

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

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
Lincolnton, NC		KNDJD736475	K1396285	0
		Prod. Date: 11/3/06	Dealer: NC052 Kia of Gastonia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 12/26/2007 09:38 AM US Mountain Standard Time TLarson
CUSTOMER ADVISED

- 1 I HAVE BEEN TO THE DEALER 9 TIMES
- 2 I HAVE BEEN TOLD BY THE FINANCE MGR THAT THEY HAVE SENT EVERYTHING INTO YOU
- 3 I HAVE NOT RECEIVED A CALL BACK FROM YOUR DEPT
- 4 I HAVE BROUGHT IT IN 9 TIMES AND I WANT THIS RESOLVED

WRITER ADVISED

- 1 APOLOGIZED FOR THE CONCERNS
- 2 EXPLAINED THAT I DONT HAVE A RECORD OF YOUR CALLS TO REFER TO
- 3 IM NOT SURE WHAT HAS HAPPENED WITH YOUR VEHICLE
- 4 IT SOUNDS LIKE YOU ARE HAVING A SERVICE PROBLEM WHY ARE YOU WORKING WITH FINANCE

CUSTOMER ADVISED

- 1 BECAUSE I HAVE HAD THE VEHICLE IN 9 TIMES
(CUST **PASS**ED THE PHONE TO THE FINANCE MGR

FINANCE MGR (at KIA OF GASTONIA

- 1 I DONT WANT TO BE INVOLVED IN THIS
- 2 I TOLD HER THAT WE SENT ALL WARRANTY REPAIRS TO YOU

WRITER ADVISED

- 1 WE NEED TO WORK WITH THE SVC DEPT
- 2 I DONT HAVE RECORDS OTHER THEN WARRANT SHE IS UNDER THE IMPRESSION THAT YOU SENT IN MORE INFORMATION

FINANCE MGR (at NC052 ADVISED

- 1 I WILL GET CHAD THE SVC MGR

SVC MGR CHAD ADVISED

- 1 THIS CUSTOMER HAS HAD PROBLEMS WITH HER VEHICLE
- 2 SHE HAD A GEAR SHIFT PROBLEM ALSO A RATTLE IN THE DOOR
- 3 THOSE ISSUES WERE RESOLVED
- 4 SHE IS STILL HAVING THE **OCS** ISSUE
- 5 WE SPOKE TO THE DPSM A FEW WEEKS AGO
- 6 AT THAT TIME WL WERE WAITING FOR A RL PROGRAM
- 7 APPARENTLY THAT WASNT GOING TO WORK SO WE ARE STILL WAITING

WRITER ADVISED

- 1 OK I UNDERSTAND

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1396285	0
Lincolnton, NC ██████████		Prod. Date: 11/3/06	Dealer: NC052	Kia of Gastonia

4 THE DPSM WILL DECIDE WHAT WE WILL DO AND HOW IT WILL BE HANDLED
5 I DONT HAVE ANY RECORD OF THIS CUSTOMER CALLING OUR OFFICE
6 I WILL CALL THE DPSM AND I WILL GET BACK TO YOU
7 REVIEWING THE CASE HISTORY ALL I SEE IS THE REPAIR FOR THE GEAR SHIFTER
8 WHAT HAVE YOU DONE TO ADDRESS THE **OCS**?

SVC MGR CHAD FRAZIER ADVISED

1 WE HAVENT TRIED TO FIX IT
2 EVEN IF YOU REPLACE A COMPONENT THE REPAIR WONT FIX IT UNLESS IT HAS BEEN REPROGRAMMED

WRITER ADVISED

1 OK I WILL SPEAK TO THE DPSM
2 I WILL CALL YOU BACK

*** PHONE LOG 12/27/2007 03:33 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM BOB STRICKLEN (VOICEMAIL)

1 LEFT MESSAGE REQUESTING CALL BACK
2 PROVIDED CALL BACK INFO AND CASE NUMBER
3 CALLING TO CHECK THE STATUS
4 DO YOU HAVE A UPDATE AVAILABLE. CAN YOU TELL ME HOW WE ARE GOING TO HANDLE THIS CASE

*** PHONE LOG 12/28/2007 12:02 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM BOB STRICKLEN (VOICEMAIL)

1 LEFT MESSAGE REQUESTING CALL BACK
2 PROVIDED CALL BACK INFO AND CASE NUMBER
3 CALLING TO CHECK THE STATUS
4 DO YOU HAVE A UPDATE AVAILABLE. CAN YOU TELL ME HOW WE ARE GOING TO HANDLE THIS CASE

*** PHONE LOG 12/28/2007 12:04 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER DISPATCHING CASE TO REGION

1 PLEASE REVIEW CASE NOTES
2 CUSTOMER HAS BEEN IN 9 TIMES FOR REPAIRS
3 DEALER IS WAITING FOR **OCS** UPDATE FROM KIA
4 WAITING TO GET THAT UPDATE FROM THE DPSM

**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>
██████████	██████████	KNDJD736475 ██████████	K1396285	0
Lincolnton, NC ██████████		Prod. Date: 11/3/06	Dealer: NC052 Kia of Gastonia	

*** PHONE LOG 12/28/2007 01:06 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(VOICEMAIL)

1 I HAVE BEEN UNABLE TO REACH THE DPSM
2 I WILL BE SENDING THE CASE TO THE REGION
3 THEY WILL RESEARCH YOUR CASE AND WILL CALL YOU BACK WITH A STATUS
4 PROVIDED WRITERS CALL BACK INFO AND CASE NUMBER

*** PHONE LOG 01/07/2008 10:09 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called Chad at NC052 who stated:
1. vehicle has been in 2-3 times.
2. I need to schedule for the FTR to come for this.
3. Will fax the ROs.

Writer stated:

1. requested rep **AIR** orders.
2. writer will send the FTR a request after receiving the ROs.

*** NOTES 01/08/2008 03:35 PM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent the FTR request.

*** NOTES 01/10/2008 11:10 AM Eastern Daylight Time YEpps Action Type:Manager review
FTR scheduled to reflash the vehicle on 1/14/08 in the afternoon.

*** PHONE LOG 01/10/2008 11:13 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer and left a message stating:
1. FTR scheduled to rep **AIR** vehicle on 1/14/08 at 1pm.
2. please bring vehicle to NC052.
3. will send a confirmation letter.
4. contact info.

*** NOTES 01/10/2008 11:25 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent confirmation letter to customer.

*** CASE CLOSE 01/10/2008 11:27 AM Eastern Daylight Time YEpps
Case closed pending FTR rep **AIR**.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 8

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736875 [REDACTED]	K1340003	8,700
West. TX [REDACTED]		Prod. Date: 6/30/06	Dealer: TX036 Miller Kia	

Case History

Complaint Re: **AIR** Assistance

*** PHONE LOG 07/30/2007 06:51 AM US Mountain Standard Time ERuiz
CALLER STATED

1. I AM HAVING AN ISSUE W/ THE **PASSENGER'S AIR** BAG.
2. I HAD IT IN 5 TIMES FOR SVC.
3. I TALKED TO THE G/M
4. I WAS ADVISED TO CALL YOU.
5. I WANT THE CAR FIX.
6. I HAD A DEFECTIVE CAR SINCE I HAD IT.
7. I LOVE MY CAR. BUT I EITHER GET IT FIX OR GET ANOTHER VEHICLE.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER AND THE KIA REP FOR POSSIBLE ASSISTANCE.
3. WRT WILL FORWARD HER REQUEST TO THE APPROPRIATE PERSONAL.
4. CUSTOMER CAN BE REACH AT [REDACTED]
5. CUSTOMER THANKED WRT FOR LOOKING INTO IT.

*** PHONE LOG 07/31/2007 10:13 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED TX036.
2. WRT SPOKE TO DESI.
3. WRT EXPLAINED THE REASON OF THE CALL.
4. HE STATED:
 - a) CUSTOMER CAME IN AND WE REPLACED THE CUSHION.
 - b) THEN IT CAME BACK ON
 - c) THE TECH CALL KIA
 - d) I SPOKE TO RICHARD THE ENGINEER AND HE ACTUALLY SAID THAT KIA IS WORKING ON A FIX FOR THIS.
- e) THE CUSTOMER HAS BEEN HERE 4 TIMES FOR THE **AIR** BAG LIGHT.
- f) I TALKED TO HER YESTERDAY. AND I BELIEVE SHE TALKED TO MY SVC MGR.
- g) FRANK [DPSM] APPROVED THE SEAT CUSHION.
- h) THE VEHICLE HAD 7722 MILES ON 7/12.
5. WRT THANKED DESI FOR THE INFO.

*** PHONE LOG 07/31/2007 10:18 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DPSM. FRANK KRAUSE.
2. WRT MADE HIM AWARE OF THE CUSTOMER'S CONCERNS.
3. CUSTOMER'S LOOKING FOR KIA'S ASSISTANCE TO GET IT REP**AIR**.
4. WRT WILL E-MAIL A COPY OF THE CASE TO DPSM. AND DISPATCH THE CASE TO THE REGIONAL OFFICE.
5. FRANK STATED:
 - a) WE'RE STILL LOOKING FOR A SOLUTION.
 - b) RICHARD IS THE FIELD TECK.
6. WRT THANKED FRANK FOR THE INFO.

*** EMAIL OUT _ ERuiz 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

**Kia Motors America
Consumer Affairs Department**

Page 2 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1340003	8,700
West, TX ██████████		Prod. Date: 6/30/06	Dealer: TX036	Miller Kia

been sent to you in error. please notify the Kia Consumer Affairs Dept. at 949.595.5802 AND delete this email.

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1340003_ERuiz_07-31-2007111458.doc>>

*** NOTES 07/31/2007 10:22 AM US Mountain Standard Time ERuiz Action Type:Manager review
WRITER STATED

1. CASE DISPATCH TO THE REGIONAL
 - a) VEHICLE AT THE DEALER 4X FOR **AIR** BAG CONCERN
 - b) CUSTOMER'S LOOKING TO HAVE HER VEHICLE REPAIR **AIR** OR REPLACE.
 - c) DPSM IS AWARE OF THE CASE.
 - d) PLS CONTACT CUSTOMER W/ RESOLUTION

*** PHONE LOG 08/01/2007 10:49 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dpsm f.krause - discussed case:

1. f.krause okay with offering customer goodwill - maybe car payment(s)?
2. due to multiple veh trips/rep **AIR**s to dlr

wrcaa called customer at ██████████ anita garrett not available:

1. left vm asking for return phone call

*** PHONE LOG 08/02/2007 08:58 AM Pacific Daylight Time LNavarro Action Type:Incoming call
received vm from customer to return call at work# ██████████

*** PHONE LOG 08/02/2007 09:05 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called customer at work# ██████████

1. anita garrett states veh has been at miller kia 5 times. last time aprox 2 weeks ago
2. states dlr previously replaced **PASS**enger side seat cushion; however, **AIR**bag light still activates
3. no matter who sits in the seat
4. customer busy at work. advised will have to call wrcaa later

*** PHONE LOG 08/02/2007 08:52 AM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received call from customer:

1. wrcaa explained a rep **AIR** will be available for the **AIR**bag light issue in the near future
2. apologized for customer's inconvenience of having to return to dlr numerous times
3. advised will ask dlr serv mgr call her to bring veh back to dlr for rep **AIR** as soon as
4. technical notice/rep **AIR** is available

**Kia Motors America
Consumer AffAIRs Department**

Page 3 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1340003	8,700
West, TX ██████████		Prod. Date: 6/30/06	Dealer: TX036 Miller Kia	

*** PHONE LOG 08/02/2007 08:59 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dlr to obtain copies of related ro's.

1. service mgr maudean smith not avail. spoke with desi prosser-service advisor who
2. said she would fax ro's to wrcaa today (found four related to **PASS**enger **AIR**bag)

*** NOTES 10/03/2007 10:23 AM Pacific Daylight Time ELau Action Type:Manager review
Tread review completed

*** PHONE LOG 10/09/2007 09:12 AM US Mountain Standard Time DLyons Action Type:Incoming call
cust states:

1. would like to know if LNavarro is available

Writer advised:

1. LNavarro is not in this office
2. would be happy to connect with Lnavarro is she is available
3. if she not available, would cust like vm

cust states:

1. yes, please

Writer connected to LNavarro vm

*** PHONE LOG 10/10/2007 09:36 AM US Mountain Standard Time DLyons Action Type:Incoming call
cust states:

1. trying to get to LNavarro who is working my case
2. is she avaiable.

writer advised:

1. apologized
2. she is not in this office. will attempt to connect to LNavarro
3. if she is not available, would customer like vm

Cust states:

1. sure. I have left messages and no return calls yet.

writer advised:

1. apologized, lets attempt to connect customer with LNavarro.

Writer placed customer on hold. called LNavarro

1. cust is calling on case that you are handling
2. would you like to speak to customer.

LNavarro states:

1. let me get to the case. what is the case#

**Kia Motors America
Consumer Affairs Department**

Page 4 of 8

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736875 [REDACTED]	K1340003	8,700
West, TX [REDACTED]		Prod. Date: 6/30/06	Dealer: TX036 Miller Kia	

Writer provided case#, placed on hold. Writer transferred customer to LNavarro.

*** PHONE LOG 10/10/2007 11:14 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa spoke with anita garrett:

1. wrcaa asked customer why she has not sent payment coupon.
2. cust states she does not want money from kia at this point
3. she wants her vehicle fixed
4. states veh at dlr on 10-1-07 & **AIR** bag rep**AIR**s were performed
5. light still on when veh driven off lot
6. light has remained on - even when husband (180 lbs) sat in **PASS**enger seat
7. cust states if veh a/b system not rep**AIR**able, wants another car
8. wrcaa advised w/call cust back after checking w/dlr & dpsm

*** PHONE LOG 10/10/2007 11:34 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dpsm to give him update of veh a/b issue:

1. advised w/call ftr r.peralta to ask him to rep**AIR** veh again
2. per cust. 10-1-07 rep**AIR** not done correctly

*** PHONE LOG 10/10/2007 11:35 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa spoke with maudeen smith. serv mgr 254-773-9077

1. madeen advised she thought veh was rep**AIR**ed

*** PHONE LOG 10/10/2007 12:03 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa spoke with fir r.peralta who advised:

1. 10-1-07 rep**AIR** involved installation of interim software
2. we should know more in approx 60 days - next level rep**AIR**

wrcaa called customer: [REDACTED]

1. apologized for situation
2. advised customer of above information
3. thanked customer for her patience
4. cust states she is not willing to wait another 60 days
5. will proceed to look at her other options at this point

wrcaa called [REDACTED] [REDACTED]

Kia Motors America
Consumer Affairs Department

Page 5 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1340003	8,700
West, TX ██████████		Prod. Date: 6/30/06	Dealer: TX036	Miller Kia

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

Send to:[Krause, Frank [KMA]]

CC List:[Peralta, Richard [KMA]]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1340003_LNavarro_10-10-2007120158.doc>>

*** PHONE LOG 10/11/2007 06:25 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I WOULD LIKE TO SPEAK TO LINDA NAVARRO.

WRITER STATED

1. WRT PROVIDED THE WRCA 800#.
2. ADVISED TO CALL AFTER 8:30 AM

*** PHONE LOG 10/11/2007 04:12 PM Pacific Daylight Time LNavarro Action Type:Incoming call

wraa returned call from customer. anita garrett:

1. she had left msg she requests kia buy back her car
2. she is not willing to wait another 60 days for additional repAIR to correct
3. AIRbag light issue
4. customer wants return of aprox 6 mths payments which equates to
5. aprox \$5K
6. if kia does not buy back her car & give full refund. plans on proceeding with her lawyer

wraa placed call to dpsm f.kraus. not available. left vm:

WRCAA CALLED CUSTOMER AT BOTH LISTED PHONE NUMBERS. NOT AVAILABLE. LEFT VM'S

1. advised msg also left with dpsm f.kraus - relayed customer's request

*** PHONE LOG 10/12/2007 10:03 AM Pacific Daylight Time LNavarro Action Type:Outgoing call

wraa spoke with dpsm f.kraus:

1. he suggests offering customer 3 car payments (\$421 each) if she is willing to wait 60 days
2. for next a/b repAIR
3. dpsm f.kraus advised he spk with fir r.peralta today & both believe 2008 model
4. has same AIRbag system
5. if customer does not want this offer.
6. go ahead & start process to buy back her car

wraa called customer:

1. relayed above offer
2. customer declined offer. wants car repurchase

**Kia Motors America
Consumer Affairs Department**

Page 6 of 8

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1340003	8,700
West, TX ██████████		Prod. Date: 6/30/06	Dealer: TX036	Miller Kia

4. she feels that is unf**AIR** because of a/bag system issue
5. wrcaa emailed authorization to release loan information to customer (agarrett@hillcrest.net)
6. asked her to complete & return to wrcaa
7. also asked customer to send copy of sales contract direct to wrcaa

wrcaa called dpsm f.kraus - advised him cust wants repurchase, will begin process

1. frank kraus not available, left vm

wrcaa called maudeen smith. serv manager 254-773-9077

1. asked her to please fax last ro dtd 10-1-07 when r.peralta installed a/b software
2. maudeen smith not available. spoke with kathy davis who faxed ro to wrcaa
3. ticket 145482 was not run through warranty - internal r.peralta did rep**AIR**s
4. ticket opened 10-1 and closed 10-2-07

*** NOTES 10/12/2007 10:15 AM Pacific Daylight Time LNavarro Action Type:Facsimile rec.
wrcaa received fax from kathy davis at dlr. thank you!

*** NOTES 10/12/2007 01:19 PM US Mountain Standard Time TShamburger Action Type:Manager review
800 # voicemail email assigned to writer on (date assigned 10/11.2007) cust requesting for Linda Navarro to call her back.
Writer not able to return customer's call prior to subsequent call already made back to customer by Linda.

*** PHONE LOG 11/09/2007 10:10 AM US Mountain Standard Time HReynolds Action Type:Incoming call
Anita Garrett Stated:

1. Would like to speak to Linda Navarro
2. Want to know if she received my fax

Writer stated:

1. Warm transferred customer to LNavarro at Western region

*** PHONE LOG 11/09/2007 09:22 AM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received call from mrs garrett:

1. wrcaa confirmed received fax document - customer
2. signed offer letter
3. customer chose option #2 - repurchase
4. wrcaa advised check process 45-60 days from acceptance
5. wrcaa advised will be sending customer "release" & "authorization
6. for payoff" forms which need to be signed & returned to wrcaa prior
7. to release of funds
8. customer asked wrcaa to fax to ██████████

*** NOTES 11/19/2007 12:01 PM Pacific Daylight Time LNavarro Action Type:F-mail sent
WRCAA EMAILED RAF TO PAT VAZZANO NATIONAL CAOM:
1. COPIED NATIONAL CAFSA P.DEAL & RCAM T.WILLIAMS

**Kia Motors America
Consumer Affairs Department**

Page 7 of 8

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736875 [REDACTED]	K1340003	8,700
West, TX	[REDACTED]	Prod. Date: 6/30/06	Dealer: TX036	Miller Kia

WRCAA GAVE REPURCHASE PACKAGE TO RCAM TOM WILLIAMS:

1. TO REVIEW, AUTHORIZE, AND APPROVE
2. THEN SENT PACKAGE TO NATIONAL, C.FURUMOTO

*** NOTES 11/19/2007 02:56 PM Pacific Daylight Time LNavarro Action Type:Facsimile sent
wrcaa faxed "release form" & "authorization for payoff" form:

1. to customer today
2. per earlier conversation with customer, send to fax [REDACTED]
3. wrcaa also asked cust for copy of current vehicle registration

*** PHONE LOG 11/28/2007 09:45 AM US Mountain Standard Time EEscobedo Action Type:Incoming call

Cust stated:

1. I dont have [REDACTED] #
2. I talked to her a few days ago she would send me a fax but i didnt get it, i need a new one sent
3. Can i have her #

Writer:

1. Verified cust has spoken to WRCAA [REDACTED]
2. Gave WRCAA #

Cust:

1. Thanks.

*** PHONE LOG 11/28/2007 08:54 AM Pacific Daylight Time [REDACTED] Action Type:Incoming call

wrcaa received call from customer who asked wrcaa to:

1. refax release form and auth to payoff loan form to her
2. for some reason, she did not receive them on 11-19-07
3. wrcaa refaxed forms...also asked again.. ms. garrett, please send
4. copy of current vehicle registration

*** NOTES 12/14/2007 02:49 PM Pacific Daylight Time I.Navarro Action Type:Manager review
wrcaa received (via fax) customer's registration & signed release form:

*** NOTES 12/14/2007 03:29 PM Pacific Daylight Time I.Navarro Action Type:Manager review

WRCAA SENT PACKAGE TO MORLEY FOR VEHICLE SURRENDER:

1. INCLUDED IN PACKAGE ARE TWO CHECKS
2. ONE MADE PAYABLE TO CUSTOMER
3. AND ONE MADE PAYABLE TO LIEN HOLDER
4. COPIES OF ALL **DOCS** (& CHECKS) SENT TO MORLEY
5. INSERTED IN CASE FOLDER

CASE FOLDER FILED AT ANGEL ROMO'S WORK AREA:

**Kia Motors America
Consumer Affairs Department**

Page 8 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1340003	8,700
West, TX	██████████	Prod. Date: 6/30/06	Dealer: TX036	Miller Kia

*** NOTES 01/16/2008 10:42 AM Pacific Daylight Time LNavarro Action Type:E-mail rec.
wrcaa reopened case to document receipt of email from Nakeisha Tuckett at Morley:

1. who advised veh at miller kia and is not rep**AIR**able??

*** PHONE LOG 01/16/2008 10:59 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called morley, spoke with jim:

1. asked why has it taken so long for morley to advise veh sitting at dlr Not rep**AIR**ed?
2. package sent to morley mid-december 2007

wrcaa called dlr serv mgr maudeen smith. not available, left vm:

1. please contact dpsm f.kraus & fir r.peralta to get veh repaired
2. this veh needs to be rep**AIR**ed so it can be sent to auction
3. please do not delay!

wrcaa called dpsm f.kraus to advise him of situation:

1. frank agreed to contact dlr serv mgr maudeen smith or assistant to
2. coordinate rep**AIR**s with frank and fir r.peralta
3. wrcaa asked frank to have dlr serv mgr or assistant contact
4. either nakeisha tuckett or jim at morley to advise veh rep**AIR**ed
5. asap as veh needs to be sent to auction
6. thank you frank krause!

*** NOTES 01/16/2008 11:01 AM Pacific Daylight Time ██████████ Action Type:E-mail sent
wrcaa spoke with jim at morley:

1. gave him update
2. advised arranged veh to be rep**AIR**ed asap
3. please coordinate with dlr serv mgr

case reclosed pending veh rep**AIR**s & morley arranging:

1. veh to go to auction

**Kia Motors America
Consumer Affairs Department**

Page 1 of 5

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1348085	2,700
HAMPTON, VA ██████████		Prod. Date: 6/21/06	Dealer: VA043 Casey Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 08/15/2007 12:10 PM US Mountain Standard Time RSabin
CUST STATED:

1. THE **AIR** BAG DOES NOT SEANCE THERE IS MORE THEN 80 LBS SITTING IN THE SEAT
2. WE DON'T KNOW WHEN THE **AIR** BAG IS GOING TO WORK IF WE EVER NEEDED IT
3. THIS IS A SAFETY ITEM AND WE NEED THIS FIXED, WHAT IF WE WERE INVOLVED IN A ACCIDENT AND THE **AIR** BAG DID NOT DEPLOY. THEN WE WOULD HOLD KIA RESPONSIBLE
4. I HAVE BEEN HAVING TO WAIT ON THIS FOR TWO MONTH'S AND THE DLR DOESN'T HAVE A ETA ON WHEN THIS SOFTWARE IS GOING TO BE AVAILABLE TO FIX THIS

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I WILL MAKE A FEW CALL'S AND LOOK INTO THIS
3. I'LL CALL YOU BACK WHEN I GET ANY INFO

CUST STATED:

1. OK THANKS

*** PHONE LOG 08/15/2007 12:47 PM US Mountain Standard Time RSabin Action Type:Outgoing call
DLR VA008 JOHN SVC MGR ADVISED:

1. WE ARE WAITING ON A SOFTWARE UPDATE FOR THE **AIR** BAG
2. THE LIGHT IS ON ALL THE TIME NO MATTER WHO IS SITTING IN THE SEAT
3. THERE IS NOT ETA RIGHT NOW

WRITER ADVISED:

1. OK THANKS

*** PHONE LOG 08/15/2007 12:52 PM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED DPSM PLEGOOD ADVISED:

1. WAS CALLING ABOUT A CUST WHO HAS A **AIR** BAG LIGHT ON FOR HIS **PASS**enger SIDE SEAT
2. THE DLR IS WAITING ON NEW SOFTWARE TO BECOME AVAILABLE AND DOES NOT HAVE A ETA

DPSM PLEGOOD ADVISED:

1. YOU CAN FORWARD THAT TO THE REGION SO THEY ARE AWARE OF THIS
2. THIS CAN BE A SAFETY CONCERN
3. THANKS

*** NOTES 08/15/2007 12:53 PM US Mountain Standard Time RSabin Action Type:Manager review
DISPATCHING CASE:

1. CUST VEH HAS **AIR** BAG LIGHT ON FOR THE **PASS**enger SIDE SEAT
2. THE DLR HAS A TECH CASE OPEN AND IS WAITING ON A REFLASH TO BECOME AVAILABLE
3. CUST IS CLAIMING THIS IS A SAFETY CONCERN
4. DPSM ADVISED TO FORWARD CASE TO REGION

*** PHONE LOG 08/17/2007 05:59 AM US Mountain Standard Time E.Leon Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER.
CUSTOMER STATED:

**Kia Motors America
Consumer Affairs Department**

Page 2 of 5

<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]	K1348085	2,700
HAMPTON, VA [REDACTED]		Prod. Date: 6/21/06	Dealer: VA043	Casey Kia

3. NO ONE FROM KIA HAS CALLED ME.

WRITER STATED:

1. YOUR CASE WAS FORWARDED TO THE REGIONAL OFFICE.
2. A REGIONAL REP WILL CONTACT YOU.

CUSTOMER STATED:

1. CAN YOU CONNECT ME TO THE REGIONAL OFFICE?
2. I WANT TO DISCUSS A POSSIBLE BUY BACK.

WRITER STATED:

1. WRITER CAN TRANSFER YOU TO THE REGIONAL OFFICE WHERE THE KIA REGIONAL RE TFRANCIS IS LOCATED.

CUSTOMER STATED:

1. THANK YOU.

WRITER WARMED TRANSFERRED CUSTOMER TO SOUTHER REGIONAL OFFICE.

*** PHONE LOG 08/17/2007 10:47 AM Eastern Daylight Time TFrancis Action Type:Incoming call

WRITER STATES:

1. RCAM/WRITER SPOKE WITH CUSTOMER IN REF TO HIS CASE
2. RCAM EXPLAINED TO CUSTOMER THAT KIA IS IN PROCESS OF SENDING ENGINEER FOR RESOLUTION AND HE WILL BE CONTACTED SOON
3. CUSTOMER TEMPERATURE IS NORMAL--UNDERSTANDS THE PROCESS
4. CUSTOMER IS WELCOME TO CONTACT REGION FOR FURTHER UPDATES ON THE SOFTWARE THAT IS NEEDED
5. WRITER TO F/U WHEN MORE INFO IS AVAILABLE.

*** CASE CLOSE 08/17/2007 09:49 AM Eastern Daylight Time TFrancis

*** PHONE LOG 09/04/2007 12:24 PM US Mountain Standard Time DLyons Action Type:Incoming call
cust states:

1. the **AIR** bag system has not been resolved
2. spoke to TFrancis before and also Kevin Williams
3. the last time that we spoke I was advised that a FTR would be coming to the dlrshp
4. cust has waited the amount of time that was provided by the RCAM
5. still have not heard anything regarding customer case
6. the vehicle is in the possession of the customer
7. but I cannot drive with my wife in the vehicle. because of this concern
8. we have an old truck that does not have the same type of system

Writer advised:

1. apologized
2. confirmed the information that was provided by customer.
3. apologized for the inconvenience that this has caused
4. advised that this office can make an attempt to contact the regional office to determine if TFrancis is available.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1348085	2,700
HAMPTON, VA ██████████		Prod. Date: 6/21/06	Dealer: VA043 Casey Kia	

writer placed customer on hold, called TFrancis left message:

1. cust is calling regarding his case
2. restates the same information from RCAM & analysts
3. cust is wanting an update on his case
4. would like to get the **AIR** bag concern resolved
5. will update the case notes for TFrancis & dispatch to contact customer.

Writer advised customer:

1. apologized
2. TFrancis was not available at this time
3. have left a message for a return call to customer
4. apologized for the inconvenience that this has caused.

Cust states:

1. cust would like to have this vehicle fixed
2. was offered \$1500 for inconvenience by RCAM
3. this is not about the money. just want to get this rep **AIR**ed so that we don't worry about it any longer.
4. Thank you for your assistance.

*** NOTES 09/04/2007 12:26 PM US Mountain Standard Time DLyons Action Type:Manager review
Dispratching to the Sourther Ragonal Office:

1. cust is wanting an update on his case
2. cust has been waiting for a FTR to go to the kia dirshp for rep **AIR** to **AIR** bag system
3. cust would like to get this resolved
4. please contact customer to update the progress of case.

*** PHONE LOG 09/04/2007 03:50 PM Eastern Daylight Time TFrancis Action Type:Outgoing call
WRITER STATES:

1. WRITER DID CONF CALL WITH CUSTOMER AND DPSM
2. DPSM EXPLAINED SITUATION TO THE CUSTOMER
3. CUSTOMER ASKS TO PLEASE STAY IN TOUCH WITH HIM WE HEAR SOMETHING
4. CUSTOMER THANKED WRITER/DPSM FOR CALLING
5. CUSTOMER WILL BE CONTACTED ONCE INFO IS RECVD IN REGION

*** CASE CLOSE 09/04/2007 03:52 PM Eastern Daylight Time TFrancis

*** CASE CLOSE 10/03/2007 03:26 PM Pacific Daylight Time ELau
Tread Review Completed

*** PHONE LOG 03/18/2008 06:29 AM US Mountain Standard Time ERuiz Action Type:Incoming call
CALLER STATED

1. WE'VE BEEN HAVING A PROBLEM W/ THE **PASS**ER'S SIDE **AIR** BAG LIGHT.
2. WE HAD THE PROBLEM EVER SINCE WE BOUGHT THE VEHICLE FROM VA008.
3. VA008 CHANGED THEIR SVC CENT TO VA043.
4. THE LIGHT KEEPS STAYING ON EVEN WHEN MY WIFE SEATS ON IT. AND SHE WEIGHTS OVER 80 LBS.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 5

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1348085	2,700
HAMPTON, VA ██████████		Prod. Date: 6/21/06	Dealer: VA043 Casey Kia	

TOOL TO REPROGRAM THE SYSTEM.

6. THEY SAID THAT INSTEAD OF DOING THAT, KIA WILL SEND THE TOOL TO THEM.
7. THEY TOLD ME THAT IT WILL BE TOWARDS THE END OF THIS MONTH OR THE MIDDLE OF THE NEXT ONE WHEN THEY WILL BE ABLE TO DO MINE.
8. I'VE BEEN PUT OFF LIKE THIS ABOUT 7 DIFFERENT TIMES, TELLING ME TO WAIT A FEW WEEK, AND THEY NEVER CALL ME BACK.
9. I'VE BEEN SPEAKING TO DANIEL CRAIG IN SVC.

CALLER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO.
3. WRT WILL ALSO CONTACT THE KIA AREA REP FOR A POSSIBLE DATE OF THE NEXT AVAILABLE APPOINTMENT.
4. WRT WILL CALL THE CUSTOMER JUST AS SOON AS MORE INFO BECOMES AVAILABLE.
5. CUSTOMER CAN BE REACH AT HOME AT ██████████

*** PHONE LOG 03/18/2008 12:18 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED VA043.
2. WRT SPOKE TO ██████████ IN SVC.
3. WRT EXPLAINED THE REASON OF THE CALL AND REQUESTED ADDITIONAL INFORMATION ON THE **OCS** REFLASH.
4. ██████████ HE STATED:
 - a) KIA HAS AN UPDATE COMING UP
 - b) HOWEVER, THAT'S NOT YET AVAILABLE.
 - c) WE'RE WAITING FOR A TOOL TO DO THE REFLASII.
 - d) THE KIA REP CAN DO IT, WE'RE JUST WAITING FOR THE TOOL TO BECOME AVAILABLE.
 - e) THE KIA REP KNOWS THAT WE HAVE ANOTHER THREE MORE VEHICLE WAITING FOR THIS TOOL
 - f) I HAVE NO IDEA WHEN WE'LL HAVE IT.
5. WRT THANKED ██████████ FOR THE INFO.

*** PHONE LOG 03/18/2008 12:19 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DPSM, PAUL LEGOOD.
2. PAUL WAS NOT AVAILABLE.
3. WRT LEFT HIM A DETAIL V/M MESSAGE.
4. WRT REQUESTED A CALL BACK AT EXT 45605.

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

Send to:|PLcGood@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\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1348085_ERuiz_03-18-2008131338.doc>

**Kia Motors America
Consumer Affairs Department**

Page 5 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1348085	2,700
HAMPTON, VA ██████████		Prod. Date: 6/21/06	Dealer: VA043 Casey Kia	

*** PHONE LOG 03/19/2008 07:02 AM US Mountain Standard Time ERuiz Action Type:Incoming call

WRITER STATED

1. WRT RECEIVED A V/M MESSAGE FROM DPSM, PAUL LEGOOD AT 2:41 PM. TUES.
2. PAUL LEGOOD STATED:
 - a) I AM CALLING ABOUT CASE K1348085
 - b) I AM CURRENTLY WORKING W/ THAT SPECIAL TOOL PEOPLE IN CA TO SEE IF WE CAN EXPEDITE IT FOR THE DEALER.
 - c) AT THIS POINT IN TIME, I HAVE NOT HEARD FROM THIS SPECIAL TOOL PEOPLE.
 - d) I AM HOPPING TO GET SOMETHING BACK IN THE NEXT DAY.
 - e) I AM WORKING ON THIS DILIGENTLY TO GET THIS TOOL AS QUICKLY AS POSSIBLE.
 - f) AT THIS POINT IN TIME I DON'T HAVE A D9146033057ATE.
 - g) BUT I AM WORKING ON IT AND HOPEFULLY I WILL HAVE AN ANSWER FOR THIS QUESTIONS TOMORROW.
 - h) IF YOU HAVE ANY QUESTIONS, FEEL FREE TO GIVE ME A CALL.

*** PHONE LOG 03/19/2008 11:53 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 DETAIL V/M MESSAGE.
4. WRT ADVISED. DPSM IS WORKING DILIGENTLY TO GET THE TOOL TO REPROGRAM THE SYSTEM.
5. WRT ADVISED. DPSM IS HOPPING TO GET AN ANSWER FOR HIM SOON.
6. WRT ADVISED TO CALL THE KCC AT EXT 45605 IF HE STILL HAS ANY FURTHER QUESTIONS.

*** COMMIT 03/19/2008 12:53 PM US Mountain Standard Time ERuiz Action Type:Callback Required

*** CASE CLOSE 03/19/2008 12:54 PM US Mountain Standard Time ERuiz

**Kia Motors America
Consumer Affairs Department**

Page 1 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████	██████	KNDJD736175 ██████	K1404993	1,000
North Port, FL ██████		Prod. Date: 10/26/06	Dealer: FL074 Suncoast Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 01/21/2008 12:27 PM US Mountain Standard Time SLarez
CUSTOMER CALLED BACK
██████ HUSBAND. (call him dan)
CUSTOMER STATES.

1. THE **AIR** BAG LIGHT HAS BEEN AN ISSUE SINCE WE BOUGHT THE CAR.
2. THE CAR ALSO STALLED ON MY WIFE AND WOULD NOT RESTART.
3. WE ARE HAVING MAJOR ELECTRICAL ISSUES FOR SUCH A NEW CAR. MY WIFE DOES NOT FEEL SAFE IN IT.
4. WHAT CAN WE DO TO RESOLVE THE SITUATION
5. THE DEALERSHIP TOLD ME THERE IS SOME TYPE OF **REPAIR** THEY DO TO THE SEAT AND SOMETHING ABOUT A PART. I AM NOT EXACTLY SURE.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I AM GOING TO HAVE TO CALL THE DEALERSHIP TO FIND OUT EXACTLY WHAT WE HAVE TO DO TO ASSIST YOU WITH THIS SITUATION
3. ONCE WE DO THAT THEN WE CAN GO FROM THERE.
4. I CAN ASSIT YOU WITH THIS. I WILL BE YOUR POINT OF CONTACT, GAVE NAME AND EXTENSION AND ADVISED CUSTOMER TO GIVE WRITER AT LEAST 24 HOURS FOR A RETURN CALL.

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 01/23/2008 12:35 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED BOB IN SERVICE (SVC MGR)
BOB SERVICE.

1. I HAVE NOT HED MY FACTORY REP AND JUNE SHIFORD REGARDING THIS SITUATION.
2. I ALSO GOT A HOLD OF A JON SMITH. THE TOOL WILL BE HERE SOMETIME BY THE END OFF THE MONTH AND WE WILL CALL THEM AT THAT TIME.
3. WE REALLY CANNOT DO ANYTHING RIGHT NOW ABOUT IT.

WRITER STATES.

1. THANK YOU.

*** PHONE LOG 01/23/2008 12:49 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED JACK BRAMBLE.
WRITER STATES.

1. ADVISED OF CASE. BOB IS AWARE OF IT AND STATED HE WILL NOT GET THE TOOL UNTIL THE BEGINNING OF FEB. I WANTED TO MAKE SURE ARE AWARE OF THIS.

JACK STATES.

1. I CANNOT DO ANYTHING ABOUT THE SITUATION HOWEVER I AM AWARE OF IT.

WRITER STATES.

1. THANK YOU.

Kia Motors America
Consumer Affairs Department

Page 2 of 6

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 EX	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736175 ██████	K1404993	1,000
North Port, FL ██████		Prod. Date: 10/26/06	Dealer: FL074 Suncoast Kia	

*** PHONE LOG 01/23/2008 12:51 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AT 9412764437 AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 01/23/2008 12:53 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 01/23/2008 02:08 PM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK AND LEFT WRITER V.M.
CUSTOMER STATES.

1. CALL ME BACK ON MY CELL PHONE, I HAVE NOT HEARD FROM YOU YET.

*** PHONE LOG 01/23/2008 02:12 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK
WRITER STATES.

1. I DID SPEAK TO THE DEALERSHIP AND ALSO OUR FACTORY REP.
2. THE TOOL TO DO THE RE FLASH IS NOT GOING TO BE AVAIL IN YOUR AREA UNTIL THE END OF THE MONTH.
3. I CONFIRMED THAT WITH THE FACTORY REP.

CUSTOMER STATES.

1. SO YOU ARE SAYING THE CAR IS NOT GOING TO BE FIXED UNTIL THE BEGINNING OF FEB.
2 THE CAR IS UNSAFE.

WRITER STATES.

1. THE CAR IS NOT UNSAFE. THE CAR HAS SEAT BELTS AND A FIVE STAR SAFETY RATING FOR FRONTAL IMPACT. THE FIRST LINE OF DEFECTS IS YOUR SEAT BELTS. **AIR** BAGS ARE NOT DESIGNED TO DEPLOY IN ALL COLLISIONS.

CUSTOMER STATES.

1. I HAVE ANOTHER PROBLEM. YOU SAID YOU WOULD CALL ME WITH IN 24 HOURS AND YOU DID NOT. YOU COULD HAVE CALLED ME EVEN TO TELL ME IT WOULD BE ANOTHER 24 HOURS BUT YOU DID NOT.

WRITER STATES.

1. I APOLOGIZE. I DO NOT HAVE AN EXCUSE. I CALLED YOU WHEN I HAD THE INFORMATION THAT YOU NEEDED.

CUSTOMER STATES.

1. LET ME SPEAK TO YOUR SUPERVISOR.

WRITER STATES.

1. GAVE W. NOONAN AS SUPERVISOR AND ADVISED HE IS ON THE PHONE OR AWAY FROM HIS DESK I CAN LEAVE A MESSAGE

**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>
██████	██████	KNDJD736175 ██████	K1404993	1,000
North Port, FL ██████		Prod. Date: 10/26/06	Dealer: FL074 Suncoast Kia	

CUSTOMER STATES:
1. HAVE HIM CALL ME.

*** NOTES 01/23/2008 02:24 PM US Mountain Standard Time SLarez Action Type:Manager review
emailed W. Noonan and advised customer wanted to speak to writers supervisor.

*** PHONE LOG 01/23/2008 02:50 PM US Mountain Standard Time WNoonan Action Type:Outgoing call
WRITER PHONED DAN GEIST. **SUP CALL**

CUSTOMER STATED:

1. THANKS FOR CALLING ME BACK.
2. I HAVE A PROBLEM WITH THE SORENTO'S **AIR**BAG LIGHT FOR THE **PASS**enger seat.
3. WHEN MY WIFE SITS IN THE SEAT, THE **AIR**BAG LIGHT DOES NOT GO OFF AS IT SHOULD WHEN SOMEONE OCCUPIES THE SEAT.
4. SHE IS SCARED TO RIDE IN THE VEHICLE AND WHEN WE GO SOMEWHERE, SHE RIDES IN THE BACK SEAT.
5. THAT IS NOT RIGHT.
6. THE **AIR**BAGS AND THE SAFETY RATING ARE THE MAIN REASONS THAT WE PURCHASED THIS VEHICLE AND THE **AIR**BAGS FOR THE FRONT DO NOT WORK.
7. WE HAVE HAD IT INTO THE DEALER 3 TIMES FOR THIS ISSUE AND THEY ARE SAYING THAT SOME TIME IN FEBRUARY IS WHEN THEY ARE GOING TO HAVE THE ABILITY TO FIX THE VEHICLE.
8. EVERYONE IN FLORIDA DRIVES LAND YACHTS ON THE ROAD AND IT IS VERY DANGEROUS TO DRIVE HERE MY WIFE IS SCARED.
9. MY WIFE WORKS FOR DICKINSON & GIBBONS LAW FIRM AND THEY SPECIALIZE IN PROSECUTION MANUFACTURERS FOR LEMON LAW.
10. THE ATTORNEY SHE WORKS FOR HAS SAID THAT WE SHOULD START THE LEGAL PROCEEDINGS, HOWEVER, I AM WANTING TO SEE WHAT KIA WILL DO BEFORE I GO THAT ROUTE.
11. THIS IS THE 3RD KIA SORENTO THAT WE HAVE OWNED SO WE ARE LOYAL KIA CUSTOMERS.
12. I HELL THAT THE REP **AIR** FOR THIS ISSUE, IF IT IS ANYTHING LIKE THE RESPONSE I HAVE GOTTEN BY CALLING YOU, WILL BE INTO MARCH BEFORE ANYTHING IS DONE.

WRITER STATED:

1. SORRY FOR THE FRUSTRATION.
2. WE APOLOGIZE FOR NOT CALLING YOU YESTERDAY, BUT SOMETIMES THE RESEARCH TAKES LONGER THAN EXPECTED.
3. WE ARE GOING TO ESCALATE YOUR CASE TO OUR REGIONAL OFFICE TO REVIEW AND CONTACT YOU REGARDING THE SITUATION.
4. WE HAVE LET THE KIA FACTORY REP KNOW OF THE SITUATION AND IF THERE IS ANYTHING FURTHER THAT CAN BE DONE, THEY WILL BE ABLE TO LET YOU KNOW.

CUSTOMER STATED:

1. IF THEY CAN NOT RESOLVE THE ISSUE, I WANT KIA TO BUY THIS VEHICLE BACK AND WILL PROCEED WITH THAT.
2. HOW LONG SHOULD I WAIT FOR SOMEONE TO CALL ME ABOUT THIS?

WRITER STATED:

1. THE REGIONAL ANALYST WILL NEED 48 HOURS TO RESPOND TO YOU.

CUSTOMER STATED:

1. HAVE THEM CALL ME ON MY CELL PHONE - 941-276-4437.

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>
██████████	██████████	KNDJD736175 ██████████	K1404993	1,000
North Port, FL ██████████		Prod. Date: 10/26/06	Dealer: FL074 Suncoast Kia	

*** NOTES 01/23/2008 02:54 PM US Mountain Standard Time WNoonan Action Type:Manager review
WRITER DISPATCHING CASE TO REGION FOR CUSTOMER CONTACT

1. **AIR**BAG LIGHT ISSUE UNRESOLVED AND AWAITING PARTS ARRIVAL AT DEALER.
2. DPSM AWARE OF SITUATION AND DEALER HAS ALSO INFORMED REGION.
3. CUSTOMER'S WIFE WORKS FOR LEMON LAW ATTORNEY.
4. THIS IS THE 3RD SORENTO CUSTOMER HAS OWNED.
5. PLEASE CONTACT AT DAN GEIST AT 941-276-4437.

*** PHONE LOG 01/24/2008 09:12 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted DPSM for Dist 6 to discuss the schedule for the scan tool--per DPSM the schedule has changed and the DPSM for Dist 8 will do reflashes scheduled for dist 6 then send scan tool to DPSM for Dist 7 for reflashes in his area (FL010, FL074, FL098 & maybe others)

*** PHONE LOG 01/24/2008 09:15 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call

[!<For Internal Use Only

SRCAA contacted DPSM for dist 7--SRCAA to send e-mail to all dealers in Dist 7 to request names & vin's for any 2007 Sorento **OCS** reflash requests.>!]

*** PHONE LOG 01/24/2008 09:59 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and advised

1. I have attempted to contact the DPSM to request schedule
2. may be possible to completed the update next week
3. I will call back with additional info ASAP

4. reviewed Dealer comments that a part was ordered & possible 3 or 4 weeks for rep**AIR**

SRCAA advised--I am not certain however the Dealer may have been referring to the tool needed for update as the part and may have been referring to DPSM/FTR schedule for time

of rep**AIR** as DPSM/FTR are usually scheduled for 30 days in advance.

*** PHONE LOG 01/24/2008 05:38 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted to contact Mr. ██████████
I.M on VM

*** PHONE LOG 01/25/2008 01:02 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted DPSM to request schedule for this **OCS** reflash
DPSM states have customer drop vehicle Monday night/afternoon

*** PHONE LOG 01/25/2008 01:10 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and reviewed DPSM request for delivery on Monday for reflash on Tuesday rental will be provided.

**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>
█	█	KNDJD736175 █	K1404993	1,000
North Port, FL █		Prod. Date: 10/26/06	Dealer: FL074 Suncoast Kia	

SRCAA contacted Service Manager - Bob and reviewed schedule & rental.

*** PHONE LOG 02/08/2008 09:57 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
Per Mr. █ the **OCS** is still not functioning properly--Mr. █ request's call back

*** PHONE LOG 02/08/2008 10:11 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. █ and reviewed the current concerns. Mr. █ states

1. vehicle is at the Dealer now
2. Dealer gave the attorney that my wife works for inaccurate info and made my wife look back
3. the attorney that my wife works for is also the Dealers Attorney in LL cases.

SRCAA advised

1. I will contact the Dealer to request additional info and documents
2. I will review to see if any other rep**AIR**s can be made or what other action we may need to take

*** NOTES 02/08/2008 10:17 AM Eastern Daylight Time JuneSifford Action Type:Manager review
additional to phone contact w/Mr. █ stated

1. when I picked up the vehicle (after service hours) the Sales Manager rode with me & it worked
2. then one of my sales reps rode with me and it worked fine
3. then my wife rode with me and it did not work. My wife and I changed positions and I sat in the seat and it did not work.

*** PHONE LOG 02/08/2008 10:19 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Service Manager at FL074--Bob states

1. we have confirmed the concern and have attempted FTR contact to see if any other information is available.
2. I will send sales and service info.
3. vehicle has been in 4 or 5's for this concern

*** NOTES 02/08/2008 10:33 AM Eastern Daylight Time JuneSifford Action Type:Manager review
According to service Manager--no codes found

*** PHONE LOG 02/08/2008 10:46 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA reviewed case with DPSM--once **dOCS** are received final decision will be made
[! For Internal Use Only
customer has owned 2 other Kias & works for the Dealer Attorney>!]

*** PHONE LOG 02/20/2008 04:34 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. █ with update.

*** PHONE LOG 02/25/2008 10:59 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. █ and reviewed Dealer contact last week to discuss this concern.
SRCAA advised that I will be sending a GW settlement offer.

**Kia Motors America
Consumer Affairs Department**

Page 6 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>
██████	██████	KNDJD736175 ██████	K1404993	1,000
North Port, FL ██████		Prod. Date: 10/26/06	Dealer: FL074	Suncoast Kia

GW offer discussed with Mr. Geist and letter sent

*** CASE CLOSE 02/25/2008 12:35 PM Eastern Daylight Time JuneSifford

*** PHONE LOG 02/26/2008 10:21 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████ to request a fax number as Fed-Ex did not go out.
During the conversation Mr. ██████ requested additional information on the offer & further pmts. to be made
SRCAA advised that this is a cash offer of \$3,000 only--customer may use the money any way he wishes
Mr. ██████ states he was told by SRCAA that the offer would be \$4,000
SRCAA reviewed notes & advised Mr. ██████ that I did not recall stating \$4,000 however at this time I am sending a written offer
of \$3,000.00
Mr. ██████ began cursing and saying the "F" word--SRCAA ended call

Mr. ██████ called back and spoke to RCAM--\$3,000 offer is being sent.

*** NOTES 02/26/2008 10:21 AM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA attempted to fax the written offer to Mr. ██████ -fax failed
Written offer being sent by Fed-EX

*** CASE CLOSE 02/26/2008 10:23 AM Eastern Daylight Time JuneSifford

*** CASE CLOSIF 04/11/2008 10:51 AM US Mountain Standard Time TMorales

AIRBAG TREAD REVIEW COMPLETE

*** NOTES 04/18/2008 02:09 PM Eastern Daylight Time ABrown Action Type:Manager review

1. SRCAA received check from NCA
2. Sending to customer

**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>
██████	██████	KNDJC736875 ██████	K1367468	2,306
Horace, ND	██████	Prod. Date: 3/26/07	Dealer: MN009	Muscatell Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 10/03/2007 03:03 PM US Mountain Standard Time HReynolds
Mrs. Gibb stated:

1. **PASS**enger side **AIR**bag is not working
2. It was reprogrammed and worked for a while
3. **AIR**bag is not activating again
4. Kia dealer said that theres not much they can do anymore

Writer stated:

1. Updated/no open recall
2. Apology for situation
3. Advised. will research to see what can be done
4. Will call customer
5. Provided writer's ext#

*** PHONE LOG 10/08/2007 10:36 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. Spoke to Jerry - SVC at Muscatell Kia
2. Advised. Vehicle has **AIR**bag light issue again

Jerry Stated:

1. Last time vehicle was here for **AIR**bag issue was on 9/24
2. The connector not make contact
3. Rep**AIR**ed
4. Will contact the customer again to see when they can bring the car in
5. Thanks for the heads up

*** PHONE LOG 10/08/2007 10:38 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. Left vm for customer to call writer back

*** PHONE LOG 10/09/2007 06:55 AM US Mountain Standard Time HReynolds Action Type:Incoming call
Writer stated:

1. Mrs. ██████ left vm for writer
2. Returning writer's call

*** PHONE LOG 10/09/2007 06:57 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. Spoke to Mrs. ██████
2. Advised. Kia dealer is aware of your concern
3. Dealer will contact the customer to make an arrangement

Mrs. ██████ stated:

1. Received a call from dealer
2. Will call dealer back to make an appt
3. Thanks for help

**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>
[REDACTED]	[REDACTED]	KNDJC736875 [REDACTED]	K1367468	2,306
Horace, ND [REDACTED]		Prod. Date: 3/26/07	Dealer: MN009	Muscatell Kia

*** NOTES 01/15/2008 12:03 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

*** NOTES 01/15/2008 12:03 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

**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 ██████████	K1538263	3,000
Burlington, NC ██████████		Prod. Date: 11/3/07	Dealer: VA037	Blackwell Kia

Case History

Complaint **RePAIR** Assistance

*** PHONE LOG 01/05/2009 11:25 AM US Mountain Standard Time JBaty

Customer stated:

1. **AIR** bag light on **PASS**enger side is erratic.
2. Have had vehicle back to dlr. twice.
3. They treated us nicely, but didn't fix it.
4. They assumed that my wife doesn't weight enough to activate it reliably.
5. This is driving my wife nuts.
6. Stopping motor and restarting it sometimes helps.

Writer stated:

1. Apologized.
2. Updated/no recalls

Writer put customer on hold and called dlr. Spoke to srv. mgr. Scott and stated:

1. Adv of reason for call.

Srv. mgr. Scott stated:

1. Veh was back on 10/30/08.
2. That is the only time it was back.
3. CND problem.

Writer went back to customer and stated:

1. Adv of info from dlr.

Customer stated:

1. We took it there twice.
2. Couldn't say exactly when, but I know it was two times.

Writer stated:

1. Suggested taking veh back to selling dlr or another dlr.

Customer stated:

1. Will only take it back to selling dlr.
2. Would like to take it back when factory rep is there.

Writer stated:

1. Gave writer's name and contact info plus case number.
2. Please call when have appt.
3. Writer will follow up with dlr.

Customer stated:

1. The vehicle must be fixed this time or it is going back to Kia.

Writer stated:

1. Apologized.
2. Writer will follow up.

Kia Motors America
Consumer Affairs Department

Page 2 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 ██████████	K1538263	3,000
Burlington, NC ██████████		Prod. Date: 11/3/07	Dealer: VA037	Blackwell Kia

*** CASE CLOSE 01/05/2009 11:25 AM US Mountain Standard Time JBaty

*** PHONE LOG 01/08/2009 08:21 AM US Mountain Standard Time JBaty Action Type:Incoming call
Customer ██████████ stated:

1. Am calling on this case.
2. Dropped veh off at dlrship.
3. They stated they have spoken to factory rep.
4. Srv. adv. states that **PASS**enger must set in a certain spot and not move.
5. Dlr has provided us with a veh.
6. My wife is very concerned about the **AIR** bag light.
7. It is a safety issue.

*** PHONE LOG 01/08/2009 08:39 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called dlr. and spoke to srv. mgr. Scott. Writer stated:

1. Adv of reason for call.

Srv. mgr. Scott stated:

1. Talked to factory rep about this.
2. Tech who works on it weighs about 125 pounds.
3. **AIR** bag light will go on if person shifts weight.

Writer stated:

1. Is there a Tech Line case open yet?

Srv. mgr Scott stated:

1. No, but will open one today.
2. Will also contact DPSM today.

Writer stated:

1. Great ideas.
2. That should go a long way toward reassuring customer that all of Kia's resources are being used.

*** PHONE LOG 01/08/2009 09:31 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called customer and stated:

1. Adv of information from srv. mgr. Scott.
2. A Tech Line case will be opened.
3. Dlr will contact factory rep.

Customer stated:

1. Dlr should have done that when veh was first taken in.
2. Okay. Thank you for calling.

*** COMMIT 01/09/2009 12:04 PM US Mountain Standard Time JBaty Action Type:Callback Required

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1538263	3,000
Burlington, NC ██████████		Prod. Date: 11/3/07	Dealer: VA037	Blackwell Kia

*** NOTES 01/09/2009 12:04 PM US Mountain Standard Time JBaty Action Type:Manager review
Closing case pending 1/13 commitment.

*** CASE CLOSE 01/09/2009 12:05 PM US Mountain Standard Time JBaty

*** PHONE LOG 01/12/2009 07:41 AM US Mountain Standard Time JBaty Action Type:Incoming call

Customer stated:

Customer stated:

1. We took the veh back.
2. All the dlr did was mark the OM with a yellow marker about the **AIR** bag.
3. The dlr doesn't want to fix it.
4. Don't want to take it to another dlr.
5. Next closest dlr is farther away.
6. It doesn't make any sense to be treated this way.

Writer stated:

1. Apologized.
2. Kia does not own the dlrships.
3. They are independently owned and operated.
4. Due to independent issues Kia cannot interfere in day-to-day operations.
5. Referred to SM or GM.
6. Kia does take our cust comments into consideration when determining how we will continue doing business with the dlrships
7. Writer will contact dlrship on customer's behalf.

*** PHONE LOG 01/12/2009 07:56 AM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called dlr and spoke to srv. mgr. Scott. Writer stated:

1. Adv of reason for call.

Srv. mgr Scott stated:

1. Veh has been back again for **AIR** bag concern.
2. Have opened a Tech Line case and spoken to DPSM.
3. DPSM suggested going over the **AIR** bag info in the OM.
4. Have done that.
5. **AIR** bag light is operating as designed.

*** PHONE LOG 01/12/2009 08:22 AM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called customer and stated:

1. Have contacted srv. mgr at dlr.
2. Srv. mgr. has done all the correct steps.
3. Has opened a Tech Line case.
4. Has contacted the DPSM.
5. Dlr states both advised reviewing **AIR** bag function with customer.

**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>
[REDACTED]	[REDACTED]	KNDJD735585 [REDACTED]	K1538263	3,000
Burlington, NC [REDACTED]		Prod. Date: 11/3/07	Dealer: VA037	Blackwell Kia

1. That is not good enough.
2. Not sure what to do next.
3. Will think about it.

Writer stated:

1. Customer could take veh to another dlr.

Customer stated:

1. You checked to make sure that dlr actually made those contacts?

Writer stated:

1. Can see Tech Line case in notes.

*** CASE CLOSE 01/12/2009 01:13 PM US Mountain Standard Time JBaty

*** FULFILL 01/13/2009 09:53 AM US Mountain Standard Time JBaty Action Type:Callback Required

*** CASE CLOSE 04/09/2009 11:00 AM US Mountain Standard Time FMorales

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>
[REDACTED]	[REDACTED]	KNDJC736975 [REDACTED]	K1593083	15,054
Bethpage, NY [REDACTED]		Prod. Date: 12/1/06	Dealer: NY080	Atlantic Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 05/28/2009 05:43 AM US Mountain Standard Time RHall

[REDACTED] stated

- 1 I brought veh in for recall SC076 on Tuesday
- 2 I put a **PASS**enger in the seat on Wednesday
- 3 The "**PASS**enger side **AIR**bag off" light is still on while driving
- 4 My wife is 150 lbs and the **AIR**bag should be activated for her size
- 5 My wife was even trying to jump up and down and light stayed on

wrt stated

1. Apologized- the **AIR**bag light should go off when an adult is seated properly in the seat
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 .

*** CASE CLOSE 05/28/2009 05:43 AM US Mountain Standard Time RHall

cust cb when veh is at the dlr- gave case#

*** PHONE LOG 05/28/2009 05:51 AM US Mountain Standard Time SJeon Action Type:Incoming call
customer stated:

1. I will take the car to Auto World Kia today in an hour
2. hope you follow up with dealer

writer stated:

1. will call dealer later

*** PHONE LOG 05/28/2009 11:45 AM US Mountain Standard Time SJeon Action Type:Outgoing call

Amy/SVCA stated:

1. customer came in today
2. SVCM could not duplicate the problem
3. we need to duplicate the problem

*** PHONE LOG 05/28/2009 11:49 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer stated:

1. dealer needs to duplicate the problem
2. advised to call back with case # if customer needs assistance

customer stated:

1. thank you

*** CASE CLOSE 05/28/2009 11:49 AM US Mountain Standard Time SJeon

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1492967	7,330
Boynton Beach, FL	██████████	Prod. Date: 6/11/07	Dealer: FL090	West Palm Beach Kia

Case History

Complaint *Re: AIR Assistance*

*** NOTES 08/28/2008 04:47 PM clarify Action Type: Manager review

*** Performed by contact: ██████████

Since the day I bought my 2nd Sorento, which they called to sell ME I loved my other one. I have had an electrical problem. The service mgr Vince has been in the car twice. He insists there is nothing wrong with it however here are my complaints, one very serious:

1. **PASSenger AIR** bag has NEVER engaged, lighted sign in front always says off no matter if a 100lb person or a 300lb person is in it. I have complained from day one about it and am always told by Vince that everyone in my **PASSenger** seat apparently sits wrong and I quote "If I get in it and it works then its not the car" it has NEVER worked. I do NOT have the seat back, I do NOT have seat covers.
2. There is an intermittant (sorry about the spelling) problem with the radio volume it goes in and out slightly louder and softer, it sounds like one speaker or side of the car is losing its sound. Again because it didn't happen to Vince he says its fine.
3. The **AIR** conditioner is so loud (and has been since the day I bought the car) that you can hear it inside the vehicle. Again, although this was not a problem in my 06 Sorento and everyone standing outside the car says "wow it sounds like you threw a rod" Vince says its normal.
4. The day I bought the car the beep for the doors went off and never stopped for 2 days till I got it back to them, it still happens sometimes so I know it isn't rectified but since it doesn't happen in front of Vince, you get the picture.
5. When you hit the gas the only way I can explain it is it feels like the fuel line or filter is clogged, it dies before it goes. It is enough to be scary at intersections. This also has been since day one.
6. The floor in the **PASSenger** front feels underfoot like its paper thin and warped, it actually gives under my foot in spots I am so utterly disappointed that I traded my 06 in for this one and told them the day the beep went off that if it was electrical I didn't want to go on with the car, because I got the car on Sat and got it back to get rid of the beep they said I could no longer return it under contract.

I have been nice, friendly, and until today very understanding but I want my **AIR** bags and since i'm paying 330 a month for 6 years I would like a new car that works.

Please if you could find SOMEONE who would help me get this car fixed correctly and I am unwilling to go back to Williams

Delray after another conversation today about poorly sitting **PASSengers**, it would make me so happy.

I would not have waited so long but I honestly gave up for a while I was so tired of calling and getting the same answers.

I just want what I'm paying for, a new, working vehicle that is safe. This one isn't safe for anyone in my **PASSenger** seat.

I loved my other Kia! As a matter of fact this is the first car that I have EVER replaced with the same car I loved it so much.

Sincerely,
██████████

*** PHONE LOG 09/02/2008 02:54 PM US Mountain Standard Time JBaty Action Type:Outgoing call

1. Calling to follow up on a service case indicating there is a problem with veh that has not been resolved.
2. Calling to see if we can be of assistance.
3. Please call back.
4. Provided case number & contact info.

*** COMMIT 09/04/2008 11:18 AM US Mountain Standard Time JBaty Action Type:Callback Required

*** PHONE LOG 09/04/2008 11:18 AM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called customer who stated:

1. Big concern is the Sorento **AIR** bag light
2. No matter who sits there, the light comes on
3. Srv mgr always says the problem is with the **PASSengers** and the way they sit

**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>
[REDACTED]	[REDACTED]	KNDJD735385 [REDACTED]	K1492967	7,330
Boynton Beach, FL [REDACTED]		Prod. Date: 6/11/07	Dealer: FL090	West Palm Beach Kia

5. Radio volume goes down unpredictably.
6. **AIR** conditioner blower also becomes weaker at times.
7. I am convinced this vehicle has multiple electrical problems
8. The **AIR** conditioner on my 2008 makes a lot noise that my 2006 never did.
9. There can't be that much difference between the 2006 and the 2008
10. I have made an appointment with West Palm Kia for tomorrow.

Writer stated:

1. Will follow up with dlr tomorrow

*** PHONE LOG 09/05/2008 10:46 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called Delray Kia and spoke to srv mgr. Vince who stated:

1. Customer had an electrical problem with door chime and door ajar
2. Last in on May 21st for tapping noise that was assessed at normal.
3. Had complaint about **OCS** light. Showed her in manual how **OCS** works.

*** PHONE LOG 09/05/2008 10:52 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Called West Palm Kia and spoke to srv. adv. Kathy who stated:

1. Veh is not here
2. Veh has never been here
3. No appointments are scheduled for this vehicle.

*** PHONE LOG 09/05/2008 10:56 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called customer and stated:

1. Have checked with dlr and found that your veh is not in for service today.
2. Please call writer when you schedule an appt.
3. Gave case number, writer's name and contact info
4. Closing case pending contact from customer.

*** CASE CLOSE 09/05/2008 10:56 AM US Mountain Standard Time JBaty

*** PHONE LOG 09/09/2008 10:42 AM US Mountain Standard Time JBaty Action Type:Incoming call
Customer left VM stating:

1. Call me.

*** PHONE LOG 09/09/2008 10:44 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer returned call to customer and stated:

1. Returning your call

Customer stated:

1. Srv mgr. JT at West Palm Kia built my confidence
2. He stated that he can take care of all the issues.

**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>
[REDACTED]	[REDACTED]	KNDJD735385 [REDACTED]	K1492967	7,330
Boynton Beach, FL [REDACTED]		Prod. Date: 6/11/07	Dealer: FL090	West Palm Beach Kia

*** PHONE LOG 09/09/2008 10:50 AM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called service at West Palm Kia and spoke to srv mgr J.T. who stated:

1. Veh is in dlrship for service
2. Have put A/C compressor hub in for noise from A/C
3. Took care of carpeting issue
4. Driving it trying to get hesitation issue to duplicate.

*** PHONE LOG 09/09/2008 10:53 AM US Mountain Standard Time JBaty Action Type:Incoming call

Writer called customer and stated:

1. J.T. said he is making good progress on your vehicle
2. Have put A/C compressor hub in for noise from A/C
3. Took care of carpeting issue
4. Mechanics are currently test driving it trying to get hesitation issue to duplicate.
5. J.T. stated that he will call you with an update later today.

Customer stated:

1. Thanks for the information.

*** PHONE LOG 09/10/2008 10:42 AM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called customer and stated:

1. Checking on vehicle

Customer stated:

1. Everything is great.
2. JT at dlrship seems to be able to take care of everything

Writer stated:

1. Excellent. Please call again if have further problems.

*** CASE CLOSE 09/10/2008 10:45 AM US Mountain Standard Time JBaty

Kia Motors America
Consumer Affairs Department

Page 1 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1445224	10,000
Boca Raton, FL ██████████		Prod. Date: 5/8/07	Dealer: NY007 Kia of Middletown	

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 05/08/2008 12:48 PM US Mountain Standard Time SHolman

CALLER STATES:

1. JUST LEFT WILLIAMS KIA IN FLORIDA
2. SEAT BELT LIGHT/ **AIR** BAG LIGHT KEEPS COMING ON AND OFF
3. THEY WERE SUPPOSED TO CHANGE THE SEAT BUT DIDN'T HAVE THE SEAT IN STOCK
4. SOMETHING TO DO WITH THE PARAMETER OF THE SEAT IS WHAT MECHANIC SAYS IS THE PROBLEM
5. ALSO, I HAVE ROOF RACKS THAT GO UP AND DOWN. THE ROOF RACK I ORDERED IS SUPPOSED TO GO ACROSS - FL099 SAID THEY ORDERED THE CORRECT ROOF RACK AND ARE AWAITING ITS ARRIVAL
6. THE DEALER DOES TRY TO CORRECT MY PROBLEMS BUT I AM STILL HAVING PROBLEMS
7. I LOVE THE CAR, BUT THE SEAT BELT LIGHT IS ERRATIC

WRITER STATES:

1. APOLOGIZE
2. I WILL NEED TO CALL THE DEALERSHIP TO FIND OUT WHAT IS GOING ON AND TO SEE WHAT CAN BE DONE

CALLER STATES:

1. WILL YOU CALL ME BACK TO LET ME KNOW?
2. ALSO, WHEN YOU CALL FL099, WILL YOU ALSO CHECK ON THE ROOF RACK FOR ME?

WRITER STATES:

1. YES I WILL CALL YOU BACK AND I WILL CHECK ON THE ROOF RACK FOR YOU AS WELL

*** PHONE LOG 05/09/2008 08:49 AM US Mountain Standard Time SHolman Action Type:Outgoing call

WRITER CALLED FL099 AND STATED:

1. CALLING ABOUT CUSTOMER'S ROOF RACK AND **AIR**BAG LIGHT/ SEATBELT LIGHT ISSUE/ SEAT ISSUE
2. CUSTOMER SAID YOU ALL COULDN'T FIX THE PROBLEM AND YOU ALL DIDN'T HAVE THE SEAT?

VINCE, SVC MGR, STATED:

1. HE HAS AN **OCS** LIGHT ISSUE. IT DOESN'T FUNCTION PROPERLY
2. THEY DON'T MAKE CROSS BARS FOR 2008 SORENTOS. THE CROSS BARS WERE FOR THE OLDER MODELS. IT IS SOMETHING KIA IS LOOKING INTO AND IS WORKING ON
3. SPOKE TO BAYLESS ABOUT IT. THERE IS A TECH CASE ON IT. SPOKE TO DOCK TECH AS WELL
4. THERE IS NOTHING WE CAN DO AS OF YET BUT TECH IS WORKING ON IT
5. THERE IS NOTHING WRONG WITH THE CAR THE **OCS** LIGHT IS JUST A PROBLEM. YOU HAVE TO SIT JUST SO IN THE SEAT. IF YOU MOVE EVEN A LITTLE BIT, IT WILL THROW IT OFF

*** PHONE LOG 05/09/2008 08:55 AM US Mountain Standard Time SHolman Action Type:Outgoing call

WRITER CALLED CUSTOMER AND THE NUMBER LISTED IS INCORRECT

*** PHONE LOG 05/09/2008 10:17 AM US Mountain Standard Time SHolman Action Type:Outgoing call

WRITER CALLED ██████████ SPOKE TO MRS. ██████████ AND STATED:

1. CALLING TO GIVE YOU ALL THE UPDATE ON YOUR CAR
2. THE HORIZONTAL RACKS WERE MADE FOR THE OLDER CARS NOT THE NEWER ONES WHICH IS WHY YOUR RACKS ARE VERTICAL
3. HORIZONTAL RACKS ARE ON ORDER BUT MAY TAKE A WHILE TO COME IN

**Kia Motors America
Consumer Affairs Department**

Page 2 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1445224	10,000
Boca Raton, FL ██████████		Prod. Date: 5/8/07	Dealer: NY007	Kia of Middletown

ON THE PROBLEM, AS OF NOW
THERE IS NOT A FIX FOR IT. BUT AGAIN, THEY ARE ACTIVELY WORKING ON A SOLUTION

MRS. ██████████ STATES:

1. WE ARE VERY CONCERNED ABOUT THIS LIGHT
2. WE ARE DRIVING FROM FLORIDA TO NEW YORK AND WE DON'T FEEL VERY SAFE IN THIS CAR RIGHT NOW WITH THE **OCS** LIGHT PROBLEM

WRITER STATES:

1. I AM GOING TO FORWARD YOUR CASE TO OUR REGIONAL OFFICE SO THAT THEY ARE AWARE OF THE PROBLEM
2. WE ARE GOING TO TRY TO GET THIS FIXED AS SOON AS WE CAN

*** NOTES 05/09/2008 10:49 AM US Mountain Standard Time SHolman Action Type:Manager review
FORWARD FOR:

1. REVIEW OF CASE NOTES
2. **OCS** LIGHT PROBLEM. CURRENTLY NO FIX FOR THE PROBLEM
3. PLEASE CALL CUSTOMER WITHIN 72 BUSINESS HOURS FOR AN UPDATE
4. CUSTOMER IS TRAVELLING FROM FLORIDA TO NEW YORK SOON AND IS CONCERNED ABOUT THE SAFETY OF THE VEHICLE

*** NOTES 05/12/2008 03:15 PM Eastern Daylight Time OSprague Action Type:Manager review
Writer called number referenced in the case notes (██████████):

1. Number has been temporarily disconnected at the request of the customer
Writer left message on phone number listed in Clarify (██████████) stating:
2. If this is the correct number to customer (██████████) please call back to discuss your concerns

Writer spoke to FTR (JSmith) regarding **OCS** concern on 2008 Sorento:

1. Are you aware of a **OCS** problem on the 2008 Sorento
FTR stated:
1. Depending on the prod date, the updated reflash may need to be done
2. I can go to this dealer on Tuesday (5/13) or Thursday (5/15)

Writer will send letter to customer stating:

1. Please call if you are still in FL so we can schedule the **OCS** reflash
CASE PENDING CALL BACK FROM CUSTOMER

*** NOTES 05/12/2008 03:29 PM Eastern Daylight Time OSprague Action Type:Manager review
1. There is a FL and NY address referenced in Clarify

2. Writer will send letter to both addresses requesting a call back to discuss **OCS** light concern
CASE PENDING CUSTOMER RESPONSE

*** NOTES 05/16/2008 04:32 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Letter sent to FL address was returned "undeliverable"
2. Letter sent to NY address has not been returned
CASE PENDING CALL BACK FROM CUSTOMER

**Kia Motors America
Consumer Affairs Department**

Page 3 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585 ██████████	K1445224	10,000
Boca Raton, FL ██████████		Prod. Date: 5/8/07	Dealer: NY007 Kia of Middletown	

*** CASE CLOSE 07/08/2008 08:52 AM US Mountain Standard Time JHirshfield
tread review -JH

*** NOTES 07/31/2008 07:43 AM US Mountain Standard Time KJohnson Action Type:Manager review
Notes copied from K1473531:
*** NOTES 07/17/2008 12:27 PM US Mountain Standard Time KJohnson Action Type:Manager review
Writer notes:
K1438491 was created w/ VIN of customer's previous vehicle, and was case number provided by customer.
All current complaints (**OCS** and Brakes) apply to 2008 Sorento.
New case created: K1473531
K1473531 is duplicate case to K1445224
All case notes for 2008 Sorento now consolidated in K1445224

*** PHONE LOG 07/17/2008 12:30 PM US Mountain Standard Time KJohnson
Notes from K 1437481, which was created under VIN for customer's prior vehicle.

*** PHONE LOG 04/21/2008 08:12 AM US Mountain Standard Time CCummins
CUSTOMER STATES

1. **AIRBAG** LIGHT KEEPS COMING ON AND HAS BEEN REPAIRED 2X ALREADY
2. VEHICLE IS AT MY HOME
3. SPOKE WITH VINCE, SVC MGR. WHO STATES HE IS WAITING FOR KIA TO RESOLVE THIS ISSUE
4. CAN TAKE IT BACK TO THE DEALERSHIP (FL099) ANYTIME
5. I AM GETTING READY TO LEAVE IN MAY TO GO HOME AND WANT THE VEHICLE FIXED

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. ADVISED THAT WRITER WOULD HAVE TO SPEAK WITH SVC MGR AND SEE HOW TO RESOLVE THE PROBLEM
3. PROVIDED CASE # AND ADVISED WOULD CALL CUSTOMER BACK WITH ANY INFORMATION

*** PHONE LOG 04/22/2008 01:17 PM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. SPOKE WITH VINCE, SVC MGR. FL099, ON STATUS OF THE **AIRBAG** LIGHT
2. WHAT ACTION HAS BEEN TAKEN TO RESOLVE THIS ISSUE?

DEALER STATES

1. THE SEAT HAS BEEN REPROGRAMMED AND THAT DID NOT FIX THE ISSUE
2. HAVE SENT AN E-MAIL TO THE DPSM. PHIL BAYLESS BUT HAVE NOT HEARD BACK FROM HIM SINCE YESTERDAY
3. AM AWARE CUSTOMER IS LEAVING FOR HOME IN MAY AND IS LEERY ABOUT DRIVING THE VEHICLE BUT DO NOT HAVE A FIX YET

**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]	KNDJD735585 [REDACTED]	K1445224	10,000
Boca Raton, FL [REDACTED]		Prod. Date: 5/8/07	Dealer: NY007	Kia of Middletown

WRITER STATES

1. SPOKE WITH PHIL BAYLESS, DPSM REGARDING **AIRBAG** LIGHT PROBLEM
2. ALSO CONFERENCED IN VINCE, SVC MGR AT FL099
3. LISTENED TO THE CONVERSATION BETWEEN DPSM AND SVC MGR

DEALER SPEAKING WITH DPSM

1. THE **OCS** HAS BEEN FLASHED ONCE ALREADY
2. THE LATEST UPDATE HAS BEEN DONE
3. WE HAVE NOT BEEN ABLE TO DUPLICATE THE PROBLEM AT THIS TIME
4. CUSTOMER (MR [REDACTED]) INDICATES THIS IS NOT A RECURRING PROBLEM BUT LIGHT WILL COME ON WHILE DRIVING AND SOMEONE IS SITTING IN THE **PASSENGER** SEAT
5. CAN CHECK THE VEHICLE AGAIN. SO IF CUSTOMER CAN BRING VEHICLE BACK WE WILL RUN THE TESTS ON IT AGAIN
6. ALSO WHAT ABOUT THE RAILS FOR THE VEHICLE?

DPSM STATES

1. IF THE LATEST UPDATE IS DONE AND THE PROBLEM CANNOT BE DUPLICATED THEN NOTHING MORE CAN BE DONE
2. THE RAILS ARE NOT AVAILABLE CURRENTLY BUT I AM WORKING ON TRYING TO GET THEM AS SOON AS POSSIBLE

WRITER STATES

1. IS THERE ANYTHING MORE THAT I NEED TO NOTE
2. WAS TOLD BY VINCE, SVC MGR TO HAVE THE CUSTOMER BRING VEHICLE BACK IN AND (FL099) WILL RECHECK THE **AIRBAG** LIGHT
3. THE DPSM ASKED IF WRITER COULD ADVISE MR GOLDSTEIN ABOUT THE RAIL SITUATION
4. WRITER STATES THAT THE CUSTOMER WOULD BE CONTACTED AND INFORMATION RELAYED

*** PHONE LOG 04/24/2008 10:49 AM US Mountain Standard Time CCummins Action Type:Outgoing call

WRITER STATES

1. SPOKE WITH MR [REDACTED] WITH REGARDS TO THE **AIRBAG** LIGHT
2. ADVISED THE AREA REP INDICATED THAT THERE WAS NO MORE THAT COULD BE DONE TO RESOLVE THE **AIRBAG** LIGHT SITUATION
3. ADVISED THE ROOF RAILS ARE NOT AVAILABLE BUT THE AREA REP IS TRYING TO LOCATE THEM FOR THE CUSTOMER
4. ADVISED VINCE, SVC MGR, (FL099) WOULD BE GLAD TO RUN THE DIAGNOSTICS AGAIN FOR THE CUSTOMER
5. ADVISED CALLING KCC IF FURTHER ASSISTANCE IS REQUIRED

CUSTOMER STATES

1. OKAY THE NEXT TIME I CAN I WILL TAKE TO THE DEALERSHIP

*** CASE CLOSE 04/24/2008 10:50 AM US Mountain Standard Time CCummins

*** CASE CLOSE 07/08/2008 01:19 PM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer Affairs Department**

Page 5 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1445224	10,000
Boca Raton, FL ██████████		Prod. Date: 5/8/07	Dealer: NY007 Kia of Middletown	

*** PHONE LOG 07/17/2008 12:16 PM US Mountain Standard Time KJohnson Action Type:Incoming call

Customer stated:

- 1 - I had to get the brake rotors resurfaced at 10K and they told me the rotors were only warranted for 12/12
- 2 - Am I going to have to have this done every 10K?
- 3 - That has got to be some kind of defect
- 4 - The **OCS** light is better, but still not working correctly
- 5 - Sometimes my wife has to get off the seat and then sit back down to activate the **OCS**
- 6 - Other times we are driving down the road and the **OCS** light comes on

Writer stated:

- 1 - Apologized
- 2 - Make appt at Kia dlr and CB w/ appt time
- 3 - This office will follow up when veh at dlr to involve all of Kia's diagnostic and technical resources
- 4 - Provided new case number***

Customer stated:

- 1 - Thank you.

*** CASE CLOSE 07/17/2008 12:30 PM US Mountain Standard Time KJohnson

*** PHONE LOG 07/18/2008 06:33 AM US Mountain Standard Time SLarez Action Type:Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES.

1. I AM CALLING BECAUSE I MADE THE APPOINTMENT, THE DEALERSHIP WILL HAVE THE CAR ON THE 24TH OF THIS MONTH. (JULY)
2. I WANTED TO LET KAREN KNOW BECAUSE SHE TOLD ME TO.

WRITER STATES.

1. I WILL BE OFF ON THE 23RD 24TH, AND 25TH.
2. I WOULD OFFER TO ASSIST YOU HOWEVER I WILL NOT BE HERE WHEN THE CAR IS IN THE SHOP. THEREFORE, I WILL GET YOU BACK TO KAREN.

WRITER TRANSFERRED TO KARENS V.M.

*** CASE CLOSE 07/18/2008 06:34 AM US Mountain Standard Time SLarez

*** PHONE LOG 07/18/2008 07:03 AM US Mountain Standard Time TJohnson Action Type:Incoming call

CUSTOMER ADVISED

- 1 I WOULD LIKE TO SPEAK WITH KAREN
- 2 I TRIED HER EXT AND IT DIDNT GO THRU

**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]	KNDJD735585 [REDACTED]	K1445224	10,000
Boca Raton, FL	[REDACTED]	Prod. Date: 5/8/07	Dealer: NY007	Kia of Middletown

1 WARM TRANSFERRED TO (KJOHNSON)

*** PHONE LOG 07/18/2008 07:06 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer called

Writer stated:

- 1 - Already in calendar for 24hr; FCM Steve not only documented notes, but gave wtr post-it to notify
- 2 - On intermittent complaint, cannot guarantee fix, but do guarantee that writer will involve as many of Kia's resources as possible

Customer stated:

- 1 - OK

*** NOTES WITH COMMITMENT 07/18/2008 07:07 AM US Mountain Standard Time KJohnson Action Type:Manager review

*** CASE CLOSE 07/18/2008 07:08 AM US Mountain Standard Time KJohnson

*** PHONE LOG 07/29/2008 09:06 AM US Mountain Standard Time KJohnson Action Type:Incoming call
on 7/28 customer left VM stating:

- 1 - Am taking vehicle in 7/31
- 2 - I got sick last week
- 3 - Please CB @ [REDACTED]

*** NOTES 07/31/2008 07:51 AM US Mountain Standard Time KJohnson Action Type:Manager review

Writer notes: UNFANGLING THE CASE NOS.

Customer called in and gave K1438491 as case no.

This case no. had been erroneously created w/ customer's prior veh.

Writer created new case, K1473531, w/ correct VIN.

Upon updating case, wtr discovered pre-existing case on same issue and consolidated them all under K1445224

*** PHONE LOG 07/31/2008 07:52 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlshp and SVC M Herb stated:

- 1 - Veh is here and CND
- 2 - I have opened tech case
- 3 - Everything checks out.

*** PHONE LOG 07/31/2008 08:13 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called DPSM Tom Nassar, who stated:

- 1 - Get wife into dlshp
- 2 - Tell Herb to read owner's manual

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735585 [REDACTED]	K1445224	10,000
Boca Raton, FL [REDACTED]		Prod. Date: 5/8/07	Dealer: NY007	Kia of Middletown

*** PHONE LOG 07/31/2008 08:14 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and left VM requesting CB @ 46041

*** PHONE LOG 07/31/2008 08:29 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlrshp:
1 - Customer not at dlrshp; in loaner
2 - SVCM Herb not available

Writer stated to SA Scott:
1 - Per DPSM, have customer come in w/ wife and testdrive w/ SVCM in back seat
2 - Review owner's manual, which has 15 pp on **OCS** system
3 - wr left msg w/ customer w/ this request: does not have customer cell number

Scott stated:
1 - Have cell number and
2 - Have case number K1473531
3 - Am working w/ customer

Writer stated:
1 - FYI, as of this am everything consolidated in K1445224

*** PHONE LOG 08/01/2008 08:07 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr: no ans, no VM in svc

*** PHONE LOG 08/01/2008 08:47 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer left VM stating:
1 - A seat is on order, but this is the 4th time I've had to take the car in
2 - The dealer didn't believe me until they saw it with their own eyes
3 - Please CB @ [REDACTED]

*** PHONE LOG 08/01/2008 09:12 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer stated:

- 1 - Happy were able to duplicate problem
- 2 - Writer escalating case to regional office because of number of attempts
- 3 - Someone should contact you in 2 business days
- 4 - Dual address has created some confusion in our files
- 5 - Want to get on file once and for all:

New York address:

[REDACTED]
Monticello, NY [REDACTED]

Home phone no: [REDACTED]

Florida address

[REDACTED]
Boca Raton, FL [REDACTED]

Home phone no: [REDACTED]

Wife cell number (always [REDACTED])

**Kia Motors America
Consumer Affairs Department**

Page 8 of 10

<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]	KNDJD735585 [REDACTED]	K1445224	10,000
Boca Raton, FL [REDACTED]		Prod. Date: 5/8/07	Dealer: NY007 Kia of Middletown	

Husband cell number (sometimes on) [REDACTED]

Customer stated:

1 - Thank you.

*** NOTES 08/01/2008 09:15 AM US Mountain Standard Time KJohnson Action Type:Manager review

Writer dispatching to Eastern Region

- (a) to assist determination
- (b) for early intervention
- (c) to contact customer (see contact information at end of notes)

Because

- 1 - 2008 Sorento. 10K
- 2 - Repeat complaints on **OCS**; reflash did not resolve
- 3 - DPSM has been involved

Other notes:

- 1 - 3 separate cases on same issue now consolidated into this one
- 2 - Customer lives in both NY and FL; both address and phone nos. now in case notes

*** NOTES 08/01/2008 09:16 AM US Mountain Standard Time KJohnson Action Type:Manager review

Additional notes for dispatch:

- 1 - Wtr has tried unsuccessfully to reach dlr 5 (!!) times this morning for this and other cases to confirm diagnosis

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

Send to:[TNassar@kiausa.com]

Karen at 46041

No need to CB. Have dispatched.

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\OBJCA_Attachments\SendHistory\Case_K1445224_KJohnson_08-01-2008101016.doc>>

*** FORWARD 08/01/2008 10:26 AM Pacific Daylight Time MPfeifer

*** PHONE LOG 08/04/2008 12:49 PM US Mountain Standard Time KJohnson Action Type:Incoming call

Customer stated:

- 1 - Now they want me to bring it back to reprogram
- 2 - They've done this twice before; it doesn't do anything
- 3 - They think we're free?

**Kia Motors America
Consumer Affairs Department**

Page 9 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735585 [REDACTED]	K1445224	10,000
Boca Raton, FL [REDACTED]		Prod. Date: 5/8/07	Dealer: NY007 Kia of Middletown	

4 - I'm getting pretty aggravated

Writer stated:

1 - David Drayman has responsibility for your case now

Writer warm-transferred case to RCAA David

*** PHONE LOG 08/04/2008 04:01 PM Eastern Daylight Time DDrayman Action Type:Incoming call
CUST

1. WHEN SPOUSE SITS IN SEAT STILL INTERMITTENT **OCS** LIGHT ISSUES
2. DLR HAS VERF W/ A KIA REP THERE
3. CUST THINKS NEW SEAT WILL FIX ISSUE THINKS PROBLEM IS IN THE SEAT.

WRITER

1. DPSM IS ON VACATION THIS WEEK
2. LET ME MAKE SOME CALLS TO SM AND FTR TO SEE WHAT CAN BE DONE

*** PHONE LOG 08/06/2008 02:38 PM Eastern Daylight Time DDrayman Action Type:Incoming call
WRITER LVM MSG FOR SM AT NY007

*** PHONE LOG 08/06/2008 02:41 PM Eastern Daylight Time DDrayman Action Type:Incoming call
WRITER LVM MSG FOR CUST

*** PHONE LOG 08/08/2008 08:40 AM Eastern Daylight Time DDrayman Action Type:Incoming call
NY007 HERB IN SVC DEPT LEFT WRITER V/M

1. LEFT MSG SD THEY CAN ONLY DUP **OCS** MAYBE 1 OUT OF 50 TIMES THEY HAVE DONE REFLASH. REALLY DONT KNOW WHAT ELSE TO DO
2. FTR AND OTHER DLRS HAVE LOOKED AT THIS MULTIPLE TIMES AND MANY CND RESULTS

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

Send to:[Nassar, Thomas [KMA]]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer 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: \\geopubs\Clarify\OB\CA_Attachments\SendHistory\Case_K1445224_DDrayman_08-11-2008111822.doc>>

*** PHONE LOG 08/11/2008 04:26 PM Eastern Daylight Time DDrayman Action Type:Incoming call
DPSM TOM AMD SVC MGR DAVE AT NY007 CONF CALL

1. WILL ORDER SEAT CUSHION ASSEMBLY AND DO CHECK THAT REFLASH IS UPDATED
2. NY007 WILL CALL CUST AND SCHED AN APPOINTMENT

**Kia Motors America
Consumer Affairs Department**

Page 10 of 10

<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735585 [REDACTED]	K1445224	10,000
Boca Raton, FL [REDACTED]		Prod. Date: 5/8/07	Dealer: NY007 Kia of Middletown	

*** PHONE LOG 08/13/2008 01:38 PM Eastern Daylight Time DDrayman Action Type: Incoming call
CUST

1. HASN'T HEARD FROM DEALER YET
2. WILL CALL ME BACK IF DOESN'T HEAR FROM DEALER IN 7-10 DYAS

WRITER

1. ADV I WAS ON PHONE W/DLR AND DPSM AND AUTH WAS GIVEN TO ORDER NEW SEAT BOTTOM FOR **PASS** SEAT..DLR IS TO CALL U WHEN PART COMES IN
2. CALL ME BACK IF U DO NOT HEAR BACK FROM DLR

*** CASE CLOSE 08/13/2008 02:00 PM Eastern Daylight Time DDrayman

**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>
██████████	██████████	KNDJC735285 ██████████	K1622627	8,000
Randolph, MA ██████████		Prod. Date: 11/8/07	Dealer: MA006	Quirk Kia

Case History

Complaint Other

*** PHONE LOG 07/29/2009 03:21 PM US Mountain Standard Time BWilliams
Customer states:

1. Received recall notice for **PASS**enger **AIR**bag indicator.
2. Took it to dealer for MA006, but indicator never worked correctly.
3. Took it back today for rep**AIR** but concern is not resolved.
4. Planning on going on vacation tomorrow but wife does not want to be in a car with the **AIR**bags off.
5. Did not want to call dealership tonight.
6. How can I get this concern resolved?

Writer states:

1. Apologized for problem.
2. Advised customer should call MA006 in the morning to reiterate concern.
3. Advised customer to callback when vehicle is at MA006 so we can make sure all resources are involved.

Customer states:

1. I will take it back in tomorrow morning.
2. I will call back when I get there.

*** CASE CLOSE 07/29/2009 03:21 PM US Mountain Standard Time BWilliams

*** PHONE LOG 07/30/2009 04:57 AM US Mountain Standard Time RHall Action Type:Incoming call
██████████ called

- 1 I was supposed to call back when the vehicle is at the dlr
- 2 I am really concerned because I am supposed to go on vacation in an hour
- 3 I want my car to be fixed ! my wife wants the **AIR**bags to work!

wrt stated

- 1 I apologized. KMA would like to oversee the rep**AIR** of your veh and help the dlr exhaust all resources to help rep**AIR** your veh
2. Kia will follow up with the dlr and contact you with any new information as soon as it is available

*** PHONE LOG 07/30/2009 04:59 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Sve Ken

- 1 Calling to get diagnosis and rep**AIR** history

Ken stated

- 1 On 7/29 - **AIR**bag light on - we found no codes. checked system and check ok- advised customer must be sitting in seat correctly squarely
- 2 May 09- **AIR**bag light on- completed **OCS** reprogramming for **AIR**bag light
- 3 That is all I am showing for history
- 4 We have the vehicle in teh shop but a tech has not started working on it yet but we will get to it soon

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]	KNDJC735285 [REDACTED]	K1622627	8,000
Randolph, MA [REDACTED]		Prod. Date: 11/8/07	Dealer: MA006	Quirk Kia

*** PHONE LOG 07/31/2009 11:07 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to svc mgr- not available - spoke to TJ
1 calling to get diagnosis and rep**AIR** status

TJ stated

- 1 The customer has the vehicle back rep**AIR**ed
- 2 But the RO is closed so only mgrs can access that
- 3 Call back svc mgr Mark in about 30 mins

*** PHONE LOG 08/04/2009 05:31 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to svc Chuck

- 1 calling to find out if [REDACTED] vehicle rep**AIR**ed

Chuck stated

- 1 Vehicle is operating as designed. Shop Foreman explained to the customer
- 2 I will have Jay call you back with more details about this

*** PHONE LOG 08/05/2009 08:11 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Svc Mgr Jay-- Left message with Robin for Svc mgr to call back wrt

*** PHONE LOG 08/06/2009 06:27 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Svc Mgr -not available- spoke to Stan

- 1 calling to get rep**AIR** status?

Stan stated

- 1 I checked the system with the tech and found no mfr defects or concerns
- 2 **PASS**enger **AIR**bag light was not recognizing when his wife sits in the seat
- 3 Everytime I got in and out of the seat the light worked as designed
- 4 I showed that to the customer and he drove off happy

*** PHONE LOG 08/06/2009 06:30 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to [REDACTED] stated

- 1 This is KMA following up to see how veh is performing?
- 2 any further questions or concerns, please eb wrt at 1-800, case

[REDACTED] stated

- 1 Vehicle **AIR**bag works about 90% of the time
- 2 It is only when my wife sits in it
- 3 But for the most part is is working great

wrt stated

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>
██████████	██████████	KNDJC735285 ██████████	K1622627	8,000
Randolph, MA ██████████		Prod. Date: 11/8/07	Dealer: MA006 Quirk Kia	

3 Dlr checked *AIR* bag system and found no defects
4 If you have any further concerns, please cb wrt

Mr ██████████ stated
1 Ok I will thanks for calling

*** CASE CLOSED 09/06/2008 BY ADMINISTRATION ***

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736775 [REDACTED]	K1530396	11,254
Atco, NJ [REDACTED]		Prod. Date: 12/1/06	Dealer: NJ003	Cherry Hill Kia

Case History

Complaint *RePAIR Assistance*

*** PHONE LOG 12/09/2008 08:58 AM US Mountain Standard Time UValencia
800# VM DONALD APPLEBERG FROM NJ003

- 1.- 2007 SORENTO
- 2.- [REDACTED]
- 3.- **AIR**BAG LIGHT STAYS ON WHEN SOME ONE SEATS ON **PASS**ENGER SIDE
- 4.- THIS IS THE 3RD TIME
- 5.- THERE IS A REFLASH. WE PERFORMED THAT
- 6.- IT SEEMS TO BE WORKING. BUT SINCE THIS IS THE 3RD TIME I WANTED TO REPORT IT

*** PHONE LOG 12/09/2008 02:11 PM US Mountain Standard Time UValencia Action Type:Outgoing call

- WRT CALLED DONALD AT NJ003
- 1.- CALLING BACK ABOUT SVC ALERT VM
 - 2.- WHAT'S THE STATUS OF VEHICLE?
 - 3.- CAN CALLER PROVIDE PH#?
 - 4.- THANKED DAN FOR UPDATE

CALLER STATES

- 1.- THE VEHICLE HAD BEEN HERE TWICE BEFORE
- 2.- THERE IS A NEW REPROGRAM THAT WE DID
- 3.- IT SEEMS TO BE WORKING OK NOW
- 4.- CST LEFT, THEY NEVER LEFT VEHICLE HERE. THEY WAITED FOR
- 5.- BUT I REPORTED IT BECAUSE IT WAS REPEATED
- 6.- PROVIDED CST PH#

*** PHONE LOG 12/09/2008 02:19 PM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MS GONZALEZ. WRT LVM REQUESTING A CALL BACK. PROVIDED CASE# AND CONTACT INFORMATION

*** PHONE LOG 12/10/2008 08:05 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MR [REDACTED]

- 1.- CALLING ABOUT RECENT **REPAIR**
- 2.- APOLOGIZED. WRT AWARE THAT THIS IS THE 3RD TIME
- 3.- GLAD TO HEAR THAT IS WORKING FINE SO FAR
- 4.- PROVIDED CASE# AND CONTACT INFORMATION
- 5.- ADVISE TO CALLBACK. IF FURTHER ASSISTANCE IS NEED IT
- 6.- WILL NOTE THAT SVC DEPARTMENT WAS VERY GOOD AND HELPFUL
- 7.- CST THANKED WRT FOR CALLING AND INFORMATION

CST STATES

- 1.- I WAS THERE YESTERDAY
- 2.- SO FAR SO GOOD
- 3.- I TESTED IT THIS MORNING. AND IT WORKED
- 4.- I AM WAITING FOR THE SURVEY. TO GIVE HIM ALL 10'S
- 5.- THE GUYS THERE ARE VERY HELPFUL
- 6.- THANKS FOR CALLING

*** CASE CLOSE 12/10/2008 08:06 AM US Mountain Standard Time UValencia

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736775 [REDACTED]	K1530396	11,254
Atco, NJ [REDACTED]		Prod. Date: 12/1/06	Dealer: NJ003 Cherry Hill Kia	

*** CASE CLOSE 01/06/2009 03:42 PM US Mountain Standard Time JHirshfield
Tread **AIR**bag review -- JH

*** CASE CLOSE 01/06/2009 03:44 PM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	kndjd736685 [REDACTED]	K1528971	3,600
Dacula, GA [REDACTED]		Prod. Date: 10/1/07	Dealer: GA053	Kia Mall of Georgia

Case History

Complaint **Rep AIR Assistance**

*** PHONE LOG 12/04/2008 12:38 PM US Mountain Standard Time KJohnson

Customer stated:

- 1 - We just bought this veh and need to get an owner's manual
- 2 - I know we did not get the 10/100 PTW, but warranty did we get?
- 3 - Sometimes the **PASS**enger seat **AIR**bag is not activating when I sit there

Writer stated:

- 1 - Apologized
- 2 - Updated; no open recalls
- 3 - w/s 3/25/08: balance of 5/60 LBW/PTW/RS
- 4 - LBW and PTW cover entire vehicle against factory defects for 5/60, except the following:
 - tires are warranted by tire manufacturer, not by Kia
 - battery has 2 year warranty
 - wear items, such as belts, hoses, brake pads, windshield wipers, light bulbs -- things you expect to replace during the life of the veh -- have 12/12 warranty
 - paint and audio systems have 3/36 warranty
- 5 - Follow severe maintenance schedule in owners manual and keep all receipts
- 6 - Re: **OCS**, make appt w/ Kia dlr to be sure system functioning as designed; system is under warranty
- 7 - Also, once receive owner's manual, read that section
- 8 - **OCS** is designed NOT to activate if person sitting there is too small or not sitting properly
- 9 - Provided [REDACTED]

Customer stated:

- 1 - Thank you

*** CASE CLOSE 12/04/2008 12:39 PM US Mountain Standard Time KJohnson

*** CASE CLOSE 01/06/2009 12:43 PM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 2

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736275 [REDACTED]	K1427190	6,610
Ransomville, NY [REDACTED]		Prod. Date: 9/20/06	Dealer: NY022 Northtown Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 03/21/2008 05:22 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES.

1. I AM HAVING ISSUES WITH THE CAR.
2. THE **PASS**enger side **AIR** BAG DOES NOT BECOME ACTIVE EVER TIME SOMEONE IS SITING IN THE SEAT AS IT SHOULD.
3. SOMETIMES IT WILL WORK AND SOMETIMES IT WONT.
4. WE TOOK THE CAR TO THE DEALERSHIP AND THEY TOLD US THERE IS NOT ANYTHING WE CAN DO.

WRITER STATES.

1. I AM GOING TO HAVE TO CALL THE DEALERSHIP TO SPEAK TO THEM AND THEN GO FORM THERE.
2. WE ARE HERE TO FIX THE CAR AND HONOR THE WARRANTY AND IF THERE IS SOMETHING DEFECTIVE WITH THE SEAT THEN WE WILL HAVE TO TAKE CARE OF IT.
3. LET ME CALL THEM AND I WILL GET BACK TO YOU.

*** PHONE LOG 03/21/2008 05:22 AM US Mountain Standard Time SLarez

AIR BAG NOT LIGHT NOT

*** PHONE LOG 03/25/2008 07:08 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND LEFT MESSAGE FOR RUSS SERVICE MGR TO CALL BACK .

*** PHONE LOG 03/25/2008 12:21 PM US Mountain Standard Time SLarez Action Type:Incoming call
RUSS STATES.

1. WE DID NOT DUPLICATE THE PROBLEM WITH THE **AIR** BAG ON THE **PASS**enger side **AIR** BAG
2. WE DID E-MAIL ROBERT JOYCE TO SEE IF THERE ARE ANY REFLASHES WE COULD DO. I KNOW THERE WAS ONE ON THE OPTIMA AND SPECTRA.
3. I HAVE NO HAD A LOT OF ISSUES WITH THE **PASS**enger side **AIR** BAGS FOR THE SORENTO.

WRITER STATES.

1. THERE IS A REFLASH FOR THE SORENTO HOWEVER THAT HAS TO GO THROUGH ROBERT JOYCE. I WILL CALL HIM ABOUT IT.
2. THANK YOU.

*** PHONE LOG 03/25/2008 12:26 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED ROBERT J. AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 03/25/2008 12:40 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER DID GET A HOLD OF DPSM
ROBERT STATES.

1. I WILL CALL RUSS AT THE DEALERSHIP AND SPEAK TO HIM ABOUT THIS.
2. HE DID SEND ME AN E-MAIL.
3. I WILL DISCUSS IT WITH HIM AND THEN WE CAN GO FROM THERE.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO I X 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736275 [REDACTED]	K1427190	6,610
Ransomville, NY [REDACTED]		Prod. Date: 9/20/06	Dealer: NY022	Northtown Kia

WHEN THEY HAVE INFORMATION ON WHAT TO DO.
2. I WILL SET A COMMITMENT. TO CHECK ON THE CUSTOMER LATER ON AS WELL.

ROBERT STATES THAT IS FINE.

*** PHONE LOG 03/25/2008 12:42 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 03/26/2008 07:48 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 03/26/2008 09:06 AM US Mountain Standard Time TShamburger Action Type:Incoming call
[REDACTED] called

1 dont have case number need to speak to Steve
wrt states
1 Steve is at lunch now.
2 he did leave you a msg.
3 from what notes states he wanted to inform you that the kia rep involved with your cars issue with SM
4 and that Russ will call you to inform you what to do next.
5 if you need to speak more to Steve on this you would have to call him back.
cust states
1 that is fine, that is great.
2 dont have to speak to STEve call ended.

*** NOTES 03/26/2008 09:39 AM US Mountain Standard Time SLarez Action Type:Manager review
COMMITMENT SET FOR 4/10 TO CHECK ON STATUS OF THE CASE WITH CUSTOMER.

*** CASE CLOSE 03/26/2008 09:40 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
Trabuco Canyon, CA		KNDJC736975	K1612402	42,000
		Prod. Date: 9/28/06	Dealer: CA204 The Kia Depot	

Case History

Complaint Recall

*** PHONE LOG 07/08/2009 09:01 AM US Mountain Standard Time RBriones

Ms [REDACTED] stated:

1. Having a problem with **PASS**enger seat **AIR** bag sensor.
2. Vehicle has been at the dealer three times for this problem.
3. Svc dept had been unable to resolve it.
4. Doesn't matter who sits in the seat, the light does not go off.
5. Got the recall notice and took vehicle into dealer to have them do that.
6. It did not take care of the problem.
7. Now, I am going to have to take it back for a fourth time.
8. Want to know what Kia can do to help me.
9. Can I get a rental when I take it back in?

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty rep**AIR**s.
3. Gave customer case number and writer's ext number.
4. Advised customer to call us back once vehicle goes back in for svc.
5. We can then work with svc dept to try and resolve concerns.
6. Rental or loaner is not a provision of Kia warranty.
7. Kia does assist on a case by case basis.
8. Not likely that rental would be authorized prior to veh being at dealer with diagnosis.
9. Can check on that and call customer back once I have an answer.

*** PHONE LOG 07/10/2009 04:09 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called CA204 and got no answer or vm.

*** PHONE LOG 07/13/2009 11:02 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called CA204 and Josh in svc stated:

1. Customer has been in here three times.
2. First two times, we were not able to duplicate the problem.
3. Thrid thime, we were still not able to duplicate it, but completed recall.
4. Every time one of our svc personnel has sat in the seat, the light has gone off.
5. We even had a tech that weighs 130 lbs.
6. It even worked normally with him.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 07/13/2009 11:06 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM, Robert Leal, and left vm stating:

1. Gave writer's name, and ext number.
2. Adv of customer name, veh, and dealer.
3. Customer vehicle been at dealer 3x for **AIR** bag light.
4. Advised what Josh in svc stated.
5. Customer wants rental pre authorized so he can leave veh at dealer.
6. Please call back when you get a chance.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736975 [REDACTED]	K1612402	42,000
Trabuco Canyon, CA	[REDACTED]	Prod. Date: 9/28/06	Dealer: CA204	The Kia Depot

*** EMAIL OUT _ RBriones Action Type: External email
Send to: [rleal@kiausa.com]
Robert,
Call me back on this case when you get a chance.

Thanks.

Richard B. ext 46059.

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_K1612402_RBriones_07-13-2009115657.doc>>

*** PHONE LOG 07/13/2009 11:12 AM US Mountain Standard Time RBriones Action Type: Incoming call
DPSM. Robert Leal, stated:
1. Got your vm.
2. You are right, the answer is no.
3. I can speak with dealer about diagnosing the concern.
4. Dealer doesn't need to have vehicle that long to diagnose it.

Writer Stated:
1. Thanks for the info.

*** PHONE LOG 07/13/2009 11:16 AM US Mountain Standard Time RBriones Action Type: Outgoing call
Writer called customer and stated:
1. Left mssg on cust's vm.
2. Spoke with DPSM about rental.
3. Answer was no.
4. Gave case number and 800 number.
5. Customer can call back once vehicle is at dealer.
6. We can then work with dealer to resolve concerns.

*** CASE CLOSE 07/13/2009 11:17 AM US Mountain Standard Time RBriones concerns noted.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 7

<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]	KNDJD736075 [REDACTED]	K1389495	4,400
Soddy Daisy, TN [REDACTED]		Prod. Date: 10/10/06	Dealer: TN026 Prebul Kia	

Case History

Complaint **Per AIR** Assistance

*** PHONE LOG 12/04/2007 07:00 AM US Mountain Standard Time CHart
cust called

1. i've had this a little over a month and a half
2. i've had to take the veh back 3 times to have it worked on
3. i'm taking it back tommorow to have it worked on again
4. the transmission is acting up on it
5. the **PASS**enger **AIR**bag isn't working right.
6. i'm unhappy with the veh
7. i'll have the veh in there tommorow around 8:00
(([REDACTED]))

wrt states

1. apologize
2. advised kia will stand behind the warranty and work to rep**AIR** the veh
3. wrt can follow up w/ dlrshp in regards to diagnosis/rep**AIR**
4. will call cust when info obtained
5. provided case# and ext

cust understood -- call ended

*** PHONE LOG 12/05/2007 12:08 PM US Mountain Standard Time CHart Action Type:Outgoing call

called dlrshp -- left VM for SM

1. calling regarding cust veh
 2. please call wrt back w/ info
 3. left 800 and ext
- call ended

*** PHONE LOG 12/05/2007 12:23 PM US Mountain Standard Time CHart Action Type:Incoming call

Eric w/ SM dlrshp -- called

1. normal conditions
2. operating as normal if the customer sits in the veh correctly
3. there is a surge in the transmission around 40mph
4. he waited for the veh to be done

wrt thanked Eric -- call ended

*** PHONE LOG 12/05/2007 12:25 PM US Mountain Standard Time CHart Action Type:Outgoing call

called dpsm MMyers

wrt states

1. calling regarding veh
2. dlr states operating as designed
3. wrt wanted to confirm diagnosis

MMyers states

1. some people call it a chuggle -- this is normal for this veh

wrt thanked MMyers -- call ended

**Kia Motors America
Consumer Affairs Department**

Page 2 of 7

<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]	KNDJD736075 [REDACTED]	K1389495	4,400
Soddy Daisy, TN [REDACTED]		Prod. Date: 10/10/06	Dealer: TN026 Prebul Kia	

*** PHONE LOG 12/05/2007 03:08 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

*** NOTES 12/06/2007 07:40 AM US Mountain Standard Time CHart Action Type:Manager review
*** info from system downtime

Cust called
1. calling about my case

wrt states
1. apologized
2. followed up w/ dlr and dpsm
3. according to info obtained - veh operating as designed

cust states
1. that's a crock
2. there's no design for the veh to surge at any speed
3. I need to talk to someone else

Wrt states
1. apologize
2. advised dpsm confirmed information from dlr

cust states
1. I don't care
2. I want to speak w/ someone else

Wrt states
1. can forward case to appropriate dept
2. advised no one can override dpsm decision
((cust insistent))
cust understood - call ended

*** NOTES 12/06/2007 07:40 AM US Mountain Standard Time CHart Action Type:Manager review
forwarding to region for further handling

1. cust called regarding surging in veh and **OCS** coming on while driving
2. wrt followed up w/ dlr - dlr advised **OCS** operating fine
3. dlr also advised surging normal for this veh
4. wrt called dpsm - dpsm confirmed diagnosis
5. cust disagrees w/ response veh operating as designed
6. demanded to speak w/ someone else
7. forwarding to region for further handling and customer contact - 07 veh multiple rep. **AIR** attempts

*** PHONE LOG 12/06/2007 10:06 AM US Mountain Standard Time CHart Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Page 3 of 7

<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]	KNDJD736075[REDACTED]	K1389495	4,400
Soddy Daisy, TN [REDACTED]		Prod. Date: 10/10/06	Dealer: TN026 Prebul Kia	

Writer called Eric at TN026 and left a message requesting a call back.

*** PHONE LOG 12/10/2007 10:45 AM Eastern Daylight Time YEpps Action Type:Incoming call
Eric from TN026 called writer and stated:

1. customer brought the vehicle in for the *PASS*enger *AIR*bag light and a transmission chuggle.
2. my tech showed him how to sit in the seat correctly.
3. he *CND* the transmission concern.
4. first time the vehicle was in for either of those concerns.
5. there were no rep*AIR*s made.
6. the vehicle is operating as designed.

*** PHONE LOG 12/10/2007 10:46 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer and left a message requesting a call back.

*** PHONE LOG 12/10/2007 11:31 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Customer (John) called the writer and stated:

1. car has the transmission chuggle.
2. I didn't notice it when I first got the car, but it is getting worse now.
3. dealer said that a lot of people have this problem, and there is no fix.
4. they said that Kia says it is operating as designed.
5. they gave me a memo saying that it was operating as designed.

Writer stated:

1. apologized.
2. the vehicle is operating as designed at this time.
3. this is a characteristic of the vehicle.

Customer stated:

1. you can't tell me that the car was designed to drive like this.

Writer stated:

1. that is not what I said.
2. I said that it is a characteristic of the vehicle.
3. it may not be a good characteristic for you, but it is still a characteristic.

Customer stated:

1. when will they have a fix or a recall for this.
2. this has to have been going on for a year.
3. do the 2008s do this?

Writer stated:

1. am not aware of a recall for this vehicle.
2. am not aware of any concerns for the 2008.
3. writer does not learn of concerns until the customer contacts the writer.

Customer stated:

1. so what do you suggest?
2. I keep driving the car until it ruins something?
3. what happens if the vehicle messes up because of this?

**Kia Motors America
Consumer Affairs Department**

Page 4 of 7

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736075 [REDACTED]	K1389495	4,400
Soddy Daisy, TN [REDACTED]		Prod. Date: 10/10/06	Dealer: TN026 Prebu Kia	

4. then what will happen?

Writer stated:

1. writer suggests that you continue to drive the vehicle.
2. if you have additional concerns with your vehicle, you can contact R/A to tow it to the dealer.
3. the dealer will then diagnose the vehicle for rep **AIR**.

Customer stated:

1. but they can't fix it.
2. so it will sit there until a they have a fix.

Writer stated:

1. writer can not tell what will happen in the future.
2. writer can only address current concerns.

Customer stated:

1. I guess I will have to talk to an attorney about this.
2. f****ing b**ch

*** CASE CLOSE 12/10/2007 11:46 AM Eastern Daylight Time YEpps

*** PHONE LOG 12/18/2007 12:54 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED CALL FROM MRS. GRANT.

MRS. [REDACTED] STATED:

1. I WOULD LIKE TO SPEAK TO THE DISTRICT REP.
2. THE VEHICLE IS CUTTING OUT ON US WHILE DRIVING AND THE KIA DEALER CAN'T FIX THE PROBLEM.
3. WE WERE TOLD THIS IS THE VEHICLE CHARACTERISTIC WHICH WE DO NOT AGREE WITH.
4. THE KIA DEALER WOULD NOT GIVE US THE KIA DISTRICT REPS NUMBER TO CALL.
- 5.3 CAN I HAVE HIS NUMBER?

WRITER STATED:

1. SORRY.
2. WRITER CANNOT PROVIDE YOU WITH THE DISTRICT REP NUMBER.
3. THIS CASE HAS BEEN ESCALATED TO THE REGIONAL OFFICES.
4. YOU'VE BEEN SPEAKING TO THE KIA REGIONAL REP ALREADY.
5. IF YOU ARE STILL HAVING CONCERNS WITH THE VEHICLE AND DISAGREE WITH THE DIAGNOSIS, YOU HAVE AN OPTION TO TAKE THE VEHICLE TO ANOTHER KIA DEALER FOR A SECOND OPINION?

CUSTOMER STATED:

1. WE WOULD TAKE THE VEHICLE TO ANOTHER KIA DEALER, BUT IT IS OWNED BY THE SAME OWNER OF THIS KIA DEALER.
2. I WOULD LIKE THE DISTRICT REP TO CALL US SO WE CAN DISCUSS THIS CONCERN.

WRITER STATED:

1. WRITER CAN PUT IN THE REQUEST FOR THE KIA DPSM TO CONTACT YOU.
2. WRITER WILL FORWARD THIS CASE BACK TO THE REGIONAL OFFICE FOR CUSTOMER CONTACT.

MRS. [REDACTED] STATED:

**Kia Motors America
Consumer Affairs Department**

Page 5 of 7

<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]	KNDJD736075 [REDACTED]	K1389495	4,400
Soddy Daisy, TN [REDACTED]		Prod. Date: 10/10/06	Dealer: TN026 Prebul Kia	

1. HAVE THEM SPEAK TO MY HUSBAND AT [REDACTED]
2. THANK YOU.

*** NOTES 12/18/2007 12:58 PM US Mountain Standard Time ELeon Action Type:Manager review
WRITER FORWARDING CASE BACK TO SO. REGION FOR CUSTOMER CONTACT.
CUSTOMER IS REQUESTING DPSM TO CALL CUSTOMER.

*** PHONE LOG 12/20/2007 01:11 PM US Mountain Standard Time DLyons Action Type:Incoming call
Mrs [REDACTED] states:

1. I have been waiting for a return call from the kia rep
2. we were advised to allow 24 hours
3. we are still waiting

writer advised:

1. the regional office has this case
2. they have just picked up the case & might be researching further information for customer
3. apologized for the inconvenience that this has caused
4. the request has been made for a return call to customer.

*** PHONE LOG 01/02/2008 11:58 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called the DPSM and left a message requesting a call back.

*** PHONE LOG 01/03/2008 08:35 AM Eastern Daylight Time YEpps Action Type:Incoming call
DPSM called writer and left a message requesting a call back.

*** PHONE LOG 01/03/2008 08:37 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called DPSM and left a message requesting a call back.

*** PHONE LOG 01/03/2008 09:46 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer and DPSM called the customer [REDACTED] who stated:

1. repeated above concerns.

DPSM stated:

1. characteristic of the vehicle.
2. being investigated by Kia.
3. can contact you when we have further information.
4. vehicle was redesigned.
5. not a safety concern, more of a nuisance.
6. requested patience with Kia.

Customer stated:

1. willing to wait a couple of months.
2. will not wait for a long time.
3. Kia needs to crack down on this problem.
4. getting worse, very annoying.
5. wife won't drive the vehicle.

**Kia Motors America
Consumer Affairs Department**

Page 6 of 7

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736075 ██████████	K1389495	4,400
Soddy Daisy, TN ██████████		Prod. Date: 10/10/06	Dealer: TN026 Prebut Kia	

6. feels like it's going to die in the middle of the road.
7. trying to give Kia chance to make this right.

DPSM stated:

1. apologized.

Customer stated:

1. will give it a little while and see what happens.

*** CASE CLOSE 01/03/2008 09:49 AM Eastern Daylight Time YEpps

*** CASE CLOSE 01/10/2008 07:49 AM Pacific Daylight Time JeffStroup
tread review complete

*** PHONE LOG 02/21/2008 03:29 PM US Mountain Standard Time TShamburger Action Type:Incoming call
customer Mr ██████████ called ---

1. repeated the whole concern again with his veh not working as it should and kia has to fix it.
- 2 i gave kia more than enough time to get this veh rep **AIR**ed but when the dlr said kia knows about the problem but there is no fix fo transmission, what is that!
- 3 i spoke to a lawyer didnt hire him. but he said first thing to do is to send mfr a certified letter about the complaint.
- 4 yesterday my heater went on automatically and everything was off, i had to turn off veh and on again and than heater stop blowing hot hot **AIR**.
- 5 and the keyless remote was not working yesterday the horn was sounding in the garage my wife stated
- 6 and yerterday the locks were going off and on and horn sounded for the keyless entry and then it stopped.
wrt states
1 im sorry Mr ██████████ but you did speak to our kia regional office on your situation
2 and they did tell you they are looking into this and you were going to give kia chance to address your matter.
3 if you feel your heater and remote keyless entry is not work. advise taking it to the dlr to have it chk.
cust states
1 there is the lemon law in my state you know!
wrt states
1 the process/procedure is in your WCIM for lemon law
2 that law is there to protect consumer as well as the car mfr.
3 im sorry mfr here to support warr on veh and have veh rep **AIR**ed.
cust states
1 ok have someone call me from your regional office again on this problem that is still not fixed!
call ended

*** NOTES 02/21/2008 03:32 PM US Mountain Standard Time TShamburger Action Type:Manager review
foward to region again regarding the same complaint with the surge transmission feel. *****

- 1 cust states he wants a call back from Kia on when is kia rep **AIR**ing his transmission concern.
- 2 cust states he gave KMA enough time to rectify the problem
- 3 and his heater/ and keyless entry was not working right yesterday so cust claiming veh is a lemon
- 4 and is sending in a certified letter are recommended by a lawyer he spoke to. but did not hire.
- 5 please call cust again regarding his concern

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 EX	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736075 [REDACTED]	K1389495	4,400
Soddy Daisy, TN [REDACTED]	[REDACTED]	Prod. Date: 10/10/06	Dealer: TN026	Prebuil Kia

*** PHONE LOG 03/05/2008 11:38 AM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer [REDACTED] and LVM for customer to call writer back to discuss vehicle concerns.

*** PHONE LOG 03/18/2008 11:03 AM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer [REDACTED] and LVM for customer to call writer back to discuss vehicle concerns.

*** NOTES 03/18/2008 11:18 AM Eastern Daylight Time JWright Action Type:Manager review
Writer sent customer "Call Me" letter.

*** CASE CLOSE 03/18/2008 11:19 AM Eastern Daylight Time JWright

**Kia Motors America
Consumer Affairs Department**

Page 1 of 8

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1548340	20,000
Indio, CA ██████████		Prod. Date: 10/18/06	Dealer: CA211 Riverside Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 01/30/2009 09:46 AM US Mountain Standard Time JBaty

Customer stated:

1. CEL is on, also ESC and sometimes the **AIR** bag light.
2. Have spoken to Riverside dealer, and they can't look at it until Monday.
3. Is there a closer dealer?

Writer stated:

1. Apologized.
2. Updated/no recalls
3. Gave names and distances of other dealers in area.
4. Adv customer that veh is okay to drive as long as CEL doesn't start flashing and veh is driving okay.
5. Need to stop veh immediately if either of those conditions occur.
6. Gave case number.
7. Please call if have further questions or concerns.

Customer stated:

1. Okay.
2. Thank you.

*** CASE CLOSE 01/30/2009 09:46 AM US Mountain Standard Time JBaty

*** NOTES 02/24/2009 11:30 AM US Mountain Standard Time JSinclair **AIR** Action Type: Manager review
DUP CASE. TRANSFERING NOTES FROM CASE K1556979

*** NOTES 02/23/2009 04:15 PM clarify Action Type: Manager review

*** Performed by contact: ██████████

Unable to get any help with a safety issue reference my light for the **AIR** bag staying on. I have the following Case K1548340 with consumer aff**AIR**s. Took it to a dealership in Riverside and was told there was nothing they could do because it was a design flaw. This is the 2nd dealership that has not taken care of my problem, the first was in La Quinta which is now closed!

*** PHONE LOG 02/24/2009 11:34 AM US Mountain Standard Time JSinclair **AIR** Action Type: Incoming call
Wtr left VM for customer to rm call

*** NOTES 02/25/2009 09:45 AM US Mountain Standard Time JSinclair **AIR** Action Type: Manager review
Because of customer continuous problems wtr sent call me letter

*** CASE CLOSE 02/25/2009 09:45 AM US Mountain Standard Time JSinclair **AIR**

*** PHONE LOG 02/25/2009 12:37 PM US Mountain Standard Time ELeon Action Type: Incoming call

Writer received call from ██████████

Customer stated:

**Kia Motors America
Consumer Affairs Department**

Page 2 of 8

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1548340	20,000
Indio, CA ██████████		Prod. Date: 10/18/06	Dealer: CA211	Riverside Kia

3. Back on 7/08 the LaQuinta Kia dealer did an inspection on the **AIR** bag light and the front **PASS**enger seat. but they said they found nothing anything.
4. I contacted the Riverside Kia and set up an appointment with them on 2/3/08.
5. When I arrived i spoke to Phyllis Jones there and she said they would look at the **AIR** bag light concern.
6. Phyllis said that there is a design flaw in the seat that will cause the **AIR** bag off light to come on.
7. I was told it is the way i sit and that she gave me a brochure on how to sit properly in the seat.
8. I need Kia to fix the **AIR** bag light so I or someone else can sit in it without problems.

Writer stated:

1. Sorry for the concern.
2. writer can contact the Riverside Kia service manager and review your concern.
3. Writer may need to contact their DPSM and address your concern and see what we can do to resolve your **AIR** bag off light concern.
4. Writer will contact you once spoken to the Kia reps?
5. provided writers contact number.

Customer stated:

1. That will be fine.
thank you.

*** PHONE LOG 02/26/2009 03:35 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CALLED Riverside Kia SERVICE MANAGER AND PLACED ON HOLD.
WRITER RECEIVED NO ANSWER OR VM.

*** PHONE LOG 02/27/2009 02:18 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT Phyllis Jones SERVICE ADVISOR AT Riverside Kia.
WRITER STATED:

1. WRITER CALLING REGARDING CUSTOMERS **AIR** BAG LIGHT CONCERN.
2. PROVIDED CUSTOMERS INFO.
- 3.. CUSTOMER STATES THAT Phyllis Jones HAD SPOKE TO THE CUSTOMER AND TOLD CUSTOMER THAT YOU WOULD NOT INSPECT THE **AIR** BAG LIGHT CONCERN AND THAT THE SEAT IS A DESIGN FLAW AND IT IS THE WAY THEY SIT AND NOTHING CAN BE DONE.
3. CUSTOMERS WAS GIVEN A BROCHURE ON **AIR** BAGS SYSTEM?.
4. THE CUSTOMER FEELS THERE IS A PROBLEM WITH EITHER THE **AIR** BAG SYSTEM OR SEAT?
5. DID YOU INSPECT THE CUSTOMERS **AIR** BAG LIGHT CONCERN OR THE SEAT?

Phyllis Jones STATED:

1. NO. WE DID NOT INSPECT THE **AIR** BAG LIGHT CONCERN.
2. WE'VE HAD A LOT OF CUSTOMERS WITH THIS MODEL VEHICLE THAT HAS COME IN WITH **AIR** BAG OFF LIGHT ON.
3. 100% OF THEM ARE EITHER NOT SITTING RIGHT OR THEY HAVE A SEAT COVER OVER THE SEAT THAT INTERFERE WITH THE SEAT SENSOR.
4. WE DO GIVE A PRINT OUT FROM THE OWNERS MANUAL ON THE **AIR** BAG SYSTEM.
5. I DO NOT KNOW WHY THE CUSTOMER WOULD SAY I TOLD THEM THE SEAT WAS A DESIGN FLAW?

WRITER STATED:

**Kia Motors America
Consumer Affairs Department**

Page 3 of 8

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736575 [REDACTED]	K1548340	20,000
Indio, CA [REDACTED]		Prod. Date: 10/18/06	Dealer: CA211	Riverside Kia

*** PHONE LOG 02/27/2009 03:06 PM US Mountain Standard Time ELeon Action Type:Outgoing call

WRITER CONTACT DPSM Robert Leal AND LVM.

WRITER STATED:

1. PROVIDED CUSTOMERS INFO.

2. CUSTOMER HAS **AIR** BAG LIGHT CONCERN.

3. CUSTOMER WENT TO THE Riverside Kia DEALER FOR AN APPOINTMENT.

4. CUSTOMER SAID THEY SPOKE TO Phyllis Jones , SERVICE ADVISOR AT Riverside Kia THE DEALER WOULD NOT INSPECT THE **AIR** BAG LIGHT CONCERN AND THAT THE SEAT IS A DESIGN FLAW AND IT IS THE WAY THEY SIT AND NOTHING CAN BE DONE.

4. CUSTOMERS WAS GIVEN INFO ON **AIR** BAGS SYSTEM

5. WRITER CONTACT THE SERVICE ADVISOR PHYLLIS AND SHE TOLD WRITER THEY DID NOT INSPECT THE **AIR** BAG LIGHT CONCERN AND DENIES TELLING CUSTOMER THE SEAT HAS A DESIGN FLAW.

6. PHYLLIS SAID THEY HAVE GOTTEN A LOT OF CUSTOMERS WITH THIS MODEL VEHICLE THAT HAS COME IN WITH **AIR** BAG OFF LIGHT ON AND 100% OF THEM ARE EITHER NOT SITTING RIGHT OR THEY HAVE A SEAT COVER OVER THE SEAT THAT INTERFERE WITH THE SEAT SENSOR.

7. THE DEALER DO GIVE A PRINT OUT FROM THE OWNERS MANUAL ON THE **AIR** BAG SYSTEM.

8. PHYLLIS DENIES TELLING CUSTOMER THAT THE SEAT IS A DESIGN FLAW .

9. CUSTOMER FEELS THERE IS A DEFECT IN THE **AIR** BAG OR THE SEAT?

10. WHAT CAN WE DO FOR THE CUSTOMER?

11. PROVIDED WRITERS CONTACT NUMBER.

*** EMAIL OUT ELeon Action Type:External email

Send to:[Rlea@kiausa.com]

ROBERT.

CUSTOMER WENT TO THE Riverside Kia DEALER FOR AN APPOINTMENT.

CUSTOMER SAID THEY SPOKE TO Phyllis Jones . SERVICE ADVISOR AT Riverside Kia THE DEALER WOULD NOT INSPECT THE **AIR** BAG LIGHT CONCERN AND THAT THE SEAT IS A DESIGN FLAW AND IT IS THE WAY THEY SIT AND NOTHING CAN BE DONE.

CUSTOMERS WAS GIVEN INFO ON **AIR** BAGS SYSTEM

1 CONTACT THE SERVICE ADVISOR PHYLLIS AND SHE TOLD WRITER THEY DID NOT INSPECT THE **AIR** BAG LIGHT CONCERN AND DENIES TELLING CUSTOMER THE SEAT HAS A DESIGN FLAW.

PHYLLIS SAID THEY HAVE GOTTEN A LOT OF CUSTOMERS WITH THIS MODEL VEHICLE THAT HAS COME IN WITH **AIR** BAG OFF LIGHT ON AND 100% OF THEM ARE EITHER NOT SITTING RIGHT OR THEY HAVE A SEAT COVER OVER THE SEAT THAT INTERFERE WITH THE SEAT SENSOR.

THE DEALER DO GIVE A PRINT OUT FROM THE OWNERS MANUAL ON THE **AIR** BAG SYSTEM.

PHYLLIS DENIES TELLING CUSTOMER THAT THE SEAT HAS A DESIGN FLAW

CUSTOMER FEELS THERE IS A DEFECT IN THE **AIR** BAG OR THE SEAT?

LET ME KNOW WHAT WE CAN TELL THE CUSTOMER?

THANKS.

ED LEON

46396

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

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 8

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736575 [REDACTED]	K1548340	20,000
Indio, CA [REDACTED]		Prod. Date: 10/18/06	Dealer: CA211	Riverside Kia

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1548340_ELeon_02-27-2009150757.doc>>

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

Send to:[Rleal@kiausa.com]

CUSTOMER WENT TO THE Riverside Kia DEALER FOR AN APPOINTMENT.

CUSTOMER SAID THEY SPOKE TO Phyllis Jones , SERVICE ADVISOR AT Riverside Kia THE DEALER WOULD NOT INSPECT THE **AIR** BAG LIGHT CONCERN AND THAT THE SEAT IS A DESIGN FLAW AND IT IS THE WAY THEY SIT AND NOTHING CAN BE DONE.

CUSTOMERS WAS GIVEN INFO ON **AIR** BAGS SYSTEM

I CONTACT THE SERVICE ADVISOR PHYLLIS AND SHE TOLD WRITER THEY DID NOT INSPECT THE **AIR** BAG LIGHT CONCERN AND DENIES TELLING CUSTOMER THE SEAT HAS A DESIGN FLAW.

PHYLLIS SAID THEY HAVE GOTTEN A LOT OF CUSTOMERS WITH THIS MODEL VEHICLE THAT HAS COME IN WITH **AIR** BAG OFF LIGHT ON AND 100% OF THEM ARE EITHER NOT SITTING RIGHT OR THEY HAVE A SEAT COVER OVER THE SEAT THAT INTERFERE WITH THE SEAT SENSOR.

THE DEALER DO GIVE A PRINT OUT FROM THE OWNERS MANUAL ON THE **AIR** BAG SYSTEM.

PHYLLIS DENIES TELLING CUSTOMER THAT THE SEAT HAS A DESIGN FLAW

CUSTOMER FEELS THERE IS A DEFECT IN THE **AIR** BAG OR THE SEAT?

LET ME KNOW WHAT WE CAN TELL THE CUSTOMER?

THANKS.

ED LEON

46396

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1548340_ELeon_02-27-2009151303.doc>>

*** NOTES 03/03/2009 06:30 AM US Mountain Standard Time ELeon Action Type:Manager review

WRITER FORWARDING CASE TO REGION FOR HANDLING AND CUSTOMER CONTACT.

.DPSM HAS NOT CALLED BACK WRITER.

*** PHONE LOG 03/03/2009 05:39 PM US Mountain Standard Time DDailous Action Type:Incoming call

CUSTOMER STATES

1. I GOT A LETTER THAT THEY ARE FOLLOWING UP ON A EMAIL I SENT
2. PROVIDED CASE NUMBER

WRITER STATES

1. APOLOGIZED

**Kia Motors America
Consumer Affairs Department**

Page 5 of 8

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736575 [REDACTED]	K1548340	20,000
Indio, CA [REDACTED]		Prod. Date: 10/18/06	Dealer: CA211	Riverside Kia

CUSTOMER STATES

1. AM CONFUSED
2. THE LETTER IS NOT SIGNED AND DOES NOT HAVE A NAME ON IT, JUST EXTENSION 4542

WRITER STATES

1. APOLOGIZED AND THANKED

*** PHONE LOG AND STATUS CHANGE 03/10/2009 08:45 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Left v/m requesting call back.

*** PHONE LOG 03/10/2009 04:42 PM Pacific Daylight Time ARomo Action Type:Incoming call
Received call from customer requesting call back.

*** PHONE LOG 03/17/2009 06:43 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:
1 - Nobody calls us back
2 - Both my husband and I work
3 - From 7 - 5 weekdays my work number is 760-391-4123
4 - My husband is available on his cell. 760-578-9314, anytime

Writer stated:

- 1 - Apologized for difficulties in communication
- 2 - Do see that Angel did call you and left VM

Writer placed customer on hold and left VM for RC VA Angel stating:

- 1 - Please call customer
- 2 - Providing daytime phone nos.

Writer returned to customer:

- 3 - Left VM for Angel
- 4 - Re-stated day-time phone nos.

Customer stated:

- 1 - Thank you.

*** PHONE LOG AND STATUS CHANGE 03/18/2009 02:15 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer

Writer states:

Its good to finally get to speak to you

Customer:

Im shocked that your calling me
Kia doesn't care about us

**Kia Motors America
Consumer Affairs Department**

Page 6 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736575 ██████████	K1548340	20,000
Indio, CA ██████████		Prod. Date: 10/18/06	Dealer: CA211	Riverside Kia

Writer:

I am sorry you feel that way
I did call you last week and left a message
It wasn't till yesterday that I got your work number to call you

Customer:

Your the only one
I sent a letter with d**OCS** and pictures to Fountain Valley
To you and you did not call me back

Writer:

I am sorry
I don't know what you are talking about
We are here in Irvine
If you would like to send the information here
I would be more than happy.....(customer cuts writer off)

Customer:

NOW WHY WOULD I GO OUT OF MY WAY TO SEND ANYTHING
You should get all the information

Writer:

I see
In reviewing the case
I see that the dealership advised you that this is the way the vehicle was designed
And provided you the information on how to properly use this system
Were you able to review it?

Customer:

Yes, and I don't think it's correct
You mean to tell me that on a long trip that I am supposed
To sit with my feet firmly on the floor?
And not move to my side?
That makes no sense

Writer:

It's for your safety
It makes perfect sense
This is the way the vehicle is designed

Customer:

Well I don't like it
I will never buy another KIA again
My Toyota doesn't have it
I can turn it off with the key

Writer:

This is a different system than the one in your Toyota
Your other vehicle is a Truck right?

Customer:

Yes

**Kia Motors America
Consumer Affairs Department**

Page 7 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736575 ██████████	K1548340	20,000
Indio, CA ██████████		Prod. Date: 10/18/06	Dealer: CA211	Riverside Kia

Writer:

The reason its like that is because there is no
Cab to put a car seat or a small child in the front seat

So the **AIR** bag doesn't injure them
Due to new Government standards

Most manufacturers will be going with variations of the **OCS** system

Customer:

You wont at least take a look at my vehicle?
I have pictures
Why wont you look at them

Writer:

Ma'am earlier I was requesting that you send

DOCS over to me

And you said. why would you have to go out of your way"
To send them

I would certainly take a look at the information
And after that I can make an assessment on what our next step will be

Customer:

Great give me your address
I will send them

PROVIDED ADDRESS
CUSTOMER TO SEND INFO

*** NOTES 03/18/2009 02:15 PM Pacific Daylight Time ARomo Action Type:Manager review
Writer to close case pending further
Customer contact.

*** CASE CLOSE 03/18/2009 02:15 PM Pacific Daylight Time ARomo

*** NOTES 03/27/2009 03:39 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received letter from customer

1. Cust states same concerns as above.
2. Cust states I would like to know if Kia has any future plans to open another dealership in the desert and/or contract with another dealership to provide service to its loyal Kia customers.
3. Cust states I need to get the safety issue with the **AIR** bag light resolved as soon as possible. so I would appreciate a phone call.

Dispatching to the Call Center for customer contact.

Kia Motors America
Consumer Affairs Department

Page 8 of 8

<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]	KNDJD736575 [REDACTED]	K1548340	20,000
Indio, CA [REDACTED]		Prod. Date: 10/18/06	Dealer: CA211	Riverside Kia

WTR LVM at 7603429244 for Mr G requesting call back, gave case number and contact info

*** PHONE LOG 04/07/2009 01:29 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER RECEIVED CALL FROM CUSTOMER (MRS GRAY)

1 I AM RETURNING A CALL THAT WAS PLACED TO MY HOME

WRITER ADVISED

1 I SEE THAT MIKE WAS CALLING YOU IN RESPONSE TO THE LETTER YOU SENT IN
2 WE RECEIVED A LETTER ON 3/27/09 ASKING US ABOUT NEW DEALERSHIPS
3 SO WE WERE FOLLOWING UP WITH YOU IN REGARDS TO THAT

CUSTOMER ADVISED

1 YES BECAUSE I CANT FIND ANYONE THAT WILL ADDRESS THIS PROBLEM
2 NOBODY WILL TALK TO ME ABOUT THIS

WRITER ADVISED

1 I ACTUALLY SEE THE CONTRARY
2 I SEE THAT ANGEL ROMO IN OUR REGIONAL OFFICE IS WAITING ON PICTURES
3 IF YOU ARE ABLE TO SEND THOSE PICTURES TO US HE WILL REVIEW THEM AND THEN DETERMINE WHAT
NEXT STEPS ARE AVAILABLE
4 AT THIS POINT IT HAS BEEN DETERMINED THAT YOUR VEHICLE IS WORKING AS DESIGNED
5 TO ANSWER YOUR QUESTIONS REGARDING THE DEALERS
6 KIA IS ALWAYS ACTIVELY LOOKING FOR NEW DEALERS TO PROVIDE FOR CUSTOMERS
7 IM NOT SURE OF ANY SPECIFIC DEALER THAT IS GOING TO BE ESTABLISHED
8 BUT AS THEY BECOME AVAILABLE THAT BUSINESS WILL BEGIN ADVERTISING IN YOUR AREA. WE WILL
ALSO START REFERRING CUSTOMERS AS THEY OPEN
9 WE DO NOT CONTRACT WORK TO BE DONE AT OTHER MANUFACTURES DEALERSHIPS

CUSTOMER ADVISED

1 OK THANK YOU
2 I HAVE ANGELS INFORMATION

*** CASE CLOSE 04/07/2009 01:30 PM US Mountain Standard Time TLarson
RESPONDED TO LETTER THAT WAS SENT IN BY CUSTOMER

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736375 [REDACTED]	K1387796	928
Cut Off, LA [REDACTED]		Prod. Date: 11/3/06	Dealer: LA033 Banner Kia	

Case History

Complaint Rep **AIR** Assistance

*** NOTES 12/01/2007 08:02 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

Apparently this safety related problem is beyond the technical capabilities of the service group at Banner Kia in Mandeville, LA

The **PASS**enger side **AIR** bag off light had illuminated illuminated when a 125 pound **PASS**enger sat in the seat. The vehicle was returned to the dealer and was supposedly fixed. Enroute home the light illuminated again and the vehicle was returned to the dealer who then supposedly "recalibrated a sensor". The light is now staying illuminated with a 117 pound **PASS**enger in the seat.

This is a safety item that will no longer be tolerated and I need it fixed/rep**AIR**ed NOW!

*** PHONE LOG 12/03/2007 12:27 PM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RETURN CALL.

WRITER STATES.

1. WE UNDERSTAND YOU MAY HAVE AN ISSUE PLEASE CALL US BACK TO SEE IF WE CAN HELP YOU.
2. WRITER LEFT NAME AND EXTENSION

*** CASE CLOSE 12/03/2007 12:28 PM US Mountain Standard Time SLarez

*** COMMIT 12/06/2007 09:18 AM US Mountain Standard Time TLarson Action Type:Callback Required

*** PHONE LOG 12/06/2007 09:18 AM US Mountain Standard Time TLarson Action Type:Incoming call
CUSTOMER ADVISED

- 1 ITS BEEN ABOUT 2 WEEKS SINCE I BROUGHT IT IN
- 2 THE **AIR**BAG LIGHT IS ON WHEN SOMEONE THAT IS 125 LBS IS SITTING IN THE SEAT
- 3 MY WIFE WILL BE SITTING IN THAT SEAT MOST OF THE TIME
- 4 I WANT TO FEEL COMFORTABLE SHE IS GOING TO BE SAFE
- 5 THE DEALER I GO TO IS 150 MILES AWAY
- 6 I WANT TO GET THIS FIXED

WRITER ADVISED

- 1 REVIEWED CASE NOTES
- 2 APOLOGIZED FOR THE CONCERNS
- 3 EXPLAINED THAT TO ASSIST WE NEED A CURRENT DIAGNOSIS OF THE CONCERNS
- 4 IF THE PROBLEM IS NOT RESOLVED WE CAN ASSIST BY INVOLVING THE DPSM AND THE TECHLINE
- 5 ARE THERE CLOSER DEALERS TO YOU THEN THE SELLING DEALER?

CUSTOMER ADVISED

1 YES THERE IS ONE IN HOUMA

WRITER ADVISED

Kia Motors America
Consumer Affairs Department

Page 2 of 4

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1387796	928
Cut Off. LA ██████████		Prod. Date: 11/3/06	Dealer: LA033 Banner Kia	

- 1 OK, IF YOU CHOOSE TO GO TO ANOTHER DEALER THAT IS SOMETHING YOU CAN DO WITHIN THE TERMS OF THE WARRANTY
- 2 IF YOU CHOOSE TO GO TO HOUMA, PLEASE CALL US BACK AFTER YOU BRING IT IN
- 3 WE WILL FOLLOW UP WITH THE DEALER AND FIND OUT WHAT THERE POSITION IS
- 4 IF YOU DISAGREE WITH WHAT THEY ARE SAYING THEN WE WILL CALL THE DPSM, THE DPSM WILL RENDER THE FINAL DECISION
- 5 THE DEALER CAN ALSO CALL TECHLINE FOR FURTHER TECHNICAL ASSISTANCE

CUSTOMER ADVISED

- 1 OK THANK YOU
- 2 I WILL CALL THE HOUMA DEALERSHIP
- 3 WILL CALL YOU BACK AND LET YOU KNOW WHERE WE ARE AT

WRITER ADVISED

- 1 OK, THANK YOU
- 2 PROVIDED CASE NUMBER. EXT NUMBER

WRITER WILL SET COMMITMENT FOR 12/13/07

*** CASE CLOSE 12/06/2007 09:19 AM US Mountain Standard Time TLarson

*** PHONE LOG 12/07/2007 09:49 AM US Mountain Standard Time SBowyer Action Type:Incoming call SALESMAN CRAIG LA033 STATED

- 1.the cust called me stating they dont feel we are helping them and they want to talk to kia about this
- 2.i dont know what to do. normally my mgr handles these issues, but he was released yesterday

WRITER STATED

- 1.sorry
- 2.see that Mr. ██████████ had emailed in already regarding this
- 3.a rep in the office here, T.Larson has a commitment to follow up with the cust 12/13/07
- 4.going to Houma kia dlr was discussed as well as concerns
- 5.provided case id

CRAIG STATED

- 1.ok, that is fine, i will let them know bye.

*** CASE CLOSE 12/07/2007 09:49 AM US Mountain Standard Time SBowyer

*** COMMIT 12/07/2007 10:16 AM US Mountain Standard Time TLarson Action Type:Callback Required

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1387796	928
Cut Off, LA ██████████		Prod. Date: 11/3/06	Dealer: LA033 Banner Kia	

*** PHONE LOG 12/07/2007 10:16 AM US Mountain Standard Time TLarson Action Type:Incoming call
writer resetting committment

*** CASE CLOSE 12/07/2007 10:16 AM US Mountain Standard Time TLarson

*** PHONE LOG 12/13/2007 09:16 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(VOICEMAIL)

- 1 LEFT MESSAGE REQUESTING CALLBACK
- 2 PROVIDED CALL BACK INFO AND CASE NUMBER
- 3 CALLING TO FIND OUT WHAT THE STATUS IS . DID YOU CALL THE DEALER?

*** PHONE LOG 12/14/2007 03:42 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER CALLED CUSTOMER(VOICEMAIL)

- 1 LEFT MESSAGE REQUESTING CALLBACK
- 2 PROVIDED CALL BACK INFO AND CASE NUMBER
- 3 CALLING TO FIND OUT WHAT THE STATUS IS . DID YOU CALL THE DEALER?

*** PHONE LOG 12/17/2007 12:41 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER

- 1 IM CALLING TO FOLLOW UP WITH YOU
- 2 WHAT IS THE STATUS ?

CUSTOMER ADVISED

- 1 I HAVENT BROUGHT IT BACK IN
- 2 IM NOT SURE WHEN THAT WILL HAPPEN
- 3 MY WIFE NEEDS TO GO TO NEW ORLEANS
- 4 WE WILL PROBABLY WORK WITH THAT DEALER BUT NOT SURE
- 5 THE PROBLEM SEEMS TO BE GETTING WORSE

WRITER ADVISED

- 1 OK THANK YOU
- 2 I WANTED TO FOLLOW UP WITH YOU
- 3 CAN I ASK YOU TO CALL US BACK WHEN YOU BRING THE VEHICLE INTO THE KIA DEALER?
- 4 WE WILL FOLLOW UP WITH YOU ONCE WE DECIDE WHAT WE ARE GOING TO DO

WRITER ADVISED

Kia Motors America
Consumer Affairs Department

Page 4 of 4

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736375 [REDACTED]	K1387796	928
Cut Off, LA [REDACTED]		Prod. Date: 11/3/06	Dealer: LA033	Banner Kia

1 OK THANK YOU
2 PROVIDED CASE NUMBER
3 CALL US BACK WHEN YOU DECIDE WHERE TO BRING IT

CUSTOMER ADVISED

1 WILL DO THAT
2 THANKS FOR CALLING ME

*** PHONE LOG 12/17/2007 12:43 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CLOSING CASE PENDING CUSTOMER CALL BACK

*** CASE CLOSE 12/17/2007 12:44 PM US Mountain Standard Time TLarson

*** CASE CLOSE 01/11/2008 01:54 PM Pacific Double Time EL...

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1450708	7,900
Akron, NY ██████████		Prod. Date: 12/14/06	Dealer: NY022 Northtown Kia	

Case History

Complaint Repurchase

*** NOTES 05/22/2008 06:19 PM clarify Action Type: Manager review

*** Performed by contact: ██████████

I purchased my 2007 Kia Sorento on 11/13/07, and have had it now for 6 months. This vehicle has been nothing but a problem. I have had this vehicle in for service on 11/21/07, 5/19/08, 5/20/08, and 5/22/08. I have had problems with the **PASS**enger **AIR**bag not engaging when someone sits in the **PASS**enger seat, the truck pulling to the right when driving, the truck shakes when driven at a steady speed between 40-45 mph, the check engine light was on, and my TPMS light is continuously on. I was given the New York State Lemon Law when I purchased this vehicle and it states that if the truck cannot be rep**AIR**ed after 4 attempts I am to get a new truck or receive a refund for what I have paid. I have now had this vehicle in 4 times and it is still not fixed. I WANT OUT OF THIS VEHICLE. I have purchased 5 vehicles and this is the biggest piece of crap I have ever purchased I want you to do whatever you have to do to get me out of this lease and money returned. I am not spending \$300 a month on a vehicle that does not function properly and that I do not feel safe in. I want this matter handled immediately.

*** PHONE LOG 05/23/2008 08:09 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer attempted customer contact at 7168632339, line answered and was immediately disconnected

*** NOTES 05/23/2008 08:11 AM US Mountain Standard Time MTrem Action Type:E-mail sent
e-mail call me letter

*** NOTES 05/23/2008 09:06 AM US Mountain Standard Time MTrem Action Type:Manager review
e-mail received from Customer stating:

1. reiterating above
2. I can be reached at ██████████

*** PHONE LOG 05 27 2008 07:04 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called Ms. G who states:

1. everything that has gone wrong with the car, gas gone wrong
 2. I have my vehicle now
 3. the TPMS light is always on, the DLR has attempted rep**AIR** 3 times and can't fix it
 4. the car shakes at 45 MPH
 5. also my **PASS**enger side **AIR**bag light is on sometimes on when I have an adult in the seat
 6. I have reviewed my OM section and the DLR explained how to sit in the seat
 7. I have an attorney working on my case right now, I have retained him
 8. I used NY022 because they are closer to me
 9. I have my car one time to the selling DLR NY044
- writer states:
1. apologized
 2. Kia will rep**AIR** the vehicle according to the terms of the man Warranty
 3. Writer will follow up on rep**AIR**: make sure all Kia's resources are being utilized in getting the vehicle rep**AIR**ed
 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 be forwarding your case to a higher office for handling
 7. someone will be contacting you in the next 24 to 48 hours
- caller thanked writer and disconnected

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1450708	7,900
Akron, NY ██████████		Prod. Date: 12/14/06	Dealer: NY022	Northtown Kia

*** NOTES 05/27/2008 01:35 PM US Mountain Standard Time MTrem Action Type:Manager review
Writer dispatching case to Eastern Region for Handling:
1. Customer has retained a lawyer and filed Lemon Law
2. Contact Customer ██████████

*** PHONE LOG 06/02/2008 08:28 AM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM REQUESTING A CALLBACK

*** PHONE LOG 06/04/2008 10:39 AM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED CUSTOMER AND LVM REQUESTING A CALLBACK

*** PHONE LOG 06/06/2008 12:41 PM Eastern Daylight Time SJames Action Type:Incoming call
*** PHONE LOG 06/04/2008 10:39 AM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED CUSTOMER AND LVM REQUESTING A CALLBACK

*** CASE CLOSE 06/06/2008 12:41 PM Eastern Daylight Time SJames

*** NOTES 06/10/2008 11:14 AM Pacific Daylight Time KWarren Action Type:Manager review
1. NCA received ADL from Lemberg and Associates, LLC
2. Letter states:
 a. Office represents client
 b. Do not contact customer directly
 c. Alleged defects: TPMS light.
3. Attorney requests restitution to the customer, costs, expenses, and attorney's fees.
4. Your courtesy and cooperation will be appreciated.
5. Unless we receive a settlement offer within thirty (30) days of the date of this letter, this matter will be forwarded to litigation.

Writer to dispatch case to the Eastern Region for further handling.

*** PRIORITY CHANGE 06/10/2008 11:19:09 AM KWarren

*** NOTES 06/11/2008 03:47 PM Eastern Daylight Time EDicinti Action Type:Correspondence rec.
Received ADL from Lemberg & Associates. Sent acknowledgment letter to atty.
Do not speak to customer. Refer back through their atty.
CC: ERCAM Matt Pfeifer.

Writer prepared RO Recap.

**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>
██████████	██████████	KNDJC736175 ██████████	K1450708	7,900
Akron, NY ██████████		Prod. Date: 12/14/06	Dealer: NY022	Northtown Kia

File given to ERCAM for negotiation.

*** CASE CLOSE 06/17/2008 06:43 PM Eastern Daylight Time EDicinti

*** CASE CLOSE 07/07/2008 04:27 PM Pacific Daylight Time ELau
Tread Review Completed

*** NOTES 12/23/2008 01:06 PM Eastern Daylight Time EDicinti Action Type:Manager review
ERCAM settled with Lemberg & Assoc

Alleged defects: TPMS light on

Sent goodwill check request to NCA

AS400#: 74584

**Kia Motors America
Consumer Affairs Department**

Page 1 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
Mooreville, NC		KNDJD735885	K1581270	3,600
		Prod. Date: 10/12/07	Dealer: NC050 Keffer Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 04/27/2009 08:53 AM US Mountain Standard Time TDonnelly Action Type: Incoming call

CUSTOMER STATES:

1. CAR HAS GRINDING SOUND AT START UP.
2. DEALER (NC050) HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN.
3. DEALER HAS NOT FOUND ANY PROBLEMS.
4. HAD PRIOR CONCERNS WITH RADIO
5. NEW RADIO INSTALLED IN CAR.
6. WHEN DRIVING THE RADIO WILL SOUND MUFFLED AND WILL JUST DROP VOLUME
7. TAKEN CAR BACK AND THIS PROBLEM AND WIFE HAS EXPLAINED IT IS ON FRONT 2 SPEAKERS
8. THE PRESET BUTTONS ARE NOT WORKING HAVE TO PUSH HARD TO MAKE IT WORK.
9. DEALER ADVISED THEY WERE TOLD AUDIO COULD NOT BE REPLACED DUE TO BUTTON PROBLEM.
10. THE **AIR**BAG OFF LIGHT IS COMING ON WHEN SOMEONE IS SITTING IN SEAT. DEALER JUST IGNORED US ON THIS ONE.
11. THE OWNER OF DEALERSHIP HAS STATED DONT BRING CAR BACK IN AND CALL KCC BECAUSE THIS IS BEYOND DEALER BEING ABLE TO **REP****AIR** VEHICLE.
12. HOW CAN WE GET THESE THINGS **REP****AIR**ED?
13. DEALER HAS NOT DRIVEN CAR WITH US OR ASKED US TO POINT OUT THE PROBLEM.
14. I AM GETTING TO THE POINT THAT I WILL BE CALLING EVERY DAY TO GET THIS CAR **REP****AIR**ED.
15. NEED TO GET THIS CAR **REP****AIR**ED.
16. WILL TAKE CAR BACK INTO SHOP AND ADVISE KCC WHEN CAR IS IN SHOP.
17. WHAT IS WRITERS CONTACT INFO?
18. THIS IS A BRAND NEW CAR AND REALLY NEED TO GET THESE CONCERNS RESOLVED.
19. WILL KMA JUST START REPLACING PARTS IF THE COMPLAINT CAN NOT BE VERIFIED?

WRITER STATES:

1. APOLOGY FOR SITUATION
2. IF HAVING ONGOING CONCERNS WILL NEED TO GET CAR BACK INTO SHOP.
3. ADVISED THAT WRITER IS LOOKING AT VEHICLE INFO AND CAN NOT SEE ALL APPROPRIATE RESOURCES MAY HAVE BEEN USED TO ADDRESS CONCERNS.
4. ADVISED DEALER HAS MANY RESOURCES AVAILABLE. TECHLINE. DPSM. FTR
5. IN ORDER FOR DEALER TO ADDRESS **REP****AIR**S THEY HAVE TO BE ABLE TO VERIFY OR DUPLICATE THE COMPLAINT.
6. HAS DEALER ASKED CUSTOMER TO SHOW OR POINT OUT THE COMPLAINT?
7. IF DEALER HAS CHECKED CAR AND NO PROBLEM FOUND AND THEY CAN NOT DUPLICATE WHAT CUSTOMER IS STATING. THEY CAN NOT FIX WHAT IS NOT VERIFIED.
8. KCC IS HERE TO WORK WITH CUSTOMER AND DEALER TO ADDRESS CONCERNS.
9. KCC WOULD LIKE TO FOLLOW UP WHILE CAR IS IN SHOP WITH CUSTOMER AND DEALER
10. WILL CONFIRM DEALER CONTACTS TECHLINE FOR REPEAT CONCERNS. TECHLINE MAY BE ABLE TO OFFER

SUGGESTIONS:

11. KCC CAN GET CORRECT PEOPLE INVOLVED TO ADDRESS THE CONCERNS SO CAR DOES NOT CONTINUE TO RETURN TO SHOP.
12. ADVISED THAT WRITER CAN SEE NO CONTACT BY DEALER TO TECHLINE SPECIFIC TO CUSTOMERS VEHICLE AND THIS WOULD BE ONE OF THE FIRST THINGS KCC WOULD RECOMMEND DEALER DO.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885██████████	K1581270	3,600
Mooreville, NC ██████████		Prod. Date: 10/12/07	Dealer: NC050 Keffer Kia	

13. KCC WOULD ASK THAT CUSTOMER ALLOW OPPORTUNITY FOR KCC TO FOLLOW UP WITH APPROPRIATE PEOPLE TO GET CONCERNS RESOLVED.
14. ADVISED THAT KMA WOULD NOT ALLOW DEALER TO THROW PARTS AT CAR IF COMPLAINT IS NOT VERIFIED.
15. ADVISED WRITERS CONTACT INFO.

*** PHONE LOG 04/27/2009 10:17 AM US Mountain Standard Time TDonnelly Action Type: Incoming call
CUSTOMER STATES (MRS ██████████):

1. WRITER SPOKE TO HUSBAND EARLIER THIS DATE.
2. NEED TO SPEAK TO SOMEONE WHO CAN HELP US GET THIS CAR REPAIRED INSTEAD OF SENDING US BACK TO DEALER WHO IS NOT ADDRESSING CONCERNS.
3. WHAT IS KCC GOING TO DO THAT DEALER HAS NOT ALREADY DONE?
4. IF WE GO BACK TO DEALER AGAIN THEY WILL ADVISE THEY CAN NOT VERIFY CONCERNS.
5. THE GM/OWNER, GARY TOLD ME I NEED TO CALL KCC
6. THEY ADVISED THEY DO NOT KNOW WHAT ELSE TO DO
7. THE GRINDING NOISE THEY TRIED TO SAY WAS NEW CAR SOUND
8. THE GUY BUDDY IN SERVICE MUST THINK WE ARE STUPID
9. DEALER NOT ONE TIME OFFERED TO COMPARE TO ANOTHER LIKE MODEL VEHICLE.
10. WE ALSO HAVE A 2009 OPTIMA AND DO NOT HAVE THESE PROBLEMS.
11. I HAVE QUIT DRIVING THIS SORENTO BECAUSE I HAVE 2 AND 3 YEAR CHILDREN AND CAN NOT BE SPENDING ALL KINDS OF TIME AT DEALER TRYING TO REPRODUCE THE CONCERNS.
12. THE CAR IS ALSO LEAKING & RUSTED ON BOTH SIDES NEAR REAR HATCH
13. THEY TRIED TO SAY THIS WAS FROM BATTERY ACID OR SOMETHING BACK THERE BUT IT STILL IS NOT RIGHT.
14. I AM GOING TO CONTACT DEALER AND MAKE ARRANGEMENTS TO GET CAR BACK INTO SHOP.
15. WE ARE NOT IN POSITION TO GO BACK TO SELLING DEALER THEY ARE TOO FAR AWAY.
16. HUSBAND CAN NOT KEEP TAKING TIME OFF WORK TO BRING CAR TO SHOP.
17. WILL CALL DEALER NOW AND THEN WILL CALL KCC BACK TO ADVISE WHEN CAR IS IN SHOP.

WRITER STATES:

1. APOLOGY FOR SITUATION.
2. ADVISED AS WRITER EXPLAINED TO HUSBAND KCC IS HERE TO WORK WITH DEALER AND CUSTOMER.
3. ADVISED AS OF THIS DATE WRITER CAN SEE NO CONTACT BY DEALER TO TECHLINE FOR REPEAT CONCERNS.
4. ANY TIME THERE IS A REPEAT CONCERN THIS WOULD BE FIRST STEP
5. CAN ALSO ADVISE THAT KCC RECOMMEND CUSTOMER POINT OUT CONCERNS TO DEALER. HUSBAND ADVISED THIS HAD NOT HAPPENED.
6. EXPLAINED IF DEALER IS STATING SOMETHING IS NORMAL CHARACTERISTIC OF VEHICLE. THEN THEY SHOULD BE ABLE TO GET LIKE MODEL VEHICLE AND COMPARE SO CUSTOMER CAN SEE THIS IS HOW VEHICLE IS SUPPOSED TO OPERATE.
7. IF NOT HAPPY WITH DEALERS SERVICE CUSTOMER IS WELCOME TO GO BACK TO SELLING DEALER OR ANOTHER DEALER TO GET CONCERNS ADDRESSED.
8. DO APOLOGIZE BUT KCC IS LIMITED TO DO ALOT TILL CAR IS IN SHOP. AT WHICH TIME KCC WILL FOLLOW UP WITH

**Kia Motors America
Consumer Affairs Department**

Page 3 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
Mooreville, NC		KNDJD735885	K1581270	3,600
		Prod. Date: 10/12/07	Dealer: NC050 Keffer Kia	

CUSTOMER AND DEALER AND OR DPSM AS NEED BE TO GET CONCERNS ADDRESSED.

*** PHONE LOG 04/27/2009 01:39 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
*** PHONE LOG 04/27/2009 01:37 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO SVC MGR. STEVE CAPOBIANCO (NC050)
2. ADVISED CUSTOMER IS CALLING KCC STATING ONGOING CONCERNS WITH VEHICLE.
3. CUSTOMER BOTH HUSBAND AND WIFE CALLED KCC THIS DATE.
4. REVIEWED LISTED CONCERNS WITH SVC MGR.
5. EXPLAINED TO CUSTOMER IF HAVING ONGOING CONCERNS, WILL NEED TO GET CAR BACK INTO SHOP.
6. IN REVIEW OF HISTORY CAN SEE NO TECHLINE CASE?
7. IF DEALER HAS NOT BEEN ABLE TO DUPLICATE HAS DEALER ASKED CUSTOMER TO DEMONSTRATE CONCERN. THIS
WOULD BE RECOMMENDED.
8. WOULD STATE CONTACTING TECHLINE WOULD BE GOOD NEXT STEP BECAUSE CUSTOMERS ARE INSISTENT AND
STATE ONGOING CONCERNS, BRAND NEW CAR.
9. KCC WANTS TO WORK WITH DEALER AND CUSTOMER TO RESOLUTION.
10. IF DEALER HAS NOT CHECKED SOME OF THESE CONCERNS WHY WOULD DEALER WANT TO HAVE DPSM INSPECT
VEHICLE FOR A DECISION WHEN CUSTOMER HAS TO DROP CAR OFF AND THEN NOT BE ABLE TO SPEAK TO DPSM?
11. WOULD IT NOT BE BETTER SERVED TO GET CAR BACK INTO SHOP
12. CONFIRM ALL CONCERNS AND WHAT IS HAPPENING. CONTACT TECHLINE OR DPSM AND PURSUE FROM THAT POINT.
13. CAN DEALER ADVISE WRITER WHEN CAR IS IN SHOP?
14. UNDERSTAND CUSTOMER IS GIVING DIFFERENT COMPLAINTS. DEPENDING ON WHICH PERSON IS SPEAKING TO
DEALER. WILL NEED TO MAKE SURE ONE PERSON IS SPEAKING TO ONE CUSTOMER. ALL CONCERNS NOTED AND THAT
SAME PERSON FOLLOWS UP WITH PERSON WHO HAS LISTED THE CONCERNS SO THERE IS NO CONFUSION.
15. WRITER HAS EXPLAINED RENTALS ARE NOT A PROVISION. HOWEVER CAR IS BRAND NEW. CUSTOMER ALSO HAS 2009
OPTIMA AND IS VERY ESCALATED SO WE ALL NEED TO WORK TOWARDS COMMON GOAL.
16. ADVISED WRITERS CONTACT INFO.

DEALER STATES:

1. WE WERE GOING TO HAVE DPSM INSPECT THIS CAR ON HIS NEXT VISIT HERE.
2. THE ONLY THING I KNEW ABOUT WAS THE RADIO CONCERN.
3. DPSM ALREADY TOLD US WE SHOULD NOT HAVE REPLACED FIRST ONE AND DECLINED TO REPLACE 2ND ONE.
4. WE HAVE EXPLAINED THIS TO CUSTOMER.
5. WE ONLY LOOKED AT NOISE CONCERN. IX
6. SINCE DOING REPAIR FOR TRUNK CUSTOMER DID NOT STATE ANOTHER CONCERN. SO WILL NEED TO LOOK AT
CONCERN AGAIN.
7. WE EXPLAINED TO CUSTOMER ALL INFO REGARDING AIRBAG LIGHT CONCERN.
8. WE HAVE GOTTEN IN AND OUT OF CAR AND WORKED CORRECTLY EVERY TIME.

Kia Motors America
Consumer Affairs Department

Page 4 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
Mooreville, NC		KNDJD735885	K1581270	3,600
		Prod. Date: 10/12/07	Dealer: NC050 Keffer Kia	

9. EXPLAINED **PASS**ENGER HAS TO SIT UP RIGHT IN SEAT. CAN NOT MOVE AROUND. CAN NOT HAVE SEAT SLIDE FOWARD TO CLOSE OR TOO FAR BACK.
10. WILL HAVE TO CHECK THIS AGAIN.
11. EVERY TIME HE BRINGS CAR IN HE WANTS CAR TO DRIVE.
12. WE HAVE TRIED TO EXPLAIN RENTALS ARE NOT A PROVISION OF WARRANTY.
13. WE NEVER OPENED TECHLINE CASE BECAUSE WE HAVE HAD NO REPEAT CONCERNS.
14. HE SAYS ONE THING, SHE STATES SOMETHING ELSE.
15. I WILL BRING THEM BACK IN AND FIRST THING WILL BE THEY NEED CAR TO DRIVE.
16. WILL THEN TRY TO GET CAR BACK IN AND WILL ADVISE WRITER WHEN CAR IS BACK IN SHOP.

*** PHONE LOG 04/30/2009 09:29 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO SVC MGR, STEVE (NC050) ASKED IF DEALER HAS MADE ARRANGEMENTS TO GET CUSTOMERS VEHICLE BACK INTO SHOP?
2. WHEN WILL DEALER BE DOING THIS?
3. WILL CHECK BACK WITH DEALER NEXT WEEK.

DEALER STATES:

1. WE HAVE NOT SET UP APPT YET BECAUSE WE NEED TO PROVIDE THEM WITH ONE OF OUR LOANER VEHICLES.
2. BOTH VEHICLES WE HAVE ARE OUT
3. SHOULD BE ABLE TO CONTACT CUSTOMER MONDAY OR TUESDAY NEXT WEEK TO SCHEDULE CAR TO SHOP.
4. WHEN I HAVE APPT SET UP, WILL CONTACT WRITER AND ADVISE.
5. HAVE WRITERS CONTACT INFO.

*** CASE CLOSED 05/05/2009 10:35 AM US Mountain Standard Time TDonnelly
CLOSED PENDING CALL BACK WHEN CAR IS IN SHOP.

*** PHONE LOG 05/11/2009 07:24 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES(MR [REDACTED]):

1. CAR IS BACK AT DEALER. DROPPED IT OFF TODAY.
2. WRITER ADVISED TO CALL BACK WHEN CAR IS IN SHOP.
3. THINK DEALER WAS GOING TO GET REP INVOLVED OR SOMETHING?
4. SO WRITER WILL FOLLOW UP WITH DEALER?
5. WILL WAIT FOR RETURN CALL.

WRITER STATES:

1. CONFIRMED CALLER INFO.
2. IS CAR IN SHOP NOW?
3. WRITER WILL FOLLOW UP WITH APPROPRIATE PEOPLE WHILE CAR IS IN SHOP.
4. ADVISED THAT STEVE IS THE SVC MGR AT DEALERSHIP.
5. AFTER FOLLOW UP WITH APPROPRIATE PEOPLE, WILL CALL CUSTOMER BACK.

*** PHONE LOG 05/11/2009 10:04 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 5 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
Mooreville, NC		KNDJD735885	K1581270	3,600
		Prod. Date: 10/12/07	Dealer: NC050 Keffer Kia	

WRITER STATES:

1. SPOKE TO SVC MGR, STEVE (NC050)
2. ASKED IF DEALER HAS DIAGNOSIS ON VEHICLE?
3. WHAT WERE COMPLAINTS CUSTOMER ADVISED DEALER TODAY?
4. WILL DEALER PLEASE MAKE CONTACT WITH TECHLINE?
5. CAN DEALER ADVISE ONCE ALL CONCERNS ARE VERIFIED WHAT DEALER WILL BE DOING FOR RESOLUTION?
6. CONFIRMED WRITERS CONTACT INFO.

DEALER STATES:

1. MR. [REDACTED] DROPPED CAR OFF THIS MORNING.
2. WE MADE SURE TO LIST ALL COMPLAINTS ON RO AND FOR CUSTOMER TO VERIFY THESE ARE THE CONCERNS.
3. HE ADVISED GRINDING NOISE LEFT SIDE OF VEHICLE AT START UP
4. **AIRBAG LIGHT-OCS** OFF LIGHT-RECALL FOR THIS NOW.
5. #1 PRESET BUTTON HARD TO PUSH
6. SPEAKERS SOUND MUFFLED
7. WE ARE CONFIRMING ALL CONCERNS AND THEN WILL CONTACT TECHLINE
8. ONCE WE HAVE REVIEWED WITH TECHLINE WILL CONTACT WRITER AND CUSTOMER TO ADVISE WHAT WE WILL DO.
9. HAVE WRITERS CONTACT INFO.

*** PHONE LOG 05/12/2009 10:54 AM US Mountain Standard Time LSims Action Type:Incoming call
Steve SM stated

1. the engine noise we are not able to duplicate
2. we called tech line and they have no way to lead me
3. also Bob Strickland and we started it about 20 times
4. so no one has been able to duplicate the noise
5. we have not duplicated it ever since the veh has been here
6. also they said that # 1 preset had to be pushed hard - we did duplicate the button problem
7. the rep auth the radio to be replaced
8. there is a pit stop on the concern about the sound that is coming from the speakers
9. the customer said that it was muffled on front 2 speakers at times
10. we got the Pit stop info from tech line and I am going to give it to the customer
11. they complaint that the **PASS AIR** bag stayed on at time - SC076 just came out and we preformed the recall
12. the last complaint is about rust on the metal on the rear defrost
13. stabilant 22A looks like corrosion when it dries - but it is not
14. we cleaned it off and re applied it - but over time it will do that again
15. it does go on clear at first
16. I just wanted to let Terri know what we had found before we called the customer
17. now I will call the customer

wtr stated

1. Thank you for the info
2. wtr will update case notes and make Teri aware of the call

*** PHONE LOG 05/13/2009 07:41 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

Page 6 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1581270	3,600
Mooreville, NC ██████████		Prod. Date: 10/12/07	Dealer: NC050 Keffer Kia	

CUSTOMER STATES:

1. LEFT VM MESSAGE 12:43 ON 5/12/09 STATING DEALER SVC MGR, STEVE TOOK CARE OF SOME CONCERNS.
2. THERE ARE A COUPLE OF THINGS STILL NOT RESOLVED. PLEASE CALL BACK.
3. THE DROP IN SIGNAL LOSS OR WEAK SIGNAL NOT RESOLVED-DEALER ADVISED THIS IS A KNOWN CONCERN

ON THE 2007 & 2008 AUDIO'S, DELPHI BRAND

4. THIS DOES NOT HAPPEN IN MY OTHER KIA VEHICLE OPTIMA
5. DEALER ADVISED THAT FOR THE PRESET BUTTON CONCERN THEY WILL NEED TO REPLACE AUDIO AND THEY

HAVE THIS ON ORDER.

6. THE NOISE AT START UP CONCERN THEY COULD NOT DUPLICATE
7. REVIEWED FURTHER WITH WIFE WHO DRIVES CAR MOST OFTEN AND SHE STATES IT ONLY HAPPENS ON INITIAL

FIRST START UP.

8. WOULD LIKE TO DISCUSS FURTHER, PLEASE CALL BACK.

*** PHONE LOG 05/14/2009 10:02 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES(MR ██████████):

1. LEFT VM MESSAGE AT 7:32 AM REQUESTING CALL BACK ABOUT CAR AT (NC052)
2. CAN BE REACHED AT ██████████

*** PHONE LOG 05/15/2009 07:01 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 05/15/2009 08:17 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. LEFT VM MESSAGE AT 9:13 RETURNING WRITERS CALL.
2. STILL HAVING PROBLEM WITH RADIO AND DEALER COULD NOT CONFIRM GRINDING NOISE CONCERN.
3. WOULD LIKE TO DISCUSS THIS WITH WRITER FURTHER.
4. PLEASE CALL BACK.

*** PHONE LOG 05/15/2009 08:23 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, BOB STRICKLEN TO CALL WRITER AT EXT 45099.
2. CUSTOMER STATES ONGOING CONCERNS WITH 2008 SORENTO 3600 MILES
3. STATES NOISE AT START UP THAT DEALER (NC050) CAN NOT DUPLICATE
4. IT IS WRITERS UNDERSTANDING DPSM DID START CAR WITH DEALER AND COULD NOT DUPLICATE AS WELL. PER SVC MGR, STEVE.
5. CUSTOMER ALSO STATES MUFFLED SOUND COMING FROM SPEAKERS AND DEALER ADVISED CUSTOMER OF PIT STOP AND NOTHING TO REPAIR.
6. CUSTOMER NOT HAPPY WITH RESOLUTION AND IS REQUESTING TO GET CONCERNS ADDRESSED.

**Kia Motors America
Consumer Affairs Department**

Page 7 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
Mooreville, NC		KNDJD735885	K1581270	3,600
		Prod. Date: 10/12/07	Dealer: NC050 Keffer Kia	

7. NEED TO KNOW WHAT DPSM WOULD RECOMMEND WRITER ADVISE CUSTOMER?
8. WILL SEND CASE NOTES. PLEASE CALL WRITER BACK.

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

Send to: [RSTRICKLEN@KIAUSA.COM]

BOB,

LEFT VM MESSAGE FOR DPSM. BOB STRICKLEN TO CALL WRITER AT EXT 45099.

CUSTOMER STATES ONGOING CONCERNS WITH 2008 SORENTO 3600 MILES

STATES NOISE AT START UP THAT DEALER (NC050) CAN NOT DUPLICATE

IT IS WRITERS UNDERSTANDING DPSM DID START CAR WITH DEALER AND COULD NOT DUPLICATE AS WELL, PER SVC MGR, STEVE.

CUSTOMER ALSO STATES MUFFLED SOUND COMING FROM SPEAKERS AND DEALER ADVISED CUSTOMER

OF PIT STOP AND NOTHING TO REPAIR.

CUSTOMER NOT HAPPY WITH RESOLUTION AND IS REQUESTING TO GET CONCERNS ADDRESSED.

NEED TO KNOW WHAT DPSM WOULD RECOMMEND WRITER ADVISE CUSTOMER?

WILL SEND CASE NOTES. PLEASE CALL WRITER BACK.

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\Clarify\BJCA_Attachments\SendHistory\Case_K1581270_TDonnelly_05-15-2009091507.doc>>

*** NOTES 05/15/2009 01:50 PM US Mountain Standard Time TDonnelly Action Type: E-mail rec.

WRITER STATES:

1. EMAIL RECEIVED FROM DPSM. BOB STRICKLEN STATING CAR HAD SAT AT DEALER OVERNIGHT
2. WAS WITH DEALER WHEN HE DID START CAR FIRST THING IN AM
3. THERE IS NO ABNORMAL ENGINE NOISE
4. DEALER ORDERED RADIO FOR PRESET BUTTON CONCERN.

*** NOTES 05/19/2009 03:52 PM US Mountain Standard Time TDonnelly Action Type: Manager review

WRITER STATES:

1. DISPATCHING CASE TO REGION FOR CUSTOMER CONTACT
2. CUSTOMER NOT HAPPY WITH DEALER (NC050) AND DPSM RESOLUTION ON REPEAT CONCERNS WITH VEHICLE
3. CUSTOMER STATES GRINDING NOISE AT START UP
4. STATES NOISE FROM SPEAKERS IN AUDIO
5. DEALER HAS NOT BEEN ABLE TO DUPLICATE NOISE CONCERN.
6. DEALER HAS ORDERED AUDIO FOR CONCERN WITH PRESET BUTTON BUT FAILED TO STATE WHAT WOULD BE DONE WITH SPEAKER CUTTING IN AND OUT.
7. PLEASE CONTACT DEALER, DPSM AND CUSTOMER FOR RESOLUTION

Kia Motors America
Consumer Affairs Department

Page 8 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
Mooreville, NC		KNDJD735885	K1581270	3,600
		Prod. Date: 10/12/07	Dealer: NC050 Keffer Kia	

8. VEHICLE IS BRAND NEW WITH LOW MILEAGE.

*** PHONE LOG 05/21/2009 07:58 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer left message for customer requesting call back

*** PHONE LOG 05/21/2009 09:06 AM Eastern Daylight Time OSprague Action Type:Incoming call
CST () left message stating:

1. I am currently out of the State
2. Please call me on Monday (5/25) to discuss the concerns we are having

*** NOTES 05/21/2009 09:06 AM Eastern Daylight Time OSprague Action Type:Manager review
Note: Since Monday is a holiday, writer will contact customer on Tuesday (5/26)

*** PHONE LOG 05/21/2009 09:57 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to service manager (Steve) at NC050 and stated:

1. Please fax me all RO's w/tech notes

Steve stated:

1. The customer's complaint with grinding noise at start up has not been duplicated
2. The DPSM actually inspected the vehicle and was not able to duplicate this concern
3. The customer's complaint with the radio speakers are actually due to the radio fading in/out as designed
4. The customer is also complaining about the #1 preset button not working properly
5. DPSM has authorized us to replace the radio for the preset button
6. The customer is in FL, so he will call us when he gets back to schedule an appt to replace the audio system
7. The customer has been advised replacing the radio won't change the fading in out
8. I will fax you all the RO's

*** PHONE LOG 05/26/2009 03:02 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer and stated:

1. I am calling about the concerns you are having with the radio
2. I understand the dealer is going to replace the radio again due to the #1 preset button not working

CST stated:

1. They have offered to replace the radio
2. I have decided to upgrade the radio to a DVD/NAV system
3. The system that I found is \$1,000
4. Would Kia be willing to help with any of the cost?
5. If Kia would at least cover the cost of the current radio, that would be helpful
6. I am not happy that I wasn't told about the design of this radio when I purchased the vehicle

Writer stated:

1. I apologize that you are not happy with the existing radio fading in/out
2. I will find out what the cost of the current radio is
3. I should be able to offer you GW in the amount of the cost of the current Kia radio

Kia Motors America
Consumer Affairs Department

Page 9 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1581270	3,600
Mooresville, NC ██████████		Prod. Date: 10/12/07	Dealer: NC050	Keffer Kia

*** PHONE LOG 05/26/2009 03:07 PM Eastern Daylight Time OSprague Action Type:Outgoing call

Writer spoke to service manager (Steve) at NC050 and stated:

1. Would you please tell me the cost of the radio in this vehicle if we were going to replace it?

Steve stated:

1. Our cost is \$203.40
2. The cost to the customer would be \$339 plus \$300 for the core

*** PHONE LOG 05/26/2009 03:11 PM Eastern Daylight Time OSprague Action Type:Outgoing call

Writer spoke to customer and stated:

1. I spoke to the dealer about the cost of the radio
2. I can reimburse you \$225.00 for a replacement radio
3. Is that something you are interested in?

CST stated:

1. I appreciate the help
2. I will discuss this with my wife and then we'll have to come up with the money to buy the upgraded radio

Writer stated:

1. I will send you a letter that states Kia will reimburse you \$225 for a replacement radio
2. I will need you to send a receipt that shows you had the radio replaced
3. I will give you 30 days on the letter and if you need more time, we can discuss that

CST stated:

1. Thanks for all your help

*** PHONE LOG 06/24/2009 08:52 AM Eastern Daylight Time OSprague Action Type:Outgoing call

Writer left message for customer stating:

1. I wanted to follow-up to see if you made a decision on replacing the audio system
2. If I haven't heard from you by 6/30, I will attempt to call you again

*** PHONE LOG 06/30/2009 01:05 PM Eastern Daylight Time OSprague Action Type:Outgoing call

Writer left message for customer stating:

1. I am following up to see if you have replaced the audio system in your vehicle
2. The offer to reimburse you \$225 is valid through today (6/30)
3. If you have already replaced the radio -or- plan in doing it in the near future, please call me
4. I will see if I can still reimburse you

CASE WILL BE CLOSED PENDING FURTHER CONTACT FROM CUSTOMER

*** CASE CLOSE 06/30/2009 01:06 PM Eastern Daylight Time OSprague

*** PHONE LOG 06/30/2009 03:47 PM Eastern Daylight Time OSprague Action Type:Incoming call

Customer called and stated:

1. I am returning your call
2. I'm sorry it took me so long to get back to you
3. We found out it was going to cost way too much to upgrade the audio system
4. Since we were having problems with the radio, the dealer replaced it with another Kia radio
5. Hopefully this one will work better even though it still fades in/out
6. I understand that is a normal feature of the radio

**Kia Motors America
Consumer Affairs Department**

Page 10 of 10

<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1581270	3,600
Mooreville, NC ██████████		Prod. Date: 10/12/07	Dealer: NC050 Keffer Kia	

7. If we ever decide to upgrade the radio, we will go to an independent facility and pay for it
8. Thank you for all your help

Writer stated:

1. I'm glad the dealer took care of replacing the radio
2. I'm sorry it was going to cost too much to upgrade
3. Please let me know if there is anything else we can do for you

*** CASE CLOSE 06/30/2009 03:48 PM Eastern Daylight Time OSprague

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736685 ██████████	K1550004	7,921
Denton, TX ██████████		Prod. Date: 5/10/07	Dealer: TX026	Huffines Kia

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 02/04/2009 09:51 AM US Mountain Standard Time RHall

██████████ stated

- 1 I have been working with TX026
- 2 My vehicle is at home right now
- 3 Drivers side *AIR* bag light stays on constantly
- 4 well that sometimes happens and it is ok for that light to be on
- 5 But I heard that someone got in an accident in CA who was told the same thing
- 6 It is truly sad the workmanship has gone down so bad
- 7 Had to order new drink hold for the back
- 8 Chrome is peeling off and silver coloring on shift lever is worn off
- 9 the seats is starting to come unraveled
- 10 when you push drivers seat all the way to the front there is a patch in the carpet
- 11 The quality of the vehicle is what I am upset with
- 12 I would trade it in but I cant afford 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 as soon as it is available
5. Gave case# to cb when veh is at the dlr
6. Kia as the mfr will rep*AIR* the vehicle the way it was designed

Mrs ██████████ stated

- 1 what if it was designed poorly?

wrt stated

- 1 apologized the Sorento were not designed poorly
- 2 as you stated before they are great cars and that is why you have owned 3 of them
- 3 wrt can document your complaint on vehicle quality
- 4 but KMA wants to work with you to get your vehicle to where is was designed
- 5 please cb once the veh is at the dlr

Mrs ██████████ stated

- 1ok I will thanks for listening to me ramble

*** CASE CLOSE 02/04/2009 09:52 AM US Mountain Standard Time RHall

*** PHONE LOG 02/04/2009 11:12 AM US Mountain Standard Time ASchombert Action Type:Incoming call

██████████ STATED

1. TX026 OFFERED TO TRY AND FIX THE VEHICLE AGAIN
2. IT'S THE *AIR* BAG IS NOT WORKING PROPERLY ON THE DRIVER'S SIDE
3. THE LIGHT ON THE DASH STAYS ON
4. JIM AT TX026 TOLD ME THEY HAVE NO IDEA HOW TO FIX THE ISSUE
5. THE DEALER SAID THERE IS NO ASSISTANCE WITH ANY ALTERNATE TRANSPORTATION
6. I WISH I WOULD NOT HAVE SOLD MY 04 KIA. THIS IS MY 3RD KIA AND BELIEVE THEY IN GENERAL ARE GOOD VEHICLES
7. WAS WORKING WITH HARLEY AND JIM IS WHO I AM SPEAKING TO TODAY

**Kia Motors America
Consumer Affairs Department**

Page 2 of 4

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736685 ██████████	K1550004	7,921
Denton, TX ██████████		Prod. Date: 5/10/07	Dealer: TX026	Huffines Kia

WORKING PROPERLY

9. I AM REQUESTING ASSISTANCE WITH ALTERNATE TRANSPORTATION WHILE VEHICLE IS AT THE DEALER AND GETTING REPAIR TO A SAFE TO DRIVE VEHICLE

WRITER STATED

1. APOLOGIZED
2. ADVISED IS TRUE RENTALS ARE NOT A PROVISION OF KIA'S WARRANTY
3. REQUESTS ARE REVIEWED ON A CASE BY CASE BASIS
4. DECISION DOES NOT COME FROM THIS OFFICE, BUT DO ASSIST WITH ADDRESSING REQUEST
5. WILL CONTACT SVC MGR VERIFYING ALL KIA'S RESOURCES ARE BEING UTILIZED
6. VEHICLE WILL NEED TO BE DIAGNOSED WITH A WARRANTY REPAIR THAT WILL TAKE OVER 24 HOURS TO ADDRESS REQUEST
7. PROVIDED CASE #, WRITER'S NAME AND EXT
8. REASSURED KMA IS CONCERNED WITH CUSTOMER BEING HAPPY WITH HER KIA AND VEHICLE'S SAFETY
CUSTOMER THANKED WRITER AND CALL ENDED

*** PHONE LOG 02/04/2009 02:00 PM US Mountain Standard Time ASchombert Action Type:Outgoing call

WRITER CALLED TX026- MIKE

MIKE STATED

1. SVC MGR IS OUT TODAY
2. A PART FOR THE SHIFTER HAS BEEN ORDERED
3. NO HISTORY OF ANY AIR BAG LIGHT ISSUE BEING ADDRESSED
4. VEHICLE IS NOT CURRENTLY HERE
WRITER THANKED MIKE AND CALL ENDED

*** PHONE LOG 02/05/2009 12:37 PM US Mountain Standard Time ASchombert Action Type:Outgoing call

WRITER CALLED DEBBIE GRIMES

1. JIM HAS BEEN WORKING ON THIS
2. DIDN'T REALIZE IT WASN'T DOCUMENTED
3. I AM GOING TO CALL NEXT WEEK TO MAKE THE APPOINTMENT

WRITER STATED

1. ADVISED KMA HAS MANY RESOURCES TO ASSIST DEALERS IN DIAGNOSING
2. IF THERE IS NO RECORD OF THE ISSUE HARD TO WORK ON A SOLUTION OR FOLLOW UP ON WHAT HAS BEEN DONE
3. CONTACT WRITER WITH APPOINTMENT DATE AND TIME AND WILL FOLLOW UP WITH DEALER
CUSTOMER THANKED WRITER AND CALL ENDED

*** CASE CLOSE 02/05/2009 12:37 PM US Mountain Standard Time ASchombert
PENDING CUSTOMER CALL BACK WITH DEALER APPOINTMENT

*** CASE CLOSE 04/10/2009 07:40 AM US Mountain Standard Time DUnderwood
TREAD REVIEW COMPLETED BY DEE UNDERWOOD

*** PHONE LOG 06/17/2009 07:12 AM US Mountain Standard Time UValencia Action Type:Incoming call
FROM DUPLICATE CASE # K1601326*****

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736685 [REDACTED]	K1550004	7,921
Denton, TX	[REDACTED]	Prod. Date: 5/10/07	Dealer: TX026	Huffines Kia

*** PHONE LOG 06/16/2009 03:04 PM US Mountain Standard Time TLarson
SERVICE ALERT VOICEMAIL RECEIVED FROM MIKE @ TX026

- 1 PROVIDED CUSTOMER NAME
- 2 PROVIDED LAST 8 OF VIN
- 3 CALL ME BACK

*** PHONE LOG 06/17/2009 07:15 AM US Mountain Standard Time UValencia Action Type:Outgoing call
Contact Name: MIKE
Year/Model/Mileage of Vehicle: 7921
RO Open Date: 6/16/09
Days Down at initial Service Alert report: 0

Rep **AIR** Issue:

AIR BAG LIGHT

BOTTON SEAT WAS ORDERED AS PER PREVIOUS VISIT
SHE WAS HERE ON 6/1. AT THAT TIME WE FAILED TO RECOGNIZED THAT PART WAS HERE. NO ONE
MENTIONED THE AB LIGHT ISSUE (PREV SVC ADVISOR NO LONGER HERE)
SO WE HAD TO CALL HER IN AGAIN

ETA for completion of rep **AIR**s: TODAY

Repeat Rep **AIR** (Y/N), if so, how many? Y(2)
Techline Case? If so, #? T1601222
Rental Provided? If so, since when? Y (EXT WARRANTY)
DPSM contacted by dealer? Y

CST PH# IS [REDACTED]

*** PHONE LOG 06/17/2009 09:13 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MS [REDACTED] WRT LVM REQUESTING A CALLBACK. PROVIDED CASE# AND CONTACT
INFORMATION

*** PHONE LOG 06/17/2009 11:14 AM US Mountain Standard Time UValencia Action Type:Incoming call
MS [REDACTED] LVM REQUESTING A CALLBACK AT 940-566-3930

*** PHONE LOG 06/17/2009 11:16 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MS GRIMES. WRT LVM REQUESTING A CALLBACK. PROVIDED CASE# AND CONTACT
INFORMATION

*** PHONE LOG 06/18/2009 12:11 PM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MIKE AT TX026. WRT LVM REQUESTING A CALLBACK . PROVIDED CONTACT INFORMATION

*** PHONE LOG 06/19/2009 06:59 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MIKE AT TX026
1.- CALLING TO MAKE SURE THAT VEHICLE WAS FIXED
2. FURTHER CALL FOR INFORMATION

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736685 [REDACTED]	K1550004	7,921
Denton, TX [REDACTED]		Prod. Date: 5/10/07	Dealer: TX026	Huffines Kia

CALLER STATES

1.- IT WENT OUT THE SAME DAY 6/17

*** PHONE LOG 06/19/2009 07:24 AM US Mountain Standard Time UValencia Action Type:Outgoing call

WRT CALLED MS [REDACTED]

- 1.- APOLOGIZED
- 2.- CALLING TO MAKE SURE THAT VEHICLE IS WORKING FINE
- 3.- UNDERSTAND THAT YOU HAD ISSUES WITH THE AB. WANT TO MAKE SURE THAT THEY HAVE BEEN RESOLVE
- 4.- WRT IS AWARE THAT CST HAD TO MAKE AN EXTRA TRIP TO THE DLR
- 5.- WRT WAS TOLD THAT PREVIOUS EMPLOYEE FAILED TO CORRECT SITUATION ON PREVIOUS VISIT (THEY HAD THE PARTS)
- 6.- PROVIDED REFERENCE# AND CONTACT INFORMATION
- 7.- IF YOU HAVE ANY MORE PROBLEMS PLEASE CALL ME BACK
- 8.- THERE ARE OTHER MODELS, SUCH IS THE CASE OF THE BORREGO, THERE IS ALSO A TOTALLY REDESIGNED SORENTO COMING UP
- 9.- THE NEW PLANT IN GA, WILL BE DEDICATED TO ASSEMBLE THE NEW SORENTO
- 10.- CST THANKED WRT FOR INFORMATION

CALLER STATES

- 1.- WHAT HAPPEN IS THAT I HAD MY CAR AT THE SHOP TIMES FOR THE SAME PROBLEM 4 TIMES (EXTRA VISIT, SINCE TECHNICIAN FAILED TO RECOGNIZED THAT PART WAS AT DLR ALREADY)
- 2.- IT'S BEEN A PROBLEM SINCE I GOT THE CAR
- 3.- THEY FINALLY CALLED THE KIA REP. THEY FOUND THE **PASS**ENGER SEAT NEED IT TO BE RE-DONE
- 4.- I AM DISAPPOINTED ON KIA, BECAUSE I HAD AN 05 SORENTO, WHICH I LOVED AND SOLD TO MY DAD
- 5.- I GOT THE 08 INSTEAD, WHICH SEEMS TO ME AS IF KIA IS TRYING TO SAVE MONEY HERE AND THERE
- 6.- I DON'T LIKE THE WORKMANSHIP OF THE SEATS, YOU CAN TELL THE DIFFERENCE FROM THIS MODEL AND THE PREVIOUS ONE
- 7.- THE QUALITY OF THE PARTS ARE GETTING SHIPPER
- 8.- OF ANY VEHICLE THAT I HAVE EVER HAD, I NEVER HAD A CAR THAT IT CHANGED SO MUCH IN QUALITY OR WORKMANSHIP WITHIN A YEAR
- 9.- I AM THINKING ABOUT TRADING MY VEHICLE
- 10.- I AM THINKING ABOUT THE SPORTAGE, I SAW THE BORREGO, WHICH LOOKS GREAT
- 11.- BUT I THINK THAT IS A LITTLE TO EXPENSIVE FOR ME
- 12.- DIDN'T KNOW THAT THERE WAS A NEW SORENTO COMING UP
- 13.- I MIGHT WAY FOR THAT ONE
- 14.- MY SISTER WANTS TO BUY MY CAR, SO I MAY SELL MY CAR TO HER, AND GET THE NEW SORENTO
- 15.- WE ARE A SORENTO FAMILY

*** CASE CLOSE 06/19/2009 06:25 AM US Mountain Standard Time UValencia

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735885 ██████████	K1473853	2,500
Flagstaff, AZ ██████████		Prod. Date: 10/13/07	Dealer: AZ037	Oxendale Kia

Case History

Complaint Dealer

*** PHONE LOG 07/18/2008 07:59 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I BOUGHT THE CAR ON MEMORIAL DAY WEEKEND AND WHEN I GOT HOME I REVIEWED THE PAPER WORK
2. MONRONEY LABEL INDICATES I SHOULD HAVE A CARGO TRAY. A WEEK AGO THEY TOLD ME THEY WILL INSTALL THE CARGO TRAY
3. WE ARE IN JULY AND IT HAS BEEN OVER TWO MONTHS SO I AM HOPING I CAN GET THIS TAKEN CARE
4. THEY SAID THEY WOULD CALL ME BUT THEY HAVE NOT CALLED ME.
5. THE **PASS**ENGER SIDE **AIR** BAG INDICATOR SOMETIMES COMES ON OR COMES OFF. IT IS NOT WORKING PROPERLY
6. THE SERVICE DEPARTMENT INDICATED IT WAS A KNOWN PROBLEM AND THEY FIX IT THEN STATED THEY WOULD HAVE TO CALL ME BACK AND THEY NEVER HAVE.
7. MY WIFE WEIGHS 132LBS. AND IT SHOULD REGISTER.
8. I BOUGHT THE CAR FOR THE SAFETY FACTORY AND THE FEATURES ARE NOT WORKING RIGHT.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. LET ME TRY TO REACH SALES NOW. THE SERVICE PART OF THE CALL MAY TAKE UP TO 24 HOURS TO RESOLVE SINCE I MAY HAVE TO SPEAK TO OUR FACTORY REP.
3. 132 LBS IS THE NORMAL ADULT FEMALE RANGE AND IT SHOULD REGISTER CONSISTENTLY. WE DO HAVE AN UPGRADE TO THE MODULE HOWEVER I BELIEVE ON THE NEWER MODELS THAT SHOULD BE TAKEN CARE OF.
4. YOU MAY WANT TO REVIEW YOUR OWNERS MANUAL **AIR** BAG SECTION AS WELL. IT IS VERY INFORMATIVE.

CUSTOMER STATES.

1. THANK YOU.

WRITER CALLED DEALERSHIP THEY WERE CLOSED. WILL TRY LATER.

WRITER CALLED GOT BACK TO CUSTOMER

WRITER STATES.

1. I COULD NOT SPEAK TO SALES. I WILL RETURN YOUR CALL WHEN I DO.

*** PHONE LOG 07/18/2008 08:06 AM US Mountain Standard Time SLarez Action Type: Incoming call

WRITER CALLED DEALERSHIP BACK AND SPOKE TO MINESH. G.M. SALES MANAGER AT FLAGSTAFF KIA

WRITER STATES.

1. I WANTED TO ADVISE YOU OF A SITUATION WITH THIS CUSTOMER
2. ACCORDING TO THE CUSTOMER THE MONRONEY LABEL INDICATED A CARGO TRAY ON THE **PASS**ENGER SIDE SEAT. IT WAS NOT THERE WHEN THE CAR WAS SOLD TO HIM AND AFTER DEBATING IT A FEW TIMES YOU GUYS FINALLY AGREED TO TAKE CARE OF IT AND PUT ONE ON.
3. THE CUSTOMER IS STATING NO ONE HAS CALLED HIM TO TELL HIM THE PART IS THERE.

MINESH STATES.

1. I HAVE BEEN HERE SINCE JUNE AND DO NOT KNOW ANYTHING ABOUT THIS.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735885 ██████████	K1473853	2,500
Flagstaff, AZ ██████████		Prod. Date: 10/13/07	Dealer: AZ037	Oxendale Kia

2. WHO DID HE SPEAK TO

WRITER STATES.

1. I AM NOT SURE LET ME CALL HIM

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I AM SPEAKING TO MENISH THE G.M. OF THE DEALERSHIP AND HE DOES NOT REMEMBER THIS. WHO DID YOU SPEAK TO

CUSTOMER STATES.

1. I KEPT THE V.M. FOR THIS REASON, I WILL CALL YOU BACK

WRITER GOT BACK TO G.M AND ADVISED.

1. THE CUSTOMER DOES NOT REMEMBER THE NAME. HE WILL CALL ME BACK WITH THE NAME. CAN YOU GET ME TO PARTS TO SEE IF THE PART IS IN.

WRITER WAS TRANSFERRED TO SHARRON IN PARTS.

SHARRON STATES.

1. THE PART IS HERE AND I CALLED HIM WHEN IT CAME IN. HE WAS SUPPOSED TO CALL SERVICE TO GET IT TAKEN CARE OF.

CUSTOMER CALLED IN ON THE OTHER LINE.

CUSTOMER STATES.

1. I SPOKE TO SHARRON AND SHE STATED SHE WOULD CALL ME BACK

WRITER STATES.

1. I HAVE SHARRON ON THE OTHER LINE AND THE PART IS THERE. LET ME GET SERVICE ON THE LINE SO WE CAN SCHEDULE THE APPOINTMENT.

CUSTOMER STATES.

1. THANK YOU

WRITER WAS TRANSFERRED TO CHRISTOPHER IN SERVICE

CHRISTOPHER STATES.

1. WE CAN INSTALL THE CARGO TRAY AND ALSO THE **OCS** MODULE IS HERE TOO SO WE CAN TAKE CARE OF THE **AIR** BAG CONCERN AS WELL.

2.. HAVE HIM CALL US.

WRITER STATES.

1. I WILL CONNECT HIM NOW. HE IS ON THE LINE.

WRITER CONNECTED CUSTOMER TO SERVICE SO APPOINTMENT CAN BE MADE.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735X85 ██████████	K1630383	6,524
Meridian, ID ██████████		Prod. Date: 11/9/07	Dealer: ID010 Dennis Dillon Kia	

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 08/14/2009 08:46 AM US Mountain Standard Time UValencia
800# VM BY LARRY FROM ID010

- 1.- PROVIDED VIN# AND CST NAME
- 2.- **PASSENGER AIR** BAG LIGHT WARNING STAYING OFF INTERMITTENTLY WITH **PASSENGER** IN SEAT
- 3.- RECALL HAS BEEN PERFORMED
- 4.- REPLACED SEAT BOTTOM AS PER TECH LINE APPROXIMATELY ABOUT A MONTH AGO
- 5.- I DID HAVE THE CST SIT IN THE SEAT AND THE WARNING LIGHT DID TURNED OFF
- 6.- WE WERE NOT ABLE TO VERIFY THE PROBLEM
- 7.- WILL BE CONTACTING TECH LINE

*** PHONE LOG 08/17/2009 11:00 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED LARRY @ ID010(VOICEMAIL)

- 1 RETURNING YOUR SERVICE ALERT VOICEMAIL
- 2 PLEASE GIVE ME A CALL BACK
- 3 PROVIDED CALL BACK INFORMATION AND CASE NUMBER

*** PHONE LOG 08/18/2009 08:22 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED LARRY @ ID010

Dealership Contact Name: LARRY @ ID010
Year/Model/Mileage of Vehicle: 08 SORENTO 6524
RO Open Date: 8/14/09
Days Down at initial Service Alert Report: 0

Rep **AIR** Issue: AB LIGHT

ETA for completion of rep. **AIR**: 8/14/09 DONE

Repeat **P AIR** (Y/N) if so, how many? YES
Techline Case? If so, #? T1630498
Rental provided? If so, since when? NO
DPSM contacted by dealer? WILL CONTACT DPSM

WRITER REVIEWED CASE WITH LARRY @ ID010

- 1 VEHICLE IS NOT CURRENTLY DOWN
- 2 CUSTOMER CAME IN ON FRIDAY
- 3 WE TRIED TO DUPLICATE/VERIFY THE CONCERNS AND WERE UNABLE TO DO SO
- 4 WE REPLACED THE SEAT BOTTOM ABOUT A MONTH AGO
- 5 CURRENTLY WE NEED TO CALL OUR DPSM. TECHLINE WANTS US TO REVIEW THE CASE WITH THEM TO DETERMINE THE NEXT STEP

*** EMAIL OUT TLarson Action Type:External email
Send to: BSHARP@KIAUSA.COM
BILL.

RECEIVED THIS CASE ON THE SERVICE ALERT LINE FROM ID010. SPOKE WITH LARRY TODAY AND THEY ARE DEALING WITH A 08 SORENTO 6524 MILES WITH A **OCS** LIGHT. ID010 REPLACED THE SEAT BOTTOM ABOUT A MONTH AGO. CURRENTLY WE HAVE BEEN UNABLE TO DUPLICATE THE ISSUE. THE CUSTOMER SAT IN THE

**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>
[REDACTED]	[REDACTED]	KNDJC735X85 [REDACTED]	K1630383	6,524
Meridian, ID [REDACTED]		Prod. Date: 11/9/07	Dealer: ID010	Dennis Dillon Kia

WORKING WITH TECHLINE AND TECHLINE REFERRED ID010 TO YOU DIRECTLY. LARRY @ ID010 SAID HE WOULD CALL YOU TODAY, IF YOU DONT HEAR FROM HIM SHORTLY PLEASE CALL HIM AND REVIEW THIS CASE. ONCE THE NEXT STEPS ARE DETERMINED CAN YOU LET ME KNOW SO I CAN UPDATE THE FILE AND FOLLOW UP WITH THE CUSTOMER. THANKS FOR YOUR HELP.

TODD EXT 46055

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

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_K1630383_TLarson_08-18-2009091156.doc>>

*** PHONE LOG 08/19/2009 08:58 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM BILL SHARP (VM)

1 CALLING YOU TO DISCUSS THIS CASE
2 SENT YOU A EMAIL YESTERDAY AND WANTED TO KNOW IF YOU HAD A CHANCE TO REVIEW THIS CASE WITH THE DEALER
3 TECHLINE REQUESTED THAT THE DEALER CALL YOU TO REVIEW THE CASE TO DETERMINE THE NEXT STEPS
4 TECHLINE FEELS THAT THE CUSTOMER MAY BE TO SMALL AND THAT IS WHY THE **OCS** LIGHT IS STAYING ON . HOWEVER DEALER HAS NOT BEEN ABLE TO VERIFY THE CONDITION WITH THE MOST RECENT VISIT
5 PLEASE REVIEW THE CASE WITH THE DEALER AND LET ME KNOW HOW WE ARE PROCEEDING

*** PHONE LOG 08/19/2009 09:27 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER RECEIVED CALL FROM DPSM BILL SHARP

1 CALLING YOU BACK ON THIS CASE
2 I REVIEWED THE CASE WITH THE SVC MGR
3 WHEN MARK WHITE WAS A FTR I KNOW HE HAD A PROGRAM THAT HE COULD USE FOR SMALLER PEOPLE
4 SO WHAT I WOULD DO IN THIS CASE WOULD BE TO SEND IT TO THE REGION
5 ITS POSSIBLE THAT JIM KNOWS FURTHER INFORMATION ABOUT A FIX FOR THIS PROBLEM

WRITER ADVISED

1 OK I WILL DO THAT
2 THANKS

*** PHONE LOG 08/19/2009 09:29 AM US Mountain Standard Time TLarson Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2008 SORENTO LX 4X4 KNDJC735X85 [REDACTED]	<u>Case Number</u> K1630383	<u>Mileage</u> 6,524
<u>Meridian, ID</u> [REDACTED]		<u>Prod. Date:</u> 11/9/07	<u>Dealer:</u> ID010 Dennis Dillon Kia	

WRITER DISPATCHING CASE TO WRCA

- 1 PLEASE NOTE ABOVE COMMENTS
- 2 DPSM IS REQUESTING THAT FTR ASSISTANCE BE COORDINATED FOR ID010
- 3 DPSM BILL SHARP MENTIONED A DIFFERENT **OCS** PROGRAM FOR PEOPLE THAT ARE SMALLER
- 4 PLEASE DETERMINE IF PROGRAM UPDATE IS AVAILABLE FOR **OCS**
- 5 PLEASE DETERMINE WHEN FTR WILL BE AVAILABLE FOR VISIT TO ID010
- 6 PLEASE CONTACT CUSTOMER AND DEALER TO ADVISE WHEN FTR WILL BE AVAILABLE

Kia Motors America

Consumer Affairs Department

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1261946	2,700
Melbourne, FL				
Prod. Date: 6/27/06 Dealer: FL021 Boniface-Hiers Kia				

Case History

Complaint: Technical Escalation

*** PHONE LOG 12/27/2006 12:49 PM US Mountain Standard Time Noonan

105 TECHLINE CASE

OCS LIGHT

PLEASE CONTACT CUSTOMER TO SEE IF THERE ARE ANY ISSUES WITH THE VEHICLE.

*** PHONE LOG 12/27/2006 03:04 PM US Mountain Standard Time Erviz Action Type:Incoming call

WRITER STATED

1. WRT CALLED THE CUSTOMER BACK.

2. WRT EXPLAINED THE REASON OF THE CALL.

CALLER STATED

1. I AM STILL HAVING A PROBLEMS W/ THAT.

2. THEY ARE GOING TO TAKE A LOOK AT IT.

3. I AM TAKING IT IN NEXT MONDAY SO THEY CAN LOOK AT IT THE NEXT DAY.

4. THERE IS ALSO A FACTORY DENT ON THE DOOR THAT THEY WILL TRY TO FIX.

5. THEY ARE GOING TO CHECK THE SEAT BELT AND REMOVE THE SEAT FROM ANOTHER VEHICLE TO SEE IF THAT WILL TAKE CARE OF THE PROBLEM.

6. I GUESS IS ONE OF THOSE THING THAT HAPPENS AND IT JUST NEEDS TO BE TAKEN CARE.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE

2. KIA WILL BE GLAD TO MAKE SURE THIS IS TAKEN CARE OF AT THE DEALER.

3. KIA WILL FOLLOW UP W/ THE DEALER ON TUESDAY.

4. CUSTOMER THANKED WRT FOR THE INFO.

*** PHONE LOG 01/02/2007 09:37 AM US Mountain Standard Time Larson Action Type:Incoming call

WRITER CALLED FL021 TO CHECK FOR A TRIP.

1 VEHICLE IS NOT IN OUR SERVICE DEPT

2 NAME DOES NOT SOUND FAMILIAR

3 IT IS NOT ON ANYTHING THAT WE HAVE WRITTEN UP

4 VEHICLE HAS NOT BEEN DROPPED OFF FROM WHAT I CAN SEE

*** PHONE LOG 01/02/2007 09:46 AM US Mountain Standard Time Larson Action Type:Incoming call

WRITER CALLED CUSTOMER(VOICE MAIL)

1 I AM CALLING TO FOLLOW UP ON THE REPAIRS YOU AND ZIKE TALKED ABOUT
2 FROM MY UNDERSTANDING THE VEHICLE WAS SUPPOSED TO BE DROPPED OFF YESTERDAY SO IT WAS
3 THERE TODAY

3 I CALLED THE DEALER AND THEY TOLD ME THE VEHICLE HAS NOT BEEN DROPPED OFF
4 PLEASE LET ME KNOW WHEN THE VEHICLE IS AT THE DEALER WE WILL FOLLOW UP WITH THEM TO MAKE
5 SURE THE REPAIRS ARE COMPLETED

5 PROVIDED CALL BACK NUMBER, CASE NUMBER AND EXTENSION

**Kia Motors America
Consumer Affairs Department**

Last name	██████████
First name	██████████
VIN of 2007 SORENTO LX 4X2	KNDJD736475
Case Number	K1261946
Mileage	2,700
Melbourne, FL	
Prod. Date: 6/27/06	
Dealer: FL021 Boniface-Hiers Kia	

*** PHONE LOG 01/03/2007 09:51 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER CALLED CUSTOMER

1 IM CALLING TO FOLLOW UP ON THE CONCERNS YOU DISCUSSED WITH OUR OFFICE
2 DID YOU GET MY CALL FROM YESTERDAY?

CUSTOMER ADVISED

1 YES I RECEIVED YOUR CALL
2 I HAD THE VEHICLE AT THE DEALERSHIP ON MONDAY
3 I WAS WORKING WITH CHRIS THE SVC MGR, HE GAVE ME A LOANER VEHICLE
4 THEY ADDRESSED A NOISE THAT I HAD WHEN TURNING, SAID THE FENDER AND THE TIRE WERE RUBBING
5 THEY WERE TOLD BY KIA TO REPLACE THE SEAT IN THE VEHICLE, THE DEALER DID NOT HAVE ANOTHER
6 BLACK SEAT TO PUT INTO IT
7 THEY WILL BE CALLING KIA TO DETERMINE WHAT THEY WANT THEM TO DO
8 THEY ARE GOING TO CALL ME BACK, I HAD A 2005 WITH THIS SAME PROBLEM AND IT WAS RESOLVED
9 I LIKE THE VEHICLE AND I CAN CALL YOU BACK IF THERE ARE ANY OTHER PROBLEMS

WRITER ADVISED

1 OK THANK YOU
2 I JUST WANTED TO FOLLOW UP ON THIS

*** PHONE LOG 01/03/2007 09:55 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED SVC MGR CHRIS @ FL021

1 LEFT MESSAGE REQUESTING CALL BACK
2 PROVIDED NAME, CASE, EXTENSION AND CALL BACK NUMBER

*** PHONE LOG 01/03/2007 12:28 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM CHRIS @ FL021

1 CALL ME BACK

*** PHONE LOG 01/03/2007 12:39 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CHRIS @ FL021

1 THE VEHICLE WAS BROUGHT IN FOR SOMETHING HAVING TO DO WITH SALES, RUSTPROOFING OR SOMETHING

2 WE ADDRESSED ANOTHER PROBLEM HE HAD RESOVED THAT

3 WE EXPLAINED TO HIM THAT WE DID NOT HAVE ANOTHER SEAT TO PUT INTO THE VEHICLE THAT WAS LIKE THE ONE HE HAD

4 MY LEAD, MASTER TECH IS ON VACATION UNTIL MONDAY

5 WHEN HE GETS BACK I WILL HAVE HIM CALL KIA ON MONDAY TO FIGURE OUT WHAT THEY WANT US

**Kia Motors America
Consumer Affairs Department**

Page 3 of 15

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1261946	2,700
Melbourne, FL ██████████		Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

TO DO IN LIEU OF NOT HAVING ANOTHER LIKE SEAT
6 WE ARE ON TOP OF THIS BUT IM JUST DEAD IN THE WATER UNTIL MY TECH MARK WILHELM GETS BACK

WRITER ADVISED

1 OK THANK YOU
2 I WILL NOTE THE FILE

SVC MGR CHRIS @ FL021 ADVISED

1 SO WHO IS GENERATING THESE CALLS
2 THE CUSTOMER MENTIONED TO ME THAT HE HAS RECEIVED A NUMBER OF CALLS
3 ALTHOUGH HE APPRECIATES THE ATTENTIVENESS HE TOLD ME THAT WE JUST DONT SEEM TO GET THE POINT THAT THE DEALER IS HANDLING THE SITUATION
4 HE TOLD ME THAT HE DID NOT WANT TO GET A BUNCH OF PHONE CALLS

WRITER ADVISED

1 THANK YOU FOR THE INFO
2 I WILL NOTE THE FILE

*** NOTES 01/05/2007 04:34 PM US Mountain Standard Time TLarson Action Type: Manager review
WRITER FORWARDING CASE TO CALL CENTER FOR FOLLOW UP

1 PLEASE CALL THE SVC MGR CHRIS @ FL021
2 PLEASE FIND OUT WHAT HIS MASTER TECH IS PLANNING TO DO IN THIS CASE
3 PLEASE CALL CUSTOMER WITH RESOLUTION

*** NOTES 01/05/2007 04:46 PM US Mountain Standard Time TLarson Action Type: Manager review
PLEASE ASK THE DEALER TO CALL THE CUSTOMER WITH THE RESOLUTION. DUE TO CUST NOT WANTING TO RECEIVE CALLS FROM OUR OFFICE

*** PHONE LOG 01/09/2007 09:46 AM US Mountain Standard Time LColema Action Type: Outgoing call
Writer called FL021 Boniface-Hiers Kia spoke with Chris Kia svy mgr who stated:

1. Tech adv to swap out seat.
2. Don't have matching veh to swap out seat.
3. Received load of cars, but none match cust veh.
4. Mark, shop lead tech is now contacting Kia to determine what we are suppose to do next.
5. Have spoken with cust to keep cust up to date.
6. Will call writer back later this afternoon with status.

Writer 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>
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1261946	2,700
Melbourne, FL	[REDACTED]	Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

1. Provided file number & writer's ext.

*** PHONE LOG 01/09/2007 02:33 PM US Mountain Standard Time LCoema Action Type:Incoming call
Writer received VM message from Chris at FL021 stating:
1. Please call back at 321-951-9595 x 118

Writer called Chris at FL021 & left VM message requesting call back.

*** PHONE LOG 01/09/2007 03:02 PM US Mountain Standard Time LCoema Action Type:Incoming call
Writer received VM from Chris srv mgr at FL021 stating:
1. Having trouble getting in touch with each other.
2. DPSM has authorized seat replacement.
3. But because veh is so new, don't have part number.
4. Have spoken with PDC.
5. PDC is emailing Korea to get part number.
6. Have no idea how long will take to get seat here.
7. Have spoken with cust & adv cust of situation.

*** PHONE LOG 01/11/2007 10:20 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called FL021 spoke with Chris srv mgr who stated:
1. Haven't heard back from PDC yet with part number or when will be available.
2. Spoke to Danny in PDC

Writer states:
1. Writer will follow up with Danny at PDC

*** EMAIL OUT _ MCameron Action Type:External email
Send to:[Becker, Dawn [KMA]]
Dawn.

This case is for an 07 Sorento IQS customer with an **OCS** light problem. Techline advised the dealer to replace the seat, but the dealer states there is no part # available & he cannot get an ETA. Dir claims to have contacted the PDC. Can you provide any additional info? The cust just bought the car & it's already been down at the dealer for at least 2 weeks. Thanks for your assistance.

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1261946_MCameron_01-11-2007125421.doc>>

*** PHONE LOG 01/11/2007 03:38 PM US Mountain Standard Time LCoema Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

Page 5 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1261946	2,700
Melbourne, FL [REDACTED]		Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

Writer called PDC & spoke to Danny who stated:

1. Have all information here.
2. But system need to get into to take care of this is down.
3. Will call writer back when have more information.

Writer States:

1. This is a high profile case.
2. Provided writer's ext.

*** NOTES 01/11/2007 02:59 PM Pacific Daylight Time MCameron Action Type:Manager review

Writer rec'd the following update from Parts Dept:

1. They were made aware of this on 1/9/07
2. A technical inquiry was sent to Korea to determine the correct seat cushion part number for this vehicle
3. Still waiting for the reply from Mobis Parts Technical Information Team but are sending an urgent request to expedite a response today.
4. Will provide update tomorrow

*** PHONE LOG 01/15/2007 09:22 AM US Mountain Standard Time LColema Action Type:Incoming call

Writer received VM message from Danny at PDC stating:

1. Have part number 882003E700LW5
2. Have put order thru.
3. Don't have ETA yet.
4. Will call back when have ETA.

*** NOTES 01/16/2007 10:33 AM Pacific Daylight Time MCameron Action Type:Manager review

Writer rec'd confirmation of valid part # from KMA National Parts Dept. -- 88200 3E700KW5. Danny at PDC to contact dlr FL021 to ensure they place an order for this part number & upgrade the order to UPER status. National Parts Dept. is awaiting order to follow up on UPER parts request with parts supplier & obtain E.T.A.

*** PHONE LOG 01/25/2007 11:20 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called FL021 and Seretta in svc stated:

1. Hold on a second and let me check with parts.
2. Showing that part is still on backorder.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 01/31/2007 01:42 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called Parts hotline and Mark in svc stated:

1. We have two coming by **AIR**.
2. But don't have any ETA for this part.
3. Do show that order from FL021 is on upper status.

Writer Stated:

1. Thanks for the info.

Kia Motors America
Consumer Affairs Department

Page 6 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1261946	2,700
Melbourne, FL [REDACTED]		Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

*** NOTES 02/10/2007 11:01 AM Pacific Daylight Time MCAmeron Action Type:Manager review
Per KMA Parts Dept., MOBIS shows an ETD of 2/13/07 for this part.

*** PHONE LOG 02/12/2007 12:51 PM US Mountain Standard Time RBriones Action Type:Incoming call
SRCA called and OSprague stated:

1. Was just calling as part is supposed to be in tomorrow.
2. Am going to be following up with customer after veh is rep**AIR**ed.
3. See that cust didn't want to be called, but am going to offer goodwill for inconvenience.
4. Go ahead and dispatch case to region.

Writer Stated:

1. Thanks for the info.
2. Will do that.

*** NOTES 02/12/2007 02:52 PM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM sent e-mail stating:
 - * Part is in Upper Status
 - * Vehicle has not been down month of January
 - * Customer has been driving vehicle
 - * Customer could still file Lemon-Law due to days down so might want to offer GW
2. Writer spoke to RCAM and he agrees GW should be offered due to inconvenience
3. Writer spoke to RBriones in call center and advised him to dispatch case to southern region
4. After vehicle is rep**AIR**ed:
 - * Writer will get copy of RO's
 - * Writer will contact customer and offer GW
 - * Writer will send offer letter w release

*** NOTES 02/12/2007 12:53 PM US Mountain Standard Time RBriones Action Type:Manager review
Dispatched for:

1. Per conversation with OSprague.
2. Region to follow up with customer.

*** COMMIT 02/12/2007 02:59 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** FULFILL 02/13/2007 11:40 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 02/13/2007 03:49 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to Chris in service at FL021 and he stated:
 - * The part is still on National backorder
 - * There is no current ETA
 - * I spoke to the customer on Friday (2/9/07) and gave him an update

Kia Motors America
Consumer Affairs Department

Page 7 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJD736475	K1261946	2,700
Melbourne, FL		Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

*** NOTES 02/13/2007 04:03 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Mr. [REDACTED]) and stated:
 - * I am calling from Kia regional office
 - * I wanted to give you my name and phone number
 - * If you have any questions or concerns that you want to address with the manufacturer, please give me a call
 - * I will keep in contact with the dealer and you will be contacted when the seat arrives
2. Customer stated:
 - * Thank you for calling
 - * I don't understand why it's taking so long to get the seat
 - * I will keep your name and phone number and call if I have any questions.

Case pending arrival of **PASS**enger seat

*** PHONE LOG 02/21/2007 09:14 AM US Mountain Standard Time LColesa Action Type:Incoming call
Writer received VM message from Ed in NCA requesting call back.

Writer called Ed who stated:

1. Notes indicate writer spoke with Danny at PDC.
2. Which PDC?

Writer states:

1. National PDC.
2. Listen to prompts. Danny is at information for parts back order.

*** PHONE LOG 02/21/2007 08:41 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called FL021 and spoke with Steve (Service Advisor):

1. Advise him of current situation
- Steve states:
1. Let me forward you to Chris Paladino who has been handling this customer.

Call is transferred to Chris Paladino:

Wrt states:

1. Advise him of current situation
2. I would need you to cancel the UPPER part order for the seat cushion.

Chris states:

1. According to Mobis part should arrive here on 2-23

Wrt states:

1. We have the part here at our corporate office and we are going to over night it to you.
2. We do not want to send two parts
3. We need you to cancel that order.

Chris states:

1. Let me talk to Mary Reben (Parts Manager)
2. We ordered the part from Danny at PDC
3. You will need to contact him to cancel the order.

Wrt states:

1. Ok thank you I will call him and follow up with you

*** PHONE LOG 02/21/2007 08:42 AM Pacific Daylight Time ELau Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 8 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
Melbourne, FL		KNDJD736475	K1261946	2,700
		Prod. Date: 6/27/06	Dealer: FL021 Boniface-Hiers Kia	

Wrt called PDC and spoke with Danny:

1. Updated Danny on situation
2. Told Danny to cancel part
3. Danny confirmed part # and notify wrt that part will be cancelled.
4. Wrt thank Danny

*** PHONE LOG 02/21/2007 08:45 AM Pacific Daylight Time ELau Action Type:Outgoing call

Wrt called FL021 and spoke with Chris Paladino:

1. Spoke with Danny
2. Upper order has been cancelled.
3. I will be shipping the new part over night to you
4. Instructions for the return shipping of the old cushion will be on the new cushion shipment.
5. Is vehicle currently there?

Chris states:

1. No, once the cushion arrives I will call the customer to arrange him to bring vehicle in for rep**AIR**s.
2. Please ship the cushion to Boniface-Hiers Kia 880 S. Apollo Blvd. Melbourne 32901 attention Mary Rebon (Parts Manager)

Wrt states:

1. Will do that and will continue to follow up with you.

*** COMMIT 02/22/2007 02:56 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 02/22/2007 02:56 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to Chris in service and he stated:
 - * The seat arrived this morning
 - * I left a message for the customer to call so we can schedule him to bring the vehicle in
2. Writer stated:
 - * I will call you in a couple of days to check status
 - * I will need to get a copy of the RO when rep**AIR** is completed.

*** FULFIL 02/26/2007 10:43 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 03/01/2007 11:47 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received copy of RO
2. Writer left message for Chris in service to see how many days vehicle was down

*** NOTES 03/01/2007 12:17 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Chris called and stated:
 - * Vehicle came in today and was here about 1 1/2 hours for the rep**AIR**
 - * Customer waited for vehicle
2. Writer requested copies of ALL RO's to determine how many days vehicle has been down.

**Kia Motors America
Consumer Affairs Department**

Page 9 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1261946	2,700
Melbourne, FL [REDACTED]		Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

*** COMMIT 03/01/2007 03:27 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** CASE CLOSE 03/01/2007 03:30 PM Eastern Daylight Time OSprague

*** FULFILL 03/05/2007 11:06 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 03/06/2007 03:06 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to Mr. Hagenbaumer and stated:

* This is a follow-up call to be sure the **PASS**enger **AIR**bag light is working properly

2. Customer stated:

* So far it is working fine

* I will call you if there is a problem

CASE CLOSED PENDING FURTHER CONTACT FROM CUSTOMER

*** CASE CLOSE 03/06/2007 03:36 PM Eastern Daylight Time OSprague

*** NOTES 04/17/2007 08:39 AM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM called and stated:

* I met with this customer again

* The **PASS**enger **OCS** works fine for the husband

* The light stays on when the wife sits in the seat

* The wife is a large lady and doesn't sit in the seat properly

* DPSM made recommendations on what to do if the light doesn't go off when wife sits in the seat

* DPSM demonstrated recommendations:

** Have wife get out of the seat and then sit back down

** If that doesn't work, then turn vehicle off and back on

* These recommendations worked so customer is satisfied at this time

* DPSM advised there is an **OCS** software update coming

* Customer is willing to wait for the update

*** CASE CLOSE 04/17/2007 08:46 AM Eastern Daylight Time OSprague

*** NOTES 06/20/2007 04:05 PM Eastern Daylight Time OSprague Action Type:Manager review

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>
		KNDJD736475	K1261946	2,700
Melbourne, FL		Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

*** NOTES 06/20/2007 04:24 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Mr [REDACTED]) and stated
 - * I received notice from the BBB
 - * Are you still having problems with the **PASS**enger **AIR**bag light?
2. Customer stated:
 - * Yes we are
 - * I sent in the MVDN a couple of days ago
3. Writer stated
 - * As soon as I receive the MVDN, a final inspection will be scheduled
4. Customer thanked writer and said he will wait for Kia's response
CASE PENDING MVDN
5. Writer will respond to BBB stating:
 - * Kia is waiting to receive the MVDN
 - * Final inspection will be scheduled

*** CASE CLOSE 06/20/2007 04:34 PM Eastern Daylight Time OSprague
PENDING RECEIPT OF MVDN

*** NOTES 06/21/2007 12:54 PM Pacific Daylight Time ELau Action Type:Manager review
NCA received Motor Vehicle Defect Notice:
MVDN states:

1. 3 or more rep**AIR** attempts have been made to rep**AIR** the same defect or condition
2. Alleged defect: Front **PASS**enger **AIR** Bag System
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.
4. Writer to scan into case and forward to the region for further handling.

*** PRIORITY CHANGE 06/21/2007 12:55:31 PM ELau

*** COMMIT 06/22/2007 08:45 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 06/22/2007 08:45 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Final inspection/rep**AIR** has been scheduled for 6/28/07 at FL021
CASE PENDING INSPECTION

*** CASE CLOSE 06/22/2007 08:46 AM Eastern Daylight Time OSprague

*** FULFILL 06/25/2007 02:04 PM Eastern Daylight Time OSprague Action Type:Callback Required

**Kia Motors America
Consumer Affairs Department**

Page 11 of 15

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1261946	2,700
Melbourne, Fl [REDACTED]		Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

*** NOTES 06/25/2007 02:07 PM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM (DStevens) called and stated:
 - * The customer called the service manager (Tommy) at FL021
 - * He cannot make the scheduled appt on 6/28 for the final inspection due to eye surgery
 - * I told the service manger that you will call the customer to reschedule
 2. Writer spoke to customer (Mr. [REDACTED]) and he stated:
 - * I just received your letter
 - * I am having eye surgery on 6/27 and have a follow-up visit on 6/28
 - * I don't know when I can take the vehicle in for the inspection
 3. Writer stated:
 - * Please call me to reschedule at your convenience
- CASE PENDING CALL BACK FROM CUSTOMER

*** CASE CLOSE 06/25/2007 02:10 PM Eastern Daylight Time OSprague

*** COMMIT 06/28/2007 03:18 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 06/28/2007 03:19 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Inspection has been rescheduled for July 12, 2007 at 8:00 am

*** CASE CLOSE 06/28/2007 03:19 PM Eastern Daylight Time OSprague

*** FULFIL. 07/12/2007 08:42 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 07/12/2007 08:46 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer showed up at FL021 for the final rep **AIR** per MVDN

CASE PENDING REP **AIR**

*** NOTES 07/13/2007 11:08 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per DPSM:
 - * Dealer did not have the seat for this rep **AIR**
 - * The part has been e-ordered and put into UPER status
 - * Customer is in a rental
 - * I will give you a status on Monday (7/16)

**Kia Motors America
Consumer Affairs Department**

Page 12 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1261946	2,700
Melbourne, FL ██████████		Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

*** COMMIT 07/18/2007 01:53 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** COMMIT 07/18/2007 01:53 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 07/18/2007 01:53 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Mr. ██████████ called and left message that stated:
 - * I am not happy that my car has been at the dealer since 7/12/07
 - * I thought the part was suppose to be there when I took it in
 - * I want something done as soon as possible
2. Writer called DPSM to see if he had status of seat replacement
3. DPSM contacted dealer and they stated:
 - * Part was suppose to arrive yesterday
 - * Now they are saying it should be here tomorrow (7/19)
4. DPSM stated to writer:
 - * Per lemon law we have 10 days from date vehicle is taken to dealer to get it rep**AIR**ed
 - * We have until 7/21/07
 - * Hopefully the part will come in before that date
5. Writer spoke to customer and stated:
 - * I apologize for your inconvenience
 - * Per lemon law we have until 7/21 to get your vehicle rep**AIR**ed
 - * If the part doesn't come in by that date, we will discuss offers we can make
 - * If the part comes in and we get your vehicle rep**AIR**ed, we will offer GW compensation due to your inconvenience
6. Customer thanked writer

CASE PENDING REPA**AIR**S PER MVDN

*** NOTES 07/20/2007 10:04 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer and DPSM (DStevens) spoke to Chris in service at FL021
2. Chris stated:
 - * Part has not arrived
 - * It was suppose to arrive on 7/18 or 7/19 but it is now showing on national backorder again
 - * Customer wants his vehicle back today (7/20) because he needs it to tow his boat
3. DPSM stated:
 - * If the part doesn't come in today, go ahead and give the vehicle back to the customer
4. Writer noted to DPSM:
 - * If part does not arrive today, Kia will be out of BBB compliance (10 days to rep**AIR**)
 - * Writer will call customer on Monday and discuss sending a 2-tier offer (SOC - GW)

CASE PENDING REPA**AIR** OR ACCEPTANCE OF OFFER

*** FULFILL 07/20/2007 10:26 AM Eastern Daylight Time OSprague Action Type:Callback Required

**Kia Motors America
Consumer Affairs Department**

Page 13 of 15

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1261946	2,700
Melbourne, FL ██████████		Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

1. Writer confirmed with DPSM that customer picked up vehicle on Friday (7/20)
 2. Part did not arrive to do the rep **AIR**
 3. Writer left message for customer stating:
 - * You will be receiving an offer letter to replace your vehicle
 - * Please call to discuss if you have any questions.
- CASE PENDING ACCEPTANCE OF OFFER

*** CASE CLOSE 07/23/2007 10:11 AM Eastern Daylight Time OSprague

*** NOTES 07/25/2007 07:58 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer has accepted SOC
 2. Customer wants to upgrade his vehicle from LX to EX
 3. Customer is willing to pay upcharge + tax
 4. Writer will have vehicle shipped from port to FL021
 5. After vehicle is in transit to FL021, SOC package will be sent to dealer
- CASE PENDING VEHICLE BEING SHIPPED TO FL021 & DEALER SENDING TRADE-OUT AUTHORIZATION FORM

*** CASE CLOSE 07/25/2007 08:13 AM Eastern Daylight Time OSprague

*** NOTES 08/02/2007 02:36 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Replacement vehicle is in transit to FL021
2. SOC package sent to sales manager (JPratt) at FL021
3. Case pending trade-out form

*** CASE CLOSE 08/02/2007 02:37 PM Eastern Daylight Time OSprague

*** NOTES 08/09/2007 03:50 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received signed trade-out authorization form
2. SOC package being sent to NCA for processing

*** CASE CLOSE 08/09/2007 04:01 PM Eastern Daylight Time OSprague

*** NOTES 08/15/2007 01:38 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer contacted Kia (DPSM & SRCAA) stating:
 - * The replacement vehicle is doing the same thing as the old vehicle
 - * The **PASS**enger **AIR**bag light stays on when adult is sitting in the seat
 - * I don't want to deal with this any more
 - * I want you to repurchase the vehicle

**Kia Motors America
Consumer Affairs Department**

Page 14 of 15

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1261946	2,700
Melbourne, FL	[REDACTED]	Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

- * If possible let's take the customer out of the replacement vehicle
- * Let's put the customer back into the old vehicle until the repurchase can be completed
- 3. Writer verified that new vehicle has not be RDR'd
- 4. Writer left message for sales manager (John Pratt) and sent e-mail stating:
 - * Customer will be bringing the replacement vehicle back to your dealership
 - * We will be repurchasing the original vehicle
 - * Please reimburse the customer for the upgrade fee + tax that he paid to upgrade from the LX to EX.
- 5. Writer will send revised repurchase offer to customer
- 6. After signed letter is received, repurchase package will be sent to NCA

*** NOTES 08/15/2007 01:48 PM Eastern Daylight Time OSprague Action Type:Manager review
CASE CLOSED PENDING SIGNED OFFER LETTER

*** CASE CLOSE 08/15/2007 01:48 PM Eastern Daylight Time OSprague

- *** NOTES 08/21/2007 01:19 PM Eastern Daylight Time OSprague Action Type:Manager review
1. Customer has accepted the repurchase offer
 2. Repurchase package will be sent to NCA for check processing

*** COMMIT 08/21/2007 01:23 PM Eastern Daylight Time OSprague Action Type:Callback Required

- *** NOTES 08/21/2007 01:23 PM Eastern Daylight Time OSprague Action Type:Manager review
1. Per corporate request, engineers are coming to FL to inspect vehicles for the **OCS** light concern
 2. Writer spoke to CTR (TPeters) and he stated:
 - * Even though customer cannot be with the vehicle for the inspection, see if he will drop it off for an 8/30 inspection
 3. Writer spoke to customer and stated the above
 4. Mr. [REDACTED] stated
 - * I will drop the vehicle off on 8/29 so they can have it for the inspection on 8/30
 - * As long as the dealer has a shuttle, I won't need a rental.
 5. Writer will send confirmation letter to customer and copy to the service manager at FL021

*** CASE CLOSE 08/21/2007 01:29 PM Eastern Daylight Time OSprague

*** FULFILL 08/29/2007 10:14 AM Eastern Daylight Time OSprague Action Type:Callback Required

- *** NOTES 09/18/2007 11:04 AM Eastern Daylight Time OSprague Action Type:Manager review
1. Checks for lender and customer were received on 9/18/07

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1261946	2,700
Melbourne, FL	[REDACTED]	Prod. Date: 6/27/06	Dealer: FL021	Boniface-Hiers Kia

*** CASE CLOSE 09/19/2007 11:05 AM Eastern Daylight Time OSerama

**Kia Motors America
Consumer Affairs Department**

Page 1 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1411670	2,700
Melbourne, FL	[REDACTED]	Prod. Date: 7/7/06	Dealer: FL087	Bob Dance Kia

Case History

Complaint Repurchase

*** PHONE LOG 02/07/2008 10:24 AM Pacific Daylight Time KWarren
NCA received MVDN
MVDN states:

1. 3 or more rep**AIR** attempts have been made to rep**AIR** the same defect or condition
2. Alleged defect: Front **PASS**enger **AIR**bag system is defective.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.
4. Writer to scan into case and forward to the Southern Region for further handling.

*** NOTES 02/07/2008 02:35 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to service manager (AJ) at FL087 and he stated:
 - * The customer came by last week
 - * I confirmed that he is bringing his vehicle in on 2/19 so Don (DPSM) can perform the **OCS** reflash
 - * He brought his vehicle in last November and was told Kia has a fix and will have the tool in January
 - * I will fax you the RO's that show he brought it in but no rep**AIR**s were made
2. Writer left message for DPSM stating:
 - * Cust has sent in MVDN
 - * A confirmation letter will be sent to the customer to meet you at FL087 on 2/19

CASE PENDING **OCS** REFLASH BY DPSM

*** COMMIT 02/07/2008 02:54 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** FULFILL 02/19/2008 10:26 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 02/19/2008 03:47 PM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM performed **OCS** reflash
2. DPSM instructed customer on proper seating position
3. Writer requested copy of RO
4. Writer spoke to customer and stated:
 - * Please let me know if you have any further concerns
5. Customer stated:

* I will keep your number just in case.

* Thanks for your help

CASE CLOSED AS NO FURTHER ACTION IS REQUIRED AT THIS TIME

*** CASE CLOSF 02/19/2008 03:48 PM Eastern Daylight Time OSprague

*** NOTES 03/11/2008 01:08 PM Eastern Daylight Time OSprague Action Type:Manager review

**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>
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1411670	2,700
Melbourne, FL [REDACTED]	[REDACTED]	Prod. Date: 7/7/06	Dealer: FL087 Bob Dance Kia	

*** NOTES 03/11/2008 01:27 PM Eastern Daylight Time OSprague Action Type: Manager review

1. Writer spoke to DPSM to see what he wants to do
2. DPSM stated:
 - * Tell the customer I will be at the dealer on 3/25
 - * I will inspect the vehicle to see if the **OCS** concern can be duplicated
3. Writer spoke to customer and he stated:
 - * I don't want to wait until 3/25
 - * I will call FL087 to schedule appt
 - * I will allow them to verify the concern
4. Writer stated:
 - * Please call me after you take the vehicle in
5. Writer spoke to AJ in service and stated:
 - * Customer will be calling to schedule appt to have **OCS AIR** bag light checked
 - * After this is done, please fax all rep**AIR** orders and tech notes
6. AJ stated:
 - * This is the 3rd Sorento the customer has owned
 - * You started to do an SOC at another dealer
 - * The customer decided not to accept the replacement vehicle due to **OCS** light not working
 - * You repurchased the vehicle instead
 - * Then he came to our dealer and purchased this vehicle
 - * I will fax you the RO's after he comes in for the inspection

*** CASE CLOSE 03/11/2008 01:29 PM Eastern Daylight Time OSprague

*** NOTES 03/17/2008 08:25 AM Eastern Daylight Time OSprague Action Type: Manager review

1. Customer left message stating:
 - * I took my vehicle to the dealer
 - * They confirmed the light was not working properly
 2. Writer spoke to AJ at FL087 and he stated:
 - * The light was on when the customer came in, but I'm not sure why
 - * I asked the customer to get out of the seat
 - * I turned the vehicle off and then he sat in the seat
 - * When I started the vehicle the light went off
 - * I opened an RO stating vehicle is operating as designed
 - * I will fax you the RO's
 3. Writer left message for customer stating:
 - * The **OCS** light is operating as designed
 - * Kia will not offer to repurchase your vehicle
- CASE CLOSED PENDING CONTACT FROM CUSTOMER

*** CASE CLOSE 03/17/2008 08:29 AM Eastern Daylight Time OSprague

**Kia Motors America
Consumer Affairs Department**

Page 3 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1411670	2,700
Melbourne, FL [REDACTED]		Prod. Date: 7/7/06	Dealer: FL087	Bob Dance Kia

*** NOTES 03/17/2008 10:26 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer called and stated:
 - * I took my vehicle to the dealer
 - * The light was on when I got there
 - * It is an intermittent problem
 - * All the dealer did was have me get out
 - * Shut the vehicle off
 - * I got back in and the light went out
 - * That doesn't mean it's not still happening
 2. Writer stated:
 - * Please fax me all the rep**AIR** orders for this vehicle
 - * I will review your case and determine if there is anything we can do
- CASE PENDING RO'S FROM CUSTOMER

*** NOTES 03/17/2008 10:57 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer faxed rep**AIR** orders
 2. Vehicle has been in 4X for **OCS** light concern
 3. Writer spoke to customer and stated:
 - * Please send copies of sales d**OCS** and registration
 - * An offer letter will be sent
 4. Customer stated:
 - * I will get the d**OCS** sent to you
- CASE PENDING SALES **OCS**

*** NOTES 03/19/2008 09:44 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received sales d**OCS** from customer
 2. Writer spoke to RCAM and discussed case
 3. RCAM stated:
 - * Do not offer to replace or repurchase this vehicle
 - * The **OCS** is operating as designed
 4. Writer left message for customer stating:
 - * Kia will not offer to repurchase or replace your vehicle
 - * Please call to discuss
- CASE PENDING CALL BACK FROM CUSTOMER

*** PRIORITY CHANGE 03/19/2008 09:47:22 AM OSprague

*** NOTES 03/19/2008 10:15 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer called back and stated:
 - * I'm sorry Kia feels this way
 - * I know it's a problem
 - * I have seen cases on the Internet stating this is a known problem with the **AIR**bag light
 - * I will go ahead and file with the BBB
 - * Thank you for your time
2. Customer disconnected call

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1411670	2,700
Melbourne, FL	[REDACTED]	Prod. Date: 7/7/06	Dealer: FL087	Bob Dance Kia

*** CASE CLOSE 03/19/2008 10:18 AM Eastern Daylight Time OSprague

*** NOTES 03/20/2008 09:04 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received BBB notice with start date of 3/19/08
2. Writer will respond to BBB stating:

- * Kia will rep**AIR** any verifiable defect under terms of warranty
- * Please order TE

CASE PENDING TE REPORT

*** CASE CLOSE 03/27/2008 02:11 PM Eastern Daylight Time OSprague
Pending TE

*** NOTES 04/01/2008 11:23 AM Eastern Daylight Time OSprague Action Type:Manager review

1. BBB sent notice stating:
 - * Customer is not agreeable to a TE as he feels the RO dated 3/14/08 confirms the problem
 - * If KMA doesn't want to settle, the arbitration will need to be scheduled
2. Writer discussed case with RCAM
 - * The customer had his first Sorento replaced by Kia and then that one was repurchased
 - * The customer went to Bob Dance Kia and purchased this current Sorento on his own

* It seems this customer has problems with the **OCS PASS**enger **AIR**bag light on any Sorento

* Per RCAM, settle this case by sending a 2-tier offer (repurchase or GW)

3. Writer responded to BBB stating:

- * KMA will offer to settle this case
- * A 2-tier offer is being sent to the customer
- * A copy of the letter will be sent to the BBB

CASE PENDING ACCEPTANCE OF OFFER

*** CASE CLOSE 04/01/2008 11:25 AM Eastern Daylight Time OSprague

*** NOTES 04/01/2008 12:58 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Mr. [REDACTED]) and stated:

- * You will be receiving a 2-tier offer tomorrow
- * Please sign and fax back to the process may begin.

*** NOTES 04/01/2008 02:17 PM Eastern Daylight Time OSprague Action Type:Manager review
CASE CLOSED PENDING ACCEPTANCE OF OFFER

*** CASE CLOSE 04/01/2008 02:17 PM Eastern Daylight Time OSprague

**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>
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1411670	2,700
Melbourne, FL	[REDACTED]	Prod. Date: 7/7/06	Dealer: FL087	Bob Dance Kia

*** NOTES 04/04/2008 02:41 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer accepted repurchase offer
2. Repurchase package sent to NCA for check processing

*** CASE CLOSE 04/04/2008 02:48 PM Eastern Daylight Time OSprague

*** CASE CLOSE 04/14/2008 09:50 AM US Mountain Standard Time TMorales

AIRBAG TREAD REVIEW COMPLETE

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

1. Check received by SRC AA
2. Package sent to ISG for processing of vehicle turn-in

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
Allenhurst, GA		KNDJD736975	K1291104	1,000
		Prod. Date: 6/24/06	Dealer: GA055 Kia Country of Savannah	

Case History

Complaint **RemAIR Assistance**

*** PHONE LOG 03/22/2007 06:24 AM US Mountain Standard Time TShamburger
Kelly Hake called ---

1. the veh **AIR**bag does not work on the **PASS**enger side
- 2 i tried everything but the light will not go off
- 3 the dlr said there is nothing more they can do.
- 4 i spoke to SM today and he said he will chk the system.
wrt states
- 1 im sorry understand
- 2 ask cust if she squarely take her self up and back down
- 3 a lot of time system then knows you are sitting correctly.
- 4 but wrt will chk with SM
- 5 might have SM have you seat in front of him on the seat.
cust thanked wrt call ended.

*** PHONE LOG 03/22/2007 08:04 AM US Mountain Standard Time RBussey Action Type:Incoming call
Customer called:

1. Want this **AIR**bag concern fixed.
2. **AIR**bag only works for **PASS** seat if veh is started AFTER **PASS**enger gets in...
3. If veh is started first. it won't work
4. Dlr can't dup/.
5. Think this vhe should be replaced.

Writer stated:

1. Sorry for issues.
2. Advised of case notes. TShamburger is working on this for you.
3. please allow us to work with you.

*** PHONE LOG 03/22/2007 08:13 AM US Mountain Standard Time TShamburger Action Type:Incoming call
wrt called SM Brad at dlr.

SM states

- 1 exp system to cust over and over again.
 - 2 exp to them veh is operating as designed.
 - 3 but there is no rep**AIR**s.
 - 4 with everyone here the system worked
 - 5 exp to her if they turn off veh and turn it one and the light goes off and she is sitting there. that means the system is working
 - 6 also exp to her if she left up and sat squarely back down it will also work.
- wrt states
- 1 wrt exp the same thing to her
 - 2 we have the husband and her calling here screaming they want this fixed.
 - 3 will call dpsn on this to get his opinion.
- wrt thanked SM

*** PHONE LOG 03/22/2007 11:03 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:

1. I WAS CALLING TO SPEAK WITH THE LADY I WAS SPEAKING WITH BEFORE

WRITER ADVISED:

1. LET ME SEE IF SHE'S AVAILABLE

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
Allenhurst, GA		KNDJD736975	K1291104	1,000
		Prod. Date: 6/24/06	Dealer: GA055 Kia Country of Savannah	

(WARM TRANSFERRED CUST TO REP)

*** PHONE LOG 03/22/2007 11:13 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer Mrs [REDACTED] called

- 1 the dlr said they have a big problem with this
 - 2 and i spoke with three people at dlr that had a problem with it.
 - 3 so its not just how you sit
 - 4 if i go into my veh i dont want to sit there trying to make sure im sitting correctly.
 - 5 i do and the light still will not go off.
 - 6 dlr said to call you and if you decide to change the seat than it will be done.
- wrt states
- 1 the system if working fine will not be change out
 - 2 it will just do the same thing, the system is design so you will sit correctly in the seat for the **AIR**bag to activate ON.
 - 3 only thing wrt can do is ask our kia dist mgr in area his opinon on this matter.
- cust states
- 1 yes, call him and call me back
 - 2 we will sell this veh and tell everyone not to buy a kia
 - 3 their **PASS**engerside **AIR**bag does not work.
- call ended.

*** PHONE LOG 03/22/2007 11:47 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called David Kordek on this customer concern

1 exp how the cust is feeling about the system.

David states

- 1 will call dlr and speak to SM Brad
- 2 and will call you back. call ended.

*** PHONE LOG 03/23/2007 06:17 AM US Mountain Standard Time TShamburger Action Type:Incoming call
David Kordek called back---

- 1 SM will exp again to cust how this system works
 - 2 the SM said they could not dup the problem cust stating.
 - 3 cust has to take her self up and after three seconds sit back down
 - 4 squarely and it will be fine. my wife does this at times and it works.
 - 5 no rep **AIR** is necessary. if cust wants to speak to me. i will not be at dlr for another month.
- wrt thanked David for calling.

*** PHONE LOG 03/23/2007 10:13 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Kia Country of Savannah and spoke to SM Brad

SM states

- 1 the wife and husband came in yesterday
 - 2 and we watch her sit on seat and she crossed her legs and sitting in one check.
 - 3 i told her the light will come on if you sit like that
 4. and so now they understand and will trade in veh
 - 5 they want to sit however they want to when they travel.
- wrt thanked sM

*** PHONE LOG 03/23/2007 12:25 PM US Mountain Standard Time TShamburger Action Type:Incoming call

Kia Motors America
Consumer Affairs Department

Page 3 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736975 ██████████	K1291104	1,000
Alenhurst, GA ██████████		Prod. Date: 6/24/06	Dealer: GA055	Kia Country of Savannah

wrt called phone number three times ██████████ and cust also has ██████████ (cust said she had two phone the other one had the last two digits of 24) both of them were not in serv.

*** CASE CLOSE 03/23/2007 12:27 PM US Mountain Standard Time TShamburger closed. sent call me letter

*** EMAIL IN 03/23/2007 11:13 PM Pacific Daylight Time CLARIFY@KIAPROD.KIAUSA.COM

DLRGA055 Re: Name/Vin# ██████████ KNDJD736975 ██████████ BRAD FIELDS, SERVICE
MANAGER SPOKE WITH CUSTOMERS 3-22-2007 WHEN THEY PICKED THEIR CAR UP AND EXPLAINED HOW THE
PASSENGER **OCS** SYSTEM WORKED AGAIN AND WENT TO CAR WITH THEM AND SHE SAT IN CAR SEAT
CROOKED AND THE LIGHT WOULD NOT GO OFF, I ASKED HER TO SIT UP AND BACK DOWN AND THEN THE
LIGHT WENT OFF. THEY ARE NOT HAPPY WITH THE WAY THE SYSTEM IS DESIGNED AND UNDERSTAND THAT
IT IS WHAT IT IS. THEY ARE GOING TO TRADE THE VEHICLE THIS WEEKEND BECAUSE THEY DO NOT LIKE
THE WAY THE SYSTEM IS DESIGNED.

*** CASE CLOSE 04/04/2007 11:46 AM US Mountain Standard Time JCook

**Kia Motors America
Consumer Affairs Department**

Page 1 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735685 [REDACTED]	K1576445	3,182
Goodyear, AZ	[REDACTED]	Prod. Date: 12/31/07	Dealer: AZ043	Michael Crawford Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 04/14/2009 12:08 PM US Mountain Standard Time UValencia
800# VM BY LARRY FROM AZ043

- 1.- PROVIDED VIN# AND CST NAME
- 2.- VEHICLE HAS BEEN IN HERE 3 TIMES FOR A RIGHT SIDE **AIR** BAG LIGHT
- 3.- MY PH# IS [REDACTED]

*** PHONE LOG 04/15/2009 08:25 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED LARRY @ AZ043(MESSAGE LEFT WITH SERVICE OPERATOR)

- 1 LEFT MESSAGE WITH SERVICE OPERATOR
- 2 PROVIDED CALL BACK INFORMATION AND CASE NUMBER

*** PHONE LOG 04/15/2009 08:43 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM LARRY @ AZ043

- 1 CALLING YOU BACK
- 2 CALI. ME ON MY CELL [REDACTED]
- 3 PROVIDED CASE NUMBER K1576445

*** PHONE LOG 04/15/2009 08:54 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED LARRY @ AZ043

Dealership Contact Name: LARRY @ AZ043
Year/Model/Mileage of Vehicle: 08 SORENTO 3182
RO Open Date: 4/14/09
Days Down at initial Service Alert Report: 0
Rep**AIR** Issue: **OCS AIRBAG** LIGHT
ETA for completion of rep**AIR**s: DONE 4/14/09
Repeat P**AIR** (Y/N) if so, how many? YES 3
Techline Case? If so, #? NO
Rental provided? If so, since when? NO
DPSM contacted by dealer? SVC MGR WILL CONTACT HIM TODAY

WRITER REVIEWED CASE WITH LARRY @ AZ043

- 1 BEEN IN PREVIOUSLY
- 2 WE HAVE REPLACED THE SEAT CUSHION ALONG WITH DOING THE REFLASH
- 3 CAR CAME IN YESTERDAY
- 4 WE HAD TWO TECHS TEST ALONG WITH THE TEST DRIVE I PERFORMED AND NO PROBLEMS WERE FOUND
- 5 NO CODES. NO LIGHT. IT IS OPERATING AS DESIGNED
- 6 VEHICLE GIVEN BACK TO HER
- 7 CUSTOMER UNHAPPY ABOUT THIS . STARTING TALKING ABOUT LEMON LAW
- 8 CONFIRMED CALL BACK NUMBER

**Kia Motors America
Consumer Affairs Department**

Page 2 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735685 [REDACTED]	K1576445	3,182
Goodyear, AZ	[REDACTED]	Prod. Date: 12/31/07	Dealer: AZ043	Michael Crawford Kia

*** PHONE LOG 04/15/2009 08:57 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER (VOICEMAIL)

- 1 LEFT MESSAGE REQUESTING CALL BACK
- 2 PROVIDED CALL BACK INFORMATION AND CASE NUMBER
- 3 CALLING TO FOLLOW UP ON THE REPAIR SITUATION ON YOUR SORENTO
- 4 PLEASE CALL ME BACK SO WE CAN DISCUSS THAT FURTHER

*** PHONE LOG 04/16/2009 06:16 AM US Mountain Standard Time MTrem Action Type:Incoming call

Caller Mrs. H states:

1. I'm calling to speak with TLarson
2. I do have the car back now, but it's not fine
3. the AIR bag light is on when I sit in the PASSenger seat 50% of the time
4. I'm a school teacher so I'll have to call when I have a break

WTR states:

1. apologized
 2. FCM TLarson has not arrived in the office yet this morning
 3. WTR understands you have your veh back now
 4. the DLR has tested the veh and finds it to be working as designed
 5. WTR will let FCM TLarson know you called. his office hours are 8-5 PST
- CST thanked WTR and disconnected

*** PHONE LOG 04/16/2009 10:08 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(VOICEMAIL)

- 1 LEFT MESSAGE REQUESTING CALL BACK
- 2 PROVIDED CALL BACK INFORMATION AND CASE NUMBER

*** PHONE LOG 04/16/2009 01:04 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER (VOICEMAIL)

- 1 CALL ME BACK
- 2 IM AT [REDACTED] THAT IS MY CELL
- 3 THANKS

*** PHONE LOG 04/16/2009 01:22 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER @ ALT NUMBLR

- 1 CALLING TO FOLLOW UP WITH YOU REGARDING THIS REPAIR SITUATION
- 2 WE HAVE BEEN IN CONTACT WITH THE DEALERSHIP ABOUT YOUR CONCERNS

Kia Motors America
Consumer Affairs Department

Page 3 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735685 [REDACTED]	K1576445	3,182
Goodyear, AZ [REDACTED]		Prod. Date: 12/31/07	Dealer: AZ043	Michael Crawford Kia

4 IN ORDER FOR US TO ADDRESS A CONCERN WE NORMALLY NEED OUR DEALERS TO VERIFY THE CONDITION
5 IF THEY ARE UNABLE TO VERIFY THE CONDITION IT MAKES IT VERY DIFFICULT FOR THE DEALER TO PERFORM REPAIR

CUSTOMER ADVISED

1 THIS DOESNT WORK ABOUT 50% OF THE TIME
2 ALSO WE ARE HAVING PROBLEMS WITH THE TPMS LIGHT
3 IT IS ON ALL OF THE TIME

WRITER ADVISED

1 APOLOGIZED FOR THE CONCERNS
2 EXPLAINED THAT I WOULD LIKE TO OFFER YOU OUR ASSISTANCE
3 WHEN YOU DETERMINE WHEN THE VEHICLE WILL GO BACK TO THE DEALER PLEASE LET US KNOW
4 IF YOU CAN TELL US WHEN THE VEHICLE WILL BE THERE WE WILL FOLLOW UP WITH THE DEALER TO DETERMINE THE CURRENT DIAGNOSIS
5 IF THEY ARE ABLE TO VERIFY THE CONDITION THEN WE WILL ALLOW THEM TO FIX THE VEHICLE UNDER THE TERMS OF THE WARRANTY
6 HOWEVER IF NOT THE ONLY OTHER OPTION WILL BE TO CONTACT THE DPSM WHO WILL MAKE THE FINAL DETERMINATION ON HOW THE CASE WILL PROCEED

CUSTOMER ADVISED

1 THEY SAID THAT THEY CALLED YOU THE LAST TIME
2 AND YOU DIDNT CALL THEM BACK

WRITER ADVISED

1 I DIDNT CALL THEM BACK BECAUSE I RECEIVED THE CALL IN THE MIDDLE OF THE DAY
2 I TAKE CALLS ALL OVER THE COUNTRY AND DIDNT GET A CHANCE TO CALL THEM UNTIL THE NEXT DAY

CUSTOMER ADVISED

1 OK I WILL CALL YOU WHEN I TAKE IT BACK IN

WRITER ADVISED

1 OK THANK YOU

*** CASE CLOSE 04/16/2009 01:23 PM US Mountain Standard Time TLarson
AB LIGHT. DEALER UNABLE TO DUPLICATE. CUSTOMER WILL CALL BACK ONCE VEHICLE IS GOING BACK TO THE DEALER. CLOSING CASE PENDING CUSTOMER CALL BACK

*** PHONE LOG 04/17/2009 08:51 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM SVC MGR HANK @ AZ043

**Kia Motors America
Consumer Affairs Department**

Page 4 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
Goodyear, AZ		KNDJD735685	K1576445	3,182
		Prod. Date: 12/31/07	Dealer: AZ043 Michael Crawford Kia	

1 I WOULD LIKE TO REVIEW THIS CASE WITH YOU BEFORE I CALL THE CUSTOMER
2 I GOT A CALL FROM THE CUSTOMER THIS MORNING
3 SHE SAYS YOU TOLD HER TO BRING THE VEHICLE BACK INTO THE DEALER
4 WE HAVE REPLACED THE SEAT CUSHION
5 HAVE ROADTESTED THE VEHICLE 60 MILES
6 THE DPSM TOM STEINWINTER HAS TOLD US TO GIVE THE VEHICLE BACK TO THE CUSTOMER
7 SO CALL ME BACK SO WE CAN DISCUSS THE CASE

*** PHONE LOG 04/17/2009 09:02 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM TOM STEINWINTER

1 CALLING TO REVIEW THIS CASE WITH YOU
2 THE DEALER WAS UNABLE TO DUPLICATE THE CONCERNS
3 SO THEY RELEASED THE VEHICLE
4 I FOLLOWED UP WITH THE CUSTOMER WHO ADVISED THAT THEY WERE UNHAPPY WITH THE SITUATION
AND THAT THEY ARE INSISTENT THERE IS A PROBLEM
5 SO I TOLD THE CUSTOMER IF SHE FEELS THAT THERE IS A ISSUE PLEASE SET UP AN APPT WITH THE
DEALER AND WE WILL FOLLOW UP WITH THEM
6 I GOT A CALL FROM HANK @ AZ043 TODAY AND HE SAID THAT HE WANTED TO DISCUSS THIS CASE
BECAUSE NOW HE HAS THE CUSTOMER TRYING TO SET UP AN APPT
7 IM NOT ABLE TO TELL A CUSTOMER THAT THEY CANNOT GO TO A DEALER FOR DIAGNOSIS IF THEY FEEL
THERE IS A PROBLEM
8 SO I WANTED TO FIGURE OUT HOW WE SHOULD PROCEED

DPSM TOM STEINWINTER

1 TALKED TO HANK ABOUT THIS YESTERDAY
2 THEY ROADTESTED AND TRIED TO DUPLICATE THE CONCERNS BUT WERE UNABLE TO DO SO
3 IF THE CUSTOMER IS GOING TO COME BACK IN TELL HANK THAT HE SHOULD NOT WRITE A RO UNTIL THE
PROBLEM CAN BE DUPLICATED
4 IF THE CUSTOMER GOES IN AND THEY ARE UNABLE TO DUPLICATE THE CONCERNS AGAIN AND THE
CUSTOMER GOES SOUTH PLEASE DISPATCH THE CASE
5 IF THEY CAN DUPLICATE THE PROBLEM THEN HOPEFULLY WE CAN RESOLVE THE ISSUE
6 BUT I THINK THE DEALER IS CONCERNED ABOUT LEMON LAW. THIS WILL BE THE 3RD OR 4TH VISIT

WRITER ADVISED

1 OK I UNDERSTAND
2 I WILL CALL HANK AND LET HIM KNOW
3 THANKS

*** PHONE LOG 04/17/2009 09:05 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED SVC MGR HANK (@ AZ043(VOICEMAIL)

1 CALLING TO FOLLOW UP WITH YOU

**Kia Motors America
Consumer Affairs Department**

Page 5 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735685 ██████████	K1576445	3,182
Goodyear, AZ ██████████		Prod. Date: 12/31/07	Dealer: AZ043	Michael Crawford Kia

2 I RECEIVED YOUR MESSAGE TODAY AND WANTED TO CALL YOU BACK
3 I WILL BE LEAVING FOR LUNCH IN ABOUT 90 MINS, WILL BE AVAILABLE A HOUR AFTER THAT
4 PLEASE CALL-ME BEFORE OR AFTER THAT TIME AND I SHOULD BE AVAILABLE TO DISCUSS THE CASE

*** PHONE LOG 04/17/2009 10:31 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER RECEIVED CALL FROM HANK @ AZ043

1 IM CALLING YOU BACK ON THIS CASE

WRITER ADVISED

1 OK GREAT
2 I GOT YOUR MESSAGE
3 I TALKED TO TOM BEFORE I CALLED YOU BACK
4 I AM NOT IN A POSITION TO TELL THIS CUSTOMER THAT THEY CANNOT COME INTO THE VEHICLE IF THEY FEEL THEY ARE HAVING PROBLEMS
5 SO WHAT TOM STEINWINTER WANTS IS FOR THE VEHICLE TO COME BACK IN
6 IF THE DEALER IS NOT ABLE TO DUPLICATE THE CONCERNS OR CONFIRM THERE IS A DEFECT THE DEALER IS NOT SUPPOSED TO START A RO
7 IF THE DEALER IS ABLE TO VERIFY THEN GREAT WE WILL ADDRESS THE CONCERNS
8 AFTER THIS OCCURS IF THE CUSTOMER IS STILL UNHAPPY AND GOING SOUTH I AM TO DISPATCH THE CASE TO THE REGION FOR FURTHER ASSISTANCE

SVC MGR HANK (at AZ043 ADVISED

1 I TALKED TO HIM A FEW MINUTES AGO AND THAT IS NOT WHAT HE TOLD ME

WRITER ADVISED

1 OK . LETS GET HIM ON THE PHONE SO WE CAN CONFIRM WE ARE DOING THE RIGHT THING
(PUT HANK ON HOLD)

WRITER CALLED DPSM TOM STEINWINTER. CONFERENCED HANK BRASSER (at AZ043

1 HELLO TOM, WE HAVE TODD FROM THE CALL CENTER AND HANK FROM AZ043
2 WE ARE JUST TRYING TO VERIFY THE INSTRUCTIONS
3 I WAS UNDER THE IMPRESSION WE WERE GOING TO BRING THE VEHICLE INTO THE DEALER
4 IF THE DEALER WAS UNABLE TO DUPLICATE THE CONCERNS THEN THEY WOULD BE ASKED TO NOT START A RO
5 IF THEY ARE ABLE TO DUPLICATE THE CONCERNS THEN THEY ARE TO ADDRESS THE CONCERNS NORMALLY
6 IF NO CONCERNS DUPLICATED WE WERE TO FOLLOW UP WITH THE CUSTOMER AND IF THEY WERE GOING TO SOUTH TO DISPATCH THE CASE
7 HANK FEELS HE IS TO DO SOMETHING DIFFERENT

DPSM TOM STEINWINTER

1 YES TODD YOUR UNDERSTANDING IS CORRECT
2 HANK WE CANT TELL A CUSTOMER THAT THEY ARE NOT ABLE TO BRING THE VEHICLE IN IF THEY

**Kia Motors America
Consumer Affairs Department**

Page 6 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735685 ██████████	K1576445	3,182
Goodyear, AZ ██████████		Prod. Date: 12/31/07	Dealer: AZ043	Michael Crawford Kia

FEEL THEY HAVE A PROBELM
3 SO PLEASE ARRANGE A DATE FOR IT TO COME IN
4 DIAGANOSE THE CONCERNS, EDUCATE THE CUSTOMER ABOUT THE PROPER SEATING POSITION
5 IF NO OTHER PROBLEMS FOUND DO NOT CREATE A RO
6 IF YOU DO FIND A PROBLEM FIX IT UNDER THE TERMS OF THE WARRANTY

SVC MGR HANK

1 OK I WILL CALL THE CUSTOMER NOW AND BRING IT IN
2 I WAS CONCERNED BECAUSE WE ALREADY DID ALL OF THIS
3 WE TEST DROVE IT 60 MILES, CUSTOMER WANTS A RENTAL

WRITER ADVISED

1 OK GREAT
2 CUSTOMER WAS GIVEN INSTRUCTIONS TO LET ME KNOW WHEN SHE WAS GOING TO GO BACK IN
3 THANKS FOR YOU HELP GUYS

*** PHONE LOG 04/22/2009 10:09 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED HANK (@ AZ043(VOICEMAIL))

1 CALLING TO FOLLOW UP WITH YOU REGARDING THE REPAIRS
2 DID YOU GET A FOLLOW UP APPT SET UP FOR THIS CUSTOMER?
3 PLEASE CALL ME BACK AND LET ME KNOW IF YOU DID OR NOT
4 PROVIDED CALLBACK INFORMATION AND CASE NUMBER

*** PHONE LOG 04/23/2009 08:39 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED HANK @ AZ043

1 THE VEHICLE CAME BACK INTO THE DEALER
2 WE WERE UNABLE TO DIAGNOSE THE CONCERNS
3 WE WERE TOLD BY TECHLINE THAT THE LIGHT WILL FLUCTUATE WHEN SOMEONE IS SITTING IN THE SEAT
DUE TO THE PERSONS SIZE
4 IF THE LIGHT IS ON WHEN SOMEONE IS SITTING IN THE SEAT THAT MEANS THAT THE AIRBAG WILL STILL
DEPLOY JUST A LOWER SPEED
5 WE GAVE THE CUSTOMER THE CAR BACK YESTERDAY, NOTHING ELSE WE CAN DO
6 THIS IS A CLOSED CASE

WRITER ADVISED

1 OK, THANKS
2 I WILL TALK TO DPSM TOM STEINWINTER TO FIND OUT HOW I SHOULD PROCEED

HANK (@ AZ043

**Kia Motors America
Consumer Affairs Department**

Page 7 of 12

<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]	KNDJD735685 [REDACTED]	K1576445	3,182
Goodyear, AZ	[REDACTED]	Prod. Date: 12/31/07	Dealer: AZ043	Michael Crawford Kia

WRITER ADVISED

1 THANKS FOR YOUR HELP

*** PHONE LOG 04/23/2009 08:41 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM TOM STEINWINTER(VOICEMAIL)

1 I WILL BE OUT OF THE OFFICE UNTIL MONDAY
2 I WILL BE OUT OF THE COUNTRY AND UNABLE TO RESPOND VIA PHONE OR EMAIL UNTIL MONDAY

[!<For Internal Use Only
WRITER TO FOLLOW UP WITH DPSM ON MONDAY>!]

*** PHONE LOG 04/27/2009 10:24 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM TOM STEINWINTER

1 CALLING TO REVIEW THIS CASE WITH YOU
2 THE CUSTOMER RETURNED TO THE DEALER LAST WEEK
3 THE DEALER WAS UNABLE TO DUPLICATE THE CONCERNS
4 MY NOTES INDICATE THAT THE DEALER GAVE THE VEHICLE TO THE CUSTOMER
5 I BELIEVE THAT THEY ADVISED THE CUSTOMER THAT THE AB LIGHT BEING ON DOESNT MEAN IT WONT
DEPLOY RATHER MEANS IT WILL DEPLOY JUST AT A SLOWER SPEED
6 I DONT THINK THAT IS RIGHT . IS THAT YOUR UNDERSTANDING?

DPSM TOM STEINWINTER

1 NO THAT IS NOT MY UNDERSTANDING
2 DOES THE TECHLINE NOTES INDICATE THAT?

WRITER ADVISED

1 NO IT DOES NOT
2 WRITER READ OVER THE TECHLINE NOTES TO THE DPSM

DPSM TOM STEINWINTER

1 GO AHEAD AND SEND ME THE NOTES
2 I WILL REVIEW THIS CASE WITH THE DEALER AND DETERMINE NEXT STEPS
3 IN TURN I WILL WRITE YOU OR CALL YOU BACK TO LET YOU KNOW WHAT WE ARE GOING TO DO

WRITER ADVISED

1 OK THANK YOU
2 I WILL PUT THE TECHLINE CASE NOTES IN THE FILE
3 PLEASE REVIEW WITH THE DEALER AND LET ME KNOW HOW WE ARE GOING TO PROCEED

**Kia Motors America
Consumer Affairs Department**

Page 8 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
Goodyear, AZ		KNDJD735685	K1576445	3,182
		Prod. Date: 12/31/07	Dealer: AZ043 Michael Crawford Kia	

1 YES NO PROBLEM

*** EMAIL OUT _ TLarson Action Type:External email
Send to:[TSTEINWINTER@KIAUSA.COM]
TOM.

HERE IS THE CASE WE DISCUSSED. PLEASE REVIEW THE CASE WITH THE DEALER. PLEASE ADVISE ME OF HOW CASE WILL PROCEED. THANKS

TODD EXT 46055

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

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_K1576445_TLarson_04-27-2009111508.doc>>

*** PHONE LOG 04/28/2009 08:59 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM TOM STEINWINTER(VOICEMAIL)

1 CALLING TO FIND OUT IF YOU HAD A CHANCE TO REVIEW THE CASE WITH THE DEALER
2 WE SPOKE AND YOU HAD ADVISED YOU WERE PLANNING ON CALLING THEM ALREADY
3 I WAS WONDERING WHAT YOU WERE ABLE TO FIND OUT
4 ALSO LOOKING TO FIND OUT HOW WE ARE GOING TO PROCEED
5 PLEASE WRITE ME OR CALL ME BACK WHATEVER IS EASISSET FOR YOU.

*** PHONE LOG 04/29/2009 09:38 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM TOM STEINWINTER

1 CALLING TO FIND OUT IF YOU SPOKE WITH THE DEALER ABOUT THIS CASE

DPSM TOM STEINWINTER

1 GO AHEAD AND SEND THAT CASE TO THE REGION
2 IM STILL IN THE PROCESS OF FINDING OUT THE DETAILS
3 WE ARE ALL STILL UP IN THE AIR. NOT SURE WHO WOULD ADVISE OF THAT

WRITER ADVISED

1 MY CONVERSATION WAS WITH HANK ON THE 23RD OF APRIL.
2 WE CAN PROBABLY FIND THE CALL IF NEEDED

**Kia Motors America
Consumer Affairs Department**

Page 9 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735685 ██████████	K1576445	3,182
Goodyear, AZ ██████████		Prod. Date: 12/31/07	Dealer: AZ043	Michael Crawford Kia

4 OTHERWISE I WILL SEND THE CASE TO THE REGIONAL OFFICE

DPSM TOM STEINWINTER

I OK THANK YOU

*** PHONE LOG 04/29/2009 09:46 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER DISPATCHING CASE TO WRCA

1 PLEASE NOTE ABOVE COMMENTS

2 CUSTOMER HAS HAD MULTIPLE O.C.S. **AIRBAG** LIGHT CONCERNS

3 DEALER UNABLE TO VERIFY CONCERNS RELEASED VEHICLE BACK TO THE CUSTOMER

4 DEALER ADVISED CUSTOMER THAT IF **OCS** LIGHT IS ON **AIRBAG** WILL STILL DEPLOY JUST AT A LOWER SPEED

5 DPSM IS AWARE OF THIS CASE AND HAS REQUESTED THAT THE CASE BE SENT TO REGION

6 PLEASE FOLLOW UP WITH DPSM TO DETERMINE HOW CASE SHOULD PROCEED

[!<For Internal Use Only

WRITER CONFIRMED THAT CALL CENTER HAS CONVERSATION RECORDED WHERE FRANK ADVISED **AIRBAG** LIGHT BEING ON MEANS THAT THE **AIRBAG** WILL DEPLOY AT LOWER SPEEDS.

>!]

*** PHONE LOG 04/30/2009 12:32 PM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust
left msg to c/b

*** PRIORITY CHANGE 04/30/2009 12:32:58 PM APeckson

*** PRIORITY CHANGE 05/01/2009 01:08:14 PM APeckson

*** PHONE LOG 05/01/2009 01:11 PM Pacific Daylight Time APeckson Action Type:Incoming call
cust called & left msg
sorry missed your call
i'm a teacher
call me back thx

*** PHONE LOG 05/01/2009 01:15 PM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust
left msg stating fir will be at mc kia on fri 5/15

**Kia Motors America
Consumer Affairs Department**

Page 10 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735685 ██████████	K1576445	3,182
Goodyear, AZ ██████████		Prod. Date: 12/31/07	Dealer: AZ043 Michael Crawford Kia	

to confirm this msg, thank you

*** PHONE LOG 05/01/2009 02:20 PM Pacific Daylight Time APeckson Action Type:Incoming call
cust called in

rcaa states:

1. wanted to verify veh concerns
2. i'll go ahead and set up rental for you day before, thank you

cust states:

1. it's for **PASS AIR** bag light that is not working. dlr changed seat out already
2. the light was intermittent
3. tpms light came on too, dlr said prob w/ rt fit wheel sensor they fixed it. tpms light on again
4. we're going to be gone for the summer need to make sure this is working
5. we can drop veh off night before on 5/14 before 6pm
6. thanks for looking into this

*** PHONE LOG 05/01/2009 02:24 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted hank bresser serv mngr at mc kia

1. fr jim will be at dlr on fri 5/15
2. can you pls have rental ready for cust
3. she will be dropping veh off afternoon of 5/15 before 6pm
4. **AIR** bag light & tpms concerns

hank states:

1. sure we'll have it ready, thank you

*** NOTES 05/01/2009 02:38 PM Pacific Daylight Time APeckson Action Type:Manager review
rcaa emailed fr, dpsm, serv mngr

fr appt details

FTR Appointment Details

Michael Crawford Kia AZ043

Friday May 15th

2008 Sorento

AIR bag light-3x. tpms light concerns

Customer to be provided with rental

Thank you!

*** PHONE LOG 05/29/2009 08:57 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust:

1. following up on veh status
2. apologize for concerns
3. pls fax over ro's, sales contract, and current registration
4. i'll review veh history w/ dpsm

cust states:

1. in iowa right now. car won't be back in phoenix till aug 21st

**Kia Motors America
Consumer Affairs Department**

Page 11 of 12

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
Goodyear, AZ		KNDJD735685	K1576445	3,182
		Prod. Date: 12/31/07	Dealer: AZ043 Michael Crawford Kia	

2. **AIR**bag and tpms light intermittently still come on
3. they're off now and its not fixed
4. i called michael crawford (owner); he told me he'd trade me out and put me in a subaru
5. i have ppwk i'll fax over thank you

*** PHONE LOG 06/03/2009 12:36 PM Pacific Daylight Time APeckson Action Type:Incoming call
cust called & left msg stating
going to mail r.o.'s
can you call back and give me address thx

*** PHONE LOG 06/03/2009 12:38 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
left msg stating kma address
to mail r.o.'s

*** NOTES 06/12/2009 08:29 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received r/o's from customer.
Wtr to attach to case and assign to APeckson for further handling

*** NOTES 06/30/2009 09:09 AM Pacific Daylight Time APeckson Action Type:Manager review
dpsm on vacation till 7/6
cust on vacation till 8/21

*** NOTES 06/30/2009 09:09 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa forwarded recap to dpsm for review upon return to office
08 Sorento
Approx 4500 miles
7x **AIR**bag, 4x tpms
FIR inspected in May 2009
problem is back

*** NOTES 07/06/2009 01:29 PM Pacific Daylight Time MWirz Action Type:Manager review
TREAD REVIEW DONE

*** NOTES 07/14/2009 01:54 PM Pacific Daylight Time APeckson Action Type:Manager review
resent recap again to dpsm for review

*** PHONE LOG 07/14/2009 02:17 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm

**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]	KNDJD735685 [REDACTED]	K1576445	3,182
Goodyear, AZ	[REDACTED]	Prod. Date: 12/31/07	Dealer: AZ043	Michael Crawford Kia

low mileage
pls call back

*** PHONE LOG 07/15/2009 10:07 AM Pacific Daylight Time APeckson Action Type:Incoming call
dpsm called rcaa

1. dpsm advised to offer soc and fir + g/w
2. due to low mileage and # of rep **AIR**s to **AIR**bag & tpms

*** PHONE LOG 07/15/2009 10:29 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust

1. rcaa advised cust kia will be offering 2 options
2. first is soc and second is fir + g/w compensation
3. cust thanked and told rcaa on vacation in iowa
4. veh will not be back in AZ till 8/21
5. cust to contact rcaa when back in AZ

**Kia Motors America
Consumer Affairs Department**

Page 1 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>
[REDACTED]	[REDACTED]	KNDJD735385 [REDACTED]	K1563802	4,500
Saint Petersburg, FL [REDACTED]		Prod. Date: 9/13/07	Dealer: FL039 Lokey Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 03/12/2009 10:33 AM US Mountain Standard Time ATorres

Cst states:

1. I have a lemon on my hands.
2. The veh has been in the Lokey Kia 7 times for same thing.
3. It's still not fixed.
4. It a serious problem that maybe a recalls
5. The veh is at home now.
6. The ESC light come on and the brakes lock up.
7. I called the dlrshp and Bud and I told them what is going on.
8. He told me to call you.
9. I was almost in a accident multiple times.

Wrt states:

1. Updated, no recalls. Apologized.
2. Can cst take veh dlrshp.
3. If doesn't feel safe driving veh, Cst has RSA.

Cst states:

1. No. I can drive it there.

Wrt states:

1. Provided file number and wrt ext.
2. Adv to call wrt back once at the dlrshp.
3. Kia will rep**AIR** 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 rep**AIR**; make sure all Kia's resources are being utilized in getting the veh rep**AIR**ed.

Cst states:

1. I worked for a company that handled the lemon law.
2. I was hoping I would just get it fixed.
3. But I'm **PASS** that.
4. It's not the dlrshp it the car.

Wrt states:

1. Will document.
2. Please call back wrt.

Cst states:

1. Ok.

*** CASE CLOSE 03/12/2009 10:33 AM US Mountain Standard Time ATorres
Adv to call back once at Lokey Kia.

*** PHONE LOG 03/13/2009 11:18 AM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call
Bud, customer relations manager at Lokey Kia called and states:

1. This customer has been here 11 times for a brake concern
2. She is hear again and I was wondering if we could put her in a rental
3. What to call for authorization

Kia Motors America
Consumer AffAIRs Department

Page 2 of 9

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1563802	4,500
Saint Petersburg, FL ██████████		Prod. Date: 9/13/07	Dealer: FL039 Lokey Kia	

4. Customer just brought the vehicle back in

Wtr states:

1. You would need to contact your DPSM
((wtr gave DPSM contact info))
2. Is service manager available

Caller states:

1. I can have him call you

Wtr gave name, ext and case#

Thanked and call ended

*** PHONE LOG 03/16/2009 10:29 AM US Mountain Standard Time JSincl**AIR** Action Type: Incoming call

Wtr called Lokey Kia spoke to drive manager (sm not in) who states:

1. She came in on 08/19/08 @ 2,792 with a complaint of the brakes locking up and ESC light on
 2. We replaced the Yaw sensor and the g sensor
 3. Then on 12/01/08 (@ 3,644 miles she came in with the same complaint and we machined the rotors
 4. Then on 12/19/08 (@ 3,926 she came in with the same complaint and we found nothing wrong
 5. Then on 2/25/09 (@ 4,319 she came back in with the same problem and we replaced the yaw sensor again
 6. She came back in on Friday and we are working with the DPSM and tech line
- Thanked and call ended

*** PHONE LOG 03/16/2009 11:00 AM US Mountain Standard Time JSincl**AIR** Action Type: Incoming call

Wtr called DPSM Dan Tacker who states:

1. Yes I am aware of this vehicle
2. I actually just spoke to the dealership 10 minuets ago
3. They can't duplicate the problem with the brakes locking up

Wtr states:

1. Because we have made 3 rep**AIR** attempts and because of the nature of the complaint/ low mileage wtr will be sending case to the region

DPSM states:

1. Thanks

Call ended

*** NOTES 03 16 2009 11:01 AM US Mountain Standard Time JSincl**AIR** Action Type: Manager review

Dispatching to region for the following reasons:

1. Complaint regarding brakes locking up
2. Dealership has been unable to duplicate problem with brakes locking up but have made 3 rep**AIR** attempts
3. Customer claims she was almost in multiple accidents
4. Dispatching to region for early intervention

*** PRIORITY CHANGE 03/16/2009 11:02:02 AM JSincl**AIR**

*** PHONE LOG 03/18/2009 01:23 PM Eastern Daylight Time JuncSifford Action Type: Ongoing call

SRCAA contacted Ms. Halverson and reviewed her concerns

1. apologize for concerns/situation
2. case forwarded to me for further review & assistance
3. request customer describe the concern for better understanding

Kia Motors America Consumer Affairs Department

Page 3 of 9

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1563802	4,500
Saint Petersburg, FL ██████████		Prod. Date: 9/13/07	Dealer: FL039 Lokey Kia	

1. intermittently the ESC on/off light will go on & off by itself
2. if going a slower speed the brakes lock and it sounds like you are dragging a 30 gal trash can under the car
3. The **OCS** light came on the other day w/friend (aprox 170 lbs) in the seat but the Drivers **AIR** bag light has not come on
4. Driving down the interstate the Cruise control went off by itself--a large burst of wind hit the car and the cruise went off I did not hit the brakes
5. I have a funeral to go to and I want my car back as I can not smoke in the rental
6. this is the 8th time for this and i will not take it back again
7. I will contact an attorney

SRCAA advised

1. I will call the Dealer, DPSM and FTR to see what assistance is needed and
2. once vehicle is rep**AIR**ed I can review to see if GW is available for you inconvenience
3. understand you frustration and will assist with ensuring that the vehicle is rep**AIR**ed properly.

*** PHONE LOG 03/18/2009 01:36 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ron at FL039 & reviewed case -- Ron states he reviewed with DPSM & has SOP ABS block per DPSM review with FTR.

*** PHONE LOG 03/18/2009 01:39 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FTR and reviewed customer concerns--FTR has reviewed the ESC concern
SRCAA reviewed the **OCS** and CC concerns

build date of 9/07 so SRCAA will request the **OCS** reflash to ensure most current programming has been installed if not already in veh.

*** NOTES 03/18/2009 02:10 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Per conversation with Dealer--we did hear a buzz noise but we have not heard the noise that the customer described as a 30 gal trash can being drug under the vehicle.
Have not experienced the brakes being applied by themselves.

*** PHONE LOG 03/18/2009 02:13 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA reviewed with DPSM--DPSM already involved with case & Dealer

*** PHONE LOG 03/18/2009 02:14 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ and advised her of the current plan of action.

Dealer has ordered part and I will follow up tomorrow on part delivery and rep**AIR**
Ms. ██████████ needs veh for funeral on Saturday.

*** PHONE LOG 03/20/2009 08:49 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL039--part is in but we are having trouble with programming
Tech line and FTR contacted
A hydraulic unit may be needed

*** PHONE LOG 03/20/2009 09:53 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Page 4 of 9

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1563802	4,500
Saint Petersburg, FL ██████████		Prod. Date: 9/13/07	Dealer: FL039 Lokey Kia	

Hydraulic unit may be needed or another ESC block

If rep **AIR** is on 2nd unit then something else is going on
Requested Dealer recycle car to ensure this is not a programming issue.
Dealer will call back if they need additional assistance.

*** PHONE LOG 03/20/2009 08:55 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ and advised

1. Part is in and vehicle is in process of rep **AIR**
 2. I want the Dealer to have time to verify the rep **AIR** so you may need to use the rental for the weekend
 3. I will call dealer later and if I have any new info I will call back or I will call Monday.
- Ms. ██████████ states
1. ok I will use rental
 2. rep **AIR** usually lasts 2 days.

*** PHONE LOG 03/24/2009 12:44 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ron at FL039--Ron states

1. we are done and currently testing to ensure rep **AIR**s
2. Customer should be able to pick up in the morning
3. I will call her.

*** PHONE LOG 03/24/2009 12:46 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ and reviewed Dealer comments
Ms. ██████████ states

1. I am concerned about the rotors
 2. they have been turned once
 3. afraid they may be warped due to the lock up of the brakes
- SRCAA advised
1. i will ask dealer to check the rotors
 2. should you have a concern with this you may call me and i will contact the Dealer.

*** NOTES 04/01/2009 06:46 AM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA out of office 3/26, 3/27 & 3/30--Bereavement

*** PHONE LOG 04/06/2009 04:06 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mrs. ██████████ --Mrs. ██████████ states

1. no problem with the brakes so far
 2. i am happy with the new Dealer
- SRCAA advised
1. glad to hear that everything is good at this time and no concerns with the vehicle.
 2. should you have any additional concerns or questions that you need assistance with please give me a call.

*** CASE CLOSE 04/06/2009 04:08 PM Eastern Daylight Time JuneSifford

**Kia Motors America
Consumer Affairs Department**

Page 5 of 9

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1563802	4,500
Saint Petersburg, FL ██████████		Prod. Date: 9/13/07	Dealer: FL039 Lokey Kia	

Tread **AIR**bag review Q1--JH

*** CASE CLOSE 04/13/2009 11:27 AM US Mountain Standard Time JHirshfield
Tread speed control review --Q1 -
JH

*** PHONE LOG 05/01/2009 11:54 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd VM request for call back--Ms ██████████ states "i dove 226 miles and the licht & cruise control light is on"

*** NOTES 05/01/2009 11:56 AM Eastern Daylight Time JuneSifford Action Type:Manager review
Customer LM stating "This is Mary" SRCAA not sure who Mary is but was able to identify by phone number.

*** PHONE LOG 05/01/2009 11:57 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact -- man answered and states she is not in.

*** PHONE LOG 05/06/2009 12:31 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd request for call back--Mrs. ██████████ sounded very angry

*** PHONE LOG 05/06/2009 12:32 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact at both numbers--LM on VM at both numbers advising that I will continue to try to contact her.

*** PHONE LOG 05/06/2009 01:57 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ron at FL039--Ron states he has confirmed concern
Requesting FTR
SRCAA reviewed with FTR & RPSM--customer being scheduled for 5/20/09

*** PHONE LOG 05/06/2009 02:11 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Service Manager and reviewed scheduled FTR visit on 5/20

*** PHONE LOG 05/06/2009 02:12 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ and reviewed FTR inspection for 5/20--rental will be provided.

*** NOTES 05/06/2009 04:00 PM Eastern Daylight Time JuneSifford Action Type:Manager review
lette sent. Dealer contacted.

*** PHONE LOG 05/20/2009 01:09 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
per review with FTR--need to review with DPSM
SRCAA attempted DPSM contact--LM requesting call back--DPSM in Parts & Service Club meeting today

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1563802	4,500
Saint Petersburg, FL ██████████		Prod. Date: 9/13/07	Dealer: FL039 Lokey Kia	

*** PHONE LOG 05/20/2009 01:15 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ and advised

1. FTR was able to verify codes in system
2. he did not dup the brakes locking
3. we are currently waiting to review info with DPSM
4. Dealer says you did not require a rental, however veh may be at the dealer a few more days. Are you sure that you do not need a rental

Ms. ██████████ states, "no, I do not want a rental."

5. I will be out of the office however your case will be forwarded to another analyst for follow up.
- Ms. Halverson stated, "Thanks for the update."

*** PHONE LOG 05/20/2009 03:57 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted DPSM & reviewed FTR inspection

DPSM will contact FTR for approval of repAIRs.

*** PHONE LOG 05/20/2009 04:05 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA, DPSM & FTR conference -- DPSM has authorized replacement of both harnesses.

*** NOTES 05/20/2009 04:08 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Per FTR--NAQC requested flight record. Dealer in process of flight record at this time.

*** NOTES 05/20/2009 04:13 PM Eastern Daylight Time JuneSifford Action Type:Manager review
*****DISREGARD THE PREVIOUS NOTES REGARDING FLIGHT RECORDING***** THOSE NOTES WERE ENTERED IN ERROR*****

*** PHONE LOG 05/20/2009 04:14 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
Per FTR parts have been ordered.

*** NOTES 06/03/2009 01:53 PM Eastern Daylight Time DABurke Action Type:Manager review
Called the dlr and stated:

1. I need an update on the vehicle.

Anthony states:

1. Harness was put in on 5/22/09.
2. The cust picked up the vehicle on the 22nd.
3. We have not heard anything from the customer as of yet.
4. we also did the recall SC076 on the customer's vehicle.

Wir states:

1. Thank you so much for your help.
2. Can you please send me a copy of the R.O.

Anthony states:

Kia Motors America
Consumer Affairs Department

Page 7 of 9

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1563802	4,500
Saint Petersburg, FL ██████████		Prod. Date: 9/13/07	Dealer: FL039 Lokey Kia	

Wtr states:

1. Provided Fax information.
2. Thanked Anthony and ended the call.

*** NOTES 06/08/2009 07:31 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA-JMS out of office 5/22 - 6/7

*** PHONE LOG 06/10/2009 02:39 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ and review concern -- Ms. ██████████ states

1. so far no problems but usually takes about 230 miles
- SRCAA Advised
1. apologize that I could not call back sooner
 2. RO's have been requested from Dealer but not received
 3. I wil contact Dealer again and review history for possible GW

- Ms. ██████████ states, " I would not want to accept GW now until I have a chance to verify the rep**AIR**"
4. It will take me a week to complete a review and the offer will allow 15 days so this will give you 3 weeks to verify the rep**AIR**
 5. if you are still not comfortable at 3 weeks we can discuss possible extension
- Ms. Halverson states ok thank you.

review of warranty rep**AIR**s indicates about 407 miles avg for 6 rep**AIR**s in 13 months

*** PHONE LOG 06/10/2009 02:44 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Anthony at FL039 & requested all RO's, Tech notes & punch times.

*** PHONE LOG 06/19/2009 03:27 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████-Ms. ██████████ states

1. so far no problem with brakes
2. I did call the Dealer to make an appointment for fuel gauge not reading properly but they have not called me back
- SRCAA advised
1. I will contact the Dealer on Monday & have them give you a call
 2. i will send the GW offer out as well.

*** PHONE LOG 07/13/2009 01:57 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA had contacted Dealer after speaking to customer per notes above
SRCAA contacted Ron at FL039-- Ron states

1. customer came in and we had to order a part.

*** PHONE LOG 07/13/2009 02:34 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA contacted Ms. ██████████ and reviewed Dealer SOP for her concern of fuel gauge not reading properly
SRCAA advised

1. I have not received acceptance of GW offer, have you had further trouble with brakes?

**Kia Motors America
Consumer AffAIRs Department**

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735385 [REDACTED]	K1563802	4,500
Saint Petersburg, FL [REDACTED]		Prod. Date: 9/13/07	Dealer: FL039 Lokey Kia	

2. I will check to see if it is possible to program more than 2 keyless remotes

*** PHONE LOG 07/13/2009 02:39 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
 SRCAA contacted Ron at FL039 -- Ron states we can cut more keys & program at least one more remote
 SRCAA suggest that Ron order 2 remotes and key fobs
 Send bill to SRCAA for reimbursement.

*** PHONE LOG 07/13/2009 02:39 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
 Called back to Ron to request RO's again.

*** PHONE LOG 07/13/2009 02:52 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
 Reviewed GW of keys with DPSM--DPSM will assist in gathering RO's.

*** PHONE LOG 07/14/2009 04:18 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
 SRCAA contacted Ms. Halverson -- & advised her that I did authorize two keys and fobs.
 Ms. [REDACTED] very happy--
 SRCAA to reimburse Dealer as GW to customer
 SRCAA to follow up with Dealer on SOP for new concern of gas gauge not reading properly.

*** NOTES 07/24/2009 03:36 PM Eastern Daylight Time JuneSifford Action Type:Manager review
 per e-mail from FL039--vehicle is not rep**AIR**ed. Sent case to Techline

*** PHONE LOG 07/24/2009 03:37 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
 SRCAA rece'd call from Ms. [REDACTED] stating
 1. Dealer is not aware of keys
 2. vehicle is still at the dealer
 3. told dealer to keep vehicle until rep**AIR**ed
 SRCAA will contact Anthony about the keys.

*** PHONE LOG 07/24/2009 03:38 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
 SRCAA attempted to contact someone at FL039 Service
 Ron and Anthony are not in.

*** NOTES 08/06/2009 04:23 PM Eastern Daylight Time JuneSifford Action Type:Manager review
 FTR attempted to assist DLR by phone as FTR was (a region meeting
 Veh not at the Dealer so FTR not able to assist.
 FTR advised that vehicle would need to be brought back for further testing if concern still exists.

*** PHONE LOG 08/06/2009 04:50 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	K1563802	4,500
Saint Petersburg, FL		Prod. Date: 9/13/07	Dealer: FL039 Lokey Kia	

2. they said that they needed to contact their Field Tech
 3. wish they would just trade the car.
 4. I will have major surgery on the 18th
- SRCAA advised
1. apologize for this
 2. I will see if I can get the FTR there in person.

*** PHONE LOG 08/07/2009 03:18 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA reviewed with FTR--we will schedule inspection or I can work by phone whichever is good for customer.

*** PHONE LOG 08/11/2009 03:15 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ron at FL039--He will contact customer to see if it is possible for customer to deliver the vehicle prior to her surgery as she will not need vehicle.
SRCAA sending e-mail to Ron & FTR requesting call back or e-mail to verify when veh is delivered for further testing.

*** PHONE LOG 08/21/2009 09:51 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
Per Ron at FL039--vehicle is here and Tech working by phone with FTR.

*** PHONE LOG 08/21/2009 09:53 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
e-mail to FTR to request update

*** PHONE LOG 08/24/2009 03:08 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
per FTR--FTR assisted the Dealer by phone and verified the cause as incorrect harness. Current harness has not wiring for Cruise Control

*** PHONE LOG 08/24/2009 03:16 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
LM on Customer VM advising the cause of the concern has been verified and part ordered

*** PHONE LOG 08.24/2009 03:30 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL039 to review part order & find out if any assistance is needed in obtaining the part
Per Parts director and Ron-Service Manager they are working with parts hotline and have been told it may take 3 weeks
SRCAA advised. Let me know if you need assistance in obtain the part

**Kia Motors America
Consumer AffAIRs Department**

Page 1 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>
██████████	██████████	KNDJD736875 ██████████	K1406272	19,000
Miami, FL ██████████		Prod. Date: 10/2/06	Dealer: FL085 Kendall Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 01/24/2008 07:07 AM US Mountain Standard Time AJudson
Customer States:

1. Having issues with my Kia and I am trying to start my lemon law paper work.
2. I need an address to send my paperwork to.
3. The vehicle has been to FL085 about 6 times and I am still having the same problems with the vehicle.
4. The CEL came on and I took to FL085 and they replaced a sensor for that problem.
5. When there is a **PASS**enger riding the **AIR**bag light stays on regardless of how we are sitting in the seat.
6. Took it back again and the **AIR**bag light was still on after I picked up the vehicle.
7. The CEL came on again and they ordered some sensors for that again.
8. Had no problems for 2 months and then had a problem with the vehicle shaking and FL085 could not duplicate when I took it in.
9. Then I took it back again and they did duplicate but did not know what to do to fix.
10. When I picked up the vehicle the problems were not resolved with the shaking and then the CEL came back on as I was leaving.
11. I spoke to SM Patrick and he advised that he has done everything that they could do.
12. The CEL is still on and I am still having a problem with the **AIR**bag Light staying on and having a Vibration issue.
13. I want the vehicle rep**AIR**ed but I also want to file for lemon law.
14. I am taking the vehicle back to them today for them to look at it again.

Writer States:

1. Apologized for the problem.
2. Customer should refer to WACI manual for more information about pursuing Lemon Law.
3. Gave customer address to KMA.
4. Advised that writer can assist with ensuring that FL085 is using all manufacturer resources to resolve concern.
5. Writer will have to send your case to the region in order for Lemon Law to be pursued because writer cannot advise on that.
6. Writer will contact FL085 to verify what resources have been used and then send case to region.
7. Someone from the region will contact customer within 72 hours.

*** PHONE LOG 01/24/2008 07:14 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called FL085 and SM Patrick in service states:

1. Vehicle was in last week.
2. Found CAM timing was off per TSB and we adjusted it to fix the vibration problem.
3. It improved/fixes the problem but customer felt that it was not fixed.
4. Put her in loaner and triple checked everything and found nothing that could be rep**AIR**ed.
5. Customer came back and she confirmed that she felt vibration in the 08 vehicle as well.
6. Vehicle is operating as designed and there are no manufacturer defects.
7. Have never contacted DPSM because the vehicle has no manufacturer defects and we completed the TSB to resolve the concern.

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

Send to: [pbayless@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_K1406272_AJudson_01-24-2008070941.doc>>

**Kia Motors America
Consumer Affairs Department**

Page 2 of 11

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 AT	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1406272	19,000
Miami, FL ██████████		Prod. Date: 10/2/06	Dealer: FL085 Kendall Kia	

*** PHONE LOG 01/24/2008 07:18 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM PBayless and left VM:

1. Gave name and extension.
2. Gave customer name and last 8 of VIN.
3. Customer wants to pursue Lemon Law.
4. Will dispatch case to region for further handling.
5. Requested callback.

*** NOTES 01/24/2008 07:20 AM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:

1. CUSTOMER CONTACT.
2. CUSTOMER PURSUING LEMON LAW.
3. MULTIPLE REPAIRS BUT NO RESOLUTION.
4. FL085 STATES THEY HAVE DONE ALL THEY CAN DO AND REFERED CUSTOMER TO KCA.

*** PHONE LOG 01/30/2008 03:24 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer (██████████) and spoke to customer's daughter (██████████):

writer states:

1. Writer is calling to speak to Ms. Velma concern her issue with her vehicle.
2. What is the concerning issue?
3. Writer will need to contact dealership SM (Patrick) and DPSM (Bayless) and get back to you.

██████████ states:

1. CEL concern has been repAIRed.
2. Vehicle has a vibration.
3. Was supposed to meet with DPSM last Friday, but it got cancelled.
4. Waiting for him to come back for meeting.

*** PHONE LOG 01/30/2008 03:27 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called Patrick(SM-FL085)

writer states:

1. Writer is calling to get update on customer's vehicle.
2. Writer will contact DPSM (Bayless) and get back to you for DPSM meeting w/customer.

Patrick states:

1. Customers vehicle has been repAIRed.
2. Customer is complaining about a vibration. this is OTS.
3. I took customer out to drive 08 vehicle and it drove the same way.

*** NOTES 01/30/2008 03:30 PM Eastern Daylight Time JWright Action Type:Manager review
Writer sent e-mail to DPSM (Bayless):

just spoke to Patrick at Kendall Kia. He said you were going to meet with a customer regarding a vibration with her 2007 Sorento, but had to cancel.

Do you have a replacement date so I can set up an inspection with the customer?

Let me know.....

**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>
██████████	██████████	KNDJD736875 ██████████	K1406272	19,000
Miami, FL ██████████		Prod. Date: 10/2/06	Dealer: FL085 Kendall Kia	

*** PHONE LOG 01/31/2008 02:20 PM Eastern Daylight Time JWright Action Type:Outgoing call
DPSM (bayless) called writer:

Phillip states:

1. I will be at the dealership on Tuesday until lunch.
2. We can set the appointment then.
3. That will be OK.

Writer states

1. Do you have a schedule set up for a dealership visit?
2. How is 10:30am?

[!<For Internal Use Only

Writer called customer: ██████████ and verified that this is a good time to meet.

1. Customer would like a rental due to her picking up kids from school during this time. >!]]

*** NOTES 01/31/2008 02:21 PM Eastern Daylight Time JWright Action Type:Manager review
Writer sent confirmation letter to:

1. Customer - Fed-Ex overnight
2. Dealership - fax

*** CASE CLOSE 01/31/2008 03:02 PM Eastern Daylight Time JWright
Case closed pending DPSM inspection on 2/6/08.

*** NOTES 02/01/2008 02:30 PM Pacific Daylight Time MHillegas Action Type:Manager review
NCA received MVDN

MVDN states:

1. 3 or more rep**AIR** attempts have been made to rep**AIR** the same defect or condition
2. Alleged defect: The truck has been back to the dealer six times for different reasons, twice check engine light, twice seatbelt light, 3 times for shaking while driving and in park.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.
4. Writer to scan into case and forward to the region for further handling.

*** PRIORITY CHANGE 02/01/2008 02:34:36 PM MHillegas

*** PHONE LOG 02/18/2008 02:04 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called DPSM(P. Bayless) who stated:

1. Customers vehicle was driven over 50 miles.
2. Customers concern could not be duplicated.

*** PHONE LOG 02/18/2008 02:05 PM Eastern Daylight Time JWright Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 4 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1406272	19,000
Miami, FL ██████████		Prod. Date: 10/2/06	Dealer: FL085	Kendall Kia

1. Writer LVM for customer to call writer back to discuss DPSM visit.

*** PHONE LOG 02/20/2008 10:07 AM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer (██████████)
Velma told writer to call daughter (██████████) to discuss vehicle concern.

*** PHONE LOG 02/20/2008 10:49 AM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called (██████████) (██████████ daughter)
writer states:

1. Writer is calling to follow up with customer to discuss DPSM meeting.
2. Writer apologizes if you feel that way as this is not what the DPSM was stating.
3. If concern cannot be duplicated, Kia cannot authorize a rep **AIR**.
4. Is the CEL light currently on.
5. If you have any existing concerns you will need to let the dealership inspect and rep **AIR** under the terms of warranty.
6. Writer has no other information for you.
7. Thanks for your time.

██████████ states:

1. DPSM and dealership inferred that my mother was too big to set in the seat.
2. **AIR**- bag light works as designed according to them.
3. CEL light is not currently on.
4. We are filling out paperwork with the BBB.
5. Thanks.

*** CASE CLOSE 02/20/2008 10:49 AM Eastern Daylight Time JWright
Case closed pending further contact from customer.

*** PHONE LOG 03/19/2008 03:37 PM US Mountain Standard Time RBriones Action Type:Incoming call
Customer Stated:

1. Vehicle has been into dealer 9 times since I bought the vehicle.
2. It has just been one year since I got the vehicle.
3. Still having problems with CEL and veh cut off on me today.
4. Called the dealer to bring it in, and they said they have done all they can do and I should call you guys.
5. Am getting ready to call an attorney tomorrow.

Writer Stated:

1. Apologized for prob.
2. Show that customer was speaking with regional office before.
3. Not sure why dealer would not make appt with customer.
4. If there is problem with vehicle, customer needs to have diagnosis done at Kia dealer.
5. Just as advised previously by regional office.
6. Will forward back to regional office to have someone contact you back on this.
7. But ultimately, vehicle has to be diagnosed by dealer.
8. If we can not duplicate problem, can not make rep **AIR**.

Kia Motors America
Consumer Affairs Department

Page 5 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736875 [REDACTED]	K1406272	19,000
Miami, FL [REDACTED]		Prod. Date: 10/2/06	Dealer: FL085 Kendall Kia	

Dispatched for:

1. Customer stating has filed for lemon law.
2. Stating will be contacting attorney.
3. Review of customer concerns and contact.

*** PHONE LOG 03/21/2008 11:32 AM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer ([REDACTED]):

customer's daughter states:

1. She is not here.
2. Writer left phone number and ext for Velma to call writer back.

*** PHONE LOG 03/28/2008 08:05 AM Eastern Daylight Time JWright Action Type:Incoming call
3/28/08:

Writer called customer ([REDACTED]) and LVM for customer to call writer back.

*** PHONE LOG 03/28/2008 08:11 AM Eastern Daylight Time JWright Action Type:Outgoing call
Customer ([REDACTED]) called writer

Lawanda states:

1. I am call you back to discuss my vehicle concerns.
2. The CEL has came back on the vehicle.
3. The **AIR**-bag light is back on the vehicle.
4. I need someone to help me get this vehicle rep**AIR**ed or replaced.
5. Dealership tells me that they cannot do anything else.
6. I will fax the service d**OCS** to you tomorrow.
7. What is your fax number?

Writer states:

1. Writer apologizes for your concerns.
2. Please fax over your service d**OCS** to writer for writer to investigate your concern.
3. Writer gave fax number.
4. Writer will call you back once service d**OCS** are received.

*** PHONE LOG 04/08/2008 08:23 AM Eastern Daylight Time JWright Action Type:Outgoing call

Writer called customer ([REDACTED]) and confirmed with customer to go ahead and send over all service d**OCS** to writer.

[!<For Internal Use Only

Writer received faxed service d**OCS** from customer by fax. >!]]

*** NOTES 04/17/2008 10:42 AM US Mountain Standard Time JHirshfield Action Type:Manager review
4+ Tread Review - JH

Kia Motors America
Consumer Affairs Department

Page 6 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1406272	19,000
Miami, FL ██████████		Prod. Date: 10/2/06	Dealer: FL085	Kendall Kia

*** PHONE LOG 05/16/2008 12:19 PM Eastern Daylight Time JWright Action Type:Incoming call
Customer's daughter (██████████) called writer back and LVM:
1. Call me or my Mom (██████████ owner) back today (5/15).
2. I will try to call you back tomorrow.

*** PHONE LOG 05/21/2008 05:04 PM Eastern Daylight Time JWright Action Type:Outgoing call
Customer(██████████) called writer
Lawanda states:
1. I am calling you back to discuss my vehicle concern.
2. The CEL keeps coming on and dealership cannot rep**AIR**.
3. The **AIR**-bag light will not go off while someone is in seat.
4. The vehicle has a hesitation while driving.
5. The vehicle cuts off while driving.
6. That would be helpful.
7. I would be interested in GW offer.
8. Please call me back.

Writer states:
1. Writer apologizes for your concerns.
2. Writer will consider sending out FTR and GW if you are interested.
3. Writer wants to make sure vehicle is rep**AIR**ed first.
4. Writer will call you back once FTR has set rep**AIR** date.

*** PHONE LOG 05 20 2008 03:17 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer (██████████) and spoke to granddaughter:
writer states:
1. Writer is calling to speak to vehicle owner.
2. Please tell her writer is sending letter for FTR date.
3. If she has any questions, call writer back.

Granddaughter states:
1. I will tell her the information.
[!<For Internal Use Only
Writer faxed information to Patrick (SM-FL085) and rec'd confirmation.
2. Writer sent letter to customer by Fed-Ex. >!]]

*** PHONE LOG 06/02/2008 08:35 AM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer (██████████) on 5/30/08:
writer states:
1. Writer is calling to confirm FTR appointment on 7/1/08.
2. Writer apologizes for previous concerns.
3. Writer will let FTR know the seating and stalling concerns.
4. Writer apologizes for previous DPSM comments if that was the case.
5. Will contact you once FTR appointment has been completed for satisfaction.

**Kia Motors America
Consumer Affairs Department**

Page 7 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1406272	19,000
Miami, FL ██████████		Prod. Date: 10/2/06	Dealer: FL085 Kendall Kia	

██████████ (daughter) states:

1. These concerns have been going on a long time.
2. I just want this vehicle rep**AIR**ed.
3. The **AIR**-bag light will not go off and the dealership told my mother that it was her size and the way she sat in the seat was the cause of the **AIR**-bag light not working.
4. The DPSM was very rude the last time we met with him.
5. He told us that he would not put his wife in the seat either.
6. I will be there on July 1st for the appointment.

*** COMMIT 06/04/2008 02:35 PM Eastern Daylight Time JWright Action Type:Callback Required

*** NOTES 07/01/2008 01:56 PM Eastern Daylight Time JWright Action Type:Manager review

Writer rec'd call from FTR (J. Smith) that customer had not arrived at the dealership for the scheduled appointment with the FTR.

1. Writer attempted to call customer (and daughter) at 4 different phone numbers.
2. Writer was able to reach Ms. ██████████ on the second try of these numbers.
3. Writer informed Ms. ██████████ that Mr. Smith was at the dealership waiting for this appointment.
4. Ms. Hammond responded "Oh yeah, it is today, I will take it to the dealership right now".
5. Customer took vehicle to the dealership and FTR called writer and stated:
 - a. CEL does not have any codes stored and is not currently on the vehicle as customer stated.
 - b. Customer states that vehicle cuts off while driving cannot be duplicated.
 - c. "Chuggle" issue is not been duplicated, however, FTR made sure that vehicle had updated reflash.
- d. Customer states that "**AIR**-bag light" is on. FTR cannot duplicate concern. FTR would go ahead and update reflash and make sure that vehicle is updated.
6. FTR stated that vehicle has multiple abuse signs on the vehicle is "trashed", and has horrible odor inside from not being taken care of.
7. Writer advised FTR to have dealership to take digital pictures to put in customer file for future reference. FTR obliged.

*** PHONE LOG 07/01/2008 02:03 PM Eastern Daylight Time JWright Action Type:Incoming call

Writer received v-mail from customer's daughter:

1. Writer needs to call me within 30 minutes on my lunch hour.
 2. The dealership has upset my Mom so bad that she is calling me at work 15X.
 3. I want this vehicle rep**AIR**ed.
 4. I am going to call an attorney when we I get off phone from you.
 5. I am calling you with plenty hostility you need to call me back.
- !< For Internal Use Only
Customer's daughter was extremely angry.
1. Daughter is not owner of vehicle.
 2. Writer will call customer back once vehicle has been completely inspected by FTR.>!]

*** PHONE LOG 07/02/2008 10:04 AM Eastern Daylight Time JWright Action Type:Incoming call

Writer received call from FTR(J. Smith):

John states:

- 1 Here is the final outcome of my inspection:

Kia Motors America
Consumer Affairs Department

Page 8 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>
██████████	██████████	KNDJD736875 ██████████	K1406272	19,000
Miami, FL ██████████		Prod. Date: 10/2/06	Dealer: FL085	Kendall Kia

Customer complaints:

- a. Vehicle idles rough, vibrates at idle / No abnormal or unusual roughness or vibration found. No problem found. Vehicle operated as designed.
 - b. CEL light off, on at times/ No codes stored current, history or pending. No problem found, Vehicle operated as designed.
 - c. Vehicle stalls at times / Road tested 30 miles in various conditions. No problem found, Vehicle operated as designed. Performed TCU update for vehicle even though no problem was found.
 - d. **AIR**-bag light stays off when people sit in R/F seat. No problem found, Vehicle operated as designed. Did update vehicle with **OCS** software update.
2. I left keys on counter for dealership to close out RO and call customer to come and pick up vehicle.

*** PHONE LOG 07/03/2008 01:42 PM Eastern Daylight Time JWright Action Type: Outgoing call

Writer called customer (██████████) and daughter (██████████) answered phone:
writer states:

1. Writer is calling to see if customer was able to pick up vehicle at dealership.
2. Writer explained to the customer that per previous conversation, writer took notes from customer complaints and sent all of them to the FTR for inspection.
3. FTR does not meet with customers, he inspects/rep **AIR**s vehicle only.
4. Is customer currently being represented by an attorney?
5. Writer will wait to hear from customer's atty.
6. Atty knows how to contact Kia.

██████████ states:

1. My Mama wanted to speak to the FTR and tells him the problems with the vehicle.
2. I don't like how the dealership has been treating me.
3. I am going to call my attorney.
4. Yes, I have an attorney.
5. How does he get in touch with Kia?

[!<For Internal Use Only

Writer sent GW offer and release of \$1500 based on all previous concerns. !:]

*** CASE CLOSE 07/03/2008 01:50 PM Eastern Daylight Time JWright

Case closed pending signed GW offer and release from customer.

*** NOTES 07/22/2008 03:09 PM Eastern Daylight Time JWright Action Type: Manager review

Writer rec'd ADI letter from atty (George M. Nathwalter)

1. Dealership employee was rude and disrespectful.
2. Vehicle shakes and vibrates while driving.
3. Request repurchase or replacement.

*** NOTES 07/23/2008 10:39 AM Eastern Daylight Time JWright Action Type: Manager review

Writer sent response letter to customer's atty:

1. Requesting d**OCS** (Sales, service, registration, maintenance).

**Kia Motors America
Consumer Affairs Department**

Page 9 of 11

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
		KNDJD736875	K1406272	19,000
Miami, FL		Prod. Date: 10/2/06	Dealer: FL085	Kendall Kia

*** CASE CLOSE 07/23/2008 10:41 AM Eastern Daylight Time JWright

Case closed pending d**OCS** from customer's atty.

*** PHONE LOG 08/14/2008 05:50 AM US Mountain Standard Time APatrick Action Type:Incoming call

CUST STATED:

- 1: I AM AT THE DEALERSHIP WITH MY VEH
- 2: MY **AIR** BAG, CEL, ESC, ABS LIGHTS ARE ON LIKE A CHRISTMAS TREE
- 3: I HAVE BEEN IN 12 TIMES FOR THIS SAME THING
- 4: I WANT A RENTAL
- 5: I AM NOT GOING TO SIT HERE 3 HOURS TILL THEY LOOK AT IT

WRITER ADVISED:

- 1: APOLOGIZED FOR PROBLEM
- 2: RENTALS ARE NOT A PROVISION OF THE WARRANTY BUT ALLOW US TO MAKE SOME CALLS TO SEE WHAT WE CAN DO
- 3: PLEASE BE PATIENT AND WE WILL DO EVERYTHING WE CAN

CUST STATED:

- 1: THIS HAS UNCONVINCED ME I CANT BE SITTING HERE FOR THREE HOURS
- 2: I DONT WANT YOUR EXTENSION NUMBER
- 3: I AM GOING TO CALL MR WRIGHT

*** PHONE LOG 08/14/2008 05:56 AM US Mountain Standard Time APatrick Action Type:Outgoing call

WRITER CALLED JWRIGHT LVM

- 1: CUST CALLED BACK IS AT THE DEALER FOR SAME CONCERN
- 2: SAID SHE WOULD BE CALLING YOU WANTED TO GIVE YOU THE HEADS UP
- 3: PROVIDED CONTACT INFORMATION AND EXT# 44363

*** NOTES 08/14/2008 05:59 AM US Mountain Standard Time APatrick Action Type:Manager review

DISPATCHING CASE

- 1: CUST BEEN TO DEALER MULTIPLE TIMES FOR SAME CONCERN
- 2: CUST IS BACK AT DEALER NOW FOR SAME CONCERN (CEL, ABS, ESC, ETC)
- 3: CUST IS DEMANDING RENTAL
- 4: CASE WAS PREVIOUSLY HANDLED BY THE REGION

*** PHONE LOG 08/14/2008 11:15 AM Eastern Daylight Time JWright Action Type:Outgoing call

Writer called dealership (Patrick - SM - FL085)

writer states:

1. Writer is calling to follow up with customer concern.
2. Thanks for the information.

**Kia Motors America
Consumer Affairs Department**

Page 10 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>
██████████	██████████	KNDJD736875██████████	K1406272	19,000
Miami, FL ██████████		Prod. Date: 10/2/06	Dealer: FL085	Kendall Kia

1. Vehicle came in this morning.
2. Gave customer a rental vehicle.
3. Found out customer concern was a sensor blowing.
4. Vehicle is being rep**AIR**ed and she will be called later to pick it up today.

*** CASE CLOSE 08/14/2008 11:17 AM Eastern Daylight Time JWright
Case closed pending further contact from customer.

*** NOTES 09/30/2008 11:25 AM Eastern Daylight Time JWright Action Type:Manager review
SCRAA rec'd letter from customer's atty:
1. Customer is requesting an replacement.

(Writer sent GW offer to customer's atty - Same offer that was sent to customer originally).

*** NOTES 09/30/2008 11:25 AM Eastern Daylight Time JWright Action Type:Manager review
See attached GW offer and release.

*** CASE CLOSE 09/30/2008 11:27 AM Eastern Daylight Time JWright
Case closed pending signed GW offer and release from customer's atty.

*** PHONE LOG 11/12/2008 07:03 PM Eastern Daylight Time JWright Action Type:Incoming call
Writer received v-mail from customers atty (Marcello Suarez - Natchwaler P.A) tocall wrier back and discuss case.

*** PHONE LOG 11/12/2008 07:04 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called atty (Marcello Suarez back and LVM for atty to call writer back and discuss case.

*** PHONE LOG 11/25/2008 05:21 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer's atty (G. Nachwaler) at 305-971-8880 and left message with receptionist for atty to call writer back to discuss customer case.

*** PHONE LOG 12/03/2008 12:06 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer's atty (M. Suarez- Nachwaler):
writer states:

1. Writer calling to address your clients concerns.
2. Writer apologizes for your clients precious concerns.
3. Writer previously offered customer \$2500 GW.
4. Writer willing to extend same GW offer.
5. Customer was last into the dealership by our records on 7/1/08.
6. All concerns were never duplicated.
7. Writer willing to use the \$2000 GW however that is our final offer.

**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>
██████████	██████████	KNDJD736875 ██████████	K1406272	19,000
Miami, FL ██████████		Prod. Date: 10/2/06	Dealer: FL085 Kendall Kia	

9. Thanks for your time.

Manuel states:

1. Do not think customer has been to the dealership since.
2. Would just like to get this case closed.
3. Customer willing to accept \$3000 GW offer and release to close case.
4. I will look for your letter.
5. Thanks.

{!<For Internal Use Only

Writer sent GW offer and release (attached) to customer's atty by Fed-Ex overnight. >!]}

*** PHONE LOG 12/19/2008 03:36 PM Eastern Daylight Time JWright Action Type:Incoming call
Writer received signed GW offer and release from customer's atty (Nachwalter).

*** NOTES 01/02/2009 11:23 AM Eastern Daylight Time JWright Action Type:Manager review
Writer sent GW package to NCA for process.

*** FULFILL 01/22/2009 12:05 PM Eastern Daylight Time JWright Action Type:Callback Required

*** NOTES 02/23/2009 09:59 AM Eastern Daylight Time JWright Action Type:Manager review
Writer received GW check from NCA.
1. Writer sent GW check and letter to customer's atty (Nachwalter) by Fed-Ex overnight.

*** PHONE LOG 02/23/2009 10:10 AM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called Mr. Suarez (Customer atty contact):
1. Writer spoke to receptionist who stated Mr. Suarez was in a meeting.
2. Writer gave her phone number and extension number.
3. Writer explained that GW check for client had arrived and writer was sending overnight to Mr. Saurez attention.
4. Please have him call writer back to discuss.
5. Writer thanked receptionist for her time.

*** PHONE LOG 02/24/2009 04:02 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called Mr. Suarez (Cust. atty):
1. Writer is calling to make sure that check was received.
2. Is there any other questions that writer can answer?
3. Thanks for your patience.

Mr. Suarez states:

1. We did receive the check today.
2. I appreciate you following up.
3. No other questions at this time.

*** CASE CLOSE 02/24/2009 04:03 PM Eastern Daylight Time JWright

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736675 [REDACTED]	K1469677	17,336
Pikeville, NC [REDACTED]		Prod. Date: 10/27/06	Dealer: NC020	Deacon Jones Kia

Case History

Complaint Replacement

*** PHONE LOG 07/09/2008 08:59 AM Pacific Daylight Time KWarren
NCA received letter from customer
Letter is cc'd to the AG of North Carolina and the Auto Line.

1. Cust states the various problems he has had with his vehicle: Transmission, **PASS**enger **AIR** bag light, brakes, sound in wheel wells.
2. Cust states he would like to have this vehicle replaced under the N.C. G.S. 20-351 with a new vehicle.
3. Cust states this vehicle cannot be rep**AIR**ed as repeated trips to the Kia dealer have proved.

Dispatching to the Southern Region for customer contact.

*** PHONE LOG 07/11/2008 08:21 AM Eastern Daylight Time CCarroll Action Type:Incoming call
wtr states

1. lft vmx for cust at listed #
2. wtr provided c/b info

*** PHONE LOG 07/11/2008 08:36 AM Eastern Daylight Time CCarroll Action Type:Incoming call
wtr states

1. spoke with Mike svcm at listed dlr
2. dlr advised he is familiar with this cust
3. dlr states cust has in his mind he just wants a new veh
4. dlr states has completed updates/reflash for **AIR**bag light and shutter in tranny
5. dlr states he is unable to dup shutter in tranny but a/b light is on while **PASS** seated. cust does have the wheel flapping noise unable to dup brake grabbing
6. dlr states they have done everything possible .cust jsut not satisfied
7. wtr advised dlr will contact DPSM Paul/ FTR Steve R to inspect cust veh
8. dlr states spoke with DPSM about cust veh during his contact visit
9. wtr req ro's and tech notes for review

*** PHONE LOG 07/11/2008 09:33 AM Eastern Daylight Time CCarroll Action Type:Incoming call
wtr states

1. forward email to dpsm/ fir
2. wtr provide cust info and complaints
3. wtr request cust veh be inspected
4. wtr will fu with cust once response is rec'd from dpsm

*** PHONE LOG 07/15/2008 02:18 PM Eastern Daylight Time CCarroll Action Type:Incoming call
wtr states

1. attempted to leave cust vmx at listed #
2. wtr rec'd mess advising vmx full and cannot leave vmx at this time
3. wtr also left vmx for DPSM Chris Curry as fu
4. wtr waiting for dpsm to inspect veh based on cust letter stating
5. he still has multi concerns with items that have previously been rep**AIR**ed

*** NOTES 07/15/2008 02:22 PM Eastern Daylight Time CCarroll Action Type:Manager review
wtr states

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1469677	17,336
Pikeville, NC ██████████		Prod. Date: 10/27/06	Dealer: NC020 Deacon Jones Kia	

2. wtr req response from DPSM Paul S
3. DPSM is out on medical leave and FTR is on vacation
4. dpsm states with get back with wtr once FTR returns
5. wtr to respond to bbb requesting final

*** NOTES 07/15/2008 02:46 PM Eastern Daylight Time CCarroll Action Type:Manager review
wtr states

1. closing case pending bbb response for veh final

*** CASE CLOSE 07/15/2008 02:47 PM Eastern Daylight Time CCarroll

*** NOTES 07/30/2008 02:23 PM Eastern Daylight Time CCarroll Action Type:Manager review
wtr states

1. rec'd corresp fon state of North Carolina
2. wtr respond to letter on 7/30/08
3. wtr to advise kia seeks final rep **AIR** opportunity per state law
4. to address cust listed non conformity

*** CASE CLOSE 07/30/2008 03:00 PM Eastern Daylight Time CCarroll

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736775 [REDACTED]	K1536396	24,762
Seaside, CA [REDACTED]		Prod. Date: 7/24/06	Dealer: CO007	Grand Kia

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 12/29/2008 03:31 PM US Mountain Standard Time AJudson

Customer States:

1. Had some problems and took vehicle in.
2. Want to know why the rep *AIR* was not covered?
3. Took vehicle to CO007 and worked with SVCA Jack.
4. Took vehicle in because the heater went out and wipers were not working.
5. When someone is sitting in the *PASS*enger seat the *AIR*bag indicator comes on and stays on- *AIR*BAG OFF
6. CO007 advised that the fuse was blown due to frozen window.
7. The *AIR*bag indicator is still on, they *CND* the concern with the *AIR*bag light, ran electrical check to address.
8. Was charged \$100 for labor and parts for the fuse and electrical check.

Writer States:

1. Apologized for the problem.
2. Warranty covers the vehicle for manufacturer defects.
3. If concerns are not covered under warranty, then CO007 may charge diagnosis fee for diag time.
4. If CO007 *CND* concern and charged customer for diagnosis. *KCA* cannot intervene.
- would recommend to contact CO007 to verify if diagnosis fee was charged for *AIR*bag light concern
5. Fuse replacement would not be covered under warranty, CO007 may charge diagnosis fee for that.
6. Advised customer to ride with the tech at CO007 to address *AIR*bag light concern.
7. Gave customer case number, advised to call *KCA* when the vehicle is at dealer for additional assistance.

*** CASE CLOSE 12/29/2008 03:31 PM US Mountain Standard Time AJudson
PENDING CALLBACK

*** CASE CLOSE 01/07/2009 08:30 AM US Mountain Standard Time Hinchfield

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736X75██████████	K1312403	1,187
Baton Rouge, LA ██████████		Prod. Date: 11/6/06	Dealer: LA001 Kia of Baton Rouge	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 05/18/2007 02:52 PM US Mountain Standard Time EEscobedo
Cust Kerry Sm at LA001:

1. Cust has concern *PASS*enger *AIR*bag indicator stays on
2. We tried to get it to turn on for the cuts and verify, no able to dupe and no codes
3. I have cust right here want to talk talk to him

Writer stated:

1. Ok thanks

Writer spoke to Cust Mr ██████████

1. Well im a pretty big guy
2. When i sit it in it, it says *AIR*bag off.
3. I am about 325 pounds i dont understand how it wont be off.
4. I dont believe the DLR is diagnosing this properly. I did not see thyat the DLR hooke dup a scanner for codes or anything

Writer stated:

1. Please allow writer to speak to Kerry again?

Cust:

- 1.Ok

Writer advised Kerry:

1. Have we disgnosed veh with the sacmncr for codes?
2. Cust believes it has no been done

Kerry:

1. Yes i did. i can do it again if he wants
2. Ok thanked Kerry

Writer Advised cust:

1. Kerry will be performing diagnostic again on the veh

Cust stated:

1. Wait wait....i want you to document this is the first time they put a computer scanner on my veh
2. Please document that and give me your information

Writer gave contact info to cust:

1. Advised writer will also look furher into this case as well
2. Please allow writer to resaerch and call cust back

Cust stated:

1. I will call you back if i have anything new as well. thanks.

*** NOTES 05/21/2007 09:48 AM US Mountain Standard Time EEscobedo Action Type:Manager review
Case closed pending cust callback

**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]	KNDJD736X75 [REDACTED]	K1312403	1,187
Baton Rouge, LA [REDACTED]		Prod. Date: 11/6/06	Dealer: LA001	Kia of Baton Rouge

*** NOTES 07/05/2007 09:05 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Done

*** CASE CLOSED 07/05/2007 09:05 AM ELau ***

**Kia Motors America
Consumer Affairs Department**

Page 1 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736985 ██████████	K1451588	2,000
Kingman, AZ ██████████		Prod. Date: 5/29/07	Dealer: AZ042	Martin Swanty Kia

Case History

Complaint Backordered Parts

*** PHONE LOG 05/27/2008 10:32 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I HAVE A PROBLEM W/ MY CAR THAT I BELIEVE IT'S A SAFETY HAZARD.
2. THE DEALER IS TELLING ME THAT THE PART IS ON BACK ORDER.
3. THE PART HAS BEEN ON BACK ORDER FOR WELL OVER A MONTH.
4. THE ORDERED SOME KIND OF SAFETY SWITCH UNDER THE **PASS**ENGER'S SEAT.
5. WHAT THIS SWITCH DOES, IT OPERATES THE **AIR** BAG ON THE **PASS**ENGER'S SIDE.
6. I TRIED TO DEAL WITH THE DEALER AND I HAVEN'T BEEN ABLE TO GET VERY FAR.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CONTACT THE DEALER FOR MORE INFO.
3. WRT WILL CALL THE CUSTOMER BACK JUST AS SOON AS MORE INFO BECOMES AVAILABLE.
4. CUSTOMER CAN BE REACH AT HOME AT 928 692-3497.

*** PHONE LOG 05/29/2008 12:34 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED AZ042
2. WRT ASKED TO SPEAK TO THE PARTS OR SVC DEPT.
3. FRONT DESK RECEPTIONIST STATED:
 - a) I NEED TO TAKE A MESSAGE.
 - b) NO ONE IS AVAILABLE AT THIS TIME.
4. WRT REQUESTED A CALL BACK AT EXT 45605.
5. TOM IS THE KIA SVC MGR.

*** PHONE LOG 05 29 2008 12:41 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED AZ042.
2. ASKED TO SPEAK TO TOM IN SVC.
3. RECEPTION STATED:
 - a) HE'S ACTUALLY WORKING ON A PROJECT TODAY.
 - b) I GAVE HIM YOUR MESSAGE.
 - c) I AM SURE HE'LL CALL YOU AS SOON AS HE HAS A CHANCE.
4. WRT WILL CALL BACK.

*** PHONE LOG 05/29/2008 12:43 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DPSM, DARRYL TRETTIN FOR ASSISTANCE.
2. CUSTOMER CLAIMS THIS IS A SAFETY HAZARD.
3. WRT HASN'T BEEN ABLE TO SPEAK TO TOM IN SVC.
4. DARRYL STATED:
 - a) I WILL TRY TO GET MORE INFORMATION FOR YOU.
 - b) E-MAIL A COPY OF THE FILE TO ME
5. WRT THANKED DARRYL FOR LOOKING INTO IT.

*** PHONE LOG 05/29/2008 12:45 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

**Kia Motors America
Consumer Affairs Department**

Page 2 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC736985 ██████	K1451588	2,000
Kingman, AZ ██████		Prod. Date: 5/29/07	Dealer: AZ042 Martin Swanty Kia	

1. WRT RECEIVED A V/M MESSAGE FROM TOM FROM AZ042 AT 1:46 PM THURS.
2. TOM REQUESTED A CALL BACK AT 928 753-1000.

*** PHONE LOG 05/29/2008 01:08 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED THE KIA PARTS AND SVC DIRECTOR, TOM
2. WRT ASKED TOM FOR MORE INFORMATION ABOUT MR HART'S ORDER.
3. TOM STATED:
 - a) I TALKED TO THE CUSTOMER THIS MORNING.
 - b) I ALSO TALKED TO MY DARRYL ON THIS RIGHT AROUND MAY 16TH.
 - c) THIS IS A MAJOR SAFE HAZARD.
 - d) THE PART IS SUPPOSED TO BE RELEASE OUT OF BACK ORDER ON 6/10 .
 - e) I TALKED TO THE CUSTOMER TODAY AT ABOUT 9:30 AM
 - f) WE OFFERED TO PULL THE PART OUT OF ANOTHER VEHICLE. HE DIDN'T WANT TO DO THAT.
 - g) WE ORDER A LOWER SEAT BASE FOR THE *PASS*SENGER'S SIDE.
 - h) THE PART # IS 88200 3E701YC6.
 - i) THE PART WAS ORDERED AS A TYPE R ORDER.
 - j) THE SYSTEM DOESN'T ALLOW ME TO CHANGE THE ORDER TO E STATUS.
 - k) I CAN CALL THE KIA PARTS HOT LINE FOR ASSISTANCE GETTING THE SYSTEM TO WORK.
 - l) I BELIEVE WE DID A REFLASH. I HAVE A TECH NUMBER HERE
4. WRT THANKED TOM FOR HIS ASSISTANCE.
5. WRT WILL CALL THE KIA PART HOT LINE TO REQUEST ASSISTANCE CHANGING THE ORDER TO THE UPPER STATUS.

*** PHONE LOG 05/29/2008 01:10 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED THE KIA PARTS HOT LINE.
2. WRT SPOKE TO YEHDUI IN PARTS.
3. WRT ASKED HIM FOR ASSISTANCE CHANGING THE ORDER TO AN UPPER STATUS..
4. YEHDUI STATED:
 - a) OK. I JUST CHANGED IT TO THE UPPER STATUS.
 - b) THE PART'S REFERENCE # IS P1452815.
5. WRT THANKED YEHDUI FOR HIS ASSISTANCE.

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

Send to:[dtrettin@kiausa.com]

CC List:[apeckson@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.

Pls. call me back at ext 45605.

<<File Attachment: \copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1451588_ERuiz_05-29-2008140426.doc>>

**Kia Motors America
Consumer Affairs Department**

Page 3 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC736985 ██████	K1451588	2,000
Kingman, AZ ██████		Prod. Date: 5/29/07	Dealer: AZ042 Martin Swanty Kia	

*** PHONE LOG 05/30/2008 09:20 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED*

1. WRT CALLED DPSM. DARRYL TRETTIN.
2. DARRYL WAS NOT AVAILABLE.
3. WRT LEFT HIM A V/M MESSAGE.
4. WRT ADVISED. CASE WILL BE FORWARD TO THE WRCA'S OFFICE BECAUSE OF THE CUSTOMER'S CONCERN.
5. WRT EXPLAINED. THE CUSTOMER FEELS THIS IS A SAFETY HAZARD.
6. WRT ADVISED DARRYL TO CALL BACK SHOULD THERE BE ANY QUESTIONS OR COMMENTS.

*** NOTES 05/30/2008 09:22 AM US Mountain Standard Time ERuiz Action Type:Manager review

WRITER STATED

1. CASE DISPATCH TO THE WRCA'S OFFICE BECAUSE:
 - a) 2008 VEHICLE W/ ABOUT 2K MILES.
 - b) SVC DEPT ORDERED A LOWER SEAT BASE FOR THE **PASS**ENGER'S SIDE.
 - c) CUSTOMER FEELS THIS IS A SAFETY HAZARD. SVC MGR AGREES.
 - d) THE PARTS IS ON NTL' BACK ORDER.
 - e) PER SVC MGR, PART SHOULD BE RELEASE ON 6/10.
 - f) PLEASE. CALL THE CUSTOMER FOR EARLY INTERVENTION AND FURTHER ASSISTANCE.

*** PHONE LOG 06/03/2008 01:50 PM Pacific Daylight Time APeckson Action Type:Outgoing call

reaa states:

1. 08 sorento
2. apologize abt the inconvenience
3. i will speak to dist mngr and dlr to get more clarity on backordered parts
4. i might have to contact parts dept to see what hold up is
5. thank you for your patience
6. here is your case # and my contact info

cust states:

1. still waiting on part
2. i have veh
3. everything else ok
4. it's been abt 2 mos for problem
5. i think they ordered part 5 wks ago
6. dlr told me he was advised part would be coming in about 6/10
7. he told me he might be able to take part fr. other veh

*** PHONE LOG 06/03/2008 02:03 PM Pacific Daylight Time APeckson Action Type:Outgoing call

reaa contacted kia serv mngr @ AZ042 for update:

tom states:

1. cushion w/ **AIR** bag sensors which was ordered 3 weeks ago-**AIR** bag light flashes intermittently
2. part been upgraded to E. i spoke to darryl and we are trying to get veh fr. mr. hart
3. he wants me to ship it out to vegas. apparently there is a flash that i do not have access to-courtesy kia is to perform reflash-it might have something to do w problem
4. i've left a message w/ mr. hart last night
5. cust said he was fine if i had to take part fr. other veh

**Kia Motors America
Consumer Affairs Department**

Page 4 of 8

Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736985██████████	K1451588	2,000
Kingman, AZ ██████████		Prod. Date: 5/29/07	Dealer: AZ042 Martin Swanty Kia	

*** EMAIL IN 06/09/2008 11:11 PM Pacific Daylight Time CLARIFY@KIAPROD.KIAUSA.COM

DLRAZ042 Re: Name/Vin# TEDDY HART/ KNDJC736985767171 VEHICLE WAS REPAIRED
6-4-2008 VEHICLE WAS TEST DRIVEN WITH AND W/O **PASS** IN SEAT REPAIR COMPLETED DLR
FILLED GAS TANK AND DETAILED COMPLETELY FOR CSI PER DSPM NO FURTHER ACTION E-ORDER PART
WAS CANCELED VIA DCS DLR APOLOGIZED FOR INCONVENIENCE OF REPAIR PROCESS.

*** PHONE LOG AND STATUS CHANGE 06/20/2008 08:46 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust & left msg:

1. doing follow up call on 08 kia sorento
2. veh was picked up 6/4/08 and test driven
3. want to make sure veh running to your satisfaction
4. pls give me a call back at earliest convenience. thank you

*** CASE CLOSE 06/20/2008 07:46 AM Pacific Daylight Time APeckson
pending cust call

*** PHONE LOG 06/26/2008 03:49 PM Pacific Daylight Time APeckson Action Type:Incoming call

cust left message requesting c/b

reca contacted cust:

1. last msg was follow up call on how veh running
2. i do apologize sir abt inconvenience
3. i'll call district manager/dlr to see what is going on

cust states:

1. dlr figured they had to do something on onboard comp
2. took veh back to dlr on 4th. they did reflash
3. didn't drive it very much. didn't seem to do it then
4. on my way to LA it started to do it again. **AIR**bag light went on/off was 12x
5. only way to reset it was to pull off to road. shut off veh
6. i called dlr abt it and want me to bring veh back in on monday
7. thank you

*** NOTES 07/07/2008 04:48 PM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** PHONE LOG AND STATUS CHANGE 07 08 2008 09:54 AM Pacific Daylight Time APeckson Action Type:Incoming call
reca contacted ken

ken states:

1. cust brought veh yesterday
2. switched the **PASS** seat cushion out

**Kia Motors America
Consumer Affairs Department**

Page 5 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736985 ██████████	K1451588	2,000
Kingman, AZ	██████████	Prod. Date: 5/29/07	Dealer: AZ042	Martin Swanty Kia

3. we test drove out no **AIR** bag light anymore, waiting for manager to give me ok to release
4. should be released today or tomorrow morning

*** NOTES WITH COMMITMENT 07/08/2008 08:34 AM Pacific Daylight Time APeckson Action Type:Manager review

*** PHONE LOG AND STATUS CHANGE 07/09/2008 09:44 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted ken @ martin swanty kia:

1. has veh been released
2. were you able to send ro's

ken states:

1. veh released yesterday
2. i'll fax the ro's myself

*** PHONE LOG 07/09/2008 10:35 AM Pacific Daylight Time APeckson Action Type:Incoming call
tom called fr. martin swanty kia:

1. pulled veh off lot. put in his veh drove it and concern
2. we did verify when wife was in car when wife in there
3. he just picked veh up driving fine so far
4. darryl knows abt this
5. i'll be sending ro's

*** PHONE LOG AND STATUS CHANGE 07/09/2008 01:27 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust:

1. doing follow up on your veh
2. how is veh running

cust states:

1. haven't had wife in car yet
2. but fine so far
3. do you have email address where i can send letter regarding dlr
4. car hasn't been perfect. well nothing is
5. but the dlr has, they've been superb & had no problem w/ them

rcaa states:

1. yes you can email to me and i can forward letter to district manager in charge of AZ territory
2. i'm glad to hear that you received great customer satisfaction that's what we like to hear

*** CASE CLOSE 07/09 2008 01:27 PM Pacific Daylight Time APeckson

*** PHONE LOG 09/04/2008 08:23 AM US Mountain Standard Time UValencia Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

Page 6 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736985 ██████████	K1451588	2,000
Kingman, AZ	██████████	Prod. Date: 5/29/07	Dealer: AZ042	Martin Swanty Kia

CASE ALERT

*** PHONE LOG 09/08/2008 10:38 AM Pacific Daylight Time APeckson Action Type:Incoming call
Tom fr. martin swanty kia left msg:
1. pls call back cust has legal issue
2. i'm going to send darryl an email on this

*** PHONE LOG 09/08/2008 10:39 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted tom s/m @ martin swanty kia & left msg:
1. calling you back regarding teddy hart
2. i know you mentioned you were going to email darryl
3. i will follow up as well. call back thanks

*** NOTES 09/08/2008 10:47 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa emailed dpsm regarding status of cust situation

*** PHONE LOG 09/08/2008 12:51 PM Pacific Daylight Time APeckson Action Type:Incoming call
Dpsm states:

1. cust had **OCS** issue. same time when reflash came out
2. end problem. cust left w/ veh
3. made arrangements to have veh driven to courtesy dlr
4. courtesy dlr reflashed. guy came bk week later
5. dlr decided to put new seat bottom. but didn't reflash it
6. guy comes back. dlr reflashes again
7. I called engineer and explained situation
8. cust came back said he had another prob
9. dlr did diagnose and duplicate. light came on when veh was in reverse
10. I worked w/ dlr to put seat fr. other car into his car
11. problem is we didn't reflash it again
12. right now veh at martin swanty. cust in rental
13. fr. what he and tom tells me he's not upset at dlr
14. attorney told us if we can't fix we're going to file
15. new seat jst needs to be reflashed. tool should have been deliv this a.m.
- 16 they are going to reflash and test. call cust in a couple days
17. call dlr first then follow up w/ cust on wed., cust should be in car tmrw

*** PHONE LOG 09/09/2008 02:38 PM US Mountain Standard Time LSims Action Type:Incoming call
Mr ██████████ stated:
1. I got a message from an Anna?

we transferred caller to Vin of APeckson

*** PHONE LOG 09/10/2008 12:58 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

Kia Motors America
Consumer Affairs Department

Page 7 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC736985 ██████	K1451588	2,000
Kingman, AZ ██████		Prod. Date: 5/29/07	Dealer: AZ042	Martin Swanty Kia

1. TRYING TO GET HOLD OF ANNA?
2. SOMEONE TRANSFERRED ME TO HER PHONE YESTERDAY
3. WHAT IS HER LAST NAME?
4. DID NOT GET 800# TO REGION. WHAT IS IT?
5. WOULD LIKE TO LEAVE VM MESSAGE.

WRITER STATES:

1. APOLOGIZE NOT RECOGNIZING LAST NAME CUSTOMER IS PROVIDING.
2. CONFIRMED OWNER INFO.
3. CUSTOMER IS ATTEMPTING TO REACH RCAA WRCA. APECKSON
4. DID CUSTOMER GET 800# TO REGION?
5. PROVIDED 800# TO REGION.
6. ADVISED SPELLING OF RCAA FIRST AND LAST NAME.
7. TRANSFERRED CUSTOMER TO VM OF RCAA. ANNA PECKSON.

*** PHONE LOG 09/10/2008 01:19 PM Pacific Daylight Time APeckson Action Type:Incoming call

rcaa contacted s/m @ martin swanty kia

rcaa spoke to ken for status

ken states:

1. received **AIR** bag module
2. reprogram it and reflash it
3. should be ready by tomorrow

*** PHONE LOG 09/10/2008 01:36 PM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted cust:

1. veh part in
2. should be ready by tomorrow
3. i understand your frustration
4. fax over your paperwork
5. if you can't get it i'll request fr. dlr
6. then i'll talk to dpsm

cust states:

1. i don't know what to do anymore
2. to be honest w' you i've contacted a lemon law attorney
3. they told me to send my paperwork to them
4. but i would like to work it out w/ you guys instead
5. not the dlr or your fault
6. it's so far to fax the paperwork
7. i've documented 12x my veh's been at dlr
8. they're only saying 5x
9. ok thank you for your help

*** PHONE LOG AND STATUS CHANGE 09/10/2008 02:03 PM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted ken @ martin swanty kia:

1. can you pls fax all cust ro's to me
2. here is fax #

**Kia Motors America
Consumer Affairs Department**

Page 8 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736985 ██████████	K1451588	2,000
Kingman, AZ ██████████		Prod. Date: 5/29/07	Dealer: AZ042	Martin Swanty Kia

ken states:

1. tom the s/m not here
2. i'll try to pull up tom usually does it
3. i'll fax over

*** NOTES 09/23/2008 12:53 PM Pacific Daylight Time APeckson Action Type:Manager review
adl notification escalated
case closed

*** CASE CLOSE 09/23/2008 12:53 PM Pacific Daylight Time APeckson

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1348542	4,200
KINGS MOUNTAIN, NC ██████████		Prod. Date: 12/16/06	Dealer: NC052 Kia of Gastonia	

Case History

Complaint **RePAIR Assistance**

*** PHONE LOG 08/16/2007 10:29 AM US Mountain Standard Time UValencia
caller states

- 1.- the place that I bought my kia
- 2.- suggested that I call you with my problem
- 3.- my **AIR** light will come on and off, on the **PASS**enger side, and for what I understand when the light is on, the **AIR**bag will not deployed
- 4.- chad Fraasier is the svc advisor, who recommend it to call you to register the complaint
- 5.- even when we bought it, and we were testing the car the light came on, and it when out shortly
- 6.- when we went home, the light was on at all the time
- 7.- the lights some times stays on, on July 20th, he said that they were aware of it
- 8.- and he said that the manufacture was aware of it
- 9.- we went on a 300 miles trip and the light stayed on all the time
- 10.- called and enter tech line case for **AIR**bag issue and advise cst
- 11.- we already when to that, and they can't fix the vehicle
- 12.- the only thing that I want is to register the complaint
- 13.- I don't want to go again, and be told the same thing
- 14.- we will deal with the dealer they are very nice
- 15.- the only thing i want is to register the complaint

wrt states

1. Apologized
- 2.- wrt advised cst to make an appointment at NC052, to have vehicle inspected and diagnose
- 3.- wrt advised cst that the manufacture will provide all available resources to NC052 to fix the issue
- 4.- wrt advised cst that wrt was concern about getting vehicle fix
- 5.- wrt advised that wrt will log the complaint, but the priority was to have vehicle fix

caller states

- 1.- we already know that there is no current fix
- 2.- and we will work with NC052.
- 3.- I just want to register the complaint

wrt states

- 1.- wrt advised cst that complaint will be log
- 2.- wrt advised that concern need it to be addressed
- 3.- cst just want it to register the complaint
- 4.- wrt provided case# and contact information
- 5.- cst thanked wrt for information

kndjd736975 ██████████

*** PHONE LOG 08/17/2007 12:44 PM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called svc mgr at NC052 Chad who states

- 1.- the **PASS**enge **AIR** bag light is not armed
 - 2.- at all times,
 - 3.- we have involved Tech line, and we know that they are working on a fix for the concern
 - 4.- we will call cst as soon as info becomes available
- wrt thanked caller for information

*** CASE CLOSE 08/17/2007 12:44 PM US Mountain Standard Time UValencia

*** CASE CLOSE 10 03 2007 03:29 PM Pacific Daylight Time ELau

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 AT	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736975 [REDACTED]	K1348542	4,200
KINGS MOUNTAIN, NC	[REDACTED]	Prod. Date: 12/16/06	Dealer: NC052	Kia of Gastonia

Tread Review Completed

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████		K1339205	0
Columbus, GA	██████████	Prod. Date:	Dealer:	

Case History

Complaint Warranty

*** NOTES 07/26/2007 12:34 PM clarify Action Type: Manager review

*** Performed by contact: ██████████

I have a new 2007 Kia Sorento. It has less than 1300 miles on it. We noticed a problem with the passenger air bag indicator. I am a adult and sometimes when I would sit in the passenger seat the air bad indicator would still say it was 'off'. This didn't happen all the time, but frequently. I took it into the dealership this morning and he explained that it was a known issue. We also had a problem with the air conditioning that they could not diagnosis. Again the AC problem is hit or miss. My complaint is that I was told until the air bag indicator screws up with the technician sitting in the car, they can not replace the seat cushion. This is crazy. I'd like for you to explain to me, how we are to correct this problem. I was told that if the light stays lit saying the airbag was off, that it really was off. I feel sorry for you that God forbid we have an accident and the air bag does not work, but you knew there was a problem with it, but couldn't replace it until you 'caught' it happening. Do you realize the problem could happen this afternoon and I could drive to the dealership only to have it work when I get there. What is it going to take to get you to correct a 'KNOWN ISSUE'? a death? We have enjoyed our Sorento so far, it is only our traveling car and has driven well. This is my first service call... well it does only have 1300 miles on it...so that's no real accomplishment. My understanding is that the service deparment can NOT fix this until they MAKE it happen, which could be never.. it's as bad as the lottery. I'm disappointed and upset. We are traveling this weekend and I'm afraid that the air bag will not work at least one of the times I get in the car. I HOPE you can help me resolve this issue. I live in Columbus, Georgia and the dealership is Kia Autosports on Box Drive. I do not have my VIN number with me, so I did not enter it.

*** PHONE LOG 07/27/2007 07:57 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called customer: no answer no machine.

*** PHONE LOG 08/02/2007 09:40 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called customer: no answer no machine.

*** PHONE LOG 08/03/2007 08:56 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called customer: no answer no machine.

*** NOTES 08/03/2007 08:56 AM US Mountain Standard Time DLyons Action Type:Manager review
call me letter sent.

*** CASE CLOSE 08/03/2007 09:01 AM US Mountain Standard Time DLyons

*** CASE CLOSE 10/03/2007 10:01 AM Pacific Daylight Time ELau
Tread Review Completed

Kia Motors America
Consumer Affairs Department

Page 1 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>
██████████	██████████	KNDJC736775 ██████████	K1527682	9,654
North Tazewell, VA ██████████		Prod. Date: 12/4/06	Dealer: WV013 Cole Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 12/01/2008 05:49 PM US Mountain Standard Time ATorres Action Type:Incoming call
Cst states:

1. I'm calling about a rep**AIR** that is a safety issue.
2. My concern is the veh is dog walking.
3. The veh 4 wheel drive will engage and the veh will take off.
4. I took the veh into the dlrshp on Sept 17th for this and because **PASS**enger **AIR** bag light was not working when my wife or I would sit in the **PASS**enger seat.
5. I know if we were ever in a accident the **AIR** bag would not go off.
7. On Sept 26 went back to the dlrshp for same issue and dlr had order part for the **AIR** bag and the dog walking issue. This was the 2nd time.
8. In Oct 21 I called the dlrshp because I hadn't heard from them.
9. Dlr had the part for that **AIR** back.
10. I went in today for the dlrshp to install the **AIR** bag part to take care of the issue. This is the 4th time.
11. Dlr still has not corrected issue with the dog walking.
12. I will be going in again for that problem. That will be the 5th time.
13. When I left the dlrshp I asked who was the big boss I should be speaking to about this and they told me it was Ralph Vines.
14. I had to call you and let you know what kind of dlrshp this is.
15. My wife is afraid of the veh and I have a 7 yr old child.
16. Once the veh is rep**AIR**ed I'm plan to sale it.
17. In the past with other veh I've owned I normally go in twice to the dlrshp and they fix the problem for me.
18. This dlrshp has poor srv then any other dlrshp I've been too.
19. My time has been wasted.
20. If I didn't follow up with the dlrshp, they wouldn't have called us.
21. I just wanted to let you know is this the kind of dlrshp you want to represent Kia.
22. They are not giving Kia a good name.
23. I got this veh for the safety reasons. It's not safe.
24. I don't know for 100% that the veh will be rep**AIR**ed correctly.
25. In the pasted I've had tech unplug the wire for the light and say they have fixed it and they didn't the problem was still there.

Wrt states:

1. Updated, no recalls. Apolgozied.
2. Do you know what part dlr ordered for dog walking concern?

Cst states:

1. No.

Wrt states:

1. Will follow up with dlrshp on part.
2. Once have more info will call cst back.
3. Provided file number and wrt ext.

Cst states:

1. Thank you.

*** PHONE LOG 12/02/2008 03:45 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Cole Kia, left VM message for srv mgr to call back.

Kia Motors America
Consumer Affairs Department

Page 2 of 5

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████	██████	KNDJC736775 ██████	K1527682	9,654
North Tazewell, VA ██████		Prod. Date: 12/4/06	Dealer: WV013 Cole Kia	

*** PHONE LOG 12/03/2008 01:33 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Cole Kia, spoke to Kendra in srv left Message for srv mgr to call back.

*** PHONE LOG 12/04/2008 02:34 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Cole Kia, spoke to Kendra in srv and stated:
1. Adv would like to speak to SM.

Kendra states:

1. Transferring you to Nissan because he is there.

Wrt spoke to tom srv mgr and stated:

1. Adv of reason for call.

Tom states:

1. I've been out of the office for 2 week, in another dept.
2. I remember customer came in and was demanding a veh to drive well that part was being ordered.
3. The advisor called DPSM Ryan.
4. DPSM did give advisor approval for rental veh.
5. The customer has an appt on 11/11/08 for a TSB that The DSM and told us to do before ordering any thing.
6. We will re flash the computer and that may ta care of it. No parts have been ordered.
7. st will be given a veh to used well we are doing the rep**AIR**s.

*** PHONE LOG 12/04/2008 04:18 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called cst and stated:

1. Requested to speak to Mr. ██████

Ms. ██████ wife states:

1. You can talk to me.

Wrt states:

1. Adv called dlrshp and they have not ordered any parts for dog walking concern.
2. Dlr will be re programing computer on the veh due to a TSB.
3. Have appt at the dlrshp on the 11th.
4. Dlr will be providing a veh to used while they do the rep**AIR**s.

Cst states:

1. I asked the dlrshp if they had a recall on this issue. They told me No.
2. It's been 4 times that we have gone into the dlrshp for this issue. Why didn't they know about the TSB then.
3. When did the TSB come out?

Wrt states:

1. Not sure.
2. I'm sure the Kia rep told them about the TSB when the asked about the rental veh.
3. If you have any question or would like wrt to follow up on your appt. Call wrt back.

Cst states:

1. Thank you.

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>
██████████	██████████	KNDJC736775 ██████████	K1527682	9,654
North Tazewell, VA ██████████		Prod. Date: 12/4/06	Dealer: WV013 Cole Kia	

*** CASE CLOSE 12/04/2008 04:19 PM US Mountain Standard Time ATorres

*** PHONE LOG 12/05/2008 12:01 PM US Mountain Standard Time RBriones Action Type:Incoming call

Mrs ██████ stated:

1. Have been trying to get this problem resolved with the vehicle.
2. Spoke with Anna yesterday and she advised me of this TSB.
3. Would like to know how long that has been out..
4. Seems the dealer svc dept should have known about that.

Writer Stated:

1. Apologized for prob.
2. Show that svc dept has been in contact with our factory techs since mid October.
3. They have been doing what they should to try and resolve this for customer.
4. We don't see the svc bulletins, so can not advise when it was issued.
5. Svc dept might be able to advise on that.

Mrs ██████ stated:

1. Just frustrating how long I have been trying to get this resolved.
2. We have an appt with them next week.
3. Everytime we have had to call the dealer, they don't call us.

Writer Stated:

1. Apologized for prob.
2. Hopefully TSB will resolve problem.

*** CASE CLOSE 12/05/2008 12:01 PM US Mountain Standard Time RBriones concerns noted.

*** NOTES 12/23/2008 08:24 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA received letter from customer

1. Cust states same concerns as above.
2. Cust states presently doing without a family vehicle since Kia will not pay for a rental equivalent to purchased vehicle (all wheel/4 wheel drive): here is your certified notification.

Dispatching to the Call Center for customer contact.

*** PHONE LOG 12/24/2008 10:48 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called est left VM message to call back.

*** PHONE LOG 12/26/2008 08:55 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Cole Kia. left VM message for SM to call back.

*** PHONE LOG 12/30/2008 12:00 PM US Mountain Standard Time ATorres Action Type:Incoming call
Wrt received VM message from customer.

**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>
[REDACTED]	[REDACTED]	KNDJC736775 [REDACTED]	K1527682	9,654
North Tazewell, VA [REDACTED]		Prod. Date: 12/4/06	Dealer: WV013 Cole Kia	

1. Returning your call.
2. Call me back at [REDACTED]

*** PHONE LOG 12/30/2008 12:07 PM US Mountain Standard Time A Torres Action Type: Outgoing call
Wrt called Cole Kia, spoke to Kendra in srv states:
1. Requested for SM.

Kendra

1. His down at Nissan let me transfer you.

Wrt spoke to Tom SM and stated:

1. Know we worked on veh. Owner son took veh back home about 35 miles and said everything was fine.
2. I'm help with Nissan store and Kendra should know more. will transfer you to her.

Wrt spoke to Kendra in srv states:

1. Adv of reason from call.

Kendra states:

1. Was working fine. when cst son left with the veh.
2. I have not heard back from the customer after the TSB was done.
3. I heard the veh was running fine from her son.

Wrt states:

1. Ok.
2. Will advise cst if still having issue to bring the veh back to the dlrsHP.

*** PHONE LOG 12/30/2008 12:08 PM US Mountain Standard Time A Torres Action Type: Outgoing call
Wrt called cst left VM message to call back.

*** PHONE LOG 12/31/2008 11:13 AM US Mountain Standard Time A Torres Action Type: Outgoing call
Wrt called cst and stated:
1. Responding to letter.

Cst states:

1. Had lots of snow and haven't drove veh.
2. I called dlrsHP yesterday. spoke to Lee Cole said to bring back veh in.
3. The veh is kicking in 4WD.
4. It's going to be based on my husband schedule.
5. I need a veh to use with 4WD because of the snow.
6. Last time when Enterprise picked us up they wanted to give us a small 4 door. Dlr said they were going to gave us a 4WD veh
7. My husband was in the process to speaking to a lawyer about the lemon lawyer.
8. The next time Enterprise gave us another veh. which was a Kia Rondo which didn't have 4WD and we didn't know that.
9. We need a veh with 4WD.
10. What I'm suppose to do. I need a veh to drive around in.

**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]	KNDJC736775 [REDACTED]	K1527682	9,654
North Tazewell, VA	[REDACTED]	Prod. Date: 12/4/06	Dealer: WV013	Cole Kia

11. We have been disappointed with Kia.
12. We have bought a Toyota from Cole Kia. That veh has no problems.
13. Cole Kia dlrshp provides bad customer srv.
14. These whole process the dlrshp never calls us back. I've always have to call them every time for them to do anything.
15. Were having bad weather tonight. we are probably not going any where.
16. We are planning to take it back but they need to give us a 4WD veh, Our driveway is 1/2 mile from the road.
17. My husband is talking to a lawyer about the lemon law and she has told us to wait and see what going to happen.
18. Have a 7 yr son and need a veh to us. My husband is off on Friday but it will depend if the dlrshp will give us a veh to use.
19. I'm disappointed about the customer service from the Cole Kia.
20. That's nice if the dlrshp is trying to help me with a veh. We have an ext warr.

Wrt states:

1. Apologized.
2. Adv warranty provides for the rep**AIR** of the veh.
3. Kia does not have a provision for rentals.
4. Would like to cst to call back wrt went going back to the dlrshp.
5. Wrt will follow up on the rep**AIR**s.

Cst states:

1. Ok.
2. I have your contact info.

*** NOTES 12/31/2008 11:14 AM US Mountain Standard Time ATorres Action Type:Manager review
Closing case pending cst call back.

*** CASE CLOSE 12/31/2008 11:14 AM US Mountain Standard Time ATorres

*** CASE CLOSE 01/16/2009 02:59 PM Pacific Daylight Time KWarren

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 1

<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]	kndjd736675 [REDACTED]	K1634698	30,000
Charleston, SC [REDACTED]		Prod. Date: 10/10/06	Dealer: SC019 - Kia Country	

Case History

Complaint **RepAIR Assistance**

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

[REDACTED] Stated:

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

Writer stated:

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

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

Writer stated:

1. spoke to John - SVCA at Kia Country

John Stated:

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

**Kia Motors America
Consumer Affairs Department**

Page 1 of 6

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1600232	10,000
Clarksburg, MD ██████████		Prod. Date: 9/11/07	Dealer: MD023 Bill Baisey Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 06/15/2009 06:51 AM US Mountain Standard Time KJohnson

Customer, Mr. ██████████, stated:

- 1 - We've had the veh in to Bill Baisey 6x for bucking and hesitation while accelerating
- 2 - They've replaced the torque converter, a computer, done several adjustments
- 3 - We're very happy w/ the veh, but we're tired of taking it in all the time
- 4 - I have a 17-year-old child that I won't let drive the veh because of this problem
- 5 - Bill Baisey has been very nice, but we need Kia to fix this once and for all
- 6 - The car is there now
- 7 - I have alternate transportation, but I had to fight for it
- 8 - The best number to use is my wife's work number: ██████████
- 9 - Her cellphone is ██████████
- 10 - I work in NJ

Writer stated:

- 1 - Apologized
- 2 - Will forward to region and someone should contact you w/in 3 business days
- 3 - This will allow Kia to involve kia resources as quickly as possible
- 4 - provided contact information

Customer stated:

- 1 - Thank you

Called dlr and Debbie stated:

- 1 - Andy out until Wednesday
- 2 - no one else can give you rep**AIR** history
- 3 - will ask him to call you

Called DPSM Robert Joyce and stated:

- 1 - Am waiting for CIB from Andy for rep**AIR** history, but veh down now and needs additional technical support

Robert stated:

- 1 - Andy on vacation today, at training tomorrow
- 2 - OK to dispatch today if he doesn't get back to you

*** NOTES 06/15/2009 11:04 AM US Mountain Standard Time KJohnson Action Type:Manager review

Writer dispatching to Eastern Region

- (a) for technical assistance
- (b) for early intervention
- (c) to contact customer at 301-451-4774 (work) or at 919-971-1300 (cell)

Because

- 1 - 2008 Sorento, 10K, orig owner
- 2 - Repeat complaints for hesitation and bucking
- 3 - Complete service history not available until Wed, but veh at dlrshp at this time
- 4 - DPSM advises dispatch now

*** PHONE LOG 06/17/2009 11:24 AM Eastern Daylight Time EDicinti Action Type:Outgoing call

Writer called customer on work ph# ██████████

**Kia Motors America
Consumer Affairs Department**

Page 2 of 6

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1600232	10,000
Clarksburg, MD ██████████		Prod. Date: 9/11/07	Dealer: MD023	Bill Baisey Kia

██████████ said:

1. Ever since we bought vehicle, we've had this bucking problem
2. I think it's related to the transmission
3. I've taken it in at least 5x's
4. They can't seem to diagnose it, and now they've contacted manufacturer
5. I need this resolved one way or another.
6. I can't keep taking time off of work for temporary fixes that work for only 2 weeks
7. I brought car in friday, and it is still there.
8. They haven't told me anything yet.
9. I am in a rental vehicle.
10. My car payment is \$330.
11. Another problem I had early on was with the *PASS*enger *AIR* bag light.
12. I got the recall notice, and this is being fixed now too.
13. The 3rd problem is that when I buckle seat belt, it makes a rubbing/grinding noise.
14. They tell me that they can hear it, but they dismiss it

Writer said:

1. I'm sorry for the problems you're having with your vehicle.
2. I see that MD023 contacted our Technical Assistance line.
3. There is an update this morning where they suggest to get DPSM approval to replace the transmission.
4. I will need to speak with MD023 and the DPSM for more info.
5. Once we get this fixed, I'd like to offer you some compensation as goodwill.
6. We could offer you 1 car payment because of your inconveniences.
7. We can discuss this further once we get the vehicle fixed for you.
8. I will make sure that these other 2 issues are looked into as well.
9. I will call you back on this ph# when I have an update.

*** PHONE LOG 06/18/2009 10:38 PM Eastern Daylight Time EDicinti Action Type:Outgoing call

I approved transmission

Techline said - no manual reset on this yet

MD023 drove car 40 miles

Learns only the way you drive right, shift points, acceleration

*** PHONE LOG 06/19/2009 09:19 AM Eastern Daylight Time EDicinti Action Type:Outgoing call

Writer spoke with DPSM on 6/18, who stated:

1. I approved transmission
2. Techline called this morning (6/18) and said they've reviewed the records, and the manual reset was never done.
3. They suggested doing this first.
4. MD023 then drove the car 40 miles, and there was no problem
4. By doing this, the transmission self-learns - the way you drive, your shift points, acceleration, etc.

**Kia Motors America
Consumer Affairs Department**

Page 3 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>
[REDACTED]	[REDACTED]	KNDJD735385 [REDACTED]	K1600232	10,000
Clarksburg, MD [REDACTED]		Prod. Date: 9/11/07	Dealer: MD023 Bill Baisey Kia	

*** PHONE LOG 06/20/2009 10:08 AM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer at [REDACTED] and left vm requesting call back

*** PHONE LOG 06/22/2009 02:07 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called service manager Andy at MD023

Writer said:

1. Could you give me the status of this vehicle?
2. Thanks for the info.

Andy said:

1. The customer picked it up on Saturday, 6/20.
2. We did a manual reprogram of the module.

*** PHONE LOG 06/22/2009 02:09 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer at [REDACTED] and left message stating:

1. I'm calling to follow up on your vehicle.
2. Please call me back to discuss your case.

*** PHONE LOG 06/23/2009 10:08 AM Eastern Daylight Time EDicinti Action Type:Incoming call
Received vm from [REDACTED] stating:

1. You left a message for my wife.
2. Please call her back on her cell# [REDACTED]
3. Or call me at work# [REDACTED]
4. I have some questions about what was done and not done to my vehicle.
5. Thanks

*** PHONE LOG 06/23/2009 10:10 AM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called [REDACTED]

Mr. [REDACTED] said:

1. Have you talked to my wife this morning?
2. She has some concerns about the vehicle.
3. It would probably be better if you talk to her.
4. I'll have her call you later today.
5. Thanks for calling back

*** PHONE LOG 06/23/2009 03:21 PM Eastern Daylight Time EDicinti Action Type:Incoming call
Received call back from customer

Kia Motors America
Consumer Affairs Department

Page 4 of 6

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385██████████	K1600232	10,000
Clarksburg, MD	██████████	Prod. Date: 9/11/07	Dealer: MD023	Bill Baisey Kia

Mrs. ██████████ said:

1. We got the vehicle back on Saturday.
2. I'm concerned that they didn't fix the vehicle.
3. The rep**AIR** for the jouncing was done already, so I'm not confident at all.
4. They did the recall for the **OCS**, but since then the light has come on while driving 6x's.
5. They tell me to pull over and turn the car off and on again.
6. I can't do that every time, especially if I'm on the highway.
7. Plus, there's a noise coming from the seat belt that they didn't address.
8. I just want the vehicle fixed.
9. I have rep**AIR** orders from 12/12/08, 1/29/09, 4/3/09, and 6/12/09.
10. I will email them to you.

Writer said:

1. I'm sorry that you continue to have these problems.
2. Please email the RO's to me, and I will review your case further.
3. I'd like to have the FTR inspect the vehicle.
4. We would be looking at the 2nd or 3rd week in July for an appointment.
5. I will call you back after I review the records.
6. Thank you.

*** PHONE LOG 06/23/2009 02:13 PM US Mountain Standard Time KJohnson Action Type:Incoming call @ 11:10 am and 1:12 pmon 6/22 customer left VM requesting CB @ 919-971-1030

*** PHONE LOG 06/23/2009 01:19 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:

- 1 - Veh is bucking and **PASS**enger **AIR**bag does not activate when customer sitting in seat and grinding when dr seatbelt recoils
- 2 - all these are safety concerns
- 3 - notes say recall 076 was done, but **OCS** is still not working

Writer stated:

- 1 - Eric is contact
- 2 - looks like he is trying to set up meeting w/ FTR
- 3 - will document concerns for Eric

*** NOTES 06/25/2009 01:13 PM Eastern Daylight Time EDicenti Action Type:Manager review

Waiting on rep**AIR** orders from customer

*** PHONE LOG 06/26/2009 02:28 PM Eastern Daylight Time EDicenti Action Type:Outgoing call
Writer called customer at 301-451-4774 and left vm requesting callback.

*** PHONE LOG 07/02/2009 02:27 PM Eastern Daylight Time EDicenti Action Type:Outgoing call

**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>
██████████	██████████	KNDJD735385██████████	K1600232	10,000
Clarksburg, MD ██████████		Prod. Date: 9/11/07	Dealer: MD023	Bill Baisey Kia

*** NOTES 07/06/2009 02:50 PM Pacific Daylight Time MHillegas Action Type:Manager review
TREAD REVIEW COMPLETE.

*** PHONE LOG 07/07/2009 11:27 AM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called ██████████ and ██████████ and left vm's requesting callback

*** NOTES 07/08/2009 12:40 PM Pacific Daylight Time ThomasT Action Type:Manager review
Tread Report Completed

*** NOTES 07/14/2009 03:07 PM Eastern Daylight Time EDicinti Action Type:Manager review
Several attempts to contact customer and no response. Sending "call me" letter.

Closing case pending further contact from customer

*** CASE CLOSE 07/14/2009 03:08 PM Eastern Daylight Time EDicinti

*** PHONE LOG 07/27/2009 05:29 AM US Mountain Standard Time RHall Action Type:Incoming call
Mr ██████████ stated

- 1 I have been trying to get ahold of Eric Dicinti for days now
- 2 I sent him the information he was requesting by email twice on 7/8/09
- 3 I have not heard anything back from him! I need some help ASAP
- 4 We have two major safety concerns and they need to be resolved now!
- 5 please have Eric Dicinti call me back ASAP at my wife's office ██████████ or call my office 2nd ██████████

wrt stated

- 1 apologized
- 2 Eric is in Regional office, wrt will forward case back to Regional office for further contact

*** NOTES 07/27/2009 05:31 AM US Mountain Standard Time RHall Action Type:Manager review
Forward to Region for handling and review

- 1 Customer was working with Eric Dicinti and he has not been able to get ahold of Eric and wants call back asap
- 2 Customer states they have two major safety issues and want resolution ASAP
- 3 Please assist determination and contact customer with results wife's office ██████████ or Mr ██████████ office 2nd ██████████

*** FORWARD 07 27 2009 10:18 AM Pacific Daylight Time MPfeifer
Analyst out today.

*** PHONE LOG 07/28/2009 02:15 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called Mrs. ██████████ and said:

1. I received your voicemails.

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>
██████████	██████████	KNDJD735385 ██████████	K1600232	10,000
Clarksburg, MD ██████████		Prod. Date: 9/11/07	Dealer: MD023	Bill Baisey Kia

2. I was out of the office yesterday, and I'm sorry for not getting back to you sooner.
3. I received your fax from yesterday and reviewed your rep **AIR** orders.
4. What are your current problems?
5. I would like to schedule an appointment with our FTR.
6. His first availability is on Wed. 8/12. Is that ok with you?

Customer said:

1. I'm still having problems with the bucking/jerking when accelerating.
2. Also, the recall was done for the **OCS**, but I'm still having problems with that.
3. Finally, there is a grinding noise from the driver's side seat belt.
4. I think this is a safety concern.
5. The dealer just disregards what we complain of.
6. Thank you for calling.

*** PHONE LOG 07/29/2009 02:10 PM Eastern Daylight Time EDicinti Action Type:Incoming call
Received call back from customer, who requested to have FTR appointment at MD032, instead of MD023.

Writer informed FTR and District 5 & 11 DPSM's

FTR appointment confirmed for Wed. 8/12 at MD032.

*** NOTES 07/31/2009 11:53 AM Eastern Daylight Time EDicinti Action Type:E-mail sent
Writer prepared offer letter and emailed to Ms. Wallace.

*** NOTES 07/31/2009 11:54 AM Eastern Daylight Time EDicinti Action Type:Manager review
Disregard previous note.

*** PHONE LOG 08/10/2009 08:58 AM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called Allen at MD032 to advise of FTR appt on Wed. 8/11. DPSM Luke Kim was also advised.

*** NOTES 08/14/2009 02:56 PM Eastern Daylight Time EDicinti Action Type:E-mail rec.
Received report from FTR and attached to case.

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1411730	6,364
CARROLLTON, GA ██████████		Prod. Date: 10/23/06	Dealer: GA047 Kia at Arbor Place Mall	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 02/07/2008 02:18 PM US Mountain Standard Time SLarez Action Type:Incoming call
COMPUTER ERROR. ON ORIGINAL CALL.
CUSTOMER STATES.

1. I AM HAVING A PROBLEM WITH THE CAR.
2. THE **AIR** BAG LIGHT FOR THE **PASS**enger side never goes off to indicate the **AIR** bag is active.
3. IT USED TO GO ON AND OFF DEPENDING ON WHO SAT ON THE SEAT BUT NOW IT JUST STAYS ON.
4. WE ARE FRUSTRATED BECAUSE THE CAR IS SO NEW AND WE ARE ALWAYS TAKING IT TO THE SHOP.
5. WE WOULD LIKE SOME ASSISTANCE IN GETTING THIS FIXED.
6. THE DEALERSHIP SAID THEY WOULD OPEN A TECH CASE AND CALL ME BACK BUT THAT HAS NOT HAPPENED.
7. I AM READY TO OPEN UP A CASE WITH THE B.B.B.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I AM GOING TO HAVE TO CALL THE DEALERSHIP AND THEN GO FROM THERE.
3. WE DO HAVE A REPROGRAM WE CAN DO TO THE **OCS** MODULE IF WE INVOLVE THE RIGHT PEOPLE HOWEVER THE SYMPTON FOR THE REPROGRAM IS THE LIGHT COMING ON AND OFF WHEN DIFFERENT PEOPLE SIT IN THE SEAT.
4. IF YOUR LIGHT IS ALWAYS ON THEN THERE MAY BE ANOTHER PROBLEM.
5. WHAT I CAN DO IS CALL THE DEALERSHIP NOW. I DO SEE A TECH CASE BUT THIS WAS BACK IN NOV.

*** PHONE LOG 02/07/2008 02:23 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND SPOKE TO CARRIE (CARRIE INDICATED THE SERVICE MGR WAS NEW AND WOULD NOT KNOW THAT MUCH ABOUT THIS PARTICULAR SITUATION)
CARRIE STATES.

1. WE HAVE A FEW OTHER SORENTOS LIKE THIS AND WE DO NEED TO TAKE CARE OF THEM.

WRITER STATES.

1. ADVISED TO CONTACT DPSM REGARDING ANY CONCERNS THAT CANNOT BE TAKEN CARE OF.
2. REGARDING THIS CUSTOMER. HE IS STATING THE LIGHT NEVER GOES OFF NOW. THIS IS SOMETHING DIFFERENT THEN BEFORE.
3. I AM GOING TO HAVE HIM MAKE AN APPOINTMENT.
4. THERE IS AN UPGRADE THAT CAN BE DONE TO THE MODULE HOWEVER IT HAS TO GO THROUGH THE FACTORY REP FIRST.
5. PLEASE CALL ME WHEN THE CUSTOMER IS THERE.
6. GAVE NAME AND EXTENSION TO CUSTOMER

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO SERVICE AND ADVISED THEM OF THE CONCERN.
2. I TOLD THEM TO CALL ME WHEN THE CAR IS THERE SO WE CAN INVOLVE ANOTHER RESOURCE IF WE HAVE TO
3. SOME OF THE MODULES CAN BE REPROGRAMMED HOWEVER THIS IS A SITUATION WHERE THE LIGHT

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1411730	6,364
CARROLLTON, GA	██████████	Prod. Date: 10/23/06	Dealer: GA047	Kia at Arbor Place Mall

IS NOT GOING OFF SO THERE MAY BE SOMETHING ELSE GOING ON.
4. CALL CARRIE FOR AN APPOINTMENT. GAVE CUSTOMER MY NAME AND EXTENSION.

CUSTOMER STATES.

1. THANK YOU. I WILL GIVE KIA ANOTHER CHANCE I WANT THIS FIXED.

*** PHONE LOG 02/07/2008 02:38 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED MATT MEYERS AND ADVISED OF CASE.

1. CUSTOMER CONCERNS ABOUT THE **PASS**enger side **AIR** BAG
2. I SPOKE TO CARRIE AT THE DEALERSHIP AND SHE SAID SHE HAD A FEW OTHER ONES AND I WANTED TO LET YOU KNOW BECAUSE I AM NOT SURE IF SHE KNEW OF OTHER WAYS TO GET ASSISTANCE OTHER THEN THE TECH LINE.
3. THIS CUSTOMER IS GOING TO GO BACK TO THE DEALERSHIP AND CALL ME WHEN THE CAR IS THERE REGARDING THIS CONCERN.

MATT STATES.

1. WHAT IS YOUR UNDERSTANDING OF THIS **AIR** BAG CONCERN.

WRITER STATES.

1. I UNDERSTAND THERE IS A TOOL THAT WILL REPROGRAM THE MODULE AND HAS WORKED IN CERTAIN SITUATIONS.
2. IS THAT NOT THE CASE.

MATT STATES.

1. NO. I HAVE HEARD THAT. I WAS JUST WONDERING WHAT YOUR PERCEPTION WAS ON THAT.
2. THANK YOU FOR THE INFORMATION.

*** NOTES 02/07/2008 02:57 PM US Mountain Standard Time SLarez Action Type:Manager review
COMMITMENT SET TO CALL CUSTOMER ON 2/12/06 TO FIND OUT IF APPOINTMENT WAS MADE.

*** CASE CLOSE 02/07/2008 02:57 PM US Mountain Standard Time SLarez

*** PHONE LOG 04/02/2008 04:27 AM US Mountain Standard Time SLarez Action Type:Incoming call
CARRIE FROM DEALERSHIP CALLED IN (SERVICE ADVISOR)

CARRIE STATES.

1. THE CAR IS HERE NOW. WE HAVE NOT CHECKED HER IN BUT I HAD A NOTE TO CALL YOU WHEN THE CAR WAS HERE.
2. WE DUPLICATED HIS CONCERNS TWICE THE LAST TIME HE WAS HERE.

WRITER STATES.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1411730	6,364
CARROLLTON, GA ██████████		Prod. Date: 10/23/06	Dealer: GA047 Kia at Arbor Place Mall	

2. I WILL LET MATT KNOW THE CAR IS THERE.

CARRIE STATES.

1. I WILL GET THE CAR IN HERE AND CALL HIM AS WELL ONCE THE DIAGNOSES IS MADE.

*** PHONE LOG 04/02/2008 04:31 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED MATT M. AND ADVISED.

1. THE CAR IS AT THE DEALERSHIP NOW. CARRIE ADVISED SHE WOULD CALL YOU WHEN THE DIAGNOSES WAS MADE.

2. THEY HAVE DUPLICATED THE CONCERNS TWICE WITH REGARDS TO THE **PASS**ENGER SIDE **AIR** BAG.

3. THE CUSTOMER IS LOOKING FOR ASSISTANCE FROM THE MANUFACTURER.

4. IF YOU NEED TO CALL ME BACK MY EXT. IS 54208

*** PHONE LOG 04/03/2008 11:11 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CARRIE IN SERVICE

CARRIE STATES.

1. MATT M STATED WE SHOULD BE GETTING IT YESTERDAY AND THE SERVICE MGR TOLD ME TODAY WE SHOULD BE GETTING IT TOMORROW.

2. AS SOON AS I GET IT I WILL CALL HIM TO GET THE CAR IN.

*** PHONE LOG 04/03/2008 11:14 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK AND LEFT MESSAGE

WRITER STATES.

1. I SPOKE TO CARRIE AND THEY WILL BE GETTING THE MODULE SOON.

2. THEY SAID THEY WILL CALL YOU. I WILL SET UP A COMMITMENT TO CALL YOU ON 4/11/08

3. IF YOU NEED TO CALL ME BEFORE THEN YOU MAY

CUSTOMER STATES.

1. THANK YOU.

*** NOTES 04/03/2008 11:15 AM US Mountain Standard Time SLarez Action Type:Manager review

WRITER LEFT MESSAGE FOR CUSTOMER. CUSTOMER DID NOT STATE THANK YOU WRITERS ERROR.

*** CASE CLOSE: 04/03/2008 11:16 AM US Mountain Standard Time SLarez

*** CASE CLOSE: 04/03/2008 11:16 AM US Mountain Standard Time SLarez

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1487644	11,000
Rose Hill, KS ██████████		Prod. Date: 4/12/07	Dealer: TN032 Rusty Wallace Kia	

Case History

Complaint **RepAIR Assistance**

*** NOTES 08/18/2008 06:55 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

Since purchase, the **PASS**enger seat **AIR**bag sensor on our 2007 Sorento has been intermittently failing. Two different dealers have claimed that it may not be a problem covered by warranty. However, I have found other accounts of this exact same problem with the same model on various web sites. Is there a recall regarding this problem? If not, there definitely should be, as this is a very serious safety problem. We purchased this vehicle because of the amount of **AIR**bag protection - but with this sensor erroneously turning off the **PASS**enger side **AIR**bag, it is significantly more dangerous.

My wife is the primary driver of this vehicle (often with **PASS**engers in the front seat) and we need it to be safe and reliable. It has done this since the day we purchased it, so it is definitely a problem that should be covered under warranty or recall.

Please contact me via email at ██████████ at your earliest convenience.

Thank you.
██████████

*** PHONE LOG 08/19/2008 10:42 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. left vm for customer to call writer back
2. following up with web concern
3. left case#, contact#

*** PHONE LOG 08/20/2008 11:03 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. left vm for customer
2. following up with web concern
3. please call this office back
4. left case#, contact#

*** CASE CLOSE 08/20/2008 11:11 AM US Mountain Standard Time HReynolds
closed, pending customer call back

*** PHONE LOG 08/21/2008 05:12 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. WE'VE BEEN HAVING A PROBLEM W/ THE **AIR** BAG LIGHT COMING ON.
2. WE USED TO TAKE IT TO ANOTHER DEALER, BUT WE SINCE MOVED TO A NEW RESIDENCE.
3. MY WIFE TOOK IT TO TN032 AND SHE WAS TOLD THAT THIS MAY NOT BE COVER UNDER WARRANTY
4. THEY SAID THAT SHE WILL HAVE TO PAY FOR THE DIAGNOSTIC OF THE VEHICLE.
5. SO SHE TOOK THE CAR BACK W/ HER.
6. I WOULD LIKE TO KNOW IF THIS SHOULD BE COVER UNDER WARRANTY.

WRITER STATED

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. WRT EXPLAINED TO THE CUSTOMER THAT THE **AIR** BAG MECHANISM IS COVER UNDER THE 5/60 FOR DEFECTS.
3. THE ONLY REASON WHY THE SYSTEM WOULD NOT BE COVER IS IF THE **AIR** BAG HAS BEEN TEMPER

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1487644	11,000
Rose Hill, KS [REDACTED]	[REDACTED]	Prod. Date: 4/12/07	Dealer: TN032 Rusty Wallace Kia	

5. WRT ALSO ADVISED THE CUSTOMER TO CALL THE KCC BACK JUST AS SOON AS THE VEHICLE IS BACK AT THE SHOP.

*** CASE CLOSE 08/21/2008 05:15 AM US Mountain Standard Time ERuiz

*** CASE CLOSE 10/07/2008 09:32 AM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer Affairs Department**

Page 1 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>
██████████	██████████	KNDJD736975 ██████████	K1362270	2,300
Wilmington, NC ██████████		Prod. Date: 9/29/06	Dealer: NC034	Stevenson Kia

Case History

Complaint **Re: AIR Assistance**

*** PHONE LOG 09/20/2007 12:06 PM US Mountain Standard Time ELeon Action Type:Incoming call
CUSTOMER STATED:

1. THE **AIR** BAG LIGHT KEEPS COMING ON.
2. THE Stevenson Kia DEALER DID REPLACE THE SEAT CUSHION YESTERDAY.
3. THE **AIR** BAG CAME BACK ON AGAIN.
4. THE LIGHT COMES ON INTERMITTENTLY.
5. I HAVE DIFFERENT **PASSENGER** WEIGHING 100 TO 200 POUNDS AND THE **AIR** BAG LIGHT COMES ON.
6. I DO NOT KNOW WHAT I SHOULD DO?

WRITER STATED:

1. SORRY.
2. THE **AIR**BAG LIGHT CAN COME ON IF THE **PASSENGER** DOES NOT SIT CORRECTLY INTO THE SEAT.
3. HAVE YOU REVIEWED THE OWNERS MANUAL ?

CUSTOMER STATED:

1. I READ THE OWNERS MANUAL.
2. THIS **AIR**BAG LIGHT WILL COME ON AT DIFFERENT TIMES AND I DON'T THINK THE DEALER KNOWS WHAT IS WRONG?

WRITER STATED:

1. WRITER CAN CONTACT THE DEALER SERVICE MANAGER AND REVIEW THE CONCERN.
2. WRITER CAN CONTACT THEIR DPSM AND SEE WHAT HE RECOMMENDS.
3. WRITER CAN CALL YOU BACK NO LATER THAN FRIDAY.

CUSTOMER STATED:

1. THAT WILL BE FINE.
2. YOU HAVE MY NUMBER.
3. THANK YOU .

*** PHONE LOG 09/21/2007 01:18 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT Stevenson Kia .
WRITER TRANSFERRED TO SERVICE DEPT.
WRITER RECEIVED NO ANSWER OR VM.

*** PHONE LOG 09/24/2007 12:44 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller

- 1 requesting to speak with a supervisor
2. she really only want to get the car fixed

wtr

1. Ed has attempted to contact svc mgr and has not heard back yet

cust

- 1 had it in 3X for **AIR**bag and for sputtering
2. they CND the sputtering problem
3. she has not driven it with them because she does not have time --she has to work
4. she has already contacted the BBB regarding the Lemon Law
5. ... is currently with her

**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>
██████████	██████████	KNDJD736975 ██████████	K1362270	2,300
Wilmington, NC ██████████		Prod. Date: 9/29/06	Dealer: NC034	Stevenson Kia

cust

1. the BBB should be able to give her the advice her of what she needs to do
2. once Kia gets an official notice from BBB, they have a certain amount of time in order to respond to that
3. hopefully. Ed will be able to get in touch with the svc mgr and the DPSM
4. he will probably send her case to our regional office for handling

cust will wait a few days to see if she hears anything

*** PHONE LOG 09/25/2007 04:51 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT PETER SERVICE ADVISOR AT Stevenson Kia.
WRITER STATED:

1. CUSTOMER CALLING REGARDING THE **AIR** BAG LIGHT COMES ON WHEN SOMEONE SITS ON THE FRONT **PASS**ENGER SEAT WHO WEIGHS 100 TO 200 POUNDS.
2. CAN WRITER GET INFO ON THE LAST REPA**AIR**?

PETER STATED:

1. WE REPLACED THE **PASS**ENGER SEAT CUSHION ON 9/19/2007.
2. THE CUSTOMER STILL COMPLAINT ON THE **AIR** BAG LIGHT COMES ON WHEN HER 80 POUND 11 YEAR OLD SON SITS ON THE SEAT.
3. I SAT IN THE SEAT AND A FEW SECONDS LATER THE **AIR** BAG LIGHT WENT OFF. AND I WEIGH 155 POUNDS.
4. I WENT OVER THE **AIR** BAG SECTION IN THE OWNERS MANUAL WITH THE CUSTOMER.
5. IF THE **AIR** BAG IS STILL COMING ON , THE CUSTOMER HAS NOT CONTACTED US.

WRITER STATED:

1. WRITER WILL CONTACT THE DPSM AND SEE WHAT HE RECOMMENDS.
2. THANK YOU.

*** PHONE LOG 09/25/2007 04:59 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM Harrison Baik AND LVM.
WRITER STATED:

1. CUSTOMER STATING THAT THE **AIR** BAG LIGHT IS STILL COMING ON WHEN THERE IS A **PASS**ENGER IS SEATED IN FRONT **PASS**ENGER SEAT.
2. PETER SERVICE ADVISORS SAID THEY REPLACED THE BOTTOM SEAT CUSHION.
3. PETER SAID CUSTOMER 80 POUND SON SITS IN THE FRONT SEAT WHICH TURNS ON THE **AIR** BAG LIGHT. BUT WHEN PETER SAT IN THE SEAT THE **AIR** BAG LIGHT WENT OFF AND HE WEIGHS 155 POUNDS.
4. CUSTOMER CALLED ANOTHER FCM AND TOLD HIM THEY CONTACTED THE BBB AUTO LINE AND FILED FOR THE LEMON LAW.
5. WRITER WILL FORWARD THE CASE TO REGION FOR HANDLING.
6. YOU CAN CALL BACK WRITER.

*** NOTES 09/27/2007 05:27 AM US Mountain Standard Time ELeon Action Type:Manager review
Writer forwarding case to Region for Customer contact and handling.

Customer having repeated **AIR** bag light concern.
DPSM has not called back Writer.

Kia Motors America
Consumer Affairs Department

Page 3 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>
██████████	██████████	KNDJD736975 ██████████	K1362270	2,300
Wilmington, NC ██████████		Prod. Date: 9/29/06	Dealer: NC034	Stevenson Kia

wtr states

1. spoke with Glen not svcm manager
2. what can you tell me about this cust
3. ok is the veh in svc now
4. pls fax me over whatever cust copy of ro's for this veh

dlr states

1. svcm John is not avail
2. cust has been in a few times for **PASS AIR** bag lgt
3. veh is not here now
4. we were unable to dup on last visit
5. I will fax you what we have

*** NOTES 10/01/2007 10:50 AM Eastern Daylight Time CCarroll Action Type:Manager review

wtr states

1. attempted to contact cust at list #
2. adv by 3rd calling wrong #
3. will send call me letter 10/1

*** PHONE LOG 10/01/2007 11:00 AM Eastern Daylight Time CCarroll Action Type:Incoming call

wtr states

1. cust c/b from listed #
2. thats ok I just wanted you to know I've rec'd you case
3. I am currently looking into your complaints and will f/u with once I have more information
4. is the AB lgt still on
5. ok . at this pnt. I need to contact the DPSM and dlr for more info

cust states

1. I'm sorry a telemkter keeps calling me so I was not sure who was on the phone
2. the lght is no on now but it comes on and goes off
3. I also have the hesitaion
4. it does not do it all the time
5. it feels klike the veh is not getting enough gas . but it is
6. the dlr was not able to dup
7. ok thank you for calling

*** NOTES 10/03/2007 07:53 AM Pacific Daylight Time JeffStroup Action Type:Manager review
tread review complete

*** PHONE LOG 10/11/2007 09:08 AM Eastern Daylight Time CCarroll Action Type:Outgoing call

wtr states

1. I just wanted to f/u with you on the concerns your having with you vehicle
2. Is the **AIR** bag light on now
3. ok good we need to be able to pull those codes
4. you have a hesitation problem as well
5. we can look into them both
6. we must 1st schedule an appt.
7. would you like to do so or should I
8. ok I will contact the dlr
9. we 1st want to get the veh rpr'd

**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>
██████████	██████████	KNDJD736975 ██████████	K1362270	2,300
Wilmington, NC ██████████		Prod. Date: 9/29/06	Dealer: NC034 Stevenson Kia	

10. we can then speak about your other request of compensation
cut states
1. the hesitation is getting worse
 2. the ab light is off when someone is sitting in the seat
 3. you can make the appt I dont mind
 4. I will also need a veh to drive
 5. okay thank you

*** PHONE LOG 10/11/2007 09:19 AM Eastern Daylight Time CCarroll Action Type:Outgoing call
wtr states

1. spoke with SVCM manager John (NC034)
2. I need to schedule an appt for the Henry veh for 10/12/07
3. ok I understand. when would be a good time
4. Tues 10/16...good
5. would it be possible to have a loaner/rental avail
6. good thanks I will contact DPSM Harrison to let him know
dlr states John SVCM
1. let me pull up the vin
2. this is not a good time b/c I will be out Friday and Monday
3. I would like to be here b/c this is going to be the 3rd time for this rpr
4. Tuesday the 16 would be a better time
5. I will take care of the loaner/ rental
7. I will contact you once we have a diag

*** PHONE LOG 10/11/2007 09:23 AM Eastern Daylight Time CCarroll Action Type:Outgoing call
wtr states

1. spoke with dpsm ██████████
2. I have scheduled an appt for the ██████████ veh @ NC034
3. on 10/16/07 for hesitation and **PASS**enger ab light
4. I'm wondering if you would contact the dlr by phone or in person to asst with this rpr
5. good thank you
dpsm Harrison states
1. I will be there on 10/16/07 to make the rpr's
2. thanks

*** NOTES 10/11/2007 08:24 AM Eastern Daylight Time CCarroll Action Type:Manager review
cust appt on 10/16/07 contact Harrison for results

*** PHONE LOG 10/24/2007 01:36 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called John (SM) at NC034. and he was not available.

Writer spoke to Peter (SA) who stated:

1. rep was here.
2. reflashed the seat.
3. *CND* the hesitation.
4. have not heard back from the customer.

**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>
██████████	██████████	KNDJD736975 ██████████	K1362270	2,300
Wilmington, NC ██████████		Prod. Date: 9/29/06	Dealer: NC034	Stevenson Kia

5. will fax the rep **AIR** order.

*** PHONE LOG 10/26/2007 09:59 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called Brian at NC034 who stated that he will fax the rep **AIR** order.

*** NOTES 10/26/2007 10:44 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer received the rep **AIR** order.

*** PHONE LOG 10/26/2007 10:45 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer (██████████) and left a message requesting a call back.

*** PHONE LOG 10/31/2007 11:21 AM Eastern Daylight Time YEpps Action Type:Incoming call
Customer (██████████) called writer and left a message requesting a call back.

*** PHONE LOG 10/31/2007 11:24 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer (██████████) and left a message requesting a call back.

*** PHONE LOG 11/07/2007 02:36 PM Eastern Daylight Time YEpps Action Type:Incoming call
Customer called the writer and left a message requesting a call back.

*** PHONE LOG 11/07/2007 02:40 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer (██████████) who stated:
1. still having the same problem.
2. **AIR** bag light works better now.
3. it works more often than it did.
4. need to call you back.

*** PHONE LOG 11/14/2007 03:02 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer and left a message requesting a call back.

*** CASE CLOSE 11/14/2007 03:04 PM Eastern Daylight Time YEpps
Case closed pending customer call back.

*** PHONE LOG 11/20/2007 11:44 AM Eastern Daylight Time YEpps Action Type:Incoming call
Customer called writer and stated:
1. light works better now.
2. still concerned about my **PASS**enger if the **AIR** bag does not work.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 AT	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1362270	2,300
Wilmington, NC ██████████		Prod. Date: 9/29/06	Dealer: NC034	Stevenson Kia

Customer agreed and will fax the payment coupon.

*** CASE CLOSE 11/20/2007 11:49 AM Eastern Daylight Time YEpps
Cased closed pending customer's payment coupon.

*** NOTES 11/26/2007 12:19 PM Eastern Daylight Time YEpps Action Type:Manager review
Writer received the customer's payment statement.

*** NOTES 11/26/2007 12:32 PM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent the customer an offer letter.

*** CASE CLOSE 11/26/2007 12:35 PM Eastern Daylight Time YEpps

*** NOTES 06/20/2008 08:05 AM Eastern Daylight Time CCarroll Action Type:Manager review
wtr states
1. rec'd signed offer letter and release
2. wtr to req chk from NCA 6/19/08

*** NOTES 06/20/2008 08:37 AM Eastern Daylight Time CCarroll Action Type:Manager review
wtr states
1. cust obtained an atty
2. wtr rec'd atty demand letter
3. wtr neg settlement with atty after
4. coresp back and forth with atty
5. cust veh returned to dlr 2 to 3 times during
6. the neg process
7. atty req kia to repurchase / replace Kia denied
8. and made g/w final offer in the amt of \$4000.00
9. cust and atty finally agreed to kia offer
10. cust veh has not been in for svc and wtr can now req chk form NCA

*** PRIORITY CHANGE 06/20/2008 09:05:41 AM CCarroll

*** CASE CLOSE 06/23/2008 03:25 PM Eastern Daylight Time CCarroll

**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>
██████████	██████████	KNDJIC736X85██████████	K1577537	2,256
Springfield, OH ██████████		Prod. Date: 6/21/07	Dealer: OH036 Jeff Wyler Kia	

Case History

Complaint Techline Escalation

*** PHONE LOG 04/16/2009 01:08 PM US Mountain Standard Time JHirshfield
OH036 contacted TechLine in case T1577302 due to **OCS** light on
Please contact dealership and customer for possible assistance.

*** PHONE LOG 04/17/2009 07:03 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and left VM for SVCN Gary requesting CB @ 46041

*** PHONE LOG 04/20/2009 07:31 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and Mike stated:
1 - wife sits in it with all weight on one side
2 - Wife is about 5'2" about 150 - 160 pounds
3 - She sits with right leg folded up under left leg, so that **OCS** does not always recognize that she is sitting there

*** PHONE LOG 04/20/2009 07:32 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and left VM requesting CB @ 46041

*** PHONE LOG 04/20/2009 11:41 AM US Mountain Standard Time JBaty Action Type:Incoming call
Customer ██████████ stated:
1. Calling back on **OCS** light issue.
2. It is still a problem.

Writer stated:
1. Apologized.
2. Updated no recalls

Customer stated:
1. They were rude and made light of the problem at the dealership.
2. They said it was a problem with the way I sit in the seat.
3. They told me to fold a towel double and sit on it that way.
4. It didn't help.

Writer stated:
1. Apologized.
2. Can tell dealer is taking problem seriously, because they have opened a Tech Line case on it.
3. Dealer is correct, there are some positions **PASS**engers can sit in where **AIR** bag would do more harm than good.

Customer stated:
1. I don't sit that way.
2. But I don't have to sit straight up with my back pressed as far back as possible in the seat just to make the light go off.
3. Always had Toyotas before.
4. Never had this problem with them

Writer stated:
1. Apologized.
2. Please call when have next appointment so we can follow up to make sure all of Kia's resources are being used.
3. Gave case number.

**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>
[REDACTED]	[REDACTED]	KNDJC736X85 [REDACTED]	K1577537	2,256
Springfield, OH [REDACTED]		Prod. Date: 6/21/07	Dealer: OH036	Jeff Wyler Kia

1. Okay.
2. Thank you.

*** CASE CLOSE 04/20/2009 11:42 AM US Mountain Standard Time JBaty
Advised customer to make another appt with dealer for diagnosis and rep**AIR** of vehicle.

*** CASE CLOSE 07/06/2009 03:25 PM Pacific Daylight Time MWirz

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
beebe, AR		KNDJD735385	K1527827	5,885
		Prod. Date: 10/12/07	Dealer: AR007 Crain Kia	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 12/02/2008 09:52 AM US Mountain Standard Time LSims
Mr [redacted] stated

1. i have a problem with the **PASS**enger side **AIR**bag light staying on
2. I took it in when I first bought it and they did some kind of adjustment
3. before we got home it came back on again
4. the SM that was there then said that the cushions in the seat are stiff and they dont go off all the time - told us to wait a while
5. David Hillman told me that there was supposed to be another SM coming to work there
6. they said that the SM would know all about it and call me - and that was about 3 weeks ago
7. I still have not heard anything yet
8. If we have an accident and the **AIR**bag dont come out then I am going to sue Kia and the dealership
9. my wife is 150 lbs and the light will not stay off for her
10. it will come on then go back off
11. I will call the dealer and make an appointment and call you back

wtr stated

1. apologized
2. wtr will be happy to follow up on the veh rep**AIR**s
3. the veh will have to be at the dealer
4. wtr can contact the dealer while the veh is in
5. the dealer will have to find a problem with the veh in order to make any rep**AIR**s
6. gave case # and wtr ext to cb when veh is in

*** PHONE LOG 12/02/2008 10:20 AM US Mountain Standard Time LSims Action Type:Incoming call
David (acting Sm) stated

1. I saw him on 9/29/08- no codes found, no TSB or Recalls
2. we tested with 2 different people in the seat and the system is operating as designed and not able to duplicated
3. 11/13/08- he came in for an oil change and we put Nitrogen in the tires
but he didnt mention the **AIR**bag light
4. I have had alot of people coming in saying that this is an intermittent problem
5. but every time one of us sit in there it works fine
6. we have gotten a lot of complaints but never been able to duplicate it
7. we have spoken to the Rep and he has not hear anything on it either
8. but if he comes in we will be happy to look at it again

wtr stated

1. calling to get info on callers visit
2. wtr has instructed customer to call when there is an appointment
3. thank you for the info

*** CASE CLOSE 12/02/2008 10:21 AM US Mountain Standard Time LSims

*** PHONE LOG 12/04/2008 03:52 PM US Mountain Standard Time LSims Action Type:Incoming call
Mr [redacted] stated

**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>
beebe, AR		KNDJD735385	K1527827	5,885
		Prod. Date: 10/12/07	Dealer: AR007 Crain Kia	

1. I am about to drop the car off at the dealer

*** PHONE LOG 12/04/2008 04:23 PM US Mountain Standard Time LSims Action Type:Incoming call

David in service stated

1. I did take a look at it and sat in it about 10- 15 times
2. we drove it around the light will not come on for us
3. we did contact tech line and they told us to drive the car with his wife in it but she didnt come in with him
4. we are also supposed to try it with different vehs
5. he didnt have her him so he is going to bring the car back

wtr stated

1. calling to follow up on visit to the dealer today
2. will call customer

*** PHONE LOG 12/04/2008 04:24 PM US Mountain Standard Time LSims Action Type:Outgoing call

wtr called Mr [REDACTED] who stated

1. yes I took it in and they could not get it to work
2. I am taking the veh back in on the 8th

wtr stated

1. thank you - will call back then

*** COMMIT 12/04/2008 04:27 PM US Mountain Standard Time LSims Action Type:Callback Required

*** CASE CLOSE 12/04/2008 04:50 PM US Mountain Standard Time LSims

*** FULFILL 12/08/2008 10:21 AM US Mountain Standard Time LSims Action Type:Callback Required

*** PHONE LOG 12/08/2008 10:22 AM US Mountain Standard Time LSims Action Type:Outgoing call
Wtr called AR007 and J.M with Ann Requesting cb

*** PHONE LOG 12/08/2008 04:43 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr spoke to David SM who stated

1. we had the car in here with his wife in it
2. we drove it with her in it and the light stayed off

**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>
██████████	██████████	KNDJID735385 ██████████	K1527827	5,885
bcebe, AR ██████████		Prod. Date: 10/12/07	Dealer: AR007	Crain Kia

wtr stated

1. thank you- will call customer

*** PHONE LOG 12/08/2008 04:50 PM US Mountain Standard Time LSims Action Type:Outgoing call

Wtr called Mr ██████████ and stated

1. calling to follow up on callers visit to the dealer

caller stated

1. yeah they drove it with her in the car and the light stayed off
2. then they drove it with a tech in the car and the light still stayed off
3. then we got a few miles down the road and the light came back on again
4. she lifted up in the seat and it went off for a min
5. we pulled over and turned the car off then on again after 30 secs
6. but it still came back on after a few mins
7. so Tom told us to keep a log of it and try to figure when it happens

wtr stated

1. ok, please ch wtr if the veh goes back in

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

Send to:[AShoemo@kiausa.com]

Hello Aaron,

I am just sending you these case notes as an FYI. This customer is having a problem with the *PASS*enger side *AIR*bag light staying on when his wife is in the seat. AR007 has not been able to duplicate the problem, but the customer still complaining of this problem. The customer has agreed to call me if they take the veh back in. I am just wondering if you have any suggestions or info on this being a problem?

Thanks Kendra Ext 45698

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

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

<<File Attachment: \\copubs\Clarify\OBJ\CA Attachments\SendHistory\Case_K1527827_LSims_12-10-2008081958.doc>>

*** CASE CLOSE 12/10/2008 08:59 AM US Mountain Standard Time LSims

Pending further contact from customer

**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 ██████████	K1328879	4,000
Arlington, TX ██████████		Prod. Date: 6/30/06	Dealer: TX040 Classic Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 07/02/2007 06:49 AM US Mountain Standard Time RBussey

Customer called:

1. Calling because I have an issue with the **AIR** bag light coming on for the **PASS** side.
2. the dlr has seen the veh 6 times.
3. Today they are replacing the set for a 2nd time.
4. I want this fixed or replaced or repurchased.

Writer stated:

1. Sorry.
2. Will call the dlr today.
3. Will call you when I know more.
4. As for replace, repurchase, you will need to review the WACIM.

*** PHONE LOG 07/03/2007 10:47 AM US Mountain Standard Time RBussey Action Type:Outgoing call
Writer called dlr and LVM for svc mgr Tracy to call back

*** PHONE LOG 07/03/2007 11:13 AM US Mountain Standard Time RBussey Action Type:Incoming call
Tracy called writer:

1. Veh was released yesterday. we replced the seat cushion.
2. Everything tested fine. we have to wait and see if there are any other concerns.

Writer stated:

1. thank you.

*** PHONE LOG 07/03/2007 11:24 AM US Mountain Standard Time RBussey Action Type:Outgoing call
Writer called customer

1. I know that the veh has been released.
2. I wanted to let you know that we can you to call us when the vhe gets there if this occurs again so that we have more time to work with the dlr on this.

Customer stated:

1. No.
2. i will be following the WACIM

*** CASE CLOSE 07/03/2007 11:29 AM US Mountain Standard Time RBussey

*** CASE CLOSE 10/02/2007 11:58 AM Pacific Daylight Time ELau
Tread Review Completed

*** NOTES 10/15/2007 03:56 PM Pacific Daylight Time LNavarro Action Type:E-mail sent
PER DPSM T.HILTZ' REQUEST:

1. WRCAA SENT HIM GOODWILL REQUEST FORM (MOST OF TOP PORTION COMPLETED)
2. VIA EMAIL

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1328879	4,000
Arlington, TX ██████████		Prod. Date: 6/30/06	Dealer: TX040 Classic Kia	

4. DPSM WANTS TO G/W ONE CAR PAYMENT
5. WRCAA ALSO NEEDS SERVICE HISTORY

*** PHONE LOG 10/29/2007 09:34 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
WRCAA SPOKE WITH TIM GOUGH - SERV ADVISOR AT TX071:

1. JIM CARTWRIGHT - SERV MGR NOT AVAIL -
2. ASKED TIM TO FAX VEH SERV RECORDS TO WRCAA TODAY

WRCAA SPOKE WITH TRACY WALL - TX040 SERV MGR:

1. ASKED HIM TO FAX SERV RECORDS DIRECT TO WRCAA TODAY

*** PHONE LOG 12/04/2007 09:45 AM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received call from fir richard peralta who advised:

1. reprogrammed customer's vehicle today
2. will be sending copy of his report to wrcaa
3. customer happy with rep **AIR**

*** NOTES 12/05/2007 05:34 PM Pacific Daylight Time LNavarro Action Type:Manager review
WRCAA GAVE GOODWILL CHECK REQUEST PACKAGE TO:

1. C.FURUMOTO AT NATIONAL C/A DEPT FOR CHECK PROCESS

*** NOTES 12/17/2007 10:06 AM Pacific Daylight Time LNavarro Action Type:Manager review
wrcaa mailed cover letter & check to DPSM tom hiltz:

1. sent both via fed-ex per dpsm's request
2. per request for goodwill assistance form. dpsm wants to
3. hand deliver the check to Moritz Kia
4. this is to reimb dlr for goodwill check they presented to
5. herschel hicks
6. copies of cover letter & check inserted into case folder
7. copy of cover ltr attached to clarify case
8. case closed
9. case folder filed at western regional office

*** CASE CLOSE 12/17/2007 10:07 AM Pacific Daylight Time LNavarro

**Kia Motors America
Consumer Affairs Department**

Page 1 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735785 ██████████	K1509726	200
Annville, PA ██████████		Prod. Date: 7/27/07	Dealer: PA079 Ladd Hanford Kia	

Case History

Complaint **Rep AIR Assistance**

*** PHONE LOG 10/10/2008 12:29 PM US Mountain Standard Time L.Colema Action Type: Incoming call

Cust states:

1. Purchased veh on Wednesday.
2. When wife is sitting in **PASS**enger seat the **AIR** bag light will stay on most of the time.
3. My wife weighs 110 lbs.
4. Took veh to dlr Ladd Hanford Kia.
5. Was adv my wife does not weigh enough for the light to go off.
6. If we are in an accident the **AIR** bag will not deploy if needed.
7. What is the weight limit?
8. Can not tell my wife she needs to gain weight.
9. Wife sits in the seat correctly. have read information in OM.

Writer states:

1. Updated, no recalls.
2. Apologized for concerns with veh.
3. Kia's **PASS**enger **AIR** bag system is designed to comply with the federal regulations.
4. Have to sit with seat back up & feet on the floor.
6. Writer will need to speak to dlr.

Writer put cust on hold & called Ladd Hanford Kia, spoke with srv mgr Cheryl & stated:

1. Adv of reason for call.

Srv mgr states:

1. Veh was here the other day.
2. DPSM was here also.
3. Cust wife may weigh 100 lbs if that.
4. There is not weight limit in writing.
5. But when speaking with tech line they state 130 lbs.
6. DPSM stated the system is working as designed.

Writer called DPSM CObenschain, left VM message requesting call back.

Writer went back to cust & stated:

1. Adv of srv mgr information about **PASS**enger **AIR** bag system working as designed.
2. Writer has left VM message for the Kia area rep.
3. Will call cust back when have more information at 717-813-2816
4. Provided case number & writer's ext.

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

Send to: [CObenschain@kiausa.com]

Linda ext 45038

1. **PASS**enger **AIR** bag light stays on when wife is sitting in seat.
2. Cust does not accept system is working as designed.

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

**Kia Motors America
Consumer Affairs Department**

Page 2 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC735785 ██████	K1509726	200
Annville, PA ██████		Prod. Date: 7/27/07	Dealer: PA079	Ladd Hanford Kia

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1509726_LColema_10-10-2008132210.doc>>

*** NOTES 10/13/2008 01:12 PM US Mountain Standard Time LCoema Action Type:Manager review
Writer dispatching case to region:

1. **PASS**enger **AIR** bag light concern.
2. Cust has been adv by dlr that **AIR** bag is working as designed.
3. When wife is in **PASS**enger seat light will stay on.
4. No call back from DPSM.

*** PHONE LOG 10/14/2008 08:00 AM US Mountain Standard Time LCoema Action Type:Incoming call
DPSM CObenschain states:

1. Have spoken with dlr & with the regional office.
2. It seems the **PASS**enger **AIR** bag system is working as designed.
3. Have some written information on the **PASS**enger **AIR** bag system including a TSB & the mandated government regulations & guidelines on how the system is designed to work.
4. The **AIR** bag is not the primary restraint but secondary. seat belts are primary.
5. None of the information gives a weight limit.
6. If cust can demonstrate that the system is not working as designed then we can do the reflash or replace the parts.
7. But it seems this one is working as designed.
8. Cust wife is a very small person.
9. Will forward materials I have to dlr to provide to cust.
10. Will send copy to writer.

*** PHONE LOG 10/11/2008 08:02 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust, left VM message stating:

1. Have some more information.
2. Please call writer back.
3. Provided case number & writer's contact info.

*** PHONE LOG 10/14/2008 12:52 PM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust & stated:

1. Adv of DPSM information about how the **AIR** bag system is working as designed.
2. Adv **AIR** bags are supplemental restraint. seat belts primary.
3. Kia's **PASS**enger **AIR** bag system is designed in accordance with federal regulations.
4. If cust can show dlr that the **AIR** bag system is not working as designed then rep**AIR**s can be made.
5. Kia rep is e mailing dlr some information from government & other sources that explains how the **PASS**enger **AIR** bag system works.

Cust states:

1. This is not a satisfactory solution. I understand how the system works.
2. Sometimes the light will go out.
3. We were out all day Sunday & the light was out for most of the day.
4. Then the light came on & would not go out.

Kia Motors America
Consumer Affairs Department

Page 3 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735785 ██████████	K1509726	200
Annville, PA ██████████		Prod. Date: 7/27/07	Dealer: PA079	Ladd Hanford Kia

Writer states:

1. Will escalate to the regional office for further review.
2. Cust will receive a call back from someone in the region within 48 to 72 hours.
3. If do not receive call back within that time frame, please call writer back.

*** NOTES 10/14/2008 12:53 PM US Mountain Standard Time LColma Action Type:Manager review
Writer dispatching file to region:

1. **PASS**enger **AIR** bag light will go on & off when wife is sitting in the seat.
2. Dlr & DPSM state system is working as designed.
3. Cust does not accept this response.
4. Please review & call cust.

*** PHONE LOG 10/14/2008 12:53 PM US Mountain Standard Time LColma Action Type:Incoming call
Writer received VM message from cust stating:

1. Returning writer's call.
2. Please call me back at main number or cell.

*** FORWARD 10/15/2008 04:48 AM Pacific Daylight Time MPfeifer
DPSM will need to meet with customer.

*** PHONE LOG 10/15/2008 04:28 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called Mr. ██████████ and stated:

1. Your case has been escalated to me at the Eastern Region.
2. I'm sorry for the problem you've been having
3. Can you tell me what the problem is exactly?
4. It sounds like we'll need to have your wife meet with our DPSM.
5. I will find out when we can get this setup and call you back.

Customer said:

1. I just bought this brand new Sorento and the **PASS**enger **AIR** bag doesn't work for my wife.
2. Sometimes the light will go out and other times it stays on. She sits the same way every time
3. Friday's would probably be best since she works Mon-Thu.
4. Thanks for calling.

*** PHONE LOG 10/16/2008 01:16 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called DPSM Chuck Obenschain.

1. I spoke with the customer yesterday, and advised that you may need to meet with her.
2. When can we schedule this?

DPSM said:

1. I will be at PA079 on Monday.

**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>
██████████	██████████	KNDJC735785 ██████████	K1509726	200
Annville, PA ██████████		Prod. Date: 7/27/07	Dealer: PA079	Ladd Hanford Kia

Writer then called customer.

1. Our rep would like to meet with you at 11AM on Monday, 10/20 at PA079.

Customer said;

1. My wife works nights, so that time won't work. She could either meet around 8AM or 3PM, but not 11AM.

Writer told customer that he would check with DPSM.

DPSM stated:

1. I'm sorry, but I cannot meet with the customer at those times.
2. The dealer is about 4 hours away from me, so it would need to be at that time.
3. If the customer cannot meet at 11AM on 10/20, then we will have to try the set it up the next time I'm there.
4. However, it's going to need to be around that time.

Writer said:

1. Ok. I will call the customer and let them know.
2. Thanks

*** PHONE LOG 10/16/2008 01:24 PM Eastern Daylight Time EDicinti Action Type:Outgoing call

Writer then called customer and stated:

1. I'm sorry, but the DPSM cannot meet with your wife at 8AM or 3PM.
2. I will let you know the next time he is scheduled to be at PA079 and we can try then.

Customer said:

1. Ok.

*** NOTES 10/31/2008 04:27 PM Eastern Daylight Time EDicinti Action Type:E-mail rec.

Writer sent email to DPSM requesting status.

Received response below from DPSM Chuck Obenschain:

Eric,

I was there on Wednesday and met with the customer. She was able to sit in the **PASS**enger seat of her vehicle and the **AIR**bag light stayed on half of the time and went off half of the time. We then had her sit in three other Sorento's in stock. On one of the units the light stayed on. On the other two, the light went off each time we tried them. I would have switched one of the seats but none were the right color. I don't want to order another seat in the right trim color because odds are 50/50 the light will stay on. I advised the dealer to contact Techline to see if they had any further recommendations. I advised the

**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>
██████████	██████████	KNDJC735785 ██████████	K1509726	200
Anville, PA ██████████		Prod. Date: 7/27/07	Dealer: PA079 Ladd Hanford Kia	

involved. I will contact the dealer again on Monday to see how they made out with the Techline contact.

*** NOTES 11/06/2008 11:42 AM Eastern Daylight Time EDicinti Action Type:E-mail rec.
Received email from DPSM Chuck O

Eric.

Dealer is attempting to contact the customer to arrange for the vehicle to be brought in for the re-flash.

*** NOTES 11/06/2008 11:42 AM Eastern Daylight Time EDicinti Action Type:Manager review
Set reminder to follow up with customer on 11/7 to make sure appointment for **OCS** reflash has been scheduled.

*** NOTES 11/20/2008 01:21 PM Eastern Daylight Time EDicinti Action Type:E-mail rec.
Received following emails from DPSM Chuck Obenschain

Lou.

I understand that and had that conversation with the Call Center in October, per the case notes below. The customer does not accept the fact that the system is working properly. I don't know what else I can tell the customer and when she speaks with the Call Center, they just send it back to the Region.

Chuck Obenschain
District Parts and Service Manager - EA 02
email: cobenschain@kiausa.com
cell # 732-236-2522

-----Original Message-----

From: Pagano, Lou [KMA]
Sent: Tuesday, November 18, 2008 12:26 PM
To: Obenschain, Chuck [KMA]; DiCinti, Eric [KMA]
Cc: Pterfer, Matthew [KMA]
Subject: RE: BR06xx Case K1509726 created on 10/10/2008 01:12:14 - PA079 / **AIR** Bag Light / Hicks

Chuck.

**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>
██████████	██████████	KNDJC735785 ██████████	K1509726	200
Annville, PA ██████████		Prod. Date: 7/27/07	Dealer: PA079	Ladd Hanford Kia

Lou Pagano

Field Technical Representative

Kia Motors America, Inc.

732-320-5389

LPagano@Kiausa.com

-----Original Message-----

From: Obenschain, Chuck [KMA]

Sent: Tuesday, November 18, 2008 10:48 AM

To: DiCinti, Eric [KMA]

Cc: Pagano, Lou [KMA]

Subject: RE: BR06xx Case K1509726 created on 10/10/2008 01:12:14 - PA079 / **AIR** Bag Light / Hicks

Guys,

The dealer completed the re-flash on Friday and advised me that the customer came in and sat in the seat and the **AIR** bag light stayed on.

Any idea's on how we proceed from here?

Chuck Obenschain
District Parts and Service Manager - EA 02
email: cobenschain@kiausa.com
cell # 732-236-2522

*** PHONE LOG 11/20/2008 02:49 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called Mr. ██████████

1. I'm sorry about the problems you're having with the **PASS**enger **AIR** bag light.
2. I understand that it was just reflashed a couple of weeks ago, and you're still having concerns
3. I know it's not what you want to hear, but the system is operating as designed.
4. It is designed to comply with government regulations.
5. Apparently, your wife at 110 lbs., falls in the 5' + female adult category.
6. The system is determining that the occupant is a child or child seat when you wife is seated.
7. When it goes off sometimes, the system either sensed less weight or she was out of position.
8. If the system is working every time when you sit in the seat weighing 200 lbs or anyone else sits in the seat, it would seem that it is just a weight issue.

Kia Motors America
Consumer Affairs Department

Page 7 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735785 ██████████	K1509726	200
Annville, PA ██████████		Prod. Date: 7/27/07	Dealer: PA079	Ladd Hanford Kia

12. I'm sorry sir, but it's not an excuse. The government set these limits and it is operating the way it is supposed to.
13. I will contact the DPSM and see if there is anything else we can do.

Mr. ██████████ said:

1. Something is wrong with the seat.
2. It shouldn't be operating like this.
3. Sometimes the light will go out, especially the first time the vehicle is driven that day.
4. It goes out for me every time, but I weigh 200 lbs.
5. The last time we were there, she sat in 4 different Sorento's. It worked ok on 3 of them.
6. The dealer was going to swap one of those seats, but the interior didn't match.
7. Why can't they put a new seat in there?
8. I think it is a faulty sensor.
9. Talking to you and the dealer is like talking to a wall. You just keep coming up with excuses.
10. Before, nobody could tell me what the weight limit was, and now that I said she weighs 110 lbs, I'm being told that is the cutoff.
11. If I get into an accident and the **AIR** bag doesn't deploy, I'm going to sue.
12. Ok, call me back when you have more info.

*** NOTES 11/20/2008 02:51 PM Eastern Daylight Time EDicinti Action Type:E-mail sent
Sent email to DPSM to see if there was anything else we can do.

Requested RO's from PA079.

*** PHONE LOG 11/21/2008 02:35 PM Eastern Daylight Time EDicinti Action Type:Incoming call
Writer called Mr. ██████████

1. I'm calling to discuss your case. Do you have a moment?
2. I know that you feel that the seat should be replaced because she sat in others, and those seemed to work ok.
3. I reviewed this with the area rep. He doesn't feel that a new seat would operate any differently because the one in there now is operating per the government mandates.
4. The reason why the light will not go out is because her weight is right near the limit, not because the seat is defective.
5. With that said, I have a proposal that I'd like to make, since I know you're adamant about having the seat replaced.
6. We will replace the seat for you. There is no way we can guarantee that this will operate any differently than the one in there now.
7. Some are more sensitive than others, and no 2 seats are exactly the same.
8. As I said, we can't give any assurance that the light will go out with this new seat, and if it doesn't, you'll have to accept that this is normal.
9. In addition to this new seat, we will give you \$1,000 because of your inconveniences.
10. However, you will need to sign a legal release if you choose to accept this offer.
11. This would protect us from you filing a future lemon law claim. We are not admitting that there is a problem, and this rep**AIR** would only be done as a gesture of goodwill.

Mr. ██████████ said:

1. Ok, just so I understand, you will replace the seat and give me \$1,000, but I will need to sign a waiver.
2. Alright, I will talk it over with my wife and call you back.
3. Thanks.

Kia Motors America
Consumer Affairs Department

Page 8 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1509726	200
Annville, PA ██████████		Prod. Date: 7/27/07	Dealer: PA079 Ladd Hanford Kia	

*** PHONE LOG 11/24/2008 04:30 PM Eastern Daylight Time EDicinti Action Type: Incoming call
Received call back from customer.

Mr. ██████████ said:

1. I'm calling back to discuss your offer.
2. Let me make sure I understand...if I accept, you will replace the seat and give me \$1,000 but I need to sign a release?
3. If I continue to have problems with the seat, then I will just need to accept that it is her weight causing the light to stay on?
4. Will I still have a warranty on it?
5. Ok, I will accept your offer.

Writer said:

1. Yes, we will replace the seat and give you \$1,000 for your inconveniences once we get a signed release/offer letter back.
2. It will have no effect on your warranty. In fact, the dealer won't even know that you made this settlement.
3. I will need to send you an offer letter and release to your home address, along with a return envelope to send it back in.
4. Once I get that back, we can make arrangements to have the seat replaced.
5. It would be ideal if the dealer has another black interior '08 Sorento, and we can swap the seat out. If so, you could even try it out first.
6. I'll prepare those d**OCS** and send them out to you tomorrow.
7. I must advise you that corporate will not be cutting anymore checks until the new year, so you won't get the \$1,000 until mid-January at the earliest.

*** NOTES 12/02/2008 03:06 PM Eastern Daylight Time EDicinti Action Type: Correspondence rec.
Received letter from customer stating:

1. Cannot sign this agreement as it does not explicitly cover what we discussed
2. I need the letter to include that the waiver only covers release of pursuing lemon law actions pertaining to the **PASS**enger **AIR** bag light.
3. My agreement is to accept the \$1,000 and **PASS**enger seat to correct our dispute, and I accept this is as final settlement to this matter, but only this particular matter of dispute.
4. Please contact me in regard to this letter.

Writer called customer and left voicemail message requesting callback to discuss wording of release and offer letter.

*** PHONE LOG 12/03/2008 10:41 AM Eastern Daylight Time EDicinti Action Type: Incoming call
Writer received call back from customer.

Writer said:

1. I received your letter.
2. Please let me know what your issues are with the release and offer letter, and I will try to resolve them.

Mr. ██████████ said: