY DONT THINK WHAT DEALER WAS STATING WAS CORRECT.
5. DEALER ADVISED THAT THERE WAS NOTHING THEY COULD DO
6. I WEIGH OVER 200 POUNDS. SO THERE IS NO WAY MY WEIGHT COULD BE CAUSE OF THE ISSUE.
7. WHAT IF THE PROBLEM IS INTERMITTANT AND DOES NOT HAPPEN ALL THE TIME?
8. WILL MONITOR AND TAKE TO DEALER IF NEEDED.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. HAS CUSTOMER TAKEN CAR TO DEALER?
3. WHAT DID DEALER ADVISE?
4. CERTAINLY. SIZE OR WEIGHT CAN AFFECT THE OPERATION OF *AIR*BAG SYSTEM
5. IF DEALER HAS CHECKED COMPONENT AND IS OPERATING AS DESIGNED. THEN CAN NOT FIX WHAT IS NOT BROKEN.
6. IF CUSTOMER FEELS ISSUE IS ONGOING OR OCCURS WHEN OTHERS ARE IN SEAT. WOULD INVITE CUSTOMER

TO TAKE BACK INTO DEALER AND RIDE WITH LARGER PERSON IN SEAT TO SEE IF *AIR*BAG LIGHT OFF COMES ON.

7. IF THE LIGHT COMES ON DEALER CAN CHECK FOR AND ADDRESS *REP**AIR*S WITHIN TERMS OF

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- 9. HAS CUSTOMER READ INFO IN OWNERS MANUAL REGARDING OPERATION OF THE SRS SYSTEM?
- 10. IF CONCERN IS INTERMITTANT, BECOMES MORE DIFFICULT TO VERIFY AND OR ADDRESS
- 11. IF DEALER CAN CONFIRM A MALFUNCTION, WILL REPAIR WITHIN PARAMETERS OF WARRANTY.

*** CASE CLOSE 10/12/2007 01:47 PM US Mountain Standard Time TDonnelly

*** PHONE LOG 10/23/2007 03:26 PM US Mountain Standard Time JSinclair **AIR** Action Type: Incoming call

Customer states:

- 1. I have been to the dealership 4x's
- 2. And the **AIR** bag light is still coming on
- 3. I don't know what to do
- 4. This is a weekend car and is not driven very often but I still want it fixed
- 5. They have installed 4 different parts and I tired of this

Wtr states:

- 1. Advs wtr will do additional research
- 2. Once more infoamtion is received will contact customer
- 3. Advs may have to escalate to higher dept

Customer states:

- 1. At this point I think that kia really needs to do something about this
- 2. The vehicle was just there a week ago and already having additional problems

Wtr states:

- 1. Apologized
 - 2. Will do some research with the dealership and contact you tomorrow
- Customer thanked and call ended

*** PHONE LOG 10/24/2007 10:08 AM US Mountain Standard Time JSinclair **AIR** Action Type: Outgoing call

Called Kia of Des Moines IA001 Spoke to SM Andy who states:

- 1. The FTR was out here and re flashed the system
- 2. We have done everything we can for this customer
- 3. We even changed the seat cushion
- 4. Your office told her that the **AIR** bag was a secondary restraint
- 5. So that's what we are going off of
- 6. At this point I don't know what else to do
- 7. Customer now has the vehicle

*** PHONE LOG 10/24/2007 10:13 AM US Mountain Standard Time JSinclair **AIR** Action Type: Outgoing call

Called DPSM PShin who states:

- 1. Let me do some more research and call you back
- Thanked and call ended

*** EMAIL OUT_ JSinclair **AIR** Action Type: External email

Send to: [pshin@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

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██████	██████	KNDJC736975 ██████	K1361273	1,400
Exira, IA ██████		Prod. Date: 7/21/06	Dealer: IA001 Kia of Des Moines	

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.

Please e-mail me or call me back at ext 45161.

Thanks,
Justina

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1361273_JSincl**AIR**_10-24-200711153.doc>>

*** PHONE LOG 10/24/2007 10:20 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Left VM for customer to rtn call

*** PHONE LOG 10/26/2007 10:23 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Called DPSM who states:
1. I think it is the way they are sitting in the vehicle
2. I don't think it is a manufacturing defect
3. I am going to call the SM and advs him to sit in the vehicle with the customer
4. If that light goes off when the SM is sitting in the seat then it is not a manufacturing defect
5. I will call him now and call you back
Thanked and call ended

*** PHONE LOG 10/30/2007 07:48 AM US Mountain Standard Time TDomelly Action Type:Incoming call
DPSM PETER SHIN STATES:
1. CALLING TO SPEAK TO JUSTINA. IS SHE AVAILABLE?
2. WILL HOLD.

WRITER STATES:
1. CAN CHECK TO SEE IF JUSTINA IS AVAILABLE. ASKED DPSM TO HOLD.
2. CONFERENCE DPSM ON LINE WITH DPSM. PETER SHIN.

*** PHONE LOG 10/30/2007 07:59 AM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call
DPSM states:
1. Ok. The SM has not seen the vehicle since it was flashed
2. Have the customer take the vehicle to the dealership
3. At that pint the SM will sit in the vehicle so we can determine if it is how they are sitting or if it needs another rep**AIR**
Thanked and call ended

*** PHONE LOG 10/30/2007 08:00 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Left msg for customer to rtn call

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Called customer

Wtr states:

1. ((relayed DPSM comments))

Customer states:

1. Ok,
2. Well the dealership called me and said that they where coming out to pick up my car and bring me a loaner
3. So I am just waiting for them to get here
4. I thought they would have been here by now

Wtr states:

1. Ok
 2. Once vehicle goes to dealership wtr will follow up with the dealership
 3. Wtr will call you back in about 30 min
 4. If they are not there yet wtr will call dealership for status
- Customer thanked and call ended

*** PHONE LOG 11/01/2007 01:36 PM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called Mrs.Akers who states:

1. The dealership came for the vehicle right after I talked to you
- Thanked and call ended

*** PHONE LOG 11/06/2007 09:23 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Called Kia of Des Moines IA001 spoke to Scott SM who states:

1. We are in touch with tech line and are waiting on a response
 2. We have changed the seat and had the system re flashed and the light is still on
 3. I personally sat in the seat for 20 min straight and they light was still on
- Thanked and call ended

*** NOTES 11/06/2007 09:35 AM US Mountain Standard Time JSincl**AIR** Action Type:Manager review

Dispatching to region for the following reasons:

1. 07 Sorento 1,400 miles W/S 08/10/07
2. Vehicle has been to dealership multiple times
3. On 8/20/07, 9/01/07, 10/16/07, and vehicle is currently at dealership
4. Vehicle still not rep**AIR**ed
5. **OCS** light staying
6. Cushion has been replaced along with sensors
7. FTR re flashed vehicle **OCS** light still on
8. Dispatching for repeated rep**AIR** attempts

*** PHONE LOG 11/06/2007 09:36 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Called customer

Wtr states:

1. Vehicle still being looked. getting Kia resources involved
 2. Dispatching to a higher dept
 3. You will be contacted by the higher dept within 24-48 hrs
- Thanked and call ended

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Exira, IA ██████████		Prod. Date: 7/21/06	Dealer: IA001	Kia of Des Moines

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

Send to:[Gallagher, Matt [KMA]]

CC List:[JSinclairAIR@crosscountry-auto.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_K1361273_AnitaMay_11-06-2007134035.doc>>

*** NOTES 11/06/2007 01:50 PM Pacific Daylight Time AnitaMay Action Type:Meeting

WTR ACCEPTED CASE THIS DATE:

WTR TO MAKE INITIAL CONTACT TO CUST AND ASSIGN CLARIFY CASE TO MJG FOR FURTHER CASE HANDLING

*** PHONE LOG 11/07/2007 12:07 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W SM SCOTT @ KIA OF DES MOINES THIS DATE:

1. REQ SALES & SERV D**OCS**
2. PROVIDED FAX #
3. SM STATED WILL SEND D**OCS** AM 11/8

WTR FORWARDED HARD FILE TO MCS FOR FURTHER CASE HANDLING

*** PHONE LOG 11/07/2007 12:19 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call

WTR LM FOR CUST. MR. ██████████

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

WTR TO FU W/CUST 11/8/07 IF NO CB RCVD BY COB

*** NOTES 11/07/2007 02:50 PM Central Daylight Time MGallagher Action Type:Facsimile rec.

WTR RCVD FROM SM SCOTT @ KIA OF DES MOINES THIS DATE:

1. SERVICE D**OCS**
2. BO. CUST CHECK. CUST CLAIM FORM. APP FOR TITLE
3. STILL MISSING FINANCE AGREEMENT & DEALER DEAL RECAP SHEET

*** PHONE LOG 11/07/2007 02:56 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W SM SCOTT @ KIA OF DES MOINES THIS DATE:

1. REQ ABOVE MISSING SALES D**OCS**
2. SM STATED WILL FAX BY COB TODAY

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██████	██████	KNDJC736975 ██████	K1361273	1,400
Exira, IA ██████		Prod. Date: 7/21/06	Dealer: IA001	Kia of Des Moines

*** NOTES 11/07/2007 03:53 PM Central Daylight Time MGallagher Action Type:Facsimile rec.
WTR RCVD FROM MELISSA @ KIA OF DES MOINES THIS DATE:
1. FINANCE AGREEMENT & DEALER DEAL RECAP SHEET
2. ADDED INFO TO HARD FILE

WTR TO COMPLETE RECAP BY COB 11/8

*** PHONE LOG 11/08/2007 10:49 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W MELISSA @ KIA OF DES MOINES WHO STATED THIS DATE:
1. CUST'S VEH RETURNED TO DLR 11/1 & STILL THERE NOW FOR **OCS** CONCERN
2. LIGHT STAYS ILLUMINATED W/180 LBS PERSON IN SEAT
3. CUST IN DLR LOANER AT THIS TIME
4. T/L WORKING W/DLR ON FIX
5. MELISSA TO FAX RO 44357 ONCE COMPLETED BUT WILL TRY TO FAX TECH NOTES FOR NOW
6. WTR REQ SM SCOTT C/B
7. PROVIDED C/B #. FAX #

WTR TO F/U W/SM IF NO RESPONSE BY 2PM THIS DATE

*** PHONE LOG 11/08/2007 05:28 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LISTENED AS AJM S/W CUST THIS DATE:
1. CUST DOES NOT KNOW STATUS OF VEH WHICH IS STILL @ DLR
2. **OCS** LIGHT STAYS ON ALL THE TIME
3. WENT TO DLR FOUR TIMES FOR SAME CONCERN
4. WOULD LIKE VEH FIXED
5. AJM STATED CASE IS NOW BEING REVIEWED
6. PROVIDED C/B # IF CUST HAS ANY QUESTIONS

AJM TO CONTACT CUST ONCE ALL ROS RCVD & RECAP COMPLETED NLT 11/22

*** PHONE LOG 11/08/2007 05:34 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SM SCOTT @ KIA OF DES MOINES THIS DATE:
1. VERIFIED WORK COMPLETED ON RO 41766 & RENTAL DAYS
2. SM STATED VEH STILL @ DLR & DPSM EXPECTED TO CONTACT DLR ON 11/12
3. **OCS** LIGHT STILL CONCERN
4. T/L HAS BEEN INVOLVED & SUGGESTED REPLACE SEAT & RE FLASH WHICH DLR HAS ALREADY DONE

WTR TO F/U W/SM 11/13 TO DETERMINE STATUS OF VEH

*** PHONE LOG 11/13/2007 09:41 AM Central Daylight Time MWilliams Action Type:Incoming call
SPOKE TO DPSM SIIN:
1. VEH AT DLR
2. SM SCOTT AND SA TESTED VEH AND WHILE FULL SIZED ADULT IS SITTING IN **PASS**enger side IT SHOWS THAT AN UNDER SIZED ADULT IS SITTING THERE
3. T/L HAS BEEN CONTACTED AND NO FURTHER ASSIST IS NEEDED

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736975 ██████████	K1361273	1,400
Exira, IA ██████████		Prod. Date: 7/21/06	Dealer: IA001	Kia of Des Moines

*** PHONE LOG 11/13/2007 10:09 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SM SCOTT @ KIA OF DES MOINES WHO STATED THIS DATE:

1. VEH AT DLR BUT NOTHING ELSE CAN BE REPAIRED
2. HAS SPOKEN W/MVW & LOCATING LIKE VEH ON LOT FOR CUST
3. WTR REQ FINAL RO TO BE FAXED
4. PROVIDED FAX #
5. SM STATED WILL FAX NI.T COB THIS DATE

WTR TO F/U W/SM 11/14 IN AM IF RO NOT RCVD BY COB THIS DATE

*** PHONE LOG 11/13/2007 10:27 AM Central Daylight Time MWilliams Action Type:Outgoing call
SPOKE TO MRS ██████████

1. OFFERED REPLACEMENT VEH
2. CUST ACCEPTED
3. ADVISED THAT SM SCOTT LONG WILL:
 - A. LOCATE EXACT VEH AS CUST HAS
 - B. ATTACH GDS TO IT
 - C. ENSURE THAT **OCS** IS OPERATING CORRECTLY
 - D. CONTACT WTR WITH VIN
 - E. WTR WILL CONTACT CUSTS AND THEY WILL GO TO DLR TO TEST DRIVE
4. WTR WILL SEND CUST PRELIMINARY OFFER LTR W/LID THIS DATE
5. PROVIDED CUST W/DIRECT DIAL # SHOULD SHE OR HER HUSBAND HAVE ANY QUESTIONS OR CONCERNS IN THE MEANTIME

SPOKE TO SM SCOTT:

1. REITERATED ABOVE
2. SM WILL PROCEED AS REQUESTED

*** NOTES 11/13/2007 11:07 AM Central Daylight Time MWilliams Action Type:Correspondence sent
LTR COMPOSED AND FWRD TO CUST THIS DATE. ALONG W/LID. W/FEPO TRACKING # 9020 7513 4739 AND
RETURN OF 9020 7513 4740

*** PHONE LOG 11/13/2007 11:12 AM Central Daylight Time MWilliams Action Type:Incoming call
PER SM SCOTT:

1. HAS LOCATED REPLACEMENT VEH W/VIN KNDJC736X75742715
2. SM HAS TESTED VEH **OCS** AND IT IS OPERATING PROPERLY
3. SM WILL FAX INVOICE AND FINAL RO TO WTR BY COB THIS DATE

WTR TO F/U W/SM ON 11/14 IF INVOICE AND FINAL RO HAVE NOT BEEN RC'D BY THAT DATE

*** NOTES 11/13/2007 03:24 PM Central Daylight Time MGallagher Action Type:Facsimile rec.
WTR RCVD FROM SM SCOTT @ IA001 THIS DATE:

1. RO 44357

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJIC736975 ██████████	K1361273	1,400
Exira, IA ██████████		Prod. Date: 7/21/06	Dealer: IA001	Kia of Des Moines

WTR ADDED UPDATED RECAP & INVOICE TO HARD FILE & FORWARDED FILE TO MVW FOR FURTHER CASE HANDLING

*** PHONE LOG 11/16/2007 08:34 PM Central Daylight Time MWilliams Action Type:Outgoing call
SPOKE TO ██████████ WHO STATED:

1. VEH HAS BEEN PAID IN FULL AND CUST HAS TITLE
2. CUST CANNOT DO TRANSACTION ANY DAY NEXT WEEK
3. ADVISED CUST THAT WTR WILL GET W/DLR ON 11/21 AND PROVIDE DLR ALL PAPERWORK SO THAT TRANSACATIUN CAN TAKE PLACE WEEK OF 11/27

EMAIELD DPSM SHN REQ HE UPDATE DLR OF ABOVE AS WTR IS OUT OF OFFICE UNTIL 11/21

WTR TO CONTACT DLR AND POSSIBLY CUST ON 11/21 RE: NEXT STEP IN PROCESS

*** PHONE LOG 11/26/2007 05:32 PM Central Daylight Time MWilliams Action Type:Outgoing call
SPOKE TO SM SCOTT LONG:

1. WAS GIVEN SALES MGRS DAVE ROUSE NAME AS DLR CONTACT FOR REFI TRANS

*** PHONE LOG 11/26/2007 05:50 PM Central Daylight Time MWilliams Action Type:Outgoing call
SPOKE TO SLS MGR ROUSE (515.270.0706):

1. HE WILL FAX INVOICE TO WTR
2. WTR WILL EMAIL AND FAX **D~~O~~C~~S~~** TO DAVE @ (515.727.2121) AND EMAIL TO DAVIDAROUSE@MSN.COM

*** PHONE LOG 11/27/2007 08:53 AM Central Daylight Time MWilliams Action Type:Outgoing call
SPOKE TO DAVE ROUSE @ IA001:

1. CLARIFIED SOME POINTS ON INVOICE
2. WILL FAX AND EMAIL ALL PAPERWORK TO HIM THIS DATE

SPOKE TO MRS. ██████████

1. CUST STATED THAT HER HUSBAND IS TRYING TO GET HALF A DAY OFF ON 11/28 SO THEY MAY BE ABLE TO GET TO THE DLR EARLIER
2. WILL CALL WTR BACK BY COB IF TIME CHANGES
3. CUST CONFIRMED THAT SHE HAS THE TITLE AND WILL BRING WITH HER TO THE TRANSACTION

WTR TO FWRD ALL PAPERWORK TO DAVE ROUSE NLT THAN NOON THIS DATE

*** NOTES 11/27/2007 11:55 AM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.
WTR REC'D VIA FAX FROM KIA OF DES MOINES WHICH INCLUDES:

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Exira, IA ██████████		Prod. Date: 7/21/06	Dealer: IA001	Kia of Des Moines

INFO ADDED TO HARD FILE AND FORWARDED TO MVW FOR FURTHER CASE HANDLING

*** PHONE LOG 11/27/2007 11:59 AM Central Daylight Time MWilliams Action Type:Incoming call
SPOKE TO MRS. ██████████

1. CUST STATED THAT THEY CAN BE AT DLR AT 2:00 PM ON 11/28 TO DO THE TRANSACTION
2. ADVISED CUST THAT WTR IS WAIVING \$490 DIFFERENCE BETWEEN INVOICES AND THAT CUST WILL ONLY BE LIABLE FOR LICENSING FEE

SPOKE TO DAVID ROUSE:

1. ADVISED OF TIME CHANGE
2. FAXED VTO AND HE WILL REVIEW AND FAX BACK TO ME

WTR TO FAX THE REST OF THE PAPERWORK TO DLR ONCE SIGNED VTO IS RC'D

*** NOTES 11/28/2007 09:43 AM Central Daylight Time MWilliams Action Type:Facsimile rec.

SIGNED VTO RC'D AND REMAINING **D^{OCS}** FAXED TO DAVID W/CONFIRMATION RC'D @ 8:00 A.M. THIS DATE

*** PHONE LOG 11/28/2007 09:54 AM Central Daylight Time MWilliams Action Type:Outgoing call
WTR LVM FOR DAVID ROUSE:

1. REQUESTED C/B TO DISCUSS **D^{OCS}** ASAP

WTR TO F/U W/DAVID AT IF NO C/B HAS BEEN RC'D BY NOON TODAY

*** COMMIT 11/28/2007 09:55 AM Central Daylight Time MWilliams Action Type:Callback Required

*** NOTES 11/28/2007 01:18 PM Central Daylight Time MWilliams Action Type:E-mail sent

RAF EMAILED TO DPSM SHIN THIS DATE W/CC TO RPSM LIND AND REQUESTED THAT IT BE RETURNED NLT
COB OF 12/3

*** NOTES 11/28/2007 01:20 PM Central Daylight Time MWilliams Action Type:Manager review

WTR TO F/U W/ DAVID ROUSE ON 11/29 AND DPSM ON 12/3 IF REFI **D^{OCS}** ARE NOT RC'D AND RAF IS NOT RC'D
BY 5:00 P.M. THAT DATE RESPECTIVELY

*** COMMIT 11/28/2007 01:24 PM Central Daylight Time MWilliams Action Type:Callback Required

*** NOTES 11/30/2007 11:59 AM Pacific Daylight Time **AIR**by Action Type:Correspondence rec.

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Exira, IA ██████████		Prod. Date: 7/21/06	Dealer: IA001 Kia of Des Moines	

INFO ADDED TO HARD FILE AND FORWARDED TO MVW FOR FURTHER CASE HANDLING

*** NOTES 11/30/2007 05:33 PM Central Daylight Time MWilliams Action Type:Manager review
REFI REQ PROCESSED IN AS400 FILR #71916 AND FWRD TO AII FOR HANDLING

*** NOTES 11/30/2007 06:11 PM Pacific Daylight Time *AIR* by Action Type:Correspondence sent
CRCA SENT REP PKG TO PAM @ NCA THIS DATE VIA INTER OFFICE MAIL

CRCA TO F/U WITH VRS FILE ON 12/4 FOR REP PKG REC'D DATE

*** NOTES 12/03/2007 07:35 PM Central Daylight Time MWilliams Action Type:E-mail sent
RAF RECEIVED AND EMAILED TO PD AND PV @ NCA THIS DATE

*** NOTES 12/04/2007 08:50 AM Pacific Daylight Time *AIR* by Action Type:Correspondence sent
CRCA SENT TITLE, POA, AND OD STATEMENT TO AMY @ ISG THIS DATE VIA FED EX TRACKING # 9020 7513
6433

COPIES ADDED TO HARD FILE AND FORWARDED TO AII TO F/U WITH ISG BY 12/14 IF TITLE NOT REC'D BACK
BY THAT DATE

*** NOTES 12 17 2007 04:59 PM Pacific Daylight Time *AIR* by Action Type:E-mail sent
CRCA SENT VIA EMAIL TO BB @ NCA THIS DATE STATING:
1. PLEASE ADVISE WITH CHECK STATUS

CRCA TO F/U WITH BB ON 12/18 IF NO RESPONSE REC'D BY THAT DATE

*** PHONE LOG 12/18/2007 10:10 AM Pacific Daylight Time *AIR* by Action Type:Outgoing call
CRCA S/W BB @ NCA THIS DATE STATING:
1. F/U ON CHECK STATUS
2. BB STATED CHECK WILL BE FORWARDED TO REGION IN JANUARY

CRCA TO F/U WITH NCA ON 1/4 IF CHECK HAS NOT BEEN REC'D BY THAT DATE

*** NOTES 12/21/2007 05:22 PM Pacific Daylight Time *AIR* by Action Type:Correspondence sent
CRCA SENT SUPPLEMENTAL CHECK REQ TO PAM @ NCA THIS DATE VIA INTER OFFICE

COPIES ADDED TO HARD FILE & CRCA TO F/U WITH NCA ON 1/11/08 IF CHECK IS NOT REC'D BY THAT DATE

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC73697S ██████████	K1361273	1,400
<u>Exira, IA</u> ██████████		Prod. Date: 7/21/06	Dealer: IA001 Kia of Des Moines	

CRCA REC'D CHECK # 517329 IN THE AMT \$21,064.50 MADE PAYABLE TO KIA OF DES MOINES

CRCA SENT SOC CHECK TO ATTN: DAVE ROUSE @ KIA OF DES MOINES THIS DATE VIA FED EX TRACKING # 9020 7513 8815

COPIES ADDED TO HARD FILE AND CRCA TO F/U WITH NCA ON 1/11 IF SUPPLEMENTAL CHECK IS NOT REC'D BY THAT DATE

*** NOTES 01/14/2008 11:52 AM Pacific Daylight Time *AIR* by Action Type: E-mail sent
CRCA SENT VIA EMAIL PAM @ NCA THIS DATE STATING:
1. PLEASE ADVISE WITH CHECK STATUS YET REC'D

CRCA TO F/U WITH PAM ON 1/15/08 IF NO RESPONSE REC'D BY COB THIS DATE

*** NOTES 01/16/2008 02:29 PM Pacific Daylight Time *AIR* by Action Type: Correspondence rec.
CRCA REC'D SIGNED BID AND CHECK # 66610 IN THE AMT OF \$13,217.35 MADE PAYABLE TO KMA FROM STUART HEAD THIS DATE

INFO ADDED TO HARD FILE AND AII TO PROCESS TITLE TO STUART HEAD ON 1/17/08

*** NOTES 01/16/2008 04:40 PM Pacific Daylight Time *AIR* by Action Type: Correspondence sent
CRCA SENT TITLE TO STUART HEAD THIS DATE VIA FED EX TRACKING # 9020 7514 0714

COPIES ADDED TO HARD FILE AND AII TO F/U WITH NCA ON 1/18/08 OF CHECK IS NOT REC'D BY THAT DATE

*** NOTES 01/18/2008 05:11 PM Pacific Daylight Time *AIR* by Action Type: Correspondence rec.
CRCA HAS YET TO REC'D CHECK FOR INVOICE PMT FROM NCA THIS DATE

CRCA TO F/U WITH NCA ON 1/23/08 IF CHECK NOT REC'D BY THAT DATE

*** NOTES 01/22/2008 11:23 AM Pacific Daylight Time *AIR* by Action Type: Correspondence rec.
CRCA REC'D CHECK # 517746 IN THE AMT OF \$ 90.00 MADE PAYABLE TO IMPARTIAL SERVICES GROUP

INFO ADDED TO HARD FILE AND AII TO PROCESS THIS DATE

*** NOTES 01/22/2008 01:54 PM Central America Standard Time MDeutscher Action Type: Correspondence sent
WTR SENT ISG INVOICE CHECK TO THE ATTENTION OF AMY NEWLIN. VIA FEDEX. TRKING # 9020-7514-1443

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736975██████████	K1361273	1,400
Exira, IA ██████████		Prod. Date: 7/21/06	Dealer: IA001 Kia of Des Moines	

CRCA S/W DPSM JOHN ROPER THIS DATE STATING:

1. DPSM STATING WILL BE PERFORMING REFLASH @ HEAD KIA ON BUYBACK VEH

CRCA S/W STUART HEAD THIS DATE STATING:

1. DSPM IS ON HIS WAY FOR REFLASH ON BUYBACK PLEASE FORWARD FINAL RO FOR ONCE REC'D

CRCA TO F/U WITH STUART ON 1/25/08 IF FINAL RO IS NOT REC'D BY THAT DATE FOR FURTHER PROCESSING

*** PHONE LOG 01/25/2008 03:59 PM Pacific Daylight Time **AIR** by Action Type:Outgoing call

CRCA S/W SM DAVE @ HEAD KIA THIS DATE STATING:

1. NEED RO FAX OVER FOR FINAL BUYBACK TRANSACTION

CRCA TO F/U WITH STUART ON 1/28 IS RO IS NOT REC'D BY COB THIS DATE

*** NOTES 01/25/2008 06:51 PM Pacific Daylight Time **AIR** by Action Type:Facsimile rec.

WTR REC'D VIA FAX FROM HEAD KIA THIS DATE WHICH INCLUDES:

1. REQ RO FOR FINAL BUYBACK TRANSACTION

CRCA TO F/U PROCESS FINAL PAPER WORK TO STUART ON 1/28

*** NOTES 01/28/2008 04:06 PM Pacific Daylight Time **AIR** by Action Type:Correspondence sent

CRCA SENT RESALE NOTICE TO STUART HEAD FOR FURTHER PROCESS IN BUYBACK TRANSACTION

COPY ADDED TO HARD FILE AND ALL TO F/U WITH STUART ON 1/31 IF RESALE NOTICE IS NOT REC'D BY THAT DATE

*** PHONE LOG 01/31/2008 09:28 AM Pacific Daylight Time **AIR** by Action Type:Outgoing call

CRCA S/W STUART HEAD THIS DATE STATING:

1. F/U RESALE NOTICE SENT FOR SIGNATURE
2. STUART STATED DID SIGN AND WILL F/U RETURN STATUS

CRCA TO F/U WITH STUART ON 2/4 IF NOT REC'D BY THAT DATE

*** NOTES 01/31/2008 11:55 AM Pacific Daylight Time **AIR** by Action Type:Correspondence rec.

CRCA REC'D SIGNED RESALE NOTICE FROM STUART HEAD THIS DATE VIA FED EX

INFO ADDED TO HARD FILE ALL TO PROCESS ACV RECOVERY TO EUGENE LEE @ NCA THIS

*** NOTES 01/31/2008 11:56 AM Pacific Daylight Time **AIR** by Action Type:Correspondence sent

CRCA SENT ACV RECOVERY TO EUGENE LEE @ NCA THIS DATE FOR PROCESSING

COPIES ADDED TO HARD FILE AND ALL TO F/U WITH VRS FILE ON 2/5 FOR DATE REC'D

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Consumer AffAIRs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736975 ██████████	KI361273	1,400
Exira, IA ██████████		Prod. Date: 7/21/06	Dealer: IA001	Kia of Des Moines

PER VRS FILE NCA REC'D ACV RECOVERY PKG ON 2/1

*** CASE CLOSE 02/06/2008 07:41 AM Pacific Daylight Time *AIR* by

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJJC735185 ██████████	K1564976	15,144
Mooresville, IN ██████████		Prod. Date: 5/15/07	Dealer: IN007 Butler Kia	

Case History

Complaint Repurchase

*** PHONE LOG 03/16/2009 10:27 AM US Mountain Standard Time CCummins

CUSTOMER STATES

1. 14X AT THE DEALERSHIP FOR CONCERN
2. SPOKE WITH ONLY A SVC ADV. BEN
3. HAVE NEVER SPOKEN WITH THE SVC MGR BECAUSE HE IS NEVER THERE
4. TOOK IN A WEEK AGO WITH A LIST OF CONCERNS, ELECTRICAL (LIGHTS FLICKER)
5. TOOK FROM OCT TO JAN TO GET SEAT SENSOR REPLACED
6. DAMAGED THE VEHICLE WHEN REPLACING SEAT SENSOR
7. LEFT FRONT SPEAKER BLOWN
8. THERE WAS ALSO ENGINE NOISE
9. DID PROVIDE A LOANER VEHICLE
10. DID NOT DO ANYTHING TO THE VEHICLE ON FRIDAY WHEN I PICKED IT UP
11. WAS TOLD KIA WAS NOT GOING TO DO ANYTHING ABOUT THE ENGINE NOISE
12. I WILL PURSUE THE LEMON LAW
13. VEHICLE IS WITH ME AT WORK
14. SOMEONE ELSE NEEDS TO GET INVOLVED IN THE REPAIRS
15. THE VEHICLE THAT WAS A LOANER WAS VERY POOR AND DID NOT RUN RIGHT
16. I WILL NOT BE TAKING THE VEHICLE BACK TO A DEALERSHIP, ARBITRATION IS NEXT

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. WHAT CAN KIA DO TO ASSIST IN THE REPAIRS?
3. WILL NEED TO HAVE AT THE DEALERSHIP FOR US TO ASSIST
4. ADVISED CUSTOMER WOULD HAVE TO CHECK THE WCIM FOR CONSUMER RIGHTS UNDER THE LEMON LAW
5. ADVISED KMA WANTS TO REPAIR THE VEHICLE AND WILL USE ALL RESOURCES AVAILABLE TO DO THE REPAIRS PROPERLY
6. ADVISED CUSTOMER OF CASE # FOR FURTHER ASSISTANCE IF NEEDED

*** PHONE LOG 03/17/2009 08:38 AM US Mountain Standard Time CCummins Action Type: Outgoing call

WRITER STATES

1. SPOKE WITH JOE. SVC MGR
2. WHAT IS THE HISTORY ON THE AIRBAG LIGHT ISSUE?
3. WHAT IS THE HISTORY ON THE VEHICLE OVERALL?
4. ANY MAINTENANCE DONE AT THE DEALERSHIP?

JOE. SVC MGR.

1. LAST IN 30 JAN 2009--AIRBAG LIGHT DOES NOT ENGAGE WHEN WIFE SITTING IN THE SEAT
2. EXPLAINED THAT CERTAIN ITEMS NEED TO BE DONE FOR THE AIRBAG SENSOR TO ENGAGE
3. 8 JAN 09 AB, 11/3/08 REPROGRAM OF AB. 7/12/08--AB CONCERN (NO REPAIR DONE)
4. NO MAINTENANCE AT THE DEALERSHIP SINCE PURCHASE
5. 8 R/O'S FOR VEHICLE SINCE PURCHASE INCLUDING PDI AND A COUPLE OF RECALLS

*** PHONE LOG 03/17/2009 12:49 PM US Mountain Standard Time CCummins Action Type: Outgoing call

WRITER STATES

1. LEFT VM FOR TOM JOHNSTON. DPSM

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735185 ██████████	K1564976	15,144
Mooreville, IN ██████████		Prod. Date: 5/15/07	Dealer: IN007 Butler Kia	

NOISE, SPEAKER BLOWN, ETC)

4. ADVISED CUSTOMER IS PURSUING THE LEMON LAW AND ARBITRATION
5. WRITER SPOKE WITH SVC MGR, THERE ARE 8 R/OS ON THIS VEHICLE SINCE IT WAS PURCHASED--2 FOR BRAKES, 1 FOR TIMING CHAIN TENSIONER, AND 1 FOR PDI
6. 4X FOR **AIRBAG** ISSUES--30 JAN 2009 AB LIGHT NOT ENGAGING WHEN WIFE SITS IN SEAT, EXPLAINED POSITIONING OF **PASSENGER** TO SET SENSOR; 8 JAN 09 AB (SQUEAKING) FRONT SEAT ASSEMBLY: 11/3/08 REPROGRAMMED AB SETTING; 7/12/08 AB CONCERN (CND)
7. NO MAINTENANCE AT THE DEALERSHIP SINCE PURCHASE
8. OFFERED TO WORK WITH THE CUSTOMER AND DEALERSHIP FOR THE REPA**AIR**S BUT CUSTOMER REFUSED
9. PROVIDED CONTACT NUMBER FOR WRITER (CHUCK-46410)

*** NOTES 03/17/2009 12:53 PM US Mountain Standard Time CCummins Action Type:Manager review
DISPATCHING TO CENTRAL REGION

1. ADVISED DPSM OF LEMON LAW PURSUIT
2. ADVISED CUSTOMER INDICATES VEHICLE 14X TO IN007 FOR **AIRBAG** CONCERN
3. ADVISED CUSTOMER INDICATED OTHER ITEMS WRONG ALSO WITH VEHICLE (ELECTRICAL, ENGINE NOISE, SPEAKER BLOWN, ETC)
4. ADVISED CUSTOMER IS PURSUING THE LEMON LAW AND ARBITRATION, WILL NOT TAKE BACK TO DEALERSHIP
5. WRITER SPOKE WITH SVC MGR, THERE ARE 8 R/OS ON THIS VEHICLE SINCE IT WAS PURCHASED--2 FOR BRAKES, 1 FOR TIMING CHAIN TENSIONER, AND 1 FOR PDI
6. 4X FOR **AIRBAG** ISSUES--30 JAN 2009 AB LIGHT NOT ENGAGING WHEN WIFE SITS IN SEAT, EXPLAINED POSITIONING OF **PASSENGER** TO SET SENSOR: 8 JAN 09 AB (SQUEAKING) FRONT SEAT ASSEMBLY: 11/3/08 REPROGRAMMED AB SETTING; 7/12/08 AB CONCERN (CND)
7. NO MAINTENANCE AT THE DEALERSHIP SINCE PURCHASE
8. OFFERED TO WORK WITH THE CUSTOMER AND DEALERSHIP FOR THE REPA**AIR**S BUT CUSTOMER REFUSED
9. DUE TO LEMON LAW AND ARBITRATION CONCERN, WRITER IS FORWARDING TO REGION FOR FURTHER ASSISTANCE
10. THANK YOU! FOR YOUR TIME

*** NOTES 03/18/2009 11:32 AM Central Daylight Time MGallagher Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE# KIA0934557 WHICH INCLUDES:

1. CCF DATED 3/17/09 & RCVD 3/17/09
 - A. INTERMITTENT **AIRBAG PASSENGER** LIGHT - CURRENT - YES
 - B. BRAKES - CURRENT - NO
 - C. ENGINE NOISE - CURRENT - YES
 - D. INTERMITTENT ELECTRICAL PROBLEM - CURRENT - YES
2. RESOLUTION SOUGHT -
 - A. MANUFACTURER TO REPURCHASE AUTOMOBILE

ADDED INFO TO HARD FILE THIS DATE...WTR TO CONTACT CUST NLT 3/19 TO DISCUSS CASE

*** PHONE LOG 03/19/2009 01:50 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @ ██████████

1. IN RECEIPT OF BBB COMPLAINT AT REGION OFFICE & APOLOGIZED FOR CURRENT SITUATION

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC735185 ██████	K1564976	15,144
Mooreville, IN ██████		Prod. Date: 5/15/07	Dealer: IN007 Butler Kia	

4. VEH WILL NOT BE BROUGHT TO DLR AT THIS TIME DUE TO CUST NOT BEING SATISFIED W/DLR REP **AIRs**
5. CURRENTLY CUST SEEKING TO BE TAKEN OUT OF VEH BECAUSE OF SAFETY CONCERN
6. DLR HAS INFORMED CUST OF PROPER WAY TO SIT IN SEAT
7. WTR TO ATTAIN REP **AIR** HISTORY FROM DLR FOR REVIEW
8. CUST WILL NOT SEEK FURTHER ASSIST FROM BBB AT THIS TIME
9. WTR PROVIDED C/B # IF FURTHER QUESTIONS OR CONCERNS

WTR TO CONTACT DLR NLT 3/20 TO BEGIN ATTAINING **DOCS**

*** PHONE LOG 03/20/2009 09:30 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR KIM KINGERY (317-846-9600) @ IN007:

1. REQ'D SERVICE & SALES **DOCS** BE SENT FOR REVIEW
2. PROVIDED VIN #, FAX #, C/B #

WTR TO CONTACT DLR NLT 3/24 IF **DOCS** NOT YET RCVD

*** PHONE LOG 03/20/2009 09:57 AM Central Daylight Time MGallagher Action Type:Incoming call
PER VM FROM KIM KINGERY:

1. CONTACT BRIAN PETERS FOR **DOCS** AT MAIN DLR #

*** PHONE LOG 03/20/2009 09:57 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR BRIAN @ IN007:

1. REQ'D SERVICE & SALES **DOCS** BE SENT FOR REVIEW
2. PROVIDED VIN #, FAX #, C/B #

WTR TO CONTACT DLR NLT 3/24 IF **DOCS** NOT YET RCVD

*** PHONE LOG 03/23/2009 10:56 AM Central Daylight Time MGallagher Action Type:Incoming call
PER CONVO W/ANGIE @ IN007:

1. WILL ASSIST IN ATTAINING SALES **DOCS** FOR WTR
2. REVIEWED WHAT **DOCS** ARE REQ'D
3. PROVIDED FAX #

WTR TO CONTACT DLR NLT 3/25 IF **DOCS** NOT YET RCVD

*** PHONE LOG 03/25/2009 08:58 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR ANGIE @ IN007:

1. REQ'D SALES & SERVICE **DOCS** BE SENT FOR REVIEW
2. PROVIDED VIN #, FAX #, C/B #

WTR TO CONTACT DLR NLT 3/27 IF **DOCS** NOT YET RCVD

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735185 ██████████	K1564976	15,144
Mooreville, IN ██████████		Prod. Date: 5/15/07	Dealer: IN007 Butler Kia	

2. PROVIDED VIN #, FAX #, C/B #

WTR S/W DPSM JOHNSTON:

1. REQ'D ASSIST IN ATTAINING **D~~O~~C~~S~~** FROM DLR
2. DPSM REQ'D EMAIL W/INFO BE SENT THEN DPSM TO CONTACT DLR TO ATTAIN **D~~O~~C~~S~~**

*** PHONE LOG 03/27/2009 10:24 AM Central Daylight Time MGallagher Action Type:Incoming call
WTR S/W CUST ██████████

1. CUST INQUIRED AS TO STATUS OF CASE
2. WTR STILL ATTAINING **D~~O~~C~~S~~** FROM DLR & NOW GETTING DPSM ASSIST
3. CUST ADVISED BACK ROTORS NOW NEED TO BE RESURFACED
4. VEH NOT LIKELY WILL BE BROUGHT BACK TO DLR UNTIL AFTER HEARING FROM WTR
5. BBB BEEN IN CONTACT W/CUST TRYING TO DETERMINE IF CUST WILL PROCEED W/BBB
6. CUST TOLD BBB HE IS WORKING W/WTR AT THIS TIME BUT MAY CHANGE MIND IF PROCESS TAKES TOO LONG
7. WTR APOLOGIZED FOR LENGTH OF TIME & WILL CONTACT CUST ONCE **D~~O~~C~~S~~** ARE RCVD

*** NOTES 03/27/2009 10:25 AM Central Daylight Time MGallagher Action Type:E-mail sent
EMAIL SENT TO DPSM JOHNSTON:

1. REQ'D ALL **D~~O~~C~~S~~** BE SENT TO WTR

WTR TO CONTACT DPSM NLT 3/31 IF **D~~O~~C~~S~~** NOT YET RCVD

*** PHONE LOG 03/30/2009 12:04 PM Central Daylight Time MGallagher Action Type:Incoming call
PER ANGIE @ IN007:

1. GATHERING ALL **D~~O~~C~~S~~** TO SEND
2. WILL BE SENDING SHORTLY

WTR TO CONTACT DLR NLT 3/31 IF **D~~O~~C~~S~~** NOT RCVD

*** NOTES 03/30/2009 04:12 PM Central Daylight Time MGallagher Action Type:Facsimile rec.
CRCA RCVD FROM BUTLER KIA:

1. ROS
2. BO, FINANCE AGREEMENT, CUST CHECK, DLR RECAP SHEET, CUST CLAIM FORM, APP FOR TITLE

ADDED INFO TO HARD FILE

*** PHONE LOG 03/30/2009 04:19 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST ██████████

1. IN RECEIPT OF **D~~O~~C~~S~~** FROM DLR
2. PROVIDED ADDD NLT 4/8
3. CUST ADVISED THERE IS RO OPEN 3/9/09 FOR SOP
4. WTR TO CHECK W/DLR ABOUT INFO

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735185 ██████████	K1564976	15,144
Mooreville, IN ██████████		Prod. Date: 5/15/07	Dealer: IN007	Butler Kia

*** NOTES 04/02/2009 02:44 PM Central Daylight Time MGallagher Action Type:Meeting
RECAP COMPLETED & ADDED TO HARD FILE THIS DATE...WTR TO CONTACT DLR NLT 4/3 TO DETERMINE SOP STATUS

*** PHONE LOG 04/03/2009 10:10 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SA BEN @ IN007:
1. SOP NOW IN & CUST TO BE CONTACTED SHORTLY TO BRING BACK VEH
2. SA CONFIRMED # OF DAYS DOWN ON RO# 20504 & EXPLAINED EACH CONCERN
3. CUST'S **AIR**BAG LIGHT CONCERN DURING LAST VISIT WAS NOT EXISTING & NO CODES FOUND
4. MOST LIKELY CUST IS NOT SITTING IN P/S SEAT CORRECTLY SO **AIR**BAG OFF LIGHT WOULD TURN ON

WTR TO CONTACT CUST NLT

*** NOTES 04/03/2009 10:10 AM Central Daylight Time MGallagher Action Type:Meeting
WTR TO CONTACT CUST NLT 4/7 TO FURTHER DISCUSS CASE.

*** PHONE LOG 04/07/2009 04:39 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @ ██████████:
1. REQ'D C/B TO FURTHER DISCUSS CASE
2. PROVIDED C/B #

WTR TO CONTACT CUST NLT 4/9 IF C/B NOT RCVD

*** PHONE LOG 04/08/2009 11:16 AM Central Daylight Time MGallagher Action Type:Incoming call
PER VM FROM CUST ROY:
1. RETURNING WTR'S MSG
2. REQ'D C/B @ ██████████

*** PHONE LOG 04/09/2009 10:38 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST ROY @ ██████████:
1. CUST NOT HAPPY W/VEH AS DLR UNABLE TO RESOLVE CONCERNS
2. WTR EXPLAINED **OCS** LIGHT & REFERRED CUST TO MANUAL WHICH EXPLAINS PROPER FUNCTION
3. CUST MENTIONED BRAKES. ENGINE NOISE ALSO BEING CURRENT CONCERN
4. DPSM ABLE TO MEET W/CUST & DISCUSS ANY CURRENT CONCERN AT DLR
5. GW IN FORM OF 2 PAYMENTS CAN BE PROVIDED DUE TO REPEAT CONCERN
6. CUST NOT SATISFIED W/EITHER OPTION & WANTED DPSM MTG FOR A WHILE BUT DLR WAS NO HELP
7. WTR ONLY INVOLVED IN CASE FOR SHORT TIME & APOLOGIZED FOR ANY NEGATIVE DLR CONTACT BUT CAN PROVIDE DPSM MTG NOW
8. CUST WILL NO LONGER CONSIDER OFFER & WILL PROCEED W/BBB

CASE CLOSED PENDING FURTHER CUST CONTACT

*** CASE CLOSE 04/09/2009 10:39 AM Central Daylight Time MGallagher
PLS NOTE CASE IS FILED IN *PRIORITY NON LEGAL* CABINET @ REGION

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735185 ██████████	K1564976	15,144
Mooresville, IN ██████████		Prod. Date: 5/15/07	Dealer: IN007 Butler Kia	

*** CASE CLOSE 04/09/2009 02:43 PM US Mountain Standard Time JHirshfield
Tread **AIR**bag review Q1--JH

*** CASE CLOSE 04/16/2009 07:31 AM US Mountain Standard Time TMorales
4 + TREAD Review Complete

*** CASE CLOSE 04/16/2009 07:32 AM US Mountain Standard Time TMorales

*** NOTES 04/17/2009 09:02 AM Central Daylight Time MGallagher Action Type:Facsimile rec.
CRCA RCVD FROM BBB:
1. COMPLETED MRF PAPERWORK - DATED 4/16/09 & RCVD 4/16/09
 A. UPDATED CCF
 B. SALES & SERVICE **DOCS**

ADDED INFO TO HARD FILE

*** PHONE LOG 04/17/2009 09:07 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @ ██████████
1. IN RECEIPT OF MRF FROM BBB
2. DECISION WILL BE MADE THEN PROVIDED TO CUST BY END OF NEXT WEEK
3. PROVIDED C/B # IF NEEDED

WTR TO REVIEW CASE & PROVIDE MRF "R" TO BBB NLT 4/23

*** PHONE LOG 04/23/2009 11:09 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR TODD @ BBB:
1. REQ'D T/E BE ORDERED FOR VEH
2. PROVIDED C/B # IF ANY QUESTIONS

WTR TO CONTACT BBB NLT 4/30 IF COMPLETED T/E NOT RCVD

*** PHONE LOG 04/24/2009 09:21 AM Central Daylight Time MGallagher Action Type:Incoming call
PER VM FROM TODD @ BBB:
1. T/E WILL BE ORDERED TODAY

WTR TO CONTACT BBB NLT 5/1 IF COMPLETED T/E NOT RCVD

*** NOTES 05/01/2009 11:37 AM Central Daylight Time MGallagher Action Type:Facsimile rec.
CRCA RCVD FROM BBB:
1. COMPLETED T/E
 A. P/S **AIR**BAG LIGHT COMES ON w/**PASS**enger SEATED - EXISTS - YES
 B. BRAKES PULSATE - EXISTS - NO

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735185 ██████████	K1564976	15,144
Mooreville, IN ██████████		Prod. Date: 5/15/07	Dealer: IN007 Butler Kia	

YES

2. LTR FROM CUST (DATED 4/29/09) STATING
 - A. FILED W/BBB AUTO LINE FOR REPURCHASE
 - B. CONCERNS INCLUDE P/S **AIR** BAG LIGHT COMING ON WHEN SOMEONE IN SEAT
 - C. BRAKE/ROTOR PROBLEM
 - D. ENGINE NOISE BROUGHT TO DLR'S ATTENTION
 - E. ELECTRICAL PROBLEM CONCERNING DASH LIGHTS

ADDED INFO TO HARD FILE

*** NOTES 05/01/2009 11:53 AM Central Daylight Time MGallagher Action Type:Meeting
DISCUSSED CASE W/RCAM:

1. DECIDED ON POSSIBLE GW OFFERS

WTR TO CONTACT CUST NLT 5/4 TO DISCUSS

*** PHONE LOG 05/04/2009 11:47 AM Central Daylight Time MGallagher Action Type:Incoming call
PER VM FROM TODD @ BBB:

1. INQUIRED AS TO WHAT POSITION KMA WANTED TO TAKE NOW THAT T/E HAS BEEN COMPLETED
2. REQ'D C/B

*** PHONE LOG 05/04/2009 02:25 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST ██████████

1. PROVIDED CUST W/2 OPTION
 - A. MONETARY IN AMOUNT EQUAL TO 6 PAYMENTS OR
 - B. REPLACEMENT VEH W/OUT MILEAGE
2. CUST DECLINED BOTH OFFERS & IS AWARE OF HAVING TO PAY FULL USAGE IF REPURCHASE REQ IS GRANTED
3. DUE TO VEH'S REP**AIR** HISTORY, CUST DOESN'T FEEL NEXT KIA VEH WOULD BE ANY BETTER
4. WTR WILL LEAVE OFFERS ON TABLE IN CASE CUST CHANGES MIND

WTR S/W TODD @ BBB:

1. PROVIDED UPDATE ON CASE
2. ONCE CASE REVIEWED W/RCAM IT WILL BE DETERMINED IF KIA WILL PROCEED W/HEARING OR CHANGE OFFER

*** NOTES 05/04/2009 01:09 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received letter from customer

1. Cust states same concerns as above.
2. Cust states I am writing this letter to make you aware that we have filed with the BBB Auto Line for repurchase of our 2008 Kia Sorento.
3. Cust states we are requesting a full repurchase of this vehicle due to the problems we are experiencing.

Wtr to attach and assign to MGallagher for customer contact.

*** PHONE LOG 05/05/2009 10:41 AM Central Daylight Time MGallagher Action Type:Outgoing call
AFTER REVIEW OF CASE W/RCAM WTR LVM FOR TODD @ BBB:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735185 ██████████	K1564976	15,144
Mooreville, IN ██████████		Prod. Date: 5/15/07	Dealer: IN007	Butler Kia

1. REQ'D AVAIL DATES OF HEARING IF KMA DECIDES TO PROCEED IN THAT DIRECTION
2. PROVIDED C/B #

WTR TO CONTACT BBB NLT 5/6 IF C/B NOT RCVD BY COB THIS DATE

*** PHONE LOG 05/05/2009 01:19 PM Central Daylight Time MGallagher Action Type:Incoming call
PER VM FROM TODD @ BBB:

1. AVAIL HEARING DATES ARE 5/21 OR 5/22 AT INDIANAPOLIS BBB

*** PHONE LOG 05/06/2009 03:08 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR TODD @ BBB:

1. WILL PROCEED W/HEARING ON 5/22

*** NOTES 05/08/2009 09:52 AM Central Daylight Time MGallagher Action Type:Facsimile rec.
CRCA RCVD FROM BBB:

1. AGREEMENT TO ARBITRATE
2. ARBITRATOR LISTING SHEET
3. MAP TO HEARING SITE
4. HEARING FORMAT OUTLINE
5. NOTE OF HEARING/INSPECTION
6. T/E REPORT

ADDED INFO TO HARD FILE

*** PHONE LOG 05/11/2009 11:33 AM Central Daylight Time MGallagher Action Type:Incoming call
WTR S/W CUST ROY:

1. NOW INTERESTED IN REPLACEMENT VEH BUT DIFFICULT TO FIND COMPARABLE VEH
2. WIFE WOULD LIKE EXACT SAME VEH IF CHOOSING SOC OPTION
3. WTR TO PERFORM DLR SEARCH & PORT SEARCH TO DETERMINE WHAT'S AVAIL
4. ONCE COMPLETED THEN CUST WILL BE CONTACTED & PROVIDED UPDATE
5. CUST AGREED & WILL WAIT FOR C/B

*** PHONE LOG 05/11/2009 02:16 PM Central Daylight Time MGallagher Action Type:Outgoing call
AFTER COMPLETING VEH SEARCH. FOUND AVAIL. LIKE VEH @ IN019...WTR S/W SALES MANAGER FRANK
JOHNSTON @ IN019:

1. VEH STILL THERE W/138 MILES BUT PROMISED TO OH051
2. OH051 HAS NOT P/U VEH YET BUT EXPECTED TO DO SO IN NEXT DAY OR TWO

WTR S/W CUST ██████████

1. PROVIDED UPDATE ON AVAIL VEH
2. CUST'S WIFE NOT SURE ABOUT COLOR AS IS DIFFERENT FROM CURRENT VEH
3. WILL CHECK COLOR ONLINE & C/B WTR W/DECISION BY COB TODAY

WTR TO CONTACT CUST IF DECISION NOT RCVD

*** PHONE LOG 05/11/2009 02:38 PM Central Daylight Time MGallagher Action Type:Incoming call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735185 ██████████	K1564976	15,144
Mooreville, IN ██████████		Prod. Date: 5/15/07	Dealer: IN007 Butler Kia	

WTR S/W CUST ██████████:

1. WILL ACCEPT SOC OFFER
2. WTR UNSURE OF TIMEFRAME WHEN VEH TO BE X-FERED TO DLR
3. OFFER LTR TO BE SENT TO CUST IN NEXT DAY OR TWO STATING WHAT HAS ALREADY BEEN DISCUSSED

*** PHONE LOG 05/11/2009 02:40 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W GM PETER MUELLER @ OH051:

1. GM AGREED FOR WTR TO USE VEH IN SOC
2. BELIEVES VEH WAS ALREADY PAID FOR SO AN ALTERNATE VEH WILL NEED TO BE PROVIDED BY IN019

WTR LVM FOR FRANK JOHNSTON @ IN019:

1. PROVIDED UPDATE ON WHAT GM @ OH051 STATED
2. REQ'D C/B TO DETERMINE IF THIS IS ACCEPTABLE
3. PROVIDED C/B #

WTR TO CONTACT IN019 IF C/B NOT RCVD

*** PHONE LOG 05/12/2009 08:48 AM Central Daylight Time MGallagher Action Type:Outgoing call

WTR LVM FOR FRANK JOHNSTON @ IN019:

1. DLR DOES NOT HAVE SIMILAR VEH TO SEND TO OH051 IN PLACE OF REQ'D VEH
2. WTR'S REQ'D TRANSACTION WILL NOT BE ABLE TO GO THROUGH

*** PHONE LOG 05/12/2009 09:40 AM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W CUST JEANIE @ 317-549-5532:

1. ADVISED OF UPDATE ON AVAIL VEH
2. PROVIDED NEW COMP VEH (2009 SPORTAGE)
3. CUST TO TEST DRIVE AT IN007 & LET WTR KNOW IF SHE WILL ACCEPT OFFER

WTR S/W SALES MANAGER JACKIE MITCHELL @ IN007:

1. ADVISED CUST TO MAKE APPEARANCE FOR TEST DRIVE IN POSSIBLE SOC
2. SM WILL MAKE SURE CUST IS TAKEN CARE OF

WTR TO CONTACT CUST TO DETERMINE IF VEH WAS TEST DRIVEN

*** PHONE LOG 05/12/2009 04:04 PM Central Daylight Time MGallagher Action Type:Incoming call

WTR S/W SALES MANAGER JACKIE MITCHELL @ IN007:

1. MET W/BOTH CUSTS WHO LOOKED AT VEH (09 SPORTAGE)
2. CUST DID NOT LIKE VEH DUE TO SIZE & ONLY WANTED 08 OR 09 SORENTO OF BEIGE OR SILVER COLOR
3. WTR THANKED SM FOR ASSIST

*** PHONE LOG 05/12/2009 04:23 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W CUST ██████████

1. ADVISED OF AVAIL. 09 SORENTO @ IN006
2. DEPENDS ON NUMBER OF MILES CURRENTLY ON VEH IF CUST WILL ACCEPT OR NOT

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC735185 ██████	K1564976	15,144
Mooresville, IN ██████		Prod. Date: 5/15/07	Dealer: IN007	Butler Kia

3. WTR WILL LOOK INTO # OF MILES & C/B CUST W/ANSWER

*** PHONE LOG 05/13/2009 10:59 AM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W SHANE IN SALES @ IN006:

1. POTENTIAL SOC VEH STILL AT DLR
2. SHANE WILL LOOK INTO # OF MILES VEH CURRENTLY HAS & C/B WTR

*** PHONE LOG 05/13/2009 11:27 AM Central Daylight Time MGallagher Action Type:Incoming call

PER SHANE @ IN006:

1. VEH CURRENTLY HAS 119 MILES

*** PHONE LOG 05/13/2009 03:10 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W CUST ██████████:

1. PROVIDED INFO ON VEH MILES
2. CUST AGREED TO ACCEPT SOC GW OFFER
3. WILL LOOK AT VEH ONCE IT ARRIVES AT DLR
4. WTR TO SEND SOC OFFER LTR TO CUST FOR SIGN/RETURN

WTR S/W SHANE @ IN006:

1. PROVIDED CUST DECISION & VERIFIED THAT VEH STILL AVAIL
2. DAVE MONTOYA WILL BE CONTACT IF OTHER DLR CALLS TOMORROW TO OBTAIN VEH

WTR S/W SALES MANAGER JACKIE MITCHELL @ IN007:

1. SM OUT OF OFFICE TODAY BUT WILL CALL IN006 TOMORROW FOR VEH P/U EITHER THU OR FRI
2. DLR TO CONTACT WTR ONCE VEH HAS ARRIVED SO CUST CAN GO FOR TEST DRIVE

*** NOTES 05/13/2009 03:11 PM Central Daylight Time MGallagher Action Type:Correspondence sent

GENERATED SOC OFFER LTR & SENT TO CUST VIA FED EX THIS DATE:

1. OUTGOING REF # - 9721 9812 5447
2. RETURNING REF # - 9721 9812 5458

WTR TO CONTACT DLR TO DETERMINE IF NEW VEH HAS ARRIVED

*** PHONE LOG 05/15/2009 09:55 AM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W AMIR @ IN007:

1. SOC VEH HAS ARRIVED AT DLR
2. KNOWS CUST FROM BEFORE
3. IF CUST SHOWS TODAY, KEYS FOR VEH ARE ON DESK
4. JACKIE WILL RETURN TOMORROW

WTR S/W CUST ██████████:

1. PROVIDED UPDATE ON VEH AT DLR
2. CUST WILL MOST LIKELY CHECK OUT VEH TODAY
3. THEN TO FAX SIGNED OFFER LTR BACK TO WTR

WTR TO CONTACT CUST IF SIGNED LTR NOT RCVD

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735185██████████	K1564976	15,144
Mooresville, IN ██████████		Prod. Date: 5/15/07	Dealer: IN007	Butler Kia

*** PHONE LOG 05/15/2009 04:42 PM Central Daylight Time MGallagher Action Type:Incoming call
PER VM FROM CUST ██████████

1. VEH NOT COMPARABLE & WOULD LIKE C/B

WTR S/W AMIR IN SALES @ IN007:

1. BEEN IN CONTACT W/CUST
2. WILL TRY TO FIND VEH WHICH CUST WILL ACCEPT
3. WTR TO BE CONTACTED IF THIS OCCURS

WTR TO CONTACT CUST TO DISCUSS SITUATION

*** PHONE LOG 05/18/2009 10:36 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W JACKIE MITCHELL @ IN007:

1. POSSIBLE SOC VEH AVAIL WHICH CUST SEEMED TO HAVE LIKED
2. THERE IS DIFFERENCE/UPGRADE FEE OF \$2,001.00 WHICH CUST WOULD NEED TO PAY
3. VEH IS 2009 SORENTO EX (SILVER EXT W/BLACK INT) W/POWER SUNROOF W/TILT
3. WTR TO HAVE INFO BE PROVIDED TO CUST FOR DECISION

AFTER DISCUSSION W/RCAM...WTR LVM FOR TODD @ BBB:

1. REQ'D C/B TO DISCUSS CASE & SOC OFFER
2. PROVIDED C/B #

WTR TO CONTACT BBB IF C/B NOT RCVD

*** PHONE LOG 05/19/2009 09:31 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W TODD @ BBB:

1. ADVISED THERE IS ANOTHER AVAIL VEH AT DLR
2. HAS \$2,001.00 IN UPGRADES WHICH CUST WOULD BE EXPECTED TO PAY PLUS TAX ON UPGRADES
3. BBB PLACED WTR ON HOLD & CONTACTED CUST TO EXPLAIN OFFER
4. BBB ADVISED AFTER DISCUSSION W/CUST THAT OFFER HAS BEEN REJECTED
5. HEARING WILL PROCEED ON FRIDAY

*** PHONE LOG 05/19/2009 11:14 AM Central Daylight Time MGallagher Action Type:Outgoing call
AFTER FURTHER DISCUSSION W/RCAM...WTR LVM FOR TODD @ BBB:

1. ADVISED KMA WILL NOW OFFER CUST A REPURCHASE OPTION
2. REQ'D C/B TO DISCUSS CUST ACC/REJ OFFER
3. PROVIDED C/B #

WTR TO CONTACT BBB IF C/B NOT RCVD

*** PHONE LOG 05/19/2009 12:13 PM Central Daylight Time MGallagher Action Type:Incoming call
WTR S/W TODD @ BBB:

1. CUST AGREED TO REPURCHASE OFFER
2. BBB WILL SEND LTR DETAILING OPTION PLUS WHAT AMOUNT TO USE FOR MILEAGE FEE
3. KMA HAS 45 DAYS TO PROVIDE CUST W/CHECK

WTR TO CONTACT BBB IF CLOSE LTR NOT RCVD

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735185 ██████████	K1564976	15,144
Mooreville, IN ██████████		Prod. Date: 5/15/07	Dealer: IN007 Butler Kia	

*** NOTES 05/19/2009 04:26 PM Central Daylight Time MGallagher Action Type:Facsimile rec.

CRCA RCVD FROM BBB AUTO LINE:

1. CLOSE LTR STATING KMA & CUST AGREED ON REPURCHASE OPTION
2. CUST HOLDS CLEAR TITLE ON VEH
3. PHYSICAL INSPECTION WILL TAKE PLACE FOR ANY DAMAGE OR EXCESSIVE WEAR & TEAR
4. CASHIERS CHECK TO BE MADE PAYABLE TO KMA FOR ANY DAMAGE BEYOND WEAR & TEAR
5. BBB WILL F/U W/CUST TO VERIFY PERFORMANCE ONCE TRANSACTION HAS BEEN COMPLETED

ADDED INFO TO HARD FILE...WTR TO BEGIN RAF

*** NOTES 05/22/2009 02:19 PM Central Daylight Time MGallagher Action Type:Correspondence sent

RAF BEGUN & NEEDED PAPERWORK (ROS. RECAP. CASE NOTES) SENT TO DPSM JOHNSTON VIA FED EX:

1. OUTGOING REF # - 9721 9812 6395

*** NOTES 05/22/2009 02:26 PM Central Daylight Time MGallagher Action Type:E-mail sent

EMAIL W/STARTED RAF SENT TO DPSM JOHNSTON:

1. REQ'D COMPLETION BY COB 5/28

WTR TO CONTACT DPSM IF COMPLETED RAF NOT RCVD

*** NOTES 05/27/2009 10:36 AM Central Daylight Time MGallagher Action Type:E-mail rec.

PER EMAIL FROM DPSM JOHNSTON:

1. COMPLETED RAF

*** NOTES 05/27/2009 03:22 PM Central Daylight Time MGallagher Action Type:Meeting

VRS ENTRY COMPLETED THIS DATE

*** NOTES 05/29/2009 09:20 AM Central Daylight Time MGallagher Action Type:Meeting

PER RPSM LIND. RAF STILL BEING REVIEWED

*** NOTES 06/01/2009 08:34 AM Central Daylight Time MGallagher Action Type:E-mail rec.

REVIEWED RAF RCVD FROM RPSM LIND & ADDED TO HARD FILE

WTR FORWARDED HARD FILE TO RCAM THIS DATE TO REVIEW REPURCHASE PACKAGE PRIOR TO SENDING TO NCA

*** EMAIL IN 06/05/2009 08:38 AM Pacific Daylight Time MHOUKAL

VRS 2 NCA 2009 06 04 FedX 972198127016

Best Regards,

Mark A. Houkal

Regional Consumer Affairs Manager

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC735185██████	K1564976	15,144
Mooresville, IN ██████		Prod. Date: 5/15/07	Dealer: IN007	Butler Kia

Mhoukal@kiausa.com

SENT FROM BLACKBERRY HANDHELD

P

The average office worker uses 10,000 sheets of paper = 1.2 trees, per year
By not printing this email, you've saved paper, ink and millions of trees

*** NOTES 06/09/2009 09:39 AM Central Daylight Time MGallagher Action Type:Meeting
WTR TO F/U IF REPURCHASE CHECK NOT RCVD

*** NOTES 06/22/2009 09:15 AM Central Daylight Time MGallagher Action Type:Correspondence rec.
CRCA RCVD FROM NCA:
1. CHECK# 533802 IN AMOUNT OF \$22,138.29 & PAID TO THE ORDER OF ROY & JEANIE ARNEY

ADDED INFO TO HARD FILE

*** NOTES 06/23/2009 02:06 PM Central Daylight Time MGallagher Action Type:Correspondence sent
GENERATED & SENT REPURCHASE PACKET TO MORLEY VIA FED EX:
1. OUTGOING REF # - 9721 9813 0836

*** PHONE LOG 06 23 2009 02:11 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SALES MANAGER JACKIE MITCHELL @ IN007:
1. PROVIDED UPDATE ON BUY BACK TRANSACTION
2. REP FROM MORLEY WILL CONTACT DLR & CUST TO SET APPT FOR TRANSACTION COMPLETION
3. SM ADVISED IF UNAVAIL X-FER AGENT MAY CONTACT AMIR WHO IS ASSIST GEN SALES MANAGER

WTR TO F/U TO DETERMINE IF MORLEY RCVD **DOCS**

*** PHONE LOG 06/25/2009 02:11 PM Central Daylight Time MGallagher Action Type:Incoming call
PER VM FROM CARA @ MORLEY:
1. CUST HAS BEEN CONTACTED FOR VEH TURN IN WHICH WILL TAKE PLACE 6/30/09
2. ACCORDING TO CUST DURING LAST **REPAIR**, DLR DAMAGED INSIDE DOOR & PLANNING TO FIX MISTAKE
W/SOP
3. JUST FYI SO CUST WILL NOT BE HELD RESPONSIBLE FOR **REPAIRS**

*** NOTES 06/30/2009 09:24 AM Central Daylight Time MGallagher Action Type:Meeting
BBB WEB SITE UPDATED THIS DATE STATING COMPLIANCE WAS MET

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<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJIC735185 ██████████	K1564976	15,144
Mooreville, IN ██████████		Prod. Date: 5/15/07	Dealer: IN007	Butler Kia

RCVD FROM MORLEY

HARD FILE BEING FORWARDED TO RCAM THIS DATE...CASE CLOSED AT THIS TIME

*** CASE CLOSE 07/07/2009 09:58 AM Central Daylight Time MGallagher
ONCE PAPERWORK RCVD. FILE IN "REPURCHASE" CABINET @ REGION

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1467060	8,169
Chesterfield, MO ██████████		Prod. Date: 10/18/06	Dealer: MO016 Moore Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 07/02/2008 08:40 AM US Mountain Standard Time SJeon Action Type:Incoming call

Mr Ashton stated:

1. I went to dealer several times with my 2 month old brand new vehicle
2. spoke to Keith /SVC
3. no **AIR** bag light works properly
4. **AIR** bag off light does not go off
5. SVC told me that there are only 2 tools in America to fix it
6. it needs to be fixed and it should not driven like this

writer stated:

1. updated/ no open recall
2. sorry for situation
3. will call dealer to see if there is anything writer can do

*** PHONE LOG 07/02/2008 08:46 AM US Mountain Standard Time SJeon Action Type:Outgoing call

Keith/SVC @ Moore Kia stated:

1. there is no diagnostic
2. we can visually verified the problem
3. there is no code
4. there is a tool to reprogram
5. but it is not enough in America
6. it is depend how soon area rep can get the tool

*** PHONE LOG 07/02/2008 08:48 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer left VM message for John Roper: DPSM to call writer back :

1. left case #, ext #

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

Send to: [jroper@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.

Sue: 46915

Hi, Mr Roper

Customer Mr ██████████ has 2 month old 2007 Sorento with 5000mile. He took it to MO016 for **AIR** bag light issue, and I need assistance on this case. Please call me back. Thank you.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1467060	8,169
Chesterfield, MO ██████████		Prod. Date: 10/18/06	Dealer: MO016 Moore Kia	

CUSTOMER STATES

1. DO HAVE A CASE ON FILE FROM YESTERDAY BUT DO NOT HAVE THE #
2. CHECKING ON THE STATUS

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. ADVISED THAT SJEON IS CURRENTLY WORKING ON THE CASE
3. SHE HAS REQUESTED A RESPONSE FROM THE AREA REP AND AS SOON AS SHE HAS A RESPONSE SHE WILL CONTACT YOU
4. PROVIDED CASE # AND CONTACT INFO FOR SJEON

CUSTOMER STATES

1. OKAY THAT IS WHAT I NEEDED TO KNOW

*** PHONE LOG 07/03/2008 11:30 AM US Mountain Standard Time SJeon Action Type:Outgoing call
Spencer/RCAA stated:

1. DPSM is on vacation and coming back on Tuesday
2. advised to speak to area rep for his schedule

*** PHONE LOG 07/03/2008 01:28 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM for customer:

1. DPSM is on vacation until Tuesday

*** PHONE LOG 07/07/2008 08:17 AM US Mountain Standard Time SJeon Action Type:Incoming call
John Roper /DPSM stated:

1. will call the dealer to let them know
2. they have tool
3. will have them call customer

*** PHONE LOG 07/08/2008 09:37 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM message for customer to call writer back:

1. left case #, ext #

*** PHONE LOG 07/11/2008 09:22 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left message to lady for customer to call back:

1. left case #, ext #

*** PHONE LOG 07/11/2008 11:55 AM US Mountain Standard Time SJeon Action Type:Incoming call
Mr ██████████ left message twice

*** PHONE LOG 07/11/2008 12:01 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer stated:

1. reiterated what DPSM stated
2. calling to check if customer get a call from dealer

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1467060	8,169
Chesterfield, MO ██████████		Prod. Date: 10/18/06	Dealer: MO016 Moore Kia	

Mr ██████████ stated:

1. I don't

<outgoing call>

Keith/SVCA stated:

1. didn't speak to John Roper /DPSM
2. he probably spoke to Matt/SVCM who is out for lunch
3. will speak to him and call customer

writer stated:

1. reiterated what Keith/SVCA stated
2. if customer does not get a call from dealer, call dealer and ask for Matt/SVCM

*** CASE CLOSE 07/11/2008 12:03 PM US Mountain Standard Time SJeon

*** CASE CLOSE 10/07/2008 09:46 AM US Mountain Standard Time TMorales

AIRBAG TREAD REVIEW COMPLETE

*** PHONE LOG 10/09/2008 11:54 AM US Mountain Standard Time AJudson Action Type:Incoming call

██████████ (wife) States:

1. Vehicle is at the parking garage.
2. Wanted to see if my vehicle qualifies for Lemon Law.
3. Have taken the vehicle in over half a dozen times and
4. When a **PASS**enger is in the front **PASS**enger seat the **AIRBAG OFF** indicator has come on.
5. Has been reprogrammed twice and seat cushion has been replaced.
6. I dont feel safe driving the vehicle with a **PASS**enger.
7. MO016 has bent over backwards to assist me but I am tired of having to
8. Gave work number as ██████████

Writer States:

1. Apologized for the problem.
2. Advised customer that writer will contact MO016 to get the history of the concern.
3. Will advise DPSM that customer is still having the same concern and forward information to CRCAA.
4. Gave customer case number.

*** PHONE LOG 10/10/2008 11:55 AM US Mountain Standard Time AJudson Action Type:Outgoing call

Writer called MO016 and SVC MGR Matt states:

1. Tried to reprogram with the tool DPSM has twice.
- with an old one and new one but did not work
2. Replaced the seat bottom and cushion on the most recent visit but that did not resolve.

SVC MGR MATT PLACED WRITER ON HOLD FOR OVER 2 MINUTES AND WRITER DISCONNECTED

*** PHONE LOG 10/10/2008 12:00 PM US Mountain Standard Time AJudson Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1467060	8,169
Chesterfield, MO ██████████		Prod. Date: 10/18/06	Dealer: MO016 Moore Kia	

1. Customer has had ongoing **AIR**bag light concern and is requesting information about Lemon Law.
2. Wanted to advise DPSM that writer will be dispatching case to region.

DPSM states:

1. If that is what customer wants to do then send it off.
 2. Would like to try and get it fixed for customer though.
- writer advised that customer contacted KCA in July about concern but issue has not been resolved

*** EMAIL OUT _AJudson Action Type:External email

Send to:[JRoper@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 Aff**AIR**s Dept. at 949.468.4619 AND delete this email.

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*** NOTES 10/10/2008 12:03 PM US Mountain Standard Time AJudson Action Type:Manager review

DISPATCHED FOR:

1. CUSTOMER CONTACT
2. NEW VEHICLE/LOW MILEAGE
3. **AIR**BAG LIGHT CONCERN NOT BEING RESOLVED
4. CUSTOMER REQUESTING LEMON LAW INFORMATION

*** PHONE LOG 10/15/2008 03:11 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S/W MR. ██████████ THIS DATE:

1. calling regarding case
2. Mr. ██████████ adv wife is primary driver- she feels most inconvenienced
3. Cust did adv wife asked about lemon law & feels KIA owes her a knew car
4. Cust explained since seat bottom was replaced, issue doesnt occur all the time
5. Is the issue of the "a/b Off" light not turning off when someone is sitting in the seat
6. Feels it is a safety issue, understands seat belt is primary
7. Wtr adv will be gathering d**OCS** to review history--- will review in office to determine best resolution
8. Explained to cust this is an **OCS** system, all details are in o/m
9. after resolution acheived, can review possible comp for inconvenience
10. cust gave wtr warning on talking to his wife, she has an angry temperament
11. gave wtr wifes cell ██████████

*** PHONE LOG 10/15/2008 03:27 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S/W SVC MGR MATT (u MO012 THIS DATE:

1. Req'd svc & sales d**OCS**
2. Matt adv cust has been here alot, total of 4x for the a/b concern- 1 reflash & one seat bottom
3. They were given something to drive each time- by us
4. I will have those faxed to you tomorrow
5. confirmed Matt had wtrs fax #

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1467060	8,169
Chesterfield, MO ██████████		Prod. Date: 10/18/06	Dealer: MO016 Moore Kia	

WTR TO CONTACT DLR NLT 10/17 IF NO **DOCS** RCVD

*** PHONE LOG 10/17/2008 11:30 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR MATT @ MO016 THIS DATE:

1. on ro 27797- was warr work performed?
2. Matt adv no, that was an auth from DPSM Roper for straight time on ro 27677
3. the scan tool wasn't working correctly
4. wtr thanked Matt for the info

*** NOTES 10/17/2008 11:52 AM Central Daylight Time SBowyer Action Type:Facsimile rec.
CRCA RCVD VIA FAX FROM MO016 10/16:

1. ro's & buyers order

*** NOTES 10/17/2008 11:52 AM Central Daylight Time SBowyer Action Type:Manager review
WTR ADDED COMPLETED RECAP TO HARD FILE THIS DATE

*** NOTES 10/17/2008 03:56 PM Central Daylight Time SBowyer Action Type:Manager review
WTR REVIEWED CASE W/ RCAM MAH THIS DATE:

1. adv by RCAM to send FTR REQ

*** NOTES 10/17/2008 04:12 PM Central Daylight Time SBowyer Action Type:Meeting
WTR SENT FTR REQ THIS DATE: TO F/U W/ FTR NLT 10/23 IF NO RESPONSE BY THEN

*** NOTES 10/23/2008 04:18 PM Central Daylight Time SBowyer Action Type:E-mail rec.
FTR EMAILED WTR THIS DATE:

1. need to verify if new seat bottom was reflashed

WTR RESPONDED:

1. per dlr. new seat bottom was reflashed w/ latest reflash tool

PER RCAM EMAIL RESPONSE TO ALL:

1. prefer to have both FTR & DPSM avail during this visit

WTR EMAILED FTR BACK THIS DATE:

1. any update on what date you will be avail for visit?

WTR TO CONTACT FTR NLT 10/27 IF NO RESPONSE BY THEN

*** NOTES 10/24/2008 10:26 AM Central Daylight Time SBowyer Action Type:Meeting
RCAM & FTR ADV WTR THIS DATE:

1. for ftr visit- date avail is 10/28 between 10-noon
2. pls s/w cust to adv & get back w/ us to confirm
3. cust's who actually experienced the issue need to be present

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1467060	8,169
Chesterfield, MO ██████████		Prod. Date: 10/18/06	Dealer: MO016 Moore Kia	

*** PHONE LOG 10/24/2008 10:28 AM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S/W MRS. ██████████ THIS DATE:

1. adv cust have FTR avail for 10/28 between 10-Noon
2. cust adv need to check calendar, can call you back
3. gave wtr direct # to cust- adv would like to have person(s) avail w/ FTR to verify concern
4. cust adv she was one of those persons, can be present- will confirm calendar first

*** PHONE LOG 10/24/2008 10:40 AM Central Daylight Time SBowyer Action Type:Incoming call

CUST C/B WTR THIS DATE:

1. i cannot be there @ that time
2. anytime before 11am is fine
3. adv cust would get back to them after confirmation w/ FTR

*** PHONE LOG 10/24/2008 10:41 AM Central Daylight Time SBowyer Action Type:Outgoing call

WTR C/B CUST THIS DATE(cell):

1. adv FTR can be avail @ 9:15
2. cust confirmed time- will be avail then
3. thanked cust- DPSM & FTR will be present then

*** NOTES 10/24/2008 10:49 AM Central Daylight Time SBowyer Action Type:E-mail sent

WTR RESPONDED TO FTR EMAIL THIS DATE:

1. 9:15am 10/28 @ mo016 is confirmed day for appt

WTR TO F/U W/ FTR 10/28

*** NOTES 10/24/2008 04:45 PM Central Daylight Time SBowyer Action Type:Manager review

DPSM ROPER C/B WTR THIS DATE:

1. i have a mandatory meeting on 10/28
2. i cannot be at the FTR visit

*** PHONE LOG 10/30/2008 02:55 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S/W FTR GINN THIS DATE:

1. i met w/ the cust & her husband
2. we CND the concern at first
3. we even drove w/ them. & couldn't
4. i started to monitor the syst w/ the gds w/ her sitting in the seat- i didn't see her get in it or how she was sitting
5. the light stayed on- then i had her get out & back in a couple of times- might have been sliding into the seat
6. i reflashed the seat w/ my own tool. just to make sure it had the right software
7. cust adv they were going to test it out this weekend. then update the dlr on mond
8. if it acts up still, the svc mgr said he would swap the seat out for testing purposes w/ an in-stock unit
9. to me it seems like she was sliding into the seat. i didn't have a good opportunity to monitor her seating position
10. thanked dlr for update

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
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Chesterfield, MO ██████████		Prod. Date: 10/18/06	Dealer: MO016 Moore Kia	

*** PHONE LOG 10/30/2008 02:58 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR MATT @ MO016 THIS DATE:
1. following up
2. Matt adv ro is still open, cust has car- she is going to test it over the weekend
3. wtr adv will f/u w/ dlr next week

*** PHONE LOG 10/30/2008 03:00 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR CUST @ ██████████ THIS DATE:
1. aware of cust req for testing period
2. wtr to f/u w/ dlr next week- will f/u w/ cust after
3. gave wtr direct # for c/b if cust needs to

WTR TO F/U W/ DLR NLT 11/3

*** PHONE LOG 11/03/2008 03:05 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR MATT @ MO016 THIS DATE:
1. following up- did cust call dlr?
2. Matt adv cust called on friday. had daughter, or sister in that seat
3. light wouldn't go off according to them
4. wtr adv will review w/ RCAM/DPSM & get back to Matt

*** NOTES 11/03/2008 03:38 PM Central Daylight Time SBowyer Action Type:Manager review
WTR REVIEWED W/ RCAM THIS DATE:
1. adv to call dpsm to advise of situation
2. if going to switch out seatbottom, cust needs to sit in that seatbottom first
3. call DPSM before we make a decision

*** PHONE LOG 11/03/2008 03:39 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W DPSM ROPER THIS DATE:
1. adv cust claiming problem still occurring
2. DPSM adv will be @ this dlr tomorrow
3. pls verify w/ FTR if known good veh was actually tested w/ cust
4. this will determine if we switch out that entire seat assy for the cust- it has to work w/ them first

*** PHONE LOG 11/03/2008 03:39 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR FTR GINN THIS DATE:
1. req'd c/b re: case w/ **OCS** concern
2. gave wtr direct #

WTR TO F/U W/ FTR NLT 11/4 IF NO C/B BY COB THIS DATE

*** PHONE LOG 11/03/2008 04:15 PM Central Daylight Time SBowyer Action Type:Incoming call
FTR C/B WTR THIS DATE:
1. am on vacation this week- sounded like you needed some clarification
2. thanked ftr for f/u

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Chesterfield, MO ██████████		Prod. Date: 10/18/06	Dealer: MO016 Moore Kia	

3. did test cust in the like veh- was an 08 w/ same interior- worked fine
4. we only had it act up in her car
5. the swapping of the seats recommendation was really only for testing purposes to see if it works
6. if that is done & it still doesn't work, then it may be safe to say that the veh is operating as designed

WTR TO F/U W/ DPSM 11/4 (DPSM @ DLR FOR REG VISIT)

*** PHONE LOG 11/04/2008 11:50 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W DPSM ROPER THIS DATE:

1. adv of FTR's comments
2. DPSM adv s/w svc mgr Matt- have auth to swap seat from that 08 car
3. call him & let him know we are all on the same page. then call the cust

WTR S/W SVC MGR MATT @ MO016 THIS DATE:

1. aware of dpsm auth- will matt call cust?
2. Matt adv yes. she likes to hear from you too
3. wtr adv will be calling cust shortly- thanked matt for update

*** PHONE LOG 11/04/2008 11:53 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR MRS. ██████████ THIS DATE:

1. adv of auth from dpsm & that dlr is aware
2. this is per suggestion from FTR- 08 veh seat assy to be switched
3. pls c/b wtr w/ any questions

WTR TO F/U W/ DLR NLT 11/7 FOR APPT UPDATE

*** PHONE LOG 11/07/2008 09:53 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR MATT @ MO016 THIS DATE:

1. Matt adv Mr. ██████████ brought veh in & we switched the assy just earlier
2. he has the car back- the light stayed of for him 2 out of 3x-
3. he believes it might have been seating position- he is ok w/ the seat not having the tray
4. i will keep the ticket open till monday & will f/u w/ them then- they are both out of town right now

WTR TO F/U W/ DLR & CUST NLT 11/11

*** PHONE LOG 11/11/2008 12:31 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR MATT @ MO016 THIS DATE:

1. matt adv hasn't heard from cust. didn't call her yesterday
2. wtr adv will call cust today

*** PHONE LOG 11/12/2008 01:21 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W MRS. ██████████ THIS DATE:

1. f/u on last visit
2. cust adv the car acted up all weekend. but still intermittently
3. with daughter in car is when it happened. even after her getting out & back in. & with turning the key on & off
4. wtr adv will review w/ RCAM as to update & will inform dlr as well
5. syst was sensing correctly when FTR was present- as in was detecting a classification of person-

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6. will inform cust soon

*** NOTES 11/13/2008 08:26 AM Central Daylight Time SBowyer Action Type:E-mail sent

WTR EMAILED FTR & RCAM 11/12:

1. cust claims problem still occurring
2. this is an FYI- pls adv to next steps

WTR TO F/U W/ RCAM NLT 11/17

*** NOTES 11/18/2008 09:34 AM Central Daylight Time SBowyer Action Type:Manager review

RCAM OUT OF OFFICE TILL 11/20- F/U 11/21

*** NOTES 11/21/2008 05:51 PM Central Daylight Time SBowyer Action Type:Manager review

WTR REVIEWED CASE W/ RCAM THIS DATE:

1. if seat bottom currently in veh is same one from other veh, & does same thing. is not a problem w/ veh
2. adv wtr to work up gw offer for inconvenience & to discuss w/ cust

NEXT F/U 12/1

*** PHONE LOG 11/24/2008 03:03 PM Central Daylight Time SBowyer Action Type:Incoming call

MR. ██████████.VM FOR WTR THIS DATE:

1. pls c/b tomorrow @ my home #
2. otherwise call me next tues or wed
3. this is re: the malfunctioning a/b light

FU FOR 11/25 FROM PREVIOUS COMMITMENT

*** NOTES 11/25/2008 03:37 PM Central Daylight Time SBowyer Action Type:Meeting

WTR TO CONTACT CUST NLT 12/2

*** PHONE LOG 12/01/2008 10:05 AM Central Daylight Time SBowyer Action Type:Incoming call

MR. ██████████.C/B WTR THIS DATE:

1. i want to know what kia is going to do to resolve this
 2. the entire week last week & all during x-mas shopping the syst never activated or worked properly
 3. the light was always in the "off" position with my wife sitting there. we were in the car all weekend together
 4. cust mentioned seat just installed doesn't have the drawer like the other one either
 5. wtr adv FTR did not duplicate any syst malfunctions during visit- is specific to seating position
 6. what cust is describing. didn't happen w/ dlr or FTR- will be reviewing w/RCAM this week & will get back w/ cust
 7. cust upset that KIA is sticking w/ a seating position issue- doesn't want to hear it. wants to hear back this week
- cust hung up

*** NOTES 12/01/2008 05:00 PM Central Daylight Time SBowyer Action Type:Manager review

WTR DISCUSSED CASE W/ RCAM THIS DATE:

1. adv to arrange for FTR to come out to verify issue
2. cust alleges concern is more constant. need to verify that

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Chesterfield, MO 63005		Prod. Date: 10/18/06	Dealer: MO016 Moore Kia	

3. instructed to f/u w/ cust in 2 bus days

WTR TO F/U W/ CUST NLT 12/3

*** PHONE LOG 12/05/2008 02:13 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR MR. ██████████ THIS DATE:

1. f/u on case
2. req'd c/b - gave wtr direct #

*** PHONE LOG 12/08/2008 09:30 AM Central Daylight Time SBowyer Action Type:Incoming call
WTR RCVD VM FROM MR. ██████████ 12/5:

1. if you dont' get to me b4 you leave friday, i won't be back till the 15th
2. call me after then

F/U W/ CUST NLT 12/16

*** NOTES 12/08/2008 02:14 PM Pacific Daylight Time MHoukal Action Type:Manager review
RCAM RCD LTR from customer: forwarded to SBowyer for handling

*** NOTES 12/08/2008 04:33 PM Central Daylight Time SBowyer Action Type:Manager review
WTR ADDED LTR TO HARD FILE- REVIEW W/ RCAM 12/9

*** NOTES 12/09/2008 11:45 AM Central Daylight Time SBowyer Action Type:Meeting
RCAM.WTR & DPSM ROPER REVIEWED CASE THIS DATE:

1. RCAM req'd DPSM meet w/ cust to verify concern
2. also for DPSM to review TSB w/ cust
3. RCAM req'd wtr contact cust before end of week to offer this option

WTR TO C/B CUST 12/10

*** PHONE LOG 12/10/2008 02:04 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR MR. ██████████ THIS DATE:

1. have update to discuss w/cust
2. req'd c/b to discuss- gave wtr direct # for c/b

NEXT F/U W/ CUST 12/12 IF NO C/B BY THEN

*** PHONE LOG 12/10/2008 03:56 PM Central Daylight Time SBowyer Action Type:Incoming call
MR. & MRS. ██████████ C/B WTR DIRECT (conference call)

1. wtr adv would like opportunity for DPSM to meet w/ cust
2. will attempt to verify issue w/ most recent claims of a non-activating SRS system
3. cust's believe veh is a liability to them & KMA- potential risk of injury or death should an accident occur & light is showing

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4. continued saying FTR & dlr & other people have verified this, doesn't see the point to the DPSM coming out & wasting their time off work
5. wtr adv understand, adv FTR not able to find any defects in system- car hasn't been diag since after seat bottom replaced
6. cust discussed lemon law, confirmed wtr rcvd ltr addressed to A.Perlow(wtr confirmed). made clear to wtr will take other action
7. adv meeting w/ dpsm will not be till after 1st of the year- will inform cust ahead of time when next scheduled visit will be

*** PHONE LOG 12/11/2008 01:12 PM Pacific Daylight Time MHoukal Action Type:Incoming call
Customer left message for CR Director; msg forwarded to RCAM

RCAM S/W Customers:

- 1) Provided C/B # ██████████ & name/position
- 2) Customer feels problem w/ inconsistent **OCS** lamp operation still exists
- 3) Customer not confident re: proper PAB operation - feels system is unreliable
- 4) Customer states that concern was verified with other persons and with sales staff @ dlr
- 5) Customer feels that they have been patient enough and feel that a resolution is needed ASAP

RCAM:

- 1) Apologized for customer concerns and frustration
- 2) Explained **OCS** operation; acknowledged customer's position
- 3) RCAM confirmed w/ customer that SRS warning lamp has not illuminated other than normal bulb check cycle
- 4) RCAM advised will review file and contact customer on 12-15
- 5) customer advised - use home number on 12-15 - ██████████

Customer thanked RCAM and call concluded
[!<For Internal Use Only

Customer alleges 8x of **OCS** concern >!]]

*** PHONE LOG 12/15/2008 09:42 AM Pacific Daylight Time MHoukal Action Type:Incoming call
RCAM S/W Customer ██████████

- 1) Reiterated verbal offer to replace vehicle with comparable Kia model
- 2) Will send offer via fax (636-207-6298) and original via FedEx
- 3) Advised customer to review and communicate with CRCA team as needed to effect veh replacement
- 4) Advised customer that upgrades may require customer contribution; customer indicated that they are not looking for an upgrade at this time

Customer requested that CRCA wait before sending fax; customer is not home yet and needs to turn on fax machine
RCAM also requested that customer work with RCAA to effect vehicle replacement

Customer thanked RCAM and call concluded

RCAM assigned case to SBowyer for offer letter prep

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*** NOTES 12/15/2008 12:51 PM Central Daylight Time SBowyer Action Type:Facsimile sent
WTR FAXED TO CUST THIS DATE:
1. offr ltr & LID

*** PHONE LOG 12/15/2008 01:00 PM Central Daylight Time SBowyer Action Type:Incoming call
MR. ██████████ C/B WTR THIS DATE:
1. can you refax pls, i just put in a new ink cartridge, i would like a better copy
2. wtr agreed
3. cust apologized for his wife calling wtr "idiot" on the previous convo- wtr adv no problem. thanked cust
4. cust adv paid off car using home equity- never owed on veh- no lender
5. wtr adv no problem, adv cust once reg/title/state tax paid by cust on new veh @ DMV. wtr will have to get copy of that bill
6. will have to issue supp check for that as is usually paid by KMA for the new veh transaction
7. cust adv that is fine, we will do that @ the time then. thanked wtr]
call ended

*** NOTES 12/15/2008 01:13 PM Central Daylight Time SBowyer Action Type:Correspondence sent
WTR SENT VIA FEDEX TO CUST THIS DATE:
1. replacement offr ltr
2. outgoing tracking #: 9721-9811-1440

WTR TO CONTACT DLR NLT 12/16

*** NOTES 12/16/2008 04:00 PM Central Daylight Time SBowyer Action Type:Facsimile rec.
WTR RCVD VIA FAX THIS DATE:
1. signed offr ltr & copy of DMV registration

ADDED TO HARD FILE

WTR TO CONTACT CUST NLT 12/17

*** PHONE LOG 12/17/2008 12:36 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SALES MGR TERRY G. @ MO016 THIS DATE:
1. adv of situation- can terry assist?
2. Terry agreed- adv doc fee is \$199
3. Terry adv all his veh's come w/ pinstriping & paint protection from dlr- will this be an issue?
4. wtr adv is not a factory item. will look into that
5. gave Terry cust vin # & name- req'd invoice to old veh- wtr cannot get from kdealer- not found
6. Terry gave his cell # of ██████████ wtr gave direct # for c/b
7. give me some time to try to find this info & i will get back w/ you

*** PHONE LOG 12/17/2008 03:05 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR CUST @ ██████████ THIS DATE:
1. calling to give update on case
2. can callback- wtr to l/u w/ cust in a couple of days

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Chesterfield, MO	██████████	Prod. Date: 10/18/06	Dealer: MO016	Moore Kia

3. gave wtr direct # for c/b

WTR TO F/U W/ DLR NLT 12/18

*** PHONE LOG 12/18/2008 11:39 AM Central Daylight Time SBowyer Action Type:Incoming call

MR. ██████████ LVM FOR WTR THIS DATE:

1. i am on the road. will be catching a flight today also
2. you can call me back. we recvd your vm
3. call me @ ██████████

*** PHONE LOG 12/18/2008 11:45 AM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S/W MR. ██████████ THIS DATE:

1. adv s/w Terry Gabriel, sales mgr @ dlr
2. he is point of contact to pick out replacement veh
3. cust is welcome to look @ a comparable sorento. or if they are interested. also a sportage might be avail
4. Cust adv would call Terry & sched a day to come in & see what they have- will try to c/b wtr before 12/23
5. wtr thanked cust for his time

NEXT F/U W/ DLR NLT 12/19

*** PHONE LOG 12/18/2008 05:05 PM Central Daylight Time SBowyer Action Type:Outgoing call

SALES MGR TERRY LVM FOR WTR REQ'ING C/B THIS DATE: WTR RETURNED CALL:

1. terry adv i have the invoice for the old car
2. i have a white sorento on the lot. which is the one that we pulled the seat out of for their current car
3. wtr adv for Terry to have cust look at what they wish. & to test drive to make sure it is the one they want
4. if cust getting into Sorento. need to make sure they sit in the seat & that the syst is working & they accept that
5. Terry adv he has an appt Sat for the cust to come in & look at some cars- FYI- cust paid us to install sunroof after purchase
6. wtr adv is best to use new instock veh instead of veh that has had rep. **AIR**ed completed
7. adv Terry thru AS400 dlr locate. MO001 has 08 74242 20 pack avail- has SS. CT. SR- & is same color as cust veh
8. Terry adv he would call them to see if he can do a dlr trade- will let wtr know from there

*** NOTES 12/18/2008 05:06 PM Central Daylight Time SBowyer Action Type:Facsimile rec.

WTR RCVD VIA FAX FROM MO16 THIS DATE:

1. copy of old veh invoice

ADDED TO HARD FILE

*** NOTES 12/18/2008 05:08 PM Central Daylight Time SBowyer Action Type:Manager review

NEXT F/U W/ DLR NLT 12/22 FOR UPDATE

*** PHONE LOG 12/19/2008 04:34 PM Central Daylight Time SBowyer Action Type:Incoming call

SALES MGR TERRY @ MO016 C/B WTR THIS DATE:

1. i s/w MO001 about the sorento in their inventory
2. they say i can buy it. but my GM won't let me until we can report it right away as a sale
3. Terry adv he s/w MO001. they are going to let MO016 salesman take cust there for testdrive & visual inspection

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Chesterfield, MO ██████████		Prod. Date: 10/18/06	Dealer: MO016 Moore Kia	

4. we will make sure they sit in the p/s seat & that they are sold on the car- it does have 1100 miles on it- FYI- it was their GM's car
5. it is still brand new- it doesn't have step bars, but we can still sell them on it
6. wtr adv ok, that is fine- as long as cust agrees to that veh & MO001 will hold veh till wtr paperwork is created
7. Terry adv will keep wtr updated- cust coming in tomorrow to drive the MO001 car

NEXT F/U W/ DLR 12/23 IF NO UPDATE BY THEN

*** PHONE LOG 12/23/2008 03:22 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SALES MGR BILL @ MO016 THIS DATE:

1. did cust come in for test drive in MO001 veh?
2. Bill stated- terry is out right now- yes mrs. Ashton came in
3. Bill adv she didnt want to look @ the Zeiser veh, she instead took an instock unit
4. she is going to drive it over the holiday & bring it back to let us know
5. wtr thanked Bill for info- but previously adv to not have cust use that veh as was used to switch out seat for repAIRs
6. Bill adv sorry, doesn't have much more info than that, does know it is a white sorento & it is the one that switched out the seat

*** NOTES 12/23/2008 03:23 PM Central Daylight Time SBowyer Action Type:Manager review
NEXT F/U W/ DLR FOR 12/30

*** PHONE LOG 12/30/2008 10:03 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR TERRY G @ MO016 THIS DATE:

1. req'd c/b to discuss status of veh selection for cust
2. gave wtr direct # for cb

NEXT F/U W/ DLR FOR 1/6/08 IF NO C/B BY THEN

*** PHONE LOG 01/02/2009 10:22 AM Central Daylight Time SBowyer Action Type:Outgoing call
RCAM, WTR & SALES MGR TERRY @ MO016 ON CONF CALL THIS DATE:

1. Terry adv cust drove the white sorento home for the holidays- we switched out the seat & put its original one back in from their 07
2. they came back 12/31- said the **PASS** seat wasn't working for them still- so we put them into another sorento- this time Ex 4x4
3. they are going to come back Mon & let me know how it did- maybe it will work
4. they said friends of theirs bought a sorento from MO017- & had the same issue
5. RCAM adv Terry cust was promised NEW replacement veh- not one that had been used for parts
6. adv Terry if A/b MIL is not illuminated on d/s of dash(not "off" indicator) syst has no current faults
7. Terry adv will let wtr know when cust comes back if veh is ok for them- may suggest Sportage or Borrego if not
8. wtr thanked Terry for his help

NEXT F/U W/ DLR FOR 1/7 IF NO F/U BY THEN

*** PHONE LOG 01/02/2009 02:24 PM Central Daylight Time SBowyer Action Type:Incoming call
GSM TERRY @ MO016 C/B WTR THIS DATE:

1. cust came back in
2. said the "off" light was doing the same thing- but would turn key off & on & would go out

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1467060	8,169
Chesterfield, MO ██████████		Prod. Date: 10/18/06	Dealer: MO016 Moore Kia	

3. said it happened w/ their son in the seat also- same thing
4. wtr adv that is a procedure listed in the owners manual- is operating as designed
5. Terry adv cust refused Borrego & sportage, poor MPG or too small is what they state
6. wtr adv will review w/ RCAM & get back w/ Terry soon

*** NOTES 01/02/2009 02:24 PM Central Daylight Time SBowyer Action Type:Manager review
WTR REVIEWED DETAILS W/ RCAM THIS DATE:

1. wtr adv by RCAM to discuss further next week

F/U W/ RCAM 1/5/09

*** PHONE LOG 01/05/2009 12:33 PM Central Daylight Time SBowyer Action Type:Incoming call
SM TERRY @MO016 LVM FOR WTR THIS DATE:

1. pls c/b- have more info

WTR C/B TERRY @ MO016 THIS DATE:

1. terry adv last veh cust took home they are ok with- they said it worked fine
2. gave VIN of KNDJC736285 ██████████ it is going to cost more- incentives just recently changed though
3. thanked terry, will calculate #'s for total upgrade cost if any & will get back w/ Terry soon

*** NOTES 01/05/2009 05:40 PM Central Daylight Time SBowyer Action Type:Manager review
WTR DISCUSSED CASE W/ RCAM THIS DATE:

1. adv of upgrade cost w/ selected veh
2. RCAM adv for wtr to input into VRS to check possible savings to KMA

WTR TO DO ABOVE BY 1/6

{!-for Internal Use Only

3. check w/ cust pay for full upgrade & for when cust pays for half!>]}

*** NOTES 01/07/2009 12:23 PM Central Daylight Time SBowyer Action Type:Manager review
WTR TO REVIEW VRS INFO W/ RCAM THIS DATE:

*** PHONE LOG 01/07/2009 04:26 PM Central Daylight Time SBowyer Action Type:Outgoing call
SALES TERRY @ MO016 LVM FOR WTR REQ'ING CB

WTR C/B TERRY THIS DATE:

1. terry adv cust called him looking for update
2. are anxious to get into their new veh
3. they are insistent they dont want to pay anything
4. if the VIN i gave you won't work, then they want me to find something else for them
5. wtr adv will have to review current #'s w/ mgr for decision- wtr w

*** THIS FIELD HAS EXCEEDED THE MAXIMUM LIMIT. THE ABOVE ENTRY MAY HAVE BEEN TRUNCATED.
PLEASE REFER TO THE ACTIVITY LOG FOR COMPLETE INFORMATION.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	1823	KNDJD736175 ██████████	K1287436	9,721
Tampa, FL ██████████		Prod. Date: 6/27/06	Dealer: FL077	Bill Seidle Kia

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 03/12/2007 02:54 PM Pacific Daylight Time SMarino

Received email from Kyle Kennedy [kyle.kennedy@cendant.com]

Notes: 3/9/2007 2:10:43 PM - Kyle Kennedy - CCRG

e-Mail sent to: MarinoS@Kiausa.com

Message:

Susan, this car is right back at the dealer. It never got fixed, another related problem was triggered. Please help.

3/9/2007 12:18:34 PM - Kyle Kennedy - CCRG

e-Mail sent to: Jose.Saldana@Cendant.com

Message:

Jose, let me know if you're going to leave this open, so I can ask the manufacturer for additional assistance. Thanks

3/9/2007 9:10:51 AM - Kyle Kennedy - CCRG: I replied: If you think the problem is related. leave it open. If you don't think so, open a new request.

3/9/2007 9:10:24 AM - Kyle Kennedy - CCRG: Jose wrote: Yes. I picked the car up yesterday and I sent it back today with the same problem **AIR** back light on. I don't know what could be the problem this time. They did replace the **PASS**enger presence sensor but the **AIR** bag light still on. If you want I can close the request and if there is something else that will keep the unit down for service or part I will open a new request. Please advise. Thanks

*** PHONE LOG 03/13/2007 09:14 AM Pacific Daylight Time SMarino Action Type: Outgoing call

Spoke to Russ Ochoa - Service Mgr (@ FL077

Russ stated the last time the vehicle was in for rep**AIR** (RO # 44008) they ordered the incorrect part. the trim color was different.

Russ stated they sublet the vehicle to upholstery shop to have the seat bottom replaced. the upholstery shop replaced the seat bottom and swapped the seat trim from the old seat to the new seat.

Writer requested Russ to test drive the vehicle when it returns from the upholstery shop and contact writer and advise.

*** PHONE LOG 03/13/2007 01:12 PM Pacific Daylight Time SMarino Action Type: Incoming call

Received a vmail from Russ Ochoa from FL077

Russ stated the vehicle is rep**AIR**ed. he also stated he has test driven the vehicle to confirm the vehicle is rep**AIR**ed. He also stated he contacted the local Avis office and advised the vehicle has been rep**AIR**ed.

*** CASE CLOSE 03/13/2007 01:13 PM Pacific Daylight Time SMarino

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1385556	6,000
China Grove, TX [REDACTED]		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

Case History

Complaint Rep **AIR** Assistance

*** PHONE LOG 11/26/2007 04:09 PM US Mountain Standard Time CCummins
cust states

1. **AIR** bag light would not come on or go off
2. FTR reprogrammed the **OCS**. worked for a little while and now not working
3. James, Svc Mgr, trying to take care of it
4. Chris, Asst Svc Mgr now trying to resolve again
5. has been at the dealership over 2 weeks
6. why can't the seat be replaced
7. also the shifter needs rep **AIR** and waiting for the part
8. cell phone 210 827 1126

writer states

1. apologized situation
2. updated mileage and customer information
3. will have to speak with the dealership
4. will escalate if need be
5. provided case # and contact information

*** PHONE LOG 11/27/2007 11:16 AM US Mountain Standard Time CCummins Action Type:Incoming call
LVM for Chris, Svc Mgr, to call back

*** PHONE LOG 11/27/2007 01:03 PM US Mountain Standard Time CCummins Action Type:Incoming call
cust states (Chris, Svc Mgr)

1. FTR and DPSM recommend that more weight be added to the **PASS**enger side
2. Gear shift should be in today or tomorrow and will be rep **AIR**ed
3. there is no fix for the **AIR** bag light
4. Techline and Field rep cannot come up with a solution

*** PHONE LOG 11/27/2007 01:18 PM US Mountain Standard Time CCummins Action Type:Incoming call
writer states

1. verified with the Svc Mgr if the vehicle is safe to drive with the **PASS**enger **AIR** bag light intermittently working
2. Svc Mgr, Chris, confirmed that the vehicl was safe to drive

*** PHONE LOG 11/27/2007 01:20 PM US Mountain Standard Time CCummins Action Type:Outgoing call
writer spoke with Frank Krause, DPSM, who states

1. Other than reprogramming the **OCS** there is nothing more that can be done at this time
2. am aware that KMC is working on a fix for this but not sure when that will be

*** EMAIL OUT_ CCummins Action Type:External email

Send to:[FKrause@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 Aff**AIR**s Dept. at 940 468 4610 AND delete this email

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1385556	6,000
China Grove, TX ██████████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

<<File Attachment: \\copubs\ClarifyOBI\CA_Attachments\SendHistory\Case_K1385556_CCummins_11-27-2007160354.doc>>

*** PHONE LOG 11/28/2007 09:58 AM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM for call back with 800 # and case #

*** PHONE LOG 11/28/2007 03:35 PM US Mountain Standard Time CCummins Action Type:Incoming call
VM from Mr ██████████ to call back

*** PHONE LOG 11/28/2007 03:53 PM US Mountain Standard Time CCummins Action Type:Outgoing call
writer spoke with Mr ██████████ and states

1. the vehicle is safe to drive
2. the **AIR** bag is a secondary safety feature
3. the seat belt is the primary safety feature
4. the gear shift part is not in yet

put customer on hold and spoke with Chris at the dealership, who states

1. part not in yet
2. once part arrives will have a svc writer contact the customer for an appt

cust states

1. okay but I do not want to wait for a recall for the **AIR** bag light to be fixed
2. can I just change cars straight across

writer states

1. apologize but trading cars is not a kia option
2. we will do everything possible to maintain the vehicle
3. keep case # and contact information and writer will be checking back on this

*** PHONE LOG 12/03/2007 08:25 AM US Mountain Standard Time CCummins Action Type:Outgoing call
writer spoke with Chris, Svc Mgr. who states

1. Shifter part is here
2. customer coming in on Saturday, Dec 8th
3. still no fix on the **AIR** Bag Light

*** PHONE LOG 12/03/2007 08:27 AM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM for Mr ██████████ to call back

*** PHONE LOG 12/04/2007 08:43 AM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM for Mr ██████████

1. advised escalating call to regional level for the **AIR** bag concern
2. explained that writer understood concern but the **AIR** bag is secondary safety item

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736475 ██████	K1385556	6,000
China Grove, TX ██████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

*** NOTES 12/04/2007 08:48 AM US Mountain Standard Time CCummins Action Type:Manager review
dispatch to Western Region

1. customer concerned with **AIR** Bag Light being on
2. Dealership and DPSM aware KMC working on a fix
3. unsure when that fix will be
4. customer does not want to wait for a recall
5. feels this is a safety issue
6. wants it fixed now
7. Dealership unable to provide a fix (TX055)
8. request you call the customer with a solution

*** NOTES 12/04/2007 08:49 AM US Mountain Standard Time CCummins Action Type:Manager review
dispatch to

*** PHONE LOG 12/06/2007 03:02 PM Pacific Daylight Time LNavarro Action Type:Outgoing call

*** PHONE LOG 12/06/2007 03:05 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
WRCAA CALLED CUSTOMER. NOT AVAILABLE. LEFT VM:
1. ADVISED REFLASH/REPROGRAM SHOULD BE AVAIL JAN OR FEB. 2008

*** PHONE LOG 12-06-2007 03:07 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
WRCAA CALLED CHRIS MCCOY. SERV MGR. NOT AVAILABLE. LEFT VM:
1. WRCAA UNDERSTANDS 2ND EDITION REFLASH SHOULD BE AVAIL JAN OR FEB.2008
2. PLEASE CONTACT DPSM & FTR R.PERALTA TO SCHEDULE THIS TO BE
3. DONE ON VEHICLE
4. ALSO PLEASE KEEP IN CONTACT WITH CUSTOMER TO SCHEDULE REP**AIR**
5. THANK YOU!!

*** NOTES 01/11/2008 10:07 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** PHONE LOG 01/16/2008 03:12 PM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa called dlr serv mgr chris mccoey for update on this vehicle:
1. chris not available
2. message taken by deseree cartney in service
3. wrcaa explained situation
4. has **OCS** reprogram been done yet?
5. please ask chris to call wrcaa

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1385556	6,000
China Grove, TX ██████████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

1. spk with serv mgr assistant craig stevens
2. who confirmed veh reflash not done
3. craig advised will coordinate with chris mccooy on getting
4. dpsm f.kraus & ftr r.peralta involved, as necessary.
5. to get reflash done asap
6. craig agreed to contact wrcaa with update

*** NOTES 03/14/2008 02:56 PM Pacific Daylight Time LNavarro Action Type:Manager review
wrcaa verified via warranty claims history:

1. veh has been rep**AIR**ed
2. ro #69080, rep**AIR**s done at tx055 on 3-6-08
3. wrcaa also spoke with dpsm f.krause - confirmed vehicle
4. was rep**AIR**ed

*** CASE CLOSE 03/14/2008 02:56 PM Pacific Daylight Time LNavarro

*** PHONE LOG 04/28/2008 07:27 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:

- 1 - I picked up the vehicle Saturday
- 2 - My wife sat in the **PASS**enger seat and the light would not go off: the same was true with my daughter
- 3 - The light went off when I sat in the **PASS**enger seat. but I weigh almost 200 pounds.
- 4 - I've given Kia 4 chances to fix this and it has been a problem from day 1
- 5 - I want to turn this vehicle in
- 6 - I talked to the Service Director at Legend Kia. tx055

Writer stated:

- 1 - Apologized
- 2 - Updated; no recalls
- 3 - If want to pursue Lemon Law. follow procedure in WCIM
- 4 - This office committed to rep**AIR**ing vehicle and can continue to work with you on that [no]
- 5 - Writer will forward case to regional office and someone should contact you in 3 business days
- 6 - If no one contacts you. call this office back and we will put you in touch with the person taking over your case
- 7 - Provided case no.

Customer stated:

- 1 - Thank you.

*** NOTES 04/28/2008 07:32 AM US Mountain Standard Time KJohnson Action Type:Manager review
Writer dispatching to Southern Region

- (a) to contact customer at ██████████
- (b) to follow up on customer's Lemon Law proceeding

Because

- 1 - 2007 Sorento. 6000 miles
- 2 - Customer states **OCS** not functioning after 4 rep**AIR** attempts

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1385556	6,000
China Grove, TX ██████████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

*** PHONE LOG 04/28/2008 02:11 PM Eastern Daylight Time ABrown Action Type:Incoming call

1. SRCAA contacted cust
- * Calling regarding your case
- * I have also received your BBB case
- * I will be gathering further information on your vehicle
- * Will contact you back regarding further information
2. Cust stated
- * I am not taking this car in again for rep*AIR*s
- * I have had enough
- * If you schedule another rep*AIR* I will not come in
- * I want another car
3. SRCAA stated
- * I will see what I can do for you
4. Cust thanked SRCAA and ended call

*** PHONE LOG 04/28/2008 02:12 PM Eastern Daylight Time ABrown Action Type:Outgoing call

1. SRCAA attempted to contact dlr
- * Service department not answering
- * LVM with secretary to have SM contact SRCAA concerning customer

*** PHONE LOG 05/01/2008 09:54 AM Eastern Daylight Time ABrown Action Type:Outgoing call

1. SRCAA attempted to contact customer
- * No answer. LVM
- * Having difficulty getting documents from dlr
- * I would like to speed up process
- * If you have any receipts from visits please contact back at earliest convenience

*** PHONE LOG 05/01/2008 12:13 PM Eastern Daylight Time ABrown Action Type:Incoming call

1. SRCAA received call from customer
2. Customer stated
- * I only have 4 ROs
- * I shouldn't have to send these to you
- * It takes time out of my day
3. SRCAA stated
- * I apologize for the inconvenience
- * I was hoping to try and speed up the process
4. Customer stated
- * I had talked to Chris, the Svc Mgr
- * I was hoping that the dlr would be able to replace my vehicle
- * This would speed up the process so we don't have to arbitrate
5. SRCAA stated
- * If that is what the dlr would like to do for you then that is up to them
- * That is between you and the dlr
6. Customer stated
- * Well under lemon law isn't this a safety hazard for the concern on my vehicle
7. SRCAA stated

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1385556	6,000
China Grove, TX ██████████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

- * Yes, sir
- * It could possibly be harmful
- * I need to see what we can do for you
- * I need to get ROs
- 8. Customer stated
- * Ok, I will fax them to you tomorrow
- 9. SRCAA thanked customer and ended call

*** PHONE LOG 05/01/2008 12:13 PM Eastern Daylight Time ABrown Action Type:Outgoing call

- 1. SRCAA attempted to contact Chris at dlr
- * Not in. LVM waiting for call back

*** NOTES 05/02/2008 08:35 AM Eastern Daylight Time ABrown Action Type:Manager review

- 1. SRCAA received fax from customer
- * Customer's ROs received

*** PHONE LOG 05/02/2008 09:17 AM Eastern Daylight Time ABrown Action Type:Outgoing call

- 1. SRCAA contacted dlr
- * Requesting ROs
- * What is going on with vehicle?
- 2. Chris stated
- * Customer has been very patient
- * SM, Chris, explained each RO
- * We were talking about putting him into another vehicle
- 3. SRCAA stated
- * Please let me know what you decide
- * I will stay in touch
- 4. Chris thanked SRCAA and ended call

CASE PENDING FURTHER ROS AND INFORMATION

*** NOTES 05/02/2008 01:38 PM Eastern Daylight Time ABrown Action Type:Manager review

- 1. SRCAA sent e-mail to BBB, Todd Eikenberry
- * KMA is requesting at this time customer send a notice of final rep **AIR**

*** CASE CLOSE 05/05/2008 08:06 AM Eastern Daylight Time ABrown

*** NOTES 05/14/2008 03:38 PM Eastern Daylight Time ABrown Action Type:Manager review

SRCAA received BBB
BBB stated

- 1 Letter sent to customer requesting written letter for final rep **AIR**
SRCAA WILL MAKE APPOINTMENT FOR FINAL AT TX055 FOR **OCS** REFRESH

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1385556	6,000
China Grove, TX ██████████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

*** NOTES 05/15/2008 10:13 AM Eastern Daylight Time ABrown Action Type:Manager review

SRCAA confirmed with FTR that final rep **AIR** will be schedule on 6/11/08
SRCAA contacting dlr to schedule appt for customer
SRCAA will send out letter to customer as soon as receipt of customer letter

*** CASE CLOSE 05/16/2008 02:35 PM Eastern Daylight Time ABrown
CASE PENDING CUSTOMER LETTER

*** NOTES 05/19/2008 08:27 AM Pacific Daylight Time KWarren Action Type:Manager review

NCA received certified letter from customer

Letter states:

1. I am writing to notify you of the problem I am experiencing with my 2007 Kia Sorento VIN KNDJD736475716057 and to request that you correct this problem within thirty (30) days of your receipt of this letter.
2. Alleged defect: **AIR** Bag Light.
3. This problem creates a serious safety hazard.
4. Therefore, if you and/or your dealer are unable to correct this problem, I will expect you to replace the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code Annotated.
5. Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make any necessary rep **AIR**s.

Dispatching to the Southern Region for customer contact.

*** PRIORITY CHANGE 05 19 2008 08:28:52 AM KWarren

*** NOTES 05/19/2008 11:54 AM Eastern Daylight Time ABrown Action Type:Manager review

SRCAA received case and letter for final rep **AIR**

- 1 SRCAA sending letter out to customer
- 2 Final rep **AIR** attempt has already been schedule for June 11, 2008 at 9 am for reflash with FTR

*** COMMIT 05/19/2008 11:58 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** NOTES 05/19/2008 11:58 AM Eastern Daylight Time ABrown Action Type:Manager review

CASE PENDING FINAL REP **AIR** 6/11/08

*** CASE CLOSE 05/19/2008 11:58 AM Eastern Daylight Time ABrown

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1385556	6,000
China Grove, TX ██████████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

*** PHONE LOG 06/11/2008 10:22 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted dlr
Spoke with David, svc mgr

David stated

- 1 Vehicle was dropped off last night
- 2 Just waiting on Richard to re-flash vehicle

SRCAA thanked David and ended call

*** NOTES 06/11/2008 01:57 PM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA received TX DOT claim form
SRCAA responding to TX DOT

*** PHONE LOG 06/12/2008 08:25 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted dlr
Spoke with svc mgr

Svc Mgr stated

- 1 Richard was able to come
- 2 I was told that he had a death in the family and supposedly you all knew about it

SRCAA stated

- 1 I apologize, yes he did have a death in the family
- 2 However, I was not informed by FTR nor anyone other that he would not be able to make it
- 3 I had tried to confirm the appointment that night before and day of but I had no reply
- 4 I will contact the customer and let him know
- 5 I will try to reschedule his appointment

Svc Mgr thanked SRCAA and ended call

*** PHONE LOG 06/12/2008 08:27 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer at 210-648-3713
1 No answer, LVM for call back

*** PHONE LOG 06/12/2008 08:34 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer at 2108271126

SRCAA stated

- 1 I am calling in regards to your final rep **AIR** attempt yesterday
- 2 Unfortunately, our FTR was unable to make it due to a death in the family
- 3 I would like to reschedule with you for July 2, 2008
- 4 I would also like to offer \$1,500.00 in the mean time as GW for this situation

Customer stated

- 1 That would be fine
- 2 I will wait to hear from the dealer

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1385556	6,000
China Grove, TX ██████████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

SRCAA thanked customer and ended call

*** COMMIT 06/12/2008 08:38 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** PHONE LOG 06/12/2008 08:38 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted dlr
Spoke with Chris. svc mgr

SRCAA stated
1 Spoke with customer
2 Need to reschedule for 7/02/08
3 Please contact customer to return loaner

Chris thanked SRCAA and ended call

*** CASE CLOSE 06/12/2008 08:54 AM Eastern Daylight Time ABrown

*** NOTES 06/13/2008 11:23 AM Eastern Daylight Time ABrown Action Type:Manager review
FTR scheduled himself to be at dlr on Wed 6/18/08
Rescheduling customer's appointment for wed

*** PHONE LOG 06/13/2008 11:27 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact Chris. svc mgr
1 No answer. LVM for call back
2 Rescheduling appointment for re flash for 6/18/08
3 Please call back when you get this

*** PHONE LOG 06/13/2008 11:29 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer
1 No answer. LVM for call back

*** NOTES 06/13/2008 01:01 PM Eastern Daylight Time ABrown Action Type:Manager review
FTR informed SRCAA that schedule for next week is wrong

*** PHONE LOG 06/13/2008 01:04 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact Chris
1 Out to lunch

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1385556	6,000
China Grove, TX ██████████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

*** PHONE LOG 06/13/2008 01:07 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer
1 In-office schedule was wrong
2 Keep scheduled appointment for July 2, 2007

Customer thanked SRCAA and ended call

CASE PENDING REPAIRS ON JULY 2, 2008

*** CASE CLOSE 06/13/2008 01:08 PM Eastern Daylight Time ABrown

*** PHONE LOG 06/23/2008 08:05 AM Eastern Daylight Time ABrown Action Type:Incoming call
Customer contacted SRCAA

Customer stated
1 I have received a letter from the BBB
2 The letter states that we have come to a settlement
3 This is not true

SRCAA stated
1 I sent him an e mail which I have on file right here
2 E mail states that your appointment had been rescheduled and that I have "extended a GW offer"
3 I never informed him that we had come to a settlement

Customer stated
1 I will e mail him back
2 However, I will not be accepting that GW

SRCAA stated
1 That is fine
2 You do not have to accept it

Customer thanked SRCAA and ended call

CASE PENDING FTR INSPECTION

*** CASE CLOSE 06/25/2008 08:04 AM Eastern Daylight Time ABrown

*** PHONE LOG 07/02/2008 08:48 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Sales dept
Spoke with Ernie

SRCAA stated

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD7364751██████████	K1385556	6,000
China Grove, TX ██████████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

- *Finance Agreement
- *Buyers Order
- *Rebate Forms
- *Invoice
- *Deal Recap

Ernie stated
1 I will fax them

SRCAA thanked Ernie and ended call

*** FULFILL 07/02/2008 08:58 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** PHONE LOG 07/02/2008 09:26 AM Eastern Daylight Time ABrown Action Type:Incoming call
FTR contacted SRCAA

FTR stated
1 Customer is here
2 Customer did not bring daughter or wife to confirm **AIR** bag light

SRCAA stated
1 Thank you for information
2 I will follow up later

SRCAA thanked FTR and ended call

*** PHONE LOG 07/02/2008 02:14 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer

SRCAA stated
1 I am following up with rep**AIR**s from this morning on **OCS** light

Customer stated
1 Well, it is still at the dealer for some other concerns
2 They asked me to bring my daughter and wife in this morning and I didn't want to

SRCAA stated
1 Ok, I will follow up with them
2 Our FTR wanted to make sure that **OCS** was working for individual's riding in the vehicle
3 I am collecting sales d**OCS** for your vehicle
4 I will follow up again next week with the next step

Customer stated
1 We we need to see how these rep**AIR**s go
2 I have been waiting since Nov and putting miles on my vehicle waiting for you guys

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1385556	6,000
China Grove, TX [REDACTED]		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

- 2 I already know where you stand
- 3 I will be putting together another offer
- 4 We will speak again next week

Customer thanked SRCAA and ended call

CASE PENDING

*** NOTES 07/07/2008 09:21 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA sent e mail to Scott Downs. DSM
1 Requesting Sales **DOCS** to be faxed to regional office

CASE PENDING ROS

*** PHONE LOG 07/08/2008 08:07 AM Eastern Daylight Time ABrown Action Type:Incoming call

*** PHONE LOG 07/08/2008 08:10 AM Eastern Daylight Time ABrown Action Type:Incoming call
Ed. GM of TX055 LVM for SRCAA for call back

*** PHONE LOG 07/08/2008 08:11 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Ed

Ed stated

- 1 Please e mail all needed information
- 2 I will have everything faxed over to you as soon as I get in

SRCAA thanked Ed and ended call

CASE PENDING SALES **DOCS**

*** PHONE LOG 07/09/2008 07:40 AM Eastern Daylight Time ABrown Action Type:Incoming call
Dianne from Finance at Legend Kia LVM for SRCAA

- 1 Requesting customer information
- 2 Will fax all needed documents

*** PHONE LOG 07/09/2008 07:41 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Diane at Legend Kia

SRCAA stated

- 1 Recieved voice mail
- 2 Give customer information and all needed documents

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736475 ██████	K1385556	6,000
China Grove, TX ██████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

1 I will fax those to you today

SRCAA thanked Diane and ended call

CASE PENDING ALL SALES d**OCS**

*** NOTES 07/09/2008 09:56 AM Eastern Daylight Time ABrown Action Type:Manager review

SRCAA received all sales d**OCS**

SRCAA sending 2 tier offer letter

- 1 GW in the amount of \$1,500
- 2 SOC with mileage fees

CASE PENDING CUSTOMER ACCEPTANCE

*** COMMIT 07/09/2008 02:04 PM Eastern Daylight Time ABrown Action Type:Callback Required

*** CASE CLOSE 07/09/2008 02:46 PM Eastern Daylight Time ABrown
CASE PENDING GW OFFER

*** PHONE LOG 07/14/2008 09:00 AM Eastern Daylight Time ABrown Action Type:Incoming call
Customer LVM for SRCAA sfor call back

*** PHONE LOG 07/14/2008 09:03 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer at 2108271126

SRCAA stated

- 1 I received your voice mail
- 2 Returning your call
- 3 I am guessing you would like to discuss our offer

Customer stated

- 1 That is correct
- 2 I would like for KMA to by my vehicle back
- 3 I thought that was one of my options

SRCAA stated

- 1 Let me speak my RCAM
- 2 KMA is not offering that at this time
- 3 Would I be able to contact you at this number?

Customer stated

- 1 Yes, I will be here

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1385556	6,000
China Grove, TX ██████████		Prod. Date: 11/15/06	Dealer: TX055 Legend Kia	

*** NOTES 07/14/2008 09:19 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA received with RCAM
1. GW of \$2,500
2. SOC/Repurchase full mileage

*** PHONE LOG 07/14/2008 09:53 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer

SRCAA stated
1 New offer
2 \$2500 GW
3 SOC / Repurchase full mileage

Customer stated
1 Reviewed numbers
2 I get interest paid to date?

SRCAA stated
1 Please give me loan information
2 I need to contact finance company to verify information

Customer gave information to SRCAA
SRCAA thanked customer and ended call

CASE PENDING NEGOTIATIONS

*** PHONE LOG 07-14-2008 12:54 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted KMFC
1 Payoff amount
2 Not able to access interest paid to date with out customer consent

*** PHONE LOG 07/14/2008 12:57 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer

SRCAA stated
1 Unable to collect specific information with out consent
2 Please contact finance company

Customer stated
1 I will do that when I get home
2 I also want my trailer hitch included
3 It was an accessory added onto the vehicle

SRCAA stated
1 I need proof of installation
2 I have no record of this

Customer stated

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1385556	6,000
China Grove, TX ██████████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

1 I purchased it on the Internet

SRCAA stated

1 Did you install this item yourself

Customer stated

- 1 Yes, I can take it off if I need to
- 2 But I want that included

SRCAA stated

- 1 I need to look into this further
- 2 Please call me when you get home

Customer thanked SRCAA and ended call

*** PHONE LOG 07/21/2008 09:05 AM Eastern Daylight Time ABrown Action Type:Incoming call
Customer LVM for SRCAA for call back

*** PHONE LOG 07/21/2008 09:06 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer
1 No answer, LVM for call back

*** PHONE LOG 07/21/2008 09:44 AM Eastern Daylight Time ABrown Action Type:Incoming call
Customer contacted SRCAA

Customer stated

1 I want to go over number

SRCAA reviewed calculations with customer for mileage and repurchase price of vehicle

Customer thanked SRCAA and ended call

CASE PENDING 3 TIER OFFER LETTER

*** CASE CLOSE 07/21/2008 09:47 AM Eastern Daylight Time ABrown
SRCAA waiting for customer acceptance of gw offer

*** PHONE LOG 07/21/2008 01:13 PM Eastern Daylight Time ABrown Action Type:Incoming call
Customer contacted SRCAA

Customer stated

1 I am going to accept the repurchase

SRCAA stated

1 Ok, please fax offer letter indicating your acceptance

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736475 ██████	K1385556	6,000
China Grove, TX ██████		Prod. Date: 11/15/06	Dealer: TX055	Legend Kia

*** NOTES 07/21/2008 01:13 PM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA processing repurchase package for NCA

*** CASE CLOSE 07/23/2008 09:05 AM Eastern Daylight Time ABrown
SRCAA sent repurchase package to NCA for further processing

*** FULFILL 08/07/2008 08:29 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** NOTES 08/20/2008 11:18 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA received Pay Off check for repurchase in the amount of 24,230.48
SRCAA sending check to ISG for repurchase completion

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1268556	430
Ft Lauderdale, FL ██████████		Prod. Date: 6/19/06	Dealer: FL034 King Kia	

Case History

Complaint Dealer

*** PHONE LOG 01/17/2007 03:34 PM US Mountain Standard Time FValdez

CUST STATED

1. I BOUGHT THE VEH AT KENDALL KIA
2. THE LIGHT ON THE *PASS* SIDE *AIR* BAG IS NOT WORKING PROPERLY
3. I CALLED KENDALL KIA AND THEY TOLD ME TO BRING THE CAR TO THEM
4. FOR MY CONVENIENCE IT IS BETTER TO TAKE IT TO FL034
5. I TOOK MY VEH THERE AND THE SERVICE WAS TERRIBLE
6. THEY TOLD ME "THAT'S WHAT YOU GET FOR BUYING A CHEAPER CAR AT KENDALL KIA"
7. YOU HAVE TO TAKE IT BACK TO THEM
8. I PURCHASED AN EXTENDED WARRANTY FROM KENDALL KIA THEY TOLD ME THEY WILL PROVIDE ME WITH A RENTAL VEH

WRITER STATED

1. SORRY FOR THE PROBLEM
2. WRITER WILL FILE A FORMAL COMPLAINT AGAINST FL034
3. IN REGARDS TO THE EXTENDED WARRANTY INFO CUST MUST SPEAK WITH KENDALL KIA
4. IF CUST HAS ANY QUESTIONS OR CONCERNS AFTER GOING TO DLR PLEASE CALL CA BACK

CUST STATED

1. OK THANK YOU

*** CASE CLOSE 01/17/2007 03:34 PM US Mountain Standard Time FValdez

*** PHONE LOG 01/18/2007 08:23 AM US Mountain Standard Time FValdez Action Type:Outgoing call

WRITER CALLED CUST AND I AM STATING

1. WRITER CALLING TO FOLLOW UP WITH CASE
2. WANTED TO CHECK IF CUST WAS SATISFIED WITH KENDALL KIA'S RESOLUTION FOR CASE
3. ADVISED CUST TO CALL CA BACK
4. PROVIDED EXT AND PHONE NUMBER FOR CALL BACK

*** PHONE LOG 01/18/2007 08:34 AM US Mountain Standard Time FValdez Action Type:Outgoing call

SM PATRICK FORM FL085 STATED

1. WE SPOKE TO MR ██████████
2. THE VEH IS NEVER BEEN HERE BEFORE
3. WE ASKED HIM TO BRING THE CAR IN
4. HE STATED HE WANTS TO TAKE IT TO KINGS KIA BECAUSE IT IS CLOSER TO HIM
5. IF HE BRINGS HIS VEH IN WE WILL BE HAPPY TO CHECK IT

*** PHONE LOG 01/18/2007 10:00 AM US Mountain Standard Time SLarez Action Type:Incoming call
customer called back and asked for Fransisco.

Writer transferred to Fransisco.

*** PHONE LOG 01/18/2007 10:07 AM US Mountain Standard Time FValdez Action Type:Incoming call
CUST STATED

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736275 [REDACTED]	K1268556	430
Ft Lauderdale, FL [REDACTED]		Prod. Date: 6/19/06	Dealer: FL034 King Kia	

1. IM NOT GOING TO DRIVE ALL THE WAY BACK TO KENDALL KIA
2. I WANT TO TAKE MY VEH TO KINGS KIA FOR REPAIRS THE DISTANCE IS ABOUT 5 MINUTES AWAY
3. WHEN I TOOK THE VEH FOR THE AIR BAG CONCERN THE ASSISTANT MANAGER IN THE SVC DEPT SAID THAT I WAS NOT SITTING RIGHT ON THE SEAT
4. AND THAT THERE ARE NO PRIORITIES FOR THEM TO SERVICE ...IT IS FIRST COMES FIRST SERVICE

WRITER STATED

1. I WILL CALL THE SM AT KINGS KIA TO MAKE SURE THAT THEY WILL SERVICE YOUR VEH PROPERLY
2. I WILL CALL CUST BACK TO UP DATE WITH INFORMATION

CUST STATED

1. OK THANK YOU

*** PHONE LOG 01/18/2007 02:25 PM US Mountain Standard Time FValdez Action Type:Outgoing call
WRITER CALLED SM MICHAEL LOUIS FROM FL034 AND LVM STATING

1. REVIEWED CASE, CUST AND VEH INFO
2. PLEASE CALL CA BACK

*** PHONE LOG 01/19/2007 02:27 PM US Mountain Standard Time FValdez Action Type:Outgoing call
WRITER CALLED DPSM P BAYLESS LVM STATING

1. REVIEWED CASE, CUST AND VEH INFO
2. REQUESTED A CALL BACK FROM DLR AND NO ANSWER TO WRITER AS OF TODAY
4. LEFT MESSAGE FOR SM AND NO CALL BACK
3. THIS IS A SERVICE COMPLAINT AND A REQUEST FOR REPAIRS AT THIS DLR
4. PLEASE CALL BACK TO ADVISE

*** PHONE LOG 01/19/2007 02:53 PM US Mountain Standard Time FValdez Action Type:Incoming call
DPSM P BAYLESS STATED

1. ILL TRY TO GET IN TOUCH WITH SM MICHAEL LOUIS FROM FL034
2. AS SOON AS INFORMATION IS AVAILABLE ILL CALL YOU BACK

*** PHONE LOG 01/19/2007 03:00 PM US Mountain Standard Time FValdez Action Type:Incoming call
SM MICHAEL LOUIS FROM FL034 STATED

1. IM CALLING YOU BACK TO CHECK ON THIS CASE FOR MR BAAR
2. I WILL CONTACT HIM AND ILL CALL YOU RIGHT BACK

*** PHONE LOG 01/22/2007 03:03 PM US Mountain Standard Time FValdez Action Type:Outgoing call
WRITER CALLED CUST AND LVM STATING

1. REVIEWED CASE AND REQUESTED A CALL BACK FROM CUST
2. WRITER PROVIDED WITH CASE # AND PHONE TO CALL BACK

*** PHONE LOG 01/23/2007 09:52 AM US Mountain Standard Time FValdez Action Type:Outgoing call
WRITER CALLED CUST AND LVM STATING

1. PLEASE CALL WRITER BACK
2. WRITER WOULD LIKE TO KNOW IF CUST SPOKE TO SM FROM KINGS KIA

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736275 [REDACTED]	K1268556	430
Ft Lauderdale, FL [REDACTED]		Prod. Date: 6/19/06	Dealer: FL034 King Kia	

*** PHONE LOG 01/23/2007 10:10 AM US Mountain Standard Time RBriones Action Type:Incoming call

Cust Stated:

1. Was wanting to speak with Francisco.
2. He had called me a couple of times this morning.

Writer Stated:

1. Asked customer to hold while I see if he is available.

- Customer disconnected while waiting for FValdez.

*** PHONE LOG 01/23/2007 10:14 AM US Mountain Standard Time FValdez Action Type:Outgoing call

CUST STATED

1. I SPOKE TO MICHAEL LOUIS AND HE WAS VERY NICE
2. I CALLED ME IM TAKING THE VEH TO KINGS KIA
3. I WILL CALL YOU BACK TO LET YOU KNOW HOW IT WENT

*** PHONE LOG 01/23/2007 02:05 PM US Mountain Standard Time FValdez Action Type:Incoming call

CUST STATED

1. I WENT TO THE DLR AND I COULD NOT SPEAK TO MICHAEL LOUIS
2. I LEFT THE VEH THERE
3. I SAW THE ASSISTANT MANAGER PHILLIP FROM THE SVC DEPT
4. HE WAS RUDE AGAIN..SO I SPOKE TO RAYMOND WHO WAS REALLY NICE
5. MICHAEL LOUIS WAS AT LUNCH ILL CALL YOU BACK TO UPDATE YOU WITH INFO

WRITER STATED

1. WILL RELATE THE INFORMATION GIVEN TO CA TO MICHAEL LOUIS SM AT THIS DLR
2. WILL FOLLOW UP WITH REPAIRS UNTIL VEH IS FIXED

*** PHONE LOG 01/23/2007 02:50 PM US Mountain Standard Time TLarson Action Type:Incoming call
CUSTOMER ADVISED

I IS FRANCISCO AVAILABLE?

WRITER ADVISED

I I SEE THAT HE IS IN THE OFFICE BUT HE IS WORKING WITH ANOTHER CUSTOMER

CUSTOMER ADVISED

- 1 AS YOU CAN SEE IM STILL HAVING PROBLEMS WITH THE VEHICLE
- 2 I DONT FEEL SAFE PICKING THE VEHICLE UP IN THIS CONDITION
- 3 THE FACTORY PERSON FROM KIA REFUSED TO REPLACE THE SEAT
- 4 WHAT SHOULD I DO

WRITER ADVISED

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736275 [REDACTED]	K1268556	430
Ft Lauderdale, FL [REDACTED]		Prod. Date: 6/19/06	Dealer: FL034 King Kia	

2 EXPLAINED THAT (FVALDEZ) IS THE THE CASE WORKER THAT HAS BEEN HANDLING THIS
3 IM SHOWING HE HAS CALLED THE DPSM AND HAS BEEN OVERSEEING THE REPAIRS
4 WE DEFER TO THE DPSM TO MAKE OUR DECISIONS FOR US WHEN IT COMES TO WARRANTY REPAIRS
5 WE WILL SUPPORT THE DPSM DECISION
6 I WILL TRANSFER YOU TO (FVALDEZ) HE WILL BE ABLE TO CALL YOU BACK ABOUT YOUR SITUATION

CUSTOMER ADVISED

1 OK THANK YOU

*** PHONE LOG 01/23/2007 03:14 PM US Mountain Standard Time FValdez Action Type:Incoming call
CUST CALLED AND LVM STATING

1. I GOT A CALL FROM KINGS KIA
2. THEY TOLD ME THAT THEY COULD NOT FIND THE REASON WHY THE SENSOR FOR THE AIR BAG ON THE SEAT WAS NOT WORKING
3. THEY SAID THAT THEY WOULD HAVE TO REPLACE THE SEAT
4. THEY ALSO TOLD ME KIA'S DPSM WILL NOT AUTHORIZE THE SEAT REPLACEMENT
5. PLEASE CALL ME BACK

*** PHONE LOG 01/23/2007 03:18 PM US Mountain Standard Time LCoema Action Type:Incoming call
Cust States:

1. Need to speak with Francisco.
2. Already left message.
3. Please ask him to call me back.
4. Reiterated all comments from previous calls.

Writer States:

1. Will give Francisco the message.

Writer gave message to Francisco

*** PHONE LOG 01/24/2007 10:00 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust requesting to speak with Francisco

wlr

1. currently unavailable
2. will give him message that you are waiting for a callback from him

cust thanked wlr

*** NOTES 01/24/2007 10:00 AM US Mountain Standard Time JHirshfield Action Type:Manager review
message given to Francisco

*** PHONE LOG 01/24/2007 12:09 PM US Mountain Standard Time LSims Action Type:Incoming call
CUST CALLED AND LVM STATING

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736275 ██████	K1268556	430
Ft Lauderdale, FL ██████		Prod. Date: 6/19/06	Dealer: FL034 King Kia	

2. I LEFT HIM A MESSAGE

WTR STATES

(SPOKE TO FRANCISCO)

1. ADVISED THAT FVALDEZ WILL CALL BACK IN 5 MINS

CALLER STATES:

1. THANK YOU. HE HAS MY #

*** PHONE LOG 01/24/2007 12:19 PM US Mountain Standard Time FValdez Action Type:Outgoing call
CUST STATED

1. I LEFT A MESSAGE FOR MICHAEL LOUIS SM FROM KINGS KIA
2. HE HAS NOT RETURNED MY CALLS
3. THEY TOLD ME THAT THE SEAT HAS TO BE REPLACED AND THE DPSM HAS DENIED THAT REPAIR
4. I NEED TO KNOW WHAT IS GOING ON

WRITER STATED

1. WRITER WILL DO MORE RESEARCH WITH DLR AND DPSM
2. WRITER WILL CALL CUST BACK AS SOON AS INFO IS AVAILABLE

*** PHONE LOG 01/24/2007 12:58 PM US Mountain Standard Time FValdez Action Type:Outgoing call
WRITER CALLED DPSM P BAYLESS...WHO IS ON VACATION..P BAYLESS REFERRED TO DPSM T HILTZ FOR TEMP ASSISTANCE

DPSM T HILTZ STATED

1. CONTACT SM MICHAEL LOUIS AND HAVE HIM CALL ME PLEASE
2. SM MUST PROVIDE MORE INFO TO CUST ON SOLUTION FOR AIR BAG SENSOR REPAIR
3. SM MUST CONTACT CUST TO EXPLAIN... NOT SVC ADV

*** PHONE LOG 01/24/2007 01:02 PM US Mountain Standard Time FValdez Action Type:Outgoing call
WRITER CALLED MICHAEL LOUIS SM AT FL034 AND LVM

1. REVIEWED CASE CUST AND VEH INFO
2. PLEASE CALL WRITER BACK
3. CUST HAS REQUESTED A CALL BACK FROM YOU
4. DPSM T HILTZ HAS REQUESTED A CALL BACK FROM YOU

*** PHONE LOG 01/25/2007 10:15 AM US Mountain Standard Time TLarson Action Type:Incoming call
CUSTOMER ADVISED

1 IS FRANCISCO AVAILABLE

WRITER ADVISED

- 1 (FVALDEZ) IS WORKING WITH ANOTHER CUSTOMER
- 2 IM SHOWING THAT HE CALLED THE SVC MGR
- 3 (FVALDEZ) IS TRYING TO GET THE SVC MGR AND THE INTERIM DPSM TOGETHER SO THEY CAN DISCUSS

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736275 ██████████	K1268556	430
Ft Lauderdale, FL ██████████		Prod. Date: 6/19/06	Dealer: FL034 King Kia	

4 ONCE HE SPEAKS WITH THE SVC MGR AND THE SVC MGR SPEAKS TO THE DPSM THEY WILL BE ASKED TO CALL YOU BACK TO DISCUSS THIS CASE

CUSTOMER ADVISED

- 1 I UNDERSTAND THAT
- 2 I WOULD LIKE TO KNOW THE STATUS. IM WITHOUT MY VEHICLE I DONT FEEL ITS SAFE
- 3 THEY KEEP DEPRIVING ME THE USE OF MY VEHICLE

WRITER ADVISED

- 1 APOLOGIZED FOR THE CONCERNS
- 2 A INTERMITTENT *AIR*BAG CONCERNS CAN BE DIFFICULT TO RESOLVE
- 3 THE SYSTEM IS DESIGNED TO TURN THAT LIGHT ON AND OFF
- 4 THE DEALER IS RESPONSIBLE FOR DIAGNOSING THE VEHICLE
- 5 IF THEY CANT FIND A CAUSE THEN THEY NEED TO ESCALTE THE CASE TO THE DPSM OR TECHLINE
- 6 THIS IS WAS (FVALDEZ) IS TRYING TO COORDINATE
- 7 I WILL NOTE THAT YOU CALLED, HE WILL CALL YOU ONCE MORE INFO IS AVAILABLE

CUSTOMER ADVISED

- 1 OK , HAVE HIM CALL ME
- 2 THIS IS TAKING A LONG TIME

*** PHONE LOG 01/25/2007 12:04 PM US Mountain Standard Time FValdez Action Type:Outgoing call
SM MICHAEL LOUIS FROM KING KIA STATED

- 1. WILL CONTACT T HILTZ
- 2. I WILL CALL MR ██████████ AND PROVIDE HIM WITH THE INFO
- 3. AND I WILL CALL CA TO UP DATE WITH INFO ON CASE

*** PHONE LOG 01/25/2007 02:25 PM US Mountain Standard Time FValdez Action Type:Outgoing call
SM MICHAEL LOUIS STATED

- 1. I CALLED T HILTZ TO ADVISE ON CASE
- 2. I CALLED MR ██████████ AND LVM REQUESTING A CALL BACK

*** PHONE LOG 01/26/2007 02:09 PM US Mountain Standard Time FValdez Action Type:Outgoing call
WRITER CALLED CUST AND LVM STATING

- 1. PLEASE CALL SM MICHAEL LOUIS AT KING KIA
- 2. SM HAS INFORMATION TO PROVIDE TO YOU ABOUT YOUR VEH
- 3. PLEASE CALL WRITER BACK

*** PHONE LOG 01/30/2007 12:26 PM US Mountain Standard Time FValdez Action Tyne:Outgoing call

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1268556	430
Ft Lauderdale, FL ██████████		Prod. Date: 6/19/06	Dealer: FL034 King Kia	

1. PLEASE CALL SM MICHAEL LOUIS AT KING KIA
2. SM HAS INFORMATION TO PROVIDE TO YOU ABOUT YOUR VEH
3. PLEASE CALL WRITER BACK

*** PHONE LOG 01/30/2007 12:33 PM US Mountain Standard Time FValdez Action Type:Outgoing call
SM MICHAEL LOUIS FROM FL034 STATED

1. CUST CAME AND PICKED UP THE VEH
2. WE WENT THROUGH THE CONCERN WITH CUST AND EXPLAINED TO HIM WHY THIS ISSUE IS INTERMITTENT AND DOES NOT HAVE A ONE TIME SOLUTION
3. DPSM T HILTZ, KIA'S TECHLINE AND MY SELF WENT THROUGH THE PROCESS WITH CUST

*** PHONE LOG 01/30/2007 02:44 PM US Mountain Standard Time FValdez Action Type:Incoming call
CUST STATED

1. WELL IM RETURNING YOUR CALL
2. I SPOKE TO SM MICHAEL LOUIS FROM FL034
3. HE TELLS ME THAT I HAVE TO PLACE A TOWEL ON THE SEAT FOR THE LIGHT TO GO AWAY
4. THIS IS NOT RIGHT AND THE LIGHT DOES NOT GO AWAY
5. PLEASE CALL ME BACK

*** PHONE LOG 01/31/2007 12:23 PM US Mountain Standard Time FValdez Action Type:Outgoing call
SM MICHAEL LOUIS FROM FL034 STATED

1. T HILTZ RECOMMENDED THE TOWEL ON THE SEAT
2. WE DID GO OVER THE PROPER SEATING INSTRUCTIONS WITH CUST

*** PHONE LOG 01/31/2007 12:36 PM US Mountain Standard Time FValdez Action Type:Outgoing call
DPSM T HILTZ STATED

1. THE SEAT CANNOT BE REDESIGNED
2. THE SYSTEM IS OPERATING RIGHT
3. SEVERAL REASONS WHY THIS SENSOR WONT DETECT THE PERSON SEATING DOWN
4. BODY SHAPE, SEATING POSITION OF CUST MIGHT BE THE CAUSE FOR THE SYSTEM TO NOT DETECT SOMEONE ON SEAT
5. SM CAN HAVE THE FIELD REP COME OUT AND CHECK SEAT HOWEVER I DO NOT THINK THE DIAGNOSTIC WILL CHANGE

*** PHONE LOG 02/01/2007 09:32 AM US Mountain Standard Time FValdez Action Type:Outgoing call
WRITER CALLED SM MICHAEL LOUIS AND LVM STATING

1. REVIEWED CASE CUST AND VEH INFO
2. PLEASE CALL WRITER BACK

*** PHONE LOG 02/07/2007 02:34 PM US Mountain Standard Time FValdez Action Type:Outgoing call
SM MICHAEL LOUIS FROM FL034 STATED

1. OK YOU CAN TELL CUST TO CALL ME SO HE CAN COME AND SEAT ON ANOTHER 07 SORENTO
2. THAT WAY CUST IS AWARE OF IT NOT BEING A SYSTEM FAILURE

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736275 [REDACTED]	K1268556	430
Ft Lauderdale, FL [REDACTED]		Prod. Date: 6/19/06	Dealer: FL034 King Kia	

*** PHONE LOG 02/07/2007 02:37 PM US Mountain Standard Time FValdez Action Type:Outgoing call
WRITER CALLED CUST AND LVM
1. PLEASE CALL SM MICHAEL LOUIS
2. SM HAS SOME TESTS HE HAS SHOW YOU
3. CALL WRITER IF ANY QUESTIONS

*** PHONE LOG 02/21/2007 09:26 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called FL034 and left a VM for Mr. Louis for a call back asap.

*** PHONE LOG 02/21/2007 09:48 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called FL034 left VM for Mr. Louis for a call back

*** PHONE LOG 02/21/2007 11:28 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called FL034 and spoke with Michael Loius (SM):
1. Advise of customer's situation
2. KMA will be sending a new bottom seat cushion
3. There is no difference between the new and old seat cushion still have to educate customer of proper seating position.
4. However since customer has complained we will be sending this part out
5. We'll include the shipping information for the shipment of the old cushion to our corporate office.
6. Is vehicle currently there?
Michael states:
1. No.
2. Please call customer to let customer know what's going on.
3. I will call customer once I receive the cushion
4. We can then arrange an appointment for him to come in.
Wrt states:
1. What address and attention do I attention to?
Michael states:
1. Please ship it to 700-900 E. Sunrise Blvd. Ft. Lauderdale FL 33304 attention Michael Louis.
Wrt states:
1. Will do that and I will call customer to let him know
2. Will follow up with you.

*** PHONE LOG 02/21/2007 12:09 PM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer:
1. Advise customer of situation
Customer states:
1. Dealership said I should try sitting differently.
2. Other people have sat in the seat and same thing occurred.
Wrt states:
1. Hopefully after this the issue will be corrected
2. Still have to sit properly
Customer states:
1. I also have a recall
Wrt states:
1. Let me check. SC068 ECS reflash
2. Dealership can perform recall the same day they switch the bottoms.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736275 ██████	K1268556	430
Ft Lauderdale, FL ██████		Prod. Date: 6/19/06	Dealer: FL034 King Kia	

3. Someone will call you once the cushion arrives so that you can arrange an appointment to have recall and cushion issue resolved.

4. Please refer to Michael Loius SM.

Customer states:

1. I will do that.

*** PHONE LOG 02/23/2007 02:12 PM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer twice but got disconnected in the middle of message.

*** PHONE LOG 03/01/2007 10:56 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called SM of FL034 left VM requesting call back

*** PHONE LOG 03/01/2007 11:12 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer:

1. Has anyone at the dealership contacted you to arrange an appointment?

Customer states:

1. No one has.

2. I've called Mr. Louis several times to check the status of the cushion, he hasn't return my calls

3. I also wanted to address the recall as well as another issue my son has found

4. When he puts in the key sometimes it won't turn

Wrt states:

1. I too have to tried to get a hold of Mr. Louis

2. I know sometimes as a protection feature that the steering wheel would lock and the key would not be able to turn.

Customer states:

1. It hasn't happen to me

2. Maybe my son is doing something wrong

3. But when I take my car into the shop for the seat I'll also bring this up.

Wrt states:

1. I'll keep trying to get a hold of Mr. Louis

Customer states:

1. I originally wanted to purchase the leather and sun roof Sorento but with the sun roof the head space is minimized

2. You should really change that

Wrt states:

1. I will definitely bring that up with our product planning team

2. I will be in touch with you once I get in contact with the dealership.

*** PHONE LOG 03/01/2007 11:25 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called FL024 and spoke with Bob in parts:

1. Looking to confirm if a part came in.

2. Provided part #

Bob states:

1. Let me get Jim who can help you

Jim states:

1. What is he part #

Wrt states:

1. Gave part #

Jim states:

1. I have a box attention Michael Louis and it feels like a cushion do you have the tracking #

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1268556	430
Ft Lauderdale, FL ██████████		Prod. Date: 6/19/06	Dealer: FL034 King Kia	

Wrt states:

1. Provided tracking # and confirmed that part has arrived
2. Part is reserved for customer Mr. ██████████
3. I will contact customer to let him know.

*** PHONE LOG 03/01/2007 11:30 AM Pacific Daylight Time ELau Action Type:Outgoing call

Wrt called customer:

1. Confirmed that part is at dealership
2. Please call dealership to make an appointment

Customer states:

1. I'll probably do that next week

Wrt states:

1. Please let me know when so that I may coordinate with the dealership to make sure everything goes smoothly.

Customer states:

1. I will do that

*** PHONE LOG 03/07/2007 10:25 AM Pacific Daylight Time ELau Action Type:Incoming call

Wrt received call from customer stating:

1. I took my car in yesterday
2. Everything went well
3. Should have my car back shortly

Wrt states:

1. That is good to hear
2. I will follow up with dealership and you as well.

*** PHONE LOG 03/08/2007 01:03 PM Pacific Daylight Time ELau Action Type:Incoming call

Wrt received call from customer:

1. I got my vehicle back
2. They could not perform the recall because they haven't received the software yet.
3. As for the **OCS** I cannot test it yet because I am the only driver and my son who also drives this car is out of town.
4. Once I get to test the seat I'll let you know

Wrt states:

1. I see that the recall came out on Feb of this year
2. Did they say they will call you once they receive the software?

Customer states:

1. Yes
2. Also relating to the key issue, the steering wheel locks
3. This happens to my GM as well
4. I will keep you posted

Wrt states:

1. Thank you very much

*** CASE CLOSE 03/08/2007 01:06 PM Pacific Daylight Time ELau

*** CASE CLOSE 04/03/2007 11:05 AM US Mountain Standard Time JCook

TREAD REVIEW DONE

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1268556	430
Ft Lauderdale, FL ██████████		Prod. Date: 6/19/06	Dealer: FL034 King Kia	

*** NOTES 08/21/2007 11:23 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Left message for customer to call
2. When he calls back, see if he is available to take vehicle to FL034 for inspection by Kia engineers

*** NOTES 08/23/2007 01:36 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer's son and he stated:
 - * I will be using the vehicle on Monday so we won't be able to bring it in for the inspection

*** END OF REPORT ***

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name [REDACTED]	First name [REDACTED]	VIN of 2007 SORENTO 4X2 EX KNDJD736875 [REDACTED]	Case Number K1361978	Mileage 2,800
Dalonega, GA [REDACTED]		Prod. Date: 9/14/06	Dealer: OH025 Taylor Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 09/20/2007 06:18 AM US Mountain Standard Time LCoema
Cust States:

1. **AIR** bag light stays on.
2. Took veh to GA dlr.
3. Was told this is a known problem & Kia is working on a reprogramming.
4. Now in OH visiting & the **AIR** bag light stayed on during the drive up here.
5. Just feel uncomfortable.
6. Will be in OH for another couple of weeks.
7. What does ESC do?
8. What is the MPH read out. would rather have MPG?
9. Is this a 5 speed automatic. will veh automatically shift into 5th gear?
10. Going up a mountains. seems to jump going into gear.
11. How do I program the homelink, can't seem to do it.
12. Is there going to be a recall for the **AIR** bag light concern?
13. Have read **AIR** bag section in OM.
14. My wife sits in **PASS**enger seat & is sitting correctly.
15. What is the MPG?
16. I am currently getting 18 MPG.

Writer States:

1. Updated, no recalls.
2. Writer not aware of a problem with the **PASS**enger **AIR** bag light staying on.
3. Will need to get veh back to dlr. either in OH or GA.
4. Writer can work with dlr to ensure all Kia's resources are being utilized to rep**AIR** veh.
5. Adv cust to schedule appt. provided nearest dlr in OH.
6. Provided file number & writer's contact info.
7. Adv cust to call writer back with appt date.
8. ESC info is listed on page 4-30 of ONI.
9. ESC is used to help stabilize the veh when driving on slippery roads.
10. MPH info is located on page 4-50 of OM. tells cust driving time.
11. Sports mode info is located on 5-79.
12. Adv cust would use gear shift & shift into sports mode when going up mountains.
13. Homelink section has an 800 number to call Homelink.
14. They will be able to assist cust with programming the homelink.
15. MPG recommended is 17-22.
16. MPG should improve as veh is broken in 5K to 8K.
17. Adv cust to call writer back if need any further assistance.

Cust States:

1. Thank you for taking so much time to assist me.

*** CASE CLOSE 09/20/2007 06:18 AM US Mountain Standard Time LCoema

*** CASE CLOSE 10/03/2007 07:29 AM Pacific Daylight Time JeffStroup
tread review complete

*** PHONE LOG 11/20/2007 09:20 AM US Mountain Standard Time EBriz Action Time: Incoming call

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Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1361978	2,800
Daltonga, GA ██████████		Prod. Date: 9/14/06	Dealer: OH025	Taylor Kia

1. WHEN I BOUGHT THE CAR I WAS TOLD THIS WAS A NEW CAR.
2. I PAID OVER \$23K
3. I HAD IT IN FOR SVC BECAUSE I HAD PROBLEMS W/ THE SEAT BELT LIGHT COMING ON.
4. WHEN I GOT TO THE DEALER THEY SAID THAT THE VEHICLE WAS USED.
5. I HAVE A COPY OF THE PURCHASE ORDER SAYING THAT THE VEHICLE WAS NEW.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT REQUESTED A COPY OF THE PURCHASE ORDER AND ODOMETER STATEMENT.
3. WRT ADVISED TO FAX A COPY OF THE DOCUMENT TO THE KCC.
4. WRT PROVIDED THE KCC FAX AND CASE #.
5. WRT WILL THEN FORWARD THE CASE TO THE APPROPRIATE PERSONAL FOR RDR.
6. CUSTOMER THANKED WRT FOR THE ASSISTANCE.

*** NOTES 11/29/2007 10:42 AM US Mountain Standard Time ERuiz Action Type:Correspondence rec.

WRITER STATED

1. WRT RECEIVED A COPY OF THE PURCHASE ORDER.
2. THE PURCHASE ORDER SHOWS THE VEHICLE WAS PURCHASED USED.
3. WRT WILL CALL THE CUSTOMER TO ADVISE.

*** PHONE LOG 11/29/2007 12:11 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR ██████████ BACK.
2. WRT EXPLAINED THAT THE PURCHASE ORDER SHOWS THIS VEHICLE WAS PURCHASED USED.
3. WRT IS NOT ON THE POSITION TO CHANGE THE CONTACT.
4. THEREFORE, THE VEHICLE IS ELIGIBLE FOR A 5/60 BLW AND PTW.

CALLER STATED

1. EVEN THE SALES PERSON TOLD ME THAT IT WAS A MISTAKE.
2. WHAT ABOUT THE SEAT BELT LIGHT.
3. I AM WAITING FOR THE DEALER TO GET A SEAT FOR MY CAR.
4. IF THIS IS NOT REPAIR I WILL TAKE THIS TO THE SMALL CLAIM COURT.

WRITER STATED

1. WRT APOLOGIZED. THERE IS NO MISTAKE LISTED ON THE CONTACT.
2. THE VEHICLE IS USED. AND THAT'S IT.
3. AS FAR AS THE AIR BAG LIGHT. IT WILL BE REPAIR UNDER THE TERMS OF THE WARRANTY.
4. CUSTOMER IS WELCOME TO CALL WRT BACK AS SOON AS THE VEHICLE IS BACK AT THE DEALER.

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

*** NOTES 11/29/2007 02:13 PM US Mountain Standard Time ERuiz Action Type:Manager review

***WRITER**

1. WRT RECEIVED AN SCANNED DOCUMENT.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736775 ██████	K1318697	3,700
Palmira, VA ██████		Prod. Date: 7/5/06	Dealer: VA039	Price Kia

Case History

Complaint *Rep* **AIR** Assistance

*** NOTES 06/07/2007 05:47 AM US Mountain Standard Time CHamilton Action Type:Manager review

Caller states:

1. First name ██████, last name ██████
2. It in my name, my daughter drives it in Fredericksburg for school
3. **PASS**enger side **AIR**bag off light stays on all the time, no matter who sits there
4. Have had to the dlr several times-5 at least
5. They have replaced the cushion, re flashed the module
6. Supposed to drop it off on Monday, just want them to fix it, its a safety concern
7. Said they'd give me something to drive while its there, hoping they give me a similar sized veh

Called Price Kia. ASM Wayne states:

1. **OCS AIR**bag stays on
2. Took a seat from another Sorento & SRS module from another veh
3. I talked to Paul LeGood
4. Last time we ran it thru as internal, have been taking parts off another vehicle
3/12/07 CEL on , steering -- warranty
5/7/07 the module
5/1/07 installed complete seat assembly
5. He is dropping it off on Monday, I called DPSM and he was going to have a FTR call us
6. Have Paul call me, tell him I still have not heard from the FTR

*** PHONE LOG 06/07/2007 05:50 AM US Mountain Standard Time CHamilton Action Type:Outgoing call
LVM for DPSM Paul LeGood. request call back X45370

*** NOTES 06/07/2007 05:51 AM US Mountain Standard Time CHamilton Action Type:E-mail sent
emailed TMorales requesting RDR correction

*** NOTES 06/08/2007 09:40 AM Pacific Daylight Time ELau Action Type:Manager review

1. Wrt received email from TMorales requesting for RDR correction
2. Wrt made RDR correction

*** PHONE LOG 06/12/2007 07:27 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Called ASA Wayne who states:

1. Car is here
2. We gave him another Sorento to drive while we look at this one
3. We verified what he was complaining of
4. **OCS** light came on when our techs drove around it the car too
5. I had not heard form DPSM LeGood or the FTR
6. Paul LeGood was supposed to get back with me on a FTR
7. I called and LVM for DPSM again this AM

*** PHONE LOG 06/12/2007 07:29 AM US Mountain Standard Time CHamilton Action Type:Outgoing call
LVM for DPSM Paul Legood. request call back X45370

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1318697	3,700
Palmira, VA ██████████		Prod. Date: 7/3/06	Dealer: VA039 Price Kia	

Send to:[PLEgood@kiausa.com]

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

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1318697_CHamilton_06-12-2007082704.doc>>

*** NOTES 06/13/2007 07:10 AM US Mountain Standard Time CHamilton Action Type:Manager review

Case notes to DPSM and RCAA. dispatched to region for review. repAIR assistance and to call the customer at 4349818174, based on:

1. 2007 Sorento, 3700 miles
2. **OCS AIR** bag light stays on, veh is down at VA039. previously 2X for warr repAIRs. same issue
3. Customer ins rental veh
4. Dlr requesting FTR assistance
5. No call back from DPSM

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

Send to:[PLEgood@kiausa.com]

CC List:[TFrancis@kiausa.com]

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

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*** PHONE LOG 06/13/2007 07:18 AM US Mountain Standard Time CHamilton Action Type:Outgoing call

Called Mr B and states:

1. Advised sending your case to the regional office for follow up and assistance in repAIRs
2. KIA will repAIR your veh under terms of the warr
3. Should be hearing from someone in that office in next several days

Mr B states:

1. The Sorento they gave me to drive while they look at mine is fine
2. The **OCS** light goes off, stays off when there is a **PASS**enger seated, just like its supposed to

*** PHONE LOG 06/14/2007 02:14 PM Eastern Daylight Time TFrancis Action Type:Outgoing call

WRITER STATES:

1. WRITER HAS SPOKEN WITH DPSM
2. STATES THE CUSTOMER IS IN A LOANER VEH FROM THE DLR AND ONCE THE TECH COMES BACK OFF VACATION, HE WILL SCHEDULE FOR AN FTR TO GO OUT AND CHECK WIRES

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1318697	3,700
Palmira, VA ██████████		Prod. Date: 7/3/06	Dealer: VA039 Price Kia	

*** NOTES WITH COMMITMENT 06/18/2007 11:34 AM Eastern Daylight Time TFrancis Action Type:Manager review
WRITER STATES:

1. WRITER TO FOLLOW UP AFTER TECH IS AVAILABLE
2. CUSTOMER IS IN A LOANER VEHICLE AND UNDERSTANDS THE WAIT TIME FOR HIS VEHICLE

*** CASE CLOSE 06/18/2007 11:35 AM Eastern Daylight Time TFrancis
WRITER TO F/U WITH CUST & DLR WHEN AVAIL.

*** PHONE LOG 06/19/2007 12:30 PM US Mountain Standard Time RChacon Action Type:Incoming call
Customer stated:

1. I was told to call you back after 3 days
2. Gave writer case #
3. Carrie was working on a case for me before she left on vacation
4. The dealer called me today, and had to order a seat with a special back because of a prob with the sorentos
5. I am pleased with the dealer, veh is still there, and I am in a rental
6. This is the 6th time veh has been into the dealer for this prob
7. The veh has been in the shop more then I have driven it
8. I feel kia should do something for the probs I have had with veh
9. I would like some satisfaction, and hope veh concerns are resolved

Writer stated:

1. I apologize for the prob
 2. I see case has been forwarded to regional office
 3. Reiterated comments in notes from TFrancis
 4. I will document call, and forward info on
 5. Advised of FCM TFrancis is working case
- ::::CALL ENDED::::

*** NOTES 06/19/2007 12:32 PM US Mountain Standard Time RChacon Action Type:Manager review
Dispatch for:

1. Customer looking for customer satisfaction
2. Feels kia should offer something for probs
3. Customer contact

*** PHONE LOG 06/26/2007 07:39 AM US Mountain Standard Time HReynolds Action Type:Incoming call
██████████ STATED:

1. WOULD LIKE TO SPEAK TO CARRIE AT YOUR OFFICE

WRITER STATED:

1. ADVISED, CASE HAS BEEN FORWARDED TO REGIONAL OFFICE FOR FURTHER HANDLING
2. WILL CHECK WITH REGION

WRITER STATED:

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 6

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1318697	3,700
Palmira, VA ██████████		Prod. Date: 7/3/06	Dealer: VA039 Price Kia	

1. PHONED SOUTHERN REGION
2. TRACY FRANCIS IS OUT TO SICK
3. KEVIN WILLIAM- MANAGER IS OUT AS WELL

WRITER STATED:

1. THANKED CUSTOMER FOR HOLDING
2. ADVISED, PERSON WHO HANDLES YOUR CASE IS OUT TO SICK
3. WILL FORWARD TO DEPARTMENT THAT YOU ARE WAITING ON CALL BACK FROM HER

CUSTOMER STATED:

1. I KNOW THE LEMON LAW FOR THIS STATE
2. I'M GOING TO GET A LAWYER IF I DON'T GET ANY RESPONSE

WRITER STATED:

1. ADVISED, CASE HAS FORWARDED TO HIGHER DEPARTMENT FOR THAT REASON ALREADY
2. CAN'T CONTROL OVER SICKNESS
3. PROVIDED CASE#
4. CAN LEAVE VM FOR TRACY

CUSTOMER STATED:

1. WILL LEAVE VM

WRITER STATED:

1. WARM TRANSFERRED CUSTOMER TO TRACY FRANCIS' VM

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

Send to:[kwilliams@kiausa.com]

CC List:[TFrancis@kiausa.com]

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*** PHONE LOG 06/27/2007 11:08 AM Eastern Daylight Time TFrancis Action Type:Incoming call

WRITER STATES:

1. WRITER SPOKE WITH THE CUSTOMER
2. CUST EXPLAINS THE DLR STILL HAS HIS VEHICLE
3. WRITER CALLED THE DLR TO GET AN UPDATE
4. WRITER SPOKE WITH THE SVC MGR. WAYNE. STATES THEY ARE WAITING FOR A PART--SHOULD BE HERE TODAY OR TOMORROW
5. WRITER CONTACTED DPSM TO SEE IF AFTER REPAIRS, THIS CUST COULD GET A GOODWILL OF A COUPLE OF CARPAYMENTS
6. WRITER LEFT MESSAGE FOR DPSM

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1318697	3,700
Palmira, VA ██████████		Prod. Date: 7/3/06	Dealer: VA039	Price Kia

*** PHONE LOG 07/02/2007 01:31 PM US Mountain Standard Time CHart Action Type:Incoming call
cust called

1. i can't get any info from the atlanta office
2. i want kia to buy the veh back

wrt states

1. apologize
2. case being handled through region

cust phone disconnected -- call ended

*** PHONE LOG 07/02/2007 01:51 PM US Mountain Standard Time TShamburger Action Type:Incoming call
customer Durand called ---

- 1 i left a msg for Traci to call me Friday and didnt hear back from her.
- 2 she was going to call me back on Wednesday but didnt.
- 3 she did mentioned she was out sick.
- 4 i just dont think i want this veh anymore and would like kia to take it back.
- 5 the dlr said Tracy does not know what is going on with veh.
- 6 i feel veh is a lemon

wrt states

- 1 im sorry Mr. ██████████ but ██████████ is very good at getting back with people and she knows what is going on.
- 2 dont know why the dlr would say that.
- 3 will leave a note for ██████████ to get back with you tomorrow.
- 4 its that office you need to speak to about how you feel about veh
- 5 lemon law is filed through your state not mfr. see WCIM

cust states

- 1 have ██████████ call me back at ██████████ tomorrow morning.
- call ended.

*** PHONE LOG 07/02/2007 01:54 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called ██████████ and left msg to call customer.

- 1 cust becoming frustrated with veh and situation.
- 2 see case notes.
- 3 wrt left cust name and case #

*** PHONE LOG 07/03/2007 09:27 AM Eastern Daylight Time TFrancis Action Type:Outgoing call

WRITER STATES:

1. WRITER CALLED CUSTOMER THIS MORNING
2. WRITER EXPLAINED TO THE CUSTOMER HIS CASE IS STILL BEING REVIEWED--BUT WE WILL BE ABLE TO ASSIST HIM
3. CUSTOMER TEMPERATURE IS VERY LOW. PLEASANT
4. THE PART THAT IS NEEDED (BACK REST) IS NOT AVAILABLE...ANYWHERE
5. CUSTOMER IS IN A LOANER VEHICLE
6. WRITER ADVISED TO HOLD ON FOR JUST A LITTLE BIT. IN ORDER FOR SOME ASSISTANCE TO BE TALKED ABOUT WITH DPSM THIS AFTERNOON
7. WRITER WILL CALL CUSTOMER BACK. HOPEFULLY FOR A RESOLUTION.
8. CUSTOMER THANKED WRITER FOR CALLING AND EXPECTS A CALL BACK SOON

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1318697	3,700
Palmira, VA [REDACTED]		Prod. Date: 7/3/06	Dealer: VA039	Price Kia

*** NOTES 07/05/2007 10:56 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Done

*** PHONE LOG 07/06/2007 09:41 AM Eastern Daylight Time TFrancis Action Type:Outgoing call
WRITER STATES:
1. WRITER SPOKE WITH DPSM PAUL LEGOOD
2. LOOKING INTO TRADING THIS CUSTOMER OUT BECAUSE THE NEED PART IS NOT AVAILABLE
3. WRITER PREPARED RORECAP AND HAS SENT TO DPSM FOR REVIEW

*** NOTES 07/12/2007 11:57 AM Eastern Daylight Time TFrancis Action Type:Manager review
WRITER STATES:
1. WRITER HAS RECVD SALES DOCUMENTS THAT WERE FAXED TO REGION
2. WRITER PREPARED 3 TIER OFFER LETTER TO THE CUSTOMER
3. WRITER WILL CALL CUSTOMER TO EXPLAIN OFFER LETTER AS REQUESTED
4. LETTER SENT OUT TO CUSTOMER

*** NOTES 07/12/2007 12:01 PM Eastern Daylight Time TFrancis Action Type:Manager review
CONT'D (PROBLEM W/ CLARIFY)
1. WRITER RECVD CUSTOMER LETTER REQUESTING A RESOLUTION
2. VEHICLE IS STILL DOWN AWAITING PART
3. WRITER HAS SENT OUT AN OFFER LETTER FOR THE CUSTOMER

*** NOTES 07/25/2007 09:08 AM Eastern Daylight Time TFrancis Action Type:Manager review
WRITER STATES:
1. WRITER HAS RECVD SIGNED OFFER LETTER FROM THE CUSTOMER
2. CUSTOMER HAS ACCEPTED A REPURCHASE
3. RC AM CONTACTED THE CUSTOMER TO SEE IF CUST WOULD CHANGE HIS MIND--CUST STILL WANTS A REP
4. WRITER PROCESSING REPURCHASE PACKAGE AND AWAITING RA FORM FROM DPSM

*** PHONE LOG 07/25/2007 09:10 AM Eastern Daylight Time TFrancis Action Type:Incoming call
WRITER STATES:
1. CUSTOMER CALLED TO GET STATUS VIA RPSM TRANSFER
2. WRITER EXPLAINED TO THE CUSTOMER AGAIN, THE PROCESS AND HOW LONG IT TAKES
3. WRITER TOLD CUSTOMER AGAIN, IF HE WOULD LIKE, HE COULD CALL BACK THE MIDDLE OF NEXT WEEK FOR STATUS
4. CUSTOMER STATES OK, THANK YOU

*** NOTES 07/25/2007 02:27 PM Eastern Daylight Time TFrancis Action Type:Manager review
WRITER STATES:
1. WRITER HAS COMPLETED REP PACKET
2. HAS BEEN SENT TO NCA VIA INTEROFFICE MAIL

*** CASE CLOSE 07/25/2007 01:27 PM Eastern Daylight Time TFrancis

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375 ██████████	K1423719	9,000
LEANDER, TX	██████████	Prod. Date: 9/29/06	Dealer: TX072	Capitol Kia

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 03/11/2008 12:30 PM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I WOULD LIKE TO MAKE A COMPLAINT
2. THE **PASSENGER SIDE AIR** BAG LIGHT KEEP'S COMING ON
3. THIS IS A SAFETY CONCERN
4. IT'S BEEN TO THE DLR TWICE FOR THIS
5. THERE WAS A DEFECT IN THE LEATHER SO THE DLR REPLACED THE SEAT BOTTOM AND THAT IS WHEN THE **AIR** BAG LIGHT STARTED COMING ON
6. THE DLR TOLD ME TO CALL YOU AND COMPLAIN ABOUT THIS

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I WOULD RECOMMEND MAKING A APPT WITH THE DLR AND WHEN YOU DO PLEASE LET US KNOW AND WE CAN FOLLOW UP WITH THE DLR AND VERIFY THEY ARE USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED
3. PROVIDED CASE. EXT #

CUST STATED:

1. OK THANKS

*** CASE CLOSE 03/11/2008 12:31 PM US Mountain Standard Time RSabin

*** CASE CLOSE 04/11/2008 01:47 PM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1425355	100
Wesley Chapel, FL ██████████		Prod. Date: 6/4/07	Dealer: FL100 Precision Kia of Wesley	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 03/17/2008 07:29 AM US Mountain Standard Time CHART

cust marie baker called -- no VIN

1. we just bought a 08 sorrento
2. the **PASS**enger side **AIR**bag isn't working
3. it works only about 90% of the time
4. they keep telling me i have to contact you
5. they've seen it once -- but haven't verified the problem

wrt states

1. apologize
2. advised dlr needs to be able to verify the problem before rep **AIR** can be done
3. recommended cust contact dlr for appointment for diagnosis
4. call wrt back w/ appointment info for further follow up
5. provided case# and ext

cust understood -- call ended

*** PHONE LOG 03/21/2008 07:13 AM US Mountain Standard Time CHART Action Type:Outgoing call

called dlrshp FL100 -- spoke w/ SA Nick -- SM not in today

1. everything seems to be operating properly
2. no duplication
3. the shop foreman went on a ride yesterday
4. i would need to transfer you to him to find out

Shop Foreman -- David

1. i understood that she was having problems with the seat sensor
2. the way the customer is built and the way the seat is made
3. cust isn't distributing the weight where the sensor is
4. veh is operating as designed
5. the older models had a program that would make the sensor more sensitive
6. i would check for the update for this model -- i've been told that it has the program already
7. the veh is operating as designed

wrt thanked David -- call ended

*** PHONE LOG 03/25/2008 07:17 AM US Mountain Standard Time CHART Action Type:Outgoing call

called cust -- spoke w/ mr baker

wrt states

1. calling regarding veh -- **AIR**bag concern
2. dlr found veh operating within factory specifications

cust states

1. they are talking to engineering to adjust the seat for me
2. thank you for calling them

wrt states

1. any other questions/concerns -- can call KCC

cust understood -- call ended

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585 ██████████	K1425355	100
Wesley Chapel, FL ██████████		Prod. Date: 6/4/07	Dealer: FL100 Precision Kia of Wesley	

*** CASE CLOSE 03/25/2008 07:18 AM US Mountain Standard Time CHart

*** CASE CLOSE 04/11/2008 04:52 PM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736475 ██████████	K1440938	3,199
Portage, WI ██████████		Prod. Date: 12/15/06	Dealer: WI004 Capitol Kia	

Case History

Complaint **Passenger Assistance**

*** PHONE LOG 04/28/2008 07:50 AM US Mountain Standard Time MTrem Action Type:Incoming call

Caller Mr. B states:

1. I'm having an issue with WI004
2. when I test drive my Kia just prior to my purchasing it, the **PASS**enger side **AIR**bag light had come on
3. it also happened when the sales person was in the seat
4. since I have purchased it, the light has come on with **PASS**enger sin it 2 or 3 times
5. now I can't in good conscience have someone sitting in the **PASS**enger side seat knowing it may not function
6. how would I explain that I knew about it, and let them sit in the seat if something happened
7. I need someone to tell the dealership to start replacing parts. I understand that parts cost money
8. and the technicians time cost money
9. I am just leaving the DLR now. they gave me your number saying there is nothing else that can be done
10. I live about 45 minutes away from the DLR and it's very difficult to imagine I could get the car to the DLR when it happens
11. something needs to be done about this
12. I want to speak with your supervisor
13. will you have the Kia Rep call me then
14. ok I still want to speak with your supervisor, I'll keep going higher and higher. until someone fixed the car

writer states:

1. updated, no recalls
2. apologized
3. in order for a DLR to have something to fix the concern must be duplicated by the service dept
4. the DLR will not just begin to replace parts for a concern that has not been duplicated
5. writer can follow up with the DLR and the Kia Rep to ensure he is ware of your concerns
6. writer supervisor does not have the authority to tell the DLR to arbitrarily replace the part on your car
7. writer will be happy to involve the Kia Rep in your **PASS**enger side **AIR**bag concerns
8. the Kia Rep is not a consumer resource. writer will your contact person and will be happy to keep you updated
8. gave case number and contact info

writer transferred caller to TL TMorales VM

*** PHONE LOG 04/28/2008 08:05 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called WI004 SM Mike Carsman who states:

1. let me get you to the SA who is involved
 2. I dont have the details
- SA Mark states:
1. vehicle was here today. could not duplicate the concern
 2. today is the 1st time the car was here for this
 3. we told the customer that we need to see the car when the light is on so we know what it is that we are looking at
 4. there are a lot of possibilities that are not defects that can
 5. cause a **AIR**bag light to come on such as seating position and **PASS**enger weight
 6. the customer did mention something about it being on during the test drive/sale

*** PHONE LOG 04/28/2008 08:18 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called DPSM I.Heiser who states:

1. Her what to do
2. Have the customer contact the DLR SM Mike to get 3 to 5 day rental
3. If the DLR cannot duplicate the concern in 3 to 5 day time, there is nothing we can do

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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736475 ██████████	K1440938	3,199
Portage, WI ██████████		Prod. Date: 12/15/06	Dealer: W1004 Capitol Kia	

*** PHONE LOG 04/28/2008 10:16 AM US Mountain Standard Time TMorales Action Type:Incoming call

WRITER CALLED CUST AND LVM STATING;

1. REVIEWED CASE NOTES. APOLOGIZED FOR THE PROBLELM
2. EXPLAINED THAT CASE MGR M TREM HAS CALLED THE AREA REP ; THE AREA REP IS INVOLVED NOW AND IS OFFERING 3-5 DAYS RENTAL SO THE DEALER CAN HAVE THE VEH A FEW DAYS TO TRY TO DIAGNOSE
3. CASE MGR M TREM WILL BE CONTACTING CUSTOMER TO FIND OUT WHEN CUST CAN BRING IN THE VEH AND TO MAKE SURE CUST GETS THE RENTAL VEH

CUST STATED:

1. GREAT THANKS

*** PHONE LOG 04/28/2008 10:28 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called W1004 SM Mike states:

1. ok that sounds good

Writer states:

1. DPSM LHeiser has authorized a 3-5 day rental for the customer
2. so that the DLR can attempt duplication of the concern
3. the customer will be calling to schedule

*** PHONE LOG 04/28/2008 10:31 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called Mr. B stating:

1. Kia Rep has authorized rental for a couple days to give the DLR
2. an opportunity to try and duplicate your concern
3. recommend calling the DLR and schedule an appointment
4. can talk with SM Mike

customer Mr. B states:

1. ok will call you back when the appointments is made

*** COMMIT 04/28/2008 10:48 AM US Mountain Standard Time MTrem Action Type:Callback Required

*** CASE CLOSE 04/28/2008 10:49 AM US Mountain Standard Time MTrem

case closed pending customer call back with Appointment or Writer follow up on 05/02/08

*** NOTES 07/08/2008 03:37 PM Pacific Daylight Time TYoung Action Type:Manager review

TREAD REVIEW

*** CASE CLOSE 07/08/2008 03:37 PM Pacific Daylight Time TYoung

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1542974	31,000
Moore Park, CA ██████████		Prod. Date: 6/21/07	Dealer: CA139	First Kia

Case History

Complaint Accident

*** PHONE LOG 01/16/2009 02:12 PM US Mountain Standard Time LSims

Mr ██████████ stated

1. Bought the veh from 1st kia a few months ago
2. I have had in the shop for 2 separate occasions for the cel
3. took to the dealer and they said they cleared codes and no problems were found
4. then the next time the cel started flashing - I lost power and the engine started to sputter
5. I was going up the hill and I was going about 25 mpg
6. I used the e brake and stopped and then restarted the car
7. took it back to the dealer and they preformed service on throttle linkage and throttle control valve
8. I got the car back in the evening and the next afternoon my daughter had an accident
9. on the way home from getting us lunch she lost control and rear ended another car
10. she said that the seat belt didnt lock so she went forward
11. secondly when we first got the car the **PASS AIR** bag off stays on when someone is in the seat
12. also the adjuster said that all of the tire pressures were low said
13. the TPMS came on once before but we fixed the **AIR** pressure and the light never came back on
14. I had someone look at the car and they found that nothing was wrong
15. there was a light skuff mark from one tire on the street
16. I dont understand that because she didnt have any brakes -
17. I would really like to have the veh replaced with a car that I feel comfortable in
18. not because of the damage but because I feel like it is unsafe
19. as a father I would not have believed my daughter if it didnt happen to me just a few days before that
20. but I know that is what the problem was that I was having
21. when the body shop gets the veh to a certain point then I think they have to send it back to the dealer

wtr stated

1. apologized
2. wtr took accident report
3. advised to send in pics of the veh
4. gave frvine address
5. wtr will forward case to the correct personnel to contact caller

caller stated

1. ok, thank you

*** NOTES 01/16/2009 05:12 PM US Mountain Standard Time LSims Action Type:Manager review

Wtr Dispatching case to region for handling

1. callers daughter was in an accident
2. caller complains that the cel comes on and the veh loses power
3. customer would like to be contacted and have veh rep**AIR**s

*** PHONE LOG 01/21/2009 03:01 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke to the customer regarding the accident his vehicle was involved in
2. Introduced myself and informed him I was assigned to the case and would assist him
3. Asked if he has settled with the insurance company and if had any pictures available
4. Provided my contact information

Customer states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1542974	31,000
Moore Park, CA ██████████		Prod. Date: 6/21/07	Dealer: CA139 First Kia	

1. Thank you for calling me back
2. Yes we have settled with our insurance and they are paying for the repAIRs
3. The vehicle is currently at a bodyshop (owned by his daughter... driver)
4. A few day prior to the accident I experienced the same issues that my daughter had at the time of the accident
5. The CEL continues to go on and off, the power steering tightened up, the breaks locked up
6. The repAIRs will be taken care of, my concern is that once the repAIRs are completed Kia will look into what the problem is so I will feel safe driving it
7. I will email you the pictures

Writer states:

1. I will have this matter reviewed
2. Please keep me posted to when the repAIRs will be complete so that we can make arrangements to have the vehicle inspected
3. I have received your email with the pictures attached
4. I will attach the pictures to the case

*** PHONE LOG 01/28/2009 11:41 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and left a message for the customer
2. Informed him that we were still reviewing the case
3. Also explained that we would like to set up a FTR or DPSM to come inspect the vehicle
4. Told the customer that I would contact him once I have confirmed everyones schedule

*** PHONE LOG 01/28/2009 04:11 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called Joe Hegman and left a message with what has been going on with this case
2. Provided my contact information and requested a call back

*** PHONE LOG 01/28/2009 04:46 PM Pacific Daylight Time ThomasT Action Type:Incoming call

Writer states

1. Joe called back regarding the case
2. Provided the details of the case and informed him the customer would like to have the vehicle inspected once the repAIRs are complete

Joe states:

1. Contact the customer and inform them once the repAIRs to the body are complete to have the car towed to First Kia for inspection
2. I will contact the SM at First Kia to inform them

*** PHONE LOG 02/03/2009 09:19 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called First Kia and spoke to the S.M. Vince to inform of the vehicle and the issues the customer was having
2. I informed him that it was involved in an accident and the customer feels that it's due to the concerns with the vehicle
3. I spoke to Joe and he wanted me to inform you about this situation

Viewed by First Kia system

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1542974	31,000
Moore Park, CA ██████████		Prod. Date: 6/21/07	Dealer: CA139	First Kia

1. Ok, thanks for informing me
2. Joe didn't want to have an FTR present
3. That is fine I will take a look at it

Writer states:

1. Joe didn't say anything about an FTR
2. He did say that if you have any questions to give him a call
3. I will contact the customer to see when they will bring it in
4. Once I hear from them I will call you back to confirm when the car will be coming in

Vince at First Kia states:

1. Alright, thanks

*** PHONE LOG 02/03/2009 09:21 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called Rhonda at 818.571.8669
2. Left a detailed message
3. Informed her that I have spoke to the service manager at the dealership
4. I also spoke with his manager and informed them of the situation
5. They are aware the car is coming in and expecting it
6. I gave them a brief description of the issues the car was having
7. Provided my contact information

*** PHONE LOG 02/03/2009 09:23 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke to the customer ██████████
2. Informed him that I called Rhonda and informed her the dealership is ready for the vehicle
3. The vehicle can be taken to First Kia in Simi Valley, and Vince is the S.M.
4. Vince is expecting the vehicle and is aware of what is going on

Customer states:

1. Excellent, thank you
2. I will let Rhonda know

Writer states:

1. If you have any problems please call me and let me know

*** PHONE LOG 02/03/2009 11:15 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke to Rhonda regarding the vehicle
2. Informed her that dealership is ready for the vehicle and expecting it

Rhonda states:

1. I have contacted the tow company and they are coming to pick up the vehicle
2. The car should be at First Kia some time after lunch time

Writer states:

1. Ok, thank you

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885 ██████████	K1542974	31,000
Moore Park. CA ██████████		Prod. Date: 6/21/07	Dealer: CA139	First Kia

2. I will contact Vince at First kia and notify him

Writer called Vince at First Kia:

1. Called and left detailed message regarding the vehicle being dropped off some time after lunch
2. Provided my contact number

*** PHONE LOG 02/13/2009 09:11 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke to Rhonda regarding the rep**AIR**s to her fathers vehicle
2. Asked her if she had heard from the dealership regarding the completion of her rep**AIR**s

Customer states:

1. The vehicle is completed
2. There were a few concerns I had with some of the codes they pulled from the vehicle (PO300, P2196, PO301, PO305)
3. Is there any way you can find out what these specific codes pertain to

Writer states:

1. I'm glad the rep**AIR**s have been completed I will look into the codes you provided
2. I will follow up with you once I hear something

*** PHONE LOG 02/23/2009 04:49 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke to Rhonda to follow up
2. Informed her that I just wanted to see how the vehicle was operating

Rhonda states:

1. It seems like the vehicle has been operating just fine
2. I don't think there has been any further issues since picking it up from the dealership
3. Thank you for all your assistance

Writer states:

1. Ok. I just wanted to make sure everything was operating as designed and you didn't have any further issues
2. I will also contact your father just to follow up with him
3. Called Randy and left him a detailed message
4. Explained that I already spoke with Rhonda. but wanted to also follow up with him
5. Provided my contact information
6. No further actions
7. Closing case pending customer call back

*** CASE CLOSE 02/23/2009 04:49 PM Pacific Daylight Time ThomasT

Vehicle rep**AIR**ed. no further issues. no further actions

*** CASE CLOSE 04/10/2009 06:54 AM US Mountain Standard Time J Morales

AIR Bag TREAD Review Complete

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1542974	31,000
Moore Park, CA ██████████		Prod. Date: 6/21/07	Dealer: CA139	First Kia

*** CASE CLOSE 04/13/2009 10:38 AM US Mountain Standard Time TMorales

*** NOTES 04/17/2009 03:14 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received letter from California Automobile Insurance Company

Letter states:

1. We have obtained information regarding the above date of loss suggesting that damages incurred were caused by your insured's negligence.
2. Enclosed for your review please find copies of our supporting documentation.
3. Please review the ██████████ file and let us know your opinion in regards to the cause of this accident

Wtr to attach and dispatch to NCA for further review.

*** PHONE LOG 04/21/2009 10:45 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called Jon Fernandez at Mercury Insurance at 800.851.9864 x3746
2. He was not available so I left a detailed message
3. Informed him that we were in receipt of his subrogation and wanted to follow up with him
4. Explained that I would review the information that he submitted
5. Provided my contact information and requested the he calls back
6. I will wait to hear back from Jon or call again on a later date

*** PHONE LOG 04/21/2009 10:46 AM Pacific Daylight Time ThomasT Action Type:Incoming call

Writer states:

1. Called and spoke to Julio at First Kia
2. Informed him that I needed th RO's for the customers vehicle faxed in to me
3. I explained I needed all the RO's for this vehicle and provided my fax number
4. He will forward the requested information to the service manager

*** PHONE LOG 04/22/2009 09:37 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke to Vince at First Kia
2. Informed him that I needed the RO's for this customer

Vince states:

1. I will get them over to you today

Writer states:

1. Thanks

*** PHONE LOG 04/22/2009 09:40 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. I attempted to contact Jon at Mercury Insurance but all circuits were busy and the call was disconnected
2. I will try reaching Jon again on a later date

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1542974	31,000
Moore Park, CA	[REDACTED]	Prod. Date: 6/21/07	Dealer: CA139	First Kia

*** PHONE LOG 04/23/2009 03:21 PM Pacific Daylight Time ThomasT Action Type:Incoming call

Writer states:

1. I received a voicemail from Jon at Mercury insurance asking us to provide a denial letter
2. I called him back today to make sure we clearly understand what exactly he is requesting
3. I left him a detailed message and asked for him to call me back
4. Provided my contact information
5. I will wait to hear back from Jon or call again on a later date

*** PHONE LOG 04/27/2009 09:56 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke to Jon at Mercury Insurance
2. He informed me that Mercury has also inspected the vehicle for manufacturer defects
3. Based on their investigation they concluded it was a driver error
4. Jon informed me that Mercury did not intend on subrogating, but because the customer was so adamant that the accident was manufacturer defect
5. I processed a denial letter based on Jon's request
6. Had the letter reviewed and mailed it
7. I have attached a copy of the letter to the case
8. No further actions
9. Closing case

*** CASE CLOSE 04/27/2009 09:57 AM Pacific Daylight Time ThomasT

Denial letter mailed to Mercury insurance - No further actions

*** NOTES 05/06/2009 08:30 PM Pacific Daylight Time MCameron Action Type:Manager review

TREAD review.

*** CASE CLOSE 05/07/2009 08:30 AM Pacific Daylight Time ThomasT

No further actions

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736085 ██████████	K1588556	17,078
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011 Savage Kia	

Case History

Complaint Dealer

*** PHONE LOG 05/15/2009 09:05 AM US Mountain Standard Time JBaty Action Type: Incoming call

Customer stated:

1. Calling on recall.
2. Want a formal, written apology from Kia.
3. Call on this issue before.
4. Was so upset I wanted to give car back and get my money back.
5. I was told by Kia corporate and techs at dealer that I was sitting in the seat wrong.
6. They suggested I was sitting on the seat with my feet on the dash, out the window or some other odd posture.
7. Took a DVD recording of me sitting in the seat.
8. They then reprogrammed the **OCS** and the problem went away.
9. I was called names by the techs and even the Kia factory guy.

Writer stated:

1. Apologized.
2. Updated/SC076
3. What kind of names did they call you?

Customer stated:

1. I was given the run-around.
2. I was called many different names.
3. Now I receive the recall notice.
4. Have been maintenance done elsewhere because I don't like the dealership.
5. I lost days of work over this.
6. Now they're admitting there was a problem.
7. It's documented on the Internet.
8. The BBB knew about it.
9. Everybody knew about this problem, but Kia didn't admit it.
10. There is another problem with the vehicle.
11. The auto-sensor for the lights doesn't work.
12. The lights do not go on until its pitch dark.
13. Told dealer about that, too, and they said there was no problem with it.
14. The car itself is a very good car.
15. I would like to know who was the main engineer and designer of the interior of the car.
16. I don't think they had in mind when the sun hits the car.
17. It's hard to read any of the gauges because of the glare.
18. I can almost guarantee it was designed by a male or a group of males.
19. I am retired from the state.
20. Men used to make mistakes in designing things all the time.
21. They don't think they take ergonomics into consideration.
22. Vehicle rides well, and controls on steering wheel are great.
23. Can't see speedometer until lights are turned on.
24. When it's overcast, I can't see the speedometer without manually turning on the lights.

Writer stated:

1. Have noted customer concerns.
2. Will forward to appropriate office.
3. Writer apologizes again for concerns.

Customer stated:

1. Okay.
2. Thank you.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736085 ██████████	K1588556	17,078
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011	Savage Kia

*** PHONE LOG 05/15/2009 09:17 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called DPSM CObenschain at 732-236-2522 and left VM stating:

1. Customer has received SC076 recall notice.
2. She is demanding a written apology from Kia and the dealer.
3. Customer has a case from last year documenting **AIR** bag light problem.
4. Customer stated that techs at dlr made fun of her and suggested she was sitting in the seat wrong.
5. Customer went so far as to take a DVD of her sitting upright in the **PASS**enger seat with the **OCS** light on.
6. At about that time, a fix was developed.
7. Customer has many other miscellaneous complaints about vehicle design.
8. However, likes vehicle overall.
9. Sending case notes.

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

Send to:[CObenschain@kiausa.com]

Jack 46003

1. Customer has received SC076 recall notice.
2. She is demanding a written apology from Kia and the dealer.
3. Customer has a case from last year documenting **AIR** bag light problem.
4. Customer stated that techs at dlr made fun of her and suggested she was sitting in the seat wrong.
5. Customer went so far as to take a DVD of her sitting upright in the **PASS**enger seat with the **OCS** light on.
6. At about that time, a fix was developed.
7. Customer has many other miscellaneous complaints about vehicle design.
8. However, likes vehicle overall.
9. Sending case notes.

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 Aff**AIR**s 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\ClarifyOBJCA_Attachments\SendHistory\Case_K1588556_JBaty_05-15-2009100819.doc>>

*** NOTES 05/15/2009 10:23 AM US Mountain Standard Time JBaty Action Type:Manager review
From DPSM email time stamped 10:43 AM

reviewed with the dealer. The customer was at the dealer in April of last year and the FTR did the re-flash. If she is still experiencing problems she should return to the dealer of her choice for diagnosis. No way for us to change the design of the vehicle relative to ergonomics.

*** PHONE LOG 05/15/2009 11:08 AM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called customer and left VM stating:

1. Have contacted factory rep.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736085 ██████████	K1588556	17,078
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011 Savage Kia	

4. Left writer's name, contact info and the case number.

*** PHONE LOG 05/15/2009 12:42 PM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called customer and stated:

1. Have checked with Kia factory rep.
2. Cannot do anything about ergonomics of vehicle.
3. However. will send this as a complaint against dealer service dept.
4. Kia does not own the dlrships.
5. They are independently owned and operated.
6. Due to independence issues Kia cannot interfere in day-to-day operations.
7. Kia does take our cust comments into consideration when determining how we will continue doing business with the dlrships

Customer stated:

1. Now that I can feel safe in it. I really like the vehicle.

*** CASE CLOSE 05/15/2009 12:43 PM US Mountain Standard Time JBaty
Took complaint against dealer service department.

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736085██████████	K1420817	1,000
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011 Savage Kia	

Complaint Re: **AIR** Assistance

Case History

*** PHONE LOG 03/04/2008 08:35 AM US Mountain Standard Time SLarez

CUSTOMER STATES.

1. WE HAD A FORD ESCAPE AND WE WANTED TO TRADE OUT OF IT AND INTO ANOTHER VEHICLE.
2. WE TOLD SAVAGE KIA ABOUT THIS KIA SORENTO AND THAT WE ALSO SAW ANOTHER ONE JUST LIKE IT AT KIA OF WESTCHESTER.
3. SAVAGE KIA TOLD ME TO CALL WESTCHESTER AND TO GET A QUOTE SO THEY COULD BEAT THEIR PRICE.
4. BECAUSE OF THAT WE FELT PRESSURED INTO BUYING THE CAR. WE WERE NOT EVEN READY TO BUY AT THAT TIME.
5. SCRATCHES ARE ON THE CAR, THE STEREO GOES IN AND OUT AND THE DRAWER UNDER THE **PASSE**NGER SIDE SEAT IS MISSING.
6. THE AUTO LIGHTS DO NOT COME ON SOON ENOUGH. THE LIGHTS ONLY COME ON WHEN IT IS PITCH BLACK OUT SIDE.
7. THE **AIR** BAG LIGHT FOR THE **PASSE**NGER SIDE STAYS OFF, STATING IT'S NOT ACTIVE WHEN ANYONE SITS IN THE **PASSE**NGER SIDE SEAT. THAT IS NOT SAFE.
6. THE DEALERSHIP SAID THEY ARE GOING TO TAKE CARE OF ALL THESE THINGS BUT I LIVE SO FAR FROM THEM AND IT IS AN INCONVENIENCE
7. THE OTHER CONCERN I HAVE ARE THE CROSS BARS HAVE TO BE ORDERED AND DO NOT COME STANDARD WITH THE ROOF RAILS
8. I HAVE NEVER OWNED A CAR WHERE I HAVE TO PAY FOR THE CROSS BARS.

WRITER STATES.

1. I AM SORRY YOU ARE HAVING CONCERNS WITH THE CAR.
2. IT IS UP TO US TO ENSURE THE CONCERNS ARE BEING ADDRESS.
3. THE CAR DOES NOT COME WITH CROSS BARS STANDARD ON THIS CAR ACCORDING TO THE INFORMATION I HAVE HOWEVER I CAN CALL THE DEALERSHIP TO SEE IF THEY WOULD LIKE TO ASSIST WITH GETTING SOME ON THE VEHICLE.
4. I CAN ALSO CALL THEM ABOUT THE CONCERNS YOU HAVE WITH THE RADIO. **AIR** BAG LIGHT. SCRATCHES AND ALSO THE DRAWER UNDER THE **PASSE**NGER SIDE SEAT.
5. AFTER SPEAKING WITH THEM I CAN CALL YOU BACK

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 03/04/2008 12:56 PM US Mountain Standard Time SLarez Action Type: Incoming call

CUSTOMER STATES. MARK FRANSEN G.M. OF DEALERSHIP

MARK STATES.

1. I DO REMEMBER THIS LADY. SHE WAS IN OUR SHOW ROOM USING EXPLETIVES ABOUT THE CAR AND STATING KIA WILL END UP BUYING THE CAR BACK
2. SHE NEVER CAME IN TO SPEAK TO ME BUT I WILL GIVE HER THE RAILS AT 25% OFF
3. THAT IS WHAT I CAN HELP HER WITH. THEY DO NOT COME WITH THE CAR.

WRITER STATES.

1. THANK YOU FOR THE OFFER I WILL LET HER KNOW I SPOKE TO YOU AND WHAT YOU WOULD CONSIDER.
2. MAY I SPEAK TO SERVICE ABOUT HER SERVICE ISSUES.

WRITER WAS TRANSFERRED TO SERVICE MGR GARY
GARY STATES.

1. IT DOES NOT HAVE A SLOT FOR A **PASSE**NGER SIDE DRAWER. WE CALLED ENGINEERING AND THEY

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736085 ██████████	K1420817	1,000
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011 Savage Kia	

TOLD US IT WAS OMITTED BUT IT IS ON HER MONRONEY LABEL, SHE SHOULD BE COMPENSATED FOR THAT IF IT SAYS IT ON THE LABEL.

2. WE SEE SCREW HOLES FOR THE RAILS BUT THERE ARE NOT ANY RAILS FOR A DRAWER
3. THE **PASSENGER** SIDE **AIR** BAG IS OPERATING NORMAL
4. THE RADIO CONCERN SHE HAS IS BECAUSE SHE HAS A LOT OF PHILADELPHIA STATIONS PROGRAMMED IN THE A.M. FREQUENCY THAT DO NOT COME IN WELL OVER HERE.
5. THE AUTO LIGHT SENSOR ARE GOING TO ACTIVATE THE LIGHTS WHEN IT IS DARK, WE MAY BE ABLE TO COVER THE SENSORS AND IT MAY COME ON EARLIER OR SHE DO IT MANUALLY.
6. WE COULD NOT SEE ANY SCRATCHES ON THE CAR. SHE CAN COME AND SHOW THEM TO US IF SHE WOULD LIKE, I DO NOT HAVE A PROBLEM WITH THAT.

WRITER STATES.
1. THANK YOU.

*** PHONE LOG 03/05/2008 09:43 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RETURN CALL.

*** CASE CLOSE 03/05/2008 09:45 AM US Mountain Standard Time SLarez

*** PHONE LOG 03/06/2008 08:33 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER GOT BACK TO CUSTOMER
WRITER STATES

1. I SPOKE TO MARK FRANSEN, THE G.M. OF THE DEALERSHIP. AND HE SAID HE WOULD OFFER 25% OFF OF THE CROSS BARS. THE CAR DOES NOT COME WITH THEM I AM SORRY
2. I SPOKE TO SERVICE AFTER THAT AS WELL
3. THE SERVICE MGR. GARY TOLD ME IT DOES NOT HAVE A SLOT FOR A **PASSENGER** SIDE DRAWER. WE CALLED ENGINEERING AND THEY TOLD HIM IT WAS OMITTED BUT IT IS ON YOUR MONRONEY LABEL. I WILL SEE WHAT I CAN DO ABOUT THAT.

CUSTOMER STATES

1. HE SAID HE WAS GOING TO CALL KIA AND GET BACK TO ME.
2. IF THAT IS GOING TO BE A HASSLE AND IT IS GOING TO COST KIA A LOT OF MONEY I WOULD BE HAPPY WITH A TOW BAR.

WRITER STATES.

1. WE WILL SEE WHAT MAY BE CONSIDERED.
2. GARY ALSO TOLD ME THE **PASSENGER** SIDE **AIR** BAG IS OPERATING AS DESIGNED.
4. THE RADIO CONCERN ACCORDING TO HIM WAS THERE ARE LOT OF PHILADELPHIA STATIONS PROGRAMMED IN THE A.M. FREQUENCY THAT DO NOT COME IN WELL OVER HERE.

CUSTOMER STATES.

1. THE SITUATION IS WITH THE FM NOT THE AM BUT I UNDERSTAND.

WRITER STATES.

1. THE AUTO LIGHT SENSOR ARE GOING TO ACTIVATE THE LIGHTS WHEN IT IS DARK. WE MAY BE ABLE TO COVER THE SENSORS AND IT MAY COME ON EARLIER OR YOU CAN DO IT MANUALLY WHEN YOU FEEL YOU NEED TO

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736085 ██████████	K1420817	1,000
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011	Savage Kia

CUSTOMER STATES.

1. SOMETIMES I DRIVE IN FOG AND THEY SHOULD COME ON. MY OTHER CARS DO.
2. THERE NEEDS TO BE A DESIGN CHANGE WITH IT.

WRITER STATES.

1. I CAN DOCUMENT THAT.
2. I WILL CALL YOU BACK ONCE I HEAR ABOUT THE SEAT DRAWER.

*** PHONE LOG 03/06/2008 09:51 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED RICK S. DSM AND LEFT MESSAGE FOR A RETURN CALL.

*** NOTES 03/07/2008 12:35 PM US Mountain Standard Time SLarez Action Type:Manager review
DISPATCHING TO REGIONAL OFFICE TO CONSIDER TO ADDRESS CUSTOMERS ISSUE.

1. WRITER CALLED DSM TO CONFIRM A **PASSE**NGER SIDE STORAGE BIN HAS BEEN OMITTED FROM THE VEHICLE AS THE DEALERSHIP STATES.
2. DSM NO CALL BACK WITH IN 24 HOURS. DISPATCHING TO REGIONAL OFFICE SO A RESOLUTION MAY BE OFFERED TO CUSTOMER.

*** RETURN 03/07/2008 01:06 PM Pacific Daylight Time ELau
Please send to Region

*** RETURN 03/11/2008 01:44 PM Pacific Daylight Time MPfeifer
IQS case

*** PHONE LOG 03/12/2008 05:44 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED GLEN V.
WRITER STATES.

1. EXPLAINED SITUATION WITH THE **PASSE**NGER SIDE DRAWER.
2. HOLES ARE THERE FOR THE SCREWS SO THE RAIL CAN BE PUT ON BUT THERE IS NOT A DRAWER
3. ACCORDING TO THE SERVICE MGR IT HAS BEEN OMITTED AND IS NOT SOMETHING THAT COMES WITH THE CAR ANYMORE.
4. IT IS ON THE MONRONEY LABEL.

GLEN STATES.

1. I WAS SURE I TOLD THE DEALERSHIP TO TAKE CARE OF THIS.
2. CALL THE SERVICE MGR AND TELL THEM TO PUT ONE IN.

WRITER STATES.

1. I CAN DO THAT.

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<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO EX 4X4	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736085 [REDACTED]	K1420817	1,000
Douglasville, PA [REDACTED]		Prod. Date: 5/30/07	Dealer: PA011 Savage Kia	

*** PHONE LOG 03/12/2008 05:44 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED GARY, SERVICE MGR. HE WAS NOT THERE, LEFT MESSAGE WITH GLENN SERVICE ADVISOR
TO HAVE GARY CALL WRITER BACK.

*** PHONE LOG 03/12/2008 11:10 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED GARY IN SERVICE
WRITER STATES.
1. I SPOKE TO GLENN ABOUT THE SITUATION
2. HE WILL TAKE CARE OF THE DRAWER

GARY STATES.
1. WE WENT AHEAD AND ORDERED THE PART ANYWAY.
2. SHE IS GOING TO COME IN ON FRIDAY, THE PARTS ARE HERE.

WRITER STATES.
1. THANK YOU I WILL CALL THE CUSTOMER.

*** PHONE LOG 03/12/2008 11:20 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK
WRITER STATES.
1. I SPOKE TO THE DEALERSHIP AND OUR FACTORY REP ABOUT THE DRAWER AND THEY ARE GOING TO GIVE
IT TO YOU.

CUSTOMER STATES.
1. I HAVL AN APPOINTMENT ON FRIDAY.
2. THE OTHER THING IS THE THIS **PASS**enger side **AIR** BAG LIGHT.
3. SOMETIMES IT STAYS ON WHEN I AM SITTING IN THE SEAT, WHEN I GET OFF AND BOUNCE ON IT THEN IT
WILL WORK.
4. SOMETIMES I HAVE TURN THE CAR OFF AND THEN ON AGAIN SO IT WORKS RIGHT.
5. THIS IS NOT SOMETHING I SHOULD HAVE TO DO. I WANT KIA TO FIX IT OR I WILL REPORT IT TO MY
INSURANCE CO.

WRITER STATES.
1. I CAN CALL THEM ON FRIDAY TO SEE WHAT WE NEED TO DO.
2. I WILL KEEP THE CASE OPEN AND CHECK BACK WITH THEM

CUSTOMER STATES.
1. I WILL BE THERE FRIDAY MORNING. I WILL ALSO BE WAITING FOR IT.

*** NOTES 03/13/2008 01:28 PM US Mountain Standard Time SLarez Action Type:Manager review
PLEASE CALL THE DEALERSHIP WHILE THE CUSTOMER IS THERE TOMORROW MORNING REGARDING **AIR**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736085 ██████████	K1420817	1,000
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011	Savage Kia

*** PHONE LOG 03/17/2008 11:20 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED DEALERSHIP AND SPOKE TO GLEN
GLEN STATES.

1. WE INSTALLED THE SEAT DRAWER ROOF RACK CROSSBARS.
2. COULD NOT DUPLICATE THE **PASS**enger side **AIR** BAG PROBLEM, EVERYTHING WAS WORKING AS DESIGNED

WRITER STATE.S

1. THANK YOU.

*** PHONE LOG 03/17/2008 11:39 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER BACK
WRITER STATE.

1. I SPOKE TO THE DEALERSHIP AND THEY ADVISED THEY INSTALLED THE CROSS BARS AND THE SEAT DRAWER
2. THEY ALSO ADVISED NOTHING IS WRONG WITH THE **AIR** BAG.

CUSTOMER STATES.

1. THAT IS NOT THE CASE, THERE IS SOMETHING WRONG WITH THE **AIR** BAG SYSTEM./
2. I NEED THIS RESOLVED BECAUSE THE LIGHT IS SUPPOSED TO GO OFF WHEN I SIT ON THE **PASS**enger SIDE.
3. THAT IS NOT HAPPENING AND IT ONLY HAPPENS AT NIGHT WHEN I AM ON THE **PASS**enger SIDE OR ON THE WEEKENDS.
4. THEY TOLD ME THEY CANNOT DO ANYTHING ABOUT IT. THAT IS UNACCEPTABLE AND I WOULD LIKE SOMETHING DONE.

WRITER STATES.

1. I AM SORRY. DOES IT NEVER GO OFF WHEN YOU ARE ON THE **PASS**enger SIDE SEAT.

CUSTOMER STATES.

1. NO. SOMETIMES IT WILL GO OFF BUT THE MAJORITY OF THE TIME I SIT IN IT, THE LIGHT STAYS ON STATING THE **AIR** BAG IS OFF.

WRITER STATES.

1. I WILL MAKE SOME PHONE CALLS TO SEE WHAT I CAN DO. I WILL RETURN YOUR CALL.

*** PHONE LOG 03/18/2008 10:58 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 03/18/2008 10:58 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED GLENN V AND LEFT MESSAGE FOR A RETURN CALL REGARDING SITUATION

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736085 ██████████	K1420817	1,000
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011	Savage Kia

*** PHONE LOG 03/18/2008 11:31 AM US Mountain Standard Time SLarez Action Type:Incoming call

GLEN V. CALLED BACK

WRITER STATES.

1. EXPLAINED SITUATION

GLEN STATES.

1. LETS GET THE SERVICE MGR ON A THREE WAY CONVERSATION

WRITER CALLED DEALERSHIP AND GOT GARY. SERVICE MGR ON LINE.

GARY STATES TO WRITER AND DPSM

1. THERE IS NOTHING WRONG WITH THE SEAT, IT WORKED FOR US EVERY TIME.

2. WE TOLD HER TO COME AND DUPLICATE IT BUT SHE DID NOT. THERE IS NOT ANYTHING WRONG WITH THIS AT ALL.

3. I TOOK OFF ROOF RAILS FROM AN 06 SORENTO WE HAD ON THE LOT TO SATISFY THE SITUATION WITH THE CROSS BARS.

4. THERE IS NOTHING WRONG WITH THIS SEAT.

GLEN STATES.

1. THERE IS NOTHING MORE WE CAN DO FOR THIS CUSTOMER.

WRITER STATES.

1. I WILL ADVISE HER UNTIL WE CAN DUPLICATE THE PROBLEM WITH THE **AIR**BAGS WE WILL FIX ANY TYPE OF DEFECT. THANK YOU.

*** PHONE LOG 03/18/2008 12:17 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 03/18/2008 12:17 PM US Mountain Standard Time SLarez Action Type:Incoming call
GLENN V. CALLED BACK

*** NOTES 03/19/2008 11:05 AM US Mountain Standard Time SLarez Action Type:Manager review

[!<For Internal Use Only

DISREGARD PREVIOUS COMMENTS. GLEN V. DID NOT CALL BACK AFTER WRITER CALLED CUSTOMER TO LEAVE MESSAGE. DOCUMENTATION NOTE WAS INTENDED FOR PREVIOUS CALL FROM GLEN V.

>!]

*** PHONE LOG 03/19/2008 11:44 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED WRITER BACK AND LEFT V.M.

*** PHONE LOG 03/19/2008 11:44 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK AND LEFT MESSAGE FOR A RETURN CALL.

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736085 [REDACTED]	K1420817	1,000
Douglasville, PA [REDACTED]		Prod. Date: 5/30/07	Dealer: PA011	Savage Kia

*** PHONE LOG 03/20/2008 06:44 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK AND LEFT ANOTHER MESSAGE FOR A RETURN CALL.

*** PHONE LOG 03/20/2008 08:14 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK
CUSTOMER STATES.
1. I AM CALLING YOU BACK BECAUSE I SPOKE TO THE DEALERSHIP AND OUR FACTORY REP.
2. I HAD THEM BOTH ON THE LINE DISCUSSING THIS AND THE CARS **AIR** BAG SYSTEM FOR THE
PASSenger side is operating as designed.
3. WE WILL NOT BE ATTEMPTING A REPAIR TO THE SYSTEM.
4. I AM SORRY

CUSTOMER STATES.
1. YOU TELL WHO EVER IT IS YOU NEED TO TELL THAT I WILL BE CALLING THE STATE, THE B.B.B. AND MY
LAWYER.
2. THIS IS NOT SAFE AND IF I AM IN AN ACCIDENT I WILL BE KILLED BECAUSE OF THIS.
3. KIA IS GOING TO BE RESPONSIBLE FOR THIS IF I HAVE AN ACCIDENT BECAUSE OF THE **AIR** BAG

WRITER STATES.
1. I AM SORRY YOU FEEL THIS WAY.I
2. IF YOU ARE CONCERNED ABOUT YOUR WELL BEING AND THE LIGHT SOMETIMES DOES NOT GO OFF
INDICATING THE **PASS**enger side **AIR** BAG IS ACTIVE THEN YOU MAY WANT TO CONSIDER SITTING IN
THE REAR IF THE SENSORS DO NOT SENSE YOU ON THE SEAT.
3. THAT WOULD BE THE SAFEST SCENARIO IF YOU FEEL YOU WILL BE SERIOUSLY INJURED SITTING IN THE
FRONT SEAT.

CUSTOMER STATES.
1. I CANNOT SIT IN THE BACK SEAT I WILL GET SICK.
2. I WOULD LIKE THIS CAR REPLACED.

WRITER STATES.
1. THE REPLACEMENT AND REPURCHASE POLICIES ARE IN ACCORDANCE WITH YOUR STATE LAWS.
REFERRED TO BACK OF THE WARRANTY MANUAL
2. I AM SORRY BUT WE HAVE INVOLVED THE APPROPRIATE PEOPLE WITH YOUR SITUATION AND THE CAR IS
OPERATING AS DESIGNED.

CUSTOMER STATES.
1. YOU WILL BE GETTING A CALL BACK FROM MY LAWYER.

*** NOTES 03/20/2008 08:14 AM US Mountain Standard Time SLarez Action Type:Manager review
FORWARDING TO REGIONAL OFFICE TO CONTACT CUSTOMER

1. CUSTOMER FEELS THE **AIR** BAG IS NOT OPERATING PROPERLY AND HAS A SAFETY ISSUE

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Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736085 ██████████	K1420817	1,000
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011	Savage Kia

*** FORWARD 03/20/2008 01:00 PM Pacific Daylight Time MPfeifer
IQS case.

*** PHONE LOG 03/21/2008 09:21 AM Eastern Daylight Time DDrayman Action Type: Incoming call
CUST

1. SAYS ONLY IN **PASS**ENGRS SEAT ON WEEKENDS BECAUSE DRIVES VEH M-F.
2. MOST **OCS** EVER CAME ON 2X IN 1MONTH SAYS DOES NOT COME ON ALL THE TIME
3. SAYS EVER SINCE DLR REMOVED OR ADJUSTED THE SEAT TO PUT IN A SHELF THAT DID NOT COME W/CAR THE **OCS** LIGHT HAS WORKED PROPERLY HAS GONE OFF WHEN SHE SAT IN VEH
4. HAS MY CONTACT INFO WILL CALL ME IN FUTURE IF **OCS** LIGHT COMES ON WHILE SHE IS IN SEAT
5. CUST STATED WHEN **OCS** DID COME ON IT WOULD GO OFF ONCE THEY DID ANOTHER START CYCLE.

WRITER

1. ADV DLR HAS TESTED AND TOLD US 2X THAT **OCS** IN **PASS**ENGR SEAT IS WORKING AS DESIGNED AND THEY CND HER CONCERN
2. HOPEFULLY IT NEVER COMES ON AGAIN BUT IF DOES NOTE EVERYTHING YOU CAN ON HOW U WERE SITTING. WHEN AND HOW IT WENT OFF ETC...SO WE CAN EXPLAIN TO DEALER OR TECH BETTER...MAY REQUIRE U TO GO TO DLR W/U IN SEAT AND DUP CONCERN FOR THEM
3. SUCH AN INTERMITTENT ISSUE IS FRUSTRATING SO APOLOGIZED TO CUST BUT ALSO FRUSTRATING FOR DLR AND KIA

*** CASE CLOSE 03/21/2008 10:00 AM Eastern Daylight Time DDrayman

*** NOTES 03/25/2008 09:31 AM US Mountain Standard Time TMorales Action Type: Manager review

*****TECHLINE IQS RED CASE*****

PA011 CONTACTED TECHLINE

CASE MGR. PLEASE CONTACT DLR. THEN CUSTOMER.

REDISPATCH CASE TO REGION AND REFER CUST BACK TO ERCAA D DRAYMAN. ENSURE CUST HAS PHONE NUMBERS.

*** PHONE LOG 03/27/2008 05:44 AM US Mountain Standard Time UValencia Action Type: Incoming call

WRT CALLED GREG SVC MGR AT PA011

- 1.- CALLING ABOUT MRS ██████████
- 2.- IS VEHICLE THERE?
- 3.- DO WE HAVE A NEW APPOINTMENT?

GREG.

- 1.- SHE CAME IN AND WE COULD NOT DUPLICATE CONCERN, WE WENT FOR A TEST DRIVE. AND DIDN'T HAPPEN
- 2.- WE HAVE A CASE # T1427796
- 3.- WE NEED TO DUPLICATE CONCERN
- 4.- SHE WILL PROBABLY HAVE TO COME ON A WEEKEND BECAUSE SHE DRIVES THE CAR M-F AND HER

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736085 ██████████	K1420817	1,000
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011	Savage Kia

*** PHONE LOG 03/27/2008 08:30 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MRS ██████████ WRT LVM REQUESTING A CALLBACK, PROVIDED CASE# AND CONTACT INFORMATION

*** PHONE LOG 03/27/2008 09:23 AM US Mountain Standard Time UValencia Action Type:Incoming call
MRS ██████████ LVM REQUESTING A CALLBACK

*** PHONE LOG 03/27/2008 09:26 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MRS ██████████
WRT STATES
1.- PER GREG, DEALER WAS UNABLE TO DUPLICATE CONCERN
2.- WRT WILL DISPATCH CASE TO REGIONAL OFFICE ONCE AGAIN
3.- DOES CST HAS DDRAYMAN PH#?
4.- CST THANKED WRT FOR INFORMATION

CALLER STATES
1.- DEALER WAS NOT ABLE TO DUPLICATE CONCERN
2.- I DO HAVE DDRAYMAN PH#
3.- THANK YOU

*** NOTES 03/27/2008 09:28 AM US Mountain Standard Time UValencia Action Type:Manager review
CASE FORWARD TO REGION FOR REVIEW AND RESOLUTION
1.- CST TOOK VEHICLE TO DEALER ONCE AGAIN, THEY WERE NOT ABLE TO DUPLICATE CONCERN
2.- PER GREG AT PA011, CONCERN HAS NOT BEEN DUPLICATED
3.- PLEASE CONTACT CST FOR RESOLUTION

*** FORWARD 03/27/2008 02:02 PM Pacific Daylight Time MPfeifer

*** NOTES 03/31/2008 09:50 AM Eastern Daylight Time MPfeifer Action Type:Manager review
DPSM sent in two photos taken by dealer of **OCS** light one and customer sitting in seat. There were taken over a week ago.
RCAA D. Drayman to contact customer to follow-up on case.

*** NOTES 03/31/2008 10:32 AM Eastern Daylight Time DDrayman Action Type:Correspondence rec.
ATTACHED PICS TO CASE

*** PHONE LOG 03/31/2008 10:38 AM Eastern Daylight Time DDrayman Action Type:Incoming call
GARY SM AJ PA011
1. SD CUST TOOK THOSE PICTURES
2. WAS NEVER ABLE TO DUP **OCS** LIGHT W/CUST AFTER 20 MIN DRIVE
3. GARY MAY THINK CUST HAS SEAT HEATER ON AFTER LONG DRIVE IN PS SEAT FOR SEVERAL HOURS MAY

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736085 ██████████	K1420817	1,000
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011	Savage Kia

*** PHONE LOG 03/31/2008 10:40 AM Eastern Daylight Time DDrayman Action Type:Incoming call
WRITER LVM MSG FOR CUST

*** PHONE LOG 03/31/2008 01:50 PM Eastern Daylight Time DDrayman Action Type:Incoming call
CUST

1. CLAIMS **OCS** CAME ON AGAIN..CLAIMS ONLY COMES ON...ON SUNDAYS WHEN SHE IS **PASS**enger IN VEH..STILL COMING ON INTERMITTENTLY
2. SAYS HER HUSBAND TOOK A VIDEO THIS WEEKEND THAT SHOWS VEH RUNNING, HER SITTING PROPERLY IN SEAT AND **OCS** ON. WILL GIVE DVD TO GARY THE SM AT PA011.
3. CLAIMS MEETING W/DPSM ON 4/2 AT PA011 TO DISCUSS NXT COURSE OF ACTION.

WRITER

1. GIVE A COPY OF DVD TO SM HE WILL GIVE TO OUR DPSM SO WE CAN REVIEW AND VERF **OCS** CONCERN

*** NOTES 04/01/2008 01:49 PM Pacific Daylight Time KWarren Action Type:Manager review
Apology letter and \$25 gift card sent to customer 4/1/08 due to problems early in ownership.

*** NOTES 04/10/2008 09:25 AM Eastern Daylight Time DDrayman Action Type:Correspondence rec.
DVD came in of video footage of cust sitting in **PASS**enger seat while veh running amd **OCS** light on.
1. reviwicing w/ercam

*** PHONE LOG 04/10/2008 09:34 AM Eastern Daylight Time DDrayman Action Type:Incoming call
WRITER LVM MMSG FOR DPSM GLEN
1. NEED CB ASAP HAVE TO CALL CUST BUT WANT TO KNOW IF U HAVE ANOTHER DATE TO MEET W/CUST

*** PHONE LOG 04/10/2008 10:31 AM Eastern Daylight Time DDrayman Action Type:Outgoing call
DPSM
1. SD CALL CHRIS HUEBNER BELIVEVE HE FIXED THE ISSUE

*** PHONE LOG 04/10/2008 10:38 AM Eastern Daylight Time DDrayman Action Type:Incoming call
CHRIS HUENER REG CORP FTR
1. HE DID REFLASH OF SEAT ON 4/2
2. IF CUST CONCENTRATES HER WEIGHT IN MID OF SEAT WHERE IT SHOULD BE THEN **OCS** LIGHT GOES OFF FOR 5-8 SEC IT SHOULD NOT COME BACK ON DURING THAT KEY CYCLE
3. FINDS IT HARD TO BELIEVE THAT CUST SITS IN PS SEAT FOR HOURS IN SAME CONSTANT KEY CYCLE THEN **OCS** COMES ON AFTER 1 OR 2 HOURS OF DRIVING LIKE CUST HAS STATED.

*** PHONE LOG 04/10/2008 10:40 AM Eastern Daylight Time DDrayman Action Type:Incoming call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736085 ██████████	K1420817	1,000
Douglasville, PA ██████████		Prod. Date: 5/30/07	Dealer: PA011	Savage Kia

*** PHONE LOG 04/10/2008 11:12 AM Eastern Daylight Time DDrayman Action Type:Incoming call

DPSM GLEN

1. SD HE JUST SPOKE W/SM GARY AT PA011 WHO SD VEH HAS BEEN FIXED SINCE CHRIS HUEBNER WAS THERE ON 4/2.

2. GARY FROM PA011 SD HE CALLED CUST LAST WEEK AND SHE DID **OCS** CONCERN DID NOT COME BACK

*** NOTES 04/11/2008 09:22 AM US Mountain Standard Time JHirshfield Action Type:Manager review

AIRbag Tread Review -- JH

*** CASE CLOSE 04/14/2008 07:37 AM Eastern Daylight Time DDrayman

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████	██████	KNDJD736785 ██████	K1445900	1,200
Austin, TX ██████		Prod. Date: 7/6/07	Dealer: TX072	Capitol Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 05/12/2008 07:46 AM US Mountain Standard Time AJudson
Customer States:

1. I am having trouble with the **AIR**bag light staying on.
2. Had the vehicle inspected 3 times and was advised to take the vehicle back out there.
3. Spoke to Salesman and I am not satisfied and wanted to return the vehicle for a new one.
4. I hope that I never have a accident because whoever is in the **PASS**enger seat will not have the **AIR**bag.
5. The vehicle is not at TX072 and will probably take it in later this week.
6. If TX072 cannot get that fixed I don't see why I would have to pay more to get it fixed like I was advised by TX072.

Writer States:

1. Apologized for the problem.
2. Advised customer to call KCA once the vehicle is at TX072.
3. The difference this time is a FCM will be assisting in getting the vehicle rep**AIR**ed.
4. Writer is able to assist with rep**AIR** but expenses for trading in vehicle would have to be resolved by TX072.
5. Gave customer 800# and case number.

*** CASE CLOSE 05/12/2008 07:46 AM US Mountain Standard Time AJudson

*** PHONE LOG 05/22/2008 07:23 AM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:

1. I WAS TOLD TO CALL ONCE MY VEH WAS IN THE SHOP, GAVE CASE #
2. THE VEH IS IN NOW @ TX072 FOR THE **AIR**BAG LIGHT PROBLEM

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO, NO RECALLS
3. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. I WILL FOLLOW UP WITH THE SVC MGR TO MAKE SURE CONCERNS ARE RESOLVED
5. ONCE I HAVE INFO, I WILL FOLLOW BACK UP WITH YOU
6. IF YOU HAVE QUESTIONS CAN CALL ME BACK
7. PROVIDED EXT #

CUSTOMER STATED:

1. THANK YOU

*** NOTES 05/22/2008 07:27 AM US Mountain Standard Time RChacon Action Type:Manager review
*****SENT CALL ME LETTER THIS DAY*****

*** NOTES 05/22/2008 07:28 AM US Mountain Standard Time RChacon Action Type:Manager review
*****DISREGARD CALL ME LETTER. IT WAS NOT SENT. WRONG CASE*****

*** PHONE LOG 05/22/2008 12:52 PM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER LEFT VM STATING:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736785██████████	K1445900	1,200
Austin, TX ██████████		Prod. Date: 7/6/07	Dealer: TX072 Capitol Kia	

3. PLEASE CALL ME BACK @ ██████████

*** PHONE LOG 05/22/2008 12:57 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED TX072, SPOKE WITH SVC MGR CARLOS WHO STATED:

1. I NEED TO PULL THE INFO ON THIS, AND CALL YOU BACK
2. WHAT IS YOUR CONTACT INFO?

WRITER STATED:

1. PLEASE CALL BACK WITH INFO
2. LEFT 800 #, EXT #, AND CASE #

*** PHONE LOG 05/22/2008 02:02 PM US Mountain Standard Time RChacon Action Type:Incoming call
SVC MGR CARLOS FROM TX072 STATED:

1. THE VEH CAME IN ON 5/22/08 FOR AN **AIRBAG** LIGHT ON
2. WE TESTED SYSTEM. SAT IN SEAT. AND IT WAS WORKING AS DESIGNED
3. VEH CAME BACK IN TODAY FOR THE **AIRBAG** LIGHT ON
4. WE SAT IN THE SEAT, AND IT WAS WORKING AS DESIGNED
5. THE CUSTOMER'S HUSBAND IS ABOUT 5'7 250 LBS
6. HE IS ALL OVER THE SEAT WHEN HE SITS DOWN. AND THIS IS CAUSING THE **AIRBAG** LIGHT TO COME ON
7. THE SALESMAN BROUGH A CUSHION IN. AND PUT IN ON THE SEAT. THEN HAD CUSTOMER SIT ON IT
8. THE LIGHT WENT OFF WHEN HE DID THIS
9. THE **AIRBAG** SYSTEM IS WORKING AS DESIGNED
10. WE DID NOT CONTACT TECH LINE. OR DPSM

WRITER STATED:

1. THANKS FOR THE INFO

*** PHONE LOG 05/23/2008 08:05 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM FKRAUSE. AND STATED:

1. CUSTOMER CONCERN
2. REITERATED INFO FROM SVC MGR CARLOS @ TX072

DPSM STATED:

1. IF THIS IS ONLY HAPPENING WITH 1 PERSON. IT MAY JUST BE THE PERSON. OR THE WAY HE IS SITTING
2. IF THE DEALER STATES IT IS OPERATING AS DESIGNED. THERE IS NOTHING WE CAN DO TO CHANGE THE DESIGN

WRITER STATED:

1. I WILL SEND THE CUSTOMER SOME INFO ON THE **OCS**. AND **AIRBAG**
2. WILL ALSO ADVISE HER IF SHE CONTINUES TO HAVE PROB'S GET VEH BACK TO DEALER

DPSM AGREED

.....CALL ENDED.....

*** PHONE LOG 05/23/2008 08:16 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER. AND STATED:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736785 [REDACTED]	K1445900	1,200
Austin, TX [REDACTED]		Prod. Date: 7/6/07	Dealer: TX072	Capitol Kia

1. REITERATED INFO FROM SVC MGR CARLOS, AND DPSM
2. THERE IS NOTHING WE CAN DO TO CHANGE THE DESIGN OF THE VEH
3. I WILL SEND YOU SOME INFO REGARDING THE **AIRBAG**, AND **OCS**

CUSTOMER STATED:

1. THANK YOU

*** NOTES 05/23/2008 08:26 AM US Mountain Standard Time RChacon Action Type:Manager review

.....SENT **AIRBAG**, AND **OCS** BROCHURE THIS DAY.....

*** CASE CLOSE 05/23/2008 08:27 AM US Mountain Standard Time RChacon

*** PHONE LOG 05/29/2008 06:40 AM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER LEFT VM STATING:

1. GAVE CASE #
2. I DID FIND A PILLOW THAT IS WORKING FOR THE **AIRBAG** LIGHT
3. I DID BRING VEH TO DEALERSHIP TO DAY FOR MY CD PLAYER
4. JUST WANT TO LET YOU KNOW, THANK YOU
5. LEFT PHONE # [REDACTED]

*** PHONE LOG 05/29/2008 10:12 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, WHO STATED:

1. I FOUND A PILLOW THAT IS WORKING OUT FOR MY HUSBAND
2. I DID HAVE A PROB WITH THE CD PLAYER NOT WORKING
3. THE DEALERSHIP ORDERED 1 FOR ME, AND IT CAME IN TODAY
4. THEY PUT IN THE NEW CD PLAYER, AND NOW EVERYTHING IS OKAY
5. JUST WANTED TO LET YOU KNOW

WRITER STATED:

1. I WILL DOCUMENT CONCERNS IN CASE
2. IF YOU NEED ADDITIONAL ASSISTANCE, PLEASE CALL BACK

*** CASE CLOSE 05/29/2008 10:13 AM US Mountain Standard Time RChacon

*** PHONE LOG 05/30/2008 07:10 AM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER LEFT VM STATING:

1. I FORGOT TO TELL YOU YESTERDAY THAT THE PERSON THAT TOOK CARE OF ME @ THE DEALERSHIP GENE PENDER WAS VERY NICE, AND APPRECIATE HIM

**Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736785 ██████████	K1445900	1,200
Austin, TX ██████████		Prod. Date: 7/6/07	Dealer: TX072	Capitol Kia

*** CASE CLOSE 05/30/2008 07:11 AM US Mountain Standard Time RChacon

*** CASE CLOSE 07/08/2008 09:07 AM US Mountain Standard Time JHirshfield
TREAD REVIEW -JH

*** CASE CLOSE 07/17/2008 10:34 AM US Mountain Standard Time TMorales
TREAD REVIEW -JH

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736875 ██████	K1357237	3,460
Savannah, GA ██████		Prod. Date: 11/21/06	Dealer: GA055 Kia Country of Savannah	

Case History

Complaint *RevAIR* Assistance

*** PHONE LOG 09/07/2007 01:45 PM US Mountain Standard Time TLarson
CUSTOMER ADVISED

- 1 CALLING TO FIND OUT ABOUT THE *AIR*BAG LIGHT
- 2 I SIT IN THE SEAT AND THE *AIR*BAG LIGHT DOESNT TURN OFF
- 3 THE DEALER TOLD ME ABOUT A BREAK IN PERIOD
- 4 TOLD ME TO WAIT A FEW WEEKS

WRITER ADVISED

- 1 UPDATED OWNER INFO
- 2 APOLOGIZED FOR THE CONCERNS
- 3 THE *AIR*BAG LIGHT BEING ON INDICATES THAT THE SYSTEM MAY NOT BE WORKING PROPERLY
- 4 IM NOT AWARE OF ANY SORT OF BREAK IN PERIOD THAT WE HAVE FOR THE *AIR*BAG SYSTEM
- 5 WHEN DO YOU PLAN ON GOING TO THE DEALER

CUSTOMER ADVISED

- 1 I PLAN ON GOING IN ON MONDAY

WRITER ADVISED

- 1 I WILL FOLLOW UP WITH THEM ON MONDAY
- 2 WE WILL DETERMINE WHAT THE PROBLEM IS AND WHAT IS BEING DONE TO RESOLVE
- 3 I WILL CALL YOU BACK ONCE I GET MORE INFO

*** NOTES 09/10/2007 07:17 AM clarify Action Type: Manager review
*** Performed by contact: Brad Fields, 9129210555

FROM PAST HISTORY WITH THE SORENTO *PASS*SENGER SEATS.AFTER THE VEHICLE SEAT HAS BEEN OCCUPIED ON A NORMAL BASIS,THE SEAT SENSOR PAD WEARS IN AND WILL WORK CORRECTLY. THE DEALARSHIP WILL CHECK THE SEAT BUT WILL MOST LIKELY NOT FIND ANY PROBLEMS.

*** PHONE LOG 09/12/2007 10:00 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER CALLED BRAD @ GA055

- 1 I HAVE NOT SEEN THE CUSTOMERS VEHICLE
- 2 IT IS NOT UNUSUAL FOR THE SEATS TO NEED TO BE SAT IN
- 3 ONCE THEY ARE "WORN" IN THAT SENSOR WILL WORK PROPERLY
- 4 BUT WE HAVENT SEEN THE VEHICLE YET, SO I CANT SAY ITS THIS ISSUE OR SOMETHING ELSE

WRITER ADVISED

- 1 OK THANK YOU

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736875 ██████	K1357237	3,460
Savannah, GA ██████		Prod. Date: 11/21/06	Dealer: GA055 Kia Country of Savannah	

2 CALL ME BACK , PROVIDED CALL BACK INFO AND CASE NUMBER

*** PHONE LOG 09/17/2007 12:05 PM US Mountain Standard Time TLarson Action Type:Incoming call
CUSTOMER ADVISED(VOICEMAIL)

1 CALLING YOU BACK

*** PHONE LOG 09/17/2007 12:10 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER CALLED CUSTOMER

1 I WAS CALLING TO FOLLOW UP WITH YOU
2 I FOLLOWED UP WITH THE DEALER ON THE 12TH AND THEY HAD NOT SEEN THE VEHICLE

CUSTOMER ADVISED

1 WELL I JUST TOOK IT IN
2 THEY SHOWED ME IT WAS WORKING
3 THEY HAD HEAVIER PEOPLE SIT IN THE VEHICLE AND LIGHT TURNED OFF
4 I ALSO SAT IN IT AND THE LIGHT TURNED OFF
5 I UNDERSTAND THIS IS HOW THE SYSTEM WORKS AND MY SIZE IS A CONTRIBUTING FACOTR
6 I WISH SOMEONE HAD TOLD ME THIS WAS A PROBLEM BEFORE I BOUGHT THE VEHICLE THAT WAY I
COULD HAVE MADE A BETTER DECISION
7 THIS IS A LOT OF MONEY AND I MAY NOT GET THE FULL USE OF THE SAFETY EQUIPMENT

WRITER ADVISED

1 I DO APOLOGIZE FOR THE CONCERNS
2 WE DEPEND ON THE DEALERS TO DIAGNOSE THE CONCERNS AND THEN EXTEND THE WARRANTY WHEN
APPROPRIATE
3 IF THEY ARE SHOWING THAT THE SYSTEM IS WORKING PROPERLY THEN THEY WILL NOT BE ABLE TO
REPAIR THE CONCERNS
4 I WILL DOCUMENT THE SALES ISSUE FOR QUALITY PURPOSES
5 IF YOU HAVE FURTHER QUESTIONS OR PROBLEMS CALL US BACK

CUSTOMER ADVISED

1 OK THANK YOU

**** CASE CLOSE 09/17/2007 12:10 PM US Mountain Standard Time TLarson

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736875 ██████████	K1474561	7,700
Clarion, PA ██████████		Prod. Date: 12/18/06	Dealer: PA070 Mike Kelly Kia	

Case History

Complaint Quality

*** PHONE LOG 07/21/2008 06:28 AM US Mountain Standard Time SLamp
CUST STATED
1 MY VEH IS SITTING IN MY DRIVEWAY AND WON'T SHIFT
2 ALSO. MY **AIR**BAG ISN'T WORKING
3 I WANT TO TAKE MY VEH TO NEW MOTORS IN ERIE. PA BECAUSE THEY CAN GIVE ME A LOANER BUT I REFUSE TO PAY THE DIFFERENCE
4 THE CLOSEST DLR IN EVANS CITY CAN'T WORK ON MY VEH TILL THURS



WRITER ADVISED
1 APOLOGIZED FOR PROBLEM
2 RENTALS ARE NOT A PROVISION OF KIA'S WARRANTY. ONCE THE VEH IS AT THE DLR AND THEY CAN DIAGNOSE IT.
WE CAN REVIEW THE SITUATION ON A CASE BY CASE BASIS
3 I'D BE HAPPY TO FOLLOW UP WITH THE DLR ON THURS

CUST STATED
1 OK. THANKS

*** PHONE LOG 07/24/2008 11:00 AM US Mountain Standard Time SLamp Action Type:Incoming call
CALLED DLR. FINALLY SPOKE WITH DARLENE, SHE STATED
1 THE VEH WAS TOWED IN A COUPLE DAYS AGO
2 I HAVEN'T BEEN ABLE TO GET TO IT
3 I'LL TRY TO GET TO IT TOMORROW (FRIDAY)

WRITER STATED
1 OK. THANKS

*** PHONE LOG 07/24/2008 11:10 AM US Mountain Standard Time SLamp Action Type:Outgoing call
WRITER CALLED DPSM RCHRISTIANSEN
1 PROVIDED CASE INFO
2 CUST ASKED ABOUT A RENTAL 4 DAYS AGO
3 DLR HASN'T GOTTEN TO VEH YET
4 PLEASE CALL ME BACK TO ADVISE
5 PROVIDED EXT 44579

*** EMAIL OUT _ SLamp Action Type:External email
Send to:[RCHRISTIANSEN@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\Clarify\OB\CA_Attachments\SendHistory\Case_K1474561_SLamp_07-24-2008120459.doc>>

*** PHONE LOG 07/25/2008 06:01 AM US Mountain Standard Time SLamp Action Type:Incoming call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736875 ██████████	K1474561	7,700
Clarion, PA ██████████		Prod. Date: 12/18/06	Dealer: PA070 Mike Kelly Kia	

WRITER RECEIVED EMAIL FROM RCHRISTIANSEN
1 LOOKING INTO DLR
2 DIAGNOSED WITH OVER-CHARGING ISSUE

*** PHONE LOG 07/28/2008 12:18 PM US Mountain Standard Time SLamp Action Type:Outgoing call
DARLENE, SVC ADV, PA070 STATED
1 I JUST SPOKE WITH THE BAUERS A FEW MIN AGO
2 I LET THEM KNOW THE PART CAME IN TODAY AND THEY CAN PICK THE CAR UP TOMORROW
3 MR BAUER SAID HE'D PICK IT UP AFTER WORK

WRITER STATED
1 OK. THANKS

*** PHONE LOG 07/28/2008 12:20 PM US Mountain Standard Time SLamp Action Type:Incoming call
WRITER LVM FOR CUST
1 CONFIRMED VEH BEING READY FOR PICK UP TOMORROW
2 IF YOU HAVE FURTHER QUESTIONS OR CONCERNS. PLEASE CALL US BACK
3 PROVIDED PHONE #

*** PHONE LOG 07/29/2008 10:12 AM US Mountain Standard Time SLamp Action Type:Outgoing call
WRITER STATED
1 I'M CALLING TO SEE IF YOU'VE HEARD FROM THE DLR YET
[CUST STATED NOT YET]
2 IF YOU DON'T HEAR FROM THEM TODAY OR IF YOU HAVE FURTHER QUESTIONS. PLEASE CALL US BACK
3 PROVIDED PHONE, EXT, CASE #

CUST STATED
1 OK. THANKS

*** CASE CLOSE 07/29/2008 10:13 AM US Mountain Standard Time SLamp

*** PHONE LOG 07/30/2008 08:31 AM US Mountain Standard Time TLarson Action Type:Incoming call
██████████ ADVISED

1 CALLING BECAUSE THE DEALER HASNT CALLED US
2 WE DIDNT TRY TO CALL THEM
3 EVERY TIME I CALL THERE I GET THE RUN AROUND
4 CAN I SPEAK WITH SUSAN

WRITER ADVISED

1 OK I WILL SEE IF SHE IS AVAILABLE
(PUT CUST ON HOLD)

SUSAN IS WORKING WITH ANOTHER CUSTOMER

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736875 ██████████	K1474561	7,700
Clarion, PA ██████████		Prod. Date: 12/18/06	Dealer: PA070 Mike Kelly Kia	

WRITER ADVISED CUSTOMER

1 SHE IS NOT AVAILABLE
2 I SEE THAT HER NOTES SHOW THAT THE VEHICLE SHOULD HAVE BEEN READY YESTERDAY
3 NORMALLY IF YOU ARE WONDERING WHAT THE STATUS OF YOUR VEHICLE IS THEN THE CUSTOMER WILL CALL THE DEALER AND FIND OUT
4 IN ORDER TO DETERMINE WHAT IS GOING ON WE WOULD NEED TO CALL THE DEALER. SUSANS NOTES INDICATE IT SHOULD HAVE BEEN READY YESTERDAY

CUSTOMER ADVISED

1 CALL ME BACK AT 814-226-4100 . IM AT WORK

WRITER ADVISED

1 OK I WILL DO THAT

*** PHONE LOG 07/30/2008 08:32 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED TONY @ PA070

1 DARLENE IS AT LUNCH
2 I DONT KNOW WHAT THE STATUS IS
3 I WILL HAVE TO TALK TO HER AND SHE WILL LET ME KNOW THE STATUS
4 I WILL CALL YOU BACK ONCE I GET MORE INFO

WRITER ADVISED

1 PROVIDED CASE NUMBER AND EXT
2 CALL ME BACK AND LET ME KNOW IF THE VEHICLE IS READY

*** PHONE LOG 07/30/2008 10:32 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL BACK FROM CASEY @ PA070

1 VEHICLE IS READY
2 SVC ADVISOR CALLED THE CUSTOMER
3 CALL ME BACK IF NEEDED . IM AT ██████████

*** PHONE LOG 07/30/2008 10:58 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER

1 ADVISED THAT I SPOKE WITH THE DEALER
2 THE DEALER SAYS THAT THE VEHICLE IS READY TO BE PICKED UP
3 CASEY AT PA070 SAYS THAT THE DEALER CALLED YOU AND LEFT YOU A MESSAGE ADVISING IT WAS READY

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Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736875 ██████████	K1474561	7,700
Clarion, PA ██████████		Prod. Date: 12/18/06	Dealer: PA070 Mike Kelly Kia	

CUSTOMER ADVISED

- 1 OK I WILL WORK TO PICK IT UP
- 2 I WILL GIVE THEM A CALL
- 3 DID THEY SAY ANYTHING ABOUT THE BODY PANEL WHERE THE PAINT IS PEELING

WRITER ADVISED

- 1 NO THEY DID NOT
- 2 WE ONLY HAD RECORD OF **AIR**BAG AND SHIFTING PROBLEMS
- 3 PLEASE SPEAK WITH CASEY FOR FURTHER DETAILS

CUSTOMER ADVISED

- 1 OK THANK YOU

*** CASE CLOSE 07/30/2008 10:59 AM US Mountain Standard Time TLarson

*** PHONE LOG 08/29/2008 04:07 PM US Mountain Standard Time TShamburger Action Type:Incoming call
Mr ██████████ called

- 1 the **PASS**engerside **AIR**bag is not working still
 - 2 the dr did a rep**AIR** and we got it back and its not working
 - 3 it does not matter who sits on it, it goes on and off
 - 4 its not working like it should and we are getting upset.
 - 5 want you to take the car and give us a rental and dont give it to us until the car is rep**AIR**ed!
 - 6 we will get a lawyer because this is not right.
 - 7 we read the manual how to sit in the seat, but I dont see why that would matter
 - 8 we sat on it and its off and then comes on and its just not reliable
- wrt states
1 apologize
- 2 wrt can address this for you but first we need to take veh back to dlr that just rep**AIR**ed it in July.
 - 3 the mfr here to support warr and get the vehicle rep**AIR**ed.
 4. it does matter how you sit in the seat and the system is design to make sure the **PASS**enger is sitting correctly in seat. if not the light will say OFF.
 - 5 if you move around and not sit squarely on seat, the light will go on saying its off. thats how its design.
 - 6 let me help you, call wrt back when veh is at dlr and wrt can make sure dlr checks it thoroughly
- cust states
1 I want a rental waiting for me there and I will live the veh at dlr until I feel veh is rep**AIR**ed.
wrt states
1 While kia has no provision for rentals as part of our warranty, wrt will be glad to address rental but first we need to see if a problem does exist.
2 need dlr to check it first.
cust states
1 you know what I will just get a lawyer and sue kia and have the dlr take back my car!
call ended.

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC736875 ██████	K1474561	7,700
Clarion, PA ██████		Prod. Date: 12/18/06	Dealer: PA070 Mike Kelly Kia	

wrt called Ryan dpsm and LVM --

- 1 cust complaining about **AIR** bag is not working for **PASS**enger: light goes on and off.
- 2 dlr did do a rep **AIR** and they said it was working as normal.
- 3 but wrt advise cust to take veh back to dlr for wrt to address with svc mgr. again
- 4 but cust said he wants a rental waiting for him at dlr before car gets looked at and for dlr to keep it until cust feels the **AIR** bag is fixed.
- 5 cust threatening wrt with getting a lawyer.
- 6 can you call wrt back on this customer,.
- 7 wrt left name, vin# and dlr name/code, and wrt's ext.

*** PHONE LOG 09/02/2008 10:22 AM US Mountain Standard Time APatrick Action Type: Incoming call
CUST STATED:

- 1: I AM TRYING TO GET MY **AIR** BAG LOOKED AT THE SAME TIME I GET MY WARRANTY PAINT WORK DONE
- 2: CAN ONE BE WAITING FOR ME WHEN I GET TO THE DLR

WRITER ADVISED:

- 1: AS STATED BEFORE RENTALS ARE NOT A PART OF KIA WARRANTY BUT CAN BE CONSIDERED ON A CASE BY CASE BASIS
- 2: VEH MUST BE AT THE DLE AND IN PROCESS BEFORE SVC MGR CAN CONTACT DPSM FOR CONSIDERATION

CUST STATED:

- 1: OK I WILL MAKE AN APPOINTMENT AND GET IT DROPPED OFF AND SEE WHAT HAPPENS
- 2: OK THANKS

*** PHONE LOG 09/03/2008 06:32 AM US Mountain Standard Time TShamburger Action Type: Incoming call
Ryan dpsm called and LVM for writer ---

1. no rental for customer, the veh just needs to be reflashed, this was not done on the vehicle.
 - 2 cust has to make an appt for this and it should not take that long.
 - 3 any questions call me back.
- call ended.

*** PHONE LOG 09/03/2008 07:01 AM US Mountain Standard Time TShamburger Action Type: Outgoing call
wrt called dlr and spoke to Svc Adv John

John states

1 customer's appt is on the 9th of Sept to reflash the **AIR** bag system.

wrt states

I will call you back on that day to check on car.

call ended.

*** CASE CLOSE 09/03/2008 07:03 AM US Mountain Standard Time TShamburger
close pending appt 09/09.

*** CASE CLOSE 10/08/2008 11:03 AM US Mountain Standard Time TMorales

AIRBAG TREAD REVIEW COMPLETE.

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735685 ██████████	K1565928	4,200
Mesa, AZ ██████████		Prod. Date: 1/3/08	Dealer: AZ032 Mark Kia	

Case History

Complaint *Re: AIR Assistance*

*** NOTES 03/18/2009 05:34 AM clarify Action Type: Manager review

*** Performed by contact: brock bauer, 6028206009

In August 2008, I purchased a 2008 Kia Sorento LX. I was drawn to the Sorento for the safety ratings as well as price. A few weeks after purchasing, I noticed that the **PASS**enger **AIR**bag indicator (PABI) stayed illuminated, even when a **PASS**enger was in the seat. Since I don't always carry a **PASS**enger in the vehicle, I did not notice when this started occurring.

It seems no matter who is in the **PASS**enger seat; there is a 30-50% chance that the PABI will stay illuminated, even after they are firmly seated. The usual **PASS**engers are either my wife or I, and our weight ranges from 140-160 lbs, so it should not be the case that we are not heavy enough to activate the **AIR**bag sensor. I have also had friends in the **PASS**enger seat whose weight is approx 200lbs and had the same problem with the PABI.

The vehicle has been to the dealership 3 times for this, each time I am told that nothing is wrong and they are unable to replicate the problem. Since it doesn't occur all of the time, it is possible that the dealership hasn't been able to replicate the problem. I am however still seeing the PABI illuminate a high percentage of the time a **PASS**enger is seated. I am concerned that because the PABI is malfunctioning, if I were to get into an accident with a **PASS**enger, the **AIR**bag would fail to deploy; and in this case I should not have considered the safety ratings of the vehicle at purchase.

In the event that this is an issue with my particular Sorento, I am requesting that a new **PASS**enger seat be installed along with any/all **AIR**bag sensor components that affect the PABI. I feel that this is a reasonable request based on safety of any **PASS**engers in the vehicle. All components of the vehicle are well under warranty as it has less than 5,000 miles driven and is less than 8 months old.

Otherwise, I am happy with the Sorento purchase as well as the service of my local dealership (Mark Kia of Scottsdale).

Thank you.

*** PHONE LOG 03/18/2009 02:26 PM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. SPOKE WITH MR ██████████
2. ADVISED THE NEXT TIME THE **AIR**BAG LIGHT IS ON, TAKE TO THE DEALERSHIP
3. ADVISED TAKING THE SVC MGR OR TECH ON A RIDE WITH YOU TO SEE IF THE LIGHT COMES ON
4. PROVIDED CASE # FOR FOLLOWUP ONCE IN AT THE DEALERSHIP AND KIA WILL USE ALL RESOURCES TO RESOLVE THE ISSUE

CUSTOMER STATES

1. OKAY, I WILL TAKE THEM FOR A RIDE NEXT TIME I AM IN THE AREA
2. THANK YOU FOR THE QUICK RESPONSE

*** CASE CLOSE 03/18/2009 02:26 PM US Mountain Standard Time CCummins

*** PHONE LOG 04/08/2009 03:02 PM US Mountain Standard Time AJudson Action Type:Outgoing call

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC735685 ██████	K1565928	4,200
Mesa, AZ ██████		Prod. Date: 1/3/08	Dealer: AZ032 Mark Kia	

4. Spoke to ASST SVC MGR Jon Kroll, he advised me to contact KCA, gave ASST SVC MGR phone number as 480-425-5300.
5. Have had the vehicle in to AZ032 3 times for this concern but they CND before.
6. Would like the seat or entire sensor replaced, this is a safety issue and should not have to restart the vehicle to have **AIR** bag indicator resolved.
7. Vehicle is not at Kia dealer, I duplicated the concern for ASST SVC MGR and he advised me to contact KCA.

Writer States:

1. Apologized for the problem.
2. Advised customer that writer will contact AZ032 to verify why they are advising customer to contact KCA.
3. Writer does see that AZ032 contacted Kia tech line in the past.
4. Gave customer writers name and extension, advised that writer will follow up after speaking to SVC MGR.

*** PHONE LOG 04/08/2009 03:17 PM US Mountain Standard Time AJudson Action Type:Incoming call
Writer called AZ032 at 480-425-5300 and states:

1. Calling to verify what ASST SVC MGR has done since duplicating concern?

ASST SVC MGR Jon states:

1. We contacted tech line on multiple vehicles .
2. According to KMA, there is no fix at this time.
3. I was able to duplicate the concern, but Kia advises there is no fix.

Writer States:

1. Advised ASST SVC MGR Jon to contact and update tech case.
2. Writer will contact DPSM to advise of customer concern.

*** PHONE LOG 04/08/2009 03:45 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM TSteinwinter and states:

1. Advised customer has ongoing **AIR** bag indicator concern.
2. Spoke to ASST SVC MGR Jon, he advised it was a known issue with no fix.
3. Wanted to verify this with DPSM.

DPSM states:

1. Dispatch the case to region for FTR appointment.
2. FTR will need to go out and perform re-flash.

*** PHONE LOG 04/08/2009 03:49 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and states:

1. Advised that case is being dispatched to WRCAA for FTR involvement.
 2. There is a re flash that needs to be completed in order to resolve this concern.
 3. A WRCAA will follow up with customer within 72 business hours.
- customer thanked writer for follow up

*** NOTES 04/08/2009 03:49 PM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:

1. CUSTOMER CONTACT.
2. FTR INVOLVEMENT FOR REFLASH.
3. ONGOING **AIR**BAG INDICATOR CONCERN.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC735685 ██████	K1565928	4,200
Mesa, AZ ██████		Prod. Date: 1/3/08	Dealer: AZ032	Mark Kia

*** NOTES 04/09/2009 03:13 PM US Mountain Standard Time JHirshfield Action Type:Manager review

[!<For Internal Use Only

Tread **AIR**bag review Q1--JH>!]

*** PHONE LOG 04/14/2009 02:08 PM US Mountain Standard Time KJohnson Action Type:Incoming call

Customer stated:

- 1 - I was expecting a call by the end of today
- 2 - I haven't heard anything

Writer stated:

- 1- Anna Peckson at regional office handling case
- 2 -Will try to reach her for you
- 3 - if she is not available. would you accept her VM? [yes]

Writer transferred customer to Anna's VM

*** PHONE LOG 04/15/2009 01:17 PM Pacific Daylight Time APeckson Action Type:Outgoing call

reaa contacted cust-gone on business trip
left msg w/ lady to call reaa back
gave reaa contact info

*** PHONE LOG 04/15/2009 02:24 PM Pacific Daylight Time APeckson Action Type:Incoming call

reaa contacted cust:

1. apologize abt inconvenience
2. is veh currently w/ you or at dlr
3. understand that this is a safety issue
4. i will be researching case further w/ manager and engineers here at kia
5. other than that i will be in contact w/ you
6. you have my number for any further questions

cust states:

1. **PASS** side **AIR**bag concern
2. abt 1/3 of time. light stays on when someone in **PASS** seat. don't want **AIR**bag not to deploy should i get into accident and injure **PASS**enger
3. i'm in travel right now. veh at home
4. i showed it to dlr. abt a week later i showed dlr (mark kia in scottsdale-john kroll assistant manager)
5. john told me there was no fix for it as far as he knows
6. intermittent concern
7. once they reflash it if that doesn't work. will they yank seat and put a new one
8. i'm in the same line of work i understand. i don't want to bother you
9. ok thanks for calling back

*** PHONE LOG 04/29/2009 09:26 AM Pacific Daylight Time APeckson Action Type:Outgoing call

reaa contacted cust

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735685 ██████████	K1565928	4,200
Mesa, AZ ██████████		Prod. Date: 1/3/08	Dealer: AZ032	Mark Kia

2. we are going to have field engineer inspect/rep **AIR** veh
3. week of 5/11
4. in process of working out schedule w/ engineer right now
5. you will drop veh off and we will provide you a complimentary rental veh

cust states:

1. ok thank you for calling

*** PHONE LOG 04/30/2009 09:35 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust
left msg stating fir will be at mark kia
on thurs 5/14. complimentary rental
will be provided for duration of rep **AIR**
pls call back to confirm thank you

*** PHONE LOG 05/01/2009 01:27 PM Pacific Daylight Time APeckson Action Type:Incoming call
cust called in:
1. might not need rental
2. i don't think i have time to drop off after work
3. can they test drive veh
4. don't have time to keep going back & forth to dlr

reca states:

1. you can drop veh off evening before on 5/13 if that works out better
2. not sure how long it will take for rep **AIR**
3. i will let fir know to test drive veh adn turn on/off to check for **AIR** bag light
4. i will go ahead and coordinate w/ dlr for rental. just be sure to drop veh off on 5/13

*** PHONE LOG 05/01/2009 01:28 PM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted mark kia
left msg w/ service
requesting rental ready for cust on afternoon of 5/13
for fir appt on 5/14. pls call back to confirm
this msg was recv'd thank you

*** PHONE LOG 06/10/2009 08:33 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust
left follow up msg
regarding rep **AIR**s performed at mark kia on 08 sorento
requested call back

*** PHONE LOG 06/10/2009 04:02 PM Pacific Daylight Time APeckson Action Type:Incoming call
cust left msg stating
thank you for following up
seems to work better

AIR

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<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC735685 ██████	K1565928	4,200
Mesa, AZ ██████		Prod. Date: 1/3/08	Dealer: AZ032	Mark Kia

if prob comes back i'll be sure to call you and we'll see what next step is thank you

*** CASE CLOSE 06/10/2009 04:02 PM Pacific Daylight Time APeckson

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1507227	31,000
Spring Hill, KS ██████████		Prod. Date: 4/20/07	Dealer: KS004 Olathe Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 10/03/2008 01:59 PM US Mountain Standard Time SLamp Action Type:Outgoing call
KS004 SVC MGR TERRY PERRIN STATED
1 IT TOOK A WHILE FOR STEVE LOCKWOOD, THE DPSM TO BE ABLE TO LOOK AT THE CAR
2 SOME OF THE BLISTERS HAD POPPED AND NOW LOOK LIKE ROCK CHIPS
3 THAT'S EXACTLY WHAT STEVE SAID AND HE REFUSES TO PAINT IT
4 I KNOW THE BAUMS ARE ANGRY
5 SOME OF THE PLACES WERE BUBBLES/BLISTERS AND SOME REALLY WERE ROCK CHIPS
6 MAYBE STEVE WOULD AGREE TO HAVE SOMEBODY AT THE BODY SHOP LOOK AT THE CAR

WRITER STATED
1 THAT'S AN EXCELLENT IDEA
2 I'LL SUGGEST IT TO STEVE
3 ANY CAR THAT'S BEEN ON THE ROAD A DAY HAS ROCK CHIPS
4 MAYBE THE BODY SHOP CAN HELP US DIFFERENTIATE
5 THANKS FOR YOUR HELP

*** PHONE LOG 10/03/2008 02:07 PM US Mountain Standard Time SLamp
MR AND MRS ██████████ STATED
1 THE HOOD AND SIDE PANELS OF OUR CAR STARTED BUBBLING AND BLISTERING
2 WE'VE SPOKEN TO THE DLR ABOUT IT NUMEROUS TIMES [NO PREVIOUS CASES]
3 THEY SAID THEY HAD TO CHECK WITH STEVE LOCKWOOD WHO I GUESS IS THE AREA REP
4 WE TRIED TO SET UP A MEETING AND HE TOLD ME HE WAS A LOT BUSIER THAN I WAS
5 THEN, WHEN HE LOOKED AT THE CAR, HE SAID "ROCK CHIPS" AND WALKED AWAY
6 MY **AIR**BAG LIGHT GOES ON AND OFF
7 I AM AN AVERAGE SIZED WOMAN AND HE TOLD ME I DIDN'T KNOW HOW TO SIT IN A **PASS**enger seat
8 WE'VE LEFT NUMEROUS MESSAGES FOR THE GENERAL MGR, MR OTO AND HE TOTALLY IGNORES US

WRITER ADVISED
1 APOLOGIZED
2 PLEASE LET ME MAKE A FEW CALLS
3 I MAY NOT BE ABLE TO GET BACK TO YOU UNTIL MONDAY
4 YOUR PAINT IS WARRANTED AGAINST MANUFACTURER'S DEFECTS FOR 3/36 OR UNTIL 8/11/10
5 PROVIDED EXT AND CASE #

MR AND MRS ██████████ STATED
1 OK, THANKS

*** PHONE LOG 10/03/2008 02:09 PM US Mountain Standard Time SLamp Action Type:Outgoing call
TERRY PERRIN, SVC MGR KS004 STATED
1 SOME OF THE SPOTS ARE ROCK CHIPS AND SOME LOOK LIKE BLISTERS AND/OR BUBBLES
2 THE DPSM, STEVE LOCKWOOD, FINALLY GOT TO SEE THE CAR TODAY
3 HE SAID THAT THIS WAS NOT A WARRANTY ISSUE SINCE THE DAMAGE TO THE PAINT WAS ROCK CHIPS
4 I WOULD LIKE TO HAVE SOMEBODY FROM A BODY SHOP TAKE A LOOK AT THE VEHICLE

WRITER STATED
1 I'LL SUGGEST THAT TO STEVE
2 THANKS FOR YOUR HELP

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575██████████	K1507227	31,000
Spring Hill, KS ██████████		Prod. Date: 4/20/07	Dealer: KS004 Olathe Kia	

*** PHONE LOG 10/03/2008 02:15 PM US Mountain Standard Time SLamp Action Type:Outgoing call
DPSM STEVE LOCKWOOD STATED
1 IT TOOK A MONTH OR MORE FOR THE CUST TO GET THE CAR HERE WHEN I'M HERE
2 WHENEVER THERE IS A ROCK CHIP, THERE'S A LINE WHERE YOU CAN SEE THE PRIMER HAS BEEN NICKED
3 WITH A BUBBLE OR BLISTER, THE PRIMER IS INTACT
4 THERE WERE LOTS OF DEEP PITS IN THE PLASTIC COVERS OF THE HEADLIGHTS WHICH ALSO TELL ME
THESE ARE ROCK CHIPS
5 THIS IS NOT A WARRANTY ISSUE

WRITER STATED
1 THANKS FOR YOUR HELP

*** PHONE LOG 10/03/2008 02:18 PM US Mountain Standard Time SLamp Action Type:Outgoing call
WRITER LVM WITH MRS ██████████
1 I'VE SPOKEN WITH THE DPSM
2 HE HAS DETERMINED THAT THESE ARE ROCK CHIPS AND THEREFORE, NOT A WARRANTY ISSUE
3 HIS WORD IS FINAL
4 IF YOU HAVE FURTHER QUESTIONS OR CONCERNS, PLEASE CALL BACK
5 PROVIDED PHONE AND CASE #

*** PHONE LOG 10/03/2008 02:18 PM US Mountain Standard Time SLamp Action Type:Incoming call

[!<For Internal Use Only
CLOSED PENDING CUST CALL BACK>!]

*** CASE CLOSE 10/03/2008 02:19 PM US Mountain Standard Time SLamp

*** CASE CLOSE 01/05/2009 02:25 PM US Mountain Standard Time TMorales

AIRBAG TREAD REVIEW COMPLETE

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1432339	8,000
Phoenix, AZ ██████████		Prod. Date: 12/19/06	Dealer: AZ034	Big Bell Road Kia

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 04/03/2008 03:17 PM US Mountain Standard Time TDonnelly

*** PHONE LOG 04/03/2008 03:26 PM US Mountain Standard Time TDonnelly Action Type: Incoming call
CUSTOMER STATES:

1. **PASS**ENGER SEAT **OCS** SENSOR WORKS ONLY PART OF THE TIME.
2. TOOK CAR TO DEALER TODAY (AZ034)
3. DEALER ADVISED THAT KMA IS WORKING ON FIX FOR THIS ISSUE ON **OCS**-KIA WEBSITE STATES SIT IN CAR SEAT CORRECTLY
AND NO FIX FOR THE PROBLEM.
4. TRANSMISSION BETWEEN 41-46 MPH CHUGS AND SHAKES-DEALER COULD NOT DUPLICATE
5. AT HWY SPEEDS THE STEERING WHEEL SHAKES LEFT AND RIGHT
6. TURNING LEFT AND GOING OVER SMALL BUMP SOMETHING SCRAPES HARD ON FRONT LEFT SIDE-COULD NOT DUPLICATE 1X-CURRENT
7. REAR HATCH AREA MAKES NOISE WHEN HITTING BUMPS-1X-ADJUSTMENT-CURRENT
8. HAVE BEEN TO DEALERSHIP 2X FOR MOST OF THESE CONCERNS AND THEY KEEP TELLING ME CAN NOT DUPLICATE OR NO
PROBLEM FOUND.
9. WAS TOLD THAT THERE IS SOMETHING KMA IS WORKING FOR **AIRBAG** CONCERN BUT NOT READY YET.
10. TRADED OUT OF ONE KIA FOR THIS ONE BECAUSE OF THE **AIRBAG** CONCERN ON THAT CAR. THIS ONE IS BETTER BUT NOT
GOOD.
11. WHAT AM I SUPPOSED TO DO. GO LEMON LAW ON THIS?
12. WILL WAIT FOR WRITER TO FOLLOW UP WITH DEALER.
13. WHAT IS WRITERS CONTACT INFO?

WRITER STATES:

1. APOLOGY FOR SITUATION
2. IN ORDER FOR DEALER TO ADDRESS **REP****AIR**S. THEY DO HAVE TO BE ABLE TO VERIFY OR DUPLICATE COMPLAINT
3. IF DEALER STATES THEY CAN NOT. IT IS ALWAYS A GOOD IDEA FOR CUSTOMER TO DRIVE CAR AND POINT OUT CONCERNS
TO DEALER.
4. ADVISED THAT WRITER CAN FOLLOW UP WITH DEALER NOW WHEN CAR IS IN SHOP
5. CAN CONFIRM HISTORY AND RESOURCES DEALER IS USING TO ADDRESS CONCERNS.
6. CAN GET CORRECT PEOPLE INVOLVED IN ADDRESSING **REP****AIR**S.
7. IF COMPLAINT IS VERIFIED KMA WILL **REP****AIR** WITHIN PARAMETERS OF WARRANTY.
8. WRITER WILL NEED TO FOLLOW UP WITH APPROPRIATE PEOPLE AND THEN CAN ADVISE WHAT KMA POSITION WILL BE.
9. ADVISED WRITERS NAME. EXTENSION AND REFERENCE NUMBER.

*** PHONE LOG 04/03/2008 03:30 PM US Mountain Standard Time TDonnelly Action Type: Outgoing call

WRITER STATES:

1. PLACED CALL TO DEALER (AZ034) TO SPEAK TO SVC MGR WHO IS OUT TILL MONDAY.
2. ASKED FOR SHOP FOREMAN. NO SHOP FORMAN
3. ASKED FOR ADVISOR FOR CUSTOMER?

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175██████████	K1432339	8,000
Phoenix, AZ ██████████		Prod. Date: 12/19/06	Dealer: AZ034	Big Bell Road Kia

4. SCOTT IN SERVICE ADVISED THAT BOB IS THE ADVISOR AND HE IS ON TEST DRIVE.
5. ASKED TO HAVE ADVISOR, BOB CALL THIS WRITER BACK.

*** PHONE LOG 04/03/2008 04:25 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(ADVISOR-BOB-AZ034):

1. RETURNING WRITERS CALL
2. THIS CUSTOMER HAS A LAUNDRY LIST, VERY SIMILAR TO LIST HE HAD WITH ANOTHER SORENTO
3. MANY OF THE CONCERNS WE HAVE NOT BEEN ABLE TO VERIFY OR DUPLICATE
4. MANY CONCERNS ARE THINGS HE HAS FOUND AS NOTED COMPLAINTS ON OTHER LIKE MODEL VEHICLE DRIVERS.
5. HE ADVISED ME TODAY HE WOULD CALL KMA. I INVITED HIM TO DO SO.
6. CAN FOLLOW UP WITH DPSM
7. CUSTOMER IS GOING TO PICK CAR UP TOMORROW.

WRITER STATES:

1. THIS CUSTOMER HAD THE SAME CONCERNS ON ANOTHER CAR HE HAD THAT WE TRADED HIM OUT OF
2. THE REFLASH FOR **OCS** HAS NOT BEEN VERY SUCCESSFUL WITH THESE VEHICLES
3. HE HAS TOLD ME ABOUT THE BULLETINS ON SOME OF HIS CONCERNS
4. HE HAS NOT LIKED THE ANSWERS I HAVE GIVEN ON SOME OF HIS CONCERNS
5. WE DID ALSO TELL HIM TO DRIVE CAR WITH US.
6. WILL REVIEW WITH DPSM, TOM STEINWINTER.
7. CUSTOMER IS PICKING UP CAR TOMORROW.

*** PHONE LOG 04/03/2008 04:37 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, TOM STEINWINTER TO CALL WRITER.
2. ADVISED THAT WRITER HAS SPOKEN TO ADVISOR ABOUT REPEAT CONCERNS WITH VEHICLE.
3. DEALER STATED THAT KMA IS WORKING ON A FIX FOR **OCS** LIGHT CONCERN
4. CUSTOMER HAS HAD SAME CONCERNS WITH DIFFERENT CAR CUSTOMER HAD BEFORE THIS CAR.
5. CUSTOMER HAS MENTIONED POSSIBLE LEMON LAW FOR VEHICLE
6. CUSTOMER STATED CHUG CONCERN AND PRIOR HISTORY IN OTHER VEHICLE
7. PLEASE FOLLOW UP WITH DEALER ON CONCERNS SINCE CUSTOMER IS STATING LEMON LAW.
8. PLEASE ADVISE WHAT KMA POSITION WOULD BE BECAUSE OF REPEAT REPAIR CONCERNS WITH OTHER VEHICLE CUSTOMER HAD BEFORE THIS VEHICLE.
9. WILL EMAIL CASE NOTES TO DPSM. PLEASE CALL WRITER BACK.

*** EMAIL OUT _ TDonnelly Action Type:External email
Send to:[TSTEINWINTER@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.

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1432339	8,000
Phoenix, AZ ██████████		Prod. Date: 12/19/06	Dealer: AZ034	Big Bell Road Kia

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

Send to:[TSTEINWINTER@KIAUSA.COM]

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

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<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1432339_TDonnelly_04-03-2008173441.doc>>

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1432339_TDonnelly_04-03-2008173441.doc>>

*** NOTES 04/04/2008 03:29 PM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. DISPATCHING CASE TO REGION FOR FOLLOW UP WITH CUSTOMER, DEALER (AZ034) AND DPSM
2. CUSTOMER STATES ONGOING CONCERNS WITH VEHICLE THAT DEALER ADVISES CAN NOT DUPLICATE OR KMA DOES NOT HAVE A FIX FOR.
3. THIS IS 2ND KIA VEHICLE CUSTOMER HAS WITH SAME CONCERNS.
4. DEALER TRADED CUSTOMER OUT OF FIRST SORENTO BECAUSE OF CONCERNS.
5. CUSTOMER FEELS LIKE HE IS GETTING RUN AROUND AND WANTS CAR FIXED OR REPLACED.
6. WRITER HAS PLACED CALL TO DPSM, TOM STEINWINTER WITH NO RETURN CALL.
7. PLEASE MAKE CONTACT WITH CUSTOMER AND DPSM. NEW CAR LOW MILEAGE. DEALER UNABLE TO VERIFY CONCERNS.

*** PHONE LOG 04/15/2008 08:49 AM Pacific Daylight Time ARomo Action Type:Outgoing call

Writer contacted customer.

Left v/m requesting call back

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

Send to:[Steinwinter, Tom [KMA]]

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175 ██████████	K1432339	8,000
Phoenix, AZ ██████████		Prod. Date: 12/19/06	Dealer: AZ034	Big Bell Road Kia

Hey Tom,

Please review case file. I will call you to discuss.

Thanks.

Angel

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 04/17/2008 08:00 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Writer called customer and left
V/M requesting call back

*** NOTES 04/21/2008 09:44 AM Pacific Daylight Time ARomo Action Type:Manager review
Writer to send call me letter.

*** NOTES 04/21/2008 12:53 PM Pacific Daylight Time ARomo Action Type:Manager review
Writer attached copy of call me letter
Sent on this date.
Case closed pending further customer contact.

*** CASE CLOSE 04/21/2008 01:16 PM Pacific Daylight Time ARomo

*** CASE CLOSE 07/09/2008 09:21 AM Pacific Daylight Time MHillegas
Tread review completed.

*** CASE CLOSE 07/15/2008 07:21 AM US Mountain Standard Time TMorales
Steering Tread Review Complete

*** PHONE LOG 10/28/2008 03:17 PM US Mountain Standard Time M1rem Action Type:Incoming call
Caller Mr. B states:
1. I am having ongoing issues with my car
2. I paid a lot of money for this car and I think it's a lemon
3. My car is at AZ034 and I'm picking it up today

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175 ██████████	K1432339	8,000
Phoenix, AZ ██████████		Prod. Date: 12/19/06	Dealer: AZ034	Big Bell Road Kia

5. please ask ARomo to call me back, I have to go now
 6. call me at ██████████
- writer states:
1. apologized
 2. case was previously handled by a higher office by RA ARomo
 3. WTR will forward case to higher office, call back will be in the next 24 to 48 hours
- CST thanked writer and disconnected

*** NOTES 10/28/2008 03:18 PM US Mountain Standard Time MTrem Action Type:Manager review

Writer dispatching case to Western Region:

1. case previously handled in region
2. CST continues to have issue with vehicle, call vehicle a lemon
3. CST picking vehicle up today from AZ034 while parts on order
4. Contact CST ██████████

*** PHONE LOG AND STATUS CHANGE 10/30/2008 01:52 PM Pacific Daylight Time APeckson Action Type:Incoming call
rcaa contacted cust:

1. apologize abt situation
2. i understand veh was picked up on 28th
3. waiting for parts on order
4. what is/are current concerns
5. what are you looking for at this point
6. lets do this. bring veh back when dlr instructs you to
7. when veh rep**AIR**ed drive it around for a few days
8. i will follow up with you and see how veh is running
9. if its not running to specs we'll revisit this and go from there
10. here's my name and contact info

cust states:

1. **AIR**bag light and a lot of issues
2. shifting it constantly shakes
3. current concern is shifting not **AIR**bag
4. **AIR**bag light rarely works. last time in for service they reprogrammed
5. i say it works 90% of time
6. sometimes a/c and heat doesn't work. there was a cel on
7. i don't think veh will be working when i pick it up
8. the car is just not good
9. at this point i don't know what i'm looking for
10. i just want veh fixed w/ no shaking concern
11. honestly i would love to sell it but i know i owe a lot and i'd be getting the same thing
12. that sounds good thank you

*** PHONE LOG 10/30/2008 01:58 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted bobby in service (at dlr:

1. status of veh
2. what is eta of b/o parts

bobby states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175 ██████████	K1432339	8,000
Phoenix, AZ ██████████		Prod. Date: 12/19/06	Dealer: AZ034	Big Bell Road Kia

1. current concerns-shift shutter btwn 40-45 mph fr. suspension or driveline, unable to duplicate prob
2. when it gets to 40-45 mph, a little bit of shifting, its a very common characteristic of car, nothing defective driveline fine
3. clicking noise fr. behind steering column-ordered new clock spring and O2 sensor, found a/c temp actuator stuck which we fixed
4. parts should be in late monday/tuesday, there's been reoccurring issues w/ this
5. at one point we tried to reflash the trans control but he still feels

*** NOTES WITH COMMITMENT 10/30/2008 01:59 PM Pacific Daylight Time APeckson Action Type:Manager review

[!<For Internal Use Only

call dlr to check on repAIR status>!]

*** NOTES 11/03/2008 03:47 PM Pacific Daylight Time APeckson Action Type:Manager review
paperwork faxed in fr. cust & dlr

*** PHONE LOG 11/19/2008 02:21 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted big bell rd. kia service & spoke to Gary:

1. status on cust parts

gary states:

1. let me check if parts are in
(put rcaa on hold)
2. parts are in both clock spring and O2 sensor
3. i have cust ph # will call him today and have him bring veh in prob tomorrow

*** PHONE LOG 11/19/2008 02:24 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & left msg:

1. following up on b/o parts
2. just spoke to dlr
3. parts are in. someone should be contacting you shortly
4. thank you have a good day. any ques pls call me

*** PHONE LOG 12/17/2008 04:05 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted service at big bell road kia

1. status on veh

jenny fr. service states:

1. looks like cust picked up on 12/3
2. cel was on. sop O2 sensor
3. found code PO140 inactive
4. cleared codes. road tested. all ok
5. clicking under dash. temp actuator in. replaced binding

*** PHONE LOG AND STATUS CHANGE 12/17/2008 04:06 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust for follow up call-left msg to call back

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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175 ██████████	K1432339	8,000
Phoenix, AZ ██████████		Prod. Date: 12/19/06	Dealer: AZ034	Big Bell Road Kia

*** CASE CLOSE 01/12/2009 05:13 PM Pacific Daylight Time APeckson
closed case-rcaa left contact info w/ cust for any future ques/concerns

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736575 ██████████	K1485600	7,100
Sedona, AZ ██████████		Prod. Date: 11/16/06	Dealer: AZ030 Liberty Kia	

Case History

Complaint Service Decision

*** PHONE LOG 08/12/2008 03:37 PM US Mountain Standard Time TDonnelly

*** PHONE LOG 08/12/2008 04:28 PM US Mountain Standard Time TDonnelly Action Type: Incoming call
CUSTOMER STATES (MR ██████████):

1. HAVE CONCERNS WITH VEHICLE
2. PLACED CALL TO DEALER (AZ030) TO GET CAR CAR REPAIRED.
3. SPOKE TO TOM IN SERVICE WHO STATED THEY WOULD NEED CAR 3 DAYS TO REPAIR VEHICLE
4. HAVE A CONCERN WITH DASH AND RADIO LIGHTS GOING OUT AT NIGHT-INTERMITTANTLY
5. THE **PASS**ENGER SIDE **OCS** OFF LIGHT IS ON WHEN PEOPLE SIT IN **PASS**ENGER SEAT
6. DRIVER SIDE WINDOW IS LEAKING **AIR** AND WATER
7. SPOKE TO TOM AT (AZ030) WHO TOLD ME TO CALL KCC TO FIND OUT ABOUT GETTING A REQUEST FOR REIMBURSEMENT ON RENTAL
8. TOLD ME I COULD CALL KCC AND COULD GET A CASE NUMBER AND USE IT TO GET A REIMBURSEMENT ON RENTAL
9. I PURCHASED A BRAND NEW VEHICLE AND HAVE A 11 WEEK OLD BABY AND NEED TO DRIVE 70 MILES TO DEALER, CAN NOT HAVE MY WIFE AND INFANT SITTING IN DEALER FOR AN UNDETERMINED AMOUNT OF TIME
TO FIND OUT IF REPAIRS CAN BE DONE IN SAME DAY OR PARTS NEED TO BE ORDERED OR WHAT KMA WILL DO
TO REPAIR CAR IN WARRANTY.
10. WHEN I PURCHASED THIS CAR MY SALES PERSON TOLD ME THAT IF WE HAD TO BRING CAR IN SHOP THEY WOULD PROVIDE ME WITH RENTAL OR LOANER
11. DEALER IS NOW TELLING ME THEY CAN NOT DO THIS AND TO CALL KMA
12. NOW I AM GETTING RUN AROUND FROM KMA
13. CAN NOT BE WITHOUT CAR FOR 3 DAYS.
14. DEALER ADVISED ME THAT THEY WILL NEED AT LEAST 3 DAYS TO REPAIR VEHICLE.
15. SPOKE TO TOM IN SERVICE AT (AZ030) WHO TOLD ME TO CALL KCC TO GET CASE NUMBER FOR RENTAL REIMBURSEMENT.
16. IF WRITER CAN NOT HELP ME GET ME A SUPERVISOR OR SOMEONE WHO CAN.
17. WILL HOLD.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED WARRANTY COVERS REPAIRING VEHICLE FOR DEFECTS IN MATERIAL OR WORKMANSHIP
3. RENTAL OR LOANER VEHICLES ARE NOT A PROVISION OF KIA WARRANTY
4. WHILE NOT A PROVISION OF KIA WARRANTY REQUEST FOR ASSISTANCE CAN BE REVIEWED ON CASE BY CASE BASIS.
5. DECISION DOES NOT COME FROM THIS OFFICE BUT CAN BE REVIEWED WITH SVC MGR AND DPSM.
6. IS TOM SVC MGR AT KIA DEALER?
7. ADVISED THAT KMA DOES STATE IN OWNERS MANUAL UNDER WHAT IS NOT COVERED-ALTERNATE TRANSPORTATION
IS NOT PART OF THE WARRANTY COVERAGE WHEN CAR IS IN SHOP.
8. DID DEALER EXPLAIN WHY CAR WOULD NEED TO BE IN SHOP 3 DAYS?
9. DEALER HAS EVERY OPPORTUNITY TO PICK UP PHONE AND PLACE CALL TO KIA REP IF CUSTOMER IS REQUESTING ASSISTANCE
OUTSIDE PARAMETERS OF WARRANTY.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736575 ██████████	K1485600	7,100
Sedona, AZ ██████████		Prod. Date: 11/16/06	Dealer: AZ030	Liberty Kia

10. WILL NEED TO CONFIRM INFO WITH DEALER, ASKED CUSTOMER TO HOLD.

WRITER STATES:

1. SPOKE TO SERVICE ADVISOR, TOM (AZ030)
2. ADVISED CUSTOMER IS CALLING KCC STATING HE WAS TOLD BY ADVISOR TO CALL KCC TO GET CASE NUMBER FOR RENTAL REIMBURSEMENT?
3. CUSTOMER STATED HE WAS TOLD DEALER WOULD NEED CAR FOR 3 DAYS?
4. HAS DEALER SCHEDULED APPT WITH CUSTOMER TO BRING CAR INTO SHOP?
5. ADVISED THAT KCC DOES NOT PROCESS REIMBURSEMENT REQUEST FOR RENTAL
6. IF CUSTOMER IS INSISTING ON HELP OUTSIDE TERMS OF WARRANTY THAT WOULD BE SOMETHING TO REVIEW WITH DPSM.
7. SINCE SO INSISTENT DID DEALER PLACE CALL TO DPSM TOM STEINWINTER TO REVIEW SINCE CAR IS NEW AND CUSTOMER LIVES A DISTANCE FROM DEALER?
8. CUSTOMER IS EXTREMELY ESCALATED NOW BECAUSE HE THINKS KCC CAN GIVE AUTHORIZATION WITH CASE NUMBER FOR RENTAL. KCC CAN NOT DO THIS.

DEALER STATES:

1. HE HAS NOT MADE AN APPT YET.
2. HE HAD SOME CONCERNS THINK ABOUT 3 THAT NEEDED TO BE LOOKED AT.
3. SVC MGR IS NOT IN RIGHT NOW
4. TOLD HIM RENTAL OR LOANER VEHICLES ARE NOT A PROVISION OF KIA WARRANTY.
5. EXPLAINED THAT WE HAD NO VEHICLES TO PROVIDE HIM.
6. TOLD HIM HE CAN CALL KCC WHO CAN REVIEW REQUEST FOR REIMBURSEMENT ON RENTAL
7. DID NOT CALL DPSM, TOM STEINWINTER.
8. WE DID NOT EXPLAIN TO CUSTOMER WE WOULD NEED CAR 3 DAYS, THOSE ARE HIS OWN WORDS.
9. NOT SURE HOW LONG WE WILL NEED CAR OR WHAT PARTS WILL BE NEEDED TILL WE SEE CAR.

WRITER STATES:

1. ADVISED CUSTOMER THAT WRITER DID SPEAK TO DEALER ADVISOR, TOM
2. ADVISED THAT IN ORDER FOR KMA TO REVIEW REQUEST FOR ASSISTANCE VEHICLE DOES NEED DIAGNOSIS
3. KMA HAS TO DETERMINE CAUSE OF CONCERN AND TIME FRAME TO REPAIR BEFORE REQUEST FOR ASSISTANCE CAN BE AUTHORIZED.
4. ADVISED THAT ONCE IN DEALER AND THEY HAVE DIAGNOSIS KMA CAN FOLLOW UP ON REPAIRS AND REQUEST FOR ASSISTANCE.
5. DEALER IS STATING THEY DID NOT ADVISE CAR WOULD BE NEEDED FOR 3 DAYS.
6. REALLY NOT SURE HOW LONG CAR WOULD BE NEEDED TILL CAR IS DIAGNOSED.
7. UNDERSTAND WHAT CUSTOMER IS STATING. DEALER IS INCORRECT ABOUT INFO GIVEN
8. ADVISED THIS WRITER CAN PROVIDE CASE NUMBER BUT THIS DOES NOT GIVE AUTHORIZATION FOR RENTAL.
DO APOLOGIZE THAT IS NOT PROCESS PUT IN PLACE.
9. ASKED CUSTOMER TO HOLD.

CUSTOMER STATES:

1. HE DID TELL MY WIFE COUPLE OF DAYS AGO THAT CAR WOULD BE NEEDED IN SHOP 3 DAYS.
2. TOLD ME TODAY TO CALL KCC TO GET CASE NUMBER SO I AM GETTING RUN AROUND FROM DEALER

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736575 ██████████	K1485600	7,100
Sedona, AZ ██████████		Prod. Date: 11/16/06	Dealer: AZ030	Liberty Kia

AND NOW

WRITER IS GIVING ME RUN AROUND.

3. WITH THIS **OCS** OFF LIGHT ON AND WE GET IN AN ACCIDENT THEN THERE ARE GOING TO BE BIGGER ISSUES FOR KMA.
4. WILL HOLD.

WRITER STATES:

1. SPOKE TO DPSM, TOM STEINWINTER
2. ADVISED CUSTOMER HAS CALLED KCC VERY ESCALATED
3. EXPLAINED THAT CUSTOMER STATES TOM AT (AZ030) TOLD HIM HE COULD CALL KCC AND GET CASE NUMBER AND

THIS WOULD WORK FOR CUSTOMER TO SUBMIT REQUEST FOR REIMBURSEMENT ON RENTAL TO KMA?

4. CUSTOMER ALLEGES DEALER EXPLAINED CAR WOULD BE NEEDED FOR 3 DAYS.
5. WRITER HAS EXPLAINED TO CUSTOMER THAT CAR NEEDS TO BE DIAGNOSED AND ONCE THIS HAPPENS THEN

DEALER CAN SEEK AUTHORIZATION FOR RENTAL IF CAR IS IN SHOP EXTENDED TIME.

6. CUSTOMER NOW REQUESTING TO SPEAK TO SUPERVISOR
7. STATED WHEN HE PURCHASED CAR HIS SALES PERSON ALSO TOLD HIM IF HE HAD TO LEAVE CAR IN SHOP THAT

KMA AND OR DEALER WOULD PROVIDE CAR TO DRIVE.

8. WRITER DID ASK CUSTOMER IF HE REVIEWED THIS WITH HIS SALES PERSON, HE BECAME MORE ESCALATED.
9. PROVIDED CUSTOMER INFO.
10. WILL EXPLAIN TO CUSTOMER THAT HE WILL HEAR FROM SVC MGR OR DPSM TONIGHT.

DPSM TOM STEINWINTER STATES:

1. DID CUSTOMER CHECK DIMMER OR REOSTAT SWITCH FOR DASH AND HEADLIGHTS?
2. TELL CUSTOMER THAT I AM DRIVING RIGHT NOW BUT WILL PLACE CALL OUT TO SVC MGR, BILL
3. ADVISE HIM THAT SVC MGR OR I WILL CONTACT CUSTOMER TONIGHT.
4. ADVISE THAT IF HE DOES NOT HEAR FROM SVC MGR WILL BE DPSM THAT CALLS AND COULD BE AROUND 9PM

TONIGHT AT LATEST.

5. WILL CONTACT SVC MGR CELL AND ASK HIM TO CONTACT CUSTOMER AND IF NOT ABLE TO REACH SVC MGR THEN

I WILL CONTACT CUSTOMER WHEN I GET TO MY DESTINATION.

WRITER STATES:

1. ASKED CUSTOMER IF HE CHECKED DIMMER SWITCH TO CONFIRM IT IS NOT TURNED DOWN OR OFF?
2. DID REVIEW SITUATION WITH DPSM, TOM STEINWINTER
3. HE IS TRAVELING RIGHT NOW BUT WILL PLACE CALL OUT TO SVC MGR, BILL (AZ030)
4. WILL ASK SVC MGR TO CONTACT CUSTOMER TO MAKE ARRANGEMENTS TO GET CAR INTO SHOP AND TO SEE ABOUT

REQUEST FOR ASSISTANCE. THIS WOULD NOT BE GUARANTEE CAR CAN BE PROVIDED RIGHT AWAY BUT WILL GET

CORRECT PEOPLE INVOLVED SO DECISION CAN BE MADE.

5. DPSM STATED IF HE CAN NOT REACH SVC MGR THEN HE WILL CONTACT CUSTOMER DIRECTLY
6. DPSM WILL CONTACT CUSTOMER BY 9PM TONIGHT IF HE CAN NOT REACH SVC MGR.

CUSTOMER STATES:

1. FINE, WILL WAIT FOR CALL BACK FROM DPSM OR SVC MGR, BILL.
2. BETWEEN THE 2 WILL HOPE I CAN GET THIS ISSUE RESOLVED.

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Sedona, AZ ██████████		Prod. Date: 11/16/06	Dealer: AZ030 Liberty Kia	

3. JUST WANT DEALER TO HONOR PROMISES MADE WHEN VEHICLE WAS PURCHASED AND DONT WANT TO LEAVE

WIFE SITTING AT DEALERSHIP FOR MANY HOURS.

4. WILL WAIT FOR CALL BACK.

*** EMAIL OUT _TDonnelly Action Type:External email

Send to:[TSTEINWINTER@KIAUSA.COM]

TOM.

HERE IS THE CONTACT INFO FOR CUSTOMER BAYENS REQUESTING RENTAL ASSISTANCE FROM (AZ030).

COMPLAINTS ARE DASH LIGHTS OUT AT NIGHT-INTERMITTANTLY, DIMMER SWITCH OK-**OCS** OFF LIGHT ON & DRIVER SIDE WINDOW LEAKING **AIR** AND WATER. ADVISED CUSTOMER THAT SVC MGR BILL OR DPSM TO CONTACT CUSTOMER TONIGHT. CUSTOMERS HOME NUMBER IS ██████████ VEHICLE IS 2007 SORENTO 7100 MILES. ORIGINAL OWNER. LET ME KNOW WHO CONTACTED CUSTOMER, MY EXTENSION IS 45099.

THANKS.

TERI

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 Aff**AIR**s Dept. at 949.468.4619 AND delete this email.

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<<File Attachment: \\eopubs\ClarifyOB\CA_Attachments\SendHistory\Case_K1485600_TDonnelly_08-12-2008172328.doc>>

*** PHONE LOG 08/13/2008 07:34 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, TOM STEINWINTER ASKING WHO MADE CONTACT WITH CUSTOMER LAST NIGHT FOR APPT WITH DEALER (AZ030) FOR ELECTRICAL CONCERNS.
2. DID DPSM OR DEALER SVC MGR CALL CUSTOMER?
3. PLEASE LET WRITER KNOW SO FILE CAN BE UPDATED.

*** PHONE LOG 08/13/2008 03:18 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO DPSM, TOM STEINWINTER
2. ASKED IF CUSTOMER WAS CONTACTED LAST NIGHT?
3. CAN DPSM CONFIRM AND CALL WRITER BACK SO FILE CAN BE CLOSED WITH RESOLUTION?
4. THANKS FOR HELP.

DPSM TOM STEINWINTER STATES:

1. DID SPEAK TO BILL AT (AZ030) LAST NIGHT
2. HE WAS SUPPOSED TO CALL CUSTOMER LAST NIGHT
3. DID NOT CONFIRM TODAY IF HE DID. WILL CHECK NOW AND CALL WRITER BACK.

*** PHONE LOG 08/14/2008 07:03 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

DPSM TOM STEINWINTER STATES:

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736575 ██████████	K1485600	7,100
Sedona, AZ ██████████		Prod. Date: 11/16/06	Dealer: AZ030 Liberty Kia	

1. LEFT VM MESSAGE 8/13/08 @ 5:32 PM STATING HE DID SPEAK TO SVC MGR, BILL (AZ030)
2. BILL DID SPEAK TO CUSTOMER AND CALMED CUSTOMER DOWN.
3. CUSTOMERS ARE BRINGING CAR TO SHOP ON MONDAY 8/18/08 FOR APPT
4. IF ANY FURTHER QUESTIONS CAN CALL BILL OR MYSELF BACK.

*** PHONE LOG 08/14/2008 10:19 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SVC MGR, BILL (AZ030)
2. CALLING TO FIND OUT WHAT DEALER AND CUSTOMER CAME TO ON REQUEST FOR RENTAL VEHICLE WHEN DEALER SPOKE TO CUSTOMER?
3. WILL CHECK BACK WITH DEALER ON MONDAY WHEN CAR IS IN SHOP ON THE DIAGNOSIS.

DEALER STATES:

1. DID SPEAK TO CUSTOMER THAT SAME NIGHT, DPSM TOM STEINWINTER CALLED ME.
2. DID APOLOGIZE HOW IT WAS HANDLED FROM THE BEGINNING AND SPOKE TO ADVISOR ABOUT THAT.
3. SPENT LOT OF TIME ON PHONE WITH CUSTOMER.
4. HE DID MAKE AN APPT TO COME IN ON MONDAY AM
5. HE IS GOING TO STAY HERE WHILE WE DO DIAGNOSIS
6. WE ARE GOING TO GIVE HIM A LIFT TO THE MALL WHILE WE DO DIAGNOSIS
7. ONCE WE HAVE COMPLETED DIAGNOSIS WE WILL DETERMINE IF PARTS ARE NEEDED
8. IF WE NEED PARTS AND HAVE TO ORDER, THEN WILL DO THAT AND CUSTOMER WILL COME BACK.
9. IF WE HAVE TO KEEP CAR THEN WE SHOULD BE ABLE TO MAKE ARRANGEMENTS TO GET CAR FOR CUSTOMER TO DRIVE.
10. HE SEEMED AGREEABLE TO THIS AND WILL BE HERE SOME TIME AFTER 10 AM MONDAY.

*** CASE CLOSE 08/14/2008 12:12 PM US Mountain Standard Time TDonnelly

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1415710	6,034
Longwood, FL ██████████		Prod. Date: 10/20/06	Dealer: FL088 Longwood Carnival Kia	

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 02/19/2008 09:40 AM Pacific Daylight Time KWarren
NCA received MVDN
MVDN states:

1. 3 or more rep*AIR* attempts have been made to rep*AIR* the same defect or condition
2. Alleged defect: *PASS*enger front *AIR*bag remains off with *PASS*enger sitting in front *PASS*enger seat.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.
4. Writer to scan into case and forward to the Southern Region for further handling.

*** PHONE LOG 02/21/2008 02:26 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted DPSM and FTR to see where tool will be for *OCS* reflash in order to schedule final attempt
DPSM (DS) will do reflash if vehicle is available tomorrow

*** PHONE LOG 02/21/2008 02:27 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact at both numbers provided
LM requesting call back

*** PHONE LOG 02/21/2008 05:41 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd call back from Mr. ██████████ and will deliver the veh around

*** PHONE LOG 02 22 2008 10:31 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
Per DPSM-DS--reflash completed.

*** PHONE LOG 02/22/2008 10:34 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ & advised that the reprogramming is complete & requested he contact me if any further concerns.

*** CASE CLOSE 02/22/2008 10:36 AM Eastern Daylight Time JuneSifford

*** EMAIL OUT JuneSifford Action Type:External email

Send to:[Tacker, Dan {KMA}]

SRCAA rec'd BBB/CCF indicating

1. vehicle purchased new on 10/10/07 @ Longwood Kia
2. 8349 current miles
3. CONCERNS ARE

*PASS*enger *AIR*bag sensor does not detect *PASS*enger--4x's current
CEL--1x's --current

4. Requesting --replace/repurchase

**Kia Motors America
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1415710	6,034
Longwood, FL ██████████		Prod. Date: 10/20/06	Dealer: FL088	Longwood Carnival Kia

*** PHONE LOG 03/21/2008 04:09 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA contacted Mr. ██████████ states

1. seat does not work with me or with my wife
2. your guy came down & sat in it and of course it worked he weighs 200+ lbs
3. I have not taken it back to the Dealer

SRCAA advised

1. request you schedule appointment for inspection at the Dealer
2. Let me know when & I will contact Dealer to advise of what inspection needs to take place
3. Once we confirm that the system is not working I can move forward to assist you
4. please understand that the system is designed not to work under certain circumstances

Mr. ██████████ will consider

*** NOTES 03/25/2008 11:04 AM Eastern Daylight Time JuneSifford Action Type:Manager review

TE requested.

*** PHONE LOG 03/25/2008 11:10 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA contacted FL088 to request additional RO's--They were previously requested but have not been recieved.

*** PHONE LOG 03/25/2008 11:12 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA contacted Mr. Bentley & requested all RO's and sales documents.

*** NOTES 04/10/2008 10:56 AM US Mountain Standard Time JHirshfield Action Type:Manager review

Tread Review - JH

*** PHONE LOG 04/25/2008 05:06 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA contacted Mr. ██████████ states

1. the **PASS**enger **AIR**bag is still not working but I have not had the time to take it into the dealer
2. called the BBB and told them that I do not have time for this so I closed the file
3. I feel you (Kia) should be worried about this because if something happens it will be a lawsuit against you.
4. you keep telling me to take it to the Dealers

SRCAA advised

1. I have not received the documents that requested.
2. request you send documents and I will complete a review for you
3. If you were still having a problem you should have taken it to the Dealer
4. you should take it to the Dealer now with your wife and demonstrate the concerns.
5. provided fax for documents.

*** COMMIT 04/25/2008 05:07 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOSE 04/25/2008 05:08 PM Eastern Daylight Time JuneSifford

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1415710	6,034
Longwood, FL ██████████		Prod. Date: 10/20/06	Dealer: FL088	Longwood Carnival Kia

*** NOTES 05/19/2008 01:06 PM Eastern Daylight Time JuneSifford Action Type:Manager review
reopen for commitment follow up

*** NOTES 05/22/2008 01:33 PM Eastern Daylight Time JuneSifford Action Type:Manager review
newest reflash was completed on 2/22/08 by DPSM-DS

*** CASE CLOSE 05/22/2008 01:34 PM Eastern Daylight Time JuneSifford

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1368628	1,600
Northampton, PA ██████████		Prod. Date: 11/6/06	Dealer: PA023 Keystone Kia	

Case History

Complaint *RevAIR* Assistance

*** PHONE LOG 10/08/2007 06:46 AM US Mountain Standard Time DLyons

Jackie Fassl - co owner

1. cust was having a problem with the a/b light coming on
2. on the 9/24th the vehilce was returned 9/25
3. the a/b light is still coming on when a *PASS*enger is in the seat
4. there is also a noise coming on from the rear of the vehicle - it is a creaking noise - the dlrshp torqued rear suspension
5. the dlrshp advised they needed a part, which was ordered, this was an *AIR*bag module
6. driveshaft was removed, another drive shaft was put into the vehicle. the noise was better.
7. the noise is now worse- the vehicle is not at the kia dlrshp

Writer advised:

1. apolgoized
2. the vehicle will need to return to the kia dlrshp to determine the cause of these concerns
3. updated cust info, no previous cases, cust provided case#
4. contact this office when the vehicle returns to the kia dlrshp

Cust states:

1. is there another kia dlrshp in the area

Writer referred to several drlshps in the area.

*** CASE CLOSE 10/08/2007 06:46 AM US Mountain Standard Time DLyons

*** NOTES 01/15/2008 04:26 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1499244	8,800
Columbus, OH ██████████		Prod. Date: 4/20/07	Dealer: OII030 Chesrown Kia Town	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 09/15/2008 07:25 AM US Mountain Standard Time APatrick

CUST STATED:

- 1: I HAVE HAD MY VEH IN AT OH026 HATFIELD FOR THE SAME THING MULTIPLE TIMES
- 2: THEW CEL LIGHT KEEPS COMING ON. **AIR** BAG LIGHT WONT GO OFF. ANT TPMS IS COMING ON
- 3: THEY HAVE HAD A LOANER FOR ME IN THE PAST BUT IF THEY DONT I SHOULD NOT HAVE TO PAY FOR A RENTAL
- 4: I AM AT THE POINT I NO LONGER HAVE CONFIDENCE IN THIS VEH AND AM GOING TO LOOK INTO LEMON LAW AND GET OUT OF MY CONTRACT WITH KIA
- 5: I CANT GET THROUGH TO THE DLR BECAUSE OF THE WEATHER THE PAST 2 DAYS I DONT WANT TO DRIVE THE VEH

WRITER STATED:

- 1: APOLOGIZED FOR THE PROBLEM
- 2: WE CAN OVERSEE DIAGNOSIS AND **RepAIR** MAKING SURE THE DLR IS USING ALL THE TOOLS AND RESOURCES PROVIDED BY KIA TO RESOLVE THE PROBLEM
- 3: RENTALS ARE NOT A PROVISION OF KIA WARRANTY BUT CAN BE CONSIDERED ON A CASE BY CASE BASIS
- 4: LEMON LAW ETC IS DIFFERENT FROM STATE TO STATE SEE OWNERS AND WARRANTY MANUALS

CUST STATED:

- 1: I AM JUST GOING TO CLEAN MY CAR OUT WHEN IT GETS TO THE DLR AND FIGHT TO CANCEL MY CONTRACT

WRITER ADVISED:

- 1: TRANSFERRED CUST TO R/A FOR TOW

*** PHONE LOG 09/16/2008 08:25 AM US Mountain Standard Time APatrick Action Type:Outgoing call

SCOTT SVC REP HATFIELD KIA STATED:

- 1: SHE IS TAKING VEH TO CHESEROUND INSTEAD
- 2: I DOUBT THEY ARE OPEN MOST AREAS WITHOUT POWER

WRITER ADVISED:

- 1: OK THANKS

*** PHONE LOG 09/16/2008 10:01 AM US Mountain Standard Time APatrick Action Type:Outgoing call

WRITER CALLED JEREMY AT DLR LVM:

- 1: CALLING IN REFERENCE TO THIS CASE
- 2: PLEASE CALL ME:
- 3: PROVIDED CASE AND CONTACT NUMBERS

*** PHONE LOG 09/17/2008 07:56 AM US Mountain Standard Time APatrick Action Type:Outgoing call

WRITER CALLED DLR LVM WITH RECEPTION:

- 1: CALLING IN REFERENCE TO THIS CASE
- 2: PLEASE CALL ME:
- 3: PROVIDED CASE AND CONTACT NUMBERS

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1499244	8,800
Columbus, OH ██████████		Prod. Date: 4/20/07	Dealer: OH030 Chesrown Kia Town	

*** PHONE LOG 09/19/2008 09:38 AM US Mountain Standard Time APatrick Action Type:Outgoing call
DENNY SVC MGR AT CHESEROUND STATED:
1: VEH HAS NOT BEEN IN THIS SHOP SINCE 2007

WRITER STATED:
1: OK THANKS

*** PHONE LOG 09/19/2008 09:41 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER CALLED CUSTOMER LVM:
1: CALLING IN REFERENCE TO CASE
2: PLEASE CALL
3: PROVIDED CASE AND CONTACT NUMBER

*** PHONE LOG 09/19/2008 02:03 PM US Mountain Standard Time JSinclair **AIR** Action Type:Incoming call
Customer states:
1. I got a call from Tony at ext 46385
Wtr states:
1. Wtr will check if Tony is available
Wtr conference customer on line with Tony

*** PHONE LOG 09/19/2008 02:04 PM US Mountain Standard Time APatrick Action Type:Incoming call
CUST STATED:
1: I HAVE NOT TAKEN VEH TO DLR
2: DONT KNOW WHEN

WRITER ADVISED:
1: PLEASE CALL US WHEN YOU DO SO WE CAN OVERSEE THE DIAGNOSTICS AND REP. **AIR**

CUST STATED:
1: OK THANKS

*** PHONE LOG 09/19/2008 02:05 PM US Mountain Standard Time APatrick Action Type:Incoming call
CLOSING CASE PENDING FURTHER CONTACT BY CUSTOMER

*** CASE CLOSE 09/19/2008 02:05 PM US Mountain Standard Time APatrick

*** PHONE LOG 09/24/2008 08:17 AM US Mountain Standard Time LColetta Action Type:Incoming call
Cust states:
1. Had spoken to someone there previous because of a survey.
2. Was told to call back when veh was at dlr.
3. Veh is now at Chesrown Kia.
4. Not a problem with dlr. believe they are trying to fix the veh.
5. But do not like way tech wrote up the ticket.
6. Was written up as a seat belt concern not an **AIR** bag light concern that has been ongoing

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1499244	8,800
Columbus, OH ██████████		Prod. Date: 4/20/07	Dealer: OH030	Chesrown Kia Town

8. ESC light comes on & veh loses power.
9. TPMS light & TPMS keeps coming on.
10. Was adv to call back when taking veh to dlr.
11. Dlr provided me a loaner today but can not afford a rental if veh is not rep**AIR**ed today.
12. I think I have a lemon.
13. Veh has been at dlr every month since purchase.
14. Purchased veh for the safety features but if **AIR** bags do not work, then **PASS**enger is not safe.

Writer states:

1. Updated, no recalls.
2. Apologized for situation.
3. Not discounting **AIR** bag situation but seat belts are the primary safety restraints.
4. Kia will rep**AIR** the veh according to the terms of the man warranty.
5. Kias buyback policy is in accordance with your states laws.
6. Referred to WCIM for info on laws in callers state.
7. Adv warranty provides for the rep**AIR** of the veh.
8. Kia does not have a provision for rentals.
9. However, Kia does assist with rentals on a case-by-case basis.
10. The decision will not come from this office.
11. The decision is made by the Kia area rep.
12. Must have a diagnosis at the Kia dlr to consider.
13. We can review this request with the srv mgr and our area rep. to determine if rental assistance can be provided.
14. Writer will call dlr & Kia rep.
15. Writer will escalate file to the regional office for further assistance.
16. Cust will receive call back from someone in region with 2 days.
17. If need further assistance before receive call back from someone in region, please call writer back.
18. Provided case number & writer's ext.

*** NOTES 09/24/2008 08:21 AM US Mountain Standard Time LCoema Action Type:Manager review
Writer checked AS400 warranty file:

1. 2 seat cushion rep**AIR**s.
2. fuse box
3. cannister valve.

*** PHONE LOG 09/24/2008 08:29 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called Chesrown Kia spoke with srv adv Jeremy & stated:

1. Requested to speak with the srv mgr.
2. Adv of reason for call.

Srv adv stated:

1. Srv mgr is at lunch.
2. Veh is here.
3. Tech has not looked at veh yet.
4. I test drove veh. not able to duplicate any of cust concerns.
5. But will have tech look at it.
6. We have not seen veh since 2007. has been taking veh to another dlr.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736675 [REDACTED]	K1499244	8,800
Columbus, OH [REDACTED]		Prod. Date: 4/20/07	Dealer: OH030	Chesrown Kia Town

Writer states:

1. There are 4 tech cases open & several rep**AIR**s to seat cushions, cannister valve & fuse block.
2. Cust talking lemon law.
3. Writer will call DPSM & will escalate the file to the regional office.

*** PHONE LOG 09/24/2008 08:31 AM US Mountain Standard Time L.Colema Action Type:Outgoing call

Writer called DPSM DBauer & stated:

1. Adv of veh & cust concerns with veh.
2. Adv 4 tech cases open.
3. Veh now at Chesrown. but has been at OH026 for prev rep**AIR**s.
4. Adv of prev rep**AIR**s.
5. Adv of srv adv information.
6. Writer dispatching file to region.

*** EMAIL OUT _ L.Colema Action Type:External email

Send to:[DBauer@kiausa.com]

Linda ext 45038

1. Multiple problems with veh, CEL, ESC light & **AIR** bag light.
2. 2 seat cushion replacements. 2 closed cannister replacements & a fuse block.
3. New veh.
4. Writer dispatching file to region.

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*** NOTES 09/24/2008 08:36 AM US Mountain Standard Time L.Colema Action Type:Manager review

Writer dispatching file to region:

1. Veh at dlr now for CEL, ESC light with loss of power & **AIR** bag light.
2. 4 tech cases.
3. Several warranty rep**AIR**s for concerns.
4. Cust talking lemon law.
5. Cust requesting rental assistance as well as rep**AIR** assistance.
6. Please review & contact cust.

*** PHONE LOG 09/24/2008 12:23 PM US Mountain Standard Time L.Colema Action Type:Incoming call

Cust states:

1. Just spoke with srv adv.
2. Srv adv states they are unable to duplicate the loss of power concern.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1499244	8,800
Columbus, OH ██████████		Prod. Date: 4/20/07	Dealer: OH030 Chesrown Kia Town	

5. I would have to rent a veh out of pocket & I can not do that.
6. There is really something wrong with the veh.
7. I have to take the rental dlr gave me back by 10 AM tomorrow.

Writer states:

1. Writer has escalated the file to the region.

Writer put cust on hold & called MGallagher in Central Region, left VM message stating:

1. Adv of cust information.
2. Cust does not want to pick up the veh.
3. Please call cust.
4. Will get contact number for cust.

Writer went back to cust & stated:

1. Had to leave a message for analyst who will be working on cust case MGallagher.
2. What is a good contact number for cust.

Cust states:

██████████

*** PHONE LOG 09/25/2008 04:35 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I WAS WAITING FOR A CALL BACK YESTERDAY.
2. THE DEALER IS UNABLE TO TAKE CARE OF MY CAR.
3. AND AS THE RESULT OF THIS I HAVE TO BE W/OUT A VEHICLE.
4. THE DEALER CAN ONLY RENT A VEHICLE FOR JUST ONE DAY.
5. I UNDERSTAND THE ARE REP IS-HI ONLY ONE THAT CAN RENT A VEHICLE FOR ME BEYOND ONE DAY
6. I HAVE A 10:00 AM APPOINTMENT TO TAKE THE CAR BACK TO THE DEALER.
7. I NEED ANOTHER VEHICLE TO DRIVE TODAY.

WRITER STATED

1. WRT EXPLAINED THAT HER CASE WAS ESCALATED TO ONE OF OUR REGIONAL OFFICES.
2. THE REGIONAL OFFICE WILL NEED AT LEAST 48 HRS TO REVIEW THE CASE AND GET BACK W/ THE CUSTOMER.
3. CUSTOMER WOULD LIKE TO MAKE SURE HER CONCERNS IS TAKEN CARE OF AS SOON AS POSSIBLE.
4. CUSTOMER CAN BE REACH AT 614-738-9733.

*** NOTES 09/25/2008 09:01 AM Central Daylight Time MGallagher Action Type:Meeting
ACCEPTED CASE THIS DATE...WTR TO CONTACT CUST NLT 9/26 TO DISCUSS CASE

*** PHONE LOG 09/26/2008 02:53 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W CUST @ 614-738-9733:

1. IN RECEIPT OF CASE AT REGION OFFICE
2. CUST ADVISED SHE IS DRIVING RIGHT NOW & REQ'D C/B @ HOME LATER

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1499244	8,800
Columbus, OH ██████████		Prod. Date: 4/20/07	Dealer: OH030	Chesrown Kia Town

*** PHONE LOG 09/26/2008 04:14 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @ ██████████

1. CUST CURRENTLY HAS POSSESSION OF VEH
2. LOANER WAS PROVIDED DURING PREVIOUS REPAIRS
3. DLR HAD SCRATCHED PAINT ON VEH DURING LAST REPAIRS SO VEH WILL BE BROUGHT BACK NEXT WEEK TO REMEDY SITUATION
4. PREVIOUS CONCERNS OF CEL ON, AIR BAG LIGHT ON, ESC ON, TPMS LIGHT ON ARE CURRENTLY OTS
5. CUST STATED IF CONCERNS RETURN THEN WOULD WANT TO PROCEED W/LEMON LAW REMEDIES
6. WTR PROVIDED C/B # IF CUST NEEDS TO CONTACT IN FUTURE
7. CASE CLOSED PENDING FURTHER CONTACT FROM CUST

*** CASE CLOSE 09/26/2008 04:15 PM Central Daylight Time MGallagher

*** CASE CLOSE 10/09/2008 01:18 PM EST Mountain Standard Time Highfield

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC735385 [REDACTED]	K1537882	7,643
Boca Raton, FL [REDACTED]		Prod. Date: 8/11/07	Dealer: FL099 Williams Delray Kia	

Case History

Complaint *RepAIR* Assistance

*** NOTES 01/04/2009 03:58 PM clarify Action Type: Manager review

*** Performed by contact [REDACTED]

I recently purchased a Kia Sorento from Paramount Kia in Asheville, NC. Soon thereafter, I drove the vehicle down to my other home in Boca Raton, FL.

After noticing that the *PASS*enger *AIR* bag light remained on even though my wife was sitting properly in the *PASS*enger seat, I took the car to Williams Kia in Delray Beach, FL to inspect and correct this problem.

They informed me that there is nothing wrong, it cannot be rep*AIR*ed, and often occurs with this vehicle. When I asked if the *PASS*enger side *AIR*bag would inflate upon auto impact, they said that it would not. This is something that is very wrong.

The *PASS*enger's life is at risk!

I do not consider that this problem has been satisfactorily address to date.

I trust that you can help resolve this matter so that I do not have to seek redress elsewhere.

Sincerely,

[REDACTED] (an otherwise happy Kia owner)

*** PHONE LOG 01/06/2009 01:45 PM US Mountain Standard Time RBriones Action Type:Incoming call

Writer called FL099 and Vince in svc stated:

1. There is really not a lot I can do.
2. Got in the car and checked it and tested it.
3. Not really a lot other than that.
4. There are no parts to change.
5. Vehicle is 2008 and has the latest update.
6. Tried to explain to customer how it works.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 01/06/2009 04:11 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Attempted to call customer several times (at diff times of day) and kept getting busy signal.

*** PHONE LOG 01/07/2009 06:06 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and stated:

1. Adv customer had followed up with dealer.
2. Speaking with svc dept, they advised that everything was working properly.

Mr Bloch stated:

1. I like everything else about the car.
2. However, when my wife sits in the *PASS*enger seat, the light does not go off.
3. It is that way most of the time she is in the seat.
4. Don't feel that dealership really did anything, they just sat in the seat.
5. Was told that is just the way it is.
6. Do not want to take the vehicle back to that dealer.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty rep*AIR*s.
3. Gave customer alternate dealers near him.
4. Advised customer to call back once vehicle is at dealer.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735385 ██████████	K1537882	7,643
Boca Raton, FL ██████████		Prod. Date: 8/11/07	Dealer: FL099 Williams Delray Kia	

6. If customer is not seated properly in seat, light may stay on.

*** CASE CLOSE 01/07/2009 06:07 PM US Mountain Standard Time RBriones
closed pending cust call back.

*** CASE CLOSE 04/09/2009 10:50 AM US Mountain Standard Time TMorales

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735785 ██████████	K1586064	20,958
Mooreville, NC ██████████		Prod. Date: 5/9/07	Dealer: NC050 Keffer Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 05/08/2009 02:13 PM US Mountain Standard Time ELeon Action Type:Incoming call

CUSTOMER STATED:

1. PURCHASED THE VEHICLE USED.
2. I CANNOT SEE THE CLOCK.
3. NOT IN THE PROPER PLACED TO SEE.
4. VERY LITTLE VISIBILITY AT NIGHT.
5. THE **AIR** BAG LIGHT OFF LIGHT WILL NOT GO OFF WHEN SOMEONE SIT IN THE SEAT.
6. I AM FEELING A SLIGHT LITTLE JUMP IN THE TRANSMISSION?
7. I'M NOT SURE WHAT TO DO?

WRITER STATED:

1. SORRY FOR THE CONCERN.
2. THERE IS ONE OPEN RECALL (SC076) REGARDING THE SORENTO **OCS** REPROGRAM.
3. THE DEALER CAN DO THE RECALL AT NO COST.
4. THE KIA DEALER WILL NEED TO INSPECT THE LIGHTING OF THE CLOCK TO SEE IF THERE IS A DEFECT?
5. WRITER RECOMMENDS YOU CONTACT THE KIA DEALER AND HAVE THEM DO THE RECALL. INSPECT THE CLOCK AMBIENCE AND THE SHIFTING CONCERN?
6. THE KIA DEALER WILL NEED TO DUPLICATE THE SHIFT CONCERN IN ORDER TO DO ANY **REPAIRS**?
7. PROVIDED CLOSEST KIA DEALER.
8. PROVIDED CASE NUMBER IF NEED ANY ASSISTANCE?

CUSTOMER STATED:

1. I'LL CALL THE DEALER AND SCHEDULE AN APPOINTMENT FOR THE RECALL.
2. I'LL TEST DRIVE WITH THE SERVICE TECH AND POINT OUT THE SHIFTING CONCERN.
3. I'LL HAVE THEM CHECK OUT THE CLOCK TOO?
4. THANK YOU.

*** CASE CLOSE 05/08/2009 02:14 PM US Mountain Standard Time ELeon

*** PHONE LOG 05/27/2009 11:52 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I TOOK IT IN TO NC050.
2. THEY DID THE ADJUSTMENT (RECALL) TO THE **AIR** BAG.
3. THE **AIR** BAG LIGHT STILL COME ON AND OFF.
4. THERE IS ALSO SOME KIND OF JUMP ON THE MOTOR EVERY TIME I GET TO STOP.
5. HE DID AN ADJUSTMENT AND IT'S STILL DOING THE SAME THING.
6. I HAVEN'T BEEN ABLE TO TAKE THE VEHICLE TO THE DLR AGAIN.
7. WE TRAVEL A LOT SO I HAVEN'T HAD A CHANCE TO CALL THEM EITHER.
8. I WAS WONDERING IF I COULD GET INTO ANOTHER VEHICLE.

WRITER STATED

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. WRT ADVISED THE CST TO CONTACT THE DLR AND MAKE THEM AWARE OF THE CONDITION OF THE VEHICLE.
3. WRT TOLD THE CST TO TAKE IT BACK TO THE DLR.
4. WRT PROVIDED THE CASE NUMBER AND WRT'S EXT.
5. WRT ADVISED THE CST TO CALL BACK ONCE SHE GETS A CHANCE TO SCHEDULE A SVC

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735785 ██████████	K1586064	20,958
Mooresville, NC ██████████		Prod. Date: 5/9/07	Dealer: NC050 Keffer Kia	

APPOINTMENT.

6. KIA WILL CONTINUE TO WORK TOGETHER W/ THE DLR TO REPAIR THE VEHICLE.
7. CST THANKED WRT FOR THE INFO.

*** CASE CLOSE 05/27/2009 11:53 AM US Mountain Standard Time ERuiz

*** PHONE LOG 06/03/2009 01:01 PM US Mountain Standard Time ELeon Action Type:Incoming call
CUSTOMER SATED:

1. THE Keffer Kia DID THE RECALL (SC0765).
2. WHEN WE DROVE THE VEHICLE FOR 3 HOURS THE **AIR** GAG LIGHT OFF LIGHT CAME BACK ON.
3. MY HUSBAND AND I SWITCHED SEATS AND I DROVE.
4. THE **AIR** BAG OFF LIGHT WENT OFF INDICATING THAT THE **AIR** BAG WAS ACTIVATED.
5. I TOOK THE VEHICLE TO THE Keffer Kia DEALER TODAY FOR AN OIL CHANGE AND TIRE ROTATION AND TOLD THE SERVICE MANAGER THAT THE **AIR** BAG OFF LIGHT COMES IN WHEN I SIT IN THE VEHICLE.
6. THE SERVICE MANAGER SAID THAT BECAUSE I WEIGH 117 POUNDS, THE **AIR** BAG LIGHT COMES ON AND IT IS SET FOR A CHILD.
7. I DID NOT APPRECIATE THE SERVICE MANAGER TELLING ME THAT I AM AT A CHILD WEIGHT .
8. I HAVE SAT IN VARIOUS WAYS LIKE SEAT UP OR PUSHED BACK AND SEAT BACK UP OR A LITTLE DOWN, BUT THE **AIR** BAG OFF LIGHT COMES ON FOR ME AND NOT MY HUSBAND.
9. THE DEALER SAID THAT THERE WAS NOTHING THEY CAN DO.
10. I WANT A SAFE VEHICLE TO BE IN AND I TOLD THE DEALER THAT IF WE GET INTO AN ACCIDENT AND THE **AIR** BAGS DON'T GO OFF. THEY WILL BE LIABLE.
11. I NEED TO HAVE THE **AIR** BAG FIXED.

WRITER STATED:

1. SORRY FOR THE CONCERN.
2. WRITER WILL CONTACT THE Keffer Kia SERVICE MANAGER AND REVIEW THE CONCERN.
3. WRITER WILL CONTACT THEIR DPSM AND ADDRESS YOUR CONCERN AND REVIEW WHAT CAN BE DONE?
4. WRITER WILL CONTACT CUSTOMER ONCE SPOKEN TO THE KIA REP.
5. PROVIDED CASE NUMBER AND WRITERS CONTACT NUMBER.

CUSTOMER STATED:

1. MY CELL IS ██████████
2. THANK YOU.

*** PHONE LOG 06/09/2009 05:08 AM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT STEVE SERVICE MANAGER AT Keffer Kia.

WRITER STATED:

1. PROVIDED CUSTOMERS INFO
2. CUSTOMER CALLED COMPLAINING ON THE **AIR** BAG OFF LIGHT COMES ON WHEN SHE IS SITTING IN THE **PASS**NGER SEAT?

STEVE STATED:

1. WE OPENED A TECH LINE CASE SEEING THAT THE CUSTOMER BEEN IN HERE FOR THE SAME CONCERN.
2. WE DID PERFORM THE RECALL (SC076) ON 5/11/09.

**Kia Motors America
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735785 ██████████	K1586064	20,958
Mooresville, NC ██████████		Prod. Date: 5/9/07	Dealer: NC050 Keffer Kia	

3. THE CUSTOMER WEIGHS 112 POUNDS AND WHEN SHE IS SITS IN THE FRONT **PASS**ENGER SEAT, SOMETIMES THE **AIR** BAG OFF LIGHT COMES ON.
4. THE CUSTOMERS HUSBAND, MYSELF AND A TECH HAD SIT IN THE SEAT WHEN CUSTOMERS DRIVING THE VEHICLE AND THE OFF LIGHT GOES OFF FOR US.
5. WHEN WE SWITCH DRIVERS AND CUSTOMER SITS IN THE FRONT **PASS**ENGER SEAT, THE **AIR** BAG OFF LIGHT STAYS ON.
6. KIA TECH LINE SAYS THAT THE **AIR** BAG SYSTEM IS OPERATING AS DESIGN.
7. THE CUSTOMER WEIGHT IS THE FACTOR AND NOT THE SYSTEM.
8. THE CUSTOMER WILL NOT ACCEPT THE FACT THAT THE PROBLEM IS CUSTOMERS WEIGHT AND NOT THE SYSTEM.
9. THERE IS NOTHING WE CAN DO TO THE VEHICLE AND THE **AIR** BAG SYSTEM SINCE IT IS OPERATING AS DESIGN.

WRITER STATED:

1. WRITER WILL CONTACT THE DPSM FOR REVIEW.
2. THANK YOU.

*** PHONE LOG 06/10/2009 06:54 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM Bob Stricklen.

WRITER STATED:

1. PROVIDED CUSTOMERS INFO.
2. CUSTOMER STATES THAT THE **AIR** BAG OFF LIGHT COMES ON WHEN SHE SITS ON THE FRONT **PASS**ENGER SEAT.
3. CUSTOMER SAYS SHE WEIGHS APPROX 117 POUNDS.
4. THE NC050 PERFORM THE RECALL (SC076) ON 5/11/09.
5. STEVE SERVICE MANAGER SAYS HE AND CUSTOMERS HUSBAND AND A TECH HAD SAT IN THE SEAT WHEN CUSTOMERS DRIVING THE VEHICLE AND THE OFF LIGHT GOES OFF FOR THEM.
5. WHEN THEY SWITCH DRIVERS AND CUSTOMER SITS IN THE FRONT **PASS**ENGER SEAT, THE **AIR** BAG OFF LIGHT STAYS ON.
6. STEVE SAYS THE KIA TECH LINE SAID THAT THE **AIR** BAG SYSTEM IS OPERATING AS DESIGN.
7. STEVE SAID THE CUSTOMER WEIGHT IS THE FACTOR AND NOT THE SYSTEM.
8. CUSTOMER SAYS SHE ADJUSTED HERSELF IN DIFFERENT POSITIONS TO MAKE SURE SHE IS SITTING CORRECTLY, BUT THE **AIR** BAG OFF LIGHT STILL STAYS ON FOR HER.
9. CUSTOMER FEELS THIS IS A DEFECT AND NOT CUSTOMER.
10. WHAT CAN WE DO FOR THE CUSTOMER?

BOB STATED:

1. IF THERE IS NO CODES FOR THE **AIR** BAG OFF LIGHT, THERE ISN'T ANYTHING WE CAN DO.
2. APPARENTLY THE **AIR** BAG SYSTEM IS OPERATING AS DESIGN.
3. SEEING THAT THE **AIR** BAG OFF LIGHT IS FUNCTIONING WITH THE SERVICE MANAGER AND HUSBAND SITTING IN THE SEAT. THERE IS NOTHING CAN BE DONE.

WRITER STATED:

1. WRITER WILL CONTACT THE CUSTOMER.
2. THANK YOU.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735785 ██████████	K1586064	20,958
Mooreville, NC ██████████		Prod. Date: 5/9/07	Dealer: NC050 Keffer Kia	

2. CALL ME WHEN YOU GET THE CHANCE.
3. THANK YOU.

*** PHONE LOG 06/10/2009 10:23 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER.

WRITER STATED:

1. WRITER SPOKE TO THE DPSM AND THE DEALER.
2. THE KIA DEALER SERVICE MANAGER DID CONTACT THE KIA TECH FOR ASSISTANCE.
3. SINCE THE **AIR** BAG LIGHT SYSTEM IS FUNCTIONING WHEN YOUR HUSBAND. THE SERVICE MANAGER AND THE TECH SITTING IN THE SEAT, NOTHING THE DEALER CAN DO.
4. THE DPSM SAID THAT SINCE THERE IS NO CODES THAT COMES UP FOR THE **AIR** BAG SYSTEM, THERE IS NOTHING CAN BE DONE.

CUSTOMER STATED:

1. THE **AIR** BAG OFF LIGHT COMES ON ONLY WHEN I SIT ON THE SEAT.
2. I NEED TO BE SAFE WHEN I AM SITTING ON THAT SEAT.
3. I AM GOING TO CONTACT THE HIGHWAY SAFETY COMMISSION AND REPORT THIS.
4. THANK YOU.

*** CASE CLOSE 06/10/2009 10:24 AM US Mountain Standard Time ELeon
WRITER CLOSING CASE PENDING CUSTOMER CONTACT.

*** PHONE LOG 06/19/2009 12:42 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED VM CALL FROM CUSTOMER.

CUSTOMER STATED:

1. CALLING REGARDING THE **AIR** BAG LIGHT STILL COMES BACK ON WHEN I AM SITTING ON THE FRONT **PASS**ENGER SEAT.
2. I NEED TO SPEAK TO SOMEONE AT KIA FOR THE PROBLEM.
3. I AM DRIVING A VEHICLE WITHOUT **AIR** BAGS.
4. CALL ME.
5. I MAY CONTACT A LAWYER.

*** PHONE LOG 06/19/2009 12:43 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CALLED CUSTOMER NUMBER AND RECEIVED BUSY SIGNAL.

*** PHONE LOG 06/19/2009 12:57 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM Bob Stricklen AND RECEIVED VM.
DPSM OUT OF THE OFFICE FROM 6/15/ TO 6/19/2009 AND WILL RETURN 6/22/09.
ADVISED TO CONTACT DPSM SCOTT CAMERON FOR NEEDED ASSISTANCE.

*** PHONE LOG 06/19/2009 01:21 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER.MER.
WRITER STATED:

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735785 ██████████	K1586064	20,958
Mooresville, NC ██████████		Prod. Date: 5/9/07	Dealer: NC050 Keffer Kia	

3. WRITER SPOKE TO THE KIA DEALER SERVICE MANAGER AND DPSM.
4. STEVE SERVICE MANAGER SAYS HE AND CUSTOMERS HUSBAND AND A TECH HAD SAT IN THE SEAT WHEN CUSTOMERS DRIVING THE VEHICLE AND THE OFF LIGHT GOES OFF FOR THEM.
5. WHEN THEY SWITCH DRIVERS AND CUSTOMER SITS IN THE FRONT **PASS**enger seat, the **AIR** BAG OFF LIGHT STAYS ON.
6. STEVE SAYS THE KIA TECH LINE SAID THAT THE **AIR** BAG SYSTEM IS OPERATING AS DESIGN.
7. THE DPSM DID CONTACT THE SERVICE MANAGER FOR REVIEW.
8. THE DPSM STATES THAT IF THERE IS NO CODES FOR THE **AIR** BAG OFF LIGHT, THERE ISN'T ANYTHING KIA CAN DO.
9. THE **AIR** BAG SYSTEM IS OPERATING AS DESIGN.
10. DPSM SAYS THAT SEEING THAT THE **AIR** BAG OFF LIGHT IS FUNCTIONING WITH THE SERVICE MANAGER AND HUSBAND SITTING IN THE SEAT, THERE IS NOTHING CAN BE DONE.

CUSTOMER STATED:

1. THE PROBLEM IS THAT THE **AIR** BAG DOES NOT ACTIVATE WHEN I SIT IN THE **PASS**enger seat.
2. THE PROBLEM IS THAT THE SEAT IS NOT CALCULATED TO MY WEIGHT OR ANY ONE THAT IS LIGHT WEIGHT.
3. I WANT KIA TO REPLACE THIS VEHICLE FOR ANOTHER KIA VEHICLE THAT WILL TAKE MY WEIGHT.
4. I WANT A VEHICLE WITH THE SAME AMOUNT OF FINANCING TOO.

WRITER STATED:

1. THE KIA DPSM IS OUT OF THE OFFICE THIS WEEK.
2. DPSM WILL RETURN ON MONDAY.
3. WRITER WILL CONTACT THE DPSM AND ADDRESS YOUR CONCERN.
4. WRITER WILL ESCALATE YOUR CASE TO THE REGIONAL OFFICE FOR A KIA ANALYST TO CONTACT CUSTOMER

CUSTOMER STATED:

1. THAT WILL BE FINE.
2. I AM DRIVING A VEHICLE WITHOUT AN **AIR** BAG.
3. I WILL CONTACT AN ATTORNEY.
4. I WILL EXPECT A KIA REP TO CONTACT ME NEXT WEEK.
5. THANK YOU.

*** PHONE LOG 06/24/2009 05:28 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM Bob Stricklen.

WRITER STATED:

1. PROVIDED CUSTOMERS INFO.
2. CUSTOMER STATES THAT THE **AIR** BAG OFF LIGHT COMES ON WHEN SHE SITS ON THE FRONT **PASS**enger seat. BUT THE NC050 PERFORM THE RECALL (SC076) ON 5/11/09.
3. STEVE SERVICE MANAGER AT NC050 SAYS HE AND CUSTOMERS HUSBAND AND A TECH HAD SAT IN THE SEAT WHEN CUSTOMERS DRIVING THE VEHICLE AND THE OFF LIGHT GOES OFF FOR THEM.
4. STEVE SAID THE CUSTOMER WEIGHT IS THE FACTOR AND NOT THE SYSTEM SINCE CUSTOMER WEIGHS APPROX 117 POUNDS.
5. CUSTOMER SAYS SHE ADJUSTED HERSELF IN DIFFERENT POSITIONS TO MAKE SURE SHE IS SITTING CORRECTLY. BUT THE **AIR** BAG OFF LIGHT STILL STAYS ON FOR HER.
6. CUSTOMER FEELS THIS IS A DEFECT AND NOT CUSTOMER.
7. WRITER SPOKE TO DPSM AND WAS ADVISED THAT SINCE THERE ARE NO CODES REGARDING ANY PROBLEMS WITH THE **AIR** BAG, THERE WAS NOTHING CAN BE DONE.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735785 ██████████	K1586064	20,958
Mooreville, NC ██████████		Prod. Date: 5/9/07	Dealer: NC050 Keffer Kia	

KIA.

9. WRITER WILL BE FORWARDING CASE TO THE REGION FOR CUSTOMER CONTACT FOR FURTHER DISCUSSION ON CONCERN.

DPSM STATED:

1. THAT WILL BE FINE.
2. SEND ME HISTORY ON CUSTOMERS CASE.

WRITER STATED:

1. WRITER WILL SEND HISTORY OF CUSTOMERS CASE.
2. THANK YOU.

*** EMAIL OUT _ ELeon Action Type:External email
Send to:[Rstricklen@kiausa.com]
BOB.

HERE IS THE CUSTOMERS HISTORY REGARDING CUSTOMERS **AIR** BAG CONCERN.
WRITER IS FORWARDING CASE TO THE REGION FOR CUSTOMER CONTACT FOR FURTHER DISCUSSION SINCE CUSTOMER DOES NOT ACCEPT KIA DEALERS DIAGNOSIS AND DPSM INFORMATION .

THANKS YOU.

ED LEON
46396

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 Aff**AIR**s 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\Clarify\OB\CA_Attachments\SendHistory\Case_K1586064_ELeon_06-24-2009061935.doc>>

*** NOTES 06/24/2009 06:08 AM US Mountain Standard Time ELeon Action Type:Manager review
WRITER FORWARDING CASE TO REGION FOR CUSTOMER CONTACT.

CUSTOMERS DISAGREES WITH KIA DEALERS (NC050) DIAGNOSIS ON THE **AIR** BAG OFF LIGHT COMES ON ONLY WHEN CUSTOMER SITS IN THE FRONT **PASSE**NGER SEAT.
CUSTOMER DISAGREES WITH DPSM INFORMATION THAT IF THE DEALER IS NOT GETTING ANY CODES FOR THE **AIR** BAG OFF LIGHT. THERE IS NOTHING KIA CAN DO AT THIS POINT.
CUSTOMER REQUEST TO SPEAK TO A KIA REGIONAL REP.

*** PHONE LOG 06/24/2009 06:11 AM US Mountain Standard Time ELeon Action Type:Incoming call
Bob Stricklen

*** PHONE LOG 06/24/2009 06:08 AM US Mountain Standard Time ELeon Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735785 ██████████	K1586064	20,958
Mooresville, NC ██████████		Prod. Date: 5/9/07	Dealer: NC050 Keffer Kia	

2. It states in the case that you are having a problem with the *PASS*enger *AIR*bag light when your wife sits in the seat
3. Is this correct?

CST stated:

1. That is correct
2. She weighs about 110 lbs
3. I weigh 172 lbs and it doesn't always work for me
4. Something needs to be done about this
5. This is a safety issue and one of us will get hurt if we are in an accident

Writer stated:

1. I apologize for your frustration
2. Please keep in mind that the seat belt is the primary safety restraint
3. Per the service manager at Keffer Kia, the *AIR*bag worked for him and one of his technicians as well as you
4. I would like the opportunity to speak to the DPSM and see if he will inspect your vehicle for this concern
5. I will check this out and call you back

CST stated:

1. I don't know why the service manager said it worked for me
2. I wasn't there when my wife took it in
3. Please call me back and let me know what you are going to do

*** PHONE LOG 06/26/2009 08:19 AM Eastern Daylight Time OSprague Action Type:Outgoing call

Writer spoke to DPSM and stated:

1. Mr. ██████████ said he has not been to the dealer and sat in the seat to show them it doesn't work for him
2. Do you think you should meet with the customer or just have him go back to the dealer

DPSM stated:

1. Customer needs to take vehicle to the dealer
2. Mr. ██████████ needs to be there so they can attempt to duplicate the concern
3. If the concern is duplicated, the dealer will contact me for assistance

Writer spoke to customer and stated:

1. Please take your vehicle to the dealer to see if they can duplicate the *AIR*bag light not working when you sit in the seat

CST stated:

1. It doesn't always do it, but I will take it to the dealer
2. Thanks for your help

*** CASE CLOSE 06/26/2009 08:20 AM Eastern Daylight Time OSprague

*** NOTES 07/06/2009 10:10 AM Pacific Daylight Time ELau Action Type:Manager review
TREAD REVIEW DONE

*** CASE CLOSE 07/06/2009 10:10 AM Pacific Daylight Time ELau

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75 ██████████	K1463379	25,000
Lakewood, CO ██████████		Prod. Date: 7/15/06	Dealer: CO019 Larry H. Miller Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 06/24/2008 11:21 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I WOULD LIKE TO KNOW ABOUT MY VEHICLE'S WARRANTY.
2. THE **PASS**enger's side sensor light is constantly off.
3. SO MY CONCERN IS THAT THE **AIR** BAG MAY NOT GO OFF EVEN IF SOMEONE IS SITTING ON IT.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT NOTIFIED THE CUSTOMER ABOUT OPEN RECALL, SC067.
3. WRT ADVISED THE CUSTOMER TO TAKE IT TO THE DEALER FOR SVC.
4. WRT PROVIDED THE CLOSEST KIA DEALER'S PHONE #.
5. CUSTOMER THANKED WRT FOR THE INFO.

*** CASE CLOSE 06/24/2008 11:21 AM US Mountain Standard Time ERuiz

*** CASE CLOSE 07/08/2008 02:40 PM US Mountain Standard Time DUnderwood

**Kia Motors America
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1371669	3,200
Las Vegas, NV ██████████		Prod. Date: 7/5/06	Dealer: NV003	Courtesy Kia

Case History

Complaint Rental Car

*** PHONE LOG 10/15/2007 01:26 PM US Mountain Standard Time JSincl**AIR**

Customer states:

1. The **OCS** light has been coming on since I bought the vehicle
2. The vehicle is at Courtesy Kia NV003
3. I rented a vehicle today and I would like Kia to pay for it

Wtr states:

1. Apologized
2. Updated info
3. No recalls
4. Advs that rentals are not a provision in warr, however, they can be evaluated on a case by case basis

Placed customer on hold called DPSM who states:

1. Yeah I have no problem covering this
2. Conference me with the SM

Wtr placed DPSM on hold called Courtesy Kia NV003 Spoke to Randy SM (Conference DPSM)

DPSM advs SM to process rental

Call ended

Took customer off hold

Wtr states:

1. Advs rental being covered
- Customer thanked and call ended

*** CASE CLOSE 10/15/2007 01:26 PM US Mountain Standard Time JSincl**AIR**

*** CASE CLOSE 10/15/2007 01:28 PM US Mountain Standard Time JSincl**AIR**

*** NOTES 01/15/2008 05:28 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1325665	6,000
Great Falls, SC ██████████		Prod. Date: 7/6/06	Dealer: SC010 Good Kia	

Case History

Complaint **Rep AIR** Assistance

*** PHONE LOG 06/22/2007 12:46 PM US Mountain Standard Time JHirshfield caller

- 1 intermittent hard start --
2. she takes it in and they CND- no code
3. she will have a CEL but when it goes in, the light will be out

wtr

- 1 if she goes in and the light is on, they will be able to get a code out of it
2. they cannot just tell her that nothing is wrong
- 3 however, they must be able to duplicate a concern before they can work on the car

cust will recontact if needed

*** CASE CLOSE 06/22/2007 12:46 PM US Mountain Standard Time JHirshfield

*** PHONE LOG 07/10/2007 07:48 AM US Mountain Standard Time JHirshfield Action Type:Incoming call caller

- 1 she has been waiting for 7 weeks to get this CEL issue addressed
2. they have told her that they are waiting for a part to come in so that they can perform a diagnostic on the car
- 3 it is still running fine --just has the CEL on

wtr

- 1 will need to research and recontact

*** PHONE LOG 07/10/2007 07:55 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call wtr spoke with svc mgr Doug Lloyd (@SC010 who stated

1. they are waiting on a fuel pressure gauge to diagnose her vehicle properly
- 2 the previous svc mgr ordered it about 6 weeks ago
3. he has yet to have a chance to look into this since he spoke with the customer this AM (they have been very busy)

wtr

- 1 will recontact this afternoon for follow up

*** PHONE LOG 07/10/2007 11:36 AM US Mountain Standard Time JHirshfield Action Type:Incoming call caller:

1. requesting update

wtr explained that there was a new svc mgr and he was checking into this for me

cust

- 1 also has an issue with the CD being in op
- 2 also the **OCS** needs to be checked --did not work with her father in the seat

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1325665	6,000
Great Falls, SC ██████████		Prod. Date: 7/6/06	Dealer: SC010	Good Kia

- 1 CD player should not be a problem --if defective, it will be replaced
2. if they can duplicate a problem with the **OCS**, they will address it
- 3 will recontact after speaking with Doug again

*** PHONE LOG 07/10/2007 12:38 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with Doug who stated

- 1 had not had a chance to call yet
2. he will check and call us back

*** PHONE LOG 07/10/2007 01:28 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr received call back from Doug who stated

- 1 part has been on B/O for about 1 1/2 months --K99U-2200-E
- 2 he is going to check around and see if he can find this tool at another dealership, borrow it, and do the diagnostic on the customer's car
3. regarding the CD player--if it is in op they will replace it --last time it was okay

wtr thanked Doug for the info

*** PHONE LOG 07/10/2007 01:35 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with cust

1. explained what Doug was going to try and do
2. requested she recontact wtr if she has not heard anything by next week

cust thanked wtr for the assistance

*** CASE CLOSE 07/10/2007 01:36 PM US Mountain Standard Time JHirshfield

*** PHONE LOG 07/17/2007 12:29 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller

- 1 still waiting to hear something from Good Kia

wtr apologized - attempt to reach Doug, svc mgr

LVM requesting call back from svc mgr

wtr explained to cust that i need to speak with Doug and requested he call wtr

cust to call wtr tomorrow

**Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1325665	6,000
Great Falls, SC ██████████		Prod. Date: 7/6/06	Dealer: SC010 Good Kia	

1. he found out earlier that he is going to be able to use this borrowed tool on Thurs or Fri
2. as soon as he has a day, he will contact cust and let her know

wtr thanked Doug for the info

*** COMMIT 07/18/2007 11:23 AM US Mountain Standard Time JHirshfield Action Type:Callback Required

*** CASE CLOSE 07/18/2007 11:23 AM US Mountain Standard Time JHirshfield

*** FULFILL 07/24/2007 12:30 PM US Mountain Standard Time JHirshfield Action Type:Callback Required

*** PHONE LOG 07/26/2007 07:14 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr left message for svc mgr requesting call back

*** PHONE LOG 07/30/2007 09:27 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with Doug @ SC010 who stated

1. the cust came in last week
2. they were able to diagnose the problem correctly and have ordered a part
3. cust should be in this week
4. they are also replacing the CD player
5. cust was satisfied

wtr thanked Doug for the assistance

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85██████████	K1546401	9,000
Nederland, TX ██████████		Prod. Date: 3/19/08	Dealer: TX083 Classic Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 01/26/2009 11:18 AM US Mountain Standard Time DDailous
CUSTOMER STATES

1. I AM HAVING A PROBLEM WITH MY MAINTENANCE
2. TOOK TO MY LOCAL KIA DEALERSHIP
3. PROBLEM THAT I AM HAVING IS WHEN A **PASS**ENGER IS **PASS**ENGER SEAT THE LIGHT WILL NOT GO OUT
4. MY HUSBAND WEIGHS 280 LBS. HIS BUTT IS POSITIONED JUST RIGHT!
5. GOD FORBID I GET IN A WRECK WITH THIS CAR LIKE THIS
6. THIS GUY BASICALLY IGNORES ME
7. ALSO, THEY WERE SUPPOSE TO DEAL WITH THE TPMS LIGHT
8. THEY SAID I NEEDED A NEW SENSOR IN THE TIRE AND THEY OTHER GUY SAID NO I DON'T AND TURNED OFF THE LIGHT AND A DAY LATER IT WENT BACK ON
9. THIS **AIR** BAG CONCERNS ME

WRITER STATES

1. UPDATED. NO RECALLS, APOLOGIZED
2. WHO ARE YOU DEALING WITH AT THE DEALERSHIP

CUSTOMER STATES

1. KEVIN KEISTER IS WHO I AM DEALING WITH

WRITER STATES

1. WOULD LIKE TO HAVE YOU MAKE APPT TO TAKE CAR BACK IN TO ANY OF THE KIA DEALERSHIPS IN YOUR AREA
2. LET US KNOW WHEN THAT APPOINTMENT WILL BE
3. WE CAN CALL WHILE THE CAR IS THERE AND GET INVOLVED IN MAKING SURE ALL OF KIA'S RESOURCES ARE BEING UTILIZED IN GETTING THIS TAKEN CARE OF FOR YOU
4. PROVIDED CASE NUMBER

*** CASE CLOSE 01/26/2009 11:18 AM US Mountain Standard Time DDailous

*** CASE CLOSE 04/10/2009 10:23 AM US Mountain Standard Time TMorales

AIR Department Review Complete

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1423865	7,639
Lansing, KS ██████████		Prod. Date: 12/9/06	Dealer:	

Case History

Complaint *RepAIR Assistance*

*** NOTES 03/11/2008 11:59 PM clarify Action Type: Manager review

*** Performed by contact: ██████████

THE **PASSENGER AIR**BAG INDICATOR LIGHT IS SHOWING THE SYSTEM ISN'T ENGAGED OVER 40% OF THE TIME THE SEAT IS OCCUPIED. WE HAVE TRIED REPOSITIONING THE PERSON IN THE SEAT. THIS IS AN ADULT WEIGHING APPROX. 140 LBS. NOTHING SEEMS TO WORK. WHAT DO YOU SUGGEST I DO?

*** PHONE LOG 03/12/2008 11:08 AM US Mountain Standard Time RSabin Action Type:Outgoing call

WRITER CALLED CUST LVM:

1. WAS CALLING IN REFERENCE TO YOUR EMAIL WE RECEIVED
2. PLEASE CALL US BACK
3. PROVIDED PHONE. CASE #

*** CASE CLOSE 03/12/2008 11:10 AM US Mountain Standard Time RSabin

*** CASE CLOSE 04/11/2008 03:53 PM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1479332	6,417
East Meredith, NY ██████████		Prod. Date: 6/30/06	Dealer: NY069	Country Club Kia

Case History

Complaint Rep **AIR** Assistance

*** PHONE LOG 07/30/2008 06:31 AM US Mountain Standard Time L.Colema

Cust states:

1. Have 2 concerns with veh.
2. **AIR** **PASS**enger bag light will stay on when **PASS**enger is sitting in the seat.
3. Sometimes will go off, but will then come back on.
4. No skinny or small children sit in the **PASS**enger seat.
5. Sometimes light will go out if I stop & turn off veh then turn veh back on.
6. This is my major concern.
7. Purchased veh for the **AIR** bags.
8. Other concern is a no start concern when veh has been sitting. has happened 2 times.
9. First time was in May when veh had been sitting at the **AIR**port for a few days.
10. Then again this week happened to my husband.
11. Once veh is jump started no problems.
12. Veh was at dlrshp this week for both concerns.
13. Dlr not able to duplicate either concern.
14. But understand that dlr needs to be able to duplicate the no start concern to fix it.
15. But the **AIR** bag light concerns bothers me.
16. Maybe the sensor just needs to be replaced.
17. Have no complaints against dlr.
18. Dlr has been great & is doing they best they can.

Writer states:

1. Updated. no recalls.
2. Adv dlr must be able to duplicate the concerns in order to make any rep**AIR**s.
3. Writer can work with dlr to ensure all Kia's resources are being utilized to rep**AIR** the veh. including tech assistance & the Kia area rep.
4. File indicates dlr has contacted tech assistance about the no start concern.
5. Writer will need to call dlr.

Writer put cust on hold & called Country Club Kia. left message in srv for srv mgr Matt requesting call back.

Writer went back to cust & stated:

1. Had to leave a message for the srv mgr ██████████
2. Will call cust back at home number or ██████████ when have more information.
3. Provided case number & writer's ext.

*** PHONE LOG 07/30/2008 08:31 AM US Mountain Standard Time L.Colema Action Type: Incoming call

Srv mgr Matt from Country Club Kia states:

1. Returning writer's call.

Writer states:

1. Adv of cust concerns with veh.
2. Writer believes there is a software update for the **AIR** bag light concern.
3. Cust understands that dlr has to duplicate the no start concern in order to rep**AIR** the veh.
5. Is more concerned with the **AIR** bag.
6. Requested srv mgr call DPSM about **AIR** bag light software update.
7. Requested srv mgr call writer back after speaking with DPSM.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736675 [REDACTED]	K1479332	6,417
East Meredith, NY [REDACTED]		Prod. Date: 6/30/06	Dealer: NY069 Country Club Kia	

*** PHONE LOG 08/01/2008 08:14 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer received VM message from srv mgr Matt stating:
1. Spoke with DPSM.
2. Need to get tools to complete the reflash for the **AIR** bag light concern.
3. Not sure where to get the tools.
4. Please call me back.

*** PHONE LOG 08/01/2008 08:14 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called DPSM GVetzikian. left VM message requesting call back.

*** PHONE LOG 08/01/2008 08:57 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called Country Club Kia. spoke with srv mgr Matt & stated:
1. Returning srv mgr call.
2. Apologized, but we do not have access the necessary tools to do the reflash.
3. Will need to speak with the DPSM.

Srv mgr states:
1. I understand.
2. Wanted to let writer know we are working on it.

*** PHONE LOG 08/01/2008 09:03 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer received VM message from DPSM GVetzikian stating:
1. I will get this one taken care of.
2. Send me the case.

*** EMAIL OUT _ LCoema Action Type:External email
Send to:[GVetzikian@kiausa.com]
Linda ext 45038

1. **AIR** bag light concern.
2. Veh needs reflash.

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 Aff**AIR**s 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\Clarify\OB\ICA_Attachments\SendHistory\Case_K1479332_LCoema_08-01-2008105617.doc>>

*** PHONE LOG 08/01/2008 10:07 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust. left VM message stating:
1. Writer has spoken with dlr & Kia rep.
2. Adv of DPSM information.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736675 [REDACTED]	K1479332	6,417
East Meredith, NY	[REDACTED]	Prod. Date: 6/30/06	Dealer: NY069	Country Club Kia

*** COMMIT 08/01/2008 10:07 AM US Mountain Standard Time LCoema Action Type:Callback Required

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

*** PHONE LOG 08/07/2008 12:26 PM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called DPSM GVetzikian and stated:

1. Does Country Club Kia have the **AIR** bag reflashing tool yet?

GVetzikian stated:

1. Yes, they should have received it on Tuesday.

*** FULFILL 08/07/2008 12:46 PM US Mountain Standard Time LCoema Action Type:Callback Required

*** PHONE LOG 08/07/2008 12:46 PM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called Country Club Kia, talked to srv mgr Matt and stated:

1. Has dlr completed reflash to customer's veh?

Srv mgr states:

1. No, the new tool from the DPSM is exactly like the old one, and I don't know how to use it.
2. Will call DPSM.
3. Will get customer in next week.

*** COMMIT 08/07/2008 12:46 PM US Mountain Standard Time LCoema Action Type:Callback Required

*** CASE CLOSE 08/07/2008 12:48 PM US Mountain Standard Time LCoema

*** FULFILL 08/14/2008 09:32 AM US Mountain Standard Time LCoema Action Type:Callback Required

*** PHONE LOG 08/14/2008 09:33 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called Country Club Kia, left message with Gary in srv requesting call back from srv mgr Matt.

*** PHONE LOG 08/14/2008 11:22 AM US Mountain Standard Time LCoema Action Type:Incoming call

**Kia Motors America
Consumer AffAIRs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736675 [REDACTED]	K1479332	6,417
East Meredith, NY [REDACTED]		Prod. Date: 6/30/06	Dealer: NY069	Country Club Kia

*** PHONE LOG 08/14/2008 02:54 PM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust. left VM message stating:

1. Calling to follow up on rep **AIRs** to veh.
2. Please call writer back.
3. Provided case number & writer's contact info.

*** PHONE LOG 08/15/2008 01:47 PM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust. left 2nd VM message stating:

1. Calling to follow up on rep **AIRs** to veh.
2. Please call writer back.
3. Provided case number & writer's contact info.

*** CASE CLOSE 08/15/2008 02:04 PM US Mountain Standard Time LCoema

*** CASE CLOSE 10/08/2008 01:42 PM US Mountain Standard Time LCoema

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736785 ██████████	K1581939	3,262
E AIR view PA ██████████		Prod. Date: 7/5/07	Dealer: PA041 New Motors Kia	

Case History

Complaint **Rep AIR** Assistance

*** PHONE LOG 04/28/2009 10:42 AM US Mountain Standard Time DDailous
CUSTOMER STATES

1. EVERY TIME WIFE SITS IN **PASS**enger seat. THE **AIR**BAG OFF LIGHT WILL NOT GO OUT
2. I HAVE TAKEN IN TWICE AND THEY SAY IT IS A DESIGN FLAW AND THERE IS NOTHING THEY CAN DO ABOUT IT
3. SHE IS SITTING IN THE SEAT, THAT IS WHERE IT GETS STICKY
4. THEY SAY IF YOU SIT DIRECTLY STRAIGHT UP IN THE SEAT, THE LIGHT WILL GO OUT
5. I DON'T WANT MY WIFE SITTING STRAIGHT UP IN THE SEAT WHEN I AM DRIVING SEVEN HOURS IN THE SEAT
6. BRIAN DOWNES- IS WHO I AM DEALING WITH

WRITER STATES

1. UPDATED. NO RECALLS. APOLOGIZED
2. HAVE YOU REVIEWED THE **AIR**BAG SECTION OF THE MANUAL?
3. YOUR WIFE IS SITTING PROPERLY AND OVER 110LBS?
4. THERE IS NOT A DESIGN FLAW. IF SHE IS DOING WHAT SHE IS SUPPOSE TO. THEN THE LIGHT SHOULD WORK PROPERLY
5. WOULD LIKE FOR YOU TO MAKE APPT AT DEALERSHIP AND LET ME KNOW WHEN IT IS SO I CAN CALL DEALERSHIP WHILE THE CAR IS THERE....

CUSTOMER INTERRUPTED

1. AM HERE NOW
2. PROVIDED CASE NUMBER AND EXTENSION
3. WILL SEE WHAT CAN FIND

*** PHONE LOG 04/28/2009 10:49 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO PA041

1. REQUESTED TO TALK TO KEITH-SERVICE MANAGER
2. WANTED TO SEE WHAT IS GOING ON WITH THE CUSTOMERS CAR
3. THEY SAY THE **AIR**BAG LIGHT DOES NOT GO OFF WHEN HIS WIFE IS SITTING IN THE CAR
4. HE SAYS HIS WIFE WEIGHS OVER 110LBS AND IS SITTING PROPERLY

KEITH STATES

1. IT IS VERY SPECIFIC THAT IT MAY NOT BE A COMFORTABLE SET
2. WHEN WE TEST THE CAR WITH WEIGHT AND OTHER PEOPLE WE DON'T HAVE A PROBLEM

WRITER STATES

1. IS IT POSSIBLE TO HAVE THE CUSTOMER SHOW YOU HOW SHE IS SITTING IN THE CAR?
2. THEY ARE THERE NOW

KEITH STATES

1. WILL FIND THEM AND HAVE THEM DO THAT
2. BELIEVE WE ALREADY DID THIS
3. WILL CALL YOU BACK

WRITER PROVIDED CALLBACK INFORMATION

*** PHONE LOG 04/28/2009 11:47 AM US Mountain Standard Time DDailous Action Type:Incoming call
KEITH STATES

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736785 ██████████	K1581939	3,262
AIR view PA ██████████		Prod. Date: 7/5/07	Dealer: PA041 New Motors Kia	

1. SYSTEM IS OPERATING NORMALLY
2. HE SAID THIS IS HIS THIRD OR FOURTH COMPLAINT WITH THIS
3. HIS WIFE IS NOT HERE TO DEMONSTRATE THIS
4. I SHOWED HIM IT IS WORKING PROPERLY
5. I SHOWED HIM IN THE MANUAL WHERE IT SAYS HOW TO SIT
6. HE SAYS I WANT IT DOCUMENTED "WHEN MY WIFE FLIES THROUGH THE WINDSHIELD HE CAN SUE"
7. WE DISCUSSED START UP PROCEDURES
8. CUSTOMER SAYS WHEN HIS WIFE LEANS FORWARD IN THE SEAT THAT THE LIGHT COMES ON AGAIN AND HE THINKS THAT WHEN SHE GOES TO SIT BACK AGAIN IN HER CHAIR THAT IT SHOULD RECOGNISE THAT
9. SHOWED HIM IN THE BOOK WHERE THIS MAY NOT BE THE CASE AND THEY MAY NEED TO PULL OVER AND RESTART THE CAR FOR IT TO RECOGNIZE
10. HE IS NOT HAPPY WITH THAT

WRITER STATES

1. THANK YOU FOR LETTING ME KNOW

*** PHONE LOG 04/29/2009 08:57 AM US Mountain Standard Time DDailous Action Type:Outgoing call

WRITER STATES TO CUSTOMERS VMAIL

1. SPOKE TO SERVICE MANAGER
2. HE SAYS THEY WERE NOT ABLE TO DUPLICATE CONCERNS
3. AIRBAG WAS WORKING PROPERLY FOR HIM
4. MAY BE AN OPTION FOR YOU TO TAKE WIFE IN WITH YOU AND HAVE HER SHOW HOW SHE IS SITTING AND THE AIRBAG LIGHT NOT WORKING FOR YOU
5. HE HAS TO BE ABLE TO DUPLICATE THE CONCERN. CANNOT JUST START CHANGING OUT PARTS NOT SEEING WHAT IT IS DOING
6. IF YOU HAVE FURTHER QUESTIONS OR CONCERNS. FEEL FREE TO CALL US BACK. PROVIDED CALLBACK INFORMATION

*** PHONE LOG 04/30/2009 02:07 PM US Mountain Standard Time DDailous Action Type:Outgoing call

WRITER STATES

1. WANTED TO MAKE SURE YOU GOT THE VMAIL I LEFT YESTERDAY
2. WHAT DID YOU DECIDE TO DO

CUSTOMER STATES

1. WE ARE GOING ON A TRIP TONIGHT
2. WHEN SHE GOT IN THE CAR AFTER I PICKED IT UP THE LIGHT WENT OUT
3. THEY SAID IT WAS WORKING THE RIGHT WAY
4. HOPEFULLY THINGS WILL BE BETTER

*** CASE CLOSE 04/30/2009 02:07 PM US Mountain Standard Time DDailous

*** NOTES 07/06/2009 09:07 AM Pacific Daylight Time ELau Action Type:Manager review
TREAD REVIEW DONE

*** CASE CLOSE 07/06/2009 09:07 AM Pacific Daylight Time ELau

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735085 ██████████	K1617201	0
Versailles, KY ██████████		Prod. Date: 6/1/07	Dealer: KY011 Car Town Kia, USA	

Case History

Complaint Dealer

*** PHONE LOG 07/17/2009 11:50 AM US Mountain Standard Time BWilliams

Customer States:

1. Wife took vehicle to KY011 for SCO76 rep**AIR**.
2. Dealership did not rep**AIR** vehicle, just told her to sit up straighter.
3. Another customer told her that the dealer was going to charge him \$200.00 to rep**AIR** same concern.
4. Problem is still not resolved.

Writer states:

1. Apologized for problem.
2. Advised customer that rep**AIR** SCO76 was completed on 7/16/09.
3. Will contact SVC MGR at KY011 to get history.
4. Will follow up with customer with more information.

*** PHONE LOG 07/22/2009 10:00 AM US Mountain Standard Time BWilliams Action Type:Outgoing call

Customer called KY011 and states:

1. Calling to verify if SCO76 was rep**AIR**ed.
2. Verifying why customer was told to sit up straight to resolve concern.

SVCA Mike states:

1. SCO76 was rep**AIR**ed.
2. **PASS**enger **AIR**bag light will come on if customer slumps in ch**AIR** due to weight in bottom of seat.
3. Customer was not charged for rep**AIR**.

*** PHONE LOG 07/22/2009 10:22 AM US Mountain Standard Time BWilliams Action Type:Outgoing call

Writer called customer and left message with mother:

1. Gave name, 800#, extension and case number.
2. Requested callback.

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1364522	1,778
Suwanee, GA ██████████		Prod. Date: 6/28/06	Dealer: GA053 Kia Mall of Georgia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 09/26/2007 04:48 AM US Mountain Standard Time ELeon
CUSTOMER STATED:

1. I AM VERY UPSET WITH THE Kia Mall of Georgia SERVICE DEPT.
2. THE **AIR** BAG LIGHT HAS BEEN ON FOR OVER A MONTH.
3. THE Kia Mall of Georgia SAID THEY HAD ORDERED A SENSOR PART FOR THE **AIR** BAG LIGHT.
4. WEEKS HAVE GONE BY AND I HAVE NOT RECEIVED A CALL FROM THE KIA DEALER IF THE PART WAS IN.
5. I SPOKE TO THE KIA DEALER EMERY AND WAS TOLD THAT THE SENSOR WAS ON BACK ORDER.
6. HE SAID THIS WAS A COMMON PROBLEM WITH THE KIA VEHICLE
7. I JUST GOT OFF THE PHONE WITH THE CASHIER AT Kia Mall of Georgia WHEN I CALLED FOR THE **AIR**BAG LIGHT AND THE SENSOR PART.
8. THE Kia Mall of Georgia SERVICE MANAGER OR THE ADVISOR WOULD NOT TALK TO ME AND THE CASHIERS HAD TO TELL ME THAT THE PART WAS ON BACK ORDER.
9. THE CASHIER ALSO TOLD ME THAT THIS WAS A COMMON PROBLEM WITH THE VEHICLE .
10. I FEEL THAT THE DEALERS SERVICE ADVISORS OR MANAGERS SHOULD BE PROVIDING ME WITH AN UPDATE AND NOT THEIR CASHIER .
11. THIS IS VERY POOR COMMUNICATION AND CUSTOMER SERVICE.
12. I HAVE A **AIR**BAG PROBLEM AND THE DEALER SHOULD BE NOTIFYING ME ON THE STATUS OF THE ORDER INSTEAD OF ME DOING ALL THE CALLING.
13. THEY TELL ME THAT THE **AIR**BAG LIGHT WILL GO ONE DEPENDS ON HOW THE **PASS**ENGER SITS.
14. I FEEL THIS IS AN INAPPROPRIATE ANSWER.

WRITER STATED:

1. SORRY.
2. WRITER CAN CONTACT THE DEALER SERVICE MANAGER OR THE ADVISOR AND REVIEW THE B/O PART.
3. WRITER WILL CONTACT THE KIA PARTS HOTLINE AND SEE IF THERE IS AN ETA ON THE ORDER?
4. WRITER RECOMMENDS YOU REVIEW THE **AIR** BAG SECTION IN THE OWNERS MANUAL.
5. WRITER WILL CALL YOU ONCE GOTTEN AN UPDATE.

CUSTOMER STATED:

1. APOLOGIZED.
2. I APPRECIATE YOU CHECKING ON THIS FOR ME.
3. CALL ME 464-376-9415.
4. YOU CAN LEAVE ME A MESSAGE.
5. THANK YOU!

*** PHONE LOG 09/27/2007 06:46 AM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT JEAN SERVICE ADVISOR AT Kia Mall of Georgia.

WRITER STATED:

1. CALL IN REGARDS TO THEW CUSTOMER **AIR** BAG LIGHT CONCERN?
2. ANY B/O PARTS ORDERED?

JEAN STATED:

1. I JUST SPOKE TO THE CUSTOMER.
2. THE FIELD TECH WILL BE IN TOMORROW.
3. I AM TRYING TO ARRANGE FOR THE CUSTOMER TO COME IN TOMORROW MORNING SO THE FIELD TECH CAN RE-PROGRAM THE SYSTEM.
4. ONCE THE SYSTEM HAS BEEN RESET WE CAN GO FROM THERE.
5. THERE ARE NO PARTS THAT CAN BE ORDERED TO FIX THE CONCERN
6. THIS IS A REPROGRAMMING ISSUE.

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1364522	1,778
Suwanee, GA ██████████		Prod. Date: 6/28/06	Dealer: GA053	Kia Mall of Georgia

WRITER STATED:

1. WRITER WILL FOLLOW UP WITH THE CUSTOMER.
2. THANK YOU.

*** PHONE LOG 09/28/2007 09:17 AM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT EMERY SERVICE ADVISOR AT Kia Mall of Georgia.

WRITER STATED:

1. CALL IN REGARDS TO THE CUSTOMER **AIR** BAG LIGHT CONCERN?

EMERY STATED:

1. THE TECH HAD ARRIVED TODAY AND THE CUSTOMER BROUGHT IN THE VEHICLE.
2. THE TECH DID A RE FLASH ON THE SYSTEM.
3. HE FEELS THIS TOOK CARE OF THE CONCERN.
4. CUSTOMER WAS HERE AT 9:00 AND LEFT AT 10:30 AFTER THE RE FLASH.

WRITER STATED:

1. THANK YOU FOR THE INFO.

*** PHONE LOG 09/28/2007 10:52 AM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED:

1. FOLLOW UP CALL.
2. CALL BACK WRITER.

*** PHONE LOG 10/01/2007 01:58 PM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED:

1. FOLLOW UP CALL.
2. CALL BACK WRITER.

*** PHONE LOG 10/02/2007 01:51 PM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT CUSTOMER'S FRIEND LARRY.

LARRY STATED:

1. HE IS OUT OF TOWN.
2. I CAN TAKE A MESSAGE.

WRITER STATED:

1. THIS IS A FOLLOW UP CALL REGARDING THE SERVICE HE HAD WITH THE VEHICLE.
2. IF HE HAS ANY FURTHER CONCERNS HE CAN CALL WRITER.
3. PROVIDED WRITERS NUMBER AND CASE NUMBER.
4. THANK YOU.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736575 ██████████	K1364522	1,778
Suwanee, GA ██████████		Prod. Date: 6/28/06	Dealer: GA053 Kia Mall of Georgia	

WRITER CLOSING CASE PENDING CUSTOMER CALLS BACK WITH FURTHER CONCERNS.

*** CASE CLOSE 10/03/2007 06:58 AM Pacific Daylight Time JeffStroup
tread review complete

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Consumer AffAIRs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735X85 ██████████	K1404878	3,500
Mccordsville, IN ██████████		Prod. Date: 7/5/07	Dealer: IN007	Butler Kia

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 01/21/2008 10:06 AM US Mountain Standard Time TShamburger
cusotmer ██████████ called

- 1 the dlr had to ordered a *PASS*engerside *AIR*bag and its on BO.
 - 2 the dlr ordered this on Jan 2nd and still no word when kia will have it delivered to the dlr.
 - 3 i dont like this experience with kia, how can you sell a veh and not make replacement parts for vehicle.
 - 4 need this taken care of so my vehicle is safe.
- wrt states
- 1 apolgzied to customer, let wrt see what wrt can do to asst you.
 - 2 will research this further and call you back either today or tomorrow.
 - 3 b/c of the holiday wrt might have to call you tomorrow with more info on this part.
- cust agreed and thanked wrt for the asst.
call ended.

*** PHONE LOG 01/21/2008 01:15 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Butler Kia and spoke to parts --
Parts states

- 1 this part still on BO not showing an ETA date yet for us.
- 2 the part number is 88200- 3E701KW5

wrt thanked parts.

[!< For Internal Use Only
1 >!]

*** PHONE LOG 01/21/2008 01:20 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Tom Johnston

1. exp cust situation and part BO
- 2 cust complaining they dont like waiting for this part.
- 3 this case is our IQS red case.
- 4 is there any asst you can offer.

Tom states

- 1 will call dlr, not sure what i can do if we dont have part avail yet.
- 2 ok will chk with dlr, have not heard about this vehicle.

call ended.

*** PHONE LOG 01/21/2008 01:21 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Tom Johnston and LVM ---
1.

*** NOTES 01/22/2008 12:02 PM US Mountain Standard Time TShamburger Action Type:Manager review
Error correction -- last doc is not right. wrt did speak to Tom dpsm, did not have to leave msg but system kept documentation in system. The doc above it, is correct. wrt spoke to Tom dpsm.

*** NOTES 01/22/2008 02:49 PM US Mountain Standard Time TShamburger Action Type:Manager review
Foward case to region -- no call back from dpsm in 24 hours ---
1. cust is not happy that 2008 has no parts for veh to be fixed.
2 the cust has been waiting since Jan 2 and there is no ETA yet on part for *PASS*engerside *AIR*bag.

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735X85 ██████████	K1404878	3,500
Mccordsville, IN ██████████		Prod. Date: 7/5/07	Dealer: IN007 Butler Kia	

3 cust feels unsafe with veh and does not feel this is great service from KMA.
4 veh is a IQS redcase and wrt foward to region for handling to offer asst to cust for inconveniences.

*** NOTES 01/22/2008 07:59 PM Central Daylight Time MWilliams Action Type:Manager review
CASE ACCEPTED AND FWRD TO MJG FOR HANDLING ON 1/23

*** PHONE LOG 01/23/2008 10:30 AM Central Daylight Time MGallagher Action Type:Outgoing call
PER DPSM JOHNSTON THIS DATE:
1. HAS CONTACTED P/L BUT NO ETA AT THIS POINT
2. DPSM TO CONTACT WTR ONCE ETA IS DETERMINED
3. CUST SHOULD KEEP IN MIND PRIMARY RESTRAINTS ARE STILL IN PLACE, ONLY SUPPLEMENTAL RESTRAINTS NEEDED TO BE R&R

WTR S/W CUST @ ██████████ THIS DATE:
1. CASE NOW BEING HANDLED BY WTR AT REGION OFFICE
2. ONCE ETA IS DETERMINED WTR TO CONTACT CUST TO PROVIDE INFO
3. CUST CAN CONTACT WTR IF NEED TO F/U

WTR TO CONTACT DPSM BY COB 1/25 IF NO RESPONSE BY THAT DATE

*** PHONE LOG 01/25/2008 10:31 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR I.VM FOR DPSM JOHNSTON THIS DATE:
1. REQ'D UPDATE ON BO PART FOR CUST
2. WOULD LIKE C/B TO OBTAIN UPDATE

WTR TO CONTACT DPSM 1/29 IF NO RESPONSE BY THAT DATE

*** PHONE LOG 01/25/2008 11:39 AM Central Daylight Time MGallagher Action Type:Incoming call
WTR RCVD VM FROM DPSM JOHNSTON THIS DATE:
1. BO PART IS NOW UPGRADED TO "UPPER STATUS"
2. HIGHEST PRIORITY & WILL BE FLOWN IN FROM KOREA
3. NO ETA AT THIS POINT

WTR TO CONTACT CUST NLT 1/29 TO PROVIDE UPDATE

*** PHONE LOG 01/29/2008 04:52 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @ ██████████ THIS DATE:
1. PROVIDED ABOVE UPDATE
2. CUST STATED HE HAS NOT BEEN CONTACTED BY DLR IN 2 WEEKS
3. HAS SENT LTR TO NCA REGARDING CONCERN
4. WTR WILL CONTINUE TO OBTAIN UPDATES & THEN RELAY THEM BACK TO CUST

WTR TO CONTACT DPSM BY COB 1/31 TO OBTAIN ANY NEW INFO

WTR TO CONTACT CUST NLT 2/1 TO PROVIDE UPDATE

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735X85 ██████████	K1404878	3,500
Mccordsville, IN ██████████		Prod. Date: 7/5/07	Dealer: IN007 Butler Kia	

*** PHONE LOG 01/31/2008 04:58 PM Central Daylight Time MGallagher Action Type:Outgoing call
PER DPSM JOHNSTON THIS DATE:

1. NO FURTHER INFO ON ETA FOR PART
2. IAS S/W DPSM FLANAGAN ABOUT NEW RE-FLASH
3. CURRENTLY DPSM MOORE HAS RE-FLASH & WILL BE SENDING TO DPSM JOHNSTON BY NEXT WEEK
4. DPSM JOHNSTON WILL THEN MEET CUST @ DLR TO PERFORM RE-FLASH NLT END OF WEEK AFTER NEXT

WTR TO CONTACT CUST BY COB 2/1 TO PROVIDE UPDATE

*** PHONE LOG 02/01/2008 04:23 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @ ██████████ THIS DATE:

1. WOULD LIKE TO S/W CUST TO PROVIDE UPDATE
2. STILL NOT ETA FOR PART
3. RE-FLASH CAN TAKE PLACE WEEK AFTER NEXT
4. REQ'D C/B & PROVIDED C/B #

WTR TO F/U W/CUST NLT 2/6 IF NO RESPONSE BY THAT DATE

*** NOTES 02/04/2008 03:57 PM Pacific Daylight Time KWarren Action Type:Manager review
NCA received letter from customer

1. Cust states same as above.
2. Cust states he would like the problem resolved, whether it would be fixing his car, replacing it, or refunding his money.
3. POTENTIAL IQS CUSTOMER!!

Wtr to attach letter and re-assign to M Gallagher for customer contact

*** PRIORITY CHANGE 02/04/2008 04:01:52 PM KWarren

*** PHONE LOG 02/06/2008 03:17 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @ ██████████ THIS DATE:

1. PROVIDED PREVIOUS UPDATE
2. WILL CONFIRM W/DPSM RE: NEXT WEEK VISIT TO DLR FOR RE-FLASH
3. CUST STATED IN NOV SEAT MIGHT HAVE BEEN RE-FLASHED BUT NOT POSITIVE
4. WTR TO CONTACT CUST W/UPDATE BY END OF WEEK

WTR TO CONTACT DPSM JOHNSTON BY COB 2/8 TO OBTAIN UPDATE

*** NOTES 02/07/2008 09:27 AM Pacific Daylight Time *AIR* by Action Type:Correspondence rec.
WTR REC'D ORIGINAL CUST LTR FROM NCA THIS DATE

INFO FORWARDED TO MJG FOR FURTHER CASE HANDLING

*** PHONE LOG 02/08/2008 06:19 PM Central Daylight Time MGallagher Action Type:Outgoing call

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735X85██████████	K1404878	3,500
Mccordsville, IN ██████████		Prod. Date: 7/5/07	Dealer: IN007 Butler Kia	

PER DPSM JOHNSTON THIS DATE:

1. HAS NEW RE-FLASH & WILL SEND TO DLR BY TUESDAY
2. DLR THEN WILL CONTACT CUST TO HAVE RE-FLASH APPLIED TO VEH

WTR S/W CUST @ ██████████ THIS DATE:

1. RE-STATED ABOVE INFO
2. IF CUST DOES NOT RECV CALL FROM DLR THEN CUST CAN CONTACT WTR TO ADVISE
3. WTR THEN WILL F/U W/DLR
4. STILL NO ETA FOR PART AT THIS TIME

CLOSING CASE UNTIL FURTHER CONTACT FROM CUST

*** CASE CLOSE 02/08/2008 06:21 PM Central Daylight Time MGallagher
PLS NOTE CASE IS FILED IN *NON PRIORITY* CABINET

*** PHONE LOG 02/14/2008 01:04 PM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:

1. THE ISSUE WAS SUPPOSEDLY FIXED BUT WHEN MY WIFE WENT TO SIT IN THE SEAT THE **AIR** BAG LIGHT CAME BACK ON
2. THE DLR SAID THEY NEEDED TO ORDER A SEAT CUSHION FROM KOREA BUT IT WOULD TAKE A MONTH AND A HALF
3. THE VEH HAS BEEN TO THE DLR THREE TIME'S FOR THIS AND I'M READY TO INVOKE THE LEMON LAW
4. I WAS DEALING WITH MATT IN YOUR REGIONAL OFFICE

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. WHAT I WILL DO IS FORWARD THIS BACK OVER TO THE REGIONAL OFFICE WHO ASSISTED YOU PRIOR SO THEY CAN ADDRESS YOUR CONCERN

CUST STATED:

1. OK THANKS

*** NOTES 02/14/2008 01:06 PM US Mountain Standard Time RSabin Action Type:Manager review
DISPATCHING CASE:

1. CUST **AIR** BAG LIGHT IS STILL ON
2. DLR SAID THEY NEED TO ORDER A SEAT CUSHION AND IT WOULD TAKE A MONTH AND A HALF
3. CUST MENTIONED THE LEMON LAW
4. CASE WAS PREVIOUSLY AT THE REGION FOR SAME CONCERN

*** PHONE LOG 02/15/2008 09:07 AM Central Daylight Time MGallagher Action Type:Incoming call
WTR RCVD VM FROM CUST THIS DATE:

1. PROVIDING UPDATE ON VEH
2. DLR REPROGRAMMED SEAT
3. WIFE IN SEAT STATING LIGHT IS OFF & NOT WORKING
4. BEEN TO DLR 3 TIMES & SOP IS STILL NOT IN
5. WOULD LIKE C/B TO DISCUSS CASE

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735X85██████████	K1404878	3,500
Mccordsville, IN ██████████		Prod. Date: 7/5/07	Dealer: IN007	Butler Kia

WTR TO CONTACT DPSM & CUST BY COB 2/18

*** PHONE LOG 02/15/2008 04:20 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR LVM FOR DPSM JOHNSTON THIS DATE:

1. REQ'D ANY UPDATES ON SOP
2. WOULD LIKE C/B & PROVIDED C/B #

WTR S/W CUST @ ██████████ THIS DATE:

1. RETURNING CALL TO DISCUSS CASE
2. CUST WILL CONTACT WTR LATER AS THIS IS A BAD TIME TO TALK

WTR TO CONTACT DPSM & CUST NLT 2/20 IF NO RESPONSE BY THAT DATE

*** PHONE LOG 02/15/2008 04:45 PM Central Daylight Time MGallagher Action Type:Incoming call
PER CUST THIS DATE:

1. VEH **AIRBAG** LIGHT CONCERN STILL EXISTS
2. WOULD LIKE BUY BACK
3. HAS WAITING TOO LONG FOR SOP TO ARRIVE
4. WHAT IS NEXT STEP

WTR STATED:

1. LEFT MESSAGE W/DPSM TO PROVIDE UPDATE ON SOP
2. WILL PROVIDE THAT TO CUST ONCE RCVD
3. ALL **DOCS** NEED TO BE OBTAINED FOR BUY BACK REQ
4. WTR WILL CONTACT CUST ONCE ALL **DOCS** RCVD & SOP UPDATE OBTAINED

WTR FORWARDED HARD LHM TO MGS THIS DATE TO OBTAIN **DOCS** & COMPLETE RECAP

WTR TO FT W/MCS BY COB 2/21 TO OBTAIN UPDATE

*** PHONE LOG 02/15/2008 05:31 PM Central Daylight Time MGallagher Action Type:Incoming call
PER DPSM JOHNSTON:

1. NO ETA FROM KOREA
2. PART HAS NOT SHIPPED YET & NOT SURE WHEN IT WILL HAPPEN
3. SOP IS STILL ON "UPPER STATUS"
4. CONCERN IS NOT SUBSTANTIAL NON-CONFORMITY AS THEY ARE SUPPLEMENTAL RESTRAINTS, NOT PRIMARY

WTR STATED:

1. CUST IS SEEKING REPURCHASE
2. **DOCS** WILL BE OBTAINED BEFORE DECISION IS REACHED

WTR TO FT W/MCS BY COB 2/21

*** PHONE LOG 02/18/2008 11:53 AM Central Daylight Time MSandoval Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735X85 ██████████	K1404878	3,500
Mccordsville, IN ██████████		Prod. Date: 7/5/07	Dealer: IN007 Butler Kia	

2. SM: WILL HAVE **D~~OCS~~** NLT COB 02/18/08
3. PROVIDED ALL CUSTS INFO & CONTACT INFO

WTR TO F/U W/SM ON 02/19/08 IF NO **D~~OCS~~** RCV'D BY COB THIS DATE

*** PHONE LOG 02/18/2008 11:54 AM Central Daylight Time MSandoval Action Type:Outgoing call
WTR SHIRLEY IN ACCOUNTING @ FT WAYNE KIA THIS DATE:

1. REQ'D SERVICE **D~~OCS~~**
2. SHIRLEY: WILL HAVE **D~~OCS~~** NLT COB 02/18/08
3. PROVIDED ALL CUSTS INFO & CONTACT INFO

WTR TO F/U W/SM ON 02/19/08 IF NO **D~~OCS~~** RCV'D BY COB THIS DATE

*** PHONE LOG 02/21/2008 09:37 AM Central Daylight Time MSandoval Action Type:Incoming call
WTR S/W LAURIE IN ACCOUNTING @ BUTLER KIA THIS DATE:

1. LAURIE: DID YOU RCV THE **D~~OCS~~** I SENT ON 02/20/08
2. WTR: NO **D~~OCS~~** RCV'D
3. LAURIE: I WILL SEND **D~~OCS~~** RIGHT AWAY
4. WTR CHECKED ALL CONTACT INFO W/LAURIE & FAX MACHINE/ ALL OK & CORRECT

WTR TO F/U W/LAURIE ON 02/22/08 IF NO **D~~OCS~~** RCV'D BY COB THIS DATE

*** NOTES 02 21 2008 02:37 PM Central Daylight Time MGalagher Action Type:Meeting
PLR MCS THIS DATE:

1. STILL OBTAINING **D~~OCS~~**

WTR TO F/U W/MCS 2/25 FOR FURTHER UPDATE

*** PHONE LOG 02/22/2008 12:00 PM Central Daylight Time MSandoval Action Type:Outgoing call
WTR S/W SM/GARY ADAMS @ BUTLER KIA THIS DATE:

1. REQ'D SERVICE HISTORY
2. SM: LAURINE IS OUT TO LUNCH WHE WILL BE BACK SOON & I WILL HAVE HER CALL YOU ASAP
3. WTR PROVIDED ALL CONTACT INFO

WTR TO F/U W/LAURINE ON 02/25/08 IF NO **D~~OCS~~** OR C/B RCV'D BY COB THIS DATE

*** PHONE LOG 02/22/2008 12:03 PM Central Daylight Time MSandoval Action Type:Outgoing call
WTR S/W SHIRLEY @ FT WAYNE KIA THIS DATE:

1. REQ'D SALES HISTORY OF VEH
2. SHIRLEY: WILL WALK OVER TO THE OTHER STORE & SEND THE **D~~OCS~~** AS SOON AS I GET BACK
3. PROVIDED ALL CONTACT & CUSTS INFO

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC735X85 [REDACTED]	K1404878	3,500
Mccordsville, IN [REDACTED]		Prod. Date: 7/5/07	Dealer: IN007	Butler Kia

WTR RCVD VM FROM CUST THIS DATE:

1. WOULD LIKE ALL FURTHER CORRESPONDENCE TO BE FORWARDED TO HARRY BRADLEY OR JOHN BARKER

*** PHONE LOG 02/22/2008 01:03 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W CUST @ [REDACTED] THIS DATE:

1. CUST CONFIRMED HE HAS OBTAINED LEGAL COUNCIL
2. ANY FURTHER COMMUNICATION WILL NOW BE THROUGH ATTY
3. WTR TO WAIT UNTIL ADL HAS BEEN RCVD BEFORE PROCEEDING W/CASE

*** CASE CLOSE 02/22/2008 01:05 PM Central Daylight Time MGallagher

PLS NOTE CASE IS FILED IN *NON PRIORITY* CABINET

*** NOTES 02/29/2008 10:24 AM Central Daylight Time MSandoval Action Type:Correspondence rec.

WTR RCVD THIS DATE FROM TOM JOHNSTON

1. RO#332774 ALSO RECAP FROM DPSM

INFO ADDED TO HARD FILE & PLS NOTE CASE IS FILED IN *NON PRIORITY* CABINET

*** CASE CLOSE 02/29/2008 10:24 AM Central Daylight Time MSandoval

PLS NOTE CASE IS FILED IN *NON PRIORITY* CABINET

*** NOTES 03/11/2008 02:00 PM Pacific Daylight Time KWarren Action Type:Manager review

1. NCA received ADL from Krohn and Moss, LTD

2. Letter states:

- a. office represents client
- b. do not contact customer directly

c. alleged defects: body and/or electrical system as evidenced by repeated malfunction of **AIR** bag and any additional complaints actually made.

whether contained on your company's invoices or otherwise.

3. Attorney requests refund for vehicle, cancellation of contract and attorneys fees
4. Request response within 14 days.
5. Writer to scan letter into case and dispatch to the Central Region for further handling.

*** NOTES 03/12/2008 08:39 AM Central Daylight Time MGallagher Action Type:Meeting

ACCEPTED CASE THIS DATE...WTR FORWARDED HARD FILE TO AH THIS DATE TO GENERATE LTR TO ATTY

*** NOTES 03/15/2008 11:10 AM Pacific Daylight Time **AIR**by Action Type:E-mail sent

WTR SENT LTR TO CUST ATTY THIS DATE IN REGARDS TO ADL REC'D

WTR SENT LTR TO DLR THIS DATE IN REGARDS TO ADL LTR REC'D

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735X85██████████	K1404878	3,500
Mccordsville, IN ██████████		Prod. Date: 7/5/07	Dealer: IN007 Butler Kia	

COPIES ADDED TO HARD FILE AND FORWARDED TO MJG FOR FURTHER CASE HANDLING

*** NOTES 03/17/2008 12:09 PM Central Daylight Time MGallagher Action Type:Meeting
WTR TO CONTACT ATTY NLT 3/28 IF ATTY ROs NOT RCVD BY THAT DATE

*** NOTES 03/19/2008 07:12 AM Central Daylight Time **AIR**by Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE # KIA0836083 WHICH INCLUDES:
1. CCF - DATED 3/18/08 AND RCVD 3/18/08

A. **AIR**BAG/ELECTRICAL- CURRNET- YES
RESOLUTION SOUGHT:
1. THE CUSTOMER WOULD LIKE TO HAVE THE VEHICLE REPURCHASED PLUS ATTORNEY FEES.

INFO ADDED TO HARD FILE AND FORWARDED TO MJG FOR FURTHER CASE HANDLING

*** NOTES 03/19/2008 06:32 PM Central Daylight Time MGallagher Action Type:E-mail sent
WTR SENT EMAIL TO WAIVE PRIOR RESORT TO ALL APPROPRIATE PARTIES THIS DATE

*** NOTES 03/21/2008 02:09 PM Central Daylight Time MGallagher Action Type:E-mail rec.
PER ATTY JOHN BARKER:
1. AGREED TO DISMISS CLAIMS W/BBB

*** NOTES 03/21/2008 02:13 PM Central Daylight Time MGallagher Action Type:E-mail sent
WTR SENT EMAIL TO BBB THIS DATE:
1. ATTY AGREED TO CLOSE CLAIM
2. REQ'D BBB TO SEND CLOSE PAPERS

WTR TO E/U W/BBB NLT 3/28 IF CLOSE PAPERWORK NOT RCVD BY THAT DATE

*** NOTES 03/21/2008 01:29 PM Central Daylight Time MGallagher Action Type:E-mail rec.
PER DONNA PATTERSON @ BBB THIS DATE:
1. BBB CASE HAS BEEN CLOSED

WTR TO PROCEED ON 3/28 AS STATED ABOVE

*** NOTES 03/24/2008 10:43 AM Central Daylight Time **AIR**by Action Type:Facsimile rec.
CRCA REC'D VIA BBB FAX FILE # KIA0836083 WHICH INCLUDES:
1. AS YOU INDICATED THAT YOU DO NOT WISH TO PURSUE YOUR CLAIM WITH THE BBB AUTO LINE PROGRAM AT THIS TIME
2. YOUR CASE HAS BEEN CLOSED.

INFO ADDED TO HARD FILE AND FORWARDED TO MJG FOR FURTHER CASE HANDLING

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735X85 ██████████	K1404878	3,500
Mccordsville, IN ██████████		Prod. Date: 7/5/07	Dealer: IN007 Butler Kia	

1. MRF - DATED - 3/25/08
2. COPIES OF ROS

INFO ADDED TO HARD FILE AND FORWARDED TO MJG FOR FURTHER CASE HANDLING

*** PHONE LOG 03/26/2008 10:33 AM Central Daylight Time MGallagher Action Type:Outgoing call

WTR LVM FOR DONNA PATTERSON @ BBB THIS DATE:

1. THOUGHT CUST ALREADY CLOSED CASE W/BBB
2. REQ'D C/B TO DISCUSS
3. PROVIDED C/B #

WTR TO CONTACT BBB NLT 3/31 IF NO RESPONSE BY THAT DATE

*** NOTES 03/26/2008 10:37 AM Central Daylight Time MGallagher Action Type:Meeting

WTR ALSO TO CONTACT ATTY BY COB 3/31 TO REQ **DOCS**

*** PHONE LOG 03/26/2008 02:11 PM Central Daylight Time MGallagher Action Type:Incoming call

WTR RCVD VM DONNA @ BBB THIS DATE:

1. RETURNING CALL
2. ANOTHER CASE WAS OPENED YESTERDAY, SEEMS TO BE ERROR
3. SHOULD BE CLOSED (KIA0836630)
4. REQ'D C/B TO CONFIRM

*** PHONE LOG 03/26/2008 02:14 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR LVM FOR DONNA @ BBB THIS DATE:

1. AGREE CASE SHOULD BE CLOSED
2. REQ'D CLOSED LTR FAXED OVER
3. CAN C/B IF ANYTHING ELSE IS NEEDED
4. PROVIDED C/B #, FAX #

WTR TO PROCEED ON 3/31 AS STATED ABOVE

*** NOTES 03/27/2008 07:46 AM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.

CRCA REC'D VIA BBB FAX FILE # KIA0836630 WHICH INCLUDES:

1. A DUPLICATE CASE WAS OPENED. OR CASE WAS ERRONEOUSLY OPENED.
2. THE CASE HAS BEEN CLOSE FOR THE CLAIM LISTED ABOVE.

INFO ADDED TO HAND FILE AND FORWARDED TO MJG FOR FURTHER CASE HANDLING

*** PHONE LOG 04 01/2008 03:35 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR LVM FOR ATTY JOHN BARKER THIS DATE:

1. REQ'D **DOCS** IN ORDER TO MADE DECISION ON CASE
2. PROVIDED OFFICE ADDY, C/B #

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC735X85 [REDACTED]	K1404878	3,500
Mccordsville, IN	[REDACTED]	Prod. Date: 7/5/07	Dealer: IN007	Butler Kia

*** NOTES 04/03/2008 04:47 PM Central Daylight Time MGallagher Action Type:Meeting
PER MVW, WTR FORWARDED HARD FILE & ASSIGNED CASE TO AJM THIS DATE FOR FURTHER CASE
HANDLING

*** PHONE LOG 04/14/2008 10:01 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W GARY @ BUTLER KIA:
1. WTR REQ'D SERVICE DOC'S
2. GARY STATED HE WOULD NOT BE ABLE TO FAX THEM AS THE FILE IS TOO LARGE. HE WOULD HAVE TO
OVERNIGHT THEM
3. GARY VERIFIED CORRECT REGION TO SEND DOC'S TOO

WTR TO FU W/DLR 4/16/08 IF NO DOC'S RCV'D BY COB 4/15/08

*** PHONE LOG 04/14/2008 10:05 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR RCV'D MSG FROM ATTY HARRY BRADLEY ON 4/11/08 @ 5:57 P.M FORWARDED FROM MATT GALLAGHER:
1. REQ'D STATUS UPDATE
2. PROVIDED E-MAIL ADDRESS HBRADLEY@CONSUMERLAWCENTER.COM AND CONTACT NUMBER
[REDACTED]

WTR TO FU W/ATTY THIS DATE

*** PHONE LOG 04/14/2008 11:44 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SHIRLEY @ FORT WAYNE KIA:
1. REQ'D CUST CLAIM FORM FOR VEH REBATE
2. PROVIDED FAX

WTR TO ADVISE ATTY HARRY BRADLEY OF LATEST UPDATE THIS DATE

*** NOTES 04/14/2008 11:48 AM Pacific Daylight Time AnitaMay Action Type:E-mail sent
WTR SENT E-MAIL TO ATTY HARRY BRADLEY:
1. WTR ADVISED ATTY THAT DLR IS OVERNIGHTING SERVICE HISTORY THIS DATE

WTR TO MAINTAIN ORIGINAL FU W/DLR 4/16/08 IF NO DOC'S RCV'D BY 4/15/08 COB

*** NOTES 04/16/2008 10:01 AM Pacific Daylight Time *AIR*by Action Type:Correspondence rec.
CRCA REC'D VIA UPS FROM BUTLER KIA THIS DATE WHICH INCLUDES:
1. ROS

INFO ADDED TO HARD FILE AND FORWARDED TO AJM FOR FURTHER CASE HANDLING

*** PHONE LOG 04/22/2008 08:38 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W GARY @ BUTLER KIA:
1. WTR CONFIRMED ALL SERVICE DOC'S HAD BEEN RCV'D
2. VEH HAS BEEN DELIVERED BACK TO CUST

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735X85 ██████████	K1404878	3,500
Mccordsville, IN ██████████		Prod. Date: 7/5/07	Dealer: IN007	Butler Kia

3. FTR EVALUATED **OCS** CONCERN ON VEH 2/27/08
4. WTR TO PREPARE RO RECAP SO THAT AN OFFER CAN BE MADE

WTR TO FU ATTY HARRY BRADLEY @ KROHN & MOSS THIS DATE

*** NOTES 05/05/2008 04:12 PM Pacific Daylight Time AnitaMay Action Type:Meeting
RO RECAP HAS BEEN COMPLETED:

WTR TO FU W/DPSM AND OR FTR 5/6/08 TO VERIFY WHETHER THERE'S A FIX FOR THIS VEH CONCERN

*** NOTES 05/29/2008 03:19 PM Pacific Daylight Time AnitaMay Action Type:Meeting
CASE CLOSED AS IT IS NOW A LAWSUIT:

*** CASE CLOSE: 05/29/2008 03:21 PM Pacific Daylight Time AnitaMay
CASE CLOSED AS IT IS NOW A LAWSUIT. PLEASE NOTE THAT HARD FILE HAS BEEN FORWARDED TO AII FOR

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736975 ██████████	K1336951	6,000
Seneca, SC ██████████		Prod. Date: 6/27/06	Dealer: SC025 Kia of Anderson	

Case History

Complaint **Rep AIR Assistance**

*** PHONE LOG 07/20/2007 04:41 PM US Mountain Standard Time RBriones

Customer Stated:

1. Am having a problem.
2. The **PASS**enger sensor seat will go off sometimes.
3. But then will stay on other times.
4. So I took vehicle into SC025, and they looked at vehicle.
5. That was on June the 13th.
6. Dealer said they were going to have to order a whole new seat, and would be a couple of weeks.
7. So now all this time has gone by, and dealer is saying that it is fine.
8. That they have spoke with a regional person from Kia and that **AIR** bag will still deploy.
9. Don't feel safe with my wife driving around in vehicle like this.
10. Have an appointment with SC020 on Wednesday.

Writer Stated:

1. Apologized for prob.
2. Can follow up on this for customer.
3. Will see what assistance we can provide and will give customer a call back next week.
4. And will follow up with dealer svc dept next Wednesday.

*** PHONE LOG 07/26/2007 11:25 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called SC025 and Dean in svc stated:

1. That is possible.
2. Don't show we have a RO open on the vehicle.
3. She was in here on 6/13.
4. We didn't work on the vehicle yesterday.
5. Don't know anyone here who told her seat was going to be replaced.
6. On the 13th, vehicle was found to be operating as designed.
7. We have quite a few Sorento's with **AIR** bag sensor concerns.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 07/26/2007 11:29 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called SC020 and Ed in svc stated:

1. She had appt set for 9:30am.
2. But she did not come in.
3. Have no RO, open or otherwise, in our system.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 07/26/2007 11:40 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and stated:

1. Left mssg on cust's answering machine.
2. Adv had followed up with SC020 and veh was not there.
3. If customer does bring veh back into dealer, please give us a call back.
4. Gave 800 number and case number.

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736975 ██████	K1336951	6,000
Seneca, SC ██████		Prod. Date: 6/27/06	Dealer: SC025	Kia of Anderson

*** CASE CLOSE 07/26/2007 11:41 AM US Mountain Standard Time RBriones closed pending cust call back.

*** PHONE LOG 07/30/2007 08:06 AM US Mountain Standard Time CHart Action Type:Incoming call cust called

1. ((reiterated concerns))
2. there is a problem that needs to be addressed
3. i'm at the dlrshp now -- they say they can't fix it

wrt states

1. apologize
2. advised dlrshp needs to be able to duplicate concern
3. advised wrt can follow up w/ dlr regarding diagnosis/rep **AIR** of veh
4. will contact cust when additional info available
5. provided case# and ext

call ended

*** PHONE LOG 07/31/2007 05:43 AM US Mountain Standard Time CHart Action Type:Outgoing call called dlrshp -- spoke w/ SM Dean

1. we didn't have the veh here in service
2. the last i heard -- there is no fix for this yet
3. we haven't seen this veh in a month and a half

wrt thanked Dean -- call ended

*** PHONE LOG 08/03/2007 07:52 AM US Mountain Standard Time CHart Action Type:Outgoing call called dpsm MMyers

wrt states

1. calling regarding 07 sorrento **OCS**
2. dlrshp mentioned -- no fix

MMyers states

1. we just have to follow proper protocol
2. if dlr can duplicate the problem -- they can open a techline case

wrt thanked MMyers -- call ended

*** PHONE LOG 08/03/2007 07:54 AM US Mountain Standard Time CHart Action Type:Outgoing call called cust -- left VM

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

call ended

*** PHONE LOG 08/07/2007 10:49 AM US Mountain Standard Time CHart Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1336951	6,000
Seneca, SC ██████████		Prod. Date: 6/27/06	Dealer: SC025 Kia of Anderson	

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

*** PHONE LOG 08/08/2007 10:09 AM US Mountain Standard Time CHart Action Type:Outgoing call

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

*** CASE CLOSE 08/08/2007 10:14 AM US Mountain Standard Time CHart
sent call me letter

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Consumer Affairs Department**

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Last name [REDACTED]	First name [REDACTED]	VIN of 2007 SORENTO 4X2 EX KNDJD736X75 [REDACTED]	Case Number K1439403	Mileage 10,345
Sebring, FL [REDACTED]		Prod. Date: 6/29/06	Dealer: FL068 Alan Jay Kia	

Case History

Complaint Repurchase

*** NOTES 04/22/2008 05:11 PM US Mountain Standard Time SHolman Action Type: Manager review

DISPATCH FOR:

1. REVIEW OF CASE
2. CUSTOMER IS FILING LEMON LAW
3. **AIR**BAG LIGHT

*** PHONE LOG 04/22/2008 05:13 PM US Mountain Standard Time SHolman

CAROL BYRUM CALLED AND STATED:

1. WE HAVE CALLED THE DEFECT NOTIFICATION PLACE
2. WHAT IS THE ADDRESS I NEED TO SEND MY NOTIFICATION LETTER TO?
2. I LOVE MY SORENTO BUT I AM AFRAID ABOUT THE **AIR**BAG LIGHT
3. MECHANIC SAID **AIR** BAGS WON'T DEPLOY
4. WE WERE TOLD TO FILE LEMON LAW SO THAT IS WHAT WE ARE DOING

WRITER STATED:

1. APOLOGIZE FOR PROB
2. GAVE ADDRESS FOR KMA
3. NO OPEN RECALLS
4. UPDATED INFORMATION

*** PHONE LOG 04/23/2008 07:44 AM US Mountain Standard Time SJeon Action Type: Incoming call

*** NOTES 04/22/2008 05:18 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

dealer-Alan Jay Sebring Florida-6 times it has been in the shop since 2/17/07- for a defective **PASS**enger **AIR**bag light-advised by dealer service tech that as long as the light is on the **AIR**bag will not deploy. Dealer advised that they can't do anything else. they have replaced the sensor. the whole seat was wapped out from another vehicle-so we can either file under the lemon law or deal with it. Then last night the dealer ship told us. "well. you do have a seat belt." It is an unsafe vehicle and if a crash occurs and a **PASS**enger is hurt or killed there will be a law suit. We have a case # with Kia as of tonight-K1439403. please help us. I love my Sorento otherwise but feel unsafe for my **PASS**engers.

*** PHONE LOG 04/23/2008 03:57 PM Eastern Daylight Time June Sifford Action Type: Outgoing call

SRCAA contacted Mrs [REDACTED] states

1. last time we took it in was November
2. we have had it in 6x's for the **AIR**bag system
3. I did not know what to do so I filled out the LL/AG paperwork & sent it off yesterday SRCAA advised
 1. since November we have had some programming updates that will correct this concern
 2. system is functioning properly however in some instances the vehicle will not recognize the person
 3. could be the way the person is sitting
 4. we can update the programming & I feel this will correct this for you
 5. request that you schedule an appointment with FL068 to have the update completed
 6. I will call the Dealer to review your concerns
 7. request you send all service document & finance agreement for my review
8. once we confirm the rep**AIR**s I will see if there is some GW assistance available for your inconvenience.
9. provided name, phone & fax numbers

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75 ██████████	K1439403	10,345
Sebring, FL ██████████		Prod. Date: 6/29/06	Dealer: FL068	Alan Jay Kia

*** PHONE LOG 04/23/2008 04:02 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Jamie at FL068 & reviewed customer concerns & customer will call to schedule
Per Jamie

1. vehicle was in yesterday & John Smith looked at it.

SRCAA verified VIN with Jamie & advised that I will need to contact FTR as this was not on his schedule.

Additionally the customer states she has not had it in for this concern since November.

*** PHONE LOG 04/23/2008 04:03 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA LM on VM for FTR requesting info.

*** PHONE LOG 04/23/2008 04:06 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted to contact Service Manager as FTR schedule indicates that he is in California
Service Manager not in.

*** NOTES 04/23/2008 04:09 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA Needs to verify if the Dealer has the new tool for the software update.
DPSM will look for list to see where Dealer is on it.

*** PHONE LOG 04/25/2008 08:21 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted James & Dough at FL068-Alan Jay kia to review **OCS** tool being sent out
██████████ states

1. John Smith did the reflash last October

SRCAA advised

1. newer update being shipped to dealers now
2. I will review your placement on the shipping list
3. advised Dough that they will not be receiving the tool until a later date
4. I will arrange FTR involvement.

*** NOTES 04/25/2008 10:00 AM Pacific Daylight Time KWarren Action Type:Manager review
NCA received MVDN
MVDN states:

1. 3 or more rep**AIR** attempts have been made to rep**AIR** the same defect or condition
2. Alleged defect: **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 Southern Region for further handling.

*** NOTES 05/05/2008 03:12 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Per review with FTR--FTR will send the tool to the DPSM -- DPSM will inspect vehicle for programming & update if needed

*** PHONE LOG 05/20/2008 03:51 PM Eastern Daylight Time ABrown Action Type:Outgoing call

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Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
Sebring, FL		KNDJD736X75	K1439403	10,345
Prod. Date: 6/29/06		Dealer: FL068 Alan Jay Kia		

Spoke with James, svc mgr
James stated

- 1 Rep*AIR*s have been made to vehicle
 - 2 Followed up with customer on Friday
 - 3 Customer satisfied with rep*AIR*s so far
- SRCAA thanked James for information and ended call

*** PHONE LOG 05/20/2008 03:51 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer
1 No answer. LVM for call back

*** PHONE LOG 05/22/2008 12:50 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer
SRCAA stated

- 1 Calling to follow up on the rep*AIR* status of your vehicle
- Customer stated
- 1 Everything is working great
- SRCAA stated
- 1 KMA would like to offer GW for your inconvenience
 - 2 Would you please fax or mail a copy of your payment coupon?
- Customer stated
- 1 Sure
- SRCAA left fax number and mailing address
- 1 I will be looking for your payment coupon
- Customer thanked SRCAA and ended call
CASE PENDING PAYMENT COUPON FROM CUSTOMER

*** NOTES 05/23/2008 11:17 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA received fax of payment coupon from customer
SRCAA sending GW offer of 1 monthly car payment in the amount \$522.71
Offer expires 6/23/08

*** NOTES 05/27/2008 08:18 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA received accepted and signed GW offer from customer
SRCAA processing GW to be sent to NCA for further processing

*** CASE CLOSE 05/27/2008 07:21 AM Eastern Daylight Time ABrown
GW settlement in the amount of \$522.71

*** CASE CLOSE 07/08/2008 01:53 PM US Mountain Standard Time JHirshfield
*AIR*BAG TREAD REVIEW -- JH

*** NOTES 07/21/2008 10:38 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA received GW check

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Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736X75 ██████	K1439403	10,345
Sebring, FL ██████		Prod. Date: 6/29/06	Dealer: FL068 Alan Jay Kia	

*** CASE CLOSE 07/21/2008 10:47 AM Eastern Daylight Time ABrown

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75██████████	K1335086	7,000
Brazoria, TX ██████████		Prod. Date: 10/13/06	Dealer: TX088	Southwest Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 07/17/2007 11:09 AM US Mountain Standard Time LCoema Action Type:Incoming call
Cust States Gerald Brown son in law.

1. Have a problem with the **PASS**enger side **AIR** bag light staying on majority of the time.
2. Have taken veh to dlr several times for concern.
3. Dlr has stated this is a known problem but Kia does not have any way of rep**AIR**ing the veh.
4. We live 50 miles from dlr.
5. Picked up veh yesterday, light still staying on when **PASS**enger in seat.
6. We all weigh over limit.
7. Someone at dlr told me to call Kia about this then maybe Kia would give the dlrs hps instructions on how to fix the problem.
8. We really love the SUV & purchased veh for its 5 star safety rating.

Writer states:

1. Updated, no recalls.
2. Writer has not heard that there is a known problem with the **AIR** bag system in the Sorento.

Writer put cust on hold & called TX088 Southwest Kia, spoke with Russell srv mgr who stated:

1. No codes in system.
2. I sat in **PASS**enger side & light went out.
3. Cust is stating **AIR** bag light is on most of the time.
4. Have several other vehs like this.
5. This is known problem with the 2007 Sorentos.
6. Tried to update with 2005 Sorento programming but doesn't work
7. Haven't called tech line on this veh, but have called on others.
8. Did speak to DPSM about the concerns with the 2007 Sorentos.

Writer called DPSM JHerrera, left VM message stating:

1. Adv of veh & customer concerns.
2. Adv of srv mgr information.
3. Writer dispatching file to region for further assistance.
4. Will send case history to DPSM.

Writer went back to cust & stated:

1. Adv of srv mgr information.
2. Writer left VM message for Kia factory rep also.
3. Writer escalating file to regional office.
4. Cust will receive call back from someone in region within 48 to 72 hrs.
5. If cust does not receive a call back with time frame, please call writer back.
6. Provided file number & writer's ext.

Writer dispatching file to region:

1. **AIR** bag light concern that dlr not able to fix.

*** EMAIL OUT _ LCoema Action Type:External email
Send to:[JHerrera@kiausa.com]
Linda ext 45038

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 Aff**AIR**s Dept. at 949.595.5802 AND delete this email.

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736X75██████████	K1335086	7,000
Brazoria, TX ██████████		Prod. Date: 10/13/06	Dealer: TX088	Southwest Kia

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1335086_I.Colema_07-17-2007120528.doc>>

*** PHONE LOG 07/17/2007 01:26 PM US Mountain Standard Time LCoema Action Type:Incoming call

Writer received VM message from DPSM JHerrera stating:

1. Returning writer's call.
2. Please call back.

Writer called DPSM JHerrera who stated:

1. My understanding is we are waiting for a fix for this concern.
2. FTR is working on this.
3. Don't have a time frame for the fix.
4. Will be a reprogramming like the older model.
5. Tell cust if light is on, to not sit in front seat.

*** PHONE LOG 07/18/2007 04:24 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called customer. ettie caldwell not available. wrcaa spoke with co-owner gerald brown:

1. advised kia is working on rep**AIR** for the **PASS**enger seat a/b light issue
2. advised will be contacting dlr serv mgr who should stay in contact with dpsm & fir for resolution
3. advised should be hearing from either dlr serv mgr or wrcaa within 3-4 weeks

*** PHONE LOG 07/19/2007 01:55 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa spoke with dlr service mgr russell ray:

1. who concurred heard kia motors will have fix for a/b light issue shortly.
2. plans on calling customer for rep**AIR** appt as soon as receives info from dpsm j.herrera
3. who usually contacts him via email with service bulletin info, etc.
4. hopes to have this vehicle rep**AIR**ed sometime over next few weeks or sooner
5. will put on his calendar to contact customer with update on 7-31
6. thanked wrcaa for the phone call

*** NOTES 07/26/2007 03:42 PM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.
NCA received certified letter from customer.

1. Same complaint as above.
2. Customer requesting final rep**AIR** and will seek repurchase if Kia is unable to correct problem.

Scanned and dispatched to region for further handling.

*** PHONE LOG 07/27/2007 09:18 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dlr for serv mgr russell ray, not available, left message

1. with cassie - requested return call
2. ray advised prev conversation, he will call customer on 7-31-07 with

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75 ██████████	K1335086	7,000
Brazoria, TX ██████████		Prod. Date: 10/13/06	Dealer: TX088	Southwest Kia

wrcaa called customer - spoke with mr.brown

1. relayed serv mgr russell ray is scheduled to call him next week
2. with resolution/fix updates

*** PHONE LOG 07/27/2007 01:53 PM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received vm from dlr serv mgr - russell ray who advised:

1. spoke with gina brown earlier this week & she advised certified letter will be sent to kia motors
2. serv mgr asked why was letter sent since he told customer he would contact her early next week
3. with update on resolution/fix for a/b light issue
4. serv mgr was told reason: because that is what is recommended in owner's manual
5. serv mgr advised customer again she will hear from him next week with resolution update
6. thanks for update russell ray

*** PHONE LOG 08/14/2007 01:01 PM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received call from dpsm j.herrera who advised:

1. is following with dealership serv mgr and ftr r.peralta
2. states resolution/fix for **PASS**enger seat **AIR**bag light problem will be available
3. very soon
4. wrcaa asked dpsm for specific date: however. date not available
5. just very soon
6. dpsm aware customer has been calling dlr serv mgr russell ray often
7. seeking resolution

wrcaa called customer, spoke with gerald brown:

1. relayed prev notes update
2. though mr brown appreciative of wrcaa's call. unhappy that a major
3. car company like kia has not come up with a rep**AIR** for this problem yet
4. customer advised may have to review his options
5. customer thanked wrcaa for the phone call

*** PHONE LOG 08/14/2007 01:05 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dpsm j.herrera, not available. left vm:

1. relayed update regarding wrcaa conversation with
2. gerald brown
3. customer mentioned he is loosing patience with having to wait
4. for rep**AIR**s and may need to review alternative options
5. for resolution. like bbb

*** NOTES 10/03/2007 07:34 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** CASE CLOSE 10/04/2007 08:36 AM Pacific Daylight Time ELau

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1335086	7,000
Brazoria, TX ██████████		Prod. Date: 10/13/06	Dealer: TX088 Southwest Kia	

*** PHONE LOG 10/08/2007 08:26 AM US Mountain Standard Time LCoema Action Type: Incoming call

Writer received VM message from Mrs. ██████████ stating:

1. Provided file number.
2. Please call back.

Cust states Mrs. ██████████ daughter:

1. We have not heard anything from Kia since August.
2. Still waiting to have the **AIR** bag system rep**AIR**ed.
3. Spoke with a Linda who promised us the rep**AIR**s would be done within 30 days & we would be a happy customers.
4. My mother has to sit in the **PASS**enger seat & **AIR** bag light is on.
5. Also have a problem with the locks. will lock & unlock by themselves.
6. Also **AIR** conditioner is not working correctly & there is a defect in the leather.
7. Have not contacted the dlr yet.
8. Want to make sure all rep**AIR**s can be done at same time.
9. We are ready for Kia to buy back this veh.
10. Sent certified letter over 2 months ago.

Writer states:

1. Updated, no recalls.
2. Apologized for situation.
3. Kia's buy back policy is in accordance with cust state laws.
4. Kia is going to rep**AIR** the veh under the terms of the warranty.
5. File indicates cust had spoke with I. Navarro in the regional office.
6. Writer will forward file back to the region.
7. Cust will receive call back from someone in region with in 48 to 72 hours.

Writer dispatching file to region:

1. File was at region.
2. Might have been closed in error.
3. Cust is requesting veh be bought back.

*** PHONE LOG 10/09/2007 10:21 AM Pacific Daylight Time LNavarro Action Type: Outgoing call

wraaa called dlr tx088. spoke with carlos rodriguez (freddie jones -serv mgr not avail):

1. carlos advised. per freddie. dpsm j.herrera trying to get kia fac tech to dlr
2. to reflash **AIR** bag light system
3. states unsure when this will occur

wraaa spoke with dpsm j.herrera - who advised:

1. just spoke with fac tech r.peralta who will be sending reprogramming tools direct
2. to dpsm j.herrera
3. j.herrera plans on visiting tx088 dlr sometime next week (unsure which day) & someone will
4. then contact customer to make arrangements for rep**AIR**
5. wraaa advised j.herrera customer (gina brown) had left vm indicating they want situation resolved asap -
6. or request kia to buy back the vehicle

wraaa called ██████████ 2 (line busy):

1. called again. was able to leave a detailed voice message

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1335086	7,000
Brazoria, TX ██████████		Prod. Date: 10/13/06	Dealer: TX088	Southwest Kia

wrcaa sent entire clarify case (with internal notes) to dpsm j.herrera

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

Send to:[Herrera, Jesse [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.

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_K1335086_LNavarro_10-09-2007101944.doc>>

*** PHONE LOG 10/22/2007 10:13 AM Pacific Daylight Time LNavarro Action Type:Incoming call

wrcaa received call from dlr tx088 serv mgr freddie jones who advised:

1. veh has been reprogrammed and rep**AIR**ed
2. has contacted customer to pick up her veh from dlr today
3. wrcaa thanked freddie jones for the phone call
4. and update of veh status

*** CASE CLOSE 10/22/2007 10:14 AM Pacific Daylight Time LNavarro

*** NOTES 10/22/2007 12:31 PM Pacific Daylight Time LNavarro Action Type:Manager review

wrcaa reopened case to document the following notes:

1. customer letter from ██████████ inserted into a case folder
2. letter dated 7-21-07, consumer aff**AIR**s dept received 7-26-07
3. which is filed at regional office
4. file reclosed

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736175 ██████████	K1410235	18,734
Quantico, MD ██████████		Prod. Date: 10/23/06	Dealer: MD029 Sherwood Kia of	

Case History

Complaint **RepAIR Assistance**

*** NOTES 02/04/2008 03:02 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (██████████-spouse) and stated:
 - * The DPSM will be going to the dealer sometime this month
 - * As soon as I know the date, I will send you a letter with the date and time to meet with him
 - * Please be sure the person who sits in the **PASS**enger seat is present for this inspection
 - * I would also like to confirm if you purchased the vehicle used
 2. Customer stated:
 - * We purchased the vehicle used with 18,000 miles
 - * Please let me know when we should take the vehicle to the dealer
- CASE PENDING DATE OF DPSM VISIT

*** PHONE LOG 02/04/2008 03:04 PM Eastern Daylight Time OSprague

1. DPSM called and stated:
 - * This vehicle was reflashed using the updated tool
 - * The customer contacted the dealer and said the light is still on
 - * I want to verify this since it was working fine when the customer left the dealer on 1/16/08
 - * I will let you know when I am going to this dealer so I can inspect it.
 - * Please let the customer know the person who sits in the **PASS**enger seat MUST be present for this inspection
- CASE PENDING DATE OF DPSM'S VISIT TO MD029

*** NOTES 02/13/2008 11:17 AM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM and FTR will be at MD029 on Wed 2/20
 2. Writer left message for customer stating:
 - * Please take your vehicle to dealer on 2/20 at 11:00 am
 - * Please have the person who sits in the **PASS**enger seat present for the inspection
 3. Writer sending confirmation letter to customer
- CASE PENDING INSPECTION BY DPSM & FTR

*** COMMIT 02/13/2008 11:19 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** FULFILL 02/20/2008 11:59 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 02/21/2008 12:15 PM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM (PStapleton) and FTR inspected vehicle for **OCS PASS**enger **AIR**bag light inop
2. Per DPSM:
 - * Replaced **PASS**enger seat
3. Writer will request RO w:tech notes for file
4. No further action is required as vehicle is rep**AIR**ed

*** CASE CLOSE 02/21/2008 12:18 PM Eastern Daylight Time OSprague

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736175██████████	K1410235	18,734
Quantico. MD ██████████		Prod. Date: 10/23/06	Dealer: MD029	Sherwood Kia of

*** CASE CLOSE 04/14/2008 09:28 AM US Mountain Standard Time TMorales

AIRBAG TREAD REVIEW COMPLETE

Applicable

C

Page 1 of 6

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885	K1553011	6,500
Hookerton, NC	██████████	Prod. Date: 6/28/07	Dealer:	

Case History

Complaint Accident

*** PHONE LOG 02/12/2009 09:51 AM US Mountain Standard Time DDailous
CUSTOMER STATES

1. WHERE CAN I COMPLAIN
2. I BOUGHT A CAR IN OCT AND HAD A HEAD ON COLLISION IN JAN AND THE AIRBAG DIDN'T DEPLOY

*** PHONE LOG 02/12/2009 10:03 AM US Mountain Standard Time DDailous Action Type:Incoming call
WRITER ADDING NOTES:

WRITER STATES TO CUSTOMER:

1. UPDATED, APOLOGIZED
2. ADVISED WOULD LIKE TO TAKE AN ACCIDENT REPORT
3. IF YOU CAN GET TOGETHER ANY PHOTOS FROM THE ACCIDENT AND THE POLICE REPORT AND MAIL IT IN, THEN AFTER REVIEWING, SOMEONE FROM THAT OFFICE WILL CALL YOU ON IT WITH ANY OTHER QUESTIONS.

CUSTOMER STATES

1. OK, WILL MAIL IN
2. MY AIRBAG WENT OFF ON THE DRIVER SIDE, BUT NOT ON THE PASSENGER SIDE AND SHE HAD HER SEAT BELT ON
3. I DON'T KNOW IF THE AIRBAG LIGHT WAS ON OR NOT BEFORE IT HAPPENED

*** PHONE LOG 02/13/2009 01:24 PM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer left VM requesting call back

*** PHONE LOG 02/18/2009 01:10 PM Pacific Daylight Time ELau Action Type:Incoming call
Wrt received call from customer stating:
1. I will send the photos off tomorrow

*** NOTES 02/25/2009 08:40 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received photos from customer

Wrt to attach to case and dispatch to NCA for further handling.

*** PHONE LOG 02/25/2009 11:26 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer left VM stating:
1. Received photos
2. Please call me back

*** PHONE LOG 02/26/2009 03:50 PM Pacific Daylight Time ELau Action Type:Incoming call
Wrt received call from customer:
Wrt states:
1. Received photos
2. Wondering if you have a copy of the police report.
Customer states:
1. I have requested from the police department

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1553011	6,500
Hookerton, NC	[REDACTED]	Prod. Date: 6/28/07	Dealer:	

2. I should have it some time next week
3. My main concern is that the passenger airbag did not deploy
4. I brought it in to the Kia dealership and told them that light would come on and off sometimes.
5. They said it does that sometimes.

Wrt states:

1. Does it come on when someone is sitting there?

Customer states:

1. It didn't matter whether someone was sitting there.

Wrt states:

1. Oh
2. Will review case
3. Please forward the police report once received.

*** PHONE LOG 03/04/2009 11:10 AM Pacific Daylight Time ELau Action Type:Outgoing call

Wrt called customer left VM stating:

1. Calling to follow up in regards to receipt of the police report
2. Please call me back

*** PHONE LOG 03/04/2009 11:20 AM Pacific Daylight Time ELau Action Type:Incoming call

Wrt received call from customer stating:

1. I will mail the police report out today

Wrt states:

1. Thanks

*** NOTES 03/10/2009 01:39 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received accident report from customer.

Wrt to attach to case and dispatch to NCA for further review.

*** EMAIL OUT 03/11/2009 ADow-CA Action Type:External email

Send to:[adow@kiausa.com]

CC List:[ELau@kiausa.com]

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<<File Attachment:

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*** NOTES 03/16/2009 08:09 AM Pacific Daylight Time ELau Action Type:Manager review

1. Case reviewed with CA Legal Department
2. Per CA Legal Department please confirm location of vehicle.

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1553011	6,500
Hookerton, NC	██████████	Prod. Date: 6/28/07	Dealer:	

*** PHONE LOG 03/16/2009 08:11 AM Pacific Daylight Time ELau Action Type:Outgoing call

Wrt called customer:

1. Advise customer we received the police report
2. Do you know where the vehicle is currently located at?

Customer states:

1. It was at Insurance Auto Auction in Jacksonville
2. Not sure if it's still there
3. I have the # and address at home
4. I'm heading home right now, I can call you later to give you that information

Wrt states:

1. Great, thank you

*** PHONE LOG 03/16/2009 02:33 PM Pacific Daylight Time ELau Action Type:Incoming call

Wrt received call from customer stating:

1. The vehicle is at Auto Auctions
2. Their # is ██████████
3. Stock # is 5146474
4. My insurance information is Caroline Atmoore
5. North Carolina Farm Bureau
6. 1800-605-5654 Claim # 3954528

*** PHONE LOG 03/16/2009 02:33 PM Pacific Daylight Time ELau Action Type:Outgoing call

Wrt called North Carolina Farm Bureau, however offices are closed for the day

*** PHONE LOG 03/17/2009 08:42 AM Pacific Daylight Time ELau Action Type:Outgoing call

Wrt left VM for Caroline Atmoore of Farm Bureau for a return call

*** PHONE LOG 03/17/2009 12:09 PM Pacific Daylight Time ELau Action Type:Incoming call

Wrt received call from Caroline Atmoore of North Carolina Farm Bureau:

1. Wrt advised Caroline reason for calling
2. Would like to confirm location of vehicle

Caroline states:

1. Vehicle is located at Insurance Auto Auction in Jacksonville Florida
2. 14492 New Kings Rd. Jacksonville FL

Wrt states:

1. Need to obtain authorization for Kia to send someone out to see vehicle.

Caroline states:

1. Let me conference call you in so I can obtain authorization for you.

Conference call between Insurance Auto Auction, North Carolina Farm Bureau and KMA

Caroline states:

1. Advise Insurance Auto Auction that KMA would like to see vehicle

IAA states:

1. No problem just come by and present your ID
2. We are open M-F at 8-4:30

Wrt states:

1. Thanks

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1553011	6,500
Hookerton, NC [REDACTED]		Prod. Date: 6/28/07	Dealer:	

*** NOTES 03/17/2009 12:10 PM Pacific Daylight Time ELau Action Type:Manager review

1. Wrt notified CA Legal Department
2. Pending inspection date

*** NOTES 03/25/2009 03:53 PM Pacific Daylight Time ELau Action Type:Manager review

1. Per Legal inspection set for April 1st.

*** NOTES 04/02/2009 03:43 PM Pacific Daylight Time ELau Action Type:Manager review

1. KMA inspected customer's vehicle on April 1st, 2009.
2. Because of NHTSA regulation customer's vehicle is equipped with a OCS system to detect an occupant in the right front passenger seat.
3. Small occupants and children can be injured in an accident.
4. Customer's vehicle OCS system detected a small occupant in the right front passenger seat at the time of the accident.
5. The OCS system suppressed the deployment of the right front passenger airbag to prevent injury to the small occupant.
6. Airbag system operated as designed.

*** PHONE LOG 04/03/2009 08:23 AM Pacific Daylight Time ELau Action Type:Outgoing call

Wrt called customer:

1. Advise customer based on inspection of vehicle, airbag system operated as designed.

Customer states:

1. I already spoke with my attorney
2. My attorney will be contacting you
3. Thank you, bye

*** CASE CLOSE 04/03/2009 08:24 AM Pacific Daylight Time ELau
Claim denied, close pending any further contact

*** CASE CLOSE 04/03/2009 08:25 AM Pacific Daylight Time ELau

*** NOTES 04/08/2009 05:00 AM US Mountain Standard Time LCoema Action Type:Manager review

WRITER ADDING NOTES FROM DUPLICATE WEB CASE

*** NOTES 04/07/2009 02:02 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

I have a concern/complaint with my Kia vehicle that was wrecked and I was told by a Kia rep that nothing could be done about it. Well, I feel something CAN be done about it and I will not be satisfied until somebody has done something about it. I was also told by this rep that there was no one else I could talk to and the matter was settled. Again, I am not a happy camper. I want someone else to talk to me about this serious matter with my vehicle. PLEASE!!!!

*** NOTES 04/08/2009 05:01 AM US Mountain Standard Time LCoema Action Type:Manager review

Writer dispatching case to NCA:

1. Accident, non deployment of air bags.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1553011	6,500
Hookerton, NC [REDACTED]		Prod. Date: 6/28/07	Dealer:	

2. NCA has already spoken with cust.
3. Cust not happy with answer.
4. Wants to speak with someone else.
5. Please review & call cust.

*** NOTES 04/10/2009 09:01 AM US Mountain Standard Time DUnderwood Action Type:Manager review
TREAD REVIEW COMPLETED BY DEE UNDERWOOD

*** NOTES 04/15/2009 12:43 PM US Mountain Standard Time JHirshfield Action Type:Manager review
e-mail from NCA:

1. Complaint

Since I have not received any communication since I wrote you last week, I will write again!!! I have an issue with my Kia Sorento that was totalled back in January that I need an answer to. I have talked with one person at Kia who told me he was the only person at Kia that I could talk to. I find it hard to believe I was actually talking to the CEO or whatever he is called. And I find it hard to believe he is the only person I can talk to about my issue. My lawyer advised me to try one more time to talk with someone, which I did try last week but apparently no one wants to talk with me to see if we can come to some resolution about this issue without it involving lawyers. Could someone PLEASE contact me. Thank you.

*** NOTES 04/15/2009 12:53 PM US Mountain Standard Time TMorales Action Type:Manager review
*****Email from Korea forwarded to Call Center by NCA*****

From: [REDACTED]
Sent: Tuesday, April 14, 2009 7:38 AM
To: Wirz, Margie [KMA]
Subject: [After Sales Service] catherine carraway

Region : U.S.A

Country : U.S.A

Name : [REDACTED]

Address : [REDACTED] Hookerton, NC [REDACTED]

Phone : [REDACTED]

E-Mail [REDACTED]

Vehicle : Sorento

Dealer/Branch : Deacon Jones Kia

Vin : KNDJD735885 [REDACTED]

VehicleNo : [REDACTED]

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	KI553011	6,500
Hookerton, NC ██████████		Prod. Date: 6/28/07	Dealer:	

Mileage : 6000

Purchasing Date : 10-28-08

content

1. Complaint

Since I have not received any communication since I wrote you last week, I will write again!!! I have an issue with my Kia Sorento that was totalled back in January that I need an answer to. I have talked with one person at Kia who told me he was the only person at Kia that I could talk to. I find it hard to believe I was actually talking to the CEO or whatever he is called. And I find it hard to believe he is the only person I can talk to about my issue. My lawyer advised me to try one more time to talk with someone, which I did try last week but apparently no one wants to talk with me to see if we can come to some resolution about this issue without it involving lawyers. Could someone PLEASE contact me. Thank you.

*** PHONE LOG 04/15/2009 02:10 PM Pacific Daylight Time MWirz Action Type:Incoming call
WRITER CALLED CUSTOMER LISTED ON EMAIL SENT TODAY 252 747 5659

1. WRITER CALLED CUSTOMER AND LEFT A DETAILED MESSAGE FOR A RETURN AND PROVIDED NCA DIRECT LINE AND 800 LINE
2. A WAITING CALL FROM CUSTOMER

*** PHONE LOG 04/17/2009 02:35 PM Pacific Daylight Time MWirz Action Type:Incoming call
WRITER RECEIVED VOICE MESSAGE FROM CUSTOMER

WRITER CALLED AND SPOKE WITH CUSTOMER

1. I WANT TO KNOW WHY THE PASSENGER AIRBAG DID NOT DEPLOY
2. THE PASSENGER IS APPROXIMATELY 200 POUNDS AND WAS SITTING CORRECTLY DURING THE ACCIDENT
3. MYSELF, MY MOTHER AND THE PASSENGER WILL ALL VOUCH THAT SHE WAS SITTING CORRECTLY
4. EDWARD LAU TOLD ME THAT THE COMPUTER SAID THAT EITHER THE PASSENGER WAS CLASSIFIED AS SMALL OR OUT OF POSITION
5. SINCE SHE IS BIG AND NOT OUT OF POSITION I BELIEVE THERE IS SOMETHING WRONG WITH THE PASSENGER AIRBAG AND I WANT IT RE TESTED
6. ALSO REQUESTING COPIES OF BOTH COMPUTER PRINT OUT FOR HER ATTORNEY
7. WRITER STATED THAT WE CAN NOT PROVIDE THE COMPUTER PRINT OUT BUT HER ATTORNEY CAN SUBPOENA THEM IF HE WISHES
8. WRITER WILL REFER CASE TO OTHER DEPT FOR SECOND REVIEW
9. CUSTOMER REQUESTED SECOND INSPECTION OF AIRBAGS

*** NOTES 04/17/2009 02:36 PM Pacific Daylight Time ELau Action Type:Manager review

1. Forwarded to Legal for second review

*** NOTES 04/22/2009 02:22 PM Pacific Daylight Time ELau Action Type:Manager review

1. Wrt reviewed case with Legal Department
2. Customer's request/claim is denied
3. Wrt mailed denial letter to customer
4. Close case

*** CASE CLOSE 04/22/2009 02:23 PM Pacific Daylight Time ELau

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735685 ██████████	K1573019	2,400
Phoenix, AZ ██████████		Prod. Date: 1/3/08	Dealer: AZ026	Peoria Kia

Case History

Complaint Repurchase

*** PHONE LOG 04/06/2009 08:35 AM US Mountain Standard Time DDailous

CUSTOMER STATES

1. I BOUGHT A SORENTO BACK IN FEB 7, 2009
2. IT STARTED THE FIRST WEEK I GOT THE CAR, THE **AIR**BAG LIGHT FOR THE **PASS**enger DOES NOT GO OFF EVEN WITH SOMEONE IN IT
3. I NOTIFIED SERVICE DEPT AND THEY ASKED ME TO BRING IT IN AND I DID
4. I WAITED ALL DAY FOR THEM TO LOOK AT IT, THEY SAID IT WAS FIXED
5. IT CAME BACK ON AND THEY ASKED ME TO BRING IT BACK AND I DID
6. THEY SAID THEY WANTED TO ORDER A NEW SEAT
7. THEY PUT THE NEW SEAT IN AND AGAIN THE LIGHT CAME BACK ON AND WOULD NOT GO OFF WHEN I SAT IN SEAT
8. I WENT BACK AGAIN
9. I HAVE A PROBLEM WITH THE SAFETY OF THIS CAR
10. WE DON'T KNOW IF WE GET INTO AN ACCIDENT IF BOTH **AIR**BAGS WILL GO OFF
11. I TOOK BACK LAST WEEK THEY REBOOTED THE COMPUTER OR DID SOMETHING
12. ANOTHER LIGHT. TPMS CAME ON
13. NOW THERE ARE TWO LIGHTS MALFUNCTIONING
14. NOW THE CAR IS VEERING TO THE RIGHT LIKE SOMETHING IS WRONG WITH THE ALIGNMENT
15. ANOTHER PROBLEM IS WHEN I FIRST WENT BACK THE FIRST TWO TIMES, I WAS CALM
16. I GOT A MESSAGE THAT A JOHN GILLAN HAD CALLED ME TO TELL ME THE SALES PERSON HAD GONE TO PRESCOTT AND HE WOULD CALL ME TO FIGURE OUT WHAT TO DO
17. THIS IS A SAFETY THING
18. I DON'T HATE THE CAR. I EVEN PAID THE FIRST PAYMENT ON THE CAR 20 DAYS BEFORE THE FIRST DUE DATE
19. MONEY IS NOT THE ISSUE
20. THEY SAID THEY WOULD COME GET THE CAR AND CONTACT ME
21. WE HAVE HAD WORK DONE SINCE THE MOMENT I BOUGHT THE CAR
22. I AM IN THIS LOAN FOR 8 YEARS. WHY WOULD I DO THAT WHEN IT MALFUNCTIONS ALREADY

WRITER STATES

1. UPDATED. NO RECALLS. APOLOGIZED
2. WHO DID YOU TALK TO AT THE DEALERSHIP

CUSTOMER STATES

1. DEALING WITH VALERIE FOR THE **AIR**BAG
2. THE SALES GUY WAS VICTOR

WRITER STATES

1. IS THE CAR AT THE DEALERSHIP NOW?
2. AT THIS NUMBER, WE CAN ASSIST WITH THE REPAIR OF YOUR VEHICLE
3. YOU HAVE LOOKED THROUGH THE **AIR**BAG SECTION OF THE MANUAL AND EVERYONE IS SEATED CORRECTLY IN THE SEAT AND THEY WEIGH ENOUGH?

CUSTOMER STATES

1. IT SAYS IF YOU TAKE CAR BACK A FEW TIMES, THIS WILL BE THE 4TH OR 5TH TIME
2. NOW OTHER THINGS ARE STARTING TO HAPPEN
3. I HAVE BEEN SO PATIENT
4. IF I GET HIT I AM IN TROUBLE
5. I DON'T KNOW IF THE **AIR**BAGS WILL FUNCTION
6. I CAN'T PAY \$450 A MONTH AND TELL PEOPLE TO NOT SIT IN THE FRONT SEAT
7. IT GOES ON AND OFF SPURATICALLY
8. I WEIGH 130 AND MY DAUGHTER WEIGHS 170....IT DOES NOT MATTER. DOESN'T WORK LIKE IT IS

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735685 ██████	K1573019	2,400
Phoenix, AZ ██████		Prod. Date: 1/3/08	Dealer: AZ026	Peoria Kia

SUPPOSE TO

WRITER STATES

1. NOT TRAINED IN BUY BACK OR LEMON LAW
2. WILL FIND THAT INFORMATION IN THE BACK OF YOUR WCIM

CUSTOMER STATES

1. I START TO TALK ABOUT RESENDING THE DEAL AND NOBODY CALLS ME BACK
2. I HAVE LEFT THREE MESSAGES FOR THE SALES MANAGER AND HE DOES NOT CALL ME BACK
3. I WAS THERE LAST MONDAY AND THE SALES MANAGER ACTED LIKE HE DIDN'T KNOW WHAT WAS GOING ON

WRITER STATES

1. WILL FORWARD INFORMATION TO HIGHER OFFICE
2. THEY WILL CONTACT YOU WITHIN TWO BUSINESS DAYS

CUSTOMER STATES

1. NOW WITH THIS OTHER LIGHT ON, THEY GOT A NOTICE THAT SAID THIS IS NOT A WARRANTY PART AND THE CONSUMER IS SUPPOSE TO PAY TO FIX IT
2. I HAVE NOT GONE TO OTHER PLACES TO HAVE MY TIRES LOOKED AT
3. I SHOULD NOT HAVE TO PAY FOR THIS REPAIR *AIR* EITHER BECAUSE I HAVE HAD THIS ISSUE SINCE I GOT THIS CAR TWO MONTHS AGO
4. IT VEERS TO THE RIGHT AND FEELS LIKE IT IS BOUNCING
5. SO WHAT DO I DO IN THE MEAN TIME?
6. DO I NOT DRIVE THE CAR OR JUST PRAY NOTHING HAPPENS?
7. THE BOOKS SAYS TO NOT DRIVE THE CAR

WRITER STATES

1. YOU ARE WELCOME TO TAKE THE CAR INTO SERVICE DEPT AT AZ026
2. PROVIDED CALLBACK INFORMATION

*** PHONE LOG 04/06/2009 08:38 AM US Mountain Standard Time DDailious Action Type:Outgoing call

WRITER STATES TO AZ026

1. REQUESTED TO TALK TO SERVICE MANAGER--JOHN RAIDEN
2. ARE YOU FAMILIAR WITH CUSTOMER
3. SHE IS TALKING LEMON LAW
4. WHAT IS HER HISTORY?

JOHN STATES

1. SHE HAS BEEN HERE FOUR TIMES
2. WE NEED THE FIELD TECH OUT HERE ON THIS
3. WE HAVE DONE ALL WE CAN
4. WE CALLED TECHLINE ON THIS TOO
5. THERE IS NO USE IN HER COMING OUT HERE TODAY

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

Send to:[TSteinwinter@kiausa.com]

Tom-Just heads up that am sending this to Region--DJ ext45457

**Kia Motors America
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735685 ██████	K1573019	2,400
Phoenix, AZ ██████		Prod. Date: 1/3/08	Dealer: AZ026	Peoria Kia

1. CUSTOMER HAS 08 SORENTO WITH 2400 MILES
2. BOUGHT IN FEB 09 FROM AZ026
3. BEEN TO AZ026 FOUR TIMES NOW FOR **PASS**ENGER **AIR**BAG LIGHT
4. SERVICE MANAGER SAYS HE HAS DONE EVERYTHING THEY CAN AND NEEDS A FIELD TECH REP
5. CUSTOMER WANTS BUY BACK

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\ClarifyOBJCA_Attachments\SendHistory\Casc_K1573019_DDailous_04-06-2009093013.doc>>

*** NOTES 04/06/2009 08:46 AM US Mountain Standard Time DDailous Action Type:Manager review
FORWARDING TO REGION

1. CUSTOMER HAS 08 SORENTO WITH 2400 MILES
2. BOUGHT IN FEB 09 FROM AZ026
3. BEEN TO AZ026 FOUR TIMES NOW FOR **PASS**ENGER **AIR**BAG LIGHT
4. SERVICE MANAGER SAYS HE HAS DONE EVERYTHING THEY CAN AND NEEDS A FIELD TECH REP
5. CUSTOMER WANTS BUY BACK

*** PHONE LOG 04/10/2009 10:55 AM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER STATES TO VMAIL

1. WAS SUPPOSE TO CALL YOU BACK ON MY CASE

*** PHONE LOG 04/10/2009 10:58 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO CUSTOMER VMAIL

1. GOT YOUR MESSAGE
2. ANNA PECKSON HAS YOUR CASE
3. PROVIDED TOLL FREE NUMBER

*** PHONE LOG 04/10/2009 01:48 PM Pacific Daylight Time APeckson Action Type:Outgoing call
reac contacted cust:

1. apologize abt inconvenience
2. i'm going to contact fir and see availability to inspect/rep**AIR** veh
3. complimentary veh will be provided for you during duration of rep**AIR**
4. i will be in contact w/ you
5. pls fax over documents. here's contact info

cust states:

1. **PASS AIR** bag light goes on/off
2. when someone sits in seat its sporadic
3. another light that keeps coming on-TPMS light

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735685 ██████████	K1573019	2,400
Phoenix, AZ ██████████		Prod. Date: 1/3/08	Dealer: AZ026 Peoria Kia	

5. tpms light came a couple times. **AIR** bag light is 4th or 5th time
6. this is my prob, i'm paying car insurance for a car that's supposed to be working
7. i asked for dlr to rescind the deal, i've been very patient
8. i don't have access to a fax machine, i don't want to deal with them
9. if i fax it will prob have to be tomorrow

*** PHONE LOG 04/13/2009 01:34 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted fir
fir advised can look at veh
on thurs 4/16 in morning

*** PHONE LOG 04/13/2009 01:34 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
left v/mail requesting
for veh to be dropped off on 4/16 in morning
complimentary rental will be provided for duration of rep **AIR**
pls call back to confirm thank you

*** PHONE LOG 04/14/2009 01:11 PM Pacific Daylight Time APeckson Action Type:Incoming call
cust left msg stating
i can drop veh off btwn 8-9am on 4/16
however i need comparable sized rental
i will be picking up visitors from the **AIR**port
and need the space

*** PHONE LOG 04/14/2009 01:12 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted john radon s/m at peoria kia
1. can you pls have comparable size rental available
2. cust is currently in sorento
3. she'll be picking up visitors from **AIR**port and needs the space
4. she'll be dropping her veh off morning of 4/16

john states:
1. yes that won't be a problem

*** PRIORITY CHANGE 04/14/2009 01:12:50 PM APeckson

*** PRIORITY CHANGE 04/17/2009 09:32:49 AM APeckson

*** PHONE LOG 04/17/2009 02:02 PM Pacific Daylight Time APeckson Action Type:Incoming call
cust left msg requesting c/b

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735685 ██████	K1573019	2,400
Phoenix, AZ ██████		Prod. Date: 1/3/08	Dealer: AZ026	Peoria Kia

advised recv'd msg
l/m to c/b

*** PHONE LOG 04/21/2009 03:18 PM Pacific Daylight Time APeckson Action Type:Incoming call
cust l/m to c/b

*** PHONE LOG 04/21/2009 03:18 PM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust
lft msg to call bk

*** PHONE LOG 04/23/2009 10:22 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust:
1. let me contact dlr and dpsm
2. i understand inconvenience
3. we will try to resolve asap. apologize for concerns

cust states:

1. i have tpms light
2. andy at dlr told me that every time i **PASS** an ipod
3. i would have to come back to dlr so they can shut it off
4. dlr still has veh. they said they're going to place new trans in car
5. and they're only resetting **AIR** bag codes
6. my issue is i don't want to have to keep going back and forth to dlr
7. i'm wasting my time. don't want to spend my time off at dlrship

*** PHONE LOG 04/24/2009 02:18 PM Pacific Daylight Time APeckson Action Type:Incoming call
reca contacted john radon s/m at peoria kia

john states:

1. took care of alignment no charge
2. jim was here for ftr appt and noted that seat w/ abs light on **PASS** side operating properly at this time. no codes
3. ftr took people out to ride w/ him
4. in addition, tpms light can catch signals fr outside services. to set light to go on
5. jim said if gps in car/driving anywhere in town/next to ipod can cause tpms light to trigger
6. if car resets itself car is done do not replace parts. cust would have to bring veh back in every time
7. we did put in a trans
8. main concern is **AIR** bag/tpms

*** PHONE LOG 04/24/2009 02:27 PM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust
1. apologize abt inconvenience
2. dpsm will not be in till monday
3. john s/m will be faxing all your info to me for review
4. in meantime go ahead and pick veh up in order not to incur extra insurance fees
5. john advised it is definitely drivable

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<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735685 ██████████	K1573019	2,400
Phoenix, AZ ██████████		Prod. Date: 1/3/08	Dealer: AZ026	Peoria Kia

cust states

1. i don't understand why it took so long to drop a transmission in
2. they told me its one day then its the next day
3. ok thank you

*** PHONE LOG 04/29/2009 09:25 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust:

1. wanted to touch base w/ you
2. dpsm will have all your info by today
3. he is going to review history. review w/ serv mngr
4. and advise me of next step
5. apologize service has been rude to you, i i will bring this up w/ dpsm
6. will be in touch w/ you once i get direction fr. dpsm

cust states:

1. i don't like the way service is treating me
2. john and andy are very rude. they tell me to talk to you guys directly
3. that's why i had to talk to michael knapp
4. i've got a pregnant daughter sitting in **PASS** seat
5. thank you

*** NOTES 04/29/2009 09:45 AM Pacific Daylight Time APeckson Action Type:Manager review
forwarded recap to dpsm for further advisement

Tom,

Please review the recap attached.

08 Sorento

5x **OCS** light

Very low mileage-3,285 miles

jim has already been out there

*** PHONE LOG 04/30/2009 10:23 AM Pacific Daylight Time APeckson Action Type:Incoming call
john at peoria kia states:

1. light came back on
2. we put girl who weights almost exact as cust
3. jim wanted us to dialetic grease. connectors checked. light back on
4. here's tom

tom dpsm states:

1. let's do SOC
2. have her sit in seat of new veh
3. if we're doing soc want her to sit in car she's going in to
4. and make sure light doesn't come back on

rcaa states:

1. not a problem
2. i'll contact cust today to get this going

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735685 ██████████	K1573019	2,400
Phoenix, AZ ██████████		Prod. Date: 1/3/08	Dealer: AZ026	Peoria Kia

*** PHONE LOG 04/30/2009 03:36 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
left msg stating
reviewed file w/ dpsm
we would like to offer soc
we would take you out of veh and place you in new sorento
of course this is contingent upon your lien holder's approval
all i need is fax # to fax you over offer letter and we can further discuss
pls call bk thx

*** NOTES 05/01/2009 03:26 PM Pacific Daylight Time APeckson Action Type:Manager review
faxed soc offer letter to cust
pending cust response

*** PHONE LOG 05/11/2009 01:24 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted michael knapp gm-out for another hour
left msg w/ dan in finance
advised dan cust has spoken to gm on a few occasions already
we are trying to do soc
pls have michael contact rcaa back
dan took rcaa info down

*** PHONE LOG 05/12/2009 12:23 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted michael knapp (gm) - out to lunch
left msg w/ receptionist to call back

*** PHONE LOG 05/13/2009 10:06 AM Pacific Daylight Time APeckson Action Type:Incoming call
michael knapp called
apologize for not calling back
pls call me back when you get a chance thank you

*** PHONE LOG 05/13/2009 10:21 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted michael knapp-gm
1. wanted to have cust come in to look at sorento's
2. once she picks one out pls fax invoice over to me
3. when i receive that i will forward over to lender

michael states:
1. that's fine. don't have any 08's left
2. i've met w/ cust before. you can have her call me so we can set up appt
3. my email is michaelk@peoriakia.com

*** PHONE LOG 05/13/2009 10:23 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
left msg stating to contact michael knapp at peoria kia

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<u>Last_name</u>	<u>First_name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
████████	████████	KNDJD735685 ██████████	K1573019	2,400
Phoenix, AZ ██████████		Prod. Date: 1/3/08	Dealer: AZ026	Peoria Kia

in order to set up appt to look at sorento's they have available
you will not be signing anything yet. michael will be faxing over
invoice, once i receive that document i will be faxing
over to your lender for their approval to move forward
any ques pls call me thank you

*** PHONE LOG 05/14/2009 02:01 PM Pacific Daylight Time APeckson Action Type:Incoming call
john radon called in requesting status

rcaa states:

1. i've already contacted michael gm at your dlr
2. left msg w/ cust to contact michael to set up appt
3. to look into sorento's. michael will be faxing invoice over
4. we're trying to expedite this as fast as we can

*** PHONE LOG 05/19/2009 02:25 PM Pacific Daylight Time APeckson Action Type:Incoming call
michael knapp called

1. had cust come in
2. we have no 08's left
3. only 09 but she doesn't want to come out of pocket
4. i'll fax over invoice

rcaa states:

1. can you pls fax over invoice
2. i'll work out figures on my end
3. if everything ok i'll fax invoice over to her lender to make sure they approve

*** PHONE LOG 05/29/2009 10:17 AM Pacific Daylight Time APeckson Action Type:Incoming call
john serv mngr at peoria kia states:

1. cust not returning our phone calls
2. we are trying to get her in one of our loaners

rcaa states:

1. i will try and contact her thanks

*** NOTES 05/29/2009 10:20 AM Pacific Daylight Time APeckson Action Type:Manager review
still pending response fr. lender

*** NOTES 06/09/2009 03:10 PM Pacific Daylight Time APeckson Action Type:Manager review
faxed tradeout authorization to latonya at peoria kia
pending signed tradeout authorization in order to process SOC

*** NOTES 06/11/2009 07:34 AM Pacific Daylight Time APeckson Action Type:Manager review
gave voluntary SOC pkg to TT for processing
submitted case to Morley

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735685 ██████	K1573019	2,400
Phoenix, AZ ██████		Prod. Date: 1/3/08	Dealer: AZ026	Peoria Kia

*** NOTES 06/15/2009 03:34 PM Pacific Daylight Time ThomasT Action Type:Manager review

1. Processed SOC request
2. Made copies and placed in the file
3. Forwarded package to RCAOM for scorecard
4. Case pending goodwill check

*** NOTES 06/17/2009 03:51 PM Pacific Daylight Time PORTIZ Action Type:Manager review
RCAOM scorecarded case & fwd to NCA for chk req.

*** NOTES 07/06/2009 09:41 AM Pacific Daylight Time MWIRZ Action Type:Manager review
TREAD REVIEW DONE

*** NOTES 08/21/2009 04:25 PM Pacific Daylight Time PORTIZ Action Type:Manager review
WRCA rec'd check.
1. Fwd to dealer.

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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75██████████	K1320920	3,600
Princeton, TX ██████████		Prod. Date: 6/28/06	Dealer: TX048	Central Kia

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 06/13/2007 06:11 AM US Mountain Standard Time DLYons
cust states:

Roy-co owner states

1. having a problems with the vehicle, the **PASS**enger side front a/b ligh is on
2. I weight 250 & my wife weighs over 150 lbs. the light is always on when the we are in the seat
3. we have been to the kia dlrshp three times for this concern
4. this is an intermitten concern, the dlrshp was able to get the seat to act up & they diagnosed that the seat sensors were bad
5. they were going to replace them, ordered the part, part not in stock, they had for two weeks
6. the dlrshp then finally said that the district manager Tom Hiltz, was not going to replace, dlrshp was advised to reflash the system
7. dlrshp did & then I picked up the vehicle. since we had it back it is acting up again & still is not working properly
8. so they referred us to the owners manual. which advised how to sit in the seats. we are doing that and it still does not work
9. the service manager, Rusty Wiley advised for us to call your office so that you can try to resolve this concern.
10. the last time that the vehicle was at the kia dlrshp was 6/11/07 - they confirmed that the light was on
11. cust wants the seat sensor replaced, this is a safety issue to the customer.
12. cust enjoys the vehicle. but concerned about the safety of the **PASS**enger while driving the vehicle around.

Writer advised:

1. apologized
2. will need to get further information regarding this concern
3. will need to contact the kia dlrshp. also the arca rep to determine our next steps
4. apologized for the inconvenience that this has caused.
5. will return call to customer once there is further information.

*** PHONE LOG 06/14/2007 10:43 AM US Mountain Standard Time DLYons Action Type:Outgoing call

Writer called dlrshp Central Kia. Rusty service manager:

1. we were trying to order a part for a concern that is normal
2. we thought that the a-b system was not operating correctly
3. I am new to kia and was not sure
4. we spoke to the DPSM who advised that the a/b system was operating as designed
5. we were advised to review the information in the owners manual & also refer customer to the owners manual
6. cust has already advised that the is trying to get the vehilce bought back

Writer Thanked Rusty for the information. will call customer.

*** PHONE LOG 06/14/2007 10:48 AM US Mountain Standard Time DLYons Action Type:Outgoing call

Writer called customer: spoke to ██████████

1. advised of the dlrshp findings
2. there were no rep **AIR**s completed on the vehicle
3. dlrshp was not aware of the operation. Rusty is a new service manager
4. after service manager contacted the area rep he was advised that the vehicle was operating as designed.

Cust state:

1. I do not agree
2. I was advised that there was a reflash performed on the vehilce.
3. want to have the vehilce inspected.

Writer advised: