

PE09-034
HYUNDAI-KIA
9/25/2009
ATTACHMENT
CONSUMER
COMMUNICCATION
S 1 OF 3, PART 2 OF 4

**Kia Motors America
Consumer Affairs Department**

Page 2 of 4

<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

1. apologized
2. the dlrshp has not turned in any warranty claims for a reflash of the system
3. will contact the area rep who can make arrangements for inspection
4. the dlrshp will advise of when the area rep can do this inspection.

*** PHONE LOG 06/14/2007 10:50 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called DPSM-THiltz:

1. cust does not agree that the a/b system is operating correctly
2. cust would like the vehicle inspected.

DPSM THiltz states:

1. Rusty is a new service manager for kia
2. he was not aware of the operation of the **AIR**bag system
3. after reading the owners manual, he was aware how the system was to work
4. they did not find that there was any needed rep **AIR**
5. ask Rusty to send request for FTR
6. we will get FTR to come to the dlrshp & the dlrshp can notify customer of the inspection
7. if there is nothing wrong with the vehicle then there will be no rep **AIR**s.

Writer Thanked THiltz for the information. will notify Rusty/.

*** COMMIT 06/14/2007 10:52 AM US Mountain Standard Time DLyons Action Type:Callback Required

*** PHONE LOG 06/14/2007 10:52 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called Rusty service manager:

1. advised that DPSM THiltz requested that e mail be sent to request a FTR inspection for the a/b system

Rusty state:

1. will make that request now.
2. we will notify cust of the inspection.

Writer Thanked Rusty for the information.

*** CASE CLOSE 06/14/2007 10:53 AM US Mountain Standard Time DLyons

*** PHONE LOG 06/21/2007 05:19 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called dlrshp to speak to service manager. he is not in. spoke to Mike service advisor

1. calling to determine if a FTR request was submitted to DPSM
2. left name number ext & case# for return call.

*** PHONE LOG 06/21/2007 06:35 AM US Mountain Standard Time DLyons Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75██████████	K1320920	3,600
Princeton, TX ██████████		Prod. Date: 6/28/06	Dealer: TX048 Central Kia	

2. I have contacted the customer to advise that a FTR will be coming to the dlrshp, unknown date at this time
3. cust & dlrshp is looking for a date to schedule the vehicle in
4. if you can advise of the date it would be appreciated.

*** NOTES 06/21/2007 06:37 AM US Mountain Standard Time DLyons Action Type:Manager review

Writer forwarding to the regional office:

1. FTR was requested by DPSM
2. cust has been advised
3. please notify the dlrshp & customer of scheduled date for FTR

*** PHONE LOG 06/21/2007 09:27 AM Pacific Daylight Time LNavarro Action Type:Outgoing call

rcaa cld cust:

1. spoke with ██████████ (husband)
2. advised case has been sent to region for handling
3. advised left vm for fac rep to set up vehicle inspection at tx048
4. either rcaa or dlr serv mgr to contact cust with inspection date to address a/b light concerns
5. mr castillo appreciated rcaa's phone call

rcaa called r.peralta. left vm for call back

1. need to schedule tx048 inspection date

*** PHONE LOG 06/22/2007 08:55 AM Pacific Daylight Time LNavarro Action Type:Outgoing call

wrcaa spoke with fac tech r.peralta

1. confirmed veh inspection at tx048 central. scheduled 7-10-07

wrcaa called customer:

1. left vm. cust not available at 9:50am pst

*** PHONE LOG 06/22/2007 08:58 AM Pacific Daylight Time LNavarro Action Type:Outgoing call

wrcaa called tx048 central:

1. rusty wiley. serv mgr not available. left vm
2. advised serv mgr of 7-10 factory tech scheduled inspection

*** CASE CLOSE 07/05/2007 10:13 AM Pacific Daylight Time JeffStroup

tread review complete

*** PHONE LOG 07/05/2007 02:12 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called customer at ██████████

1. spoke with husband roy castillo (states above is best number. it's his cell#)

Kia Motors America
Consumer AffAIRs Department

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75██████████	K1320920	3,600
Princeton, TX ██████████		Prod. Date: 6/28/06	Dealer: TX048 Central Kia	

3. customer acknowledged wrcaa's previous message
4. thanked wrcaa for the phone call

*** NOTES 08/15/2007 02:17 PM Pacific Daylight Time LNavarro Action Type:E-mail rec.
wrcaa received email from fir r.peralta:

1. scheduled appt for **OCS** reflash rep**AIR**
2. appt set for 9-12-07
3. incorporated info on r.peralta's sept calendar
4. email sent to fir r.peralta, dpsm t.hiltz, & ream t.williams
5. per email from tom hiltz, dpsm to contact dealer/customer

*** NOTES 10/15/2007 04:03 PM Pacific Daylight Time LNavarro Action Type:E-mail sent
WRCAA SENT EMAIL TO DPSM TOM HILTZ:

1. HE ASKED WRCAA FOR GOODWILL REQUEST FORM TO BE SENT TO
2. HIM - SENT TODAY
3. PART OF TOP PORTION COMPLETED BY WRCAA
4. TOM. PLEASE SEND BACK WITH CAR PAYMENT COUPON
5. SINCE YOU OFFERED ONE CAR PAYMENT TO CUSTOMER
6. ALSO NEED SERVICE HISTORY

*** PHONE LOG 10/20/2007 09:15 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called, spoke with serv mgr rusty wiley:

1. asked rusty to fax serv records for this vehicle
2. directly to wrcaa
3. rusty advised will ask cashier to fix d**OCS** today
4. thank you!

*** NOTES 12/03/2007 04:54 PM Pacific Daylight Time LNavarro Action Type:E-mail rec.
dpsm tom hiltz sent goodwill request form to wrcaa:

1. email received

*** NOTES 12/05/2007 03:11 PM Pacific Daylight Time LNavarro Action Type:Manager review
WRCAA SENT GOODWILL CHECK REQUEST PACKAGE:

1. TO C.FURUMOTO AT NATIONAL FOR PROCESS

*** NOTES 12/14/2007 05:04 PM Pacific Daylight Time LNavarro Action Type:Manager review
wrcaa mailed goodwill check & cover letter to customer:

1. copies of check & cover letter inserted into case folder
2. also attached copy of cover letter into clarify case

case closed:

1. case folder filed at western regional office

Kia Motors America
Consumer AffAIRs Department

Page 1 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1489045	8,000
Simpsonville, SC ██████████		Prod. Date: 10/2/06	Dealer: SC005 Kia of Greenville	

Case History

Complaint *Rep* **ATR** Assistance

*** PHONE LOG 08/20/2008 08:16 AM US Mountain Standard Time CCummins
CUSTOMER STATES

1. NEED TO HAVE THE COMPUTER RECALIBRATED
2. AM A SMALL PERSON AND WEIGH LESS THAN 100 LBS
3. DO NOT HAVE THE NAME OF THE PERSON I SPOKE WITH BUT HE TOLD ME TO CALL YOU
4. VEHICLE IS AT (SC005) CURRENTLY

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. ADVISED WILL HAVE TO SPEAK WITH THE SVC MGR REGARDING THIS ISSUE
3. PROVIDED CASE # AND CONTACT INFORMATION FOR FOLLOWUP

*** PHONE LOG 08/20/2008 08:17 AM US Mountain Standard Time CCummins Action Type:Outgoing call

WRITER STATES

1. LEFT VM FOR MARK. SVC MGR. SC005 TO CALL BACK

*** PHONE LOG 08/21/2008 09:05 AM US Mountain Standard Time AJudson Action Type:Incoming call
SVC MGR Mark from SC005 states:

1. Let me get extension 46410.

Writer States:

1. Will transfer to FCM CCummins extension.
- if not available leave a VM.

WRITER TRANSFERRED SVC MGR MARK TO FCM CCUMMINS VM

*** PHONE LOG 08/21/2008 09:53 AM US Mountain Standard Time CCummins Action Type:Incoming call
WRITER RECEIVED VM FROM MARK. SVC MGR. SC005 REQUESTING CALL BACK

*** PHONE LOG 08/21/2008 11:34 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. LEFT VM RETURNING MARK'S. SVC MGR. CALL

*** PHONE LOG 08/22/2008 12:41 PM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. LEFT MSG FOR MARK. SVC MGR TO CALL BACK AGAIN

*** PHONE LOG 08/25/2008 08:56 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. LEFT VM FOR MARK TO CALL BACK AGAIN

*** PHONE LOG 08/26/2008 11:04 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. SPOKE WITH MARVIN. SVC WRITER. SC005
2. WHAT IS THE STATUS ON THE VEHICLE?

**Kia Motors America
Consumer Affairs Department**

Page 2 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736675██████	K1489045	8,000
Simpsonville, SC ██████		Prod. Date: 10/2/06	Dealer: SC005 Kia of Greenville	

3. HAVE YOU BEEN ABLE TO RESOLVE THIS ISSUE?
4. DID ANYONE CALL THE TECHLINE OR DPSM?

MARVIN, SVC WRITER, STATES

1. VEHICLE IS NO LONGER HERE
2. CUSTOMER WAS TOLD BY TODD, SVC ADV, THAT THE SEAT COULD BE RECALIBRATED TO A LESSER WEIGHT BUT WE DO NOT KNOW HOW TO DO THIS
3. NO ONE CONTACTED TECHLINE OR DPSM REGARDING THIS ISSUE
4. HAVE NEVER HEARD OF RECALIBRATING THE COMPUTER TO A PERSON'S WEIGHT

*** PHONE LOG 08/26/2008 11:11 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. LEFT VM FOR HARRISON BAIK, DPSM
2. ADVISED OF **OCS** PROBLEM
3. ADVISED CUSTOMER WAS TOLD THE COMPUTER COULD BE RECALIBRATED FOR THE **PASSENGERS** WEIGHT
4. DEALERSHIP DID NOT CALL TECHLINE OR DPSM TO SEE IF THIS COULD BE DONE
5. DEALERSHIP SENT CUSTOMER HOME WITH NO ACTION INDICATING WAITING FOR CALL TO DETERMINE HOW TO FIX THE PROBLEM
6. NEVER HEARD OF THIS PROCEDURE BEFORE. IS IT POSSIBLE OR IS THE SVC ADV, TODD, WRONG?
7. PLEASE E-MAIL OR CONTACT CHUCK EXT 46410 WITH RESOLUTION

*** EMAIL OUT _ CCummins Action Type:External email
Send to:[HBAIK@KIAUSA.COM]

ROY CATON, SORENTO, 2007, 8K, SC005, ADVISED OF **OCS** PROBLEM

CUSTOMER WAS TOLD THE COMPUTER COULD BE RECALIBRATED FOR THE **PASSENGERS** WEIGHT BY TODD, SVC ADV
DEALERSHIP DID NOT CALL TECHLINE OR DPSM TO SEE IF THIS COULD BE DONE
DEALERSHIP SENT CUSTOMER HOME WITH NO ACTION INDICATING WAITING FOR CALL TO DETERMINE HOW TO FIX THE PROBLEM
NEVER HEARD OF THIS PROCEDURE BEFORE. IS IT POSSIBLE OR IS THE SVC ADV, TODD, WRONG?
PLEASE E-MAIL OR CONTACT CHUCK EXT 46410 WITH RESOLUTION

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_K1489045_CCummins_08-26-2008120323.doc>>

*** PHONE LOG 08/26/2008 11:41 AM US Mountain Standard Time CCummins Action Type:Incoming call
WRITER RECEIVED VM FROM HARRISON BAIK, DPSM

1. ADVISED THAT AN E-MAIL HAS BEEN SENT TO THE DEALERSHIP (SC005)
2. ADVISED THEY GET THE CUSTOMER BACK INTO THE DEALERSHIP AND REPLACE THE SEAT BOTTOM

**Kia Motors America
Consumer Affairs Department**

Page 3 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1489045	8,000
Simpsonville, SC ██████████		Prod. Date: 10/2/06	Dealer: SC005 Kia of Greenville	

*** PHONE LOG 08/27/2008 05:40 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. SPOKE WITH MARK, SVC MGR. SC005 REGARDING VEHICLE
2. DID YOU RECEIVE THE E-MAIL FROM THE DPSM?
3. HAVE YOU SPOKEN WITH THE CUSTOMER?
4. HAVE YOU ORDERED THE PART?

MARK, SVC MGR. STATES

1. DID RECEIVE THE E-MAIL ABOUT REPLACING THE SEAT
2. HAVE NOT SPOKEN WITH THE CUSTOMER, WILL TRY TO CONTACT THEM
3. HAVE NOT ORDERED THE PART
4. WILL SET A TIME WITH THE CUSTOMER AND GET THE PART FROM THE ATLANTA PDC AND GET THAT REPAIR

*** COMMIT 08/27/2008 05:48 AM US Mountain Standard Time CCummins Action Type:Callback Required

*** PHONE LOG 08/27/2008 05:48 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. SPOKE WITH MS ██████████
2. ADVISED THE DEALER HAS BEEN INSTRUCTED TO REPLACE THE SEAT BOTTOM
3. ADVISED DEALER WOULD BE CONTACTING CUSTOMER TO SET AN APPOINTMENT TO GET THE REPAIR DONE
4. ADVISED WOULD HAVE TO ORDER THE PART
5. ADVISED TO CHECK WITH THE DEALERSHIP AND IF NOTHING HAS BEEN DONE IN A WEEKS TIME TO PLEASE CONTACT WRITER

CUSTOMER STATES

1. OKAY THANK YOU
2. APPRECIATE WHAT YOU HAVE DONE
3. WILL WAIT FOR TO HEAR FROM DEALER
4. IF I HAVE NOT HEARD FROM THEM WITHIN A WEEK WILL CALL BACK

*** CASE CLOSE 08/27/2008 05:49 AM US Mountain Standard Time CCummins

*** PHONE LOG 09/03/2008 01:10 PM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. LEFT VM FOR MARK, SVC MGR. TO CALL BACK ON STATUS OF VEHICLE

*** PHONE LOG 09/04/2008 08:38 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. LEFT VM FOR MARK, SVC MGR. TO CALL BACK ON STATUS

**Kia Motors America
Consumer Affairs Department**

Page 4 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████y	KNDJD736675 ██████████	K1489045	8,000
Simpsonville, SC ██████████		Prod. Date: 10/2/06	Dealer: SC005 Kia of Greenville	

*** PHONE LOG 09/05/2008 06:42 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. SPOKE WITH MARK, SVC MGR, SC005
2. HAS THE PART ARRIVED?
3. HAS THE APPOINTMENT BEEN SET UP?
4. WILL CHECK TO SEE IF REPAIR IS DONE NEXT WEEK

MARK, SVC MGR, STATES

1. PART HAS ARRIVED
2. WILL CONTACT THE CUSTOMER FOR THE APPOINTMENT
3. CHRIS SETS ALL THE APPOINTMENTS

*** CASE CLOSE 09/05/2008 06:43 AM US Mountain Standard Time CCummins
COMMITMENT SET

*** PHONE LOG 09/12/2008 01:54 PM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. LEFT VM FOR MR ██████████ FOLLOWING UP ON REPAIR
2. PROVIDED CASE # AND CONTACT INFO

*** PHONE LOG 09/16/2008 06:24 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. SPOKE WITH MARK, SVC MGR, ON STATUS OF VEHICLE
2. HOW IS THE REPAIR GOING?

MARK, SVC MGR, STATES

1. APPOINTMENT IS FOR TOMORROW FOR THE REPAIR

*** PHONE LOG 09/17/2008 07:01 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. LEFT VM FOR MARK, SVC MGR, TO CALL BACK ON STATUS OF VEHICLE

*** PHONE LOG 09/17/2008 03:22 PM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
TRIED CALLING CUSTOMER NO VM OR ANSWER

*** PHONE LOG 09/18/2008 05:36 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. SPOKE WITH MS ██████████ (WIFE)

**Kia Motors America
Consumer Affairs Department**

Page 5 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1489045	8,000
Simpsonville, SC ██████████		Prod. Date: 10/2/06	Dealer: SC005 Kia of Greenville	

MS ██████████ STATES

1. EVERYTHING IS WORKING NOW
2. THANK YOU FOR THE FOLLOWUP

*** CASE CLOSE 09/18/2008 05:36 AM US Mountain Standard Time CCummins

*** CASE CLOSE 10/07/2008 01:13 PM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer Affairs Department**

Page 1 of 9

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735X85 ██████████	K1444579	2,900
Mesquite, TX ██████████		Prod. Date: 5/16/07	Dealer: TX097 Southwest Kia-NW	

Case History

Complaint *Re AIR Assistance*

*** PHONE LOG 05/07/2008 07:49 AM US Mountain Standard Time JSincl **AIR**

Customer states:

1. I have had multiple issues with this vehicle
2. First there was a problem with the driver door not locking
3. That has been fixed
4. Then I was having a problem with vibration and they have not been able to resolve that
5. They keep on telling me that I have to wait for the Kia engineer
6. I am tired of this and I want it fixed
7. I have been working with Richard at Southwest Kia-NW TX097

Wtr states:

1. Apologized
2. Updated info
3. No recalls
4. Advs wtr will need to do some additional research and contact TX097
5. Advs once wtr has additional info, will contact customer

Wtr gave name, ext and case#

Customer thanked and call ended

*** NOTES 05/07/2008 07:49 AM US Mountain Standard Time JSincl **AIR** Action Type: Manager review

*** CONVERSATION WITH HUSBAND MR ██████████ ***

*** PHONE LOG 05/07/2008 07:52 AM US Mountain Standard Time JSincl **AIR** Action Type: Outgoing call

Wtr attempted to call Southwest Kia-NW, line busy

*** PHONE LOG 05/07/2008 08:20 AM US Mountain Standard Time JSincl **AIR** Action Type: Outgoing call

Wtr called Southwest Kia-NW spoke to Richard SA who states:

1. I have to wait for my SM to get back from Atlanta to schedule the FTR for the re flash on the **OCS**
2. He will be back on Monday
3. The customer has been in here once for the **OCS** and I have not seen him at all for the vibration
4. But I will definitely address that when he comes in for the re flash

Thanked and call ended

*** PHONE LOG 05/07/2008 08:23 AM US Mountain Standard Time JSincl **AIR** Action Type: Outgoing call

Wtr left VM for DPSM Tom Hiltz to rtn call to wtr

*** PHONE LOG 05/07/2008 08:30 AM US Mountain Standard Time JSincl **AIR** Action Type: Outgoing call

Wtr called customer

Wtr states:

1. Advs wtr spoke to Richard at TX097
2. Advs wtr has left VM for DPSM
3. Advs once wtr has additional info wtr will contact customer

Customer thanked and call ended

Kia Motors America
Consumer Affairs Department

Page 2 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85 ██████████	K1444579	2,900
Mesquite, TX ██████████		Prod. Date: 5/16/07	Dealer: TX097	Southwest Kia-NW

1. Advs will be sending case to a higher dept
Customer thanked and call ended

*** NOTES 05/08/2008 11:29 AM US Mountain Standard Time JSincl **AIR** Action Type: Manager review
Dispatching to region for the following reasons:

1. Customer needs a re flash on the **OCS**
 2. No DPSPM call back
 3. IQS red case
- Please contact customer within 24-48 hrs

*** PHONE LOG 05/09/2008 10:04 AM Eastern Daylight Time ABrown Action Type: Outgoing call

1. SRCAA attempted to contact customer
- * No answer, LVM for call back

*** PHONE LOG 05/09/2008 10:09 AM Eastern Daylight Time ABrown Action Type: Outgoing call

1. SRCAA contacted dlr
2. Spoke with Svc Advisor, Richard
3. Richard stated
 - * Svc Mgr is traveling back from Atlanta
 - * Will be back on Monday
 - * We are scheduling a time for the FTR to come out and re-flash the veh
 - * We have spoken with Mr. ██████████ and he is ok with this
4. SRCAA stated
 - * Thank you for your information on the situation
 - * Will you please fax ROs with tech notes to the regional office
5. Richard is faxing ROs and tech notes today
6. SRCAA thanked Richard and ended call

*** PHONE LOG 05/09/2008 09:26 AM Eastern Daylight Time ABrown Action Type: Incoming call

1. Mr. ██████████ contacted SRCAA
2. Mr. ██████████ stated
 - * Repeated situation with vehicle
 - * I am frustrated with the vehicle going in for so many rep **AIRs**
 - * I am upset with the service department
 - * They promised to call me concerning the rep **AIRs** on my vehicle and they never did
3. SRCAA stated
 - * I apologize for your situation
 - * I have spoken with Richard, the service advisor
 - * They will be scheduling an appointment with our FTR to rep **AIR** your vehicle
 - * I will call you by Monday or Tuesday when I can get a definite date
 - * If you have any other concerns or questions regarding your case please call
4. Customer thanked SRCAA and ended call

*** PHONE LOG 05/13/2008 08:29 AM Eastern Daylight Time ABrown Action Type: Outgoing call
SRCAA attempted to contact dlr

Kia Motors America
Consumer Affairs Department

Page 3 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85 ██████████	K1444579	2,900
Mesquite, TX ██████████		Prod. Date: 5/16/07	Dealer: TX097	Southwest Kia-NW

2 Will try back later

*** PHONE LOG 05/13/2008 09:37 AM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted dlr

Spoke with Richard in service

SRCAA stated

1 Were you able to schedule the FTR to perform a reflash?

Richard stated

1 We LVM for FTR

2 Waiting on call back

SRCAA thanked Richard and ended call

*** PHONE LOG 05/13/2008 01:00 PM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted FTR

SRCAA stated

1 I would like to schedule re-flash for **OCS**

FTR stated

2 Please schedule re-flash 6/05/08

SRCAA thanked FTR

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

SRCAA attempted to contact customer

1 No answer, LVM for call back

*** PHONE LOG 05/13/2008 01:07 PM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted dlr

Spoke with svc adv

1 Need to schedule FTR for **OCS** re-flash for customer on 6/05/08

2 I will also send you a confirmation via fax as well as the customer

Svc Adv stated

1 I will schedule that for 9 am on 6/05/08

SRCAA thanked svc adv and ended call

*** COMMIT 05/13/2008 01:08 PM Eastern Daylight Time ABrown Action Type:Callback Required

*** NOTES 05/13/2008 01:08 PM Eastern Daylight Time ABrown Action Type:Manager review

SRCAA preparing rep**AIR** confirmation letter for customer and dlr

*** CASE CLOSE 05/13/2008 01:36 PM Eastern Daylight Time ABrown

Kia Motors America
Consumer Affairs Department

Page 4 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735X85 ██████	K1444579	2,900
Mesquite, TX ██████		Prod. Date: 5/16/07	Dealer: TX097	Southwest Kia-NW

Spoke with Joe, svc mgr

Joe stated

- 1 Mr. ██████ brought vehicle in this morning
- 2 The re flash tool was defective
- 3 Per FTR, sending new tool and will try on other Sorentos before reprogramming their vehicle
- 4 Customer will bring vehicle back in sometime next week

SRCAA thanked Joe and ended call

*** COMMIT 06/05/2008 03:37 PM Eastern Daylight Time ABrown Action Type:Callback Required

*** PHONE LOG 06/05/2008 03:37 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contact customer

SRCAA stated

- 1 I understand that there was a concern with the part at the dlr this morning

Customer stated

- 1 Yes, they said they were going to send in another part
- 2 I just made it clear that I drive along way to the dlr
- 3 Gas is very expensive right now
- 4 I want to make sure that they have the right tool
- 5 I asked them to let me know when they have to right part so I don't just drive there for nothing

SRCAA stated

- 1 I apologize for your inconvenience
- 2 I will follow up with the dlr on this as well as you

Customer thanked SRCAA and ended call

*** CASE CLOSE 06/05/2008 03:38 PM Eastern Daylight Time ABrown

*** FULFILL 06/10/2008 07:00 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** PHONE LOG 06/10/2008 07:56 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact dlr

- 1 No answer, no voice mail
- 2 Will try back later

*** PHONE LOG 06/10/2008 08:33 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact dlr

**Kia Motors America
Consumer Affairs Department**

Page 5 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85██████████	K1444579	2,900
Mesquite, TX ██████████		Prod. Date: 5/16/07	Dealer: TX097	Southwest Kia-NW

2 Will try back later

*** COMMIT 06/10/2008 09:06 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** PHONE LOG 06/10/2008 09:07 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted dlr
Spoke with Joe, svc mgr

SRCAA stated

- 1 I am hoping that you were able to get your part in
- 2 Will you be able to get Mr. and Mrs. Chacon in for the re flash?

Joe stated

- 1 We received the part on Friday
- 2 We are trying to get them in this week

SRCAA stated

- 1 Ok great
- 2 I will follow up with you again on Friday

Joe thanked SRCAA and ended call

*** CASE CLOSE 06/10/2008 09:07 AM Eastern Daylight Time ABrown

*** FULFILL 06/13/2008 09:43 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** COMMIT 06/13/2008 09:43 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** PHONE LOG 06/13/2008 09:43 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted dlr
Spoke with Lee

SRCAA stated

- 1 Following up with Mr. ██████████ A/B light
- 2 Have they been able to make it in for rep. **AIR**s?

Lee stated

- 1 They have not been in yet

SRCAA stated

**Kia Motors America
Consumer Affairs Department**

Page 6 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85██████████	K1444579	2,900
Mesquite, TX ██████████		Prod. Date: 5/16/07	Dealer: TX097 Southwest Kia-NW	

SRCAA thanked Lee and ended call

*** CASE CLOSE 06/13/2008 09:44 AM Eastern Daylight Time ABrown

*** FULFILL 06/17/2008 08:47 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** PHONE LOG 06/18/2008 08:22 AM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA attempted to contact dlr

- 1 No answer, no voice mail
- 2 Will try back later

*** PHONE LOG 06/18/2008 09:26 AM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted dlr

Spoke with Joe. svc mgr

SRCAA stated

- 1 Have you been able to bring them back in for rep*AIR*s?

Joe stated

- 1 We were about to call them today to try to get them in
- 2 Can you hold on just a sec ?

SRCAA stated

- 1 Sure

Joe stated

- 1 I attempted to contact customer
- 2 LVM for call back
- 3 Can you call me tomorrow to follow up

SRCAA stated

- 1 I will call you tomorrow than

SRCAA thanked Joe and ended call

CASE PENDING

*** PHONE LOG 06/19/2008 09:34 AM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA attempted to contact Joe. svc mgr

- 1 No answer. LVM for call back

**Kia Motors America
Consumer Affairs Department**

Page 7 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85 ██████████	K1444579	2,900
Mesquite, TX ██████████		Prod. Date: 5/16/07	Dealer: TX097	Southwest Kia-NW

Customer stated

- 1 I am on my way to the dlr right now
- 2 They said it would only take about 20 minutes
- 3 Joe told me that he tested the part on 2 other vehicles and it work
- 4 I hope that this will fix my car

SRCAA stated

- 1 Ok, great!
- 2 I will follow up with you as well the dlr in about 2 hours

Customer thanked SRCAA and ended call

*** PHONE LOG 06/19/2008 01:27 PM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA attempted to contact Joe

- 1 No answer. LVM for call back

*** PHONE LOG 06/19/2008 01:30 PM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted customer

SRCAA stated

- 1 Have rep**AIR**s to your vehicle been completed?

Customer stated

- 1 Yes, and everything seems to be working just fine

SRCAA stated

- 1 That is great
- 2 KMA would like to offer you GW in the amount of \$300 for your inconveniences
- 3 You should receive the offer letter tomorrow
- 4 If you accept please sign and return to me
- 5 I will then process your check and you should have in 30-45 days after I do that

Customer stated

- 1 Thank you so much for your help and your concern

SRCAA stated

- 1 You're welcome
- 2 If you have any other concerns from now until the next time I speak with you please call me

Customer thanked SRCAA and ended call

CASE PENDING GW OFFER

*** CASE CLOSE 06/19/2008 01:31 PM Eastern Daylight Time ABrown
CASE PENDING GW OFFER TO CUSTOMER IN THE AMOUNT OF \$300

Kia Motors America
Consumer Affairs Department

Page 8 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85██████████	K1444579	2,900
Mesquite, TX	██████████	Prod. Date: 5/16/07	Dealer: TX097	Southwest Kia-NW

*** PHONE LOG 07/02/2008 10:34 AM Eastern Daylight Time ABrown Action Type:Incoming call
Customer contacted SRCAA

Customer stated

- 1 The **OCS** light is back on
- 2 I am not going to accept this GW

SRCAA stated

- 1 I apologize
- 2 Let me contact the dlr/FTR
- 3 I will call you back

Customer thanked SRCAA and ended call

*** PHONE LOG 07/02/2008 10:43 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted dlr
Spoke with Joe

SRCAA stated

- 1 Repeated customer's concern

Joe stated

- 1 I did the re flash
- 2 I have not heard from him
- 3 I thought he was happy with everything
- 4 Please tell him to come see me
- 5 I want to make sure that everything is working as it should

SRCAA stated

- 1 OK

SRCAA thanked Joe and ended call

*** PHONE LOG 07/02/2008 10:45 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer

SRCAA stated

- 1 Spoke with Joe
- 2 Would like to inspect your vehicle
- 3 Did everything that he was supposed to per FTR
- 4 Explained correct seating/weight distribution of seat for **OCS** light
- 5 Where would you like to go from here?

Customer stated

- 1 It is costing me money
- 2 I need to speak with my wife and then I will call you back

SRCAA thanked customer and ended call

**Kia Motors America
Consumer AffAIRs Department**

<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85 ██████████	K1444579	2,900
Mesquite, TX ██████████		Prod. Date: 5/16/07	Dealer: TX097	Southwest Kia-NW

CASE PENDING CUSTOMER CONTACT

*** CASE CLOSE 07/07/2008 10:05 AM Eastern Daylight Time ABrown
Pending further contact from customer. GW already offered.

*** CASE CLOSE 07/08/2008 03:56 PM Pacific Daylight Time ELau
Tread Review Completed

**Kia Motors America
Consumer Affairs Department**

Page 1 of 6

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1393599	4,000
CASTLEWOOD, VA ██████████		Prod. Date: 11/25/06	Dealer: TN010 Grindstaff Kia of Johnson	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 12/17/2007 10:01 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. THE CAR IS HESITATING WHEN I HAVE TO SLOW DOWN OR IF I NEED POWER TO GO UP A HILL.
2. I AM NOT SURE WHAT CAN BE DONE BUT I AM HOPING SOMETHING CAN BE DONE.
3. THE DEALERSHIP HAS SAID THEY WOULD GET A CALL FROM KIA BECAUSE THEY ARE NOT SURE WHAT IS GOING ON.
4. I AM CONCERNED AND I WANT KIA TO HELP ME.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I WILL DOCUMENT THE CONCERNS FOR YOU.
3. I CAN ALSO CALL THE DEALERSHIP AND FIND OUT WHAT WE CAN DO TO TRY AND HELP YOU.

CUSTOMER STATES.

1. THANK YOU.
2. WHEN CAN I EXPECT A CALL FROM YOU.

WRITER STATES.

1. WITH IN 24HOURS.

*** CASE CLOSE 12/17/2007 10:01 AM US Mountain Standard Time SLarez

*** PHONE LOG 12/19/2007 11:03 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. WAS SUPPOSED TO GET FOLLOW UP CALL FROM FCM. STEVE I HAVE NOT
2. CAN WRITER ADVISE WHAT IS GOING ON?
3. WILL HOLD.
4. THANKS FOR HELP.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. DOES CUSTOMER HAVE A REFERENCE NUMBER?
3. ASKED CUSTOMER TO HOLD.
4. ADVISED THAT FCM. STEVE IS AVAILABLE. WILL CONFERENCE CUSTOMER ON LINE WITH FCM.

*** PHONE LOG 12/19/2007 11:27 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK

CUSTOMER STATES.

1. I WAS WAITING FOR CALL BACK FROM YOU. DID YOU HEAR ANYTHING.

WRITER STATES.

1. I AM SORRY BUT I HAVE NOT HEARD ANYTHING.
2. I DID NOT CALL THE DEALERSHIP. THE CASE WAS NOT IN FRONT OF ME. I APOLOGIZE.
3. LET ME CALL THE DEALERSHIP NOW.

WRITER CALLED ROBBIE IN SERVICE (SVC MGR.)

Kia Motors America
Consumer Affairs Department

Page 2 of 6

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1393599	4,000
CASTLEWOOD, VA ██████████		Prod. Date: 11/25/06	Dealer: TN010 Grindstaff Kia of Johnson	

ROBBIE STATES.

1. WE HAVE SEEN THIS CAR A FEW TIMES, WE DID DO THE REF LASH
2. I BELIEVE THERE IS SOME TYPE OF TSB OUT THERE RIGHT NOW FOR THIS I JUST DO NOT SEE IT IN FRONT OF ME.
3. I WILL HAVE TO LOOK AT THE CAR AGAIN.

WRITER STATES.

1. I WILL REFER HIM BACK TO YOU.
2. YOU MAY WANT TO CONSIDER OPENING A CASE WITH TECH LINE, I COULD NOT CONFIRM ONE WAS OPEN.
3. I WILL ALSO LET THE FACTORY REP KNOW.

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO THE DEALERSHIP ABOUT THE SITUATION
2. I WOULD RECOMMEND GETTING THE CAR BACK TO THE DEALERSHIP, I WILL CALL THE FACTORY REP TO MAKE SURE HE IS AWARE THE CAR WILL BE THERE.
3. ONCE I DO THAT I CAN RETURN YOUR CALL. I AM SORRY I DID NOT CALL YOU SOONER.

CUSTOMER STATES.

1. THANK YOU VERY MUCH
2. I WANT THE CAR FIXED OR REPLACED.
3. I CANNOT KEEP GOING THROUGH THIS.
4. THE CAR IS HAVING ISSUES AND NEEDS TO BE FIXED.
5. I AM GOING THROUGH A PROCEDURE IN A COUPLE OF MONTHS AND MY WIFE NEEDS A CAR TO DRIVE.
6. I WILL CALL THE DEALERSHIP AND ALSO WAIT FOR YOU CALL BACK

*** PHONE LOG 12 21 2007 09:36 AM US Mountain Standard Time Suarez Action Type: Incoming call

CUSTOMER STATES.

1. WE ARE NOT SATISFIED WITH IT THEY TOLD ME TO KEEP DRIVING THE CAR.
2. THE TECH CALLED STEVE RUPERT, I AM NOT SURE WHO HE IS. AND HE TOLD THE TECH NOT TO FIX ANYTHING TO WAIT.
3. THE **AIR** BAG LIGHT ALSO DOES NOT WORK PROPERLY IN THE **PASS**ENGER SIDE.
4. I CANNOT AFFORD TO HAVE ANYTHING HAPPEN TO MY FAMILY IF WE ARE IN AN ACCIDENT.
5. I DROVE THE CAR WITH THE MECHANIC YESTERDAY AND HE STATED HE COULD FIX IT BUT THEN HE CALLED A STEVE RUPERT FROM KIA AND HE ADVISED AGAINST IT.
6. IT IS THE COMPUTER.

WRITER STATES.

1. I AM SORRY LET ME CALL THE SERVICE DEPARTMENT.

WRITER CALLED KIM IN SERVICE

KIM STATES.

1. THE SERVICE MGR IS IN A MEETING, I DEALT WITH THE CUSTOMER YESTERDAY
2. WE DID NOT REALLY DO ANYTHING. WE OPENED UP A TICKET WITH TECH LINE AND THEY TOLD US THAT THEY DO NOT HAVE A FIX FOR IT.
3. THE CONCERN IS AT 20 MPH THE VEHICLE WILL HESITATE AND BOG DOWN AND DOES NOT GO WHEN ACCELERATING.

Kia Motors America
Consumer Affairs Department

Page 3 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736275 ██████████	K1393599	4,000
CASTLEWOOD, VA ██████████		Prod. Date: 11/25/06	Dealer: TN010 Grindstaff Kia of Johnson	

4. THE TECHS STATED KIA KNOWS OF THE PROBLEM.

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO THE DEALERSHIP ABOUT THE SITUATION

2. THEY STATED THEY CANNOT FIX IT UNTIL KIA SAYS THEY CAN.. I WILL CALL THE FACOTY REP AND THEN CALL YOU BACK

*** PHONE LOG 12/21/2007 12:04 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED TOM MORGAN AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 12/21/2007 12:05 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK
WRITER STATES.

1. I CALLED THE FACTOY REP BUT I DID NOT REACH HIM

2. AS SOON AS I HEAR FROM HIM I WILL RETURN YOUR CALL. WE GIVE HIM 24 HOURS.

CUSTOMER STATES.

1. THANK YOU FOR CALLING ME.

*** PHONE LOG 12/26/2007 08:49 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED TOM MORGAN AND LEFT MESSAGE REGARDING SITUATION
WRITER STATES.

1. I AM CALLING YOU REGARDING THIS CASE.

2. THE CUSTOMER IS NOT HAPPY WITH THE DECISION THAT WE DO NOT HAVE A FIX FOR IT. ACCORDING TO THE DEALERSHIP

3. THEY HAVE DEALT WITH TECH LINE AS WELL.

4. FORWARDING TO THE REGIONAL OFFICE FOR REVIEW. I DID CALL YOU ON THE 21ST.

*** NOTES 12/26/2007 08:50 AM US Mountain Standard Time SLarez Action Type:Manager review
FORWARDING TO REGIONAL OFFICE. TO CONTACT CUSTOMER REGARDING HIS SATIATION

1. DEALERSHIP SAID THEY DO NOT HAVE A FIX ACCORDING TO OUR F.T.R. AND TECH LINE.

2. DID NOT HEAR FROM DPSM WITH IN 24HOURS.

*** PHONE LOG 12/28/2007 11:28 AM US Mountain Standard Time MTrem Action Type:Incoming call
Caller Mr ██████████

1. I was expecting a call this past Monday about my car

writer states:

1. apologized

2. your case has been referred to a higher office for handling

3. do to the holiday schedules, may not have been able to respond this past Monday

4. once the case is reviewed, you will be contacted, and this may be after the Holiday

caller thanked writer and disconnected

Kia Motors America
Consumer Affairs Department

Page 4 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736275 ██████████	K1393599	4,000
CASTLEWOOD, VA ██████████		Prod. Date: 11/25/06	Dealer: TN010 Grindstaff Kia of Johnson	

*** PHONE LOG 12/31/2007 08:07 AM US Mountain Standard Time MTrein Action Type:Incoming call

Caller Mr. C states:

1. was expecting a call, have not heard anything
2. what phone number can I call

writer states:

1. reiterated above conversation from 12/28/2007
 2. caller thanked writer and disconnected
 3. writer provided Regional 800 and RA C Carroll Extension
- caller thanked writer and disconnected

*** PHONE LOG 01/03/2008 10:29 AM Eastern Daylight Time CCarroll Action Type:Incoming call

wtr states

1. spoke with Mr. ██████████
2. cust advise wtr
3. having concerns with stalling and hesitation
4. cust also advised concern with AB light staying on
5. cust states dlr willnot take his veh into svc b/c kia is aware of this problem but currently has not fix
6. wtr expressed to cust will contact Tom Morgan DPSM to see when he will be available at the dlr to asst or complete updates
7. on his veh from Kia
8. wtr apologized and adv cust will call back with time and date from dpsm asap

*** NOTES 01/07/2008 02:28 PM Eastern Daylight Time CCarroll Action Type:Manager review

wtr states

From: Morgan, Tom [KMA]
Sent: Friday, January 04, 2008 5:58 PM
To: Carroll, Charise [KMA]
Cc: Rupert, Steven [KMA]
Subject: RE: 2007 Sorento Stalling Hesitation / **OCS**

Hi Charise,

I talked to Steve Rupert today, he and the Reflash Tool are tied up for several weeks between him and Paul Stapleton. There still is no fix for the "Driveline Chuggle" which customers call a hesitation. We are trying to get a date when he can send the tool to TN010 for the reflash of the **OCS**.

There was a loose connection on one of the Fuel Injectors on Ms Cartwright's vehicle. She is back in her vehicle now.

Have a good weekend.

Tom

From: Carroll, Charise [KMA]
Sent: Friday, January 04, 2008 3:24 PM
To: Morgan, Tom [KMA]
Subject: FW: 2007 Sorento Stalling Hesitation / **OCS**

**Kia Motors America
Consumer Affairs Department**

Page 5 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736275 ██████████	K1393599	4,000
CASTLEWOOD, VA ██████████		Prod. Date: 11/25/06	Dealer: TN010 Grindstaff Kia of Johnson	

Anything?

From: Carroll, Charise [KMA]
Sent: Thursday, January 03, 2008 10:24 AM
To: Morgan, Tom [KMA]
Cc: Williams, Kevin [KMA]
Subject: 2007 Sorento Stalling Hesitation / **OCS**

Tom:

We have a customer at TN010 with hesitating and **OCS** concerns
According to this customer he has been in several times with these concerns that have not yet been resolved.
Please let me know when you maybe available at the dealer to complete the re-flash for both these issues.
The dealer has also advised the customer that these concerns are in all 2007 Sorento's and KIA is fully aware and will not accept this customer vehicle in for service until they receive an update from KIA.

Clarify Case # K1393599
TN010
KNDJC736275 ██████████

Charise Carroll
Consumer Aff**AIR**s Analyst
Kia Motors America
Southern Region
Phone: 678/385-8551
Fax: 678/385-8503

*** PHONE LOG 01/07/2008 03:27 PM Eastern Daylight Time CCarroll Action Type:Incoming call
wtr states
1. spoke with cust
2. wtr advised cust still waiting for a date from the DPSM when either he or the ftr will be avail
3. cust made refer to the chuggle concern
4. wtr advise since the DPSM is involved he would like to look at both concerns at one time
5. cust states that's alright but the chuggle is really bad and cust is unable to drive veh
6. wtr explained to cust would contact dpsm to see what we can do in this matter
7. wtr to call cust back after speaking with dpsm Tom Morgan

*** NOTES 01/08/2008 10:00 AM Eastern Daylight Time CCarroll Action Type:Manager review
WTR STATES
1. WAITING TO HEAR FROM FTR DPSM
2. WHEN **OCS** TOOL WILL BE AVAILABLE AT DEALER

*** PHONE LOG 01/11/2008 11:23 AM Eastern Daylight Time CCarroll Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

Page 6 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736275 ██████████	K1393599	4,000
CASTLEWOOD, VA ██████████		Prod. Date: 11/25/06	Dealer: TN010 Grindstaff Kia of Johnson	

1. rec'd date for **OCS** from FTR Steve R
2. 1/29/08 the cust is to drop veh off in the am
3. wtr lft vmx for cust on this date to provide appt info

*** NOTES 01/29/2008 11:31 AM Eastern Daylight Time CCarroll Action Type:Manager review

wtr states

1. wtr rec'd call from FTR Steve R ..
2. FTR req wtr to contact cust for appt scheduled for today
3. wtr contacted cust
4. cust states traded veh over the weekend
5. cust states was not getting any svc out of veh or KIA
6. wtr ack ended call and contacted FTR with info
7. wtr to close case

*** CASE CLOSE 01/29/2008 11:34 AM Eastern Daylight Time CCarroll

wtr to close case no l/t needed

**Kia Motors America
Consumer Affairs Department**

Page 1 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1378523	3,000
Naples, FL ██████████		Prod. Date: 4/12/07	Dealer: FL098 Williams Kia of Naples	

Case History

Complaint **Re: AIR Assistance**

*** PHONE LOG 11/02/2007 12:14 PM US Mountain Standard Time JSincl**AIR**

Customer states:

1. I have a brand new 07 Sorento
2. The **OCS** light will not turn off
3. I have had it at Williams Kia of Naples FL098 twice for this issue
4. They have replaced the sensors and the seat
5. And the **OCS** light still comes on
6. The SM and the SA took the vehicle for a drive with the SA sitting in the front **PASS**enger seat and the light still came on
7. I am a firefighter and have seen bad accidents
8. I bought this car for the safety ratings
9. And now the front **PASS**enger **AIR** bag light will not turn off
10. I do not feel safe driving this vehicle
11. Kia needs to take responsibility
12. I know the dealership is trying but they have been unsuccessful
13. If they can get this fixed I would be fine
14. But the SM told me straight out even having the system flashed there would only be a 20% chance it would work
15. The SM told me that he had to wait on the engineer from Kia to come down
16. He can't even give me a date
17. I need another vehicle to drive until this car is safe
18. I will get a lawyer if I have to

Wtr states:

1. Apologized
2. Updated info
3. No recalls
4. Advs rentals are not a provision in warr. advs rentals can be considered on a case by case basis
5. Advs decision does not come from this office. it must come from area rep
6. Wtr will follow up with dealership and area rep
7. Wtr will contact you once decision on rental has been made

Customer states:

1. I have also sent in a letter to the dealership, it was a complaint letter
2. They were supposed to send it to you
3. Can I have a fax number so I can fax it to you

Gave case, ext and fax#

Customer thanked and call ended

*** PHONE LOG 11/02/2007 12:15 PM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called DPSM who states:

1. I thought the FTR has already flashed this vehicle
2. It may have been someone else

Wtr states:

1. Wtr will call dealership and find out and call you back
- Thanked and call ended

*** PHONE LOG 11/02/2007 12:19 PM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Williams Kia of Naples FL098 spoke to Perry Strange SM who states:

1. No this customer has not been re flashed
2. We have done everything for this vehicle and have been unsuccessful with the **OCS** light
3. We have replaced the sensors and even installed a new seat

**Kia Motors America
Consumer Affairs Department**

Page 2 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1378523	3,000
Naples, FL ██████████		Prod. Date: 4/12/07	Dealer: FL098 Williams Kia of Naples	

5. I don't know when he will be here
 6. He was going to talk to the DPSM about to DPSM bringing the toll need to re flash the system
 7. I think re flashing just might work
- Thanked and call ended

*** PHONE LOG 11/02/2007 12:19 PM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Left msg for DPSM to rin call

*** EMAIL OUT _ JSincl**AIR** Action Type:External email
Send to:[jbramble@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.

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.

This vehicle has not been re flashed by the FTR. Customer is threatening legal assistance. Please let me know your decision on rental.

Thanks,
Justina
Ext 45161

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1378523_JSincl**AIR**_11-02-2007131534.doc>>

*** PHONE LOG 11/02/2007 01:58 PM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call
DPSM called and states:

1. I will not provide a rental
2. Rentals are not a provision in warr
3. An FTR is scheduled to go out to the dealership on Dec 18th
4. Tell the customer the **AIR** bag is not the primary restraint system in the vehicle
5. If a seat belt were broken and we could not fix it that would be different
6. The **AIR** bag is a supplement system

Thanked and call ended

*** NOTES 11/02/2007 02:03 PM US Mountain Standard Time JSincl**AIR** Action Type:Manager review
Dispatching to region for the following reasons:

1. 07 Sorento W/S 09/23/07
2. Mileage: 1.130 miles
3. **OCS** light on , 2 rep**AIR**s
4. Customer request rental
5. Rental denied by DSPM
6. Dispatching to region per KKohnke

000

**Kia Motors America
Consumer Affairs Department**

Page 3 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1378523	3,000
Naples, FL ██████████		Prod. Date: 4/12/07	Dealer: FL098 Williams Kia of Naples	

*** PHONE LOG 11/02/2007 01:41 PM US Mountain Standard Time RChacon Action Type: Incoming call

CUSTOMER STATED:

1. I AM CALLING TO REQUEST A LETTER FROM THE AREA REP STATING VEH IS SAFE TO DRIVE
2. I KNOW THE CASE HAS BEEN ESCALATED
3. CAN YOU CALL THE REP. AND REQUEST LETTER FOR ME?

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. ADVISED CASE HAS BEEN ESCALATED, NOT MUCH MORE WE CAN DO HERE.
3. WILL CALL AREA REP, AND PUT IN REQUEST. PLEASE HOLD

WRITER CALLED DPSM JBRAMBLE. WHO STATED:

1. THE **AIR** BAG IS A SUPPLEMENTAL RESTRAINT SYSTEM
2. WE CANNOT PROVIDE A LETTER TO CUSTOMER
3. A RENTAL IS NOT A PROVISION OF WARR. AND NOT GOING TO PROVIDE A RENTAL
4. WE ARE WORKING. AND WILLING TO HELP CUSTOMER
5. THE FTR IS SET TO COME OUT ON DEC 18TH. AND CANNOT PROVIDE A RENTAL CAR UNTIL THEN
6. WHAT CUSTOMER IS ASKING MAKES NO SENSE
7. HIS SAFETY DOES NOT DEPEND ON THE SUPPLEMENTAL RESTRAINT

WRITER STATED:

1. THANKS FOR THE INFO

RETURNED TO CUSTOMER AND STATED:

1. REITERATED INFO FROM DPSM

CUSTOMER STATED:

1. OKAY. THANK YOU
- ;;;CALL ENDED;;;;;

*** NOTES 11/02/2007 02:43 PM US Mountain Standard Time KKohnke Action Type: Manager review

Writer left VM for RCAA JSifford:

1. New vehicle with 1K miles
2. Vehicle has **OCS** light problem.
3. Dealer has tried many things to rep **AIR** and have been unsuccessful.
4. FTR coming to look at the vehicle in Dec.
5. Customer wants rental until it is resolved.
6. JSincl **AIR** at KCC contacted DPSM J Bramble and he said to tell customer that the **OCS AIR** bag is only a supplemental restraint system and that the seatbelt is the primary restraint system in the vehicle.
7. Per writer, KKohnke advised KCC rep JSincl **AIR** to advise the customer that rental has been denied and that the case has been escalated to a higher office to discuss reasons behind it.
8. KCC dispatching the case to SRCA for further handling.

Per voicemail received from JSifford:

1. Please call the customer and explain that the case has been escalated.
2. He will get further contact on Monday from that office
3. We are reviewing his case further for possible rental assistance.

Kia Motors America
Consumer Affairs Department

Page 4 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1378523	3,000
Naples, FL ██████████		Prod. Date: 4/12/07	Dealer: FL098 Williams Kia of Naples	

*** PHONE LOG 11/02/2007 02:53 PM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED CUST AT SECONDARY NUMBER (FIRST NUMBER IS INCORRECT) AND LVM STATING:
1. WRITER IS FOLLOWING UP ON CASE AND WANTED TO CLARIFY SOME ISSUES
2. SORRY FOR THE PROBLEM
3. KIA IS CONCERNED WITH THE **AIRBAG** LIGHT SITUATION AND CUST'S SAFETY; THE CASE HAS BEEN ESCALATED TO THE REGION FOR GREATER ASSISTANCE
4. PLEASE GIVE THE REGION OFFICE UNTIL BEGINNING OF NEXT WEEK TO CONTACT CUST TO DISCUSS PLAN OF ACTION TO ADDRESS **AIRBAG** ISSUE AND ANY POSSIBLE SPECIAL RENTAL VEH ASSISTANCE
5. ANY QUESTIONS CALL BACK; VERIFIED KCC PHONE, CASE NUMBER, AND WRITER'S FULL NAME

*** PHONE LOG 11/05/2007 07:35 AM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call
DPSM left VM for wtr stating:
1. On Monday we all are going to get together and discuss this
2. Possibly come to a different conclusion
Thanked and msg ended

*** PHONE LOG 11/05/2007 11:19 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted to contact DPSM--LM requesting call back to review customers request for rental until vehicle is rep**AIR**ed.
SRCAA and DPSM reviewed the case last Friday and placed customer on FTR ca lender for December 18th.

*** PHONE LOG 11/05/2007 11:23 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact
LM on VM advising that DPSM is currently in meetings in Californian however I will continue to attempt DPSM contact to review rental request
SRCAA provided name and contact info

SRCAA scanned case notes for alt contact number -- non found.

*** PHONE LOG 11/06/2007 11:31 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
Per DPSM--
1. we will authorize rental
2. FTR may be able to schedule an earlier appointment.
3. I will ask FTR to call

FTR & DPSM at Vegas meeting

*** PHONE LOG 11/06/2007 12:02 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted to contact Perry Strange/Service Manager however he was with a customer
SRCAA called back 2nd time to review rental for this customer.
Spoke to Perry and reviewed rental and FTR schedule.

Kia Motors America
Consumer Affairs Department

Page 5 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1378523	3,000
Naples, FL ██████████		Prod. Date: 4/12/07	Dealer: FL098 Williams Kia of Naples	

SRCAA attempted customer contact at home number--no answer--LM on VM
SRCAA requested additional contact number while talking to Service Manager
Service Manager provided 352-3460314

SRCAA tried all contact number
LM on VM advising

1. case forwarded to me for additional review
2. further review with DPSM & DPSM has authorized rental
3. please contact Perry Strange at FL098--he is aware of our authorization for rental
4. please contact me at 678----- so that we can discuss your request and concerns

*** PHONE LOG 11/06/2007 12:38 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd call back from Mr. ██████████-Mr. ██████████ states

1. took vehicle to the Dealer but it worked for them
2. took the vehicle back with wife and the Dealer verified that it was not functioning properly and replaced the entire seat
3. sometimes my wife sits in the seat and sometimes I sit in the seat
4. my primary concern is my Father-in-law who sits in the seat and he does not wear a seat belt. He has a doctors note that says he does not have to wear a seat belt.
5. i will take the vehicle in tomorrow. No one will be riding in **PASS**enger seat between now and that time

SRCAA advised

1. further review with DPSM--DPSM has authorized a rental
2. FTR will inspect the vehicle on 11/18
3. once FTR inspection is completed I will follow up with you a week later and see if everything is ok
4. If you are satisfied with the rep**AIR**s I will review for GW of one pmt.
5. need to review with you --your statement regarding father-in-law sitting in front **PASS**enger seat without a seatbelt.
6. reviewed seatbelt as primary safety restraint
7. If someone is not wearing a seatbelt & the **AIR**bag deploys they can be seriously injured by the **AIR**bag
8. recommend that you require your father-in-law to sit in the BAC K seat

*** COMMIT 11/06/2007 02:07 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOSE 11/06/2007 02:08 PM Eastern Daylight Time JuneSifford

*** PHONE LOG 11/13/2007 02:16 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
OCS reflash will be completed today by DPSM-DS

*** PHONE LOG 11/13/2007 02:18 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and advised

1. DPSM will be able to do reflash in the next day or two
2. I will follow up next week & if everything is going well I will review for GW as previously discussed.

**Kia Motors America
Consumer Affairs Department**

Page 6 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1378523	3,000
Naples, FL ██████████		Prod. Date: 4/12/07	Dealer: FL098 Williams Kia of Naples	

*** COMMIT 11/13/2007 02:18 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOSE 11/13/2007 02:19 PM Eastern Daylight Time JuneSifford

*** CASE CLOSE 11/13/2007 02:42 PM Eastern Daylight Time JuneSifford

*** FULFILL 11/26/2007 08:17 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** NOTES 11/26/2007 12:13 PM Eastern Daylight Time JuneSifford Action Type:Manager review
reopened for commitment-rcp **AIR** follow up

*** PHONE LOG 11/26/2007 12:14 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact--LM on VM requesting call back to verify rep **AIRs** & review GW of one pmt.

*** NOTES 11/27/2007 11:03 AM Eastern Daylight Time JuneSifford Action Type:Manager review
GW offer of one payment sent
closed pending customer response.

*** CASE CLOSE 11/27/2007 11:09 AM Eastern Daylight Time JuneSifford

*** NOTES 12/13/2007 01:26 PM Eastern Daylight Time JuneSifford Action Type:Manager review
No response to GW offer within the allowed 15 days.
File closed.

*** CASE CLOSE 12/13/2007 01:27 PM Eastern Daylight Time JuneSifford

*** PHONE LOG 12/21/2007 02:16 PM US Mountain Standard Time ELcon Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER.
CUSTOMER STATED:
I THE **AIR** BAG LIGHT IS BACK ON

**Kia Motors America
Consumer Affairs Department**

Page 7 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1378523	3,000
Naples, FL ██████████		Prod. Date: 4/12/07	Dealer: FL098 Williams Kia of Naples	

5. I HAVE THE VEHICLES .
6. THE KIA DEALER SAID THAT I NEED TO CALL KIA BECAUSE THEY DO NOT HAVE A FIX .
7. I CALL JUNE SIFFORD , BUT GOT THE VM AND THAT THEY WILL BE CLOSED NEXT WEEK.

WRITER STATED:

1. SORRY.
2. WRITER CAN CALL JUNE AND SEE IF SHE'S AVAILABLE?
3. PLACED CUSTOMER ON HOLD.

WRITER CONTACT RCAA JUNE SIFFORD AND LVM:

WRITER STATED:

1. CUSTOMER IS ON ANOTHER LINE WITH SAME **AIR** BAG LIGHT CONCERN..
2. PROVIDED CUSTOMERS INFO.
4. CUSTOMER IS REQUESTING ASSISTANCE.
5. CALL CUSTOMER OR YOU CAN CALL WRITER.

WRITER RETURNED TO CUSTOMER.

WRITER STATED:

1. WRITER LVM FOR THE KIA REGIONAL REP VM.
2. THAT OFFICE WILL BE CLOSED NEXT WEEK.
3. WRITER WILL CONTACT THE DPSM AND ADDRESS THE CONCERN.
4. WRITER WILL CONTACT YOU ONCE SPOKEN TO THE DPSM.
5. WITH THE HOLIDAYS BEING THIS WEEK, WRITER WILL DO WHAT EVER ASSISTANCE THAT CAN BE DONE ?

CUSTOMER STATED:

1. MY CELL IS ██████████
2. THANK YOU.

*** PHONE LOG 12/21/2007 02:55 PM US Mountain Standard Time El.eon Action Type:Outgoing call

WRITER CONTACT DPSM Jack Bramble.

WRITER STATED:

1. WRITER CALLING REGARDING CUSTOMER **AIR** BAG CONCERN.
2. PROVIDED CUSTOMERS INFO.
3. A FTR HAD DID A REFLASH. BUT THE **AIR** BAG LIGHT WENT ON.3
4. CUSTOMER CALLED THE Williams Kia of Naples DEALER . BUT THEY TOLD CUSTOMER THEY DO NOT HAVE A FIX AND TO CALL KIA.
5. CUSTOMER CALLED THE RCAA JUNE SIFFORD AND LVM.
6. CUSTOMER CALLED WRITER BECAUSE THE OFFICE WILL BE CLOSED NEXT WEEK AND HE HAS TO LEAVE FOR THE HOLIDAYS AND IS AFRAID OF THE SAFETY OF THE **PASS**enger.
7. WRITER CALLED JUNE AND LVM.
8. WHAT CAN WE DO FOR THIS CUSTOMER?

JACK STATED:

1. THE VEHICLE IS DRIVEABLE.
2. THE CUSTOMER CAN DRIVE THE VEHICLE AND HAVE HIS **PASS**enger SIT IN THE BACK ON ONE OF THE OTHER SEATS THAT WOULD BE SAFE
3. I FEEL THAT THERE IS NO NEED FOR THE CUSTOMER TO GET A TEN DAY RENTAL.
4. IF JUNE WANTS TO GET A RENTAL FOR THE CUSTOMER SHE CAN TRY.
5. YOU CAN CALL THE Williams Kia of Naples SERVICE MANAGER PERRY STRANGE AND SEE IF THEY

**Kia Motors America
Consumer Affairs Department**

Page 8 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1378523	3,000
Naples, FL ██████████		Prod. Date: 4/12/07	Dealer: FL098 Williams Kia of Naples	

HAVE A LOANER?

WRITER STATED:

1. WRITER WILL TRY CALLING JUNE SIFFER AGAIN.
2. WRITER WILL CALL THE Williams Kia of Naples DEALER AND SPEAK TO THE SERVICE MANAGER.
3. THANK YOU.

*** PHONE LOG 12/21/2007 03:11 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT PERRY SERVICE MANAGER AT Williams Kia of Naples.

WRITER STATED:

1. WRITER SPOKE TO THE DPSM REGARDING CUSTOMER **AIR** BAG LIGHT ON AGAIN.
2. SINCE THE VEHICLE IS DRIVABLE, DPSM FEELS THE **PASSE**NGER CAN SIT IN ONE OF THE REAR SEATS.
3. THE KIA REP JUNE WILL BE OFF THIS HOLIDAY WEEK.
4. DPSM WANTED WRITER TO ASK IF THERE IS ANY LOANERS YOU MAY HAVE FOR THE CUSTOMER SINCE HE DOES NOT FELL A RENTAL IS NEEDED.

PERRY STATED:

1. I HAVE NOT SPOKEN TO THE CUSTOMER.
2. THE FTR DID COME OUT AN DID THE RE-FLASH IN THE **AIR** BAG SYSTEM.
3. ALL THE LOANERS ARE OUT.
4. WE HAVE ONLY A COUPLE: E OF AUTOMATICS AND IS THE ONLY VEHICLE CUSTOMERS CAN DRIVE.
5. I DON'T KNOW WHAT THE GAME PLAN IS . BUT FOR CUSTOMERS SATISFACTION I CAN SEE IF ONCE OF THE LOANERS WILL COME IN SATURDAY OR MONDAY AND THEN I CAN HOLD IT FOR THE CUSTOMER.
6. OUR INSURANCE IS ALLOWED FOR ONLY A 120 MILES RADIUS AND WILL NOT COVER PAST THAT AMOUNT OF MILEAGE IF CUSTOMER WANT TO TAKE IT OUT OF TOWN.
7. CALL ME MONDAY AND I'LL SEE WHAT WE CAN DO FOR A LOANER?

WRITER STATED:

1. THANK YOU.

*** PHONE LOG 12/21/2007 03:25 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT CUSTOMER.

WRITER STATED:

1. WRITER UNABLE TO CONTACT KIA REGIONAL REP.
2. WRITER SPOKE TO THE DPSM AND CANNOT PROVIDE RENTAL ASSISTANCE.
3. WRITER SPOKE TO THE Williams Kia of Naples SERVICE MANAGER PERRY.
4. THEIR LOANERS ARE ALL OUT AND WILL TRY TO SEE IF ONE OF THE AUTOMATICS ARE AVAILABLE ON MONDAY.
5. WRITER WILL FOLLOW UP WITH THE DEALER MONDAY.
6. THE LOANERS ARE ONLY INSURED FOR ONLY 120 MILES.
7. WRITER WILL CONTACT YOU MONDAY.

CUSTOMER STATED:

1. I APPRECIATE YOUR ASSISTANCE SINCE THE REGIONAL OFFICE IS CLOSED.
2. I NEED TO TRAVEL 199 MILES WITH OTHER **PASSE**NGERS. SO I CANNOT PUT THE SPOUSE IN THE REAR.
3. I'LL SPEAK TO YOU MONDAY.
4. THANK YOU.

*** NOTES 12/24/2007 06:56 AM US Mountain Standard Time ELeon Action Type:Manager review

**Kia Motors America
Consumer Affairs Department**

Page 9 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1378523	3,000
Naples, FL ██████████		Prod. Date: 4/12/07	Dealer: FL098 Williams Kia of Naples	

WRITER FORWARDING CASE BACK TO THE REGIONAL OFFICE FOR CUSTOMER CONTACT.

*** PHONE LOG 12/24/2007 09:56 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT PERRY SERVICE MANAGER AT Williams Kia of Naples.

WRITER STATED:

1. WRITER SPOKE TO YOU FRIDAY REGARDING CUSTOMERS CONCERN AND POSSIBLE LOANER VEHICLE?

PERRY STATED:

1. WE DID NOT GET ANY OF THE LOANERS RETURN TO US SATURDAY AND TODAY.
2. WE'LL BE LEAVING EARLY TODAY SO I DON'T EXPECT ANY LOANERS TO BE TURNED INTO TODAY.
3. WE MIGHT HAVE A LOANER LATER THIS WEEK OR NEXT?

WRITER STATED:

1. WRITER WILL REVIEW THIS WITH THE CUSTOMER.
2. THE CUSTOMER MAY NEED TO WAIT UNTIL THE KIA REGIONAL REPS RETURN NEXT WEEK.
3. THANK YOU.

*** PHONE LOG 12/24/2007 10:02 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER.

WRITER STATED:

1. WRITER SPOKE TO PERRY SERVICE MANAGER AT Williams Kia of Naples AND HE DID NOT RECEIVE ANY LOANERS.
2. WRITER HAS ESCALATED THIS CASE BACK TO THE REGIONAL OFFICE.
3. IF YOU HAVE FURTHER QUESTIONS OR CONCERNS YOU CAN CALL BACK WRITER.

*** PHONE LOG 01/02/2008 12:04 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted DPSM contact--LM requesting call back

*** PHONE LOG 01/02/2008 12:05 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact--LM on VM requesting call back

*** PHONE LOG 01/03/2008 09:04 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA reviewed information with FTR and confirmed that the current reflash is not the same reflash used in November.

*** PHONE LOG 01/03/2008 09:09 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd return call from Mr. ██████████ SRCAA advised

1. I have reviewed the information with my FTR and understand that we currently have a new reflash available that is successful
2. I am currently working on scheduling this reflash
3. Request that you allow us this opportunity and then if successful and you are satisfied I will review your case for possible GW assistance due to the inconvenience associated with this concern.

Mr. ██████████ states

1. that is fine but how long will it take
SRCAA advised. FTR not available until February but I am attempting to schedule this with the DPSM

**Kia Motors America
Consumer Affairs Department**

Page 10 of 11

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 AT	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1378523	3,000
Naples, FL ██████████		Prod. Date: 4/12/07	Dealer: FL098 Williams Kia of Naples	

2. Also, the Dealer changed the **PASS**enger seat and the back of the seat is plastic. The drivers seat is cloth.
SRCAA advised, I will review this with the Dealer.

*** PHONE LOG 01/03/2008 09:15 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Service Manager, Perry @ FL098 & reviewed customer concerns.
Perry will check into the seat concern--we can put the original seat back as I still have it
SRCAA will send fax when **OCS** reflash is scheduled & have customer deliver the vehicle a day early so that the seat can be put back prior to reflash

*** PHONE LOG 01/03/2008 09:45 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
Confirmed appointment for 1/9/08 with DPSM--JB
Contacted DPSM-DS--Don requests that FTR send the tool directly to Jack
Jack can send tool to Don after the 1/9/08 re-flash
SRCAA LM on VM for FTR of revised schedule
E-mail sent to confirm this schedule.
Letter to Dealer & Customer

*** PHONE LOG 01/03/2008 10:22 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA reviewed scheduled appointment with Mr. ██████████ happy with the schedule.
SRCAA contacted Service Manager - & reviewed customer delivery of vehicle on afternoon of 1/7/08 for seat rcp**AIR** on 1/8/07 & DPSM/reflash on 1/9/08--Rental will be provided.

*** COMMIT 01/03/2008 10:42 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOSE 01/03/2008 10:46 AM Eastern Daylight Time JuneSifford

*** NOTES 01/10/2008 08:33 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** CASE CLOSE 01/10/2008 08:33 AM Pacific Daylight Time ELau

*** PHONE LOG 01/18/2008 03:26 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA completed Follow up call with Mr. ██████████ states he has had no additional problems & request's consideration of GW for 2 payments
SRCAA requested copy of Sales d**OCS** or pmt coupon for review.
and reviewed 2 pmts will require a signed release.

**Kia Motors America
Consumer Affairs Department**

Page 11 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1378523	3,000
Naples, FL ██████████		Prod. Date: 4/12/07	Dealer: FL098 Williams Kia of Naples	

*** FULFILL 02/25/2008 08:56 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** PHONE LOG 02/29/2008 09:46 AM Eastern Daylight Time ABrown Action Type:Outgoing call

1. SRCAA contacted dealer
2. Requested rep **AIR** orders
3. Service Manager (Perry) will fax them this after noon.

*** CASE CLOSE 02/29/2008 09:47 AM Eastern Daylight Time ABrown

*** PHONE LOG 02/29/2008 04:22 PM Eastern Daylight Time JuneSifford Action Type:Incoming call

SRCAA rec'd call from Mr. ██████████ requesting 3 pmts. due to 3 rep **AIR**s.
SRCAA will review.

*** CASE CLOSE 02/29/2008 04:27 PM Eastern Daylight Time JuneSifford
SRCAA will redo offer to 3pmts w/release

*** NOTES 03/06/2008 09:52 AM Eastern Daylight Time ABrown Action Type:Manager review

- SRCAA received GW offer
1. Customer accepted and signed offer letter and release
 2. Processing request for GW

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1377303	3,000
Ashland, MO ██████████		Prod. Date: 6/28/06	Dealer: MO007 Head Motor Company	

Case History

Complaint RepAIR Assistance

*** PHONE LOG 10/31/2007 06:42 AM US Mountain Standard Time LColema

Cust states ██████████

1. When purchased veh we were hearing a knocking noise.
2. Salesman stated probably normal noise & adv us to drive the veh for at least 1K miles.
3. Noise became aggressively worse over the next month.
4. Srv mgr Sean at dlrshp was very rude to me, doesn't know how to speak to women.
5. Srv mgr at one time stated the noise couldn't be heard inside the car so what did it matter if someone outside the car heard it.
6. Srv mgr kept stating this was a normal noise.
7. Finally spoke to owner of dlrshp who scheduled a Kia field tech to come out & look at veh.
8. At one point had test driven another veh like mine & did not hear the noise.
9. Srv mgr refused to listen.
10. Dropped veh off on Monday night for the field tech to test drive veh.
11. Srv mgr called & wanted to know what would make me happy.
12. Now he wants to make me happy.
13. Field tech stated the noise is not normal & authorized srv to tear down engine to find problem.
14. Srv mgr stated they aren't tearing down the engine, they are disassembling it, what is the difference.
15. Have had other problems with veh. AIRbag module had to be reprogrammed. PASSenger side door hinges & locks were sticking, center console had to be replaced & dlr had to repAIR the fenders.
16. I really do not want this veh.
17. The only thing that is going to make me happy is another veh.
18. Do not want engine repAIRed.
19. If there is a problem with the engine, then should just put in a new engine.
20. Did not receive a warranty manual.
21. Is there another Kia dlr anywhere close to me, do not want to take veh to this dlr.
22. Want to file a complaint against srv mgr, he is extremely rude & condescending to women.

Writer states:

1. Updated, no recalls.
2. Apologized for situation.
3. Kia will repAIR the veh according to the terms of the man warranty.
4. Kias buyback policy is in accordance with your states laws.
5. Referred to WCIM for info on laws in callers state.
6. Writer will follow up on repAIR: make sure all Kia's resources are being utilized in getting the veh repAIRed.
7. Writer not able to assist with lemon law.
8. Cust may also call BBB Auto Line for further assistance.
9. Writer will follow up with dlr & Kia rep.
10. Writer will also forward file to the regional office for further assistance.
11. Writer will call cust back when have more information

*** PHONE LOG 10/31/2007 07:02 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called MO007 Head Motor Company, left message with Dave in srv requesting call back from srv mgr Sean.

*** PHONE LOG 10/31/2007 07:17 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer received VM message from srv mgr Sean stating:

1. Returning writer's call.
2. Please call back.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375██████████	K1377303	3,000
Ashland, MO ██████████		Prod. Date: 6/28/06	Dealer: MO007 Head Motor Company	

*** PHONE LOG 10/31/2007 08:05 AM US Mountain Standard Time L.Colema Action Type: Outgoing call

Writer called Head Motor Company, spoke with srv mgr Sean & stated:

1. Adv of reason for call.

Srv mgr states:

1. FTR was not here, was DPSM.
2. DPSM heard noise & authorized tear down to determine problem.
3. We are installing timing belt tensioner today.
4. Hopefully will have veh ready today if that takes care of the noise, maybe tomorrow big job.
5. I had spoken with cust & asked her what would make her happy & cust stated she didn't know.
6. DPSM did re flash for **OCS**, is working as designed.
7. There was a door latch that needed replacing, has been done.
8. Cust has spoken with dlr principle & me at least 4 times.
9. Cust in rental per DPSM.

Writer called DPSM & stated:

1. Adv of veh.
2. Cust is looking to get out of veh.
3. Is there anything else we can offer cust?

DPSM states:

1. Dlr is rep**AIR**ing veh.
2. I do not have any authority to offer any other compensation.
3. That would be up to MWilliams.

Writer called cust & stated:

1. Adv of srv mgr information.
2. Adv spoke with Kia rep also.
3. Veh is being rep**AIR**ed.
4. Writer will forward file to regional office for further assistance.
5. Cust will receive call back from someone in region within 48 to 72 hours.

Writer dispatching file to region:

1. Veh at dlr with engine noise.
2. DPSM has been involved.
3. Cust no longer wants veh.
4. DPSM stated not authorized to offer any other compensation to cust.
5. Per DPSM dispatching file to region.

*** EMAIL OUT I.Colema Action Type: External email

Send to: [J.Ropera@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.

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

<<File Attachment: "eopubs\Clarify\OBJ\CA_Attachments\SendHistory\Case_K1377303_L.Colema_10-31-2007090111.doc">>

**Kia Motors America
Consumer Affairs Department**

Page 3 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375██████████	K1377303	3,000
Ashland, MO	██████████	Prod. Date: 6/28/06	Dealer: MO007	Head Motor Company

*** PHONE LOG 10/31/2007 11:21 AM Central Daylight Time MWilliams Action Type:Outgoing call
WTR LVM FOR DP STUART HEAD REQ C/B

*** PHONE LOG 10/31/2007 11:51 AM Central Daylight Time MWilliams Action Type:Outgoing call
SPOKE TO CUST:

1. SHE REITERATED ABOVE
2. CUST STATED THAT AT TIME OF SALE CUST'S HUSBAND HEARD NOISE AND WAS TOLD BY FINANCE MANAGER TO JUST DRIVE IT FOR A BREAK IN PERIOD AND
IF IT BECOMES A CONCERN THEN "DLR WILL TAKE CARE OF THEM"
3. CUST EXTREMELY DISSATISFIED W/SEAN IN SERVICE AND NEVER WANTS TO DEAL WITH HIM AGAIN
4. CUST CONTENDS THAT NOISE HAS GOTTEN WORSE SINCE TIME OF PURCHASE
5. CUST ALSO IS STILL MISSING TITLE
6. THE 3RD TIME CUST HAD TAKEN VEH TO DLR COMPLAINING ABOUT NOISE AND KEEP GETTING TOLD THAT THERE IS NOTHING WRONG. CUST DEMANDED TO SPEAK TO DP STUART HEAD
7. CUST SPOKE

*** PHONE LOG 10/31/2007 12:04 PM Central Daylight Time MWilliams Action Type:Outgoing call
CONTINUATION OF ABOVE:

7. CUST SPOKE TO DP STUART HEAD AND WAS FINE WITH HIS HANDLING UNTIL HE HAD SHAWN CALL HER BACK INSTEAD OF STUART
8. CUST STATED THAT DLR SHOULD OF REPLACED VEH AT TIME OF SALE WHEN NOISE WAS FIRST NOTATED
9. CUST ALSO STATED SHE IS MISSING OWNER'S MANUAL
10. CUST HAD TO MAKE FIRST CAR PAYMENT WHILE VEH STILL HAD CONCERN AND VERY DISTRAUGHT OVER THIS

ADVISED CUST:

1. WTR WILL SPEAK TO DP RE: CONCERNS W/SM
2. WTR WILL ADVISE DLR TO ONLY CONTACT WTR RE: VEH AS CUST DOES NOT WISH TO SPEAK TO SM
3. ONCE VEH IS REPAIR**A**RED. CUST AND WTR CAN REIMBURSE CUST CAR PAYMENT
4. ADVISED THAT WTR WILL F/U W/CUST NLT 11/1 RE: VEH

SPOKE TO DP STUART HEAD:

1. REITERATED CUST'S CONCERNS W/SM SHAWN
2. ADVISED THAT ALL CUST CONTACT SHOULD BE VIA DP OR WTR ONLY AS CUST REFUSES TO SPEAK TO SHAWN
3. ADVISED THAT CUST IS MISSING TITLE AND OWNER'S MANUAL AND REQUESTED THAT HE CONTACT CUST TO ADVISE ABOUT THESE
4. REQUESTED THAT TRANSFER WTR TO SM SHAWN FOR UPDATE ON DIAGNOSIS
5. PER DP. SM AT LUNCH BUT WILL ASK SM TO CONTACT WTR AS SOON AS HE GETS BACK

WTR TO F/U W/SM SHAWN RE: STATUS OF REPAIR**A**RS AND WILL ALSO REQUEST ALL SALES AND SERVICE **DOCS** AT THAT TIME

*** PHONE LOG 10/31/2007 06:03 PM Central Daylight Time MWilliams Action Type:Incoming call
SPOKE TO SM SHAWN EARLIER TODAY:

1. HE ADVISED THAT IS IN PROCESS OF REPAIR**A**ING VEH

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736375 ██████	K1377303	3,000
Ashland, MO ██████		Prod. Date: 6/28/06	Dealer: MO007	Head Motor Company

2. UNSURE AS TO CUST IS SO DISSATISFIED AS SM HAS TRIED TO ASSIST AS MUCH AS POSSIBLE
3. WILL CALL WTR BACK ONCE VEH IS REPAIR^ARED SO WTR CAN MAKE CUST AWARE TO P/U VEH

*** PHONE LOG 10/31/2007 06:05 PM Central Daylight Time MWilliams Action Type:Incoming call
RC'D CALL FROM SM AROUND 4:00 PM STATING:

1. VEH READY FOR P/U
2. WILL FAX PRELIMINARY RO (CANNOT CLOSE UNTIL CUST RETURNS RENTAL) TO WTR
3. CUST CAN P/U AFTER 4:30 PM ON 11/1 AS SM LEAVE AT 4:30
4. CUST CAN ASK FOR DAVE IN SERVICE
5. SM WILL FAX ALL ROS AND SALES D^{OCS} TO WTR ON 11/2 ONCE CUST HAS P/U VEH

*** NOTES 10/31/2007 06:09 PM Central Daylight Time MWilliams Action Type:Manager review
HARD FILE FWRD TRO MJG FOR ATTAINMENT OF D^{OCS} AND COMPLETEION OF RECAP

*** PHONE LOG 10/31/2007 06:13 PM Central Daylight Time MWilliams Action Type:Outgoing call
SPOKE TO CUST:

1. ADVISED THAT VEH IS REPAIR^ARED AND SHE CAN P/U VEH AFTER 4:40 ON 11/1 AND ASK FOR DAVE
2. ADVISED THAT WTR IS WAITING FOR D^{OCS} FROM DLR TO PROCESS PAPERWORK FOR GW OF 1 CAR PAYMT
3. ONCE ATTAINED, WTR WILL SEND OFFER LTR / RELEASE TO CUST AND ONCE THAT IS RECEIVED BACK, WTR WILL PROCESS GW
4. REQ THAT CUST CONTACT WTR W/OPINION AS TO VEH AFTER AFTER SHE PICKS UP SAME

MJG TO FU W DLR ON 11/2 IF D^{OCS} ARE NOT RCD BY THAT DATE

*** NOTES 10/31/2007 06:13 PM Central Daylight Time MWilliams Action Type:Facsimile rec.
RC'D FAXED COPY OF WORKORDER...CREATED HARD FILE AND ADDED TO IT

HARD FILE

*** NOTES 11/01/2007 06:11 PM Central Daylight Time MGallagher Action Type:Manager review
WTR TO PROCEED AS STATED ABOVE ON 11/2

*** PHONE LOG 11/02/2007 10:03 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SM SHAWN @ HEAD KIA THIS DATE:

1. REQ ALL SERVICE & SALES D^{OCS} TO BE FAXED
2. SM STATED CUST PICKED UP CAR LATE 11/1
3. WILL FAX D^{OCS} BY EARLY PM
4. WTR VERIFIED SM HAD FAX #

**Kia Motors America
Consumer Affairs Department**

Page 5 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375 ██████████	K1377303	3,000
Ashland, MO ██████████		Prod. Date: 6/28/06	Dealer: MO007	Head Motor Company

WTR RCV'D FROM SHAWN @ HEAD KIA THIS DATE:

1. SERVICE D**OCS**
2. MISSING FOLLOWING SALES D**OCS**. BO, CUSTOMER CLAIM FORM. APP OF TITLE

INFO ADDED TO HARD FILE & FORWARDED TO MVW FOR FURTHER CASE HANDLING THIS DATE

*** PHONE LOG 11/02/2007 05:35 PM Central Daylight Time MWilliams Action Type:Incoming call

SPOKE TO CUST:

1. CUST UPSET THAT VEH WAS ON FUMES OF GAS WHEN SHE RECEIVED IT BACK AND SHE HAD ALREADY PUT \$20 OF GAS IN RENTAL VEH
2. VEH IS OPERATING GREAT
3. VEH DOES NOT EXHIBIT ANY ABNORMAL NOISE
4. STUART HEAD HAS NOT CALLED WTR BACK YET RE: MISSING TITLE AND OWNER'S MANUAL

ADVISED CUST:

1. WTR WILL REIMBURSE FOR \$20 OF GAS AND 1 CAR PYMT
2. OFFER LTR AND RELEASE TO BE SENT THIS DATE
3. WTR WILL LVM FOR STUART HEAD RE: ABOVE

*** PHONE LOG 11/02/2007 05:36 PM Central Daylight Time MWilliams Action Type:Outgoing call

LVM FOR STAURT HEAD RE:

1. PLS CALL CUSTRE: MISING TITLE AND OWNER'S MANUAL

*** NOTES 11/02/2007 05:40 PM Central Daylight Time MWilliams Action Type:Correspondence sent

OFFER LTR AND RLLLAST. SLNT TO CUST VIA HPO FOR MONDAY DLIIVLRY W. TRACKING #902075133880 AND RETURN OF 902075133890

HARD FILE TO MCS FOR ATTAINMENT OF ALL D**OCS**. COMPLETION OF RECAP AND RETURN TO WTR NLT 11/12

WTR TO F/U W/CUST ON 11/13 IF SIGNED RELEASE HAS NOT BEEN RC'D BY THAT TIME

*** PHONE LOG 11/07/2007 10:03 AM Central Daylight Time MSandoval Action Type:Outgoing call

WTR S/W SA/JEFF @ SUNTRUP KIA THIS DATE:

1. REQ SALES D**OCS**
2. JEFF STATED WILL HAVE D**OCS** NLT COB 11/07/08

WTR TO F/U W/SA JEFF ON 11/08/07 IF D**OCS** NOT RCV'D BY COB THIS DATE

*** PHONE LOG 11/07/2007 10:16 AM Central Daylight Time MSandoval Action Type:Outgoing call

WTR S/W SHAWN @ HEAD KIA THIS DATE:

1. REQ INVOICE COPIES OF BOCS & SALES D**OCS**

**Kia Motors America
Consumer Affairs Department**

Page 6 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375 ██████████	K1377303	3,000
Ashland, MO ██████████		Prod. Date: 6/28/06	Dealer: MO007	Head Motor Company

*** PHONE LOG 11/07/2007 12:21 PM Pacific Daylight Time *AIR* by Action Type:Outgoing call
WTR S/W CUST ON 11/5 STATING:

1. CUST STATED WAS WORKING W/RCAM AND WANTED TO KNOW THE STATUS OF GW OFFER
2. CUST STATED HAS OFFER LTR AND RELEASE
3. WTR STATED BOTH NEED TO BE RETURN BEFORE PROCESSING GW
4. CUST STATED WILL SIGN AND SEND BACK
5. WTR INFORMED CUST ONCE REC'D WILL PROCESS GW FOR CUST UPON MVW RETURN

*** NOTES 11/07/2007 12:22 PM Pacific Daylight Time *AIR* by Action Type:Correspondence rec.
WTR REC'D VIA FED EX FROM CUST THIS DATE WHICH INCLUDES:

1. SIGNED OFFER LTR AND RELEASE AND COPY OF PMT STATEMENT

INFO ADDED TO HARD FILE AND FORWARD OVER TO MCS FOR FURTHER CASE HANDLING

*** NOTES 11/07/2007 02:02 PM Central Daylight Time MSandoval Action Type:Facsimile rec.
WTR RCV'D FROM SHAWN @ HEAD KIA THIS DATE:

1. SALES & SERVICE *DOCS*

WTR TO COMPLETE RECAP THIS DATE & FORWARD TO MJG FOR FURTHER CASE HANDLING

*** NOTES 11/07/2007 02:04 PM Central Daylight Time MSandoval Action Type:Meeting
CORRECTION TO ABOVE:

WTR TO COMPLETE RECAP & FORWARD TO MVW FOR FURTHER CASE HANDLING

*** NOTES 11/08/2007 02:10 PM Central Daylight Time MSandoval Action Type:Manager review
WTR COMPLETED RECAP THIS DATE & FORWARDED TO MVW FOR FURTHER CASE HANDLING

*** NOTES 11/09/2007 04:40 PM Pacific Daylight Time *AIR* by Action Type:Correspondence rec.
WTR REC'D HARD FILE FROM MCS FOR RECAP REVIEW

WTR REVIEW RECAP AND FORWARDED TO MVW FOR FURTHER CASE HANDLING
(NOTE RELEASE REC'D FROM CUST AND READY FOR GW PROCESSING)

*** NOTES 11/12/2007 10:37 AM Central Daylight Time MWilliams Action Type:Manager review
CLARIFY CASE AND HARD FILE FWRD TO AII FOR PROCESSING NLT 11/13

**Kia Motors America
Consumer AffAIRs Department**

Page 7 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375██████████	K1377303	3,000
Ashland, MO ██████████		Prod. Date: 6/28/06	Dealer: MO007 Head Motor Company	

Antionette Irby

Consumer AffAIRs Analyst

phone : 630-376-0347

fax- 630-932-8570

*** PHONE LOG 11/12/2007 11:23 AM Central Daylight Time MWilliams Action Type:Incoming call
RC'D VM FROM CUST THIS DATE STATING:
1. THOUGHT THAT CHECK WOULD HAVE BEEN INCLUDED IN RELEASE PAPERWORK
2. SPOKE TO ALL THIS A.M. AND IS CONCERNED THAT IT MAY TAKE 30 DAYS

ADVISED CUST:

1. USUAL TURN AROUND TIME IS 30 DAYS
2. CRCA WILL EXPEDITE REQUEST TO NCA
3. CUST REQUESTED THAT ONCE CHECK IS RECEIVED IT BE SENT TO CUST MOM'S ADDRESS AS SHE WILL BE THERE TO SIGN FOR CHECK

REITERATED ABOVE TO ALL AND ALL TO:

1. PROCESS GW RUSH REQUEST N.E.I 11 13
2. ONCE CHECK IS RC'D FROM NCA. TO CONTACT MS. ██████████ AND ATTAIN ADDRESS SHE WOULD LIKE CHECK FED EX TO W/SIGNATURE REQUIRED

*** NOTES 11/13/2007 02:49 PM Pacific Daylight Time AIRby Action Type:Correspondence sent
GW IN THE AMT OF \$ 571.93 PROCESSED IN AS400 FILE # 71914 MADE PAYABLE TO CUST AND FWRD TO BB @
NCA FOR FURTHER CASE HANDLING

CRCA TO F/U WITH NCA ON 11/16 FOR GW REQ REC'D DATE

*** NOTES 11/15/2007 08:30 AM Pacific Daylight Time AIRby Action Type:Correspondence rec.
PER AS400 NCA REC'D GW REQ ON 11:14

CRCA TO F/U WITH NCA ON 12/21 IF CHECK IS NOT REC'D BY THAT DATE

**Kia Motors America
Consumer Affairs Department**

Page 8 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375██████████	K1377303	3,000
Ashland, MO ██████████		Prod. Date: 6/28/06	Dealer: MO007 Head Motor Company	

*** PHONE LOG 11/29/2007 11:41 AM Pacific Daylight Time *AIR* by Action Type:Outgoing call
CRCA C/B CUST THIS DATE STATING:

1. CHECK IS IN FINANCE DEPT WAITING FOR SIGNATURE AND IS EXPECTED BY 12/21

CRCA TO F/U WITH NCA ON 12/21 IF CHECK IS NOT REC'D BY THAT DATE

*** PHONE LOG 11/29/2007 10:43 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer Mrs ██████████ called

1 i was speaking to Antoinette this morning and i told her you guys said one thing and then Antoinette said that was not said
2 after me signing the letter agreeing to the amt 20 days later i suppose to get a chk.
3 and then Antoinette had my sign paper but did not foward this to Maria until Maria came back from vac on the 13th, the chk
suppose to go to my parents house for a signature. im told the chk is still waiting for a signature. why is that!
4 i left msg for Maria Williams and she has not return my call yet!
5 im told its kia in Irvine CA who signs the chk.

wrt states

1 im sorry Ms ██████████ but Maria is above Antoinette and she will return your call.
2 and Maria would be the one to chk on your chk delays. im sorry.
3 this office would not be able to address this matter.
4 wrt will try Maria Williams for you ,

put cust on hold

wrt called Maria Williams and LVM --

1 cust seeking a call from you.
2 she is mad that she has not rec'd a chk from kia yet. and told its still waiting to be sign by kia.
3 can you call this cust to address this.
4 shes calling here demanding chk be signed.

wrt states to customer.

1 wrt left a msg for Maria to call you. she's not at her desk. she could be at lunch.

cust states

1 fine i will wait for Maria's call. call ended.

*** NOTES 11/30/2007 11:18 AM Pacific Daylight Time *AIR* by Action Type:Manager review
PER RCAM S/W MICHELLE @ NCA THIS DATE STATING:

1. CHECK STATUS OF GW FOR CUST. PLEASE ADVISE
2. MICHELLE STATED WILL GIVE TO FINANCE THIS DATE FOR SIGNATURE

CRCA TO F/U WITH CUST ON CHECK STATUS ON 12/5 FOR UPDATE

*** PHONE LOG 12/05/2007 01:49 PM Pacific Daylight Time *AIR* by Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375 ██████████	K1377303	3,000
Ashland, MO ██████████		Prod. Date: 6/28/06	Dealer: MO007	Head Motor Company

CRCA TO CONTACT CUST ON 12/7 FOR STATUS OF CHECK

*** PHONE LOG 12/07/2007 12:35 PM Pacific Daylight Time *AIR* by Action Type: Outgoing call
CRCA S/W CUST THIS DATE STATING:

1. VERIFIED ADDRESS FOR GW CHECK TO BE SENT
2. CUST VERIFIED 200B SOUTHWOOD COURT, ASHLAND, MO 65010 TO BE SENT VIA FED EX SATURDAY DELIVERY

INFO FORWARDED OVER TO NCA FOR FORWARD CHECK PROCESSING TO CUST THIS DATE

*** NOTES 12/07/2007 12:38 PM Pacific Daylight Time *AIR* by Action Type: E-mail sent
CRCA SENT EMAIL TO BB @ NCA THIS DATE STATING:

1. PLEASE FORWARD GW CHECK TO CUST THIS DATE WITH ADDRESS PROVIDED WITH ABOVE UPDATE NARATIVE

CRCA REC'D VIA EMAIL FROM BB @ NCA THIS DATE STATING:

1. CHECK HAS BEEN FORWARDED TO CUST VIA FED EX TRACKING # 860138952793

INFO ADDED TO HARD FILE

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735785██████████	K1521876	1,900
Cleveland, TN ██████████		Prod. Date: 10/4/07	Dealer: TN026	Prebul Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 11/13/2008 09:54 AM US Mountain Standard Time RHall

Mrs ██████████ stated

- 1 I have had to have my kia down 7 times for the same problem
- 2 Four times for the paint, several times for the **AIR** bag and the seat belt
- 3 the **AIR** bag light says off when my teenager is sitting in the car, my seat belt intermittently latches and there is still white on my plastic from paint job
- 4 I am tired of putting miles on my car and taking off of work, inconvenience
- 5 I have concerns about previous times going into the dlr that they didnt give me copies of the rep**AIR** order and I didnt ask for one
- 6 until about the fourth time I went in I finally noticed I wasnt getting rep**AIR** orders
- 7 the dlrs never fix the problem, they just give it back to me
- 8 for the **AIR** bag they said someone has to sit correctly in the seat for the **AIR** bag to work
- 9 but my teenager is sitting correctly in the seat, dlr went over how to sit in the seat
- 10 for my seat belt Marty pushed the button vigorously and send me home saying there is nothing wrong with it and its working
- 11 but somehow I was under the impression that he was ordering me a seat belt but he didnt
- 12 so then it was still happening so I brought it in today and they got the problem to duplicate with the seat belt
- 13 dlr said they are going to order me a seat belt, and then Marty just sent me home with my seat belt not working!
- 14 the **PASS**enger side **AIR** bag- reprogrammed twice
- 15 dlr did not give me a loaner and I do not feel safe with this vehicle!
- 16 we have had problems with the the TPSM light and the paint- and I had to go back several times to get it fixed correctly
- 17 there is still white on the plastic, veh has been at the dlr 4 times for the paint
- 18 today we were only there for a few mintues and Travis said he was ordering a new seat belt
- 19 Marty said **AIR** bag light is messing up because seat belt is messing up and they sent us on our way
- 20 I am not happy with my Kia vehicle right now! I wish I never bought it!

wrt stated

1. apologized
2. KMA would like to oversee the rep**AIR** of your veh and help the dlr
3. exhaust all resources to help rep**AIR** your veh
4. will follow up with the dlr and contact you with any new information
5. as soon as it is available and offered case# to cb when veh is at the dlr
6. While Kia does not have a provision for rentals, Kia does assist on a case by case basis.
7. The decision will not come from this office, but we can review this request with the service manager and possibly our area rep to determine if rental assistance can be provided.

Mrs ██████████ stated

1 who is going to be responsible if I get into an accident? Kia?

wrt stated

- 1 wrt apologized, without knowing everything that is going and without talking to the dlr
 - 2 wrt cant answer that question at this point, wrt would need to investigate what happened at the dlr
 - 3 allow wrt to call over to the dlr to find out what is going on
- wrt put customer on hold

wrt called to speak to vic mgr Andrea and stated

1 calling to get some information about Mrs Clabough vehicle regarding the **AIR** bag and seat belt?

Andrea stated

- 1 the previous time the customer came in we were not able to find anything wrong with the seat belt
- 2 this time we were able to get it to stick, so the seat belt buckle is being ordered and that is it

**Kia Motors America
Consumer Affairs Department**

Page 2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735785 ██████████	K1521876	1,900
Cleveland, TN ██████████		Prod. Date: 10/4/07	Dealer: TN026	Prebul Kia

wrt stated

1 what about the **AIR**bag light?

Andrea stated

1 the previous times she has brought the veh in for the **AIR**bag light we found that it is coming on when somebody doesnt sit right in the seat

2 so we downloaded software for the **AIR**bag system and it is fixed

wrt stated

1 when will the seat belt arrive?

Andrea stated

1 I dont know, a couple of days

wrt stated

1 the customer is very concerned for her safety

2 she is upset that the dlr let her leave with **AIR**bags and seat belts that are not working correctly

3 did you offer her a loaner or to keep the vehicle there?

4 is the part on E-order? if so, it should arrive tomorrow not in a couple of days

Andrea stated

1 will have to research that and call you back because I am not the one who talked to her

wrt gave ph#, ext# to cb with info

wrt stated to Mrs ██████████

1 spoke to the service mgr and Andrea stated the **AIR**bags have been upgraded with new software and is working correctly according to dlr

2 the seat belt is on order. Andrea is going to make sure it is on emergency order

3 wrt can call you back once Andrea calls with the info and wrt can check on possible loaner for you as well. no promises made on loaner

Mrs ██████████ stated

1 Marty told me that the **AIR**bag light had to do with seat- that concerns me

2 you can reach me at #423-244-5213

3 what are the steps for lemon law in TN?

wrt stated

1 apologized, each states laws are different. you would have to refer to your state

2 refered cust to WCIM

Mrs ██████████ states

1 in here it states I am supposed to call you about it

wrt stated

1 in TN it states that you need to call Kia and make them aware that you are having an issue and give Kia the opportunity to fix it

2 apologized, this is the first time KMA has been made aware that you were having any issues with your vehicle

3 wrt would like the opportunity to work with you to get your vehicle rep**AIR**ed so that you are satisfied with your kia vehicle

Mrs ██████████ stated

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735785 ██████████	K1521876	1,900
Cleveland, TN ██████████		Prod. Date: 10/4/07	Dealer: TN026	Prebu Kia

wrt stated

- 1 apologized all dlrs are independently owned and operated
- 2 wrt does not show you have been surveyed by JD Powers
- 3 the dlrs can complete their own surveys, perhaps you can talk to the GM and let him know you are dissatisfied with thier service
- 4 the wrt is documenting your concerns as well

wrt put customer on hold- Andrea svc mgr called back and stated

Andrea -

- 1 Again, on the seat belt issue it has latched everytime on us
 - 2 until today when it got stuck so we did E-order on seatbelt
 - 3 as long as Fed Ex delivers part on time tomorrow, the rep **AIR** will take about two hours to complete
 - 4 she was more than welcome to leave her vehicle here but we didnt have loaner to give her so she left
 - 5 if Kia wants to give her one then I will do that
 - 6 the E order is #111308E
- wrt thanked Andrea - call ended

wrt stated to Mrs ██████████

- 1 Andrea just called in and stated the part is on emergency order and should arrive tomorrow as long as Fed Ex delivers on time

Mrs ██████████ stated

- 1 It is obvious that you nor Kia cares about my safety!
- 2 In the future I will make sure to never buy another Kia again and tell everyone I know not to buy a Kia

wrt stated

- 1 wrt and KMA do care about your safety and wrt is trying to help you get this resolved and...

CUSTOMER HUNG UP ON WRITER

Wrt stated wrt

*** PHONE LOG 11/13/2008 10:27 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Harrison Baik and stated:

- 1 calling in regards to **AIR** bag light and seat belt issue on ██████████ vehicle at TN026
- 2 seat belt is on order but customer is upset because she has taken it in several times for **AIR** bag light and seat belt issues and it is not getting resolved
- 3 she always fears for her safety and is upset that the dlr let her leave with a seatbelt and **AIR** bag not working
- 4 wrt would like to discuss this with you further, please cb 1-800, case, ext

*** EMAIL OUT RHall Action Type:External email

Send to: H Baik (a kiaus.com)

- 1 This is just an FYI- please see case notes, wanted to keep you in the loop

Robyn s46422

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.

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 4

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735785██████████	K1521876	1,900
Cleveland, TN ██████████		Prod. Date: 10/4/07	Dealer: TN026 Prebul Kia	

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_K1521876_RHall_11-14-2008073159.doc>>

*** PHONE LOG 11/14/2008 01:36 PM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Andrea in service -- LVM
1 calling to find out if ██████████ part arrived and if veh is ready for pick up?
2 please cb wrt at 1-800. case, ext

*** PHONE LOG 11/14/2008 01:37 PM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to service advisor to check on status- Marty
1 calling to find out if ██████████ part arrived and if veh is ready for pick up?

Marty stated

I the part did arrive, veh is rep**AIR**ed cust picked the veh up about 30 mintues ago

*** PHONE LOG 11/14/2008 01:40 PM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Mrs ██████████ and stated
1 hello this is KMA calling to follow up on your **AIR**bag and seatbelt issue
2 wrt called the dlr and verified the part did arrive today and the veh is rep**AIR**ed
3 wrt was calling to find out how the veh is performing for you and if the issue was resolved

Mrs ██████████ stated

1 my husband has the car and has not got home yet
2 you are asking the wrong person

wrt stated

1 apologized. wrt can follow up on Monday and make sure the issue was resolved

Mrs ██████████ stated

1 DONT WASTE YOUR CALL!!

CUSTOMER HUNG UP ON WRT

*** CASE CLOSE 11/14/2008 01:42 PM US Mountain Standard Time RHall

*** CASE CLOSE 01/05/2009 01:49 PM US Mountain Standard Time JHirshfield
AIRbag Tread review --JH

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 5

Last name	First name	VIN of 2008 SORENTO I X 4X4	Case Number	Mileage
██████████	██████████	KNDJC735685 ██████████	K1420915	10,860
Barnsville, PA ██████████		Prod. Date: 5/17/07	Dealer: PA037 Lehighton Kia	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 03/04/2008 10:23 AM US Mountain Standard Time TLarson
CUSTOMER ADVISED

- 1 CALLING TO FIND OUT ABOUT THE WHAT WE CAN DO
- 2 THE O.C.S. LIGHT WORKS PROPERLY ONLY 5/20 TIMES
- 3 THE DEALER SAYS THAT THEY TALKED TO SOMEONE AT KIA
- 4 AND THEY WERE ADVISED THAT IF THERE WERE NO CODES THEN THERE WAS NO FIX
- 5 I FEEL THAT THE SYSTEM IS NOT WORKING PROPERLY
- 6 WHEN I SIT IN THE VEHICLE THE LIGHT DOES TURN OFF, WHEN SHE SITS IN THE SEAT THE LIGHT SOMETIMES WORKS SOMETIMES DOES NOT
- 7 I WANT TO GET IT FIXED BUT THE DEALER SAYS THAT THEY CANNOT PROCEED

WRITER ADVISED

- 1 APOLOGIZED FOR THE SITUATION
- 2 EXPLAINED THAT THE WARRANTY IS IN PLACE FOR DEFECTS
- 3 NORMALLY FOR THE DEALER TO FIX A PROBLEM THEY WOULD NEED TO VERIFY THE CONDITION
- 4 ONCE THAT OCCURS NORMALLY THEY WILL BE ABLE TO WORK TO REPAIR OR TO REPLACE COMPONENTS UNDER WARRANTY
- 5 IF THEY SPOKE WITH SOMEONE AT KIA THEN THEY MAY HAVE WORKED WITH THE TECHLINE OR THE DPSM
- 6 WE DEPEND ON THE DPSM TO MAKE FINAL DECISIONS
- 7 I WILL TRY TO REACH THE DEALER THEN DETERMINE WHAT OPTIONS ARE AVAILABLE (PUT CUST ON HOLD)

WRITER CALLED SVC ADVISOR DANIELLE @ PA037

- 1 WE HAVE SEEN THIS VEHICLE ONE TIME FOR THE O.C.S.
- 2 MR. WIFE IS ABOUT 130 LBS THE HUSBAND IS LARGER
- 3 WHEN THE HUSBAND AND MY TECH SITS IN THE SEAT THE LIGHT GOES OFF
- 4 WHEN THE WIFE SITS IN IT, INTERMITTENTLY IT DOESNT WORK PROPERLY, THE LIGHT STAYS ON
- 5 I AM READING A T.S.B., KT-2008-02-2001 AND IN IT IT STATES THAT IF THERE ARE NO CODES NO FIXES WILL BE PERFORMED
- 6 SO WE ARE NOT GOING TO PROCEED UNTIL WE FIND A CODE, HAVE NOT CALLED THE DPSM
- 7 THE SYSTEM IS VERY SENSITIVE

WRITER ADVISED

- 1 OK THANK YOU
- 2 I WILL GET A HOLD OF THE DPSM
- 3 AND FIND OUT HOW THEY WANT TO HANDLE THE CASE
- 4 WILL CALL YOU BACK IF ANYTHING CHANGES
- 5 THANKS AGAIN FOR THE INFO

WRITER ADVISED CUSTOMER

- 1 I SPOKE WITH THE DEALER
- 2 DANIELLE ADVISED THAT SHE IS WORKING OFF A T.S.B. THAT SAYS IF THERE ARE NO CODES, NO FIX WILL BE PROVIDED
- 3 SO THEY ARE NOT WILLING TO PROCEED
- 4 I WILL CALL THE DPSM WHO CAN DECIDE OFFICIALLY HOW THE CASE WILL BE HANDLED

**Kia Motors America
Consumer Affairs Department**

Page 2 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735685 ██████████	K1420915	10,860
Barnsville, PA ██████████		Prod. Date: 5/17/07	Dealer: PA037 Lehighton Kia	

5 I WILL CALL YOU BACK ONCE I HEAR FROM THEM

CUSTOMER ADVISED

- 1 OK THANK YOU
- 2 I FEEL THAT THERE IS A PROBLEM
- 3 I WANT TO GET IT FIXED
- 4 WE BOUGHT IT FOR THE SAFETY FEATURES
- 5 IF ITS NOT WORKING WHATS THE POINT OF HAVING IT

WRITER ADVISED

- 1 I UNDERSAND THE ISSUES
- 2 THE SYSTEM IS DESIGNED TO TURN ON AND OFF
- 3 THE SEATING POSITION AND WEIGHT ARE FACTORS THAT CAN AFFECT THE LIGHT GOING ON AND OFF
- 4 THE DPSM IS GOING TO ADVISE ON WHAT ELSE WE CAN OFFER IN THIS SITUATION
- 5 WILL CALL YOU BACK

CUSTOMER ADVISED

- 1 OK THANK YOU

*** PHONE LOG 03/04/2008 10:26 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM TOM.NASSAR(VOICEMAIL)

- 1 LEFT MESSAGE REQUESTING CALL BACK
- 2 PROVIDED CASE DETAILS
- 3 CALL ME BACK AND LET ME KNOW HOW WE CAN PROCEED
- 4 PROVIDED CALL BACK INFO AND CASE NUMBER

*** PHONE LOG 03/04/2008 11:56 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM DPSM TOM.NASSAR(VOICEMAIL)

- 1 THE BULLETIN THAT WAS RECEIVED BY THE DEALER TALKS ABOUT SEATING POSITION AND WEIGHT
- 2 IF THE LIGHT IS ON THEN THEY WOULD NEED TO GO TO THE DEALER AND SHOW THEM THIS
- 3 FROM THERE THE DEALER SHOULD BE ABLE TO WORK ON IT
- 4 CALL ME BACK IF NEEDED

*** PHONE LOG 03/04/2008 12:10 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM TOM.NASSAR

**Kia Motors America
Consumer Affairs Department**

Page 3 of 5

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735685 ██████████	K1420915	10,860
Barnsville, PA ██████████		Prod. Date: 5/17/07	Dealer: PA037 Leighton Kia	

1 IM CALLING TO TOUCH BASE WITH YOU ON THIS CASE
2 THE DEALER ADMITTED TO ME THAT THEY WERE ABLE TO DUPLICATE THE PROBLEM ALTHOUGH IT WAS INTERMITTENT
3 THEY ADVISED THAT THEY WERE UNWILLING TO PERFORM A REPAIR BECAUSE THEY FEEL THAT THE T.S.B. SAYS NO CODES NO REPAIRS
4 IM CALLING TO FIND OUT WHAT ELSE WE CAN DO

DPSM TOM NASSAR ADVISED

1 WELL IF THEY HAVE GONE OVER THE T.S.B. AND THE SEATING POSITION AND THE WEIGHT
2 THEN GO AHEAD AND SEND THE CASE TO THE REGION
3 WE CAN WORK WITH A FTR TO SEE IF WE CAN ADDRESS THE CASE
4 PLEASE SEND IT TO THE REGION WE WILL GET IT HANDLED FROM HERE

WRITER ADVISED

1 OK THANK YOU
2 I WILL SEND IT YOUR WAY

*** PHONE LOG 03/04/2008 12:14 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER (VOICEMAIL)

1 LEFT VOICEMAIL ADVISING THAT I WOULD BE SENDING THE CASE TO THE REGIONAL OFFICE
2 THEY WILL RESEARCH WITH THE DPSM AS TO WHAT OPTIONS ARE AVAILABLE
3 THEY MAY TRY TO INVOLVE A F.T.R. OR THE TECHLINE
4 THE REGIONAL OFFICE WILL BE ASKED TO CALL YOU BACK WITH WHAT WE ARE GOING TO DO TO ADDRESS THIS CONCERN
5 CALL US BACK IF NEEDED. PROVIDED CALL BACK INFO AND CASE NUMBER

*** PHONE LOG 03/04/2008 12:22 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER DISPATCHING CASE TO ERCA

1 PLEASE REVIEW ABOVE COMMENTS
2 CUSTOMER IS HAVING PROBLEMS WITH THE O.C.S. CONCERNS
3 DEALER WILL NOT PROCEED DUE TO T.S.B. KT-2008-02-2001
4 DEALER CLAIMS THAT T.S.B. INDICATES THAT IF NO CODES ARE FOUND NO REPAIRS WILL BE PERFORMED
5 DEALER ACKNOWLEDGED THAT WHEN THE WIFE(FRANCINE) SITS IN THE SEAT INTERMITTENTLY THE O.C.S DOESNT WORK PROPERLY
6 DPSM ADVISED TO SEND CASE TO REGION FOR POSSIBLE F.T.R. INVOLVEMENT
7 PLEASE CALL CUSTOMER TO ADVISE HOW KIA WILL HANDLE CASE

Kia Motors America
Consumer Affairs Department

Page 4 of 5

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735685 ██████████	K1420915	10,860
Barnsville, PA ██████████		Prod. Date: 5/17/07	Dealer: PA037	Lehighton Kia

*** FORWARD 03/04/2008 01:58 PM Pacific Daylight Time MPfeifer

*** PHONE LOG 03/06/2008 03:13 PM Eastern Daylight Time DDrayman Action Type:Incoming call
CUSTOMER

1. WILL HAVE VEH AT PA037 AT 8:30 AM FOR FTR INSPECTION/FIX FOR **OCS**
2. CUST THIS 08 USED W/8G ON IT..BUT BOUGHT IT FOR IT'S SAFETY FETURES SO CONCERENED ABOUT **OCS**

*** NOTES 03/06/2008 03:14 PM Eastern Daylight Time DDrayman Action Type:E-mail sent
SENT EDICINTI AND DPSM

1. ADVISING CUST WILL BE AT PA037 ON 3/10 8:30 AM

*** PHONE LOG 03/12/2008 01:13 PM Eastern Daylight Time DDrayman Action Type:Incoming call
writer lvm msg for cust

*** PHONE LOG 03/12/2008 03:21 PM Eastern Daylight Time DDrayman Action Type:Incoming call
CUST

1. SD FTR DID REFLASH FOR **OCS** PROBLEM EVEN THROUGH **OCS** LIGHT COULD NOT BE DUP AND SPOUSE WA THERE..FTR EVEN SAT IN SEAT COULD DUP **OCS** LIGHT CONCERN BUT WHEN CUST WAS DRIVING LATER THAT AT TERNOON **OCS** LIGHT CAME ON WHILE SPOUSE WAS IN SEAT..SO STILL NOT FIXED.
2. TALING BACK TO SAME DLR ON 3/14 WERE DLR IS GOING TO RUN MORE TESTS.

WRITER

1. PLL FOLLOW UP W/DPSM AND FTR AND AWAIT DIAGNOSTICS FROM 3/14 APPOINTMENT
2. APOLOGIZED TO CUST CND INTERMITENT PROBS ARE FRUSTRATING FOR US AS WELL

*** PHONE LOG 03/28/2008 04:39 PM Eastern Daylight Time DDrayman Action Type:Outgoing call
DANIEL SVC WRITER AT PA037

1. SEAT BOTTOM REPLACED YESTERDAY PER FTR AND NCA REP AND **OCS** LIGHT CAME BACK ON
2. FTR AND DPSM MEETING W/CUST ON 4/10 AT PA037 TO DISCUSS WHAT IS GOING TO BE DONE

*** NOTES 03/31/2008 10:22 AM Eastern Daylight Time DDrayman Action Type:E-mail sent
WRITER EMAILED DPSM + FTR

- 1/ ARE U MEETING W/CUST 4/10?

**Kia Motors America
Consumer Affairs Department**

Page 5 of 5

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735685 ██████████	K1420915	10,860
Barnsville, PA ██████████		Prod. Date: 5/17/07	Dealer: PA037 Lehighton Kia	

replaced. The customer states the light is still coming on with an adult in the seat. Lou Pagano
Field Technical Representative

*** CASE CLOSE 03/31/2008 01:40 PM Eastern Daylight Time DDrayman

*** CASE CLOSE 04/11/2008 09:27 AM US Mountain Standard Time JHirshfield

AIRbag Tread Review -- JH

*** PHONE LOG 05/13/2008 10:37 AM Eastern Daylight Time DDrayman Action Type:Incoming call
CUST MR. ██████████

1. SD VEH STILL HAS **OCS** ISSUE OUR FTR HAS TRIED TO FIX 2X
2. WOULD LIKE KIA TO OFFER REPLACEMENT VEH BUT DOES NOT WANT TO PAY ANYTHING OUT OF POCKET DOES NOT HAVE THE \$.
3. WILL GET ME HIS FINANCIAL SALE **OCS** AND ALL ROS FAXED TO ME AND NAME AND PN# TO BANK 2 SEE IF THEY CAN DO A SOC

WRITER

1. FAX ME ALL **OCS** TO SEE WHAT WE CAN DO FOR CUST

*** PHONE LOG 05/20/2008 12:29 PM Eastern Daylight Time DDrayman Action Type:Incoming call
WRITER IN MSG FOR CUST

1. RETURNING CUST CALL FROM TODAY
2. WORKING W/DPSM AND ERCAM TO POSSIBLY REPLACE VEH FOR **OCS** ISSUES
3. CUST CANT AFFORD ANY UPGRADE CHARGES BOUGHT THIS VEH USED.

*** PHONE LOG 05/20/2008 04:10 PM Eastern Daylight Time DDrayman Action Type:Incoming call
CUST

1. WILL SEE DL.R TMRW FOR NEW VEH THAT MATCHES THE PURCHASE PRICE OF HIS USED 08 SORENTO.

*** PHONE LOG 05/29/2008 03:34 PM Eastern Daylight Time DDrayman Action Type:Incoming call
CUST

1. **AIR**bag light has stayed off but cust seeking compensation for all time it took to fix veh
2. came to good will silmt offer w/cust to avoid repurchase on used veh

*** NOTES 06/02/2008 10:57 AM Eastern Daylight Time DDrayman Action Type:Correspondence sent

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 11

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736775 ██████	K1331978	58,000
Wetumpka, AL ██████		Prod. Date: 7/3/06	Dealer: AL023 Brewbaker Kia	

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 07/10/2007 08:07 AM US Mountain Standard Time HReynolds

DEBBIE COAN STATED:

1. HOW IS LEMON LAW WORKS>
2. HAD COMPLAINT SINCE DAY ONE
3. THE **AIR**BAG LIGHT ON AND OFF ON **PASS**enger seat
4. SURGES UP AND DOWN HILL
5. TIRES BEING WEAR OUT DUE TO OUT OF ALIGNMENT
6. JUST PICKED UP THE VEHICLE FRONT KIA DEALER
7. BROUGHT IN FOR OIL CHANGE TODAY AND ALIGNMENT
8. DEALER SAID THAT MY CAR IS OUT OF WARRANTY FOR ALIGNMENT
9. MY FIRST COMPLAINT WITH TIRE WAS ON MARCH
10. DEALER SAID THAT KIA CAN'T FIX FOR **AIR**BAG LIGHT
11. MY OLD KIA HAD 250K MILES UNTIL I GOT INTO AN ACCIDENT
12. NEVER HAD PROBLEM WITH MY OLD KIA
13. I WILL GO GET FIXED WITH TIRES BUT I'M STILL NOT HAPPY WITH SURGING

WRITER STATED:

1. UPDATED
2. APOLOGY FOR SITUATION
3. ADVISED. WARRANTY ON ALIGNMENT IS 12/12K MILES
4. WILL FOLLOW UP WITH SVCM TO REVIEW FOR STATUS
5. ADVISED. 1 OPEN RECALL (SCO67)
6. FOR SURGING CONCERN. KIA DEALER MUST DUPLICATE THE CONCERN FOR ANY **REPAIR**
7. CUSTOMER CAN DEMONSTRATE TO DEALER FOR SYMPTOM OF VEHICLE
8. KIA'S LEMON LAW POLICY IS ACCORDANCE OF YOUR LOCAL STATE LAW
9. ADVISED. REVIEW WCIM FOR MORE INFO

*** PHONE LOG 07/11/2007 12:56 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

WRITER STATED:

1. SPOKE TO JUSTIN -SVCA AT Brewbaker Kia
2. CALLING FOR STATUS

JUSTIN STATED:

1. WE ORDERED THE SEAT BOTTOM AND IT IS HERE
2. TEST DROVE FOR SURGING CONCERN. VEHICLE IS IN PERFECT RUNNING ORDER
3. CUSTOMER WAS MAD AT US BECAUSE WE TOLD HER THAT WARRANTY FOR ALIGNMENT IS 12/12K
4. CUSTOMER DIDN'T WANT TO PUT THE NEW SEAT AND DROVE OFF AFTER DONE WITH OIL CHANGE

*** CASE CLOSE 07/11/2007 12:56 PM US Mountain Standard Time HReynolds

*** PHONE LOG 07/24/2007 11:18 AM US Mountain Standard Time RBriones Action Type:Incoming call

Customer Stated:

1. Want to know what Kia recommends for maint on trans.
2. Dealer is trying to tell me we have to have it replaced at 30k miles.
3. But owner's manual just states that it needs to be inspected.
4. Have had so many problems with this vehicle. it is a lemon.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1331978	58,000
Wetumpka, AL ██████████		Prod. Date: 7/3/06	Dealer: AL023 Brewbaker Kia	

5. When I come to a stop the lights go off, but dealer fixed that initially.
6. Have had an ongoing problem with **AIR** bag light.
7. Dealer said Kia wouldn't let them fix that.
8. But now dealer is saying that they have got a part in, and need to take veh in for that.
9. Last time I was there for oil change, one of the tires was wearing because of alignment.
10. And with all the problems I have had, dealer would not take care of that.
11. Just told me that alignment was 12mos/12k.
12. And going to put some lemons all over this vehicle and let people know what is going on.
13. This is Bullsh**.
14. Also, the vehicle has a hesitation around 45-50 miles per hour.
15. Dealer has said that Kia is aware of it but doesn't have a fix for it.
16. And it has been 7 months.
17. Got my video camera working and am going to be taping this stuff.

Writer Stated:

1. Apologized for prob.
2. We are here to try and assist with warranty rep **AIRs**.
3. Adv customer to give us a call next time veh is at dealer.
4. We can follow up and speak with svc mgr about concerns.
5. Can also work to involve other Kia resources in rep **AIRs**.

*** NOTES 07/24/2007 11:20 AM US Mountain Standard Time RBriones Action Type: Manager review
Also advised customer that Kia recommends following 'severe maint' guidelines, and trans fluid should be replaced at 30k miles.

*** CASE CLOSE 07/24/2007 11:21 AM US Mountain Standard Time RBriones
concerns noted.

*** CASE CLOSE 10/02/2007 01:10 PM Pacific Daylight Time ELau
Tread Review Completed

*** CASE CLOSE 10/04/2007 12:55 PM Pacific Daylight Time JeffStroup

*** PHONE LOG 11/26/2007 07:59 AM US Mountain Standard Time JSinclair **AIR** Action Type: Incoming call
██████████ called

Customer states:

1. ((repeated above))
2. The dealership is telling me that there is nothing wrong with my vehicle
3. They told me that Kia is aware of a problem with surging and there is not a fix for it
4. They have told me that there is nothing wrong with the vehicle
5. I will be filing lemon law, you can't tell me there is not a fix when I am spending \$25,000 on this vehicle
6. I will be going to the news papers and the media
7. Kia needs to do something about these problems

Wtr states:

**Kia Motors America
Consumer Affairs Department**

Page 3 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO I X 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KN0JD736775 ██████	K1331978	58,000
Wetumpka, AL ██████		Prod. Date: 7/3/06	Dealer: AL023 Brewbaker Kia	

1. Apologized

Placed customer on hold called Brewbaker Kia AL023 spoke to Justin SA (SM not available) who states:

1. We were able to duplicate the concern with the surging
2. But that is a well known issue for the 07 Sorento's
3. At this time there is not a fix for this problem

4. Now for the **OCS** light

5. We have been unable to duplicate that concern

6. When we sit in the vehicle the light turns off

Thanked and call ended

Took customer off hold

Wtr states:

1. Apologized for problems
2. Advs wtr will be sending case up to higher dept
3. Advs customer will be contacted within 24-48 hours

Customer states:

1. Someone better call me

Wtr states:

1. If you do not receive a call within 24-48 hrs you can call wtr

Wtr gave name and ext

Thanked and call ended

*** PHONE LOG 11/26/2007 08:00 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Left DPSM msg advising wtr will be dispatching case to region

*** NOTES 11/26/2007 08:02 AM US Mountain Standard Time JSincl**AIR** Action Type:Manager review
Dispatching case to region for the following reasons:

1. 07 Sorento 58k miles
 2. Vehicle is surging and **OCS** light on
 3. Dealership AL023 unable to duplicate concern with **OCS**
 4. AL023 states surging is a problem with 07 Sorento and currently no fix
 5. Customer filing lemon law and contacting media/newspapers
- Please contact customer within 24-48hrs

*** PHONE LOG 11/29/2007 07:50 AM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call
Customer left VM for wtr stating:
1. I have not received a call from anyone
2. I want to know what is going on with my case
3. Someone needs to call me back
End of msg

*** PHONE LOG 11/29/2007 08:02 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Wtr called customer
Wtr states:
1. Apologized you have not received a call
2. The dept that is handling this case is researching and will be calling you
Customer states:
1. I don't think it is understood how serious this problem is

Kia Motors America
Consumer Affairs Department

Page 4 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736775██████	K1331978	58,000
Wetumpka, AL ██████		Prod. Date: 7/3/06	Dealer: AL023 Brewbaker Kia	

3. My husband weight 220lbs. he was sitting in the **PASS**enger seat and the light was still on
4. It was raining and the vehicle kept surging
5. So here we are driving on a wet road, with the vehicle surging and the **AIR** bag not working
6. What would happen if I were to get in an accident and the **AIR** bag did not deploy ?
7. Kia needs to be on top of this
8. I want to know why I have not received a call back

Wtr states:

1. Apologized
2. Advs wtr can try to transfer you over to the rep handling the case

Customer states:

1. I am in a rural area and don't have the best reception
2. Can I have the number

Wtr gave region 800# and ext to DManley

Thanked and call ended

*** NOTES 11/29/2007 12:38 PM Eastern Daylight Time DManley Action Type:Manager review

Cust called wtr and stated:

1. I am calling about my Kia vehicle can you help me.

Wtr states:

1. Yes I can.

Cust states:

1. I owned a Kia 02 Spectra and was very, very pleased with it.
2. I was in an accident in January and the car saved my life.
3. Because the Kia saved my life I vowed that day to only by Kia's.
4. After the Accident I purchased a 07 Sorento and the third day of ownership there was an issue with the **PASS**enger side **AIR**bag light.
6. I took it to the dlr and they told me that they could not find anything wrong with the seat.
7. Now I have a hesitation.
8. People at the dlr have called me names like Gypsy, Weirdo and an idiot.
9. I do not want to take my car to that dlr anymore.
10. I have really big Lemons on my car and I make sure that they are on every time I go to the dlr so everyone can see.
11. When I go down to West point. GA in my car with the Lemons on it the people there talk to me and treat me so bad because of the Lemons on my vehicle.
12. They say that because the plant is being built there and it will help build there town back up.
13. I do not care about what they say the dlr treated real bad and I am very upset.
14. They said that they could not fix the problems that I was having.
15. Also, I have 2 daughters that ride in the front seat they are 14 & 15 years of age and 1 is 250 and the other is 160.
16. The daughter that is 250lbs just lost 25lbs pounds and she says that the seat makes her feel like she is skinny because the light stays on.
17. God forbid I get into another accident with one of my kids in the car.

Wtr states:

1. I apologize for the problems that you have been having.
2. I am going to call the dlr and request your documents so that I can find out your vehicle's history.
3. When I complete my review I will call you back with a solution.
4. Wtr thanked customer and ended the call.

**Kia Motors America
Consumer Affairs Department**

Page 5 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775██████████	K1331978	58,000
Wetumpka, AL ██████████		Prod. Date: 7/3/06	Dealer: AL023 Brewbaker Kia	

*** NOTES 11/29/2007 02:41 PM Eastern Daylight Time DManley Action Type:Manager review

Wtr states:

1. Called the dlr and spoke to Srv Mngr (Derek).
2. Wtr requested that Derek fax over Srv Doc's to wtr.
3. Derek agreed.
4. Wtr asked Derek if he was involved in any of the customer's rep **AIRs**
5. Derek stated I was not but Justin was.
6. Derek transferred wtr to Justin.
7. Justin stated that the service wtr that the cust had was fired and was promising things to customer's and was not committing to the promises so he was let go.
8. We are having to deal with all the problems that he has cased.
9. The last time the cust came in here she complained about her **PASS**enger side **AIR**bag light I sat in the seat and 2 seconds later the light went off.
10. The **PASS**enger **AIR**bag light was operating as designed the last time she was here.
11. The customer has a daughter that is a lager size for her age and it may be the way that she is sitting in the seat.
12. Wtr states I will have the customer bring the vehicle in so that you can test it out and explain the issue that her daughter may be having with the seat.
13. I will give the customer your contact information and name so she can speak specifically to you.
14. Wtr thanked Justin and ended the call.

*** NOTES 11/29/2007 05:52 PM Eastern Daylight Time DManley Action Type:Manager review

Cust called and stated:

- 1.

*** NOTES 11/29/2007 05:52 PM Eastern Daylight Time DManley Action Type:Manager review

Wtr states:

- 1.

*** NOTES 11/30/2007 05:27 PM Eastern Daylight Time DManley Action Type:Manager review

Wtr states:

1. Called the customer informed her that wtr called the dlr and informed them that she should bring the vehicle in for a test drive so that they can correct the issue that she is having.

Cust stated:

1. I was at the Flea Market the other day and a woman walked up and asked me what was wrong with my car because I have Lemon's on it.
2. I told her that it was the worst car I ever brought.
3. Since I put the lemons on my vehicle I get so much attention.

Wtr states

1. When will you be able to take your vehicle to the dlr?

Cust states:

1. Sometime next week.

Wtr states:

1. Please call me when you are able to make the appointment

**Kia Motors America
Consumer Affairs Department**

Page 6 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736775 ██████	K1331978	58,000
Wetumpka, AL ██████		Prod. Date: 7/3/06	Dealer: AL023 Brewbaker Kia	

2. Wtr thanked cust and ended the call.
3. Waiting on customer call. back.

*** NOTES 11/30/2007 05:28 PM Eastern Daylight Time DManley Action Type:Manager review

*** NOTES 12/05/2007 11:13 AM Eastern Daylight Time DManley Action Type:Manager review

Wtr states:

1. Called the customer to discuss when she would be able to take the vehicle is for repAIRs.
2. cust did not answer there was no voice mail.
3. Closing case pending customer contacting wtr.

*** CASE CLOSE 12/05/2007 04:59 PM Eastern Daylight Time DManley

*** PHONE LOG 12/20/2007 12:21 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

CUSTOMER STATES(MRS DOAN):

1. BEEN SPEAKING TO SOMEONE ABOUT CAR ALL DAY TODAY. HER EXTENSION IS 137.
2. IT WAS DANIELLE. IS SHE AVAILABLE?
3. WILL HOLD. IF WRITER GETS DISCONNECTED PLEASE CALL BACK (334)363-1058.

WRITER STATES:

1. ADVISED THAT WRITER WAS NOT SPEAKING TO CUSTOMER.
2. CONFIRMED OWNER INFO
3. ADVISED THAT LAST PERSON CUSTOMER WAS SPEAKING TO WAS RCAA SRCA. DANIELLE
4. DOES CUSTOMER HAVE THE 800# TO REGION?
5. WRITER CAN CHECK TO SEE IF RCAA IS AVAILABLE. ASKED CUSTOMER TO HOLD.

WRITER STATES:

1. LEFT VM MESSAGE FOR RCAA SRCA. DANIELLE TO CALL CUSTOMER.
2. CUSTOMER STATES HAS BEEN SPEAKING TO RCAA ONGOING
3. NOTES STATE SHE IS TO CALL TO ADVISE WHEN GOING TO DEALER.
4. CUSTOMER IS REQUESTING TO BE CONTACTED AT ██████████
5. CUSTOMER ALSO STATES SHE CAN NOT GET THROUGH ON 800# TO REGION.
6. IF ANY QUESTIONS CAN CALL WRITER BACK.

WRITER STATES:

1. ADVISED CUSTOMER THAT RCAA SRCA. DANIELLE IS AT LUNCH CURRENTLY
2. WRITER HAS LEFT RCAA A MESSAGE STATING TO CONTACT CUSTOMER WHEN BACK FROM LUNCH
3. APOLOGY FOR SITUATION
4. WHO IS CUSTOMER SPEAKING TO AT DEALERSHIP CURRENTLY?
5. WILL NOTE CONCERNS AND ASK DANIELLE TO CALL CUSTOMER AS SOON AS POSSIBLE.

CUSTOMER STATES:

1. I AM AT DEALERSHIP (AL023) RIGHT NOW
2. THEY ARE TELLING ME TO JUST FILE FOR LEMON LAW.
3. THEY ALSO TOLD ME THEY HAVE NOT SPOKEN TO RCAA SRCA. DANIELLE ABOUT CAR AT ALL.
4. THIS DEALERSHIP IS GIVING ME A BIG RUN AROUND

**Kia Motors America
Consumer AffAIRs Department**

Page 7 of 11

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1331978	58,000
Wetumpka, AL ██████████		Prod. Date: 7/3/06	Dealer: AL023 Brewbaker Kia	

5. THEY DID DRIVE IN CAR WITH ME BUT THEY ARE NOW REFUSING TO DO ANYTHING?
6. I AM REALLY SICK OF THIS CAR. DANIELLE IS AWARE.
7. NOT GOING TO GO INTO ALL THIS WITH WRITER, WILL WAIT FOR RCAA TO CALL BACK.

*** NOTES 12/20/2007 12:22 PM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:

1. DISPATCHING CASE BACK TO REGION FOR FOLLOW UP WITH CUSTOMER AND DEALER (AL023) AND DPSM FOR **OCS** LIGHT REPEAT **REPAIR** CONCERN AND VEHICLE SURGING CONCERN.
2. CUSTOMER STATES SHE WENT TO DEALER THIS DATE AND DEALER ADVISED THEY COULD NOT **REPAIR** AND PURSUE LEMON LAW.
3. CUSTOMER STATES SHE IS REQUESTING RESOLUTION FROM KMA AND CAR IS MAKING HER SICK.

*** NOTES 12/20/2007 04:17 PM Eastern Daylight Time DManley Action Type:Manager review
Cust called and stated:

1. Who am I speaking to>

Wtr states:

1. Danielle?

Cust states:

1. I am calling to let you know that I took my vehicle to the shop and Derrick stated that he did not speak to you about my vehicle.
2. I took my vehicle in and they test drove my vehicle they could not duplicate the **OCS** light problem so I am on my way to get my daughter because she is the one that is sitting in the seat.
3. Also, wanted you to know that the dlr told me to contact the BBB.
4. My car does not qualify for the BBB because I have too many miles on the vehicle.
5. I am still having the hesitation issue as well Derrick says that it is operating as designed.
6. I wish Kia would just buy this car back and give me a Sorento Stick shift so that I can control my transmission and engine myself.
7. I LOVE my vehicle but it just keeps acting up.
8. The dlr thinks that I am lying.

Wtr states:

1. The dlr does not think that you are lying they just cannot duplicate the concern's that you are having.
2. Please call me back after you take your car to the dlr so that I will know if they could duplicate the problem when your daughter is sitting in the seat.

Cust states:

1. Yes ma'am.
2. Do not get me wrong I LOVE my car I took the lemons off of it and everything.
3. I will call you back once I leave the dlr.

Wtr states:

1. I will be looking forward to speaking with you.

**Kia Motors America
Consumer Affairs Department**

Page 8 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736775 ██████	K1331978	58,000
Wetumpka, AL ██████		Prod. Date: 7/3/06	Dealer: AL023 Brewbaker Kia	

2. Wtr thanked the customer and ended the call.

*** NOTES 12/20/2007 04:25 PM Eastern Daylight Time DManley Action Type:Manager review

Wtr called Derek and stated:

1. I am calling about Mrs. ██████ vehicle.
2. She stated that you said that you never spoke to me about her vehicle when we had a conversation on the 29th of Nov.
3. I spoke to Justin as well.

Derek stated:

1. She told me that she spoke to somebody with Kia she never told me your name.
2. if she would have said Danielle I would have remembered that you did speak to me.
3. Justin is no longer at this dlr.
4. We could not duplicate the cust concerns.
5. She is supposed to bring her daughter back because she is the one that this happens to.

Wtr states:

1. I will call you back later to see if the concern was duplicated.
2. Wtr thanked Derrick and ended the call.

*** PHONE LOG 12/21/2007 08:18 AM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I WAS TRYING TO GET A HOLD OF DANIELLE I HAVE BEEN IN TOUCH WITH HER
2. I TRIED CALLING THE PHONE # SHE GAVE ME BUT IT JUST CUT'S YOU OFF

WRITER ADVISED:

1. LET ME SEE IF I CAN GET A HOLD OF HER
(PLACED CUST ON HOI D. DMANI FY ADVISED PLEASE TELL THE CUST I WILL CALL HER BACK)
2. SHE'S UNAVAILABLE RIGHT NOW BUT I LET HER KNOW YOU WERE CALLING AND WOULD CALL HER BACK

CUST STATED:

1. OK THANKS

*** NOTES 12/26/2007 08:59 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Spoke to Derrick Srv Mngr at AL023.

Derrick states:

1. We duplicated the customer **OCS** light problem.
2. Clyde told me to contact Hunter Jones so the tool can be shipped to me so that my tech can reprogram the **OCS** light to work properly.
3. We scheduled the customer to come back the second Monday in January

Wtr states:

Thanked Derrick and ended the call.

**Kia Motors America
Consumer Affairs Department**

Page 9 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736775 ██████	K1331978	58,000
Wetumpka, Al	██████	Prod. Date: 7/3/06	Dealer: AL023	Brewbaker Kia

1. Thanked Derrick and ended the call

*** NOTES 12/26/2007 09:04 AM Eastern Daylight Time DBurke Action Type:Manager review

Cust call and stated:

1. I just left the dlr and he saw that the light was on.

Wtr states:

1. I know. I just got off the phone with Derrick.
2. He told me that he had to have a tool shipped to him.
3. Derrick is a great srv Mngr and he will take good care of you and your vehicle.

Cust states:

1. After my vehicle is rep**AIR**ed with this tool I am going to call you if I have a problem'

Wtr states:

1. No problem. I will be here.
2. Wtr thanked customer and ended the call.
3. Closing case pending any new information.

*** CASE CLOSE 12/26/2007 09:24 AM Eastern Daylight Time DBurke

*** NOTES 01/23/2008 04:48 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Customer called and is having issue with the chuggle.
2. Wtr contacted Hunter Jones for assistance.
3. Hunter stated that he will go out to look at the vehicle the 2nd week of Feb.
4. Wtr thanked Hunter and ended the call.

*** NOTES 02/01/2008 05:10 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called the cusomter and informed her that FTR will be at the dlr on 2/6-7.
2. She will need to have her vehiele there in the morning by 9 am.

Cust states:

1. Thank you so much for your help.
2. I sure hope he can fix my vehicle.

Wtr states:

1. You are welcome please call me if you have more questions.
2. Thanked customer and ended the call.

*** COMMIT 02/01/2008 05:11 PM Eastern Daylight Time DBurke Action Type:Callback Required

**Kia Motors America
Consumer AffAIRs Department**

Page 10 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736775 ██████	K1331978	58,000
Wetumpka, AL ██████		Prod. Date: 7/3/06	Dealer: AL023 Brewbaker Kia	

*** NOTES 02/08/2008 11:51 AM Eastern Daylight Time DBurke Action Type:Manager review

Called Hunter and stated:

1. I am calling to find out if you were able to diagnose the cust vehicle.

Hunter states:

1. Nat'l wanted me to do a flight recording on the vehicle.
2. They also sent out a NACQ tech to look at the vehicle.

Wtr states:

1. So what happens now?

Hunter states:

1. At this point, they requested us to do the flight recordings and that is what we have done.
2. The NACQ tech is still there doing work on the vehicle.
3. We will rep**AIR** this vehicle but right now there is nothing to do.
4. We ordered some bushing's and suspension parts and the NACQ tech will be replacing those parts today.

Wtr states:

1. Thank you for the update.
2. Ended the call.

1. Well.

*** NOTES 02/13/2008 05:24 PM Eastern Daylight Time DBurke Action Type:Manager review

Called the Srv Mngr Derrick and stated:

1. I am calling in reference to Mrs Coan's vehicle.

Derrick states:

1. Mrs. ██████ came and picked up the vehicle yesterday.
2. I spoke with her today and she said that the vehicle is running fine so far.
3. Keep you fingers crossed.
4. I am going to call her back on Friday to see how the vehicle is running and if she has any concerns.

Wtr states:

1. I will call her as well.
2. I am going to call you back if she has concerns.
3. Wtr thanked customer and ended the call.

*** NOTES 02/13/2008 05:25 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Contacted the customer there was no answer.
2. LVM for customer to call back.
3. Waiting on customer call back.

*** NOTES 02/15/2008 05:28 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called Ms. ██████ there was no answer.
2. LVM for customer call back.

**Kia Motors America
Consumer Affairs Department**

Page 11 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736775 ██████	K1331978	58,000
Wetumpka, AL ██████		Prod. Date: 7/3/06	Dealer: AL023 Brewbaker Kia	

*** NOTES 02/22/2008 05:56 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called the customer there was no answer.
2. LVM for customer call back.
3. Waiting on customer.

*** NOTES 02/26/2008 01:58 PM Eastern Daylight Time DBurke Action Type:Manager review

Called the customer and stated:

1. I was calling to see how your vehicle was doing.

Cust states:

1. I am not happy with this vehicle.
2. Would like it replaced with something else.

Wtr states:

1. Let me talk to my manager and I will have to call you back.
2. Wtr thanked cust and ended the call.

*** NOTES 02/29/2008 05:23 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Mailed cust 3 tier offer letter.
2. Closing case pending customer's response.

*** CASE CLOSE 03/03/2008 04:40 PM Eastern Daylight Time DBurke

*** FULFILL 07/14/2008 01:17 PM Eastern Daylight Time DBurke Action Type:Callback Required

*** CASE CLOSE 03/03/2009 03:56 PM Eastern Daylight Time IWright

**Kia Motors America
Consumer Affairs Department**

Page 1 of 5

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1464224	5,000
ROANOKE, VA ██████████		Prod. Date: 6/21/06	Dealer: VA007 Hart Kia	

Case History

Complaint **RepAIR** Assistance

SURVEY DATE : 06/25/2008
SERVICE DATE : 05/30/2008

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :

Response for Service Survey Question Q6b. What caused the dealer not to complete the work requested?:

- Work was not done correctly

Response for Service Survey Question Q7. How many times did you need to return to the dealership before the work was completed to your satisfaction?:

- Problem was not resolved

Customer Comments: None

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

*** PHONE LOG 06/26/2008 11:07 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER LEFT VMAIL FOR CUSTOMER STATING:

1. ADVISED OF REASON FOR CALL
2. IF STILL NEEDING ASST TO CALL US BACK
3. PROVIDED CB# AND CASE#

*** CASE CLOSE 06/26/2008 11:08 AM US Mountain Standard Time DDailous

*** PHONE LOG 06/26/2008 02:18 PM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:

1. GAVE CASE #
2. I HAVE AN ONGOING PROB WITH THE **PASS** SIDE **AIRBAG** IN VEH
3. WE HAVE TAKEN VEH TO VA007 3X'S FOR THIS PROBLEM
4. I HAVE BEEN DEALING WITH MIKE WHO IS THE MGR
5. THE SEAT HAS ALREADY BFN RFP ACFD, BUT DID NOT RESOLVE THE PROB
6. MY WTL IS ABOUT 140 LBS, AND THEY TLL ME THAT THE PROB IS THE WAY SHE SITS
7. I WOULD LIKE THIS PROB FIXED

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. RECOMMEND TAKING VEH TO KIA DEALER FOR DIAG
5. ONCE VEH IS AT DEALERSHIP, CALL US BACK TO ADVISE
6. WE WILL FOLLOW UP WITH SVC MGR @ THE DEALERSHIP TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE PROB
7. WE CAN INVOLVE OTHER KIA RESOURCES IF WE NEED TO SO THAT THIS DOES GET RESOLVED
8. PROVIDED CASE #

CUSTOMER STATED:

1. THANK YOU!

*** COMMIT 06/26/2008 02:19 PM US Mountain Standard Time RChacon Action Type:Callback Required

Kia Motors America
Consumer Affairs Department

Page 2 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJJC736575 ██████████	K1464224	5,000
ROANOKE, VA ██████████		Prod. Date: 6/21/06	Dealer: VA007	Hart Kia

*** CASE CLOSE 06/26/2008 02:23 PM US Mountain Standard Time RChacon

*** CASE CLOSE 07/08/2008 09:18 AM Pacific Daylight Time ELau
Tread Review Completed

*** PHONE LOG 09/02/2008 06:34 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:

1. I have taken the vehicle in and they were supposed to call me back for an appointment for factory rep to look at the vehicle but have not heard from anyone.
2. Took the vehicle to VA007 back in June and was advised to wait for the callback for appointment.
3. Gave alternate number as ██████████

Writer States:

1. Apologized for the problem.
2. Advised customer that writer will contact VA007 to get more details/history of concern.
3. Will contact DPSM to determine when he will be available to inspect vehicle or if we are supposed to send out FTR.

*** PHONE LOG 09/03/2008 07:26 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called VA007 and left VM for SVC MGR Mike:

1. Gave name, 800#, extension and case number.
2. Gave customer name and last 8 of VIN.
3. Requested callback.

*** PHONE LOG 09/04/2008 04:19 AM US Mountain Standard Time AJudson Action Type:Incoming call
SVC MGR Mike left VM at 2:52pm 9/3/08:

1. Calling about **AIR** bag light on customer vehicle.
2. Can be reached in the morning at ██████████

*** PHONE LOG 09/04/2008 10:37 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called VA007 and SVC MGR Mike states:

1. Have had the vehicle in here and spoke to tech about this.
2. Took out another seat and the problem still was not resolved.
3. We have duplicated the problem but are waiting for a rep **AIR**.
4. Spoke to FTR Mark McCardy and he advised at this time was not aware of a fix.
5. Spoke to DPSM PLeGood and he is not aware of any fix for this.

*** PHONE LOG 09/04/2008 10:41 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM PLeGood and states:

1. Reiterated information from SVC MGR Mike.
2. Will be dispatching case to ERCAA for additional visibility.
3. Gave customer name.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1464224	5,000
ROANOKE, VA ██████████		Prod. Date: 6/21/06	Dealer: VA007	Hart Kia

*** PHONE LOG 09/04/2008 10:43 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer alternate number and left VM:
1. Gave name, extension, 800# and case number.
2. Requested callback.

*** PHONE LOG 09/04/2008 10:43 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer main number and there was no answer.

*** NOTES 09/04/2008 10:44 AM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:
1. NEW VEHICLE LOW MILEAGE.
2. ONGOING **AIR**BAG LIGHT CONCERN.
3. PER SVC MGR MIKE SPEAKING TO FTR THERE IS NOT A CURRENT FIX.
4. DPSM NOT AWARE OF CURRENT FIX.

*** PHONE LOG 09/05/2008 05:10 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:
1. Returning writers call- gave case number.
2. I'm to the point now to where I need to find out if this will be a buy back or what I need to do.
3. My wife wont even ride in the vehicle because the **AIR**bag is not working.
4. I am finding web sites were people are filing complaints against the **PASS**enger side **AIR**bag.

Writer States:
1. Apologized for the problem- there was no appointment scheduled for vehicle to be inspected.
2. Refer to WACT manual for information on buy backs.
3. Writer has sent customer information to ERC AA for further review.
4. Please allow ERCAA up to 72 hours to follow up.

*** FORWARD 09/05/2008 12:37 PM Pacific Daylight Time EDicinti

*** PHONE LOG 09/08/2008 03:10 PM Eastern Daylight Time DDrayman Action Type:Outgoing call
CUST

1. ABOUT 1/3 OF THE TIME HIS WIFE IS IN PS SEAT **OCS** LIGHT STAYS ON
2. HIS SPOUSE IS ABOUT 128LBS AND SITS IN SEAT CORRECTLY
3. HE LOVES THE VEH BUT CANT HAVE THIS BECAUSE SPOUSE REFUSES TO RIDE IN VEH NOW AND THEY BOUGHT BECAUSE OF IT'S CRASH RATING
4. DOES NOT WANT TO FILE FOR LL BUT WILL HAVE TO IF IT CANT BE FIXED.
5. SD HIS NEIGHBOR MIKE COX USE TO BE SOME KIND OF SALES MGR AT VA007 AND HE IS THE ONE THAT SOLD HIM THE CAR AND WHEN IT HAD ISSUES EARLY ON W/**OCS** MIKE WOULD BRING IT IN TO SVC DEPT FOR HIM AND BELIEVEVS A REFLASH WAS ALREADY DONE BUT HE DOESN'T HAVE A RO FOR IT BECAUSE IT WAS HANDLED INTERNALLY W/VA007
6. CUST STATES HAS BEEN TO VA007 AT LEAST 4X FOR ICS ISSUE HE MAY ONLY HAVE 2 RO'S THOUGH
7. CUST SD THEY WERE ON A 4 HOUR TRIP AND THE 1ST 3 HOURS **OCS** NEVER CAME ON THE LAST HOUR !!

**Kia Motors America
Consumer Affairs Department**

Page 4 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1464224	5,000
ROANOKE, VA ██████████		Prod. Date: 6/21/06	Dealer: VA007	Hart Kia

WRITER

1. FAX ME WHAT RO'S U DO HAVE
2. HOW MUCH DOES YOUR SPOSE WAY?
3. HOW OFTEN DOES IT NOT WORK?
4. I WILL HAVE TO VERF. SOME THINGS W/DLR AND DPSM AND GET BACK TO YOU.

*** PHONE LOG 09/11/2008 12:47 PM Eastern Daylight Time DDrayman Action Type:Incoming call
MIKE VA007

1. WILL FAX ME INTERNAL REPAIR HIST
2. HE IS POSTIVE REFLASH HAS BEEN DONE BUT DOES NOT HAVE IT DOCUMENTED ANYWERE
3. THEY DID PUT NEW SEAT IN THIS VEH..WAS AN INTERNAL JOB THOUGH..CUST HAS BEEN IN SEVERAL X FOR THIS INTERMITTENT **OCS** ISSUE BUT APPEARS ONLY 1 REPAIR DONE UNDER WARR ON 5/30/08

WRITER

1. I HAVE RO FROM 6/23/08 THAT CUST SENT ME WERE IT LOOKS LIKE CND PROB BECAUSE RO STATES "SYSTEM OPERATING TO KIA SPECS AT THIS TIME."
2. WAS REFLASH EVER DONE?
3. FAX ME YOUR INTERNAL REPAIR HIST.

*** PHONE LOG 09/12/2008 04:46 PM Eastern Daylight Time DDrayman Action Type:Incoming call
CUST

1. WANTS UPDATE

WRITER

1. I JUST INTERNAL RO'S FROM DLR
2. WILL CALL U BACK

*** PHONE LOG 09/12/2008 04:48 PM Eastern Daylight Time DDrayman Action Type:Incoming call
DPSM

1. WILL CALL SM MIKE AT VA007

WRITER

1. ADVISE NO INTERNAL REPAIR HIST SHOWS VEH EVER GETTING REFLASH CAN U CALL VA007 AND FIND OUT FOR SURE

*** PHONE LOG 09/16/2008 02:35 PM Eastern Daylight Time DDrayman Action Type:Incoming call
CUST

1. HAS APPOINTMENT AT VA007 TMRW 9/17 FOR REFLASH
2. DROVE IT AROUND 10 DIFF PLACES RUNNING ERRANDS THIS WEEKEND AND **OCS** CAME ON 50% OF THE TIME

*** PHONE LOG 09/24/2008 03:36 PM Eastern Daylight Time DDrayman Action Type:Incoming call
CUST

**Kia Motors America
Consumer Affairs Department**

Page 5 of 5

<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]	KNDJC736575[REDACTED]	K1464224	5,000
ROANOKE, VA [REDACTED]		Prod. Date: 6/21/06	Dealer: VA007 Hart Kia	

2. HAS MY# WILL CALL ME BACK W/UPDATE

WRITER

1. PLEASE CALL ME BACK W/UPDATE

2. I RECVD RO FROM VA007 FROM 9/17 WERE REFLASH WAS DONE FOR **OCS** MOUDULE.

*** CASE CLOSE 09/24/2008 03:38 PM Eastern Daylight Time DDrayman

*** PHONE LOG 09/30/2008 12:43 PM Eastern Daylight Time DDrayman Action Type:Incoming call
CUST

1. SD TESTED SEAT W/SPOUSE IN 10 DIFFERENT TIMES/CYCLES OVER THE WEEKEND AND **OCS** LIGHT
NEVER CAME ON APPEARS ISSUE IS FIXED

WRITER

1. OK THANKS FOR CALLING BACK

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736685 ██████████	K1616777	17,798
New Port Richey, FL ██████████		Prod. Date: 10/8/07	Dealer: FL059 Friendly Kia	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 07/16/2009 04:11 PM 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 defects: ABNORMAL REAR DIFFERENTIAL NOISE, **PASSENGER AIRBAG**
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.

*** PHONE LOG 07/23/2009 03:27 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ & discussed concern Mr. ██████████ states

1. Lokey kia (FL039)--attempted to fix the **AIR**bag concern but light has come back on
2. Friendly kia tried to fix the rear differential noise 2x's but DPSM said it was normal so no further work done
3. took vehicle to Lokey & they disagreed with DPSM
4. Lokey changed axle and then said the rear end needed work but DPSM declined again
5. noise is more than normal
SRCAA advised

1. i will gather d**OCS** for review & schedule a final attempt
2. some rear differential noise is considered normal
3. I will speak to FTR and DPSM also.

*** PHONE LOG 08/05/2009 01:25 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL059--Rich states

1. vehicle was delivered and is here now
2. the vehicle has a very bad noise
3. the vehicle did NOT have this noise last time that we inspected and test drove the vehicle
4. I can not prove anything but I am certain that something has been done to this differential to cause this
5. it sounds as if it has been run without oil but has oil in it now
6. the part is on BO--none in country 53000 3E351
7. order number is DT805

*** PHONE LOG 08/05/2009 01:34 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
per Dealer the vehicle is drivable

SRCAA advised. veh can not leave until rep**AIR**ed or final attempt is complete

*** PHONE LOG 08/06/2009 01:21 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA contacted FL059 & advised --part being picked & shipped today per e-mail & call to Dealer with parts status update.

*** PHONE LOG 08/07/2009 12:51 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL059-Service--part is in and vehicle is in process of rep**AIR**.

*** PHONE LOG 08/07/2009 12:52 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736685 ██████████	K1616777	17,798
New Port Richey, FL ██████████		Prod. Date: 10/8/07	Dealer: FL059 Friendly Kia	

*** PHONE LOG 08/18/2009 03:56 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL059 & FL039 to request RO's.
Dan-FL059 will send ROs
Anthony-FL039 will send RO

*** PHONE LOG 08/18/2009 04:20 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ states

1. the differential is better. I feel that it still has a noise but it is much better than before
2. still feel that there is a problem with the **AIR**bag
3. Dealer admitted that there is a problem with the **AIR**bag as they have tried to rep**AIR** it several times
4. when my wife is setting in the seat the light comes on and takes several miles to go off again
SRCAA advised

1. the campaign was completed which is the only update or change necessary for the **OCS**
2. this is not a rep**AIR** but does broaden the parameters
3. system is functioning as light goes on an off

Kia Motors America
Consumer Affairs Department

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675██████████	K1435692	5,900
Tieton, WA ██████████		Prod. Date: 4/9/07	Dealer: WA022	Valley Kia

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 04/14/2008 01:00 PM US Mountain Standard Time LColema Action Type: Incoming call

Cust states:

1. Have a problem with the **PASS**enger **AIR** bag light sometimes not going off when wife is sitting in the seat.
2. Doesn't happen all the time.
3. Maybe 1/2 of the time.
4. Went by dlr today.
5. Was told to call you.
6. Dlr is going to email somebody about this.
7. Wife was with me, but dlr did not try to verify concern with wife sitting in the seat.
8. Wife weighs 140 lbs so weighs enough.
9. Light will go off when I am sitting in the seat.
10. Will rep**AIR**s be covered under warranty?
11. Have read **AIR** bag section in OM.
12. Wife does sit up straight with both feet on the floor.

Cust states:

1. Updated, no recalls.
2. **AIR** bag system is covered under warranty for defects.
3. Has cust read section in OM that covers how the **AIR** bag system works?
4. Must be sitting up straight with both feet on the floor.
5. Apologized but veh will need to go back to dlr.
6. Need to have problem verified by the dlr.

Writer put cust on hold & called Valley Kia spoke with srv adv/tech Tom & stated:

1. Requested to speak with srv mgr Jerry.
2. Adv of reason for call.

Tom stated:

1. Srv mgr is at lunch.
2. I sat in seat, bigger than cust wife.
3. Light went out.
4. Did not have wife sit in the seat to verify not working for her.
5. Sent email to tech line requesting any assistance.

Writer states:

1. Need to have dlr verify concern.
2. Will adv cust to schedule appt.
3. Good that tech line is involved, but need to verify concern.

Writer went back to cust & stated:

1. Cust spoke with the Kia tech at dirshp.
2. We still need to verify the concern.
3. We can work with dlr to ensure all Kia's resources are being utilized to rep**AIR** the veh..
4. Please call writer back when taking veh back to dlr.
5. Provided file number & writer's ext.

*** CASE CLOSE 04/14/2008 01:32 PM US Mountain Standard Time LColema

**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>
██████████	██████████	KNDJC736675 ██████████	K1435692	5,900
Tieton, WA ██████████		Prod. Date: 4/9/07	Dealer: WA022	Valley Kia

*** CASE CLOSE 07/08/2008 11:15 AM US Mountain Standard Time JHirshfield
AIRBAG TREAD REVIEW - JH

**Kia Motors America
Consumer Affairs Department**

Page 1 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1465665	12,667
Fort Worth, TX ██████████		Prod. Date: 6/16/07	Dealer: TX071	Moritz Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 06/30/2008 09:36 AM US Mountain Standard Time L.Colema Action Type:Incoming call
Cust states:

1. The **PASS**enger **AIR** bag light stays on most of time.
2. Every once in a while light will go out, but most of the time stays on.
3. Have taken veh to dlr 3 times for this concern.
4. Dlr keeps telling me there is nothing they can do.
5. Waiting for fix from Kia.
6. Drove to AR & back & light stayed on entire trip.
7. I sit in the seat correctly, just move it back some because I have long legs.
8. Happens when others are in the seat also.
9. My mother was in **PASS**enger seat yesterday & light did not go out.
10. We both weight more than 110 lbs.

Writer states:

1. Updated, no recalls.
2. Apologized for situation.
3. Is cust sitting in seat with both feet on floor & seat back up?
4. Veh will need to go back to dlr.
5. Writer can work with dlr to ensure all Kia's resources are being utilized to rep**AIR** the veh.
6. Will need to speak with dlr.

Writer put cust on hold & called Classic Kia. left VM message for srv mgr Phillip 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 ██████████ after speaking with srv mgr.
3. Provided file number & writer's ext.

*** PHONE LOG 06/30/2008 09:37 AM US Mountain Standard Time L.Colema Action Type:Incoming call
Writer received VM message from srv mgr Phillip stating:

1. Returning writer's call.
2. Please call back.

*** PHONE LOG 06/30/2008 10:38 AM US Mountain Standard Time L.Colema Action Type:Outgoing call
Writer called Classic Kia spoke with srv mgr Phillip & stated:

1. Adv of reason for call.
2. Adv of cust comments about bringing veh in 3 times for same concern.
3. Cust states she was told Kia did not have a fix for the problem.

Srv mgr states:

1. Veh has been here 3 times.
 - a. 2/6/07 for **AIR** bag light concern. was not able to duplicate.
 - b. 3/10/08 oil change. no documentation of **AIR** bag light concern.
 - c. 4/11/08 oil change. no documentation of **AIR** bag light concern.

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1465665	12,667
Fort Worth, TX ██████████		Prod. Date: 6/16/07	Dealer: TX071	Moritz Kia

4. DPSM has told us to complete reflash for the 2008 veh with same concern.
5. Cust can bring veh in tomorrow, really busy today.

*** PHONE LOG 06/30/2008 11:32 AM US Mountain Standard Time L.Colema Action Type:Outgoing call
Writer called cust & stated:
1. Adv of srv mgr information.

Cust states:
1. Will take veh in tomorrow morning.

Writer states:
1. Writer will follow up with dlr.
2. Will call cust back tomorrow.

*** PHONE LOG 07/01/2008 02:02 PM US Mountain Standard Time L.Colema Action Type:Incoming call
Writer called Classic Kia & spoke to srv adv Mark & stated:
1. Adv of reason for call.

Srv adv states:
1. We did the reflash & changed the oil
2. Seemed to be OK.

*** PHONE LOG 07/01/2008 02:03 PM US Mountain Standard Time L.Colema Action Type:Outgoing call
Writer called cust & stated:
1. Calling to follow up on rep**AIR**s to veh.

Cust states:
1. Seems to be OK, but have not tried out the **PASS**enger seat yet.
2. Will do that tonight.

Writer states:
1. Will call cust back tomorrow.
2. Want to make sure veh is rep**AIR**ed.

*** PHONE LOG 07/03/2008 08:58 AM US Mountain Standard Time L.Colema Action Type:Outgoing call
Writer called cust. left VM message stating:
1. Calling to follow up on rep**AIR**s to veh.
2. Please call writer back.
3. Provided file number & writer's contact info.

*** PHONE LOG 07/07/2008 07:17 AM US Mountain Standard Time R.Chaca Action Type:Incoming call
CUSTOMER STATED:
1. I WOULD LIKE TO SPEAK TO LINDA PLEASE
2. I DO HAVE A CASE OPEN WITH HER, AND WOULD LIKE TO SPEAK WITH HER SO I DON'T HAVE TO GO OVER EVERYTHING AGAIN

**Kia Motors America
Consumer Affairs Department**

Page 3 of 8

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885 ██████████	K1465665	12,667
Fort Worth, TX ██████████		Prod. Date: 6/16/07	Dealer: TX071 Moritz Kia	

1. I APOLOGIZE FOR THE PROBLEM
2. I DO SEE CASE OPEN WITH FCM LCOLEMAN
3. LCOLEMAN IS CURRENTLY UNAVAILABLE
4. TRANSFERRED TO FCM LCOLEMAN VM PER CUSTOMER REQUEST

*** PHONE LOG 07/07/2008 09:09 AM US Mountain Standard Time L.Colema Action Type:Incoming call
Cust states:

1. Calling to let writer know the **AIR** bag light is still not working.
2. It did work for few hours, but the dash light were off.
3. The dash came back on but not **AIR** bag light is on & will not go out.
4. Writer will call Kia rep. & will escalate case to the regional office.
5. Will cal cust back after speaking with Kia rep.

*** PHONE LOG 07/07/2008 09:23 AM US Mountain Standard Time L.Colema Action Type:Incoming call
Writer called DPSM THiltz & stated:

1. Adv of reason for call.
2. Adv of veh & **AIR** bag light concerns.
3. Adv Classic Kia has done reflash.
4. But **AIR** bag light comes back on.
5. Adv of cust comments about dash lights.

DPSM states:

1. May be another electrical problem.
2. I will be at Moritz Kia on Thursday for another veh with **AIR** bag light concern.
3. Have cust drop off veh on Wednesday night.
4. Will provide rental.
5. Call srv mgr Jim Cartwright & let him know veh is coming.

*** PHONE LOG 07/07/2008 09:31 AM US Mountain Standard Time L.Colema Action Type:Outgoing call
Writer called cust & stated:

1. Adv of DPSM information.
2. Will cust be able to take veh to Moritz Kia on Wednesday afternoon?

Cust states:

1. Yes.

Writer states:

1. Writer will call srv mgr at Moritz to let him know.

*** PHONE LOG 07/07/2008 09:33 AM US Mountain Standard Time L.Colema Action Type:Outgoing call
Writer called Moritz Kia, left VM message for srv mgr Jim Cartwright stating:

1. Adv of veh & cust name.
2. Adv DPSM is having cust bring veh to Moritz Kia.
3. DPSM has authorized a rental.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1465665	12,667
Fort Worth, TX ██████████		Prod. Date: 6/16/07	Dealer: TX071	Moritz Kia

*** PHONE LOG 07/07/2008 01:51 PM US Mountain Standard Time LCoema Action Type:Incoming call
Writer received VM message from srv mgr Jim Cartwright from Moritz Kia stating:

1. Returning writer's call.
2. Please call back.

*** PHONE LOG 07/07/2008 01:56 PM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called Moritz Kia. spoke with srv mgr Jim Cartwright & stated:

1. Thank you for calling writer back.
2. Adv of cust information about dash lights & moves seat back because has long legs.
3. Cust stated she would drop off veh on Wednesday.

Srv mgr states:

1. We will see what is going on.

*** NOTES 07/07/2008 01:58 PM US Mountain Standard Time LCoema Action Type:Manager review
Writer dispatching file to region:

1. **OCS** concern.
2. Reflash has been done once.
3. Going to different dlr on Thursday per DPSM (Moritz Kia).
4. Dispatching for visibility since new veh with **OCS** concern.

*** PHONE LOG 07/08/2008 08:20 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer at ██████████

- 1 No answer. LVM for call back

*** PHONE LOG 07/08/2008 08:21 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer at ██████████

- 1 No answer. LVM for call back

*** PHONE LOG 07/08/2008 08:22 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted TX040
Spoke with Phillip

SRCAA stated

- 1 Requesting ROs and tech notes to be faxed to the regional office

Phillip stated

- 1 Reviewed all ROs
- 2 Will fax over today

SRCAA thanked Phillip and ended call

*** PHONE LOG 07/08/2008 08:27 AM Eastern Daylight Time ABrown Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 5 of 8

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885 ██████████	K1465665	12,667
Fort Worth, TX ██████████		Prod. Date: 6/16/07	Dealer: TX071 Moritz Kia	

SRCAA stated

- 1 Confirming inspection of customer's vehicle at TX071 on Thursday

DPSM stated

- 1 I will be there as well as FTR
- 2 This situation is one where the customer is light in weight
- 3 I am going to have FTR look at it as well

SRCAA stated

- 1 Thank you for information
- 2 I will follow up after rep**AIR**s

SRCAA thanked DPSM and ended call

*** PHONE LOG 07/08/2008 08:51 AM Eastern Daylight Time ABrown Action Type:Incoming call
Customer contacted SRCAA

Customer stated

- 1 Returning your car

SRCAA stated

- 1 Your case has been escalated to the Southern Region for further handling
- 2 I under that your **OCS** light is on
- 3 You have a scheduled appointment at TX071
- 4 Our DPSM will inspect your vehicle

Customer stated

- 1 That is correct
- 2 I will drop off vehicle on Wednesday

SRCAA stated

- 1 I follow up with you as well the dir on rep**AIR**s

Customer thanked SRCAA and ended call

CASE PENDING RE**AIR**S ON 7/10/08

*** NOTES 07/08/2008 09:56 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** PHONE LOG 07/10/2008 01:42 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Db
Spoke with Jim

SRCAA stated

- 1 Ms. ██████████ had an appointment today

**Kia Motors America
Consumer Affairs Department**

Page 6 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1465665	12,667
Fort Worth, TX ██████████		Prod. Date: 6/16/07	Dealer: TX071 Moritz Kia	

Jim stated

- 1 Yes
- 2 We are inspecting vehicle right now

SRCAA stated

- 1 Great
- 2 I will follow up with rep **AIR**s tomorrow

SRCAA thanked Jim and ended call

*** PHONE LOG 07/11/2008 08:24 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Jim, svc mgr at dlr

Jim stated

- 1 We re flashed vehicle
- 2 Vehicle is ready for pick up

SRCAA stated

- 1 Will you please fax over RO to regional office

Jim stated

- 1 I will do that

SRCAA thanked Jim and ended call

*** PHONE LOG 07/11/2008 08:38 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer at ██████████

- 1 No. answer, LVM
- 2 Vehicle is ready for pick up
- 3 KMA offering GW for inconveniences
- 4 If you have any question concerning GW letter please contact me

*** CASE CLOSE 07/11/2008 08:39 AM Eastern Daylight Time ABrown
GW offer in the amount of \$250.00 for inconveniences. Case pending customer acceptance by 8/11/08

*** PHONE LOG 07/15/2008 02:07 PM Eastern Daylight Time ABrown Action Type:Incoming call
Customer LVM for SRCAA

- 1 **OCS** light came back on

*** PHONE LOG 07/15/2008 02:10 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer

SRCAA stated

**Kia Motors America
Consumer Affairs Department**

Page 7 of 8

<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1465665	12,667
Fort Worth, TX ██████████		Prod. Date: 6/16/07	Dealer: TX071	Moritz Kia

Customer stated

- 1 Yes, it stayed on the whole time
- 2 There was a time when it didn't come on for 30 minutes
- 3 However, I think the seat is sensitive and might need to be replaced
- 4 Can you let me know

SRCAA stated

- 1 I will contact the dlr and figure out where to go from here

Customer stated

- 1 If I accept this GW will the dlr stop fixing my **OCS** light?

SRCAA stated

- 1 No ma'am
- 2 This GW has no affect on your warranty

Customer thanked SRCAA and ended call

*** PHONE LOG 07/15/2008 02:14 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Jim at dlr

SRCAA stated

- 1 Ms. ██████████ **OCS** light came back on

Jim stated

- 1 I know, she called me
- 2 I think our next step is replacing the seat
- 3 I will call Tom for approval

SRCAA stated

- 1 That's great

SRCAA thanked Jim and ended call

*** PHONE LOG 07/16/2008 01:38 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Jim, svc mgr

SRCAA stated

- 1 Following up on approval with seat bottom

Jim stated

- 1 Spoke with DPSM and FTR
- 2 Both agreed to replace seat bottom
- 1 We order part and should be hear on Monday
- 1 Already called the customer

SRCAA stated

- 1 Great

**Kia Motors America
Consumer Affairs Department**

Page 8 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1465665	12,667
Fort Worth, TX ██████████		Prod. Date: 6/16/07	Dealer: TX071	Moritz Kia

SRCAA thanked Jim and ended call

*** PHONE LOG 07/16/2008 01:40 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer

SRCAA stated

1 I understand that the dlr has already spoken with you for rep**AIRs**

Customer stated

- 1 Yes
- 2 I just want to thank you guys for handling this so quickly
- 3 I really appreciate it
- 4 I also wanted to let you know that I accepted your GW offer
- 5 I had my son fax it over for me
- 6 Did you receive it?

SRCAA stated

- 1 I have not received it yet
- 2 Gave alternate fax number
- 3 I will follow up with you next week after rep**AIRs**

Customer thanked SRCAA and ended call

*** COMMIT 07/16/2008 01:47 PM Eastern Daylight Time ABrown Action Type:Callback Required

*** CASE CLOSE 07/16/2008 01:48 PM Eastern Daylight Time ABrown

Case pending rep**AIRs** to seat bottom assy. Customer accepted GW offer.

*** NOTES 07/16/2008 03:02 PM Eastern Daylight Time ABrown Action Type:Manager review

SRCAA received accepted GW offer
SRCAA processing GW package to be sent to NCA

*** CASE CLOSE 07/16/2008 03:04 PM Eastern Daylight Time ABrown

*** FULFILL 07/23/2008 09:16 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** NOTES 08/20/2008 10:59 AM Eastern Daylight Time ABrown Action Type:Manager review

SRCAA received GW check
SRCAA sending check to customer

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735785 ██████████	K1622359	37,256
Winston Salem, NC	██████████	Prod. Date: 5/9/07	Dealer: NC053	Battleground Kia

Case History

Complaint Re: **AIR** Assistance

*** PHONE LOG 07/29/2009 08:53 AM US Mountain Standard Time DDailous
CUSTOMER STATES

1. I JUST BOUGHT A KIA IN JUNE AND WE HAVE TO TAKE IT BACK IN FOR **AIRBAG PASSENGER**-THE LIGHT STAYS ON
2. WE KEEP BRINGING IT BACK
3. THEY SAY WE ARE NOT SITTING IN THE CH**AIR** THE RIGHT WAY
4. THERE ARE FIVE DIFFERENT PEOPLE ALL DIFFERENT SIZES
5. WE WEIGH 125, 200 AND 300 LBS AND THE LIGHT JUST STAYS ON
6. WE ARE SITTING RIGHT

WRITER STATES

1. UPDATED. NO RECALLS, APOLOGIZED
2. THERE IS A CERTAIN WAY THAT SOMEONE NEEDS TO SIT IN THE SEAT IN ORDER FOR THE SENSORS TO REGISTER
3. WOULD LIKE FOR YOU TO LET US KNOW WHEN THE CAR WILL BE BACK AT NC053 FOR THIS CONCERN, WE CAN CALL WHILE THE CAR IS THERE AND MAKE SURE ALL OF KIA'S RESOURCES ARE BEING UTILIZED IN GETTING THIS TAKEN CARE OF FOR YOU
4. WOULD LIKE TO SUGGEST HAVING YOU SIT IN THE CAR AND SHOW THEM HOW YOU ARE SITTING AND SHOW THEM THAT THE LIGHT IS STILL ON SO WE CAN GO FROM THERE AND THAT WILL NO LONGER BE CONSIDERED THE PROBLEM
5. PROVIDED CALLBACK INFORMATION

*** CASE CLOSE 07/29/2009 08:53 AM US Mountain Standard Time DDailous

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 3

<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885██████████	K1570480	380
Port St Lucie, FL ██████████		Prod. Date: 4/2/08	Dealer: FL093 Bev Smith Kia	

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 03/30/2009 10:27 AM US Mountain Standard Time DDailous

CUSTOMER STATES

1. I GOT A NEW CAR AND I DON'T KNOW BUT THINK I HAVE A SAFETY ISSUE AND AM NOT HAPPY
2. DEALER WILL NOT TAKE CARE OF IT
3. THE **PASS**ENGER **AIR**BAG LIGHT STAYS ON
4. THEY TELL ME YOU GOTTA SIT A RIGHT WAY AND IT DIDN'T MAKE A DIFFERENACE
5. I AM READING THE BOOK AND IT LOOKS LIKE IF I NEEDED IT, IT WOULD NOT DEPLOY
6. I TALKED TO SERVICE MANAGER AND HE SAID TO CALL YOU
7. HE ASKED ME WHAT I WEIGH-I DO WEIGH SLIGHTLY UNDER 118
8. IF YOU HAVE A CHILD IN THAT SEAT, YOU COMPROMISE THEIR SAFETY

WRITER STATES

1. UPDATED, NO RECALLS, APOLOGIZED
2. YES YOU DO RISK A CHILDS SAFETY IN THE FRONT SEAT, THAT IS WHY YOU ARE NOT SUPPOSE TO PUT A CHILD IN THE FRONT SEAT WHERE THERE ARE **AIR**BAGS
4. THEY ARE SUPPOSE TO BE A CERTAIN WEIGHT AND AGE

CUSTOMER STATES

1. THE TPMS LIGHT CAME ON
2. NOTHING WAS WRONG WITH THE TIRES, THEY CLEARED AND RESET
3. IT IS RIGHT NEXT TO THE **AIR**BAG LIGHT AND WONDERING IF THAT IS RELATED
4. I DON'T FEEL SAFE
5. I DON'T WANT THIS CAR, WHAT DO I DO

WRITER STATES

1. THIS OFFICE IS HERE TO ASSIST WITH WARRANTY REP**AIR**S
2. IF YOU ARE INTERESTED IN BUY BACK OR LEMON LAW, YOU WILL WANT TO LOOK IN YOUR WCIM FOR THAT INFORMATION
3. WOULD DENCOURAGE YOU TO TAKE THE CAR IN HERE FOR THEM TO LOOK AT IT AND RUN SOME TESTS ON IT

CUSTOMER STATES

1. THEY PUT A GUY IN THERE THAT WAS LIKE 200LBS, WELL OF COURSE THE LIGHT GOES OUT FOR HIM
2. WHAT HAPPENS WHEN I TAKE IT BACK IN?

WRITER STATES

1. LET US KNOW WHEN THE APPT IS AND WE CAN CALL FL093 WHILE CAR IS THERE AND TALK TO THEM ABOUT THE ISSUE
2. PROVIDED CALLBACK INFORMATION

*** CASE CLOSE 03/30/2009 10:27 AM US Mountain Standard Time DDailous
ADVISED CUST TO MAKE APPT AND LET US KNOW WHEN IT IS

*** NOTES 04/02/2009 07:52 AM US Mountain Standard Time TMorales Action Type:Manager review

FL093 contacted Techline in case T1571900 for **OCS** light issue
Please contact dealer, then cust to assist

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735885 ██████	KI570480	380
Port St Lucie, FL ██████		Prod. Date: 4/2/08	Dealer: FL093 Bev Smith Kia	

Wtr called Bev Smith Kia spoke to SM Bert who states:

1. Customer came in today and I told him I would contact tech line and to come back tomorrow
 2. Techline said to do a re flash so I will be doing that tomorrow
 3. I have already let the DPSM know
- Thanked and call ended

*** PHONE LOG 04/03/2009 09:52 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called Bev Smith Kia spoke to SM Bert who states:

1. I talked to the customer today but he can't come in until Monday morning
- Thanked and call ended

*** PHONE LOG 04/07/2009 11:23 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called Bev Smith Kia spoke to SM Bert who states:

1. We re flashed the system per the DPSM and tech line
 2. The customer has the vehicle back and he seems happy
 3. We classify the customer as a small occupant
- Thanked and call ended

*** PHONE LOG 04/07/2009 11:23 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr left VM for customer to rtn call

*** PHONE LOG 04/08/2009 10:00 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr left VM for customer to rtn call

*** NOTES 04/08/2009 10:59 AM US Mountain Standard Time JSincl**AIR** Action Type:Manager review
Sent call me letter

*** CASE CLOSE 04/08/2009 11:00 AM US Mountain Standard Time JSincl**AIR**

*** PHONE LOG 04/08/2009 11:44 AM US Mountain Standard Time LSims Action Type:Incoming call

Mr ██████ stated

1. I am returning a call
2. I took the car in Monday and they re flashed the system
3. I am just monitoring it to see how it works

wtr stated

1. thank you for calling back
2. sorry for the problems
3. advised to call if the veh is taken back in

**Kia Motors America
Consumer Affairs Department**

<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]	K1570480	380
Port St Lucie, FL [REDACTED]		Prod. Date: 4/2/08	Dealer: FL093	Bev Smith Kia

*** CASE CLOSE 04/09/2009 04:29 PM US Mountain Standard Time JHirshfield

T A I D: [REDACTED]

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885 ██████████	K1469205	4,025
MILWAUKIE, OR ██████████		Prod. Date: 10/12/07	Dealer:	

Case History

Complaint *RepAIR* Assistance

*** NOTES 07/08/2008 11:12 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

The *PASS*enger-side *AIR*bag warning light often stays on with an adult seated. When I took the car in for rep*AIR*, the light worked properly at the dealer, so they said nothing could be done. They gave me instructions on how to get the light to go out, and I have followed them with mixed success.

Because the *AIR*bag turns off at random, regardless of how carefully the instructions are followed, the car effectively has no dependable crash protection for the *PASS*enger. I don't think this situation is good for my *PASS*engers, for me, or for Kia Motors.

*** PHONE LOG 07/09/2008 12:25 PM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Mr ██████████ and said

1. calling in regards to a concern

Mr ██████████ stated

1. my wife sits centered in the seat
2. the light does not go off
3. took to dlr, it works for the dlr
4. the dlr said they can change parts
- 5 but it would not be covered under warranty

wrt stated

1. did you already get a copy of the *AIR*bag brochure

Mr ██████████ stated

- 1 yes I did and we have tried everything on that brochure

wrt stated

1. apologized
2. KMA would like to oversee the rep*AIR* of your veh and help the dlr
3. exhaust all resources to help rep*AIR* your veh
4. will follow up with the dlr and contact you with any new information
5. as soon as it is available
6. veh will need to be at the kia dlr first
7. dlr may need to check the *OCS* system to make sure there are no defects

Mr ██████████ stated

1. ok have an oil change due soon
2. I will bring the veh in then
3. will call you if I have any further problems

*** CASE CLOSE 07/09/2008 12:26 PM US Mountain Standard Time RHall

*** CASE CLOSE 10/07/2008 01:49 PM US Mountain Standard Time TMorales

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1469205	4,025
MILWAUKIE, OR ██████████		Prod. Date: 10/12/07	Dealer:	

AIR BAG TREAD REVIEW COMPLETE

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736575 ██████████	K1278909	326
Rio Rancho, NM ██████████		Prod. Date: 9/27/06	Dealer: nm010 Garcia Kia	

Case History

Complaint Techline Escalation

*** PHONE LOG 02/16/2007 07:25 AM US Mountain Standard Time JCook
IQS TECHLINE CASE:

Customer having an **OCS** light problem.
Please contact dealer then customer.

*** PHONE LOG 02/16/2007 03:17 PM US Mountain Standard Time SBowyer Action Type:Outgoing call
SVC ADV PEGGY NM010 STATED (SVC MGR UNAVAILABLE)
1.CUST WAS IN YESTERDAY

2.HE SAYS HE HAS A PROBLEM WITH THE **OCS** LIGHT. BUT WITH HIS WIFE,ME, MR.COOMBS.MY TECH. WE ALL SEE THAT THERE WAS A NO DUPLICATION
3.SHE IS A BIG WOMAN. BUT IT WENT OFF EVERYTIME SHE SAT DOWN AND WAS WORKING FINE
4.WE DID TAKE IT BACK AND HOOKED IT UP TO THE COMPUTER. TECHLINE DIDNT KNOW OF ANY PROBLEMS
5.THE CUST DID SAY THAT WHEN THEY SCOOT THE SEAT BACK, IT SEEMED TO WORK BETTER

*** PHONE LOG 02/16/2007 03:19 PM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER LVM FOR CUST STATING

1.CALLING IN REGARDS TO SVC VISIT
2.PLEASE CALL WRITER BACK
3.GAVE WRITER CONTACT INFO

*** PHONE LOG 02/20/2007 09:58 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER LVM FOR CUST STATING

1.CALLING IN REGARDS TO SVC VISIT
2.PLEASE CALL WRITER BACK
3.GAVE WRITER CONTACT INFO

*** NOTES 02/20/2007 10:08 AM US Mountain Standard Time SBowyer Action Type:Manager review
call me letter sent

*** CASE CLOSE 02/20/2007 10:09 AM US Mountain Standard Time SBowyer

*** PHONE LOG 02/20/2007 10:55 AM US Mountain Standard Time TShamburger Action Type:Incoming call
Mr. ██████████ called back

I got msg to call you

wrt states

I Spencer was just calling b/c KMA knows you bought a new kia and wanted to know if you had any questions for us or any thing we could asst you with

cust states

1.No. I have no questions and dlr took care of us fine and took care of the concern.

2. thank you.

wrt thanked cust for calling us back and call ended.

*** CASE CLOSE 02/20/2007 10:56 AM US Mountain Standard Time TShamburger

Kia Motors America
Consumer Affairs Department

Page 1 of 5

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1427326	5,300
Nacogdoches, TX ██████████		Prod. Date: 11/3/06	Dealer: TX057 Barrett Brothers Kia	

Case History

Complaint **Re: AIR** Acceptance

*** PHONE LOG 03/21/2008 08:27 AM US Mountain Standard Time CHart
cust called

1. i have a complaint on a kia sorrento
2. i bought the veh in august of last year
3. i've had it in the shop 4 times now
4. on the **PASS**enger side -- the **AIR**bag light doesn't work all the time
5. we've read over the manual
6. the day we bought the veh - they changed out the seat
7. 2 weeks later -- we took it in -- they had the veh for about 2.5 weeks
8. it still wasn't fixed
9. we took it back in
10. they didnt know how to fix it -- they told us that they would call us when they have more info
11. last week we took a trip -- tried to use the a/c -- wouldn't cool
12. it's very intermitant
13. my husband took the veh in today
14. the a/c was cooling fine when it was taken in
15. i know that the a/c is covered for 12/12
16. i'm not complaining about the dlr service -- just want it done
17. i have a rust spot on the back door
18. paint has come off of that area -- the dlr said it was a rock chip

wrt states

1. apologize
2. advised wrt can follow up w/ the dlr
3. advised a/c componets are covered 5/60 LBW
4. will call cust when info available
5. provided case# and ext
6. advised cust rock chips are not covered under mfr warranty

cust thanked wrt -- call ended

*** PHONE LOG 03/21/2008 10:09 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlr TX057 -- spoke w/ SM Jim

1. husband came in this morning
2. she has the sorrento with the **PASS**enger **AIR**bag light
3. spoke w/ my dpsm -- they are trying to develope a tool for the dlr
4. it's a reprogramming issue
5. we drove the veh for 7 miles for the a/c -- no duplication
6. one of the side rear doors
7. on the test drive -- we took it to the body shop we use
8. he said that it's a rockchip
9. there was a slight dent in the back quater panel
10. we rubbed it out -- approved by JHerrera
11. this current one isn't covered by the warranty

wrt thanked Jim - call ended

*** PHONE LOG 03/21/2008 10:36 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dpsm JHerrera

wrt states

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1427326	5,300
Nacogdoches, TX ██████████		Prod. Date: 11/3/06	Dealer: TX057	Barrett Brothers Kia

1. calling regarding case

JHerrera states

1. we are trying to obtain the tool
2. as soon as i get it , i'll get it to the dlr for the customer
3. the paint chip was caused by an outside influence
4. we aren't going to cover that

wrt thanked JHerrera -- call ended

*** PHONE LOG 03/21/2008 12:46 PM US Mountain Standard Time CHart Action Type:Outgoing call

called cust -- left VM

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

*** PHONE LOG 03/24/2008 08:08 AM US Mountain Standard Time CHart Action Type:Outgoing call

called cust

wrt states

1. calling regarding veh
2. advised dpsm working to obtain tool for **OCS** rep **AIR**
3. advised paint chip/rust due to outside influence striking veh
4. this has been confirmed by dlr and body shop

cust started yelling

1. i want someone from kia to get up off their butt and look at my veh
2. ((cust repeated statement))

wrt states

1. requested cust speak w/ wrt in professional manner
2. advised cust for request

cust interrupted -- yelling

1. give me someone higher than you

wrt states

1. requested cust maintain professional manner

cust interrupted -- yelling

1. i want kia to get up off their butt and look at my veh

wrt states

1. advised for request -- cust would need to contact kia dlr for appointment when dpsm will be there

cust interrupted again

1. i want kia to look at veh

wrt advised cust

1. advised cust to follow instruction

Kia Motors America
Consumer Affairs Department

Page 3 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736275 ██████████	K1427326	5,300
Nacogdoches, TX ██████████		Prod. Date: 11/3/06	Dealer: TX057 Barrett Brothers Kia	

2. if cust cannot refrain from yelling -- wrt will disconnect call and call back later

cust yelled

1. i want kia to look at my veh
2. i already spoke w/ the dlr -- they won't do anything
3. do i have to get my lawyer?

wrt states

1. advised this is the process
2. cust has choice of next actions to be taken

cust interrupted -- yelling

wrt states

1. apologize
2. advised wrt disconnecting call

cust hung up

*** PHONE LOG 03/24/2008 08:13 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dpsm JHerrera

wrt states

1. calling regarding cust veh
2. advised cust yelling and stated would contact lawyer
3. cust wants kia to look at veh
4. wrt advised next time dpsm is at the dlr -- cust can make appointment

JHerrera states

1. i'm not due out to that dlr for at least 2 weeks
2. we can have a regional CA tell the cust this as well
3. as far as the **OCS** -- we can see if we can expedite the tool
4. can you send me a copy of the case notes?

wrt thanked JHerrera -- call ended

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

Send to:[JHerrera@kiausa.com]

Jesse,

here are the case notes.

Chris
x45862

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

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_K1427326_CHart_03-24-2008091448.doc>>

**Kia Motors America
Consumer Affairs Department**

Page 4 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1427326	5,300
Nacogdoches, TX ██████████		Prod. Date: 11/3/06	Dealer: TX057	Barrett Brothers Kia

*** NOTES 03/24/2008 08:50 AM US Mountain Standard Time CHart Action Type:Manager review forwarding to region for handling

1. cust called regarding **OCS** concern and paint rust issue
2. dpsm advised working to obtain tool for rep. **AIR** for **OCS**
3. paint chip due to rock / obstruction
4. dpsm not offering coverage for outside influence
5. dlr had veh checked by body shop-- confirmed diagnosis
6. wrt called cust -- cust irate about paint chip
7. demanded someone look at veh from kia
8. wrt explained process -- cust yelled at FCM stating will contact lawyer
9. called dpsm to advise
10. forwarding to region for further handling

*** PHONE LOG 03/24/2008 09:31 AM US Mountain Standard Time CHart Action Type:Incoming call cust called

1. you called to tell my husband about the paint issue
2. i need to speak w/ someone who matters
3. the a/c still isn't cooling
4. and you didn't discuss the **AIR** bag concerns w/ my husband
5. we are going to get thē paint fixed -- wether we pay for it or kia does
6. but we are never going to buy another kia

wrt states

1. apologize
2. advised wrt did inform cust's husband of **OCS** concern
3. re-advised dpsm working to obtain tool to correct problem
4. advised case has been forwarded to regional dept for further handling

cust understood -- call ended

*** PHONE LOG 03/24/2008 04:12 PM Pacific Daylight Time LNavarro Action Type:Outgoing call WRCAA CALLED. SPOKE WITH DPSM J.HERRERA:

1. ADVISED BARRY NELSON, NATL TOOL & EQUIP ADMIN WILL BE SENDING
2. **OCS** TOOL DIRECTLY TO JIM HOLTON - SERV MGR AT DLR TX057
3. J.HERRERA AGREED TO CONTACT SERV MGR BECAUSE HE WOULD ALSO
4. LIKE HIM TO MAKE SURE OTHER (LIKE) VEHICLES' **OCS** PROBS WILL BE
5. ADDRESSED AT DLR WHILE THEY HAVE **OCS** TOOL

WRCAA CALLED CUSTOMER AT 936-564-7916:

1. APOLOGIZED FOR ANY INCONVENIENCES
2. EXPLAINED **OCS** TOOL BEING SENT TO DLR
3. ADVISED SERV MGR JIM HOLTON W'BE CALLING CUST FOR APPT
4. TO HAVE **OCS** R/PROGRAMMED
5. CUST THANKED WRCAA FOR THE PHONE CALL & ASSISTANCE

*** CALL CENTER 03/24/2008 04:12 PM US Mountain Standard Time CHart Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 5 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1427326	5,300
Nacogdoches, TX ██████████		Prod. Date: 11/3/06	Dealer: TX057 Barrett Brothers Kia	

*** EMAIL IN 04/01/2008 11:11 PM Pacific Daylight Time CLARIFY@KIAPROD.KIAUSA.COM

DLRTX057 Re: Name/Vin# ██████████ KNDJD736275 ██████████ MARCUS CALLED AND LEFT
A MESSAGE. MS. CORMAN CALLED BACK ON 3/31/2008 AND STATED THAT IT MAY BE 2 WEEKS BEFORE SHE
COULD GET IN BUT THAT SHE WOULD CALL BACK AGAIN FROM HER OFFICE AND SCHEDULE IT IN

*** CASE CLOSE 04/14/2008 09:32 AM US Mountain Standard Time JHirshfield

4 1 1

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 AT	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736075 ██████████	K1346999	39,000
Mount Holly, NC ██████████		Prod. Date: 11/1/06	Dealer: NC052 Kia of Gastonia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 08/13/2007 03:47 PM US Mountain Standard Time LSims
CALLER ██████████ STATES:

- 1 THE **PASSE**NGER SIDE **AIR**BAG LIGHT IS SUPPOSED TO GO ON 50LBS OF MORE
2. IT STAYS ON - THE SM CHAD SAID THAT IT WAS A PROBLEM WITH PROGRAMING THAT KIA KNOWS ABOUT
- ** SAID THAT THEY WILL CALL US WHEN THERE IS A FIX
3. HOW LONG IS THAT SUPPOSED TO TAKE
4. MY CONCERN IS THAT WE ARE DRIVING AROUND IN A VEH THAT THE **AIR**BAGS ARE NOT WORKING AS DESIGNED
5. WHAT ARE WE SUPPOSED TO DO
6. THEY HAVE SAT IN THE SEATS THEM SELVES AND THE LIGHT DID NOT GO OFF
7. BUT THEY HAVE NOT REPLACED ANY PARTS
8. MY # IS ██████████

WTR STATES:

1. APOLOGIZED
- 2 WTR IS NOT AWARE OF A PROBLEM WITH THE **AIR**BAG THAT DOES NOT HAVE A FIX
3. WTR WILL FOLLOW UP AT THE DEALER AND CB

*** CASE CLOSE 08/13/2007 03:47 PM US Mountain Standard Time LSims

*** CASE CLOSE 10/03/2007 01:44 PM Pacific Daylight Time ELau
Tread Review Completed

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

<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]	K1414091	7,500
West Palm Beach, FL [REDACTED]		Prod. Date: 5/9/07	Dealer: FL075 Napleton's Kia	

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 02/14/2008 07:24 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. THERE IS A BAD PULL TO THE RIGHT AND THE **AIR** BAG ON THE **PASS**ENGER SIDE DOES NOT ALWAYS ACTIVATE WHEN SOMEONE SITS THERE.
2. IT IS GETTING MORE CONSISTENT AS WELL.
3. THE DEALERSHIP IS BLOWING US OFF LIKE WE ARE CRAZY. WE WANT THIS TAKEN CARE OF THIS IS A SAFETY ISSUE.
4. THEY ARE ALSO TELLING US THEY DO NOT OFFER RENTALS BUT WE PURCHASED AN EXTRA AGREEMENT THAT WOULD ALLOW RENTALS.
5. I AM VERY FRUSTRATED WITH THIS SITUATION
6. MY HUSBAND ALSO SAYS THE TRANSMISSION IS HUMMING AND HESITATING. HE IS A MASTER MECHANIC.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I WILL HAVE TO CALL THEM AND THEN GO FORM THERE.
3. WE ARE HERE TO FIX THE VEHICLE AND NOT FIXING IT IS NOT AN OPTION.
4. WE HAVE RESOURCES AS WELL TO FIX THE CAR.
5. LET ME CALL THEM AND SPEAK TO THE SERVICE MGR AND THEN I CAN GO FROM THERE.
6. ONCE I SPEAK TO THEM I WIL CALL YOU BACK

WRITER CALLED NICOLE IN SERVICE AND LEFT MESSAGE FOR SERVICE MGR TO RETURN CALL.
WRITER TRIED SEVERAL TIMES TO REACH THE SERVICE MGR WITH NO ANS.

*** PHONE LOG 02/14/2008 09:04 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER BACK
WRITER STATES.

1. I COULD NOT REACH THE SERVICE MGR BUT I LEFT HIM A MESSAGE TO RETURN CALL.

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 02/14/2008 09:49 AM US Mountain Standard Time SLarez Action Type:Outgoing call
CUSTOMER CALLED ME BACK FROM THE DEALERSHIP
CUSTOMER STATES.

1. I AM HERE NOW AND THEY ARE TELLING ME KIA IS GOING TO HAVE TO SEND A REP OUT.
2. WHY DON'T THEY JUST REPLACE THE SEAT.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE LET ME CALL THEM NOW UNLESS YOU CAN GET ME TO THE SERVICE MGR.

WILL CAM ON LINE. (SERVICE MGR)

WILL STATES.

1. WE HAVE NOT LOOKED AT THE TRANSMISSION YET BUT THE **AIR** BAG IS THE KNOWN CONCERN.

WRITER STATES.

1. HAVE YOU INVOLVED D. STEVENS SO WE CAN GET THE F.T.R OUT THERE TO REPROGRAM

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1414091	7,500
West Palm Beach, FL ██████████		Prod. Date: 5/9/07	Dealer: FL075 Napleton's Kia	

SVC MGR STATES
1. NO.

WRITER STATES.
1. I WILL CALL THE KIA REP AND THEN WE CAN GO FROM THERE.

*** PHONE LOG 02/14/2008 10:05 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED DON STEVENS
DON STATES.

1. I WILL BE IN NAPELTON NEXT WEEK.
2. I HAVE THE TOOL NEXT WEEK AS WELL. I WILL BE THERE THE 21ST AT ABOUT 230
3. ONCE I REACH WILL I WILL RETURN YOUR CALL AND LET YOU KNOW WHEN THIS WILL BE TAKEN CARE.
4. THE TRANSMISSION MAY BE A NORMAL CHARACTERISTIC ON IT
5. I WILL HAVE WILL CALL YOU BACK OR I WILL CALL YOU BACK

WRITER STATES.
1. THANK YOU.

*** PHONE LOG 02/14/2008 10:10 AM US Mountain Standard Time SLarez Action Type:Incoming call
DON STEVENS CALLED BACK
DON STATES.

1. I WILL BE AT THE DEALERSHIP TODAY TO HANDLE THE REPROGRAMMING OF IT.
2. THE DEALERSHIP SAID THE **AIR** BAG PROBLEM IS THERE AND THEY ALSO TOLD ME IT HAS A HESITATION AT ACCELERATION
3. THEY ARE TEST DRIVING THE ACCELERATION CONCERN
4. I WILL CALL YOU BACK ONCE I REPROGRAM THE MODULE FOR THE **AIR** BAG TO MAKE SURE IT IS WORKING. DO NOT CLOSE THE CASE YET.

WRITER STATES.
1. YES SIR.

*** PHONE LOG 02/15/2008 12:30 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 02/18/2008 02:56 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK
WRITER STATES

1. I AM CALLING ABOUT THE CAR.
2. I WANTED TO SEE HOW IT IS.

CUSTOMER STATES.
1. THE SEAT WAS RECALIBRATED. AND IT WORKS PERFECT NOW.
2. THANK YOU

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1414091	7,500
West Palm Beach, FL ██████████		Prod. Date: 5/9/07	Dealer: FL075 Napleton's Kia	

3. THERE IS A NOISE IN THE REAR BUT WE ARE NOT GOING TO WORRY ABOUT IT, I DO NOT HEAR IT BY MY HUSBAND THE MECHANIC DOES
4. HE SAID HE IS GOING TO WAIT UNTIL IT GETS MORE CONSISTENT.
5. THANK YOU FOR EVERYTHING.

WRITER STATES.

1. YOU HAVE MY INFORMATION IF YOU NEED IT.

*** CASE CLOSE 02/18/2008 02:58 PM US Mountain Standard Time SLarez

*** NOTES 03/05/2008 12:21 PM Pacific Daylight Time KWarren Action Type:Manager review
Apology letter and \$25 gift card sent to customer 3/5/08 due to problems early in ownership.

*** CASE CLOSE 03/05/2008 12:22 PM Pacific Daylight Time KWarren

*** NOTES 04/09/2008 04:14 PM US Mountain Standard Time JIirshfield Action Type:Manager review
Tread Review - JH

**Kia Motors America
Consumer Affairs Department**

Page 1 of 8

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735X85██████████	K1597323	4,000
Arlington, TN ██████████		Prod. Date: 10/11/07	Dealer: TN027	Gossett Kia

Case History

Complaint Replacement

*** PHONE LOG 06/08/2009 08:11 AM US Mountain Standard Time TDonnelly

CUSTOMER STATES(MRS ██████████)

1. MY HUSBAND PURCHASED CAR NEW FROM (TN027) FOR GRADUATION PRESENT.
2. CAR HAS BEEN BACK TO DEALER 12X FOR REPAIRS SINCE PURCHASE.
3. CURRENTLY CAR IS IN SHOP FOR THERMOSTAT
4. MY COMPLAINT IS NOT WITH DEALER. IT IS WITH KMA.
5. I WANT KMA TO REPLACE THIS CAR
6. CAR HAS BEEN IN 5-6X FOR *PASSENGER AIRBAG* LIGHT
7. DEALER HAD TO REPLACE SEAT TO ADDRESS THIS CONCERN.
8. CAR HAS BEEN IN 3X FOR AC CONCERNS AND NOW FINALLY THEY ADVISE IT IS THE THERMOSTAT
9. CAR ALSO WENT IN 2X AT LEAST FOR TPMS CONCERNS.
10. I DO NOT WANT THIS CAR ANY LONGER, TIRED OF BRINGING CAR TO SHOP FOR REPAIRS ALL THE TIME.
11. DEALER DID PROVIDE CAR TO DRIVE THIS TIME
12. OTHER TIMES I HAVE HAD TO SIT IN DEALERSHIP AND WAIT FOR REPAIRS.
13. WILL ADVISE MY HUSBAND THAT WRITER EXPLAINED TO FOLLOW STEPS IN MANUAL FOR ARBITRATION.
14. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. EXPLAINED THAT KMA PROVIDES WARRANTY TO ADDRESS REPAIRING VEHICLE FOR ANY VERIFIED DEFECTS AT NO COST TO CUSTOMER.
3. ADVISED THAT KMA REPLACEMENT POLICY IS MANDATED BY STATE LAWS IN CUSTOMERS STATE
4. LAW DOES DIFFER FROM STATE TO STATE. CAN NOT ADVISE IF CUSTOMER MEETS PARAMETERS AS MANDATED BY STATE.
5. IF CUSTOMER WOULD LIKE TO READ WARRANTY AND CONSUMER INFO MANUAL AND FOLLOW STEPS IN MANUAL TO PURSUE ARBITRATION PROCESS IF CUSTOMER FEELS VEHICLE MEETS PARAMETERS AS MANDATED BY STATE.
6. WRITER IS LOOKING AT WARRANTY HISTORY. DO APOLOGIZE BUT CAN NOT SEE CAR HAS BEEN IN SHOP FOR REPAIRS 12X
7. KCC WILL CONFIRM HISTORY AND CURRENT DIAGNOSIS.
8. CUSTOMER WILL NEED TO FOLLOW STEPS TO PURSUE ARBITRATION PROCESS IF REQUESTING REPLACEMENT.

*** PHONE LOG 06/08/2009 08:26 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SVC MGR. JOHN (TN027)
2. ADVISED CUSTOMER HAS CALLED KCC
3. CUSTOMER REQUESTING REPLACEMENT OF VEHICLE
4. CAN DEALER ADVISE CURRENT DIAGNOSIS AND REPAIR HISTORY? :
5. WHEN DOES DEALER EXPECT PARTS?
6. THANKS FOR INFO.

DEALER STATES:

1. CAR CAME IN FIRST TIME AT 349 MILES-EXTENDED CRANK TIME-ORDERED ECU-REPLACED ECU NEXT DAY.
2. CAR WAS NOT DOWN WHEN PART WAS ORDERED. SHE DROVE AND BROUGHT BACK NEXT DAY.
3. CAR CAME BACK WITH 627 MILES-*OCS* OFF LIGHT ON-REPLACED SEAT CUSHION

Kia Motors America
Consumer Affairs Department

Page 2 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85 ██████████	K1597323	4,000
Arlington, TN ██████████		Prod. Date: 10/11/07	Dealer: TN027	Gossett Kia

5. 4/30-INSTALL SPECIAL ORDER PART-TRIM PANEL
6. 5/22-COMPLETED RECALL (SC076)
7. 6/1-AC BLOWS WARM-DID EVACUATE AND RECHARGE OF SYSTEM-FREON LOW
8. 6/5-AC BLOWS WARM-E ORDERED THERMISTER FOR AC-DPSM AARON SHOEMO AUTHORIZED RENTAL
9. WE SHOULD GET PART TODAY.

*** PHONE LOG 06/08/2009 09:23 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO DPSM. AARON SHOEMO
2. ADVISED CUSTOMER HAS CALLED KCC REQUESTING REPLACEMENT OF VEHICLE.
3. CUSTOMER STATES CAR HAS BEEN BACK 12X FOR REPAIRS SINCE PURCHASE.
4. CAR IS CURRENTLY IN SHOP FOR AC BLOWING WARM-THERMISTER ON ORDER
5. DEALER "E" ORDERED PART FRIDAY, EXPECTS PART TODAY.
6. CUSTOMER HAS BEEN PROVIDED CAR TO DRIVE.
7. CUSTOMER STATES TOO MANY TIMES IN SHOP IN SHORT TIME
8. REVIEWED HISTORY PER SVC MGR. JOHN
9. WRITER EXPLAINED KMA TO REPAIR WITHIN TERMS OF WARRANTY FOR ANY VERIFIED DEFECTS.
10. EXPLAINED TO CUSTOMER KMA HERE TO WORK WITH DEALER AND CUSTOMER TO ADDRESS REPAIRS.
11. CUSTOMER STATED SHE WANTED CAR REPLACED. TOO MANY CONCERNS.
12. WRITER EXPLAINED THAT IF CUSTOMER FELT VEHICLE MEET PARAMETERS AS MANDATED BY STATE. CUSTOMER
WOULD NEED TO FOLLOW STEPS IN MANUAL TO PURSUE ARBITRATION PROCESS.
13. GOING TO DISPATCH TO REGION. NEW CAR. LOW MILES. MULTIPLE REPAIRS.

DPSM AARON SHOEMO STATES:

1. CUSTOMER IS JUST USING WARRANTY FOR REPAIRS. KMA DOES NOT REPLACE BECAUSE CAR HAD TO BE REPAIRED.
2. WONDER WHY DEALER IS HAVING TO ORDER PARTS. THEY SHOULD BE STOCKING MORE PARTS
3. WILL REVIEW WITH DEALER
4. WILL BE FINE TO DISPATCH TO REGION FOR VISIBILITY.

*** NOTES 06/08/2009 09:25 AM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:

1. CONFIRMED DEALERS PARTS ORDER PLACED 6/5/09-ORDER NUMBER IS-1799A-E ORDER
2. PART NUMBER IS-97614 3E260

*** NOTES 06/08/2009 09:27 AM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:

1. DISPATCHING CASE TO REGION FOR VISIBILITY AND CUSTOMER CONTACT.
2. CUSTOMER IS REQUESTING REPLACEMENT OF VEHICLE
3. CUSTOMER STATES MULTIPLE REPAIRS. NEW CAR
4. CAR IS CURRENTLY AT (TN027) FOR AC BLOWING WARM
5. DEALER HAS THERMISTER ON ORDER-PART E ORDERED 6/5/09
6. CUSTOMER UPSET BECAUSE OF MANY TRIPS TO DEALER AND WANTS CAR REPLACED.
7. WRITER ADVISED THAT KMA WILL REPAIR FOR ANY VERIFIED DEFECTS WITHIN TERMS OF WARRANTY.

Kia Motors America
Consumer Affairs Department

Page 3 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85██████████	K1597323	4,000
Arlington, TN ██████████		Prod. Date: 10/11/07	Dealer: TN027	Gossett Kia

8. PLEASE REVIEW WITH CUSTOMER FOR EARLY INTERVENTION AND ASSISTANCE.

*** NOTES 06/09/2009 08:26 AM Eastern Daylight Time DABurke Action Type:Manager review

Called the customer and stated:

1. I am calling to discuss your case.
2. My KCC forwarded your case to me for review.
3. I apologize for the concerns that you have been experiencing with your vehicle.
4. I see that you have been in for A/C, **AIR** bag light and TPMS concerns are these concerns still present?

Mr. C states:

1. The A/C concern is and the vehicle is at the shop right now for the rep **AIR**.
2. The only good experience we have had with this vehicle is when we first drove the vehicle home off the lot.
3. 2 days later we had to take the vehicle back in for a no start issue.
4. We have been back 12x since then and we are very frustrated.

Wir states:

*** NOTES 06/09/2009 08:36 AM Eastern Daylight Time DABurke Action Type:Manager review

Continuing notes:

1. Apologized for issues.
2. I am going to call the dir and review your case with them.
3. Then I am going to have to request R.O.'s be faxed to me so that I can review them.
4. Once I have reviewed your case I will call you back with a solution.

Mr. C states:

1. Once you have reviewed the case please contact my wife at 901-674-7460.
2. She is the one that drives the vehicle.

Wir states:

1. I will give her a call once I have reviewed the case.
2. Provided contact information thanked the Mr. C and ended the call.

*** NOTES 06/09/2009 08:41 AM Eastern Daylight Time DABurke Action Type:Manager review

Called John Srvc Mngr and stated:

1. John can you please fax over the ██████████ R.O.'s?

John states:

1. Of course I will Danielle.

Wir states:

1. Provided contact information and ended the call.
2. Waiting on R.O.'s

*** NOTES 06/15/2009 02:24 PM Eastern Daylight Time DABurke Action Type:Manager review

Mrs. ██████████ called and stated:

1. I am very upset not at you but at the situation.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 8

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735X85██████████	K1597323	4,000
Arlington, TN ██████████		Prod. Date: 10/11/07	Dealer: TN027 Gossett Kia	

3. We have no electricity and my Van is how we are keeping cool.
4. Today the A/C went out again my family is hot and frustrated.

Wtr states:

1. I apologize about your situation and I understand why you are upset.
2. I hope that your family is ok after the storms?

Mrs. ██████████ states:

1. Everyone is ok but we have land damage.

Wtr states:

1. Are you taking the vehicle to the dlr now?

Mrs. ██████████ states:

1. I am about 20 minutes away.

Wtr states:

1. Let me call the dlr and give him a heads ups that you are on your way.

Mrs. C states:

1. Thank you so much for your help I really appreciate you.

Wtr states:

1. I want to thank you for your patience.
2. I will call you back when I get off the phone with the dlr.
3. Thanked the customer and ended the call.

*** NOTES 06/15/2009 02:28 PM Eastern Daylight Time DABurke Action Type:Manager review

Called the dlr and stated:

1. I am calling because Mrs C is on her way back.
2. Her A/C went out again and she has no electricity to her house so to the tornados this weekend.
3. do you have alt transportation for this customer?

Wilson Srv Adv states:

1. No. I will have to get her a rental.
2. We did have some wicked weather this weekend.
3. Thank you for calling and letting me know.

Wtr states:

1. Thank you.
2. Ended the call.

*** NOTES 06/15/2009 02:35 PM Eastern Daylight Time DABurke Action Type:Manager review

Called the customer and stated:

1. I just spoke to Wilson and he is waiting on you.
2. He is going to give you alternate transportation as well.

Mrs. C states:

1. I cannot thank you enough Danielle you have been great.

**Kia Motors America
Consumer Affairs Department**

Page 5 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85 ██████████	K1597323	4,000
Arlington, TN ██████████		Prod. Date: 10/11/07	Dealer: TN027	Gossett Kia

Wtr states:

1. It is my pleasure.
2. I apologize for the issues that you have experienced with your vehicle.
3. I will call you to let you what is going on.
4. Thanked the customer and ended the call.

*** NOTES 06/18/2009 02:36 PM Eastern Daylight Time DABurke Action Type:Manager review

Mrs. ██████████ LVM stating:

1. I am so frustrated the A/C in the vehicle is still not working.
2. I picked the vehicle's up and the A/C only worked for a little while.
3. Please call me back when you get this message.
4. Message ended.

*** NOTES 06/18/2009 04:17 PM Eastern Daylight Time DABurke Action Type:Manager review

Called John Srv Mngr and stated:

1. John, I am calling about the ██████████ vehicle did you speak to the cust?

John states:

1. The vehicle is here now and so is the customer.
2. We duplicated the customer's concern and we are working on it right now.
3. I will call you back and let you know what we are doing.
4. I contacted T/L for assistance.

Wtr states:

1. I will call you in the morning and get an update.
2. Thanked John and ended the call.

*** NOTES 06/18/2009 04:36 PM Eastern Daylight Time DABurke Action Type:Manager review

Called the customer and stated:

1. I am calling to discuss your case.
2. I spoke to John Srv Mngr and he explained that he duplicated your concern and they are in the process of repAIRing the vehicle now.

Mrs. ██████████ states:

1. I was at the dealer and they put me in rental this time it is a bigger rental.
2. I am going out-of town today and I will be back on Sunday evening.
3. Danielle, I do not want to get rid of my vehicle the I love the car.
4. My husband wanted me to call the BBB but I do not want to do that.
5. This SUV is perfect for me I am 4"11 and this truck fits my size great.
6. I just want my vehicle to work properly.

Wtr states:

1. I apologize for what you have endured with your vehicle.
2. Kia prides it's self on customer satisfaction and we are going to make this situation right.
3. I am going to call in on Monday morning to give you an update on your truck.
4. Also, because of the concerns that you have experienced once the vehicle is repAIRed I will discuss a GW settlement with you.
5. Thanked the customer and ended the call.

**Kia Motors America
Consumer Affairs Department**

Page 6 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85██████████	K1597323	4,000
Arlington, TN ██████████		Prod. Date: 10/11/07	Dealer: TN027	Gossett Kia

*** NOTES 06/23/2009 02:22 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Tried to call the dlr to get an update on the vehicle.
2. There was no answer LVM for call back.

*** NOTES 06/24/2009 02:07 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr called the dlr and stated:

1. John I am calling to talk to you about the Coverdale vehicle.

John states:

1. I spoke to the customer yesterday and she said that the AC is working fine but there is a noise in the back door of her vehicle.
2. I told her to bring it by today but she did not have the time so she said that she would bring it by at a different time.

Wtr states:

1. Can you please fax over the R.O.'s the last time I asked for them you sent me the history and I cannot use that.

John stated:

1. Ok, give me a minute and I will fax them to you.

Wtr states:

1. thanked John and ended the call.

*** NOTES 06/24/2009 02:09 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

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

*** NOTES 06/26/2009 02:47 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

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

*** NOTES 07/01/2009 02:41 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

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

*** NOTES 07/01/2009 04:19 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. I am calling to disc

*** NOTES 07/06/2009 09:11 AM Pacific Daylight Time MHillegas Action Type:Manager review
TREAD REVIEW COMPLETE.

Kia Motors America
Consumer Affairs Department

Page 7 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85 ██████████	K1597323	4,000
Arlington, TN ██████████		Prod. Date: 10/11/07	Dealer: TN027	Gossett Kia

*** NOTES 07/07/2009 08:34 AM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Received a BBB notification for Mr. Coverdale.
2. Wtr made previous offer of 2 carpayments customer wants vehicle brought back.
3. Kia has not had there F/R will contact the BBB and request the final rep **AIR**.

*** NOTES 07/14/2009 02:25 PM Eastern Daylight Time DABurke Action Type:Manager review

Cust LVM stating:

1. Danielle. my husband would like to talk to you about that offer that you made earlier.
2. Please call me when you get this message.

*** NOTES 07/14/2009 02:26 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

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

*** NOTES 07/14/2009 05:46 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Made the customer a \$1,500 offer with FTR.
2. Waiting on customer call back.

*** NOTES 07/16/2009 03:51 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Mailed customer offer letter for \$1500 also sent a copy of the letter to the BBB.
2. Waiting on response from the customer.

*** PHONE LOG 08/11/2009 01:37 PM Eastern Daylight Time DABurke Action Type:Incoming call

Mrs. ██████████ called and LVM stating:

1. I am calling to discuss my case.
2. I am still having issues with my A/C it is not blowing cold at all.
3. Please call me when you get this message.
4. end of call.

*** PHONE LOG 08/11/2009 01:54 PM Eastern Daylight Time DABurke Action Type:Outgoing call

Called the dlr and stated:

1. Is the Coverdale vehicle back at your dlr?

John states:

1. The vehicle is here and we spoke to Richard FTR and he said that Kia is aware of the problem but there is no fix.

Wtr states:

**Kia Motors America
Consumer Affairs Department**

Page 8 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85 ██████████	K1597323	4,000
Arlington, TN ██████████		Prod. Date: 10/11/07	Dealer: TN027 Gossett Kia	

2. I will call the customer and let her know.
3. Thanked John and ended the call.

*** PHONE LOG 08/11/2009 01:55 PM Eastern Daylight Time DABurke Action Type: Incoming call

Wtr states:

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

*** NOTES 08/17/2009 08:28 AM Pacific Daylight Time KWarren Action Type: Correspondence rec.

NCA rec'd letter from customer

1. Cust states in pursuant to our multiple rep**AIR**s on the above mentioned vehicle we are issuing KMA, Inc. a final rep**AIR** demand.
2. Cust states we have returned our vehicle for another rep**AIR** and been told that there is no more rep**AIR** they can do on our **AIR** conditioner on said vehicle.
3. Cust states in compliance with the Tennessee Lemon Law we are issuing this demand as the final step to having our vehicle replaced by KMA, Inc.

Wtr to attach to case and re-assign to DABurke for further handling.

*** PRIORITY CHANGE 08/17/2009 08:28:50 AM KWarren

*** NOTES 08/18/2009 10:40 AM Eastern Daylight Time DABurke Action Type: Manager review

Wtr states:

1. Received FR set the date for 8/24/09.
2. fax copy of the letter to dlr and DPSM.

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1414617	11,377
Killeen, TX ██████████		Prod. Date: 11/15/06	Dealer: TX021	Dennis Eakin Kia

Case History

Complaint **Re: AIR Assistance**

*** PHONE LOG 02/15/2008 10:28 AM US Mountain Standard Time CCummins Action Type:Outgoing call
writer spoke with ██████████ who states

1. the FTR is scheduled to be at TX021
2. It is in the works

writer states

1. this is the 2nd case in two days
2. will be forwarding to the region

*** PHONE LOG 02/15/2008 10:29 AM US Mountain Standard Time CCummins
cust states

1. **AIR**bag light has been on since september
2. understands there would be a fix soon
3. but this is ridiculous that there are no more people to work on this
4. this is a safety issue
5. am at TX021 now and Mike, Svc Mgr. did indicate FTR will be in to program the software
6. I am paying for a new vehicle and it does not work properly

writer states

1. apologized for the situation
2. advised that the seatbelt is the primary safety device
3. advised that the FTR will be coming to TX021 to program the software
4. advise this would be escalated

*** NOTES 02/15/2008 10:32 AM US Mountain Standard Time CCummins Action Type:Manager review
dispatch to Western Region

1. **AIR**bag **PASS**enger light is on
2. has been ever since vehicle purchased
3. this is a severe safety issue
4. needs to be fixed now
5. it is ridiculous that there is only one person that can fix this
6. when will it be done
7. Svc Mgr at TX021 unaware as to when FTR is going to be at the dealership
8. customer will need to be contacted when FTR will be there

*** 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 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: \\eopubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1414617_CCummins_02-15-2008102758.doc>>

*** PHONE LOG 02/15/2008 02:38 PM Pacific Daylight Time LNavarro Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1414617	11,377
Killeen, TX ██████████		Prod. Date: 11/15/06	Dealer: TX021 Dennis Eakin Kia	

WRCAA CALLED CUSTOMER. FRANCISCO NOT AVAIL, SPOKE WITH:

1. ██████████
2. ADVISED KIA TECH ENGINEER WILL BE AT TX021 ON 2-21-08 (PER FTR R.PERALTA)
3. TO PERFORM **OCS** REFLASH/REPROGRAM VEHICLE
4. CUSTOMER AGREED TO TAKE VEH TO DLR EARLY IN MORNING
5. OR PLANS ON CALLING MIKE RASK - SERV MGR TO ARRANGE AN APPT
6. CUSTOMER THANKED WRCAA FOR THE PHONE CALL

WRCAA CALLED. SPOKE WITH MIKE RASK - DLR SERV MGR:

1. CONFIRMED 2-21-08 APPT FOR **OCS** REFLASH
2. FTR R.PERALTA TO PERFORM **OCS** REFLASH

*** CASE CLOSE 02/15/2008 02:39 PM Pacific Daylight Time LNavarro

*** NOTES 04/10/2008 08:48 AM US Mountain Standard Time JHirshfield Action Type:Manager review
Tread Review - JH

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736975 ██████████	K1385128	8,252
Killeen, TX ██████████		Prod. Date: 11/15/06	Dealer: TX021	Dennis Eakin Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 11/26/2007 09:43 AM US Mountain Standard Time SJeon
Ms ██████████ stated:

1. I've been calling to the dealer 3 times already for my **OCS** light
2. it is always off
3. Mike@TX021 told me that they are waiting for answer
4. I refuse to drive the vehicle as it is
5. it is safety issue and I am very mad

writer stated:

1. updated/ no open recall
2. sorry for situation
3. will follow up and call customer back

*** PHONE LOG 11/27/2007 03:12 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer stated:

1. spoke to Mike/SVCM
2. want to get some info

Mike /SVCM stated:

1. customer came in 9/19/07 once
2. customer complaints that **AIR** bag is off sign is on
3. when the customer took the vehicle to Kia dealer, we could not duplicate the problem
4. we are waiting for tech line contact to us for software upgrade
5. it is sensitivity issue

*** PHONE LOG 11/28/2007 01:38 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM message for customer to call writer back

*** PHONE LOG 11/29/2007 09:47 AM US Mountain Standard Time SJeon Action Type:Outgoing call
Ms ██████████ left VM message for writer:

1. call me on my cell ██████████

*** PHONE LOG 11/29/2007 10:05 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer stated:

1. left message for a lady to Ms ██████████ to call writer back

*** PHONE LOG 11/29/2007 03:33 PM US Mountain Standard Time SJeon Action Type:Incoming call
Ms ██████████ stated:

1. returning your call
2. I paid for something perfect
3. Kia didn't give the car for free
4. I feel unsafe to drive this vehicle

writer stated:

1. reiterated what Mike/SVCM stated
2. will escalate this case to higher office
3. customer will get response within 72 business hour

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736975 ██████████	K1385128	8,252
Killeen, TX ██████████		Prod. Date: 11/15/06	Dealer: TX021 Dennis Eakin Kia	

*** NOTES 11/29/2007 03:36 PM US Mountain Standard Time SJeon Action Type:Manager review
writer dispatch this case to region:

1. customer has new vehicle with low mileage
2. customer's **AIR** bag light is not operating
3. customer is complaining and requesting rep**AIR** the vehicle
4. Kia dealer is waiting for solution
5. please contact to customer

*** PHONE LOG 12/03/2007 04:16 PM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa called customer, not available, left msg with "naomi":

1. asked for return phone call
2. wrcaa asked naomi if veh a/b issue has been rep**AIR**ed
3. she said "i don't think so."

*** PHONE LOG 12/07/2007 09:23 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa returned phone call to mrs. ██████████ asked wrcaa to call ██████████

1. wrcaa advised reflash/reprogramming of **AIR** bag system will be available
2. jan or feb. 2008
3. customer appreciative of wrcaa's phone call: however, feels she has
4. been patient enough
5. advised will discuss situation with her husband tonight & call wrcaa back
6. wrcaa thanked customer for her patience and asked if she could please be patient
7. a little longer
8. customer states her husband took veh to dlr at least once & she has called dlr 3 times
9. to address inoperable **AIR** bag system for front **PASS**enger seat
10. (note: warranty claims history does not list **AIR** bag system related rep**AIR**s for this vehicle)

wrcaa called & spoke with mike rask, tx021 dlr serv mgr:

1. mike advised he is aware of latest version reflash & has customer on a list
2. he plans on contacting customer to have this reflash done as soon as it is available

*** NOTES 01/11/2008 08:31 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** PHONE LOG 01/18/2008 03:54 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called, spoke with dlr serv mgr mike rask:

1. reminder to please arrange **OCS** reflash
2. mike thanked wrcaa for the reminder call
3. advised will contact this customer also another customer with same model vehicle
4. will be contacting dpsm & itr r.peralta to schedule the reflash
5. serv mgr confirmed he will call wrcaa next week with update

*** PHONE LOG 02/14/2008 11:27 AM Pacific Daylight Time LNavarro Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

<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]	KNDJD736975 [REDACTED]	K1385128	8,252
Killeen, TX [REDACTED]		Prod. Date: 11/15/06	Dealer: TX021	Dennis Eakin Kia

2. states r.peralta scheduled to visit his dlr next week to perform
- 3, **OCS** reflash for this vehicle and a few others as well
4. mike advised he will call wrcaa with specific update

*** CASE CLOSE 02/14/2008 11:28 AM Pacific Daylight Time [REDACTED]

Kia Motors America
Consumer AffAIRs Department

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1625113	15,000
Cedar Bluff, AL ██████████		Prod. Date: 10/2/07	Dealer: AL018 Crown Kia	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 08/04/2009 09:05 AM US Mountain Standard Time MTrem
800# VMB assigned to WTR:
1. Tammy Culverson KNDJD735885 ██████████ 256-927-5500 or 256-504-5432

*** PHONE LOG 08/04/2009 09:52 AM US Mountain Standard Time MTrem Action Type: Incoming call
CST Mrs C states:

1. I bought a 2008 Sorento last year in Sept
2. I have had my regular maintenance done to it
3. every time I take it down there. there is something else wrong
4. my **PASS**enger side **AIR**bag wasn't working
5. 1st two times I took it there they said it's the way sitting on the seats was the problem
6. when my husband sits in the seat, the light would be on
7. the 3rd time I took it there. I got the recall thing on the seat
8. they fixed the **AIR**bag light
9. the 2nd time I took it there I told them that the transmission would change out to the last time it bumps real hard
10. they said it needed to be adjusted and they did that
11. it did the same thing again when I took it back and they adjusted it again
13. the 3rd time I went back. I told them it's not working
14. to make the long story short they replaced the entire transmission last week in my new veh
15. this was Thursday they did this I think
16. so I drove it the next day to work
17. the a/c started blowing out fog in the car through the vents
18. I got on to work about 20 minutes and turned the veh off and smoke was coming out from under the hood
19. I work at a nursing facility. a guy came out and said it's maybe fluid burning off from the transmission change I told him I had
20. when I turned on the a/c again. it's really bad blowing fog into the car. I tuned off the a.c
21. I have to go through a mountain and down a hill and braked, when i pushed back on the gas it hesitated
22. so I get home and parked it in the driveway
23. smoke is coming out from under the hood
24. probably have a leak somewhere
25. I called the DLR yesterday and so I didn't drive it all weekend long
26. I talked with the manager because I have to take off work and I'm frustrated
27. I said I'm getting really aggravated because it's 5x down here for this transmission
28. they will tow it in today to the DLR
29. this is the 5th time on the transmission problem
30. I haven't even had it a year yet
31. I've been looking at the lemon law. I'm about ready to talk to the lawyer
32. I really just want my veh fixed. I don't want to have to go through lemon law
33. so the transmission issue, the smoke under the hood and the ac blowing fog is what need to be fixed now

WTR states:

1. updated. no recalls
2. apologized
3. WTR will be happy to involved Kia's resources to help resolve the rep**AIR** concerns
4. Kia will rep**AIR** the veh according to the terms of the man Warranty
5. Writer will follow up on rep**AIR**: make sure all Kia's resources are being utilized in getting the veh rep**AIR**ed
6. Kia's buyback policy is in accordance with your states laws
7. Referred to WCIM for info on laws in callers state
8. WTR will let the Kia Rep know the veh is going back to the DLR today
9. gave case number and contact info

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885██████████	K1625113	15,000
Cedar Bluff, AL ██████████		Prod. Date: 10/2/07	Dealer: AL018	Crown Kia

CST thanked WTR and disconnected

*** PHONE LOG 08/17/2009 10:01 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED MRS ██████████
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT A MESSAGE, REQUESTING A CALL BACK IN REFERENCE TO K1625113.

*** PHONE LOG 08/17/2009 10:04 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED DPSM, CHRIS CURRY.
2. WRT SPOKE TO CHRIS AND WENT OVER THE CASE NOTES AND WARRANTY HISTORY.
3. CHRIS STATED:
 - a) GO AHEAD AND SEND ME A COPY OF THE CASE SO I CAN LOOK AT IT.
 4. WRT WILL ALSO FORWARD THE CASE TO THE REGIONAL OFFICE.
 5. CST ALLEGED SHE WAS GOING TO CONTACT A LAWYER AND LOOK INTO THE STATE LEMON LAW.
 6. WRT THANKED CHRIS FOR HIS INTERVENTION.

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

Send to:{CCurry@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\ClarifyOB\ICA_Attachments\SendHistory\Case_K1625113_ERuiz_08-17-2009105324.doc>>

*** NOTES 08/17/2009 10:06 AM US Mountain Standard Time ERuiz Action Type:Manager review
WRITER

1. CASE FORWARD TO THE SRC'S BECAUSE:
 - a) CST CLAIMS SHE HAS BEEN AT THE DLR 5X FOR A TRANSMISSION RELATED CONCERN.
 - b) PER WARRANTY HISTORY, AL018 REPLACED THE ECM.
 - c) CST THREATEN TO SPEAK TO A LAWYER.
 - d) DPSM IS AWARE OF THE CST'S INTENTION TO GO THROUGH THE LEMON LAW.
 - e) PLEASE CONTACT THE CST W/ A RESOLUTION.

*** PHONE LOG 08/18/2009 09:19 AM Eastern Daylight Time A Debra Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1625113	15,000
Cedar Bluff, AL ██████████		Prod. Date: 10/2/07	Dealer: AL018	Crown Kia

1 No answer, no voice mail

*** PHONE LOG 08/18/2009 09:20 AM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA attempted to contact cst at ██████████

- 1 No answer, LVM for call back
- 2 Calling to further discuss the concerns you are having with your vehicle
- 3 Left name and contact number
- 4 Please call back at your convenience

*** PHONE LOG 08/18/2009 09:20 AM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA attempted to contact AL018

- 1 No answer, no voice mail

*** PHONE LOG 08/18/2009 10:58 AM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted DPSM

SRCAA stated

- 1 Inquiring about dealer status of AL018
- 2 No answer on phone lines?

DPSM stated

- 1 Have confirmed with dealer development that dealer is going through buy/sell
- 2 Phone lines are currently down
- 3 Forward information to KCC
- 4 Will need to have additional customer concerns addressed at another authorized Kia dealer

SRCAA thanked DPSM for information and ended call

*** PHONE LOG 08/19/2009 01:56 PM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted cst at ██████████

SRCAA stated

- 1 Calling to further discuss concerns with vehicle

Cst stated

- 1 Is it ok for us to give you a call back
- 2 we are both at work right now

SRCAA stated

- 1 Sure
- 2 Left name and contact number

Cst thanked SRCAA and ended call

**Kia Motors America
Consumer Affairs Department**

Page 1 of 6

<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2007 SORENTO LX 4X4 KNDJC736575 [REDACTED]	<u>Case Number</u> K1372140	<u>Mileage</u> 3,500
Pittsburgh, PA [REDACTED]		Prod. Date: 7/24/06	Dealer: PA053 Cochran Kia of Robinson	

Case History

Complaint **Re AIR Assistance**

*** PHONE LOG 10/16/2007 01:23 PM US Mountain Standard Time LColetma
Cust States:

1. Dlr is not able to rep **AIR** veh.
2. **AIR** bag light will come on more often then not when a person is sitting in the seat.
3. Dlr had a Kia rep out who did a reflash to system, but it didn't work.
4. Today dlr stated if light comes on because **PASS**enger moves, then have to stop the car, get out & get back in to reset the computer.
5. That is the first time I have heard that.
6. This is not acceptable when we are driving on the hwy & my wife turns around to check on the children.
7. We can not stop in the middle to the hwy to reset the computer, computer should reset automatically.
8. Dlr stated the Kia rep would meet with me, but would be in Nov.
9. I do not want to wait that long to get this fixed.
10. I either want this fixed now or I want a new car.
11. Have read **AIR** bag section in OM.
12. **PASS**engers sit with feet on floor & seat back up straight.

Writer states:

1. Updated, no recalls.
2. Apologized for situation.
3. Has cust read **AIR** bag section in OM?
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. Will need to speak to srv mgr at dlrshp.

Writer put cust on hold & called South Hills Kia PA051 spoke with srv mgr Tony & stated:

1. Adv reason for call.

Srv mgr states:

1. Reflash was completed.
2. As far as we are concerned system is working as designed.
3. Have to sit on full seat.
4. Cust wife is sitting on side of the seat.
5. Adv if **PASS**enger turns around in the seat, the light will come on.
6. Will then have to stop the veh, get out for 3 seconds to allow **AIR** bag to reset.
7. DPSM stated he was willing to meet with the cust.
8. Will be here in early November.

Writer went back to cust & stated:

1. Adv of srv mgr information.
2. Adv dlr states system is working as designed.

Cust states:

1. Not acceptable.
2. Want something done soon to fix this.
3. Reiterated comments about stopping to reset computer.

Writer states:

1. Writer will call Kia rep & will escalate file to regional office for further assistance.
2. Cust will receive a call back from someone in the region within 48 to 72 hours.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 6

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1372140	3,500
Pittsburgh, PA ██████████		Prod. Date: 7/24/06	Dealer: PA053 Cochran Kia of Robinson	

Writer called DPSM RChristiansen & stated:

1. Adv reason for call.

DPSM states:

1. Dlr is stating the **AIR** bag is working as designed.
2. We are not going to buy veh back.
3. If **PASS**enger is turning around in seat, then is not sitting in seat properly.
4. Have offered to meet with cust, declined all times we gave him.
5. Nothing more I can do.

Writer states:

1. Cust states the **AIR** bag light should go off automatically when **PASS**enger sits back down.
2. Writer dispatching file to region.

DPSM states:

1. OK.

Writer dispatching file to region:

1. **AIR** bag light concern.
2. Cust wants fixed now or wants veh bought back.

*** PHONE LOG 10/24/2007 03:37 PM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM STATING
1. YOUR CASE HAS BEEN ESCALATED TO MY ATTENTION
2. PLEASE RETURN CALL AT 856-608-1305 X123

*** PHONE LOG 10/31/2007 02:21 PM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER WHO STATED
1. THE DEALER HAS LOOKED AT VEHICLE
2. I ASKED HIM WHY DO YOU WANT ME TO KEEP DRIVING A VEHICLE THAT IS NOT REPAIR**AIR**ED?
3. I JUST BOUGHT THE VEHICLE AND I AM JUST FRUSTRATED THAT NOTHING WAS DONE
4. I APPRECIATE YOU BEING HAPPY TO HELP ME, THE DEALER WAS NOT
WRITER STATES
1. I APOLOGIZE FOR THE ISSUES YOU ARE HAVING
2. I WILL CONTACT THE DEALER AND THE DPSM TO DISCUSS YOUR CASE FURTHER
3. I WILL BE IN TOUCH WITH YOU TOMORROW

*** PHONE LOG 11/06/2007 01:59 PM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM STATING
1. MR ██████████ WILL BE AT SOUTHWEST KIA ON MONDAY 10 NOVEMBER
2. I WILL CONTACT THE DEALER TO CHECK ON THE PROGRESS OF YOUR VEHICLE
3. IF YOU NEED TO REACH ME PLEASE FEEL FREE TO CONTACT ME AT 856-608-1305 X123

**Kia Motors America
Consumer Affairs Department**

Page 3 of 6

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJIC736575 ██████████	K1372140	3,500
Pittsburgh, PA ██████████		Prod. Date: 7/24/06	Dealer: PA053 Cochran Kia of Robinson	

1. I AM CALLING TO CHECK ON THE STATUS OF MR. ██████████ VEHICLE
2. WOULD YOU PLEASE GIVE ME A RETURN CALL AT ██████████

*** PHONE LOG 11/15/2007 01:40 PM Eastern Daylight Time SJames Action Type:Outgoing call

WRITER CALLED CUSTOMER AND LVM STATING

1. I AM JUST CALLING TO FOLLOW UP ON YOUR CASE
2. I JUST WANTED TO MAKE SURE THAT YOU ARE STILL SCHEDULED TO MEET WITH MR. CHRISTIANSEN WHEN HE VISITS SOUTH HILLS KIA ON MONDAY, 19 NOVEMBER 2007

WRITER CALLED SOUTH HILLS KIA (PA051) AND SPOKE WITH JIM WHO STATED

1. MR. ██████████ IS BRINGING HIS VEHICLE IN ON MONDAY, 19 NOVEMBER 2007
2. THIS APPT. HAS ALREADY BEEN CONFIRMED
3. WRITER STATES, THANK YOU

*** NOTES 12/03/2007 02:38 PM Eastern Daylight Time SJames Action Type:Manager review

VEHICLE WAS LOOKED BY MR. CHRISTIANSEN WHO MEET WITH CUSTOMER
VEHICLE IS OPERATING AS DESIGNED

*** CASE CLOSE 12/03/2007 02:39 PM Eastern Daylight Time SJames

*** NOTES 01/04/2008 02:54 PM Pacific Daylight Time EDicinti Action Type:Manager review

RECEIVED ADI FROM GORBERG AND ASSOCIATES. SENT TO **OCS** RECEIVED LETTER TO ATTY.
DO NOT SPEAK TO CUSTOMER. REFER BACK THROUGH THEIR ATTY.
CC: MATT PFEIFER

WRITER PREPARED RO RECAP

FILE GIVEN TO ERCAM FOR NEGOTIATION

*** CASE CLOSE 01/04/2008 02:57 PM Pacific Daylight Time EDicinti

*** NOTES 01/15/2008 05:36 PM Pacific Daylight Time TYoung Action Type:Manager review

TREAD REVIEW

*** CASE CLOSE 01/15/2008 05:37 PM Pacific Daylight Time TYoung

*** NOTES 01/21/2008 05:46 PM US Mountain Standard Time TMorales Action Type:Manager review

*****TRANSFERRED NOTES FROM JD POWERS CREATED DUIP CASE K1393046*****

**Kia Motors America
Consumer Affairs Department**

Page 4 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1372140	3,500
Pittsburgh, PA ██████████		Prod. Date: 7/24/06	Dealer: PA053 Cochran Kia of Robinson	

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :

Response for Service Survey Question Q6b, What caused the dealer not to complete the work requested?:

- The problem came back after leaving the dealership

Response for Service Survey Question Q7, How many times did you need to return to the dealership before the work was completed to your satisfaction?:

- Problem was not resolved

Customer Comments: None

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

*** PHONE LOG 12/17/2007 01:09 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and stated:

1. Left mssg on cust's answering machine.
2. Gave 800 number and case number.
3. Adv customer to call back with any questions or concerns.

*** CASE CLOSE 12/17/2007 01:09 PM US Mountain Standard Time RBriones
closed pending cust call back.

*** PHONE LOG 12/18/2007 10:09 AM US Mountain Standard Time CCummins Action Type:Incoming call
cust states

1. **AIR**bag sensor goes off and on with a **PASS**enger in the seat
2. South Hills Kia (PA051) indicated they cannot fix the vehicle
3. Jim. Svc Mgr. indicated not a problem but did not tell me what was actually done
4. feels unsafe to drive because the **AIR**bag sensor does not work
5. not at the dealership
6. do wear the seat belts

writer states

1. apologized for the situation
2. updated mileage and verified customer info
3. advised vehicle would have to be at a dealership for us to assist
4. recommended customer call writer when at the dealership
5. provided case # and contact information

*** CASE CLOSE 12/18/2007 10:11 AM US Mountain Standard Time CCummins

*** CASE CLOSE 01/10/2008 10:38 AM Pacific Daylight Time JeffSroup
tread review complete

*** CASE CLOSE 01/21/2008 05:47 PM US Mountain Standard Time TMorales
TREAD REVIEW COMPLETE

**Kia Motors America
Consumer Affairs Department**

Page 5 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1372140	3,500
Pittsburgh, PA ██████████		Prod. Date: 7/24/06	Dealer: PA053 Cochran Kia of Robinson	

*** PHONE LOG 01/23/2008 09:45 AM US Mountain Standard Time CCummins Action Type:Incoming call
VM from Mr ██████████
1. vehicle at the dealership
2. would like call back
3. phone # ██████████

*** PHONE LOG 01/23/2008 09:59 AM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM for Mr ██████████ to call back

*** PHONE LOG 01/23/2008 10:39 AM US Mountain Standard Time CCummins Action Type:Incoming call
LVM from Mr ██████████
1. please call after 1 PM EST

*** PHONE LOG 01/23/2008 11:48 AM US Mountain Standard Time CCummins Action Type:Incoming call
cust states
1. vehicle is at PA053 and speaking with Mark. Svc Mgr
2. ordering new seat bottom and sensor
3. however do have an appt with Southeast Kia on the 30th because the FTR is going to be there
4. should I keep this appointment

writer states
1. apologized for the situation
2. however it sounds like PA053 is really trying to resolve the problem for you
3. I would let Southeast Kia know about the new part and see if they still want you to meet with the FTR
4. writer states will speak with Mark at PA053 and see what other information can be provided

*** PHONE LOG 01/25/2008 03:30 PM US Mountain Standard Time CCummins Action Type:Outgoing call
writer spoke with receptionist who states
1. Kia service is closed til monday

*** PHONE LOG 01/29/2008 04:01 PM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM for Mark. Svc Mgr. to call back with status

*** PHONE LOG 01/30/2008 10:40 AM US Mountain Standard Time CCummins Action Type:Outgoing call
writer spoke with Mark. svc mgr. who states
1. got a new seat for the customer
2. will be in next week to have it installed

*** PHONE LOG 01/30/2008 10:42 AM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM for Mr ██████████ to call back and confirm appointment for next week

*** PHONE LOG 01/31/2008 11:34 AM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM for Mr ██████████ to call back with confirmation of appointment 2nd time

**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>
██████████	██████████	KNDJC736575 ██████████	K1372140	3,500
Pittsburgh, PA ██████████		Prod. Date: 7/24/06	Dealer: PA053 Cochran Kia of Robinson	

*** PHONE LOG 02/01/2008 12:30 PM US Mountain Standard Time CCummins Action Type:Outgoing call
3rd time--left message trying to confirm appointment for next week--sending call me letter

*** CASE CLOSE 02/01/2008 12:45 PM US Mountain Standard Time CCummins

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJIC736375 ██████████	K1398474	7,000
BREINIGSVILLE, PA ██████████		Prod. Date: 6/30/06	Dealer: PA005 Brown-Daub Kia	

Case History

Complaint **Rep AIR Assistance**

*** PHONE LOG 01/02/2008 05:01 PM US Mountain Standard Time TShamburger customer ██████████ called ---

- 1 windshield had some scratches on the windshield when i got veh new.
- 2 the selling dlr Brown-daub Kia said they need the kia rep to look at it but they did not have one avail.
- 3 and so they said i had to wait everytime they chk they said they didnt have a kia rep yet.
- 4 so i ended up taking veh to another dlr for my **AIR**bag concern and they said that they cant help me with the windshield wiper scratches on vehicle.
- 5 that i had to go to my selling dlr to address that.
- 6 the **AIR**bag light the keystone kia chk said kia is coming out with a fix but not avail.
- 7 but my main concern is my glass.

wrt states

- 1 im sorry but mfr does not cover scratches on a glass that is not a factory defect.
 - 2 but wrt will call the SM at your selling dlr to see why he wanted kia rep to look at it.
 - 3 and go from there.
 - 4 on the **AIR**bag light keystone could be correct but wrt would have to chk with them.
 - 5 will call dlr tomorrow
- cust thanked wrt call ended.

*** PHONE LOG 01/03/2008 09:29 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Brown-Daub Kia and LVM for SM to call wrt on this veh windshield scratch issue---
1 left 1 800 and case number and cust name and vin#

*** PHONE LOG 01/03/2008 10:15 AM US Mountain Standard Time TShamburger Action Type:Incoming call
GARY AKLEY SERV DIR CALLED WRT BACK --
1 CALLING KIA RFP TOM NASSAR TO ASK HIM WHAT HE WANTS TO DO ON THIS GLASS.
2 WE DIDN HAVE A DPSAL FOR 5 MONTHS OR SO. SO IM TOUCHING BASE WITH HIM ON THIS.
3 AND LET CUST KNOW THIS.
WRT THANKED GARY.

*** PHONE LOG 01/03/2008 11:29 AM US Mountain Standard Time UValencia Action Type:Incoming call
caller states
1.- My name is Gary Parts and service manager and I am calling Ext 46526 for Tammy

wrt states

- 1.- wrt transfer cst to TShamburger

*** PHONE LOG 01/03/2008 04:19 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called customer back --

wrt states

- 1 the SM at Brown Daub Kia called wrt today
- 2 and he will speak to his kia rep about your windshield
- 3 so he is taken care of this now for you, and he did say he was without a rep.

4 did you want wrt to call Keystone kia on the **AIR**bag light

cust states

- 1 thank you for calling me back with info.

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 2

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736375 ██████████	K1398474	7,000
BREINIGSVILLE, PA ██████████		Prod. Date: 6/30/06	Dealer: PA005 Brown-Daub Kia	

*AIR*bag work right.

wrt states

1 if you need asst later your welcome to call wrt.

cust thanked wrt call ended.

*** CASE CLOSE 01/03/2008 04:20 PM US Mountain Standard Time TShamburger

*** NOTES 04/10/2008 10:42 AM US Mountain Standard Time TMorales Action Type:Manager review

*AIR*BAG TREAD REVIEW COMPLETE

*** CASE CLOSE 04/10/2008 10:42 AM US Mountain Standard Time TMorales

*** PHONE LOG 07/01/2008 12:13 PM US Mountain Standard Time MTrem Action Type:Incoming call

Caller Mr. D states:

1. I've been having an on going issue with my *PASS*enger side *AIR*bag light
 2. my daughter who is 130 lbs never turns it off
 3. myself, I'm heavier then that and it stay on
 4. my wife sits in the seat and it stays on
 5. the DLR said there is an issue that Kia is working on to resolve
 6. now the CEL is on and so we will be taking it to the DLR PA023
 7. the selling DLR is to far away
 8. also our windshield issue never got taken care of. the DLR said they didn't have a rep and I never got a call back that they promised me
 9. we kind got a raw deal because of the way everything happened
 10. the DLR has said the *AIR*bag was working when they looked at it
- writer states:
1. updated. no recalls
 2. apologized
 3. Writer request call back when the vehicle is at the Kia DLR next time
 4. writer happy to involve Kia Resources to ensure your concerns are addressed
 5. gave case number and contact info
 6. recommend showing the DLR that the *AIR*bag light is on when you have a *PASS*enger in the seat
 7. writer cannot promise anything for your windshield concern. can run it by the Kia Rep
- caller thanked writer and disconnected

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1393424	2,100
Kingsport, TN ██████████		Prod. Date: 10/10/06	Dealer: TN010 Grindstaff Kia of Johnson	

Case History

Complaint Dealer

*** PHONE LOG 12/14/2007 07:02 PM US Mountain Standard Time RBriones

Customer Stated:

1. Having a couple of problems with vehicle.
2. Was having a popping noise in the vehicle.
3. Took it into the Kia dealer a few times for that.
4. Just tightened up the running boards, and said it was all normal.
5. But the vehicle shouldn't sound like a popcorn machine.
6. Also, the **PASS**enger **AIR** indicator light doesn't go off when someone is sitting in **PASS**enger seat.
7. Dealer has said that Kia is going to recall it, but right now is within factory specs.
8. That could be very dangerous, and if there is going to be a recall, should just be rep**AIR**ed.
9. Also dealer is very rude to us, and have been upset with svc we received.
10. Wife told svc mgr she wished she would have never bought the vehicle, and asked for the keys to take it back.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty rep**AIR**s.
3. Customer can take veh to any Kia dealer svc dept for warr work.
4. Gave customer next closest dealer for warr rep**AIR**s.
5. Customer can also give us a call back while vehicle is at dealer.
6. We can work with dealer to resolve problems.
7. Will document complaint with dealer svc.

*** CASE CLOSE 12/14/2007 07:02 PM US Mountain Standard Time RBriones
concerns noted.

*** CASE CLOSE 01 10 2008 10:45 AM Pacific Daylight Time JJBStoup

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1402593	3,800
Kingsport, TN ██████████		Prod. Date: 10/10/06	Dealer: TN010 Grindstaff Kia of Johnson	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 01/14/2008 11:03 AM US Mountain Standard Time SJeon Action Type: Incoming call

Mr ██████████ stated:

1. can you find any recall or computer upgrade for **OCS**
2. took it to Kia dealer twice and they said that there will be recall in a few month
3. they could duplicate the problem
4. I want to document this concern

writer stated:

1. updated/ no open recall
2. sorry for situation
3. there is no open recall on the system
4. if there is technical bulletin, that is for technician
5. writer will file complaint
6. provided case # to call, if customer needs further assistance

*** CASE CLOSE 01/14/2008 11:04 AM US Mountain Standard Time SJeon

*** CASE CLOSE 04/11/2008 07:02 AM US Mountain Standard Time TMorales

ADP

Kia Motors America
Consumer Affairs Department

Page 1 of 7

Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736285 ██████████	K1554937	1,300
Manchester, CT ██████████		Prod. Date: 10/8/07	Dealer: CT006 Crowley Kia	

Case History

Complaint Rental Car

*** PHONE LOG 02/18/2009 10:05 AM US Mountain Standard Time ELeon

CUSTOMER STATED:

1. I PURCHASED THE VEHICLE THIS WEEK FROM THE Crowley Kia DEALER.
2. THE VEHICLE NEVER LEFT THE LOT , BUT JUST AFTER I SIGNED THE PAPER WORK I WENT OUT AND NOTICE THE FRONT BUMPER HAD A LONG DEEP GASH.
3. I WENT IN AND TOLD THE DEALER ABOUT IT AND THEY SAID THEY NEVER NOTICE IT BEFORE.
4. I TOLD THEM THAT THE SCRATCH WAS NOT THERE WHILE THE VEHICLE WAS IN THEIR SHOW ROOM AND SOMEONE AT SERVICE MADE THE SCRATCH WHILE IT WAS IN PREP.
5. THEY SAID THAT THEY WOULD PUT TOUCH UP PAINT.
6. WHEN THEY DELIVERED THE VEHICLE TO ME, THE TOUCH UP PAINT WAS SLOPPY.
7. I SPOKE TO THE G.M. AND HE WAS NOT ACCOMMODATING AND SAID THEY DID NOT MAKE THE SCRATCH AND I SHOULD HAVE NOTICE IT BEFORE I SIGNED THE CONTRACT.
8. BEFORE I SAW SPOKE TO THE G.M. THE **PASS**ENGER SEAT **AIR** BAG LIGHT OFF LIGHT CAME ON WHILE MY HUSBAND SAT IN THE VEHICLE.
9. THERE IS A FRONT END NOISE THEN ACCELERATING.
10. I ASKED THE G.M. THAT I WOULD LIKE A NEW BUMPER AND THAT THEY INSPECT THE VEHICLE WITH A FINE TOOTH COMB AND TO KEEP THE VEHICLE FOR A FEW DAYS.
11. I REQUESTED A LOANER WHILE THEY DO THIS, BUT THEY REFUSED.
12. I WANT THE DEALER NOT TO RUSH THE INSPECTION AND TO KEEP THE VEHICLE UNTIL THEY HAVE FIXED THE **AIR** BAG LIGHT AND FRONT END NOISE AND REPLACED THE FRONT BUMPER.
13. I AM CALLING KIA TO FIND OUT WHAT CAN BE DONE?

WRITER STATED:

1. SORRY FOR THE CONCERN.
2. THE SCRATCH ON THE BUMPER WOULD BE THE KIA DEALERS RESPONSIBILITY OR CUSTOMERS AND NOT KMA.
3. KIA WOULD NOT KNOW WHO WOULD CAUSED THE SCRATCH ON THE VEHICLE . WHICH WOULD NOT BE A WARRANTY CONCERN.
4. THE **AIR** BAG LIGHT CONCERN AND THE FRONT END NOISE KIA CAN BE INVOLVED IN.
5. THE VEHICLE MUST BE AT THE KIA DEALER FOR KIA TO BE INVOLVED IN?

CUSTOMER STATED:

1. THE DEALER IS GOING TO PICK UP THE VEHICLE AT MY WORK AT 12:00 NOON.
2. THEY SAID THEY WILL DO TESTING AND ALL. AND IT WILL TAKE 4 HOURS TO DO.
3. I DON'T WANT THIS RUSHED AND I WOULD LIKE THE DEALER TO KEEP THE VEHICLE LONGER TO MAKE THE TEST.
4. I WANT A LONER OR RENTAL?
5. CAN KIA HELP ME?

WRITER STATED:

1. KIA DOES NOT HAVE PROVISIONS FOR RENTALS.
2. KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS.
3. THE DECISION WILL DON'T COME FROM THIS OFFICE. BUT WRITER CAN REVIEW THIS REQUEST WITH THE SERVICE MANAGER AND POSSIBLY OUR AREA REP TO DETERMINE IF RENTAL ASSISTANCE CAN BE PROVIDED?
4. WRITER WILL CONTACT THE DEALER AFTER 1:00 AND REVIEW THE STATUS OF THE VEHICLE?
5. WRITER WILL CONTACT THE DPSM FOR REVIEW AND ADDRESS YOUR CONCERN?
6. WRITER WILL CONTACT YOU ONCE SPOKEN TO THE DPSM?
7. PROVIDED WRITERS CONTACT NUMBER.

CUSTOMER STATED:

1. THAT WILL BE FINE.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 7

Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736285 ██████████	K1554937	1,300
Manchester, CT ██████████		Prod. Date: 10/8/07	Dealer: CT006 Crowley Kia	

2. MY WORK NUMBER IS ██████████
2. THANK YOU.

*** PHONE LOG 02/18/2009 11:56 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED VM CALL FROM CUSTOMER.

CUSTOMER STATED:

1. THE KIA DEALER HAS MY VEHICLE.
2. YOU CAN CONTACT ME WITH AN UPDATE AT NUMBER ██████████.
3. THANK YOU.

*** PHONE LOG 02/18/2009 12:05 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT BOB SERVICE MANAGER AT Crowley Kia.

WRITER STATED:

1. WRITER CALLING REGARDING CUSTOMERS VEHICLE?
2. PROVIDED CUSTOMERS INFO.
3. CUSTOMER HAS CONCERNS WITH THE *AIR* BAG LIGHT AND A FRONT END NOISE?
4. THERE IS A BIG SCRATCH ON THE FRONT BUMPER?
5. CUSTOMER IS REQUESTING THE VEHICLE BE FULLY INSPECTED.

BOB STATED:

1. I INSPECTED THE *AIR* BAG CONCERN AND I AM FINDING NO PROBLEMS WITH IT.
2. I TESTED BY GETTING INSIDE THE *PASS*ENGER SEAT AND OUT AND BACK IN, BUT THE *AIR* BAG OFF LIGHT IS WORKING PROPERLY.
3. CUSTOMER COMPLAINT OF AN *AIR* NOISE?
4. MY TECH WILL NE TEST DRIVING THE VEHICLE AND TRY TO DUPLICATE CUSTOMERS CONCERN?
5. THE FRONT BUMPER PAINT ISSUE IS THE SALES DEPT CONCERN AND NOT OURS. SO CUSTOMER WILL NEED TO WORK WITH THEM.

WRITER STATED:

1. WRITER RECOMMENDS YOU CONTACT THEW KIA TECH LINE FOR ANY ASSISTANCE?

BOB STATED:

1. WE'LL CONTACT THE KIA TECH LINE FOR ASSISTANCE IF WE FIND A PROBLEMS?

WRITER STATED:

1. THANK YOU.

*** PHONE LOG 02/18/2009 12:27 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM Herman Schauer.

WRITER STATED:

1. PROVIDED CUSTOMERS INFO.
2. CUSTOMER BUMPER HAS A BIG SCRATCH ON THE FRONT BUMPER WHILE VEHICLE WAS STILL AT THE Crowley Kia DEALER LOT.
3. CUSTOMER NEVER DROVE THE VEHICLE OFF THE LOT AND SOMETHING HAPPENED DURING THE PREPPING BEFORE CUSTOMER TOOK OWNERSHIP?
4. THE Crowley Kia PUT TOUCH UP PAINT. BUT CUSTOMER SAYS IT IS SLOPPY.
5. IS THERE ANYTHING KIA NEEDS TO DO FOR THE CUSTOMER?

**Kia Motors America
Consumer Affairs Department**

Page 3 of 7

Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736285 ██████████	K1554937	1,300
Manchester, CT ██████████		Prod. Date: 10/8/07	Dealer: CT006 Crowley Kia	

HERMAN STATED:

1. THIS IS THE KIA DEALERS PROBLEM AND NOT KMA.
2. THE CUSTOMER NEEDS TO DEAL WITH THE KIA DEALER FOR RESOLUTION.
3. YOU MAY WANT TO CONTACT THE SALES MANAGER AND ASK WHAT DO THEY PLAN ON DOING TO RESOLVE THIS WITH THE CUSTOMER?

WRITER STATED:

1. THE CUSTOMER ALSO HAS A CONCERN WITH THE **AIR** BAG OFF LIGHT THAT KEEPS COMING ON AND OFF WHEN HUSBAND SITS ON THE FRONT **PASSE**NGER SEAT.
2. BOB SERVICE MANAGER AT Crowley Kia SAID THE **AIR** BAG LIGHT IS FUNCTIONING NORMALLY.
3. THE DEALER IS GOING TO TEST DRIVE THE VEHICLE FOR THE **AIR** NOISE CUSTOMER HEARS.
4. THE DEALER DOES NOT ANTICIPATE ANY PROBLEMS.
5. THE CUSTOMER IS REQUESTING THE DEALER TO GO OVER THE VEHICLE WITH A FINE TOOTH COMB BUT IS REQUESTING A LOANER OR RENTAL.
6. BOB AT THE DEALER SAYS THEY DO NOT THINK THERE IS A PROBLEM AND WOULD HAVE THE VEHICLE BACK TODAY TO THE CUSTOMER.
7. CAN A RENTAL BE PROVIDED ?

HERMAN STATED:

1. IF THERE IS A PROBLEM, THE KIA DEALER WOULD OFFER A LOANER?
2. MOST OF THE TIME A NEW CUSTOMER HAS AN **AIR** BAG PROBLEM IT WILL ALWAYS BE ON HOW THEY SIT IN THE SEAT?
3. THE CUSTOMER HAS TO SIT ON THE FRONT SEAT PROPERLY OR ELSE THE **AIR** BAG OFF LIGHT WILL COME ON.
4. CALL THE SALES MANAGER AND REVIEW THE FRONT BUMPER ISSUE AND SEE IF HE IS WILLING TO PROVIDE A RENTAL OR LOANER FOR THE CUSTOMER?

WRITER STATED:

1. WRITER WILL CONTACT THE Crowley Kia SALES MANAGER FOR REVIEW?
2. THANK YOU.

*** PHONE LOG 02/18/2009 12:38 PM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT G.M. PETER KELLEY AT Crowley Kia AND LVM

WRITER STATED:

1. CALLING REGARDING THE CUSTOMERS VEHICLE ?
2. PROVIDED CUSTOMERS INFO.
3. CUSTOMER HAS COMPLAINT ON THE SCRATCH ON THE FRONT BUMPER DO AT THE DEALERSHIP.
4. CUSTOMER VEHICLE IS AT YOUR SERVICE DEPT WITH A **AIR** BAG COMPLAINT AND AN **AIR** NOISE CONCERN?
5. THE CUSTOMER WOULD LIKE THE SERVICE DEPT MAKE A THROUGH INSPECTION AND KEEP THE VEHICLE FOR MORE THAN A DAY?
6. CUSTOMER IS REQUESTING A LOANER.
7. WRITER DPSM REQUEST WRITER CONTACT YOU AND SEE WHAT YOU CAN DO FOR THIS CUSTOMER?
8. PLEASE CONTACT WRITER.
9. PROVIDED WRITERS CONTACT NUMBER.

*** PHONE LOG 02/18/2009 02:14 PM US Mountain Standard Time ELeon Action Type:Incoming call

Writer received vm call from customer.

Customer stated:

**Kia Motors America
Consumer Affairs Department**

Page 4 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO FX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736285 ██████████	K1554937	1,300
Manchester, CT ██████████		Prod. Date: 10/8/07	Dealer: CT006	Crowley Kia

2. Call me at ██████████
3. Thank you.

*** PHONE LOG 02/18/2009 02:21 PM US Mountain Standard Time ELcon Action Type:Outgoing call
Writer contact customer and lvm.

Writer stated:

1. Writer spoke to Bob the service manager.
2. The **AIR** bag system was tested and they did not find anything wrong with it.
3. The techs were evaluating and determining on the **AIR** noise concern?
4. The service manager says the sales dept will have to take care of the paint on the front bumper.
6. Writer spoke top the DPSM.
7. The Dpsm has not authorize any rentals.
8. DPSM recommend Writer call the G.M. ands review what he can do for you regarding the bumper concern since it is not a warranty issue?
9. Writer LVM for the G.M to contact writer, but Writer has not gotten a return call .
10. Call back Writer.

*** PHONE LOG 02/19/2009 06:27 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT BOB SERVICE MANAGER AT Crowley Kia.

WRITER STATED:

1. WRITER CALLING REGARDING CUSTOMERS VEHICLE?

BOB STATED:

1. WE COULD NOT DUPLICATE ANY OF THE CUSTOMERS CONCERNS.
2. I THINK THE SALES DEPT IS PLANNING ON RE-PAINTING THE FRONT BUMPER. BUT I'M NOT SURE SINCE THAT WOULD BE HANDLED BY THE SALES DEPT?
3. I DON'T KNOW IF THE SALES DEPT PROVIDED CUSTOMER A LOANER?

WRITER STATED:

1. WRITER WILL CHECK WITH THE CUSTOMER?
2. THANK YOU.

*** PHONE LOG 02/19/2009 01:48 PM US Mountain Standard Time ELcon Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER.

CUSTOMER STATED:

1. YESTERDAY I RECEIVED A CALL FROM THE G.M PETER KELLEY AT Crowley Kia .
2. YOU MUST HAVE GOTTEN THROUGHT TO HIM. BECAUSE HE SAID HE WILL TAKE CARE OF THE FRONT BUMPER AND GET ME A RENTAL.
3. HE SAID HE WILL MAKE THE ARRAIGNMENTS AND CONTACT ME TODAY?
4. PETER DID NOT CALL ME . SO I CALLED HIM TODAY.
5. THE OPERATOR SAID PETER TOOK A VACATION DAY TODAY AND WAS NOT IN.
6. I SPOKE TO THE SERVICE MANAGER BOB AND HE SAID HE WAS TOLD BY THE G.M. THAT HE WAS HANDLING THE FRONT BUMPER ISSUE.
7. HE SAID THAT THE **AIR** BAG LIGHT WAS FINE AND NOTHING COULD BE FOUND WITH THE **AIR** NOISE
8. I AM GETTING THE RUN A ROUND HERE.
9. I FIND THE G.M OF NOT BEING PROFESSIONAL AND NOT INFORMING THE SERVICE MANAGER ANY DETAIL INFO . PLUS TAKING THE DAY OFF AFTER HE TOLD ME HE WOULD CALL ME TODAY TO MAKE ARRAIGNMENTS.

**Kia Motors America
Consumer Affairs Department**

Page 5 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736285 ██████████	K1554937	1,300
Manchester, CT ██████████		Prod. Date: 10/8/07	Dealer: CT006	Crowley Kia

WRITER STATED:

1. APOLOGIZED.
2. WRITER DID CONTACT G.M PETER KELLEY AT Crowley Kia AND LVM.
3. HE DID NOT RETURN WRITERS CALL.
4. WRITER DID SPEAK TO THE SERVICE MANAGER AND AFTER TESTING THEY COULD NOT DUPLICATE THE CONCERNS WITH THE **AIR** BAG OFF LIGHT OR THE **AIR** NOISE?
5. THE IA DEALER CANNOT MAKE REPAIRS IF THEY CANNOT DUPLICATE THE CONCERN.
6. WRITER DID SPEAK TO THE DPSM WHO ADVISES THAT THE KIA DEALERS G.M. RESOLVES THE CONCERN WITH THE BUMPER SINCE THIS IS NOT A KIA WARRANTY ISSUE.

CUSTOMER STATED:

1. G.M PETER KELLEY AT Crowley Kia SAID HE WOULD CONTACT ME TODAY.
2. THIS IS NOT GOOD CUSTOMER SERVICE.
3. I SPOKE TO THE DMV AND THEY SAID I CAN BRING THE VEHICLE BACK IF I WAS NOT HAPPY WITH THE VEHICLE.
4. IF THE G.M. WILL NOT ASSIST ME INTO MAKE THESE REPAIRS I WILL BRING THIS VEHICLE BACK AND DEMAND MY MONEY BACK.

WRITER STATED:

1. WRITER RECOMMENDS YOU WRITER WILL CALL THE G.M PETER KELLEY AND LVM OF YOUR CONCERN.
2. WRITER WILL CONTACT YOU TOMORROW TO SEE IF THE G.M. CONTACT YOU.

CUSTOMER STATED:

1. THANK YOU.

*** PHONE LOG 02/19/2009 03:25 PM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT G.M PETER KELLEY AT Crowley Kia AND LVM

WRITER STATED:

1. CALLING REGARDING THE CUSTOMERS VEHICLE?
2. PROVIDED CUSTOMERS INFO.
3. CUSTOMER HAS COMPLAINT ON THE SCRATCH ON THE FRONT BUMPER DONE AT THE DEALERSHIP.
4. CUSTOMER SAID YOU ALREADY SPOKE TO CUSTOMER AND ARE MAKING ARRAIGNMENTS TO SCHEDULE AN APPOINTMENT TO DO THE BUMPER AND FOR A RENTAL.
5. CUSTOMER COMPLAINT ON THE **AIR** BAG LIGHT PROBLEM.
6. CUSTOMER CALLED YOU TODAY WHEN NOT HEARD FROM YOU AND WAS TOLD YOU WERE OFF TODAY.
7. CUSTOMER CALLED WRITER TO COMPLAINT.
8. PLEASE CONTACT WRITER FOR REVIEW.
9. PROVIDED WRITERS CONTACT NUMBER.

*** PHONE LOG 02/20/2009 06:52 AM US Mountain Standard Time ELeon Action Type:Incoming call

WRITER RECEIVED VM CALL FROM G.M PETER KELLEY AT Crowley Kia

PETER STATED:

1. RETURNING YOUR CALL.
2. THE CUSTOMER IS PROVIDING YOU MISSED INFORMATION TO YOU.
3. WHEN I SPOKE TO THE CUSTOMER, I NEVER TOLD CUSTOMER I WOULD CALL BACK THE NEXT DAY.
4. I WAS OFF FOR A G.M MEETING AND A FUNERAL.

**Kia Motors America
Consumer Affairs Department**

Page 6 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC736285 ██████	K1554937	1,300
Manchester, CT ██████		Prod. Date: 10/8/07	Dealer: CT006 Crowley Kia	

5. WE WILL ATTEND TO THE CUSTOMERS CONCERNS.
6. AGAIN, I NEVER TOLD THIS CUSTOMER THAT I WOULD CALL HER YESTERDAY.
7. I WILL CONTACT THE CUSTOMER ON FRIDAY.
8. I HAVE BEEN IN THE BUSINESS FOR OVER 20 YEARS AND WHEN I TELL THE CUSTOMER I WILL CALL, I WILL CALL THEM.
9. THE CUSTOMER CONTACTING KIA CONSUMER AFFAIRS WILL NOT HELP THE CUSTOMER ANY SOONER.
10. WE'LL TAKE CARE OF THE CUSTOMER.
11. IF YOU NEED ANY FURTHER INFO FROM ME YOU CAN CALL ME.
12. THANK YOU.

*** PHONE LOG 02/20/2009 07:48 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED CALL FROM G.M PETER KELLEY AT Crowley Kia
PETER STATED:

1. CALLING YOUR REGARDING THIS CUSTOMER.
2. I CALLED THE CUSTOMER THIS MORNING.
3. I EXPLAINED TO CUSTOMER. I DID NOT SAY I WOULD CONTACT HER THURSDAY.
4. I HAVE WORKED EVERYTHING OUT WITH THE CUSTOMER.
5. WE WE'LL HANDLE THE CUSTOMER TO HER SATISFACTION.
6. WE WILL DO EVERYTHING WE CAN TO MAKE THIS CUSTOMER HAPPY.

WRITER STATED:

1. CUSTOMER HAS A CONCERN WITH THE **AIR** BAG LIGHT AND AN **AIR** NOISE?
2. WRITER SPOKE TO SERVICE MANAGER BOB AND HE COULD NOT DUPLICATE THE CONCERNS.

PETER STATED:

1. I TEST DROVE THE CUSTOMERS VEHICLE WITH BOB AND I SAT ON THE **PASS**enger seat with the seat belt on and test drove the vehicle.
2. THE **AIR** BAG OFF LIGHT WAS NOT ON THE WHOLE DRIVE.
3. WE SWITCH DRIVERS AND THE **AIR** BAG OFF LIGHT WAS ALSO NOT ON.
4. THERE WAS NO ABNORMAL **AIR** NOISE WE COULD HEAR AND I BELIEVE IT IS THE VEHICLES CHARACTERISTICS?
5. WE DO NOT KNOW WHAT THE CUSTOMER IS COMPLAINING ABOUT AND EVERYTHING IS NORMAL?
6. WE WILL CERTAINLY TAKE CARE OF THIS CUSTOMER.
7. AT THE END, I AM SURE THIS WILL BE RESOLVED WITH A HAPPY ENDING.

WRITER STATED:

1. WRITER APPRECIATES THE CALL.
2. WRITER WILL CONTACT THE CUSTOMER.
3. THANK YOU.

*** PHONE LOG 02/20/2009 01:04 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED:

1. WRITER CALLING REGARDING CALL FROM THE G.M AT THE DEALER.
2. PLEASE CALL BACK WRITER.

*** PHONE LOG 02/20/2009 02:55 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.

**Kia Motors America
Consumer Affairs Department**

Page 7 of 7

Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████	██████	KNDJC736285 ██████	K1554937	1,300
Manchester, CT ██████		Prod. Date: 10/8/07	Dealer: CT006 Crowley Kia	

WRITER STATED:

1. WRITER CALLING REGARDING CALL FROM THE G.M AT THE DEALER.
2. PLEASE CALL BACK WRITER.

***PHONE LOG 02/23/2009 07:57 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED:

1. WRITER RECEIVED CALL FROM G.M PETER KELLEY AT Crowley Kia .
2. PETER ADVISED WRITER THAT HE ALREADY CONTACT CUSTOMER AND WORKING ON RESOLVING THE CONCERNS.
3. PETER ASSURED WRITER THAT HE WILL TAKE CARE OF YOUR CONCERNS.
4. PLEASE CONTACT WRITER FOR FURTHER REVIEW.
5. PROVIDED WRITERS CONTACT NUMBER.

*** PHONE LOG 02/24/2009 07:44 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED:

1. WRITER RECEIVED CALL FROM G.M PETER KELLEY AT Crowley Kia .
2. PETER ADVISED WRITER THAT HE ALREADY CONTACT CUSTOMER AND WORKING ON RESOLVING THE CONCERNS.
3. PETER ASSURED WRITER THAT HE WILL TAKE CARE OF YOUR CONCERNS.
4. IF YOU NEED ANY FURTHER ASSISTANCE YOU CAN CONTACT WRITER.
5. PROVIDED WRITERS CONTACT NUMBER.

*** CASE CLOSE 02/24/2009 07:45 AM US Mountain Standard Time ELeon
WRITER CLOSING CASE PENDING CUSTOMER CONTACT.

*** CASE CLOSE 04/09/2009 04:52 PM US Mountain Standard Time JHirshfield
Tread **AIR** Inquiry ID: 01-111

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736375 ██████████	K1396324	1,151
Valley Stream, NY ██████████		Prod. Date: 4/13/07	Dealer: NY066 Auto World Kia	

Case History

Complaint Dealer

*** PHONE LOG 12/26/2007 10:07 AM US Mountain Standard Time AJudson
Customer States:

1. **PASS**enger **AIR**bag light is on and only one horn is working properly.
2. I told female at NY066 that I needed a loaner vehicle.
3. Spoke to SM Charles and he had helped me with general information previously.
4. Went in for a loose sensor before and NY066 took care of that.
5. Spoke to a female in service department but do not know her name.
6. If I have any problems or get in an accident then Kia will be responsible for damage if the **AIR**bag does not deploy.
7. Will give SM Charles a call and speak to him about the female reps customer service.
8. Was just calling to see about loaner vehicle.

Writer States:

1. Apologized for the problem.
2. Rental Scripting.
3. Problem will first need to be diagnosed to determine rental request.
4. Customer should address customer service concern with SM Charles.
5. If customer does not feel safe driving the vehicle then he should have it towed to Kia Dealer.
6. Customer can contact KCA after the vehicle is at NY066.

*** CASE CLOSE 12/26/2007 10:07 AM US Mountain Standard Time AJudson

*** CASE CLOSE 01/10/2008 01:27 PM Pacific Daylight Time JeffStroup
road review complete

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735285 ██████████	K1422979	8,900
Bay Harbor Islands, FL ██████████		Prod. Date: 5/9/07	Dealer:	

Case History

Complaint Rep **AIR** Assistance

*** NOTES 03/10/2008 08:05 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

On Feb 24 2008 I purchased a pre-owned 2008 Sorento LX with only 8,800 miles on it.

To weeks later, the "**PASS**enger **AIR**-bag Off" light is always on, even when adults are seated in the proper position.

Is this issue covered under the manufacturer's warranty?

*** PHONE LOG 03/10/2008 08:16 AM US Mountain Standard Time UValencia Action Type: Incoming call
caller states

- 1.- ██████████ I purchased a Kia Sorento Pre-Owned, and it only had 8K
- 2.- and I just noticed it that the **AIR** light **PASS**enger is off
- 3.- if I dropped the car, would they provide me with a rental
- 4.- would the dealer know my warranty

wrt states

- 1.- update no recalls
- 2.- apologized
- 3.- rental scripting
- 4.- cst will have to make an appointment at the nearest kia dealer for rep **AIR**s
- 5.- provided case# and contact information, and advised to callback if further assistance is need it
- 6.- cst thanked wrt for information

*** CASE CLOSE 03/10/2008 08:17 AM US Mountain Standard Time UValencia

*** CASE CLOSE 04 11 2008 01:21 PM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1437936	7,100
Vancouver, WA ██████████		Prod. Date: 10/16/06	Dealer: WA027 Dick Hannah Kia	

Case History

Complaint **Rep AIR Assistance**

*** PHONE LOG 04/18/2008 07:32 AM US Mountain Standard Time RChacon

*** PHONE LOG 04/18/2008 07:58 AM US Mountain Standard Time RChacon Action Type: Incoming call
CUSTOMER STATED:

1. I AM CALLING ABOUT AN ONGOING PROB WITH THE **PASS** SIDE **AIRBAG** LIGHT
2. IT HAS BEEN IN NUMEROUS TIMES TO WA027 FOR THE PROB, AND IS STILL NOT FIXED
3. I DO WORK FOR THE ACCT DEPT AT WA027
4. THE DEALERSHIP HAS BEEN GREAT, IT IS JUST THE VEH
5. THE PROB IS INTERMITTENT, BUT I WANT IT FIXED

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO. NO RECALLS
3. ADVISED OF 5/60 BL.W. 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. I WILL CALL DEALER TO GET MORE INFO REGARDING VEH CONCERNS. PLEASE HOLD

WRITER CALLED WA027. SPOKE WITH SVC MGR THINH PHAM WHO STATED:

1. 8/10/07. 497 MILES. VEH CAME IN FOR **PASS AIRBAG** LIGHT, UNABLE TO DUP
2. 8/22/07. 805 MILES. CAME IN FOR **PASS AIRBAG** LIGHT. ORDERED SEAT BOTTOM
3. 9/12/07. BROUGHT VEH IN TO HAVE SEAT BOTTOM INSTALLED
4. 10/18/07. 2300 MILES. CAME IN FOR **PASS AIRBAG** LIGHT. WE PERFORMED REPROGRAM
5. 12/5/07. 3227 MILES. CAME IN TO HAVE FTR (MARK WHITE) PERFORM AN SRS UPDATE FOR **AIRBAG**
6. THERE WAS A UNRECORDED VISIT SOME TIME AFTER THIS FOR **AIRBAG** PROB
7. FTR TEST DROVE VEH WITH CUSTOMER, AND COULD NOT DUP THE PROB
8. ON 4/7/08 CUSTOMER SENT ME AN EMAIL STATING SHE WAS STILL HAVING THE PROB
9. I DID FORWARD THAT EMAIL TO DPSM ON 4/8/07
10. DPSM NFERDIG CAME IN 4/11/08, AND I ADVISED OF **AIRBAG** LIGHT CONCERN
11. DPSM STATED HE NEEDED MORE TIME TO COME UP WITH A RESOLUTION, AND I HAVE NOT HEARD BACK SINCE REGARDING THIS PROB

WRITER STATED:

1. THANKS FOR THE INFO

RETURNED TO CUSTOMER, AND STATED:

1. REITERATED INFO FROM SVC MGR
2. I WILL CALL AREA REP TO ADVISE, AND FIND OUT NEXT STEPS FOR RESOLUTION
3. ONCE I HAVE MORE INFO, I WILL FOLLOW BACK UP WITH YOU
4. PROVIDED CASE #, AND EXT #

*** PHONE LOG 04/18/2008 02:08 PM US Mountain Standard Time RChacon Action Type: Outgoing call

WRITER CALLED DPSM NFERDIG, LEFT VM STATING:

1. CUSTOMER CONCERN
2. REITERATED INFO FROM SVC MGR
3. WILL SEND YOU CASE HISTORY FOR REVIEW
4. PLEASE CALL BACK TO ADVISE

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1437936	7,100
Vancouver, WA ██████████		Prod. Date: 10/16/06	Dealer: WA027	Dick Hannah Kia

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

Send to:[NFERDIG@KIAUSA.COM]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1437936_RChacon_04-18-2008150402.doc>>

*** PHONE LOG 04/21/2008 01:58 PM US Mountain Standard Time RChacon Action Type:Incoming call

WRITER CALLED DPSM NFERDIG. AND STATED:

1. CUSTOMER CONCERN
2. REITERATED INFO FROM SVC MGR

DPSM STATED:

1. WILL RECOMMEND WE FORWARD THIS CASE TO THE REGION
2. WE WILL NEED TO INVOLVE OTHER RESOURCES

WRITER STATED:

1. WILL DO. THANKS FOR THE INFO

*** NOTES 04/22/2008 07:19 AM US Mountain Standard Time RChacon Action Type:Manager review

DISPATCH FOR:

1. ONGOING AIRBAG LIGHT PROB
2. DPSM ADVISED TO DISPATCH TO REGION TO INVOLVE OTHER KIA RESOURCES
3. CUSTOMER CONTACT

*** PHONE LOG 04/22/2008 03:26 PM Pacific Daylight Time MLopez Action Type:Outgoing call

Called ██████████ and left a message for customer to call WRCAA back for review of vehicle concerns.

*** PHONE LOG 04/23/2008 03:35 PM Pacific Daylight Time MLopez Action Type:Incoming call

Receive call back from customer requesting call back to ██████████

*** PHONE LOG 04/23/2008 04:30 PM Pacific Daylight Time MLopez Action Type:Outgoing call

Called ██████████ and spoke to customer:

1. Advise customer that case has been escalated to region.
2. Upon review of case info, it seems dealer has not confirmed **OCS** light concern during last visit
3. Have you returned vehicle to dealer for re-inspection?
4. If you have not, I recommend that you allow dealer to re-inspect vehicle so that you can be assured that there are no other issues with **OCS** system.
5. When you do decide to return vehicle to dealer, can you please call me and let me know

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675██████████	K1437936	7,100
Vancouver, WA ██████████		Prod. Date: 10/16/06	Dealer: WA027	Dick Hannah Kia

Customer states:

1. No I have not since when I called there last, they told me that if do not verify my complaint they will not fix it.
2. It happens intermittently so they may not find anything wrong when I take it in.
3. It does however happen and I am very concerned for the safety of my **PASS**engers.
4. I purchased a new vehicle and I expect safety equipment to work all the time.
5. At this point, I guess I am going to have to find another way to resolve this issue.
6. Customer terminated call

*** NOTES 04/23/2008 04:30 PM Pacific Daylight Time MLopez Action Type:Manager review
Case closed pending further customer contact.

*** CASE CLOSE 04/23/2008 04:30 PM Pacific Daylight Time MLopez

*** CASE CLOSE 07/08/2008 01:11 PM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736385 ██████████	K1588235	16,500
Fort Worth, TX ██████████		Prod. Date: 7/5/07	Dealer: TX071	Moritz Kia

Case History

Complaint Recall

*** PHONE LOG 05/14/2009 12:47 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES(██████████)

1. BEEN HAVING CONCERNS WITH **PASSENGER AIRBAG** LIGHT ON THIS CAR
2. WENT BACK TO DEALER (TX071) 4X FOR THE CONCERN
3. DEALER KEPT STATING NO PROBLEM OR SENSOR CONCERN.
4. WILL NOW I GET NOTICE IN MAIL THAT THERE IS A RECALL (SC076)
5. THIS WAS THE PROBLEM ALL ALONG AND DEALER KEPT CLEARING CODE.
6. I HAD 2006 SORENTO THAT HAD SAME PROBLEM AND WAS INVOLVED IN ACCIDENT
7. CAR WAS HIT ON DRIVERS SIDE BY SOMEONE WHO RAN A RED LIGHT AND WAS PUSHED INTO POLE
8. NONE OF THE **AIRBAGS** DEPLOYED IN THAT INCIDENT
9. CAR WAS TOTALED
10. NEED TO KNOW IF THAT CAR HAD ANY RECALLS?
11. DO NOT HAVE VIN OR INFO, CAN GET INFO AND CALL WRITER BACK.
12. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. RECALL FOR **AIRBAG** CONCERN SHOULD ADDRESS ONGOING **OCS** OFF LIGHT CONCERN.
3. RECALL IS FOR 2007 & 2008 MODEL YEAR SORENTO
4. ADVISED THAT **AIRBAGS** ARE DESIGNED TO DEPLOY IN SEVERE ACCIDENT WHERE DIRECT RESULT OF ACCIDENT
WOULD BE SEVERE INJURY OR DEATH
5. EXPLAINED THAT MANY FACTORS ARE INVOLVED IN **AIRBAG** DEPLOYMENT, RATE OF SPEED, INITIAL POINT OF IMPACT.
ECT.
6. WITH VIN WRITER CAN CHECK FOR RECALLS FOR 2006 VEHICLE
7. ANY KIA DEALER WILL ADDRESS RECALL ON 2008 VEHICLE AT NO COST TO CUSTOMER AND THAT SHOULD ADDRESS
CONCERNS WITH **AIRBAG** LIGHT COMPLAINT.
8. IF CUSTOMER CAN CALL BACK FOR ACCIDENT REPORT TO BE TAKEN, VIN TAKEN WRITER CAN CHECK FOR RECALLS, ECT.
9. ADVISED WRITERS CONTACT INFO.

*** PHONE LOG 05/18/2009 11:22 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

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

*** PHONE LOG 05/19/2009 03:48 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

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

*** NOTES 05/20/2009 08:43 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA received letter from customer

1. Cust states same concerns as above.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736385 ██████████	K1588235	16,500
Fort Worth, TX ██████████		Prod. Date: 7/5/07	Dealer: TX071	Moritz Kia

Wtr to attach letter to case and re-assign to TDonnelly for further handling.

*** PHONE LOG 05/27/2009 04:05 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

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

*** CASE CLOSE 05/27/2009 04:21 PM US Mountain Standard Time TDonnelly
FOR RECALL COMPLETION.

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735185 ██████████	K1589981	561
El Cajon, CA ██████████		Prod. Date: 10/1/07	Dealer: CA227 Kia of El Cajon	

Case History

Complaint Techline Escalation

*** PHONE LOG 05/19/2009 10:56 AM US Mountain Standard Time JHirshfield
CA227 contacted TechLine in case T1589888 due to power steering noise
Please contact dealership and customer for possible assistance.

*** PHONE LOG 05/20/2009 12:00 PM US Mountain Standard Time SJeon Action Type:Outgoing call
Chris /SVCA stated:
1. car is still here
2. Darryl/DPSM confirmed the noise
3. it is noise that we can hear
4. we will tighten the bolt and bushing first, if it still make noise, we will replaced steering rack
5. car is drivable

*** PHONE LOG 05/22/2009 01:26 PM US Mountain Standard Time SJeon Action Type:Outgoing call
Mr ██████████ stated:
1. I have **AIR** bag is problem this time
2. lemon law requires 2 times of trial
3. I been to attorney general for initial info
4. it is going in Tuesday again
5. I have another car and dealer drilled on my dashboard, so they are replacing my dash board
6. they ordered dash board
7. if it is not resolved this time. it will go through lemon law
8. please keep in touch with me

writer stated:
1. sorry for situation
2. calling to follow up

*** PHONE LOG 05/22/2009 01:29 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM for DTrettin/DPSM to call back:
1. left case #, ext #

*** EMAIL OUT _ SJeon Action Type:External email
Send to:[dtrettin@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.

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
customer: Difede 08 Sorento with 516
issue: steering and **AIR** bag
mentioned about lemon law

Kia Motors America
Consumer Affairs Department

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735185 ██████████	K1589981	561
El Cajon, CA ██████████		Prod. Date: 10/1/07	Dealer: CA227	Kia of El Cajon

<<File Attachment: \\copubs\ClarifyOBJACA_Attachments\SendHistory\Case_K1589981_SJeon_05-22-2009141917.doc>>

*** PHONE LOG 05/27/2009 08:40 AM US Mountain Standard Time SJeon Action Type:Outgoing call
Chris/SVCM stated:

1. could not duplicate the **AIR** bag problem and we keep the car
2. steering has not done yet
3. DPSM advised not to make any rep**AIR** if we cannot duplicate the problem

*** PHONE LOG 05/27/2009 08:54 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM for DTrettin/DPSM to call writer back:

1. left case #, ext #

*** NOTES 05/27/2009 02:26 PM US Mountain Standard Time SJeon Action Type:Manager review
writer dispatch this case to region due to:

1. customer has new vehicle with low mileage
2. customer mentioned about lemon law
3. area rep does not respond
4. please contact to customer back

*** PHONE LOG 06/02/2009 03:52 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust:

1. apologize for inconvenience of going back and forth to dlr
2. understand frustration and concerns
3. what i can do for you is offer a 1 car pmt reimbursement, if you can fax over copy of sales contract or car pmt stub
4. i can go ahead and process for you, here is contact fax:

husband states (pronounced di-feddy)

1. veh been in shop for 1 1/2 weeks now
2. we're really upset about it, they replaced rack & pinion for steering
3. there's about 400 miles now, it's 2nd time it's been in
4. then they replaced all kind of parts in **PASS's AIR** bag light, it's been a total nightmare
5. if i could i'd take it back, i'd have them buy it back
6. dlr has been fine they've been keeping us up to date, i'm just very frustrated
7. purchased veh about 3 weeks ago, been in shop about
8. not mad at anyone or at dlr not anyone's fault, just concerned wondering what's going to happen w/ it
9. i'll go ahead and fax over the sales contract, lender is wachovia
10. my wife was supposed to pick up veh today or tomorrow

*** NOTES 06/10/2009 08:23 AM Pacific Daylight Time APeckson Action Type:Manager review
gave g/w pkg to TT for processing
1 car payment reimbursement: \$193.28
for cust inconvenience/low mileage

*** NOTES 06/16/2009 02:35 PM Pacific Daylight Time ThomasT Action Type:Manager review

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735185 ██████████	K1589981	561
El Cajon, CA ██████████		Prod. Date: 10/1/07	Dealer: CA227 Kia of El Cajon	

2. Made copies and placed in the file
3. Forwarded package to RCAOM for scorecard
4. Case pending goodwill check

*** CASE CLOSE 07/06/2009 10:04 AM Pacific Daylight Time ThomasT

*** NOTES 07/06/2009 10:05 AM Pacific Daylight Time ThomasT Action Type:Manager review
Tread Report Completed

*** NOTES 07/14/2009 09:55 AM Pacific Daylight Time ThomasT Action Type:Manager review
Tread Review Completed

*** NOTES 07/28/2009 12:15 PM Pacific Daylight Time POrtiz Action Type:Manager review
WRCA rec'd check.
1. Fwd to cust.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735885 ██████	K1543741	0
Spring Hill, FL ██████		Prod. Date: 2/27/08	Dealer:	

Case History

Complaint Replacement

*** PHONE LOG 01/20/2009 09:36 AM Eastern Daylight Time JuneSifford

DPSM notified SRCAA of Dealer e-mail regarding customer concern of **OCS** light on with wife (100 to 105 lbs) in the seat.

According to the Dealer they loaned the customer an EX with leather and the **OCS** functioned properly.

Customer requesting to be placed into an EX w/leather

*** PHONE LOG 01/20/2009 01:05 PM Pacific Daylight Time JuneSifford Action Type:Outgoing call

SRCAA contacted Mr. & Mrs. ██████ and advised

1. reviewed operation of **OCS** system

Mr. ██████ states

1. we want to go into a 2009 Sorento as the Dealer does not have 2008's on the lot

SRCAA advised, "I will not offer to replace the vehicle as it appears to be working properly however, I can arrange to have our DPSM inspect the seat again, possibly some goodwill cash assistance for your inconvenience, but you would need to talk to the Dealer about a new vehicle or trade"

2. no. that wont be necessary, but I feel that the system should work for everyone

SRCAA advised, "I understand, however just because the dealer changed parts does not mean that it was not functioning. They simply wanted to ensure that they had done all they could to assure you that it was functioning."

SRCAA advised

1. I will request your documents from the Dealer and see if I can offer you some good will assistance as I know that the rep **AIRs** may have created an assumption that there was a problem. However, as you stated, "When I put a 20lb weight in my wives lap the system functions." This indicates that the system is functioning.

Mr. & Mrs. ██████ happy with **OCS** review & possible GW assistance.

*** PHONE LOG 01/22/2009 09:41 AM Pacific Daylight Time JuneSifford Action Type:Outgoing call

SRCAA contacted Steve Hiteman at FL094 to advise

contacted FTR and waiting for more info from platform engineer regarding "If" the **OCS** will change for the 2009 model.

*** PHONE LOG 01/28/2009 03:32 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA attempted customer contact--Lm requesting call back

[! For Internal Use Only

sent e-mail to Steve Hiteman~!]

*** NOTES 01/28/2009 03:36 PM Eastern Daylight Time JuneSifford Action Type:Manager review

REquested sales and service d**OCS**

*** PHONE LOG 01/28/2009 03:48 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA called customer back to advise/request of need for RO's--Mr. Doak answered & states

1. I completed the BBB paperwork but told them I am negotiating a settlement now

2. I would accept offer if you can make it more like \$800.00

SRCAA advised, "I can do \$2,500.00 but need RO's"

3. I think that would be good.

4. I only have one RO as the Dealer did not print the others but I took it in 3 weeks after purchase and then 2 more times.

SRCAA advised, "I will contact the Dealer for RO's"

*** NOTES 01/28/2009 04:37 PM Eastern Daylight Time JuneSifford Action Type:Manager review

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735885 ██████	K1543741	0
Spring Hill, FL ██████		Prod. Date: 2/27/08	Dealer:	

*** NOTES 01/30/2009 02:44 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA rec'd BBB notice that customer no longer wishes to pursue claim.--CCF closed.

*** NOTES 01/30/2009 02:45 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA rec'd customer acceptance of GW but no release.

*** NOTES 02/04/2009 10:13 PM Eastern Daylight Time JuneSifford Action Type:Manager review
ERROR IN NOTES--CUSTOMER REQUESTED \$8,000.00

*** PHONE LOG 03/18/2009 11:10 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. Doak and LM on VM advising that check will be sent out today to 2274 Westchester Blvd. 34606

*** CASE CLOSE 03/18/2009 11:11 AM Eastern Daylight Time JuneSifford

*** CASE CLOSE 04/10/2009 07:08 AM EST Mountain Standard Time TMsoreles

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1396958	3,000
Mount Holly, NC	██████████	Prod. Date: 7/28/06	Dealer: NC052	Kia of Gastonia

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 12/27/2007 01:02 PM US Mountain Standard Time RSabin

CUST STATED:

1. WE HAVE BEEN HAVING A LOT OF PROBLEM'S WITH THE VEH
2. WE HAD A ISSUE WITH THE **AIR** BAG ON THE **PASS**ENGER SIDE
3. WE ALSO HAVE A NOISE CREAKING POPPING ON THE **PASS**ENGER SIDE BUT THE DLR COULDN'T DUP IT EXCEPT FOR SOME LOOSE BOLT'S ON THE RUNNING BOARD
4. WE TOOK IT TO A ALT DLR TO HAVE THESE THING'S INSPECTED
5. WE ALSO HAD A BUBBLE IN THE SEAL AROUND THE WINDSHIELD
6. THE DLR TOOK THREE DAY'S TO FIX THE WINDSHIELD BECAUSE THEY ENDED UP REPLACING THE WINDSHIELD TWICE BECAUSE IT CRACKED WHILE THE LOCAL PLACE THEY SENT IT TO WAS TRYING TO FIX IT
7. THE DVD PLAYER WAS NOT WORKING EITHER AND THEY FINALLY FIXED IT
8. SUNDAY WE TOOK A TRIP AND IT STARTED TO RAIN AND IT STARTED TO LEAK INSIDE THE VEH
9. IT'S NOW BACK AT THE DLR FOR THE WINDSHIELD LEAK AND THE NOISE
10. THE DLR SAID KIA IS AWARE OF THE **AIR** BAG LIGHT ISSUE AND THEY ARE WORKING ON FIXING IT
11. I CERTAINLY NEED KIA TO LOOK INTO THIS

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I CAN FOLLOW UP WITH THE DLR AND LOOK INTO THIS
3. WE CAN VERIFY THE DLR IS USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED
4. I WILL CALL YOU BACK WHEN I GET ANY INFO

CUST STATED:

1. OK THANKS

*** PHONE LOG 12/28/2007 08:43 AM US Mountain Standard Time RSabin Action Type:Outgoing call

DLR NC052 CHAD SVC MGR ADVISED:

1. WE FIXED HER WINDSHIELD LEAK AND WE HAVE NEVER BEEN ABLE TO DUP THE CREAKING NOISE SHE DESCRIBED
2. I HAVE EVEN DRIVEN WITH HER AND I COULD NOT HEAR THE NOISE
3. THE **AIR** BAG LIGHT WE SPOKE WITH A FTR ON SOME SEPARATE SORENTO'S AND THEY WERE WAITING ON SOME NEW SOFTWARE TO BECOME AVAILABLE
4. A FTR CAME OUT ON SOME OTHER'S AND THE FIX THEY HAD WAS NOT WORKING FOR ALL AND I HAVE NOT HEARD ANYTHING BACK ON IT

WRITER ADVISED:

1. OK THANKS PLL CALL THE DPSM AND SEE IF I CAN GET ANY UPDATE'S ON THE **AIR** BAG ISSUE

*** PHONE LOG 12/28/2007 08:51 AM US Mountain Standard Time RSabin Action Type:Outgoing call

WRITER CALLED RSTRICKLEN LVM:

1. WAS CALLING TO SEE IF YOU HAVE ANY INFO ON THE **AIR** BAG LIGHT CONCERN FOR SORENTO'S
2. THE DLR HAS HAD A FTR OUT FOR ALT VEH'S AND THE RE FLASH WAS NOT WORKING FOR ALL OF THEM
3. PLLASE CALL ME BACK TO ADVISE. EXT # 45458

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

Send to:[RSTRICKLEN@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

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736075 ██████████	K1396958	3,000
Mount Holly, NC ██████████		Prod. Date: 7/28/06	Dealer: NC052	Kia of Gastonia

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_K1396958_RSabin_12-28-2007\084659.doc>>

*** PHONE LOG 12/31/2007 08:48 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED RSTRICKLEN LVM:
1. WAS CALLING TO SEE IF YOU HAD A CHANCE TO REVIEW THIS CASE YET
2. PLEASE CALL ME BACK TO ADVISE. EXT # 45458

*** PHONE LOG 01/02/2008 08:19 AM US Mountain Standard Time RSabin Action Type:Outgoing call
DPSM RSTRICKLEN ADVISED:
1. I SPOKE WITH THE DLR AND THEY ARE GOING TO GET WITH A FTR TO MAKE ANOTHER APPT FOR HIM TO COME OUT
2. THE FTR HAS A NEW UPDATED PROGRAM FOR THE **AIR** BAG LIGHT
3. THE DLR WILL CALL THE CUST WITH THE APPT TIME

WRITER ADVISED:
1. OK THANKS

*** PHONE LOG 01/02/2008 08:21 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED CUST:
1. DOES NOT HAVE VM

*** PHONE LOG 01/03/2008 07:49 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED CUST:
1. DOES NOT HAVE VM

*** PHONE LOG 01/04/2008 08:35 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED CUST ADVISED:
1. I SPOKE WITH THE DLR AND THEY ADVISED ME THE LEAK WAS RESOLVED AND THE NOISE THEY COULD NEVER HEAR
2. AS FOR THE **AIR** BAG LIGHT THE DPSM ADVISED A FTR WOULD BE SCHEDULED TO GO OUT TO THE DLR AND UPGRADE THE SOFTWARE ON YOUR VEH
3. THE DLR WILL CALL YOU WHEN THEY HAVE A TIME FRAME TO BRING YOUR VEH IN

CUST STATED:
1. OK THANKS I APPRECIATE YOUR CALL
2. CHAD AT THE DLR HAS BEEN GREAT I'M SURE HE WILL CALL ME

*** CASE CLOSE 01/04/2008 08:35 AM US Mountain Standard Time RSabin

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736075 [REDACTED]	K1396958	3,000
Mount Holly, NC [REDACTED]		Prod. Date: 7/28/06	Dealer: NC052 Kia of Gastonia	

*** CASE CLOSE 01/10/2008 02:20 PM Pacific Daylight Time JeffStroup
tread review complete

Kia Motors America
Consumer Affairs Department

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1361557	4,000
Winchester, VA ██████████		Prod. Date: 10/3/06	Dealer: VA027 Parsons Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 09/19/2007 08:52 AM US Mountain Standard Time UValencia
caller states

- 1.- I just bought an 07 sorento
- 2.- we drove the car for over 2 weeks
- 3.- and started rattleting, and I have a problem with the sear belt
- 4.- I don't want a car that they have to take it apart, to find the rattleling noise
- 5.- they said that I have to leave the car for one day, and they don't have a loaner
- 6.- they took it for a test drive, and said that they would have to keep it for a day
- 7.- what I will like is to take it back
- 8.- I f they had to keep it for overnight, they need to provide me transportation
- 9.- the dealer is not the same as the factory
- 10.- can you tell me about other dealers on the area
- 11.- now if they can fix the problem are you going to replaced my car
- 12.- are you going to involve the factory rep
- 13.- if the vehicle can not be fix to my satisfaction, then I need to go to the state for the Lemon Law
- 14.- it's that trough KMA, or the dealer

wrt states

- 1.- apologized
- 2.- rental scripting
- 3.- wrt advised cst that the manufacture would like to have the oportunity to fix the car
- 4.- wrt advised cst to take car back into the dealer to have it diagnose
- 5.- wrt advised cst that once vehicle is at the dealer, then wrt can follow up with the rep**AIRs**
- 6.- wrt advised cst that the manufacture will provide all available resources to the dealer to fix vehicle
- 7.- wrt advised cst that wrt could not provide information about lemon law, because each state has it's own law
- 8.- wrt refer cst to the WCIM for more information about lemon Law
- 9.- wrt advised cst that wrt will involve DPSM if necessary to ger vehicle fix
- 10.- wrt advised cst that cst is welcome to get a second opinion
- 11.- wrt provided case# and advised cst to callback once vehicle is at dealer
- 12.- cst thanked wrt for information

*** COMMIT 09/19/2007 08:53 AM US Mountain Standard Time UValencia Action Type:Callback Required

*** CASE CLOSE 09/19/2007 08:54 AM US Mountain Standard Time UValencia
closed with commitment

*** PHONE LOG 09/27/2007 09:11 AM US Mountain Standard Time CCummins Action Type:Incoming call
cust states

1. restated all the information he provided on the 19th call
2. keeps insisting that there is a sensor out and the computer cannot identify that problem
3. wants the FTR to look at it and fix the problem
4. wants his 06 interior put into the 07 model so everything works right

writer states

1. apologized
2. advised that if the position in the seat is not correct the light will not come on

writer put customer on hold and called svc mgr, Lisa, VA027, who states

1. we tried the customer in various positions in the seat and sometimes the light would go out and sometimes it would come

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1361557	4,000
Winchester, VA ██████████		Prod. Date: 10/3/06	Dealer: VA027 Parsons Kia	

on

2. we tried other people in the seat in the correct position and the light would stay off indicating the **AIR** bag was working properly
3. there are no error codes that come up on the computer to indicate a problem with the **AIR** bag
4. I spoke with the DPSM, Alan, and he advised we try a different 07 sorento
5. we tried a different 07 sorento with various people, including Mrs Dolese and the **AIR** bag light worked properly.
6. when Mr Dolese sat in the seat the **AIR** bag light indicated **AIR** bag was off
7. when Mr Dolese sat in the seat properly however, the **AIR** bag light worked properly
8. there is no malfunction with the **PASS**engerseat **AIR** bag

writer advised Mr ██████████ of the conversation with svc mgr. Lisa. Mr Dolese states

1. there is a problem
2. I was a computer tech for over 30 years
3. computers do not detect problems of this type
4. there is a sensor problem
5. I'll get a lawyer and sue you and hung up

*** CASE CLOSE 09/27/2007 09:11 AM US Mountain Standard Time CCummins

*** PHONE LOG 09/27/2007 10:02 AM US Mountain Standard Time CHart Action Type:Incoming call
cust called

1. ((reiterated previous concerns))
2. i want the tech rep to come out and look at my veh
3. i'm not satisfied with him just stating something over the phone
4. this is not fixing my car
((cust insistant))

wrt states

1. apologize
2. advised dlr needs to be able to verify the problem
3. if cust requesting dpsm look at the veh. cust will need to work w/ the dlr to make an appointment when the dpsm there
4. advised if dpsm states normal operation of veh -- no rep **AIR** necessary

cust states

1. this sounds like something for NHTSA
2. i may consult my attorney on this
3. i will call the dlr back
4. thank you

call ended

*** PHONE LOG 09/27/2007 10:23 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dpsm ACrouch

wrt states

1. calling regarding cust concerns
2. cust requesting dpsm involvment

Kia Motors America
Consumer Affairs Department

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1361557	4,000
Winchester, VA	██████████	Prod. Date: 10/3/06	Dealer: VA027	Parsons Kia

5. will be forwarding case to region due to legal

ACrouch states

1. vehicle is operating as designed
2. cust seating posture may be causing issue

wrt thanked ACrouch -- call ended

*** NOTES 09/27/2007 10:26 AM US Mountain Standard Time CHart Action Type:Manager review forwarding to region for handling

1. cust calling stating having problems w/ **OCS** module
2. intermittent functioning
3. cust took veh to dlrshp for diagnosis/rep**AIR**
4. dlr could not duplicate concerns
5. dlr contacted dpsm regarding concerns -- advised dlr to have cust sit in another 07 sorrento
6. cust not satisfied w/ response -- vehicle operating as designed
7. cust called back stating will contact lawyer and NHTSA
8. cust demanding dpsm involvement
9. wrt called dpsm ACrouch -- states veh operating as designed -- cust seating posture may be causing issue
10. forwarding to region for further handling -- cust states lawyer involvement / safety concerns

*** NOTES 10/03/2007 06:46 AM Pacific Daylight Time JeffStroup Action Type:Manager review tread review complete

*** NOTES 10/03/2007 11:58 AM Eastern Daylight Time TFrancis Action Type:Manager review

WRITER STATES:

1. WRITER REVIEWED ABOVE CASE NOTES AND NOTICE THE CUSTOMER ALREADY ADVISED VEH IS OPERATING AS DESIGNED
2. WRITER WILL SEND CUSTOMER A LETTER STATING THE SAME INFORMATION
3. DPSM IS NOT CHANGING HIS MIND ABOUT THE PREVIOUS DECISION
4. THIS LETTER TO GO OUT VIA REGULAR MAIL

*** CASE CLOSE 10/03/2007 12:01 PM Eastern Daylight Time TFrancis

*** PHONE LOG 12/12/2007 10:05 AM US Mountain Standard Time SLarez Action Type:Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES:

1. I WANTED TO DISCUSS THIS **AIR** BAG LIGHT
2. THE CAR IS NOT OPERATING AS DESIGNED AND I AM NOT HAPPY WITH KIAS DECISION AT ALL. KIA SHOULD BE HERE TO SATISFY THE SITUATION AND KIA IS NOT DOING THAT.

WRITER STATES:

1. I AM SORRY THIS IS THE CASE.
2. REITERATED COMMENTS FROM PREVIOUS CASE MANAGERS.
3. KIA HAS SENT YOU A LETTER REGARDING OUR ANS.. IF YOU ARE NOT HAPPY THEN YOU MAY WANT TO

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1361557	4,000
Winchester, VA ██████████		Prod. Date: 10/3/06	Dealer: VA027	Parsons Kia

CUSTOMER STATES.

1. NOW THE C.E.L. IS ON TOO.

WRITER STATES.

1. IF THAT IS THE CASE THEN I WOULD RECOMMEND GETTING IT TO THE DEALERSHIP

CUSTOMER STATES.

1. COULD I HAVE IT TOWED.

WRITER STATES.

1. IF YOU FEEL IT WOULD BE BEST TO TOW IT YOU MAY HAVE IT TOWED.

CUSTOMER STATE.S

1. KIA JUST DOES NOT CARE ABOUT MY SAFETY.

2. I BOUGHT THE CAR WITH THE **AIR** BAGS SO THEY COULD WORK AND NOW THEY DO NOT.

3. I AM FRUSTRATED WITH THIS

WRITER STATES.

1. I AM SORRY THIS IS THE CASE. YOU HAVE OUR ANSWER REGARDING THE **AIR** BAG. YOU MAY TAKE THE CAR TO THE DEALERSHIP REGARDING THE .C.E.L.

CUSTOMER STATES.

1. I AM ALSO GOING TO CALL THE B.B.B. AND ALSO THE STATE OF VA.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1316280	1,700
Soda Springs, CA ██████████		Prod. Date: 7/27/06	Dealer: CA207 Roseville Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 05/31/2007 08:11 AM US Mountain Standard Time FValdez
CUST STATED

1. WE HAVE A SERIOUS PROBLEM CAN I SPEAK TO YOUR SUPERVISOR PLEASE
2. THE **AIR**BAG KEEPS COMING ON ON THE **PASS**enger side...OFF AND ON
3. WE HAVE GIVEN KIA A COUPLE OF CHANCES TO FIX THIS PROBLEM AND WE HAVE HAD NO GOOD RESULTS
4. THEY CA207 PUT DIFFERENT PEOPLE IN THE SEAT AND THE **AIR** BAG KEEPS FAILING TO OPERATE PROPERLY
5. ACCORDING TO THE DLR THEIR FACTORY REP DENIED THE REPLACEMENT OF THE SEAT ON THE VEH
6. WE NEED A SOLID SOLUTION FOR THIS CASE OR WE ARE GOING TO TAKE IT TO ANOTHER LEVEL
7. THIS IS A SAFETY CONCERN

WRITER STATED

1. SORRY FOR THE PROBLEM
2. KIA'S COMPROMISE IS TO RE**AIR** VEH ACCORDING TO THE WARRANTY
3. WRITER WILL GATHER INFO FROM SM AT CA207 AND SPEAK TO DPSM TO PROVIDE ADVISE ON CASE
4. WRITER WILL CALL CUST BACK

CUST STATED

1. OK THANK YOU

*** PHONE LOG 05/31/2007 12:25 PM US Mountain Standard Time FValdez Action Type:Outgoing call
FRANK SM FROM CA207 STATED

1. PER TECHLINE WE WERE ADVISED TO REPLACE SEAT CUSHION
2. DPSM J HEGMANN DENIED THAT RE**AIR**
3. WE DO NOT KNOW WHAT ELSE TO SAY TO CUST

*** PHONE LOG 05/31/2007 12:28 PM US Mountain Standard Time FValdez Action Type:Outgoing call
WRITER CALLED DPSM J HEGMANN AND LVM

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

*** PHONE LOG 06/01/2007 04:52 AM US Mountain Standard Time FValdez Action Type:Incoming call
DPSM J HEGMANN LVM

1. THE SYSTEM IS OPERATING AS DESIGNED
2. THERE ARE NO CODES COMING UP ON THE VEH
3. WE HAVE TESTED THE CAR AND WITH TECHNICIANS ON IT AND OTHER PEOPLE THE LIGHT GOES OFF
4. THERE IS NO FURTHER ASSISTANCE I CAN PROVIDE
5. IF CUST NOT SATISFIED SEND CASE TO WESTERN REGION

*** PHONE LOG 06/04/2007 08:02 AM US Mountain Standard Time FValdez Action Type:Outgoing call
CUST STATED

1. WELL THAT ANSWER IS NOT ACCEPTABLE FOR ME
2. I WOULD LIKE MY CASE RESOLVED...THIS IS A SAFETY CONCERN

WRITER STATED

1. SORRY FOR THE SITUATION
2. WRITER WILL DISPATCH CASE TO REGION FOR HANDLING

Kia Motors America
Consumer Affairs Department

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1316280	1,700
Soda Springs, CA ██████████		Prod. Date: 7/27/06	Dealer: CA207 Roseville Kia	

CUST STATED

1. THANK YOU

*** NOTES 06/04/2007 08:03 AM US Mountain Standard Time FValdez Action Type:Manager review
PER CONVERSATION WITH DPSM J HEGMANN WRITER IS SENDING CASE TO REGION FOR REVIEW AND CONTACT WITH CUST!!!!

*** PHONE LOG 06/11/2007 03:55 PM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Writer called cust and number kept ringing no answer and no voicemail.

*** PHONE LOG 06/14/2007 09:41 AM US Mountain Standard Time HReynolds Action Type:Incoming call
██████████ STATED:

1. I REALLY NEED HELP
2. NOT GETTING ANY ASSISTANCE FROM KIA
3. DEALT WITH FRANCISCO AT YOUR OFFICE
4. **PASS**enger side **AIR**bag light comes on intermittently
5. JOE HEGMANN FROM KIA SAID THAT VEHICLE IS OPERATING AS DESIGNED
6. I'M VERY SCARE TO DRIVE THIS CAR
7. PLEASE FIX MY CAR
8. PLEASE CALL ME AT ██████████ (CELL)

WRITER STATED:

1. APOLOGY FOR SITUATION
2. ADVISED. THIS CASE HAS BEEN FORWARDED TO REGIONAL OFFICE FOR FURTHER HANDLING
3. SOME ONE FROM REGION HAS CONTACTED YOU
4. PROVIDED CASE#, REGION# AND EXT FOR LAURA AIFUWA

*** PHONE LOG 06/19/2007 09:42 AM Pacific Daylight Time LAifuwa Action Type:Incoming call
Writer called cust and left message on cell# 916-216-8904
for cust to contact writer. Writer provided number.

*** NOTES 06/21/2007 04:22 PM Pacific Daylight Time MCameron Action Type:Manager review

Writer rec'd notification from HATCI that customer contacted NHTSA with a request for assistance in getting vehicle's **OCS** rep**AIR**ed. Writer contacted DPSM & dealer Service & Parts Managers & learned:

1. Dealership staff tested vehicle's **OCS** & determined it is operating as designed (system works fine for other **PASS**engers)
2. Cust was advised as to proper seating positions for **OCS**, but cust still reports **OCS** not working properly
3. DPSM Hegmann authorized dir to replace the seat cushion as a one-time goodwill gesture for customer more than one week ago
4. Svc Mgr Frank stated that customer was advised of the prob. for seat cushion replacement & he is awaiting part
5. Parts Mgr Dan stated that he is ordering the part (P/N 88200 3E 700YC5) on a regular order vs. stock order so that it will arrive sooner & he will personally phone customer to arrive when the part is in
6. Writer asked Svc Mgr Frank to return the orig. seat cushion to KMA for further investigation - writer will send separate email to Frank with instructions & he agreed (email: fmdbullrider@yahoo.com)
7. Please document PO that the seat is being replaced as a one-time goodwill gesture.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1316280	1,700
Soda Springs, CA ██████████		Prod. Date: 7/27/06	Dealer: CA207 Roseville Kia	

Writer sending email & asking E. Lau to contact to cust just to confirm status.

*** PHONE LOG 06/22/2007 02:56 PM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called ██████████ and no answer

Wrt then called 916-216-8904 and left VM stating:

1. Calling from KMA
2. Was notified by Roseville Kia about your current situation
3. Would like to assist
4. As a one time good well gesture we are going to ship a new seat cushion to the dealership
5. We will replace the old bottom seat cushion with this new one
6. Please call me back
7. Provided contact information

*** NOTES 07/03/2007 10:32 AM Pacific Daylight Time TYoung Action Type:Manager review
TREAD review

*** CASE CLOSE 07/11/2007 10:06 AM Pacific Daylight Time LAifuwa

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████	██████	KNDJC736575 ██████	K1404893	4,600
Derby, NY ██████		Prod. Date: 4/13/07	Dealer: NY044 West-Herr Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 01/21/2008 04:32 PM US Mountain Standard Time CCummins Action Type:Outgoing call
cust states (Mr ██████)

1. the *AIR* bag light is always on
2. 3x for the *AIR* bag light on
3. dealership indicates cannot check the sensors in the seat
4. being told that I am sitting in the seat wrong
5. Svc tech indicated nothing could be done

writer states

1. apologized for the situation
2. advised calling when the vehicle is at the dealership
3. advised Kia will use all resources available to fix the vehicle

*** CASE CLOSE 01/21/2008 04:32 PM US Mountain Standard Time CCummins

*** PHONE LOG 02/18/2008 09:28 AM US Mountain Standard Time MTrem Action Type:Incoming call
Caller NY044 SA Lauren states:

1. customer gave me this case number to call in
2. customer brought vehicle in this morning for *PASS*enger side *AIR* bag concern
3. no duplication of concern today
4. customer has 3 previous visits, with no duplication, I have test driven the car
5. personally with the customer two previous times
6. one occasion had to ask customer to position in the middle of the seat.
7. the *AIR* bag light went off
8. am releasing car back to customer

*** CASE CLOSE 02/18/2008 09:30 AM US Mountain Standard Time MTrem
case closed pending customer call back

*** CASE CLOSE 04/11/2008 10:40 AM US Mountain Standard Time MTrem

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736275 ██████████	K1401840	3,900
Gig Harbor, WA ██████████		Prod. Date: 6/22/06	Dealer: WA008 Kia of Puyallup	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 01/10/2008 05:21 PM US Mountain Standard Time HReynolds
Edward Duclos Stated:

1. **PASS**enger side **AIR**bag light is on
2. dealer said that need to install software from Kia
3. will have to wait for few weeks for this
4. I can't have **PASS**enger in my car until kia fix it
5. this is inconvenience for me
6. I want Kia to give me another vehicle to drive it until you fix it
7. Tell your boss to see what he says than let me know

Writer stated:

1. updated
2. apology for situation
3. advised. number one defense is seatbelt
4. will check with dealer for status and review with area rep to see if theres any assistance can be provided
5. provided case#, writer's ext

*** PHONE LOG 01/11/2008 03:20 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. Spoke to Tom - SVCM at Kia of Puyallup

Tom Stated:

1. **AIR**bag module needs re flash
2. only FTR has the tool to perform
3. haven't made arrangement yet as of

*** PHONE LOG 01/11/2008 03:26 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. Left vm for DPSM/ Bill Sharp to call writer back
2. Vehicle has issue with **PASS**enger side **OCS** light
3. Customer was told by WA008 that unit need to be re flashed
4. Takes about few weeks for FTR to come out
5. Dealer has made an arrangement with FTR as of
6. Customer requests. fix it right now or give him a rental car until dealer fix it
7. Please call writer at 45723

*** EMAIL OUT_ HReynolds Action Type:External email

Send to:[bsharp@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.

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_K1401840_HReynolds_01-11-2008152034.doc>>

Kia Motors America
Consumer Affairs Department

Page 2 of 4

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736275 ██████████	K1401840	3,900
Gig Harbor, WA ██████████		Prod. Date: 6/22/06	Dealer: WA008 Kia of Puyallup	

*** PHONE LOG 01/17/2008 04:33 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM BSHARP, LEFT VM STATING:
1. CASE WAS ASSIGNED TO ME FOR FURTHER HANDLING
2. STATED CUSTOMER CONCERN
3. PLEASE CALL BACK TO ADVISE
4. LEFT EXT #, AND CASE #

*** PHONE LOG 01/17/2008 04:46 PM US Mountain Standard Time RChacon Action Type:Incoming call
DPSM BSHARP CALLED, AND STATED:
1. THE CUSTOMER WAS PUT INTO A RENTAL VEH
2. FTR MARK WHITE IS GOING TO BE OUT TO DEALERSHIP TOMORROW TO PERFORM THE REFLASH FOR
AIRBAG
3. VEII SHIould BE READY TOMORROW

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 01/21/2008 04:14 PM US Mountain Standard Time RChacon Action Type:Incoming call
WRITER CALLED WA008, SPOKE WITH SVC MGR TOM, WHO STATED:
1. THE FTR WAS OUT, AND DID COMPLETE THE REFLASH
2. VEH IS ALL DONE, IT WAS PICKED UP FRIDAY

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 01/21/2008 04:41 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, WHO STATED:
1. THE DEALERSHIP DID FIX THE PROB WITH THE **PASS** SIDE **AIRBAG** LIGHT
2. ANOTHER PROB I HAVE IS WITH THE WAY THE TRANNY SHIFTS, DOES NOT SEEM TO SHIFT PROP
3. THERE IS ALSO A WINE NOISE WHEN I AM DRIVING BETWEEN 40-50 MPH
4. I DID TAKE VEH TO DEALER IN THE PAST FOR THIS PROB, AND THEY TOLD ME THAT THIS IS NORMAL

WRITER STATED:
1. I APOLOGIZE FOR THE PROBLEM
2. IF YOU ARE HAVING PROB'S WITH SHIFTING, RECOMMEND TAKING VEH BACK TO KIA DEALER FOR DIAG
3. ONCE VEH IS AT DEALER, CAN CALL US BACK TO ADVISE
4. WE WILL FOLLOW UP WITH DEALER TO MAKE SURE ALL KIA RESOURCES ARE USED TO RESOLVE PROB

CUSTOMER STATED:
1. I DO HAVE YOUR #, THANK YOU

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1401840	3,900
Gig Harbor, WA ██████████		Prod. Date: 6/22/06	Dealer: WA008 Kia of Puyallup	

*** CASE CLOSE 01/21/2008 04:41 PM US Mountain Standard Time RChacon

*** NOTES 01/24/2008 10:44 AM Pacific Daylight Time KWarren Action Type:Manager review
NCA received letter from customer.

1. Cust states the same as above.
2. Cust states the **PASS**enger **AIR**bag light was fixed satisfactorily.
3. Cust states he still hears a "whine", the engine has misfired or chugged at 50 mph approx. going up a 1 - 2% hill. the tranny shifts into 4th overdrive too quickly such as at 30-35 mph. tachometer is at 1000 - 1100 and the and the engine is running rough and sluggish in drive position of the selector.
4. Cust. states WA008 has no fix for these problems.
5. Cust states he would like these problems to be resolved so he doesn't have to sell his car.

Dispatching to Western Region for customer contact.

*** PHONE LOG 01/25/2008 01:44 PM Pacific Daylight Time MLopez Action Type:Outgoing call
Called ██████████ and left a voice message for customer to call WRCAA back. Provided WRCAA case and call back number.

*** NOTES 01/25/2008 04:12 PM Pacific Daylight Time PORTiz Action Type:Manager review
RCAM forwarded letter to CAA for resolution.

*** PHONE LOG 01/29/2008 06:39 PM Pacific Daylight Time MLopez Action Type:Outgoing call
Called and spoke to customer:

1. Advise of receipt of letter he sent.
2. Has dealer performed a complete diagnosis of vehicle shift concern?

Customer states:

1. No. I just made a call to dealer S/M.
2. I am planning to take it in the next few weeks for a re-inspection.
3. Is this something that can be fixed?

Writer states:

1. I cannot provide you with an answer regarding vehicle concern without dealer performing necessary diagnosis.
2. Please call me and let me know when you can return vehicle to dealer so that I can review this concern with dealer.
3. We will provide any assistance dealer may need in resolving your vehicle concerns.

Customer states:

1. OK, will call you back once I have an appointment with dealer.

*** CASE CLOSE 01/29/2008 06:39 PM Pacific Daylight Time MLopez

**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]	K1401840	3,900
Gig Harbor, WA [REDACTED]		Prod. Date: 6/22/06	Dealer: WA008 Kia of Puyallup	

*** CASE CLOSE 04/10/2008 12:58 PM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

*** CASE CLOSE 04/19/2008 09:38 AM US Mountain Standard Time DUnderwood
TREAD REVIEW COMPLETE

**Kia Motors America
Consumer Affairs Department**

Page 1 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1368535	4,400
Piedmont, SC ██████████		Prod. Date: 4/18/07	Dealer: SC020 Kia of Greer	

Case History

Complaint **Re: AIR Assistance**

*** NOTES 10/08/2007 04:41 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

I need assistance in getting the **PASS**enger side **AIR** bag to come on each time someone sits on the **PASS**enger side. The dealership checked it and said nothing was wrong, but then went on to tell me that this has been a problem. I weigh 162 pounds and when I sit on the **PASS**enger side the **AIR** bag does not come on. One of the main reasons I bought this Kia was because of the safety features. Well, I don't feel safe at all on the **PASS**enger side nor do I feel safe when someone else sits in the **PASS**enger seat. I am unsure if this is a defect in just the Kia I have or in all Kia's but I am certainly not happy about it at all and am now regretting this purchase.

*** PHONE LOG 10/08/2007 09:53 AM US Mountain Standard Time RChacon Action Type: Outgoing call

WRITER CALLED CUSTOMER, LEFT VM STATING:

1. CALLING TO FOLLOW UP ON E-MAIL YOU SENT IN
2. IF YOUR ISSUE HAS NOT BEEN RESOLVED BY YOUR LOCAL KIA DEALER, PLEASE CALL BACK FOR ASSISTANCE
3. LEFT 800 #, AND CASE #

*** CASE CLOSE 10/08/2007 09:54 AM US Mountain Standard Time RChacon

*** PHONE LOG 10/09/2007 01:06 PM US Mountain Standard Time CCummins Action Type: Incoming call
cust states

1. **AIR** bag light on the **PASS**enger side is on all the time
2. dealership indicates no problems noted
3. what is the problem I want this fix

writer states

1. has to be diagnosed at the dealership for them to be able to fix the problem
2. apologize for frustration
3. provided contact information

*** PHONE LOG 10/10/2007 11:09 AM US Mountain Standard Time CCummins Action Type: Outgoing call
LM with Tommy Pittman. Svc Writer to have the Svc Mgr call back

*** PHONE LOG 10/11/2007 07:54 AM US Mountain Standard Time CCummins Action Type: Outgoing call
LVM again for Ed, svc mgr to call

*** PHONE LOG 10/11/2007 07:30 AM US Mountain Standard Time CCummins Action Type: Incoming call
VM from Ed, Svc Mgr requesting call back

*** PHONE LOG 10/11/2007 07:41 AM US Mountain Standard Time CCummins Action Type: Outgoing call
writer spoke with Ed, Svc Mgr

1. has been tested
2. no codes found

**Kia Motors America
Consumer Affairs Department**

Page 2 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1368535	4,400
Piedmont, SC ██████████		Prod. Date: 4/18/07	Dealer: SC020	Kia of Greer

*** PHONE LOG 10/11/2007 07:42 AM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM for callback

*** PHONE LOG 10/11/2007 01:50 PM US Mountain Standard Time CCummins Action Type:Incoming call
VM from ██████████

*** PHONE LOG 10/11/2007 01:52 PM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM for Ms ██████████ for call back

*** CASE CLOSE 10/11/2007 03:58 PM US Mountain Standard Time CCummins

*** PHONE LOG 10/11/2007 04:10 PM US Mountain Standard Time CCummins Action Type:Incoming call
cust states
1. calling back

writer states
1. advised no codes could be located
2. design specs are as they should be
3. no fix available

*** CASE CLOSE 10/11/2007 04:10 PM US Mountain Standard Time CCummins

*** NOTES 10/24/2007 10:58 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer received a BBB start date.

*** NOTES 10/24/2007 01:03 PM Eastern Daylight Time YEpps Action Type:Manager review
DPSM would like to send the FTR to reflash the vehicle.

*** NOTES 10/29/2007 08:37 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent the MRF to the BBB.

*** NOTES 10/29/2007 09:18 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent the FTR request.

*** NOTES 11/01/2007 04:05 PM Eastern Daylight Time YEpps Action Type:Manager review
Customer closed the BBB case

Kia Motors America
Consumer Affairs Department

Page 3 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736975 ██████	K1368535	4,400
Piedmont, SC ██████		Prod. Date: 4/18/07	Dealer: SC020	Kia of Greer

*** PHONE LOG 11/02/2007 02:47 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer and left a message requesting a call back.

*** NOTES 11/02/2007 02:48 PM Eastern Daylight Time YEpps Action Type:Manager review
Writer emailed the FTR regarding scheduling the customer's reflash.

*** NOTES 11/05/2007 09:57 AM Eastern Daylight Time YEpps Action Type:Manager review
1. FTR requested that the customer take the vehicle to SC005 on 11/28/07.
2. FTR will not be able to schedule SC020 until January.

*** NOTES 11/06/2007 01:03 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**.

Scanned and dispatched to region for further handling.

*** NOTES 11/12/2007 11:03 AM Eastern Daylight Time YEpps Action Type:Manager review
FTR will go to SC020 on the same day as SC005 (11/28/07).

*** NOTES 11/12/2007 11:19 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent the customer a letter advising of inspection date and time.

*** NOTES WITH COMMITMENT 11/27/2007 11:22 AM Eastern Daylight Time YEpps Action Type:Manager review

1. Reprogramming tool is not available for the final rep **AIR**.
2. Writer contacted the customer ██████ and requested that the final rep **AIR** is rescheduled when the tool is reprogrammed and available.
3. Customer agreed and advised that there is a problem with the **PASS**enger seatbelt latch.
4. Writer advised the customer to take the vehicle in for the seat belt latch whether there is an **AIR**bag rep **AIR** or not for safety.
5. Customer stated that she does not have **PASS**engers often and can wait for the rep **AIR**.
6. Writer called Ed at SC020 and left a message requesting a call back.

*** CASE CLOSE 11/27/2007 11:25 AM Eastern Daylight Time YEpps

*** NOTES 12/04/2007 09:53 AM Eastern Daylight Time YEpps Action Type:Manager review

1. FTR contacted the writer and advised that he can reflash the vehicle on 12/10/07 at 9am.
2. Writer contacted the dealer and advised of the customer appointment.
3. Writer contacted the customer and advised of the appointment.
4. Customer declined alternate transportation and advised that she will have someone take her to work and back.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1368535	4,400
Piedmont, SC ██████████		Prod. Date: 4/18/07	Dealer: SC020	Kia of Greer

*** COMMIT 12/04/2007 09:58 AM Eastern Daylight Time YEpps Action Type:Callback Required

*** CASE CLOSE 12/04/2007 10:02 AM Eastern Daylight Time YEpps

*** NOTES 12/13/2007 12:27 PM Eastern Daylight Time YEpps Action Type:Manager review
Customer reopened the BBB case stating that the concern is current.

*** NOTES 12/13/2007 12:33 PM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent the response to the BBB and requested a TE inspection.

*** NOTES 01/03/2008 03:00 PM Eastern Daylight Time YEpps Action Type:Manager review
1. The TE report confirmed that the vehicle is operating as designed.
2. The customer requested clarification of the TE inspection process.

*** NOTES 01/03/2008 03:38 PM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent the customer an offer for \$750 goodwill.

*** FULFILL 01/03/2008 03:38 PM Eastern Daylight Time YEpps Action Type:Callback Required

*** COMMIT 01/03/2008 03:39 PM Eastern Daylight Time YEpps Action Type:Callback Required

*** CASE CLOSE 01/03/2008 03:41 PM Eastern Daylight Time YEpps

*** NOTES 01/09/2008 02:58 PM Eastern Daylight Time YEpps Action Type:Manager review
1. Customer faxed the writer a letter declining goodwill and requesting a repurchase.
2. Writer emailed the DPSM and requested assistance with obtaining the deal recap to prove negative equity.
3. Charles (GM) at SC020 told writer that the form did not exist when writer requested it previously.
4. RCAM would like to arbitrate the case.

*** FULFILL 01/09/2008 02:58 PM Eastern Daylight Time YEpps Action Type:Callback Required

**Kia Motors America
Consumer Affairs Department**

Page 5 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736975 ██████	K1368535	4,400
Piedmont, SC ██████		Prod. Date: 4/18/07	Dealer: SC020	Kia of Greer

*** COMMIT 01/09/2008 02:59 PM Eastern Daylight Time YEpps Action Type:Callback Required

*** CASE CLOSE 01/09/2008 03:00 PM Eastern Daylight Time YEpps

*** CASE CLOSE 01/14/2008 08:01 AM Pacific Daylight Time JeffStroup

*** NOTES 01/15/2008 12:47 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA rec'd case today from SRCAA - YE
Updated RO recap--3x's

TE did not find **OCS** to be a current concern.

Notes in file indicate customer is stating that she has delivered the vehicle several times for **OCS** concern w/no RO's
Reflash was completed however we currently have an updated reflash available.

*** PHONE LOG 01/15/2008 01:12 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. Duffell -- Ms. ██████ states

1. now the **AIR** bag light goes out no matter who is in the seat even with my 40lb grandson
 2. feel that the light goes out when it should not.
- SRCAA advised
1. understand your frustration however
 2. review a new reflash available & request you allow us an opportunity to do this rep**AIR**
 3. I will follow up & ensure that you are satisfied with the rep**AIR**
 4. once you comfortable with the rep**AIR** we will offer GW cash settlement.

*** PHONE LOG 01/15/2008 01:14 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
In addition to previous call--Ms. ██████ states she will think about this and call back

*** NOTES 01/15/2008 04:24 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

*** EMAIL OUT JuneSifford Action Type:External email
Send to:[Stricklen, Robert {KMA}]
K1368535_S020_Duffell_KNDJD736975 ██████
SRCAA rec'd revised ATA--Customer has added concerns of (**)

1. **PASS**enger side **AIR** bag doesn't always work correctly
 2. rattle
- AND

#3--PASS**enger side seatbelt latch

**Kia Motors America
Consumer Affairs Department**

Page 6 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1368535	4,400
Piedmont, SC		Prod. Date: 4/18/07	Dealer: SC020	Kia of Greer

2. I request that you replace the vehicle with a Sedona

SRCAA advised

1. I will review your request with DPSM and SRCAM & call you back.

*** NOTES 01/16/2008 12:28 PM Eastern Daylight Time JuneSifford Action Type:Manager review

Review with SRCAM--SRCAM advised that he wishes to arbitrate as the TE inspection indicates that the vehicle is rep**AIR**ed.

*** PHONE LOG 01/16/2008 12:29 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted DPSM and reviewed customer request and revised ATA

DPSM will arbitrate for Interim Rep**AIR** decision.

*** PHONE LOG 01/16/2008 12:33 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ and advised that we will arbitrate this case.

*** CASE CLOSE 01/16/2008 12:38 PM Eastern Daylight Time JuneSifford
Additional RO's sent to DPSM

*** EMAIL OUT _ JuneSifford Action Type:External email
Send to:[Stricklen, Robert [KMA];Rupert, Steven [KMA]]

K1368535_██████████-2007 Kia Sorento_ **OCS** concern

SRCAA rec'd BBB Interim Rep**AIR** Decision

Manufacturer shall have 30 days to rep**AIR** once acceptance is received

Once Acceptance form is received FTR will be scheduled for **OCS** reflash @ SC020

*** EMAIL OUT _ JuneSifford Action Type:External email
Send to:[Stricklen, Robert [KMA];Rupert, Steven [KMA]]

K1368535_Paula Duffell_SC020_KNDJD736975 ██████████

Interim rep**AIR** decision indicates

1. Manufacturer will rep**AIR** the **PASS**enger **AIR**bag activation system in accordance with the rep**AIR** alternatives presented by the manufacturer at the arbitration

2. Manufacturer will rep**AIR** the front seat **PASS**enger seat belt latch

3. consumer will have 30 days to test drive after the rep**AIR**s are completed. If not completed properly the customer must notify the BBB in writing before the test drive period expires. If the customer does not notify the BBB this decision will become final.

*** NOTES 02/01/2008 10:10 AM Eastern Daylight Time JuneSifford Action Type:Manager review
FTR scheduled visit on 2/13/08 (@ SC020)

**Kia Motors America
Consumer Affairs Department**

Page 7 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736975 ██████	K1368535	4,400
Piedmont, SC ██████		Prod. Date: 4/18/07	Dealer: SC020 Kia of Greer	

SRCAA contacted Ed Nelson & reviewed FTR scheduled appt.
Letter to customer by fed-ex

*** PHONE LOG 02/11/2008 11:40 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████ and SC020--Ed Nelson and confirmed the scheduled appt for FTR & DPSM to inspect.

*** FULFILL 02/11/2008 11:41 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** COMMIT 02/11/2008 11:42 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** PHONE LOG 02/11/2008 11:45 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA asked if this concern could be easily duplicated & Ms. Duffell responded
1. "I guess you could say that it is because right now about 8 out of 10 times the light does not go off"
2. "you can lay the seat all of the way back and put your feet on the dash and it will not work"

SRCAA advised that she will need to try and duplicate this concern for the dealer.

*** PHONE LOG 02/11/2008 11:47 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA also reviewed FTR request to dup the concern with Service Manager Ed Nelson.

*** CASE CLOSE 02/11/2008 11:55 AM Eastern Daylight Time JuneSifford

*** CASE CLOSE 02/27/2008 12:21 PM Eastern Daylight Time JuneSifford

*** NOTES 03/10/2008 02:26 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Customer reopened her BBB case stating that the **OCS** is not functioning.

*** PHONE LOG 03/10/2008 03:46 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
Per review with FTR and DPSM--NPF on inspection
TE inspection requested
Per review with DPSM--once TE inspection completed we will review

*** CASE CLOSE 03/10/2008 03:49 PM Eastern Daylight Time JuneSifford
closed pending TE inspection

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1368535	4,400
Piedmont, SC ██████████		Prod. Date: 4/18/07	Dealer: SC020	Kia of Greer

Customer finally accepted replacement after sending multiple counter offers.

Replacement ordered

SRCAA contacted Charles-GM and reviewed SOC/replacement veh order & deliver to Dealer.

*** CASE CLOSE 04/01/2008 09:26 AM Eastern Daylight Time JuneSifford

*** NOTES 04/16/2008 10:59 AM Eastern Daylight Time JuneSifford Action Type:Manager review
E-Mail sent to BBB advising that the vehicle is in transit to the Dealer
However, I need a copy of the customers signed acceptance and the BBB settlement agreement.

*** PHONE LOG 04/17/2008 09:53 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA spoke to Ms. ██████████ states she will not sign the current offer letter as it does not indicate that the replacement is a 2008 Sportage.
SRCAA revised the letter to indicate, Per your request KMA will replace the 2007 Sorento with a 2008 Sportage.

*** CASE CLOSE 04/17/2008 09:55 AM Eastern Daylight Time JuneSifford

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
PHILA, PA		KNDJC736775	K1317112	1,600
		Prod. Date: 7/7/06	Dealer: PA006 Northeast Kia	

Case History

Complaint Repurchase

SURVEY DATE : 06/01/2007
SERVICE DATE : 05/21/2007

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :

Response for Service Survey Question Q6b. What caused the dealer not to complete the work requested?:

- Other(specify)

Response for Service Survey Question Q7. How many times did you need to return to the dealership before the work was completed to your satisfaction?:

- Two

Customer Comments: None

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

*** CASE AUTO CLOSE 06/06/2007 03:00:02 AM sa

*** PHONE LOG 07/25/2007 02:30 PM US Mountain Standard Time MTrem Action Type:Incoming call

Caller Mr. E states:

1. I want the number for arbitration
2. my **PASS**enger side **AIR**bag is not functioning
3. we have had 4 rep**AIR**s and down 17 days in 3 months time
4. I'm told that arbitration is so backed up it could take 2 yrs
5. if something happens and a **PASS**enger goes through the windshield. I'll be owning KMA
6. if we have to unbuckle to take car of the kid in the back seat while driving and we got through the windshield
7. you will never hear the end of it
8. I had the car to the dealership again today, they duplicated it and said they can't fix it
writer states:
 1. updated. no recalls
 2. apologized for concerns
 3. Kia buy back policy is in accordance with State law
 4. referred caller to WCIM. pursue independently
 5. writer is not legally trained and does not know your states specific laws
 6. Kia will rep**AIR** your vehicle according to manufacturing specifications
 7. **AIR**bags are supplemental safety feature designed to deploy in certain frontal impact
 8. primary restraint is the seat belt
 9. recommend pulling over in a case where the seat belt needs to be unbuckled to take
 10. care of rear seat **PASS**engers

caller abruptly disconnected the line

*** PHONE LOG 07-26-2007 07:33 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer Called PA006 SNI Jim states:

1. Vehicle had been in for the **PASS**enger side **AIR**bag Light
2. 04/24/2007 to 04/27/2007 - 158 miles. replaced C Track. **AIR**bag light on
3. 05/21/2007 to 05/23/2007 - 601 miles. Reprogrammed PCM. **AIR**bag light on
4. 06/19/2007. **AIR**bag light on, ordered a seat. installed on 07/06/2007

Kia Motors America
Consumer Affairs Department

Page 2 of 2

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736775██████████	K1317112	1,600
PHILA. PA ██████████		Prod. Date: 7/7/06	Dealer: PA006	Northeast Kia

*** PHONE LOG 07/27/2007 08:44 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer LVM for DPSM GKaras requesting call back, left 8 of VIN, will send notes, request call back

*** EMAIL OUT _ MTrem Action Type:External email
Send to:[gkaras@kiausa.com]
Michael Trem
Kia Consumer Assistance
Ext 45011

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.

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_K1317112_MTrem_07-27-2007094119.doc>>

*** NOTES 07/27/2007 02:21 PM US Mountain Standard Time MTrem Action Type:Manager review
Writer dispatching case to Eastern Region for handling
1. Customer seeking Lemon Law
2. Low mileage, multiple rep**AIR**s for **AIR**bag system
3. vehicle released to customer with out a solution for **AIR**bag light
4. contact customer

*** FORWARD 07/30/2007 06:28 AM Pacific Daylight Time MPfeifer
Sam - see me. Reflash available in about 1 month.

*** NOTES 08/21/2007 09:35 AM Pacific Daylight Time EDicinti Action Type:Manager review
Closing case pending further contact from customer

*** CASE CLOSE 08/21/2007 08:36 AM Pacific Daylight Time EDicinti

**Kia Motors America
Consumer Affairs Department**

Page 1 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
PHILA, PA		KNDJC736775	K1323246	1,080
Prod. Date: 7/7/06		Dealer: PA006 Northeast Kia		

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 06/18/2007 12:04 PM US Mountain Standard Time LCoema Action Type: Incoming call
Cust States:

1. Have taken veh to dlr 2 times for **AIR** bag light concern.
2. Wife & daughter both weigh over 150 lbs.
3. **AIR** bag light stays on most of the time.
4. Sometimes will go off, then will come back on & stay on.
5. Dlr has made 2 rep**AIR**s already but light still comes on & stays on.
6. Really love the veh except for this.
7. Wife refuses to ride in car.
8. If can't get this rep**AIR**ed will have to file for lemon law.
9. When purchased veh salesman noticed light was on when he was sitting in **PASS**enger side.
10. He is the one who scheduled the first appt.

Writer states:

1. Updated, no recalls.
2. Apologized for situation.
3. There are several factors that can cause **AIR** bag light to stay on including how the person is sitting.
4. But if stays on & srv dept has been able to duplicate, then writer can work with dlr.
5. Can have dlr call tech line & writer will contact Kia area rep for assistance.

Writer put cust on hold & called PA006 Northeast Kia, spoke with Jim srv mgr who stated:

1. Have made 2 rep**AIR**s, the seat track & wiring.
2. Veh will need to come back.

Writer went back to cust & stated:

1. Adv dlr has made 2 rep**AIR**s.
2. Will need for veh to go back to dlr.
3. Adv cust to schedule appt.
4. Call writer back with appt date.
5. Writer will then follow up with dlr & factory rep.
6. Provided file number & writer's ext.

Cust states:

1. Dropping veh off tomorrow afternoon around 4 PM.
2. Dlr providing loaner veh.

Writer States:

1. Will follow up with dlr on Wednesday.
2. Will call cust back at home number.

*** PHONE LOG 06/20/2007 02:22 PM US Mountain Standard Time SBowyer Action Type: Incoming call
CUST MR. EARLEY STATED

1. are you having problems with the **PASS** side seat sensor
2. me and my wife went to the dlr and we couldnt get it to happen 3 or 4 times
3. they ordered a new seat: they said to take the car, and i said i wouldnt
4. they are supposed to call me tomorrow
5. a/b's save lives, this needs to work

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
PHILA, PA		KNDJC736775	K1323246	1,080
		Prod. Date: 7/7/06	Dealer: PA006 Northeast Kia	

- 2.L.Coleman handling case
- 3.no reported problems with the **OCS** in the new 07 sorentos
- 4.dlr has to be able to duplicate a concern to know how to fix it
- 5.a/b's are not designed to deploy in every accident situation
- 6.seat belt is primary restraint: this car has seat belt pretensioners for added safety
- 7.L.Coleman handling case. can get her on the line

WARM TRANSFERRED TO L.COLEMAN

*** PHONE LOG 06/20/2007 02:32 PM US Mountain Standard Time L.Colema Action Type:Incoming call
Cust States:

1. Took veh to dlr today.
2. Dlr could not duplicate concern.
3. But dlr is ordering a new seat cushion.
4. Dlr states will call me back with ETA for seat.
5. Dlr stated if light is off, then if **PASS**enger shifts weight, the light will come back on & stay on, then I would have to pull over, turn off car, have my **PASS**enger get out, get back in & then start car again.
6. That is stupid & unsafe.

Writer states:

1. Will also follow up with dlr tomorrow on part.
2. Will call cust back after speaking with dlr.

*** PHONE LOG 06/22/2007 03:10 PM US Mountain Standard Time L.Colema Action Type:Incoming call
Writer called PA006 spoke with Jim srv mgr who stated:

1. Part is on order.
2. Should be here Monday.
3. Cust in rental.

Writer states:

1. Will follow up on Monday or Tuesday.

*** PHONE LOG 06/25/2007 02:57 PM US Mountain Standard Time R.Chacon Action Type:Incoming call
Customer stated:

1. I was speaking with Linda last week on a part that was being ordered
2. I got a call from the dealer today, and they tell me the part is not in
3. If they do not get the part tomorrow, they said they would call you
4. I googled the prob I am having, and this **AIR** bag seems to be a common prob with the kia's
5. It's like the dealer's don't know how to fix the prob

Writer stated:

1. I apologize for the problem
2. Read info in case notes
3. Once Linda has more info, she will be following up with you
4. I don't have any info stating this is a common prob
5. If dealer has difficulty making a rep**AIR**, or diag, there are other resources that we can make available to dealer to ensure prob is resolved

**Kia Motors America
Consumer Affairs Department**

Page 3 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736775 ██████████	K1323246	1,080
PHILA. PA ██████████		Prod. Date: 7/7/06	Dealer: PA006	Northeast Kia

1. Thank you
:.....CALL ENDED:.....

*** PHONE LOG 06/28/2007 06:30 AM US Mountain Standard Time L.Colema Action Type:Incoming call
800 VM call from cust stating:

1. Linda please call back.

Writer called PA006 spoke with Jim srv mgr who stated:

1. Still waiting for part.
2. Part number 88200-3E700KW, order number 735021
3. Don't have an ETA yet.

Writer called PDC, spoke with Danny who stated:

1. Parts are on the dock at the warehouse waiting to be checked in.
2. Dlr should have part sometime next week.
3. Dlr has this on "E" order.

Writer called cust. spoke with Mrs. Early & stated:

1. Adv of part information.
2. Writer will follow up early next week with dlr.
3. Will call cust back.

*** COMMIT 06/29/2007 10:38 AM US Mountain Standard Time L.Colema Action Type:Callback Required

*** CASE CLOSE 06/29/2007 10:38 AM US Mountain Standard Time L.Colema

*** PHONE LOG 07/03/2007 11:35 AM US Mountain Standard Time L.Colema Action Type:Incoming call

Writer called PA006 spoke with Jim srv mgr who stated:

1. Part was in yesterday.
2. Part was installed & cust picked up veh yesterday.

Writer called cust & spoke to Mrs Early & stated:

1. Following up on rep **AIRs** to veh.

Mrs. ██████ states:

1. Looks good.
2. Thank you for your help.

Writer states:

1. If need further assistance please call writer back.

*** CASE CLOSE 07/03/2007 11:36 AM US Mountain Standard Time L.Colema

**Kia Motors America
Consumer Affairs Department**

Page 4 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
PHILA, PA		KNDJC736775	K1323246	1,080
		Prod. Date: 7/7/06	Dealer: PA006 Northeast Kia	

*** CASE CLOSE 07/05/2007 10:49 AM Pacific Daylight Time JeffStroup
tread review complete

*** NOTES 09/27/2007 09:23 AM Pacific Daylight Time EDicinti Action Type:Manager review
REC'D ADL FROM K&S. LETTER OF ACK SENT TO ATTY
DO NOT SPEAK TO CUST. REFER BACK THROUGH THEIR ATTY.
CC: MATT PFEIFER

WRITER PREPARED RO RECAP
FILE GIVEN TO ERCAM FOR NEGOTIATION

*** CASE CLOSE 09/27/2007 09:25 AM Pacific Daylight Time EDicinti

*** PHONE LOG 01/08/2008 02:48 PM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK
CUSTOMER STATES.
1. I WAS DEALING WITH KIA REGARDING MY CAR BEING A LEMON
2. IT WAS BOUGHT BACK AND I WAS TOLD TO WAIT UNTIL KIA CONTACTS ME REGARDING THE PAY OFF.
3. I HAVE BEEN WAITING FOR SOME TIME NOW AND NOW ONE HAS CALL.
4. WHO CAN CALL TO GET THIS INFORMATION. DO I NEED TO HAVE THE ATTORNEY CALL

WRITER STATES.
1. IF YOU DID SECURE AN ATTORNEY THAT WOULD BE THE BEST OPTION.

CUSTOMER STATES.
1. IS THERE A OFFICE IN N.J. THAT I CAN CALL

WRITER STATES.
1. ONCE I CAN VERIFY YOU HAVE A CASE. SINCE OUR SYSTEM IS DOWN THEN I CAN CALL YOU BACK

CUSTOMER STATES.
1. THANK YOU.

*** PHONE LOG 01/08/2008 02:53 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK AFTER FINDING CASE.
WRITER STATES.
1. I AM SORRY THIS IS THE CASE BUT YOU NEED TO GO THROUGH YOUR ATTORNEY

CUSTOMER STATES.
1. I WILL AND I WILL ALSO GET THE MEDIA INVOLVED AS WELL.

*** CASE CLOSE 01/08/2008 02:54 PM US Mountain Standard Time SLarez

**Kia Motors America
Consumer Affairs Department**

Page 5 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736775 ██████████	K1323246	1,080
PHILA, PA ██████████		Prod. Date: 7/7/06	Dealer: PA006 Northeast Kia	

*** NOTES 01/09/2008 06:24 AM US Mountain Standard Time SLarez Action Type:Manager review
DISPATCHING CASE TO REGIONAL OFFICE FOR REVIEW OR TO CONTACT CUSTOMER.

*** NOTES 01/16/2008 05:05 PM Pacific Daylight Time EDicinti Action Type:Correspondence sent
Writer sent email to customer's atty requesting sales d**OCS**. as both copies previously received are illegible.

Writer faxed release of lease info authorization to Americredit.

*** PHONE LOG 01/29/2008 05:01 PM Pacific Daylight Time EDicinti Action Type:Incoming call
Writer sent repurchase package to NCA on 1/28.

Advised customer to hold off on making Feb's payment. Writer will advise whether or not to make payment closer to due date

*** CASE CLOSE 01/30/2008 05:02 PM Pacific Daylight Time EDicinti

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1447877	2,112
Rio Rancho, NM ██████████		Prod. Date: 6/25/07	Dealer: NM011	Cottonwood Kia

Case History

Complaint *Per ATR Assistance*

*** PHONE LOG 05/15/2008 10:13 AM US Mountain Standard Time TShamburger customer ██████████ called

- 1 the **OCS** system on the **PASS**engerside does not work
- 2 the light comes on saying its OFF
- 3 dlr said nothing is wrong with the system.
- 4 the dlr said they checked it thoroughly
- 5 and now the TPMS system light is on, and that means a concern and dlr has to reset it.
- 6 only had veh for a 1 1/2 months and I have two electrical problems.
- 7 dont feel this is right and maybe Kia can give me a car that works.
- 8 I sat in the seat and buckle in and I dont move and im driving along and light comes on
- 9 the only way to make it work, is stop vehicle and turn vehicle off and turn it on again
- 10 then the light will go off.
- 11 this is a safety issue.

wrt states:

1 im sorry

- 2 the system **OCS** is made to make sure the **PASS**enger is sitting correctly in seat, if not the system will turn itself OFF
- 3 if you move around and not seat right it will go off
- 4 but if there is a malfunction we have to take care of it.
- 5 wrt will call Svc Mgr and dlr
- 6 and Kia rep on your vehicle.
- 7 will call you back tomorrow.
- 8 gave cust case# and ext call ended.

*** PHONE LOG 05/16/2008 02:53 PM US Mountain Standard Time TShamburger Action Type:Outgoing call wrt called svc mgr Carl

Carl states

- 1 we check the **OCS** thoroughly no problems
- 2 tried to exp to cust how this system works he does not want to hear it.
- 3, and the TPMS he said is on, i told him it would come on if pressure on tire off, and if veh first starts cold
- 4 if not can bring veh in and we reset system but exp to cust its safe to drive.

wrt states

1 ok thank you.

*** PHONE LOG 05/16/2008 03:01 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called Cor dpsm

wrt states

- 1 exp cust concern.
 - 2 and svc mgr tested vehicle and found nothing wrong
- Cor states

1 cal me Monday/ Tuesday, not sure if dlr has tool

wrt states

1 ok will call you monday or tuesday, call ended.

*** PHONE LOG 05/16/2008 03:05 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called customer back

wrt states

- 1 spoke to kia rep
- 2 he advise me he will check with Svc Mgr and ask me to call him Monday/ Tuesday.
- 3 just giving you update.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1447877	2,112
Rio Rancho, NM ██████████		Prod. Date: 6/25/07	Dealer: NM011	Cottonwood Kia

4 when i speak to kia rep again. will call you, most likely Tuesday afternoon.
cust thanked wrt. call ended.

*** PHONE LOG 05/21/2008 03:32 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Cor Valstar dpsm and LVM to call wrt back on this vehicle.

1 left ext, dlr name, and ext

2 its regarding the vehicle with the **OCS** system and you were checking if dlr had the tool

3 please call wrt

*** PHONE LOG 05/23/2008 09:26 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Cor Valstar

wrt states

1 does this dlr have the tool to reflash vehicle.

Cor states

1 have your name on list to call you.

2 the dlr has the tool and I spoke to them last Friday so the vehicle should have been done already.

wrt state

1 good will check with dlr and then call customer

wrt thanked Cor call ended.

*** PHONE LOG 05/23/2008 09:30 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Cottonwood Kia and spoke to Svc Mgr Carl

wrt states

1 checking to see if veh came in to get the **OCS** system reflashed.

Carl states

1 I believe I called cust to bring veh in, but it didnt come in yet.

2 but will call cust again just to make sure I call him.

wrt states

1 wrt gave Carl the ph# to customer. call ended.

*** PHONE LOG 05/23/2008 02:08 PM US Mountain Standard Time TShamburger Action Type:Incoming call
wrt called ██████████

wrt states

1. wrt is checking to see if the Svc Mgr called you today.

2 he suppe to call you to bring vehicle back in and make an appt for **OCS** system.

cust states

1 No one from dlr called

wrt states

1 apologize

2 advise cust to call dlr and make appt.

3 dlr suppose to readdress your **OCS** system on vehicle

4 exp to cust that cruise control if not added on at the factory is not an item you can install later

5 so if the dlr promise you this its through an aftermarket company, and we have not control what they offer you at time of sales

6 nifi rights is to our warr and its factory parts and workmanship.

cust states

1 ok thank you.

2 just not happy with this dlr. the IOU a cruise control now they said the company that they work with does not have on

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885██████████	K1447877	2,112
Rio Rancho, NM ██████████		Prod. Date: 6/25/07	Dealer: NM011	Cottonwood Kia

- available for my car.
- 3 its the dealers attitude I dont like.
- 4. will call dlr call ended.

*** CASE CLOSE 05/23/2008 02:14 PM US Mountain Standard Time TShamburger
close. calling Wednesday to chk if customer made appt.

*** CASE CLOSE 07/08/2008 09:45 AM US Mountain Standard Time JHirshfield
TREAD REVIEW - JH

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735385 ██████████	K1583761	6,180
E <i>AIR</i> date: KY ██████████		Prod. Date: 7/6/07	Dealer: KY008 The Kia Store	

Case History

Complaint *Rep*AIR* Assistance*

*** PHONE LOG 05/04/2009 08:25 AM US Mountain Standard Time CCummins
CUSTOMER STATES

1. HAVE A CONCERN WITH THE RIGHT **PASSENGER AIRBAG**
2. INTERMITTENTLY THE LIGHT GOES ON AND OFF
3. SVC WRITER WAS THE CONTACT
4. WAS TOLD I WOULD HAVE TO PAY FOR THE **REPAIR**
5. CUSTOMER INTERRUPTED THE WRITER WHILE TRYING TO EXPLAIN THE **AIRBAG** CONCERN
6. WAS TOLD IT IS NOT THROWING ANY CODES AND COULD NOT DUPLICATE CONCERN
7. WAS TOLD THEY TRIED SEVERAL TIMES AND THE PROBLEM COULD NOT BE DUPLICATED
8. IF I AM IN AN ACCIDENT AND THE **AIRBAG** DOES NOT WORK, I WILL SUE

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. ADVISED THAT THE INTERMITTEN LIGHT IS THE HARDEST PROBLEM TO FIND
3. ADVISED THE VEHICLE NEEDS TO GO TO THE DEALERSHIP FOR A DIAGNOSIS OF THE CONCERN
4. ADVISED CUSTOMER NEEDS TO REVIEW THE CHAPTER IN THE OM REGARDING THE **AIRBAG** OPERATION
5. ADVISED THAT KIA IS NOT GOING TO "THROW" PARTS AT THE VEHICLE TO SEE IF IT **REPAIRS** THE CONCERN
6. ADVISED THE SEATBELT IS THE PRIMARY SAFETY DEVICE FOR THE VEHICLE AND IF THERE IS AN ACCIDENT
7. ADVISED THE **AIRBAG** DOES NOT DEPLOY IN EVERY ACCIDENT
8. ADVISED WRITER UNDERSTANDS THE FRUSTRATION, BUT WITHOUT A DIAGNOSIS, THE DEALERSHIP DOES NOT KNOW WHAT TO FIX
9. PROVIDED CASE # AND ADVISED CUSTOMER THAT CONCERN IS DOCUMENTED AND TO PLEASE CALL IF THIS CONTINUES TO BE A CONCERN

*** CASE CLOSE 05/04/2009 08:25 AM US Mountain Standard Time CCummins

Kia Motors America
Consumer Affairs Department

Page 1 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736375 ██████████	K1421419	7,500
Brandywine, MD ██████████		Prod. Date: 11/24/06	Dealer: MD040 Ron Bortnick Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 03/05/2008 08:31 AM US Mountain Standard Time CHart
cust mr. dressler called

1. i'm being told that its kia's policy to drive the veh with the **AIR** bag not working
2. is this true?
3. if it is i'm going to the new station
4. the SM is telling me that the rep told him this
5. the **AIR** bag isn't zeroed out
6. apparently there is a specialized machine that is needed to correct the rep **AIR**

wrt states

1. apologize
2. advised wrt can follow up w/ dlrshp for further info
3. will call cust when info available
4. provided case# and ext

cust understood -- call ended

*** PHONE LOG 03/05/2008 09:29 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlr MD040 -- spoke w/ Rita

1. SM off site for a meeting
2. will be back around 1-1:30
3. please try him back then

call ended

*** PHONE LOG 03/05/2008 01:57 PM US Mountain Standard Time CHart Action Type:Outgoing call
called dlrshp MD040 - spoke w/ Nicole

1. SM in a meeting with the owner
2. i can have him call you when he's done

wrt provided 800 and ext
call ended

*** PHONE LOG 03/05/2008 02:10 PM US Mountain Standard Time CHart Action Type:Outgoing call
SM w/ dlr -- Micheal Melane

1. we have to reset the **OCS** sensor in the seat
2. out DSM has to get the tool
3. he's going to contact us when he has the tool and come down

wrt thanked -- call ended

*** PHONE LOG 03/06/2008 08:30 AM US Mountain Standard Time CHart Action Type:Outgoing call
called cust

wrt states

1. calling regarding case
2. advised dlr has contact dpsm for tool for rep **AIR** of veh
3. will call cust when they have the tool to fix the seat

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736375 ██████████	K1421419	7,500
Brandywine, MD ██████████		Prod. Date: 11/24/06	Dealer: MD040 Ron Bortnick Kia	

cust states

1. so what you are telling me is to drive the veh without the **AIR**bags
2. the only other choice i have is to leave the veh at the dlr
3. does kia hold no responsibility to me for this?

wrt states

1. advised custs choice to drive the veh
2. advised **AIR**bags are SRS -- seatbelts being the primary
3. advised loaner vehs are property of the dlr -- no KMA
4. kia does not have a provision for rentals -- case by case basis
6. wrt can follow up w/ dpsm

cust states

1. you do that

call ended

*** PHONE LOG 03/06/2008 08:33 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dpms PStapleton -- left VM

1. calling regarding cust case
 2. cust request rental assistance until veh rep**AIR**ed
 3. please call wrt w/ info // decision for rental
 4. left ext
- call ended

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

Send to:[PStapleton@kiausa.com]

Paul

Please give me a call when you have an opportunity. Thank you

Chris
x45862

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer 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\ClarifyOBB\CA Attachments\SendHistory\Case_K1421419_CHart_03-06-2008083712.doc

*** PHONE LOG 03/06/2008 12:04 PM US Mountain Standard Time CHart Action Type:Incoming call
dpsm PStapleton called

1. calling back regarding case
2. no rental assistance for this customer
3. dispatch the case to region
4. when i get the tool here -- we will fix his veh

**Kia Motors America
Consumer Affairs Department**

Page 3 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736375 ██████████	K1421419	7,500
Brandywine, MD ██████████		Prod. Date: 11/24/06	Dealer: MD040 Ron Bortnick Kia	

*** PHONE LOG 03/06/2008 12:06 PM US Mountain Standard Time CHart Action Type:Outgoing call
called cust
wrt states

1. calling regarding cust request
2. dpsm declined rental assistance
3. will forward case to region for further handling

cust understood -- call ended

*** NOTES 03/06/2008 12:10 PM US Mountain Standard Time CHart Action Type:Manager review
forwarding to region for further handling

1. cust called stating he was told that KMA okays the cust to drive the veh without the **OCS** operating
2. wrt called dlr for additional info
3. dlr advised **OCS** needs adjustment
4. dlr does not have tool to perform adjustment -- contacted dpsm
5. dpsm PStapleton waiting for tool to come to his district
6. cust requested rental assistance
7. dpsm declined -- advised wrt to forward to region for handling

*** NOTES 03/06/2008 04:02 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Mr. ██████████) and stated:
 - * I will schedule an appt as soon as I know when the DPSM will have the **OCS** reflash tool
2. Customer stated:
 - * You know it is against the law to make me drive a car with the **AIR** bag not working
 - * The dealer gave me a loaner but now I have to take it back
3. Writer stated:
 - * I apologize for your inconvenience
 - * The seatbelt is the primary safety restraint system
- * We will get the **AIR** bag light rep **AIR**ed as quickly as possible
4. Writer will talk to DPSM (PStapleton) to see when he can get the reflash tool

*** PHONE LOG 03/06/2008 03:20 PM US Mountain Standard Time CHart Action Type:Incoming call
cust called

1. i need to speak w/ someone else besides you

wrt states

1. apologized
2. advised case has been dispatched to region
3. offered to warm conference cust to the region

((placed cust on hold))

called OSprague

1. you can tell the customer case is being handled by the region
2. give him my direct line -- not the 800
3. he can call me and leave me a VM

Kia Motors America
Consumer Affairs Department

Page 4 of 5

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736375 ██████████	K1421419	7,500
Brandywine, MD	██████████	Prod. Date: 11/24/06	Dealer: MD040 Ron Bortnick Kia	

- wrt thanked OSprague
wrt states to customer
1. apologize
 2. spoke w/ RCAA -- advised decision has been made by region
 3. advised cust can contact region during business hours
 4. provided RCAA number

cust disconnected -- call ended

*** NOTES 03/07/2008 02:48 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to DPSM and he stated:
 - * Please find out from FTR when I can get the **OCS** reflash tool
 - * I know it is going to another DPSM (CTeasley) next week and then I should be able to get it
 - * I will also see if FTR has another tool so I can get this done as soon as possible
 - * The dealer is telling me the customer has contacted the news media
 - * Please call Mike McClain at MD040 and see what he knows about this
2. Writer left message for Mike to call back
3. Writer send e-mail to FTR and CTeasley to see when tool can be shipped to PStapleton
4. CTeasley responded:
 - * Tool should ship back to FTR (SRupert) on 3/14 or 3/17
5. Writer sent e-mail to FTR and PStapleton
 - * Please let me know when tool can ship to PStapleton so reflash can be scheduled

*** NOTES 03/07/2008 02:48 PM Eastern Daylight Time OSprague Action Type:Manager review

1. News media left message stating:
 - * Please call to discuss this case
2. Writer forwarded phone message to RCAA for media contact

*** NOTES 03/07/2008 03:21 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to DPSM and he stated:
 - * I have the **OCS** tool
 - * Per the service manager at MD040, the vehicle is currently at the dealership
 - * I am on my way there to perform the reflash
 - * The service manager will contact the customer as soon as the vehicle is rep**AIR**ed
2. Writer spoke to customer (Mr. ██████████) and stated:
 - * The DPSM is performing the reflash later today
 - * The dealer will contact you when the vehicle is ready for you to pick up.
3. Customer thanked writer
4. Writer will contact MWirz in NCA to see how the media should be handled

*** COMMIT 03/07/2008 03:34 PM Eastern Daylight Time OSprague Action Type:Callback Required

**Kia Motors America
Consumer Affairs Department**

Page 5 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736375 ██████████	K1421419	7,500
Brandywine, MD	██████████	Prod. Date: 11/24/06	Dealer: MD040 Ron Bortnick Kia	

1. MCAmron in NCA sent e-mail on 3/7/08 stating:
 - * Go ahead and contact the operator and provide rep**AIR** info
 - * If they are looking for more info than that, cut the call short and we will refer them to PR
2. Writer left message for Operator 22 on 3/7/08 stating the vehicle has been rep**AIR**ed
3. DPSM (PStapleton) called today and stated:
 - * I performed the **OCS** reflash on Friday 3/7
 - * This vehicle was purchased under a company name
 - * Because of this, it only has 5/60 warranty
 - * Cust is very upset about that and wants Kia to give him the 10/100
 - * The sales department explained to him that he financed it thru his business and that will not be changed
 - * Call the dealer to get the RO
4. Writer spoke to Dan in service and requested the RO
5. Case will be closed as vehicle is rep**AIR**ed and no further action is required

*** CASE CLOSE 03/10/2008 08:16 AM Eastern Daylight Time OSprague

*** FULFILL 03/10/2008 10:36 AM Eastern Daylight Time OSprague Action Type:Callback Required

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585 ██████████	K1525036	50
La Quinta, CA ██████████		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

Case History

Complaint Dealer

*** PHONE LOG 11/21/2008 03:30 PM US Mountain Standard Time TShamburger customer ██████████ called

- 1 I went to dlr to buy veh and I went to the fleet side and they were just has crocked as the regular sales man.
- 2 they had 3000.00 on my paperwork more and they would not tell me what it was.
- 3 this 3000.00 has the bluetooth, alarm pkg. . . I told them I dont want any option and they said no; they said its mandatory.
4. they were not willing to check any other finance company for a better finance deal with my credit score of 810
- 5 .I called dlr and they said they cant do anything and the dlr suppose to take care of my trade in vehicle.
- 6 so I paid 3000 for something Im not getting.
7. its not right, and I called that girl who's name was on the dlr door and she answered at first but she's not answering any longer her personal cell phone just keeps ringing.

wrt states

- 1 im sorry but mfr can note your complaint
- 2 mfr does not offer the blue tooth,mfr is not responsible for items they offered not in relations to factory items on your car.
- 3 mfr here to support mfr warr which are original items from the factory.
- 4 will foward your concern with your trade in situation.
- 5 but kia would not offer you what the dlr offer you on that pkg deal. im sorry.
- 6 you can check with your atty gen office on your rights to items on a business that closed locally which you did not obtain from them.

cust states

1 fine. note im not happy kia's name will go down with dealers like this.
call ended.

*** EMAIL OUT .. TShamburger Action Type:External email
Send to:[rdutcheshen@kiausa.com]
Bob.

Just wanted to inform you of this customer, she complaining about her trade in vehicle as well as her 3000 dollar pkg deal she is not getting from dlr now. But I know you wanted to know if they had a Payoff issue on a vehicle and this customer does.

Tammy 46576

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:

\\ecopubs\ClarifyOB\ACA Attachments\SendHistory\Case_K1525036_TShamburger_11-21-2008\152502.doc>>

*** NOTES 11/21/2008 03:37 PM US Mountain Standard Time TShamburger Action Type:Manager review
foward to region for review*****

- 1 customer not happy that the 3000. dollars pkg deal the dlr said she had to have it not covered by kia still.
- 2 cust is very unhappy that KMA will not stand for what the dlr offered her
- 3 dont know if you can do anything for this customer or just explain to customer again about her bluetooth offer is not from the Car mfr.
- 4 customer did also trade in a veh and she discuss that with dlr but not cust said the girl that was the contact on door is not answering her cell phone.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 4

Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735585 [REDACTED]	K1525036	50
La Quinta, CA [REDACTED]		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

see case notes.

*** PHONE LOG 11/24/2008 05:27 PM US Mountain Standard Time KJohnson Action Type:Incoming call

Customer stated:

- 1 - This situation is going from bad to worse
- 2 - Can you tell whether Kia of La Quinta activated the anti theft device?
- 3 - What if it goes off?
- 4 - I haven't received my permanent plates
- 5 - I don't know who my finance company is; Kia of La Quinta would not let me work w/ KMFA
- 6 - They said I had to use their financing; I haven't heard anything
- 7 - My trade-in veh has not been paid off
- 8 - The **OCS** does not work consistently

Writer stated:

- 1 - Apologized
- 2 - Cannot tell whether Kia of La Quinta activated anti-theft device
- 3 - When go in for svc. recommend you ask Kia dlr to examine device to see if activated
- 4 - Will add to concerns already at regional office
- 5 - Dealers are independently owned and operated
- 6 - Unfortunately KMA is very limited in how we can assist in a situation like this
- 7 - If anything can be done from our end, it will be
- 8 - Have you read owner's manual re: **OCS**? [no]
- 9 - recommend you do so: **OCS** is designed to de-activate whenever it is not safe for it to deploy
- 10 - If after understanding more completely how it should work, you determine that it is not working, make appt at Kia dlr
- 11 - This is covered under warranty against any factory defect
- 12 - provided phone no. for Citrus Kia, ca212

Customer stated:

- 1 - Thank you

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

Send to:[RDutchshen@kiausa.com]

CC List:[apeckson@kiausa.com]

Karen (a 46041

Kia of La Quinta, no pay off of trade-in

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\ClarityOBJ\CA_Attachments\SendHistory\Case_K1525036_KJohnson_11-24-2008172858.doc>>

<<File Attachment: \\copubs\ClarityOBJ\CA_Attachments\SendHistory\Case_K1525036_KJohnson_11-24-2008172858.doc>>

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████	██████	KNDJD735585 ██████	K1525036	50
La Quinta, CA ██████		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

*** PHONE LOG 11/24/2008 05:38 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DSM Robert Dutchshen and left VM stating:
1 - This case also involves non-payoff of trade-in

*** PHONE LOG 11/25/2008 01:27 PM US Mountain Standard Time RBriones Action Type:Incoming call
Customer (Ms ██████) stated:
1. Looking for name of management company.
2. Got the owner's name of dealer. Peter Shaver.

Writer Stated:

1. Name is HLS Holdings, LLC.
2. Owner of the dealer is Peter Shaver.

Ms ██████ stated:

1. Has the dealer filed for chapter 7 or 11?
2. Just trying to get a trade-in paid off.

Writer Stated:

1. Apologized for prob.
2. Does not show us what has happened or if the dealer filed bankruptcy.

*** PHONE LOG 12/05/2008 10:33 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reaa contacted cust:
1. first off apologize abt situation
2. w/ kia of la quinta closing down

cust states:

1. i was fortunate bc twachovia told me they didn't pay trade off
2. i went to another dlr picked up my trade in and gave the kia back
3. dlr sold me \$3k worth of options. but i didn't have all this money to owe back and that's fine. as long as i got trade in
4. all trade ins went to san bernardino and they said to come pick up their trade ins by this fri (today)
5. or it goes to auction
6. my friend told me there's a guy at kia of la quinta fr. chrysler finance. his name is Mike. went to dlr. he said we don't have trade in there. trade offs weren't paid off. he found out that my car is at San bernardino. search for palm springs channel 3 website. put in Kia. they did a story. there was a lady who got a phone call
7. my contact was Alma call me back in 30 min. and i can give you whatever info you need

reaa states:

1. it is an unfortunate situation
2. glad to hear your got your trade in back
3. appreciate any info you can offer
4. will call you back in 30 min for alma's ph#

*** PHONE LOG 12/05/2008 11:46 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reaa contacted cust back for additional info

cust states:

1. i'm right back where i was before i bought the car

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585██████████	K1525036	50
La Quinta, CA ██████████		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

2. here's what saved me, they were juggling w/ 2 banks for better rate
3. so i go in on mon to resign paperwork, which postponed my paperwork a little bit
4. by the time i was dealing w/ all of this, i realized my loan wasn't going to be paid off
5. when i called wachovia nida said my loan wasn't financed yet
6. ██████████ that's her personal cell phone

rcaa states:

1. appreciate your help and information

*** CASE CLOSE 12/17/2008 05:22 PM Pacific Daylight Time APeckson
cust situation w/ ca179 ok
cust able to pick up trade in and drop Kia off at Shaver Kia

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1590125	5,000
St Pete Beach, FL ██████████		Prod. Date: 9/29/06	Dealer: FL010	Century Kia

Case History

Complaint Recall

*** PHONE LOG 05/19/2009 01:55 PM US Mountain Standard Time TDonnelly
CUSTOMER STATES(MR ██████████ HUSBAND):

1. WE HAVE BEEN HAVING PROBLEMS SINCE PURCHASE WITH BOTH OF OUR SORENTO'S
2. THE **PASSENGER OCS** OFF LIGHT IS COMING ON WHEN MY WIFE SITS IN THE SEAT.
3. DEALER (FL 010) HAD A KIA REP COME OUT TO CAR LAST YEAR AND THEY DID A REPROGRAM OF THE SYSTEM AT THAT TIME
4. THEY DID THIS REPROGRAM ON BOTH CARS.
5. TOOK MY CAR INTO SHOP YESTERDAY AND THE SHOP FOREMAN. FADI SAID THAT THEY CAN NOT DO THE RECALL BECAUSE THE REPROGRAM WAS DONE ALREADY A YEAR AGO.
6. THE SHOP FOREMAN HAD BEEN AT SCHOOL IN ATLANTA FOR TRAINING COUPLE OF WEEKS AGO
7. HE STATED THEY TOLD HIM WHEN HE WAS THERE THAT IF THEY DO THE REPROGRAM IT WILL BURN OUT THE DIODE SENSOR IN THE SEAT
8. MY WIFE ONLY WEIGHS ABOUT 112 POUNDS AND THE OFF LIGHT IS ALWAYS COMING ON
9. I ATTEMPTED TO GET CAR INTO SHOP BUT THEY REFUSED TO SERVICE
10. I WANT TO KNOW WHY THE SEATS CAN NOT BE PROGRAMMED FOR LIGHTER WEIGHT PERSON
11. IF WE ARE INVOLVED IN ACCIDENT AS IT IS THE **AIR**BAGS WILL NOT DEPLOY WITH WIFE SITTING IN SEAT.
12. I HAVE NO IDEA WHAT THE FEDERAL GUIDLINES ARE. I DID TRY TO GET RECALLS COMPLETED AND DEALER ADVISED THEY COULD NOT.
13. WHEN WILL WRITER CALL BACK?
14. WHAT IS WRITERS CONTACT INFO?

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT EVEN IF SOMETHING WAS DONE TO VEHICLE WITHIN LAST YEAR THE RECALL IS NEW AND HAS TO BE COMPLETED.
3. RECALL IS FEDERALLY MANDATED TO BE COMPLETED.
4. WILL SHOW OPEN TILL DEALER DOES THE ACTUAL RECALL.
5. KCC HAS NO INFORMATION HERE STATING THAT DOING A REPROGRAM A 2ND TIME WILL CAUSE THE DIODE TO BURN UP.
6. DEALER DOES NEED TO COMPLETE THE RECALLS.
7. THIS IS MANDATED BY NHTSA TO BE COMPLETED.
8. WILL HAVE TO RESEARCH THIS AND GET BACK TO CUSTOMER.
9. AFTER FOLLOW UP WITH APPROPRIATE PEOPLE. WILL CALL CUSTOMER BACK
10. ADVISED WILL BE SOME TIME TOMORROW AFTER NOON
11. ADVISED WRITERS CONTACT INFO.

*** PHONE LOG 05/21/2009 12:04 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR SVC DIRECTOR. TERRY DECA**AIR**E (FL010) TO CALL WRITER.
2. ADVISED 800# AND EXTENSION.

*** PHONE LOG 05/21/2009 12:11 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM. JACK BRAMBLE TO CALL WRITER AT EXT 45099.
2. CUSTOMER HAS 2 KIA 2007 KIA SORENTO'S
3. CUSTOMER STATES BOTH CARS HAD REPEAT CONCERNS WITH **OCS** OFF LIGHT COMING ON
4. STATED LAST YEAR FTR CAME OUT AND DID REPROGRAM

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736075 ██████████	K1590125	5,000
St Pete Beach, FL ██████████		Prod. Date: 9/29/06	Dealer: FL010	Century Kia

5. CUSTOMER GOT RECALL NOTICES FOR BOTH VEHICLES
6. ATTEMPTED TO GET RECALLS COMPLETED AND STATED THAT FADI AT (FL010) ADVISED THAT IF REPROGRAM HAD BEEN COMPLETED PRIOR THAT THEY CAN NOT DO RECALL IT WILL BURN OUT DIODE IN SEAT?
7. WRITER IS NOT AWARE OF THIS AND INFO KCC HAS STATES EVEN IF REFLASH HAS BEEN DONE RECALL SHOULD STILL BE COMPLETED.
8. PLEASE CONFIRM AND CALL WRITER BACK, CUSTOMER VERY ESCALATED.

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

Send to:[JBRAMBLE@KIAUSA.COM]

JACK,

LEFT VM MESSAGE FOR DPSM, JACK BRAMBLE TO CALL WRITER AT EXT 45099.
CUSTOMER HAS 2 KIA 2007 KIA SORENTO'S

CUSTOMER STATES BOTH CARS HAD REPEAT CONCERNS WITH **OCS** OFF LIGHT COMING ON
STATED LAST YEAR FTR CAME OUT AND DID REPROGRAM
CUSTOMER GOT RECALL NOTICES FOR BOTH VEHICLES
ATTEMPTED TO GET RECALLS COMPLETED AND STATED THAT FADI AT (FL010) ADVISED THAT IF
REPROGRAM HAD BEEN COMPLETED PRIOR THAT THEY CAN NOT DO RECALL IT WILL BURN OUT DIODE IN
SEAT?
WRITER IS NOT AWARE OF THIS AND INFO KCC HAS STATES EVEN IF REFLASH HAS BEEN DONE RECALL
SHOULD
STILL BE COMPLETED.
PLEASE CONFIRM AND CALL WRITER BACK. CUSTOMER VERY ESCALATED.

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 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\Case_K1590125_TDonnelly_05-21-2009130150.doc>>

*** PHONE LOG 05/22/2009 09:38 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SVC DIRECTOR, TERRY (FL010)
2. ADVISED WRITER LEFT VM MESSAGE FOR CALL BACK, DID DEALER GET MESSAGE?
3. CALLING REGARDING CUSTOMER WHO WAS IN SHOP AND SPOKE TO SHOP FOREMAN, FADI
4. CUSTOMER STATES THAT FADI EXPLAINED TO HIM THAT BECAUSE CAR HAD REFLASH ABOUT 6 MONTHS AGO

BY KIA REP DEALER DID NOT NEED TO OR COULD NOT DO RECALL?

5. CUSTOMER STATES ONGOING CONCERNS WITH **OCS** OFF LIGHT COMING ON
6. WRITERS UNDERSTANDING IS THAT EVEN IF REFLASH HAD BEEN DONE PRIOR RECALL IS FEDERALLY MANDATED TO BE COMPLETED.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736075 ██████████	K1590125	5,000
St Pete Beach, FL ██████████		Prod. Date: 9/29/06	Dealer: FL010 Century Kia	

7. YESTERDAY RECALL SHOWED OPEN STILL. CAR WAS IN SHOP TUESDAY
8. TODAY IT IS NOW SHOWING COMPLETED WHEN CUSTOMER STATED DEALER REFUSED TO COMPLETE?
9. WILL WAIT FOR CALL BACK.

DEALER STATES:

1. I WAS NOT IN THE SHOP THE OTHER DAY.
2. PAPER WORK I SEE SHOWS RECALL WAS COMPLETED.
3. WILL NEED TO REVIEW WITH TECH AND SHOP FOREMAN
4. ALSO SEE THAT THEY NEEDED TO REPLACE SEAT BECAUSE CUSTOMER HAD CONCERNS WITH SEAT NOT EVEN?
5. WILL RESEARCH AND GET BACK TO WRITER.

*** PHONE LOG 05/22/2009 09:42 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
DPSM JACK BRAMBLE STATES:

1. DID REVIEW THIS SITUATION WITH FTR
2. RECALL STILL NEEDS TO BE COMPLETED
3. WILL NEED TO FOLLOW UP WITH DEALER ON THIS FURTHER.
4. SHOULD NOT NEED TO REPLACE SEAT FOR **OCS** OFF LIGHT CONCERN, JUST DO REFLASH.
5. AFTER SPEAKING TO SVC MGR IF FURTHER QUESTIONS OR CONCERNS. LET ME KNOW.

WRITER STATES:

1. THANKS FOR RETURNING CALL.
2. WAITING FOR SVC MGR. TERRY TO CALL WRITER BACK.
3. ADVISED THAT CUSTOMER STATED DEALER REFUSED TO DO RECALL STATING REFLASH ALREADY COMPLETED.
4. STATED IT WOULD BURN OUT DIODE IN SEAT IF DONE 2ND TIME.
5. WRITER EXPLAINED RECALL IS FEDERALLY MANDATED TO BE COMPLETED
6. WRITER IS NOW SHOWING IN AS400 THAT RECALL IS COMPLETED
7. NOT SURE IF WAS DONE OR NOT.
8. SVC MGR IS CHECKING THIS
9. DEALER ALSO ADVISED THEY NEEDED TO REPLACE SEAT BECAUSE IT WAS NOT EVEN?
10. WILL LET DPSM KNOW IF FURTHER CONCERNS.

*** PHONE LOG 05/22/2009 02:26 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

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

*** CASE CLOSE 05 26 2009 02:26 PM US Mountain Standard Time TDonnelly
TO GET RECALL COMPLETED.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC736275 ██████	K1426200	20,000
St. Clairsville, OH ██████		Prod. Date: 6/23/06	Dealer: OH023 A&B Kia	

Case History

Complaint **Rem AIR** Assistance

*** PHONE LOG 03/18/2008 04:17 PM US Mountain Standard Time TLarson
CUSTOMER ADVISED

- 1 MY **PASS**ENGER SIDE **AIR**BAG LIGHT STAYS ON EVEN WHEN IM SITTING IN THE SEAT
- 2 I AM 180LBS
- 3 WE HAVE BEEN BACK 2-3 TIMES AND THEY SAY THAT THEY NEVER FIND A PROBLEM
- 4 NOW IT HAS BEEN 3-4K MILES SINCE WE TOOK IT IN
- 5 I WANT TO GET THIS FIXED
- 6 I BOUGHT THIS VEH AND A RIO ON THE SAME DAY, VERY HAPPY WITH THE VEHICLES OTHERWISE

WRITER ADVISED

- 1 APOLOGIZED FOR THE CONCERNS
- 2 EXPLAINED THAT THE WARRANTY COVERS MANUFACTURES DEFECTS
- 3 THE **PASS**ENGER SIDE **AIR**BAG LIGHT IS DESIGNED TO TURN ON AND OFF DEPENDING ON SEATING POSITION
- 4 NORMALLY WE REQUIRE THE DEALERS TO DIAGNOSE THE CONCERNS
- 5 FROM THERE IF THEY CAN DUPLICATE THE CONCERNS THEN WE CAN ASK THEM TO FIX THE VEHICLE
- 6 WHAT WE ASK THAT YOU DO IN THIS CASE IS TO TAKE THE VEHICLE BACK TO THE KIA DEALER FOR DIAGNOSIS
- 7 ONCE YOU DETERMINE WHEN IT WILL BE BROUGHT IN CALL US BACK
- 8 PROVIDED CASE NUMBER AND EXPLAINED THAT WHEN YOU CALL US BACK WE CAN THEN ARRANGE TO CALL THE DEALER
- 9 ONCE THEY TELL US THERE FEELINGS ON THE VEHICLE THEN WE CAN CALL THE DPSM OR TECHLINE AS NEEDED FOR FURTHER ASSISTANCE

CUSTOMER ADVISED

- 1 OK I WILL DO THAT
- 2 IM GOING TO VIDEO TAPE THE CONCERNS SO I CAN SHOW THEM
- 3 THANKS FOR YOUR HELP
- 4 WILL CALL YOU BACK

*** CASE CLOSE 03/18/2008 04:17 PM US Mountain Standard Time TLarson

*** COMMIT 04/04/2008 04:53 AM US Mountain Standard Time ERuiz Action Type:Callback Required

*** PHONE LOG 04/04/2008 04:53 AM US Mountain Standard Time ERuiz Action Type:Incoming call
CALLER STATED

1. MY HUSBAND CALLED ABOUT TWO WEEKS AGO ABOUT A PROBLEM W/ THE **PASS**ENGER'S SIDE **AIR** BAG.
2. HE TOOK IT IN FOR AN OIL CHANGE AND THEY TOOK CARE OF THE PROBLEM.
3. NOW THE **PASS**ENGER'S SIDE **AIR** BAG LIGHT CAME BACK ON AGAIN.
4. I AM TAKING THE VEHICLE BACK TO THE DEALER ON WEDNESDAY.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736275 ██████████	K1426200	20,000
St. CLAIRsville, OH ██████████		Prod. Date: 6/23/06	Dealer: OH023 A&B Kia	

WRITER STATED

1. WRT WILL BE GLAD TO CALL THE DEALER ONCE THE VEHICLE IS BACK AT THE SHOP.
2. WRT IS NOT A TECH AND IN THE POSITION TO TELL THE DEALER WHAT TO DO.
3. HOWEVER, WRT WILL BE IN CONTACT W/ THE DEALER TO FIND OUT IF THERE'S ANY POSSIBLE ASSISTANCE THAT KIA TECH LINE MAY BE ABLE TO PROVIDE.
4. WRT PROVIDED THE CASE # AND WRT'S NAME
5. CUSTOMER THANKED WRT FOR THE INFO.

*** CASE CLOSE 04/04/2008 04:54 AM US Mountain Standard Time ERuiz

*** CASE CLOSE 04/14/2008 09:02 AM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736675 ██████	K1391135	3,050
Sacramento, CA ██████		Prod. Date: 12/14/06	Dealer: CA202 Folsom Lake Kia	

Case History

Complaint Re: **AIR** Assistance

*** PHONE LOG 12/07/2007 03:40 PM US Mountain Standard Time TDonnelly

*** PHONE LOG 12/07/2007 03:43 PM US Mountain Standard Time TDonnelly Action Type: Incoming call
*** NOTES 12/06/2007 08:26 PM clarify Action Type: Manager review
*** Performed by contact: ██████

I have a 2007 Kia Serento and am surprised to see that there is nothing on the website about the **PASS**enger **AIR**bag sensor issue. I would think that Kia would have a responsibility to alert their customers to a possible problem to those that don't pay attention to the sensor light indicator and also put in place an approximate ETA fix date. Fortunately, I have a great dealer and service department with Folsom Lake that keeps me informed but wish that this was the normal with Kia not the exception. Kudos to Folsom Lake Kia!!

*** NOTES 12/07/2007 03:48 PM US Mountain Standard Time TDonnelly Action Type: Manager review

WRITER STATES:

1. NOTES FROM WEB COMPLAINT SENT BY CUSTOMER LISTED FOR 2002 SEDONA AND VEHICLE THAT CUSTOMER IS REFERRING TO IS 2007 SEDONA-SEE K1390766.

*** PHONE LOG 12/07/2007 03:56 PM US Mountain Standard Time TDonnelly Action Type: Incoming call

*** PHONE LOG 12/07/2007 03:55 PM US Mountain Standard Time TDonnelly Action Type: Incoming call
DEALER STATES(DOUG-SVC MGR-CA202):

1. RETURNING WRITERS CALL
2. WHO IS THE CUSTOMER?
3. THINK I KNOW A LITTLE ABOUT THIS
4. WHAT IS THE VIN?
5. WE HAVE BEEN ADVISED THAT KMA DOES NOT HAVE A FIX FOR THIS CONCERN
6. WE HAVE SEVERAL VEHICLES WITH SAME CONCERN.
7. DID NOT PLACE CALL TO DPSM, ANDRE SMITH
8. DPSM IS NEW WITH KIA AND DOES NOT REALLY KNOW WHAT TO DO
9. SURE THAT TECHLINE ADVISED MY GUYS THAT KMA DOES NOT HAVE A FIX YET AND IS WORKING ON THIS.
10. WOULD BE NO USE TO CALL DPSM. HE IS TOO NEW WITH KMA. DOES NOT KNOW WHAT TO DO.
11. AT THIS TIME WE ARE JUST WAITING TO GET MORE INFO FROM KMA AS TO WHAT TO DO.
12. THIS CAR HAS BEEN IN SHOP LX FOR **PASSE**NGER **AIR**BAG LIGHT CONCERN.
13. IF WE SHOULD HAVE CALLED DPSM OR DONE SOMETHING DIFFERENT. PLEASE LET ME KNOW.

WRITER STATES:

1. CALLING REGARDING CUSTOMER THAT HAS SENT WEB COMPLAINT TO KCC
2. ADVISED THAT CUSTOMER SENT COMPLAINT WITH VIN FOR 2002 SEDONA AND THE COMPLAINT IS FOR 2007 SORENTO
3. CUSTOMER MUST OWN 2 KIA VEHICLES.
4. HAVE FOUND THE VIN FOR 2007 SORENTO
5. WILL OPEN NEW CASE WITH CORRECT VIN AND CLOSE THIS CASE WITH INCORRECT VIN.
6. CAN DEALER ADVISE HISTORY FOR **PASSE**NGER **AIR**BAG LIGHT CONCERN?
7. CAN SEE DEALER OPENED TECHLINE CASE
8. READ TECHLINE NOTES TO DEALER.
9. ADVISED THAT TECHLINE NOTES RECOMMEND DEALER TO FOLLOW UP WITH DPSM ON RESOLUTION.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1391135	3,050
Sacramento, CA ██████████		Prod. Date: 12/14/06	Dealer: CA202	Folsom Lake Kia

DID DEALER

FOLLOW UP WITH DPSM?

10. THE TECHLINE NOTES DO NOT STATE NO FIX. THEY ADVISED TO CHECK WITH DPSM FOR RESOLUTION.

11. CAN ADVISE THAT ANY TIME THERE IS MORE THAN 1 REP **AIR**. SAME CONCERN KMA PROCEDURE STATES TO

CONTACT TECHLINE.

12. IN THIS CASE TECHLINE RECOMMENDED DEALER CONTACT DPSM, NOT TAKING THAT STEP DOES NOT COMPLETE

RESOLUTION.

13. WILL FOLLOW UP WITH APPROPRIATE PEOPLE

14. THANKS FOR INFO.

[!<For Internal Use Only

WRITER STATES:

1. LEFT VM MESSAGE FOR DEALER TO CALL WRITER ON CASE K1390766
2. CUSTOMER HAD WRONG VEHICLE INFO IN THAT FILE. SO WRITER OPENED NEW CASE WITH CORRECT VIN>!]]

*** CASE CLOSE 12/10/2007 08:47 AM US Mountain Standard Time TDonnelly
COMMITMENT TO FOLLOW UP WITH DEALER AND DPSM. 12/12/07

*** PHONE LOG 12/11/2007 02:53 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM. ANDRE SMITH TO CALL WRITER.
2. CUSTOMER HAS REPEAT **OCS** LIGHT CONCERN
3. DEALER (CA202) HAS OPENED TECHLINE CASE
4. TECHLINE NOTES STATE FOR DEALER TO FOLLOW UP WITH DPSM ON HISTORY AND RESOLUTION
5. REVIL WLD WITH DEALER SVC MGR WHO ADVISED THIS WRITER WOULD BE UNNECESSARY TO REVIL W WITH DPSM

AS DPSM WOULD NOT HAVE ANY SOLUTIONS OR RECOMMENDATIONS AS DPSM IS NEW TO AREA?

6. WRITER NEEDS TO RESPOND BACK TO CUSTOMER REGARDING THIS ISSUE. WHAT WOULD DPSM RECOMMEND

THAT WRITER EXPLAIN TO CUSTOMER?

7. WILL EMAIL CASE NOTES TO DPSM

8. PLEASE CALL WRITER BACK AT EXT 45099.

*** EMAIL OUT TDonnelly Action Type:External email

Send to: [ASMITI@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: \\ccopubs\Clarify\OBJCA_Attachments\SendHistory\Case_K1391135_TDonnelly_12-11-2007144823.doc>>

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736675 ██████	K1391135	3,050
Sacramento, CA ██████		Prod. Date: 12/14/06	Dealer: CA202 Folsom Lake Kia	

*** PHONE LOG 12/11/2007 03:08 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
DPSM ANDRE SMITH STATES:

1. RETURNING WRITERS CALL
2. WHAT DEALER CODE DID WRITER ADVISE?
3. FTR MARK WHITE WAS SUPPOSED TO GO OUT TO THAT DEALERSHIP TODAY I BELIEVE.
4. THIS MAY HAVE BEEN ONE OF THE CARS HE WAS GOING TO LOOK AT. WHAT IS CUSTOMERS NAME?
5. WILL CALL FTR AND THEN CALL WRITER BACK.

WRITER STATES:

1. ADVISED CUSTOMER HAD SENT EMAIL TO KMA REGARDING ONGOING **OCS** LIGHT CONCERN
2. WRITER SPOKE TO DEALER SVC MGR. DOUG (CA202)
3. DEALER OPENED TECHLINE CASE AND NOTES RECOMMEND DEALER TO FOLLOW UP WITH DPSM.
4. ASKED DEALER IF THIS STEP WAS TAKEN
5. DEALER ADVISED THAT THIS WOULD DO NO GOOD AS DPSM IS SO NEW AND WOULD NOT KNOW WHAT TO DO?
6. WHAT CAN DPSM RECOMMEND THIS WRITER ADVISE CUSTOMER?
7. JUST SENT EMAIL TO DPSM
8. WILL WAIT FOR CALL BACK

*** PHONE LOG 12/12/2007 03:44 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO DPSM. ANDRE SMITH
2. ADVISED WRITER AND DPSM SPOKE YESTERDAY
3. DPSM WAS GOING TO CHECK IF FTR THAT WAS AT DEALERSHIP WAS GOING TO LOOK AT CUSTOMERS VEHICLE
AND GET BACK TO WRITER.
4. WHAT DID DPSM FIND OUT?
5. WRITER HAS NOT SPOKEN TO CUSTOMER. WANTED TO BE ABLE TO GIVE SPECIFIC INFO. SHOULD WRITER CONTACT CUSTOMER NOW OR WAIT FOR DPSM TO VERIFY?
6. WILL WAIT FOR CALL BACK.

DPSM ANDRE SMITH STATES:

1. THINK FTR WAS GOING TO LOOK AT THIS CAR TODAY.
2. WILL NEED TO FOLLOW UP WITH FTR AND DEALER
3. DO NOT CONTACT CUSTOMER TILL I CONFIRM IF THEY WERE ABLE TO GET CAR IN.
4. WILL CALL WRITER BACK.

*** PHONE LOG 12/14/2007 10:48 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM. ANDRE SMITH TO CALL WRITER AT EXT 45099.
2. CALLING TO CONFIRM IF DEALER (CA202) HAD THIS CUSTOMERS CAR IN FOR **OCS** CONCERN WHEN FTR WAS AT DEALERSHIP?
3. NEED TO MAKE CONTACT WITH CUSTOMER AND AWAITING FOLLOW UP FROM DPSM.

*** NOTES 12/17/2007 10:36 AM US Mountain Standard Time TDonnelly Action Type:Manager review

Kia Motors America
Consumer Affairs Department

Page 4 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736675 ██████	K1391135	3,050
Sacramento, CA ██████		Prod. Date: 12/14/06	Dealer: CA202	Folsom Lake Kia

WRITER STATES:

1. TECHLINE NOTES FROM DEALER (CA202) STATED THAT FTR, MARK WHITE WAS OUT AND DID REPROGRAM ON **OCS** 12/12/07.

*** PHONE LOG 12/17/2007 10:40 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO CUSTOMER ██████
2. ADVISED WAS FOLLOWING UP ON EMAIL SENT TO KMA
3. ON BEHALF OF KMA, DO APOLOGIZE FOR ANY CONCERNS WITH VEHICLE.
4. DID REVIEW SITUATION WITH DEALER AND DPSM.
5. DEALER DID HAVE FTR COME OUT AND ADDRESS REPROGRAM OF **OCS** MODULE. HAS THAT RESOLVED THE **AIR**BAG LIGHT CONCERN?
6. GLAD TO HEAR THAT THE MATTER HAS BEEN RESOLVED.
7. ADVISED THAT THERE IS NOT A RECALL RELATED TO THIS ISSUE
8. EXPLAINED THAT THERE IS SPECIFIC TOOL OR PROGRAMMING THAT IS REQUIRED TO BE DONE THAT DEALER DID NOT HAVE EQUIPMENT OR TOOLS TO DO.
9. REQUIRED GETTING CORRECT PEOPLE INVOLVED TO GET CONCERNS ADDRESSED.
10. IF ANY OTHER QUESTIONS OR CONCERNS, FEEL FREE TO CALL KCC BACK AT ANY TIME.

CUSTOMER STATES:

1. THE DEALER DID RECENTLY CALL ME BACK IN TO HAVE CAR REPROGRAMMED.
2. WAS CONCERNED BECAUSE HAD BEEN DRIVING SOME TIME WITH NO **AIR**BAG ON **PASS**enger side.
3. WAS CHECKING FOR RECALLS BUT WAS NONE PUT OUT.
4. BEING TOLD THERE WILL BE LOT OF OTHER SORENTO'S WITH SAME PROBLEM. JUST SO HAPPENED MINE WAS ONE OF THE FIRST.
5. DEALERSHIP HAS BEEN GREAT.
6. SO FAR CAR SEEMS TO BE REPA**AIR**ed.
7. REALLY APPRECIATE THE FOLLOW UP.
8. NO OTHER QUESTIONS OR CONCERNS.

*** CASE CLOSE 12/17/2007 10:41 AM US Mountain Standard Time TDonnelly

*** CASE CLOSE 01/10/2008 10:04 AM Pacific Daylight Time JeffStroup

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1442049	10,500
Edgerton, KS	██████████	Prod. Date: 6/30/06	Dealer: KS004	Olathe Kia

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 04/30/2008 07:44 AM US Mountain Standard Time SJeon Action Type:Incoming call
Mr ██████████ stated:

1. I took the vehicle to Kia dealer for **AIR** bag light a few times
2. I didn't get any satisfaction
3. I know that Hyndai issued recall on **AIR** bag
4. I want my car fixed and want higher person to contact me back
5. if Kia does not rep**AIR** my car. I will go to TV station. Congress or whatever I need to

writer stated:

1. updated/ no open recall
2. sorry for situation
3. provided case # ext #
4. will follow up with dealer and area rep

*** PHONE LOG 04/30/2008 08:24 AM US Mountain Standard Time SJeon Action Type:Outgoing call
Richard/SVCA stated:

1. customer came in Jan/08 for **PASS**enger **AIR** bag light is always on
2. DPSM spoke to customer directly
3. it is sensor issue that customer needs to seat properly
4. DPSM reprogrammed module
5. SVCM is test driving

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

Send to:[stockwood@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.

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

~\File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory_Case_K1442049_SJeon_04-30-2008091845.doc~

*** PHONE LOG 04/30/2008 12:30 PM US Mountain Standard Time SJeon Action Type:Outgoing call

Steve Lockwood/DPSM stated:

1. it is operating as it is designed
2. there is nothing we can do

writer stated:

1. will escalate this case to region

*** NOTES 04/30/2008 12:31 PM US Mountain Standard Time SJeon Action Type:Manager review

writer dispatch this case to region due to:

1. customer's **AIR** bag light is on

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1442049	10,500
Edgerton, KS	██████████	Prod. Date: 6/30/06	Dealer: KS004	Olathe Kia

4. customer request higher person to call
5. mentioned media
6. please contact to customer

*** NOTES 05/05/2008 02:00 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR ACCEPTED CASE THIS DATE:

WTR TO FU W/CUST/DLR 5/6/08

*** PHONE LOG 05/06/2008 10:48 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST. MR. ██████████

1. WTR ADVISED CUST THAT CRCA IS IN RECEIPT OF COMPLAINT
2. WTR ADVISED CUST OF PROCEDURES TO DETERMINE ASSISTANCE
3. WTR PROVIDED CONTACT INFORMATION

WTR TO FU W/DLR THIS DATE TO REQ DOC'S

*** PHONE LOG 05/06/2008 10:52 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W WARRANTY ADMINISTRATOR LINDA SELBY @ OLATHE KIA:

1. WTR REQ'D SALES AND SERVICE DOC'S
2. PROVIDED LAST EIGHT OF VIN
3. PROVIDED FAX AND CB NUMBER
4. LINDA TO FAX DOC'S ASAP

WTR TO FU W/DLR 5/9/08 IF NO DOC'S RCVD BY THEN

*** NOTES 05/06/2008 12:37 PM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.
CRCA REC'D VIA FAX FROM OLATHE KIA THIS DATE WHICH INCLUDES:
1. CUST CLAIM FORM, DEALER RECAP SHEET, CONTRACT AND ROS

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

*** PHONE LOG 05/20/2008 02:23 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST. MR. EMBRY:

1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/CUST 5/21/08 IF NO CB RCVD BEFORE THEN

*** PHONE LOG 05/20/2008 04:26 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST. MR. ██████████

1. CUST ADVISED WTR THAT **PASSENGER OCS** LIGHT IS STILL NOT REPAIRED
2. CUST STATED HIS WIFE IS 5'6" 150 LBS AND THE LIGHT NEVER GOES OFF
3. WTR INQUIRED AS TO WHETHER CUST WAS SEEKING FURTHER ASSISTANCE FROM KMA
4. CUST ADVISED WTR TO CONTACT HYANDAI REGARDING THE SONOTA RECALL SO THAT WE'LL KNOW

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736975 ██████	K1442049	10,500
Edgerton, KS	██████	Prod. Date: 6/30/06	Dealer: KS004	Olathe Kia

WTR TO FORWARD CASE NOTES TO DPSM STEVE LOCKWOOD FOR DIRECTIVE

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

Send to:[Lockwood, Stephan [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.

PLEASE REVIEW FOR ADDITIONAL ASSISTANCE...

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1442049_AnitaMay_05-20-2008172636.doc>>

*** NOTES 05/22/2008 03:34 PM Pacific Daylight Time AnitaMay Action Type:E-mail rec.

WTR RCV'D REPLY FROM DPSM STEVE LOCKWOOD:

1. DPSM ADVISED WTR THAT CUST VEH HAS ALREADY BEEN REFLASHED
2. DPSM STATED HE SHOWED CUST HOW TO PROPERLY SIT IN THE SEAT TO DISABLE LIGHT
3. DPSM STATED NO ADDITIONAL ASSISTANCE TO BE PROVIDED AT THIS TIME

WTR TO FU W/CUST THIS DATE TO ADVISE OF ABOVE

*** PHONE LOG 05/22/2008 03:36 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call

WTR S/W CUST, MR. EMBRY:

1. WTR ADVISED CUST OF DPSM'S COMMENTS
2. CUST STATED OK

WTR TO CLOSE CASE THIS DATE

*** CASE CLOSE 05/22/2008 03:39 PM Pacific Daylight Time AnitaMay

CASE CLOSED AS NO FURTHER ASSISTANCE REQUIRED. PLEASE NOTE THAT CRCA HARD FILE OF THIS CASE IS LOCATED IN "NON-PRIORITY" CABINET (4 REGION).

*** NOTES 07/09/2008 08:16 AM Pacific Daylight Time TYoung Action Type:Manager review

TREAD REVIEW

*** CASE CLOSE 07/09/2008 08:16 AM Pacific Daylight Time TYoung

Kia Motors America
Consumer AffAIRs Department

Page 1 of 4

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
Chuluota, FL		KNDJD736975	K1485834	26,000
		Prod. Date: 10/11/06	Dealer: FL106 Orlando Kia East	

Case History

Complaint **RenAIR** Assistance

*** PHONE LOG 08/13/2008 08:22 AM US Mountain Standard Time UValencia
CALLER STATES

- 1.- THE SVC MGR NAME IS ANDRE, HE IS NOT ADDRESSING THE ISSUE
- 2.- SINCE MARCH I HAD A PROBLEM WITH MY **PASSENGER AIR** BAG
- 3.- REGARDLESS OF THE SIZE OF THE **PASSENGER**
- 4.- BUT FOR THE MOST PART THE **AIR**BAG LIGHT IS ON
- 5.- AGAIN I HAVE NOT BEEN DILIGENT LATELY
- 6.- I WENT IN FOR SERVICE. THEY SAID THAT THEY NEED TO GET A DPSM
- 7.- THEY SAID THAT THEY WILL CALL ME. THEY NEVER DO
- 8.- ITS UNFORTUNATE THAT I HAVE TO CALL YOU. TO DO THIS
- 9.- WHEN THEY WERE SUPPOSED TO CALL ME
- 10.- I ALSO HAVE AN ISSUE WITH MY SEAT, WHICH AGAIN IT WAS SUPPOSED TO BE ADDRESSED BY SOME ONE AT KIA
- 11.- I HAVE LEFT SEVERAL MESSAGES FOR ANDRE HE DOESN'T EVEN BOTHER TO CALL ME BACK
- 12.- HE SAYS THAT THE PERSON FROM KIA HAS A SPECIAL TOOL
- 13.- MY TIME IS AS VALUABLE AS THEIR TIME. I AM DOING THIS ON MY LUNCH HOUR
- 14.- YOU CAN CALL ME BACK ON MY CELL PHONE- 407-902-1355
- 15.- I DIDN'T BUY A KIA TO HAVE TO GO TO THE DEALER

WRT STATES

- 1.- APOLOGIZED
- 2.- UPDATE NO RECALLS
- 3.- WHAT DEALER IS THE ONE IN QUESTION? FL106
- 4.- YOU SAID THAT SVC MGR'S NAME IS ANDRE
- 5.- WHAT IS HE SAYING? THEY NEED DPSM TO UPDATE SYSTEM
- 6.- WRT WILL CONTACT ANDRE TO SEE IF HE KNOWS WHEN DPSM IS SCHEDULE
- 7.- WRT WILL CONTACT DPSM AS WELL IF NECESSARY
- 8.- AS SOON AS MORE INFORMATION BECOMES AVAILABLE WRT WILL FOLLOW UP
- 9.- PROVIDED CASE# AND CONTACT INFORMATION

*** NOTES 08/14/2008 06:21 AM US Mountain Standard Time UValencia Action Type:Manager review
CASE DISPATCH TO CALL CENTER

- 1.- PLEASE CONTACT ANDRE AT FL106 FOR HISTORY
- 2.- ASK HIM IF HE IS AWARE OF NEXT DPSM VISIT
- 3.- CONTACT DPSM. ADVISE OF SITUATION
- 4.- THEN CONTACT CST FOR NEXT SCHEDULE VISIT

*** PHONE LOG 08/14/2008 02:03 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Writer called East Orlando Kia left VM message to call back.

*** PHONE LOG 08/15/2008 11:27 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Writer called East Orlando Kia. spoke Andre svc mgr and stated:

1. Adv of reason for call.

Andre states:

1. Don't have tool for that.
2. Can do it at my other store FL083. have tool at my other dlrshp.
3. Cust can bring me the veh and I can drive it to other dlrshp or cst can go to other dlrshp.
4. The Kia rep were the only one's that had tool before. Kia sent them out to dlrshp but we never got ours.

Kia Motors America
Consumer Affairs Department

Page 2 of 4

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736975 ██████████	K1485834	26,000
Chuluota, FL ██████████		Prod. Date: 10/11/06	Dealer: FL106 Orlando Kia East	

5. Have customer call me back.
6. I left her a message about a month ago.

*** PHONE LOG 08/15/2008 12:25 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Writer called customer left VM message to call back.

*** PHONE LOG 08/18/2008 02:11 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Writer called customer and stated:
1. Would like to speak to ██████████

Customer states:
1. You have the wrong number.

*** NOTES 08/18/2008 02:13 PM US Mountain Standard Time ATorres Action Type:Manager review
Writer closing case pending customer call back, Writer sent call me letter to customer.

*** CASE CLOSE 08/18/2008 02:17 PM US Mountain Standard Time ATorres

*** PHONE LOG 08/20/2008 04:52 AM US Mountain Standard Time UValencia Action Type:Incoming call
MRS ██████████ LVM AT 5:08 AM
1.- SPOKE WITH YOU ABOUT A WEEK AGO
2.- IS ABOUT THE **AIR**BAG ON MY SORENTO
3.- MY VIN# IS KNDJD..
4.- HOPING TO HEAR FROM YOU
5.- MY PH# IS ██████████
[!<For Internal Use Only
WRT WILL ASSIGN CASE TO SLAREZ (SLAREZ IS AWARE)>!]]

*** PHONE LOG 08/20/2008 12:16 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RETURN CALL.
1. CALLING REGARDING A V.M. YOU LEFT UZZIEL. PLEASE CALL ME BACK FOR ASSISTANCE. LEFT NAME, EXTENSION AND CASE NUMBER.

*** PHONE LOG 08/22/2008 11:35 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK
WRITER STATES:
1. I AM CALLING YOU BACK. YOU LEFT A MESSAGE FOR UZZIE.

CUSTOMER STATES.
1. YES. I HAVE NOT HEARD FROM THE DEALERSHIP
2. I HAVE BEEN DEALING WITH THIS **AIR** BAG ISSUE SINCE MARCH AND I ALSO HAVE AN ISSUE WITH WRINKLES ON ONE OF MY SEATS.
3. THE DEALERSHIP ADVISED THEY WOULD HAVE TO GET A FACTORY REP TO COME AND LOOK AT THE CAR

Kia Motors America
Consumer Affairs Department

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1485834	26,000
Chuluota, FL ██████████		Prod. Date: 10/11/06	Dealer: FL106	Orlando Kia East

WRITER STATES

1. I AM SORRY THIS IS THE CASE.
2. I WILL CALL THEM FOR YOU AND THEN GET BACK TO YOU. GIVE ME AT LEAST 24 BUSINESS HOURS.

CUSTOMER STATES.

1. I WILL. I JUST WANT IT TAKEN CARE OF.

WRITER CONFIRMED CUSTOMER HAD MY NAME, EXTENSION, AND CASE NUMBER, CUSTOMER CONFIRMED.

*** PHONE LOG 08/25/2008 12:39 PM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED ANDRE IN SERVICE

ANDRE STATES.

1. I GOT YOUR MESSAGE AND I CALLED THE CUSTOMER BUT SHE HAS NOT RETURNED THE CALL.
2. WE DO NOT NEED DAN TACKER TO DO THIS FOR HER I CAN TAKE CARE OF HER CONCERNS AT MY OTHER STORE.
3. I WILL ADVISE THE CUSTOMER OF THE SITUATION AND TRY TO REACH HER. WHAT NUMBER DO YOU HAVE FOR HER.

WRITER STATES.

1. GAVE NUMBER TO CALL CUSTOMER. I WILL CALL HER AS WELL.

*** PHONE LOG 08/25/2008 01:13 PM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I AM CALLING YOU BACK. DID YOU HEAR FROM THE SERVICE MGR. (WRITER MAY HAVE GIVEN DEALERSHIP WRONG NUMBER)

CUSTOMER STATES.

1. NO. I HAVE NO HEARD FROM HIM

WRITER STATES.

1. ANDRE INDICATED YOU DID NOT NEED TO SEE THE REP, HE COULD TAKE CARE OF THE REPAIRS THERE.
2. I WANTED TO MAKE YOU AWARE OF IT. I CAN CONNECT YOU TO THE DEALERSHIP NOW.

CUSTOMER STATES.

1. THANK YOU. I WOULD LIKE THAT. I AM NOT SURE WHY HE WOULD TELL ME HE HAS TO GET THE REP AND THEN NOT NEED THE REP.

WRITER STATES.

1. I AM NOT SURE. LET ME GET YOU TO SO AN APPOINTMENT CAN BE MADE.

WRITER CALLED CHAD IN SERVICE

CHAD STATES.

1. I AM GOING TO CONNECT THIS CUSTOMER SO AN APPOINTMENT CAN BE MADE.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1485834	26,000
Chuluota, FL ██████████		Prod. Date: 10/11/06	Dealer: FL106	Orlando Kia East

148

[!<For Internal Use Only

OUTLOOK CALANDER SET TO CALL CUSTOMER 9/5/08 IF CUSTOMER DOES NOT CALL BEFORE THEN >!]]

*** CASE CLOSE 08/25/2008 01:14 PM US Mountain Standard Time SLarez

*** PHONE LOG 08/25/2008 02:45 PM US Mountain Standard Time ATorres Action Type:Incoming call

Writer received VM message from customer stating:

1. I received letter saying you couldn't reach me.
2. I was speaking to someone else in your dept.
3. They took care of my issues.

*** CASE CLOSE 08/25/2008 02:46 PM US Mountain Standard Time ATorres

*** CASE CLOSE 10/09/2008 10:33 AM US Mountain Standard Time TMorales

Kia Motors America
Consumer Affairs Department

Page 1 of 1

<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]	KNDJC735085 [REDACTED]	K1384831	8,800
Fraser, MI [REDACTED]		Prod. Date: 5/19/07	Dealer: MI002 Jeffrey Kia	

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 11/23/2007 01:25 PM US Mountain Standard Time JSincl*AIR*

[REDACTED] called and states:

1. We are having a problem with *OCS* light
2. This is the company vehicle
3. I drove all the way from MI to NC and my sister was sitting in the *PASS*enger seat
4. And the light stayed on the whole time
5. I am concerned because this is a rental vehicle
6. I sent the vehicle to Jeffrey Kia MI002
7. They are trying to tell me that we are sitting in the seat wrong

Wtr states:

1. Apologized
2. Updated info
3. No recalls

4. Advs *PASS*enger must be sitting in seat correctly before light will go off

Placed customer on hold called MI002 spoke to service writer Rachel (SM nor SA available) who states:

1. We had four different people sit in the vehicle and the light never came on
2. We were unable to duplicate the concern

Thanked and call ended

Took customer off hold

Wtr states:

1. Advs vehicle must go back to dealership for diagnoses
2. Advs once vehicle is there to please call wtr so wtr can follow up with dealership
3. Advs dealership must be able to duplicate concern. before a rep*AIR* can be made

Customer states:

1. I am going to take this vehicle down there personally
2. I want to see them sit in this seat and the light go off

Wtr states:

1. Once you take the vehicle please call wtr so KMA can follow up

Wtr gave name and ext

Thanked and call ended

*** CASE CLOSE 11/23/2007 01:25 PM US Mountain Standard Time JSincl*AIR*

*** CASE CLOSE 01/11/2008 08:28 AM Pacific Daylight Time ELau

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1477936	27,000
Pine Mountain, GA ██████████		Prod. Date: 5/10/07	Dealer: GA033 Kia AutoSport	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 07/28/2008 05:04 AM US Mountain Standard Time DLYons

Cust states:

1. The floor board seems to be loose, it makes a noise
2. Cust feels that it could be a bad weld
3. The service manager, gloria robinson said that she needed to contact the area rep on this
4. This has been going on for about three months, would like to get this addressed.

writer advised:

1. Apologized
2. Advised that this office will need to get in touch with the kia dealership to get diagnosis information
3. Then will also need to contact the area rep for final warranty decision
4. Monday is a difficult day for outbound calls
5. Then the area rep, who is a traveling rep, will also need to be contacted
6. If a vm needs to be left for the area rep, this office will need to allow 24 hours for response
7. It maybe wed or thursday before there is a call back.
8. Will request that a representative from this office contact customer
9. Is the main number the best number to reach customer.

cust states:

1. Yes, the main number is the best number
2. Understand that it may take some time

writer advised:

1. Updated cust info, no previous cases, no recalls
2. Provided name number ext & case# for return call.

*** NOTES 07/28/2008 07:17 AM US Mountain Standard Time DLYons Action Type:Manager review
DISPATCHING TO CALL CENTER FOR FOLLOW UP:

1. PLEASE CONTACT KIA DEALERSHIP SERVICE MANAGER TO GET DIAGNOSIS INFORMATION
2. INVOLVE THE DPSM TO DETERMINE IF THERE IS FURTHER ASSISTANCE THAT CAN BE PROVIDED TO CUSTOMER
3. CONTACT CUSTOMER TO ADVISE.

*** PHONE LOG 07/30/2008 12:03 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called GA033 SM Gloria states:

1. I have no record of the customers concern regarding floor boards

*** PHONE LOG 07/30/2008 12:04 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer attempted customer contact at 7069570124, operator msg states not a working number

*** NOTES 07/30/2008 12:08 PM US Mountain Standard Time MTrem Action Type:Correspondence sent
Call Me Letter

*** CASE CLOSE 07/30/2008 12:09 PM US Mountain Standard Time MTrem

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1477936	27,000
Pine Mountain, GA [REDACTED]		Prod. Date: 5/10/07	Dealer: GA033 Kia AutoSport	

case closed pending customer call back form call me letter

*** PHONE LOG 08/04/2008 09:14 AM US Mountain Standard Time DLyons Action Type:Incoming call

CUST STATES:

1. I HAVE NOT HEARD ANYTHING FROM ANYONE
2. I HAD TAKEN THE VEHICLE TO THE DEALERSHIP IN JULY
3. CUST ALSO HAS HAD A CONCERN WITH THE **PASSENGER AIR** BAG LIGHT
4. GLORIA WAS WHO I SPOKE TO & SHE INDICATED THAT THE REGION WILL NEED TO LOOK AT THIS.
5. THE MAIN NUMBER IS A CELL# & IT IS WORKING

WRITER ADVISED:

1. APOLOGIZED
2. ADVISED THAT THIS OFFICE ATTEMPTED TO CONTACT CUSTOMER AT THE MAIN NUMBER
3. WE WERE ADVISED BY A RECORDING THAT IS WAS NOT A WORKING NUMBER
4. IS THERE A BETTER NUMBER TO REACH CUSTOMER AT
5. THE DEALERSHIP WAS ALSO CONTACTED. GLORIA SERVICE MANAGER INDICATED THAT SHE WAS NOT AWARE OF THIS CONCERN.

CUST STATE:

1. GLORIA WAS WHO I SPOKE TO AND SHE ADVISED THAT THE VEHICLE WOULD NEED INSPECTIONS
2. THEY ARE ALSO HAVING PROBLEMS WITH THE **PASSENGER AIR**BAG LIGHT

WRITER ADVISED:

1. APOLOGIZED
2. ADVISED THAT WRITER WILL REQUEST CONTACT BY ANOTHER REP IN THIS OFFICE
3. THERE IS A LETTER IN THE MAIL TO CUSTOMER TO CONTACT THIS OFFICE.

*** NOTES 08/04/2008 09:16 AM US Mountain Standard Time DLyons Action Type:Manager review

DISPATCHING TO CALL CENTER:

1. CUST IS CHECKING ON STATUS OF HIS CASE
2. CUST PROVIDED ALT#. HOWEVER MAIN IS A WORKING NUMBER
3. PLEASE FOLLOW UP WITH THE KIA DEALERSHIP & CUSTOMER

*** PHONE LOG 08/05/2008 08:57 AM US Mountain Standard Time TLarson Action Type:Outgoing call

WRITER CALLED ROBERT, WARRANTY ADMINISTRATOR @ GA033

- 1 I SEE THAT HE WAS HERE IN MAY
- 2 THE NOTES INDICATE THAT HE WAS SUPPOSED TO COME BACK
- 3 BUT WE HAVE NOT SEEN THEM
- 4 SO IF WE CAN GET THE CAR BACK HERE FOR INSPECTION
- 5 THEN WE CAN CALL THE DPSM AS NEEDED
- 6 CUSTOMER CAN SPEAK WITH GLORIA OR MYSELF

WRITER ADVISED

1. ON UNDERSTAND

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1477936	27,000
Pine Moutain, GA ██████████		Prod. Date: 5/10/07	Dealer: GA033 Kia AutoSport	

2 THANKS FOR YOUR HELP

*** PHONE LOG 08/05/2008 11:21 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER

1 IM CALLING YOU BACK ABOUT YOUR CASE
2 I SEE THAT YOU SPOKE WITH DARLENE PREVIOUSLY
3 I CALLED THE DEALER BEFORE I CALLED YOU
4 THE DEALER SAYS THAT THEY NEED THE VEHICLE TO BE BROUGHT BACK TO THEM SO THEY CAN INSPECT IT FURTHER
5 FROM THERE ONCE THEY COMPLETE THE DIAGNOSIS THEY WILL INVOLVE THE DPSM AND AT THAT TIME THEY WILL DETERMINE WHAT ASSISTANCE CAN BE PROVIDED
6 PLEASE FOLLOW UP WITH GLORIA OR ROBERT AT GA033 FOR FURTHER ASSISTANCE

CUSTOMER ADVISED

1 OK THANK YOU
2 I WILL CALL YOU BACK IF NEEDED

*** CASE CLOSE 08/05/2008 11:22 AM US Mountain Standard Time TLarson

*** CASE CLOSE 10/08/2008 12:52 PM US Mountain Standard Time JMoraes

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

<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]	KNDJC735085 [REDACTED]	K1568206	4,700
Witt, IL		Prod. Date: 3/26/08	Dealer: IL047	Green Kia

Case History

Complaint Design

*** PHONE LOG 03/24/2009 08:12 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I AM VERY IRRITATED WITH THE SITUATION
2. WE BOUGHT THE CAR NEW AND HAVE A SAFETY ISSUE WITH IT.
3. THE **PASS**enger side **AIR** BAG DOES NOT WORK FOR MY WIFE. SHE WEIGHS 110 LBS AND SHOULD REGISTER THE **AIR** BAG SYSTEM. I WAS TOLD THE WEIGHT LIMIT IS 75LBS.
4. THE DEALERSHIP HAS NOT BEEN ABLE TO DUPLICATE THE PROBLEM BECAUSE EACH TIME THEY CHECK A FULL GROWN MAN IS SITTING ON THE SEAT AND IT WORKS FOR THEM EVERY TIME.
5. I KNOW THERE IS SOMETHING WRONG WITH THIS.
6. THE REP SAID. ACCORDING TO THE DEALERSHIP, THAT I MAY HAVE TO TURN THE OFF AND THEN ON AGAIN TO MAKE SURE IT DOES NOT REGISTER HER. THAT IS CRAZY. IT SHOULD NOT WORK LIKE THAT.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. REFERRED TO **AIR** BAG SECTION IN OWNERS MANUAL AND ADVISED IT STATES AN AVERAGE SIZED ADULT.
3. YOUR WIFE BOTTOM MAY NOT BE BIG ENOUGH TO TRIGGER THE **AIR** BAG SENSOR. THAT IS POSSIBLE.
4. I WILL NEED TO CALL THE DEALERSHIP AND GO THROUGH THE PROCESS OF INVOLVING MY REP BEFORE WE SAY THAT IS THE CASE HOWEVER.

CUSTOMER STATES.

1. WHAT I AM GOING TO DO IS HAVE MY WIFE GO DOWN THERE AND SIT IN SOME OF THE SORENTOS ON THE LOT
2. IF THEY REACT THE SAME WAY THEN I KNOW IT IS MY WIFE, IF NOT THEN THERE HAS TO BE SOMETHING WRONG WITH THE SYSTEM:

WRITER STATES.

1. LET ME CALL THE DEALERSHIP ON YOUR BEHALF THEN WE CAN GO FROM THERE.
2. I WILL LET THEM KNOW THIS IS THE CASE AND I WILL RETURN YOUR CALL.

CUSTOMER STATES

1. THANK YOU!

*** NOTES 03/25/2009 04:24 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

Mr. Etling has contacted the dealership several times on concern. We picked the vehicle up from the wife's work and brought it to the dealership. We were unable to duplicate the concern. We had a young woman come over and sit in seat several times whom weighs around 100lbs. Everytime she sat on the **PASS**enger seat, the "**PASS**enger **AIR** bag off" light turned off.

Contacted DPSM on concern. DPSM stated to give customer information on TSB for **OCS** system. We printed and provided the TSB to the customer for reference material. DPSM asked to meet with customer, had an appointment for 3/25/2009. The customer called on 3/24/2009 and cancelled appointment with DPSM. Customer wanted to come into dealership and have his wife sit in other Sorento's and we told him that would be a great idea to come by anytime the store is open to compare. Customer has yet to return to dealership.

*** PHONE LOG 03/26/2009 01:03 PM US Mountain Standard Time SLarez Action Type: Incoming call
WRITER CALLED CUSTOMER BACK

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735085 ██████████	K1568206	4,700
Witt, IL ██████████		Prod. Date: 3/26/08	Dealer: IL047	Green Kia

WRITER STATES.

1. I HEARD FROM THE DEALERSHIP AND THEY ADVISED THEY GAVE YOU THE TSB AND ALSO SCHEDULED YOU TO MEET WITH OUR REP BUT YOU COULD NOT MAKE IT.
2. HAVE YOU HAD A CHANCE TO GO DOWN THERE.

CUSTOMER STATES.

1. NO THEY ARE 60 MILES AWAY BUT WE MAY GO IN A FEW WEEKS.
2. I AM GOING TO TAKE MY WIFE AND HAVE HER SIT IN OTHER VEHICLES.
3. I WILL CALL YOU WHEN I DO DECIDE TO GO OVER THERE.

WRITER STATES.

1. THANK YOU.

*** CASE CLOSE 03/26/2009 01:04 PM US Mountain Standard Time SLarez

*** CASE CLOSE 04/09/2009 03:50 PM US Mountain Standard Time JHirshfield

Tread *AIR* bag review-Q1--JH

*** PHONE LOG 04/20/2009 07:07 AM US Mountain Standard Time SJeon Action Type:Incoming call

Mr Etling stated:

1. I was working with Steve/FCM
2. left 5 messages for him, but I did not hear from him
3. went to dealer and compare with other cars
4. other cars acting a little differently
5. dealer contacted to area rep and they re calibrate
6. it is working better than before but still it act up time to time
7. I want to speak to Steve if he still works there

writer stated:

1. will document
2. will check with Steve/FCM

*** PHONE LOG 04/23/2009 09:45 AM US Mountain Standard Time SJeon Action Type:Outgoing call

Rich/SVCA stated:

1. never verified problem
2. I can set up appointment with area rep
3. it worked in factory spec

*** PHONE LOG 04/23/2009 09:46 AM US Mountain Standard Time SJeon Action Type:Incoming call

writer left VM for customer to call writer back :

1. left case #, ext #

**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>
██████████	██████████	KNDJC735085 ██████████	K1568206	4,700
Witt, IL ██████████		Prod. Date: 3/26/08	Dealer: IL047 Green Kia	

*** PHONE LOG 04/24/2009 11:44 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer stated:

1. advised to set up appointment with area rep at the dealer
2. spoke to Rich/SVC about it already

Mr ██████████ stated:

1. thank you

*** CASE CLOSE 04/24/2009 11:44 AM US Mountain Standard Time SJeon

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736975 ██████████	K1398336	2,025
Lexington, NC ██████████		Prod. Date: 9/19/06	Dealer: NC009 Bob King Kia	

Case History

Complaint **Per AIR Assistance**

*** PHONE LOG 01/02/2008 01:51 PM US Mountain Standard Time MTrem Action Type:Incoming call
AS5400 down during this call

Caller Mr. E states:

1. we just purchased our
2. we have been driving it more as a family recently and the **PASS**enger side **AIR**bag light
3. comes on, now it's ok when we start out. but if we say stop somewhere and leave the car running
4. and I as the **PASS**enger gets out to run an errand, when I sit back in the **PASS**enger seat
5. the light does not go back out. it's not recognizing the **PASS**enger is sitting there again
6. this also happens with my daughter as the **PASS**enger
7. the only way to get it to recognize the **PASS**enger is to turn off the car and start it back up
8. I have had to even do this at stop lights
9. I will try to get by the dealership Saturday

writer states:

1. updated. AS400 down
2. apologized
3. writer request call back when the vehicle is at the dealership
4. writer is not technically trained and cannot make a diagnosis over the phone
5. the Kia dealership will need to duplicate this concern in order to have something to fix
6. gave case number and contact info
7. writer will follow up in 2 weeks if writer has not gotten a call back

*** COMMIT 01/02/2008 01:52 PM US Mountain Standard Time MTrem Action Type:Callback Required

*** CASE CLOSI. 01.02.2008 01:53 PM US Mountain Standard Time MTrem
case close pending customer call back or commitment to follow up

*** NOTES 04/10/2008 10:22 AM US Mountain Standard Time TMorales Action Type:Manager review

AIRBAG TREAD REVIEW COMPLETE

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735485 ██████████	K1547597	2,000
Fort Lauderdale, FL ██████████		Prod. Date: 9/13/07	Dealer: FL025 Gunther Kia	

Case History

Complaint **Per AIR Assistance**

*** PHONE LOG 01/28/2009 02:12 PM US Mountain Standard Time RHall

Harold Fahnert called

1 I want the address where I can send in correspondence about problems with my vehicle

wrt stated

1 wrt can give you address but wrt can also help you with your concerns right now over the phone if you like

2 wrt would be more than happy to help

Mr ██████████ stated

1 No I dont want your help over the phone - I want to deal with this by mail

2 But I do want you to document the concerns that I am having

3 I am having problem with the **PASS**enger side **AIR**bag light

4 It will not go off half of the time- it wont go off even when I sit in it and I weigh 227 lbs/

5 Took the veh to the dlr FL025 and they said they are not allowed to work on that

6 I cant understand why the dlr can not help me

7 I am concerned about mine and my wife's safety

8 Also the TPMS light stays on all the time- took it in 3 times already to have it worked on and it is still on

wrt stated

1. Apologized

2. KMA would like to oversee the rep**AIR** of your veh and help the dlr

3. Exhaust all resources to help rep**AIR** your veh

4. Will follow up with the dlr and contact you with any new information as soon as it is available

5. Gave case# to cb when veh is at the dlr

Mr ██████████ stated

1 No I dont want to go through that process yet

2 I frankly do not want to deal with the dlr anymore

3 All I want to do is write this letter at this point

4 I also want to make a complaint about the design of the vehicle

5 the vehicle comes with little lights in the front instead of the fog lights

6 it makes teh veh look cheaper and I need to use the fog lights

wrt stated

1 the veh does not come with fog lights. have you tried ordering them from the parts dept at the dlr?

Mr ██████████ stated

1 yes and they said they cant do it for me. what is going on with this dlr?

2 also the remote the way it is designed it has the window release on the back of the remote

3 everytime it is in my pocket it ends up hitting that button and opening the window

4 Kia should have put fog lights in instead of window release button

wrt stated

1 apologized. did they tell you why they cant- does kia not mfr that part or is it on backordered?

2 Kia does not mfr every part for every year

3 but wrt would be happy to check and see if kia makes a fog light for the 2008 Sorento

4 as far as the design of the remote. wrt can document your complaint against the design of the remote

Mr ██████████ stated

1 no I dont want your help

2 at this point I am just going to write this letter and include this case # in my letter

**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>
██████████	██████████	KNDJC735485 ██████████	K1547597	2,000
Fort Lauderdale, FL ██████████		Prod. Date: 9/13/07	Dealer: FL025 Gunther Kia	

wrt stated

1 ok sure no problem, gave address

2 also if you decide that wrt can help you then wrt would be happy to do so, gave case # and ext#

*** CASE CLOSE 01/28/2009 02:12 PM US Mountain Standard Time RHall

*** CASE CLOSE 04/10/2009 10:53 AM US Mountain Standard Time TMorales

Kia Motors America
Consumer Affairs Department

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1366991	15,000
Tucson, AZ ██████████		Prod. Date: 10/19/06	Dealer: AZ036 Desert Kia of Tucson	

Case History

Complaint **RePAIR Assistance**

*** PHONE LOG 10/02/2007 03:01 PM US Mountain Standard Time JHirshfield caller

1. trying to file a complaint on line and it is not allowing him to do so
2. the car has a serious oil leak and AZ036 has had the car for 9 days now
3. they did get a loaner but it is filthy
4. first new car they have owned with this type of concern
5. they told him that they were having an issue with getting the correct gaskets

wtr apologized for the situation

1. will follow up with AZ036 tomorrow and see what the situation is

*** PHONE LOG 10/04/2007 08:30 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called dlrshp to speak to Dave-service manager:

1. calling to get diagnosis information for an oil leak

Dave states:

1. there was an oil leak
2. we have found that it was coming from the intake manifold
3. need to call Shane to get further information
4. I had to leave a message, let me call you back

Writer advised of name number ext & case# for return call.

*** PHONE LOG 10/04/2007 09:29 AM US Mountain Standard Time DLyons Action Type:Incoming call

writer received vm from Dave service manager:

1. we are finishing the vehicle at this time
2. we have replaced the manifold gasket, we're not sure where the oil was coming from
3. we also feel that it is possible that the oil filter might have leaked and this is where the oil came from after last oil change
4. there is no leak after the test drive
5. we also replaced the front grill.
6. we will be calling the customer within the hour to advise that the vehicle is ready for pickup.

*** PHONE LOG 10/05/2007 08:44 AM US Mountain Standard Time DLyons Action Type:Outgoing call

writer called customer: Bob Alderman

1. calling to determine if the customer has received the vehicle

Cust states:

1. we received a call at 5 pm last evening indicating that the vehicle was ready
2. I have called the dlrshp today, because we cannot get to the vehicle until tomorrow to pickup
3. want to be sure that the air light concern along with the oil leak was resolved.

writer advised:

1. apologized
2. restated conversation with Dave service manager yesterday
3. will follow up with the kia dlrshp today & request that a call be made to customer
4. also would like to follow up with the customer once the vehicle has been returned

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1366991	15,000
Tucson, AZ ██████████		Prod. Date: 10/19/06	Dealer: AZ036	Desert Kia of Tucson

*** PHONE LOG 10/05/2007 11:23 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called dlrshp & spoke to Shane service advisor:

1. calling to get further information regarding an a/b light
2. the service manager Dave did not advise that this was resolved.

Shane states:

1. I spoke to the customer this morning
2. we reprogrammed the **AIR**bag light
3. the intake gasket was replaced
4. so was the front grill
5. cust is coming to the dlrshp tomorrow morning to pick up the vehicle.

Writer Thanked Shane for the information.

*** PHONE LOG 10/05/2007 12:38 PM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called customer":

1. the kia dlrshp was contacted
2. they advised that the a/b concern was resolved.

Cust state:

1. after we spoke, Shane called me too
2. we will be going to pickup the vehicle tomorrow

Writer advised:

1. will follow up with the customer tuesday or wednesday to determine that these rep**AIR**s have resolved customers concerns

*** PHONE LOG 10/11/2007 08:53 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called customer:

1. returning call to customer after the pickup of the vehicle.

Cust states:

1. there is a fresh spot on the garage floor, but we will keep an eye on it
2. the dlrshp did not resolve the concern with the **PASS**enger **AIR** bag
3. we can put the vehicle in park, turn the vehicle off & start it again & the light will go out
4. we have not returned to the kia dlrshp, but at least we can advise them of this when we return

writer advised:

1. apologized
2. advised that when the vehicle returns to the kia dlrshp & customer needs assistance
3. please contact this office & provide same case#.

Cust states:

1. thank you for the follow up call.

*** CASE CLOSE 10/11/2007 08:53 AM US Mountain Standard Time DLyons

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1366991	15,000
Tucson, AZ ██████████		Prod. Date: 10/19/06	Dealer: AZ036	Desert Kia of Tucson

TREAD REVIEW

*** CASE CLOSE 01/15/2008 11:35 AM Pacific Daylight Time TYoung

*** PHONE LOG 01/28/2008 01:42 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
called ██████████

1. he is having problems with the car and with AZ036 again
2. they have had the car for a week -- this is for the *PASS*enger side *AIR*bag
3. they have had it there 3X already and AZ036 is giving the "misrepresentations and lies"
4. requesting callback

*** PHONE LOG 01/28/2008 01:49 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for svc mgr Dave Long requesting

*** PHONE LOG 01/28/2008 03:41 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with svc mgr Dave long who stated

- 1 they are having to order the seat cushion and it had gone on B/O
- 2 they are ordering one from "back east"
- 3 cust is probably annoyed because they had told him that they would be done today and now it looks like the end of the week
4. the cust is in a rental, though

wtr thanked Dave for the info
will speak with cust and try to explain this to him

*** PHONE LOG 01/28/2008 04:38 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with cust:

1. took the car in last Wed
- 2 part was supposed to be in Fri then they said Mon
3. now they are saying it is on a truck from Atlanta
- 4 he has to have his car back because he has to make a trip to CA by Thurs
5. he will have to give back the rental and take the car again and drive it while it is not rep*AIR*ed

wtr

1. apologize for the delay in the parts and the fact that they were given inaccurate ETA
2. understand his frustration with the delay
3. hopefully the part will arrive in the next day or so

cust

1. what he would like have happen is to have them take a seat out of one of their cars on the lot and then replace it with the new one when it arrives

wtr suggested he speak with Dave Long about that and see if he is willing to that for him

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1366991	15,000
Tucson, AZ ██████████		Prod. Date: 10/19/06	Dealer: AZ036 Desert Kia of Tucson	

cust

1. he will never buy another Kia and really feels that Desert Kia is giving Kia a bad name

wtr suggested he try Royal Kia for future rep **AIRs**
they may not be willing to provide him with a rental though

cust thanked wtr for the call back

*** CASE CLOSE 01/28/2008 04:40 PM US Mountain Standard Time JHirshfield

*** PHONE LOG 01/30/2008 09:40 AM US Mountain Standard Time JHirshfield Action Type: Incoming call

wtr received call from svc mgr Dave Long who stated

1. he is responding to a message left for him
2. cust came in and took the car yesterday
3. he was told that they would contact him as soon as the part arrived from "back east" off a B/O
4. cust had wanted them to remove a seat from a new one and install it in his, but he has been advised by Kia that this would be a safety issue
5. cust berated his svc advisors, and then took the car
6. request call back --cell # ██████████

*** PHONE LOG 01/30/2008 11:31 AM US Mountain Standard Time JHirshfield Action Type: Outgoing call

wtr spoke with svc mgr Dave and stated

1. received his message
2. we apologized to the cust and explained to him what the situation was on Mon
3. he has not called us back about this issue since that time
4. thanked Dave for the follow up info

Dave stated

1. cust has been harassing his svc wtr somewhat
2. he wanted to be sure he hadn't called us and made the same complaint again
3. part should arrive this week and they will contact cust for the rep **AIR** at that time

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736785 ██████████	K1622310	2,118
Watervliet, NY ██████████		Prod. Date: 12/28/07	Dealer: NY090 Fuccillo Kia	

Case History

Complaint Techline Escalation

*** PHONE LOG 07/29/2009 08:02 AM US Mountain Standard Time TMorales

NY090 contacted Techline in T1622220 for **OCS** light on . Please contact dealer and cust to assist as needed.

*** PHONE LOG 07/30/2009 10:43 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called NY090 and Lenny in svc stated:

1. We have to order seat for **OCS** sensor.
2. Backing plate for rotors was bent.
3. We adjusted that and took care of noise concern.
4. DPSM is supposed to be here this afternoon.
5. We are waiting on auth to order seat.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 08/03/2009 09:55 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called NY090 and was put on extended hold for svc and had to disconnected.

- 1.

*** PHONE LOG 08/03/2009 12:14 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called NY090 and was put on extended hold for svc (10 minutes) and had to disconnected.

*** PHONE LOG 08/04/2009 09:55 AM US Mountain Standard Time RBriones Action Type:Incoming call
Writer called NY090 and Lenny in svc stated:

1. It was put in the hands of the svc mgr.
2. I don't think TWA has not been obtained.
3. No. part has not been ordered yet.
4. Svc mgr is handling that now.
5. The adjustment to the backing plate did resolve noise concern.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 08/06/2009 10:10 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called NY090 and Bob in svc stated:

1. We ordered a seat cushion for the vehicle.
2. It doesn't look like it has come in yet.
3. We got involved with vehicle on 8/3.
4. It is a common problem.
5. Was customer upset?

Writer Stated:

1. No. this was a case created by contacting of techline on new veh with low miles.
2. Will call back to follow up through the end of rep**AIR**s.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736785 ██████████	K1622310	2,118
Watervliet, NY ██████████		Prod. Date: 12/28/07	Dealer: NY090 Fuccillo Kia	

*** PHONE LOG 08/14/2009 12:35 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called NY090 and Lenny in svc stated:

1. We got seat part in.
2. Customer has been contacted to make appt.

*** PHONE LOG 08/18/2009 01:14 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and stated:

1. Advised customer have spoke with svc dept.
2. Part has come in for **PASS**enger seat **AIR** bag light.
3. Wanted to make sure customer was aware.

Ms ██████████ stated:

1. Was not aware that had come in.
2. Thanks so much for calling.

Writer Stated:

1. Apologized for prob.
2. Advised customer to please call us back if she should have any further concerns.

*** CASE CLOSE 08/18/2009 01:15 PM US Mountain Standard Time RBriones

**Kia Motors America
Consumer Affairs Department**

Page 1 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1541708	12,300
Austin, TX ██████████		Prod. Date: 11/6/06	Dealer: TX058	South Point Kia

Case History

Complaint Rep **AIR** Assistance

*** PHONE LOG 01/13/2009 02:41 PM US Mountain Standard Time JHirshfield
per e-mail from NCA:

1. Complaint

I have an 07 Kia Sorrento. I have several issues. the dealership has not been able to resolve. One is gas mileage. I average 240/270 miles a tank. My Chrysler 300C gives me 340/380 miles a tank. To me, this is totally unacceptable. My second and main problem is the **PASS**enger **AIR** Bag Lite. When my wife (130 lbs) sits in the seat, the lite stays on. When my best friend sat in the seat (260 lbs), it still stayed on. At the Dealership (South Point Kia, Austin, Texas), this has been a problem since I purchased this vehicle. My wife, at the same time, purchased a Kia Spectra, and when she sits in the **PASS**enger seat, the lite goes out, or anyone else. The problem exists with the Sorrento. We were told we had to sit a certain way, sit upright, and move around in the seat to turn out the lite. This has not worked at all. I contacted the Safety Specialist at AAA, and they informed me, it should work, and is designed to work with any weight, in the seat. People in Austin, Texas, drive like fools. We have had several near front end misses. IF, we have a frontal crash, I want the **AIR** Bag to deploy as designed, not drive and guess as to the functionality of the bag, at any given time. Sometimes it works, and sometimes it does not work. We want it to work ALL THE TIME. For the last 5 days, this lite has not gone out, while driving within the city for over 45 minutes, one way.

2. Request

I want someone to FIX both problems. This is a good vehicle, we enjoy it, but the safety and fuel are, to us, two MAJOR issues we are not able to enjoy with this vehicle. IF THIS PROBLEM IS NOT FIXABLE, I WOULD LIKE TO REPORT IT UNDER THE LEMON LAW, OF THE STATE OF TEXAS, IMMEDIATELY.....

*** NOTES 01/13/2009 02:42 PM US Mountain Standard Time JHirshfield Action Type: Manager review

[!<For Internal Use Only

The region needs to get involved in this one because the customer is stating that if the car is not fixed for the **AIR**bag light he wants to go lemon law
>!]]

*** PHONE LOG 01/13/2009 03:17 PM US Mountain Standard Time JBaty Action Type: Outgoing call
Writer called dlr and left VM for srv. mgr. Mark stating:

1. Adv of reason for call.
2. Customer has complaint about **AIR** bag lights.
3. Also has complaint about poor gas mileage.
4. Please call writer.
5. Left writer's name, contact info and the customer's name, veh description and last 8 of VIN.

*** PHONE LOG 01/13/2009 03:36 PM US Mountain Standard Time JBaty Action Type: Outgoing call
Writer called customer and left VM stating:

1. Writer is following up on customer's concerns regarding poor gas mileage and the **PASS**enger side **AIR** bag light staying on.
2. Please call writer when convenient.
3. Left writer's name, contact info and the case number.

*** PHONE LOG 01/13/2009 04:19 PM US Mountain Standard Time JBaty Action Type: Incoming call
Srv. mgr. Mark stated:

1. Have seen a lot of this customer over the **PASS**enger side **AIR** bag light being on with people in the seat.

Kia Motors America
Consumer Affairs Department

Page 2 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1541708	12,300
Austin, TX ██████████		Prod. Date: 11/6/06	Dealer: TX058	South Point Kia

4. I went for a road test with him, and the light went out.
5. When I raised up off the seat, the light came on.
6. Customer stated that his wife's weight does not turn the light off.
7. Customer also had complaint about gas mileage.
8. I have a Sorento and it gets similar gas mileage.
9. Veh was last here on December 29th.
10. Vehicle has no fault codes at that time.
11. Vehicle was also in on December 23rd.
12. No fault codes at that time, either.
13. Also in on June 4th, 2008 for *AIR* bag light problem. CND.
14. Customer has never requested a fuel consumption test.

*** NOTES 01/13/2009 04:25 PM US Mountain Standard Time JBaty Action Type:Manager review
2007 Sorento brochure lists EPA fuel economy at 17/23 for both 2 and 4 wheel drive models. Fuel tank capacity is 21.1 gallons.

*** PHONE LOG 01/14/2009 09:33 AM US Mountain Standard Time JBaty Action Type:Incoming call

Customer stated:

1. Am returning writer's call.

Writer stated:

1. Writer is following up on email concerns.

Customer stated:

1. I was about to take vehicle back to dlr and just leave it.
2. I am serious.
3. Have also consulted state of Texas about Lemon Law.

Writer stated:

1. Apologized for frustration.
2. Adv customer to make another appt with dlr.
3. Let writer know when that will be.
4. Writer will follow up with dealer and factory rep.
5. Writer will also suggest opening a Tech Line case with factory engineers.
6. Efforts will be directed toward identifying and correcting the problem.

Customer stated:

1. I have thought of taking a video of the *AIR* bag light when my wife is in the seat.
2. Dlr doesn't seem to believe me.

Writer stated:

1. Dlr is probably frustrated too because they have been unable to duplicate the issue.
2. Writer will work with them to bring all of Kia's resources to bear on problem

**Kia Motors America
Consumer Affairs Department**

Page 3 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1541708	12,300
Austin, TX ██████████		Prod. Date: 11/6/06	Dealer: TX058	South Point Kia

*** PHONE LOG 01/14/2009 09:36 AM US Mountain Standard Time JBaty Action Type:Incoming call

Srv. mgr. Mark called from dlr and stated:

1. Have heard from customer.
2. He thinks writer will be at dlrship for next appt.

Writer stated:

1. That is not correct.
2. What writer stated is that would attempt to coordinate efforts between dealer, factory rep and factory engineers through Tech Line.
3. Apologize if customer misunderstood.

Srv. mgr. Mark stated:

1. I know that customers hear what they want to hear.
2. Customer stated will drop veh off tomorrow or Friday.
3. I will call when customer's veh is here.

Writer stated:

1. Thanks.

*** PHONE LOG 01/14/2009 10:50 AM US Mountain Standard Time JBaty Action Type:Incoming call

Customer stated:

1. Will drop vehicle off at dealership Friday afternoon.
2. Will leave it there as long as these issues remain.
3. When will factory rep be at dlr.?

Writer stated:

1. Do not know.
2. Will ask factory rep when following up for customer.
3. Thanked customer for information.

*** COMMIT 01/14/2009 02:24 PM US Mountain Standard Time JBaty Action Type:Callback Required

*** NOTES 01/14/2009 02:25 PM US Mountain Standard Time JBaty Action Type:Manager review

Closing case pending commitment on dlr appt on 1/16/09. Call DPSM FKrause at 678-371-6837 when reopen case.

*** CASE CLOSE 01/14/2009 02:26 PM US Mountain Standard Time JBaty

*** FULFILL 01/16/2009 10:00 AM US Mountain Standard Time JBaty Action Type:Callback Required

*** PHONE LOG 01/16/2009 01:50 PM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called dlr. and spoke to srv. mgr. Mark. Writer stated:

1. Adv of reason for call.

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 6

<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]	KNDJD736475 [REDACTED]	K1541708	12,300
Austin, TX [REDACTED]		Prod. Date: 11/6/06	Dealer: TX058	South Point Kia

Srv. mgr Mike stated:

1. Customer has not dropped off veh yet.

Writer stated:

1. Adv srv mgr. Mike that customer stated would drop veh off at dlr today and leave until it was rep**AIR**ed to customer's satisfaction.
2. Does dlr plan to run fuel-consumption test?

Mike stated:

1. Will do whatever Kia asks us to do.

Writer stated:

1. Writer will give heads-up to DPSM.

Mike stated:

1. Good.
2. Thanks.

*** PHONE LOG 01/16/2009 02:01 PM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called DPSM\FKrause at 678-371-6837 and stated:

1. Adv of reason for call.
2. Customer stated will drop off veh at dlr today and leave it until rep**AIR**s are made to customer's satisfaction.
3. Srv. mgr Mike at dlrship states CND **AIR** bag light problem.
4. No fuel consumption test done at this point.
5. Will send case notes.

*** EMAIL OUT JBaty Action Type:External email

Send to:[FKrause@kiausa.com]

46003 Jack JBaty@kiaconsumeraff**AIR**s.com <mailto:JBaty@kiaconsumeraff**AIR**s.com>

1. Customer stated will drop off veh at dlr today and leave it until rep**AIR**s are made to customer's satisfaction.
2. Srv. mgr Mike at dlrship states CND **AIR** bag light problem.
3. No fuel consumption test done at this point.
4. From customer's email: IF THIS PROBLEM IS NOT FIXABLE, I WOULD LIKE TO REPORT IT UNDER THE LEMON LAW, OF THE STATE OF TEXAS, IMMEDIATELY.

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\ClarifyOB\CA_Attachments\SendHistory\Case_K1541708_JBaty_01-16-2009135334.doc>>

**Kia Motors America
Consumer Affairs Department**

Page 5 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1541708	12,300
Austin, TX ██████████		Prod. Date: 11/6/06	Dealer: TX058	South Point Kia

Mark stated:

1. Mr ██████████ brought the vehicle by on Saturday.
2. When we sat in it, the light stayed on.
3. We will replace the seat cushion.
4. What exactly is involved in a fuel consumption test?

Writer stated:

1. Writer does not know.
2. Writer is not technically trained.
3. Best to get that info from factory rep on a field engineer.
4. How long will seat cushion take to arrive?

Mark stated:

1. Should be here by Friday.

*** PHONE LOG 01/20/2009 10:27 AM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called customer and left VM stating:

1. Writer has checked with srv. mgr. Mark.
2. New seat cushion has been order for **OCS** issue.
3. Dlr is preparing for fuel consumption test.
4. Seat cushion should be in Friday.
5. Please call writer if have questions or concerns.

*** NOTES 01/21/2009 12:29 PM US Mountain Standard Time JBaty Action Type:Manager review
Part still on order. Due in 1/23

*** NOTES 01/22/2009 12:19 PM US Mountain Standard Time JBaty Action Type:Manager review
Writer will follow up with dealer tomorrow to make sure parts have come in and fuel consumption test completed.

*** PHONE LOG 01/23/2009 09:49 AM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called dlr and spoke to srv. mgr Mark. Writer stated:

1. See that a Tech Line case on 1/19 on poor gas mileage.
2. Also want to know if new seat cushion has come in yet.

Srv. mgr. Mark stated:

1. Customer picked up vehicle yesterday.
2. New cushion is installed.
3. That should take care of **OCS** problem.
4. Filled veh with gas and drove for 159 miles.
5. Got 20.2 mpg.
6. Customer wanted to dispute that.
7. Customer has vehicle and have not heard back from him yet.

Writer stated:

1. Thanks.
2. Writer will contact customer and alert srv. mgr Mark and DPSM if customer still has problems with veh

**Kia Motors America
Consumer Affairs Department**

Page 6 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1541708	12,300
Austin, TX ██████████		Prod. Date: 11/6/06	Dealer: TX058	South Point Kia

*** PHONE LOG 01/23/2009 10:02 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called customer at ██████████ and left VM stating:

1. Writer is following up on veh rep **AIR**s.
2. Have spoken to srv. mgr. Mark at dlr. who stated veh was picked up yesterday.
3. Checking to see if everything was okay.
4. Have been told that seat cushion was replaced to address **OCS** issue.
5. Have been advised that results of fuel consumption test show 20.2 mpg.
6. Please call writer if have further questions or concerns.
7. Left writer's name, contact info and the case number.

*** CASE CLOSE 01/23/2009 10:03 AM US Mountain Standard Time JBaty

*** PHONE LOG 01/29/2009 08:45 AM US Mountain Standard Time JBaty Action Type:Incoming call
Customer stated:

1. Calling to thank writer for efforts.
2. **AIR** bag and seat are fine now.
3. However, fuel consumption is still a problem.
4. Dlr said they tested vehicle for 190 miles and got 20.2 mileage.

Writer stated:

1. Did dealer state that was in normal range?

Customer stated:

1. They didn't say anything about it, other than that they had tested it and what the mileage was.
2. I get better mileage than that in my Dodge with the hemi engine.

Writer stated:

1. Adv that if still concerned, could call dlr and ask if it is in normal range.
2. Perhaps could have dealer contact factory technical reps for more input.

Customer stated:

1. Anyway, main concern has been take care of.
2. Thanks for your efforts.

*** CASE CLOSE 01/29/2009 08:46 AM US Mountain Standard Time JBaty

**Kia Motors America
Consumer Affairs Department**

Page 1 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736X75██████████	K1477608	15,500
Whitman, MA ██████████		Prod. Date: 4/11/07	Dealer: MA006 Quirk Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 07/25/2008 11:48 AM US Mountain Standard Time RBriones

Mrs ██████████ stated:

1. Have had had mult problems with my vehicle.
2. First problem I had was with **PASS**enger **AIR** bag light staying on.
3. Svc dept took care of that.
4. Second time I had to take the vehicle back. CEL was and veh was having trouble shifting out of 1st gear.
5. Svc dept looked at vehicle and replaced a drive-by-wire in the gas pedal.
6. I guess CEL can have impact on shifting and svc dept figured it was all connected.
7. Problem was still occuring and took it back to dealer and they said maybe problem with drive shaft.
8. Third time in drive shaft was replaced.
9. Now, the problem is still happening.
10. Have an appointment on Monday with MA006.
11. This will be the fifth time in for this problem.
12. What are my options with Lemon law, if this can't be fixed.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty rep**AIR**s.
3. Can work from our end to involve other Kia resources in rep**AIR**s.
4. Have factory techs and area reps we can get in contact with dealer svc dept.
5. Can not advise on customer's state lemon laws.
6. Referred customer to WACI manual and BBB.

*** PHONE LOG 07/25/2008 11:53 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called MA006 and Mark in svc stated:

1. Last time vehicle was here on the 22nd of July.
2. Customer stated a problem with thumping from under the vehicle.
3. Replaced the propeller shaft on that visit.
4. Customer also states vehicle has hard time getting out of 1st gear.
5. On July 11th, customer complained of banging when she comes to a stop.
6. We greased the drive shaft at that point.
7. Then customer was in prior to that on the 22nd of June.
8. Replaced gas pedal assembly.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 07/25/2008 12:01 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called DPSM, Ken Domingues and stated:

1. Adv of customer vehicle, and problem.
2. Vehicle has been at dealer three times now for same concern.
3. Customer is stating problem is still occurring and will be taking it in on Monday.

DPSM, Ken Domingues stated:

1. Please send me a copy of case notes.
2. If this vehicle has been in three times already for prob, dealer hasn't let me know.
3. Will follow up with dealer on this.

Writer Stated:

**Kia Motors America
Consumer Affairs Department**

Page 2 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736X75 ██████████	K1477608	15,500
Whitman, MA ██████████		Prod. Date: 4/11/07	Dealer: MA006 Quirk Kia	

1. Thanks for the help.
2. Customer is talking about lemon law.
3. Will be forwarding to region.
4. Customer was receptive to letting us get involved to rep **AIR**.

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

Send to:[kdomingues@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.

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_K1477608_RBriones_07-25-2008125523.doc>>

*** NOTES 07/25/2008 12:04 PM US Mountain Standard Time RBriones Action Type:Manager review

Dispatched for:

1. Vehicle in three times for same concern.
2. Customer has appointment on Monday (fourth time).
3. Customer talking about lemon law at this point.
4. Review, intervention, and customer contact.

*** FORWARD 07-25-2008 01:08 PM Pacific Daylight Time MPreifer

*** PHONE LOG 07/28/2008 12:16 PM US Mountain Standard Time RBriones Action Type:Incoming call

Customer left vm stating:

1. Brought my car in this morning.
2. Just wanting to know if a case had been started for technician yet.
3. Give me a call.

*** PHONE LOG 07/28/2008 01:16 PM US Mountain Standard Time UValencia Action Type:Incoming call

CALLER STATES

- 1.- I AM TRYING TO SEE IF THE DEALER HAS CONTACTED YOU
- 2.- I HAVE SPOKE'N WITH RBRIONES. BUT HE HAS NOT CALL ME YET
- 3.- WHAT TIME ZONE ARE YOU IN
- 4.- OK. I SEE. SO YOU CAN SEE THAT DEALER HAS CONTACTED TECH LINE
- 5.- SOME ONE WOULD CALL ME
- 6.- THANKS

WRT STATES

- 1.- APOLOGIZED
- 2.- RBRIONES IS OUT FOR LUNCH RIGHT NOW (KCC IS IN CA)

Kia Motors America
Consumer Affairs Department

Page 3 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736X75 ██████████	K1477608	15,500
Whitman, MA ██████████		Prod. Date: 4/11/07	Dealer: MA006	Quirk Kia

- 3.- WRT DOES SEE THAT CASE WAS ESCALATED, AND ALSO TECH LINE WAS CONTACTED BY DLR
- 4.- SOME ONE FROM REGIONAL OFFICE WILL CONTACT CST
- 5.- WRT WILL LET RBRIONES KNOW THAT CST CALL

*** PHONE LOG 07/28/2008 03:06 PM US Mountain Standard Time RBriones Action Type:Incoming call
Customer Stated:

- 1. Dealer couldn't look at the vehicle on Friday.
- 2. So I had to take the vehicle back in to dealer today.
- 3. Dealer told us they re flashed something after speaking with Kia.
- 4. However, now svc dept is stating that they are waiting to hear from Kia.

Writer Stated:

- 1. Apologized for prob.
- 2. Show that svc dept has been in contact with factory techs.
- 3. They may be waiting on response from them.
- 4. We are working to involve appropriate resource.
- 5. Have escalated customer case to our regional office.

Customer Stated:

- 1. Well, dealer is saying they can't duplicate problem.
- 2. However, the vehicle was in the dealer and problem was duplicate on Wednesday.
- 3. Svc tech told us on Wednesday that something was binding up.
- 4. That tech is now on his honeymoon though, and I guess he didn't write down.
- 5. Regardless, now the dealer is saying they are waiting on Kia.
- 6. Is there someone else I should speak with ?

Writer Stated:

- 1. Gave customer regional 800 number.
- 2. We have the correct resources involve.
- 3. Regional office will be working on this case.

*** PHONE LOG 07/29/2008 10:02 AM Eastern Daylight Time SJames Action Type:Outgoing call

WRITER CALLED CUSTOMER WHO STATED

- 1. I AM STILL HAVING THE SAME PROBLEMS I HAD BEFORE
 - 2. I AM ON MY WAY TO PICK UP MY VEHICLE RIGHT NOW AS THE DEALER HAS STATED THE VEHICLE IS READY TO BE PICKED UP
 - 3. I MUST TELL YOU I AM A LITTLE SKEPTICAL ABOUT WHETHER IT IS REPAIR**AIR**ED OR NOT BUT I AM ON MY WAY TO PICK IT UP
 - 4. THE VEHICLE IS BANGING WHEN I APPLY THE BRAKES AND RELEASE THEM AND IT WON'T MOVE OUT OF FIRST GEAR SOMETIMES
 - 5. THAT IS CORRECT
 - 6. ONCE I GET THE VEHICLE BACK, I WILL DRIVE IT HOME AND CALL YOU FROM HOME TO LET YOU KNOW HOW IT IS
 - 7. I THINK I DO
 - 8. THANK YOU
- WRITER STATES
- 1. I DO APOLOGIZE FOR THE ISSUES YOU HAVE HAD
 - 2. LET ME RESTATE YOUR CONCERN TO MAKE SURE I UNDERSTAND
 - 3. YOU ARE EXPERIENCING A BANGING NOISE WHEN THE BRAKES ARE PRESSED AND RELEASED

**Kia Motors America
Consumer Affairs Department**

Page 4 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736X75 ██████████	K1477608	15,500
Whitman, MA ██████████		Prod. Date: 4/11/07	Dealer: MA006	Quirk Kia

4. THE VEHICLE IS HAVING TROUBLE SHIFTING OUT OF FIRST GEAR, IS THAT CORRECT?
5. I WILL CONTACT THE DEALER AND I WILL FOLLOW UP WITH YOU AFTER YOU HAVE YOUR VEHICLE BACK
6. DO YOU HAVE MY NAME AND NUMBER
7. LET ME GIVE IT TO YOU, IT'S SHAMARA AND I CAN BE REACHED DIRECTLY AT 732-565-5115

WRITER CALLED MA006 AND SPOKE TO KEN WHO STATED

1. WE RESET THE ADAPTIVE VALVES
2. I WILL ASK SVC MANAGER, MARK DRYSDALE TO CALL YOU BACK

WRITER STATES

1. THANK YOU

*** PHONE LOG 08/01/2008 07:45 AM Eastern Daylight Time SJames Action Type:Incoming call

MARK DRYSDALE CALLED WRITER AND LVM STATING

1. WE RELEASED THE CUSTOMER'S VEHICLE
2. WE TEST DROVE WITH HER AND INDICATED THAT THE CONCERNS SHE IS EXPERIENCING IS A NORMAL CONDITION AND CHARACTERISTIC OF THE VEHICLE
3. THE CUSTOMER HAS INDICATED SHE IS NOT HAPPY WITH OUR ANSWER AND WILL BE CONTACTING YOU
4. I JUST WANTED TO LET YOU KNOW WHAT WE HAPPENED
5. PLEASE DO NOT HESITATE TO CONTACT ME IF YOU NEED ANYTHING FURTHER. THANK YOU

*** PHONE LOG 08/01/2008 08:02 AM Eastern Daylight Time SJames Action Type:Incoming call

CUSTOMER CALLED WRITER AND STATED

1. I DID RECEIVE THE VEHICLE BACK
2. I AM NOT CONFIDENT THE VEHICLE IS REPAIR**A**RED
3. THEY SAID THEY WERE GOING TO GET A REP INVOLVED
4. DO I NEED TO ASK YOU TO GET A REP INVOLVED OR WILL THEY JUST DO IT
5. OK THANK YOU

WRITER STATED

1. THE DPSM HAS TO REQUEST A REP BUT I WILL FOLLOW UP WITH HIM TO MAKE SURE THAT HAPPENS
2. ONCE WE HAVE A TENTATIVE DATE FOR THAT I WILL CONTACT YOU TO SEE IF THAT DATE WILL BE AGREEABLE TO YOU AS WELL.

*** PHONE LOG 08/04/2008 09:16 AM Eastern Daylight Time SJames Action Type:Incoming call

CUSTOMER CALLED WRITER AND LVM STATING

1. I SPOKE TO YOU A COUPLE OF DAYS AGO AND I HAVE NOT HEARD ANYTHING
2. I AM JUST WAITING
3. WOULD YOU PLEASE CALL ME AT ██████████

WRITER CALLED CUSTOMER AND LVM STATING

1. MAAM, I AM STILL COORDINATING THIS MEETING
2. I ASK FOR YOUR CONTINUED PATIENCE IN THIS MATTER. THANK YOU

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

**Kia Motors America
Consumer Affairs Department**

Page 5 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
Whitman, MA		KNDJC736X75	K1477608	15,500
Prod. Date: 4/11/07		Dealer: MA006 Quirk Kia		

*** PHONE LOG 08/12/2008 08:45 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

- CUSTOMER STATES:
1. WOULD LIKE TO SPEAK TO FCM, RICHARD AT EXT 46059
 2. WILL HOLD.
 3. CAN I HOLD TILL HE IS AVAILABLE?
 4. WILL CALL BACK LATER THEN, THANKS.

WRITER STATES:

1. CAN CHECK TO SEE IF HE IS AVAILABLE
2. CAN WRITER ADVISE WHO IS CALLING?
3. ASKED CUSTOMER TO HOLD.
4. FCM. RICHARD BRIONES IS ON ANOTHER LINE OR AWAY FROM DESK
5. IS THERE SOMETHING WRITER CAN ASSIST WITH OR WOULD CUSTOMER LIKE TO LEAVE VM MESSAGE?
6. ADVISED THAT THIS WRITER CAN NOT LEAVE CUSTOMER ON EXTENDED HOLD UNTIL FCM IS AVAILABLE.

[!<For Internal Use Only

WRITER STATES:

1. CUSTOMER REFUSED TO PROVIDE INFO. CONFIRMED INFO BY PHONE CUSTOMER CALLED IN ON

*** NOTES 08/12/2008 08:48 AM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. DISPATCHING CASE TO REGION FOR CUSTOMER CONTACT
2. REGION WAS WORKING TO SCHEDULE FTR AND CONTACT CUSTOMER BACK
3. FILE CLOSED BEFORE RESOLUTION WAS COMPLETED.
4. PLEASE CONTACT CUSTOMER AND DPSM AND FTR AS NEEDED.

*** PHONE LOG 08/12/2008 09:57 AM US Mountain Standard Time RBriones Action Type:Incoming call

Ms Feltrup stated:

1. Wanted to call you back and let you know I am filing complaint with Attorney general.
2. Have started process through BBB for arbitration as well.
3. I wanted to let you know about this.
4. Did speak with Shamara at the regional office.
5. I thought she was extremely rude.
6. Did agree that I was trying to talk at the same time.
7. I stopped and listened to her, but she did not do that for me in turn.
8. Have had five Kia's and am a loyal Kia customer.
9. Only had one other problem with any of those vehicles, but svc dept took care of it.
10. Feel really bad now that I will never buy another Kia.
11. Will not be giving Kia good word of mouth either.
12. Would like the name of Shamara's Supervisor, and name of head of American division.

Writer Stated:

1. Apologized for prob.
2. Sorry to hear customer is taking that route.
3. Will document customer complaint.
4. Gave customer name of Matt Pfeifer (RCAM) and Byung Mo Ahn (CLO).

**Kia Motors America
Consumer Affairs Department**

Page 6 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736X75 ██████████	K1477608	15,500
Whitman, MA ██████████		Prod. Date: 4/11/07	Dealer: MA006	Quirk Kia

*** NOTES 08/12/2008 02:13 PM Pacific Daylight Time TYoung Action Type:Manager review
Cust emailed KMC asking for assistance.

MWirz asked wtr to get Regional Management involved.

*** NOTES 08/12/2008 02:16 PM Pacific Daylight Time TYoung Action Type:Manager review
content

1. Complaint

I have brought my Sorento to Quirk Kia in Braintree Ma. for service 5 times for the same problem. the first time they replaced a throttle, Second time same complaint. they greased splines, third time, same complaint they replaced drive shaft, 4th time, same complaint. they reflashed memory. 5th time same complaint. now they say this problem is normal (obviously if this were normal they would not have done the above 4 things) I contacted regional corporate office and got no where, bottom line i want my vehicle fixed or bought back under the lemon law I have filed a complaint to the Massachusetts Attorney Generals office against both the service department at Quirk Kia and Kia corporate office specifically Shamara Jams. I thought I could contact the corporate office and get results. I am afraid I have no choice but to do the following. I am now in the process of filing for arbitration with lemon law of Massachusetts. Just for the record this my fifth Kia I have purchased and have never run into such problems I was a loyal Kia owner and don't appreciate the way i am being treated Sincerely Robin Feltrup

2. Request

Please forward this message to CEO Byung Mo Ahn. If you need copies of RO's I am able to fax them to you please let me know by phone or email Again Sincerely and thank you. Robin Feltrup

Sent 2008-08-13 ?? 5:22:07

WTR DISPATCHING TO THE REGION FOR ERCAM AND RPSM REVIEW AND RESPONSE REQ TO NCA ASAP.

*** NOTES 08/12/2008 02:23 PM Pacific Daylight Time TYoung Action Type:Manager review
Wtr emailed ERCAM cc MWirz and Sljames and requested review and f/u asap.

*** PHONE LOG 08/13/2008 08:07 AM Eastern Daylight Time Sljames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM REQUESTING A CALLBACK

*** PHONE LOG 08/13/2008 08:52 AM Eastern Daylight Time Sljames Action Type:Incoming call
CUSTOMER AND WRITER CALLED WHO STATED

1. FIRST LET ME APOLOGIZE IF MY TONE WAS RUDE
2. I DO GET FRUSTRATED WHEN I FEEL LIKE I AM UNABLE TO ASSIST MY CUSTOMERS IN A TIMELY MANNER
3. I DO WORK WITH OTHER PEOPLE AND I DO NEED THEIR INPUT WHEN MAKING DECISION
4. OK. I WAS NOT AWARE OF THAT. YOU STATED HE DID NOT SAY WHO?
5. I CHECKED THE DPSM'S SCHEDULE AND HE DOES NOT HAVE THIS ON HIS CA LENDER FOR TODAY BUT HE MAY HAVE CHANGED HIS SCHEDULE.
6. I WILL CALL THE DFAI ER AND CONFIRM WHO WILL BE THERE

CUSTOMER STATES

Kia Motors America
Consumer Affairs Department

Page 7 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736X75 ██████████	K1477608	15,500
Whitman, MA ██████████		Prod. Date: 4/11/07	Dealer: MA006 Quirk Kia	

1. I THINK THE REASON YOUR CALLING IS BECAUSE I CALLED EVERYONE AT KIA AND I WILL BE CALLING YOUR SUPERVISOR WHO IS BACK ON THURSDAY
2. I DID NOT THINK I WAS BEING IMPATIENT
3. I WORK AT A DEALERSHIP SO I DO UNDERSTAND YOUR LEVEL OF FRUSTRATION AS WELL
4. I SPOKE WITH ██████████ AND HE SAID SOMEONE WAS GOING TO BE THERE TODAY
5. HE DID NOT STATE WHO BUT HE SAID SOMEONE WOULD BE THERE BETWEEN 10-12
6. OK. THANK YOU

WRITER CALLED MA006 AND REQUESTED TO SPEAK WITH SVC MARK DRYSDALE
RECEPTIONIST STATED MARK IS IN A MEETING UNTIL 10AM
WRITER LM WITH RECEPTIONIST FOR A RETURN CALL

WRITER CALLED DPSM. KEN DOMINGUES AND REQUESTED A CALLBACK

WRITER CALLED CUSTOMER AND STATED

1. ROBIN, WHAT TIME ARE YOU PLANNING ON GOING TO THE DEALER?
2. I CHECKED THE DPSM'S SCHEDULE AND HE IS NOT SCHEDULED TO BE THERE TODAY
3. THERE IS A CHANCE THAT HE HAS CHANGED HIS SCHEDULE TO BE AT QUIRK KIA TODAY
4. I KNOW THE FTR IS NOT SCHEDULED TO BE THERE BECAUSE HE IS ON V ACTION
5. WOULD IT BE POSSIBLE FOR ME TO CALL YOU BACK BEFORE YOU LEAVE JUST TO ASSURE KEN WILL BE AT THE DEALERSHIP TODAY?
6. OK, I WILL DO THAT. THANK YOU

CUSTOMER STATED

1. I WAS PLANNING ON LEAVING BETWEEN 9:15 - 9:30AM
2. YOU CAN CALL ME ON MY HOME PHONE. THE CALLS ARE FORWARDED TO GO TO MY CELL PHONE
3. I WAS STILL PLANNING ON GOING TO THE DEALER

*** PHONE LOG 08/13/2008 08:11 AM Eastern Daylight Time SJames Action Type:Outgoing call
DPSM KEN DOMINGUES CALLED WRITER AND STATED

1. YES. I AM AT QUIRK TODAY

WRITER STATES

1. THANK YOU VERY MUCH. I WILL CALL CUSTOMER BACK AND LET HER KNOW

WRITER CALLED CUSTOMER AND STATED

1. I DID CONFIRM THAT KEN IS GOING TO BE THERE TODAY
 2. I WILL FOLLOW UP WITH KEN AFTER YOUR MEETING BUT YOU ARE WELCOME TO CALL ME IF YOU LIKE
- CUSTOMER STATED

1. THANK YOU

*** PHONE LOG 08/13/2008 02:30 PM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED WRITER AND LVM STATING

1. I AM CALLING YOU BACK LIKE YOU ASKED
2. WE MET WITH KEN AND TEST DROVE WITH HIM
3. HE STATED HE HAD BEEN IN TOUCH WITH I THINK SERVICE TECHS AND THEY ARE ORDERING A NEW DRIVE SHAFT
4. KEN STATED HE WANTED TO TAKE A LOOK AT THE DRIVE SHAFT BEFORE THEY PUT IN IT
5. THEY DEFINITELY AGREED THAT I SHOULD NOT BE FEELING WHAT I AM FEELING
6. YOU DON'T HAVE TO CALL ME BACK. I JUST WANTED TO LET YOU KNOW

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJJC736X75 ██████████	K1477608	15,500
Whitman, MA ██████████		Prod. Date: 4/11/07	Dealer: MA006	Quirk Kia

WRITER CALLED DPSM KEN DOMINGUES WHO REITERATED THE SAME AS ABOVE IN ADDITION TO
1. I WANT TO BE THERE OR HAVE LOU THERE WHEN THE DRIVE SHAFT IS READY TO BE INSTALLED
2. I WILL RESPOND BACK TO NCA ABOUT CASE

WRITER CALLED AND LVM FOR TYOUNG
1. KEN WILL RESPOND BACK
2. CALL ME IF YOU NEED ANYTHING FURTHER

*** CASE CLOSE 08/15/2008 09:01 AM Eastern Daylight Time Sljames
PENDING RECEIVED ORDER OF DRIVE SHAFT. COMPLETION OF REPAIRS AND FOLLOW UP

*** CASE CLOSE 10/08/2008 12:25 PM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

*** CASE CLOSE 10/13/2008 12:28 PM US Mountain Standard Time TMorales

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	knjd735885 ██████████	K1594281	15,000
Five Points, TN ██████████		Prod. Date: 11/7/07	Dealer: AL024 University Kia	

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 06/01/2009 09:17 AM US Mountain Standard Time JHirshfield
Per e-mail from NCA:
. Complaint

I have brought my kia several times for the transmission slipping. **PASS**enger **AIR**bag not going off, when ever i turn the ac or heat the on it knocks hard. pulls to right. plastic piece rear seat falls off. These are all problems when I purchased it new they keep telling me its suppose to be like that. I can't seem to get it through thier thick heads its the vechile. Since there has been a recall on the **PASS**enger **AIR**bag light not going out. I Know how a transmission is suppose to change. I am embrassed with **PASS**engers every slow up or speed up the car jerks hard. I am at drive thru restarants with a brand new kia knocking with the **AIR** on. My left drivers side tire is almost bald on the inside because of the pulling. I really wanted this car and choose a Kia for a reason. I am regretfull and embrassed with it. Besides the finance dept screwed me at the dealership. I need for listen and understand these are real problems that need to be addressed. I have conidered going to my local news & radio and whoever else will listen to the crappy service and raw deal my family and I got.

2. Request

Please get these problems fixed. I have run out of patiences with the kia dealerships in my area.

*** PHONE LOG 06/03/2009 10:30 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. PLACED CALL TO DEALER (AL024) SPOKE TO SVC MGR. STAN
2. ASKED IF DEALER HAS ANY REPAIR HISTORY ON VEHICLE?
3. THANKS FOR INFO.

DEALER STATES:

1. WHAT IS VIN?
2. NOT SHOWING ANY HISTORY AT OUR STORE FOR THIS CUSTOMER.
3. APOLOGIZE COULD NOT BE MORE HELP.

*** PHONE LOG 06/03/2009 10:32 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER STATING WAS CALLING REGARDING EMAIL. SENT TO KCC REGARDING CONCERNS WITH VEHICLE
2. ON BEHALF OF KMA. DO APOLOGIZE FOR CONCERNS.
3. WOULD LIKE TO DISCUSS WITH CUSTOMER FURTHER. PLEASE CALL WRITER BACK.
4. ADVISED 800#. EXTENSION. REFERENCE NUMBER.

*** CASE CLOSE 06/03/2009 10:33 AM US Mountain Standard Time TDonnelly
CLOSED PENDING CALL. BACK FROM CUSTOMER.

*** PHONE LOG 06/16/2009 11:53 AM US Mountain Standard Time APatrick Action Type:Outgoing call

Cust stated:

- 1: returning Terri's call on this.
- 2: Repeated concerns.
- 3: I know for the **AIR** Bag light there is now a recall.
- 4: It gets frustrating them telling me everything is normal.
- 5: Obviously it is not.
- 6: Are plastic seats made to continually fall off? I don't think so.

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	kndjd735885 ██████████	K1594281	15,000
Five Points, TN ██████████		Prod. Date: 11/7/07	Dealer: AL024 University Kia	

Writer advised:

- 1: Apologized.
- 2: I do not know which may be normal or not.
- 3: Would need the veh at the Dlr.
- 4: When there call this office for assistance.
- 5: While there we can oversee the diagnosis and rep**AIR** making sure the Dlr is using all the tools and resources Kia provides to resolve these issues.
- 6: While there the recall can be performed.

Cust stated:

- 1: I will take it back to University so I get the loaner they provide.
- 2: Thanks.

*** CASE CLOSE 06/16/2009 11:53 AM US Mountain Standard Time APatrick

*** PHONE LOG 06/24/2009 09:57 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK
CUSTOMER STATES.

1. I SPOKE TO SOMEONE A WHILE BACK AND I WAS TOLD TO CALL WHEN I ARRIVE.
2. I WANTED TO MAKE SURE KIA WAS INVOLVED THIS TIME BECAUSE I DO NOT WANT THEM TELLING ME MY TRANSMISSION IS ACTING AS DESIGNED.
3. THE **AIR** BAG WAS AN ISSUE BEFORE AND THEY SAID IT WAS MY FAULT BECAUSE OF THE WAY I SAT. BUT NOW I RECEIVED THIS RECALL SO THEY HAVE TO DO THAT TOO.
4. I HAVE NOT HAD A GOOD EXPERIENCE WITH THIS DEALERSHIP SO I WANTED SOME ASSISTANCE WITH GETTING THINGS TAKEN CARE OF.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THE RECALL IS SOMETHING WE WILL BE ACCOUNTABLE FOR. DEALERSHIPS WERE ONLY GOING WITH WHAT THEY COULD AND WE DID NOT HAVE A SOLUTION IN SOME SITUATIONS UNTIL THIS RECALL CAME OUT.
3. WE HOPE THAT WILL TAKE CARE OF THE **OCS** ISSUE.
4. I CAN SPEAK TO THEM ABOUT THE TRANSMISSION. WE DO HAVE A PROCESS IF THE DEALERSHIP IS ADVISING IT IS NORMAL.
5. FIRST WE REQUEST THEY SHOW YOU A SIMILAR ONE ON THE LOT. IF THEY HAVE ONE AVAIL.
6. WE CAN CALL TECH LINE WE CAN ALSO CALL OUR FACTORY REP IF WE HAVE TO.
7. I DO SEE WHERE YOU SAID YOU WILL TAKE ADVANTAGE OF A LOANER PROGRAM. WE DO NOT OFFER RENTALS BUT DO CONSIDER THEM SOMETIMES ON A CASE BY CASE BASIS.

CUSTOMER STATES.

1. THANK YOU I WILL DROP THE CAR OFF
2. THEY USUALLY GIVE ME A LOANER.

WRITER STATES.

1. I WILL SPEAK TO THEM AND THEN GET BACK TO YOU.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 6

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	kndjd735885 ██████████	K1594281	15,000
Five Points, TN ██████████		Prod. Date: 11/7/07	Dealer: AL024	University Kia

*** PHONE LOG 06/24/2009 03:23 PM US Mountain Standard Time RBriones Action Type:Incoming call
Mrs ██████ stated:

1. Took vehicle into dealership this morning.
2. Dealer called me back this evening and told me vehicle was ready.
3. Had to have mult repAIRs done and the biggest was the transmission.
4. No way dealer could have fixed that transmission concern.
5. Svc dept said they had to reprogram the transmission.
6. They have done that a couple of times before and has not resolved the problem.
7. Svc dept gave me another Sorento to drive, and it shifts beautifully.
8. Mine should shift like that.

Writer Stated:

1. Apologized for prob.
2. Asked customer to hold while I check on this.
3. Writer called AL024 and got no answer in svc.
4. Svc dept is closed for the day.
5. Show that Steve is working on case already.
6. He will be following up with svc dept for customer and reviewing repAIRs.
7. He will contact customer back tomorrow.

*** PHONE LOG 06/25/2009 01:16 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED JENIFFER BACK
JENNIFER STATES.

1. THE CAR IS STILL HERE BUT SHE HAS NOT COME TO PICK IT UP.
2. WE HAVT NOT DUPLICATED THE TRANSMISSION CONCERN THIS TIME EITHER.
3. WE TOLD HER TO PICK IT UP BUT SHE HAS NOT PICKED IT UP YET.

WRITER STATES.

1. THANK YOU

*** PHONE LOG 06/25/2009 01:16 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED ██████████ AND NUMBER DISCONNECTED

*** PHONE LOG 06/25/2009 01:17 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED ██████████ AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 06/26/2009 05:32 AM US Mountain Standard Time SLarez Action Type:Outgoing call
writer called ██████████ and left message for a return call.

Kia Motors America
Consumer Affairs Department

Page 4 of 6

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████	██████	kndjd735885 ██████	K1594281	15,000
Five Points, TN ██████		Prod. Date: 11/7/07	Dealer: AL024	University Kia

*** PHONE LOG 06/26/2009 05:32 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED ██████ AND LINE WAS DISCONNECTED

*** PHONE LOG 06/26/2009 05:36 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED GLENN AT KIA SERVICE

WRITER STATES.

1. I AM CALLING TO SEE IF YOU HAVE ANY NUMBERS TO REACH THE CUSTOMER
2. I HAVE A 423 NUMBER THAT IS DISCONNECTED,

CUSTOMER STATES.

1. THE ONLY NUMBER I HAVE FOR HER IS 931 556 3087

WRITER STATES.

1. I CALLED THAT AS WELL AND LEFT A MESSAGE

*** PHONE LOG 06/26/2009 09:45 AM US Mountain Standard Time JSincl **AIR** Action Type:Incoming call

Customer states:

1. Can I talk to Steve

Wtr states:

1. Apologized
2. Advs Steve is not available
3. Showing here Steve has been trying to reach customer to explain the dealership has not been able to duplicate the concern

Customer states:

1. They need to at least drive it for 25 min

Wtr states:

1. The best thing would be to allow technician to drive vehicle home
2. That arrangement would need to be made by customer and dealership

Customer states:

1. Ok I will call them now

Thanked and call ended

*** PHONE LOG 06/29/2009 01:47 PM US Mountain Standard Time APatrick Action Type:Incoming call

Cust stated:

- 1: My sister and my daughter picked the veh up.
- 2: They did not get 10 miles and it began to act up.
- 3: Please call the Dlr and let them know it is coming back please.

Writer advised:

- 1: Apologized.
- 2: Will alert the Dlr.

Cust stated:

- 1: Thanks.

*** PHONE LOG 06/29/2009 01:49 PM US Mountain Standard Time APatrick Action Type:Outgoing call

Writer advised:

- 1: Cust sister just picked up.
- 2: Did not get 10 miles before veh began to act up.

**Kia Motors America
Consumer Affairs Department**

Page 5 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	knjd735885 ██████████	K1594281	15,000
Five Points, TN ██████████		Prod. Date: 11/7/07	Dealer: AL024	University Kia

3: veh on its way in.

Shane Svc Rep stated:
1: Ok thanks.

*** PHONE LOG 06/30/2009 12:12 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED SHANE IN SERVICE
SHANE STATES.

1. THE A/C AND HUB PULLY WERE REPLACED FOR THE A/C
2. WE RELEASED THE CAR BUT THE CUSTOMER CAME RIGHT BACK
3. OUR SERVICE MGR WENT ON A RIDE WITH HER AND IT WOULD NOT DO IT SO WE TOLD HER UNTIL IT GETS MORE CONSISTENT THEN WE CAN GO FROM THERE.

WRITER STATES.
1. THANK YOU.

*** NOTES 06/30/2009 12:13 PM US Mountain Standard Time SLarez Action Type:Manager review
WRITER CALLED ██████████ DISCONNECTED

*** PHONE LOG 06/30/2009 12:14 PM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALED CUSTOMER BACK AND ██████████ AND LEFT MESSAGE WITH DAUGHTER FOR A RETURN CALL..

*** PHONE LOG 07/01/2009 12:41 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED MR ██████████ BACK
WRITER STATES.

1. I WANTED TO LET YOU WIFE KNOW I AM AWARE OF THE SITUATIONS
2. THE DEALERSHIP COULD NOT DUPLICATE IT.

CUSTOMER STATES.

1. YES. IT IS FUNNY BECAUSE IT HAPPENS TO US LIKE NOTHING BUT WHEN THEY ARE PRESENT IT DOES NOT HAPPEN

WRITERS STATES.

1. THAT IS FRUSTRATING FOR ALL OF US.
2. WHAT I CAN SAY IS THAT THE INFORMATION IS DOCUMENTED.
3. WE WILL HAVE TO WAIT UNTIL IT GETS MORE CONSISTENT AND IF IT DOES NOT UNTIL AFTER THE WARRANTY IS EXPIRED WE CAN ALWAYS REVIEW THE SITUATION ON A CASE BY CASE BASIS.

CUSTOMERS STATES.

1. THAT IS GOOD TO KNOW

**Kia Motors America
Consumer Affairs Department**

Page 6 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	kndjd73588:██████████	K1594281	15,000
Five Points, TN ██████████		Prod. Date: 11/7/07	Dealer: AL024 University Kia	

1. LET YOUR WIFE KNOW I CALLED AND UNTIL IT GETS MORE CONSISTENT THEN WE CAN GO FROM THERE.

*** CASE CLOSE 07/01/2009 12:42 PM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1382173	8,000
Pine Bluff, AR ██████████		Prod. Date: 11/2/06	Dealer: GA033 Kia AutoSport	

Case History

Complaint **ReAIR** Assistance

*** PHONE LOG 11/14/2007 08:53 AM US Mountain Standard Time EEscobedo
Cust stated:

1. I have taken my veh to DLR Crane KIA 3 times for the **OCS** light being on
2. I have had people of all weights sit in the seat and it does not work
3. Last time i was in there was 09/07 and they said there is nothing they dan do for me
4. I talked to the SM David there, and he is the one tellin gme this, i dont understand that
5. I dont know what else to do? If i have an accident its your fault

Writer:

1. Sorry
2. Please understand **AIR** bag is always supplimental to primary restraint- Seatbelt
3. Writer however will need to follow up with DLR when will cust be back at DLR?

Cust:

1. Im traveling now, im on the way to a DLR in GA
2. I will be at GA033 in a few minutes

Writer:

1. Gave writer info and ext please call writer to advised that veh is at DLR
2. Writer can make sure DLR is using all proper resources for diagnostic

Cust:

1. Ok i will call you back in a few minutes. thanks.

*** PHONE LOG 11/14/2007 09:34 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. JUST SPOKE TO SOMEONE THERE AND HE TOLD ME TO CALL BACK
2. THOUGHT I GOT HIS EXTENSION BUT GOT WRITER.
3. WILL HOLD.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. CUSTOMER WAS SPEAKING TO FCM. EDDIE
3. WILL SEE IF HE IS AVAILABLE
4. CONFERENCE CUSTOMER ON LINE WITH FCM. EDDIE.

*** PHONE LOG 11/14/2007 09:39 AM US Mountain Standard Time EEscobedo Action Type:Incoming call
Cust:

1. My veh is at DLR and they will diagnose the light too

Writer:

1. Thanked cust
2. Will follow up with DLR to make sure all resources used.
3. Will call cust back with new info

Cust:

1. Ok thanks.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736675 ██████	K1382173	8,000
Pine Bluff, AR ██████		Prod. Date: 11/2/06	Dealer: GA033	Kia AutoSport

*** PHONE LOG 11/14/2007 10:14 AM US Mountain Standard Time EEscobedo Action Type:Incoming call

Sm shane called writer:

1. I could not dupe cust concern
2. Advised her that it was working fine
3. I demonstrated to her with me sitting in it and tech who is about 300lbs it worked right every time
4. She was none too happy, i told her we can have an FTR out to reflash the thing.
5. But she said she is going back home tomorrow

Writer:

1. Thanked Shane
2. Will advised cust we will Deal with Crane KIA when she gets back home

*** PHONE LOG 11/14/2007 10:16 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call

LVM for cust:

1. Gave writer info

*** PHONE LOG 11/14/2007 10:16 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call

writer called Shane Sm:

- 1.

*** PHONE LOG 11/15/2007 04:14 PM US Mountain Standard Time EEscobedo Action Type:Incoming call

Writer LVM for cust:

1. Gave write rinfo please callback

*** PHONE LOG 11/16/2007 09:20 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call

Writer Left Messagewith man who answered for cust:

1. KMA CA will still follow up once cust is back home
2. Please call KMA CA # and case # for follow up

Cust:

1. OK ill let her know

closed pending callback*

*** CASE CLOSE 11/16/2007 09:22 AM US Mountain Standard Time EEscobedo

*** CASE CLOSE 01/11/2008 08:21 AM Pacific Daylight Time ELau

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
████████	████████	KNDJD736075 ██████████	K1402400	4,000
New Iberia, LA ██████████		Prod. Date: 7/4/06	Dealer: LA020 Kia of New Iberia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 01/14/2008 07:42 AM US Mountain Standard Time ERuiz
CALLER STATED

1. WE WENT IN FOR THE **PASSENGER'S SIDE AIR** BAG LIGHT COMING ON.
2. THE DEALER SAID THAT THE **REP AIR** IS GOING TO COST ABOUT \$400 AND THAT THEY NEED KIA'S APPROVAL.
3. ALSO WHEN DRIVING THE VEHICLE AT 30 TO 40 MPH AND THE CAR STARTED JUMPING.
4. WE TOLD THE DEALER AND SPOKE TO FLOYD AND KEITH ABOUT IT.
5. THE DEALER SAID THAT IT WOULD TAKE UP TO A MONTH TO GET THIS **REP AIR**
6. I BELIEVE WE HAVE A LEMON!
7. KIA SHOULD GIVE US ANOTHER VEHICLE.
8. WOULD I GET ANOTHER VEHICLE TO DRIVE WHILE MY CAR IS AT THE **REP AIR** SHOP?

WRITER STATED

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL CALL THE DEALER FOR MORE INFO.
3. THERE ARE NO RENTAL PROVISION UNDER THE TERMS OF THE WARRANTY.
4. ASSISTANCE MAY BE PROVIDED ON THE CASE BY CASE BASIS.
5. WRT WILL CALL THE DEALER AND SPEAK TO THE AREA REP FOR ASSISTANCE.
6. KIA WILL NOT EXCHANGE THE VEHICLE FOR ANOTHER
7. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.
8. CUSTOMER CAN BE REACH AT HOME OR AT ██████████

*** PHONE LOG 01/14/2008 11:18 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED LA020
2. WRT ASKED TO SPEAK TO KEITH IN SVC.
3. WRT WAS TRANSFERRED TO KEITH'S V.M.
4. WRT LEFT HIM A MESSAGE.
5. WRT REQUESTED MORE INFORMATION ABOUT MRS ██████████ VEH.

*** PHONE LOG 01/14/2008 11:53 AM US Mountain Standard Time ERuiz Action Type:Incoming call

WRITER STATED

1. WRT RECEIVED A MESSAGE FROM SVC MGR. KEITH FROM LA020 AT 11:54 AM.
2. MESSAGE STATED:
 - a) THIS IS KEITH FROM LA020.
 - b) I RECEIVED YOUR MESSAGE.
 - c) PLEASE GIVE ME A CALL BACK.

*** PHONE LOG 01/14/2008 12:49 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED LA020 AND SPOKE TO KEITH IN SVC.
2. WRT EXPLAINED THE REASON OF THE CALL.
3. HE STATED:
 - a) WE'RE WAITING FOR A REFLASH.
 - b) HUNTER JONES AND MR CAMERON WERE HERE LAST WEDNESDAY.
 - c) WE'RE SUPPOSED TO GET THE MACHINE TO REFLASH THE COMPUTER.
 - d) WE'VE BEEN WAITING FOR IT.

Kia Motors America
Consumer Affairs Department

Page 2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736075 ██████████	K1402400	4,000
New Iberia, LA ██████████		Prod. Date: 7/4/06	Dealer: LA020 Kia of New Iberia	

- e) ABOUT THE CUSTOMER'S CONCERN W/ THE VEHICLE JUMPING, THAT'S A NORMAL CHARACTERISTIC OF THE VEHICLE.
- f) WE SPOKE TO THE FTR HUNTER JONES ABOUT IT AND HE SAID THAT EVEN THE 2008 MODELS DO THAT.
- 4. WRT THANKED KEITH FOR THE INFO.

*** PHONE LOG 01/14/2008 12:56 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

- 1. WRT CALLED DPSM. SCOTT CAMERON.
- 2. WRT EXPLAINED THE CUSTOMER'S CONCERN.
- 3. SCOTT STATED:
 - a) THE REFLASH IS ALREADY OUT.
 - b) WE ALREADY TALK ABOUT THIS LAST WEDNESDAY.
 - c) WHAT'S THE CUSTOMER'S NAME?
 - d) TELL THE CUSTOMER THAT WE'LL GET BACK W/ HER TODAY.
- 4. WRT THANKED SCOTT FOR THE INFO.
- 5. WRT WILL CALL THE CUSTOMER BACK TO ADVISE.

*** PHONE LOG 01/14/2008 12:59 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

- 1. WRT CALLED MRS ██████████
- 2. CUSTOMER WAS NOT AVAILABLE.
- 3. WRT LEFT HER A V/M MESSAGE.
- 4. WRT REQUESTED A CALL BACK AT EXT 45605.

*** EMAIL OUT - ERuiz Action Type:External email

Send to:[scameron@kiausa.com]

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

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

-- File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1402400_ERuiz_01-14-2008125409.doc--

*** PHONE LOG 01/14/2008 02:47 PM US Mountain Standard Time ERuiz Action Type:Incoming call

WRITER STATED

- 1. WRT RECEIVED A V/M MESSAGE FROM MR FIRMIN AT 2:44 PM MON
- 2. MR ██████████ STATED:
 - a) I AM NOW HOME IF YOU WANT TO CALL ME BACK

*** PHONE LOG 01/14/2008 02:48 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

- 1. WRT CALLED MR ██████████ AT HOME.

Kia Motors America
Consumer Affairs Department

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736075██████████	K1402400	4,000
New Iberia, LA ██████████		Prod. Date: 7/4/06	Dealer: LA020	Kia of New Iberia

2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT ANOTHER V/M MESSAGE.

*** PHONE LOG 01/15/2008 08:00 AM US Mountain Standard Time ERuiz Action Type:Incoming call
WRITER STATED

1. WRT RECEIVED A V/M MESSAGE FROM MR ██████████ AT 5:53 AM TUE.
2. CUSTOMER REQUESTED A CALL BACK AT HOME

*** PHONE LOG 01/15/2008 08:13 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED MR ██████████ BACK.
2. WRT SPOKE TO ██████████
3. WRT ASKED MRS FIRMIN IF SHE HAS HAD A CHANCE TO SPEAK TO THE DEALER.
4. CUSTOMER STATED:
 - a) YES. THEY CALLED ME YESTERDAY AFTERNOON.
 - b) THEY SAID THEY WOULD HAVE A COMPUTER READY FOR ME.
 - c) THAT'S NOT THE ONLY PROBLEM THAT I HAVE.
 - d) WHAT ABOUT THE VEHICLE JUMPING AND NOT STARTING SOMETIMES?
5. WRT EXPLAINED THAT THE KIA DEALER HAD BEEN ADVISED BY THE KIA TECH REP THAT THE VEHICLE JUMPING IS A NORMAL CHARACTERISTIC OF THE VEHICLE.
6. AND THE DEALER MUST BE ABLE TO DUPLICATE THE NO START CONDITION.
7. CUSTOMER STATED:
 - a) WHAT ELSE DO THEY HAVE TO SEE IF I TELL THEM THAT THE VEHICLE IS NOT STARTING.
 - b) THEY SHOULD BE ABLE TO FIX IT JUST BY ME TELLING THEM THAT THE VEHICLE IS NOT STARTING.
 - c) I DON'T WANT THIS VEHICLE ANYMORE. I AM GOING TO STOP DOING PAYMENTS ON IT.
8. WRT APOLOGIZED. HOWEVER, THAT'S A DECISION THAT SHE WILL HAVE TO DISCUSS W/ HER FINANCE CO.
9. MEANWHILE, WRT ADVISED THE CUSTOMER TO TAKE THE BACK VEHICLE TO THE DEALER.
10. CUSTOMER STATED:
 - a) I WILL TELL EVERYONE NOT TO BUY A KIA...
11. CUSTOMER DISCONNECTED.

*** PHONE LOG 01/15/2008 08:16 AM US Mountain Standard Time ERuiz Action Type:Incoming call
WRITER STATED

1. WRT RECEIVED A V/M MESSAGE FROM MR ██████████ AT 8:03 AM TUE.
2. ██████████ REQUESTED A CALL BACK AT ██████████

*** PHONE LOG 01/15/2008 08:20 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED MR ██████████
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT HIM A V/M MESSAGE.
4. WRT ADVISED MR FIRMIN TO TAKE THE CAR TO THE DEALER FOR INSPECTION.
5. AND SPEAK TO THE DEALER ABOUT HIS CURRENT CONCERN.

*** CASE CLOSE 01/15/2008 08:29 AM US Mountain Standard Time ERuiz

CUSTOMER MUST SCHEDULE A SVC APPOINTMENT W/ LA020 FOR THE **PASSENGER'S SIDE AIR BAG**

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736075 ██████	K1402400	4,000
New Iberia, LA ██████		Prod. Date: 7/4/06	Dealer: LA020 Kia of New Iberia	

COMPUTER REFLASH.
OTHER CONCERNS MUST BE DUPLICATED BY THE KIA SVC DEP AND/OR DISCUSS W/ THE SVC MGR.

*** PHONE LOG 01/17/2008 07:38 AM US Mountain Standard Time MTrom Action Type:Incoming call
Caller Mr. F states:

1. my appointment is next week with the **AIR** bags
2. my car wouldn't start yesterday and I took it to the dealership
3. they couldn't find anything wrong with it
4. they told me the vibration between 30-40 mph was characteristic of the car
5. if that was true, it would happen all the time
6. this morning my car won't start, I need a rental right now
- 7 my wife needs to get to places
8. you mean you can't get me a rental, what am I supposed to do, make a car payment and
9. a rental payment, my car is under warranty

writer states:

1. apologized
 2. rental scripting
 3. R/S can tow the vehicle to the nearest Kia dealership
 4. reiterated rental is not part of the warranty, vehicle needs to be diagnosed
 5. writer offered R/S warm transfer. (Customer declined) and hung up
- == call ended ==

*** COMMIT 01/18/2008 09:02 AM US Mountain Standard Time ERuiz Action Type:Callback Required

*** PHONE LOG 01/18/2008 09:02 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DE AGO AND SPOKE TO VIRGINIA IN SVC [SVC MGR WAS NOT AVAILABLE]
2. WRT EXPLAINED THE REASON OF THE CALL.
3. SHE STATED:
 - a) THE VEHICLE WAS HER THE OTHER DAY.
 - b) THE SVC MGR WENT ON A TEST DRIVE W/ THEM.
 - c) KEITH THE SVC MGR. WENT ON A TEST DRIVE AN NOTHING HAPPENED.
 - d) SHE ALSO HAD A COMPLAINT ABOUT HER VEHICLE NOT STARTING.
 - e) KEITH WAS NOT ABLE TO DUPLICATE THE CONCERN EITHER.
 - f) THEY ALSO HAD A CONCERN W/ AN **AIR** BAG LIGHT.
 - g) WE'RE SUPPOSED TO GET THE TOOL EARLY NEXT WEEK TO REFLASH THE COMPUTER.
 - h) I SPOKE TO HER HUSBAND AND TOLD HIM THAT WE'LL CALL HIM AS SOON AS WE GET THE TOOL.
 - i) WE'LL HAVE IT HERE NEXT WEEK.
4. WRT THANKED VIRGINIA FOR THE INFO.

*** CASE CLOSE 01/18/2008 09:04 AM US Mountain Standard Time ERuiz
CASE CLOSED W/ A COMMITMENT TO CONTACT LA020 NEXT WEEK.

*** CASE CLOSE 04/11/2008 06:50 AM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736875██████████	K1509215	8,711
Mount Holly, NJ ██████████		Prod. Date: 4/11/07	Dealer: NJ028 Burlington Kia	

Case History

Complaint Warranty

*** NOTES 10/09/2008 11:03 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

Safety Concern - *PASS*enger Seat *AIR* Bag light remains on when someone is in the seat. We have had in to Burlington Kia 3 times in 6 months. they serviced it once - and found nothing. the 2 other times they told us it wasn't doing it and if we left it they would charge us - even though it is still under warranty. I ask - if there is an accident - and someone is in the seat - and the *AIR* bag does not deploy - Who will be responsible? Also the left speaker goes out on certain turns.

*** PHONE LOG 10/10/2008 09:57 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to ██████████ LVM

1. This is KMA calling regarding an email you sent us through our online service.
2. KMA would like to assist you with your concern/questions
3. Please call back KMA to discuss, #1800. case # you created online.

*** PHONE LOG 10/13/2008 05:36 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to ██████████ - LVM x2

1. This is KMA calling regarding an email you sent us through our online service.
2. KMA would like to assist you with your concern/questions
3. Please call back KMA to discuss, #1800. case # you created online.

*** CASE CLOSE 10/13/2008 06:02 AM US Mountain Standard Time RHall
close case pending customer call back

*** PHONE LOG 10/13/2008 07:11 AM US Mountain Standard Time RHall Action Type:Incoming call
██████████ stated

- 1 when somebody is sitting in the seat the *AIR* bag light stays on
- 2 Intermittently the light will go on and off even if I stay sitting in the seat
- 3 this has been a consistent issue
- 4 we took it to the dlr 3 times. recently a month ago
- 5 the dlr is saying they cant duplicate the problem
- 6 also the drivers side speaker sounds like it has a short in it. goes in and out. this is intermitten also

wrt stated

1. apologized
2. KMA would like to oversee the rep *AIR* of your veh and help the dlr
3. exhaust all resources to help rep *AIR* your veh
4. will follow up with the dlr and contact you with any new information
5. as soon as it is available
6. gave case# to eb when veh is at the dlr

Mrs ██████████ stated

I ok I will work that out with my husband and call you back to let you know when we are taking it to the dlr

*** CASE CLOSE 10/13/2008 07:12 AM US Mountain Standard Time RHall
close case pending cust call back when vehicle is at the dlr

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736875 ██████████	K1509215	8,711
Mount Holly, NJ ██████████		Prod. Date: 4/11/07	Dealer: NJ028	Burlington Kia

*** PHONE LOG 11/10/2008 09:28 AM US Mountain Standard Time SJeon Action Type:Outgoing call
Mr. ██████████ stated:

1. I am calling back for **AIR** bag
2. it is not working properly when my wife sits at first
3. it works when she pounce back again
4. I think there is problem with sensor
5. been to dealer 2 times but they could not duplicate
6. it works fine when it is at the dealer
7. did not take the car to Kia dealer since June
8. dealer said if there is no problem found, they will charge me diagnostic

writer stated:

1. dealer need to duplicate problem or find code
2. if they cannot find anything wrong, the can charge customer diagnostic
3. will call dealer

<outgoing call>

Patrick/SVCM @NJ028 stated:

1. customer came in June - **OCS** read off someone is in no malfunction code found
2. Mar/08 - test drove, operating as designed, no code found
3. sensor can affected by seat position
4. we need to duplicate problem to rep **AIR** under warranty
5. there is no update TSB

writer stated:

1. reiterated what Dealer stated

Mr. ██████████ stated:

1. i will take it back to Kia dealer tomorrow
2. and also I will file to lemon law
3. my wife weights 160 pound

*** CASE CLOSE 11/10/2008 09:29 AM US Mountain Standard Time SJeon

*** CASE CLOSE 01/05/2009 03:12 PM US Mountain Standard Time TMorales

AIRBAG TREAD REVIEW COMPLETE

*** PHONE LOG 05/19/2009 05:25 AM US Mountain Standard Time SLarez Action Type:Incoming call
MR. ██████████ CALLED IN

CUSTOMER STATES:

1. I AM CALLING BECAUSE I WOULD LIKE TO LET YOU KNOW WE FEEL RELIEVED AFTER RECEIVED THE RECALL NOTIFICATION FOR OUR CONCERN.
2. WE ARE GLAD THAT SOMEONE FINALLY RELIEVED THERE WAS AN ISSUE.
3. WE HAD TAKEN IT TO THE DEALERSHIP SEVERAL DIFFERENT TIMES AND THE DEALERSHIP WAS NEVER

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736875 ██████████	K1509215	8,711
Mount Holly, NJ ██████████		Prod. Date: 4/11/07	Dealer: NJ028	Burlington Kia

4. WE WANTED TO CALL KIA TO EXPRESS OUR RELIEF WITH THIS NOTICE WE RECEIVED.

WRITER STATES.

1. THANK YOU FOR CALLING I WILL NOTE THAT IN YOUR CASE WITH REGARDS TO THE **OCS** MODULE.

*** CLERK OF COURT 25/10/2008 05:04:11 AM ***

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC735385 ██████	K1503406	3,000
Omaha, NE ██████		Prod. Date: 9/14/07	Dealer: NE001	Kia of Omaha

Case History

Complaint *Per AIR Assistance*

*** PHONE LOG 09/24/2008 12:37 PM US Mountain Standard Time CCummins

CUSTOMER STATES

1. NOISE IN THE RIGHT FRONT END
2. ONLY HEAR IT UNDER ACCELERATION
3. VEHICLE IS CURRENTLY AT (NE001)
4. SVC MGR. DAN. IS THE CONTACT
5. BEING TOLD THIS IS NORMAL. THIS IS **AIR** GOING INTO THE **AIR** BOX
6. **AIR**BAG **PASS**ENGER LIGHT GOES OFF AND ON
7. UNHAPPY WITH THE VEHICLE

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. PUT CUSTOMER ON HOLD AND CALLED THE DEALERSHIP

WRITER STATES

1. SPOKE WITH SVC MGR AND THE DPSM ON THIS CONCERN
2. REQUESTED THAT STEVE LOCKWOOD, DPSM SPEAK WITH CUSTOMER

CONNECTED THE CUSTOMER AND DPSM TO DISCUSS THIS ISSUE

CUSTOMER STATES

1. WHY WOULD I NOT HEAR THIS NOISE SOONER?

DPSM STATES

1. IT MIGHT POSSIBLY BE DUE TO THE EXCITEMENT OF A NEW VEHICLE
2. THE NOISE IS NORMAL OPERATING PROCEDURES
3. IF THE THROTTLE IS ON THEN THE NOISE IS THERE
4. I DROVE AND RODE IN THE VEHICLE AND DID NOT HEAR THE NOISE
5. THERE ARE THINGS THAT WOMEN HEAR BUT MEN DO NOT AND THIS IS A FACT
6. I AM NOT HERE TO ARGUE WITH YOU
7. I WILL NOT PULL THE WOOL OVER SOMEONES EYES
8. THERE IS NOTHING WRONG WITH THE VEHICLE
9. WAS NOT AWARE OF THE NOISE UNTIL I RODE IN THE **PASS**ENGER SIDE
10. THANK YOU FOR CALLING KIA

CUSTOMER STATES

1. I DO NOT THINK SO BECAUSE I HAVE TRIED VARIOUS VEHICLES
2. I AM NOT GOING TO LISTEN TO THIS NOISE WHILE I AM PAYING IT OFF
3. I AM NOT HAPPY WITH THE VEHICLE
4. I AM THE ONLY ONE THAT CAN HEAR IT
5. IT HAS GOTTEN PROGRESSIVELY WORSE AS I HAVE DRIVEN THE VEHICLE
6. THIS IS UNACCEPTABLE BUT WHAT CAN I DO
7. I BASICALLY FEEL LIKE I HAVE BEEN SCREWED ON THIS CAR
8. WHEN DID YOU HEAR THE NOISE
9. I AM A DISPLEASED CUSTOMER AND THERE IS NOTHING MORE THAT CAN BE DONE
10. THANK YOU FOR YOUR TIME

AT THIS POINT THE CUSTOMER AND DPSM HUNG UP ON THE WRITER

*** CASE CLOSE 09/24/2008 12:37 PM US Mountain Standard Time CCummins

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735X85 ██████████	K1573204	3,275
Lombard, IL ██████████		Prod. Date: 10/18/07	Dealer: IL016 Willowbrook Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 04/06/2009 12:04 PM US Mountain Standard Time RSabin Action Type: Incoming call

CUST MR ██████████ STATED:

1. I TOOK MY VEH TO THE DLR A WEEK AFTER I BOUGHT IT. THE VEH STARTED SPUTTERING
2. THE DLR SAID THEY HAD TO REPLACE SOME WIRE AND I TOLD THEM I DIDN'T WANT TO KEEP THE VEH BECAUSE I DIDN'T WANT THEM WORKING ON MY ENGINE ON A NEW VEH
3. THE VERY NEXT DAY HAD A BLOW OUT WHICH WAS NOT DAMAGED
4. NOW THE **PASS**enger side **AIR** BAG LIGHT WILL NOT GO OFF WHEN MY DAUGHTER OR MY FRIEND IS SITTING IN THE SEAT, HAPPEN'S ABOUT 93% OF THE TIME
5. THE TPMS ALSO COME'S ON PERIODICALLY
6. ALSO WHEN I WAS SHIFTING THE GEAR INDICATOR WOULD START BLINKING. SO IF I WAS IN PARK IT WOULD BLINK OR IN DRIVE
7. THIS EVENTUALLY STOPPED
8. NOTHING IS HAPPENING RIGHT NOW
9. I WANT TO TALK TO SOMEONE ABOUT REPLACING THE VEH
10. DO I NEED TO HIRE A ATTORNEY AND FILE FOR THE LEMON LAW

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. WHAT WE ARE HERE TO DO IS FIX YOUR VEH
3. WHAT I SHOW IS YOU HAVE HAD ONE **RepAIR** ON THE VEH AND HAVE BEEN TO THE DLR ONCE
4. IF YOUR NOT HAVING ANY ISSUE'S CURRENTLY THEN I'M NOT SURE WHAT KIND OF ASSISTANCE I CAN OFFER
5. WHAT I WILL SAY IS IF YOU FEEL YOU NEED OUR ASSISTANCE IN THE FUTURE WHEN YOU HAVE ONE OF THESE PROBLEM'S YOU MENTIONED THEN LET ME KNOW AND WE CAN FOLLOW UP AND LOOK INTO IT FOR YOU
6. WE CAN VERIFY THE DLR IS USING THE TOOLS AND RESOURCE'S KIA HAS PROVIDED
7. AS FOR THE LEMON LAW THAT IS YOUR RIGHT AS A CONSUMER. I DON'T KNOW OF A STATE THAT WILL REPURCHASE YOUR VEH AFTER ONE **RepAIR**
8. WE WILL CONTINUE TO STAND BEHIND THE WARRANTY

CUST STATED:

1. WHO IS HIGHER THEN YOU THAT I CAN SPEAK WITH

WRITER ADVISED:

1. I'M A FULL CASE MGR IN THE CORPORATE OFFICE AND I'M OFFERING THE ASSISTANCE WE HAVE TO PROVIDE AT THIS TIME
2. PLEASE CALL ME BACK IF THE PROBLEM COME'S BACK AND YOU WOULD LIKE OUR ASSISTANCE
3. PROVIDED CASE, EXT #

CUST STATED:

1. OK THANKS

*** PHONE LOG 04/10/2009 08:47 AM US Mountain Standard Time RSabin Action Type: Outgoing call

IL016 CHRIS SVC ADV ADVISED:

1. THE CUST WAS IN TWICE. ONCE WAS FOR A IGNITION COIL DUE TO A MIS FIRE AND THE OTHER WAS FOR A TIRE REPLACEMENT
2. I DON'T HAVE HIM CALLING BACK TO US OR A APPT AND THE VEH IS NOT HERE

WRITER ADVISED:

1. OK THANKS

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC735X85 [REDACTED]	K1573204	3,275
Lombard, IL [REDACTED]		Prod. Date: 10/18/07	Dealer: IL016	Willowbrook Kia

*** PHONE LOG 04/10/2009 08:52 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED DPSM CFEARS LVM:

1. PROVIDED CASE NOTE'S
2. CURRENTLY THE CUST DOESN'T HAVE A ISSUE
3. THE VEH HAS ONLY HAD ONE WARRANTY REPAIR
4. THE CUST HAS NOT CALLED THE DLR TO MAKE A APPT, HE DOESN'T CURRENTLY HAVE A ISSUE
5. BASED ON WHAT THE CUST MENTIONED (ATTORNEY, LEMON LAW) WOULD YOU LIKE ME TO DISPATCH THE CASE OR CLOSE IT
6. PLEASE CALL ME BACK TO ADVISE EXT # 45458

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

Send to:[CFEARS@KIAUSA.COM]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1573204_RSabin_04-10-2009094330.doc>>

*** PHONE LOG 04/10/2009 10:40 AM US Mountain Standard Time RSabin Action Type:Incoming call
DPSM CFEARD EMAILED WRITER:

1. This customer must make an appointment if he has a problem.
2. We are not interested in buying his car back or replacing it.

*** CASE CLOSE 04/10/2009 10:41 AM US Mountain Standard Time RSabin

*** PHONE LOG 04 29 2009 07:59 AM US Mountain Standard Time RHall Action Type:Incoming call
[REDACTED] stated

- 1 Had one week and had to take engine apart so I have had problems with this vehicle- felt like not getting enough gas
- 2 wires that goes in at the top of the motor- it was missing one of the wires from mfr
- 3 I bought a brand new car and should not be having this many problems with it
- 4 Now there is an electrical issue with the vehicle
- 5 The dlr said they dont give loaners and I wanted to know that Kia really doesnt give loaners?
- 6 I bought a brand new car so it would run and I could drive it
- 7 Is Kia willing to give me a loaner vehicle?

wrt stated

- 1 While Kia does not have a provision for rentals, Kia does assist on a case by case basis.
- 2 The decision will not come from this office, but we can review this request with the service manager and possibly our area rep to determine if rental assistance can be provided.
- 3 the factory rep has 24 hours to respond
- 4 do you know when you are taking the vehicle in?

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735X85 ██████████	K1573204	3,275
Lombard, IL ██████████		Prod. Date: 10/18/07	Dealer: IL016 Willowbrook Kia	

Mr ██████████ stated

1 I am probably taking it in today

wrt stated

1 wrt would be happy to follow up with the dlr and on your request for loaner assistance for you

Mr ██████████ stated

1 no thanks I just wanted to ask that question

2 I would like to work with the person I started the case with Richard

3 I have his ext and will call him if needed

*** CASE CLOSE 04/29/2009 08:00 AM US Mountain Standard Time RHall

*** CASE CLOSE 07/06/2009 09:54 AM Pacific Daylight Time MWirz
TREAD REVIEW DONE

**Kia Motors America
Consumer Affairs Department**

Page 1 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736585 ██████████	K1572637	2,885
Louisville, KY ██████████		Prod. Date: 9/20/07	Dealer: KY012 Kia Store East	

Case History

Complaint Techline Escalation

*** PHONE LOG 04/03/2009 01:41 PM US Mountain Standard Time JHirshfield
KY012 contacted TechLine on case T1572512 due to a MII. --TPMS
Please contact dealership and customer for possible assistance

*** PHONE LOG 04/06/2009 11:22 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to svc mgr- Scott

1 calling to get rep **AIR** history and current diagnosis for TPMS?

Scott stated

- 1 3/13/09 at 1522 miles- TPMS light is on - 35 PSI and TPMS light was not on and no codes in system
- 2 3/19/09 1920 miles- - TPMS light is on- C1313 and C1323 - intermitten tpsm code for overall temp- order right front TPMS sensor
- 3 3/26/09 at 2270 miles- - TPMS light is on for the SOP- replaced right front TPMS and cleared the codes
- 4 drove the veh 5 miles and light did not come back on and she also had brake pulsation at that time and we replaced all four rotors

5 She has since called again and appt is set up for her to come back in for **PASS**enger **AIR**bag light will not go off and TPMS light was on again

6 we were going to give her a loaner and she was due today at 1pm but she did not come in today

*** PHONE LOG 04/06/2009 11:32 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak ██████████ and stated

- 1 This is KMA calling and we have been made aware that you are having a concern with your TPMS
- 2 is there anything that KMA can assist with?

██████████ stated

- 1 the TPMS and **AIR**bag problems are intermitten
- 2 The **PASS**enger side **AIR**bag light comes on and stays on - I weigh 140 lbs
- 3 we are taking it in Tuesday afternoon for the 3rd time
- 4 the dlr is giving us a loaner vehicle
- 5 Other than this - we love the vehicle!

wrt stated

1. Apologized
2. KMA would like to oversee the rep **AIR** of your veh and help the dlr
3. Exhaust all resources to help rep **AIR** your veh
4. Will follow up with the dlr and contact you with any new information as soon as it is available
5. Gave case# and ext # and wrt will follow up with the dlr tomorrow afternoon for diagnosis

*** EMAIL OUT RHall Action Type:External email

Send to:[TJohnston@kiausa.com]

1 sending case to you as a heads up. this is a techline escalation case

- 2 Customer bringing vehicle in tomorrow Tuesday to KY012 3rd time for TPMS and **PASS**enger side **AIR**bag light
- 3 Robyn ext 46422

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** Dept. at 040.468.4610 AND delete this email.

Kia Motors America
Consumer Affairs Department

Page 2 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736585 ██████████	K1572637	2,885
Louisville, KY ██████████		Prod. Date: 9/20/07	Dealer: KY012 Kia Store East	

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_K1572637_RHall_04-06-2009122401.doc>>

*** PHONE LOG 04/07/2009 10:50 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to service mgr- not available- LVM

- 1 calling to get rep **AIR** history and diagnosis for cust
- 2 this was a techline escalation case
- 3 please cb wrt at 1-800, case, ext

*** PHONE LOG 04/08/2009 06:30 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to svc mgr- not available- spoke to Paul

1 calling to get rep **AIR** history for TPSM?

Paul stated

- 1 TPSM light comes on at intermitten times
- 2 3/19/09 with 1921 miles - could not duplicate, had old codes and codes showed up backwards- could not duplicate **PASS**enger **AIR**bag light
- 3 3/26/09 with 2275 miles- brake pulsation and replaced all four rotors and TPSM light replaced right front tire pressure sensor
- 4 4/6/09 with 2886 miles- roadtested for 20 miles and cleared old codes and TPSM didnt come on for tech but when customer got back home the TPSM light is on and so it **PASS**enger **AIR**bag light
- 5 The veh is here now and the TPSM was off again and it is not giving us any codes- we dont know what to do from here

*** PHONE LOG 04/08/2009 06:34 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to DPSM Tom Johnston and stated

- 1 calling to inform you of this case where TPSM and **PASS**enger **AIR**bag light will not go off
- 2 veh currently at the dlr and the dlr cant figure out how to get it fixed

DPSM Tom stated

- 1 Techline was still working with them so I am aware of it
- 2 go ahead and send it to the region

*** NOTES 04/08/2009 06:36 AM US Mountain Standard Time RHall Action Type:Manager review
Forward to Region for handling and review:

- 1 2008 Sorento with 2885 miles at KY012
- 2 Techline escalation case - TPSM and **PASS**enger side **AIR**bag lights will not go off
- 3 Dlr doesnt know how else to try to resolve the problem. DPSM is aware
- 4 please assist determination and contact customer with results

*** NOTES 04/08/2009 09:30 AM Central Daylight Time MGallagher Action Type:Meeting
ACCEPTED CASE THIS DATE...WTR TO CONTACT CUST NLT 4/9 TO DISCUSS CASE

**Kia Motors America
Consumer Affairs Department**

Page 3 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736585 ██████████	K1572637	2,885
Louisville, KY ██████████		Prod. Date: 9/20/07	Dealer: KY012	Kia Store East

1. IN RECEIPT OF CASE AT REGION OFFICE & APOLOGIZED FOR CURRENT SITUATION
2. CUST BROUGHT VEH TO DLR ON TUE & REP **AIR**S COMPLETED SAME DAY
3. **AIR** BAG LIGHT & TPMS LIGHT HAVE NOT RETURNED ON
4. ADDTL TEST DRIVING WILL TAKE PLACE WHEN CUST GOES TO NASHVILLE ON VACATION NEXT WEEK
5. REQ FOR WTR TO F/U NEXT THU TO MAKE SURE EVERYTHING STILL OTS

WTR TO CONTACT CUST NLT 4/16 TO DETERMINE CURRENT VEH STATUS

*** PHONE LOG 04/16/2009 02:28 PM Central Daylight Time MGallagher Action Type: Outgoing call
WTR S/W CUST ██████████

1. INQUIRED AS TO CURRENT VEH STATUS
2. CUST ADVISED VEH HAS BEEN DRIVEN QUITE A BIT BUT NO ISSUES EXIST

CASE CLOSED AS NO FURTHER ACTION NEEDED FROM CRCA AT THIS TIME

*** CASE CLOSE 04/16/2009 02:29 PM Central Daylight Time MGallagher

*** PHONE LOG 06/30/2009 01:56 PM US Mountain Standard Time AJudson Action Type: Incoming call
Customer States:

1. I am unhappy with the vehicle and having problems with it.
2. KY012 replaced a module for **AIR** bag and a tire sensor module as well the first time to address concern.
3. Last night the acceleration sensor and the ESC OFF indicator went out and I lost power while driving on interstate.
4. Called dealer at 7am then had the vehicle towed to Kia dealer.
5. Problem is that this will be the 3rd and 4th module that has gone out on the vehicle and should not be having these problems with my new vehicle.
6. This is a life threatening issue and needs to be resolved because it is dangerous when my vehicle quits on an interstate.
7. I want Kia to at least find out why these sensors keep going out and resolve these issues.
8. SVC MGR advised that he will rep **AIR** any problems I have under warranty but that is unacceptable.
9. I will not be in here tomorrow, requested contact after 12PM/1PM EST.

Writer States:

1. Apologized for the problem.
2. Advised customer that writer will contact KY012 to get rep **AIR** history from SVC MGR.
3. Will review customer rep **AIR** history with SVC MGR/DPSM.
4. If needed, writer will forward customer information to CRCAA for additional involvement.
5. Gave customer case number, writers name and extension.
6. Requested callback if immediate assistance is needed.

*** PHONE LOG 07/01/2009 11:50 AM US Mountain Standard Time AJudson Action Type: Outgoing call
Writer called KY012 and states:

1. Calling to get details about current diagnosis?

Warranty Administrator Jamie states:

1. CEL was on, APS sensor had an internal failure.
2. Replaced APS sensor today and CMD concern after that was **AIR**

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 5

Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736585 ██████████	K1572637	2,885
Louisville, KY ██████████		Prod. Date: 9/20/07	Dealer: KY012	Kia Store East

4. Vehicle has been in 8 times since she purchased vehicle.
- TPS, **AIR**bag Indicator, Brake Light, Recall SC076, TPMS indicator
 - replaced a tire on the vehicle as well

*** PHONE LOG 07/01/2009 11:54 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM TJohnston and states:

1. Advised that writer is dispatching case to region for visibility.
2. Customer has been to KY012 about 8 times for multiple concerns.
3. Will send DPSM copy of case notes for review.

*** EMAIL OUT _ AJudson Action Type:External email
Send to:[TJohnston@kiausa.com]
FCM: ALBERT
EXT: 45060

CUSTOMER: ██████████

CONCERN: HAS HAD MULTIPLE REPAIRS TO VEHICLE SINCE PURCHASE IN FEB 2009.

WRITER DISPATCHING CASE FOR VISIBILITY OF MULTIPLE REPAIRS.

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\ClarifyOB\CA_Attachments\SendHistory\Case_K1572637_AJudson_07-01-2009124337.doc>>

*** PHONE LOG 07/01/2009 12:01 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and left VM:

1. Gave name, 800#, extension and case number.
2. Vehicle is ready for pick up.
3. Requested callback.

*** NOTES 07/01/2009 12:02 PM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:

1. CUSTOMER CONTACT.
2. NEW VEHICLE LOW MILEAGE
3. CUSTOMER WANTS TO KNOW WHY SHE HAS HAD THESE MULTIPLE PROBLEMS WITH THE VEHICLE.
4. VISIBILITY OF MULTIPLE REPAIRS.

*** NOTES 07/02/2009 08:32 AM Central Daylight Time MGallagher Action Type:Meeting
CASE ACCEPTED THIS DATE...WTR TO CONTACT CUST TO DISCUSS CASE

**Kia Motors America
Consumer Affairs Department**

Page 5 of 5

Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736585 ██████████	K1572637	2,885
Louisville, KY ██████████		Prod. Date: 9/20/07	Dealer: KY012 Kia Store East	

*** PHONE LOG 07/02/2009 10:55 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer left VM:
1. Gave name, case number and main number.
2. Requested callback.

*** PHONE LOG 07/02/2009 10:57 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and left VM:
1. Gave name, 800#, extension and case number.
2. Returning customer call, case was forwarded to CRCAA.
3. Requested callback if additional assistance is needed.

*** NOTES 07/06/2009 09:34 AM Pacific Daylight Time MWirz Action Type:Manager review
TREAD REVIEW DONE

*** PHONE LOG 07/06/2009 02:50 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @ ██████████
1. IN RECEIPT OF CASE AT REGION OFFICE
2. APOLOGIZED FOR SITUATION
3. CUST UPSET THAT DIFFERENT TYPES OF MODULES HAVE BEEN REPLACED SO FAR
4. DOESN'T THINK THAT SHOULD BE THE CASE W/NEW VEH
5. WANTS DLR TO FURTHER DIAGNOSE VEH UNTIL KNOWS WHY DIFFERENT MODULES NEEDED TO BE REPLACED
6. WTR ADVISED DLR WOULD NOT RELEASE VEH UNLESS WAS SAFE TO DRIVE
7. INQUIRED AS TO CURRENT VEH CONCERNS WHICH CUST DID NOT HAVE ANY
8. CUST THEN WANTED TO KNOW WHERE ATTY SHOULD CONTACT BECAUSE SHE WASN'T GETTING ANSWERS SHE WAS SEEKING
9. WTR QUESTIONED IF NO ISSUES EXIST THEN WHY SHOULD DLR TRY TO DIAGNOSE ATTY?
10. FURTHER F/U CAN OCCUR IF CUST DECIDED TO BRING VEH TO DLR DUE TO ANY ISSUES IT MAY HAVE
11. CUST NOT SATISFIED W/ANSWER & THEN DISCONNECTED PHONE CALL.

CASE CLOSED PENDING FURTHER CONTACT FROM CUST

*** CASE CLOSE 07/06/2009 02:50 PM Central Daylight Time MGallagher

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1364288	600
Dillard, GA ██████████		Prod. Date: 11/3/06	Dealer: NC041 Lifetime Kia	

Case History

Complaint Re: **AIR** Assistance

*** PHONE LOG 09/25/2007 11:04 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I WOULD LIKE TO KNOW IF THERE IS A KIA DEALER NEAR SCENICAL
2. THE GUY AT THE DEALER WHERE WE BOUGHT THE CAR TOLD ME THAT THERE WAS A RELATIVELY NEW DEALER IN THIS AREA.
3. THE **PASS**enger's side **AIR** BAG IS ON AND IT'S STAYING ON.
4. ACCORDING TO THE MANUAL, IF I AM IN AN ACCIDENT THE **AIR** BAG WILL NOT DEPLOY.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT PROVIDED THE TWO CLOSEST KIA DEALER'S PHONE #.
3. THERE IS NO KIA DEALER IN SCENICAL
4. WRT ADVISED TO TAKE IT TO THE DEALER FOR INSPECTION
5. CUSTOMER THANKED WRT FOR THE INFO.

*** CASE CLOSE 09/25/2007 11:04 AM US Mountain Standard Time ERuiz

*** CASE CLOSE 10/03/2007 06:53 AM Pacific Daylight Time JeffStroup

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1501880	24,000
Valrico, FL ██████████		Prod. Date: 7/13/06	Dealer: FL056 Courtesy Kia of Brandon	

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 09/22/2008 05:07 AM US Mountain Standard Time AJudson
Customer States:

1. Have already taken the vehicle in 5 times for an electrical problem.
 - being advised that it is a memory fuse
 - causing a problem with the door locks, dome lights
 - the *AIR* bag light stays on when someone is in the seat
2. Took vehicle to Courtesy Kia for this concern multiple times but the problem is not being resolved.
3. Worked with SVCA Barbara and spoke to SVC MGR Don who advised me to call KCA.
4. I want to take my vehicle to a different Kia dealer- FL079.
5. I want to get the vehicle fixed- I cant afford to Lemon Law it.

Writer States:

1. Apologized for the problem.
2. Advised customer that a FCM can get involved and difference will be that FCM will ensure that all resources are involved.
 - writer does show that FL056 has been in touch with our tech line
3. Advised customer may take the vehicle to any Kia dealer for warranty rep*AIR*s.
4. Gave customer the number to FL079 and advised to call KCA once the vehicle is at dealer.
 - gave customer case number.

*** CASE CLOSE 09/22/2008 05:07 AM US Mountain Standard Time AJudson

*** PHONE LOG 09/22/2008 08:34 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:

- 1 - Veh is back at Courtesy Kia, fl056, for like the 5th time [repeated complaints and added problem w/ clock]

Writer stated:

- 1 - Thank you
- 2 - Will follow up to be sure all Kia resources involved

Customer stated:

- 1 - Thank you.

*** PHONE LOG 09/22/2008 08:39 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and SVC M Don stated:

- 1 - CND complaint on *OCS*
- 2 - Dome light, latches, clock involved w/ memory circuit
- 3 - Working w/ techline to try to isolate where problem is in circuit
- 4 - computer down and cannot say how many times customer has been in for this

*** PHONE LOG 09/22/2008 08:41 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Jack Bramble and left VM requesting CB @ 46041

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

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
Valrico, FL		KNDJD736375	K1501880	24,000
		Prod. Date: 7/13/06	Dealer: FL056 Courtesy Kia of Brandon	

Karen @ 46041

07 Sorento, 24K

repeat rep**AIRs** -- electrical

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**AIRs** 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_K1501880_KJohnson_09-22-2008093444.doc>>

*** NOTES 09/24/2008 08:58 AM US Mountain Standard Time KJohnson Action Type:Manager review
Writer escalating case to Southern Region

- (a) for rep**AIR** assistance
- (b) to contact customer

Because

- 1 - 2007 Sorento, 24K
- 2 - repeat rep**AIRs**, electrical
- 3 - no response from DPSM in 48 hours

*** PHONE LOG 09/25/2008 10:40 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. [REDACTED] states

- 1. took the vehicle back to Courtesy Kia
- 2. they believe that they have fixed the concern
- 3. every time they opened the **PASS**enger sun visor & turned on the light the fuse would blow
- 4. they ordered & replaced the sun visor & are currently testing to ensure that the concern is rep**AIR**ed
- 5. they say that they can not duplicate the concern for the **OCS**
- 6. they have had several people sit in the seat and it did work for them

SRCAA advised, "if they can not dup the concern they can not make a rep**AIR**"

7. I weight 270 & it will not go off for me

SRCAA advised, "sometimes if your primary weight is on the bolster and not evenly distributed on the seat the light will not go off"

8. daughters & son have sat in the seat & the light did not go out.

SRCAA advised, "the system also requires that the occupant be seated properly"

SRCAA advised

- 1. I will contact the Dealer & review this information --regarding the fuse and **OCS** concern
- 2. I will follow up with you in one week.

*** PHONE LOG 09 25 2008 10:44 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL056 & reviewed fuse concern with Barbara---Barbara states

1. we have found the cause of the fuse concern, it is rep**AIR**ed

SRCAA reviewed the reflash for the **OCS** concern

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736375 ██████	K1501880	24,000
Valrico, FL ██████		Prod. Date: 7/13/06	Dealer: FL056	Courtesy Kia of Brandon

*** PHONE LOG 09/25/2008 01:49 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted to contact Mr. ██████-LM on VM advising that I will call again next week
veh is rep**AIR**ed

*** COMMIT 09/25/2008 02:09 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOSE 09/25/2008 02:09 PM Eastern Daylight Time JuneSifford

*** PHONE LOG 09/29/2008 10:38 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact --spoke to Mrs. ██████ states
1. we have driven the vehicle over the weekend and have not had a problem with the car.
2. Dealer has been great
3. usually only takes a couple of days for the concern to return but so far everything is ok
SRCAA advised
1. glad to hear all is going well
2. I will follow up again next week.

*** FULFILL 09/29/2008 10:41 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** COMMIT 09/29/2008 10:43 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOSE 09/29/2008 10:43 AM Eastern Daylight Time JuneSifford

*** FULFILL 10/06/2008 07:52 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** PHONE LOG 10/08/2008 08:05 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████ states the vehicle is fine we have had no problems and very happy with the service provided.

*** CASE CLOSE 10/08/2008 10:03 AM Eastern Daylight Time JuneSifford

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1374273	7,600
Chattanooga, TN [REDACTED]		Prod. Date: 4/12/07	Dealer: TN026 Prebul Kia	

Case History

Complaint Rep **AIR** Assistance

*** PHONE LOG 10/23/2007 06:00 AM US Mountain Standard Time CHart

cust Sandra called

1. i have an 07 sorrento
2. i'm having a problem with the **OCS** going on half the time
3. the dlr is telling me that there isn't anything they can do right now
4. apparently kia is doing testing on the parts for that unit

(([REDACTED]))

wrt states

1. apologize
 2. advised wrt can follow up w/ dlrshp/dpsm
 3. once additional info obtained -- will call cust
 4. advised cust that if additional testing is needed -- will have to wait until completed before rep **AIR** is done
 5. provided case# and ext
- cust understood -- call ended

*** PHONE LOG 10/23/2007 07:22 AM US Mountain Standard Time CHart Action Type:Outgoing call

called dlrshp -- spoke w/ SM Eric

1. last time she was in was 06-04-07
2. kia hasn't come out with a fix for it yet
3. we were advised to tell the customer to refer to the owner manual
4. the seat sensor is really sensitive about that
5. the customer was in this morning

wrt thanked Eric -- call ended

*** PHONE LOG 10/23/2007 07:35 AM US Mountain Standard Time CHart Action Type:Outgoing call

called dpsm MMyers

wrt states

1. checking info for 07 Sorrento **OCS**

MMyers states

1. FTR's are working on a re-flash for them
2. sometimes it works, sometimes it doesn't
3. if you want to send it to region for a FTR dispatch - i dont' have a problem with that

wrt thanked MMyers -- call ended

*** PHONE LOG 10/23/2007 07:37 AM US Mountain Standard Time CHart Action Type:Outgoing call

called cust

wrt states

1. following up on case
2. will be dispatching case to region for further handling

cust states

1. ok. thank you for your help

call ended

**Kia Motors America
Consumer Affairs Department**

Page 2 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75 ██████████	K1374273	7,600
Chattanooga, TN ██████████		Prod. Date: 4/12/07	Dealer: TN026	Prebul Kia

*** NOTES 10/23/2007 07:38 AM US Mountain Standard Time CHart Action Type:Manager review

forwarding to region for handling

1. cust has 07 Sorrento -- low miles

2. having problems w/ **OCS/AIR** bag light

3. dlrshp / dpsm states that a fix is being worked on for this issue

4. wrt spoke w/ dpsm -- ok to dispatch to region for handling and/or FTR dispatch for cust veh

5. forwarding to region for handling and customer contact

*** NOTES 11/27/2007 11:47 AM Eastern Daylight Time YEpps Action Type:Manager review

1. Writer sent the FTR request on 10/25/07.

2. FTR and DPSM to contact the writer with rep **AIR** date.

3. Writer advised that the reprogramming tool is not available until 2008.

*** CASE CLOSE 11/27/2007 11:59 AM Eastern Daylight Time YEpps

*** NOTES 01/16/2008 04:27 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

*** CASE CLOSE 01/16/2008 04:27 PM Pacific Daylight Time TYoung

*** PHONE LOG 03/14/2008 02:03 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:

1 - The **PASS**enger **AIR** bag still isn't working

2 - I'm still working w/ Chris at Prebul

3 - I have the car now

4 - My cellphone is a better number to reach me at. ██████████

Writer stated:

1 - Apologized

2 - updated: no recalls

3 - showing that tool for this rep **AIR** was not available last fall, but may be available now

Writer placed customer on hold, called zone rep, and did not leave VM

Writer returned to customer:

4 - Unable to reach person wrt needed

5 - will follow up Monday and cb Monday or Tuesday

6 - provided case no. and extension

Customer stated:

1 - Thank you.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 6

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 AT	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75 ██████████	K1374273	7,600
Chattanooga, TN ██████████		Prod. Date: 4/12/07	Dealer: TN026	Prebuil Kia

*** PHONE LOG 03/17/2008 10:41 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Matt Myers, who stated:
1 - Dirs are now on exchange program to updating tool
2 - Customer should work directly w/ dlr

*** PHONE LOG 03/17/2008 10:45 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and SA Chris stated:
1 - Do not have tool yet; do not know when we will get it
2 - SVCN not available

Writer transferred to VM for SVCN John Poole and left VM stating

- 1 - When do you expect to get tool for doing software upgrade on 2007 Sorento **OCS**?
- 2 - Please cb

*** PHONE LOG 03/17/2008 04:03 PM US Mountain Standard Time KJohnson Action Type:Incoming call
(@ noon. SVCN John Poole left VM stating:
1 - there is no fix for this issue
2 - cellphone is ██████████

*** PHONE LOG 03/17/2008 04:06 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Matt Myers and left VM stating:
1 - SVCN states no fix available
2 - wtr not in position to get into technical debate w/ SVCN
3 - dispatching case

*** PHONE LOG 03/18/2008 10:14 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer at ██████████ and stated:
1 - Am escalating case to regional office
2 - You should hear something in 3 business days
3 - If you do not hear anything by end of this week, call wtr and she will put you in touch with person who has taken over case

*** NOTES 03/18/2008 10:33 AM US Mountain Standard Time KJohnson Action Type:Manager review
Writer dispatching case to Southern Region

- (a) for rep**AIR** assistance
 - (b) to contact customer at ██████████ (daytime number)
- Because
- 1 - 2007 Sorento, 7600 miles
 - 2 - **PASS**enger seat **AIR**bag light complaint
 - 3 - Dlr states no rep**AIR** available

*** PHONE LOG 03/18/2008 11:32 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Notes entered out of order:

- 6:58 am - DPSM left VM stating:
1 - Talked to SA Chris Miller

Kia Motors America
Consumer Affairs Department

Page 4 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X751██████████	K1374273	7,600
Chattanooga, TN ██████████		Prod. Date: 4/12/07	Dealer: TN026 Prebul Kia	

- 2 - Chris stated he would bring Poole up to date
- 3 - Dlr plans to wait for customer to contact them

*** NOTES 03/18/2008 03:21 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

- 1. Called the customer to discuss the case.
- 2. Telephone rang then customer picked up and hung up the phone.
- 3. Wtr called back again this time leaving a message on a VM for customer call back.

*** NOTES 03/18/2008 03:30 PM Eastern Daylight Time DBurke Action Type:Manager review

Cust called back and stated:

- 1. I am returning your call.

Wtr states:

- 1. Your case was transferred to me for review.
- 2. I see that you are having an issue with your **OCS** light.
- 3. Kia has a reflash tool that is available.
- 4. It not at the dlr so I will have to have it shipped to the dlr.
- 5. It mat take a couple of weeks or so to get there but I will keep your fully informed as to what it going on.

Cust states:

- 1. I am glad to hear that I thought that there was nothing that they could do fix it.

Wtr states:

- 1. When I know the tool is in route I will call you and let you in advance so that you will have time to take it tot he dlr.
- 2. It should take no more then a couple of hours.
- 3. If you have any questions please do not hesitate to call me.
- 4. Wtr thanked the cust and ended the call.

*** NOTES 03/18/2008 04:02 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

- 1. Called Hunter to find out if he had the **OCS** tool in his possession.

Hunters stated:

- 1. I have it in my back seat.

Wtr states:

- 1. Steve needs his tool back and I need the other one sent to TN026.

Hunter states:

- 1. I will try and ship out today or tomorrow.

Wtr states:

- 1. Provided Dlr address to Hunter and e-mailed the information to Hunter.
- 2. Wtr thanked Hunter and ended the call.

Kia Motors America
Consumer Affairs Department

Page 5 of 6

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75██████████	K1374273	7,600
Chattanooga, TN ██████████		Prod. Date: 4/12/07	Dealer: TN026	Prebul Kia

*** NOTES 03/18/2008 04:20 PM Eastern Daylight Time DBurke Action Type:Manager review
Called the dlr and stated:

1. I wanted to let you know that I just got off the phone with the FTR Hunter Jones and he is going to forward you his **OCS** tool.
2. You should receive it by today or tomorrow.
3. When you receive it I please contact the customer and let her know that the part is there I am going to follow up with her as well.

John Poole (SM) states:

1. When I receive the tool I will call you and let you know.

Wtr states:

1. Thank you so much I will call you back Thursday to confirm that you received the tool.
2. Ended the call.

*** NOTES 03/21/2008 10:37 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called the customer to inform her that the Reflash tool for her Sorento was at the dlr.

Cust states:

1. I cannot get by there today.

Wtr states:

1. Ok, it will be there until Monday.

Cust states:

1. That sounds great!
2. I will call the dlr and let them know that what time I can take my vehicle to the dlr.

Wtr states:

1. I will call them and let them know that I did inform you.
2. Wtr thanked the customer and ended the call.

*** NOTES 03/21/2008 10:45 AM Eastern Daylight Time DBurke Action Type:Manager review

Called the dlr and stated:

1. I am calling to inform you that I just got off the phone with Ms. Fredricks and bout the reflash tool.

Chris Srv Advisor states:

1. I just got off the phone with her and we set up an appointment with her.

Wtr states:

1. Sounds great!
2. I will call back Monday afternoon to make sure that the reflash has been completed.
3. Wtr thanked Chris and ended the call.

*** NOTES 03/27/2008 11:05 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called the customer to make sure that her vehicle has been reflashed.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75 ██████████	K1374273	7,600
Chattanooga, TN ██████████		Prod. Date: 4/12/07	Dealer: TN026	Prebul Kia

- 2. There was no answer LVM.
- 3. Waiting on customer to call wtr back.

*** NOTES 03/27/2008 04:33 PM Eastern Daylight Time DBurke Action Type:Manager review

Ms. ██████████ called and stated:

- 1. I am returning your call.

Wtr states:

- 1. I was calling to make sure that you were satisfied with the rep **AIR**.

Cust states:

- 1. I am very happy I was actually able to go to the dlr last Friday.
- 2. It was not long at all.

Wtr states:

- 1. I am very glad to her that you a satisfied.
- 2. In the future if you have nay concerns please do not hesitate with calling.
- 3. Wtr thanked the customer and ended the call.
- 4. Closing case.

*** NOTES 03/27/2008 04:33 PM Eastern Daylight Time DBurke Action Type:Manager review

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736775 ██████	K1337960	3,000
The Villages, FL ██████		Prod. Date: 10/26/06	Dealer: FL083 Orlando Kia West	

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 07/24/2007 09:38 AM US Mountain Standard Time JHirshfield caller

1. having an intermittent issue with the **PASS**enger side **AIR** bag
2. had it to Leesburg Kia (FL091)---told that there apparently was an issue with the **OCS**, but until Kia comes out with an upgrade, they can't really do anything about it

wtr stated

1. need to speak with svc mgr at FL083

wtr placed cust on hold and contacted svc mgr Jeff Dowell @ FL083

1. there is a reflash / upgrade available
2. he needs to schedule the FTR to come and perform the rep**AIR**
3. needs to contact his DPSM, Don Stevens, and have FTR scheduled
4. he will call wtr back

wtr informed cust what svc mgr had stated
will recontact once we have a better idea of the date

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

Send to:[dstevens@kiausa.com]

Don:

Just wanted to let you know about this customer.

Jeff Dowell should be in contact with him regarding FTR visit

Thanks

Jon X 46635

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.

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

-- File Attachment: \\copubs\Clarify\OBJ\CA_Attachments\SendHistory\Case_K1337960_JHirshfield_07-24-2007103419.doc --

*** PHONE LOG 07/25/2007 12:58 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with DPSM who stated

1. when the customer finds that he is in the car and he is having an issue with the **OCS**, he should follow the instructions in the OM
2. if the problem still exists, then he needs to take it to dealership so they can add it to the list of vehicles that need to be addressed by the engineers

*** PHONE LOG 07/31/2007 09:19 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with cust and reiterated what DPSM had stated

cust

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1337960	3,000
The Villages, FL ██████████		Prod. Date: 10/26/06	Dealer: FL083 Orlando Kia West	

- 2 he has appt for tomorrow
- 3 they are providing him with a car to use also
4. thanked wtr for the assistance

*** CASE CLOSE 07/31/2007 09:19 AM US Mountain Standard Time JHirshfield

*** CASE CLOSE 10/03/2007 09:48 AM Pacific Daylight Time ELau
Tread Review Completed

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
████████	████████	KNDJD736X75 ██████████	K1368815	180
Bluff Dale, TX ██████████		Prod. Date: 7/11/06	Dealer: TX073	Van Griffith Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 10/08/2007 09:40 AM US Mountain Standard Time CHart
cust ██████████ called

1. i just bought a new kia sorrento
2. upon leaving the dlr -- the **AIR** bag light stays off
3. i cannot use the veh as i intended it to be
4. the dlr told me that there is a part being made for the issue
5. no one can tell me what the time frame is going to be
6. if they can't resolve this -- i'm going to turn it into the lemon law
((██████████ - wife ██████████))

wrt states

1. apologize
2. I recall SC067
3. advised cust that wrt can follow up w/ dlhrsp/dpsm for information
4. advised cust can still use veh -- **AIR** bags are SRS -- advsied cust can have front seat empty
5. wrt will contact alt number as requested when info available
6. provided case# and ext

cust understood -- call ended

*** PHONE LOG 10/09/2007 07:54 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlhrsp -- spoke w/ assistn SM Shelly

1. the field rep was here yesterday ((richard paralta))
2. he was doing the updated on the optimas
3. he did the reflash on the sorrento
4. cust seemed happy when she left

wrt thanked Shelly -- call ended

*** PHONE LOG 10/09/2007 07:55 AM US Mountain Standard Time CHart Action Type:Outgoing call
called cust -- left message w/ female

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

*** PHONE LOG 10/09/2007 08:16 AM US Mountain Standard Time CHart Action Type:Incoming call
cust mrs. fuselier called

1. returning call
 2. we haven't had anyone sit in the seat yet
 3. the dlhrsp are very rude -- otis -- sales person -- and shelly -- service
- wrt states
1. advised cust to test **PASS**enger seat when she has opportunity
 2. FTR had done work on veh
 3. advised if any other questions/concerns -- please call back
 4. advised will document concern w/ dlhrsp

cust thanked wrt -- call ended

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1368815	180
Bluff Dale, TX ██████████		Prod. Date: 7/11/06	Dealer: TX073	Van Griffith Kia

*** CASE CLOSE 10/09/2007 08:16 AM US Mountain Standard Time CHart

*** PHONE LOG 10/22/2007 07:44 AM US Mountain Standard Time CHart Action Type:Incoming call
cust called

1. the **AIR** bag light is still coming on periodically when someone is in the seat
2. i'm calling you back to let you know
3. i'm going to make an appointment
4. but also check into the lemon law
5. this isn't kia's gas/time your wasting --it's mine
6. i don't think that a new veh should have to keep going back to the dlr 7 times

wrt states

1. apologize
2. advised that FTR had worked on veh as per dlrshp
3. if problem is still persistent -- veh needs to go back to dlr for further diagnosis
4. will forward to next department for further handling

cust disconnected -- call ended

*** NOTES 10/22/2007 07:45 AM US Mountain Standard Time CHart Action Type:Manager review
forwarding to region for further handling

1. cust has 07 Sorrento -- low miles
2. veh has been to dlr multiple times for **OCS** not functioning correctly
3. dlr had FTR out to look at veh -- installed new program for system
4. cust contacted FCM stating problem still not fixed
5. cust indicated will be looking into lemon law in regards to situation
6. forwarding to region for further handling

*** PHONE LOG 10/23/2007 03:58 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dlr serv mgr. saelly poole. not available. left vm:

1. asked for veh update status
2. please call back - reference wrcaa's direct line. case number
3. thank you!

*** PHONE LOG 10/23/2007 04:17 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
called customer. phone just kept ringing...

*** NOTES 01/15/2008 04:29 PM Pacific Daylight Time TYoung Action Type:Manager review
read review

*** PHONE LOG 02/13/2008 03:21 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dlr. leonard scott - serv mgr not available:

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75 ██████████	K1368815	180
Bluff Dale, TX ██████████		Prod. Date: 7/11/06	Dealer: TX073	Van Griffith Kia

2. confirmed seat bottom cushion assembly was replaced on 10-8-2007, ref ro 26377
3. states fir r.peralta happened to be near dlr on that day or day after
4. so he visited dlr to perform **OCS** reflash
5. confirmed since that time, mrs fuselier brought veh to dlr on 1-16-2008 for
6. oil change and never mentioned any probs with **PASS**enger side **AIR**bag system
7. apparently **AIR**bag light activation was intermittent prior to **OCS** reflash and
8. seat cushion replacement
9. shelly poole advised if there were ANY probs with vehicle. mrs fuselier would
10. have mentioned this to dlr because she is that type of person

*** NOTES 02/13/2008 03:22 PM Pacific Daylight Time LNavarro Action Type:Manager review
note: this file should have been closed in 10-07

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735385 ██████████	K1538869	1,300
Coachella, CA ██████████		Prod. Date: 10/5/07	Dealer:	

Case History

Complaint *Rep AIR Assistance*

*** NOTES 01/06/2009 10:31 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

I was one of the unfortunate ones that bought one of your vehicles 5 days before Kia of La Quinta in California closed it's doors. The closest Kia is about 90 miles away now.

My question is: I have heard on the radio that Wiley Hyundai in Cathedral city is working on the Kias that now have no service provider. Is this a correct statement that they are making on the radio. can I take my Kia to them for service?

My next question is: one of my alarm remotes has quit working and I spoke to Guardian(aka codealarm, aka audiovox) and they said it is a system specific to Kia... how do I get this looked at. do I. again. have to go clear to Murietta for that too?

Also. I had spoken to someone at Kia about 4 weeks ago and was told that Kia was trying to get another dealership here locally and I was just wondering how that was going? This whole thing has been a tremendous pain and I never would have bought one of your vehicles knowing there would be no one here to handle it. I realize Kia Corporate was not aware that he was closing the dealership. but it seems that Kia needs to find a way to help it's customers. there are a lot of Kias in this valley.

Thank you for your time.

*** PHONE LOG 01/12/2009 04:27 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called cst and stated:

1. Responding to email.
2. Adv any warr work would need to be done by a Kia dlrshp.
3. Adv closest dlrshp is Kia of Murrieta.
4. Adv veh still under warr for the alarm remotes. Has cst change the battery on it?
5. Maint work can be done were cst likes.
6. Adv to read maint section of OM.
7. Kia recommends
 - a. following severe Maint schedule.
 - b. have maint completed at Kia dlrshp but don't have to.
 - c. keep receipts.
 - d. use only specified fluids.
 - e. used only Kia filter. can purchase at any Kia dlr parts dept.
8. Some after market filters may cause damage to the engine.
9. If veh is not properly maintained. Kia could deny coverage.
10. Kia does not own the dlrshps.
11. They are independently owned and operated. not owned by Kia.
12. We are working diligently to establish a replacement dealer.

Cst states:

1. My **PASS**enger **AIR** bag light stays on when sit in it. So I have to go in for that too.
2. It just sucks that's it so far.

*** CASE CLOSE 01/12/2009 04:30 PM US Mountain Standard Time ATorres

*** CASE CLOSE 01/13/2009 01:16 PM US Mountain Standard Time ATorres

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735385 ██████████	K1538869	1,300
Coachella, CA ██████████		Prod. Date: 10/5/07	Dealer:	

*** CASE CLOSE 04/09/2009 11:21 AM US Mountain Standard Time TMorales

*** CASE CLOSE 04/09/2009 11:22 AM US Mountain Standard Time TMorales

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1594894	14,000
Dallas, GA ██████████		Prod. Date: 5/9/07	Dealer: GA047	Kia at Arbor Place Mall

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 06/02/2009 08:37 AM US Mountain Standard Time WThompson

Customer states:

1. Already had to replace brakes and rotors.
2. Hatch sensor is showing the hatch is open.
3. **PASS**enger **AIR** bag light is on.
4. AC does not work properly.
5. Floor board on driver is loose.
6. Fuel injection problem poor gas mileage sulfur smell.
7. I had to replace two headlights at the same time.
8. I want to file the lemon law.
9. Sales Manager Fred is who I have been working with.
10. SVC MGR said she cannot help to call KCA.

Writer states:

1. Apologize for the problem.
2. Advised that there is an open recall.
3. This is the first time contacting KCA.
4. The difference this time is that while vehicle is at the dealer, writer will ensure that all resources are involved in the vehicle rep**AIR**.
5. Writer gave name, extension and case number.
6. Requested call back when the vehicle is at the dealer.

*** PHONE LOG 06/04/2009 08:32 AM US Mountain Standard Time WThompson Action Type:Outgoing call
Writer called customer and left VM:

1. Gave name, 800#, extension and case number.
2. Requested call back.

*** CASE CLOSE 06/04/2009 08:33 AM US Mountain Standard Time WThompson

*** CASE CLOSE 07/06/2009 03:09 PM Pacific Daylight Time ThomasT
Tread Report Completed