

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

**Kia Motors America
Consumer Affairs Department**

Page 9 of 10

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1509726	200
Anville, PA ██████████		Prod. Date: 7/27/07	Dealer: PA079 Ladd Hanford Kia	

2. Could you please add verbage to the offer letter stating what we discussed?
3. It should state that this relates only to the **PASS**enger **AIR** bag light concern.

Writer said:

1. That shouldn't be a problem to make those requested changes.
2. I will work on them, and send out another offer letter today.
3. When you receive it, let me know if you have any questions.

*** NOTES 12/05/2008 09:40 AM Eastern Daylight Time EDicinti Action Type:Correspondence sent
Writer revised offer letter and resent to customer.

Waiting on customer to sign and return.

*** NOTES 12/10/2008 04:54 PM Eastern Daylight Time EDicinti Action Type:Correspondence rec.
Received signed offer letter and release from customer.

Writer to process goodwill check request and to coordinate replacement of seat with DPSM and dealer.

*** PHONE LOG 12/12/2008 10:51 AM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer left vm for customer:

1. I receievd your signed offer letter and release.
2. PA079 does not have any vehicles with that color interior.
3. In fact, there are only 3 others in the entire region.
4. I highly doubt that another dealer would be willing to make the swap.
5. We're going to need to order another seat.
6. I am in the process of making arrangements, but I don't have an ETA yet.
7. I just wanted to let you know that I received your paperwork, and I am looking into this for you.
8. Give me a call if you have any questions.

*** PHONE LOG 01/06/2009 03:56 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called service manager Cheryl at PA079 and said:

1. The customer accepted our offer to replace the **PASS**enger seat, along w/ a cash settlement.
2. Could you order a seat and charge it under warranty?
3. Thanks

Cheryl said:

1. Yes, I will order the seat and call the customer when it is in.

*** NOTES 01/06/2009 03:58 PM Eastern Daylight Time EDicinti Action Type:Manager review
Writer prepared goodwill check request and sent to NCA

**Kia Motors America
Consumer Affairs Department**

Page 10 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	

Setting reference date to 2/6/08

*** PHONE LOG 01/09/2009 01:37 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer at ██████████ and left vm stating:

1. I just wanted to let you know that I submitted your check request to corporate.
2. Also, the replacement seat has been ordered, and the dealer will call you to make an appointment when it arrives.
3. Give me a call back if you have any questions.

*** NOTES 01/12/2009 11:42 AM US Mountain Standard Time JHirshfield Action Type:Manager review

[!<For Internal Use Only
Tread categories > 4 review --JH>!]

*** PHONE LOG 02/04/2009 10:36 AM Eastern Daylight Time EDicinti Action Type:Incoming call
Rec'd voicemail from Mr. ██████████

1. I still haven't rec'd the check.
2. You told me that I'd have it by the end of January.
3. Please give me the status.

*** PHONE LOG 02/04/2009 10:38 AM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called ██████████ and left vm:

1. Mr Hicks, I rec'd your voicemail.
2. I'm very sorry for the delay with your check.
3. I see that it is in the end review stage at NCA.
4. I should be receiving it within a week or two.
5. I will Fed Ex overnight it to you once I get it.
6. Give me a call if you have any questions.

*** NOTES 02/12/2009 01:57 PM Eastern Daylight Time EDicinti Action Type:Manager review
Rec'd check # 530611

Mailing to customer and closing case

**Kia Motors America
Consumer Affairs Department**

Page 1 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735X85 ██████████	K1537180	1,800
San Clemente, CA ██████████		Prod. Date: 10/17/07	Dealer: CA107 North County Kia	

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 12/31/2008 11:56 AM US Mountain Standard Time HReynolds

Amber from CA107 stated:

1. I need to make an arrangement with John -FTR
2. my dpsm/ Darryl Tettin is on vacation
3. this vehicle has issue with **PASS**enger side **AIR**bag light issue
4. we did reprogrammed once but **AIR**bag light came back on
5. the customer went side way on us today
6. I need to contact the region to see if kia willing to give her a rental car

Writer stated:

1. advised. KMA is still on winter vacation
2. theres few people still work in department but writer is not sure their schedule
3. provided # for Anna Packson's contact#

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

Send to:[dtrettin@kiausa.com]

Darryl,

I received this call from CA107.

Amber from CA107 stated that this vehicle has issue with **PASS**enger side **AIR**bag light.

customer is unhappy with vehicle.

dealer is requesting a FTR inspection and rental for the customer

Customer: ██████████

VIN:KNDJD735X85 ██████████

2008, Sorento @ 637 miles

thank you. Hun @ 45723

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_K1537180_HReynolds_12-31-2008115453.doc>>

*** CASE CLOSE 12/31/2008 12:06 PM US Mountain Standard Time HReynolds

*** PHONE LOG 01/09/2009 03:07 PM US Mountain Standard Time LColema Action Type:Incoming call

Cust states:

1. We are having a problem with the **PASS**enger side **AIR** bag light.
2. We have taken the veh to North County Kia 5 times.
3. The light remains on when either my husband or I sit in the seat.
4. A Kia rep was suppose to be coming out to look at my veh.

**Kia Motors America
Consumer AffAIRs Department**

Page 2 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>
██████████	██████████	KNDJD735X85 ██████████	K1537180	1,800
San Clemente, CA	██████████	Prod. Date: 10/17/07	Dealer: CA107 North County Kia	

Writer states:

1. Updated, no recalls.
2. Apologized for concerns with the veh.
3. Writer sees where the dlr called here requesting assistance from a FTR.
4. Writer will need to speak with dlr.

Writer put cust on hold & called North County Kia, spoke with srv director Tom Ryan & stated:

1. Adv of reason for call.

Srv director states:

1. Cust was suppose to be here last Wednesday, but was a no show.
2. Came in yesterday & we provided her a rental.
3. The last 2 times veh was here we were not able to duplicate the concern.
4. When we test drive the veh with our staff, the **AIR** bag light goes off.
5. There are no codes for the **AIR** bag.
6. FTR Mark adv us to check the sensors & the connectors, we did, nothing wrong.
7. We performed a software update.
8. We provided cust with a TSB that explains how the **PASS**enger side **AIR** bag works.
9. Cust is very heavy & her husband is small.
10. **AIR** bag light comes on when they are sitting in the seat.
11. At this point we have been told the system is working as designed.

Writer went back to cust & stated:

1. According to the dlr from what they are able to determine & our technical assistance, the system is working as designed.

Cust states:

1. It is not working as designed or the light would go off.
2. I want something done about this.

Writer states:

1. At this point writer will escalate the file to the region for further assistance.
2. Cust will receive a call back from someone in the region within 48 to 72 hours.

Cust states:

1. What am I suppose to do for now?
2. I can't drive my family in the car if the **AIR** bags are not working.

Writer states:

1. Apologized but nothing more writer can do except escalate the file.
2. Seat belts are the primary restraint, **AIR** bags are supplemental.
3. If cust does not receive a call back within the time frame given, call writer back.
4. Provided case number & writer's contact info.

Cust states:

1. You people are useless.

*** PHONE LOG 01/09/2009 03:11 PM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called DPSM DTreutin, left VM message stating:

**Kia Motors America
Consumer Affairs Department**

Page 3 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>
██████████	██████████	KNDJD735X85██████████	K1537180	1,800
San Clemente, CA ██████████		Prod. Date: 10/17/07	Dealer: CA107	North County Kia

3. Writer dispatching file to region.

*** EMAIL OUT _ LCoema Action Type:External email
Send to:[DTrettin@kiausa.com]
Linda ext 45038

1. **PASS**enger **AIR** bag light concern.
2. Dlr stating system working as designed.
3. FTR has been involved.
4. Cust not happy & is not accepting the information.
5. Writer dispatching the case.

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_K1537180_LCoema_01-09-2009150300.doc>>

*** NOTES 01/09/2009 03:15 PM US Mountain Standard Time LCoema Action Type:Manager review
Writer dispatching case to region:

1. **PASS**enger **AIR** bag light remains on when cust or husband is sitting in the seat.
2. FTR & DPSM have been involved.
3. Dlr states system is working as designed.
4. Cust is not accepting this answer.
5. Please review & call customer.

*** NOTES 01/13/2009 10:03 AM Pacific Daylight Time APeckson Action Type:Manager review
dpsm in office

advised dlr to have numerous people sit in veh in frnt of cust
gave tsb bulleting showing normal operation, w/ proper sitting position
veh operating as designed. ream suggest to go bbb if not in agreeance

*** PHONE LOG 01/15/2009 03:06 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. LEFT VM MESSAGE ON 800# VM REQUESTING CALL BACK 1-15-09
2. CAN BE REACHED AT ██████████

*** PHONE LOG 01/15/2009 03:08 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR RCAA WRCA, ANA PECKSON
2. ADVISED CUSTOMER LEFT VM MESSAGE IN 800# VM REQUESTING CALL BACK.
3. RCAA OWNS CASE. ADVISED CASE NUMBER AND CUSTOMER NAME

Kia Motors America
Consumer Affairs Department

Page 4 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735X85 ██████████	K1537180	1,800
San Clemente, CA ██████████		Prod. Date: 10/17/07	Dealer: CA107 North County Kia	

- 4. CUSTOMER IS REQUESTING CALL BACK AT (518)775-0694
- 5. IF ANY QUESTIONS PLEASE CALL WRITER AT EXT 45099.

*** PHONE LOG AND STATUS CHANGE 01/15/2009 02:17 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & left msg to call back to further discuss
reiterated dpsm comments

*** PHONE LOG 01/27/2009 10:22 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & reiterated dpsm comments
referred to bbb-can find in back of warr & cons info manual
understand situation however dpsm and dlr stating veh operating as designed
apologized for inconvenience
gave ph # to bbb auto line for reference

cust disagreed w/ decision
cust to contact bbb for further assistance

*** CASE CLOSE 01/27/2009 10:22 AM Pacific Daylight Time APeckson

*** NOTES 02/23/2009 02:19 PM Pacific Daylight Time APeckson Action Type:Manager review
discussed case w/ dpsm
dpsm states to set up TE w/ BBB
npf w/ veh

*** NOTES 02/26/2009 09:55 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received letter from customer

1. Cust states I am writing you to let you know that I have been having an ongoing issue with Kia and fixing our vehicle's **AIR** bags.
2. Cust states I am trying to get a final attempt on getting our vehicle fixed or our vehicle replaced with one that works properly
3. Cust states I will be in contact with Better Business Bureaus about this matter until it is resolved.

Dispatching to the Western Region for customer contact.

*** PRIORITY CHANGE 02/26/2009 09:56:59 AM KWarren

*** NOTES 02/26/2009 04:53 PM Pacific Daylight Time APeckson Action Type:Manager review
emailed todd at bbb-dpsm advised to set up fir appt on 3/6
todd to send settlement letter to cust

*** NOTES 02/27/2009 02:33 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received letter from the BBB

**Kia Motors America
Consumer Affairs Department**

Page 5 of 12

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735X85██████████	K1537180	1,800
San Clemente, CA	██████████	Prod. Date: 10/17/07	Dealer: CA107	North County Kia

Letter is addressed to the customer, Ms. ██████████

Letter states:

1. Per our telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to you and the manufacturer in resolving your BBB Auto Line claim.
2. The terms of the settlement are as follows:
 - The manufacturer agrees to further diagnose/rep**AIR** your 2008 Kia Sorento for any verifiable manufacturing defect(s) as per the terms of the New Vehicle Warranty.
 - As indicated, you will be sending a letter to the manufacturer as per the Kia Motors Warranty and Consumer Information Manual to request their assistance in further diagnosis / rep**AIR** to your vehicle for concerns with the **PASS**enger side **AIR**bag system.
 - The manufacturer has responded indicating they will be contacting you in attempts to arrange an appointment for 3/6/09 in which a factory Field Technical Representative will be involved.
 - They will also provide you with complimentary transportation during this process.

Dispatching to the Western Region for customer contact.

*** PHONE LOG 03/09/2009 08:32 AM Pacific Daylight Time APeckson Action Type:Outgoing call
todd fr bbb l/m stating cust did not make 3/6 appt
if you can pls call cust to reschedule

*** PHONE LOG 03/09/2009 08:35 AM Pacific Daylight Time APeckson Action Type:Outgoing call
cust l/m and asked to call back

*** PHONE LOG 03/09/2009 08:37 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reac contacted cust:
1. i understand you were not able to make appt on 3/6
2. we can reschedule for fri 3 27
3. complimentary veh will be provided

cust states:

1. i want to watch them rep**AIR** veh
 2. i'm going to stay at dlr
 3. i can drop off
- cust hung up

*** PHONE LOG 03/09/2009 10:55 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reac contacted todd eikenberry (@ bbb
advised cust fir appt rescheduled for 3/27
todd apologized for lack of communication for 3/6 fir date
todd thanked reac for update
todd to send out revised letter to cust and reac regarding new fir appt

*** PHONE LOG 03/27/2009 10:23 AM Pacific Daylight Time APeckson Action Type:Incoming call
fir jskomski advised reac
that cust did not show up

**Kia Motors America
Consumer Affairs Department**

Page 6 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>
██████████	██████████	KNDJD735X85 ██████████	K1537180	1,800
San Clemente, CA ██████████		Prod. Date: 10/17/07	Dealer: CA107 North County Kia	

*** NOTES 03/27/2009 10:23 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa em'd todd at bbb
advised cust did not show up for fir appt

*** PHONE LOG 04/13/2009 08:21 AM Pacific Daylight Time APeckson Action Type:Incoming call
todd @ bbb left msg stating
cust was no show for last fir appt at ca107
she is free for the rest of the month
can we pls reschedule? thanks

*** PHONE LOG 04/13/2009 08:22 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted & e-mailed todd @ bbb
left msg stating
can put cust on tues 5/26 for fir appt
pls confirm she can make appt
and can drop veh off in morning

*** NOTES 06/17/2009 01:26 PM Pacific Daylight Time APeckson Action Type:Manager review
fir advised that cust did not want rep**AIR**s performed at n. county kia
fir performed rep**AIR**s at other dlr

*** PHONE LOG 06/17/2009 01:27 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
1. performing follow up on your 08 sorento
2. and rep**AIR**s performed by field engineer
3. feel free to call either myself or dlr for any further ques thank you

cust states:
1. it's working better now thanks

*** CASE CLOSE 06/17/2009 01:27 PM Pacific Daylight Time APeckson

*** NOTES 07/14/2009 09:33 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received email from BBB
Email included customer R/O's

Wtr to attach and assign to APeckson for further handling.

*** PHONE LOG 07/16/2009 02:14 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
1. cust states **AIR** bag light still coming on
2. in addition, cel. acceleration stops fir. time to time

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>
██████████	██████████	KNDJD735X85 ██████████	K1537180	1,800
San Clemente, CA ██████████		Prod. Date: 10/17/07	Dealer: CA107	North County Kia

5. cust does not want to pay for veh and cringes paying for veh
6. it's a piece of shi* point blank, don't know what you're going to do
7. i'm done bringing it in to get fixed, i want a brand new veh
8. rcaa apologized for inconvenience, and advised will talk to dpsm to discuss case

*** PHONE LOG 07/20/2009 09:38 AM US Mountain Standard Time SJeon Action Type:Incoming call

Ms ██████████ stated:

1. I am calling for lemon law

writer stated:

1. sorry for situation
2. provided Anna Peckson/RCAA phone # and case #

*** PHONE LOG 07/20/2009 03:25 PM US Mountain Standard Time WThompson Action Type:Incoming call

Customer called and states:

1. I have been trying all day to get ahold of the Anna Peckson.
2. She has not called me back.
3. I am tired of the current situation.
4. I want some assistance with this vehicle.
5. My husband leaves for deployment in two weeks and I cannot have a non working vehicle.
6. Who else can I talk to since this person does not return phone calls.

Writer states:

1. Apologize for the problem.
2. Anna Peckson does work within the same office however she is at a higher position.
3. She is the best person to person to speak with at this time.
4. Writer can transfer the customer to Anna Peckson VM.

Customer states:

1. I am not happy with that.
2. I want to talk to someone now.

Writer states:

1. Writer will send a message to Anna Peckson to call customer ASAP.

CUSTOMER BECAME VERY UPSET AND DISCONNECTED THE CALL

*** NOTES 07/21/2009 08:48 AM Pacific Daylight Time APeckson Action Type:Manager review
cust left msg 1 message yesterday to call back

*** PHONE LOG 07 21 2009 02:17 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa spoke to dpsm

1. rcaa advised dpsm cust does not want veh, either soe or buyback
2. pls advise
3. dpsm stated to send updated recap

*** NOTES 07/21/2009 02:17 PM Pacific Daylight Time APeckson Action Type:Manager review

**Kia Motors America
Consumer Affairs Department**

Page 8 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>
██████████	██████████	KNDJD735X85██████████	K1537180	1,800
San Clemente, CA ██████████		Prod. Date: 10/17/07	Dealer: CA107	North County Kia

rcaa forwarded updated recap to bbb
& forwarded bbb email to proceed w/ arbitration
rcaa advised dpsm either you attend hearing or we need to send 2 or 3 option offer letter

*** PHONE LOG 07/22/2009 01:04 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm
1. rcaa advised dpsm need answer
2. dpsm advised to order TE
3. rcaa to send dpsm revised recap

*** PHONE LOG 07/22/2009 01:41 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
1. rcaa apologized for inconvenience of **AIR** bag light issues
2. rcaa advised cust we are going to request for a TE w/ BBB
3. either bbb or myself will be in touch regarding the scheduled date
4. should dpsm need to attend
5. cust understood and thanked

*** PHONE LOG 07/23/2009 05:10 PM US Mountain Standard Time KJohnson Action Type:Incoming call
NOTES OUT OF ORDER
Assigned 800 VMB case states: ██████████
██████████
kndjd735x85 ██████████

VM precedes other contact w/ customer

*** NOTES 07/24/2009 04:09 PM Pacific Daylight Time APeckson Action Type:Manager review
emailed eric dpsm date pick for arbitration-8/3
requested TE results

*** NOTES 07/30/2009 02:43 PM Pacific Daylight Time APeckson Action Type:Manager review
received bbb arbitration info
forwrded to dpsm

*** PHONE LOG 07/30/2009 02:45 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm
left msg advising of bbb arbitration hearing info
hearing scheduled for mon 8/3
will forward info. did not receive TE inspection results from bbb

*** NOTES 07/30/2009 02:48 PM Pacific Daylight Time APeckson Action Type:Manager review
emailed todd & eric at bbb
requesting for bbb te inspection results
in order to review and possibly renegotiate kia's offer
pending TE inspection fr. bbb

**Kia Motors America
Consumer Affairs Department**

Page 9 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>
██████████	██████████	KNDJD735X85██████████	K1537180	1,800
San Clemente, CA ██████████		Prod. Date: 10/17/07	Dealer: CA107 North County Kia	

*** NOTES 08/03/2009 08:42 AM Pacific Daylight Time APeckson Action Type:Manager review
TE results advised nothing wrong w/ veh

*** NOTES 08/03/2009 08:42 AM Pacific Daylight Time APeckson Action Type:Manager review
on fri 8/1 elau discussed case w/ dpsm
dpsm advised elau kma going to settle
elau emailed todd @ bbb regarding kma's decision to settle

*** PHONE LOG 08/03/2009 08:45 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm to discuss 3 option offer letter
dpsm advised will call back

*** PHONE LOG 08/03/2009 08:55 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted todd @ bbb
1. rcaa asked todd if msg recv'd last week regarding kma position to settle
2. todd did not receive msg till today and advised everyone on way to arbitration hearing this morning
3. rcaa advised todd. kma will offer 3 option offer letter
4. rcaa can forward over in a few minutes
5. todd advised to forward over and will present over phone to cust & arbitrator

*** NOTES 08/03/2009 08:55 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa forwarded 3 option offer letter to todd @ bbb

*** PHONE LOG 08/03/2009 08:56 AM Pacific Daylight Time APeckson Action Type:Incoming call
todd fr. bbb called rcaa
1. todd advised under ca state lemon law. have to put interest paid to date amt as "tbd"
2. rcaa to revise ltr and forward

*** NOTES 08/03/2009 09:03 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa forwarded revised offer letter
w/ interest paid to date as "tbd"
todd @ bbb confirmed received and will contact rcaa to sign consent form
after arbitration completed today

*** PHONE LOG 08/06/2009 01:57 PM Pacific Daylight Time APeckson Action Type:Incoming call
todd @ bbb left msg stating
cust wants to see if they can do soc instead of repurchase
can you call cust and discuss i'm about to leave for the day
and then pls email me back to let me know of his decision

*** PHONE LOG 08/06/2009 02:00 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted todd @ bbb

Kia Motors America
Consumer Affairs Department

Page 10 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>
██████████	██████████	KNDJD735X85██████████	K1537180	1,800
San Clemente, CA ██████████		Prod. Date: 10/17/07	Dealer: CA107 North County Kia	

1. rcaa advised cust he can do soc instead of repurchase
2. cust needs to fax over offer letter and accept option #1 instead of opt. #2
3. cust agreed and will fax over revised offer letter to rcaa
4. cust requested to do soc at kia of oceanside and not selling dealer n. county kia
5. rcaa advised will have to talk to gm or sales manager first to get their permission
6. but in meantime cust instructed to fax over revised offer letter

*** NOTES 08/06/2009 02:00 PM Pacific Daylight Time APeckson Action Type:Manager review
rcaa emailed todd @ bbb
advising of cust option change to do soc instead of repurchase
cust will be faxing over offer letter w/ opt. 1

*** PHONE LOG 08/13/2009 08:25 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted kia of oceanside sales manager
spoke to craig hansen-sales manager
1. rcaa advised craig of current situation and if kia of oceanside willing to participate in SOC
2. cust does not like n. county kia, cust currently in sorento but interested in borrego
3. craig ok w/ doing soc for cust. advised 3 soc's in stock and 1 borrego
4. craig advised rcaa he will be contact for cust
5. rcaa instructed craig to fax over invoice of veh cust interested in. rcaa thanked craig for assistance

*** PHONE LOG 08/13/2009 08:25 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted husband
left msg to call back

*** PHONE LOG 08/13/2009 08:28 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted ██████████
1. rcaa advised cust kia of oceanside willing to facilitate soc
2. contact is craig hansen sales manager at kia of oceanside
3. only 1 borrego left, and 3 sorento LX's. pls call craig to set up appt
4. when you are at dlr. pls do not sign anything. craig will be faxing over invoice of veh interested in
5. and we'll have to balance numbers on kia and dlr end
6. cust understood. will call craig. and thanked rcaa

*** NOTES 08/18/2009 09:03 AM Pacific Daylight Time APeckson Action Type:Manager review
cust interested upgrading into borrego
jstroup assisted rcaa in balancing figures last fri 8/14
rcaa contacted craig. craig advised cust would not be able to qualify
chevrolet dlr ran cust credit 20x. credit is shot
therefore cust can only go into sorento

*** NOTES 08/18/2009 09:04 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa forwarded tradeout authorization to craig at dlr
pending signed offer letter fr. dlr
in order to start processing dlr check

**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>
██████████	██████████	KNDJD735X85██████████	K1537180	1,800
San Clemente, CA ██████████		Prod. Date: 10/17/07	Dealer: CA107 North County Kia	

*** PHONE LOG 08/20/2009 12:48 PM Pacific Daylight Time APeckson Action Type:Outgoing call
(adding case notes from 8/13)

rcaa contacted mission federal & spoke to mark

1. rcaa advised mark of cust soc exchange, sorento for sorento
2. mark advised should not be a prob, veh needs to be higher collateral msrp
3. and next time ask to be transferred to mission valley branch

*** NOTES 08/20/2009 12:52 PM Pacific Daylight Time APeckson Action Type:Manager review

8/14-craig sales mngr

traded cust out of veh to help cust out
cust on borrowed car agreement

cust agreed to come back into dlr to sign **dOCS**

*** PHONE LOG 08/20/2009 12:53 PM Pacific Daylight Time APeckson Action Type:Outgoing call

craig-sales manager at kia of oceanside

1. craig requesting assistance on how to structure application
2. rcaa advised does now know but will ask lender

*** PHONE LOG 08/20/2009 12:55 PM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted mission federal and spoke to marcy

1. rcaa requested to be transferred to mission valley branch
2. marcy advised tried to transfer however no one answered
3. marcy to e-mail mission valley branch w/ rcaa request to call back and contact info

*** PHONE LOG 08/20/2009 12:58 PM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted mission federal

1. rcaa spoke to cindy
2. cindy advised senior SRS jose will be contact
3. rcaa spoke to jose and explained cust soc
4. jose to contact rcaa back w/ more info

*** PHONE LOG 08/20/2009 01:01 PM Pacific Daylight Time APeckson Action Type:Incoming call

jose contacted rcaa

1. jose asked rcaa for more info regarding new veh
2. rcaa explained to jose that cust currently in sorento experiencing **AIR**bag light concerns (total of 5x)-safety issue
3. kia has agreed to soc her out of current veh into a new sorento as this falls under terms of the lemon law
4. jose understood and advised rcaa he will have to get more info and call back.
5. rcaa thanked & advised dlr wants to know how to structure title app

*** NOTES 08/20/2009 01:19 PM Pacific Daylight Time APeckson Action Type:Manager review

rcaa emailed craig at kia of oceanside

advised craig waiting for response from mission federal rep
will be in touch regarding structuring of application

**Kia Motors America
Consumer Affairs Department**

Page 12 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>
██████████	██████████	KNDJD735X85 ██████████	K1537180	1,800
San Clemente, CA ██████████		Prod. Date: 10/17/07	Dealer: CA107 North County Kia	

*** NOTES 08/24/2009 08:45 AM Pacific Daylight Time APeckson Action Type:Manager review

jose from mission federal emailed rcaa

Yes, I did get your message. I gave all the information to our lending department and they stated that we just needed the dealer to submit the paperwork.

*** PHONE LOG 08/24/2009 08:03 AM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted jose at mission federal bank

1. rcaa advised jose that dlr needs to know how to structure deal

2. jose advised someone will contact craig at kia of occanside and touch base so we can get deal wrapped up

3. rcaa thanked jose for help

*** NOTES 08/24/2009 08:30 AM Pacific Daylight Time APeckson Action Type:Manager review

rcaa emailed craig hansen

that someone from mission federal will be contacting you

to structure deal and advise of necessary documents

Kia Motors America
Consumer Affairs Department

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75 ██████████	K1365577	2,052
Fl Pierce, FL ██████████		Prod. Date: 12/8/06	Dealer: FL076	Kia of Vero Beach

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 09/28/2007 07:44 AM US Mountain Standard Time HReynolds

██████████ Stated:

1. *PASS*enger side *AIR*bag is not activating all the time
2. Wife weights about 125 - 130 lbs
3. Dealer is waiting on fix from Kia
4. I want to know when my car is going to be fixed

Writer stated:

1. Updated/no open recall
2. Apology for situation
3. Will follow up with dealer for status can call customer back

*** PHONE LOG 10/01/2007 10:13 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. Spoke to Tom - SVCN at Kia of Vero Beach
2. Advised. Customer stated that dealer is waiting on fix for *AIR*bag light malfunctioning
3. Any updated info?

Tom stated:

1. Was told by DPSM that Kia is working on it to reprogram for *AIR*bag
2. Not sure when will be available
3. Until than, nothing we can do

*** PHONE LOG 10/01/2007 10:24 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer reviewed with DPSM Don Stevens whom stated:

1. I will be at FL076 on 4th (Thursday) @ 2pm to reprogram their seat

*** PHONE LOG 10/01/2007 10:32 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. Spoke to Mr. ██████████
2. Advised. DPSM will be at Kia of Vero Beach on 10/4 @ 2pm to reprogram the seat

Mr. Higgins stated:

1. Wife and I will be out of town on Thursday
2. Already bought an *AIR*plane tickets
3. Will be back on following week
4. Can make it to dealer tomorrow or Wed

Writer stated:

1. Will check with Area Rep and call customer back

*** PHONE LOG 10/01/2007 10:33 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. Left VM for DPSM/ Don Stevens to call writer back

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736X75██████████	K1365577	2,052
Ft Pierce, FL ██████████		Prod. Date: 12/8/06	Dealer: FL076 Kia of Vero Beach	

*** EMAIL OUT HReynolds Action Type:External email

Send to:[dstevens@kiausa.com]

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

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_K1365577_HReynolds_10-01-2007112924.doc>>

*** PHONE LOG 10/01/2007 12:53 PM US Mountain Standard Time HReynolds Action Type:Incoming call

DPSM/ Don Stevens stated:

1. Can meet the customer on Wednesday at 9 am
2. Please have wife bring the car in and we will reprogram the car and cure the problem

*** PHONE LOG 10/01/2007 01:06 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. Spoke to Mr. ██████████
2. Advised, changed the date to Wednesday @ 9am
3. Advised, bring Mrs. ██████████ to check sitting position in **PASS**enger side

Mr. ██████████ stated:

1. Will be there
2. Thanks for help

*** CASE CLOSE 10/01/2007 01:07 PM US Mountain Standard Time HReynolds meeting with DPSM on 10/3 at 9am

*** CASE CLOSE 10/03/2007 07:05 AM Pacific Daylight Time JeffStroup tread review complete

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1366015	19,378
Bangor, ME ██████████		Prod. Date: 7/3/06	Dealer: ME003 Van Syckle Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 10/01/2007 06:29 AM US Mountain Standard Time RSabin
CUST MICHELLE ROBERTSON STATED:

1. I NEED TO FIND OUT HOW I CAN GET A PROBLEM FIXED THAT THE DLR CAN'T RESOLVE
2. I HAVE HAD THE AIR BAG LIGHT ON SINCE I BOUGHT THAT VEH
3. I DON'T KNOW ABOUT YOUR STATE BUT THIS IS A SAFETY FEATURE IN MINE
4. WHAT IF I GET IN A ACCIDENT AND MY KID DIES, IS KIA GOING TO GIVE ME A NEW KID?

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I WOULD RECOMMEND TAKING IT BACK TO THE DLR SO THEY CAN ADDRESS THE ISSUE
3. WHAT WE CAN DO WHEN YOU TAKE THE VEH BACK TO THE DLR IS OVERSEE THE REPAIR'S ON THE VEH AND MAKE SURE THE DLR IS USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED
4. I WILL DOC THIS ON FILE SO WHEN YOU TAKE IT BACK PLEASE CALL US AND LET US KNOW

CUST STATED:

1. OK THANKS

*** CASE CLOSE 10/01/2007 06:29 AM US Mountain Standard Time RSabin

*** PHONE LOG 10/01/2007 06:40 AM US Mountain Standard Time ELeon Action Type:Incoming call
Writer received call from customer:

Customer stated:

1. Could you transfer me to Richards extension?
2. I just spoke to him.

Writer stated:

1. Richard is on another line.
2. Can writer help?

Customer stated:

1. I would like to speak to Richard .
2. He knows my concerns.

Writer stated:

1. writer can transfer you to his extension and you and LVM.

Customer stated:

- 1.Thank you.

Writer transferred customer top FCM RSabin extension.

*** CASE CLOSE 10/01/2007 06:41 AM US Mountain Standard Time ELeon

*** PHONE LOG 10/01/2007 06:42 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST LVM FOR WRITER:

1. I HAVE A APPT FOR FRIDAY

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC736675 ██████	K1366015	19,378
Bangor, ME ██████		Prod. Date: 7/3/06	Dealer: ME003 Van Syckle Kia	

*** PHONE LOG 10/10/2007 11:46 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED AMANDA IN SERVICE
AMANDA STATES.

1. WE REALLY DID NOT DO MUCH FOR THE CUSTOMER ON FRIDAY
2. WE DID SCAN THE CAR FOR THE CODES.
3. TECH LINE TOLD US TO CONTACT DPSM, GARY AROLDI, BECAUSE ON SOME OF THE OPTIMAS THE F.T.R. HAVE BEEN REPROGRAMMING OCS SYSTEM, THEY MAY BE DOING THE SAME TO THIS SORENTO.
4. WE ARE TRYING TO ARRANGE THAT AS WE SPEAK, WE ARE WAITING TO HEAR BACK FROM GARY.

*** PHONE LOG 10/10/2007 11:54 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED GARY A.

- GARY STATES.
1. I AM AWARE OF THIS CUSTOMER AND HAVE SUBMITTED THE F.T.R. REQUEST THROUGH THE REGION.
 2. WE DO NOT HAVE A TIME FRAM HOWEVER YOU MAY LET THE CUSTOMER KNOW THE DEALERSHIP WILL CALL THEM WHEN WE HAVE THE APPOINTMENT.

WRITER STATE.
1. THANK YOU.

*** PHONE LOG 10/10/2007 12:21 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER BACK
WRITER STATES

1. I SPOKE TO AMANDA AND THE KIA REP, WE DO HAVE AN F.T.R. REQUEST WITH OUR ENGINEER.
2. AMANDA WILL CALL YOU WHEN SHE GETS HIS SCHEDULE TO COME IN

CUSTOMER STATES.
1. THANK YOU I WILL BE EXPECTING A CALL FROM THEM

*** CASE CLOSE 10/10/2007 12:39 PM US Mountain Standard Time SLarez

*** NOTES 01/14/2008 04:01 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

*** CASE CLOSE 01/14/2008 04:01 PM Pacific Daylight Time TYoung

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735285 ██████████	K1417951	6,958
WEST PALM BEACH, FL ██████████		Prod. Date: 5/8/07	Dealer: FL075 Napleton's Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 02/25/2008 05:12 PM Eastern Daylight Time OSprague

1. Customer (Mr. ██████████) sent e-mail stating:

* I am checking on the status of repAIRing the **PASS**enger **AIR**bag light

* I spoke to TMahoney over Christmas and advised him of the concern

* I just want my vehicle repAIRed

2. Writer spoke to DPSM and he stated:

* I can do the reflash this Thursday since I will have the tool

3. Writer spoke to customer and advised him that reflash can be done on Thursday 2/28

4. Customer stated:

* My daughter has the vehicle at college

* She will be coming home over the Spring break

* We can have it done then

5. Writer stated:

* Please give me a few days notice so the DPSM can have the reflash tool

6. Customer stated:

* I will contact you

*** NOTES 02/25/2008 05:15 PM Eastern Daylight Time OSprague Action Type:Manager review
CASE PENDING CONTACT BY CUSTOMER

*** CASE CLOSE 02/25/2008 05:16 PM Eastern Daylight Time OSprague
pending call back from customer

*** NOTES 03/06/2008 04:14 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received e-mail from customer stating:

* My daughter is coming home for Spring Break

* The vehicle will be here on Monday 3/10 and Tuesday 3/11

* I am available both days to get the **PASS**enger **AIR**bag light reflashed

* Please advise

2. Writer will discuss with DPSM (DStevens) to see if he can get the reflash tool next week

*** COMMIT 03/06/2008 04:34 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 03/06/2008 04:34 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer advised that he will keep the vehicle so any day next week will work

2. Per DPSM:

* I will meet him on Thursday 3/13 at 10:00 am.

3. Customer agrees to this date and time

CASE PENDING **OCS** REFLASH

*** FULFILL 03/13/2008 10:50 AM Eastern Daylight Time OSprague Action Type:Callback Required

Kia Motors America
Consumer Affairs Department

Page 2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735285 ██████████	K1417951	6,958
WEST PALM BEACH, FL ██████████		Prod. Date: 5/8/07	Dealer: FL075 Napleton's Kia	

*** NOTES 03/13/2008 11:58 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per DPSM:
 - * Met with customer
 - * Performed **OCS** reflash
 - * Customer will contact KMA if any further concerns

*** CASE CLOSE 03/13/2008 12:01 PM Eastern Daylight Time OSprague

*** NOTES 03/17/2008 10:11 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Mr. ██████████) called and stated:
 - * The DPSM performed the **OCS** reflash on 3/13/08
 - * The light is still not functioning properly
 - * I will be glad to take it to the dealer so they can confirm the problem still exists
 - * I would like to get this settled
 - * Would Kia be willing to replace this vehicle with a 2008 Sportage?
 - * We would upgrade the Sportage and pay any upgrade fee
 2. Writer stated:
 - * Please call the dealer and let them know you need to bring the vehicle in to confirm the **OCS** light is still INOP
 - * If they can duplicate the concern, I will work with you to get this taken care of
 3. Customer stated:
 - * I will contact the dealer immediately
 4. Writer spoke to service manager (Will Garcia) and stated:
 - * Mr. ██████████ will be bringing in his vehicle for the **OCS** light concern
 - * Please see if you can confirm it is still not functioning
 - Please open an RO that states "Confirmed **OCS** light mop" -OR- Vehicle operating as designed if you can't duplicate
 - * Please fax me the RO from 3/13 and the one that confirms or doesn't confirm concern
- CASE PENDING RO'S FROM DEALER

*** NOTES 03/25/2008 09:36 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to service manager (Will) and he stated:
 - * Customer called and said he will bring the vehicle in when he has time
 - * I haven't seen him yet
2. Writer stated:
 - * Please send me the RO once he comes in

CASE CLOSED PENDING CUSTOMER TAKING VEHICLE TO DEALER FOR **OCS** LIGHT INSPECTION

*** CASE CLOSE 03/25/2008 09:37 AM Eastern Daylight Time OSprague

*** NOTES 03/25/2008 02:30 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer sent e-mail stating:
 - * I took my vehicle to the dealer today
 - * The service manager confirmed the **OCS** light was on with a **PASC** error in the rear

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735285 ██████	K1417951	6,958
WEST PALM BEACH, FL ██████		Prod. Date: 5/8/07	Dealer: FL075 Napleton's Kia	

*** NOTES 04/01/2008 04:32 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Mr ██████) stated:
 - * We would like to upgrade to a 2008 Sportage
 - * We will get one that costs more than the Sorento
 - * We will pay the difference between the two vehicles
 - * My wife picked out one that she really likes
 2. Writer stated:
 - * Please get me the VIN of the vehicle you are interested in
 - * I will ask the dealer if they will hold the vehicle until we get the paperwork processed
 - * I will send you an offer letter to replace the vehicle
 - * The offer letter will explain what it will cost you for the upgrade
 3. Writer left message for GM (Lawrence) at FL075 stating:
 - * Please call to discuss this SOC we are doing with the customer
- CASE PENDING SIGNED OFFER FROM CUSTOMER

*** NOTES 04/02/2008 08:31 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to Roland at FL075 and he stated:
 - * The customer came in yesterday
 - * I will put a hold on the vehicle
 - * Please send the SOC paperwork to the district sales manager (Bill McKinney)

*** NOTES 04/03/2008 04:19 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received signed offer letter
2. Customer has accepted SOC
3. SOC package will be sent to dealer to complete vehicle exchange

*** NOTES 04/04/2008 10:37 AM Eastern Daylight Time OSprague Action Type:Manager review
CASE CLOSED PENDING TRADE OUT FORM FROM DEALER

*** CASE CLOSE 04/04/2008 10:38 AM Eastern Daylight Time OSprague

*** NOTES 04/10/2008 04:09 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer has been put into new vehicle
2. Dealer faxed trade-out form
3. SOC package will be sent to NCA for check processing

*** CASE CLOSE 04/10/2008 04:17 PM Eastern Daylight Time OSprague

**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>
██████	██████	KNDJD735285 ██████	K1417951	6,958
WEST PALM BEACH, FL ██████		Prod. Date: 5/8/07	Dealer: FL075 Napleton's Kia	

*** CASE CLOSE 04/10/2008 02:09 PM US Mountain Standard Time JHirshfield

*AIR*bag Tread Review -- JH

*** NOTES 05/15/2008 10:16 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Check received
2. Package sent to ISG for processing of replacement vehicle to be sold at auction

*** CASE CLOSE 04/10/2008 02:09 PM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 2

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC735585 ██████	K1549056	2,200
Redding, CA ██████		Prod. Date: 9/29/07	Dealer: CA206 Redding Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 02/02/2009 12:43 PM US Mountain Standard Time JHirshfield
per e-mail from NCA:

1. Complaint

I have an issue with the *AIR* bag safety in the front *PASS*enger seat. I have taken my new vehicle back to the dealer several times, and as with any auto problem..it works properly once in the shop. When I sit in the seat the *AIR*bag light never goes off!! My husband can sit there and of course it goes off, activating the *AIR* bags. I believe there is a MAJOR flaw in the manufacturing of the front *PASS*enger seat and the sensor. I have been told that the *AIR*bag will be activated if the person sitting in the seat weighs over 80 pounds, then over 120 pounds, and now over 150 pounds, also that the person seated in the seat must sit upright in the seat, legs straight out, and butt centered on the seat. I took my car back again today and they could not find anything wrong with the functioning of the seat or the sensor, or in the computer system. I find it very frustrating and also very disturbing that I have purchased a brand new car and it doesnt even work properly. Although this may seem like nothing to someone else, I see this as a MAJOR safety issue. God forbid, I ever get into an accident and someone be injured because of a faulty sensor, as *AIR*bags are there for the safety of the *PASS*engers in the vehicle. There should not be a specific position to sit in once seated in the seat, nor should there be a minimum weight requirement set at 150 pounds for the sensor to activate the *AIR*bag. If a weight restriction is to be made, as I know this is more for the safety of those who insist on putting small children in car seats in the front of a vehicle instead of the rear as they should be, but there are many many adults (myself and my family included) who do not meet this weight requirement. In turn due to their size they also do not sit completely upright or have their legs positioned where it seems to need to be in order to activate the *AIR*bag system.

2. Request

I would like to get a response on how this problem is going to be fixed and when I can expect a rep*AIR* done to my 2008 Sorento. This is not just some small complaint but a large safety problem. It is my understanding that it is also not a problem to be fixed at the local level but instead by the engineers and I would like to see that this will be a recalled and rep*AIR*ed item. I really really like my kia and have been, for the most part very satisfied with my decision to purchase this vehicle. I have also been very very happy with the service I have recieved at my local dealer. They have all been very helpful and very understanding in my concern to have this matter resolved. However, when it comes to the safety of those who ride in my vehicle with me (since this is why I purchased it to begin with), there is no side-stepping or risks that I am willing to take. Thank you for your immediate attention to this matter.

*** PHONE LOG 02/03/2009 02:31 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, WHO STATED:

1. REITERATED CONCERNS IN CASE
2. WHEN MY HUSBAND SITS IN THE SEAT IT SEEMS TO BE OKAY
3. WHAT IS THE WEIGHT REQUIREMENT FOR THE SEAT?

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO, NO RECALLS
3. ADVISED OF 5/60 BL.W, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. NHISA DOES HAVE A WEBSITE WITH WILL GIVE YOU INFO ON WHAT THE WEIGHT REQUIREMENT IS FOR *AIR*BAGS
5. RECOMMEND YOU VISIT THEIR WEBSITE FOR MORE INFO ON THE *AIR*BAGS
6. IF YOU FEEL THAT YOUR SYSTEM IS NOT OPERATING CORRECTLY, RECOMMEND TAKING VEH TO ANY KIA DEALER FOR FURTHER DIAG
7. ONCE VEH IS @ DEALER CALL US TO ADVISE
8. WE WILL FOLLOW UP WITH DEALER TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE PROB
9. PROVIDED CONTACT # AND CASE #

**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>
██████	██████	KNDJC735585 ██████	K1549056	2,200
Redding, CA ██████		Prod. Date: 9/29/07	Dealer: CA206	Redding Kia

CUSTOMER STATED:
1. THANK YOU

*** CASE CLOSE 02/03/2009 02:31 PM US Mountain Standard Time RChacon

*** CASE CLOSE 04/10/2009 11:35 AM US Mountain Standard Time TMorales

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735085██████████	K1483781	1,100
Levelland, TX ██████████		Prod. Date: 6/26/07	Dealer: TX050 Gene Messer Kia	

Case History

Complaint *RenAIR* Assistance

*** PHONE LOG 08/08/2008 06:01 AM US Mountain Standard Time CCummins
CUSTOMER STATES

1. THE *PASS*ENGER SIDE *AIR*BAG LIGHT IS ON
2. VEHICLE IS AT MY HOME
3. SPOKE WITH THE SERVICE WRITER (DO NOT RECALL NAME)
4. CHECKED IT FOR ABOUT 1.5 HOURS AND INDICATED THERE WAS NO PROBLEM

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. ADVISED VEHICLE WOULD HAVE TO BE AT A DEALERSHIP TO ASSIST
3. RECOMMENDED HAVING THE SVC PERSON GO WITH YOU AND THEN YOU CAN INDICATE THE PROBLEM WITH THE *AIR*BAG
4. PROVIDED CASE # FOR CALL BACK ONCE AT THE DEALERSHIP

*** CASE CLOSE 08/08/2008 06:01 AM US Mountain Standard Time CCummins

*** CASE CLOSE 10/09/2008 10:04 AM US Mountain Standard Time TMorales

Kia Motors America
Consumer AffAIRs Department

Page 1 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735485██████	K1520065	12,000
Crowley, TX ██████		Prod. Date: 9/19/07	Dealer: TX071	Moritz Kia

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 11/07/2008 03:55 PM US Mountain Standard Time RBriones

Mr ██████ stated;

1. Took the vehicle in for 3k mile oil change.
2. Wife drive the vehicle primarily.
3. I had a question about **AIR** bag light on the dash.
4. Spoke with svc dept and they advised that Kia was aware of it and was working on a fix.
5. Well, just took vehicle back to dealer for my 2nd service.
6. Svc dept didn't even look at it this time.
7. However, they were telling me it may be due to the weight of the **PASS**enger or even how **PASS**enger is sitting.
8. I bought a brand new vehicle and I need it to work.
9. Svc dept even said fabric in the seat may be to tight and just needs to break in.
10. Don't want to have to wait five years for the vehicle to work properly.
11. I work for an appliance store that I have owned for some time.
12. Have worked with mfgs before, and know that there can be defects in the products.
13. I don't care if Kia has to replace the seat or connectors, would like it resolved.

Writer Stated:

1. Apologized for prob.
2. Understand customer concerns.
3. Reviewed **AIR** bag section of owner's manual with customer (sitting position, etc).
4. Sensors and shape are mandated by NHTSA.
5. Writer will follow up with svc dept and other Kia resources.
6. Can see if there is any assistance we can provide.
7. If problem can not be duplicated, or no problem is found, may not be any rep**AIR**s we can auth.

*** PHONE LOG 11/12/2008 03:45 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called TX071 and Tim in svc stated:

1. Show the vehicle was here on 9/4 /2008.
2. We were not able to duplicate on 9/3/2008.
3. Shows on the RO that Kia techs are aware of the problem.
4. Also says no update at this time.
5. Those comments were updated by our shop foreman.

Writer Stated:

1. Does is say what the problem Kia is aware of is?
2. Is the shop foreman there?

Tim in svc stated:

1. Does not say what that problem is.
2. Let me get shop foreman for you.
3. Joby in svc came on the line and stated:
 - a. There is a reflash that is supposed to be coming out.
 - b. We got a reflash tool for it now.
 - c. 9/03, 2008 we put the most current update in customer vehicle.
 - d. Not aware of any other update.

Writer Stated:

1. Thanks for the info.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735485 ██████████	K1520065	12,000
Crowley, TX	██████████	Prod. Date: 9/19/07	Dealer: TX071	Moritz Kia

*** PHONE LOG 11/12/2008 03:54 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM and left vm stating:

1. Gave writer's name and ext number.
2. Adv of customer name, vehicle, and dealer.
3. Svc dept has told customer Kia is aware of problem.
4. However, they were never able to duplicate a problem with **PASS**enger **AIR** bag.
5. Svc dept said the re-flashed system, but again did not duplicate problem.
6. Customer is upset that **AIR** bag is still not working.
7. Customer now thinks there is something wrong that Kia is aware of.
8. Will probably be dispatching to region due to new veh, low miles, number of visits.
9. Please give me a call when you get a chance.

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

Send to:[thiltz@kiausa.com]

Tom,

Give me a call back on this when you get a chance.

Richard. 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 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_K1520065_RBriones_11-12-2008155126.doc>>

*** PHONE LOG 11/13/2008 11:19 AM US Mountain Standard Time RBriones Action Type:Incoming call
DPSM, Tom Hiltz, left vm stating:

1. Got your message and reading case notes.
2. Please call me back on this one.
3. Will be in transit today so should be reachable.

*** PHONE LOG 11/13/2008 11:20 AM US Mountain Standard Time RBriones Action Type:Incoming call
DPSM, ██████████ stated:

1. Calling you back on this.
2. Know you were going to forward this to the region.
3. However, please call me back on this so we can discuss it.

*** PHONE LOG 11/13/2008 11:21 AM US Mountain Standard Time RBriones Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 3 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735485 ██████████	K1520065	12,000
Crowley, TX ██████████		Prod. Date: 9/19/07	Dealer: TX071	Moritz Kia

1. Sorry I missed your calls.
2. Just returning your calls.

*** PHONE LOG 11/13/2008 11:24 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and stated:

1. Left mssg on cust's answerine machine.
2. Adv customer would be forwarding to regional office for further review.
3. Customer should be getting a call back from them within a few days.
4. Gave 800 number and writer's ext number.
5. Adv customer to call back with any other quesitons.

*** NOTES 11/13/2008 11:25 AM US Mountain Standard Time RBriones Action Type:Manager review
Dispatched for:

1. New vch. very low miles.
2. Veh has been in twice for problem with **PASS**enger **AIR** bag light.
3. Review with svc dept and DPSM.
4. Early intervention and customer contact.

*** PHONE LOG 11/13/2008 01:43 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer at ██████████

1. No answer. LVM for call back

*** PHONE LOG 11/13/2008 01:46 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer at 817-9295740

SRCAA stated

1. Your case has been forwarded to the region for further review
2. I am going to gather a little more information on your situation
3. I will follow back up with you in the next 24-48 hours
4. Left name and contact number

Customer stated

1. Thank you so much
2. That would be great

SRCAA thanked customer and ended call

*** PHONE LOG 11/13/2008 01:46 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact DPSM

1. No answer. LVM for call back regarding customer

*** PHONE LOG 11/13/2008 01:50 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted dlr

**Kia Motors America
Consumer Affairs Department**

Page 4 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735485 ██████	K1520065	12,000
Crowley, TX ██████		Prod. Date: 9/19/07	Dealer: TX071	Moritz Kia

SRCAA stated

- 1 Calling in regards to customer's vehicle
- 2 I see in the notes that he has had an update for that light?

Tim stated

- 1 Yes, they have been a couple of times
- 2 We have already done the re flash on the system
- 3 We tested the **OCS** and it works properly for us however we do not ride in the vehicle as long as he does
- 4 We also went over the OM with the customer on sitting properly in the seat as well as how posterior effects how the system works

SRCAA stated

- 1 Thank you for information
- 2 Can you please fax me customer's ROs and tech notes?

Tim stated

- 1 I will do that right now

SRCAA thanked Tim and ended call

*** PHONE LOG 11/14/2008 09:14 AM Eastern Daylight Time ABrown Action Type:Incoming call
DPSM contacted SRCAA

DPSM stated

- 1 Calling in regards to customer
- 2 The dealer CND the concern
- 3 The fact of the matter is that the customer's wife only weighs 98 lbs
- 4 Please look over the ROs and we will discuss them

SRCAA thanked DPSM and ended call

*** PHONE LOG 11/17/2008 04:03 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Tim, svc mgr at TX071

SRCAA stated

- 1 Requesting ROS and tech notes to be faxed to the regional office for further review
- 2 I have not received them as of yet

Tim stated

- 1 I thought I faxed those to you
- 2 I will do it again

SRCAA thanked Tim and ended call

*** NOTES 11/18/2008 08:45 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA received e mail from DPSM

- 1 Please schedule ETP to inspect vehicle and perform re flash on vehicle

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735485 ██████	K1520065	12,000
Crowley, TX ██████		Prod. Date: 9/19/07	Dealer: TX071	Moritz Kia

*** NOTES 11/18/2008 09:00 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA sending FTR request

*** PHONE LOG 11/18/2008 10:01 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer at ██████████

SRCAA stated

- 1 Calling to give you an update on your situation
- 2 I spoke with my DPSP
- 3 He would like me to schedule some time for our FTR to come to the dlr
and inspect your vehicle and make the necessary repAIRs
- 4 I have sent a request and am waiting for a specific day for that to happen
- 5 A rental will be provided to you during that time

Customer stated

- 1 That would be great
- 2 Just as long as we could get another vehicle to work with

SRCAA stated

- 1 We can do that
- 2 As soon as I can get an appointment scheduled I will give you a call back

Customer thanked SRCAA and ended call

*** NOTES 11/18/2008 04:01 PM Eastern Daylight Time ABrown Action Type:Manager review
FTR scheduled appointment for 12/23/08

SRCAA confirming appointment with dlr and customer
SRCAA sending confirmation letter to customer and dealer

*** COMMIT 11/18/2008 04:03 PM Eastern Daylight Time ABrown Action Type:Callback Required

*** PHONE LOG 12/23/2008 10:08 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact Jim Cartwright, svc mgr
Not in yet

SRCAA stated

- 1 Has customer been able to bring customer to dealer today for FTR inspection?

Svc Adv stated

- 1 Customer dropped his vehicle off last night
- 2 We put him in a rental vehicle

Kia Motors America
Consumer Affairs Department

Page 6 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735485 ██████	K1520065	12,000
Crowley, TX ██████		Prod. Date: 9/19/07	Dealer: TX071	Moritz Kia

*** FULFILL 01/02/2009 10:58 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** PHONE LOG 01/02/2009 11:15 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted FTR

SRCAA stated

- 1 Following up on vehicle inspection with customer

FTR stated

- 1 We tested the vehicle several times with several different people
- 2 The vehicle already has the new version of the update
- 3 We found no problems with the vehicle

SRCAA thanked FTR and ended call

*** PHONE LOG 01/02/2009 11:26 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer at ██████

Customer stated

- 1 Can I call you back in just a few

SRCAA stated

- 1 Yes, do you have my number

Customer stated

- 1 Yes

SRCAA thanked customer and ended call

*** PHONE LOG 01/02/2009 12:37 PM Eastern Daylight Time ABrown Action Type:Incoming call
Customer contacted SRCAA

SRCAA stated

- 1 Calling in reference to your appointment the other day with FTR
- 2 I understand that they were not able to verify the concern
- 3 FTR and other individuals tested the seat and the system was operating correctly

Customer stated

- 1 Well, I am riding in the **PASS**enger seat right now and the light is on
- 2 Even while we talk on the phone I am moving around in my seat and the light is still on
- 3 I want this fixed
- 4 If I had another survey right now then I would definitely change my answer because I am not a happy customer
- 5 I am going to take the vehicle up to the dealer and drop it off

Kia Motors America
Consumer AffAIRs Department

Page 7 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735485 ██████	K1520065	12,000
Crowley, TX ██████		Prod. Date: 9/19/07	Dealer: TX071	Moritz Kia

7 Why don't they try different parts until the vehicle is fixed?

SRCAA stated

- 1 I apologize
- 2 The dealer must verify the concern before making repAIRs to the vehicle
- 3 If you are experiencing the concern right now please take your vehicle to the dealer and verify the concern with them

Customer stated

- 1 I am on my way right now
- 2 You better have the dealer ready when I get there
b/c I am not getting out of my vehicle
- 3 And you better have a loaner car for me too just like you did last time
- 4 I am not paying for a rental

SRCAA sated

- 1 Let me contact the dealer and see what I can do
- 2 I will let them now that you are on your way

Customer thanked SRCAA and ended call

*** PHONE LOG 01/02/2009 12:43 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted FTR

SRCAA stated

- 1 **OCS** light is currently on in customer vehicle
- 2 Customer is on his way to the dealer

FTR stated

- 1 Let me contact Jobey and let him know

SRCAA thanked FTR and ended call

*** PHONE LOG 01/05/2009 09:37 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Jim, svc mgr

SRCAA stated

- 1 Following up on the status of vehicle?
- 2 Customer brought vehicle into dealer on Friday

Jim stated

- 1 We ordered a seat bottom for it
- 2 We should have it by the end of the week

SRCAA thanked Jim for information and ended call

*** PHONE LOG 01/08/2009 10:29 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Jim, sev mgr

Kia Motors America
Consumer Affairs Department

Page 8 of 10

Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735485 [REDACTED]	K1520065	12,000
Crowley, TX	[REDACTED]	Prod. Date: 9/19/07	Dealer: TX071	Moritz Kia

SRCAA stated

- 1 Following up on customer's seat bottom?

Jim stated

- 1 Part arrived yesterday
- 2 We will contact customer and bring him in to complete repAIRs

SRCAA thanked Jim and ended call

*** PHONE LOG 01/08/2009 10:43 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer at [REDACTED]

- 1 No answer, LVM
- 2 Dlr has received your seat
- 3 They will be contacting you to schedule some time to complete repAIRs
- 4 I will follow back up with you after repAIRs have been completed

*** PHONE LOG 01/13/2009 02:04 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Pete, svc advisor

Jim unavailable

SRCAA stated

- 1 Following up on the status of customer's vehicle?

Pete stated

- 1 We replaced the seat bottom today
- 2 SM did a quality check
- 3 Everything is working correctly at this time
- 4 We contacted customer and he will be here this afternoon for pick up

SRCAA thanked Pete and ended call

*** PHONE LOG 01/14/2009 09:43 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer

SRCAA stated

- 1 I am following up with you on the status of your vehicle
- 2 Were you able to pick up your vehicle from the dealer yesterday?

Customer stated

- 1 Yes, but I have not ridden in the **PASS** seat
- 2 My wife picked it up from the dealer and came straight home
- 3 Ask me in a couple days

SRCAA stated

- 1 I actually would like to give you a 30 day evaluation
- 2 KMA would also like to offer you \$500.00 gw for your inconveniences
- 3 This has no effect on your warranty or any future concerns to your vehicle
- 4 I will put together an offer letter today and you should receive it in the next day or so

**Kia Motors America
Consumer Affairs Department**

Page 9 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735485 ██████	K1520065	12,000
Crowley, TX	██████	Prod. Date: 9/19/07	Dealer: TX071 Moritz Kia	

Customer thanked SRCAA and ended call

*** NOTES 01/14/2009 09:44 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA sending GW offer letter
1 \$500.00
2 GW good through February 15, 2009

*** PHONE LOG 01/30/2009 02:44 PM Eastern Daylight Time ABrown Action Type:Incoming call
Customer contacted SRCAA

Customer stated

- 1 I was just giving you a call about your offer
- 2 After the dealer has replaced the seat bottom
- 3 the light has not returned
- 4 If I accept this GW offer will the dealer still address the seat if the light comes back on?
- 5 Will it affect the warranty at all?

SRCAA stated

- 1 Thank you for informing me about the outcome of your seat
- 2 The GW has no effect on your warranty. any repAIRs previously or future
- 3 The dealer will address all concerns under the terms of the warranty

Customer stated

- 1 Thank you so much
- 2 I will send that to you in the mail

SRCAA thanked customer and ended call

*** NOTES 02/02/2009 02:21 PM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA received GW acceptance via mail from customer

SRCAA processing GW package to be sent to NCA for further processing

*** NOTES 03/18/2009 09:34 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA received GW check from NCA

SRCAA sending GW check to customer

*** CASE CLOSE 03/18/2009 09:34 AM Eastern Daylight Time ABrown

*** PHONE LOG 03/19/2009 02:10 PM Eastern Daylight Time ABrown Action Type:Incoming call
Customer contacted SRCAA

**Kia Motors America
Consumer Affairs Department**

Page 10 of 10

Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735485 ██████████	K1520065	12,000
Crowley, TX ██████████		Prod. Date: 9/19/07	Dealer: TX071 - Moritz Kia	

1 I just wanted to give you a call and thank you for all that you have done for us

SRCAA stated

- 1 You're welcome
- 2 Are you still satisfied with the rep**AIR**s on your vehicle?

Customer stated

- 1 oh yes
- 2 and we wouldn't have been able to get it fixed without your help
- 3 I am so pleased with everything you have done for us
- 4 And I know that my next vehicle will be a KIA

SRCAA thanked customer and ended call

*** CASE CLOSE 03/19/2009 02:10 PM Eastern Daylight Time ABrown

*** PHONE LOG 05/14/2009 11:56 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:

1. Had a problem with **AIR** bag before. took it in for rep**AIR**. received recall notice SC076.
2. Wanted to verify if the recall is already resolved on my vehicle?

Writer States:

1. Apologized for the problem.
2. Advised customer of open recall SC076. can take to any Kia dealer for rep**AIR** at no cost.
3. Customer should contact/take vehicle to TX071 to have recall completed.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1546545	27,000
Winter Park, FL ██████████		Prod. Date: 10/21/06	Dealer: FL106 Orlando Kia East	

Case History

Complaint Rep**AIR** Assistance

*** PHONE LOG 01/26/2009 02:07 PM US Mountain Standard Time LColesa Action Type:Incoming call
Cust states:

1. Since purchasing veh we have had a problem with the **PASS**enger seat **AIR** bag light when my wife sits in the seat.
2. When I sit in the **PASS**enger seat, the light goes off.
3. Am I suppose to tell my wife she has to eat more?
4. Dlr has made several rep**AIR**s but it does not fix the problem.
5. This is a safety issue & I am believing this is a lemon.
6. Dlr replaced the seat cushion last week.
7. But light is still coming on.

Writer states:

1. Updated, no recalls.
2. Apologized for concerns.
3. Kia will rep**AIR** the veh under the terms of the warranty.
4. Kia's buy back policy in accordance with cust state laws.
5. That information is located in the warranty manual.
6. Writer can work with the dlr to ensure all Kia's resources are being utilized to rep**AIR** the veh.

Cust states:

1. I do not necessarily want the veh repurchased, but rep**AIR**ed.

Writer states:

1. Will speak with the dlr.

Writer put cust on hold & called Orlando Kia East spoke with srv mgr Andre & stated:

1. Adv of reason for call.

Srv mgr states:

1. We have done the updated software programming 2 times for this veh.
2. **AIR** bag always works for us.
3. But cust wife is just at the weight limit & we have verified the light on when she is sitting in the seat.
4. Last week we replaced the seat cushion.
5. There is nothing else we can do per tech line & DPSM.

Writer called DPSM DTacker, left VM message stating:

1. Adv of veh & cust concerns.
2. Adv of srv mgr information.
3. Writer dispatching file to the region.
4. Will send case history to DPSM.

Writer went back to cust & stated:

1. Adv dlr has replaced the seat cushion & done the upgrades.
2. **AIR** bag system is working in accordance with federal regulations & is working as designed.
3. Writer will escalate the file to the regional office for further assistance.
4. Cust will receive a call back from someone in the region within 48 to 72 at home number or ██████████
5. Provided case number & writer's contact info.
6. If do not received a call back within the time frame given, please call writer back.

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

**Kia Motors America
Consumer Affairs Department**

Page 2 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1546545	27,000
Winter Park, FL ██████████		Prod. Date: 10/21/06	Dealer: FL106	Orlando Kia East

1. **PASS**enger **AIR** bag light comes on when wife is sitting in the seat.
2. Per srv mgr, software update has been completed 2 times.
3. Seat cushion replaced last week.
4. Writer dispatching file to region

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1546545_LColema_01-26-2009140129.doc>>

*** NOTES 01/26/2009 02:13 PM US Mountain Standard Time LCoema Action Type:Manager review
Writer dispatching file to region:

1. **PASS**enger **AIR** bag light concern when wife is sitting in the seat.
2. Dlr has replaced the seat cushion & completed upgrade 2 times.
3. This only happens when wife is in **PASS**enger seat.
4. Customer wants to know how Kia is going to resolve the issue.
5. Please review & contact cust.

*** PHONE LOG 01/27/2009 11:41 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact phone rang several times then went to fax.

*** PHONE LOG 01/27/2009 11:44 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA spoke to FTR
1. only update is reprogramming--
2. if Dealer changed seat they could try reprogramming to ensure most current programming is in the system

*** PHONE LOG 01/27/2009 11:45 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Andre at FL106 & reviewed FTR comments.
Andre will try reprogramming again.

*** PHONE LOG 01/30/2009 11:37 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer received VM message from cust stating:
1. Provided case number.
2. I have not received a call back.
3. Please call me back on my mobile number ██████████

*** PHONE LOG 01/30/2009 11:38 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called JSifford, left VM message stating:
1. Cust is calling writer.
2. Cust is requesting call back on mobile number, documented in case notes.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1546545	27,000
Winter Park, FL ██████████		Prod. Date: 10/21/06	Dealer: FL106	Orlando Kia East

*** PHONE LOG 01/30/2009 01:27 PM US Mountain Standard Time CCummins Action Type:Incoming call
CUSTOMER STATES

1. I WAS SUPPOSE TO GET A CALL FROM SOMEONE TODAY
2. NEED SOMEONE TO CALL ME TODAY
3. I WILL LEAVE A VM

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. ADVISED CUSTOMER THAT JUNE SIFFORD WAS CONTACTED BY LINDA TO PLEASE CALL THE CUSTOMER
3. OFFERED TO TRANSFER CUSTOMER TO JUNE S
4. ADVISED. IF NECESSARY. LEAVE A VM AND JUNE WILL CALL YOU BACK

*** PHONE LOG 02/02/2009 10:35 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and reviewed

1. spoke to Dealer & they do not recall reflashing the new seat
 2. request you schedule an appointment to have the seat reprogrammed
 3. dealer will know immediately if the seat already has the latest programming as the system will not accept reprogramming if it already has the most updated programming
 4. this is the only possible change that we have for this system
 5. if the seat does not accept reprogramming then the system is functioning properly
 6. **AIR**bag is not designed to go off in every situation and designed to not activate in some cases.
 7. call me back with appointment schedule
 8. I will call Service Manger to review this appointment
- Mr. Hoefler states
1. i know that the system is working as it works when I sit in the seat however
 2. it does not work for my wife
 3. i will schedule an appointment for this reprogramming.

*** NOTES 02/13/2009 11:18 AM Eastern Daylight Time KWilliams Action Type:Manager review
Writer assigning case to Analyst to follow-up on reflash

*** PHONE LOG 02/19/2009 05:16 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer left message for customer stating:

1. Please call and advise if you have taken your vehicle to the dealer to have the seat reprogrammed for the **AIR**bag light concern

*** PHONE LOG 02/23/2009 12:28 PM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER STATES

1. I AM CALLING ABOUT A CASE NUMBER
2. I LAST SPOKE TO JUNE. BUT I GET HER VMAIL TODAY

WRITER STATES

1. SFF THAT OLA HAS YOUR CASE
2. SHE LEFT YOU A MESSAGE LAST THURSDAY

Kia Motors America
Consumer Affairs Department

Page 4 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1546545	27,000
Winter Park, FL [REDACTED]		Prod. Date: 10/21/06	Dealer: FL106	Orlando Kia East

3. PROVIDED 800# AND EXTENSION

*** PHONE LOG 02/23/2009 02:58 PM Eastern Daylight Time OSprague Action Type:Incoming call

Cust called and left message stating:

1. The dealer performed the reflash
2. The **AIR**bag light still doesn't work properly for my wife
3. Please advise what we should do

*** PHONE LOG 02/23/2009 03:08 PM Eastern Daylight Time OSprague Action Type:Outgoing call

Writer spoke to customer and stated:

1. I apologize that the **AIR**bag light is still not working for your wife
2. I need to speak with the DPSM and see how he wants to handle this
3. He will not be available until Wednesday (2/25)
4. As soon as he calls me, I will contact you
5. Is that ok with you?

CST stated:

1. Yes that is fine
2. I would like to send some paperwork to the DPSM
3. It shows everything that has been going on with the **AIR**bag light

Writer stated:

1. Please send the documents to my attention at the regional office
2. I will make sure the DPSM gets them

CST stated:

1. Ok, I will send them to you
2. I will wait to hear from you on Wednesday

*** NOTES 02/25/2009 12:21 PM Eastern Daylight Time OSprague Action Type:Manager review

Writer received letter from customer that he wants to send to DPSM

Writer scanned and e-mailed letter to DPSM

*** PHONE LOG 02/25/2009 12:23 PM Eastern Daylight Time OSprague Action Type:Outgoing call

Writer spoke to DPSM (DTacker) and stated:

1. I am sending you a letter from this customer
2. He still insists that Kia needs to do something about the **AIR**bag light not working properly for his wife

DPSM stated:

1. The dealer reflashed the seat
2. It is operating as designed
3. Kia will not offer to replace or repurchase the vehicle

*** PHONE LOG 02/25/2009 02:49 PM Eastern Daylight Time OSprague Action Type:Outgoing call

1. Writer called dealer and spoke to Sorvy
2. Writer requested copies of all RO's
3. Sorvy will fax them by the end of the day

**Kia Motors America
Consumer Affairs Department**

Page 5 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1546545	27,000
Winter Park, FL ██████████		Prod. Date: 10/21/06	Dealer: FL106 Orlando Kia East	

*** PHONE LOG 02/25/2009 02:51 PM Eastern Daylight Time OSprague Action Type:Outgoing call
 Writer left message for customer stating:

1. I received your letter
2. It has been forwarded to the DPSM for his review
3. I will call you back in the next couple of days to discuss your concerns

*** PHONE LOG 03/02/2009 10:08 AM Eastern Daylight Time OSprague Action Type:Outgoing call
 Writer spoke to customer and stated:

1. I am still reviewing your case to see what we can do to assist you
2. In order to put an offer together, I need to get a copy of the buyers order, finance contract and current registration

CST stated:

1. I will look for the documents
2. If there aren't too many pages, I will fax them
3. If there are too many pages, I will mail them

Writer stated:

1. After these d**OCS** are received, we will talk to determine what kind of offer you are willing to accept

*** PHONE LOG 03/17/2009 03:45 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
 SRCAA contacted Mr. ██████████ and reviewed offer to replace or cash settlement offer.
 reviewed cash options & current incentives
 Reviewed refinancing for NEW 2008 replacement.
 Customer will pay \$1316.00 mileage fee for non-LL replacement offer
 Cash settlement offer of \$1,500.00

Customer asks if a switch can be put into the vehicle to turn **OCS** on and off
 SRCAA advised, we can not alter the vehicle. The vehicle is functioning properly however it is not designed to work for every customer.

[!-For Internal Use Only

10 pmts @ 533.10 + dn pmt is \$5831.00. 5 rep**AIR**s at 533.10-2665.50. ->]

*** PHONE LOG 03/31/2009 03:21 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
 SRCAA out of office for Bereavement on 3/26, 3/27 & 3/30
 SRCAA rec'd a VM from Mr. ██████████ requesting a call back

*** PHONE LOG 03/31/2009 03:25 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
 SRCAA contacted Mr. ██████████ and reviewed offer
 SRCAA advised, please do not try to make a deal with a salesman
 please send me the VIN or tell me what Dealer you will go to and I will arrange a contact person for you.
 Mr. Hoefler will go to Kia Dealer and look at what is available.

*** NOTES 03/31/2009 03:26 PM Eastern Daylight Time JuneSifford Action Type:Manager review
 SRCAA offered to extend offer until 4/6 to allow the customer another weekend to visit the Kia Dealer.

**Kia Motors America
Consumer Affairs Department**

Page 6 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1546545	27,000
Winter Park, FL ██████████		Prod. Date: 10/21/06	Dealer: FL106	Orlando Kia East

SRCAA contacted Mr. ██████████ and advised that i did receive 5 choices (VIN's) of vehicles that he is interested in for SOC I will review the numbers for each & call him next week to review the numbers.

*** PHONE LOG 04/06/2009 03:36 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and reviewed the approximate NEW loan amount based on estimated payoff with mileage and MSRP difference
Mr. Hoeffler will discuss this with his wife and call back

*** PHONE LOG 04/14/2009 04:00 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA received VM request for call back to discuss the offer

*** PHONE LOG 04/14/2009 04:06 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and discussed the offers
SRCAA advised Mr. ██████████
1. I can reduce mileage to \$1,500.00 on the replacement offer
2. I can up the cash offer to \$2,000.00
3. I can not give you more than you paid for the original vehicle
4. The choices that you made (VIN's picked by Mr. ██████████) were from \$7,000 to 12,000 more than you paid for your used vehicle.
Mr. ██████████ will discuss this with his wife and call back

*** NOTES 04/27/2009 03:12 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA rec'd letter from customer advising
1. we can not pay upgrade of \$10,000 and jido not feel \$2,000 to "go away" is a solution.
2. waiting on an official offer.

*** PHONE LOG 04/27/2009 03:45 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and reviewed current offers--Mr. ██████████ states
1. we should not have to pay more for another vehicle
2. request a used vehicle replacement
SRCAA advised, "I can look into this but we do not deal in used vehicles"
3. If you want a used vehicle you would need to accept the cash settlement and work your own deal with the Dealer. I can not assist with this.
SRCAA sending revised offer to reduce mileage fee and increase GW--additional FTR inspection will be offered.

*** NOTES 04/27/2009 03:52 PM Eastern Daylight Time JuneSifford Action Type:Manager review
offer sent allowing 10 days to respond.

*** NOTES 05/08/2009 02:04 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA rec'd customer acceptance of FTR 15 days and \$2,000.00

*** PHONE LOG 05/08/2009 02:23 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact -- LM advising that I will schedule FTR amt and send letter

Kia Motors America
Consumer Affairs Department

Page 7 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736475 ██████	K1546545	27,000
Winter Park, FL ██████		Prod. Date: 10/21/06	Dealer: FL106	Orlando Kia East

SRCAA advised that I will send release to be returned once evaluation period is over.

*** PHONE LOG 05/08/2009 02:25 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
per review--scheduled appointment on FTR calendar for 6/16

*** NOTES 06/03/2009 10:35 AM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Received fax from the customer stating that he was not going to receive the release because he felt that it would void the warranty.

*** NOTES 06/03/2009 10:39 AM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Called the customer to discuss the case.
2. Explained to the customer that wtr received fax and understood his concern.
3. Advised the cust that wtr was going to fax revised release stating that his warranty will remain in full affect.

Mr. ██████ states:

1. Thank you so much for your help.
2. Is the appointment set for the 16th.

Wtr states:

1. It sure is.
2. apologized to the customer for the confusion and ended the call.
3. Faxed letter to the customer waiting to receive signed release.

*** NOTES 06/08/2009 07:38 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA-JMS out of office 5/22 - 6/7

*** PHONE LOG 06/15/2009 08:13 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. Hoefler--Mr. Hoefler will deliver the vehicle tomorrow for FTR inspection.

*** PHONE LOG 06/15/2009 07:18 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA rev'd customer letter regarding the warranty being nullified if he accepts GW offer. Mr. Hoefler states

1. This is no longer a concern
SRCAA advised that the offer will not be processed until the release is received.
Mr. Hoefler agrees.

*** NOTES 06/19/2009 02:53 PM Eastern Daylight Time JuneSifford Action Type:Manager review
FTR inspection completed -- FTR did do the reflash however the reflash had already been done. System was/is functioning properly.

**Kia Motors America
Consumer Affairs Department**

Page 8 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1546545	27,000
Winter Park, FL ██████████		Prod. Date: 10/21/06	Dealer: FL106	Orlando Kia East

SRCAA contacted Ms. ██████████ to review concern--Mrs. ██████████ states

1. the light did come on again
2. we will video tape it from now on

Ms. ██████████ started to get very upset and crying/yelling that she is not safe in her own vehicle
SRCAA advised

1. understand you frustration
 2. apologize for your concerns please understand
 3. **AIR** bag is not meant to deploy in every situation
 4. if system is recognizing that there is a reason for the light to go off then it is saying that it is safer to not deploy
 5. it may be size, weight, coverage of seat, setting position or other things however
 6. if the light is going on and off at different times then the system is reading
- Ms. Hoefler requests I speak to her husband

*** PHONE LOG 06/19/2009 03:08 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted to contact Mr. ██████████ - LM on VM

*** PHONE LOG 06/19/2009 03:10 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mrs. ██████████ again & apologized, I did not mean to upset you

1. if we can verify that the light is on with you seated properly in the seat then i will offer replacement
2. purchase price minus mileage
3. or cash
4. these offers have been made previously and I will make them one more time

*** PHONE LOG 07/01/2009 03:44 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and reviewed

1. our system does not indicate that you have had the latest campaign completed
 2. request that you contact the Dealer to have the campaign completed
 3. once completed we will review the function
 4. once we confirm that the system is functioning properly I can review for additional cash settlement.
- Mr. ██████████ will contact the Dealer.

*** NOTES 07/07/2009 01:05 PM Eastern Daylight Time JuneSifford Action Type:Manager review
per review--7/7/09--campaign still not reported as completed.

*** NOTES 07/07/2009 01:30 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Per review with customer

1. will not accept the cash settlement offer as the **OCS** is still not functioning
 2. do not want to do a refinance or have a higher pmt so I will not accept the replacement
 3. additionally you are not allowing me the rebate on the new vehicle
- SRCAA sending revised offer indicating
1. \$16,450.00 purchasing power toward a NEW Kia vehicle
 2. \$2,500.00 cash settlement w/no FTR

*** NOTES 07/30/2009 03:39 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA rec'd customer letter indicating the concern was still not resolved however we will be out of town for 3 weeks &

**Kia Motors America
Consumer Affairs Department**

Page 9 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1546545	27,000
Winter Park, FL ██████████		Prod. Date: 10/21/06	Dealer: FL106	Orlando Kia East

will not be able to follow up with you during this time.

[!<For Internal Use Only

SC076 SC076 SORENTO *OCS* REPROGRAM FL106 6/16/2009 RD >!]

*** CASE CLOSE 07/30/2009 03:40 PM Eastern Daylight Time JuneSifford
closed pending cusotmer call back.
no response to GW offer

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736975 ██████████	K1346600	3,000
Salisbury, MD	██████████	Prod. Date: 9/13/06	Dealer: MD029	Sherwood Kia of

Case History

Complaint *Re: AIR Assistance*

*** NOTES 08/13/2007 09:01 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

I recently had my Sorento serviced because the **PASS**enger **AIR** bag light stays on at times when my wife is in the seat. The dealer could not any problem and told me that they could not fix it if they could not see it. I believe that this is a major safety issue and feel that some sort of adjustment or replacement needs to be done immediately. I need your help to resolve this issue with Kia of Salisbury. I cagerly await your reply.

*** PHONE LOG 08/17/2007 12:12 PM US Mountain Standard Time TDonnelly Action Type: Outgoing call
WRITER STATES:

1. SPOKE TO CUSTOMER MR ██████████
2. ADVISED WAS FOLLOWING UP ON **AIR**BAG LIGHT CONCERN
3. APOLOGIZE FOR ANY CONCERNS
4. ADVISED THAT **AIR**BAG LIGHT CAN COME ON FOR MANY REASONS. HOW CUSTOMER IS SITTING IN VEHICLE. IF MOVING WHEN DRIVING, ECT
5. ADVISED THAT IN ORDER FOR DEALER TO ADDRESS **REPAIRS**, WILL NEED TO VERIFY OR DUPLICATE CONCERNS
6. IF DEALER CAN NOT VERIFY OR DUPLICATE. THEN CAN NOT FIX WHAT THEY CAN NOT SEE.
7. ADVISED THAT IF LIGHT IS COMING ON WHEN CUSTOMERS WIFE IS IN CAR. THEN MAY BE GOOD IDEA TO TAKE WIFE TO DEALER AND SHOW HOW SHE IS SITTING IN CAR. ECT.
8. ADVISED THAT KCC IS HERE TO FOLLOW UP WITH DEALER AND CUSTOMER ON CONCERNS
9. CAN GET CORRECT PEOPLE INVOLVED IN DIAGNOSIS AND **REPAIRS**.
10. ADVISED THAT KMA IS NOT ABLE TO JUST REPLACE A PART IF DEFECT CAN NOT BE VERIFIED.
11. IF CUSTOMER WOULD LIKE TO CALL KCC BACK WHEN CAR IS IN SHOP. WRITER CAN FOLLOW UP WITH APPROPRIATE PEOPLE.

CUSTOMER STATES:

1. DID PUT VIN IN WHEN I SENT EMAIL.. DIDNT WRITER GET IT?
2. PROVIDED VIN
3. LISTEN MY WIFE DOES SIT IN SEAT CORRECTLY AND SHE IS NOT A KID WHO IS SQUIRMING AROUND
4. SOME TIMES YOU JUST NEED TO REPLACE A PART EVEN IF CONCERN CAN NOT BE VERIFIED.
5. DONT WANT KMA TO ADVISE IT IS HOW WE ARE SITTING IN CAR OR SOMETHING LIKE THAT.
6. DONT HAVE A PROBLEM TAKING CAR BACK TO DEALER ONE MORE TIME
7. BUT DONT WANT DEALER OR KMA TO TELL ME THAT IT IS HOW WE ARE SITTING IN SEAT.
8. WILL CALL BACK WHEN CAR IS IN SHOP IF **AIR**BAG LIGHT COMES BACK ON
9. THIS IS INTERMITTANT AND SO DOES NOT HAPPEN ALL THE TIME.
10. WRITER IS PHONE AND EXTENSION?

*** CASE CLOSE 08/17/2007 12:12 PM US Mountain Standard Time TDonnelly

*** CASE CLOSE 10/03/2007 01:42 PM Pacific Daylight Time ELau
Tread Review Completed

*** NOTES 10/03/2007 03:40 PM Pacific Daylight Time TYoung Action Type: Manager review
NCA received letter

Kia Motors America
Consumer Affairs Department

Page 2 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>
██████████	██████████	KNDJD736975 ██████████	K1346600	3,000
Salisbury, MD	██████████	Prod. Date: 9/13/06	Dealer: MD029	Sherwood Kia of

2. Requesting f/u

*** NOTES 10/03/2007 03:40 PM Pacific Daylight Time TYoung Action Type:Manager review
Dispatching to SRCA for f/u

*** NOTES 10/04/2007 09:38 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to DPSM (PStapleton) to see when he will be going to MD029

2. DPSM stated:

* I will be there next week

* Find out when I can get the reflash tool

3. Writer sent e-mail to FTR (SRupert) to check status of scan tool

4. Writer spoke to customer (Mr. Holland) and stated

* I will schedule an appt as soon as I can get the scan tool to reflash the seat

5. Customer stated:

* Thank you for getting back to me

* I appreciate your help

* I will wait to hear from you to schedule the appt.

CASE PENDING DATE TO DO REFLASH

*** COMMIT 10/05/2007 02:58 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 10/05/2007 02:59 PM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM (PStapleton) can do the reflash on Friday (10/19)

2. FTR (SRupert) will send scan tool to arrive at DPSM's house on 10/18

3. Writer will send letter to customer advising him of date to perform reflash

CASE PENDING **OCS** REFLASH

*** CASE CLOSE 10/05/2007 03:21 PM Eastern Daylight Time OSprague

*** NOTES 10/19/2007 09:45 AM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM called and stated:

* **OCS** reflash has been performed

* Vehicle will be given back to customer

* RO will be sent to you

CASE CLOSED PENDING ANY FURTHER CONTACT FROM CUSTOMER

*** CASE CLOSE 10/19/2007 09:45 AM Eastern Daylight Time OSprague

*** FULFILL 10/19/2007 09:45 AM Eastern Daylight Time OSprague Action Type:Callback Required

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>
██████████	██████████	KNDJD736975 ██████████	K1346600	3,000
Salisbury, MD ██████████		Prod. Date: 9/13/06	Dealer: MD029	Sherwood Kia of

*** NOTES 11/01/2007 10:26 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer sent letter stating:
 - * The **OCS** light came back on after the reflash was performed by your DPSM
 - * I will seek guidance from the MD Lemon Law and if not resolved, I will file
2. Writer left message for customer to call back

*** NOTES 11/01/2007 10:30 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to Lori White in service dept at MD029
2. Lori will fax all RO's for this vehicle

*** NOTES 11/09/2007 11:57 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Mr. ██████████) and he stated:
 - * I am very frustrated with this situation
 - * The **PASS**enger **AIR**bag light does not work intermittently
 - * It never does it when I go to the dealer
 - * I met with your DPSM and he did something that was suppose to fix it
 - * It is still happening
 - * I like Kia. I just want my vehicle to fixed or replaced
2. Writer stated:
 - * I need to review your case with my manager
 - * He is out today and I will be out on Monday
 - * I will call you on Tuesday to let you know what we will do
3. Writer gave customer contact information

*** COMMIT 11/09/2007 11:59 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** FULFILL 11/13/2007 10:07 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 11/14/2007 09:21 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per RCAM a 2-tier offer will be sent to the customer
 2. Writer spoke to customer and stated:
 - * A letter will be sent to you
 - * Kia will offer to replace your vehicle or you can take GW for your inconvenience
 - * If you accept the GW, you will keep the vehicle and you will be notified when the new reflash is available early next year
 3. Customer stated:
 - * Please send the letter
 - * I will think about what offer to accept
- CASE PENDING ACCEPTANCE OF OFFER

*** CASE CLOSE 11/14/2007 09:22 AM Eastern Daylight Time OSprague

Kia Motors America
Consumer Affairs Department

Page 4 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736975 ██████████	K1346600	3,000
Salisbury, MD	██████████	Prod. Date: 9/13/06	Dealer: MD029	Sherwood Kia of

*** NOTES 11/16/2007 04:50 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Mr. ██████████) called and stated:
 - * If I decide to accept the SOC offer, can I do the transaction at MD037 instead of MD029?
 - * The sales manager that worked at MD029 is now at MD037 and I want to work with him
2. Writer stated:
 - * If your lender will allow the SOC at a different dealer I have no problem with it
 - * I would need to verify with your lender that they will do this
3. Customer stated:
 - * I will contact my lender to see if they will allow this to be done
 - * I will get back to you Monday or Tuesday of next week.
 - * Thank you for your help

CASE PENDING ACCEPTANCE OF SOC -OR- GW OFFER

*** CASE CLOSE 11/16/2007 04:55 PM Eastern Daylight Time OSprague

*** NOTES 11/20/2007 12:05 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer has accepted SOC
 2. Customer will be put into a 2008 Sorento
 3. Writer will order vehicle from port
 4. Writer spoke to sales manager at MD027 (Kent Ford)
 5. Kent will process the SOC for the customer
- CASE PENDING VEHICLE BEING SHIPPED FROM PORT

*** NOTES 11/21/2007 09:48 AM Eastern Daylight Time OSprague Action Type:Manager review

1. LTR called and stated:
 - * To ensure the problem won't be in the 2008 vehicle, you need to get one with a production date of Nov 2007
 2. Writer spoke to Distribution manager (WBledsoe) and he stated:
 - * We can order a vehicle from Korea with a prod date of 11/07
 - * It will take about 30 days to get it to port
 - * With the holidays coming, it will probably be January before we can get the vehicle to the dealer
 3. Writer spoke to the customer (Mr. Holland) and stated:
 - * We cannot get you the replacement vehicle until Jan. 08
 - * By that time, Kia will have a fix for the **OCS** concern
 - * Would you be willing to keep your 2007 Sorento and accept the GW
 - * I will increase the GW to \$2000
 4. Customer stated:
 - * I will talk to my wife about this
 - * If we decide to accept the GW offer and keep the vehicle I will call you back
 - * If you don't hear from me by this afternoon, that means we will wait until January to get the replacement vehicle
- CASE PENDING CALL BACK FROM CUSTOMER

*** NOTES 11/26/2007 12:47 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer left voicemail stating:
 - * We have decided to wait for a replacement vehicle
 - * Please send a letter stating a replacement vehicle will be ordered and will arrive in January, 2008

**Kia Motors America
Consumer AffAIRs Department**

Page 5 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
Salisbury, MD		KNDJD736975	K1346600	3,000
		Prod. Date: 9/13/06	Dealer: MD029 Sherwood Kia of	

2. Writer will send letter to customer
3. Writer sent e-mail to distribution requesting a 2008 Sorento w/production date of November 2007 be ordered
4. Case pending replacement vehicle being ordered from Korea and shipped to port and then to MD037

*** CASE CLOSE 11/26/2007 12:51 PM Eastern Daylight Time OSprague
PENDING RECEIPT OF SOC VEHICLE IN JAN 08.

*** NOTES 01/03/2008 11:06 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer and stated:
 - * I am still waiting for a vehicle to do the exchange
 - * We now have a fix for the **OCS AIR** bag light
 - * Would you be willing to allow Kia another rep **AIR** attempt to reflash the **OCS AIR** bag light?
 - * If you will allow this rep **AIR**, I will increase the GW amount with a 30-day evaluation period
2. Customer stated:
 - * I appreciate the offer
 - * I am skeptical and don't want to keep this vehicle
 - * I will wait for the newer production vehicle
3. Writer sent e-mail to distribution to check status of vehicle with production date of November 2007

*** NOTES 01/22/2008 05:27 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received e-mail from distribution stating:
 - * I have located a vehicle with a Nov 2007 production date
 - * It will take about 2 weeks to get it to the dealer
 2. Writer spoke to customer (Mr.) and stated:
 - * Vehicle should be at the dealer in about 2 weeks
 - * As soon as I can get the VIN, I will send the paperwork to the dealer
 - * They will contact you to complete the SOC
 3. Customer thanked writer
- CASE PENDING VEHICLE TO ARRIVE AT DEALER

*** NOTES 02/01/2008 03:04 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Vehicle is In-Transit to MD037
 2. Writer spoke to sales manager (Bruce Reed) and stated:
 - * I will be sending you an SOC package
 - * As soon as you receive the vehicle, please contact the customer to complete the SOC
 3. Writer contacted customer and advised him of the above information
- CASE PENDING TRADE-OUT FORM FROM DEALER

**** CASE CLOSE 02/01/2008 03:08 PM Eastern Daylight Time OSprague

*** NOTES 02/21/2008 10:44 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received signed trade-out form from dealer

**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>
Salisbury, MD		KNDJD736975	K1346600	3,000
		Prod. Date: 9/13/06	Dealer: MD029 Sherwood Kia of	

*** CASE CLOSE 02/21/2008 10:52 AM Eastern Daylight Time OSprague

*** NOTES 03/25/2008 03:07 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Check received from NCA
2. Disposal package sent to ISG
3. Check sent to dealer since they sent all the original paperwork including title

*** CASE CLOSE 03/25/2008 03:08 PM Eastern Daylight Time OSprague

*** NOTES 03/25/2008 03:32 PM Eastern Daylight Time OSprague Action Type:Manager review

*****CORRECTION TO ABOVE NOTE*****

1. Check will be sent to ISG along with SOC paperwork so they can determine they have all documents

Kia Motors America
Consumer Affairs Department

Page 1 of 11

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
Salisbury, MD		KNDJD736385	K1416921	5,030
		Prod. Date: 11/9/07	Dealer: MD029 Sherwood Kia of	

Case History

Complaint **RePAIR Assistance**

*** PHONE LOG 02/21/2008 05:12 PM Eastern Daylight Time OSprague

1. Writer received letter from customer stating:

* I picked up my new vehicle (replacement for 2007 Sorento)

* On a trip to VA. I noticed the **AIR** bag function indicator was working fine on my 1st two stops

* When we started the last phase of the trip, the indicator did not go out as it should

* On our way back home, the indicator light functioned correctly only one time

* I am very upset about this

* I thought that after all the talk about this being fixed on the 2008 model, it was a done deal

* I eagerly await your response

2. Writer will discuss with DPSM and FTR to see if they want to inspect vehicle

3. Writer will contact customer with next step

*** NOTES 02/22/2008 02:17 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to FTR (SRupert) and he stated:

* The November production date was not correct information

* That is why the customer is experiencing this problem

* The DPSM can perform the reflash and that will fix the problem

2. Writer spoke to DPSM (PStapleton) and he stated:

* I am going to this dealer on Wednesday (2/27)

* I am going to find out who has the reflash tool so I can get it

* If I can get it in time, I will perform the reflash on Wednesday

3. Writer left message for customer stating:

* I apologize for your inconvenience

* I am going to schedule an appt for you to meet with the DPSM one day next week

* I will let you know the date when I have it

CASE PENDING REFLASH WHEN DPSM GETS **OCS** TOOL

*** NOTES 02/22/2008 03:40 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Mr. [REDACTED]) called and stated:

* I am upset that I waited so long to get a vehicle with the "right" production date only to find out it wasn't right after all

* I am willing to allow you the opportunity to perform the reflash

* I would rather have this done at MD029 (Sherwood Kia) instead of MD037 (David Wheeler Kia)

2. Writer stated:

* I will talk to the DPSM to see when he is going to MD029 and when he can get the reflash tool

* I will call you with the date

* I will send you a confirmation letter

* Thank you for your patience

3. Writer left message for DPSM to find out when he is going to MD029

CASE PENDING CALL BACK FROM DPSM

*** NOTES 02/25/2008 09:52 AM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM sent e-mail stating:

* I will have the reflash tool and can meet the customer on Wed (2/27) at 11:00 am

2. Writer spoke to customer and confirmed they will take vehicle to MD029 on 2/27 at 11:00 am

CASE PENDING REPAIR AND RO

**Kia Motors America
Consumer Affairs Department**

Page 2 of 11

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
Salisbury, MD		KNDJD736385	K1416921	5,030
		Prod. Date: 11/9/07	Dealer: MD029 Sherwood Kia of	

*** COMMIT 02/25/2008 09:53 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** FULFILL 02/27/2008 09:58 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 02/27/2008 03:32 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to DPSM and he stated:
 - * I met with customer this morning and performed the reflash
 - * I will fax the RO & tech notes
2. Writer left message for customer stating:
 - * Please call if you have any further concerns with your **PASS**enger **AIR**bag light

*** CASE CLOSE 02/27/2008 03:34 PM Eastern Daylight Time OSprague

*** NOTES 03/04/2008 09:00 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Mr. [REDACTED]) left message on the evening of 3/3 stating:
 - * The **PASS**enger **AIR**bag light still isn't working 100%
 - * I would say it is working 8 out of 10 times
 - * I'm not sure if Kia is willing to do anything else
 - * Please let me know
 - * I will be available later today
2. Writer left message for customer stating:
 - * I will talk to the DPSM/FTR and see if there is anything else that can be done
 - * I will call you when I have an answer
3. DPSM/FTR in regional meetings this week
4. Writer will discuss case with them to see if there is anything else that can be done

*** NOTES 03/05/2008 01:52 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to DPSM (PStapleton) and FTR (SRupert) and they stated:
 - * The customer has never brought the person who sits in the **PASS**enger seat
 - * We have performed the reflash and the vehicle is operating as designed
 - * If the customer wants this looked at again, he will need to bring his wife or who ever sits in the **PASS**enger seat
2. Writer left message for customer with above information

CASE CLOSED PENDING FURTHER CONTACT FROM CUSTOMER

*** CASE CLOSE 03/05/2008 01:53 PM Eastern Daylight Time OSprague

**Kia Motors America
Consumer Affairs Department**

Page 3 of 11

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
Salisbury, MD		KNDJD736385	K1416921	5,030
		Prod. Date: 11/9/07	Dealer: MD029 Sherwood Kia of	

- * I think you and your service manager (DPSM) know it is next to impossible to recreate this problem
 - * It seems to only happen when traveling
 - * My time is too valuable to continue to run back and forth to your dealer and receive lessons on how to sit properly
 - * I regret ever buying this vehicle
 - * It appears my only option is to shop for another vehicle which I intend to do
2. Case will be closed as no further action is required without inspecting the vehicle which the customer refuses to do

*** CASE CLOSE 03/10/2008 04:34 PM Eastern Daylight Time OSprague

*** NOTES 04/08/2008 08:38 AM Pacific Daylight Time KWarren Action Type:Manager review

NCA received letter from customer

1. Cust states same as above.
2. Cust states he is totally fed up with Kia
3. Cust states he feels deceived by Kia and he thinks we have wasted his time and he continues to have a vehicle with a major safety issue.
4. Cust states he would greatly appreciate a letter and or a call from our office to explain why Kia does business in this manner

Dispatching to the Eastern Region for customer contact.

*** FORWARD 04/09/2008 10:27 AM Pacific Daylight Time MPfeifer

Minnie, might want to talk to Ola in the south region before contacting the customer. Also may want Adrian or David to help with this one.

*** NOTES 04/09/2008 01:28 PM Eastern Daylight Time MPfeifer Action Type:Manager review

Also talk to DPSM Paul. No buyback.

*** NOTES 04/10/2008 11:36 AM US Mountain Standard Time JHirshfield Action Type:Manager review

AIRbag Tread Review - JH

*** PHONE LOG 04/10/2008 03:19 PM Eastern Daylight Time MVElez Action Type:Outgoing call

WRITER STATES

1. LEFT MESSAGE FOR CUSTOMER REQUESTING CALLBACK

*** PHONE LOG 04/11/2008 04:17 PM Eastern Daylight Time MVElez Action Type:Outgoing call

WRITER STATES

1. TOLD CUSTOMER THAT DPSM WOULD LIKE TO MEET HIM
2. WOULD LIKE YOU TO BRING PERSON WHO SIT IN **PASS**ENGER SEAT WHEN PROBLEM OCCURS
3. WILL CALL YOU BACK WHEN I GET SPECIFIC DATE
4. YOU ARE WELCOME AND HAVE A GREAT WEEKEND

CUSTOMER STATES

1. THE PROBLEM OCCURS WITH DIFFERENT PEOPLE
2. IT DOESN'T HAPPEN ALL THE TIME

Kia Motors America
Consumer Affairs Department

Page 4 of 11

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
Salisbury, MD		KNDJD736385	K1416921	5,030
		Prod. Date: 11/9/07	Dealer: MD029 Sherwood Kia of	

3. I WILL BRING ONE OF THE PERSONS THAT IT OCCURS WITH
4. I AM FED UP WITH THIS ALREADY
5. I WILL COME IN THIS ONE LAST TIME TO HAVE THIS RESOLVED
5. THANK YOU

*** PHONE LOG 04/15/2008 08:23 AM Eastern Daylight Time MVezez Action Type:Outgoing call
WRITER STATES

1. LEFT MESSAGE FOR CUSTOMER WITH DATE OF THURSDAY, APRIL 24TH AT NOON TO MEET DPSM (PAUL STAPLETON),
2. PLEASE CALL ME BACK AT 732-565-5158 TO CONFIRM.

*** PHONE LOG 04/15/2008 03:33 PM Eastern Daylight Time MVezez Action Type:Incoming call
CUSTOMER CALLED WRITER AND STATED

1. I RECEIVED YOUR MESSAGE IN REGARDS TO APPT. FOR NEXT WEEK THURSDAY
2. THAT IS FINE
3. I WILL BE THERE
4. THANK YOU

WRITER STATED

1. HELLO MR [REDACTED]
2. JUST WANTED TO CONFIRM THAT NEXT WEEK THURSDAY, APRIL 24TH AT NOON WOULD BE FINE
3. THE DPSM WILL MEET YOU AT MD029
4. YOU'RE WELCOME

*** PHONE LOG 04/23/2008 04:05 PM Eastern Daylight Time MVezez Action Type:Outgoing call
WRTR SPOKE TO DPSM AND STATED

1. JUST WANTED TO REMIND YOU OF YOUR APPT. WITH CUSTOMER TOMORROW
2. IT'S AT NOON
3. OK, YOU'RE WELCOME

DPSM STATED

1. I WILL BE THERE
2. THANK YOU!

*** PHONE LOG 04/23/2008 04:05 PM Eastern Daylight Time MVezez Action Type:Outgoing call
WRTR STATES

1. LEFT MESSAGE FOR CUSTOMER REMINDING HIM OF SET APPT. WITH DPSM TOMORROW AT NOON

*** PHONE LOG 04/24/2008 10:32 AM Eastern Daylight Time MVezez Action Type:Incoming call
CUSTOMER STATES

1. I WAS SUPPOSE TO BRING MY WIFE TODAY TO THE APPT. BUT SHE IS NOT FEELING WELL
2. I AM ALSO ONE OF THE **PASS**ENGRS WHO SITS ON THE P/S SEAT
3. IS IT OK FOR ME TO GO BY MYSELF TO SHOW **AIR**BAG CONCERN WHEN SIT OCCUPIED
4. THANK YOU AND I WILL WAIT FOR YOUR CALL

WRTR STATES

1. SO YOU ARE ONE OF THE **PASS**ENGRS WHO SITS ON THE P/S SEAT

Kia Motors America
Consumer Affairs Department

Page 5 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736385 ██████████	K1416921	5,030
Salisbury, MD ██████████		Prod. Date: 11/9/07	Dealer: MD029	Sherwood Kia of

2. I DON'T SEE WHY NOT BUT LET ME CALL THE DPSM AND VERIFY
3. YOU ARE WELCOME

*** PHONE LOG 04/24/2008 10:37 AM Eastern Daylight Time MVezez Action Type:Outgoing call
WRTR SPOKE TO DPSM STATED

1. CUSTOMER'S WIFE IS NOT FEELING WELL.
2. CUSTOMER STATED THAT THE **AIR**BAG CONCERN ALSO HAPPENS WHEN HE SITS IN THE SEAT
3. HE WANTS TO KNOW CAN HE COME BY HIMSELF TO THE APPT.
4. OK. CALL ME BACK

DPSM STATES

1. LET ME TALK TO MATT (ERCAM)
2. I WILL CALL YOU BACK

*** PHONE LOG 04/24/2008 10:45 AM Eastern Daylight Time MVezez Action Type:Outgoing call
WRTR LEFT MESSAGE FOR DPSM STATING

1. I SPOKE TO MATT MYSELF
2. MATT SAID IT'S OK FOR CUSTOMER TO GO ALONE AND SIT IN P/S SEAT IF HE FEELS HE CAN DUPLICATE CONCERN
3. I CALLED MR. ██████████ AND INFORMED HIM THAT HE CAN GO TO APPT. BY HIMSELF
4. CALL ME IF YOU HAVE ANY QUESTIONS

*** PHONE LOG 05/01/2008 09:21 AM Eastern Daylight Time MVezez Action Type:Incoming call
CUSTOMER LEFT MESSAGE STATING

1. GOOD AFTERNOON, THIS IS ██████████
2. CALL BACK IS ██████████
3. IM CALLING ABOUT MY 2008 KIA SORENTO
4. I HAD AN APPT AT 12 O'CLOCK ON THURSDAY TO MEET PAUL ABOUT P/S **AIR**BAG ISSUE
5. FIRST THING I WANT TO SAY IS PAUL NEVER TALKED TO ME
6. IT'S THE SECOND TIME I HAD A MEETING WITH HIM
7. THE MEETING WAS 45 MINUTES LATE AND I WAS KEPT WAITING OVER TWO AND A HALF HOURS
8. AT THAT TIME THEY DECIDED TO KEEP MY VEH
9. MY VEH IS STILL AT THE SERVICE DEPT
10. THIS 2 MONTH OLD VEH IS A LEMON
11. I WOULD LIKE VEH REPLACED OF ALL MY MONEY GIVEN BACK
12. IF YOU CAN'T HANDLE THIS THEN I WILL BE HAPPY TO SPEAK TO YOUR MANAGER

*** PHONE LOG 05/01/2008 09:27 AM Eastern Daylight Time MVezez Action Type:Outgoing call
WRTR STATES

1. LEFT MESSAGE FOR CUSTOMER REQUESTING CALLBACK

*** PHONE LOG 05/01/2008 02:12 PM Eastern Daylight Time MVezez Action Type:Outgoing call
WRTR SPOKE TO DPSM AND STATED

1. IM CALLING TO SEE WHAT HAPPENED WITH MR HOLLAND'S VEH LAST THURSDAY

Kia Motors America
Consumer Affairs Department

Page 6 of 11

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
Salisbury, MD		KNDJD736385	K1416921	5,030
		Prod. Date: 11/9/07	Dealer: MD029 Sherwood Kia of	

2. CUSTOMER LEFT ME A MESSAGE
3. HE IS VERY UPSET
4. CUSTOMER STATED THAT HE WAS THERE FOR THE **AIR**BAG ISSUE
5. HE ALSO STATED THAT THEY FOUND ANOTHER PROBLEM WITH VEH
6. HE SAID THE SERVICE DEPT STAYED WITH HIS VEH
7. I WILL TALK TO MATT (ERCAM) REGARDING THIS ISSUE
8. THANK YOU, PAUL

DPSM, PAUL STAPLETON STATED

1. We had to reflash the **OCS** and that fixed the **AIR**bag issue
2. While in for the reflash customer was having a rear diff concern
3. Tech line advised the dealer to replace the differential for the 2nd time on this visit
4. I did not get a chance to speak to Mr. Holland but I know he is extremely upset and wants out of veh.
5. You are welcome

*** PHONE LOG 05/01/2008 02:27 PM Eastern Daylight Time MVezez Action Type:Incoming call

CUSTOMER STATED

1. HI, THIS IS MR HOLLAND
2. I GOING TO LET YOU KNOW THAT I KNOW THAT YOU ARE ONLY DOING YOUR JOB
3. IF IT WEREN'T FOR THAT I WOULD BE YELLING RIGHT KNOW
4. I JUST GOT MY VEH BACK BUT HAVE TO TAKE IT BACK INTO THE SERVICE DEPT FOR THE SAME THING
5. ON TOP OF CURRENT ISSUES THERE ARE THREE SPOTS OF GREASE IN MY VEH
6. I DO NOT USE ANY TYPE OF GREASE ON OR IN MY VEH SO I KNOW IT DIDN'T COME FROM ME
7. I AM TAKING PICTURES OF THIS
8. I WANT VEH GONE
9. I WANT FOR KIA TO GIVE ME MY MONEY BACK
10. THANK YOU, I WOULD REALLY APPRECIATE THAT

WRTR STATES

1. HI, MR
2. I APOLOGIZE FOR ALL OF THE INCONVENIENCE YOU HAVE BEEN TROUGH
3. MY MANAGER IS NOT IN TODAY BUT I WILL SPEAK TO HIM WHEN HE COMES BACK IN FIRST THING TOMORROW
4. I WILL TRY AND CALL YOU BEFORE NOON TOMORROW
5. AGAIN I TRULY DO APOLOGIZE FOR THE INCONVENIENCE
6. YOU'RE WELCOME

*** PHONE LOG 05/02/2008 08:36 AM Eastern Daylight Time MVezez Action Type:Outgoing call

4. HE SAID HE WAS TAKING THE VEH BACK INTO YOUR SERVICE DEPT
5. WHAT SEEMS TO BE THE ISSUE?
6. IS THERE ANYTHING THAT CAN BE DONE?
7. THANKS PAT

PAT (P&S DIRECTOR) STATED

1. THE CUSTOMER WAS IN LAST THURSDAY WITH AN **AIR**BAG & REAR NOISE ISSUE
2. THE **AIR**BAG ISSUE WAS RESOLVED
3. TECHLINE ADVISED TO REPLACE DIFFERENTIAL BECAUSE THERER WAS METAL IN IT
4. FOUND ANOTHER BUT IT ALSO HAD METAL IN IT
5. ORDERED A NEW REAR WHICH ALSO HAD NOISE

**Kia Motors America
Consumer Affairs Department**

Page 7 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
Salisbury, MD		KNDJD736385	K1416921	5,030
		Prod. Date: 11/9/07	Dealer: MD029 Sherwood Kia of	

6. PAUL & TECHLINE WERE INFORMED OF THE ISSUE
7. SEEMS LIKE NO ONE OR NOTHING CAN FIX IT
8. HAD A NEW REAR FOR IT BUT IT STILL HAD NOISE WHEN GOING 50 MPH
9. WHEN HE CAME IN YESTERDAY IT WAS ONLY TO COMPLAIN
10. CUSTOMER COMPLAINED OF GREASE STAIN AND GAS
11. WE CLEANED THE STAINS AND GAVE HIM A CHECK FOR GAS
12. HE DID NOT WANT US TO TOUCH THE VEH IN REGARDS TO DIFFERENTIAL
13. HE STATED THAT HE JUST WANTS THE CAR BOUGHT BACK
14. YOU ARE WELCOME

*** PHONE LOG 05/05/2008 03:30 PM Eastern Daylight Time Mvelez Action Type:Outgoing call
WRTR STATES

1. LEFT MESSAGE FOR CUSTOMER REQUESTING A CALLBACK

*** PHONE LOG 05/06/2008 12:14 PM Eastern Daylight Time Mvelez Action Type:Incoming call
CUSTOMER LEFT MESSAGE REQUESTING A CALLBACK

*** PHONE LOG 05/06/2008 12:15 PM Eastern Daylight Time Mvelez Action Type:Outgoing call
WRTR STATES

1. LEFT MESSAGE FOR CUSTOMER REQUESTING CALLBACK

*** PHONE LOG 05/06/2008 11:29 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES.

1. I AM CALLING BACK BECAUSE I WOULD LIKE TO SPEAK TO A MR. CROW. HEAD OF CONSUMER AFFAIRS

WRITER STATES.

1. SAW CASE OPEN IN REGIONAL OFFICE. IT WOULD BE BEST TO DEAL WITH THEM.

CUSTOMER STATES.

1. I DO NOT WANT TO DEAL WITH THEM ANYMORE. I WOULD LIKE TO GO ABOVE THEM.

WRITER STATES.

1. LET ME CALL THAT OFFICE.

WRITER CALLED MINNIE V.

MINNIE STATES.

1. THIS CUSTOMER THREATENED TO COME OVER WITH A BAT.
2. YOU MAY REFER HIM TO MATT P. HE IS THE ONE I WOULD REPORT TO.

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO THE REGIONAL OFFICE AND THE PERSON THAT YOU SHOULD SPEAK TO IS MATT P.
2. I WILL UPDATE THE FILE AND REQUEST HE CALL YOU REGARDING YOUR SITUATION

Kia Motors America
Consumer Affairs Department

Page 8 of 11

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
Salisbury, MD		KNDJD736385	K1416921	5,030
		Prod. Date: 11/9/07	Dealer: MD029 Sherwood Kia of	

CUSTOMER STATES

1. WHO IS GOING TO CALL ME AGAIN.

WRITER STATES.

1. GAVE MATT P. NAME AGAIN.

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 05/06/2008 02:30 PM Eastern Daylight Time MVeletz Action Type:Incoming call

CUSTOMER STATES

1. I AM NOT SATISFIED WITH YOUR DECISION
2. WHEN THE FIRST VEH WAS REPLACED. I ASKED OLA SPRAGUE (SRCA) WHAT HAPPENS IS NEW VEH GIVE ME ISSUES
3. WAS TOLD BY OLA THAT IT WOULD BE REPLACED AGAIN
4. THIS VEH IS WORSE THAN THE FIRST ONE
5. PIECE BY PIECE THIS VEH IS FALLING APART
6. SOMEONE IS GOING TO TALK TO ME. EVEN IF I HAVE TO COME DOWN THERE WITH A BAT
7. MAKE SURE YOU GIVE THAT INFO TO WHOEVER YOU NEED
8. WHAT IS YOUR MAILING ADDRESS
9. WHAT IS YOUR LAST NAME
10. YOU HAVEN'T DONE ANYTHING TO HELP ME
11. CUSTOMER HUNG UP.

WRTR STATES

1. HI MR [REDACTED]
2. THE ONLY THING WE CAN DO FOR YOU IS TO CONTINUE TO REPAIR YOUR VEH UNDER THE TERMS OF YOUR WARRANTY
3. KMA IS NOT WILLING TO REPLACE YOU VEH AGAIN
4. I HAVE TRIED TO HELP YOU THE BEST WAY THAT I COULD
5. I DO APOLOGIZE FOR THE INCONVENIENCE
6. I'M SORRY YOU FEEL THAT WAY
7. OK. MR [REDACTED]

*** PHONE LOG 05/06/2008 02:41 PM Eastern Daylight Time MVeletz Action Type:Incoming call
STEVE FROM CALL CENTER STATED

1. HI MINNIE
2. YOU HAVE A CUSTOMER BY THE NAME OF MR HOLLAND
3. HE IS ASKING TO SPEAK TO WHO EVER YOU REPORT TO
4. IS THAT TIM?
5. OH. DID YOU LOG THAT INTO THE CASE NOTES
6. OK THANKS

WRTR STATES

1. YOU MEAN THE CUSTOMER WHO JUST THREATENED TO COME DOWN HERE WITH A BASEBALL BAT
2. I REPORT TO MATT
3. YES I DID LOG THAT INFO INTO THE NOTES
4. HE ASKED ME FOR THE MAILING ADDRESS AFTER THE THREAT AND I WAS TOLD TO GIVE HIM

**Kia Motors America
Consumer Affairs Department**

Page 9 of 11

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736385 ██████████	K1416921	5,030
Salisbury, MD ██████████		Prod. Date: 11/9/07	Dealer: MD029	Sherwood Kia of

NATIONALS'
5. YOU ARE WELCOME

*** NOTES 05/12/2008 07:43 AM Eastern Daylight Time MVElez Action Type:Manager review
Closing case pending further contact from customer.

*** CASE CLOSE 05/12/2008 07:47 AM Eastern Daylight Time MVElez

*** NOTES 05/12/2008 11:10 AM Pacific Daylight Time KWarren Action Type:Manager review
NCA received letter from customer

1. Cust states I am writing to notify you of the problems I have been having with my 2008 Kia Sorento EX. VIN KNDJD736385 ██████████ and to request that you correct the problems within 30 days of your receipt of this letter.
2. Cust states these problems substantially impAIR both the use and value of my car.
3. Cust states therefore, if you and or your dealer are unable to correct these problems in a "reasonable number of attempts" as the phrase is defined in Maryland's Automotive warranty Enforcement Act (Md. Code Ann., Com. Law II, 14-1502 (d), I will expect you to repurchase the vehicle pursuant to 14-1502 (2) of the Act.
4. Cust states please contact me at the above address to arrange a mutually convenient date and time for you to inspect my car and make the necessary repAIRs.

Dispatching to the Eastern Region for customer contact.

*** NOTES 05/15/2008 09:38 AM Eastern Daylight Time MVElez Action Type:Correspondence sent
Wrtr States

1. Sent response letter to customer via Fed Ex in ref.to scheduled date for final attempt to repAIR
2. Sent copy of letter via fax to Terri (SM) at MD029

*** PHONE LOG 05/20/2008 02:05 PM Eastern Daylight Time MVElez Action Type:Outgoing call
WRTR SPOKE TO TERRI (SM) AND STATED

1. HI TERRI I JUST WANTED TO KNOW
2. HAS MR. ██████████ CALLED TO CONFIRM HIS APPT. FOR TOMORROW?
3. OK THEN, I WILL CALL AND REMIND HIM
4. I WILL CALL YOU BACK AFTER I SPEAK TO HIM
5. THANKS

TERRI

1. NO. HE HAS NOT CALLED IN AT ALL
2. OK. NO PROBLEM

*** PHONE LOG 05/20/2008 02:12 PM Eastern Daylight Time MVElez Action Type:Outgoing call
WRTR STATES

1. LVM FOR CUSTOMER
2. WRTR CALLING TO CONFIRM APPT WITH DLR TOMORROW
3. WRTR SENT CUSTOMER A LETTER FEDEX IN REGARDS TO SCHEDULED APPT ON WED. 5/21 AT MD029

Kia Motors America
Consumer Affairs Department

Page 10 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736385 ██████████	K1416921	5,030
Salisbury, MD ██████████		Prod. Date: 11/9/07	Dealer: MD029	Sherwood Kia of

5. THANK YOU

*** PHONE LOG 05/28/2008 08:06 AM Eastern Daylight Time MVeletz Action Type:Outgoing call
WRTR STATES

1. LEFT MESSAGE FOR CUSTOMER REQUESTING A CALLBACK

*** PHONE LOG 05/28/2008 08:13 AM Eastern Daylight Time MVeletz Action Type:Outgoing call
WRTR SPOKE TO TERRI (SM) AT DLR AND STATED

1. I WANTED TO KNOW IF CUSTOMER SHOWED UP FOR HIS APPT TO HAVE VEH CHECKED
2. WHAT WAS THE OUTCOME?
3. I HAVE TRIED TO CONTACT HIM BUT HE HAS NOT RETURNED MY CALL
4. WAS HE OK WITH FINDINGS?
5. OK THEN. THANKS TERRI

TERRI (SM) STATED

1. CUSTOMER DID SHOW UP FOR APPT
2. VEH WAS OPERATING AS DESIGNED
3. I GUESS HE WAS OK WITH IT
3. YOU'RE WELCOME

*** NOTES 06/04/2008 08:43 AM Eastern Daylight Time MVeletz Action Type:Manager review
Case closed pending further customer contact

*** CASE CLOSE 06/04/2008 08:44 AM Eastern Daylight Time MVeletz

*** PHONE LOG 06/11/2008 07:50 AM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED CUSTOMER AND LVM REQUESTING A CALL BACK

*** PHONE LOG 06/16/2008 01:28 PM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER (WIFE)WHO STATED

1. MY HUSBAND HAS REQUESTED THAT EVERYTHING BE PUT IN WRITING AS PER OUR ATTORNEY
2. WE ARE STILL HAVING THE SAME ISSUES
3. JUST PUT IT IN WRITING
4. THANK YOU

WRITER STATES

1. MAAM. I AM CALLING BECAUSE YOUR CASE WAS ESCALATED TO MY ATTENTION
2. I DON'T HAVE ANYTHING TO PUT IN WRITING AT THIS TIME
3. I WANTED TO SPEAK WITH YOU ABOUT THIS ISSUES YOU HAVE BEEN HAVING
4. I WOULD LIKE TO ASSIST AT THIS TIME
5. THANK YOU

*** PHONE LOG 06/16/2008 02:31 PM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED MD029 AND PHONE JUST RANG. NO ONE PICKED UP

**Kia Motors America
Consumer Affairs Department**

Page 11 of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736385 ██████████	K1416921	5,030
Salisbury, MD ██████████		Prod. Date: 11/9/07	Dealer: MD029	Sherwood Kia of

*** NOTES 06/17/2008 03:56 PM Eastern Daylight Time SJames Action Type:Manager review
SENT CUSTOMER LETTER

*** NOTES 06/30/2008 03:45 PM Eastern Daylight Time SJames Action Type:Manager review
CONFIRMED APPT WITH DPSM ON MONDAY JULY 21,2008
SENT CUSTOMER LETTER ADVISING SCHEDULED APPT.

*** CASE CLOSE 06/30/2008 03:46 PM Eastern Daylight Time SJames
PENDING CONTACT FROM CUSTOMER AFTER SCHEDULED MEETING WITH DPSM ON MONDAY, 21 JULY 2008

*** COMMIT 07/09/2008 02:53 PM Eastern Daylight Time SJames Action Type:Callback Required

*** CASE CLOSE 07/09/2008 02:54 PM Eastern Daylight Time SJames

*** PHONE LOG 07/21/2008 11:01 AM Eastern Daylight Time SJames Action Type:Incoming call
DPSM CALLED WRITER STATING
1. I HAD AN 11AM APPT. TO MEET WITH THIS CUSTOMER AND HE HAD NOT MADE THE APPT.
2. THANK YOU
WRITER STATES
1. THIS CUSTOMER REQUESTED TO ONLY BE CONTACTED VIA LETTER AND I HAVE NOT HEARD BACK FROM THE CUSTOMER
2. IN CLOSING THIS CASE, I WILL SEND A LETTER ADVISING THIS IS THE CASE AND IF THE CUSTOMER WISHES TO CONTACT ME, HE MAY

WRITER SENT CUSTOMER LETTER

*** NOTES 07/21/2008 11:21 AM Eastern Daylight Time SJames Action Type:Manager review
CUSTOMER SENT TWO LETTERS FROM WRITER PERTAINING TO REPAIRS WITH NO RESPONSE
NO NEW LETTER SENT TO CUSTOMER

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736385 ██████████	K1498972	1,500
Wagoner, OK ██████████		Prod. Date: 6/11/07	Dealer: OK016	Primeaux Kia

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 09/12/2008 03:07 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:

- 1 - The **PASS**enger seat **AIR**bag does not activate when I sit there
- 2 - I weigh about 160 pounds
- 3 - We took it to Primeaux Kia, ok016, and John Latta said it was working properly and they couldn't do anything to help up unless we called you
- 4 - We want this to work because we take a lot of long trips

Writer stated:

- 1 - Apologized
- 2 - Updated: no recalls

Wtr placed customer on hold, called dlrshp, left VM requesting CB @ 46041

Wtr returned to customer:

- 3 - Unable to reach SVC at this time; will follow up Monday
- 4 - Wtr needs to find out exactly what dlr checked
- 5 - Provided case no.

Customer stated:

- 1 - Thank you.

*** PHONE LOG 09/15/2008 08:54 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and Jonathan stated:

- 1 - veh 9/12 -- intermittent **OCS** -- CND; no codes; wiring OK

*** PHONE LOG 09/15/2008 09:12 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Aaron Shoemo and left VM requesting CB @ 46041

*** PHONE LOG 09/15/2008 10:06 AM US Mountain Standard Time KJohnson Action Type:Incoming call
DPSM stated:

- 1 - Must duplicate issue
- 2 - If cannot duplicate, system operating as designed
- 3 - Educate customer
- 4 - Point out if system not engaged, she may be safer if **AIR** bag does not deploy

*** PHONE LOG 09/16/2008 08:55 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and stated:

- 1 - Dlr did all right tests and had several people sit in seat; as far as they can tell, system is operating as designed
- 2 - Next step is for another appointment, preferably w/ you there, to duplicate complaint so dlr knows where to start on finding out issue

Customer stated:

- 1 - I just had major surgery so it will be awhile
- 2 - It is a nuisance
- 3 - We bought 2 other Kias and they work fine

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736385 ██████████	K1498972	1,500
Wagoner, OK ██████████		Prod. Date: 6/11/07	Dealer: OK016 Primeaux Kia	

5 - They didn't tell me they had other people sit there and it worked

Writer stated:

- 1 - Apologized
- 2 - One system has to work for the universe of people; system is incredibly complex
- 3 - It is not about you, but as far as Kia can see system is working fine
- 4 - Next step is to see it not work when someone is sitting there so we have an idea of where to start
- 5 - Case will be available for months
- 6 - When you are ready, make appt at Kia dlr then CB w/ appt time so this office can follow up when veh at dlr

Customer stated:

- 1 - All right.
- 2 - Thank you for your humor and your help.

*** CASE CLOSE 09/16/2008 08:55 AM US Mountain Standard Time KJohnson

*** CASE CLOSE 10/09/2008 01:10 PM US Mountain Standard Time JHirshfield

Send **AIR** to [redacted]

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736975 ██████████	K1359866	4,100
Plantation, FL ██████████		Prod. Date: 4/14/07	Dealer: FL018 Coral Springs Kia	

Case History

Complaint Repurchase

*** PHONE LOG 09/14/2007 10:18 AM Pacific Daylight Time CFurumoto
NCA received MVDN. MVDN Notice states:

1. 3 or more rep**AIR** attempts have been made to rep**AIR** the same defect or condition
2. Alleged defect: **PASS**enger side **AIR** bag light
Writer to scan into case and forward to the region for further handling.

*** NOTES 09/17/2007 08:44 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer left message for customer stating:
* A letter will be sent to you scheduling an inspection on your vehicle
* Please call if you need to reschedule
2. Writer will request customer to send copies of all RO's and sales d**OCS** for review
CASE PENDING INSPECTION

*** COMMIT 09/17/2007 08:45 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** CASE CLOSE 09/17/2007 08:50 AM Eastern Daylight Time OSprague

*** NOTES 09/21/2007 02:00 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer left message stating:
* I cannot take my vehicle to the dealer on 9/25 for the inspection
* The only day I can do it is on Saturday 9/29
* Please call to confirm I can do this on Saturday
2. Writer spoke to DPSM and he stated:
* I will have the reflash tool on 9/25 thru 9/27
* The customer will need to bring the vehicle on one of those days
3. Writer left message for customer stating:
* This rep**AIR** is being done by the Kia rep. not the dealer
* This rep**AIR** needs to be done during regular business hours (Mon-Fri)
* The Kia rep needs a special tool to do this rep**AIR**
* He will have this tool on Tuesday 9/25 thru Thursday 9/27
* This rep**AIR** will need to be done on one of those days
* Please call to advise if you can make one of those days

*** NOTES 09/24/2007 10:44 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer has not called back
2. Writer left a 2nd message on voicemail
3. Writer sending letter to customer explaining rep**AIR** needs to be done 9/25-9/27
CASE PENDING CONTACT FROM CUSTOMER

*** NOTES 09/25/2007 09:06 AM Eastern Daylight Time OSprague Action Type:Manager review

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736975 ██████████	K1359866	4,100
Plantation, FL ██████████		Prod. Date: 4/14/07	Dealer: FL018	Coral Springs Kia

2. Writer spoke to DPSM and gave him the above information
3. DPSM stated:
 - * I cannot do it this Friday
 - * I have to send the reflash tool to someone else
 - * I also have to be in Orlando which is too far away to be at FL018 in the afternoon
 - * Please have the customer tell you when she can come to the dealer (Mon-Fri) and I will get the reflash tool again
4. Writer left message for customer to call with day she can go to FL018.

*** FULFILL 09/25/2007 10:40 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 09/26/2007 11:04 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer has not called back and is not available during the day
 2. Writer will send 2nd letter requesting customer to call with day she can go to dealer
 3. After customer calls with day, writer will let DPSM know so he can get the reflash tool
- CASE CLOSED PENDING CONTACT FROM CUSTOMER

*** CASE CLOSE 09/26/2007 11:11 AM Eastern Daylight Time OSprague

*** CASE CLOSE 10/03/2007 06:15 AM Pacific Daylight Time JettStroup
tread review complete

*** NOTES 11/06/2007 10:42 AM Pacific Daylight Time Clarumoto Action Type:Correspondence rec.
NCA received certified letter from customer.

1. Same complaint as above.
2. Customer requesting contact at ██████████ between hours of 9 am - 6 pm. Monday - Friday, or leave message at ██████████ and the call will be returned.

Scanned and dispatched for region for further handling.

*** NOTES 11/06/2007 02:34 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer states in letter:
 - * A voicemail was left on 10/2
 - * No one called back to schedule the appt.
 - * I need someone to call to schedule this rep. **AIR**
2. Writer left message for customer stating:
 - * I apologize for the misunderstanding
 - * I did not receive your voicemail on 10/2
 - * Please call me with some dates you will be available to do this rep. **AIR**
 - * I will need to let the DPSM know so he can get the tool needed to do the **OCS** reflash

**Kia Motors America
Consumer Affairs Department**

Page 3 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736975 [REDACTED]	K1359866	4,100
Plantation, FL [REDACTED]		Prod. Date: 4/14/07	Dealer: FL018	Coral Springs Kia

1. Writer reviewed DPSM itinerary
2. Writer left message for customer stating:
 - * DPSM will be at FL018 on 11/12 thru 11/15
 - * Please let me know if one of these days will work for you to have the DPSM perform the reflash

*** NOTES 11/06/2007 05:11 PM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM called and stated:
 - * 11/12 or 11/13 would work best for me
 - * Have customer bring vehicle in at 2:30 on one of those days
 2. Writer left message for customer with above information
- CASE PENDING CALL BACK FROM CUSTOMER

*** COMMIT 11/07/2007 10:42 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 11/07/2007 10:42 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer has not called back
 2. Writer spoke to DPSM to confirm his schedule for going to FL018
 3. DPSM stated:
 - * Please have the customer bring her vehicle to FL018 on 11/13 at 2:30
 - * If she needs to make it another day that will be ok
 4. Writer sending letter to customer with date and time to meet with DPSM
- CASE CLOSED PENDING **OCS** REFLASH

*** CASE CLOSE 11/07/2007 10:56 AM Eastern Daylight Time OSprague

*** NOTES 11/09/2007 08:41 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer left message stating:
 - * I will take my vehicle to FL018 on 11/13/07 at 2:30 PM and meet with the DPSM
 - * Thank you for your help

CASE PENDING **OCS** REFLASH

*** CASE CLOSE 11/09/2007 08:42 AM Eastern Daylight Time OSprague

*** FULFILL 11/13/2007 10:07 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 11/16/2007 10:06 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Reflash was performed by DPSM (DStevens) on 11/13
2. Writer left message for customer stating:

**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 ██████████	K1359866	4,100
Plantation, FL ██████████		Prod. Date: 4/14/07	Dealer: FL018 Coral Springs Kia	

*** CASE CLOSE 11/16/2007 10:11 AM Eastern Daylight Time OSprague

*** NOTES 12/27/2007 09:18 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received BBB notice with start date of 12/26/07
 2. Our records indicate vehicle's **OCS** light and radio have been rep**AIR**ed
 3. Writer will respond to BBB stating:
 - * Vehicle is rep**AIR**ed
 - * If customer is experiencing **OCS** concern. Kia would like the opportunity to perform **OCS** reflash with new tool
 - * If customer will not allow this, then please order TE
- CASE PENDING RESPONSE FROM BBB

*** CASE CLOSE 12/27/2007 09:19 AM Eastern Daylight Time OSprague

*** NOTES 01/15/2008 02:25 PM Eastern Daylight Time OSprague Action Type:Manager review

1. BBB has ordered TE
 2. BBB has scheduled arbitration for 1/30/08 at 1:00 pm
 3. DPSM (DStevens) will be at dealer (FL018) on 1/16 and will send copies of all ROs
 4. Recap will be completed to determine if case should be settled or arbitrated
 5. DPSM states that the only reason to arbitrate is to request an Interim Rep**AIR** since we have a fix for the **OCS** light
- CASE PENDING RO's

*** NOTES 01/18/2008 02:13 PM Eastern Daylight Time OSprague Action Type:Manager review

1. BBB sent copies of RO's and sales d**OCS**
 2. Dealer RDR'd wrong date
 3. Warranty start date should be 8/3/07 instead of 8/16/07
 4. Writer gave RDR correction request to C Molina
- CASE PENDING TE REPORT TO DETERMINE IF WE SHOULD PROCEED WITH ARBITRATION

*** NOTES 01/24/2008 09:00 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Warranty start date has been corrected to 8/3/7

*** NOTES 01/28/2008 03:58 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received e-mail from BBB stating:
 - * TE has been received
 - * TI duplicated **AIR**bag light not working
 - * TE did not duplicate radio concern
 - * TE confirmed there is film on the windshield but unable to determine cause.
2. Writer spoke to RCAM and the following was determined:
 - * Customer sent in MVDN after 2nd concern (should be 3 rep**AIR**s and still exist before sending MVDN)

**Kia Motors America
Consumer Affairs Department**

Page 5 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736975 ██████████	K1359866	4,100
Plantation, FL ██████████		Prod. Date: 4/14/07	Dealer: FL018 Coral Springs Kia	

- * Customer refused to allow Kia the final rep**AIR**
- * DPSM will proceed with arbitration and request an Interim Rep**AIR**
- Case pending arbitration on 1/30/08

*** NOTES 01/30/2008 02:39 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Arbitration was done
 2. DPSM noted:
 - * Customer has seat covers
 - * This could cause a problem with the **AIR** bag not working properly
 - * The DPSM and arbitrator CND the **AIR** bag concern
 - * The radio worked fine
 - * Not sure what the film on the windshield is
 - * The vehicle was very dirty and could not see the film on the window
- CASE IS PENDING ARBITRATOR DECISION

*** CASE CLOSE 01/30/2008 02:43 PM Eastern Daylight Time OSprague
Arbitrated on 1/30/08

*** NOTES 02/05/2008 01:56 PM Eastern Daylight Time OSprague Action Type:Manager review

1. BBB awarded repurchase decision
2. Case pending acceptance by customer

*** CASE CLOSE 02/05/2008 01:57 PM Eastern Daylight Time OSprague

*** NOTES 02/26/2008 02:04 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer accepted BBB decision on 2-18-08
2. The arbitrator noted there was damage on the vehicle that the customer needs to pay for
3. The customer got a rep**AIR** estimate from a body rep**AIR** shop
4. The customer is requesting the amount for the rep**AIR** be deducted from the amount Kia owes her
5. Writer responded to BBB stating:
 - * Customer needs to get estimate from Kia dealer
 - * Kia will take the 2 estimates and average them for the amount the customer will be charged
6. BBB sent e-mail today stating:
 - * Received fax from dealer body shop with estimate
 - * Estimate will be sent to KMA
7. Writer responded to BBB stating
 - * Amount customer owes is \$735.01 (average of the 2 estimates)
 - * This amount will be deducted from what KMA owes customer on the repurchase
 - * Due to delay in processing repurchase package pending rep**AIR** estimate, KMA is requesting an extension on the 30-day compliance
8. Repurchase package will be sent to NCA for check processing

**Kia Motors America
Consumer Affairs Department**

Page 6 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 ██████████	K1359866	4,100
Plantation, FL ██████████		Prod. Date: 4/14/07	Dealer: FL018	Coral Springs Kia

*** NOTES 03/21/2008 08:22 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per e-mail from JStroup in NCA:
 - * He received checks on Thursday (3/20) after the mail cut-off
 - * The checks will be sent to the region for Monday (3/24) arrival
2. Writer responded:
 - * Please send the checks directly to ISG
 - * Send copies to region
3. Writer will send ISG package without checks
4. Writer will explain to ISG that vehicle turn-in must be by 3/26

*** NOTES 03/25/2008 08:13 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to Jeff at ISG and he stated:
 - * This package has been turned over to a turn-in agent
 - * His name is Lynn Wong and he was advised this must be completed by 3/26
- CASE PENDING VEHICLE TURN-IN

*** NOTES 03/25/2008 11:29 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per e-mail from ISG agent:
 - * Vehicle turn-in is scheduled for 3/27
2. This is one day after the compliance date and payoff.
3. Writer confirmed payoff is less than lender check and payoff is good thru 4/4/08

*** CASE CLOSE 03/25/2008 11:31 AM Eastern Daylight Time OSprague

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2007 SORENTO LX 4X2 KNDJD736675 [REDACTED]	<u>Case Number</u> K1369922	<u>Mileage</u> 8,000
Maricopa, AZ [REDACTED]		Prod. Date: 6/23/06	Dealer: AZ019 Tempe Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 10/10/2007 09:23 AM US Mountain Standard Time SBowyer
CUST STATED

1. the **PASS** a/b light comes on at periodic times
2. the dlr is failing to make good on the warranty
3. can you force them to rep**AIR** it or to make them replace it for me
4. they would be held liable if it didnt work when we need it
5. big bell is where i bought it and i have also been to Tempe kia
6. i tried to go lemon law on it; but they couldnt duplicate it; it is very intermittent
7. tempe was able to duplicate it once; but they dont have a loaner program so it is hard to be without a vehicle
8. i am still waiting on tempe kia to call me about getting a pwr steering hose fixed; i last delt with Clint at the tempe kia
9. when they did duplicate it, they said that they had 4 or 5 people get in and out when it didnt activate; then when they turned the car off it started to work again once they turned it back on
10. we are concerned about our safety in an accident; there could be a huge lawsuit

WRITER STATED

1. sorry
2. warranty is for factory defects
3. the svc technicians duplicating the issue is what determines what rep**AIR**s are done
4. do see that the techs have involved the kia techline to get some assistance on this; without duplication; the dlr is not allowed to simply guess which parts to replace
5. kma wants to assist in whatever way possible, so kma requests that cust make another appt for this to be diagnosed
6. writer cannot assist directly with lemon law or lawsuits or legal action period, but can get the right KMA reps involved to come to a resolution on this problem
7. warranty doesnt carry a provision for rental/loaner; if dlr needs veh for extenuating time frame for an actual rep**AIR**, this dpt can review this with the dpsm on a case by case basis..
8. a/b's are designed as supplemental restraint systems; the seat belt is the primary; a/b's are not designed to deploy in every accident
9. on day car goes in, call this office back so that a follow up can be done and the necessary KMA people can be involved
10. provided case id

CUST THANKED WRITER--CALL ENDED

*** CASE CLOSE 10/10/2007 09:23 AM US Mountain Standard Time SBowyer

*** PHONE LOG 10/11/2007 06:32 AM US Mountain Standard Time L.Colema Action Type: Incoming call
Cust States:

1. Provided file number.
2. Spoke with Spencer.
3. Was told to call back when taking veh to dlr for **PASS**enger side **AIR** bag light.
4. Also taking veh for leak in power steering hose.
5. Dlr can keep veh for a week, will car pool with wife.
6. On way to dlr now with veh.

Writer states:

1. Dlr will have to be able to duplicate **AIR** bag light concern in order to be able to rep**AIR**.
2. Writer will call cust back when have more information.
3. Provided writer's ext.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1369922	8,000
Maricopa, AZ ██████████		Prod. Date: 6/23/06	Dealer: AZ019	Tempe Kia

*** PHONE LOG 10/11/2007 08:19 AM US Mountain Standard Time RChacon Action Type:Incoming call
BILL FROM AZ019. STATED:

1. CALLING ABOUT MR. ██████████ GAVE CASE #

WRITER STATED:

1. LOOKS LIKE FCM LCOLEMAN IS WORKING CASE
2. TRANSFERRED TO FCM LCOLEMAN

*** PHONE LOG 10/11/2007 08:25 AM US Mountain Standard Time LColema Action Type:Incoming call
Srv Mgr Bill from AZ019 Tempe Kia states:

1. Veh is here.
2. Installing power steering hose.
3. Last time veh was here for **AIR** bag light concerned adv cust to read section in OM about how **AIR** bag sensor works.
4. Cust stated there wasn't any information in OM, so copied section for cust.
5. Will test drive veh with other people sitting in **PASS**enger seat.
6. If can't duplicate concern will give veh back to cust stating on RO that **AIR** bag is working as designed.
7. Cust stated he was going to leave veh for the week until we were able to fix.
8. Will call writer back after test drive.

*** CASE CLOSE 10/11/2007 01:05 PM US Mountain Standard Time LColema

*** NOTES 01/15/2008 04:54 PM Pacific Daylight Time TYoung Action Type:Manager review
IRL ADRIAN W

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1585278	8,483
Lebanon, VA ██████████		Prod. Date: 12/1/06	Dealer: TN034 Wallace Kia of Bristol	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 05/07/2009 06:12 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. THE **PASSE**NGER SIDE **AIR** BAG IS NOT COMING ON AND OFF CORRECTLY, REGARDLESS OF WHO SITS THERE.
2. SOMETIMES IT WILL WORK BUT OTHER TIMES IT WORK.
3. THE DEALERSHIP HAS BEEN ABLE TO DUPLICATE IT BEFORE. IT HAS BEEN ADJUSTED BUT IT STILL DOES NOT WORK PROPERLY.
4. 2/9/09 IS THE LAST TIME I WAS THERE.
5. ALSO. AT ABOUT 30 MPH THERE IS A JERKING IN THE TRANSMISSION.
6. DEALERSHIP KIA IS AWARE OF THE PROBLEM AND YOU GUYS DO NOT HAVE A FIX FOR IT.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I WILL HAVE TO CALL THE DEALERSHIP TO SPEAK TO THEM ABOUT THIS.
3. WE DO NOT HAVE ANY TECH CASES OPEN WITH REGARDS TO THE **AIR** BAG LIGHT OR THE JERKING.
4. WE WOULD NEED TO GO THROUGH A PROCESS INVOLVING ADDITIONAL RESOURCES BEFORE WE CONSIDERED SOMETHING IRREPARABLY.

CUSTOMER STATES.

1. CHRIS STAPLETON IS THE PERSON I AM SPEAKING TO.

WRITER STATES.

1. I WILL HAVE TO CALL THEM AND THEN RETURN YOUR CALL.

*** PHONE LOG 05/12/2009 12:15 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CHRIS IN SERVICE
CHRIS STATES.

1. THE **AIR** BAG MODULE WAS UPGRADED NOT SURE WHAT ELSE WE CAN DO THAT. YOU CAN HAVE HER COME BACK DOWN FOR THAT ONE.
2. AT ABOUT 35 OR 50 THE CAR HAS A SURGE IN THE TRANSMISSION. IT IS ONLY BETWEEN THOSE SPEEDS AND OUR TECHNICIAN SAID HE SPOKE TO SOMEONE AT KIA AND THERE IS NOT A FIX FOR IT RIGHT NOW.

WRITER STATES.

1. I DO NOT SEE ANY TECH CASE OPEN FOR THIS SO PLEASE OPEN UP A TECH CASE.
2. I WILL TELL HER TO GO IN WITH REGARDS TO THE **AIR** BAG AND I WILL CALL THE REP TO SEE IF WE DO HAVE A FIX FOR THE SURGING OR WHAT ELSE WE CAN DO.

DEALERSHIP STATES.

1. THANK YOU.

*** PHONE LOG 05/12/2009 12:16 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED ██████████ AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 05/13/2009 11:34 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER CHRIS C. AND EXPLAINED SITUATION
CHRIS STATES.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1585278	8,483
Lebanon, VA ██████████		Prod. Date: 12/1/06	Dealer: TN034 Wallace Kia of Bristol	

1. THERE IS A T.S.B. FOR THE SHUTTERING AT A CERTAIN SPEED WITH THE TORQUE CONVERTER SO WE WOULD NEED TO VERIFY THAT HAS BEEN DONE. IT HAS THEN THERE IS REALLY NOT A LOT WE CAN DO.
2. THAT IS A CHARACTERISTIC OF TORQUE CONVERTER

WRITER STATES.

1. I WILL EXPLAIN THAT IF THE TSB HAS BEEN DONE.
2. IF SHE IS NOT HAPPY WITH THAT THEN I WILL SEND IT TO YOUR REGIONAL OFFICE.

CHRIS STATES.

1. THAT IS FINE.

*** PHONE LOG 05/13/2009 11:39 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED ROGER. SERVICE MGR AND EXPLAINED SITUATION
ROGER STATES.

1. WE HAVE NOT DONE THE TSB ACCORDING TO THE REPAIR ORDER WE HAVE IN FEB.
2. WE CAN DO IT AND THEN WE CAN GO FROM THERE

WRITER STATES.

1. IF THERE ARE QUESTIONS ON IT PLEASE CALL YOUR FACTORY REP.

ROGER STATES/

1. WE WILL TAKE CARE OF IT.

*** PHONE LOG 05/13/2009 11:42 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED MR. HURLEY AND LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 05/15/2009 09:37 AM US Mountain Standard Time JSinclair Action Type:Incoming call

Customer states:

1. Can I talk to Steve
- Wtr transferred to SLarez

*** PHONE LOG 05/15/2009 10:30 AM US Mountain Standard Time SLarez Action Type:Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES.

1. I AM CALLING YOU BACK

WRITER STATES.

1. I SPOKE TO ROGER AT THE DEALERSHIP AND WE CAN DO A REPAIR TO THE VEHICLE.
2. A T.S.B., RECOMMENDED REPAIR FOR A PARTICULAR CONCERN, IS OUT ON THIS VEHICLE SO THAT PARTICULAR T.S.B HAS NOT BEEN PERFORMED TO THIS CAR.
3. IT NEEDS TO GET TO GET DONE. OFFERED TO CONNECT CUSTOMER TO DEALERSHIP

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1585278	8,483
Lebanon, VA ██████████		Prod. Date: 12/1/06	Dealer: TN034 Wallace Kia of Bristol	

1. NO I WILL CALL THEM

WRITER STATES.

1. PLEASE CALL ME WHEN THE CAR IS THERE TO ENSURE THIS GETS FIXED.

*** PHONE LOG 05/18/2009 12:53 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

DEALER STATES(SVC MGR-ROGER-TN034):

1. CALLING TO FIND OUT WHO IS THE CUSTOMER SERVICE REP THAT SPOKE TO THIS CUSTOMER?
2. NEED TO KNOW WHAT TSB THE REP WAS TELLING CUSTOMER ABOUT REGARDING TRANSMISSION SHIFTING PROBLEM?
3. WE DID GET PARTS FOR THE RECALL (SC076) LAST WEEK AND WILL TAKE CARE OF THAT.
4. I KNOW I DID SPEAK TO SOMEONE ABOUT THIS CASE LAST WEEK AS WELL., WHO WAS THAT?
5. WOULD LIKE TO SPEAK TO FCM, STEVE
6. WILL LEAVE VM MESSAGE FOR CALL BACK.

WRITER STATES:

1. CONFIRMED CUSTOMER INFO.
2. LOOKS LIKE CUSTOMER WAS SPEAKING TO FCM, STEVE
3. REVIEWED ALL CASE NOTES WITH DEALER SVC MGR
4. ADVISED THAT NOTES DO NOT CLARIFY WHAT TSB IS BEING RECOMMENDED, CAN SEE DEALER ADVISED LAST WEEK THERE WAS A TSB?
5. SHOWING THAT THERE IS A REPROGRAM FOR RECALL (SC076)
6. DEALER WOULD HAVE RECEIVED THIS INFO LAST WEEK FOR RECALL.
7. WILL CHECK TO SEE IF FCM, STEVE IS AVAILABLE ASKED CUSTOMER TO HOLD.
8. ADVISED THAT STEVE IS ON ANOTHER LINE OR AWAY FROM HIS DESK
9. WOULD DEALER LIKE TO LEAVE VM MESSAGE?
10. TRANSFER SVC MGR, ROGER (TN034) TO STEVE LAREZ VM.

*** PHONE LOG 05/22/2009 01:15 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND LEFT MESSAGE WITH CHRIS FOR ROGER TO RETURN CALL.

*** PHONE LOG 05/27/2009 07:50 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED ROGER IN SERVICE

WRITER STATES.

1. CALLING YOU BACK REGARDING THE T.S.B

ROGER STATES.

1. WE DID FIND IT, WE EITHER HAVE DONE IT ALREADY FOR THE CUSTOMER OR SHE IS GOING TO COME IN TO GET IT DONE.
2. I CANNOT LOOK AT THE R.O. SINCE I AM DOWN STAIRS.

WRITER STATES.

1. AS LONG AS YOU FOUND IT I WILL CALL THE CUSTOMER AND ADVISE HER OF THE SITUATION
2. IF SHE HAS NOT HAD IT DONE I WILL HAVE HER CALL YOU DIRECTLY SO AN APPOINTMENT CAN BE

Kia Motors America
Consumer Affairs Department

Page 4 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1585278	8,483
Lebanon, VA ██████████		Prod. Date: 12/1/06	Dealer: TN034 Wallace Kia of Bristol	

MADE

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 05/27/2009 07:51 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED 2762194958 AND LEFT MESSAGE FOR MR. HURLEY
WRITER STATES.
1. I SPOKE TO SERVICE MGR ROGER. NOT SURE IF YOU HAD THE SERVICE COMPLETED YET. PLEASE CALL ME
BACK

*** PHONE LOG 05/27/2009 07:53 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED ██████████ AND LEFT MESSAGE FOR A RETURN CALL.
1. I SPOKE TO ROGER SERVICE MGR. PLEASE CALL ME BACK WITH REGARDS TO THE CAR. NOT SURE IF THE
T.S.B WAS PERFORMED, WOULD LIKE TO CONFIRM THAT WITH YOU GUYS.

*** PHONE LOG 05/28/2009 12:31 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED ██████████ AND LINE WAS BUSY

*** PHONE LOG 05/28/2009 12:31 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED ██████████ AND LEFT MESSAGE FOR A RETURN CALL.

*** CASE CLOSE 05 29 2009 12:42 PM US Mountain Standard Time SLarez

*** CASE CLOSE 07/06/2009 03:23 PM Pacific Daylight Time FLan

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

<u>Last_name</u>	<u>First_name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75 ██████████	K1407876	12,000
Perry, GA ██████████		Prod. Date: 11/21/06	Dealer: GA062	Riverside Kia

Case History

Complaint Repurchase

*** NOTES 01/28/2008 03:25 PM Pacific Daylight Time MHillegas Action Type:Manager review

1. NCA received ADL and attachments from Alex Simanovsky & Assoc., LLC
2. Letter states:
 - a. office represents client
 - b. do not contact customer directly
 - c. alleged defects: **AIR**bag, transmission, brakes, electrical
3. Attorney requests refund for vehicle, cancellation of contract and attorneys fees
4. Request response within 14 days.
5. Writer to scan letter and attachments into case and dispatch to the region for further handling.

*** NOTES 01/29/2008 01:58 PM Eastern Daylight Time DBurke Action Type:Manager review

- Wtr states:
1. Mailed Atty a "Refer to BBB" letter due to KMA being certified in the state of Georgia.
 2. Closing case pending any new information.

*** CASE CLOSE 01/29/2008 02:01 PM Eastern Daylight Time DBurke

*** NOTES 02/12/2008 03:27 PM Pacific Daylight Time MHillegas Action Type:Manager review
NCA received a certified letter from the customer.

The letter contained a Notice to Manufacturer of Final Opportunity to Rep**AIR**.

The notice states:

1. The manufacturer's authorized agent has been unable to rep**AIR** or correct nonconformity or non-conformities listed below, and that you as the manufacturer have an opportunity for a final rep**AIR** attempt.
2. Alleged defects: **AIR**bag, transmission, brakes, electrical
3. There have been 3 or more rep**AIR** attempts.
4. This is a notification of the final opportunity to correct the continuing substantial defect or condition.
5. Writer to scan into case and forward to the region for further handling.

*** NOTES 02/12/2008 03:33 PM Pacific Daylight Time MHillegas Action Type:Manager review

.....CORRECTION.....

NCA received Notice of Manufacturer of Final Opportunity to Rep**AIR** from Alex Simanovsky & Associates, Attorney for customer Rhonda L. Hurst.

*** PRIORITY CHANGE 02/13/2008 03:51:39 PM DBurke

*** NOTES 02/14/2008 02:32 PM Eastern Daylight Time DBurke Action Type:Manager review

Kia Motors America
Consumer Affairs Department

Page 2 of 3

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 EX	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736X75 ██████	K1407876	12,000
Perry, GA ██████		Prod. Date: 11/21/06	Dealer: GA062 Riverside Kia	

4. Faxed Mr. Gordy a copy of the Final Rep**AIR**.
5. Faxed a copy of the final rep**AIR** to Clyde Teasley.
6. FedExed a copy of the F/R to the customer's Atty.
7. Closing case pending F/R Results.

*** COMMIT 02/14/2008 02:32 PM Eastern Daylight Time DBurke Action Type:Callback Required

*** CASE CLOSE 02/14/2008 02:37 PM Eastern Daylight Time DBurke

*** NOTES 02/28/2008 11:25 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called the dlr and asked how the rep**AIR** of the vehicle is going.

Wayne Gordy Srv Mngr stated:

1. We spoke with Steve Rupert FTR yesterday and he told us what to do.
2. I think he did not do a step or forgot a step.
3. Were getting the vehicle ready to give back to the customer.

Wtr states:

1. Ok, I will call back by the end of the day to see the refalsh tool was successful.
2. Wtr Wayne and ended the call.

*** NOTES 03-04-2008 10:18 AM Eastern Daylight Time DBurke Action Type:Manager review

Called the dlr and stated:

1. I am calling in reference to the ██████ vehicle.

Wayne Gordy states:

1. We reflashed the vehicle with Steve's help.
2. We tested the seat out and it preformed great.
3. I have not heard from the customer since.

Wtr states:

1. Thank you so much for the update.
2. Wtr ended the call.

*** NOTES 03-07-2008 05:32 PM Pacific Daylight Time KWarren Action Type:Manager review

NCA received Replacement or Repurchase Request from customer's attorney.

1. Form states that the defects continue to exist and requests that we replace or repurchase (repurchase is circled) the vehicle described above within 30 days from the receipt of this notice.

Wtr to attach documents to case.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736X75 ██████	K1407876	12,000
Perry, GA ██████		Prod. Date: 11/21/06	Dealer: GA062 Riverside Kia	

*** PRIORITY CHANGE 03/07/2008 03:33:24 PM KWarren

*** NOTES 03/14/2008 05:11 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Mailed Atty 2 teir offer letter.
2. Closing case pending receipt of the offer letter.

*** CASE CLOSE 03/14/2008 05:12 PM Eastern Daylight Time DBurke

*** CASE CLOSE 04/11/2008 01:29 PM US Mountain Standard Time TMorales

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1399734	1,400
Yadkinville, NC ██████████		Prod. Date: 12/7/06	Dealer: NC009	Bob King Kia

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 01/07/2008 08:29 AM US Mountain Standard Time JHirshfield caller

- 1 she has had a problem with the **OCS** ever since they bought the car
- 2 she has had it to NC009 4X already and it still does not work
- 3 took it back in the day before yesterday and they were told that this is "the factory's fault" and there is nothing else that they can do
- 4 also told that Kia has had "so many problems with this **OCS** that they don't even know what to do about it"

wtr

- 1 apologized for the condition
- 2 advised that Kia does not have "so many problems" with their **OCS**
- 3 confirmed that they had the FTR address the problem and the **OCS** was operating correctly at that time (12/22/07)
- 4 advised that I would need to contact the Kia regional rep and get him involved
- 5 Kia is not going to tell her that "they cannot fix the problem" and give her the car back -they will resolve her concern

cust

- 1 "all I know is that I have a 10/100 warranty on this car and cannot get it fixed"

wtr

- 1 will recontact after speaking with the Kia DPSM

*** PHONE LOG 01/07/2008 08:42 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr spoke with svc mgr Donnie @ NC009 who stated

- 1 when the cust had the car in a few days ago, they were unable to duplicate the situation
- 2 they had probably six people sit in the seat and it worked as designed
- 3 he did send an e-mail to his DPSM (Bob Stricklen) regarding this customer's complaint
- 4 told by TechLine that there is another computer reprogram coming out in the middle of Jan but it has to be performed by the FTR
- 5 he requested from DPSM that cust be put on the list to have this reprogram performed
- 6 he thinks that it may something to do with how the "cust is built"

wtr

- 1 will contact DPSM and speak with him regarding this matter

*** EMAIL OUT JHirshfield Action Type:External email

Send to:[rstricklen@kiausa.com]

Bob:

This customer is very frustrated with the situation. I will contact you and see what you suggest.

Thanks,

Jon H ---KCC X 46635

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer 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: \\conubs\Clarify\OR\CA Attachments\SendHistory\Case_K1399734_JHirshfield_01-07-2008\083635.doc>>

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1399734	1,400
Yadkinville, NC ██████████		Prod. Date: 12/7/06	Dealer: NC009	Bob King Kia

*** NOTES 01/07/2008 09:54 AM US Mountain Standard Time JHirshfield Action Type:Manager review per e-mail from DPSM:

1. he just emailed the FTR & Yasmine the case
2. follow protocol regarding how to handle the case

*** PHONE LOG 01/07/2008 09:56 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call wtr LVM for SRC AA Yasmine E stating

1. spoke with DPSM and he suggested that the SRCA follow up with the cust regarding her concern
2. i will contact the cust and let her know that her case has been elevated to the regional level and she should be contacted in the next few days
3. if there are any questions, please contact wtr

*** PHONE LOG 01/07/2008 10:00 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call wtr spoke with cust and stated

1. case has been escalated to our regional office
2. they are in the position to advise her as to what options there are
3. she should hear from them in the next three working days
4. if not, please contact wtr for further assistance

cust thanked wtr for the assistance

*** NOTES 01/07/2008 10:00 AM US Mountain Standard Time JHirshfield Action Type:Manager review case dispatched to SRC A for assist determination

*** NOTES 01/08/2008 03:29 PM Eastern Daylight Time YEpps Action Type:Manager review Writer sent the FTR request.

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

*** PHONE LOG WITH COMMITMENT 01/10/2008 10:39 AM Eastern Daylight Time YEpps Action Type:Outgoing call Writer called customer (██████████) who stated:

1. have had the car in 4X for the **PASS**enger **AIR**bag light.
2. I was told that they rebooted the system a couple of times.
3. when I would speak to the SM, he would kind of throw his hands up and say that there is nothing he can do for the car.
4. he said that he has to see it light with his own eyes.
5. it works only half of the time.
6. also spoke to the Sales Mgr.
7. he told me to leave the car and gave me a loaner Sorento.
8. it did the same thing, and I had a salesman verify it.
9. keep a log of all of the times the **AIR**bag hasn't worked and when I brought the car in to be fixed.
10. I was not given an RO every time I brought it in even though I asked for one.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1399734	1,400
Yadkinville, NC ██████████		Prod. Date: 12/7/06	Dealer: NC009 Bob King Kia	

11. will mail the log to you.
12. will bring the car in on Monday morning.

Writer stated:

1. apologized.
2. advised that the FTR will be at NC009 1/14/08 to rep**AIR** the vehicle.
3. requested a copy of the customer's log.
4. gave contact info and mailing address.

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

Case closed pending FTR rep**AIR**.

*** CASE CLOSE 04/10/2008 11:26 AM US Mountain Standard Time TMorales

**Kia Motors America
Consumer Affairs Department**

Page 1 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736275 ██████████	K1417489	21,000
White, GA ██████████		Prod. Date: 7/13/06	Dealer: GA037 Terry Reid Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 02/25/2008 06:51 AM US Mountain Standard Time AJudson
Alicia Adcock States:

1. I have taken the vehicle in and they have replaced the seat to correct my *AIR* bag light concern.
2. Took the first time and they (did not state names) CND the concern.
3. My vehicle is not currently at GA037 but I am taking it in later this week.

Writer States:

1. Apologized for the problem.
2. Writer will ensure that all resources are being involved to resolve customer concern.
3. Gave customer case number.
4. Advised to call KCA once the vehicle is at GA037 for a FCM to follow up.
5. GA037 does have to duplicate the concern in order to make rep*AIR*s.

*** NOTES 02/25/2008 06:51 AM US Mountain Standard Time AJudson Action Type:Manager review

CHECK WITH GA037/DPSM TO SEE IF THE REFLASH FOR *AIR*BAG LIGHT IS APPLICABLE TO CUSTOMER CONCERN.

*** CASE CLOSE 02/25/2008 06:52 AM US Mountain Standard Time AJudson
PENDING CALLBACK

*** PHONE LOG 03/03/2008 11:11 AM US Mountain Standard Time UValencia Action Type:Incoming call
caller states

- 1.- I took it on Friday, and they keep checking it, and they know that there is something wrong
- 2.- and they are knowledge that something is wrong, and they said that they can fix it
- 3.- and I want to either Kia fixes my car, or they can take it back, because I don't want a car like this
- 4.- you can reach me at ██████████

wrt states

- 1.- apologized
- 2.- wrt will follow up with svc mgr and DPSM
- 3.- as soon as more information becomes available, wrt will follow up with est
- 4.- provided case# and contact information

*** PHONE LOG 03/03/2008 02:00 PM US Mountain Standard Time UValencia Action Type:Incoming call
caller states

- 1.- I called this morning, and the person that I spoke with, stated that he would call me back

wrt states

- 1.- apologized
- 2.- wrt was still waiting for answer
- 3.- est thanked wrt for information

*** PHONE LOG 03/03/2008 02:10 PM US Mountain Standard Time UValencia Action Type:Outgoing call

wrt called svc mgr at Ga037

wrt states

**Kia Motors America
Consumer Affairs Department**

Page 2 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736275 ██████	K1417489	21,000
White, GA ██████		Prod. Date: 7/13/06	Dealer: GA037 Terry Reid Kia	

2.- did dealer found any codes?

caller states Jonna

- 1.- It states that there were no problems found
- 2.- they check the sensor, no faults, the technician that worked on it is on vacation this week, so I can take a look of the hard copy
- 3.- that is not something that we would tell the cst
- 4.- I have notes stating that no problem was found, that it was found operating as design

*** PHONE LOG 03/03/2008 02:25 PM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called Ms Adcock

- 1.- when we made the appointment the light was on, and when we got there on Friday was working
- 2.- just the day that they check it was not on, and this is what is been happening, when we make the appointments it has been on, but when we take it in, the car is working
- 3.- Lisa Smith, is the one that said that KMA is aware of this, and that is normal because all 07 models are doing it
- 4.- I am not satisfied with this, I live about 35 minutes from the dealer, and is not that convenient to take it in so they can see it, then to make an appointment, and when I go in the problem is not present
- 5.- what other options do I have, the WCIM states about repurchasing the vehicle back
- 6.- and I don't want to drive a car that is not safe
- 7.- so how do I go about that? repurchased of vehicle

wrt states

- 1.- wrt spoke with svc mgr. who stated that when car was there on Friday, it was working as design
- 2.- dealer must be able to duplicate concern
- 3.- KMA will provide all available resources to dealer to fix concern
- 4.- next time that light comes on, contact wrt then wrt can call dealer and DPSM and asked them to verify concerns
- 5.- KMA will stand behind the warranty terms, and to fix the vehicle the problem has to be duplicated
- 6.- for repurchased, refer cst to WCIM
- 7.- provided case# and contact information

*** CASE CLOS. 03/04/2008 11:40 AM US Mountain Standard Time UValencia

*** PHONE LOG 03/05/2008 09:35 AM US Mountain Standard Time JSincL**AIR** Action Type:Incoming call

Customer states:

1. I have a safety concern with my vehicle
2. The **PASS**enger **AIR** bag light is always on and the dealership has been unable to rep**AIR** the vehicle
3. I contacted the BBB and they told me that there are rules for the repurchase
4. And I may not get the full amount back, depending on mileage
5. I don't want to be stuck with a bill so I want to know the amount I would get back

Wtr states:

1. Apologized
2. Wtr is not legally trained to give you that kind of info
3. At this point are you willing to give Kia an another opportunity to fix you vehicle

Customer states:

1. I do not know yet
2. I want to find out how the repurchase works then I will make my decision on filing lemon law
3. I will call back once a decision is made

Thanked and call ended

Kia Motors America
Consumer AffAIRs Department

Page 3 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736275 ██████	K1417489	21,000
White, GA		Prod. Date: 7/13/06	Dealer: GA037	Terry Reid Kia

*** NOTES 03/05/2008 09:37 AM US Mountain Standard Time JSinclair **AIR** Action Type: Manager review
Dispatching case to region for the following reasons:
1. Customer has contacted BBB
2. But is inquiring about amount she would get back for repurchase
3. Dispatching for contact if appropriate
4. Customer having issue with **OCS** light

*** NOTES 03/05/2008 06:27 PM Eastern Daylight Time DBurke Action Type: Manager review
Wtr states:
1. Tried to contact the cust there was no answer.
2. LVM for cust call back.

*** PHONE LOG 03/07/2008 12:03 PM Eastern Daylight Time ABrown Action Type: Outgoing call
1. Wtr tried to contact cust
2. LVM for cust call back
3. Contacted SM (Donna) at the dealer for ROs and Technotes

*** PHONE LOG 03/07/2008 12:48 PM Eastern Daylight Time ABrown Action Type: Incoming call
1. Cust contacted SRC AA
2. Cust stated:
* Cust stated concerns with her vehicle's **AIR** bag light
* She currently has her car
* Concerned for the proper function of the **AIR** bag
* Inquired about repurchase but unsure
* If there was a fix that would be great
3. Wtr stated
* I understand your concern
* I have contacted the dealer for additional information
* After further review of your situation I will contact you again 24-48 business day hours
4. Cust stated
* Thank you so much for your help
5. Wtr thanked cust for her time and ended call

*** COMMIT 03/07/2008 12:49 PM Eastern Daylight Time ABrown Action Type: Callback Required

*** PHONE LOG 03/07/2008 03:43 PM Eastern Daylight Time ABrown Action Type: Outgoing call
1. Writer contacted Steve Rupert
2. Writer stated:
* I am looking to see where the re-flash tool is for the 07 Sorento's **AIR** bag light
* I have a customer who is having concerns with her **PASS**anger **AIR** bag light
3. Steve Rupert stated:

**Kia Motors America
Consumer Affairs Department**

Page 4 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736275 ██████	K1417489	21,000
White, GA ██████		Prod. Date: 7/13/06	Dealer: GA037 Terry Reid Kia	

- * Please send FTR request
- * Tool will be ready for your use in about 2 weeks
- 4. Writer thanked Steve Rupert and ended call

*** PHONE LOG 03/07/2008 03:46 PM Eastern Daylight Time ABrown Action Type:Outgoing call

1. Writer contacted Ms. Adcock
2. Writer stated:
 - * It will be approx 2 weeks to be able to get the needed tool to your dealer
 - * When are the best days and hours for you when I make your appoint?
3. Cust stated:
 - * Any day is good between 9:00 am and 2:00 pm
4. Writer thanked cust and will contact her as soon as I am able to schedule an appoint
5. Writer ended call

*** NOTES 03/14/2008 05:46 PM Eastern Daylight Time DBurke Action Type:Manager review

- Wtr states:
1. Key Martin at GA054 called and stated:
 2. I have the tool here with me I am going to FedEx the **OCS** tool to you today.
 3. Wtr thanked the customer and ended the call.

*** PHONE LOG 03/18/2008 03:09 PM Eastern Daylight Time ABrown Action Type:Incoming call

1. SRC AA received Sorento 07 **OCS** reflash tool
2. Contacted dlr
 - * Talked to Mike
 - * Sending tool to dlr for tomorrow 3/19/08 to reflash Ms. Adock's tool
 - * Made appt at 4:00 PM for delivery of vehicle
3. SRC AA contacted cust
 - * Scheduled appt for 4:00 PM for reflash
4. Cust stated:
 - * That is fine
 - * Thank you
5. Writer ended call

*** PHONE LOG 03/25/2008 08:02 AM Eastern Daylight Time ABrown Action Type:Outgoing call

1. Writer contacted cust
 - * Inquired about **OCS** light
 - * Has it had come back on since the reflash?
2. Cust stated:
 - * I have not had any problems with the **OCS** light since the rep**AIR**
 - * However, I have not had anyone ride with me since then
3. Writer stated:
 - * I would like to offer you GW for your inconvenience if you are satisfied with the rep**AIR**s.
4. Cust stated:
 - * OK
5. Writer stated:
 - * I am going to send out an offer letter to you
 - * If you are satisfied with everything before the date of expiration you can sign it and send it back
6. Cust stated

**Kia Motors America
Consumer Affairs Department**

Page 5 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1417489	21,000
White, GA ██████████		Prod. Date: 7/13/06	Dealer: GA037 Terry Reid Kia	

- * OK, thank you
- 7. Writer stated
- * OK, have a great day
- 8. Writer ended call

*** NOTES 03/25/2008 08:02 AM Eastern Daylight Time ABrown Action Type:Manager review
1. Writer sending out GW offer for \$500.00

*** NOTES 03/27/2008 09:49 AM Eastern Daylight Time DBurke Action Type:Manager review
Closing case pending receipt of GW letter.

*** CASE CLOSE 03/27/2008 09:51 AM Eastern Daylight Time DBurke

*** NOTES 03/27/2008 02:00 PM Eastern Daylight Time ABrown Action Type:Manager review
1. Writer received GW offer letter signed by customer
2. Processing GW for NCA

*** CASE CLOSE 04/03/2008 11:03 AM Eastern Daylight Time ABrown

*** FUL.FILL 04/04/2008 08:42 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** CASE CLOSE 04/10/2008 01:20 PM US Mountain Standard Time JHirshfield
*AIR*bag Tread Review -- JH

*** NOTES 04/28/2008 08:04 AM Eastern Daylight Time ABrown Action Type:Manager review
1. SRCAA received GW check from NCA
1. Sending check to customer

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736X75 ██████████	K1450786	4,200
Bronx, NY ██████████		Prod. Date: 10/31/06	Dealer: NJ009	Mahwah Kia

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 05/23/2008 06:05 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I RECENTLY PURCHASED THIS VEHICLE.
2. IT HAS BROKE DOWN TWICE ON ME ALREADY.
3. I BOUGHT THE CAR FROM NY051.
4. THE FIRST TIME IT BROKE DOWN THERE WAS A PROBLEM W/ THE FUSE BOX.
5. THE LAST TIME I WAS IN NJ AND FUELED UP THE CAR AND THE SAME THING AGAIN.
6. THE VEHICLE WAS TOWED TO NJ009 KIA LAST FRIDAY.
7. AS OF YESTERDAY, THEY HAVEN'T EVEN LOOKED AT IT TO DIAGNOSED THE PROBLEM.
8. I ASKED FOR A LOANER AND THEY SAID BECAUSE I DID NOT BUY THE CAR FROM THEM I COULD NOT GET A LOANER.
9. I'VE BEEN SPEAKING TO PATTY EGAN IN SVC.
10. I WANT MY CAR BACK!

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL CALL 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 ██████████

*** PHONE LOG 05/23/2008 06:16 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED NJ009 AND TALKED TO JOAN.
2. WRT ASKED FOR MORE INFORMATION ABOUT MR IANNUZZI'S VEHICLE.
3. JOAN STATED:
 - a) WE HAVE NOTHING YET.
 - b) MY TECH WAS SPEAKING TO TOM YESTERDAY.
 - c) IT'S GOT AN ELECTRICAL PROBLEM THAT'S ALL WE KNOW.
 - d) WE'LL KNOW MORE ABOUT IT AFTER 3:00 PM TODAY.
4. WRT THANKED JOAN FOR THE INFO.

*** PHONE LOG 05/23/2008 06:20 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DPSM. TOM NASSAR.
2. WRT TOLD TOM ABOUT THE CURRENT VEHICLE'S CONCERN.
3. THE VEHICLE HAS BEEN AT NJ009 SINCE LAST FRIDAY 5/16.
4. WRT EXPLAINED THE CUSTOMER'S REQUEST FOR ASSISTANCE W/ A RENTAL VEHICLE.
5. TOM STATED:
 - a) I'LL BE AT NJ009 LATTER TODAY.
 - b) I WILL DO THREE DAYS OF RENTAL.
 - c) HAVE THE CUSTOMER STOP BY THE DEALER AND TALK TO JOAN ABOUT IT.
6. WRT THANKED TOM FOR HIS ASSISTANCE.
7. WRT WILL CALL THE CUSTOMER BACK AND ADVISE.

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

Send to:[tnassar@kiausa.com]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has

**Kia Motors America
Consumer Affairs Department**

Page 2 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75 ██████████	K1450786	4,200
Bronx, NY ██████████		Prod. Date: 10/31/06	Dealer: NJ009	Mahwah Kia

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.

Call me back at ext 45605.

<<File Attachment: \copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1450786_ERuiz_05-23-2008072044.doc>>

*** PHONE LOG 05/23/2008 06:33 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR ██████████
2. WRT EXPLAINED ALL THE PERTINENT INFO ABOUT THE DPSM'S DECISION.
3. MR IANNUZZI STATED:
 - a) I'LL TALK TO JOAN ABOUT IT.
 - b) IT'S A LONG 35 MILES BIKE RIDE TO THE DEALER.
 - c) THE LAST TIME THE VEHICLE WAS AT THE KIA OF THE BRONX. THEY GOT THE CAR IN AND OUT IN TWO DAYS.
 - e) THE CAR SAT THERE FOR FIVE DAYS BEFORE THEY COULD SEE IT.
 - f) THANK YOU FOR ALL YOUR HELP. I'LL SPEAK TO JOAN.

*** PHONE LOG 05/23/2008 01:50 PM US Mountain Standard Time TShamburger Action Type:Incoming call

Customer Enrico called ---

- 1 I wanted ██████████ to know the dlr did not call me and give me an update on my car.
 2. I know its too late to do anything about it now
 - 3 but let ██████████ want to know about the dlr is doing
 - 4 I know the kia rep was going to speak to dlr today but have not gotten any info.
 - 5 now it will not be until Tuesday before i hear something.
- wrt states
1 im sorry
2 but wrt will let ██████████ know about your concern.
3 Ezekiel comes in early Tuesday morning Im sure he will get the information you need after he checks on your vehicle.
cust thanked wrt call ended

*** PHONE LOG 05/27/2008 06:15 AM US Mountain Standard Time EEscobedo Action Type:Incoming call

Cust stated:

1. I have been having a hell of a TIME getting a hold of someone who can help me
2. I been speaking to Zeke. i want to know what the status of my vehicle is?

Writer:

1. Sorry
2. Appears FCM Zeke is still handlign this for cust
3. Will xfer to FCM one moment

Writer Warm xfer to Zeke.

*** PHONE LOG 05/27/2008 06:16 AM US Mountain Standard Time ERuiz Action Type:Incoming call
CALL TRANSFERRED TO WRT

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736X75 [REDACTED]	K1450786	4,200
Bronx, NY [REDACTED]		Prod. Date: 10/31/06	Dealer: NJ009	Mahwah Kia

CALLER STATED

1. I HAVEN'T HEARD FROM ANYONE YET.
2. I WOULD LIKE TO KNOW WHAT'S THE STATUS OF THE REPAIR.

WRITER STATED

1. WRT HAVEN'T HAD A CHANCE TO CONTACT THE DEALER THIS MORNING.
2. WRT WILL CALL THE DEALER FOR AN UPDATE.
3. WRT WILL CALL THE CUSTOMER BACK JUST AS SOON AS MORE INFO BECOMES AVAILABLE.
4. CUSTOMER CAN BE REACH AT [REDACTED]

*** PHONE LOG 05/27/2008 12:29 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED NJ009 AND TALKED TO JOAN.
2. WRT ASKED FOR AN UPDATE ON MR IANNUZZI'S VEHICLE
3. JOAN STATED:
 - a) THERE IS AN INTERIOR FUSE BOX ON ORDER FOR THIS CUSTOMER.
 - b) ACCORDING TO THE SVC WRITER SHE SPOKE TO THE CUSTOMER EARLIER TODAY.
4. WRT ASKED FOR THE PART AND ORDER #.
5. JOAN TRANSFERRED WRT TO MICKEY IN PARTS.
6. WRT SPOKE TO MICKEY AND ASKED FOR THE PART AND ORDER #.
7. MICKEY STATED:
 - a) THE ORDER HASN'T BEEN PLACED YET.
 - b) IT WILL GO OUT TOMORROW AS AN EMERGENCY ORDER.
 - c) I CAN'T PLACE THE ORDER TODAY BECAUSE I AM AFTER 3:00 PM
 - d) THE PART # IS 91171 3E930.
 - e) IT WILL GO OUT TODAY AND HOPEFULLY, IT WILL BE HERE THE NEXT DAY.
8. THANKED MICKEY FOR THE INFO.

*** PHONE LOG 05 27 2008 12:36 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR [REDACTED]
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT A DETAIL V/M MESSAGE.
4. WRT REQUESTED A CALL BACK AT EXT 45605.

*** PHONE LOG 05/29/2008 11:16 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED NJ009 AND TALKED TO PAT IN SVC.
2. PAT STATED:
 - a) I TALKED TO THE CUSTOMER BEFORE THE END OF THE DAY YESTERDAY AT 3:30 PM.
 - b) I TOLD HIM THAT WE WERE WAITING FOR THE PART.
 - c) THE PART ARRIVED THIS MORNING.
 - d) THE TECHNICIAN IS GOING TO BE WORKING ON THIS VEHICLE.
 - e) WE'RE HOPPING THE GET THE VEHICLE READY BY TOMORROW.
3. WRT THANKED PAT FOR THE INFO.
4. WRT WILL CALL BACK TOMORROW.

*** PHONE LOG 05/30/2008 12:00 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736X75 [REDACTED]	K1450786	4,200
Bronx, NY [REDACTED]		Prod. Date: 10/31/06	Dealer: NJ009	Mahwah Kia

WRITER STATED

1. WRT CALLED NJ009
2. WRT SPOKE TO PAT IN SVC.
3. PAT STATED:
 - a) THE VEHICLE IS DONE.
 - b) THE CUSTOMER PICKED UP THE VEHICLE.
 - c) HE'S ALL TAKEN CARE OF AND HE WAS HAPPY.
4. WRT THANKED PAT FOR THE INFO.

*** PHONE LOG 05/30/2008 12:03 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR [REDACTED]
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT ANOTHER MESSAGE ON MR IANNUZZI'S V/M.
4. WRT EXPLAINED THE REASON OF THE CALL.
5. WRT WAS ADVISED TO CALL WRT BACK AT EXT 45605 SHOULD THERE BE ANY QUESTIONS OR CONCERNS.

*** CASE CLOSE 05/30/2008 12:03 PM US Mountain Standard Time ERuiz

*** PHONE LOG 06/03/2008 05:50 AM US Mountain Standard Time LColema Action Type:Incoming call

Customer States:

1. Requested to speak with Zeke.
2. Was returning his call.
3. No Start concern has been taken care of.
4. But it hasn't rained, yet.
5. So will have to wait.
6. Now, the **PASS**enger **AIR** bag light will not go off when some is sitting there.
7. Will address this with selling dlr next time I go in for service.

Writer states:

1. Updated mileage
2. Zeke is on another call.
3. Please call writer back when taken veh in for **AIR** bag concern.
4. Writer will follow up with dlr.
5. Provided file number and writers ext.

*** CASE CLOSE 06/03/2008 05:51 AM US Mountain Standard Time LColema

*** CASE CLOSE 07/07/2008 04:28 PM Pacific Daylight Time ELau

Final Review: [REDACTED]

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175 ██████████	K1412550	6,000
Winter Park, FL ██████████		Prod. Date: 10/10/06	Dealer: FL069 Holler Kia	

Case History

Complaint *RenAIR Assistance*

*** PHONE LOG 02/11/2008 09:04 AM US Mountain Standard Time JSincl**AIR**

Richard Law called and states:

1. The vehicle is under my business name
2. I have been going to Holler Kia FL069
3. The **AIR** nag light on the **PASS**enger side does not work
4. The DPSM was supposed to go out to the dealership with a tool to fix the problem
5. I was waiting and waiting
6. Then I finally got a call to take the vehicle down to the dealership that day
7. Unfortunately I was out of town and could not take it
8. I think the DPSM should know when he is going to be at the dealership so I can have an idea
9. A guy named Steve at the FL069 told me I dropped the ball
10. I just want to have an idea on when he will be there

Wtr states:

1. Apologized
2. Updated info
3. No recalls
4. Advs wtr can follow up with DPSM on possible date
5. Advs once wtr has additional info wtr will contact customer

Customer thanked and call ended

*** PHONE LOG 02/12/2008 08:45 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called Holler Kia FL069 spoke to Andre SM who states:

1. Don Stevens was here 2 weeks ago
2. We gave the customer a day and a half notice
3. Unfortunately he was unable to make it in
4. I don't know if they will bring the tool down for just one customer
5. I usually try to have a few cars which I did last time
6. Customer said that he has also been going to West Colonial Kia FL083
7. I have no idea what they have done

Thanked and call ended

*** PHONE LOG 02/12/2008 09:00 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr left VM for SM at West Colonial Kia FL083

*** PHONE LOG 02/12/2008 09:19 AM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call

SM from West Colonial Kia FL083 left msg for wtr stating:

1. Customer was here in October for an **OCS** light but that was the last time

Thanked

End of msg

*** PHONE LOG 02/12/2008 09:22 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Left VM for DPSM Don Stevens to rtn call to wtr

*** NOTES 02/13/2008 08:04 AM US Mountain Standard Time JSincl**AIR** Action Type:Manager review

CORRECTION LEFT MSG FOR DPSM Dan Tacker ON 12/12/08 (a. 09:22AM

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175 ██████████	K1412550	6,000
Winter Park, FL ██████████		Prod. Date: 10/10/06	Dealer: FL069	Holler Kia

*** PHONE LOG 02/13/2008 08:07 AM US Mountain Standard Time JSincl **AIR** Action Type: Outgoing call
Left msg for DPSM Dan Tacker

*** NOTES 02/13/2008 03:23 PM US Mountain Standard Time JSincl **AIR** Action Type: Manager review
Dispatching to region for the following reasons:
1. Customer needs info on when DPSM will be at dealership
2. Customer needs **OCS** reset with new tool
3. No DPSM call back
Please contact customer within 24-48hrs

*** PHONE LOG 02/14/2008 12:56 PM Eastern Daylight Time JuneSifford Action Type: Outgoing call
SRCAA contacted Mr. ██████████ and reviewed concerns. Mr. ██████████ states
1. I have an appointment on Friday at 4:30 to take the vehicle in
2. Dealer called and told me to bring it in (@ 4:30 on Friday *Holler Kia)

SRCAA advised
1. apologize for the confusion
2. I will call DPSM to verify this schedule

*** PHONE LOG 02/14/2008 12:56 PM Eastern Daylight Time JuneSifford Action Type: Outgoing call
SRCAA attempted DPSM contact --LM requesting call back

*** PHONE LOG 02/14/2008 01:00 PM Eastern Daylight Time JuneSifford Action Type: Outgoing call
SRCAA attempted to contact Steve at FL069 to confirm **OCS** reflash--he is at lunch

*** PHONE LOG 02/14/2008 01:08 PM Eastern Daylight Time JuneSifford Action Type: Outgoing call
SRCAA contacted DPSM-DT and confirmed that DS will be at the Dealer on Friday and do this Reflash.

*** PHONE LOG 02/14/2008 01:17 PM Eastern Daylight Time JuneSifford Action Type: Outgoing call
SRCAA contacted DS and confirmed the scheduled appt.

*** PHONE LOG 02/14/2008 01:20 PM Eastern Daylight Time JuneSifford Action Type: Outgoing call
SRCAA contacted Mr. ██████████ & confirmed the scheduled appt.
SRCAA advised Mr. ██████████ that I will follow up with him in 2 weeks to confirm rep **AIR**.

*** COMMIT 02/14/2008 01:22 PM Eastern Daylight Time JuneSifford Action Type: Callback Required

*** CASE CLOSE 02/14/2008 01:23 PM Eastern Daylight Time JuneSifford

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175 ██████████	K1412550	6,000
Winter Park, FL ██████████		Prod. Date: 10/10/06	Dealer: FL069 Holler Kia	

SRCAA attempted customer follow up per commitment
LM on VM requesting call back if any questions or concerns please call back

*** CASE CLOSE 02/28/2008 02:36 PM Eastern Daylight Time JuneSifford

*** CASE CLOSE 04/14/2008 10:02 AM US Mountain Standard Time TMorales

**Kia Motors America
Consumer Affairs Department**

Page 1 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1324272	1,400
Port St Lucie, FL ██████████		Prod. Date: 6/22/06	Dealer: FL093	Bev Smith Kia

Case History

Complaint Ownership Records

*** PHONE LOG 06/20/2007 07:32 AM US Mountain Standard Time RChacon

*** PHONE LOG 06/20/2007 07:43 AM US Mountain Standard Time RChacon Action Type:Incoming call

Customer stated:

1. I Purchased veh on 5/17/07. and have probs with veh shaking. and pulling
2. I took veh to dealer, they did resolve prob
3. They told me that they did not show I had the 10/100 PTW, only shows up as 5/60
4. Can you tell me why?

Writer stated:

1. I apologize for the problem
2. Updated contact info. Last name should be spelled "Iqbal"
3. Advised of open recall sc067
4. Can take veh to any kia dealer to have recall work done at no cost to you
5. Advised customer last name is spelled incorrectly, which is why dealer was unable to verify
6. I will forward info to National office for correction to last name which will validate the 10/100 PTW
7. Gave case # to customer

Customer stated:

1. Thank you
- *****CALL ENDED*****

*** NOTES 06/22/2007 06:33 AM US Mountain Standard Time RChacon Action Type:Manager review

Writer received e-mail from Jeff stating:

1. RDR Correction done

*** CASE CLOSE 06/22/2007 06:34 AM US Mountain Standard Time RChacon

Concerns Noted

*** PHONE LOG 07/06/2007 06:06 AM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I'M HAVE A LOT OF PROBLEM'S WITH MY VEH
2. IT'S STILL SHAKING WHEN I GO ABOUT 65 TO 70 MPH ON THE HWY WAY AND THE DLR HAS ALREADY TRIED TO BALANCE MY TIRE BUT THAT DIDN'T WORK
3. I ALSO HAVE A PROBLEM WITH MY DE FOGGER IT'S NOT WORKING AND THE DLR SAID THEY WOULD ORDER A PART TO FIX IT
4. MY SEAT BELT LIGHT IS NOT COMING ON EITHER
5. WHAT CAN I DO. WHAT IF I AM STILL HAVING PROBLEM'S A YEAR FROM NOW

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. WHEN YOU'RE HAVING ANY ISSUE'S WITH YOUR VEH MY SUGGESTION WOULD BE TO GET IT TO THE DLR. THAT IS WHERE IT NEEDS TO BE TO BE FIXED
3. WHEN YOU MAKE THE APPT PLEASE LET US KNOW AND WE CAN FOLLOW UP WITH THE DLR AND VERIFY THEY ARE USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED

**Kia Motors America
Consumer Affairs Department**

Page 2 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1324272	1,400
Port St Lucie, FL ██████████		Prod. Date: 6/22/06	Dealer: FL093	Bev Smith Kia

4. I CAN'T SPECULATE THAT YOU WILL HAVE ANY ISSUE'S A YEAR FROM NOW

CUST STATED:
1. OK THANKS

*** CASE CLOSE 07/06/2007 06:07 AM US Mountain Standard Time RSabin

*** PHONE LOG 07/06/2007 09:03 AM US Mountain Standard Time TLarson Action Type:Incoming call
CUSTOMER ADVISED

1 I WANT TO SPEAK WITH A SUPERVISOR
2 I TALKED TO RICHARD AND HE TOLD ME TO GO BACK TO THE DEALER
3 I NEED TO TALK WITH SOMEONE THAT WILL GET MY VEHICLE FIXED

WRITER ADVISED

1 APOLOGIZED FOR THE CONCERNS. WE ARE MGRS IN THIS DEPT. HOW CAN I HELP YOU
2 EXPLAINED THAT RICHARD REFERRED YOU TO THE DEALERSHIP TO GET YOUR VEHICLE CONCERNS
ADDRESSED
3 THE DEALER IS THE ONLY ENTITY THAT CAN FIX YOUR VEHICLE. SO IT WAS APPROPRIATE TO REFER YOU
THERE
4 KIA'S OBLIGATION IS TO FIX THE VEHICLE UNDER THE TERMS OF THE WARRANTY
5 IF YOU ARE STILL HAVING PROBLEMS WE NEED A CURRENT DIAGNOSIS
6 ONCE AVAILABLE WE CAN DETERMINE WHAT ASSISTANCE TO PROVIDE

CUSTOMER ADVISED

1 I TALKED TO THE DEALER AND THEY TOLD ME TO BRING IT IN
2 CAN YOU CALL THEM AND TELL THEM TO FIX MY VEHICLE
3 CAN YOU LET THEM KNOW IM BRINGING IT IN

WRITER ADVISED

1 I CAN CALL THE DEALERSHIP AND LET THEM KNOW YOU ARE BRING IT IN AND TO LET THEM KNOW TO FIX
YOUR VEHICLE BUT THAT IS ALREADY WHAT THEY DO WHEN YOU BRING IT TO THE SERVICE DEPT
2 MY CALLING THE DEALER IS NOT GOING TO GET THEM TO FIX YOUR VEHICLE. THAT IS ALREADY THE
DEALER SERVICE DEPT'S GOAL.
3 I WILL CALL THEM

CUSTOMER ADVISED

1 OK THANK YOU

WRITER CALLED BURT @ FL093

1 CALLING TO LET YOU KNOW THAT THIS CUSTOMER IS BRINGING HIS VEHICLE TO YOU
2 HE WANTED ME TO CALL TO GET YOU GUYS TO FIX HIS VEHICLE

Kia Motors America
Consumer AffAIRs Department

Page 3 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1324272	1,400
Port St Lucie, FL ██████████		Prod. Date: 6/22/06	Dealer: FL093	Bev Smith Kia

BURT ADVISED

I OK. WE WILL TAKE IT INTO THE DEALER AND DIAGNOSE THE CONCERNS

WRITER ADVISED

I OK THANK YOU

*** PHONE LOG 07/11/2007 06:03 AM US Mountain Standard Time DLyons Action Type:Incoming call
cust states:

1. I want to be compensated for not having use of my vehicle
2. I am not going to make the payment this month
3. I want to speak to someone about this
4. the dlrshp has had the vehicle since last friday
5. they had to order parts & I was advised that the vehicle would be ready on Monday
6. then they said Wednesday, now they say Friday, this is not right, I need something done

Writer advised:

1. apologized
2. can attempt to contact the kia dlrshp to get further information regarding the needed rep**AIRs** & parts
3. KMA does not compensate customer for the loss of use of the vehicle, it is not covered by warranty

Writer placed customer on hold, called dlrshp Bev Smith Kia to speak to Bert service manager: left message

1. calling to get diagnosis & part information for customer
2. left customer information & vehicle information
3. left writers name number ext & case#, also left ext for TLarson

Writer advised customer:

1. the service manager is not currently available to obtain the part & diagnosis information
2. this office left message, will return call to customer once there is further information available.
3. cust has writers name number ext & case# for return call.

*** PHONE LOG 07/11/2007 06:07 AM US Mountain Standard Time DLyons Action Type:Incoming call

Writer received return call from Burt service manager:

1. the customer is going to be put into a loaner vehicle, he should be driving up any minute
2. there was a cross shipment for he parts that we ordered
3. we have a clock assembly for the a/b light, he can't leave with this light on
4. also have an e brake lever on order both these parts were part of the cross shipment
5. we will rotate the tires for the shaking.
6. if we get the parts on Friday then customer will be out of here on Friday

Writer Thanked Burt for the return call.

*** PHONE LOG 07/11/2007 07:08 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER CALLED CUSTOMER

I AM CALLING TO FOLLOW UP WITH YOU

**Kia Motors America
Consumer Affairs Department**

Page 4 of 10

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736475 ██████	K1324272	1,400
Port St Lucie, FL ██████		Prod. Date: 6/22/06	Dealer: FL093 Bev Smith Kia	

2 DID BURT @ THE DEALER CALL YOU?

CUSTOMER ADVISED

- 1 YES I TALKED TO BURT
- 2 I DONT UNDERSTAND. I DROPPED IT OFF LAST WEEK
- 3 NOW THEY ARE SAYING IT WILL BE FRIDAY

WRITER ADVISED

- 1 BURT TOLD US THAT THERE WAS A MISTAKE WITH THE PARTS
- 2 HE SAID THAT THEY WERE CROSS SHIPPED
- 3 THEY FORSEE THAT THE PARTS WILL ARRIVE ON FRIDAY
- 4 IF THEY DO ARRIVE ON FRIDAY THEN YOUR VEHICLE WILL BE READY ON FRIDAY
- 5 IM SORRY THAT THERE WAS THIS ISSUE. THE DEALER IS PROVIDING A LOANER VEHICLE BECAUSE OF THE ISSUE
- 6 DID THEY TALK WITH YOU ABOUT THIS ALREADY?

CUSTOMER ADVISED

- 1 YES HE IS GOING TO PICK ME UP AT 1PM . THEN IM GOING TO DRIVE HIM BACK

WRITER ADVISED

- 1 OK. I WANTED TO CONFIRM WITH YOU THAT THIS HAPPENED
- 2 AGAIN WE DO APOLOGIZE FOR THE CONCERNS

CUSTOMER ADVISED

- 1 OK THANK YOU

*** CASE CLOSE 07/11/2007 07:09 AM US Mountain Standard Time TLarson

*** PHONE LOG 07/26 2007 10:19 AM US Mountain Standard Time TShamburger Action Type:Incoming call
Mr ██████ called ---

- 1 the vehicle is still not working, and i want a supervisor.
 - 2 we dont want the veh.
 - 3 Ron at dlr said they cant fix the vehicle and its not a safe vehicle.
 - 4 it still vibrates.
 - 5 this is not right. dlr has had veh for a long time.
 - 6 i dont want it and want kia to give me another vehicle.
- wrt states
- 1 im sorry mfr here to rep **AIR** veh under the terms of our warr.
 - 2 will chk on this situation today and call you back.
 - 3 im sorry. the only buyback program mfr has is through your state laws see WCIM for procedures.
 - 4 mfr has to right to rep **AIR** vehicle.
 - 5 wil help you and try to understand the situation.

**Kia Motors America
Consumer Affairs Department**

Page 5 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1324272	1,400
Port St Lucie, FL ██████████		Prod. Date: 6/22/06	Dealer: FL093 Bev Smith Kia	

1 fine. i have a lawyer in the family.
call ended.

*** PHONE LOG 07/26/2007 11:21 AM US Mountain Standard Time SJeon Action Type:Incoming call

Mr ██████████ stated:

1. my vehicle is lemon
2. don't remember FCM's name
3. it is new vehicle and it has 5~6 problems
4. dealer told me that they cannot fix my vehicle
5. have problem with shaking, e-brake and **AIR** bag, vehicle has been at the dealer for 17 days
6. it is urgent situation
7. I spoke to my attorney

writer stated:

1. Tammy/FCM is on lunch
2. she is still working for your case
3. Kia is going to assist customer
4. if FCM needs futher assistance, will escalate the case
5. provided case #. ext #

*** PHONE LOG 07/26/2007 11:55 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Bev Smith Kia and Burt SM states

- 1 the **AIR** bag light is on and we cant get it off.
 - 2 and we cant release veh until kia figures the rep. **AIR**.
 - 3 Don Stevens said he was going to call cust on this.
 - 4 customer is upset that we cant do anything with his new vehicle.
 - 5 we fix the vibration, tires just needed to be rotated and balanced.
- wrt thanked SM, will call dpsm.

*** PHONE LOG 07/26/2007 12:00 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Don Stevens and LVM ---

- 1 please call wrt on this vehicle.
- 2 cust calling here telling us kia has to take back his vehicle.
- 3 SM said you were going to call customer and exp to him situation.
4. please call wrt, left cust name, vin#, dlr code and wrt ext.

*** PHONE LOG 07/27/2007 07:53 AM US Mountain Standard Time SBowyer Action Type:Incoming call
CUST STATED

- 1.want to talk to Sue
- 2.dont want this car
- 3.repeated case details

WRITER STATED

- 1.sorry
- 2.sue is not the case mgr handling this case
- 3.cust would need to talk to Tammi
- 4.kma obligated to warranty, not in place to assist with getting cust out of vehicle

**Kia Motors America
Consumer Affairs Department**

Page 6 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736475 ██████	K1324272	1,400
Port St Lucie, FL ██████		Prod. Date: 6/22/06	Dealer: FL093	Bev Smith Kia

WARM TRANSFERRED TO T.SHAMBURGER

*** PHONE LOG 07/27/2007 08:06 AM US Mountain Standard Time TShamburger Action Type:Incoming call

Mr ██████ called ---

- 1 i dont want this vehicle want kia to take it back.
- 2 spoke to Don Stevens yesterday and i dont want vehicle, he said he was going to call me back on Thursday.
- 3 the veh has been at dlr three wks with this **AIR** bag light on concern.
- 4 i have three boys and dont feel driving veh.
wrt states
I'm sorry for the situation.
- 2 only buyback program mfr has is through your state laws. see WCIM
- 3 Don Stevens is our dist mgr and has higher auth than this dept. advise cust to wait for Don's return call on thursday.
cust agreed and thanked wrt.

*** NOTES 07/31/2007 07:05 AM US Mountain Standard Time TShamburger Action Type:Manager review

Foward to region *****to asst determination.

- 1 cust does not want vehicle
- 2 Don Stevens spoke to customer about concern, cust wants a new vehicle still.
- 3 Did not get a call back from Don in over 24 hours.
- 4 cust keeps insisting for a new veh and spoke to a lawyer to get veh taken back. but didnt hire the lawyer.
- 5 can you please address the problem. **AIR** bag light on and does not want to go off. dlr waiting for a rep **AIR** from kia to get this solved.
- 6 please take a proactive approach to help customer with his issue on brand new vehicle.
- 7 vehicle is new with low miles. according to customer Dpsm was going to call him back on Thursday.

*** COMMIT 07/31/2007 09:53 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 07/31/2007 09:54 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per DPSM (DStevens)
 - * Customer has been in a rental since 7/6
 - * DPSM will call customer on Thursday (8/2) with update
2. Writer spoke to customer (Mr. ██████) and stated:
 - * I am calling to confirm that the DPSM will contact you on Thursday (8/2) with update on your vehicle
3. Customer stated:
 - * Yes he did say he will call me
 - * I just want you to buy the car back
4. Writer stated:
 - * Kia will not offer to repurchase your vehicle at this time
 - * Kia will rep **AIR** under the terms of the warranty
 - * You are in a rental, but due to your inconvenience, Kia will offer some GW compensation after the rep **AIR**s are completed
5. Customer stated "OK" and disconnected call

*** NOTES 08/01/2007 01:09 PM Pacific Daylight Time TYoung Action Type:Manager review

**Kia Motors America
Consumer Affairs Department**

Page 7 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1324272	1,400
Port St Lucie, FL ██████████		Prod. Date: 6/22/06	Dealer: FL093 Bev Smith Kia	

1. Final Opportunity to Rep **AIR** Vehicle
2. Vehicle cannot be released to customer
3. Car has been down for 28 days.

Assigning back to region for followup

*** COMMIT 08/02/2007 09:06 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 08/02/2007 09:06 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per DPSM, vehicle has been rep **AIR**ed
2. Dealer will fax RO
3. Per certified letter, "final inspection" will be scheduled for 8/13/07 at 9:00 am so DPSM can be there
4. Letter will be sent to customer

*** CASE CLOSE 08/02/2007 09:11 AM Eastern Daylight Time OSprague

*** NOTES 08/02/2007 04:07 PM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM (DStevens) called and stated:
 - * I spoke to customer
 - * He is happy with the rep **AIR**s that were done on the **AIR** bag light concern
 - * Let's go ahead and keep the "final" inspection scheduled for 8/13 to see if customer shows up

*** CASE CLOSE 08/02/2007 04:07 PM Eastern Daylight Time OSprague

*** PHONE LOG 08/08/2007 05:05 AM US Mountain Standard Time CHart Action Type:Incoming call
cust called

1. ((reiterated concern))
2. the veh started having problems again
3. i don't want this veh
4. i've already started the lemon law process
5. how long is this going to take?
6. i feel that i'm being discriminated against

wrt states

1. apologize
2. advised wrt can forward case to the appropriate dept for further handling
3. cust would need to follow appropriate processes

cust understood -- call ended

Kia Motors America
Consumer Affairs Department

Page 8 of 10

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736475 ██████	K1324272	1,400
Port St Lucie, FL ██████		Prod. Date: 6/22/06	Dealer: FL093	Bev Smith Kia

- forwarding to region for continued handling
1. cust called stating that problem has re-occurred
 2. stating no longer wants veh
 3. cust stated lemon law process has already been filed for
 4. forwarding to region for continued handling

*** PHONE LOG 08/08/2007 05:23 AM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I JUST TALKED WITH ONE OF YOUR REP'S ABOUT MY VEH
2. I NEED PAPER WORK TO FILE FOR THE LEMON LAW, CAN YOU SEND IT TO ME
3. THE **AIR** BAG LIGHT IS STILL ON AND I DON'T FEEL SAFE DRIVING THE VEH NOW
4. THE REP TOLD ME HE DIDN'T KNOW HOW LONG IT WOULD TAKE FOR YOUR REG REP TO CONTACT ME. I CAN'T WAIT

WRITER ADVISED:

1. THE LEMON LAW IS SOMETHING YOU WOULD NEED TO PURSUE LOCALLY. EACH STATE HAS IT'S OWN GUIDELINE'S
2. WE ARE HERE TO RE**AIR** YOUR VEH AND STAND BEHIND OUR WARRANTY
3. CHRIS FORWARDED YOUR CASE TO OUR REGIONAL OFFICE WHO HAS MORE AUTHORITY THEN WE DO SO I'M SURE THEY WILL BE IN TOUCH AND LET YOU KNOW WHAT CAN OR CAN'T BE DONE
4. NORMAL TURN AROUND TIME IS 3 BUSINESS DAY'S

CUST STATED:

1. OK THANKS

*** NOTES 08/08/2007 09:33 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Mr. ██████) and stated:
 - * We have the final inspection scheduled for Monday (8/13)
 - * If the concern is verified, we will start the process to make you an offer
 - * In order to start this process, I need copies of all RO's and sales d**OCS**
2. Customer stated:
 - * God Bless you for your help
 - * I will make copies of all d**OCS** and send them via 2-day **AIR**
3. Writer stated:
 - * I will be out of the office most of Monday, all of Tuesday and Wednesday of next week
 - * I will start the process as soon as I receive your documents and then we will talk on Thursday (8/16)
4. Customer thanked

CASE PENDING FINAL INSPECTION ON 8/13 AND COPIES OF ALL DOCUMENTS FROM CUSTOMER

*** CASE CLOSE: 08-08-2007 08:40 AM Eastern Daylight Time OSprague

*** FU/FUL 08-13-2007 09:35 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 08/16/2007 10:25 AM Eastern Daylight Time OSprague Action Type:Manager review

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736475 ██████	K1324272	1,400
Port St Lucie, FL ██████		Prod. Date: 6/22/06	Dealer: FL093 Bev Smith Kia	

2. Writer will send 2-tier offer to customer (SOC -or- GW)

*** CASE CLOSE 08/16/2007 10:26 AM Eastern Daylight Time OSprague

*** COMMIT 08/20/2007 01:48 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 08/20/2007 01:48 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 customer (Mr. ██████) and stated:
 - * Would you be willing to bring her vehicle in to the dealer on 8/28/07 for an inspection by KMC engineer
 - * The person who sits in the **PASS**enger seat will need to be present
 3. Customer stated:
 - * I will bring the vehicle in for the inspection
 - * I am going to sign the offer letter to have you replace the vehicle
 - * Can I still get this done if I agree to the inspection?
 4. Writer stated:
 - * The inspection has nothing to do with the SOC offer
 - * Go ahead and send the signed offer letter and I will start the SOC process
 - * I will send you a confirmation letter for the date and time of the inspection
 5. Customer stated:
 - * Please state in the confirmation letter that you will still honor the SOC.
- CASE PENDING SIGNED OFFER LETTER

*** CASE CLOSE 08/20/2007 01:49 PM Eastern Daylight Time OSprague

*** NOTES 08/22/2007 09:15 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer has accepted SOC
2. Writer will find replacement vehicle and then send pkg to dealer

*** NOTES 08/22/2007 01:28 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Replacement vehicle is in dealer inventory
 2. SOC paperwork will be sent to dealer
 3. Writer will request SOC transaction be completed on Tuesday 8/28/07
- * Customer will bring in old vehicle for the inspection by the Korean engineer
 - * New vehicle will also be inspected to be sure the **PASS**enger **AIR**bag light is working properly

*** CASE CLOSE 08/22/2007 01:32 PM Eastern Daylight Time OSprague

Kia Motors America
Consumer Affairs Department

Page 10 of 10

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1324272	1,400
Port St Lucie, FL ██████████		Prod. Date: 6/22/06	Dealer: FL093 Bev Smith Kia	

*** FULFILL 08/28/2007 10:09 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 08/28/2007 03:09 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Inspection on both vehicles completed
2. Customer has been put into replacement vehicle
3. SOC package will be sent to NCA after signed trade-out form is received

*** CASE CLOSE 08/29/2007 10:51 AM Eastern Daylight Time OSprague

*** NOTES 09/04/2007 11:35 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Mr. ██████████) called and stated:
 - * The new vehicle is having the same problem
 - * The **PASS**enger **AIR**bag light won't go off
 - * I need you to buy my car back
2. Writer stated:
 - * Please take the replacement vehicle back to the dealer
 - * Have them give you the old vehicle back
 - * I will send you a letter to sign for the repurchase
3. Writer called sales manager at FL093 and he wasn't available
4. Writer will send fax with information about repurchasing the old vehicle
5. Writer will send letter to customer

*** NOTES 09/05/2007 01:53 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer signed repurchase offer
2. Repurchase package will be sent to NCA for check processing

*** CASE CLOSE 09/05/2007 01:57 PM Eastern Daylight Time OSprague

*** NOTES 09/28/2007 08:44 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Checks were issued on 9/27/07
2. Due to lease payoff timeframe (10/5/07)
 - NCA will send checks to ISG for vehicle turn in
3. Writer sent ISG paperwork to PDeal in NCA
4. NCA will send copy of checks for customer file

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1399980	7,000
Winston Salem, NC ██████████		Prod. Date: 7/28/06	Dealer: NC009 Bob King Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 01/07/2008 12:05 PM US Mountain Standard Time TLarson
CUSTOMER ADVISED

- 1 CALLING TO FIND OUT ABOUT THE **OCS**
- 2 THE LIGHT IS ON OR ITS OFF
- 3 THERE IS NO RHYME OR REASON
- 4 THE DEALER SAYS THAT WE ARE ON A LIST
- 5 I JUST WANT TO MAKE SURE IM CONTACTED FOR THE FIX ONCE ITS AVAILABLE

WRITER ADVISED

- 1 I WILL NOTE THAT INFORMATION IN THE CASE FILE
- 2 APOLOGIZED FOR THE CONCERNS
- 3 OUR OFFICE CAN WORK TO GET ANSWERS FOR YOU
- 4 WE ARE NOT NOTIFIED WHEN A FIX IS AVAILABLE BECAUSE OUR DEPT DOESNT **RepAIR** VEHICLES
- 5 IF YOU ARE SEEKING OUR ASSISTANCE WE WOULD NEED TO CALL THE DEALER AND FIND OUT WHAT INFO THEY CAN PROVIDE
- 6 IF NEEDED WE CAN CALL THE DEALERS DPSM TO FIND OUT MORE SPECIFICALLY WHEN THEY WILL ARRIVE WITH THE FIX
- 7 BUT THE DEALER ALSO HAS THE ABILITY TO CALL THE DPSM AND GET THAT INFORMATION

CUSTOMER ADVISED

- 1 WELL WHEN WE GO TO PICK IT UP I WILL ASK THEM ABOUT THE FIX

WRITER ADVISED

- 1 OK THANK YOU

WRITER CALLED JAMES @ BOB KING SVC

- 1 FROM WHAT I KNOW IT WILL BE HERE TOWARDS THE MIDDLE OR END OF THE MONTH
- 2 WHEN OUR REP GETS HERE THAT MAY CHANGE
- 3 WE WILL CALL HER ONCE IT BECOMES AVAILABLE

WRITER ADVISED

- 1 THANKS FOR THE INFO
- 2 WILL CALL YOU BACK IF NEEDED

WRITER CALLED DPSM BOB STRICKLEN

- 1 CALLING TO FIND OUT IF YOU KNOW WHEN THE UPDATE WILL BE MADE AVAILABLE FOR THIS CUSTOMER
- 2 THE DEALER SAYS THAT THERE IS A UPDATE THAT THIS VEHICLE IS WAITING FOR
- 3 DEALER SAYS THAT THEY WERE UNDER THE IMPRESSION THAT THEY WOULD GET THE FIX IN THE MIDDLE OF THE MONTH OR TOWARDS THE END
- 4 CAN YOU CONFIRM THAT

DPSM BOB STRICKLEN

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736175 ██████████	K1399980	7,000
Winston Salem, NC ██████████		Prod. Date: 7/28/06	Dealer: NC009	Bob King Kia

- 1 I DONT KNOW WHEN THAT WILL HAPPEN EXACTLY
- 2 THE REGIONAL ANALYST WOULD HAVE THE FTR SCHEDULE
- 3 CALL YASMINE FOR A DIRECT ANSWER

WRITER ADVISED

1 OK THANK YOU

WRITER CALLED YASMINE EPPS

- 1 CALLING TO FIND OUT MORE SPECIFICALLY WHEN THE FTR WILL BE AT THIS DEALER
- 2 DPSM BOB STRICKLEN SAID YOU WOULD KNOW
- 3 DEALER IN QUESTION IS NC009
- 4 PLEASE CALL ME BACK AND LET ME KNOW WHEN THE FTR WILL BE AT NC009
- 5 VEHICLE IS IN NEED OF A **OCS** UPDATE
- 6 PROVIDED CALL BACK INFO AND CASE NUMBER

*** PHONE LOG 01/08/2008 04:39 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED YASMINE EPPS @ SRCA

- 1 LEFT MESSAGE SEEKING STATUS OF THE FTR NEXT AVAILABLE APPT
- 2 I WILL DISPATCH CASE TO SRCA
- 3 PLEASE CONTACT THE CUSTOMER WITH WHEN THE FTR WILL BE AVAILABLE TO PERFORM **OCS** UPDATE
- 4 PROVIDED CALL BACK INFO AND CASE NUMBER

*** PHONE LOG 01/08/2008 04:43 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER

- 1 LEFT MESSAGE ADVISING THAT I WAS UNABLE TO DETERMINE FTR APPT
- 2 I WILL BE DISPATCHING THE CASE TO THE REGIONAL OFFICE RESPONSIBLE FOR HANDLING THOSE APPTS
- 3 THEY WILL BE ASKED TO DETERMINE WHEN THE FTR WILL BE AT NC009.
- 4 THEN CALL YOU TO ADVISE WHEN THAT WILL OCCUR
- 5 PROVIDED CALL BACK INFO AND CASE NUMBER

WRITER DISPATCHING CASE TO SRCA

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1399980	7,000
Winston Salem, NC	██████████	Prod. Date: 7/28/06	Dealer: NC009	Bob King Kia

2 DPSM BOB STRICKLEN ADVISED WRITER TO CALL YASMINE EPPS
3 NO RESPONSE RECEIVED

4 PLEASE DETERMINE WHEN FTR WILL BE TO NC009 FOR **OCS** UPDATE

5 PLEASE CALL CUSTOMER TO ADVISE OF DATE AND TIME THAT THEY WILL BE AVAILABLE TO PERFORM
OCS UPDATE

*** PHONE LOG 01/11/2008 09:51 AM Eastern Daylight Time YEpps Action Type:Outgoing call

Writer called customer and left a message stating:

1. FTR will be at NC009 on 1/15/08 in the morning.
2. please deliver the vehicle to NC009 on 1/15/08.
3. contact info.

*** CASE CLOSE 01/11/2008 09:52 AM Eastern Daylight Time YEpps

*** CASE CLOSE 01/10/2008 12:07 PM US Mountain Standard Time TMApple

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736375 ██████████	K1467837	8,000
San Francisco, CA ██████████		Prod. Date: 11/9/06	Dealer: CA219 Bay Bridge Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 07/03/2008 01:48 PM US Mountain Standard Time HReynolds
writer stated:

1. Alex Lee at NCA e mailed writer
2. I received a voicemail from a Korean speaking customer. did not leave a name. or concern. Only a number which was very difficult to understand. This is the number I believe he left me:

██████████

And on my phone, the missed call comes from: ██████████

*** PHONE LOG 07/03/2008 01:53 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. spoke to Mr. ██████████
2. returning customer's call

Customer stated:

1. the shift knob is broke
2. purchased this car from Donna Shin at Kia
3. I work for Korean Consulate in San Francisco
4. needs vehicle after drop it off at dealer

Writer stated:

1. apology for situation
2. updated/no open recall
3. advised. contact the local Kia dealer to make an appt
4. provided # for Bayridge Kia
5. advised. call writer back after make an appt
6. will review with SVCM for status and rental concern
7. provided writer's ext#

*** PHONE LOG 07/03/2008 02:00 PM US Mountain Standard Time HReynolds Action Type:Incoming call

[!-For Internal Use Only

customer's correct contact# ██████████]

*** PHONE LOG 07/03/2008 02:06 PM US Mountain Standard Time SLeon Action Type:Incoming call

Mr ██████████ stated:

1. will take it to Kia dealer on next Tuesday @ 10:00
2. I have slow leak on tire too - will address to dealer next visit

*** PHONE LOG 07/03/2008 02:15 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer phoned DPSM/ Dennis Brown. on vacation till 7/7/08

*** PHONE LOG 07/07/2008 08:49 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer reviewed with DPSM/ Dennis Brown whom stated:

**Kia Motors America
Consumer Affairs Department**

Page 2 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>
██████████	██████████	KNDJC736375 ██████████	K1467837	8,000
San Francisco, CA ██████████		Prod. Date: 11/9/06	Dealer: CA219	Bay Bridge Kia

1. will call dealer to have a rental car ready tomorrow

*** PHONE LOG 07/08/2008 08:56 AM US Mountain Standard Time HReynolds Action Type:Incoming call

Mr. ██████████ Stated:

1. am at kia dealer
2. they are looking at the vehicle
3. not sure how long it will takes

Writer stated:

1. will speak to the SVCM
2. writer speak to Rick - SVCM
3. advised, rental has been authorized by DPSM for this customer

Rick Stated:

1. it will down for whole day to look at the shift knob
2. will provide him rental

*** PHONE LOG 07/10/2008 12:50 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. spoke to Mr. ██████████

Mr. ██████████ stated:

1. dealer said that car will be ready by 5 pm today
2. haven't heard from them
3. **PASS**enger side **AIR**bag light not always work
4. told dealer to look at it too

Writer stated:

1. advised. call writer back with any concern with vehicle in the future
2. provided case#. contact#

*** PHONE LOG 07/10/2008 12:51 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. phoned Bay Bridge Kia. no answered. no vm

*** CASE CLOSE 07/14/2008 01:36 PM US Mountain Standard Time HReynolds

*** CASE CLOSE 10/07/2008 12:27 PM US Mountain Standard Time TMorales

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X85 ██████████	K1527614	671
Dolton, IL ██████████		Prod. Date: 8/27/07	Dealer: IL008 Joe Rizza Kia	

Case History

Complaint **RenAIR** Assistance

*** PHONE LOG 12/01/2008 03:15 PM US Mountain Standard Time SLamp
HUSBAND, ██████████ STATED
1 I JUST BOUGHT THIS CAR
2 NOW THE **PASS**enger side **AIR** BAG LIGHT IS ON
3 THE DRIVER'S SEAT DOESN'T MOVE EVENLY. THERE'S ABOUT 3/4 OF AN INCH DIFFERENCE BETWEEN THE 2 SIDES OF THE SEAT
4 THE DLR SAYS THAT'S NORMAL
5 CAN YOU HELP?

WRITER ADVISED
1 APOLOGIZED
2 I WILL CONTACT THE DLR AND DISCUSS THE SITUATION WITH THE SVC MGR
3 I WILL CALL YOU BACK WHEN I HAVE THE INFORMATION WE NEED

CUST STATED
1 THANKS FOR YOUR HELP
2 PLEASE CALL ME ON MY CELL PHONE

*** PHONE LOG 12/01/2008 03:21 PM US Mountain Standard Time SLamp Action Type:Outgoing call
JIM. SVC ADV. IL008 STATED [DAVID, SVC MGR NOT AVAIL]
1 I HAVE TIME TUES. WED AND THURS THIS WEEK TO GET HIM IN
2 THE SEAT THING ISN'T "NORMAL" REGARDLESS OF WHAT HE WAS TOLD
3 I'LL CALL HIM RIGHT NOW TO SEE WHEN HE CAN COME IN

WRITER ADVISED
1 THANKS

*** PHONE LOG 12/01/2008 04:22 PM US Mountain Standard Time SLamp Action Type:Incoming call
██████████ LVM FOR WRITER
1 PLEASE CALL ME BACK

*** PHONE LOG 12/01/2008 04:25 PM US Mountain Standard Time SLamp Action Type:Outgoing call
CUST STATED
1 MY APPT IS FOR TUES EVENING
2 THEY DON'T HAVE A RENTAL CAR FOR ME THOUGH

WRITER ADVISED
1 APOLOGIZED
2 RENTALS ARE NOT A PROVISION OF KIA'S WARRANTY
3 WHEN THE CAR HAS BEEN DIAGNOSED AND WE DETERMINE WHAT IS WRONG AND HOW LONG THE CAR WILL BE DOWN, I CAN DISCUSS THE SITUATION WITH THE SVC MGR AND THE DPSM TO SEE IF RENTAL ASSISTANCE CAN BE PROVIDED
4 I'LL CALL YOU ON WED AFTER I'VE SPOKEN WITH THE DLR

CUST STATED
1 OK. THANKS

*** PHONE LOG 12/03/2008 09:55 AM US Mountain Standard Time SLamp Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X85██████████	K1527614	671
Dolton, IL ██████████		Prod. Date: 8/27/07	Dealer: IL008 Joe Rizza Kia	

CHARLES HATCHER, SVC MGR IL008 STATED
1 WE HAVEN'T ASSIGNED A TECHNICIAN TO THIS VEHICLE YET
2 WE SHOULD KNOW SOMETHING LATER TODAY

WRITER ADVISED
1 THANKS
2 I'LL CALL LATER TODAY

*** PHONE LOG 12/04/2008 09:41 AM US Mountain Standard Time CCummins Action Type:Incoming call
MR ██████████ SPOUSE. STATES
1. PICKED VEHICLE UP YESTERDAY
2. SPOKE WITH CHARLES AND BRYANT, SVC MGR
3. WAS TOLD THEY COULD NOT DUPLICATE THE PROBLEM
4. NOT RISING EVENLY, RIGHT SIDE FIRST THEN LEFT SIDE AND THIS IS THE 2X
5. ALSO HAVING A PROBLEM WITH THE SEATBELTS AND WAS TOLD THERE IS NOTHING WRONG BUT ARE WORKING FINE

WRITER STATES
1. APOLOGIZED FOR THE SITUATION
2. ADVISED SLAMP IS WORKING ON THIS SITUATION
3. ADVISED KMA WILL ASK YOU TO TAKE THE VEHICLE BACK TO THE DEALERSHIP SO WE CAN USE ALL RESOURCES AVAILABLE TO GET IT REPAIR**AIR**ED
4. ADVISED FCM WILL HAVE TO RESEARCH THE SEAT USAGE SOME MORE TO FIGURE OUT IF THE OPERATION IS NORMAL OR NOT
5. ADVISED WILL PROVIDE NOTES TO SUSAN AND SHE WILL FOLLOWUP FOR YOU

*** PHONE LOG 12/04/2008 12:00 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust LVM for Susan J. requesting callback

message left before cust called back and spoke with C Cummins

*** PHONE LOG 12/05/2008 08:28 AM US Mountain Standard Time SLamp Action Type:Outgoing call
CHARLES HATCHER, SVC MGR IL008 STATED
1 THE CUST WAS PUTTING THE SEAT BELT INTO THE WRONG BUCKLE: THERE'S NOTHING WRONG WITH IT
2 THERE IS NO REPAIR**AIR** NEEDED ON THE DRIVER'S SEAT. ANOTHER VEHICLE ON THE LOT, SAME YEAR AND MODEL, DOES EXACTLY THE SAME THING

WRITER STATED
1 DID YOU ADVISE CUST OF THESE SOLUTIONS?
[CHARLES SAID HE HAD]
2 THANK YOU FOR YOUR HELP

*** PHONE LOG 12/05/2008 11:31 AM US Mountain Standard Time SLamp Action Type:Outgoing call
WRITER LVM FOR CUST
1 PLEASE CALL ME BACK
2 PROVIDED PHONE, EXT AND CASE #

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736X85 [REDACTED]	K1527614	671
Dolton, IL [REDACTED]		Prod. Date: 8/27/07	Dealer: IL008 Joe Rizza Kia	

*** PHONE LOG 12/05/2008 04:55 PM US Mountain Standard Time SLamp Action Type:Incoming call
[REDACTED] STATED

- 1 THE **AIR**BAG LIGHT CAME BACK ON
- 2 THE DLR TESTED ANOTHER CAR AND THE DIFFERENCE BETWEEN THE RIGHT AND LEFT SIDE OF THE SEAT WAS ABOUT 1/4"
- 3 IN MY KIA, THE RIGHT SIDE LOCKS FIRST AND THE LEFT SIDE CONTINUES TO LOWER APPROXIMATELY 3/4"

*** PHONE LOG 12/08/2008 07:48 AM US Mountain Standard Time SLamp Action Type:Incoming call
WRITER ADVISED
1 APOLOGIZED
2 PLEASE CALL THE DLR AND LET ME KNOW WHEN YOU'LL BE TAKING THE CAR IN
3 I'LL FOLLOW THROUGH WITH THEM AT THAT TIME

MR [REDACTED] STATED
1 THANKS
[!<For Internal Use Only
CALL GOT CLOSED ON FRIDAY, 12/5 BEFORE WRITER WROTE RESPONSE>!]

*** CASE CLOSE 12/10/2008 09:28 AM US Mountain Standard Time SLamp

*** PHONE LOG 12/10/2008 11:50 AM US Mountain Standard Time SLamp Action Type:Incoming call
[REDACTED] STATED
1 I WENT TO THE KIA DLR AT 92ND AND WESTERN LIKE YOU SUGGESTED
2 THEY FOUND A BROKEN SEAT BRACKET
3 THE PART HAS BEEN ORDERED AND THEY'LL CALL ME WHEN IT COMES IN
4 WHY COULDN'T THE OTHER DLR HAVE DONE THAT?

WRITER ADVISED
1 APOLOGIZED
2 I DON'T KNOW WHY THE OTHER DLR DIDN'T SEE THE PROBLEM
3 SOMETIMES IT'S SOMETHING AS SIMPLE AS A DIFFERENT SET OF EYE'S LOOKING AT THE PROBLEM
4 I'M GLAD IT ALL WORKED OUT
5 IF YOU HAVE FURTHER QUESTIONS OR CONCERNS, PLEASE CALL

CUST STATED
1 THANK YOU

*** CASE CLOSE 12/10/2008 11:51 AM US Mountain Standard Time SLamp

*** CASE CLOSE 01/06/2009 11:50 AM US Mountain Standard Time JHirshfield
Tread **AIR**bag review -- JH

**Kia Motors America
Consumer Affairs Department**

Page 1 of 8

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1318039	7,000
weymouth, MA ██████████		Prod. Date: 11/27/06	Dealer: MA006 Quirk Kia	

Case History

Complaint Replacement

*** PHONE LOG 06/05/2007 09:51 AM US Mountain Standard Time RSabin

CUST STATED:

1. I WOULD LIKE TO FILE A COMPLAINT ABOUT MY VEH
2. WHEN I FIRST BOUGHT IT THERE WAS A TEAR IN THE FRONT SEAT, BROKEN SUN ROOF AND WARPED ROTOR'S AND I'M STILL WAITING ON THE PART'S
3. MY CEL JUST CAME ON AND THE **PASSE**NGER SIDE **AIR** BAG LIGHT COME'S ON AND GOES
4. I'M VERY DISAPPOINTED TO BE HONEST
5. I HAVE A BIG MOUTH AND I WILL TELL PEOPLE ABOUT THE QUALITY OF THIS VEH
6. THE DLR IS TELLING ME THE VEH NEED'S TO BE TURNED OFF BEFORE SOMEONE IS SITTING IN THE SEAT AND THEN IT CAN REGISTER SOMEONE IS SITTING IN IT
7. I DON'T THINK THAT IS CORRECT AND I THINK THE DLR SHOULD KNOW THAT WHAT THEY ARE TELLING THE PUBLIC IS INCORRECT

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I CAN DOC YOUR CONCERN'S AND FILE A COMPLAINT AGAINST THE DLR SO THEY ARE MADE AWARE OF YOUR CONCERN'S AND IT WILL GIVE THEM THE OPPORTUNITY TO ADDRESS THE PROBLEM'S
3. AS FOR THE **AIR** BAG'S I HAVE NOT HEARD OF THE VEH NEEDING TO BE TURNED OFF BEFORE SOMEONE IS SITTING IN THE SEAT SO IT WILL WORK PROPERLY
4. REVIEWED **AIR** BAG INFO
5. IF YOU WOULD LIKE OUR ASSISTANCE IN OVERSEEING THE REP**AIR**'S ON YOUR VEH THEN PLEAS LET US KNOW AND WE CAN OVERSEE SEE THE DIAGNOSIS AND VERIFY THE INFO PROVIDED IS ACCURATE

CUST STATED:

1. OK THANKS

*** CASE CLOSE 06/05/2007 09:51 AM US Mountain Standard Time RSabin

*** PHONE LOG 06/13/2007 09:58 AM US Mountain Standard Time RBriones Action Type: Incoming call

Customer Stated:

1. Called in two weeks ago to complaint about the vehicle.
2. Have mult problems, and am waiting on a seat cushion for the vehicle.
3. You guys can't get parts in for the vehicles, then what good are they.
4. Haven't heard anything since that time.
5. If you guys can't get the vehicle rep**AIR**ed or parts in, I want the veh replaced.
6. Why hasn't anyone done anything.

Writer Stated:

1. Apologized for prob.
2. Show customer conversation documented.
3. There was not discussion of problem with parts or rep**AIR** assistance
4. Simply states you wanted to document a complaint with vehicle.

Customer Stated:

1. What the hell does anyone document a complaint for unless they are looking for help.
2. Apologies are fine, but seems Kia doesn't care.
3. Want veh replaced if you people can't fix it.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 8

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736675 [REDACTED]	K1318039	7,000
weymouth, MA	[REDACTED]	Prod. Date: 11/27/06	Dealer: MA006	Quirk Kia

Writer Stated:

1. Can follow up with dealer and see if there is any assistance we can provide with parts.
2. Will contact customer back once I have more information.
3. If customer is seeking veh replacement, can not assist with that.

-Customer disconnected on writer at this point.

*** PHONE LOG 06/15/2007 09:53 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called MA011 and Chris in parts in svc stated:

1. The problem is just hung up phone with Bobby at PDC.
2. Placed the order for the part, and their none in the country.
3. According to the DCS system, seat was shipped out of Korea via DHL.
4. Tracking number with DHL, did not have his seat shipped under that tracking number.
5. Did receive parts with DHL, but still received no seat.
6. The back order got released because it said I received it.
7. And Bobby at PDC is working on getting this for me, says there is on in California.
8. Had been trying to find it in our warehouse, but we never received it.

Writer Stated:

1. Sorry about the prob.
2. Will see if there is anything we can do from our end.

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

Send to:[kdomingues@kiausa.com]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 049.595.5807 AND delete this email.

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

File Attachment: '\\copubs\ClarifyOB\FCA_Attachments\SendHistory\Case_K1318039_RBriones_06-15-2007105038.doc~~

*** PHONE LOG 06/18/2007 09:57 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called DPSM and stated:

1. Adv of cust situation.
2. Customer veh is awaiting seat bottom on back order.
3. Adv of conversation with Chris at dealer.

DPSM, Ken Domingues stated:

1. Will check on this with dealer.
2. But **PASS**enger just need to sit in seat correctly.
3. Not aware of this vehicle, but of issues with **PASS**enger **AIR** bag sensor in general

Writer Stated:

1. Thanks for the help.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736675 [REDACTED]	K1318039	7,000
weymouth, MA [REDACTED]		Prod. Date: 11/27/06	Dealer: MA006	Quirk Kia

*** NOTES 06/18/2007 09:59 AM US Mountain Standard Time RBriones Action Type:Manager review
Dispatched for:

1. Customer waiting for back ordered part.
2. Customer talking about veh replacement.
3. Review of customer concerns, and customer contact.

*** PHONE LOG 06/18/2007 03:33 PM Eastern Daylight Time SBruton Action Type:Outgoing call
WRITER CALLED CUSTOMER AND STATED

1. YOUR CASE HAS BEEN ESCALATED TO MY ATTENTION WOULD LIKE TO DISCUSS IT WITH YOU FURTHER
CUSTOMER STATED

1. I HAVE HAD A LOT OF ISSUES WRONG WITH MY CAR
2. I AM VERY DISAPPOINTED IN THIS PRODUCT
3. I HAD A 2004 SORENTO WHICH I PAID \$350 TO GET A HOSE FIXED AND THE A/C STILL DIDN'T WORK
4. NOW ON THIS VEHICLE I HAVE WAITED WEEKS FOR A PART
5. I HAVEN'T HEARD ANYTHING ABOUT THE PART
6. IF ONE MORE PERSON FROM KIA APOLOGIZES TO ME I COULD HAVE HAD THE \$350 IT COST ME FOR THE A/C IN MY OTHER CAR
7. YOU NEED TO MAKE A BETTER PRODUCT
8. I JUST WANT MY VEHICLE FIXED

WRITER STATES

1. THE PARTS ARE IN YOU CAN CALL BOCH KIA TO MAKE AN APPOINTMENT TO HAVE YOUR VEHICLE
REPAIRED

*** CASE CLOSE 06/18/2007 03:42 PM Eastern Daylight Time SBruton
CLOSING CASE PENDING FURTHER CONTACT FROM CUSTOMER

*** NOTES 07/05/2007 10:35 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Done

*** CASE CLOSE 07/05/2007 10:36 AM Pacific Daylight Time ELau

*** PHONE LOG 07/17/2007 11:40 AM US Mountain Standard Time RBussey Action Type:Incoming call
Customer called:

1. I am calling you back about an email I sent to you.
2. You called me and I.V.M.
3. I am sick of this, no one cares.
4. (Reiterated all previous complaints)
5. Will take the veh back to the dlr, but want a rental veh there waiting for me.
6. You did it before I want it done now!

Writer stated:

1. Sorry.
2. Will work with you to get the veh rep**AIR**ed.

Kia Motors America
Consumer Affairs Department

Page 4 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1318039	7,000
weymouth, MA ██████████		Prod. Date: 11/27/06	Dealer: MA006	Quirk Kia

3. Please take the vhe to the dlr.
4. can look into rental but no promise that it will be covered since it isn't part of your warr.
5. (Customer said he pays for ext warr that covers rental) then you need to call them for rental because we may not cover it.

*** PHONE LOG 07/17/2007 11:41 AM US Mountain Standard Time RBussey Action Type:Incoming call
Called and LVM for DPSM:

1. Please call me back about Mr. ██████████
2. Wants rental before the veh arrives at the dlr.
3. Veh will be down for A/B concern.

46018

[!<For Internal Use Only

Writer didn't type from call w/ customer. customer having veh towed to dlr per writers suggestion>!]

*** PHONE LOG 07/25/2007 12:14 PM US Mountain Standard Time RBussey Action Type:Incoming call
Svc Mgr: Stephanie

1. Customer complained of **PASS AIR** bag light staying on.
2. went out with customer and techs and light worked properly every time.

Writer stated:

1. Ok. thank you.

*** PHONE LOG 07/25/2007 12:16 PM US Mountain Standard Time RBussey Action Type:Outgoing call
Writer called and LVM for customer to call back if any further assistance was needed

*** CASE CLOSE 07/25/2007 12:16 PM US Mountain Standard Time RBussey

*** PHONE LOG 07/25/2007 12:53 PM US Mountain Standard Time CHart Action Type:Incoming call
cust called

1. i need to speak w/ ric
((cust insistant))
((warm conferenced RBussey))

*** PHONE LOG 07/25/2007 01:32 PM US Mountain Standard Time RBussey Action Type:Incoming call
Mr ██████████ called back:

1. I am still unhappy because I am still waitinon parts because the parts from before wre not right.
2. Also they never made a rep**AIR** to the **AIR** bag system.
3. the dlr said something about a cycle for the **AIR** bag test
(customer repeated concerns many times.)

Writer stated:

1. Sorry.
2. best to ask dlr about cycle - writer wouldn't ave that info.
3. Please let me know if the parts come in wrong again.

**Kia Motors America
Consumer Affairs Department**

Page 5 of 8

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736675 [REDACTED]	K1318039	7,000
weymouth, MA [REDACTED]		Prod. Date: 11/27/06	Dealer: MA006	Quirk Kia

*** CASE CLOSE 07/25/2007 01:40 PM US Mountain Standard Time RBussey

*** PHONE LOG 08/26/2008 12:03 PM US Mountain Standard Time HReynolds Action Type: Incoming call

*** NOTES 07/12/2007 03:07 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

I've had my Sorento back twice for an issue with the *PASS*enger *AIR* bag not working correctly and it still doesn't operate correctly. I've reported it to the NHTSA.

*** PHONE LOG 07/13/2007 12:50 PM US Mountain Standard Time RBussey Action Type: Incoming call
Writer called and LVM for call back

*** CASE CLOSE 07/13/2007 12:50 PM US Mountain Standard Time RBussey

*** PHONE LOG 08/26/2008 12:04 PM US Mountain Standard Time HReynolds Action Type: Incoming call

*** NOTES 03/22/2008 01:37 PM clarify Action Type: Manager review

*** Performed by contact: maynard johnson, 7813374250

What would you say about a car purchased new less than 10 months ago that was delivered broken? What would you say about a new vehicle that was delivered broken and took months to get parts to fix it? What would you say about a vehicle that has never been rep*AIR*ed since day one and the customer has given up on those issues? What would you say about a vehicle that has had a drive train issue that the dealer and Kia cant figure out where the replacement part goes? What would you say about a new car that has been in the shop more than a dozen times in 10 months to 3 different dealerships because the manufacturer cant keep any of them happy? As a second and last time Kia owner I can tell you the answer to the above is PITIFUL!!! I am so disappointed in this car I'd sue if I could. What is a matter with your company? Dealing with Kia was a HUGE mistake and I'll make sure NO ONE I knows ever buys one of your products. Nor will I ever again. You can keep doing all the customer surveys you want. Customer satisfaction starts and ends with reliability and service, one thing you have no understanding of. The closest dealership is now 40 miles away and cant put a wheel on a go cart. What a shame.

*** NOTES 03/24/2008 06:32 AM US Mountain Standard Time EEscobedo Action Type: Manager review

*** These cust complaints have been documented and addressed in previous case. that reached KMA FRCA K13 [REDACTED] As well another similar complaint on quality K1333-4393*** cust is now angry the nearest DLR is 40 miles away.

*** CASE CLOSE 03/24/2008 06:33 AM US Mountain Standard Time EEscobedo

*** PHONE LOG 08/26/2008 12:15 PM US Mountain Standard Time HReynolds Action Type: Incoming call
[REDACTED] Stated:

1. my car has been at kia dealer for 2 weeks
2. they are waiting on some kind of freakin' oil from Korea
3. you don't know what's wrong with car and certainly don't know how to fix it
4. kia gave me a crappy little car that kills my poor wife's back
5. this car has been nothing but the problem since we bought it

**Kia Motors America
Consumer Affairs Department**

Page 6 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1318039	7,000
weymouth, MA ██████████		Prod. Date: 11/27/06	Dealer: MA006	Quirk Kia

7. it all started it from rear end slipping that I didn't feel comfortable to drive it

Writer stated:

1. updated
2. very sorry for problem
3. advised, will follow up with dealer for status

Customer stated:

1. what I want from you is replacement of Sorento
2. this is my second Kia, and what a mistake!
3. I will never ever buy another kia
4. I want you to give me an answer right NOW!

Writer stated:

1. advised, Kia's replacement policy is accordance of local state

Customer stated:

1. I want you to fix the problem

Writer stated:

1. what customer asking is not writers position to answer
2. can forward to higher department for customer contact
3. it will take 72 hours business day

Customer stated:

1. that's not good enough
2. I want the answer right now

Writer stated:

1. this department involve with rep**AIR** assistance, not replacement

Customer stated:

1. I'm going to sue kia than
2. customer ended the call

*** PHONE LOG 08/26/2008 12:22 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. phoned Quirk Kia, waited on SVCM for several minutes, writer ended the call

*** PHONE LOG 08/26/2008 12:26 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. left vm for DPSM/ Ken Domingues to call writer back

*** EMAIL OUT HReynolds Action Type:External email

Send to:[kdomingues@kiausa.com]

ken,

forwarding you this case for review.

vehicle is at MA006 due to rear end slipping.

according to the customer, it has been down for 2 weeks (unable to verify with dealer)

**Kia Motors America
Consumer Affairs Department**

Page 7 of 8

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736675 [REDACTED]	K1318039	7,000
weymouth, MA [REDACTED]		Prod. Date: 11/27/06	Dealer: MA006	Quirk Kia

customer is demanding for replacement of Sorento.
please let me know after research.

VIN:knadjc736675 [REDACTED]
Customer: [REDACTED]
2007, Sorento @ 7k miles

Thank you. Hun @ 45723

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_K1318039_HReynolds_08-26-2008131942.doc>>

*** PHONE LOG 08/26/2008 03:24 PM US Mountain Standard Time HReynolds Action Type:Incoming call

*** NOTES 08/26/2008 12:17 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

Your company is the worst car manufacturer on the planet. Shame on me for buying two of them from you. Someday maybe you can even get the car to work. Im buying yellow poster board to make lemon signs for my windows. 10,000 cars a day **PASS** by my house. It took Chrysler 3 days to pick up their piece of crap. Lets see how long it takes you to respond.

*** NOTES 08/26/2008 03:26 PM US Mountain Standard Time HReynolds Action Type:Manager review

[<For Internal Use Only

customer just sent another complaint e mail>!]

*** NOTES 08/27/2008 07:32 AM Pacific Daylight Time TYoung Action Type:Manager review

From: [REDACTED]

Sent: Wednesday, August 27, 2008 5:34 AM

To: ????

Subject: poor quality

I just wanted to drop you a note since I can't get anyone else in your company to listen. As a second time (in 4 years) owner I just wanted to let you know how disappointed I am in your company. I've had nothing but problem after problem with my '07 Sorento (Is this Korean for junk?) and your company has shown nothing but the inability to rep**AIR** it. It has been in the dealership (2nd one that tried to fix) for 10 days this time and they are still waiting for parts that even they admit won't fix the problem. What's up with this? Don't you know how to fix your own cars? Obviously not.

Good thing I'm making the car payments on this piece of crap while you try to figure out your issues!

**Kia Motors America
Consumer Affairs Department**

Page 8 of 8

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736675 [REDACTED]	K1318039	7,000
weymouth, MA [REDACTED]		Prod. Date: 11/27/06	Dealer: MA006	Quirk Kia

be never at the rate your rep **AIR**ing it. I did this to Chrysler many years ago after the third transmission blew. in 1000 miles. and they picked it up in 3 days. With a daily volume of 10.000 cars driving my route it should made for some interesting comments from other unfortunate buyers.

Keep up the great work. Toyota quality? Who are you kidding!

[REDACTED]
Weymouth, MA [REDACTED] USA

VIN # KNDJC736675 [REDACTED]

*** NOTES 08/27/2008 07:33 AM Pacific Daylight Time TYoung Action Type:Manager review
yanking to dispatch to ERCA for follow up

Customer emailed KMC asking for assistance.

*** PHONE LOG 08/27/2008 09:27 AM US Mountain Standard Time HReynolds Action Type:Incoming call
writer received e mail from DPSM/ Ken domingures whom stated:

1. I will be at dealer 8-27-08 to see what is happening with this customer

*** PHONE LOG 08/27/2008 01:18 PM Eastern Daylight Time Sljames Action Type:Incoming call
WRITER CALLED CUSTOMER AND STATED

1. YOUR CASE HAS BEEN ESCALATED TO MY ATTENTION
2. PLEASE CALL ME BACK AT YOUR EARLIEST CONVENIENCE
3. YOU MAY CONTACT ME AT [REDACTED] AND REFERENCE YOUR CASE K1318039

*** PHONE LOG 08/28/2008 02:44 PM Eastern Daylight Time Sljames Action Type:Outgoing call
WRITER CALLED DPSM KEN WHO STATED

1. I WAS AT THE QUIRK WHERE I MET WITH THE CUSTOMER
2. I EXPLAINED TO HIM THAT THE FLUID WOULD BE IN HIS VEHICLE TOMORROW
3. IF THE FLUID WAS UNSUCCESSFUL IN RESOLVING THE PROBLEM I WOULD PUT IN A TRANSFER CASE
4. THE CUSTOMER WAS HAPPY WITH THAT RESPONSE

WRITER STATED

1. THANK YOU VERY MUCH I APPRECIATE IT
2. ONCE THE VEHICLE IS REPA**AIR**ED AND RETURNED TO THE CUSTOMER I WILL FOLLOW UP WITH THE CUSTOMER

*** CASE CLOSE 08/28/2008 02:46 PM Eastern Daylight Time Sljames

**Kia Motors America
Consumer Affairs Department**

Page 1 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736475 ██████████	K1371026	40,442
E <i>AIR</i> view: WV/██████████		Prod. Date: 9/19/06	Dealer: WV012 Freedom Kia	

Case History

Complaint *Re*AIR* Assistance*

*** PHONE LOG 10/12/2007 11:32 AM US Mountain Standard Time SJeon

Mr ██████████ stated:

1. I need to speak to someone about my vehicle
2. *AIR* bag light does not work properly
3. Kia dealer does not do anything about it
4. we have to choose replace the seat or replace the car
5. took it to the dealer 5 times

writer stated:

1. updated/ no open recall
2. sorry for situation
3. will call the dealer and area rep about the situation
4. provided case #. ext #

*** PHONE LOG 10/15/2007 08:04 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer stated:

1. spoke to Eric/SVCA
2. what is the diagnose

Eric/SVCA stated:

1. cannot duplicate the problem
2. it is the matter of how to sit

*** PHONE LOG 10/16/2007 06:19 AM US Mountain Standard Time SJeon Action Type:Incoming call

██████████ left VM message for writer to call back:

*** PHONE LOG 10/16/2007 06:15 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer left VM message for customer to call writer back

*** PHONE LOG 10/16/2007 07:45 AM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I WAS TRYING TO REACH SUE

WRITER ADVISED:

1. LET ME SEE IF SHE'S AVAILABLE
(WARM TRANSFERRED CUST TO REP)

CUST STATED:

1. OK THANKS

*** PHONE LOG 10/16/2007 10:54 AM US Mountain Standard Time SJeon Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

Page 2 of 9

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736475 ██████████	K1371026	40,442
<u>AIR</u> view: WV ██████████		Prod. Date: 9/19/06	Dealer: WV012 Freedom Kia	

1. I am at the dealer

writer stated:

1. dealer could not verify any problem
2. cannot do anything for not duplicated problem

Mr ██████████ stated:

1. if I have accident and **AIR** bag does not deploy, it is Kia 's fault
2. Kia needs to replace the seat

writer stated:

1. will speak to area rep for more assistance

<outgoing call>

writer stated:

1. spoke to Ryan Christiansen/DPSM
2. explained the situation

Ryan Christiansen/DPSM stated:

1. advised to send the case note
2. will review and call writer back tomorrow

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

Send to: [rchristiansen@kiausa.com]

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

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

Sue:46915

File Attachment: \\copubs\ClarifyOBB\CA_Attachments\SendHistory\Case_K1371026_SJeon_10-16-2007115054.doc >

*** PHONE LOG 10/17/2007 11:17 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer left VM message for DPSM to call writer back:

1. left ext #

*** PHONE LOG 10/18/2007 07:32 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer left VM message for customer to call writer back:

1. left case#
2. will escalate this case to higher office

**Kia Motors America
Consumer Affairs Department**

Page 3 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736475 [REDACTED]	K1371026	40,442
E <i>AIR</i> view WV [REDACTED]		Prod Date: 9/19/06	Dealer: WV012 Freedom Kia	

*** NOTES 10/18/2007 07:34 AM US Mountain Standard Time SJeon Action Type:Manager review
writer dispatch this case to eastern region due to:

1. customer owns new vehicle
2. complains of intermittent *AIR* bag light problem which is not duplicated at dealer
3. writer didn't get response from area rep more than 24 hours
4. customer mentioned about lemon law
- 5.. please contact to customer

*** PHONE LOG 10/24/2007 03:43 PM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM STATING

1. YOUR CASE HAS BEEN ESCALATED TO MY ATTENTION
2. PLEASE RETURN CALL. [REDACTED]

*** PHONE LOG 11/01/2007 03:46 PM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM STATING

1. YOUR CASE HAS BEEN ESCALATED TO MY ATTENTION
2. PLEASE CONTACT ME SO WE MAY DISCUSS YOUR CASE
3. YOU MAY CONTACT ME AT [REDACTED]

*** PHONE LOG 11/06/2007 02:41 PM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED CUSTOMER AND LVM STATING

1. YOUR CASE HAS BEEN ESCALATED TO MY ATTENTION
2. PLEASE CONTACT ME SO WE MAY DISCUSS YOUR CASE
3. YOU MAY CONTACT ME AT [REDACTED]

*** CASE CLOSE 11/07/2007 10:47 AM Eastern Daylight Time SJames
CLOSING CASE AS CLEAR CONTACT WAS NEVER MADE BETWEEN CUSTOMER AND CAA.

*** NOTES 01/15/2008 05:14 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

*** CASE CLOSE: 01/15/2008 05:14 PM Pacific Daylight Time TYoung

*** PHONE LOG 11/05/2008 09:33 AM Eastern Daylight Time SJames Action Type:Incoming call
RECEIVED WV AG COMPLAINT

WRITER CALLED CUSTOMER ON MAIN NUMBER (NO ABILITY TO LEAVE A MESSAGE)

*** PHONE LOG 11/05/2008 09:38 AM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER ON ALT NUMBER AND LVM REQUESTING A CALL BACK

**Kia Motors America
Consumer AffAIRs Department**

Page 4 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJIC736475 ██████████	K1371026	40,442
<i>E</i> AIR view: WV ██████████		Prod. Date: 9/19/06	Dealer: WV012 Freedom Kia	

*** NOTES 11/06/2008 11:55 AM Pacific Daylight Time ELau Action Type:Manager review

NCA received Attorney General Notice stating:

1. Our office received the following complaint from customer
2. Customer complains of **PASS**enger side **AIR**bag light
3. Enclose are rep**AIR** orders

Wrt emailed AG Notice to region for handling.

*** PHONE LOG 11/06/2008 03:03 PM Eastern Daylight Time SJames Action Type:Outgoing call

WRITER CALLED CUSTOMER AND STATED

1. I AM CALLING BECAUSE I WANTED TO SPEAK TO YOU ABOUT THE ISSUES YOU HAVE HAD WITH YOUR VEHICLE
 2. IS THIS A GOOD TIME?
 3. I WOULD LIKE TO SCHEDULE AN APPOINTMENT ON TUESDAY, 2 DECEMBER 2008 FOR THE VEHICLE TO BE LOOKED AT
 4. WILL YOU BE ABLE TO MAKE THIS APPOINTMENT?
 5. I WILL FOLLOW UP WITH YOU AFTER THE APPOINTMENT. THANK YOU
- CUSTOMER STATES
1. SURE
 2. I AM JUST SICK OF THIS
 3. I BOUGHT THE VEHICLE WITH 10 MILES ON IT
 4. AND I HAVE HAD THIS PROBLEM SINCE THEN
 5. THE DEALERSHIP HAS LOOKED AT IT AND THEY CAN'T FIX THE PROBLEM
 6. IF THEY COULD CHANGE THE SEAT BOTTOM THAT MIGHT HELP THEY KEEP TELLING ME THAT IS TOO EXPENSIVE
 7. YEAH. WE'LL TRY BUT IF IT DOESN'T GET FIXED THIS TIME I AM GOING TO TRADE THE VEHICLE IN
 8. I HAVE HAD ENOUGH

*** NOTES 11/06/2008 03:25 PM Eastern Daylight Time SJames Action Type:Manager review

CUSTOMER SENT REP**AIR** NOTICE

WV012 FAXED REP**AIR** NOTICE

*** PHONE LOG 12/03/2008 10:27 AM Eastern Daylight Time SJames Action Type:Incoming call

FTR MARK MCCARTY CALLED RCAA ON TUESDAY, 12/2/08 AND STATED

1. THE CUSTOMER IS NOT HERE
 2. I WILL CONTINUE TO WAIT
 3. I JUST WANTED TO CALL YOU AND LET YOU KNOW
- RCAA STATED
1. THANK YOU. I APPRECIATE IT

FTR MARK MCCARTY CALLED RCAA AND STATED

1. THE CUSTOMER ARRIVED
 2. I DID TAKE A LOOK AT THE VEHICLE
 3. I AM GOING TO REPLACE THE SEAT
- RCAA STATED
1. THANK YOU. I APPRECIATE IT
 2. I WILL FOLLOW UP WITH THE CUSTOMER IN A FEW DAYS

**Kia Motors America
Consumer Affairs Department**

Page 5 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736475 ██████████	K1371026	40,442
<i>EAIRview</i> WV ██████████		Prod. Date: 0/10/06	Dealer: WV012 Freedom Kia	

*** PHONE LOG 12/09/2008 02:35 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND LVM REQUESTING A CALLBACK

*** PHONE LOG 12/12/2008 11:50 AM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND STATED

1. GOOD MORNING MRS. ██████████
 2. I AM JUST CALLING TO FOLLOW UP ON THE REPAIRS MADE TO YOUR VEHICLE
 3. OK. MAY I FOLLOW UP WITH YOU ON MONDAY, 22 DECEMBER 2008
 4. THANK YOU
- MRS. ██████████ STATES
1. GOOD MORNING
 2. WE HAVE NOT MADE AN APPOINTMENT TO GET THE SEAT REPLACED
 3. THE DEALER CALLED US YESTERDAY TO LET US KNOW THE SEAT CAME IN
 4. I AM GOING TO TRY TO TAKE IN MONDAY, 15 DECEMBER 2008 IF AN APPOINTMENT IS AVAILABLE
 5. YES THAT WILL BE FINE. THANK YOU

*** PHONE LOG 12/22/2008 10:56 AM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED AND LVM STATING

1. I AM JUST CALLING TO FOLLOW UP ON THE REPAIRS MADE TO YOUR VEHICLE
2. PLEASE GIVE ME A RETURN CALL AT ██████████

*** PHONE LOG 01/07/2009 05:11 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND LVM REQUESTING A RETURN CALL

*** PHONE LOG 01/08/2009 03:59 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER WHO STATED

1. THE LIGHT IS BACK ON
2. I AM JUST TIED OF THE VEHICLE
3. WE HAVE HAD THIS PROBLEM FOR THE LIFE OF THIS VEHICLE
4. WE JUST WANT SOMETHING DONE ABOUT THIS
5. THAT WILL BE FINE. THANK YOU

RCAA STATED

1. I DO APOLOGIZE FOR YOUR CONCERNS
2. I WILL FOLLOW UP WITH THE DPSM AND CALL YOU BY MONDAY
3. WILL THAT BE OK?

*** NOTES 01/12/2009 02:50 PM Eastern Daylight Time SJames Action Type:Manager review
SENT EMAIL OF CASE TO DPSM

*** PHONE LOG 01/14/2009 10:55 AM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND LVM

**Kia Motors America
Consumer Affairs Department**

Page 6 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736475 ██████████	K1371026	40,442
E ^{AIR} view WV ██████████		Prod. Date: 9/19/06	Dealer: WV012 Freedom Kia	

*** NOTES 01/14/2009 01:21 PM Eastern Daylight Time SJames Action Type:Manager review
REVIEWING CASE WITH ERCAM

*** PHONE LOG 01/15/2009 03:15 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER ON BOTH NUMBERS AND LVM REQUESTING A RETURN CALL

*** PHONE LOG 01/15/2009 03:26 PM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED RCAA BACK AND STATED

1. HELLO, I JUST MISSED YOUR CALL
2. THAT IS CORRECT
3. THANK YOU

RCAA STATED

1. HELLO HOW ARE YOU?
2. I WANTED TO TELL YOU WHAT WE HAVE DECIDED IN THIS CASE
3. WE WOULD LIKE TO OFFER YOU FINANCIAL COMPENSATION IN THIS CASE OR AN SOC
4. I WILL SEND YOU THE PAPERWORK FOR YOU TO REVIEW
5. MAY I VERIFY YOUR ADDRESS? STATED ADDRESS
6. I WILL GET THAT OUT TO YOU TOMORROW

*** NOTES 01/16/2009 06:55 PM Eastern Daylight Time SJames Action Type:Manager review
SENT CUSTOMER TWO-PART OFFER LETTER

*** PHONE LOG 01/29/2009 02:46 PM Eastern Daylight Time SJames Action Type:Outgoing call
RECEIVED SIGNED OFFER LETTER BACK FROM CUSTOMER

RCAA CALLED CUSTOMER WHO STATED

1. 2008 LX MODELS DO NOT HAVE THE 3.8L ENGINE
2. THERE ARE REBATES ON THE VEHICLE AND MIKE WOULD BE BETTER ABLE TO ASSIST YOU AT THE DEALER WITH WHAT THE ACTUAL COST MAY BE

CUSTOMER STATES

1. SO I AM GETTING SCREWED BECAUSE I WILL HAVE TO A LESSER ENGINE OR PAY THE UPGRADE CHARGE
2. I JUST DON'T THINK I SHOULD HAVE TO PAY ANYTHING RIGHT NOW
3. I WILL GO AND TALK TO HIM AND THEM GET BACK TO YOU

*** NOTES 02/04/2009 04:10 PM Eastern Daylight Time SJames Action Type:Manager review
RECEIVED INFO RELEASE DOCUMENT, REGISTRATION AND LICENSE FROM CUSTOMER

*** NOTES 02/09/2009 02:33 PM Eastern Daylight Time SJames Action Type:Manager review
RECEIVED PAYOFF AMOUNT
LIENHOLDER DOES NOT DO SOC / CE

*** PHONE LOG 02/09/2009 02:49 PM Eastern Daylight Time SJames Action Type:Incoming call

Kia Motors America
Consumer Affairs Department

Page 7 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736475 ██████████	K1371026	40,442
E <u>AIR</u> view WV ██████████		Prod. Date: 0/19/06	Dealer: WV012 Freedom Kia	

RCAA CALLED CUSTOMER AND STATED I HAVE RECEIVED THE PAYOFF AMOUNT
YOUR LIEN HOLDER DOES NOT DO SOC. YOU WILL HAVE TO REFINANCE YOUR LOAN
I JUST NEED TO KNOW HOW MUCH I AM GOING TO HAVE TO BRING TO THE TABLE
OK I WILL GO TO THE DEALER
RCAA: AS YOUR LOAN NEEDS TO BE REFINANCED THE DEALER IS BETTER ABLE TO GIVE YOU EXACT
NUMBERS

*** PHONE LOG 02/12/2009 04:45 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND STATED
1. I WILL TRY AND GET YOU IN THE VEHICLE AS SOON I CANNOT DO IT THIS WEEKEND
2. I DO APOLOGIZE ABOUT THE TIME IT IS TAKING
3. BUT SIR SEVERAL TIMES YOU COULD NOT MAKE UP YOUR MIND ABOUT THE VEHICLE YOU WANTED TO
TAKE
4. I DO REALIZE THAT I THANK YOU BUT I CANNOT HAVE YOU IN THE VEHICLE BY THIS WEEKEND
CUSTOMER STATES
1. AFTER ALL THIS TIME I STILL HAVE TO WAIT
2. WELL I AM OFF THIS WEEKEND
3. I NEED TO SIGN PAPERS AT THE BANK
4. I DIDN'T HAVE TO BUY ANOTHER KIA
CUSTOMER DISCONNECTED LINE

RCAA CALLED WV012 AND SPOKE TO MIKE WOOD AND STATED
1. I JUST SPOKE TO MR. ██████████ AND TRIED TO EXPLAIN THAT I WOULD DO EVERYTHING I CAN TO GET HIM
THE NEW CAR SOON
2. HE WAS NOT PLEASED AND HUNG UP ON ME
3. I ALSO REALIZED THAT I DID NOT GET THE NEW TRADE OUT AUTHORIZATION FROM YOU, THANK YOU
MIKE STATED
1. OK
2. IF YOU FAX IT NOW I WILL SIGN IT AND GET IT BACK TO YOU

FAXED NEW TRADEOUT AUTHORIZATION TO WV012

*** NOTES 02/13/2009 02:01 PM Eastern Daylight Time SJames Action Type:Manager review
PACKAGE AWAITING REVIEW BY ERCAM

*** NOTES 02/17/2009 03:10 PM Eastern Daylight Time SJames Action Type:Manager review
PACKAGE SENT TO NCA & MORLEY

*** PHONE LOG 02/23/2009 10:33 AM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED RCAA AND STATED
1. OK I NEED TO KNOW WHEN THIS IS GOING TO BE COMPLETED
2. I NEED TO MAKE ANOTHER PAYMENT AND I DON'T WANT TO MAKE THE PAYMENT IF I DON'T HAVE TOO
3. WELL IF THIS IS NOT COMPLETED MY WEDNESDAY, I AM GETTING AN ATTORNEY AND KIA WILL BE
RESPONSIBLE FOR ALL MY FEES
4. (YELLING) I HAVE WAITED AND I WANT THIS OVER WITH NOW

**Kia Motors America
Consumer Affairs Department**

Page 8 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736475 [REDACTED]	K1371026	40,442
E <i>AIR</i> view WV [REDACTED]		Prod. Date: 0/19/06	Dealer: WV012 Freedom Kia	

RCAA STATES

1. I DO APOLOGIZE THAT I CANNOT TELL YOU EXACTLY WHEN THIS IS WILL BE COMPLETED
2. I DID SPEAK WITH SOMEONE AT MORLEY WHO STATED THAT WOULD TRY AND HAVE THIS COMPLETED BY THE END OF THE WEEK
3. SIR THERE IS NO NEED TO GET AN ATTORNEY IN THIS CASE SIMPLY BECAUSE YOU MUST BE PATIENT
4. I DO APOLOGIZE THAT THIS CASE IS TAKING LONGER TO COMPLETE BUT IT IS NEAR COMPLETION
5. SIR (CUSTOMER DISCONNECTED BEFORE RCAA COULD FINISH HER STATEMENT)

*** PHONE LOG 02/27/2009 07:47 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER.

CUSTOMER STATED:

1. I WAS SPEAKING TO A KIA REP SJames.
2. I NEED TO KNOW IF I NEED TO PICK UP MY VEHICLE AND GO SOMEWHERE ELSE TO PURCHASE ANOTHER VEHICLE OR IF KIA WILL GIVE ME THE VEHICLE I AM CURRENTLY LOOKING AT THE KIA DEALER?
3. I'VE WAITED A VERY LONG TIME TO HAVE THIS VEHICLE *AIR* BAG TO BE REPAIRED AND TWO YEARS IS LONG ENOUGH.
4. I WOULD LIKE A KIA REP TO CALL ME TODAY OR I WILL JUST GO PICK UP THE VEHICLE AND GO ELSE WHERE.
5. I WILL CONTACT A ATTORNEY TODAY IF I DON'T HEAR FROM KIA TO TELL ME WHAT IS GOING ON?

WRITER STATED:

1. APOLOGIZED.
2. WRITER CAN CALL RCAA KIA REP SJames AND TELL HER THAT YOU CALLED AND YOUR CONCERNS.
3. WHAT IS YOUR CONTACT NUMBER?

CUSTOMER STATED:

1. I CAN BE CONTACTED AT WORK NUMBER [REDACTED]
2. THANK YOU.

*** PHONE LOG 02/27/2009 07:58 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT RCAA SJames AND LVM.

WRITER STATED:

1. PROVIDED CASE NUMBER.
2. CUSTOMER IS REQUESTING A CALL BACK WITH AN UPDATE?
3. CUSTOMER STATES THAT WILL PICK UP THE VEHICLE AND CONTACT AN ATTORNEY IF SOMEONE DOESN'T CALLS HIM, TODAY.
4. PROVIDED CUSTOMER CONTACT NUMBER.
5. IF ANY QUESTIONS YOU CAN CALL WRITER?

*** PHONE LOG 03/04/2009 03:22 PM Eastern Daylight Time SJames Action Type:Incoming call
WV012's MIKE WOOD CALLED AND STATED

1. MR JOHNSON HAS DECIDED THAT HE WANTS TO ADD A TOW PACKAGE TO HIS VEHICLE
2. I DID LET HIM KNOW THAT HE WOULD BE RESPONSIBLE FOR THAT AND HE IS OK WITH THAT
3. I HAVT BEEN CONTACTED BY MORLEY AND SO HAS MR. JOHNSON.
4. THE VEHICLE HAS BEEN SURRENDERED
5. PLEASE LET ME KNOW HOW THIS SHOULD BE REPAIRED

Kia Motors America
Consumer Affairs Department

Page 9 of 9

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736475 [REDACTED]	K1371026	40,442
E <i>AIR</i> view WV [REDACTED]		Prod. Date: 9/19/06	Dealer: WV012 Freedom Kia	

RCAA STATES

1. IT SHOULD JUST BE REPAIRED BUT I WILL DISCUSS WITH DPSM AND HE WILL GET BACK TO YOU

*** NOTES 03/04/2009 04:06 PM Eastern Daylight Time SJames Action Type:Manager review
DPSM SENT E MAIL TO MIKE WOOD

SURRENDERED VEHICLE TO BE REPAIRED

*** NOTES 03/12/2009 08:26 AM Eastern Daylight Time SJames Action Type:Manager review
VEHICLE WAS SURRENDERED 3/3/2009

*** CASE CLOSE 03/12/2009 08:26 AM Eastern Daylight Time SJames

*** NOTES 04/17/2009 01:48 PM Eastern Daylight Time SJames Action Type:Manager review
CHECK # 00532477 RECEIVED AND SENT TO MORLEY
RCAA CALLED WV012 TO ADVISE CHECK IS ON THE WAY

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1367528	2,500
Cedartown, GA ██████████		Prod. Date: 9/29/06	Dealer: GA037 Terry Reid Kia	

Case History

Complaint **Re: AIR** Assistance

*** PHONE LOG 10/04/2007 04:40 AM US Mountain Standard Time ERuiz

CALLER STATED

1. MY DAD AND I BOUGHT TWO KIA SORENTOS
2. WE NOTICE WE WERE EXPERIENCING THE SAME PROBLEM.
3. THE **PASS**enger's side **AIR** BAG DOESN'T ACTIVATE EASILY.
4. I CONSIDER THIS TO BE A SAFETY ISSUE.
5. WE ACTUALLY HAVE TO BOUNCE UP AND DOWN ON THE **PASS**enger's side seat TO ACTIVATE THE **AIR** BAG.
6. I HAVEN'T TAKEN MY VEHICLE TO THE DEALER.
7. BUT WE WERE TOLD THAT THIS IS A PROBLEM W/OUT A FIX.
8. I WANT TO KNOW WHAT'S BEING DONE ABOUT IT.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT ADVISED THE CUSTOMER TO TAKE THE VEHICLE TO THE DEALER.
3. THE DEALER MUST BE ABLE TO LOOK AT THE VEHICLE AND DETERMINATE THE CAUSE OF THE PROBLEM.
4. THE CURRENT CONCERN MAY NOT BE THE SAME AS WHAT OTHER VEHICLES SEEM TO BE EXPERIENCING
5. WRT GAVE HIM THE CASE # AND ADVISED TO CALL BACK AS SOON AS THE VEHICLE IS BACK AT THE SHOP
6. CUSTOMER HAS THE CASE #

*** CASE CLOSE 10/04/2007 04:40 AM US Mountain Standard Time ERuiz

*** NOTES 10/09/2007 03:31 PM US Mountain Standard Time WNoonan Action Type:Manager review
WRITER ADDING EMAIL RECEIVED TO CASE.
Region : U.S.A

Country : U.S.A

Name : ██████████

Address : ██████████ Cedartown GA

Phone : ██████████

E-Mail : ██████████

Vehicle : Sorento

Dealer/Branch : Terry Reid KIA of Cartersville

Vin : KNDJD736575 ██████████

Vehicle.No : ██████████

Mileage : 2500 mi.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2007 SORENTO LX 4X2 KNDJD736575 [REDACTED]	<u>Case Number</u> K1367528	<u>Mileage</u> 2,500
Cedartown, GA [REDACTED]		Prod. Date: 9/29/06	Dealer: GA037 Terry Reid Kia	

Date : 06/09/2007

content

1. Complaint

First, let me say that I love the car. No complaint there I assure you. There is an issue regarding the automatic **AIR**bag switch on the front **PASS**enger seat. I understand that it is to activate the **AIR**bag only if a person weighing over 100 lbs is in the seat. I weigh 250 lbs and have to bounce up and down several times to make it work. My father also has a Sorento. bought a week later that has the same problem. He took his car in for the first service today and was told that at this time there is no fix for this problem. and that a new switch would only do the same thing. The servicer informed him that this was not the first time he had seen this problem. As this is a safety issue, not just an inconvenience, I would like to know if there is a fix in progress concerning this switch. Thank you.

2. Request

Sent 2007-10-04 ?? 8:50:29

*** CASE CLOSE 10/09/2007 03:32 PM US Mountain Standard Time WNoonan

**** NOTES 01/15/2008 12:10 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1467838	3,300
Leavenworth, KS ██████████		Prod. Date: 4/24/07	Dealer: KS007 Shawnee Mission Kia	

Case History

Complaint **Re: AIR Assistance**

*** PHONE LOG 07/03/2008 02:00 PM US Mountain Standard Time MTrem Action Type:Outgoing call

Caller Mr. J states:

1. I am calling because I'm having a problem with the service dept at KS007
2. since I purchase my car, the **PASS**enger side **AIR**bag has intermittent gone off or on
3. I'd say 70% of the time the **AIR**bag light off message is on
4. I was told that in June the Kia rep would bring a tool to adjust the sensitivity of the **AIR**bag
5. that didn't happen so then I was told by the DLR it would be by July 3rd
6. I called the DLR today and they are telling me that the tool isn't available and they don't know when it will be
7. it could be months or weeks before it's available

8. I do not think I should have to wait for my **AIR**bag to be fixed

writer states:

1. updated. no recalls
 2. apologized
 3. writer can follow up with he Kai rep to ensure the correct people are involved in getting your **AIR**bag concern addressed
 4. please allow writer a few days next week to get the status of the tool you are talking about
 5. gave case number and contact info
- caller thanked writer and disconnected

*** PHONE LOG 07/08/2008 09:29 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called KS007 SA Curt who states:

1. SM Michael Toll is not available
2. We are waiting on the region to supply a tool to our DPSM SLockwood
3. we have been waiting 3 weeks
4. customer has a **PASS**enger side **AIR**bag light that blinks off and on
5. we take out customer satisfaction very seriously
6. we need some help on this one. our hands are tied

*** PHONE LOG 07/08/2008 09:38 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called DPSM SLockwood who states:

1. we have 4 tools in the region
2. we are waiting for the tool to become available
3. I will be calling Curt at the DLR today to go over a few things
4. a GDS update was recently released. it may include the program for this customers vehicle
5. call me tomorrow morning sometime and we can discuss this further

*** PHONE LOG 07/09/2008 07:18 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called DPSM SLockwood who states:

1. all the Kia DLR's received an update to GDS software the last week of June
2. the software update includes what is needed for the **PASS**enger seat **AIR**bag system
3. the DLR should be able to perform this update now
4. you can inform the customer to contact the DLR to schedule an appointment

*** PHONE LOG 07/09/2008 07:56 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called Mr. J stating:

1. The DLR KS007 has the update your vehicle needs for the **AIR**bag

**Kia Motors America
Consumer AffAIRs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1467838	3,300
Leavenworth, KS ██████████		Prod. Date: 4/24/07	Dealer: KS007	Shawnee Mission Kia

caller thanked writer and disconnected

*** CASE CLOSE 07/09/2008 07:57 AM US Mountain Standard Time MTrem
case closed pending customer call back with appointment or further assistance

*** PHONE LOG 07/15/2008 01:05 PM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:

1. I AM CALLING ABOUT AN ONGOING PROB WITH THE **PASS** SIDE **AIR**BAG LIGHT COMING ON
2. WE DID TAKE VEH TO KS007 LAST FRIDAY FOR THEM TO DO THIS GDS UPDATE, BUT IT DID NOT FIX THE PROBLEM
3. WE ADVISED THE ASSISTANT SVC MGR MIKE OF THE PROBLEM, AND HE DID DUPLICATE THE PROBLEM 3 XS
4. HE SAID HE WOULD HAVE THE SVC MGR CURT CALL ME ON MONDAY TO DISCUSS FURTHER
5. I NEVER GOT A CALL FROM CURT ON MONDAY, BUT I DID SPEAK WITH HIM TODAY
6. HE TOLD ME THAT THE **AIR**BAG IS OPERATING AS DESIGNED
7. HE SAID YOU HAVE TO SIT PERFECT ON THE SEAT, OR WE WILL HAVE A PROB
8. I DO NOT BELIEVE THIS, I AM A MECHANIC, AND THIS SHOULD NOT BE THE CASE
9. I WANT THIS PROBLEM FIXED
10. IF I TAKE VEH TO THE DEALERSHIP, WILL THEY GIVE ME A LONER VEH?
11. WIEN I PURCHASED VEH, MY SELLING DEALER SAID THEY WOULD PROVIDE ME WITH A LONER VEH IF MY VEH NEEDED TO STAY IN SVC DEPT FOR REP**AIR**

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO, NO RECALLS
3. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. RENTAL, OR LONER VEH'S ARE NOT A PROVISION OF YOUR KIA WARR
5. KIA MAY ASSIST WITH THESE REQUESTS ON A CASE BY CASE BASIS
6. RENTAL DECISION WILL NOT COME FROM THIS OFFICE, BUT REQUEST CAN BE REVIEWED WITH THE SVC MGR @ THE DEALERSHIP, AND AN AREA REP
7. IN ORDER FOR US TO LOOK INTO ALT TRANSPORTATION, VEH MUST BE @ THE DEALERSHIP WITH A DIAG
8. IF YOU PURCHASED AN ADDITIONAL PROGRAM WHICH COVERS RENTALS, IT WOULD NOT BE FROM KMA, BUT PROB THROUGH SELLING DEALER, OR 3RD PARTY CO
9. RECOMMEND TAKING VEH BACK TO KIA DEALER FOR DIAG
10. ONCE VEH IS AT THE DEALERSHIP, CALL US BACK TO ADVISE
11. WE WILL FOLLOW UP WITH SVC MGR TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE PROBLEM
12. PROVIDED CASE #, AND EXT #

CUSTOMER STATED:

1. THANK YOU

*** COMMIT 07/15/2008 01:06 PM US Mountain Standard Time RChacon Action Type:Callback Required

*** CASE CLOSE 07/15/2008 01:06 PM US Mountain Standard Time RChacon

**Kia Motors America
Consumer Affairs Department**

Page 3 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC7366751 ██████████	K1467838	3,300
Leavenworth, KS ██████████		Prod. Date: 4/24/07	Dealer: KS007	Shawnee Mission Kia

*** PHONE LOG 07/18/2008 03:12 PM US Mountain Standard Time TShamburger Action Type:Incoming call
800# VM Mailbox --- call

*** PHONE LOG 07/21/2008 12:31 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called out and LVM --
1 wrt is returning your msg.
2 if you still have a question please call us back.

*** CASE CLOSE 07/21/2008 12:31 PM US Mountain Standard Time TShamburger

*** CASE CLOSE 10/07/2008 12:34 PM US Mountain Standard Time TMorales

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last_name</u>	<u>First_name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735385 ██████████	K1540956	1,000
Lincoln Park, NJ ██████████		Prod. Date: 8/21/07	Dealer: NJ006 Maroon Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 01/12/2009 10:48 AM US Mountain Standard Time ATorres

██████████ father, states:

1. I'm a concerned father.
2. In the demo veh the salesman sat in the **PASS**enger and the **AIR** bag light was not on.
3. My son is telling me when his wife is in the **PASS**enger, the light stays on.
4. Is there a TSB or something on it.
5. I looked on the Internet and this is the only complaint about this veh.
6. I don't want the dirshp to know about me calling. I use to work for a dirshp and I know some times they don't like it when you call in.

Wrt states:

1. Updated. no recalls. Apologized.
2. Don't have access to TSB.
3. Adv to go back to dirshp so they can check it out.
4. **AIR** bag will not deploy if veh was in a accident.
5. Still under warr.
6. Dlr will not get a copy.

Cst states:

1. Ok. Thank you.

*** CASE CLOSE 01/12/2009 10:48 AM US Mountain Standard Time ATorres

*** CASE CLOSE 04/09/2009 01:02 PM US Mountain Standard Time TMorales

Kia Motors America
Consumer Affairs Department

Page 1 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
		KNDJC736175	K1312564	8,680
WASHINGTON COURT HOUSE, OH		Prod. Date:	Dealer: OH026 Hatfield Kia	
10/17/06				

Case History

Complaint Replacement

*** PHONE LOG 05/21/2007 06:47 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. THE **PASSENGER** SIDE **AIR** BAG IS NOT WORKING AS CONSISTENTLY AS IT SHOULD.
2. THERE ARE TIMES WHEN EITHER MY WIFE OR MY SELF SIT IN THE SEAT AND IT DOES NOT WORK.
3. WE TOOK THE CAR TO THE DEALERSHIP TWICE. KEEP IN MIND IT IS OVER 150 MILES FROM US. AND THE FIRST TIME THE SALES MANAGER LOOKED AT IT AND IT WORKED FOR HIM
4. THE SECOND TIME WE TOOK IT TO SERVICE AND IT DID WORK FOR THEM
5. THEY TOLD ME TO LEAVE IT FOR A FEW DAYS SO THEY COULD CALL TECH LINE AND SEE WHAT ELSE CAN BE DONE.
6. I HOPE I DO NOT HAVE THIS PROBLEM LATER ON.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. WE DO HAVE RESOURCES WE CAN INVOLVE.
3. WE HAVE HEARD OF THIS TYPE OF CONCERN HOWEVER THE MAJORITY OF THE TIME IT IS THE SEATING POSTURE OF THE PERSON SITTING IN THE SEAT.
4. REFERRED TO **AIR** BAG SECTION IN OWNERS MANUAL

CUSTOMER STATES.

1. I AM POSITIVE IT IS NOT THE WAY WE SIT.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE
2. IF THERE IS SOMETHING DEFECTIVE IT IS UP TO US TO TAKE CARE OF IT
3. I AM SORRY YOU LIVE SO FAR FROM THE DEALERSHIP. THAT DOES MAKE IT MORE DIFFICULT BECAUSE OF THE INCONVENIENCE.
4. I CAN BE INVOLVED WITH THE REP: **AIR**. GAVE NAME AND EXTENSION AND ADVISED TO CALL ME WHEN THE CAR IS THERE SO I CAN FOLLOW UP WITH THE DEALERSHIP

OUTLOOK COMMITMENT SENT TO CALL CUSTOMER 6/1/07 TO CHECK ON CUSTOMERS SITUATION IF NO CALL BACK IS RECEIVED WITH IN THEN.

*** CASE CLOSE 05/21/2007 06:47 AM US Mountain Standard Time SLarez

*** CASE CLOSE 05/21/2007 06:48 AM US Mountain Standard Time SLarez

**Kia Motors America
Consumer Affairs Department**

Page 2 of 17

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJIC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026	Hatfield Kia
10/17/06				

1. he spoke with Steve yesterday regarding a concern he was having with their **AIR** bag system
2. is there a technical hotline that he can call or is it just for the dealerships?

wtr

1. it is just for the dealerships
2. there is technical info available at www.kia.com

cust

1. that probably won't help
2. he is having an issue with their **AIR** bag system
3. it seems to do what it wants and it is not due to way that they are sitting in the seat
4. he weighs 200 lbs and his wife weighs about 170
5. he is dropping it off tomorrow for a few days
6. he has already filed a complaint with the state about this issue

wtr

1. will document his comments

*** CASE CLOSE 05/22/2007 11:36 AM US Mountain Standard Time JHirshfield

*** PHONE LOG 05/29/2007 11:47 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call

Writer stated:

1. I have been speaking with Sm Mary allen
2. The veh has been at the DLR since 05/23/07, they keep telling me they will call me and they have not
3. I at this point i plan to file for Lemon Law
4. I dont want to go through all that and get a lawyer so what do you plan to do about this problem?
5. I am already in contact with my attorney
6. This veh they gave me as a loaner is the same exact car a 07 Sorento and i dont have a problem with the **AIR** bag in this one, its only my veh
7. I called the safety dept of Ohio and they told me that have gotten past reports on this as well, they would not give me more info than that though.
8. I am just tired of all this you guys need to get higher people involved

Writer stated:

1. Sorry for the problem
2. Advised cust writer will follow up with the DLR now to make sure all resources will be used
3. Depending ion circumstance and situation, writer may forward case to CRCA for further review, as well as on cust remarks
4. Please allow writer sometime to research and call cust back with next course of action
5. Gave writer contact info.

Cust stated:

1. Ok thanks.

**Kia Motors America
Consumer Affairs Department**

Page 3 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026 Hatfield Kia	
10/17/06				

*** PHONE LOG 05/30/2007 12:38 PM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Steve SM AT OH026 stated:

1. Well if KIA can tell us how to fix it we will
2. Meanwhile i got the cust yelling at me about it
3. I talked to Tech line they said they are working on a fix for it, like a reprogram or something
4. I called my DPSM D Bauer about it too he said he is looking into it, and again all the while the cust is yelling at me.
5. So i would appreciate it if you guys can do something for me here

Writer stated:

1. Will verify info with DPSM for next course of action
2. Thanked Steve SM

*** PHONE LOG 05/30/2007 12:52 PM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer called DPSM D Bauer:

1. Yes i know about this one
2. Well i told DLR that what tech line is telling him is what we need to go by
3. I mean if tech line does not know i would not know, i told him i would look into it to see if there is anything further i can find but thats about it
4. If Tech line is basically telling the DLR that we are working on it, thats all we will have
5. If cust is continuing to mention Lemon Law, at that time you will need to send it to CRCA
6. Not much more we will be able to do at this time.

Writer thanked DPSM D Bauer

*** NOTES 06/01/2007 09:38 AM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.
WTR REC'D VIA FAX FILE # KIA0744066 WHICH INCLUDES:
LCCF - DATED 6/1/07 AND RCVD 6/1/07

- A. **PASS**ENGER SIDE **AIR** BAG LIGHT KEEPS COMING ON INDICATES - CURRENT - YES
 - B. THAT IT'S OFF WARNING LIGHT (**AIR** BAG OFF / INOPERABLE) - CURRENT - YES
- RESOLUTION SOUGHT:
1. THE CUSTOMER WOULD LIKE TO HAVE THE VEHICLE REPLACED WITH A NEW ONE.

INFO ADDE TO HARD FILE AND ALL TO PROCESS THIS DATE

*** NOTES 06/01/2007 10:13 AM Pacific Daylight Time **AIR**by Action Type:Correspondence sent
WTR SENT BBB-CCF LTR TO CUST THIS DATE VIA MAIL

COPY OF LTR ADDED TO HARD FILE AND ALL TO CALL FOR DOC'S THIS DATE

Kia Motors America
Consumer Affairs Department

Page 4 of 17

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026 Hatfield Kia	
10/17/06				

1. REQ'D SALES AND SERVICE DOC'S
2. PROVIDED FAX #

WTR TO FORWARDED HARD FILE TO AJM FOR FURTHER CASE HANDLING

*** NOTES 06/01/2007 10:17 AM Pacific Daylight Time *AIR* by Action Type:Facsimile rec.

WTR REC'S VIA FAX FROM HATFIELD KIA WHICH INCLUDES:

1. ROS

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

*** NOTES 06/01/2007 02:26 PM Pacific Daylight Time *AIR* by Action Type:Facsimile rec.

WTR REC'D VIA FAX FROM HATFIELD KIA WHICH INCLUDES:

1 BO. RETAIL INSTALLMENT, APP TITLE, COPY OF CHECK IN THE AMT OF \$13,800.00 AND DEALER INVOICE AND DEALER RECAP

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

*** NOTES 06/07/2007 04:49 PM Pacific Daylight Time AnitaMay Action Type:Meeting

WTR REVIEWED DOC'S TO PREPARED FOR RECAP:

WTR TO COMPLETE RECAP ON 6/12/07

*** NOTES 06-15/2007 06:39 PM Pacific Daylight Time *AIR* by Action Type:Facsimile rec.

WTR REC'D VIA FAX BBB FILE # KIA0744066 WHICH INCLUDES:

1. MFR - DATED - 6-15-07
2. CCF - DATED - 6-17
- 3 COPIES OF SALES AND ROS

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

*** NOTES 06-18/2007 03:52 PM Pacific Daylight Time AnitaMay Action Type:Meeting

WTR COMPLETED RO RECAP THIS DATE. HOWEVER, WTR TO CONTACT 6/19/07 TO VERIFY DAYS OUT OF SERVICE:

*** NOTES 06-19/2007 01:59 PM Pacific Daylight Time *AIR* by Action Type:Facsimile rec.

WTR REC'D VIA FAX WHICH INCLUDES:

1. RECEIPT OF RENTAL COST

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

*** PHONE LOG 06/19/2007 06:21 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

Page 5 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026	Hatfield Kia
10/17/06				

2. CUST IS NOT INTERESTED IN PLAYING MUSICAL CHAIRS AND HE'S NOT GOING TO DO THAT
3. CUST HAS CONTACTED CHANNEL 10 NEWS TO HELP INVESTIGATE CUSTOMER CONCERN
4. WTR ADVISED CUST THAT A TE HAS BEEN ORDERED FOR VEH CONCERN AND I WILL BE IN CONTACT W/CUST ONCE INSPECTION HAS BEEN COMPLETED

WTR FAXED RESPONSE TO MRF THIS DATE

*** NOTES 06/20/2007 10:23 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR TO FU W/TODD @ THE BBB 6/25/07 IF NO RESPONSE RCVD BEFORE THEN:

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

Send to:{Bauer, Don [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 949.595.5802 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\ClarifyOB\CA_Attachments\SendHistory\Case_K1312564_AnitaMay_06-20-2007112501.doc>>

*** NOTES 06/20/2007 10:45 AM Pacific Daylight Time AnitaMay Action Type:E-mail sent
WTR SENT INFORMATIONAL E-MAIL TO DPSM/DON BAUER RE: CUST CASE HISTORY THIS DATE:

*** NOTES 06/20/2007 03:51 PM Pacific Daylight Time AnitaMay Action Type:E-mail rec.

WTR RCVD RESPONSE TO ORIGINAL MSG REQUESTING THE FOLLOWING:

1. FAXED COPY OF RO # 643930
2. FORWARD TECH LINE CASE HISTORY
3. WTR ALSO INCLUDED TECH LINE NOTES FROM CASE WITH SAME CONCERN

WTR TO FU W DPSM 6.22.07 FOR STATUS UPDATE

*** PHONE LOG 06/21/2007 09:21 AM Pacific Daylight Time AnitaMay Action Type:Incoming call

WTR S/W DELORES BROWN OF WBNS CHANNEL 10 NEWS IN OHIO:

1. WTR ADVISED DELORES THAT OUR MEDIA DEPARTMENT HANDLES THESE CONCERNS AND PROVIDED THE MAIN # TO CORP

WTR TO CONTACT MARGIE WIRZ IN NCA TO ADVISE OF ABOVE

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

Send to:{Wirz, Margie [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 949.595.5802 AND delete this email.

**Kia Motors America
Consumer Affairs Department**

Page 6 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJIC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026	Hatfield Kia
10/17/06				

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_K1312564_AnitaMay_06-21-2007102018.doc>>

*** NOTES 06/21/2007 02:54 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR TO FU W/TODD @ THE BBB ON 6/22/07 TO ENSURE THAT TE HAS BEEN ORDERED FOR CUST VEH:

*** PHONE LOG 06/25/2007 05:16 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W TODD EIKENBERRY @ THE BBB:
1. WTR EXPLAINED CUST CONCERN TO TODD AND INFORMED HIM THAT CURRENTLY THERE IS NOT A FIELD FIX FOR THIS @ PRESENT
2. WTR ADVISED TODD OF HER WILLINGNESS TO KEEP IN CONTACT W/CUST UNTIL A FIX IS AVAILABLE
3. TODD TO CONTACT CUST TO ADVISE OF AFOREMENTIONED
4. TODD WILL ORDER TE IF CUSTOMER IS UNWILLING TO CLOSE MFR

WTR TO FU W/TODD 6/26/07 IF NO CB RCV'D BEFORE COB

*** PHONE LOG 06/25/2007 05:18 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR TODD EIKENBERRY @ THE BBB:
1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/TODD 6/26/07 FOR STATUS UPDATE

*** PHONE LOG 06/26/2007 09:22 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W TODD EIKENBERRY @ THE BBB:
1. TODD LM FOR CUST 6/25/07 WITH NO RETURN CALL AS OF YET
2. TODD PROCEEDED WITH ORDERING THE TF
3. WTR FAXED **PASSAGE** FROM OWNERS MANUAL RE: **OCS** LIGHT

WTR TO FU W/TODD EIKENBERRY 7/2/07 IF TE REPORT NOT RCV'D BEFORE THEN

*** NOTES 06/26/2007 09:27 AM Pacific Daylight Time AnitaMay Action Type:Meeting
AMENDMENT TO AFOREMENTIONED:

WTR TO CONTACT TODD ON 6/29/07 TO VERIFY WHETHER CUST CALLED BACK OR NOT

*** PHONE LOG 06/29/2007 09:15 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR TODD EIKENBERRY @ THE BBB:
1. REQ'D STATUS UPDATE
2. PROVIDED CB #

WTR TO FU W/TODD @ THE BBB 7/2/07 IF NO CB RCV'D BY COB

**Kia Motors America
Consumer Affairs Department**

Page 7 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH 10/17/06		Prod. Date:	Dealer: OH026	Hatfield Kia

*** PHONE LOG 07/02/2007 08:45 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR TODD EIKENBERRY @ THE BBB:
1. REQ'D UPDATE RE: CUST CONCERN
2. PROVIDED CB #

WTR TO FU W/TODD VIA E-MAIL IF NO RESPONSE RCVD BY NOON

*** PHONE LOG 07/02/2007 03:41 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W TODD EIKENBERRY @ THE BBB:
1. TODD NEVER RCVD A CALL BACK FROM THE CUST
2. TODD IS EXPECTING TE INSPECTION REPORT TO BE COMPLETED BY THIS DATE

WTR TO FU W/TODD 7/3/07 IF NO TE REPORT RCVD VIA FAX BY COB

*** NOTES 07/03/2007 04:08 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR TO CONTACT TODD EIKENBERRY @ THE BBB ON 7/5/07 FOR TE REPORT:

*** NOTES 07/05/2007 09:09 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Done

*** PHONE LOG 07/06/2007 08:04 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
PLEASE NOTE THAT CLARIFY WAS DOWN FOR THE DAY AND THE FOLLOWING TOOK PLACE ON 7/5/07 @ 8:49 A.M.:

WTR S/W TODD EIKENBERRY @ THE BBB:
1. TODD STATED THE TE REPORT WAS BEING SCANNED INTO SYSTEM IN VIRGINIA AT THIS TIME
2. TODD TO FORWARD TE RESULTS WHEN THEY ARE MADE AVAILABLE TO HIM

WTR TO CONTACT TODD @ THE BBB IF NO DOC'S RCVD BY NOON

WTR PROVIDED CURRENT UPDATE TO RCAM THIS DATE:
1. RCAM SUGGESTED THAT WTR CONTACT FTR BRIAN GINN FOR STATUS UPDATE
2. WTR S/W FTR BRIAN GINN AND REQ'D UPDATES FOR **OCS** CONCERNS FOR 2007 SORENTO
3. WTR PROVIDED FTR W/CUST NAME, VIN AND MILEAGE. JUST IN CASE ENGINEER ASKS AND TO CONFIRM THAT CUST VEH IS ON LIST OF SORENTO'S WITH THIS CONCERN

WTR TO F/U WITH FTR BRIAN GINN 7/6/07 IF NO CB RCVD BEFORE THEN

*** NOTES 07/06/2007 08:00 AM Pacific Daylight Time SMurphy Action Type:Facsimile rec.
WTR REC'D BBB FAX FILE # KIA0744066 WHICH INCLUDES:
TE REPORT DATED 6/15/07- WITH FOLLOWING DETERMINATIONS
A. **PASS AIR** BAG LIGHT COMING ON WITH **PASS** SEATED - DOES NOT EXIST

**Kia Motors America
Consumer Affairs Department**

Page 8 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH 10/17/06		Prod. Date:	Dealer: OH026	Hatfield Kia

*** PHONE LOG 07/06/2007 05:09 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W TODD EIKENBERRY @ THE BBB:
1. CUST WOULD LIKE TO PROCEED TO HEARING
2. TODD PROVIDED DATES AVAILABLE FOR HEARING OF 7/18, 19TH OR 20TH

WTR TO FU W/DPSM DON BAUER TO CHECK AVAILABILITY FOR SCHEDULING 7/9/07

*** NOTES 07/09/2007 11:01 AM Pacific Daylight Time AnitaMay Action Type:E-mail sent
WTR CONFIRMED ARBITRATION DATE W/TODD EIKENBERRY @ THE BBB FOR THE A.M. OF THURSDAY, JULY 19TH:

WTR TO FU W/DPSM DON BAUER 7/20/07 FOR STATUS UPDATE

*** NOTES 07/09/2007 05:26 PM Pacific Daylight Time *AIR*by Action Type:E-mail rec.
WTR SENT COPY OF HARD FILE TO DPSM DON BAUER THIS DATE VIA FED EX TRACKING # 9020 7512 1485 FOR BB HEARING

WTR FORWARDED HARD FILE TO AJM FOR FURTHER CASE HANDLING

*** NOTES 07/11/2007 07:08 AM Central Daylight Time MWilliams Action Type:E-mail rec.
DPSM SENT EMAIL TO WTR AND AJM RE: ATA FOR POSSIBLE 7/19 HEARING

EMAILED DPSM W/CC TO AJM ADVISING:
1. CRCA HAS ADVISED BBB THAT 7/19 IS ONLY DATE OF DPSM AVAILABILITY
2. WILL FWRD ATA TO DPSM AS SOON AS IT IS RC'D

*** PHONE LOG 07/11/2007 07:09 AM Central Daylight Time MWilliams Action Type:Outgoing call
WTR LVM FOR TODD @ BBB ADVISING:
1. STILL NEED ATA FOR POSSIBLE 7/19 HEARING

AJM TO FU W/TODD AT BBB ON 7/12 IF ATA HAS NOT BEEN RC'D BY THAT DATE

*** PHONE LOG 07/11/2007 08:58 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR LM FOR TODD EIKENBERRY @ THE BBB:
1. REQ'D CONFIRMATION DATE FOR AGREEMENT TO ARBITRATE
2. PROVIDED CB #

WTR TO FU W/TODD 7/12/07 IF NO DOC'S OR CB RCVD THIS DATE

*** PHONE LOG 07/11/2007 11:38 AM Central Daylight Time MWilliams Action Type:Incoming call

**Kia Motors America
Consumer Affairs Department**

Page 9 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026 Hatfield Kia	
10/17/06				

2. WAITING FOR ARBITRATOR APPOINTMENT AND WILL THE FWRD ATA AND NOH TO CRCA

EMAILED ABOVE TO DPSM BAUER AS FYL... AJM TO F/U W/TODD ON 7/12 IF AFOREMENTIONED IS NOT RC'D BY THAT DATE

*** PHONE LOG 07/12/2007 08:54 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W TODD EIKENBERRY @ THE BBB:

1. WTR INQUIRED IF THE ATA HAD BEEN CONFIRMED
2. TODD LM FOR INDIVIDUAL RESPONSIBLE FOR SCHEDULING

WTR TO FU W/TODD FOR CONFIRMATION ON 7/16/07 IF NO RESPONSE RCVD BEFORE THEN

*** NOTES 07/12/2007 04:32 PM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.
WTR REC'D VIA BBB FAX FILE # KIA044066 WHICH INCLUDES:

1. TE - REPORT - DATED - 7/2/07

A. **PASSENGER AIR** BAG LIGHT COMING ON WITH **PASSENGER** SEATED - DOES NOT EXIST

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

*** NOTES 07/16/2007 05:42 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR TO FU W/DPSM DON BAUER 7/19/07 FOR STATUS UPDATE:

*** PHONE LOG 07/20/2007 08:21 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W DPSM DON BAUER:

1. DPSM STATED CUST RESEARCHED ALL **OCS** ISSUES W/ KIA VEH'S TO PRESENT IN ARBITRATION
2. DPSM STATED SINCE PROBLEM IS INTERMITTENT, THEY WERE UNABLE TO DUPLICATE DURING HEARING
3. CUST JUST WANTS VEH FIXED

WTR TO FU W/TODD @ THE BBB FOR HEARING DECISION 7/24/07

*** NOTES 07/24/2007 02:49 PM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.
WTR REC'D VIA BBB FAX FILE # KIA0744066 WHICH INCLUDES:

1. ACCEPT / REJECT FORM - DATED 7/19/07

A. CUST ACCEPTS ARBITRATORS DECISION ON INTERIM REPAIRS TO FOLLOWINGS:

1. **PASSENGER** SIDE **AIR** BAG LIGHT COMES ON WITH **PASSENGER** SEATED

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

*** PHONE LOG 07/24/2007 04:57 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W DPSM DON BAUER:

1. WTR ADVISED DPSM THAT AN INTERIM REPAIR DECISION WAS FAXED OVER FROM THE BBB
2. DPSM SUGGESTED THAT AN LTR BE SENT ONCE THE CUST MAKES DECISION TO ACC/REJ OFFER

**Kia Motors America
Consumer Affairs Department**

Page 10 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026	Hatfield Kia
10/17/06				

*** NOTES 07/24/2007 04:59 PM Pacific Daylight Time AnitaMay Action Type:Manager review
WTR TO FU W/TODD ON 7/27/07 @ THE BBB FOR CUST DECISION RE: INTERIM REP **AIR** DECISION:

*** NOTES 07/25/2007 08:41 AM Pacific Daylight Time AnitaMay Action Type:Manager review
CORRECTION TO AFOREMENTIONED:

WTR TO FU FOR CUSTOMER DECISION W/TODD EIKENBERRY ON 8/6/07

*** NOTES 07/31/2007 09:12 AM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.

WTR REC'D BBB FAX FILE # KIA0744066 WHICH INCLUDES:

1. ACCEPT /REJECT FORM DATED - 7/24/07

- A. CUST ACCEPTS ARBITRATORS DECISION OF INTERIM REP **AIR**S RO FOLLOWINGS:
 - 1. IS BINDING ON BOTH KMA AND CUSTOMERS

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

*** NOTES 07/31/2007 09:24 AM Pacific Daylight Time **AIR**by Action Type:Facsimile sent

WTR REC'D BBB FAX FILE # KIA0744066 WHICH INCLUDES:

1. CUST CONTACT LTR STATING:

A. ON 7/7/07 WE TOOK THE KIA TO HATFIELDS FOR SOME OTHER WARRANTY WORK WHILE DRIVING TO THIS LOCATION. THE **PASSENGER AIR**BAG MALFUNCTIONED AGAIN I HAD A SERVICE REP. LOOK AT IT AND WITNESS IT WITH THE WIFE IN THE SEAT. HE STATED HE WOULD FIX THE WARRANTY PROBLEM FIRST THEN LOOK AT THIS MALFUNCTION..

B. WHICH WAS WRITTEN ON THE WORK ORDER, WE WERE GIVEN A LOANER. THEN WE WERE CALLED AND ADVISED WHOM HE HAD CONTACTED WANTED THE VEHICLE LEFT AT HATFIELD FOR SOMEONE WOULD COME IN FROM CHICAGO TO LOOK FOR THE PROBLEM.

C. ON 7/30/07 3:30 PM I CONTACTED HATFIELDS TO FIND OUT WHAT WAS DECIDED ON THE VEHICLE.

D. WAS ADVISED THE OTHER WARRANTY WORK WAS FINISHED COULD PICK UP VEHICLE SOMEONE WOULD BE COMING FOR KOREA DATE UN NOTED AT THIS TIME.

E. WE WILL BE OUT OF STATE AUG 19 THRU AUG 26

DANNY JONES

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

*** NOTES 08/02/2007 09:32 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR SUBMITTED FTR REQ THIS DATE:

WTR TO FU ON 8/6/07 IF NO RESPONSE RCVD BEFORE THEN

*** PHONE LOG 08/09/2007 08:05 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST. MR. ██████████

- 1. REQ'D CB TO CONFIRM AVAILABILITY FOR SCHEDULING ON 8/29/07
- 2. PROVIDED CR #

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026 Hatfield Kia	
10/17/06				

*** NOTES 08/09/2007 09:35 AM Pacific Daylight Time AnitaMay Action Type:E-mail sent
E-MAIL WAS SENT TO PROVIDE STATUS UPDATE ON FTR APPOINTMENT DATE AND TO REQUEST ASSISTANCE FROM DPSM DON BAUER TO ARRANGE W/DLR.

*** PHONE LOG 08/09/2007 01:54 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST, MR. ██████████

1. MR. ██████████ CONFIRMED FOR 8/29/07 DROP OFF OF VEH AT HATFIELD KIA
2. CUST STATED VEH WILL BE DROPPED OFF LATE AFTERNOON
3. WTR ADVISED CUST THAT RENTAL WILL BE PROVIDED DURING EVALUATION/REP**AIR**S

WTR TO MAKE COURTESY REMINDER CALL TO CUST ON 8/28/07

*** PHONE LOG 08/13/2007 09:51 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR ADVISED TODD OF FTR APPT THAT'S SCHEDULED FOR 8/29/07;

*** PHONE LOG 08/29/2007 10:59 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR LM FOR CUST, MR. ██████████

1. WTR WAS CALLING TO CONFIRM VEH HAD BEEN DROPPED OFF AT DLR
2. WTR REQ'D CB
3. PROVIDED CB #

WTR TO FU W/FTR THIS DATE FOR STATUS UPDATE

*** PHONE LOG 08/30/2007 09:00 AM Central Daylight Time MWilliams Action Type:Incoming call
PER FTR GINN:

1. MET W/CUST ON 8/29 @ OH026
2. CND CONCERN
3. PERFORMED REFLASH AND EXPLAINED TO CUST PROPER SEATING FOR CUST
4. ADVISED THAT CRCA WILL FU W/CUST RE: REP**AIR**
5. CUST SATISFIED W/ASSIST BUT IS EXPECTING CALL FROM CRCA AS FU
6. FTR WILL FAX RO TO CRCA THIS DATE

AJM TO CONTACT CUST NO LATER THAN 9/5 AND FU ON REP**AIR**S

*** NOTES 08/30/2007 09:12 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR TO FU W/CUST ON 9/5/07 FOR STATUS UPDATE ON VEH CONCERN:

WTR TO FU W/FTR BRIAN GINN 8/31/07 IF NO RO RCVD BEFORE THEN

*** NOTES 08/30/2007 12:46 PM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026 Hatfield Kia	
10/17/06				

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

*** PHONE LOG 09/05/2007 10:23 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST. MR. ██████████

1. WTR WAS CALLING TO CHECK ON STATUS OF VEH AFTER FTR REPAIR
2. WTR REQ'D CB
3. PROVIDED CB #

WTR TO FU W/CUST. MR. ██████████ 9/7/07 IF NO CB RCV'D BEFORE THEN

*** PHONE LOG 09/07/2007 02:21 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST. MR. ██████████

1. CUST STATED LIGHT HAS NOT COME BACK ON WHILE **PASS**ENGER IS IN THE SEAT. HOWEVER, WHEN THE VEH IS SHIFTED OR WHEN VEH HITS A BUMP/JOLT THE LIGHT WILL COME ON THEN BUT ONCE IT'S SHIFTED THE LIGHT WILL GO OFF.
2. CUST IT'S BETTER THAN WHAT IT WAS BUT DO I THINK IT SHOULD BE DOING THAT...PROBABLY NOT
3. CUST STATED HE HAS SEEN AN IMPROVEMENT

WTR TO REVIEW CASE W/RCAM 9/10/07 FOR DIRECTIVE

*** NOTES 09/11/2007 10:18 AM Pacific Daylight Time AnitaMay Action Type:Manager review
WTR UNABLE TO REVIEW CASE W/RCAM 9/11/07 AS RCAM IS OUT SICK TODAY:

*** NOTES 09/12/2007 01:58 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR REVIEWED CASE W/RCAM THIS DATE AND IT WAS DECIDED TO CLOSE CASE:

*** CASE CLOSE 09/12/2007 02:01 PM Pacific Daylight Time AnitaMay
CASE CLOSED AS NO FURTHER ASSISTANCE REQUIRED. PLEASE NOTE THAT CRCA HARD FILE OF THIS CASE IS LOCATED IN "PRIORITY NON LEGAL" CABINET @ REGION.

*** PHONE LOG 09/28/2007 09:59 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W TODD EIKENBERRY @ THE BBB:

1. TODD ADVISED WTR TO PROVIDE DATES OF AVAILABILITY FOR SCHEDULING
2. TODD REQ'D THAT TWO POSSIBLE DATES ARE GIVEN JUST IN CASE AN ARBITRATOR IS UNAVAILABLE
3. TODD PROVIDED 10/16-18 FOR STARTERS

WTR TO FU W/DPSM DON BAUER TO CHECK AVAILABILITY THIS DATE

*** NOTES 09/28/2007 10:04 AM Pacific Daylight Time AnitaMay Action Type:Facsimile sent
WTR FAXED DOC'S RCV'D FROM THE BBB TO DPSM DON BAUER'S DISTRICT OFFICE THIS DATE:

**Kia Motors America
Consumer Affairs Department**

Page 13 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026	Hatfield Kia
10/17/06				

REFERENCE THIS UPDATE TO PRIOR UPDATE FROM AJM:

WTR REC'D BBB FAX FILE # KIA0744066 WHICH INCLUDES:

1. CUST LTR SUBMITTING REQUESTING A RECONVENING:

A. THIS LETTER IS IN REFERENCE TO CASE #K1312564. OUR KIA WAS SERVICED FOR THE PROBLEM **AIR** BAG **PASS**ENGER SIDE ON AUGUST 20 SERVICE RECORDS PROVIDED.

B. AFTER DRIVING THE VEH THE **AIR** BAG LIGHT DID COME BACK ON WHEN THE **PASS**ENGER WAS IN SITTING IN THE SEAT CORRECTLY. ON SEPTEMBER 15TH AND 16TH AND 23RD ARE THE DATES THE LIGHT HAS COME ON THIS SERVICE DID NOT COMPLETELY FIX THE PROBLEM. HOWEVER THE PROBLEM HAS NOT HAPPENED AS OFTEN AS BEFORE. SO I FEEL THE VEH ISN'T 100%. I FEEL LIKE I CAN'T CLOSE THE CASE AND THEREFORE I WOULD LIKE TO RECONVENE THE CASE.

INFO ADDE TO HARD FILE AND FORWARDED TO AJM FOR FURTHER CASE HANDLING

*** NOTES 09/28/2007 10:08 AM Pacific Daylight Time AnitaMay Action Type:E-mail sent

WTR SENT E-MAIL TO DPSM DON BAUER:

1. ADVISING OF CUST'S DECISION TO RECONVENE HEARING
2. REQ'D AT LEAST 2 DATES OF AVAILABILITY FOR SCHEDULING
3. PROVIDED SUGGESTED DATES OF 10/16-18

WTR TO FU W/DPSM DON BAUER FOR UPDATE 10/2/07

*** NOTES 09/28/2007 02:57 PM Pacific Daylight Time AnitaMay Action Type:E-mail rec.

WTR RCVD E-MAIL FROM DPSM DON BAUER:

1. DPSM DON ADVISED THAT BETWEEN 10-11 A.M ON 10/18/07 WOULD BE GOOD FOR HIM
2. DPSM REQ'D THAT RO FROM FTR VISIT BE RE-FAXED TO THE DISTRICT OFFICE

WTR TO FU W TODD EIKENBERRY @ THE BBB TO ADVISE OF DPSM'S AVAILABLE DATE

*** NOTES 09/28/2007 02:58 PM Pacific Daylight Time AnitaMay Action Type:Facsimile sent

WTR FAXED REQ'D DOC TO DPSM DON BAUER THIS DATE:

*** PHONE LOG 09/28/2007 03:26 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call

WTR S/W TODD EIKENBERRY @ THE BBB:

1. WTR ADVISED TODD THAT THE DPSM SELECTED 10/18/07 AS HIS DATE FOR ARBITRATION
2. WTR ASKED TODD TO ORDER THE THIS DATE

WTR TO FU W/TODD AT THE BBB ON 10/5/07 FOR THE INSPECTION REPORT IF NONE RCVD BEFORE THEN

*** PHONE LOG 10/03/2007 01:03 PM Pacific Daylight Time AnitaMay Action Type:Incoming call

WTR SAW TODD EIKENBERRY @ THE BBB:

1. TODD STATED CUST IS DECLINING THE INSPECTION
2. CUST STATED PROBLEM WAS INTERMITTENT BUT IT'S PROGRESSIVELY GETTING WORSE
3. TODD IS STILL WAITING TO HEAR BACK FROM ARBITRATOR TO CONFIRM DATE

WTR TO FU W/TODD 10/5/07 IF NO CR RCVD BEFORE THEN

**Kia Motors America
Consumer Affairs Department**

Page 14 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026	Hatfield Kia
10/17/06				

*** NOTES 10/04/2007 08:09 AM Pacific Daylight Time *AIR* by Action Type: Facsimile rec.

WTR REC'D VIA BBB FAX FILE # KI0744066 WHICH INCLUDES:

1. AGREEMENT TO ARBITRATE - DATED - 10/18/07

NOTICE OF HEARING /INSPECTION - 10/18/07

HEARING DATE/TIME/PLACE :

BBB OF CENTRAL OHIO, INC

1335 DUBLIN ROAD, SUITE 30-A
COLUMBUS, OH 43215-0000

ARBITRATOR: PAUL M. NICK

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

*** PHONE LOG 10/05/2007 03:40 PM Pacific Daylight Time AnitaMay Action Type: Outgoing call

WTR LM FOR TODD EIKENBERRY @ THE BBB:

1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/TODD AND CUST 10/8/07

*** NOTES 10/05/2007 03:49 PM Pacific Daylight Time AnitaMay Action Type: Manager review

WTR REVIEWED CASE W/R CAM 10/3/07 AND IT WAS DECIDED TO OFFER CUST SOC W/NO USAGE:

WTR TO CONTACT CUST TO ADVISE 10/8/07

*** PHONE LOG 10/08/2007 03:08 PM Pacific Daylight Time AnitaMay Action Type: Outgoing call

WTR LM FOR TODD EIKENBERRY @ THE BBB:

1. WTR ADVISED TODD THAT KMA WILL OFFER TO REPLACE CUST VEH

WTR TO CONTACT CUST TO ADVISE OF THE ABOVE THIS DATE

*** PHONE LOG 10/08/2007 03:12 PM Pacific Daylight Time AnitaMay Action Type: Outgoing call

WTR LM FOR CUST, MR. ██████████

1. WTR REQ'D CB
2. PROVIDED CB #

WTR TO FU W/ CUST 10-9-07 IF NO CB RCV'D BEFORE THEN

*** PHONE LOG 10/09/2007 11:13 AM Pacific Daylight Time AnitaMay Action Type: Outgoing call

WTR LM FOR CUST, MR. ██████████

1. REQ'D CB
2. PROVIDED CB #

**Kia Motors America
Consumer Affairs Department**

Page 15 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1312564	8,680
WASHINGTON COURT HOUSE, OH ██████████		Prod. Date:	Dealer: OH026 Hatfield Kia	
10/17/06				

*** NOTES 10/09/2007 03:27 PM Pacific Daylight Time *AIR* by Action Type:Facsimile rec.

WTR REC'D BBB FAX FILE # KJA0744066 WHICH INCLUDES:

1. CLOSE LETTER WITH FOLLOWING PARAMETERS:

- A. KMA AGREES TO REPLACE YOUR 2007 SORENTO WITH A COMPARABLY -EQUIPPED 2007 KIA SORENTO.
- B. KMA PROPOSE TO ACCOMPLISH THIS A SOC TRANSACTION WITH YOUR CURRENT LIENHOLDER, WHEREBY THEY WOULD REPLACE THE CURRENT COLLATERAL ON YOUR LOAN WITH MUTUALLY AGREEABLE 2007 KIA VEH.
- C. ALL OTHER TERMS AND CONDITIONS OF THE UNDERLYING LOAN WOULD BE CONTINGENT UPON APPROVAL BY YOUR LIENHOLDER.
- D. KMA WILL PAY THE LICENSE AND REGISTRATION FEES FOR THE NEW VEHICLE AND WOULD WAIVE YOUR MILEAGE DEDUCTION.
- E. SHOULD YOU DECIDE TO UPGRADE TO MORE EXPENSIVE MODEL YOU WILL BE RESPONSIBLE FOR THE UPGRADE CHARGE AND ANY TAXES ASSOCIATED WITH THAT UPGRADE CHARGE.
- F. PHYSICAL INSPECTION WILL BE PERFORMED ON THE VEH FOR DAMAGE AND EXCESSIVE WEAR AND TEAR
- G. KMA WILL CONTACT YOU TO ARRANGE COMPLETION OF THIS TRANSACTION AT YOUR LOCAL KIA DLR.

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

*** PHONE LOG 10/11/2007 04:27 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call

WTR S/W CUST. MR. ██████████ ON 10/9/07:

- 1. WTR OFFERED TO REPLACE CUST VEH
- 2. CUST ACCEPTED OFFER

WTR TO FU W/CUST TO BEGIN SOC PROCESS 10/15/07

*** PHONE LOG 10/16/2007 10:15 AM Pacific Daylight Time AnitaMay Action Type:Incoming call

WTR S/W TODD EIKENBERRY ABOUT CUST CASE 10/15/07 AND WTR FAILED TO UPDATE CASE ACCORDINGLY:

- 1. TODD STATED CUST IS REQUESTING A CALL RE: SOC
- 2. WTR ADVISED TODD THAT SHE WOULD BE IN CONTACT W/CUST

WTR TO CONTACT CUST THIS DATE

*** PHONE LOG 10/16/2007 10:34 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call

WTR LM FOR CUST. MR. ██████████

- 1. REQ'D CB
- 2. PROVIDED CB #

WTR TO FU W/CUST 10/17/07 IF NO CB RCV'D BY COB

*** NOTES 10/23/2007 08:32 AM Pacific Daylight Time *AIR* by Action Type:Facsimile rec.

WTR REC'D VIA BBB LTR FROM CUST ON 10/19 STATING:

- 1. ATT: TODD EIKENBERRY.

Kia Motors America
Consumer Affairs Department

Page 16 of 17

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736175 [REDACTED]	K1312564	8,680
WASHINGTON COURT HOUSE, OH [REDACTED]		Prod. Date:	Dealer: OH026 Hatfield Kia	
10/17/06				

- A. TODD I SPOKE WITH ANITA MAY 10-17-07 IN REFERENCE TO OUR VEH KIA. ALSO I SPOKEN TO HATFIELD AUTO MALL. WE DID AGREE ON THE EXCHANGE OF A NEW VEC.
- B. HOWEVER ANITA IS UNABLE TO PROVIDE US WITH ANY INFORMATION.
- C. THE DECISION WAS FOR THE VEH TO BE FIXED BY AUG 29 DRIVE FOR 30 DAYS
- D. IT WAS REPORTED THAT THE VEH DID NOT WORK PROPERLY AFTER AN ATTEMPT TO FIX.
- E. IT HAS BEEN **AIR** IF THE REPLACEMENT AND THIS DEAL HAS NOT BEEN COMPLETED BY OCT 31 07 THEN OUR DEAL IS OFF THE TABLE AND WE WOULD LIKE TO REQUEST THAT WE GO BACK AND RECOVER WITH ARBITRATION.
- F. AT THIS TIME WE WOULD AGREE ONLY ON A BUY BACK AND WALK AWAY FROM A BAD EXPERIENCE AND FIND A MFG THAT WE WOULD TRUST TO BE CUSTOMER FRIENDLY

THANK YOU
[REDACTED]

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

*** PHONE LOG 10/23/2007 04:29 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST. MR. [REDACTED]

- 1. WTR ADVISED CUST THAT JEREMY BECKNER WOULD BE HIS CONTACT PERSON FOR THE SOC TRANSACTION

WTR TO FU W/DLR 10/24/07 TO ARRANGE FOR CUST TO SELECT VIN

*** NOTES 10/25/2007 10:16 AM Pacific Daylight Time AnitaMay Action Type:Correspondence sent
WTR SENT PRELIMINARY SOC LTR TO CUST VIA REGULAR MAIL THIS DATE:

WTR TO CONTACT JEREMY BECKNER @ HATFIELD KIA TO ADVISE OF ABOVE

*** PHONE LOG 10/25/2007 10:16 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM JEREMY BECKNER @ HATFIELD KIA:

- 1. REQ'D CB
- 2. PROVIDED CB ::

WTR TO FU W/DLR 10/26/07 IF NO CB RCVD BY COB

*** PHONE LOG 10/26/2007 12:23 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM JEREMY BECKNER @ HATFIELD KIA:

- 1. REQ'D CB
- 2. PROVIDED CB ::

WTR TO FU W/DLR 10 29 07 IF NO CB RCVD BY COB

*** NOTES 10/29/2007 07:24 AM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.
WTR REC'D VIA LTR FROM CUSTOMER THIS DATE STATING:

**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]	KNDJC736175 [REDACTED]	K1312564	8,680
WASHINGTON COURT HOUSE, OH 10/17/06			Prod. Date:	Dealer: OH026 Hatfield Kia

WE RECEIVED THE LETTER. HOWEVER THERE ARE A COUPLE OF CONCERNS. WE DO NOT HAVE A COMPLETE ADDRESS ON THE LEAN HOLDER. JUST P.O BOX. I WILL CONTACT THEM MONDAY TO GET THIS INFORMATION. WHEN I SPOKE WITH TODD OF BBB I WAS UNDER THE IMPRESSION THIS PART OF THE PROCESS WAS COMPLETE. I WAS ADVISED I WOULD RECEIVE A LETTER THEN I WOULDN'T. I THOUGHT I WAS NOW IN THE PROCESS LOOKING FOR A VEHICLE. I SPOKE WITH JEREMY BECKNER ON FRIDAY OCT 25, 2007 AND HE IS IN THE DARK. I OFFERED TO GO AND FIND A VEHICLE ON THE LOT WITH THE SAME INVOICE AS MY CURRE

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

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1386051	6,457
Marion, NC ██████████		Prod. Date: 4/18/07	Dealer: NC004 Paramount Kia	

Case History

Complaint Quality

*** PHONE LOG 11/27/2007 04:16 PM US Mountain Standard Time TMorales
I bought a so called new 2007 sorento 3 months ago and pay 469.00 a month a couple of weeks ago the piece of junk started falling apart. 1.while driving it shakes and jerks and acts like its going to die. 2.the **PASS**enger side **AIR**bag does not cut on like its supposed to when someone sits in the seat. 3.only 1 of the 4 or 5 power outlets work. 4.the headlights flicker. 5.cant unlock the **PASS**enger side door the key wont even turn. 5.it has a very bad sulfur smell. 6.poping in the front. with only 6457 miles there should be nothing wrong with a good quailty car. i havent took it to get it fixed yet cause they are closed by the time i get off work. but even when i do get it fixed i do not and WILL not continue to pay that much money for a car that has had this much wrong with it in such a short period of time. something WILL be done about the price or a FULL refund plus our trade in or legal action will be taken. people buy a new car so they dont have to go through all this mess if i wanted this i would have got a car from a junk yard cause it seems to be thats what i have. i dont even feel comfortable driving 2 miles to the store let along on a long trip. kia suppose to be a dependable car and mine is anything but that. guess that is why your little saying is "THE POWER TO SURPRISE"

*** PHONE LOG 11/28/2007 08:35 AM US Mountain Standard Time TShamburger Action Type:Incoming call
wrt called ██████████

- 1 wrt calling you in response to an email you sent us.
 - 2 this is Tammy from Kia's Consumers aff**AIR**s.
 - 3. chking to see if you made an appt at dlr for your veh's concerns.
 - 4 apologize for veh's concerns.
- cust states
1 yes. we have an appt
2 its Friday and my fiancee will take it at dlr at lunch time.
wrt states
1 wrt will call dlr on their diag on vehicle.
cust thanked wrt for asst to concern. call ended

*** PHONE LOG 11/30/2007 02:38 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Paramount Kia and spoke to SM William.

- SM states
1 cust brought veh in 317 and wanted veh done by 5
2 we will try what we can to see what is wrong and rep**AIR** it.
3 but this cust was never here before.
4 her concerns are:
* misfire (at 25-35 mph
* headlight dims
* strong sulfur smell.
* CD ejects CD's intermittently.
* **AIR**bag light on
5 if we can will try to get veh diag and done with what time we have.
wrt states
1 will call Monday than to chk on diag
SM agreed call ended.

*** PHONE LOG 12/03/2007 09:37 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Paramount Kia and asked for SM William

- SM states
1 on cust call. we could not dunicate the driveabilityv problem.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1386051	6,457
Marion, NC ██████████		Prod. Date: 4/18/07	Dealer: NC004	Paramount Kia

2 the only thing we did validate was the **OCS** system the **AIR** bag light was going off and on.
3 we order the seat bottom for them, and they were coming back when part is in. most like Wed.
4 and the CD player was fine. sulfur smell normal, and headlight dimming was normal when AC kicks in.
5 we has cust to dup with us in veh the misfire, never did anything for us at all.
6 so cust has to just come in for seat bottom when part comes in.
wrt thanked SM call ended.

*** CASE CLOSE 12/03/2007 09:39 AM US Mountain Standard Time TShamburger
close pending 12/5

*** PHONE LOG 12/05/2007 01:44 PM US Mountain Standard Time TShamburger Action Type: Incoming call
wrt called dlr and asked Mike in parts if the seat bottom came in?

Mike states

1. the part is on BO right now

wrt states

1 thank you will chk later next week. call ended.

*** CASE CLOSE 12/05/2007 01:45 PM US Mountain Standard Time TShamburger

*** CASE CLOSE 01/11/2008 10:11 AM Pacific Daylight Time ELau

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375 ██████████	K1407361	2,000
Chesnee, SC	██████████	Prod. Date: 10/11/06	Dealer: SC018 Farrell Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 01/28/2008 08:31 AM US Mountain Standard Time JHirshfield caller:

1. has had an issue with the **PASS**enger side **AIR** bag ever since they bought the car
2. they performed a re-flash and were then going to order a seat bottom
3. apparently, they were on B/O because they then told him that they were going to have a tech come out and "do something" with the car
4. they further said that they had several cars with the same condition and they were going to have them all done at the same time
5. he understands that the tech is very busy but they have been having this problem ever since they bought the car
6. his wife (who sits in the **PASS**enger seat) is not very happy with the situation and wants it resolved.
7. they just told him this AM that he needed to call us and file a complaint

wtr

1. apologize for the situation
2. there is only one tech for the entire region
3. will need to research and recontact

*** PHONE LOG 01/28/2008 09:11 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with svc mgr David @ SC018 who stated

1. they do need to get the FTR out to work on the vehicle
2. he did tell the customer to contact us, because they cannot get an FTR without a customer filing a complaint.

wtr

1. will speak with DPSM Bob Stricklen and see what he recommends

*** EMAIL OUT JHirshfield Action Type:External email

Sent to: [stricklen@kiausa.com]

Bob:

Apparently they require the FTR at SC018 to resolve this customer's **PASS**enger side **AIR** bag concern. Customer has had the problem ever since they purchased the vehicle on 09/14/07.

Thanks,

Jon - KCC ext 46635

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer 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: c:\pubs\Clarify\BJCA Attachments\SendHistory\Case_K1407361_JHirshfield_01-28-2008\090639.doc>>

*** NOTES 01/28/2008 12:01 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRC/AA reviewed with FTR--Tech request bein sent

FTR will contact Dealer by phone to arrange schedule for **OCS** reflash

*** NOTES 01/28/2008 10:02 AM US Mountain Standard Time JHirshfield Action Type:F-mail rec.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375 ██████████	K1407361	2,000
Chesnee, SC	██████████	Prod. Date: 10/11/06	Dealer: SC018	Farrell Kia

1. I have forwarded this case to the Region & the FTR.
2. Also, I just "counseled" the SM regarding telling customers to open cases w/ CA. case dispatched to SRCA for FTR appointment to be set up

*** NOTES 01/28/2008 01:47 PM US Mountain Standard Time JHirshfield Action Type:Manager review case dispatched to SRCA for FTR appointment to be set up

*** PHONE LOG 02/01/2008 01:43 PM US Mountain Standard Time JHirshfield Action Type:Incoming call caller

- 1 he has not heard anything all week and was wondering what we had found out about his car

wtr

1. escalated his case to our regional office
- 2 they are setting an appt with the Kia field engineer to go to Farrell Kia and work on his vehicle
3. he should be contacted with an approx date this next week
- 4 he will either be called by our regional office or by dealership
5. please recontact wtr if he does not hear anything next week

cust thanked wtr for the info

- 1 he will wait to hear from someone

*** NOTES 02/08/2008 12:25 PM Eastern Daylight Time JuneSifford Action Type:Manager review FTR scan tool for that area is being distributed to GA and Maryland

SRCAA contacted CTR to request assistance with **OCS** reflash

Possible to complete the **OCS** reflash on 2/11/08

*** PHONE LOG 02/08/2008 12:27 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA attempted customer contact at both numbers provided to schedule appt for **OCS** reflash on 2/11/08--LM at both numbers requesting call back to confirm

*** PHONE LOG 02/08/2008 12:42 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA contacted SC018--Service Manager. David and reviewed customer contact info Service Manager had the same info

SRCAA advised of CTR / **OCS** reflash for Monday if we can confirm with the customer. Once Day rental will be provided at customer request.

*** PHONE LOG 02/08/2008 03:09 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA contacted Mr. Jones & confirmed appt for Monday
SRCAA contacted CTR & confirmed appt.

*** PHONE LOG 02/11/2008 11:24 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA confirmed CTR inspection w/ CTR
David @ SC018 states vehicle is there & ready.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
Chesnee, SC		KNDJD736375	K1407361	2,000
		Prod. Date: 10/11/06	Dealer: SC018 Farrell Kia	

*** COMMIT 02/11/2008 11:26 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOSE 02/11/2008 11:35 AM Eastern Daylight Time JuneSifford

*** PHONE LOG 02/20/2008 05:08 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact per follow up commitment--LM on VM

*** CASE CLOSE 02/20/2008 05:11 PM Eastern Daylight Time JuneSifford

*** PHONE LOG 02/29/2008 03:48 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA rev'd case with DPSM--DPSM states
1. I have talked to Service Manager about this vehicle
2. Service manager states this is the 2007 Sorento chuggle/shutter issue.

*** NOTES 03/06/2008 03:42 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Disregard previous notes entered in error.

*** NOTES 03/06/2008 03:43 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Notes were entered correctly--customer has chuggle issue.

*** PHONE LOG 03/06/2008 03:45 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact LM requesting call back

*** PHONE LOG 03/07/2008 05:30 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
Per review with DPSM--Replacement offer to be sent.

*** PHONE LOG 03/19/2008 09:49 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. [REDACTED] & reviewed case--case notes were entered into the wrong case
According Mr. [REDACTED] the vehicle is rep. **AIR**ed since the last reflash
Mr. [REDACTED] states the vehicle (**OCS**) is working at this time w/no further problems.

*** CASE CLOSE 03/19/2008 09:51 AM Eastern Daylight Time JuneSifford

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO EX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736485 ██████████	K1527995	800
Augusta, WV	██████████	Prod. Date: 10/26/07	Dealer: VA027	Parsons Kia

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 12/02/2008 10:44 AM Pacific Daylight Time ELau

Wrt received VM from customer stating:

1. I am having problems with my car please call me back

*** PHONE LOG 12/02/2008 11:01 AM Pacific Daylight Time ELau Action Type:Outgoing call

Wrt called customer and spoke with ██████████ (husband):

1. I received your VM
2. How can I help?

Carl states:

1. My wife and I just purchased this vehicle
2. First the vehicle at 200 miles in would shutter when braking
3. The dealership had to replace all the rotors
4. Now the vehicle is driving fine.
5. Also when my wife sits in the *PASS*enger seat, the *AIR*bag light comes on
6. My wife is around 145 lbs.
7. I have taken the vehicle in to the dealer for this concern already too many times.
8. I took it in once again yesterday.
9. My wife was with me and the light was on.
10. The dealership confirmed the light was on.
11. They told me to put a towel or cushion on the seat
12. I did not pay 20,000 dollars for a vehicle where I have to put a towel on the seat.
13. I have bought a total of 4 Kias, Rio, two Sportages and now this Sorento
14. I told them I wanted my old Sportage back. I traded it in to get this Sorento
15. They said they wanted 6,700 dollars
16. I understand the Power Train Warranty will be voided
17. But I really need some help.
18. The dealership also put window visors on the side windows, they are falling off.

Wrt states:

1. Apologize to customer
2. Let me contact the dealership to get more information
3. I might need to forward your case to our Eastern Regional Office for handling

Carl states:

1. Ok thanks

*** PHONE LOG 12/02/2008 11:11 AM Pacific Daylight Time ELau Action Type:Outgoing call

Wrt called VA027 and spoke with Lisa Service Manager:

Wrt states:

1. Calling about customer
2. What can you tell me.

Lisa states:

1. Customer has been complaining of *OCS* light
2. He was in yesterday
3. We had the wife try sitting couple positions in the center and the light went off
4. I opened a Techline case
5. Techline responded to me today, suggesting we do a reflash on the *OCS*
6. The reflash was for the 05 model year but Techline wants us to try the reflash.

Wrt states:

1. Thank you

**Kia Motors America
Consumer Affairs Department**

Page 2 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736485 ██████████	K1527995	800
Augusta, WV ██████████		Prod. Date: 10/26/07	Dealer: VA027	Parsons Kia

*** NOTES 12/02/2008 11:12 AM Pacific Daylight Time ELau Action Type:Manager review

1. Writ to forward case to Eastern Regional CA for further review and handling
2. Customer complains of **OCS** light
3. Dealership to conduct reflash
4. Vehicle brand new
5. Please contact customer

*** NOTES 12/02/2008 11:12 AM Pacific Daylight Time ELau Action Type:Manager review

1. Writ advise customer, case will be forwarded to Eastern Regional CA

*** FORWARD 12/03/2008 12:07 PM Pacific Daylight Time MPfeifer

*** PHONE LOG 12/03/2008 05:37 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called ██████████

Writer stated:

1. I was reviewing your case, and I noticed a Techline case was opened on Monday, 12/1.
2. The dealer was supposed to call you yesterday to schedule and appointment for a reflash.
3. Has the dealer contacted you?
4. I'm sorry about the problems you've had with your vehicle.
5. I'm glad that the issue with the rotors has been resolved.
6. I'm sorry, but we cannot do anything regarding the sale of your vehicle. That would be a dealer issue.
7. I'd like to take care of this issue with the **PASS AIR** bag light.
8. Please contact the dealer and refer to this Techline case # T1527511.
9. Please make an appointment, and hopefully this will resolve your concerns.
10. If you notice the light stays on, sometimes it helps to turn the vehicle off, reposition yourself properly, then turn the vehicle back on.
11. I will follow up with you next week to make sure that the rep**AIR** was successful.

Carl Jordan said:

1. This vehicle only has 800 miles on it, and I've already had to bring it to the dealer 5 or 6 times.
2. They already had to replace the rotors because of rust.
3. Now the **AIR** bag light is staying on. The computer is saying a small **PASS**enger is in the seat, but she weighs 160 lbs
4. I will call the dealership.
5. Thanks for calling.

*** PHONE LOG 12/08/2008 04:25 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer and left vm requesting callback.

*** PHONE LOG 12/09/2008 11:04 AM Eastern Daylight Time EDicinti Action Type:Incoming call
Received vm from customer requesting callback on ph# ██████████

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736485 ██████████	K1527995	800
Augusta, WV ██████████		Prod. Date: 10/26/07	Dealer: VA027 Parsons Kia	

Writer then called ██████████ and left vm requesting callback.

*** PHONE LOG 12/09/2008 05:09 PM Eastern Daylight Time EDicinti Action Type:Incoming call
Writer received vm from customer.

Mr. ██████████ said:

1. I called the dealer to set up appt.
2. They told me that the rep said that it won't work
3. Told me to refer to owner's manual and read about how my wife should be sitting in the seat.
4. I think that is ridiculous.
5. So I decided to trade it in and get my old car back.
6. I lost \$6,000 in this deal.
7. I wanted to see if I could get the full warranty.
8. Thanks

Writer said:

1. I'm really sorry that this happened.
2. That won't be a problem to get the full warranty back.
3. I will give you a call when this is taken care of and I will mail you something in writing.
4. Once again, I'm sorry.

*** NOTES 12/12/2008 01:46 PM Eastern Daylight Time EDicinti Action Type:Correspondence sent
Writer to prepare letter and send to customer showing that he is the original owner and that his 10/100 is still in effect.

*** NOTES 12/22/2008 10:13 AM Eastern Daylight Time EDicinti Action Type:Manager review
Writer sent customer letter stating that he is showing as original owner and has full remaining warranty on vehicle.

Closing case.

*** CASE CLOSE 12/22/2008 10:14 AM Eastern Daylight Time EDicinti

*** CASE CLOSE 01/06/2009 12:22 PM US Mountain Standard Time JHirshfield
Tread **AIR** bag review -- JH

*** PHONE LOG 02/17/2009 04:30 PM Eastern Daylight Time EDicinti Action Type:Incoming call
Writer received call from customer, who said:

1. I never received the letter.
2. Could you please send.
3. I will call you back with the VIN.

Writer said:

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736485 ██████████	K1527995	800
Augusta, WV ██████████		Prod. Date: 10/26/07	Dealer: VA027	Parsons Kia

1. I will resend.
2. Could you please give me your VIN on your old vehicle?
3. Thanks

*** PHONE LOG 02/18/2009 04:54 PM Eastern Daylight Time EDicinti Action Type:Incoming call
Rec'd vm from Mr ██████████:

1. The VIN is KNDJE723257 ██████████
2. I will be expecting your letter showing that I am the original owner.
3. Thanks

*** NOTES 03/03/2009 05:40 PM Eastern Daylight Time EDicinti Action Type:Manager review
Writer prepared letter and sent to customer

Closing case

*** CASE CLOSE 03/03/2009 05:41 PM Eastern Daylight Time EDicinti

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
Kealakekua, HI		KNDJC736775	K1605836	25,148
		Prod. Date: 4/20/07	Dealer: HI001S Aloha Kia - Hilo Satellite	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 06/25/2009 08:08 AM US Mountain Standard Time UValencia
800# VM BY SERENA FROM HI001 (HILO)

- 1.- PROVIDED CST NAME
- 2.- 3RD TIME THAT CST COMPLAINTS THAT WHILE DRIVING AT 55 MPH THE VEHICLE DOESN'T SWITCH GEARS
- 3.- NOT A SAFETY ISSUE. WE CND. WILL BE RELEASING TODAY

*** PHONE LOG 06/25/2009 02:44 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED B (@ HI001 (HILO))

- 1 CALLING TO GET THE STATUS OF A FEW VEHICLES
- 2 IS SERENA AVAILABLE?

B. @ HI001

- 1 NO SHE IS NOT HERE
- 2 SHE IS AT LUNCH

WRITER ADVISED

- 1 OK HAVE HER GIVE ME A CALL

B. (@ HI001(HILO))

- 1 OK THANK YOU
- 2 I WILL HAVE HER CALL YOU

*** PHONE LOG 07/01/2009 12:18 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED SERENA (@ HI001(HILO))

Dealership Contact Name: SERENA (@ HI001)
Year/Model/Mileage of Vehicle: 07 SORENTO 25148
RO Open Date: 6/25/09
Days Down at initial Service Alert Report: 0
Rep**AIR** Issue: NOT SWITCHING GEARS
ETA for completion of rep**AIR**s: UNKNOWN
Repeat **AIR** (Y/N) if so, how many? YES
Techline Case? If so, #? 11476565
Rental provided? If so, since when? NO
DPSM contacted by dealer? NO

WRITER REVIEWED CASE WITH SERENA (@ HI001(HILO))

- 1 VEHICLE CAME IN AND OUT ON 6/25/09
- 2 IT APPEARS THAT THEY REPLACED THE EVAP CORE AND TPMS
- 3 CUSTOMER COMPLAINED OF VEHICLE NOT SWITCHING GEARS
- 4 WE COULD NOT DUPLICATE
- 5 HOWEVER WE TOLD HER WE WOULD LOOK INTO IT AND WOULD CALL HER BACK AFTER WE SPEAK WITH TECHLINE

Kia Motors America
Consumer Affairs Department

Page 2 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
Kealakekua, HI		KNDJC736775	K1605836	25,148
		Prod. Date: 4/20/07	Dealer: HI001S Aloha Kia - Hilo Satellite	

6 VEHICLE IS NOT DOWN , WE WILL REOPEN THE TECHLINE CASE THAT WE CREATED BEFORE
7 WILL FIND OUT WHAT THEY HAVE TO SAY AND GO FROM THERE
8 PROVIDED CALL BACK

WRITER ADVISED

1 OK THANK YOU

*** PHONE LOG 07/01/2009 12:39 PM 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 MAKE SURE THAT THE VEHICLE IS FIXED
4 DEALER ADVISED THAT THEY REPLACED THE EVAP CORE AND TPMS SENSOR
5 PLEASE CALL ME BACK

*** PHONE LOG 07/02/2009 02:00 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER

1 CALLING TO FOLLOW UP WITH YOU REGARDING THE REPAIRS
2 DID YOU GET THE VEHICLE BACK? HOW IS IT RUNNING?

CUSTOMER ADVISED

1 THE TPMS LIGHT IS STILL ON
2 ALSO THE AIRBAG LIGHT STAYED ON WHEN MY DAUGHTER SAT IN THE SEAT THIS MORNING
3 I HAVENT CALLED THEM TO LET THEM KNOW
4 I WANTED TO TALK WITH YOU FIRST
5 THE BIGGEST ISSUE IS THAT WE LIVE ON THE OTHER SIDE OF THE ISLAND

WRITER ADVISED

1 OK I WILL CALL SERENA AND LET HER KNOW
2 I WILL ASK HER ABOUT PROVIDING A RENTAL ONCE YOU RETURN
3 IF THEY DO NOT HAVE SOMETHING AVAILABLE WE CAN REVIEW THE REQUEST WITH OUR DPSM
4 THE DPSM WILL DECIDE WHAT KIA IS WILLING TO OFFER IN TERMS OF RENTAL HOWEVER WE DONT HAVE
A GUARANTEED RENTAL PROGRAM

CUSTOMER ADVISED

1 OK THANK YOU

Kia Motors America
Consumer Affairs Department

Page 3 of 4

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
Kealakekua, HI		KNDJC736775	K1605836	25,148
		Prod. Date: 4/20/07	Dealer: HI001S Aloha Kia - Hilo Satellite	

- 1 CALLING YOU BACK ON THIS CASE
- 2 I SPOKE WITH THE CUSTOMER
- 3 SHE SAID SHE WAS HAVING PROBLEMS WITH THE TPMS AND THE **PASS**enger side **AIR**BAG STILL
- 4 SHE ALSO ASKED ABOUT GETTING A RENTAL

SERENA @ HI001(HILO)

- 1 OK I UNDERSTAND
- 2 WE ARE STILL LOOKING INTO THE THE SHIFTING ISSUES
- 3 BUT WE WILL ADDRESS IT A 2ND TIME WHEN SHE COMES BACK IN
- 4 WE DONT HAVE A LISTING FOR THE **AIR**BAG SO WE WILL TAKE A LOOK AT THAT

WRITER ADVISED

- 1 OK I UNDERSTAND
- 2 I DONT SEE A TECHLINE CASE
- 3 SO I TOLD HER I WOULD LET YOU KNOW
- 4 ONCE YOU HAVE FURTHER INFORMATION REGARDING THE SHIFTING PROBLEM FROM TECHLINE WE CAN BRING IT BACK IN AND ADDRESS ALL PROBLEMS
- 5 WHAT ABOUT A RENTAL DO YOU THINK WE SHOULD CALL JOE AND SEE? OR DO YOU HAVE SOMETHING AVAILABLE?

SERENA @ HI001 (HILO)

- 1 WE CAN ADDRESS IT WHEN SHE RETURNS
- 2 LETS FIGURE OUT WHAT TECHLINE WANTS US TO DO
- 3 THEN WE CAN FIGURE OUT IF RENTAL WILL BE PROVIDED

WRITER ADVISED

- 1 OK I WILL CHECK THE CASE ON MONDAY
- 2 WILL CALL YOU BACK ON THIS ONE AS NEEDED

*** PHONE LOG 07.13.2009 12:40 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED SERENA @ HI001(HILO)

- 1 WAS ADVISED SHE WAS OUT OF THE OFFICE
- 2 TRANSFERRED TO B. @ HI001 SERVICE
- 3 HE ASKED IF HE COULD CALL ME BACK IN 30 MINS
- 4 WRITER PROVIDED CALL BACK INFORMATION AND EXT

*** PRIORITY CHANGE 07/13/2009 04:34:36 PM KWarren

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736775 ██████████	K1605836	25,148
Kealakekua, HI ██████████		Prod. Date: 4/20/07	Dealer: HI001S Aloha Kia - Hilo Satellite	

The letter states:

1. We have recently been contacted by one of your customers with a product complaint.
2. Enclosed is information taken during the initial phone call.
3. You may contact the customer to resolve the complaint directly.
4. Once the customer returns the completed CCF, if the case is deemed eligible, it will be opened, the 40 day clock will begin and all information received for the case will be sent to you.
5. Complaint Description:
 - TPMS light on, car won't shift to 4th while in drive. **PASS**enger **AIR**bag light on.
6. Customer's Desired Settlement: Replace vehicle.

Writer will scan document and forward to the Western Region for further handling

*** NOTES 07/15/2009 08:47 AM Pacific Daylight Time ARomo Action Type:Manager review
BBB case has been closed.
Customer is ineligible due to mileage.

*** PHONE LOG 07/16/2009 02:09 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Reviewed case with DPSM
Customer seems to be upset about dealership closure
At this point, they do not qualify for arbitration
We should close the case and if they contact KMA
Regarding any vehicle concerns, we would be honoring the terms of the warranty.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736085 ██████████	K1429661	1,200
Pisgah Forest, NC ██████████		Prod. Date: 7/18/07	Dealer: SC020 Kia of Greer	

Case History

Complaint *Re: AIR Assistance*

*** COMMIT 03/27/2008 02:47 PM US Mountain Standard Time RBriones Action Type: Callback Required

*** PHONE LOG 03/27/2008 02:48 PM US Mountain Standard Time RBriones customer Stated:

1. Sometimes when I got to put the key in ignition it sticks.
2. And also am having a problem with *PASS*enger seat *AIR* bag.
3. My son is two hundred pounds and light stays on when he sits in the seat.
4. But just have not had a chance to take vehicle back to dealer yet.

Writer Stated:

1. Apologized for prob.
2. Ignition tumbler will sometimes stick is steering wheel is locked.
3. Usually will free right up, if steering wheel is rocked back and forth.
4. If customer has any trouble getting *AIR* bag concern addressed at dealer, adv customer to call us.
5. Gave case number and ext number.

*** CASE CLOSE 03/27/2008 02:48 PM US Mountain Standard Time RBriones concerns noted.

*** PHONE LOG 04/11/2008 09:59 AM US Mountain Standard Time RBriones Action Type: Outgoing call
Writer called customer and stated:

1. Left msg on cust's answering machine.
2. Gave 800 number and ext number.
3. Adv customer to call back with any questions.
4. Just checking on issues we had spoken about previously.

*** NOTES 04 14 2008 09:55 AM US Mountain Standard Time JHirshfield Action Type: Manager review
*AIR*bag Tread Review --JH

*** PHONE LOG 04/15/2008 09:12 AM US Mountain Standard Time RBriones Action Type: Outgoing call
Writer called customer and Mr. ██████████ stated:

1. We had the vehicle into the dealer about an issue with the brakes.
2. Not sure if she had the concerns with key and *AIR* bag addressed.
3. I was not with her at the time.
4. But appreciate the call.

Writer Stated:

1. Just wanted to follow up to insure problems have been resolved.
2. Gave 800 number, and ext number.
3. Adv to call back if has any other problems with vehicle.

**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>
██████████	██████████	KNDJD735885 ██████████	K1535019	2,400
Smyma, DE ██████████		Prod. Date: 5/17/07	Dealer: DE005	Martin Kia

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 12/23/2008 08:47 AM US Mountain Standard Time JBaty
Customer stated:

1. Have had problems with *AIR* bag light on my Sorento
2. Bought veh on Nov 31st
3. Have had veh in 3 times for rep*AIR*
4. Last time, Dec 12, dlr stated they put a new cushion in the vehicle
5. They stated that should take care of the problem
6. It did not
7. My wife is afraid to sit in the car.

*** PHONE LOG 12/23/2008 08:53 AM US Mountain Standard Time JBaty Action Type:Incoming call

Writer stated:

1. Apologized.
2. Updated/no recalls

Customer stated:

1. Don't want to keep taking veh back to selling dlr in NJ
2. It is too far to drive
3. Okay to take to closer dlr in Delaware?

Writer stated:

1. That would be fine
2. Please let writer know when have appt
3. Writer will follow up with dlr to make sure all of Kia's resources are being used to find and rep*AIR* problem

Customer stated

1. Brakes were shimmying
2. Dlr turned rotors
3. Problem went away
4. Shouldn't dlr have put on new rotors?

Writer stated:

1. Turning rotors is standard rep*AIR* of problem
2. Are brakes okay now?

Customer stated:

1. Yes.
2. Okay. Will make appt with dlr and let writer know

Writer stated:

1. Good
2. Gave writer's name, contact info and the case number.

*** PHONE LOG 12/23/2008 09:22 AM US Mountain Standard Time JBaty Action Type:Incoming call

RSA rep Jennifer from Sebring stated:

1. Have your customer ██████████ on the line

Kia Motors America
Consumer Affairs Department

Page 2 of 9

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1535019	2,400
Smyrna, DE [REDACTED]		Prod. Date: 5/17/07	Dealer: DE005	Martin Kia

Writer stated:

1. Please transfer customer
2. Thanks.

Customer stated:

1. Wanted you to know have set appt with Martin Kia
2. Veh will go in to dlr at 10 AM on Dec 30th.

Writer stated:

1. Thanks.
2. Writer will follow up with dlr at that time.

*** COMMIT 12/23/2008 09:51 AM US Mountain Standard Time JBaty Action Type:Callback Required

*** CASE CLOSE 12/23/2008 09:52 AM US Mountain Standard Time JBaty

*** FULFILL 12/30/2008 07:28 AM US Mountain Standard Time JBaty Action Type:Callback Required

*** PHONE LOG 12/30/2008 07:51 AM US Mountain Standard Time TShamburger Action Type:Incoming call
Stephanie from Martin Kia called

1 the cust is here and he said someone was coming out to check veh out. I was not informed.

wrt states

1 the cust spoke to Jack but he did not tell customer someone was coming out to the dlr.

2 he was going to call dlr and address concern with Svc mgr and if need be let dpsm know the concern with **AIR**bag light coming on.

Stephanie states

1 ok the light is not on now, but cust said it was on last week, will check it and see if I find something.

2 thank you. call ended.

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

Send to:[RKealey@kiausa.com]
[REDACTED]

Can you help Stephanie with this vehicle **AIR**bag light coming on. cust says it comes on, but it does not stay on. The selling dlr did a sensor change from the seat, but that did not work, its not showing under the warr history yet.

Now Martin Kia has it a second time for this concern and they called the selling dlr to confirm the sensor seat rep **AIR**.

Advise Stephanie to try techline.

Tammy 46576

**Kia Motors America
Consumer Affairs Department**

Page 3 of 9

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1535019	2,400
Smyrna, DE	[REDACTED]	Prod. Date: 5/17/07	Dealer: DE005 Martin Kia	

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_K1535019_TShamburger_12-30-2008092447.doc>>

*** PHONE LOG 12/31/2008 09:31 AM US Mountain Standard Time TShamburger Action Type:Incoming call
wrt called Martin Kia and spoke to Stephanie
Stephanie states

- 1 the cust left without us looking at veh because he said the veh is not doing anything.
- 2 and he said Jack told him someone would be here to look at it.
- 3 cust not bringing veh in until it reacts next.

wrt states

1. ok. writer did speak to Jack. he did not tell cust someone would be there at dlr from kia.
- 2 thank you. call ended.

*** PHONE LOG 12/31/2008 09:40 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called customer and LVM --

- 1 writer called dlr and they said you didnt leave the vehicle.
- 2 spoke to Jack and he did not say he would have someone from kia there.
- 3 he would use resources to help dlr repAIR veh. if they did find something wrong with car.
- 4 please call us back when veh reacts and you take veh back to dlr.
- 5 please call wrt back. so writer knows you got msg.
- 6 left 1 800 and case# call ended.

*** PHONE LOG 01/02/2009 03:50 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called [REDACTED] and was told writer got the wrong number --
sending call me letter

*** CASE CLOSE 01/02 2009 03:59 PM US Mountain Standard Time TShamburger

*** PHONE LOG 01/05/2009 11:39 AM US Mountain Standard Time JBaty Action Type:Incoming call
Customer stated:

1. Have made an appt. with dlr.
2. Factory rep was not there.

Writer stated:

1. Apologized.
2. Adv. customer to make another appt. and let writer know.

Customer stated:

1. Okay. Will call back when have appt.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1535019	2,400
Smyrna, DE ██████████		Prod. Date: 5/17/07	Dealer: DE005	Martin Kia

*** PHONE LOG 01/05/2009 12:52 PM US Mountain Standard Time JBaty Action Type:Incoming call
Customer stated:

1. Have contacted dlr. for appt.
2. Next appt. will be at 10 AM on January 15th.
3. Please call at ██████████ if have questions.

*** COMMIT 01/05/2009 12:55 PM US Mountain Standard Time JBaty Action Type:Callback Required

*** PHONE LOG 01/05/2009 12:55 PM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called customer and left VM stating:

1. Writer is calling to acknowledge receiving customer's VM about upcoming appt.
2. Have entered it on calendar to follow up with dlr.

*** NOTES 01/05/2009 12:55 PM US Mountain Standard Time JBaty Action Type:Manager review
Closing case pending 1/14/09 commitment.

*** CASE CLOSE 01/05/2009 03:01 PM US Mountain Standard Time JBaty

*** COMMIT 01/06/2009 10:48 AM US Mountain Standard Time JBaty Action Type:Callback Required

*** NOTES 01/06/2009 10:49 AM US Mountain Standard Time JBaty Action Type:Manager review
Received email from DPSM advising that customer has appt set for 1/15/09. Commitment set for 1/14/09 to call dlr.

*** CASE CLOSE 01/06/2009 10:49 AM US Mountain Standard Time JBaty

*** CASE CLOSE 01/06/2009 06:48 PM US Mountain Standard Time JHirshfield
Tread **AIR** bag review -- JH

*** PHONE LOG 01/07/2009 04:18 PM US Mountain Standard Time JBaty Action Type:Incoming call
Srv. mgr Stephanie stated:

1. Customer brought the veh by today.
2. When customer's wife sat in the vehicle, light stayed on.
3. When I sat in seat, the light went out.
4. There is definitely something wrong.
5. Cherry Hill stated they replaced the entire cushion.
6. Cushion does not look new.

**Kia Motors America
Consumer Affairs Department**

Page 5 of 9

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885 ██████████	K1535019	2,400
Smyrna, DE	██████████	Prod. Date: 5/17/07	Dealer: DE005	Martin Kia

*** COMMIT 01/07/2009 04:18 PM US Mountain Standard Time JBaty Action Type:Callback Required

*** CASE CLOSE 01/07/2009 04:20 PM US Mountain Standard Time JBaty

*** FULFILL 01/14/2009 07:27 AM US Mountain Standard Time JBaty Action Type:Callback Required

*** FULFILL 01/14/2009 07:27 AM US Mountain Standard Time JBaty Action Type:Callback Required

*** FULFILL 01/14/2009 07:27 AM US Mountain Standard Time JBaty Action Type:Callback Required

*** COMMIT 01/14/2009 12:41 PM US Mountain Standard Time JBaty Action Type:Callback Required

*** NOTES 01/14/2009 12:41 PM US Mountain Standard Time JBaty Action Type:Manager review
Resetting commitment to coincide with customer appt on 1/15/09

*** CASE CLOSE 01/14/2009 12:41 PM US Mountain Standard Time JBaty

*** FULFILL 01/15/2009 07:24 AM US Mountain Standard Time JBaty Action Type:Callback Required

*** PHONE LOG 01/15/2009 07:56 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called dlr and left VM for srv. mgr. Andy stating:

1. Adv of reason for call.
2. Left writer's name, contact info and the customer's name, veh description and last 8 of VIN.
3. Please call writer.

*** PHONE LOG 01/15/2009 08:09 AM US Mountain Standard Time JBaty Action Type:Incoming call
Srv. mgr Andy stated:

1. Customer appt. was originally set for today because DPSM RKealey would be here.
2. However, it was cancelled because the problem had already been assessed.
3. Will consult with DPSM about this issue today.
4. Will contact customer for another appointment after that.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1535019	2,400
Smyrna, DE	[REDACTED]	Prod. Date: 5/17/07	Dealer: DE005	Martin Kia

2. Writer would like to follow up.

Srv. mgr. Andy stated:

1. Certainly.

*** CASE CLOSE 01/15/2009 08:11 AM US Mountain Standard Time JBaty

*** PHONE LOG 02/02/2009 01:53 PM US Mountain Standard Time JBaty Action Type:Incoming call
Customer left VM stating:

1. Met with factory rep.
2. **AIR** bag was reflashed.
3. Still have problem with **AIR** bag light.
4. Please call at [REDACTED]

*** PHONE LOG 02/02/2009 03:42 PM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called customer at [REDACTED] and stated:

1. Writer is returning customer's call.

Customer stated:

1. Vehicle light came on two days after flashing.
2. It went out again, so didn't do anything.
3. Now it is coming on again.

Writer stated:

1. Apologized for concern.
2. Adv setting another appt with dlr.
3. Please let writer know when that will be.
4. Writer will follow up again with factory rep.

Customer stated:

1. Okay.
2. Will call when have appt.

*** NOTES 02/03/2009 08:15 AM US Mountain Standard Time JBaty Action Type:Manager review
Closing pending appt. See ADL case K1549354.

*** CASE CLOSIF 02/03/2009 08:16 AM US Mountain Standard Time JBaty

*** PHONE LOG 02/06/2009 08:18 AM US Mountain Standard Time JBaty Action Type:Incoming call
Customer left VM stating:

1. Have appt.
2. Call me.

**Kia Motors America
Consumer Affairs Department**

Page 7 of 9

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1535019	2,400
Smyrna, DE [REDACTED]		Prod. Date: 5/17/07	Dealer: DE005	Martin Kia

*** PHONE LOG 02/06/2009 08:32 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called the customer and stated:

1. Writer is returning customer's call.
2. Have noted that customer has appt set up for Tuesday, February 10th.

Customer stated:

1. Yes.
2. What will happen then?
3. Will factory rep be there?

Writer stated:

1. Probably not.
2. Writer will check with dealer.
3. Writer will suggest opening Tech Line case with factory engineers.

Customer stated:

1. Okay.
2. Just want something different to happen.
3. What has been tried until now has not worked.

Writer stated:

1. Understood.
2. Writer will contact dealer and be in touch with customer again on day of appt.

Customer stated:

1. Okay.
2. Thank you.

*** PHONE LOG 02/06/2009 09:16 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called dealer and spoke to srv. mgr. Andy and stated:

1. Checking on customer's appt.

Srv. mgr Andy stated:

1. Can confirm appt for Tuesday the 10th.

Writer stated:

1. DPSM RKealey was at dlr for customer's last appt.
2. When will he be there next?

Srv. mgr. Andy stated:

1. On Thursday the 12th.

Writer stated:

1. Have received ADI from customer.
2. Of course. Kia focus is still on rep **AIR** of vehicle.
3. Suggest opening a Tech Line case.

Srv. Mgr Andy stated:

1. Sure. No problem

Writer stated:

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885 ██████████	K1535019	2,400
Smyrna, DE ██████████		Prod. Date: 5/17/07	Dealer: DE005 Martin Kia	

1. Possible to reschedule customer's appt for same day as factory rep's next visit?

Srv. Mgr Andy stated:

1. Okay with us, if it fits customer schedule.

Writer stated:

1. Please advise writer if appointment is re-scheduled.

Srv. mgr. Andy stated:

1. Okay.

*** PHONE LOG 02/09/2009 12:22 PM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called dlr and spoke to srv. adv Stephanie and stated:

1. Following up on customer's appt.

Srv. Adv. Stephanie stated:

1. Mr. ██████████ is still scheduled to come in tomorrow.

Writer stated:

1. Can see that a Tech Line case was opened Friday.
2. Will DPSM still be at dlr. on Thursday the 12th?

Srv. adv. Stephanie stated:

1. Not sure.
2. Have heard factory rep will be here on the 19th.

Writer stated:

1. Is there time to reschedule customer's appt at same time DPSM is at dlrship?
2. Customer was disappointed once before that no factory personnel were there to meet him.
3. Opening Tech Line case is a solid start, but anything else to demonstrate to customer that all available resources are being brought to bear on the problem would be helpful, too.
4. Customer is very frustrated.

Srv. adv. Stephanie stated:

1. Will try to reschedule customer appt.

*** PHONE LOG 02/09/2009 01:09 PM US Mountain Standard Time JBaty Action Type:Outgoing call

Writer called DPSM RKealey and left VM stating:

1. Advised that writer is calling on customer's veh.
2. DPSM has seen vehicle before.
3. Customer currently has an appt for tomorrow at DE005.
4. Writer has spoken to srv. mgr Andy at dlr on Friday.
5. Tech Line case on the issue was opened at that time.
6. Writer has spoken to srv. adv. Stephanie today.
7. Srv. adv. Stephanie will try to re-schedule customer's next appt. to coincide with DPSM visit to dlr.
8. An ADL has been received.
9. This case will soon be moved to the region (waiting to confirm customer's new appt date).
10. Left writer's name and contact info.

**Kia Motors America
Consumer Affairs Department**

Page 9 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>
██████████	██████████	KNDJD735885 ██████████	K1535019	2,400
Smyrna, DE ██████████		Prod. Date: 5/17/07	Dealer: DE005	Martin Kia

*** EMAIL OUT _JBaty Action Type:External email
Send to:[RKealey@kiausa.com]
46003 Jack JBaty@kiaconsumeraffAIRs.com

1. Customer had appt scheduled at DE005 for 2/10/2009.
2. Dlr is trying to reschedule appt to coincide with DPSM's next visit.
3. Veh. has ongoing **AIR** bag light problems.
4. An ADL has been received.
5. Seat cushion was replaced by NJ003.
6. Tech Line case opened on 2/6/2009.
7. Customer has been advised all of Kia's resources will be used to diagnose and correct problem.

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_K1535019_JBaty_02-09-2009143046.doc>>

*** NOTES 02/09/2009 02:45 PM US Mountain Standard Time JBaty Action Type:Manager review
Dispatching to Eastern Region:

1. Vehicle is 2008 with low mileage.
2. Vehicle has had ongoing **AIR** bag light concerns.
3. DPSM has seen vehicle before.
4. ADL has been received.
5. Customer has another appointment set with dealer for this week.

*** FORWARD 02/10/2009 06:26 AM Pacific Daylight Time MPfeifer

Rob - have we confirmed **OCS** is not operating as it should. i.e., customer weight, build etc.?

Adrian, I am closing case as we have received an ADL. Rob, I need your input on this. Please contact.

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD735885 ██████	K1605388	10,722
Bullard, TX	██████	Prod. Date: 12/10/07	Dealer: TX013	Crown Kia

Case History

Complaint *RenAIR* Assistance

*** PHONE LOG 06/24/2009 12:34 PM US Mountain Standard Time ELeon
CUSTOMER STATED:

1. THE **AIR** BAG OFF LIGHTS KEEP STAYING ON.
2. I TOOK THE VEHICLE TO THE Crown Kia (TX013) KIA DEALER YESTERDAY FOR INSPECTION.
3. THEY SAID THAT THEY DID NOT FIND ANY CODES AND THE SYSTEM IS WORKING.
4. THE **AIR** BAG LIGHT COMES ON WHEN I SIT ON THE **PASSE**NGER SEAT AND I'VE HAD 300 POUND PEOPLE TO 130 POUNDS PEOPLE SIT ON THE SEAT AND THE **AIR** BAG OFF LIGHT COMES ON.
5. I WANT TO KNOW IF THE VEHICLE, SAFE TO DRIVE?
6. THE DEALER SAID TO CALL KIA SINCE THEY SAID THERE WAS NOTHING THEY CAN DO.
7. I WANT SOME RESOLUTION FOR THIS.
8. WE'VE SAT ON THE SEAT ON ALL KINDS OF DIFFERENT POSITIONS AND THE **AIR** BAG OFF LIGHT COMES ON.

WRITER STATED:

1. SORRY FOR THE CONCERN.
2. WRITER WILL CONTACT THE TX013 SERVED MANAGER AND REVIEW THE INSPECTION.
3. WRITER WILL CONTACT THE KIA DISTRICT REP FOR REVIEW AND ADDRESS YOU CONCERN.
4. PROVIDE CASE NUMBER.
5. WRITER WILL CONTACT CUSTOMER ONCE SPOKEN TO THE KIA REP.

CUSTOMER STATED:

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

*** PHONE LOG 06/26/2009 01:48 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT Crown Kia AND TRANSFERRED TO SERVICE DEPT AND PLACED ON HOLD.
WRITER RECEIVED NO ANSWER.

*** PHONE LOG 07/01/2009 06:21 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT ARRON SMITH AT Crown Kia DEALER SERVICE DEPT.

WRITER STATED:

1. PROVIDED CUSTOMERS INFO.
2. CUSTOMERS VEHICLE WAS INSPECTED FOR THE **AIR** BAG OFF LIGHT AND CUSTOMER WAS TOLD BY KIA DEALER THAT NOTHING WAS WRONG WITH THE **AIR** BAG SYSTEM.
3. PLEASE CONTACT WRITER FOR REVIEW OF THE INSPECTION.
4. PROVIDED WRITERS CONTACT INFO.

*** NOTES 07/06/2009 03:40 PM Pacific Daylight Time ELau Action Type:Manager review
TREAD REVIEW DONE

*** PHONE LOG 07/07/2009 06:36 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT ARRON SMITH AT Crown Kia DEALER SERVICE DEPT.

WRITER STATED:

1. PROVIDED CUSTOMERS INFO.
2. CUSTOMERS VEHICLE WAS INSPECTED FOR THE **AIR** BAG OFF LIGHT AND CUSTOMER WAS TOLD BY KIA DEALER THAT NOTHING WAS WRONG WITH THE **AIR** BAG SYSTEM.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 4

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD735885 ██████	K1605388	10,722
Bullard, TX ██████		Prod. Date: 12/10/07	Dealer: TX013 Crown Kia	

1. WE DID DO AN INSPECTION ON THE FRONT **PASS**enger SEAT.
2. THE **AIR** BAG OFF LIGHT WORKED AS SUPPOSED TO.
3. THERE WERE NO CODES FOUND EITHER.
4. WE COULD NOT DUPLICATE THE CUSTOMERS CONCERN.
5. I KNOW THE CUSTOMER HAS A COMPLAINT. BUT WE CANNOT DO ANYTHING UNTIL WE CAN DUPLICATE THE CONCERN.

WRITER STATED:

1. WRITER WILL CONTACT THE DPSM FOR REVIEW.
2. THANK YOU.

*** PHONE LOG 07/07/2009 06:47 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM Tom Hiltz .

WRITER STATED:

1. PROVIDED CUSTOMERS INFO.
2. CUSTOMER TOOK THE VEHICLE TO THE Crown Kia (TX013) KIA DEALER FOR INSPECTION ON THE **AIR** BAG LIGHT.
3. CUSTOMER STATES THE **AIR** BAG LIGHT COMES ON WHEN CUSTOMERS SIT ON THE **PASS**enger SEAT AND THEY'VE HAD 300 POUND PEOPLE TO 130 POUNDS PEOPLE SIT ON THE SEAT AND THE **AIR** BAG OFF LIGHT COMES ON.
4. ARRON SMITH AT Crown Kia DEALER STATES THAT THEY COULD NOT DUPLICATE THE CONCERN AND DID NOT FIND ANY CODES.

DPSM TOM STATED:

1. WE JUST RECEIVED A UPDATE TO REFLASH THE **AIR** BAG SYSTEM.
2. CALL THE CROWN KIA DEALER SERVICE DIRECTOR SHAWN BRADY AND LET THEM KNOW OF THE REFLASH THEY CAN DO.
3. I KNOW THAT ONCE THE REFLASH IS DONE IT WILL TAKE CARE OF THE **AIR** BAG CONCERN.

WRITER STATED:

1. WRITER WILL CONTACT THE CROWN KIA DEALER..
2. THANK YOU.

*** PHONE LOG 07/07/2009 06:52 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT SHAWN BRADY . SERVICE DIRECTOR AT Crown Kia DEALER AND LVM

WRITER STATED:

1. PROVIDED CUSTOMERS INFO.
2. CUSTOMERS HAS **AIR** BAG OFF LIGHT CONCERN.
3. WRITER SPOKE TO AARON REGARDING CUSTOMERS CONCERN.
4. WRITER SPOKE TO THE DPSM TOM HILTZ AND HE EXPLAINED THAT THERE IS A RE FLASH UPDATE THAT CAME OUT RECENTLY.
5. PLEASE CONTACT WRITER FOR REVIEW.
6. PROVIDED WRITERS CONTACT NUMBER.

*** PHONE LOG 07/08/2009 12:35 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT RICH . SERVICE ADVISOR AT Crown Kia DEALER AND LVM

WRITER STATED:

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885 ██████████	K1605388	10,722
Bullard, TX ██████████		Prod. Date: 12/10/07	Dealer: TX013	Crown Kia

3. REGARDING CUSTOMERS **AIR** BAG OFF LIGHT CONCERN.
4. DPSM STATES THAT THERE IS A RE FLASH UPDATE THAT CAME OUT RECENTLY ON THIS CONCERN.

RICH STATED:

1. I WILL HAVE ONE ON THE SERVICE MANAGER CALL YOU.
2. THEY ARE ON TEST DRIVES.

WRITER STATED:

1. PROVIDED WRITERS CONTACT NUMBER.
2. THANK YOU.

*** PHONE LOG 07/09/2009 02:00 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT RICH, SERVICE ADVISOR AT Crown Kia DEALER

WRITER STATED:

- 1.0 PROVIDED CUSTOMERS INFO.
2. CUSTOMER HAS THE **AIR** BAG OFF LIGHT CONCERN .
3. WRITER SPOKE TO DPSM TOM HILTZ FOR REVIEW.
4. DPSM STATED THAT THERE IS A RE FLASH PROCEDURE TO DO ON THE VEHICLE **AIR** BAG SYSTEM.
5. WRITER WILL LIKE TO CALL THE CUSTOMER TO SCHEDULE AN APPOINTMENT TO DO THE RE FLASH.
6. WRITER LVM FOR SHAWN OR ARRON TO CONTACT WRITER BUT HAS NOT RECEIVED ANY RETURN CALLS FROM THEM.

RICH STATED:

1. I WILL CALL THE CUSTOMER.ER AND SCHEDULE THEM IN FOR THEW RE FLASH.
2. PLL ALSO LET SHAWN AND ARRON YOU CALL.

WRITER STATED :

1. WRITER WILL CONTACT THE CUSTOMER TOMORROW AND ADVISE THEM OF THE RE-FLASH.
2. THANK YOU.

*** PHONE LOG 07/10/2009 10:37 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED:

1. WRITER CALLING REGARDING THE **AIR** BAG SYSTEM CONCERN.
2. WRITER SPOKE TO THE KIA DISTRICT REP.
3. DPSM ADVISED THAT THERE IS A NEW PROCEDURE TO RE-FLASH THE **AIR** BAG SYSTEM.
4. WRITER SPOKE TO RICH AT THE Crown Kia DEALER AND THEY KNOW OF THE RE-FLASH PROCEDURE.
5. CONTACT THE Crown Kia DEALER AND SCHEDULE AN APPOINTMENT.
6. PLEASE CONTACT WRITER FOR REVIEW.
7. PROVIDED WRITERS CONTACT NUMBER.

*** PHONE LOG 07/10/2009 12:14 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER .

WRITER STATED:

1. WRITER CALLING REGARDING THE **AIR** BAG SYSTEM CONCERN.
2. WRITER SPOKE TO THE KIA DISTRICT REP.
3. DPSM ADVISED THAT THERE IS A NEW PROCEDURE TO RE-FLASH THE **AIR** BAG SYSTEM.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 4

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1605388	10,722
Bullard, TX ██████████		Prod. Date: 12/10/07	Dealer: TX013	Crown Kia

5. CUSTOMER MAY WANT TO CONTACT THE Crown Kia DEALER AND SCHEDULE AN APPOINTMENT.

CUSTOMERS STATED:

1. THAT WILL BE FINE.
2. I'LL CALL AARON AT THE CROWN KIA NEXT WEEK AND SCHEDULE AN APPOINTMENT.
3. IF ANY PROBLEMS, I'LL CALL YOU.
4. THANKS FOR YOUR HELP.

*** CASE CLOSE 07/10/2009 12:15 PM US Mountain Standard Time ELeon

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1404329	8,000
Ft Worth, TX ██████████		Prod. Date: 10/12/06	Dealer:	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 01/18/2008 07:38 AM US Mountain Standard Time MTrem

Caller Ms. K states

1. I have something in my Tire, do I have a road hazard
 2. also sometimes the **PASS**enger side **AIR**bag light come on
 3. I did read the OM and some of my **PASS**engers are maybe
 4. a bit wide and can't site incorrectly in the seat
 5. I know if wont go on maybe if a child is in the seat
 6. this doesn't happen all the time
- writer states:
1. updated. no recalls
 2. apologized
 3. no road hazard
 4. writer recommends having your tire and the **AIR**bag light diagnosed at the Kia dealership
 5. the tire can be rep**AIR**ed at any tire facility if needed
 6. have you read your OM about the **AIR**bag and proper way to sit in the seat
 7. there are no recalls on the **AIR**bags. writer recommends demonstrating
 8. the **AIR**bag off light for the dealership if you can
 9. the dealership has to duplicate the concern in order to have something to fix
 - 10 gave case number
 11. writer request call back if you have any questions or need further assistance
- caller thanked writer and disconnected

*** CASE CLOSE 01/18/2008 07:38 AM US Mountain Standard Time MTrem
case closed pending customer call back

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD735485 ██████	K1468958	250
Stafford, TX ██████		Prod. Date: 6/27/07	Dealer: TX088	Southwest Kia

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 07/08/2008 07:15 AM US Mountain Standard Time KJohnson

Customer stated:

- 1 - When a 150 pound *PASS*enger sits in the front *PASS*enger seat, the *AIR*bag stays off
- 2 - How can I fix that?
- 3 - Will I have to pay anything?

Writer stated:

- 1 - Apologized
- 2 - Updated: no recalls
- 3 - Make appt w/ Kia dlr for diagnosis and rep*AIR*
- 4 - Do you need number for Kia dlr? [no]
- 5 - *AIR*bags are under warranty

Customer stated:

- 1 - Thank you

*** CASE CLOSE 07/08/2008 07:15 AM US Mountain Standard Time KJohnson

*** CASE CLOSE 10/07/2008 01:20 PM US Mountain Standard Time TMorales

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735585 ██████████	K1604685	6,000
Gerrardstown, WV ██████████		Prod. Date: 7/27/07	Dealer: VA027 Parsons Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 06/23/2009 11:48 AM US Mountain Standard Time RBriones
Ms ██████████ stated:

1. Had vehicle in for recall Sc076 about a week ago.
2. **PASS**enger **AIR** bag light worked as it was supposed to for about a week.
3. Was not working again, so I took it back into dealer svc dept.
4. Had vehicle back in at dealer today.
5. Svc dept just gave me a pamphlet on how to sit in the seat today.
6. Is there a way to fix this?

Writer Stated:

1. Apologized for prob.
2. Sensor in seat is specific shape to not detect child seats.
3. If weight is shifted from one side of seat to other, will not make light go off.
4. This is just the way the sensor is designed.
5. Asked customer to hold while I check on this.
6. Writer called VA027 and Lisa in svc stated:
 - a. Her husband brought the vehicle in.
 - b. Wife is over 200lbs.
 - c. Believe her weight may be riding on the side bolsters of seat.
 - d. Have adv customer would contact her once DPSM is going to be here.
 - e. Can get her down here and have DPSM go over it with her.
 - f. Just waiting for customer to call me back.
7. Advised customer recommended setting up appt with DPSM and dealer svc dept.
8. No rep**AIR**s to be made at this time, as sensor is operating as designed.

*** CASE CLOSE 06/23/2009 11:48 AM US Mountain Standard Time RBriones
concerns noted.

*** NOTES 07/06/2009 03:31 PM Pacific Daylight Time ELau Action Type:Manager review
TREAD REVIEW DONE

*** CASE CLOSE 07/06/2009 03:31 PM Pacific Daylight Time ELau

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1373824	200
Battle Creek, MI ██████████		Prod. Date: 12/15/06	Dealer: MI015 Steelye Wright Kia of	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 10/22/2007 08:15 AM US Mountain Standard Time WNoonan
RCAM MARIA WILLIAMS LEFT WRITER A MESSAGE TO CONTACT CUSTOMER.
CUSTOMER LEFT MESSAGE AT CENTRAL REGION CCONSUMER AFFAIRS ADVISING THER WERE HAVING A
PROBLEM WITH THE AIRBAG LIGHT.
PLEASE CONTACT CUSTOMER TO HELP RESOLVE.

*** PHONE LOG 10/22/2007 12:06 PM US Mountain Standard Time EEscobedo Action Type:Incoming call
Cust stated:

1. My *PASS*enger AIRbag light does not work correctly
2. I am going to get a lawyer, I will explain what is going on
3. I took my veh 10/19/07 and the DLR said i need to come in today 10/22/07 because they were waiting for a tool
4. Naturaly they didnt get the tool today as they said they would.
5. The SM Steve Hoffman stated that KIA wont allow this tool to be sent until 20 people at least are on the death list.
6. I already regret buyin gthis 2007 veh if this is the kind of business you guys do, want me to wait on a death list .
7. I called your Central region office and they wont have anything to do with me.

Writer:

1. Sorry for the problem
2. Advised cust writer will need to verify what DLR has told cust
3. After which will consult with DPSM for next course of action
4. Please keep in mind AIRbag system is a SUPPLEMENT to main safety device, (seatbelts) however veh is having problems and if under warranty KMA is of course obligated to repAIR such defects
5. Will call cust back once new info/course of action is available

*** PHONE LOG 10/23/2007 12:26 PM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer called Tina SA, SM not avail

1. What i do know is that we need a tool that we can thave according to Steve my SM
2. But best to talk to him
3. I can take your info

Writer:

1. Gave writer info
2. Please have SM Steve call writer asap. Thanked Tina.

*** PHONE LOG 10/23/2007 01:11 PM US Mountain Standard Time CHart Action Type:Incoming call
dlr Steve MI015 called --

1. can i speak w/ Eddie?

wri sites

1. apologize
2. EEscobedo not available
3. offered to take message

Steve states

1. just returning his call

call ended

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1373824	200
Battle Creek, MI ██████████		Prod. Date: 12/15/06	Dealer: MI015 Steelye Wright Kia of	

*** PHONE LOG 10/23/2007 01:27 PM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer called Steve SM:

1. Yes there is a tool for fixing this sensor in the *AIR* bag seat.
2. I have been talking to Tom Moore about this, he says he wont bring the tool unless i have at least 20 people on the list
3. Really i dont have anything else i can tell cust!
4. Please if you have anything new let me know.

Thanked Steve SM

*** PHONE LOG 10/24/2007 09:00 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer LVM for DPSM T Moore:

1. Explained cust situation and concern
2. Advised what DLR told cust and told writer
3. Want to verify if this is true
4. Gave write rinfo please call back.

*** CASE CLOSE 10/24/2007 08:10 AM US Mountain Standard Time EEscobedo

*** PHONE LOG 10/24/2007 11:56 AM US Mountain Standard Time EEscobedo Action Type:Incoming call
DPSM T Moore stated:

1. I never told Steve he had to have 20 cust on a list
2. Howevr just one doesnt make sense either.
3. I will let him know this as well.
4. What i DID tell the SM is that get more than one together, and i will have it down there asap
5. But it does not make sense for us to send a FTR down for just one veh
6. All hes got is one so far as i know. He needs to get more together.
7. Plus its ok to drive the veh with that problem, we dont consider it a safety risk
8. Cust needs to be made aware that the primary restraint is always the seatbelt.

Writer:

1. Thanked DPSm will notify Cust

*** PHONE LOG 10/25/2007 08:05 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer LVM for cust:

1. Gave writer info
2. Please call back

*** PHONE LOG 10/26/2007 07:35 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer LVM #2 for cust:

1. Gave writer info please cb

*** PHONE LOG 10/29/2007 07:35 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer LVM # 3 for cust:

1. Advised the seat sensor for OSC system needs to be updated
2. Not technicaly a defect, the sensor measures not only weight, but posture and body size as well

**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>
██████████	██████████	KNDJIC736575 ██████████	K1373824	200
Battle Creek, MI ██████████		Prod. Date: 12/15/06	Dealer: MI015 Steelye Wright Kia of	

3. The tool used for doing this will reprogram the OSC system to accept a wider variety of weights/Postures
4. Gave writer info and case # Cust will be contacted by DLR when reprogram will be performed
5. Anyone here can answer cust questions.

closed pending cust callback

*** CASE CLOSE 10/29/2007 07:36 AM US Mountain Standard Time EEscobedo

*** CASE CLOSE 01/16/2008 04:27 PM Pacific Daylight Time ELau
Tread Review Completed

**Kia Motors America
Consumer Affairs Department**

Page 1 of 4

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1500103	1,500
Harmony, NC ██████████		Prod. Date: 10/5/07	Dealer: NC050 Keffer Kia	

Case History

Complaint **Rep AIR Assistance**

*** PHONE LOG 09/16/2008 12:07 PM US Mountain Standard Time DDailous

KEITH
HAVING PROBLEM WITH MY KIA AND NO SATISFACTION FROM DEALERSHIP
LIGHT FOR **AIR**BAG ON **PASS**enger side. WHEN YOU SIT IN SEAT. SOMETIMES IT WILL GO OUT, THEN ALL THE SUDDEN IT WILL COME BACK IN IT HAPPENS WITH ME, WIFE AND DAUGHTER TAKEN UP THERE 3-4 TIMES AND THEY SAY NOTHING IS WRONG WITH IT AND THEY SAY I AM SITTING IN THE SEAT WRONG THE SERVICE MANAGER THERE TALKS DOWN TO MY WIFE LIFE SHE DON'T KNOW NOTHING AND I AM NOT HAPPY WITH HIM AT ALL PLUS, THIS IS SECOND TIME CEL HAS COME ON-THEY FIXED THAT HE MADE HER SIT ON THE EDGE OF THE FRONT PART OF SEAT AND LOWER BACK NOT TOUCHING SEAT AND HE SAID THERE, THAT IS HOW YOU WILL HAVE TO RIDE HE SAID HE WAS CALLING THE REP NOW TO SEE WHAT THEY CAN DO HE CALLED BACK TODAY AND SAID THE REP SAID WHAT HE TOLD HER TO DO IN THE SEAT WAS THE RIGHT THING TO DO THE SEAT BELT PULLS TIGHT ON YOUR BELLY. THAT IS NOT AN OK WAY TO RIDE AROUND WE ALL WEIGH OVER 200LBS

WRITER STATES

1. UPDATED. NO RECALLS. APOLOGIZED
2. ARE THE **PASS**engers OVER 100LBS?
ARE THEY SITTING WITH THEIR LEGS RIGHT. ALOT OF FEMALES WILL KICK ONE FOOT UP AND THIS WILL AFFECT THE **AIR**BAG LIGHT TOO
3. THEN NO. THIS IS NOT RIGHT IF IT IS STILL GOING OFF
4. WOULD LIKE TO HAVE YOU MAKE APPOINTMENT AT ANY KIA DEALERSHIP AND LET US KNOW WHEN THAT IS
5. FROM THERE, WE CAN CALL WHILE THE CAR IS THERE AND MAKE SURE THAT ALL OF KIAs RESOURCES ARE BEING UTILIZED
6. THERE IS A TECHSUPPORT LINE THAT THEY CAN CALL
7. PROVIDED CASE NUMBER

*** CASE CLOSE 09/16/2008 12:07 PM US Mountain Standard Time DDailous

*** PHONE LOG 09/16/2008 12:58 PM US Mountain Standard Time DLyons Action Type:Incoming call
CUST STATES:

1. I WAS TO RETURN A CALL WHEN I KNEW THAT THE VEHICLE WOULD BE GOING TO THE KIA DEALERSHIP
2. WE HAVE A SCHEDULED APPOINTMENT FOR THURSDAY AT 10 A.M.
3. THEY ARE GOING TO HAVE A LOANER FOR MY WIFE
4. THIS IS FOR THE **PASS**enger **AIR**BAG LIGHT

WRITER ADVISED:

1. APOLOGIZED
2. ADVISED THAT THIS OFFICE WILL FOLLOW UP WITH THE KIA DEALERSHIP FOR DIAGNOSIS INFO
3. WILL INVOLVE FURTHER PERSONNEL IF NECESSARY
4. WILL RETURN CALL TO CUSTOMER ON ALT# TO ADVISE OF FURTHER INFORMATION.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 4

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1500103	1,500
Harmony, NC ██████████		Prod. Date: 10/5/07	Dealer: NC050	Keffer Kia

CUST STATES:

1. THANK YOU VERY MUCH.

*** NOTES 09/16/2008 12:59 PM US Mountain Standard Time DLyons Action Type:Manager review
DISPATCHING TO CALL CENTER:

1. CUST HAS A SCHEDULED APPOINTMENT ON THURSDAY 9/18/08 AT 10A.M.
2. PLEASE FOLLOW UP WITH THE KIA DEALERSHIP REGARDING DIAGNOSIS
3. INVOLVE FURTHER PERSONNEL IF NECESSARY
4. FOLLOW UP WITH CUSTOMER ON ALT#.

*** PHONE LOG 09/18/2008 04:51 AM US Mountain Standard Time DLyons Action Type:Incoming call
CUST STATES:

1. THE MANAGER OF THE DEALERSHIP CALLED US THIS MORNING SAID NOT TO BRING THE VEHICLE INTO THE DEALERSHIP
2. CUST IS DEMANDING THAT THE DEALERSHIP LOOK AT THIS VEHICLE & FIX IT
3. I WANT SOMETHING DONE ABOUT THIS

WRITER ADVISED:

1. APOLOGIZED
2. WOULD LIKE TO GET IN TOUCH WITH THE DEALERSHIP TO GET FURTHER INFORMATION.

WRITER PLACED CUSTOMER ON HOLD. CALLED Keffer Kia, SPOKE TO GENERAL MANAGER STEVE

1. CALLING TO SPEAK TO THE SERVICE MANAGER

STEVE GSM STATES:

1. I BET YOU GOT A CALL FROM MR. KIMMER
2. THERE IS AN INTERMITTEN A/B LIGHT
3. CUST WIFE WAS HERE YESTERDAY AND THE LIGHT WAS ON WHILE SON WAS IN THE SEAT
4. HE GOT OUT OF THE VEHICLE & GOT BACK IN AND THE LIGHT WENT OUT
5. WE HAVE CONTACTED THE FTR WHO ADVISED THAT THERE WAS NOTHING THAT COULD BE DONE
6. THE CUSTOMER IS DEMANDING THAT THERE BE TWO OF MY TECHS THAT DRIVE THE VEHICLE ALL DAY TO DUPLICATE THE CONCERN OR REPLACE THE SEAT
7. I DON'T HAVE THE PERSONNEL WHO CAN DO THAT FOR CUSTOMER
8. CUST IS ALSO DEMANDING A RENTAL - WE ADVISED THAT WE COULD PROVIDE ONE AT CUSTOMER'S COST
9. WE ALSO CONTACTED OUR DPSM WHO ADVISED THAT WE WILL NOT BE REPLACING THE SEAT
10. CUST GOT VERY UGLY WITH OUR SERVICE MANAGER BUDDY ON THE PHONE - CUSSED HIM OUT
11. WERE ARE HERE TO HELP THE CUSTOMER

WRITER THANKED STEVE FOR THE INFORMATION.

WRITER ADVISED CUSTOMER:

1. APOLOGIZED. THE AREA REP WAS INVOLVED WITH THIS CONCERN FOR CUSTOMER
2. THE DEALERSHIP HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN WITH THE **PASSENGER AIR** BAG LIGHT NOT GOING OFF
3. IF THE DEALERSHIP IS NOT ABLE TO DUPLICATE THE CONCERN, THEN KMA WILL NOT AUTHORIZE ANY **REPAIRS**
4. THERE IS FURTHER PERSONNEL THAT CAN BE INVOLVED WITH THIS
5. OUR OFFICE WILL CONTACT THEM & DETERMINE IF THERE IS A TIME WHEN THE DPSM CAN MEET

**Kia Motors America
Consumer Affairs Department**

Page 3 of 4

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1500103	1,500
Harmony, NC ██████████		Prod. Date: 10/5/07	Dealer: NC050 Keffer Kia	

WITH THE CUSTOMER TO FURTHER ASSIST THE DEALERSHIP WITH THIS CONCERN

6. RENTALS ARE NOT A PROVISION OF THE WARRANTY. SO WHEN THE VEHICLE IS DROPPED OFF THERE IS NOT ALTERNATE TRANSPORTATION THAT CAN BE PROVIDED
7. IF WE CAN DUPLICATE THE CONCERN THEN WE CAN INVOLVE FURTHER PERSONNEL TO DETERMINE IF ALTERNATE TRANSPORTATION CAN BE PROVIDED.
8. THIS OFFICE WILL CONTACT THE AREA REP TO DETERMINE WHAT STEPS WE SHOULD TAKE TO GET THIS RESOLVED FOR CUSTOMER.

CUST STATES:

1. I WILL TAKE IT TO ANY DEALERSHIP THAT IS IN THE AREA AND MEET WITH THE REP
2. I WOULD LIKE TO GET THIS RESOLVED
3. AFRAID THAT IF THERE IS AN ACCIDENT THAT THE **AIR** BAG WILL NOT DEPLOY

WRITER ADVISED:

1. APOLOGIZED. WHAT THIS OFFICE CAN DO IS CONTACT THE PERSONNEL WHO NEEDS TO BE INVOLVED & THEN NOTIFY CUSTOMER OF WHAT DECISIONS WERE MADE.
2. THIS OFFICE WILL RETURN CALL TO CUSTOMER.

CUST STATES:

1. THANK YOU.

*** PHONE LOG 09/18/2008 05:06 AM US Mountain Standard Time Dlyons Action Type:Outgoing call
WRITER CALLED DPSM RSTRICKLEN:

1. CALLING TO DETERMINE WHAT WE NEED TO DO FOR CUSTOMER
2. CUST IS NOT HAPPY THAT THE VEHICLE **PASSE**NGER **AIR** BAG LIGHT IS NOT GOING OFF WITH **PASSE**NGER PRESENT

DPSM STATES:

1. I HAVE BEEN IN CONTACT WITH THE SERVICE MANAGER, GENERAL SALES MANAGER & FTR
2. THE SERVICE MANAGER INDICATED THAT THE CUSTOMER CAME IN AND VERBALLY ABUSED THE SM, CUSSTING, YELLING & SCREAMING AT HIM - MAKING THREATS
3. THE SERVICE MANAGER INVOLVED THE GENERAL MANAGER WHO CALLED ME & ADVISED THAT HE WAS GOING TO CALL THE CUSTOMER & ASK HIM NOT TO RETURN TO THE DEALERSHIP
4. WHEN HE CALLED THE CUSTOMER HE GOT THE SAME TREATMENT & THE CUSTOMER HUNG UP ON HIM. SO I'M NOT SURE THAT HE WAS ABLE TO UNIVITE HIM TO THE DEALRESHIP
5. THE PROBLEM THAT WE HAVE AT THIS POINT IS THAT THE DEALERSHIP HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN
6. WE HAVE TO DUPLICATE IT TO KNOW WHAT IS GOING ON
7. THE DEALERSHIP DID NOT JUST BLOW OFF THE CUSTOMER. THEY HAVE LOOKED FOR CODES. CHECKED THE ELECTRICAL & CONTACTED THE FTR
8. THE FTR & I HAVE BEEN INVOLVED & HE HAS INDICATED THAT THE DEALERSHIP IS DOING EVERYTHING THAT THEY NEED TO TO ATTEMPT TO FIND A PROBLEM WITH THE VEHICLE.
9. WE CAN REECOMMEND TO THE CUSTOMER THAT HE GET A SECOND OPINION

WRITER ADVISED:

1. THIS OFFICE IS ABLE TO CONTACT CUSTOMER & ADVISE OF THIS INFORMATION
2. WE HAD ALREADY ADVISED THAT THE CONCERN WILL NEED TO BE DUPLICATED PREVIOUS TO ANY AUTHORIZATION
3. CUST WAS ALSO REQUESTING A RENTAL. WHICH WE ADVISED THAT WE WOULD NEED A DIAGNOSIS TO DETERMINE THE CAUSE OF THIS CONCERN PREVIUOS TO ANY DECISIONS BEING MADE ON THE TRANSPORTATION.

Kia Motors America
Consumer Affairs Department

Page 4 of 4

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
Harmony, NC		KNDJD735585	K1500103	1,500
		Prod. Date: 10/5/07	Dealer: NC050 Keffer Kia	

WRITER THANKED DPSM FOR THE INFORMATION.

*** PHONE LOG 09/18/2008 05:16 AM US Mountain Standard Time DLyons Action Type:Outgoing call

WRITER CALLED CUSTOMER:

1. RETURNING CUSTOMER'S CALL
2. WANTED TO ADVISE THAT THE AREA REP WAS CONTACTED
3. WE DO NEED TO DUPLICATE THE CONCERN THAT CUST IS EXPERIENCING WITH THE **PASSENGER AIR** BAG LIGHT NOT GOING OFF
4. WHAT WAS RECOMMENDED IS THAT CUST TAKE THE VEHICLE TO ANOTHER KIA DEALERSHIP THAT IS IN THE AREA
5. ADVISE THIS OFFICE WHEN THE VEHICLE WILL BE GOING IN
6. CUST WILL NEED TO CONDUCT HIMSELF IN A PROFESSIONAL MANNER WHILE AT THE DEALERSHIP
7. IF NOT, CUST WILL BE REQUESTED NOT TO RETURN

CUST STATES:

1. YA, I LOST IT WITH THE SERVICE MANAGER AND THEY HAVE BASICALLY ASKED THAT I NOT RETURN

WRITER ADVISED:

1. WE ARE HERE TO ASSIST THE CUSTOMER. THE DEALERSHIP HAS DONE A THOROUGH DIAGNOSIS ON THE VEHICLE
2. THEY HAVE CONTACTED THE AREA REP & ALSO THE FIELD TECH REP WHO HAS ADVISED THAT THEY HAVE CHECKED EVERYTHING THAT THEY CAN AT THIS TIME
3. SO IT'S NOT LIKE WE ARE NOT ATTEMPTING TO RESOLVE CUSTOMER'S CONCERN. WE JUST HAVE TO GET IT TO HAPPEN AT THE KIA DEALERSHIP
4. WE KNOW THAT THE CUSTOMER IS VERY FRUSTRATED ABOUT THIS. BUT WE NEED TO BE PROFESSIONAL WHILE AT THE DEALERSHIP

CUST STATES:

1. OK, I WILL SCHEDULE ANOTHER APPOINTMENT WITH ANOTHER KIA DEALERSHIP

WRITER ADVISED:

1. WHEN YOU DO, WE ARE REFERENCING THE SAME CASE #
2. PLEASE ADVISE THIS OFFICE WHEN THE VEHICLE WILL BE RETURNING
3. WE WILL CONTINUE TO STAY INVOLVED WITH THE DIAGNOSIS AND SEE IF WE CAN DUPLICATE THE CONCERN.

CUST STATE:

1. OK, WE WILL CALL YOU BACK.

WRITER THANKED CUSTOMER FOR THE INFORMATION.

*** CASE CLOSE 09/18/2008 05:17 AM US Mountain Standard Time DLyons

*** CASE CLOSE 10/09/2008 01:47 PM US Mountain Standard Time JHirshfield

Trans: **AIR** [unclear]

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1345217	2,222
Raleigh, NC ██████████		Prod. Date: 11/25/06	Dealer: NC049 Johnson Kia of Durham at	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 08/09/2007 07:05 AM US Mountain Standard Time ERuiz
CALLER STATED

1. I HAVE TAKEN IT TO THE DEALER'S ATTENTION.
2. I BROUGHT IT IN FOR SVC ON 7/26 BECAUSE THE **PASS**ENGER'S SIDE **AIR** BAG SAYS THAT IT'S OFF.
3. SOMETIMES THE **AIR** BAG WOULD TURN ON AND OFF.
4. I BROUGHT IT TO THE DEALER'S ATTENTION.
5. AND THEY SAID THAT THEY COULD NOT DUPLICATE THE CONCERN.
6. WHAT AM I SUPPOSED TO DO IF I AM IN AN ACCIDENT W/ MY GRANDDAUGHTER.
7. WHO'S GOING TO BE RESPONSIBLE FOR IT.
8. CAN I GET A RENTAL VEHICLE WHILE KIA FIGURE OUT WHAT'S GOING ON W/MY CA?

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. KIA WILL CONTINUE TO STAND BEHIND THE TERMS OF THE WARRANTY TO **REPAIR** DUPLICATED CONCERNS.
3. THE DEALER MUST BE ABLE TO DUPLICATE THE CONCERNS.
4. THE SEAT BELT IS STILL THE PRIMARY SAFETY DEVICE THAT WILL PROTECT THE **PASS**ENGER OR DRIVER IN THE EVENT OF AN ACCIDENT.
5. CHILDREN SHOULDN'T BE SITTING IN THE FRONT **PASS**ENGER'S SEAT.
6. RENTALS ARE NOT A PROVISION UNDER THE TERMS OF THE WARRANTY.
7. A RENTAL MAY BE PROVIDED ON THE CASE BY CASE BASIS.
8. HOWEVER, THE DEALER MUST BE ABLE TO DETERMINATE THE CAUSE OF THE PROBLEM FIRST.
9. CUSTOMER THANKED WRT FOR THE INFO.

*** CASE CLOSE 08/09/2007 07:05 AM US Mountain Standard Time ERuiz

**Kia Motors America
Consumer Affairs Department**

Page 1 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1380957	4,300
Paulden, AZ	██████████	Prod. Date: 11/2/06	Dealer: AZ030 Liberty Kia	

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 11/09/2007 02:57 PM-US Mountain Standard Time RChacon

*** PHONE LOG 11/09/2007 03:09 PM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER ██████████ STATED:

1. WE JUST LEFT THE DEALER IN PRESCOTT
2. WE HAVE OWNED 4 KIA'S
3. WE HAD PURCHASED A BLUE 2007 SORENTO THAT HAD A PROB WITH THE **AIR**BAG LIGHT WHICH COULD NOT BE FIXED
4. THE DEALER REPURCHASED THAT ONE, AND WE GOT THIS ONE
5. THE DEALER TOLD ME THAT THEY CANNOT FIX THE PROB
6. BETWEEN BOTH VEH'S, WE HAVE BEEN AT THE DEALERSHIP 10 TIMES
7. THE DEALER SAID THAT A REP CAME OUT LAST WEEK, THEY PUT IN NEW SOFTWARE, AND PROB IS STILL NOT FIXED
8. I NEED TO KNOW WHAT CAN BE DONE AT THIS POINT

WRITER STATED:

1. I APOLOGIZE FOR THE PROBELM
2. UPDATED CONTACT INFO, NO RECALLS
3. ADVISED OF 5/60 BI.W, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. I WILL CALL DEALER TO GET MORE INFO, PLEASE HOLD

WRITER CALLED AZ030, SPOKE WITH SVC MGR STEVE, BILL CARPLUCK WHO STATED:

1. THIS VEH HAS BEEN IN 2 X'S FOR THE **AIR**BAG LIGHT
2. LAST WEEK WE HAD FTR KEITH FRITZINGER OUT, WHO DID PERFORM A REFLASH ON THE PCM FOR **PASS AIR**BAG
3. THE VEH CAME IN TODAY FOR THE **AIR**BAG LIGHT ON AGAIN
4. THE CUSTOMER IS AVERAGE BUILD, AND HEIGHT, AND WE WERE ABLE TO DUPLICATE THE PROBLEM
5. THE CUSTOMER HAD THE SAME PROB WITH A PREVIOUS 2007 SORENTO, THAT WE TRADED HIM OUT OF
6. I CALLED FTR KEITH, AND HE IS ALL OUT OF IDEAS
7. I WILL OPEN A TECH CASE ON THIS, AND ALSO CALL DPSM TO ADVISE
8. WE ARE UNSURE WHAT NEEDS TO BE DONE TO RESOLVE PROB
9. WE DID PROVIDE CUSTOMER WITH A LONER VEH, AND THEY DID EXPRESS INTEREST IN A RONDO

WRITER STATED:

1. THANKS FOR THE INFO

RETURNED TO CUSTOMER, AND STATED:

1. REITERATED INFO FORM SVC MGR BILL
2. I WILL CALL AREA REP TO ADVISE, AND FIND OUT WHAT NEEDS TO BE DONE TO RESOLVE PROB
3. ONCE I HAVE INFO, I WILL FOLLOW BACK UP WITH YOU
4. GAVE CASE #, AND EXT #

*** PHONE LOG 11/09/2007 03:14 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM TSTEINWINTER

1. CUSTOMER CONCERN

Kia Motors America
Consumer AffAIRs Department

Page 2 of 5

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736175 ██████	K1380957	4,300
Paulden, AZ ██████		Prod. Date: 11/2/06	Dealer: AZ030	Liberty Kia

2. REITERATED INFO FROM SVC MGR BILL

DPSM TSTEINWINTER STATED:

1. DISPATCH CASE TO THE REGION

WRITER STATED:

1. WILL DO

:::::CALL ENDED::::::

*** NOTES 11/09/2007 03:15 PM US Mountain Standard Time RChacon Action Type:Manager review
DISPATCH FOR:

1. NOT ABLE TO RESOLVE **AIR**BAG LIGHT PROBLEM
2. CUSTOMER HAS ALREADY TRADED OUT ANOTHER 2007 SORENTO FOR SAME CONCERN
3. DPSM ADVISED TO DISPATCH TO REGION FOR FURTHER HANDLING
4. CUSTOMER CONTACT

*** PHONE LOG 11/14/2007 11:32 AM US Mountain Standard Time RBriones Action Type:Incoming call
Jeff from AZ030 called and stated:

1. Just have a case number and name.
2. Was supposed to be speaking with Randy.
3. Can you help me ?
4. Want to know where we are at with this customer's issue.

Writer Stated:

1. Adv Jeff that case has been forwarded to regional office.
2. Roxanne Herrera is the analyst who is working on case.
3. Gave regional 800 number.

*** PHONE LOG 11/14/2007 02:40 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for customer to review vehicle concerns. requested a call back.

*** NOTES 11/14/2007 02:40 PM Pacific Daylight Time RHerrera Action Type:Manager review
Note: writer in all day meeting 11/13/07.

*** PHONE LOG 11/14/2007 02:42 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for Jeff at AZ030 to discuss case. Requested a call back.

*** PHONE LOG 11/14/2007 02:59 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for DPSM Tom S and FTR Keith F for input on how to proceed with case. Requested a call back.

*** PHONE LOG 11/15/2007 02:43 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for DPSM for input on how to proceed with case. Requested a call back.

**Kia Motors America
Consumer Affairs Department**

Page 3 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>
Paulden, AZ		KNDJD736175	K1380957	4,300
		Prod. Date: 11/2/06	Dealer: AZ030 Liberty Kia	

*** PHONE LOG 11/20/2007 01:59 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for DPSM for input on how to proceed with case. Requested a call back.

*** PHONE LOG 11/21/2007 09:01 AM Pacific Daylight Time MCameron Action Type:Incoming call
Writer discussed case with DPSM last week. DPSM called back to advise:

1. Cust has been in constant communication with the GM and Svc Mgr of the dealership regarding this issue
2. The GM has scheduled a meeting for the cust at the dlrship with the DPSM on Tuesday, 11/27/07
3. The customer is currently in a loaner veh provided by the dlrship

DPSM will advise results of meeting.

*** PHONE LOG 11/21/2007 09:15 AM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA spoke to DPSM to review case. DPSM reiterated comments above. DPSM requested for writer to e-mail case notes to him.

*** EMAIL OUT _ RHerrera Action Type:External email
Send to:[Steinwinter, Tom [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: \eoptubs\ClarifyOBJACA Attachments\SendHistory\Case_K1380957 RHerrera 11-21-2007091340.doc>>

*** PHONE LOG 11/21/2007 03:01 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA spoke to DPSM Tom S who states:

- 1 Please call customer and let him know that the dealer has advised him that I will be meeting with him
- 2 on Tuesday at 2:00pm at AZ030 Liberty to address OSC concern

*** PHONE LOG 11/21/2007 03:07 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for customer on answ mach 928-636-9765 and advised DPSM will meet with him on Tuesday 11/27/07 at Liberty Kia AZ030. Provided customer with writer's direct contact numbers for any questions.

*** NOTES 11/28/2007 03:40 PM Pacific Daylight Time RHerrera Action Type:Manager review
Case pending for outcome on DPSM visit with customer.

*** CASE CLOSE 11/29/2007 04:56 PM Pacific Daylight Time RHerrera
DPSM to meet with customer.

**Kia Motors America
Consumer Affairs Department**

Page 4 of 5

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736175 ██████	K1380957	4,300
Paulden, AZ ██████		Prod. Date: 11/2/06	Dealer: AZ030 Liberty Kia	

review

Writer reopened case to document result of DPSM mtg w/customer. DPSM advised:

1. He met with the customer at the dlr as planned
2. He test drove veh 1st w/FTR Keith w/out cust for 5-6 mi
3. FTR sat in **PASS**enger seat - no problem with **OCS** operation
4. Then DPSM drove veh with cust's wife in **PASS**. seat for another 5-6 mi & FTR in back seat
5. No problem with **OCS** operation noted, but cust's wife was clearly nervous about whether the **OCS** was functioning properly & kept her eyes on the light
6. DPSM met with cust & advised that based upon test drive & service history of veh, he cannot agree to cust's request for repurchase
7. Cust then threatened to retain an attorney if he didn't get what he wanted
8. After further discussion, the cust said that he might take another veh
9. DPSM advised that another Sorento would not be a good choice for cust because the **OCS** system design is the same in all Sorentos
10. Cust test drove a Rondo & liked it
11. DPSM advised that he cannot assist the customer in trading in his veh, but he could offer the cust some goodwill compensation for his past experiences and because he is a multiple Kia owner - cust can choose to do what he wishes with that goodwill
12. Cust is considering goodwill - DPSM will advise writer if cust accepts

Awaiting further update from DPSM. Commitment logged.

*** NOTES 01/10/2008 03:26 PM Pacific Daylight Time Elau Action Type:Manager review
Tread Review Completed

*** PHONE LOG 01/27/2008 01:48 PM Pacific Daylight Time MCameron Action Type:Outgoing call
Writer contacted Mr. King & stated:

1. Apologized for delays reaching cust - writer misunderstood situation
2. Understand cust met w/DPSM Steinwinter

Cust stated:

1. Yes, he met with Mr. Steinwinter
2. He just wanted his veh fixed (**OCS** problem), but apparently the Sorento has this problem & there is no fix at this time
3. He was offered \$5000 good faith due to his inconvenience

Writer stated:

1. She will email cust written confirmation of offer (royandcarolking@comspeed.net)
2. There will also be a release for cust to review & sign & return to writer
3. Writer will be out of the office next week but will submit check request in the meantime
4. Writer will have to receive the release before the check can be issued
5. Provided cust with writer's direct phone # & will check back with cust next week (week of 2/4)

Cust stated:

1. Kia may restore his faith yet
2. Will look for writer's email & wait to hear from writer week of 2/4

*** NOTES 02/07/2008 10:40 AM Pacific Daylight Time MCameron Action Type:Manager review

**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>
██████████	██████████	KNDJD736175 ██████████	K1380957	4,300
Paulden, AZ ██████████		Prod. Date: 11/2/06	Dealer: AZ030	Liberty Kia

1. Called cust & confirmed receipt & advised check would be mailed on 2/7
2. Cust thanked writer & advised that he would like to send a complimentary communication to Kia about writer's support after he receives the check
3. Cust also advised that he went to the dlrship on 2/6

Writer phoned DPSM & advised that GW matter was resolved. DPSM stated:

1. Cust went to dlrship on 2/6
2. FTR was at dlrship & completed latest reflash for cust's **OCS**

Writer mailing check & closing file.

*** CASE CLOSE 02/07/2008 10:41 AM Pacific Daylight Time MComeron

Kia Motors America
Consumer Affairs Department

Page 1 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736675 ██████	K1407825	60
Surprise, AZ ██████		Prod. Date: 10/17/06	Dealer: AZ028	Avondale Kia

Case History

Complaint Rep **AIR** Assistance

*** PHONE LOG 01/28/2008 03:17 PM US Mountain Standard Time RChacon

*** PHONE LOG 01/28/2008 03:32 PM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:

1. I TOOK MY VEH TO DEALER FOR A PROB WITH MY **PASS** SIDE **AIR**BAG LIGHT STAYING ON
2. I SPOKE WITH THE SVC ADVISOR LARRY COLSOM
3. HE TOLD ME THAT THERE WAS NOTHING THEY COULD DO TO FIX THE PROB
4. HE TOLD ME TO CALL YOU TO HAVE SOMEONE FROM KIA COME OUT. AND REPROGRAM THE **AIR**BAG

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO. NO RECALLS
3. ADVISED OF 5/60 BLW. 5/60 R/S COVERAGE. AND 10/100 PTW'S
4. WILL NEED TO CALL DEALER FOR MORE INFO, PLEASE HOLD WHILE I CALL DEALER

WRITER CALLED AZ028. SPOKE WITH SVC MGR JOHN RADEN WHO STATED:

1. VEH CAME IN LAST FRIDAY 1/25/08 FOR THE **PASS** SIDE **AIR**BAG LIGHT ON
2. I WAS NOT IN. SO NOT AWARE OF THE PROB
3. I DO KNOW THAT THERE IS A NEW DOWNLOAD FOR THIS PROB WHICH HAS TO BE DONE BY THE FTR. WE DO NOT HAVE THE TOOL

WRITER STATED:

1. THANKS FOR THE INFO

RETURNED TO CUSTOMER. AND STATED:

1. REITERATED INFO FROM SVC MGR JOHN
2. I WILL NEED TO CALL MY AREA REP TO ADVISE. AND FIND OUT NEXT STEP TO RESOLVE
3. ONCE I HAVE INFO. I WILL FOLLOW BACK UP WITH YOU
4. PROVIDED CASE #, AND EXT #

CUSTOMER STATED:

1. THANK YOU

*** PHONE LOG 01/29/2008 03:36 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM IS FEINWINTER. AND STATED:

1. CUSTOMER CONCERN
2. REITERATED INFO FROM DEALERSHIP

DPSM STATED:

1. GO AHEAD AND SEND CASE TO REGION
-CALL ENDED.....

**Kia Motors America
Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736675 ██████	K1407825	60
Surprise, AZ	██████	Prod. Date: 10/17/06	Dealer: AZ028	Avondale Kia

*** PHONE LOG 01/29/2008 04:22 PM US Mountain Standard Time RChacon Action Type:Incoming call
WRITER CALLED CUSTOMER. SPOKE WITH MRS. ██████ AND STATED:
1. ADVISED REP HAS BEEN CONTACTED
2. I WILL BE DISPATCHING CASE TO REGIONAL OFFICE FOR FUTHER HANDLING TO GET PROB RESOLVED
3. PLEASE ALLOW 48 HRS FOR CONTACT

CUSTOMER STATED:
1. THANK YOU

*** NOTES 01/29/2008 04:23 PM US Mountain Standard Time RChacon Action Type:Manager review
DISPATCH FOR:

1. FTR NEEDED TO RESOLVE **PASS** SIDE **AIR**BAG LIGHT PROB
2. DISPATCH PER DPSM REQUEST
3. CUSTOMER CONTACT

*** PHONE LOG 01/30/2008 04:06 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for customer at ██████ to review vehicle concerns. Requested a call back.

*** PHONE LOG 01/30/2008 04:27 PM Pacific Daylight Time RHerrera Action Type:Incoming call
WRCAA spoke to customer's wife ██████ regarding vehicle concerns. Customer states:

- 1 I'm having problems with the **PASS AIR**bag light stays on
- 2 The serv mgr advised a Kia tech will have to work on car since the dealer does not have the proper tools to fix problem
- 3 Stated **AIR**bag light needs to be reprogrammed

Writer states:

- 1 Apologized for situation
- 2 Writer will need to call dealer and FTR to research case
- 3 Writer will call back customer to follow up

Writer gave direct contact numbers for further questions or concerns

Customer thanked writer for the follow up call. Stated will wait to hear back from you. Call ended.

*** NOTES 01/30/2008 04:32 PM Pacific Daylight Time RHerrera Action Type:Manager review
OK per DPSM to schedule FTR asap.

*** PHONE LOG 01/30/2008 04:32 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA spoke to serv mgr John Randon to discuss case. John states:

- 1 The DPSM has been advised of customer's **AIR**bag light concerns
- 2 Keith F FTR needs to take a look at this vehicle

**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>
██████████	██████████	KNDJD736675 ██████████	K1407825	60
Surprise, AZ ██████████		Prod. Date: 10/17/06	Dealer: AZ028	Avondale Kia

1 Keith F will be at your dealer on Thursday, 2/01/08
2 I will advise customer to drop off vehicle 2/01/08 at 8:00am.

John thanked writer. Call ended.

*** PHONE LOG 01/30/2008 04:35 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA spoke to customer Michelle King to confirm FTR appt for Thursday 2/01/08 at 8:00am.

*** NOTES 01/30/2008 04:36 PM Pacific Daylight Time RHerrera Action Type:Manager review
WRCAA sent e-mail to John Serv Mgr at AZ028 as confirmation of FTR for Thursday, 2/07/08.

*** NOTES 01/30/2008 04:36 PM Pacific Daylight Time RHerrera Action Type:Manager review

*** PHONE LOG 01/30/2008 04:37 PM Pacific Daylight Time RHerrera Action Type:Incoming call
Writer confirmed FTR appt for Thursday, 2/07/08 with customer.

*** CASE CLOSE 01/30/2008 04:40 PM Pacific Daylight Time RHerrera
FTR set for 2/07/08 at AZ028.

*** CASE CLOSE 01/30/2008 01:27 PM RHerrera Action Type:Manager review

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736175 ██████████	K1479493	0
Southington, CT ██████████		Prod. Date: 12/19/06	Dealer: CT020	Executive Kia

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 07/30/2008 08:52 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: *AIR* bag light is on intermittently.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.

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

*** FORWARD 07/30/2008 01:22 PM Pacific Daylight Time EDicinti

*** PHONE LOG 08/06/2008 09:16 AM Eastern Daylight Time DDrayman Action Type:Outgoing call
MARYANN CT020

1. FAXING ME 2 RO'S I DO NOT HAVE

*** PHONE LOG 08/06/2008 09:17 AM Eastern Daylight Time DDrayman Action Type:Outgoing call
WRITER CALLED MAIN#

1. A/M JUST BEEPED AS IF FULL NO MSGS LEFT

*** PHONE LOG 08/06/2008 09:17 AM Eastern Daylight Time DDrayman Action Type:Incoming call

*** PHONE LOG 08/11/2008 09:57 AM Eastern Daylight Time DDrayman Action Type:Incoming call
WRITER LVM MSG FOR CUST

*** NOTES 08/13/2008 02:33 PM Eastern Daylight Time DDrayman Action Type:Facsimile sent
FAXED MANUFACTURER'S STATEMENT TO CT DEPT OF CONSUMER PROTECTION

*** PHONE LOG 09/02/2008 12:30 PM Eastern Daylight Time DDrayman Action Type:Incoming call
DEBBIE CONN. DEPT OF CONSUMER PROTECTION

1. CUST HAS DROPPED THE CASE BECAUSE THEY CLAIM THE PROBLEM WITH THE **OCS** FIXED ITSELF.
2. KIA WILL GET A REFUND OF THE \$250 FILING FEE IN APPROX 6-8 WEEKS
3. WILL MAIL MF OFFICIAL CASE CLOSED **OCS** TO WRITERS ATTN IN ER

*** PHONE LOG 09/02/2008 12:32 PM Eastern Daylight Time DDrayman Action Type:Outgoing call
DPSM TOM

1. WRITER NOTIFIED DPSM ARB. HEARING FOR 9/11/08 HAS BEEN CANCELED CUST DROPPED CASE.

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736175 ██████████	K1479493	0
Southington, CT ██████████		Prod. Date: 12/19/06	Dealer: CT020	Executive Kia

*** CASE CLOSE 10/09/2008 07:48 AM US Mountain Standard Time TMorales

AID:

**Kia Motors America
Consumer Affairs Department**

Page 1 of 2

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736175 ██████████	K1472293	18,133
Binghamton, NY ██████████		Prod. Date: 11/30/06	Dealer: NY073 Matthews Kia	

Case History

Complaint *Rep. AIR Assistance*

*** PHONE LOG 07/15/2008 10:52 AM US Mountain Standard Time LSims
Ms ██████████ stated

1. when someone is sitting on the seat and it says that the **AIR** bag is off
2. I took it in a couple weeks ago - then a few weeks before that
3. NY073 said that there is not anything wrong
4. it does not happen all of the time - maybe once or twice a week
5. I am going to be going on a long trip and I am worried that it is not going to be safe for us

wtr stated:

1. apologized

wtr placed caller on hold and called NY073

Kelly stated:

1. she was here on 6/5/08- for the **PASS**enger **AIR** bag light
2. we didnt find a problem - with the wires or seats or anything

wtr stated:

1. there is a TSB for a re flash for this problem

Kelley stated:

1. oh ok I didnt know that
2. I will have Denny SM call the rep to let him know
3. I think the rep has the only tool to do the re flash
4. I will let the SM know right know to call here

wtr returned to caller and stated:

1. there is a reprogramming that needs to be done to correct the problem
2. wtr will need to contact the kia rep then call back

*** PHONE LOG 07/15/2008 01:05 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr called Glen V and stated

1. advised of callers complaints
2. wtr has spoken to Kelly in service but the SM was not available

Glen stated

1. call the dealer and have them get the SM on the line
2. I dont have to go to the dealer to do the re flash on the Sorento - only the Optima

wtr conference SM and DPSM - wtr stated:

1. advised of callers concerns
2. wtr has spoken to the advisor but she was unaware of the rep. **AIR** needed

SM stated:

1. I can do it for her
2. I will give her a call tomorrow and have her come in

Kia Motors America
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736175 ██████████	K1472293	18,133
Binghamton, NY ██████████		Prod. Date: 11/30/06	Dealer: NY073 Matthews Kia	

wtr thanked Glen and SM - call ended

*** PHONE LOG 07/15/2008 01:09 PM US Mountain Standard Time LSims Action Type:Incoming call

wtr called Ms ██████████ and stated

1. spoke to SM and Kia rep
2. SM will call caller to make an appointment
3. advised to speak to SM if caller calls to make the appointment first
4. the rep **AIR** can be done at the dealership
5. the problem is an intermittent problem that does not happen to all of the veh
- 6 so the svc advisor was un aware of the solution
7. gave case # and ext to cb if needed

caller stated:

1. ok. thank you very much

*** CASE CLOSE 07/15/2008 01:10 PM US Mountain Standard Time LSims

*** CASE CLOSE 10/08/2008 02:47 AM US Mountain Standard Time TMsoslee

Kia Motors America
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736875 [REDACTED]	K1356570	300
Knoxville, TN [REDACTED]		Prod. Date: 4/16/07	Dealer: TN032 Rusty Wallace Kia	

Case History

Complaint: Rep **AIR** Assistance

*** PHONE LOG 09/06/2007 09:08 AM US Mountain Standard Time SJeon

Ms [REDACTED] stated:

1. I didn't pay my first payment
2. my **OCS** light is on
3. dealer advised me that I have to be over 100 pound
4. my brother who is 300 pound sat on the seat and **AIR** bag off light was on
5. took it to Kia dealer TN032 and Rob/SVCM said Kia is aware of this problem
6. it is not safe

writer stated:

1. updated / no open recall
2. sorry for situation
3. will call the dealer to get more info

<outgoing call>

writer stated:

1. spoke to Rob/SVCM
2. customer complaint about **AIR** bag light
3. customer was advised that Kia is aware of this problem

Rob/SVCM @ TN032 stated:

1. it operated as it designed
2. there was no code
3. told customer that it is sensitive so need to sit correctly
4. DPSM advised me to show the OM about **AIR** bag

writer stated:

1. spoke to customer
2. customer needs to sit correctly
3. if customer can show there is problem at the dealer, they will certainly look at it
4. there was no problem found, so Kia cannot do anything
5. advised to take the vehicle back to dealer when it acts up and demonstrate them

Ms [REDACTED] stated:

1. ok

*** CASE CLOSE 09/06/2007 09:08 AM US Mountain Standard Time SJeon

*** CASE CLOSE 10/02/2007 02:02 PM US Mountain Standard Time SJeon

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>
██████████	██████████	KNDJD736275 ██████████	K1396377	5,134
Mooreville, NC ██████████		Prod. Date: 11/6/06	Dealer: NC050	Keffer Kia

Case History

Complaint Replacement

*** PHONE LOG 12/26/2007 10:57 AM US Mountain Standard Time RBriones

Customer Stated:

1. Vehicle itself is a great vehicle.
2. Bought it in late September from dealer.
3. The day we bought it, went out to the parking lot and battery was dead.
4. Dealer put in a DVD player and the screen was down.
5. So figured someone left the player on.
6. And then salesman jump-started it.
7. Dealer compensated us and put a new battery in the vehicle.
8. Then we had problems with DVD player that dealer installed.
9. So dealer took the vehicle back to place that installed it.
10. And then they just put a new one in.
11. Then after that the dome light still didn't work.
12. So went back to dealer and talked to general manager.
13. Also having a leak from Sunroof that dealer put in.
14. Took salesman for a ride, and they advised they were going to have to close the sunroof.
15. Sales manager stated they would put a shield in front of the sunroof.
16. But that doesn't fix the problem with it.
17. Also having a problem with **AIR** bag sensor, and this is second on that problem.
18. Dealer had re-leathered the seats and now they are saying that entire seat bottom needs to be replaced.
19. And they have a part on order for it.
20. They have had the vehicle for three days.
21. Were going to let my wife drive off with veh, while they were waiting on parts.
22. But they did give us a new 2008 to drive while veh is being rep**AIR**ed.
23. However, think that Kia would be concerned, because of the problems with wiring on the DVD.
24. Could start a fire and then Kia would be liable.
25. Thought maybe Kia could help me get the problems resolved with sunroof and radio.
26. Have talked to a lawyer about lemon law.

Writer Stated:

1. Apologized for prob.
2. Kia warrants the vehicle for mfg defects, does not warranty after market modifications.
3. Dealers are independently and operated.
4. Any modification done to the vehicle by dealer, would have to be resolved by them.
5. Can certainly contact svc dept about problem with **PASS**enger **AIR** bag sensor.
6. Will see if there is any assistance we can provide with that.
7. Can not advise customer on state lemon laws, as the laws change from state to state.
8. Referred customer to WACI manual and BBB.

*** PHONE LOG 12/28/2007 07:43 AM US Mountain Standard Time AJudson Action Type: Incoming call

Customer States:

1. Having problem with the **AIR** bag sensor light on my vehicle.
2. Took it to NC050 and the first time they rebooted the computer and second time they said they would order a new bottom of the seat.
3. They gave me a loaner vehicle which is a brand new 08 with 14 miles on it and have had it for about a week now and this vehicle had the same **AIR** bag problem.
4. I asked if I should get another vehicle and the SM said that I should just drive the vehicle.
5. If the problem comes back with my vehicle then I will be taking the next steps.
6. I just wanted to call and report that this vehicle has the same problem.

Kia Motors America
Consumer Affairs Department

Page 2 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
Mooreville, NC		KNDJD736275	K1396377	5,134
		Prod. Date: 11/6/06	Dealer: NC.050 Keffer Kia	

Writer States:

1. Apologized for the problem.
2. Customer is working with FCM RBriones.
3. Referred customer to WACI manual and BBB.
4. Writer will document customer concern with the current vehicles **AIR** bag light and attach to current case.

*** PHONE LOG 12/28/2007 02:00 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called NC050 and John in svc stated:

1. The **PASS**enger **AIR** bag light comes on intermittently while driving.
2. Or even with someone sitting in the seat upon start-up, light sometimes stays on.
3. We have new seat bottom on order for the vehicle.
4. Believe the seat part has come in for the vehicle.
5. We did not re-upholster the seats here.
6. The part has not come in, they are on back-order.
7. DVD player was not installed here.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 12/28/2007 02:13 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM. Bob Stricklen and left vm stating:

1. Gave writer's name and ext number.
2. Adv of customer name, vehicle, and dealer.
3. Customer vehicle has been in at svc dept mult times for rep**AIR**s.
4. Most problems are related to after market modifications.
5. But vehicle is currently down for **PASS**enger seat **AIR** bag sensor.
6. Part is on back order, and dealer has it on standard order.
7. Give me a call back when you get a chance.

*** EMAIL OUT RBriones Action Type:External email

Send to:[rstricklen@kiausa.com]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has 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 K1396377 RBriones 12-28-2007140836.doc' -

*** PHONE LOG 12/31/2007 10:16 AM US Mountain Standard Time RBriones Action Type:Incoming call
Dispatched for:

1. New vehicle, low miles, mult rep**AIR**s.
2. Veh with ongoing issue for **AIR** bag light.
3. Customer talking about veh replacement.
4. Review of customer concerns and cust contact

**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>
██████████	██████████	KNDJD736275 ██████████	K1396377	5,134
Mooreville, NC ██████████		Prod. Date: 11/6/06	Dealer: NC050	Keffer Kia

*** PHONE LOG 01/04/2008 02:10 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:

- 1 - The **PASS**enger side **AIR**bag light is on in my third loaner, kndjd735785770266
- 2 - I know if I take it back to the dealer, they'll give me another
- 3 - But it's not safe
- 4 - Richard said on the second loaner, if I was that concerned about the veh just make sure no one sits in the **PASS**enger seat
- 5 - That's not right
- 6 - He is a real nice guy but that's not right either
- 7 - I'm reporting this loaner to NHTSA, too
- 8 - And there is the problem with the DVD player that you guys can't do anything about
- 9 - Keffer Kia hasn't been able to fix it
- 10 - If I were you guys, I'd be pretty upset
- 11 - It's nice that they've put me in a new veh, but I'm making a car payment on a veh I don't have
- 12 - This has been going on for more than a month
- 13 - I'm getting pretty angry

Writer stated:

- 1 - Apologized
- 2 - Case has been escalated to region and is being worked by Yasmine Epps

Writer placed customer on hold, called Yasmine, and got VM

Writer returned to customer, who declined VM
Customer continued with complaints above

Writer continued:

- 3 - Apologized
- 4 - Writer knows Richard
- 5 - His suggestion is a good one on a short term basis, but KIA accepts its responsibility to rep **AIR** veh
- 6 - Should have been contacted by now
- 7 - Regional office is escalation of case and is in best position to assist
- 8 - Writer will alert her supervisor
- 9 - Writer will call Yasmine daily until she hears that Yasmine has contacted you
- 10 - Writer will call you back next week to be sure have been contacted
- 11 - Provided case no. and extension

Customer stated:

- 1 - Thank you (somewhat quizzically)

*** PHONE LOG 01/04/2008 02:11 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called Yasmine and left VM stating:

- 1 - Provided case no. and last 8 of VIN
- 2 - This is hot case
- 3 - Needs follow-up ASAP
- 4 - Writer will be calling daily until she learns customer has been contacted

*** PHONE LOG 01/04/2008 02:18 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Bob Stricklen and stated:

Kia Motors America
Consumer AffAIRs Department

Page 4 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736275 ██████████	K1396377	5,134
Mooreville, NC ██████████		Prod. Date: 11/6/06	Dealer: NC050	Keffer Kia

- 1 - This is hot case and customer has not been contacted
- 2 - Case is dispatched
- 3 - I left msg for Yasmine and told customer I will be calling daily until I hear that customer has been contacted
- 4 - Please get involved on this

DPSM stated:

- 1 - Calling daily is a good idea
- 2 - Send me notes
- 3 - I'll follow up

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

Send to:[RStricklen@kiausa.com]

CC List:[yepps@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1396377_KJohnson_01-04-2008141534.doc>>

*** PHONE LOG 01/07/2008 09:43 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer and left a message requesting a call back.

*** PHONE LOG 01/07/2008 08:21 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES.

1. I HAVE YEPPS NUMBER HOWEVER I AM NOT SURE WHAT THE EXTENSION IS

WRITER STATES.

1. GAVE EXTENSION.

*** PHONE LOG 01/07/2008 11:28 AM Eastern Daylight Time YEpps Action Type:Incoming call
John from NC050 called writer and stated:

- 1. customer has had problems with the aftermarket products installed on the vehicle.
- 2. Charlotte Sunroof has the vehicle currently.
- 3. they are fixing the DVD player and checking the leather on the seat.
- 4. the customer had one loaner vehicle that had the **PASS**enger **AIR**bag light concern to my knowledge.
- 5. that car is in service now to be checked.
- 6. we ordered a seat bottom, but it is on backorder (no ETA).
- 7. may not have to use it if the problem is due to the leather.
- 8. this is the second time the **AIR**bag light is being addressed.
- 9. the first time (Oct.) it was reflashed.
- 10. will fax rep. **AIR** orders.

Kia Motors America
Consumer Affairs Department

Page 5 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
Mooreville, NC		KNDJD736275	K1396377	5,134
		Prod. Date: 11/6/06	Dealer: NC050 Keffer Kia	

*** PHONE LOG 01/09/2008 04:54 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and left VM stating:
1 - Case notes show that regional office has been in contact
2 - If you have not received that msg, please call writer back @ [phone number]
3 - If wtr does not hear from you, she will assume that you are working with the regional office, which is exactly what should be happening
4 - Apologized for any mixup in communication

*** PHONE LOG 01/10/2008 11:43 AM Eastern Daylight Time YEpps Action Type:Incoming call
Customer (Thomas) called writer and left a message requesting assistance and a call back.

*** PHONE LOG 01/10/2008 11:44 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called John at NC050, and he is in a meeting until 12pm.

*** PHONE LOG 01/10/2008 02:54 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called John at NC050 who stated:
1. have the vehicle back from Charlotte Sunroof.
2. they will be installing a different kind of DVD player in the vehicle.
3. that should rep**AIR** the DVD and dome light concern.
4. there were no rep**AIR**s to the **PASS**enger seat.

Writer stated:
1. FTR will be there on 1/14/08 to inspect this vehicle.
2. is the customer still in a loaner?

John stated:
1. customer is still in a loaner vehicle.
2. will advise him to keep it until Monday.

*** PHONE LOG 01/10/2008 02:58 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer and left a message stating:
1. DVD player being replaced.
2. FTR will be at NC050 on 1/14/08 to inspect your **PASS**enger seat.
3. earliest you will be able to pick up your vehicle is Monday barring any unforeseen problems.
4. will continue to update you regarding rep**AIR**s.
5. contact info.

*** PHONE LOG 01/14/2008 03:06 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called John at NC050 who stated:
1. rescheduled for Thursday.
2. already advised the customer.

*** NOTES WITH COMMITMENT 01/14/2008 03:09 PM Eastern Daylight Time YEpps Action Type:Manager review

Kia Motors America
Consumer Affairs Department

Page 6 of 6

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
Mooreville. NC		KNDJD736275	K1396377	5,134
		Prod. Date: 11/6/06	Dealer: NC050 Keffer Kia	

*** CASE CLOSE 01/14/2008 03:12 PM Eastern Daylight Time YEpps
Case closed pending FTR reflash.

*** PHONE LOG 02/08/2008 01:31 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd customer request for call back

*** PHONE LOG 02/08/2008 01:31 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact--Lm requesting call back

*** FULFILL 02/25/2008 08:56 AM Eastern Daylight Time JuneSifford

*** PHONE LOG 03/11/2008 04:05 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA spoke to Mr. [REDACTED] states

1. we did have some problems and we did get the vehicle rep **AIR**ed.
2. I called the Dealer and finally we got this resolved.
3. This is a great vehicle and we love it.
4. all the problems were related to after market products installed on the vehicle except
5. the **AIR**bag which we have not had a problem with since you sent someone out to reprogram that.

SRCAA advised.

1. Thanks for the update
2. glad to hear that everything is working for you now.

**Kia Motors America
Consumer AffAIRs Department**

Page 1 of 2

Last name	First name	VIN of	Case Number	Mileage
Mooreville, NC		Prod. Date:	K1397192	14
			Dealer: NC050	Keffer Kia

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 12/28/2007 07:45 AM US Mountain Standard Time AJudson
*** PHONE LOG 12/26/2007 10:57 AM US Mountain Standard Time RBriones
Customer Stated:

1. Vehicle itself is a great vehicle.
2. Bought it in late September from dealer.
3. The day we bought it, went out to the parking lot and battery was dead.
4. Dealer put in a DVD player and the screen was down.
5. So figured someone left the player on.
6. And then salesman jump-started it.
7. Dealer compensated us and put a new battery in the vehicle.
8. Then we had problems with DVD player that dealer installed.
9. So dealer took the vehicle back to place that installed it.
10. And then they just put a new one in.
11. Then after that the dome light still didn't work.
12. So went back to dealer and talked to general manager.
13. Also having a leak from Sunroof that dealer put in.
14. Took salesman for a ride, and they advised they were going to have to close the sunroof.
15. Sales manager stated they would put a shield in front of the sunroof.
16. But that doesn't fix the problem with it.
17. Also having a problem with **AIR** bag sensor, and this is second on that problem.
18. Dealer had re-leathered the seats and now they are saying that entire seat bottom needs to be replaced.
19. And they have a part on order for it.
20. They have had the vehicle for three days.
21. Were going to let my wife drive off with veh. while they were waiting on parts.
22. But they did give us a new 2008 to drive while veh is being rep**AIR**ed.
23. However, think that Kia would be concerned, because of the problems with wiring on the DVD.
24. Could start a fire and then Kia would be liable.
25. Thought maybe Kia could help me get the problems resolved with sunroof and radio.
26. Have talked to a lawyer about lemon law.

Writer Stated:

1. Apologized for prob.
2. Kia warranties the vehicle for mfg defects, does not warranty after market modifications.
3. Dealers are independently and operated.
4. Any modification done to the vehicle by dealer, would have to be resolved by them.
5. Can certainly contact sve dept about problem with **PASS**enger **AIR** bag sensor.
6. Will see if there is any assistance we can provide with that.
7. Can not advise customer on state lemon laws, as the laws change from state to state.
8. Referred customer to WACI manual and BBB.

*** PHONE LOG 12/28/2007 07:43 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:

1. Having problem with the **AIR**bag sensor light on my vehicle.
2. Took it to NC050 and the first time they rebooted the computer and second time they said they would order a new bottom of the seat.
3. They gave me a loaner vehicle which is a brand new 08 with 14 miles on it and have had it for about a week now and this vehicle had the same **AIR**bag problem.
4. I asked if I should get another vehicle and the SM said that I should just drive the vehicle.
5. If the problem comes back with my vehicle then I will be taking the next steps.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
Mooreville, NC		Prod. Date:	K1397192	14
			Dealer: NC050 Keffer Kia	

6. I just wanted to call and report that this vehicle has the same problem.

Writer States:

1. Apologized for the problem.
2. Customer is working with FCM RBriones.
3. Referred customer to WACI manual and BBB.
4. Writer will document customer concern with the current vehicles **AIR** bag light and attach to current case.

*** NOTES 12/28/2007 07:46 AM US Mountain Standard Time AJudson Action Type:Manager review
CUSTOMER GAVE VIN BUT IT WAS LOST.

*** CASE CLOSED 12/28/2007 07:46 AM AJudson