

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

**Kia Motors America
Consumer Affairs Department**

Page 1 of 1

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736375 [REDACTED]	K1368047	5,000
Piedmont, SC [REDACTED]		Prod. Date: 6/30/06	Dealer: SC020 Kia of Greer	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 10/05/2007 06:05 AM US Mountain Standard Time SJeon Action Type:Incoming call

Ms [REDACTED] stated;

1. my **PASS**enger side **AIR** bag light some times on even if I am sitting on there
2. I weight more than 140 pound
3. took it to Kia of Greer and SVCD / Ed sitting on the seat
4. it function fine but he weigh around 300 pound
5. when we come back home. it comes on again
6. want can I do?

writer stated:

1. updated/ no open recall
2. sorry for situation
3. dealer needs to duplicate the problem before rep**AIR**
4. advised to go back to the selling Kia dealer or any other Kia dealer
5. provided Kia of Greenville

*** CASE CLOSE 10/05/2007 06:06 AM US Mountain Standard Time SJeon

*** NOTES 01/15/2008 04:17 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

**Kia Motors America
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736175 [REDACTED]	K1373068	1,800
Winter Park, FL [REDACTED]		Prod. Date: 6/29/06	Dealer: FL069 Holler Kia	

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 10/18/2007 01:11 PM US Mountain Standard Time CHart
cust lou called

1. i live in orlando FL
2. i have an 07 sorrento
3. the **PASS**enger side **AIR**bag light has been troublesome since the beginning
4. the dlr -- holler kia -- has tried on several occasions have tried to correct it
5. my wife's weight doesn't turn the **AIR**bag on all the time
6. my next step is to invoke the lemon law
7. but i'm giving you the change to research and contact me back

wrt states

1. apologize
2. advised **AIR**bag system is secondary restraint
3. advised that a "normal sized adult" in the correct seat posture is what is recomended in the veh
4. wrt can follow up w/ dlrshp / dpsm regarding situation
5. provided case# and ext

cust understood -- call needed

*** PHONE LOG 10/19/2007 08:12 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlrshp -- spoke w/ SA Steve -- SM on phone w/ DPSM

1. last time veh was in - veh needed **OCS** update
2. was performed by FTR John Smith
3. this was done 10/03-2007 at 1427 miles

wrt states

1. please have SM call wrt w/ additional info
 2. left 800 and ext
- call ended

*** PHONE LOG 10 22 2007 12:07 PM US Mountain Standard Time CHart Action Type:Outgoing call
called dlrshp -- spoke w/ SM Andre

1. i've had the FTR do the upgrade
2. i've spoken w/ both the rep and the FTR
3. it's gotten the latest upgrade -- there is nothing else i can do with the veh
4. the customer has been in 2 times for the same concern

wrt thanked Andre

*** PHONE LOG 10/23/2007 07:41 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dpsm DTacker -- left VM

1. calling regarding cust case
 2. advised reflash for **OCS** has been done
 3. problem not corrected
 4. please call wrt w/ info - left ext
- call ended

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Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJD736175	K1373068	1,800
Winter Park, FL		Prod. Date: 6/29/06	Dealer: FL069	Holler Kia

Send to:[DTacker@kiausa.com]

Dan.

Please give me a call on this case when you have a chance. Thank you

Chris
x45862

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

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*** PHONE LOG 10/23/2007 12:55 PM US Mountain Standard Time CHart Action Type:Incoming call

dpsm DTacker called

1. we are aware of this case
2. we are waiting for the dlr to get all the documents together before we decide what we are going to do
3. cust would have no reason to file lemon law
4. advised the customer as soon as the documents are together -- we are going to call them

wrt states

1. forward to region?

DTacker states

1. yes. go ahead
2. we are involved -but it's good we have a case open

wrt thanked DTacker -- call ended

*** PHONE LOG 10/23/2007 12:59 PM US Mountain Standard Time CHart Action Type:Outgoing call

called cust

wrt states

1. apologize for delay in contact
2. spoke w/ dpsm -- aware of cust situation
3. requested cust wait until all paperwork has been gathered
4. then someone will be back in touch with customer
5. will be forwarding case to region

cust thanked wrt -- call ended

*** NOTES 10/23/2007 01:01 PM US Mountain Standard Time CHart Action Type:Manager review

forwarding to region for handling

1. cust has 07 sorento w. 1800
2. veh was brought to dlr for **OCS/AIR** bag light concern
3. FTR John Smith reprogrammed system
4. **OCS** still not functioning

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
		KNDJD736175	K1373068	1,800
Winter Park, FL		Prod. Date: 6/29/06	Dealer: FL069 Holler Kia	

6. wrt spoke w/ dpsm -- aware of situation
7. requested cust be told that we are gathering paperwork on veh info
8. forwarding to region for further handling and customer communication -- dpsm aware of dispatch

*** PHONE LOG 10/30/2007 12:19 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. [REDACTED] and advised

1. requested documents
2. provided SRCAA contact info
3. advised Mr. [REDACTED] that the **OCS** is functioning and secondary safety measure
4. Once documents received i will review to see if any assistance is available however at this time I can not make that decision without the documents.

Mr. [REDACTED] states

1. I do not have them all but the Dealer does
2. Dealer keep the vehicle for one week while we went away (out of town) and did not give me a RO
3. sometimes it works and sometimes it does not
4. paid cash / NO LENDER

*** PHONE LOG 10/30/2007 12:23 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Andre & requested sales & service d**OCS**.
Andre will mail documents.

*** COMMIT 10/30/2007 12:24 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOS. 10/30/2007 12:26 PM Eastern Daylight Time JuneSifford

*** NOTES 11/05/2007 03:06 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA contacted Mr. Leftwich --Mr. Leftwich states

1. I believe that someone at the dealer sat at the seat
2. the light comes on when I am seated and have not moved
3. after the District manager looked at the vehicle the light went on again
4. wife weighs about 122-126 lbs
5. I am going to dealer to test other vehicles and see if they function

SRCAA advised

1. at this time there are no upgrades or parts to correct this concern
2. the system is working as the light does go on and off
3. seat belt is primary
4. may have additional re flash in January but not sure of this
5. If weight is not distributed across the seat grid it may not register and will not activate
6. I will send offer letter out of goodwill for \$2,500.00

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJD736175	K1373068	1,800
Winter Park, FL		Prod. Date: 6/29/06	Dealer: FL069 Holler Kia	

SRCAA rec'd call from Rick at FL069 requesting information on this case
SRCAA advised--SRCAA has offered GW of \$2,500.00
GW is payable to customer only..

*** NOTES 11/06/2007 04:22 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Per further review--customer would like to go into a Sedona
SRCAA sending offer of \$3,500.00 MAX

*** CASE CLOSE 11/06/2007 04:23 PM Eastern Daylight Time JuneSifford

*** NOTES 11/13/2007 02:43 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA rec'd customer acceptance of GW offer.

*** CASE CLOSE 11/13/2007 02:43 PM Eastern Daylight Time JuneSifford

*** CASE CLOSE 01/14/2008 09:42 AM Pacific Daylight Time JeffStroup
tread review complete

*** NOTES 01/16/2008 04:02 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736875 ██████████	K1414266	573
Mt Morris, PA ██████████		Prod. Date: 11/22/06	Dealer: WV012 Freedom Kia	

Case History

Complaint *RenAIR* Assistance

*** PHONE LOG 02/14/2008 11:57 AM US Mountain Standard Time JHirshfield caller

- 1 his *OCS* light stays on
- 2 he spoke with his dealership (WV012) and they made an appt for someone to come out and take care of it on 02/26
3. he asked them for a loaner and they said that they contacted their Kia DPSM
4. he has declined any rental assistance
5. cust is afraid to drive the car in case of an accident

wtr

- 1 apologize for the issue
- 2 the do need for a Kia rep to come out and "reflash" the *OCS* computer
3. the most important aspect of safety is the seat belt
4. if the DPSM has declined rental assistance. the they will not be able to get a rental thru Kia

cust thanked wtr for the info

*** CASE CLOSE 02/14/2008 11:57 AM US Mountain Standard Time JHirshfield

*** NOTES 04/09/2008 04:19 PM US Mountain Standard Time JHirshfield Action Type:Manager review
Tread Review - JH

*** CASE CLOSE 04/09/2008 04:22 PM US Mountain Standard Time JHirshfield

*** NOTES 04/19/2008 08:31 AM US Mountain Standard Time DUnderwood Action Type:Manager review

***** DUPLICATE NOTES ADDED TO ORIGINAL CASE *****

SURVEY DATE : 02/20/2008
VEHICLE REPORT OF SALE DATE : 02/11/2008

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :

Response for Sales Survey Question Q16. Did you experience any problems with your vehicle at the time of delivery?:

- Yes

Response for Sales Survey Question Q16B. Has the problem been resolved?:

- No

Customer Comments: None

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

*** PHONE LOG 02/26/2008 10:44 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called Mr. L. who states:

L. we had told the survey people that the *PASS*enger side *AIR*bag

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736875 [REDACTED]	K1414266	573
Mt Morris, PA [REDACTED]		Prod. Date: 11/22/06	Dealer: WV012	Freedom Kia

- 4. it's all ok now
- 5. thank you
- writer states
- 1. calling to touch base with you regarding you 2007 Sorento purchase

*** CASE CLOSE 02/26/2008 10:45 AM US Mountain Standard Time MTrem

*** CASE CLOSE 04/10/2008 11:23 AM US Mountain Standard Time JHirshfield
AIRbag Tread Review - JH

*** CASE CLOSE 04/19/2008 08:32 AM US Mountain Standard Time DUnderwood
ORIGINAL CASE

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735985██████████	K1515587	930
Indio, CA ██████████		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

Case History

Complaint **RePAIR** Assistance

*** PHONE LOG 10/27/2008 03:22 PM US Mountain Standard Time ASchombert
Ms ██████████ called and stated

1. bought Sorento and traded in our ford F250
2. the dealer told us alarm not installed but. it was and went off but, they gave us no key fob
3. **PASS**anger **AIR**bag light would not go off. (1 weight 135lbs)
4. after getting key fob. turned lights on and neither the interior or exterior would come on
5. dealer insured us head lights and **OCS** light would be fixed and receive a comperable loaner vehicle
6. they made an appointment on Saturday and person that was suppose to be there wasn't there and did not get comperable loaner
7. few days later **PASS**anger **AIR**bag light was still showing off when I was sitting in it.
8. They replaced the seat but, did not fix the situation.
9. bought vehicle for safety but, have owned 1 month been in service dept for almost 3 weeks
10. on 9/24/08 given letter stating if still have problems will trade vehicle for another Sorento
11. was working with armondo, SM, now working with Jessie in the SVC department and Ely GM
12. owe finance charges due to not paying off our trade off in a timely manor and paying wrong amount
13. Have looked into lemon law. but just want to have a vehicle working or another Sorento that does
14. hoping for someone to help us and keep them working this problem out

writer stated

1. apologized for situation
2. verified info and no recalls
3. advised customer that writer will be contacting dealer to verify everything is being done to get vehicle fixed and back to the customer
4. provided customer with case#, writer's name and ext
customer thanked writer

*** PHONE LOG 10-27-2008 03:36 PM US Mountain Standard Time ASchombert Action Type: Outgoing call
writer called Kia of La Quinta. SVC MGR. Jessie
writer stated

1. calling in regards to Leso's Sorento
2. offered vin. Jessie declined-familiar with vehicle and situation
3. verified that Kia rep. Darryl Trentin has been advised of situation
4. inquired if Jessie is familiar with letter customer advised received on the 24th of Sept regarding buy back trade with new or guarantee rectify situation

SVC MGR. Jessie stated

1. switched out module with another Sorento per rep advise
2. once foreman release vehicle after test drive will call customer in to sit in vehicle
3. no familiar with letter may be sales providing promise
4. want customer out of loaner and back in their car also
writer thanked Jessie for assistance

*** PHONE LOG 10-27-2008 03:46 PM US Mountain Standard Time ASchombert Action Type: Outgoing call
writer called Ms Leso at 951-551-2221 and stated

1. advised contacted dealer and spoke to SVC MGR. Jessie
2. advised that relayed concern to Jessie
3. advised that the dealer was advised by their Kia rep to replace the module
4. advised that dealer will be calling for them to come and sit in vehicle once test drive has been completed

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735985 [REDACTED]	K1515587	930
Indio, CA [REDACTED]		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

5. advised that writer will be following up in the morning regarding completion of repAIRs and out come of customer sitting in vehicle

6. advised customer to call back if situation arises again for assistance

customer stated

1. just concerned on what happens if this repAIR does not fix the situation
 2. will call writer after sitting in vehicle if have any further questions or concerns
- customer thanked writer for assistance

6.

*** CASE CLOSE 10/28/2008 03:57 PM US Mountain Standard Time ASchombert closed pending additional assistance required

*** PHONE LOG 10/29/2008 08:09 AM US Mountain Standard Time ASchombert Action Type:Incoming call
Ms [REDACTED] LVM for writer and stated

1. went by the dealership last night and the \$300 check for the difference for our pay off was not ready
2. very frustrated with situation. By tomorrow expect either our vehicle fixed completely or need to get an exchange for a new Sorento that does work properly
3. Spoke to Jessie regarding the repAIRs and he confirmed the vehicle would be fixed and ready no later than tomorrow
4. Spoke to Ely regarding possibility of exchange for a working Sorento and the \$300 check for shorting our payoff
5. please call with information. thank you

*** PHONE LOG 10/29/2008 08:32 AM US Mountain Standard Time ASchombert Action Type:Outgoing call
writer called Kia of La Quinta (a. 760-564-5100 for SVC MGR.Jessie
writer stated

1. advised calling in regards to the status of Leso's Sorento
2. inquired if vehicle completed and working properly

SVC MGR. Jessie stated

1. we replaced module but. light still came on
 2. DPSM. Darrel advised us to re-flash seat
 3. we have test drove vehicle and light did not come back on
 4. if happens again Darrell advised to send fir out.
- writer thanked Jessie and requested to by transferred to Eli in Sales

<Jessie transferred writer to Eli in Sales>
writer stated to Eli

1. advised calling in regards to the Leso's shorted payoff
2. advised [REDACTED] requested writer follow up on the \$300 check for short payoff

Eli stated

1. we are processing the check for customer
- writer thanked Ely

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735985 ██████████	K1515587	930
Indio, CA ██████████		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

writer LVM for DPSM, Darryl Trettin @ 949-939-7699

1. calling in regards to ██████████ that is currently at CA179 for **PASS**anger **AIR**bag light
3. advised vehicle has been at dealership for 3 out of the 4 weeks it's been owned
2. provided vin, case # and ext

*** PHONE LOG 10/29/2008 08:40 AM US Mountain Standard Time ASchombert Action Type:Outgoing call

writer called Ms ██████████

writer stated

1. advised spoke to both Jessie and Eli at Kia of La Quinta regarding vehicle
2. provided 800#. writers ext and case #

*** PHONE LOG 10/29/2008 11:53 AM US Mountain Standard Time ASchombert Action Type:Incoming call

VM received from Christa Leso

Ms ██████████ stated

1. returning your call
2. hoping vehicle is ready and fixed
3. wanting to see what Jessie and Eli had to say to writer regarding situation

*** PHONE LOG 10/29/2008 11:58 AM US Mountain Standard Time ASchombert Action Type:Outgoing call

writer called Ms ██████████ and stated

1. advised SVC MGR. Jessie advised vehicle is ready to be picked up
 - a. module had been replaced
 - b. seat flashed (reset software)
 2. advised that writer explained to Eli KMA was contacted by customer regarding concern in not receiving payoff shortage
 3. advised that Eli advised writer that they are processing the check and should be ready for the customer
 4. advised writer is contacting regional Kia rep for Kia of La Quinta regarding ongoing issue with vehicle
 5. advised customer to contact writer back if need any further assistance
- customer thanked writer for assistance

*** PHONE LOG 10/30/2008 09:09 AM US Mountain Standard Time ASchombert Action Type:Incoming call

Ms Christa Leso LVM for writer 10/29/08 pm and stated

1. my husband called the dealership
2. neither Eli or SVC ADV. Armondo will come to the phone
3. no one at the dealership has any idea what is going on
4. the vehicle is not ready for us to pick up and the check is not ready
5. our vehicle needs to get fixed and returned to us or we need to get a collateral exchange
6. we purchased this vehicle on September 17th and on Friday (10/31/08) the vehicle will have been in the shop for 2 weeks
7. we will be contacting the dealership tomorrow and something better be done
8. please call me back at 951-551-2221 when you know something

*** PHONE LOG 10/30/2008 08:37 AM US Mountain Standard Time ASchombert Action Type:Outgoing call

writer called Kia of La Quinta, SVC MGR. Jessie

writer stated

1. calling regarding Leso's Sorento
2. customer left writer VM stating called last night

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735985██████████	K1515587	930
Indio, CA ██████████		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

- a. no one available in service
- b. no one knew what was going on with vehicle
- 3. inquiring what the status is with vehicle
- 4. advised customer is very upset about the extra day delay

Jessie stated

- 1. the service department closes at 6 pm
- 2. shop foreman is driving vehicle right now
- 3. wanted 20 test miles on vehicle only had 10
- 4. as long as vehicle comes back fine will be ready in about 10 minutes

writer thanked Jessie

*** PHONE LOG 10/30/2008 08:44 AM US Mountain Standard Time ASchombert Action Type:Outgoing call

writer called Ms ██████████ and stated

- 1. advised writer just spoke with SVC MGR, Jessie
- 2. advised vehicle is being test driven one last time this morning
- 3. advised that Jessie did advised
 - a. vehicle was ready for pick up last night
 - b. after 6pm service dept is closed
- 4. advised customer that when contacting the dealer speak to Jessie, SVC MGR
- 5. advised as for check for short payment of payoff, writer has advised Eli in sales a formal complaint has been filed with the manufacturer however, KMA has no involvement in everyday business practices of the dealerships
- 6. advised writer has I.VM with DPSM regarding issue
- 7. provided case # and writers ext

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

Send to: [drettin@kiausa.com]

Daryl

Wanted to send this information to you as a heads up. This customer is very upset due to purchasing this vehicle on September 17th and they are stating the vehicle has been at the dealer for repAIRs almost half of the time they've owned it. Jessie the service manager at CA179 has advised me you have been working closely with him to resolve the issue. The customer is in a loaner vehicle. However, they feel it is not a comparable vehicle. The customer is going this evening to pick up the vehicle. They have stated that if it is not completely repAIRed they will insist on a "collateral exchange". They have spoke to Armondo and Eli in sales regarding their concern. Thank you for you help with this issue.

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

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*** PHONE LOG 10/30/2008 10:49 AM US Mountain Standard Time ASchombert Action Type:Outgoing call

writer called Kia of La Quinta, spoke to Amondo. SM (SVC MGR, Jessie not available)

- 1. advised calling to arrange pick up of Leso's Sorento for this evening

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735985 ██████████	K1515587	930
Indio, CA ██████████		Prod. Date: 10/5/07	Dealer: CA179 Kia of La Quinta	

2. advised SVC MGR. Jessie advised writer vehicle repAIRs are completed (module replaced and seat had been flashed)
3. inquired if there is someone in sales that can release the vehicle to Mr Leso this evening
4. not available to pick up vehicle prior to closing of service department at 6pm

Armondo stated

1. do you know what is going on with vehicle?
 2. let me check on that
- <Armondo placed writer on hold>
3. just tell Mr ██████████ that I can assist with releasing vehicle this evening after 6pm
- writer thanked Armondo

*** PHONE LOG 10/30/2008 10:51 AM US Mountain Standard Time ASchombert Action Type:Outgoing call
writer LVM for Ms ██████████ and stated

1. advised spoke to SM. Armondo at Kia of La Quinta
2. advised Armondo will assist in releasing the vehicle this evening to husband
3. provided ext if need any further assistance

*** PHONE LOG 10/30/2008 10:21 AM US Mountain Standard Time ASchombert Action Type:Incoming call
DPSM. Darryl returning writers call and e-mail

Darryl stated

1. replaced seat in vehicle and that didn't work
2. replaced module and had vehicle ready friday the 24th but. wanted to test drive more
3. did extensive test drive over the weekend vehicle is now ready for pick up
4. will have Anna contact the customer to try and smooth things over
5. understand and agree with customer's concerns

writer stated

1. advised writer arranged with SM. Armondo for customer to pick up vehicle this evening
 2. advised that Ms ██████████ does not feel comfortable calling dealer. she feels they are rude to her
 3. advised Mr ██████████ is in law enforcement and unable to call dealer before 6pm
 4. advised customer is concerned that everyone they speak to does not know anything about what's going on with their vehicle
 5. advised customer is stating if issue not rectified want a collateral exchange
 6. advised customer is unhappy that most miles on vehicle were put on by the service department and haven't had a chance to drive their new vehicle
- writer thanked Darryl

*** NOTES 10/30/2008 10:43 AM US Mountain Standard Time RChacon Action Type:Manager review

.....NOTES ADDED FROM DUP CASE K1516599.....

SURVEY DATE : 10/29/2008

SERVICE DATE : 10/13/2008

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :

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

- Work was not done correctly
- Dealership said that they could not find the problem I described

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

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████	██████	KNDJD735985██████	K1515587	930
Indio, CA ██████		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

- Problem was not resolved
Customer Comments: None

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

*** PHONE LOG 10/31/2008 09:18 AM US Mountain Standard Time ASchombert Action Type:Incoming call
writer received VM from Christa Leso

Ms ██████ stated

1. wanted to thank writer for all assistance. it helped very much during this very frustrating time
2. did want to file a formal complaint against Armondo I believe is the SM at Kia of La Quinta
3. He has been so rude that I will not even go to the dealer with out my husband
4. this has presented many problems. last night my husband was not able to pick up the vehicle as scheduled by writer with Armondo
5. because I am treated so badly I wouldn't go get the vehicle myself
6. Armondo was also so rude to my husband telling him. in a very smart-alec tone. "I thought it was so important to get your vehicle right away" even though my husband was tied up at work (he is in law enforcement)
7. when I do speak to Armondo he constantly talks over me and shows no respect and ends up asking to me give the phone to my husband
8. We are Kia customers and feel he should be respectful and professional

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

Send to:[dklee@kiausa.com]

Douglas.

I wanted to let you know about this customer's complaint against the sales department at CA179. Mainly Armondo the SM. They feel the treatment they have received from Armondo made a bad situation worse. Thank you for your attention to this issue. Allison 45999

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_K1515587_ASchombert_10-31-2008101230.doc>>

*** PHONE LOG 10/31/2008 02:58 PM US Mountain Standard Time ASchombert Action Type:Incoming call

Ms ██████ called and stated

1. we are here at the dealership and the vehicle has a very large deep scratch on the front
2. Eli with the dealership said they would not exchange the vehicle even though we've had all these problems
3. Eli said they would fix the scratch
3. should we leave the vehicle here or take it and bring it back when they can fix it?

writer stated

1. advised customer writer will contact dealer regarding scratch and rep. **AIR**ing the scratch
2. advised will ask dealer if they feel would be better to leave vehicle or bring it back
3. advised customer writer will be dispatching case to the regional office for further assistance

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735985 [REDACTED]	K1515587	930
Indio, CA [REDACTED]		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

*** PHONE LOG 10/31/2008 03:05 PM US Mountain Standard Time ASchombert Action Type:Outgoing call
writer called Kia of La Quinta SM, Eli

Eli stated

1. tried to help them as much as possible and I tried to get a master tech from Kia but, could not
2. want them to bring vehicle back on Monday or Tuesday
3. can not get it into a body shop now
4. Eli will be in Tuesday at 11am would be better and if needed can get them in a loaner for the day

*** PHONE LOG 10/31/2008 03:12 PM US Mountain Standard Time ASchombert Action Type:Outgoing call
writer called Ms [REDACTED]

1. writer advised of Eli's comments

Ms [REDACTED] stated

1. will be in Tuesday evening at approximately 7pm
 2. will take next couple of days to make sure repAIRs were completed properly
 3. if don't hear back from writer will be at the dealer 7pm on Tuesday
- customer thanked writer for assistance

*** PHONE LOG 10/31/2008 03:14 PM US Mountain Standard Time ASchombert Action Type:Outgoing call
writer called SM, Eli at Kia of La Quinta

writer stated

1. advised that [REDACTED] will be in 7pm on Tuesday

Eli stated

1. I will take care of them
- writer thanked Eli for assistance

*** NOTES 10/31/2008 03:28 PM US Mountain Standard Time ASchombert Action Type:Manager review
Writer dispatching to Western Region for visibility and follow up

1. newer vehicle (2008) with low miles (930)
2. multiple repAIRs and at dealership 2 weeks consecutively
3. customer picked up vehicle once repAIRs completed and found large scratch
4. vehicle returning for bodywork repAIR next week
5. customer requesting collateral exchange
6. dealer sales complaint filed

*** PHONE LOG AND STATUS CHANGE 11/03/2008 10:21 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust & left msg to call back

*** PHONE LOG 11/05/2008 01:40 PM US Mountain Standard Time ASchombert Action Type:Incoming call

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
		KNDJD735985	K1515587	930
Indio, CA		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

1. have not heard from anyone from the regional office regarding my concerns
2. took vehicle in tonight (10/25/08) for the scratches to be rep**AIR**ed
3. they still did not have the \$300 check for the payoff shortage
4. they told us it is because they were waiting on the pink slip from the finance company before they can cut the check.
5. as for a loaner vehicle they tried to give us a Sportage with a flat tire but, my husband refused
6. they ended up giving us a differant Sportage which was out of gas and smelled very badly and was dirty and all stained up
7. were are not happy about our brand new vehicle being there again and having to drive a very bad loaner
8. I would really appreciate a call from someone regarding my concerns

*** PHONE LOG AND STATUS CHANGE 11/07/2008 08:06 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & left msg:

1. calling regarding 08 sorento
2. following up on situation w/ **AIR**bag and \$300 for p/o shortage
3. pls call me back when you get a chance thank you

*** PHONE LOG 11/07/2008 08:08 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted ca179-phone keeps ringing no pick up

*** PHONE LOG AND STATUS CHANGE 11/10/2008 07:55 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & left msg to call back

*** PHONE LOG 11/11/2008 01:54 PM Pacific Daylight Time APeckson Action Type:Incoming call
brian @ enterprise left msg stating:

1. veh was being rep**AIR**ed at dlr
2. car needed long block
3. it had major problems which were not under warranty
4. we winded up sending it to auction. thanks

*** NOTES 11/11/2008 01:55 PM Pacific Daylight Time APeckson Action Type:Manager review

[!- For Internal Use Only

Please ignore last comments, wrong customer>!]

*** PHONE LOG 11/11/2008 02:18 PM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted eli & left msg w/ receptionist:

1. cust rudy lesa
2. they have a \$300 check waiting
3. cust contacted call center
4. and it has been escalated to kia corporate
5. can you pls transfer me to jesse in service

receptionist states:

1. i'll have him call you back

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735985 ██████████	K1515587	930
Indio, CA ██████████		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

(took down rca contact info)
(transferred to jesse in service)
rca spoke to jesse in service:

1. status of cust veh
2. **AIR**ag concerns

jesse states:

1. they should have picked veh up already
2. last it was in for an unwarranted rep**AIR**
3. cust claimed there was a nick in the bumper
4. we went ahead and paid for new bumper

*** PHONE LOG AND STATUS CHANGE 11/11/2008 02:21 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rca contacted cust & left msg on cell #:

1. giving you update on case
2. left message w/ eli for him to call me back
3. he was w/ a client
4. trying to get the check to you asap
5. i will be in contact w/ you once eli calls back
6. apologize abt inconvenience
7. have a good day thank you

*** PHONE LOG 11/13/2008 05:14 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rca contacted eli s/m at dlr:
man states he left for the day call after 12pm tomorrow

*** PHONE LOG 11/14/2008 01:55 PM Pacific Daylight Time APeckson Action Type:Incoming call
rca contacted eli sales manager at kia of la quinta:

1. cust is stating she is owed a \$300+ check and a dash cover
2. do we have an eta on when she is supposed to receive these
3. status fr. finance company. thank you

eli states:

1. regarding \$300 check. this is pending fr. title company. which is fr. car we paid off (their finance company)
2. we have paperwork here. we are very aware of situation
3. when we get title we'll give them the check
4. finance co. said they sent to us. we don't have it yet
5. we're not going to stiff them \$318.60
6. dash cover is no problem
7. they're not going to be happy. we lent them a car for a month. when **AIR**bag light was on
8. now they said we crashed the car. i fixed it for them
9. they killed us on the survey. we lent them a car for a month
10. i did the best i could to handle the problem. finance director is following up everyday fr. their finance company

*** PHONE LOG 11/14/2008 02:02 PM Pacific Daylight Time APeckson Action Type:Outgoing call

rca contacted cust & left msg:
1. just had a discussion w/ eli

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735985 [REDACTED]	K1515587	930
Indio, CA [REDACTED]		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

2. they are waiting to receive the title fr. your old veh in order to release the check
3. they are not holding it to aggravate you by any means
4. but the dealership has a responsibility to follow procedure
5. and that means waiting for the title fr. your finance company
6. the finance co. told them they sent it but eli has not received it yet
7. he has his finance director checking up on this title everyday
8. they want to get the check out to you bottom line but they have to follow their policy and wait for that title to be in their hands
9. eli said the dash cover is not a problem. he knows that is part of the deal
10. and he is more than willing to get that to you. we're just asking if you can pls be patient
11. i will also follow up w/ him next week to touch base
12. if you have any ques pls feel free to give me a call have a great day

*** PHONE LOG 11/20/2008 08:39 AM Pacific Daylight Time APeckson Action Type:Incoming call
reac contacted nida-contact @i kia of la quinta

1. trying to find situation on this cust
2. they were owed a \$300+check by cust

nida finance manager states:

1. mr. leso has been harassing us completely
2. i explained to him that we paid off his car
3. his cred union has to give us pink slip
4. as soon as his cred union give us pink slip we'll give him his money
5. he's borderline harassment. we've been receiving calls fr. Kia. DMV
6. he does not really need our help
7. i'm trying to help customers that really need our assistance

*** PHONE LOG 11/24/2008 04:56 PM US Mountain Standard Time ASchombert Action Type:Incoming call
VM for writer from Ms [REDACTED]

1. I am concerned due to Kia of La Quinta closing and issues are still not rectified
 2. Ana from the regional office and I have been playing phone tag
 3. **PASS**anger **AIR**bag light is still going off and on
 4. Owner Gaurd as well as Kia of La Quinta to fax cancellation for gap insurance
 5. not sure what is happening with the gap insurance
 6. \$247.00 was charged to us because. it was not explained could do an optional financing when they knew we were doing that
- writer called customer
writer stated
1. advised Anna is working on case
 2. advised will document case
- transferred to Anna in Western Region

*** PHONE LOG AND STATUS CHANGE 11.26 2008 08:47 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reac contacted cust:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735985 ██████████	K1515587	930
Indio, CA ██████████		Prod. Date: 10/5/07	Dealer: CA179	Kia of La Quinta

1. following up on case situation w/ the money owed to you, plus the dash cover
2. at this time we are still researching your case amongst many others
3. who are in the same boat
4. apologize abt the situation
5. we were advised that they are currently looking for the owner of Kia of la Quinta to get answers and direction as to how he is going to handle his customers
6. at this point we have all your information
7. we are researching all cases from Kia of La Quinta w/ our legal department

cust states:

1. **PASS AIR** bag light has been faulty since day one
2. they were only able find issue twice
3. current issue-**AIR** bag light issue but now goes off when someone when no one sitting in the seat
4. they tried to replace seat, i don't feel safe w/ anyone sitting in the **PASS** seat
5. dlr said they were waiting to send a field engineer
6. at this point i'm not interested in this car being fixed
7. i would like a new kia sorento
8. they promised us our \$310 plus \$88 for service fee. plus the dash cover i have all the paperwork what is there to research
9. we have a name and number of attorney. my husband is in law enforcement
10. we're going to tell everyone not to buy a kia
11. we've had bad experiences at that dealer fr. day one
12. i know you have to take the brunt of this and this is not your fault
13. but you guys are kia corporate
14. and we bought a kia car not a kia of la quinta car

rca states:

1. again apologize abt the whole situation
2. since veh still experiencing **AIR** bag issue
3. that is something i can help out w/
4. pls fax r.o.'s & sales contract
5. i will do full review of veh history. discuss w. dpsm. and see if we need to get an fir out to inspect/rep**AIR** your veh
6. kia motors is independently operated & owned. we assist in warrantable rep**AIR**s. your sales issue
7. we are not simply putting your case aside and forgetting abt you
8. your case is open. its being researched amongst many other cases fr. kia of la quinta
9. this is where we are at this point
10. if you'd like you can send your paperwork over to me. i'll have my manager review the documents
11. i cannot make any promises but we could at least take a look at it
12. at least for now we can figure out situation w/ veh

cust states:

1. ok you probably won't get documents till monday i'm at work right now

*** CASE CLOSE 01/05/2009 01:24 PM Pacific Daylight Time APeckson
nca recv'd lawsuit

*** CASE CLOSE 01/06/2009 09:06 AM US Mountain Standard Time TMorales

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735785 ██████████	K1548915	2,891
Schertz, TX ██████████		Prod. Date: 11/6/07	Dealer: TX041	World Car Kia New

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 02/02/2009 10:28 AM US Mountain Standard Time LSims
Mr ██████████ stated

1. We have the problem with the *AIR* bags in my car
2. when someone is in the *PASS*enger seat the light stays on
3. they dealer said that there was a defect in the seat
4. they said that Kia knows about that and they dont know how to fix it
5. Michael Gladsby told us that - he said that he has had a lot of them come in
6. The light will go off and then come right been back on again
7. This time we took it in for an oil change on Jan 19th
8. we told them about the *AIR* bag problem also
9. they did not put anything on the work order about it
10. we I also took it in Nov and that is when we first told them about that
11. I dont feel to safe in the car
12. 210 913 9401

wtr stated

1. apologized
2. wtr has not heard that the *PASS AIR* bag is defective and there is not a fix for this
3. wtr will need to speak to the SM then the Kia rep to see what needs to be done
4. wtr will cb

*** PHONE LOG 02/05/2009 01:52 PM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:

1. Spoke to FCM LSims last monday and she advised that she would call me back.
2. Still have not received a callback and wanted to check the status
3. The *AIR* bag light on *PASS*enger side still has not gone off.
4. Took vehicle to TX041 on 1/19/09 and they advised that they could not do anything.
5. I am going on a trip next week. and this is a unsafe vehicle with this problem.

Writer States:

1. Apologized for the problem.
2. Advised customer that FCM LSims is still working on customer case.
3. Gave customer extension to FCM LSims.
4. Writer will contact FCM extension, if FCM is not available. leave a VM.

WRITER TRANSFERRED CUSTOMER TO FCM LSIMS

*** PHONE LOG 02/06/2009 02:03 PM US Mountain Standard Time LSims Action Type:Incoming call
Mr ██████████ LVM 2/5/09 @ 204 pm requesting cb

*** PHONE LOG 02/06/2009 03:27 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr called and spoke to SM who stated

1. I told them like I tell every customer that has this complaint
2. they need to be seated in the proper position to make this work
3. the seat has 3 sensor points that need to be hit before the light will go out
4. there was a LSB on this stating that the customer has to be seated properly

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
Schertz, TX		KNDJD735785	K1548915	2,891
		Prod. Date: 11/6/07	Dealer: TX041 World Car Kia New	

6. I didnt find any problem with the sensors
7. I will be happy to check it again if i need to

wtr stated

1. thank you for the info
2. will call customer to discuss

*** PHONE LOG 02/06/2009 03:29 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr called Frank Krause and lvm requesting cb

*** PHONE LOG 02/06/2009 03:30 PM US Mountain Standard Time LSims Action Type:Incoming call
Wtr called and LVM for Mr Lester requesting cb

*** PHONE LOG 02/10/2009 04:58 PM US Mountain Standard Time LSims Action Type:Outgoing call
Wtr called Frank Krause stated

1. I did get a call from the dealer on this
2. they were going to take the veh back into the dealer yesterday to have it looked at
3. if there is nothing wrong with the sensor then it is probably the way they are sitting in the seats

wtr stated

1. ok. thanks
2. wtr will call the customer back

*** PHONE LOG 02/10/2009 05:01 PM US Mountain Standard Time LSims Action Type:Incoming call
wtr LVM for Mr Lester requesting cb

*** PHONE LOG 02/12/2009 05:03 PM US Mountain Standard Time LSims Action Type:Incoming call
Wtr called Mr [redacted] and stated:

1. wtr spoke to the SM and the Kia Rep
2. they are not finding any problems with the veh
3. they do not have any repAIRs to make at this time

caller stated

1. I went there yesterday and I tried to trade it in for a Mazda
2. but they wanted to charge me \$20k+ for a Mazda!!
3. I dont want to be driving something that is unsafe
4. they didnt even check the veh so how do they know what was wrong

wtr stated

1. apologized
2. the veh has been inspected but they are not finding defects

wtr paced caller on hold and spoke to SM

Mike SM stated

1. We got it in the shop and looked at everything per my boss

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735785 ██████████	K1548915	2,891
Schertz, TX ██████████		Prod. Date: 11/6/07	Dealer: TX041	World Car Kia New

3. whoever sits in the seat they cant consistently get the **AIR** bag light to go off
4. Kia sent a bulletin on this - on seating position
5. he came in last night to purchase a Mazda but they could not come to an agreement
6. we can replace the seat and all the parts and they will still have the same problems
7. the first time he had it here we didnt check anything because we spoke about it in the service drive
8. then we did check out the veh

wtr returned to caller and stated

1. apologized
2. reiterated comments from SM
3. wtr will forward case to a higher office for contact

caller stated

1. well I am going to have to call the Attorney Generals office about this
2. something has to be done
3. thank you

*** PHONE LOG 02/17/2009 01:55 PM US Mountain Standard Time LSims Action Type:Incoming call

Wtr dispatching case to the region for handling

1. Veh is 08 with approx 3k miles
2. The veh has been to TX041 approx 3 times with a complaint on the **PASS AIR** bag light staying on when someone is in the seat
3. the veh has been checked and no problems have been found
4. SM and Kia rep have been contacted- and agree it may be customer positioning in the seat
5. the customer is refusing to accept that the veh is operating normally
6. customer has threatened to call the Atty Generals office

*** PHONE LOG 02/18/2009 11:26 AM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contact customer at ██████████

SRCAA stated

- 1 Your case that has been dispatched to the regional office for further review
- 2 Calling in reference to your **OCS** light?

Customer

- 1 I am sorry I don't understand you

SRCAA repeated name and calling from KMA

Customer stated

- 1 I still don't understand you

;;;Line disconnected...

*** PHONE LOG 02/18/2009 11:33 AM Eastern Daylight Time ABrown Action Type:Outgoing call

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735785 [REDACTED]	K1548915	2,891
Schertz, TX [REDACTED]		Prod. Date: 11/6/07	Dealer: TX041	World Car Kia New

*** PHONE LOG 02/18/2009 11:40 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Mike, svc mgr

SRCAA stated

- 1 Calling in reference to customer's vehicle and *OCS* light

Mike stated

- 1 Yes, the DPSM has actually GW a whole new seat
- 2 And we just finished completed replacement of that seat and have tested it
- 3 However, the set was working correctly before
- 4 No codes or anything
- 5 Customer is very petite and we will go over the proper way to sit in the seat

SRCAA stated

- 1 Thank you for information
- 2 Please fax ROs and tech notes to regional office for further review
- 3 Gave fax number

SRCAA thanked Mike and ended call

*** PHONE LOG 02/20/2009 09:09 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted DPSM

SRCAA stated

- 1 Calling in reference to case

DPSM stated

- 1 Yes, I am GW the seat bottom
- 2 There is nothing wrong with the seat
- 3 And the dealer will go over the proper way to sit in the seat

SRCAA thanked DPSM and ended call

*** CASE CLOSE 02/20/2009 09:10 AM Eastern Daylight Time ABrown

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
HOUSTON, TX		KNDJD736475	K1381071	2,200
		Prod. Date: 4/20/07	Dealer: TX106 Archer Kia	

Case History

Complaint Dealer

*** NOTES 11/11/2007 08:32 PM clarify Action Type: Manager review

*** Performed by contact:

MY CAR HAS LOTS OF PROBLEMS SINCE I BOUGHT THIS CAR.

1. CAR JERKING WHEN DRIVING BETWEEN 30 AND 40 MPH.
2. CAR IS A BOUNCE WHEN DRIVING AT LOW SPPED BETWEEN 20 AND 30 MPH; IT LOOKS LIKE HAVE A BAD STRUTS ON LF AND RR OR RF AND LR.
3. RATTILING ON ROOF CONSOLE AND LR DOOR.
4. CAR PULLS TO RIGHT AND VIBRATION ON STEERING WHEEL.
5. BANGING NOISES WHEN A/C CLICKS ON.

6. **PASS**ENGER **AIR**BAG LIGHT STAYS ON WITH 120 LBS ADULT SAT ON IT AND WENT OFF WITHOUT ANY WEIGHT SOMETIMES.

BECAUSE MY SCHEDULE IS VERY TIGHT SO I DIDN'T DROP MY CAR TO ARCHER DEALERSHIP IN HOUSTON TILL LAST THURSDAY AND FRIDAY. BUT, THE MECANIC CANNOT FIX MY CONCERNS SO I HAVE TO DROP MY CAR TO THERE AGAIN. THE PROBLEM IS, I SAW LOTS OF FINGERPRINTS AND SHOE PRINTS, AND SCRATCHES EVERYWHERE OF INTERIOR SUCH AS HEADRESTS OF BACK SEATS, ALL 4 DOOR PANLES, ALL FLOOR MATS, B AND C PILLARS, AND TRUNK.

ALSO, I FOUND THAT MECHANIC DIDN'T PAY ATTENTION TO FIX MY CONCERNS SUCH AS RATTLES: BECAUSE HE TURNED ON THE RADIO CHANNEL TO LISTEN THE MUSIC AT 104.9 WITH JAZZ. WHY I SAID THAT, BECAUSE I DON'T LISTEN TO THE RADIO AT ALL AND I DIDN'T EVEN SETUP ANY RADIO CHANNEL AT SO THE STEREO ALWAYS SET TO CD MODE WITH ROCK TO LISTEN THE CD ONLY.

FIRST OF ALL, I NEED TO KNOW IF HE TOOK MY CAR FOR LUNCH WITH OTHERS OR NOT: OTHERWISE, WHY MY CAR HAS A FINGERPRINTS, SHOE PRINTS WITH GREASE AND SCRATCHES EVERYWHERE.

SECOND, THAT MECHANIC TOOK 2 DAYS BUT STILL CANNOT FIX MY CONCERNS. PLEASE ADVISE. I CAN BE REACH AT 832-758-8881.

*** PHONE LOG 11/13/2007 09:22 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM message for customer to call back:

1. left case #, 800 # and Korean line #

*** CASE CLOSE 11/13/2007 09:23 AM US Mountain Standard Time SJeon

*** PHONE LOG 11/13/2007 10:12 AM US Mountain Standard Time SJeon Action Type:Incoming call

Mr. stated:

1. I am calling back
2. how would you help me?
- 3 I have multiple problems and there were grease marks all over

writer stated:

1. sorry for situation
2. all warranty work should be done at Kia dealer only
3. will call the Kia dealer to see what they can do?
4. **writer will call customer back

- outgoing call -

writer stated:

1. spoke to Chad/SVCM
2. when did customer come in?

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1381071	2,200
HOUSTON, TX ██████████		Prod. Date: 4/20/07	Dealer: TX106	Archer Kia

3. can you help customer?

Chan/SVCM stated:

1. customer came in Nov/8
2. customer complained multiple things
3. we could not duplicate brake pedal issue
4. A/C compressor noise, we ordered parts
5. waiting for **OCS** solution from Kia tech line
6. engine noise is something to do with A/C
7. dom light rattle stops when we remove his sunglasses
8. adjusted rear door
9. aligned for pulling issue
10. cannot find code for jerking
11. customer can bring the car to clean, and it is for customer's satisfaction
12. customer send e-mail to me and I replied to customer

*** PHONE LOG 11/13/2007 04:09 PM US Mountain Standard Time SJeon Action Type:Incoming call
writer stated:

1. spoke to Mr ██████████
2. spoke to Chad /SVCM
3. he advised to take the vehicle in and clean the car
4. he even offers car wash for customer
5. the first thing customer needs to do is take the car back to dealer
6. Chad/SVCM told no one took the car for lunch

Mr ██████████ stated:

1. I wonder why there is scratch
2. I took some pictures and send it to dealer
3. will take the vehicle to Kia dealer back then
4. thank you

*** CASE CLOSE 11/13/2007 04:10 PM US Mountain Standard Time SJeon

*** CASE CLOSE 01/10/2008 03:32 PM Pacific Daylight Time ELau
Tread Review Completed

*** NOTES 01/18/2008 03:15 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

*** CASE CLOSE 01/18/2008 03:15 PM Pacific Daylight Time TYoung

*** CASE CLOSE 01/22/2008 04:43 PM US Mountain Standard Time TMorales

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1497420	11,000
HOUSTON, TX ██████████		Prod. Date: 4/20/07	Dealer:	

Case History

Complaint Quality

*** NOTES 09/09/2008 01:53 PM clarify Action Type: Manager review

*** Performed by contact: ██████████

1. I DONT KNOW WHY THE MILEAGES STILL SHOWS ON THE ODOMETER EVEN STALLED OVERNIGHT.
2. THE **PASS**enger **AIR**BAG TURNS OFF IF PERSON'S WEIGH LESS THAN 110 LBS AT ALL TIME AND TURNS ON WITHOUT ANY WEIGH ONCE AWHILE. THE LOCAL DEALER SAID THEY KNEW THIS ISSUE ABOUT 9 MONTHS AGO BUT THEY DONT HAVE ANY TECHNICAL BULLETIN TO SHOW HOW TO RESOLVE THIS PROBLEM.
3. I WOULD LIKE TO KNOW IF MY VEHICLE HAS A FACTORY ALARM OR NOT AND IT WILL CUT-OFF THE ENGINE OR FUEL BY ITSELF AFTER LOCKED THE VEHICLE BY REMOTED OR NOT. BECAUSE SOMEONE BROKE THE WINDOWS AND MANUAL TO HIT THE UNLOCKED BUTTON BUT THE ALARM NEVER COME ON. ALSO. THE COP SAT ON THE DRIVER SEAT AND ARMED IT BUT THE VEHICLE STILL CAN START AND DRIVE. WHY?
4. DOES IT HAVE ANY SAFTY LOCK TO PREVENT FROM D DRIVE SHIFT TO R DRIVE WITHOUT HIT THE BRAKE. BECAUSE I DONT HAVE TO PRESS THE BRAKE AND THE SHIFTER CAN SHIFT TO ANY GEAR.

*** PHONE LOG 09/11/2008 10:41 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, LEFT VM STATING:

1. CALLING TO FOLLOW UP WITH YOU REGARDING EMAIL YOU SENT IN
2. IF YOU WOULD LIKE TO DISCUSS THIS FURTHER. PLEASE CALL BACK
3. LEFT CONTACT INFO. AND CASE #

*** PHONE LOG 09/11/2008 12:13 PM US Mountain Standard Time RBriones Action Type:Incoming call
Customer (Mr ██████████ stated:

1. Calling back with case number.

Writer Stated:

1. Advised customer that vehicle does not have alarm.
2. If odometer light is staying on overnight, should probably have dealer look at it.
3. **OCS** in **PASS**enger seat should only detect **PASS**enger of 120lbs or more.
4. Because of the force that **AIR** bags deploy with they can cause injuries to children or small lighter adults.

Mr ██████████ stated:

1. However, the light goes off when there is no one in the seat.
2. Dealer looked at it and saw problem, but said there was nothing they could do.
3. Svc told me they were waiting on Kia to come up with fix.
4. However, have not heard anything in nine months.
5. So Kia is okay with lighter adults getting killed?

Writer Stated:

1. Apologized for prob.
2. Sensors are mandated by NHTSA.
3. We can not change settings on them.
4. Seat belts are customer's primary restraint devices.
5. **AIR** bags can cause more injuries than they prevent if a child is in the front seat.
6. Asked customer to hold while I check on this.
7. Writer called TX106 and Alberto in svc stated:
 - a. Show customer vehicle was here awhile back.
 - b. Did look at **AIR** bag system, but was working as designed.
8. Adv customer what svc dept stated.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1497420	11,000
HOUSTON, TX [REDACTED]		Prod. Date: 4/20/07	Dealer:	

- 9. Customer can take vehicle back.
- 10. If they can find a problem, they may be able to reflash system.
- 11. Can call us back while vehicle is at dealer with any questions.

*** CASE CLOSE 09/11/2008 12:14 PM US Mountain Standard Time RBriones
concerns noted.

*** CASE CLOSE 10/09/2008 11:22 AM US Mountain Standard Time JHirshfield
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735485 ██████████	K1463329	10,000
Avon Park, FL ██████████		Prod. Date: 5/8/07	Dealer: FL068 Alan Jay Kia	

Case History

Complaint Quality

*** PHONE LOG 06/24/2008 10:21 AM US Mountain Standard Time RBriones

Customer Stated:

1. It is a great vehicle.
2. With one exception, the **PASS**enger **AIR** bag light.
3. When we first got it, the light would stay on when someone is in the seat.
4. On April 29th, took vehicle in and there was someone from Kia there.
5. The reprogrammed the computer and it has worked well for about two weeks.
6. Just recently, my wife had got in the vehicle, a couple of days in a row and it didn't go off.
7. Am taking the vehicle back into FL068 tomorrow.
8. James Jackson (svc mgr) said I should call Kia direct on this one.
9. Love the vehicle, but am just concerned about this safety issue.

Writer Stated:

1. Apologized for prob.
2. Gave customer case number and writer's ext number.
3. Will follow up with svc dept tomorrow.
4. Can see what assistance we can provide.
5. Will call customer back once I have more information.

*** PHONE LOG 06/25/2008 08:59 AM US Mountain Standard Time RBriones Action Type:Incoming call

Customer Stated:

1. Spoke with you yesterday.
2. Please give me a call back at ██████████

*** PHONE LOG 06/25/2008 11:03 AM US Mountain Standard Time UValencia Action Type:Incoming call

CALLER STATES

- 1.- I SPOKE WITH RBRIONES YESTERDAY
- 2.- AND I LVM TODAY
- 3.- DO YOU NEED MY PH#
- 4.- OK THANKS

WRT STATES

- 1.- ADVISED THAT RBRIONES IS WITH ANOTHER CST
- 2.- WRT WILL LET RBRIONES KNOW THAT YOU CALL

*** PHONE LOG 06/25/2008 11:55 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called FL068 and Jamie in svc stated:

1. Customer was in this morning.
2. We found no codes on the **AIR** bag.
3. It is working as of now.
4. We had an FTR come out with special machine.
5. Customer has had the vehicle here more than once for this problem.
6. The 1st time was April 29th, and told him updates were coming.
7. Programmed **PASS**enger **OCS** on June 16th.
8. And then his most recent visit.

Writer Stated:

1. Thanks for the info.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735485 ██████████	K1463329	10,000
Avon Park, FL ██████████		Prod. Date: 5/8/07	Dealer: FL068 Alan Jay Kia	

*** PHONE LOG 06/25/2008 12:07 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and stated:

1. Advised customer have reviewed diagnosis with dealer.
2. Not finding any problems with **AIR** bags.
3. Adv customer that light can come on while driving if customer shifts weight in seat.
4. Also **PASS**enger should be seated in vehicle prior to starting car.
5. If problems persist or become frequent, take vehicle back in.
6. Can call me back once vehicle is at dealer.
7. Made sure customer had case number and ext number.

Customer Stated:

1. Thank you for calling me back.
2. Will try and follow those guidelines.
3. And will call back if it gets worse.

*** CASE CLOSE 06/25/2008 12:08 PM US Mountain Standard Time RBriones
concerns noted.

*** CASE CLOSE 07/08/2008 02:38 PM US Mountain Standard Time DUnderwood
Tread review & correction completed - DU

*** PHONE LOG 08/20/2008 09:08 AM US Mountain Standard Time JBaty Action Type:Incoming call
Customer stated:

1. **PASS**enger side **OCS** light comes on, goes off and comes back on again
2. This occurs regardless of who the **PASS**enger is, how they sit in the seat or their size
3. I have had the veh back to dlrship several times on this
4. Factory rep had left some sort of tool to reprogram the sensor
5. The light is correct about 90% of the time
6. Will be taking vehicle in to Alan Jay Kia
7. Srv. mgr James Jackson adv customer to call us
8. Will probably take veh in on Friday.
9. In worst-case scenario, would dlr replace seat?

Put customer on hold and called dlr, and spoke with srv mgr, James and stated:

1. Adv of reason for call

James stated:

1. Customer does not have appt., but will expect him on Friday if that's what he told you
2. Will not replace seat as a fix

Writer returned to customer and stated:

1. Time has been reserved for you for a Friday appt, but please call dlr to confirm
2. Writer will follow up with dlr on Friday.

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735485 ██████████	K1463329	10,000
Avon Park, FL ██████████		Prod. Date: 5/8/07	Dealer: FL068 Alan Jay Kia	

Writer called alan Jay Kia srv and spoke with srv mgr James who stated:

1. Vehicle was brought in today.
2. There was a code
3. Diagnosed the code
4. Think it was just a loose connector.
5. Customer has picked up veh.

*** PHONE LOG 08/22/2008 09:19 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Called customer and stated:

1. Just following up on repAIRs

Customer stated

1. Everything seems to be working
2. Have case number, will let you know if have further problems

*** CASE CLOSE 08/22/2008 09:20 AM US Mountain Standard Time JBaty

*** PHONE LOG 05/26/2009 01:24 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller Mr ██████████ stated:

1. he received recall notice SC076
2. he had been having a problem with the **OCS** since he bought the car
3. he took it in to FL036 and had it done on 5/21
4. it worked for a few days, but now it has come back on
5. he spoke with Jamie -the asst svc mgr @ FL036 about this concern and was told to "call Kia"
6. he would like this taken care--he does not feel secure with the **OCS** not functioning properly

wtr

1. apologize for the situation
2. will need to research this concern and let him know what Kia would like to do to resolve this concern
3. provided ref # and advised that someone would contact him tomorrow (5/27/09)

*** PHONE LOG 05/27/2009 09:14 AM US Mountain Standard Time IDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR SVC MGR. JAMES JACKSON (FL068) TO CALL WRITER.
2. ADVISED 800# AND EXTENSION.

*** PHONE LOG 05/27/2009 11:19 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Cst states:

1. Provided file number

Wrt states:

1. Show cst spoke to Jon H. supervisor.
2. FCM is Terri and had left srv mgr a message to call back.
3. Once she has more info. FCM will call cst back.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735485 ██████	K1463329	10,000
Avon Park, FL ██████		Prod. Date: 5/8/07	Dealer: FL068 Alan Jay Kia	

Cst states:

1. OK.
2. Just trying to find out what is going on.

*** PHONE LOG 05/29/2009 06:12 AM US Mountain Standard Time ATorres Action Type:Incoming call

Cst states:

1. Provided file number.
2. Teri is out today.

Wrt states:

1. Would like to call dlshp. FCM was waiting for a call back from them.

Cst states:

1. I'm dealing with Jamie in srv.

Wrt put cst on hold called Alan Jay Kia, spoke to Jaimie srv adv and states:

1. Following on cst veh.

Jamie states:

1. We did the flash on 5/21.
2. It must be the way he is seating in it.
3. Cst hasn't not called me yet to let me know.
4. Will be happy to work on veh.

Wrt went back to cst and stated:

1. Jamie said they did do the recall.
2. Adv cst needs to bring the veh back into dlshp.
3. Writer will follow up on rep. **AIR**: make sure all Kia's resources are being utilized in getting the veh rep. **AIR**ed.
4. Provided file number and wrt ext or can call Teri.

Cst states:

1. This has been going on since we have owned the veh.
2. I'm not very happy with Kia these days.
3. Ok.

*** CASE CLOSE 05/29/2009 06:16 AM US Mountain Standard Time ATorres

Pending cst call back.

*** PHONE LOG 06/10/2009 12:10 PM US Mountain Standard Time ATorres Action Type:Incoming call

Wrt received VM message from cst stating:

1. Call me back at 863-385-8618.

*** PHONE LOG 06/10/2009 12:22 PM US Mountain Standard Time AForres Action Type:Incoming call

Cst states:

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735485 ██████████	K1463329	10,000
Avon Park, FL ██████████		Prod. Date: 5/8/07	Dealer: FL068 Alan Jay Kia	

2. Engineer say they only can do is change the seat and Kia will not do that.
3. There a design error on the design to the **PASS**enger **AIR** bag light.
4. Kia had changed seat on other Kia veh and it doesn't work.

Wrt states:

1. Will follow up with dlrsph and Kia rep to verify info.
2. Will call back cst once have more info.

Cst states:

1. Ok.

*** PHONE LOG 06/10/2009 12:30 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Alan Jay Kia, spoke to Jason srv mgr and states:

1. Adv of cst concern with **PASS**enger **AIR** bag light.

Jason states:

1. No engineer didn't not come our dlrsph.
2. Spoke to Kia rep and he spoke to an engineer over the phone and they have determine that even replace the seat will not resolve the issue.
3. The system works normally when the cst come into see dlrsph.
4. Sensor is the back of the set.
5. Cst is saying his wife is small, we have never seen her.
6. We believe she is the variable in this case.

*** PHONE LOG 06/10/2009 03:13 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Jack Bramble DPSM and left VM message stating:

1. Cst still having issue with **PASS**enger **AIR** bag light.
2. Wanted to verify what cst is saying.
3. Call wrt back.

*** EMAIL OUT ATorres Action Type:External email

Send to:[jbramble@kiausa.com]

Ana ext 45070

1. cst still has a concern with **PASS**enger **AIR** bag light when his wife is in the seat.
2. Cst called and said the fix would be to replace the seat but Kia wouldn't do it because it hasn't worked in the **PASS**.
3. Would like to verify this info.

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: \\ecopubs\ClarifyOBJ\CA Attachments\SendHistory\Case_K1463329_ATorres_06-10-2009160324.doc>>

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<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735485 ██████████	K1463329	10,000
Avon Park, FL ██████████		Prod. Date: 5/8/07	Dealer: FL068 Alan Jay Kia	

Wrt called JBramble DPSM and stated:

1. adv of cst **AIR** bag light concern.

DPSM states:

1. No one looked at veh.
2. This was over the phone with engineer.
3. Sound like is function properly.
4. No duplication from the dlrshp.

*** PHONE LOG 06/11/2009 10:22 AM US Mountain Standard Time ATorres Action Type:Incoming call

Wrt called cst and left VM message stating:

1. Dlr can't duplicate problem.
2. It's operating normally.
3. No engineer had looked at veh. This was just over the phone talk.

*** PHONE LOG 06/11/2009 10:24 AM US Mountain Standard Time ATorres Action Type:Incoming call

Cst states:

1. I see you were trying to call me. I answered the phone to late.

Wrt states:

1. Dlr can't duplicate problem.
2. It's operating normally.
3. No engineer had looked at veh. This was just over the phone talk.
4. Till dlr duplicate it, then there is nothing Kia can do.

Cst states:

1. Ok, thanks for call me back.

*** CASE CLOSE 06/11/2009 10:24 AM US Mountain Standard Time ATorres

... duplication

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736375 ██████████	K1391890	31,000
Lewes, DE	██████████	Prod. Date: 11/28/06	Dealer: MD029	Sherwood Kia of

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 12/11/2007 09:57 AM US Mountain Standard Time E.Leon
customer stated:

1. The **AIR** bag light is on .
2. The Sherwood Kia Of Salisbury said that Kia is aware of the problem and is coming up with a fix..
3. I want to know if this is true or not?

Writer stated:

1. sorry.
2. Writer has not heard that this is a common problem and Kia is coming up with a fix?
- 3.. Writer can call the Kia dealer and review the concern with the service manager and their DPSM.
4. Writer can call you once spoken to the Kia reps.

Customer stated:

1. i would like an answer right away.
2. this should not be happening to a new vehicle.
3. I do have an answering machine.
4. Thank you.

*** PHONE LOG 12/11/2007 12:53 PM US Mountain Standard Time E.Leon Action Type:Outgoing call
WRITER CONTACT LORI SERVICE ADVISOR AT Sherwood Kia of Salisbury.

WRITER STATED:

1

CALLING REGARDING CUSTOMERS **AIR** BAG LIGHT?

LORI STATED:

1. THE **PASS**enger **AIR** BAG LIGHT IS ON.
2. WE TRIED TO REPROGRAM THE **AIR** BAG, BUT IT DID NOT WORK.
3. I WAS IN TOUCH WITH THE DPSM AND THE FIELD ENGINEER.
4. KIA IS COMING OUT WITH A NEW SOFTWARE THAT WILL RESOLVE THE **AIR** BAG CONCERN.
5. THE DPSM SAID THE NEW SOFTWARE SHOULD BE OUT IN THE FIRST OF THE NEW YEAR.
6. I EXPLAINED THIS TO THE CUSTOM. BUT WE EXPLAINED THAT THE **AIR** BAG WILL NOT DEPLOY BY ITSELF.

WRITER STATED:

1. THE CUSTOMER WAS CALL US TO CONFIRM THE EXPLANATION.
2. THANK YOU.

*** PHONE LOG 12/11/2007 01:15 PM US Mountain Standard Time E.Leon Action Type:Outgoing call
WRITER CONTACT DPSM PAUL: STAPLETON AND LVM.

WRITER STATED:

1. CALLING REGARDING CUSTOMERS **AIR** BAG CONCERN.
2. PROVIDED CUSTOMERS INFO.
3. LORI AT KIA DEALER (MD029) SAID THAT THEY SPOKE TO YOU AND FIELD ENGINEER AND HEAT THERE WOULD BE A NEW SOFTWARE COMING OUT AT THE FIRST OF THE NEW YEAR.
4. THIS IS A CUSTOMER CONCERN SINCE THEY'LL HAVE TO WAIT FOR THE SOFTWARE TO COME IN.
5. CALL BACK WRITER.

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736375 ██████████	K1391890	31,000
Lewes, DE ██████████		Prod. Date: 11/28/06	Dealer: MD029 Sherwood Kia of	

ERROR MESSAGE.

*** PHONE LOG 12/11/2007 03:44 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED VM CALL FROM PAUL STAPLETON
PAUL STATED:

1. CALLING BACK REGARDING CUSTOMERS **AIR** BAG LIGHT CONCERN.
2. PLEASE FORWARD THIS CASE TO THE SOUTHER REGION AND OLGA WILL CONTACT THE CUSTOMER..
3. THERE IS A NEW SCAN TOOL THAT WE RECEIVED THIS WEEK T. BUT IT WILL NOT BE AVAILABLE UNTIL THE BEGINNING OF THE YEAR BECAUSE THERE IS A MAJOR LINE FOR IT .
- 4 IF ANY QUESTIONS, YOU CAN CALL ME.

*** PHONE LOG 12/11/2007 03:48 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT CUSTOMER.
WRITER STATED:

1. WRITER WILL BE ESCALATING THIS CASE TO THE REGIONAL OFFICES.
2. A REGIONAL KIA REP WILL CONTACT YOU REGARDING THE **AIR** BAG LIGHT CONCERN..

CUSTOMER STATED:

1. THEN I WILL EXPECT ANOTHER CALL FROM KIA THEN.
2. THANK YOU.

*** NOTES 12/11/2007 03:48 PM US Mountain Standard Time ELeon Action Type:Manager review
WRITER FORWARDING CASE TO REGION FOR HANDLING AND CUSTOMER CONTACT PER DPSM REQUEST.

*** NOTES 12/13/2007 12:44 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Ms. Levin) and stated:
 - * We have a fix for the **PASS**enger **AIR**bag light concern
 - * The reflash tool will be available early January
 - * As soon as I know a timeframe, I will call you to schedule an appointment
2. Customer stated:
 - * I don't understand why everyone at Kia doesn't know about this problem
 - * I think you should let your corporate office know that they should do a recall
 - * I am thinking about going public with this problem
 - * I don't feel safe riding in the **PASS**enger seat
 - * You need to compensate me for this
3. Writer stated:
 - * I apologize for your frustration
 - * The seatbelt is still the primary safety product
 - * Once the vehicle is rep**AIR**ed, I will offer you some GW compensation
 - * We will discuss how much after the rep**AIR**s are done
4. Writer gave customer contact information
5. Writer will talk to DPSM and FTR to see when **OCS** reflash tool will be available

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1391890	31,000
Lewes, DE [REDACTED]		Prod. Date: 11/28/06	Dealer: MD029	Sherwood Kia of

*** COMMIT 12/14/2007 11:40 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 12/14/2007 11:40 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per FTR (Steve Rupert):

* The **OCS** reflash tool will be sent to Paul Stapleton sometime week of 12/17/07

* Paul needs to do the reflash the 1st week of January and then send the reflash tool to another DPSM

2. Writer sent e-mail to DPSM stating:

* Please let me know what day in the 1st week of January you can go to MD029

* I need to contact the customer with the date

CASE PENDING DATE FOR **OCS** REFLASH

*** FULFILL 12/18/2007 10:15 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 12/20/2007 09:46 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to DPSM (PStapleton) and he stated

* As of today, I have not received the **OCS** reflash tool

* I'm not sure what day I will be going to MD029

* Please send another e-mail to the FTR to see when the reflash tool will be sent to me.

CASE PENDING DATE FOR **OCS** REFLASH SO CUSTOMER CAN BE NOTIFIED

*** NOTES 01/02/2008 10:20 AM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM (PStapleton) will meet with customer on 1/16/08 at 11:00 AM

2. After reflash is completed, customer will be offered GW due to inconvenience

CASE PENDING **OCS** REFLASH

*** COMMIT 01/02/2008 10:21 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** CASE CLOSE 01/02/2008 10:22 AM Eastern Daylight Time OSprague

*** CASE CLOSE 01/10/2008 10:19 AM Pacific Daylight Time JeffStroup
tread review complete

*** NOTES 01/16/2008 11:54 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per DPSM PStapleton, he performed the **OCS** reflash

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC736375 ██████	K1391890	31,000
Lewes, DE ██████		Prod. Date: 11/28/06	Dealer: MD029	Sherwood Kia of

*** FULFILL 01/16/2008 11:55 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 01/17/2008 10:56 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received RO
2. Vehicle has only been in 1X for **OCS** rep **AIR**
3. Per discussion with DPSM, no GW needs to be offered
4. Writer left message for customer stating:
* Please call to discuss your case
CASE CLOSED PENDING CALL BACK FROM CUSTOMER

*** CASE CLOSE 01/17/2008 11:13 AM Eastern Daylight Time OSprague

*** NOTES 01/17/2008 04:15 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer called and stated:
* I got my car back
* The **OCS** light seems to be working now
* I think Kia should compensate me for this
2. Writer stated:
* Since the vehicle was only in 1X I may not be able to offer GW
3. Customer stated:
* I was told by the dealer 4 days after I bought the car that this was a problem but there wasn't a fix until after January
* Why would they sell me a vehicle with a known problem
4. Writer stated:
* Let me talk to my manager and see if we can compensate you
5. Writer spoke to RC AM and he stated:
* Since this is a known problem and the customer experienced the problem within a few days of purchase, let's offer something
6. Writer spoke to customer and offered \$500 GW
7. Customer stated:
* I will accept that
* All I wanted was something for my frustration
8. Writer will send GW offer to customer
CASE PENDING ACCEPTANCE OF GW

*** CASE CLOSE 01/17/2008 04:17 PM Eastern Daylight Time OSprague

*** NOTES 02/01/2008 10:43 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer sent signed offer letter
2. GW package sent to NCA for check processing

*** CASE CLOSE 02/01/2008 10:44 AM Eastern Daylight Time OSprague

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1391890	31,000
Lewes, DE [REDACTED]		Prod. Date: 11/28/06	Dealer: MD029	Sherwood Kia of

*** NOTES 02/19/2008 09:57 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer called and stated:
 - * I am taking my vehicle to MD029 tomorrow at 10:30
 - * The **PASS**enger **AIR**bag light is still not working intermittently
 - * Now there is a jerking at 35-40 mph
2. Writer spoke to DPSM (PStapleto) and advised him of the above
3. DPSM stated:
 - * I will be at this dealer tomorrow along with the FTR (SRupert)
 - * We will inspect the vehicle

*** NOTES 02/21/2008 11:52 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer left message stating:
 - * My vehicle is currently at the dealer
 - * They had to reprogram the **OCS** light
 - * They are replacing the transmission
 - * They are replacing the rear rotors
 - * I will be watching this very close to see if there are any other concerns
 2. Writer spoke to DPSM and stated what the customer said
 3. DPSM stated:
 - * The vehicle had no trans fluid in it
 - * There is no leaks
 - * That is why the trans is being replaced
 - * The customer was put into a rental
 - * I would not offer any more than the GW you already offered
 - * The vehicle should be done today
 4. Writer spoke to service manager (Terri Riggelman) and stated:
 - * Please fax the "customer copy" rep**AIR** order and tech notes when rep**AIR**s are done
- CASE PENDING REPA**AIR**S AND COPY OF RO'S AND TECH NOTES

*** NOTES 03/05/2008 02:01 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Rep**AIR**s completed
 2. Received RO and tech notes
- CASE PENDING GW CHECK FROM NCA

*** CASE CLOSE 03/05/2008 02:02 PM Eastern Daylight Time OSprague

*** NOTES 03/12/2008 12:36 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Received check
2. Check sent to customer

*** CASE CLOSE 03/12/2008 12:37 PM Eastern Daylight Time OSprague

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736375 ██████████	K1391890	31,000
Lewes, DE ██████████		Prod. Date: 11/28/06	Dealer: MD029	Sherwood Kia of

*** PHONE LOG 06/12/2009 12:54 PM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES.

1. I AM VERY FRUSTRATED WITH THIS CAR.
2. IT HAS BEEN TROUBLE SINCE I HAVE BOUGHT IT.
3. I HAVE BEEN TO THE DEALERSHIP 5 DIFFERENT TIMES FOR THE **AIR** BAG CONCERN
4. THE VEHICLE STILL SURGES AT TIMES AND THE DEALERSHIP HAS REPLACED THE TRANSMISSION, REPROGRAMMED MODULES AND WHO KNOWS WHAT ELSE. I HAVE ALL MY PAPER WORK. IT HAS BEEN THERE AT LEAST FOUR TIMES FOR SURGING.
5. NOW I GET A RECALL NOTICE ABOUT THE **AIR** BAG. THE SAME THING THAT THE DEALERSHIP HAS DONE IN THE PAST THEY ARE DOING AGAIN?
6. I DO NOT GET IT.
7. I HAVE CONTACTED THE B.B.B.. I WILL CALL A LAWYER AND I WILL MAKE SURE EVERYONE KNOWS ABOUT KIA AND WHAT THEY PUT ME THROUGH.
8. THIS WAS THE FIRST NEW CAR I OWNED AND I AM NOT HAPPY
9. WHAT IS KIA GOING TO DO. I WAS TOLD I HAVE TO GIVE KIA A CHANCE TO RESOLVE IT.

WRITER STATES./

1. I AM SORRY THIS IS THE CASE.
2. WE ARE HERE TO BACK THE WARRANTY
3. THE WARRANTY WILL COVER DEFECTS SO WE WILL FIX THE CAR
4. IF THE CAR STILL SURGES THEN WE NEED TO GET IT BACK TO THE DEALERSHIP
5. THE RECALL DOES NEED TO BE COMPLETED.
6. THE DEALERSHIP WAS MADE AWARE OF THE RECALL WHEN WE SENT IT TO THEM AND UNTIL THAT POINT THEY WERE TO DO WHAT THEY HAD BEEN DOING TO YOUR CAR. I AM SORRY IT WAS SO FRUSTRATING.
7. IF YOU ARE NOT HAPPY WITH THAT THEN YOU MAY REFER TO THE BACK OF THE WARRANTY MANUAL

CUSTOMER STATES.

1. KIA IS TRYING TO TAKE AWAY LIABILITY IF SOMEONE GETS IN AN ACCIDENT BY PUTTING VOLUNTARY SERVICE CAMPAIGN.
2. I HAVE ALREADY CALLED A LAWYER AND THE B.B.B.
3. YOU HAVE TOLD ME EVERYTHING THING I NEED TO KNOW

*** PHONE LOG 06/16/2009 05:37 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND SPOKE TO MIKE

WRITER STATES.

1. CALLING TO SEE IF THE CUSTOMER HAS BEEN IN TO TAKE CARE OF THE RECALL. SHE ALSO STATES THE CAR IS STILL SURGING

MIKE STATES.

1. THE LAST TIME WE DID ANYTHING TO THE **AIR** BAG WAS 10/10/08
2. WE HAVE NOT SEEN HER FOR THE SURGING BUT I GUESS WE SHOULD CALL HER.

WRITER STATES.

1. YES. PLEASE.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736375 ██████████	K1391890	31,000
Lewes, DE ██████████		Prod. Date: 11/28/06	Dealer: MD029	Sherwood Kia of

2. SHE INDICATES THE CAR IS STILL SURGING AND ALSO WAS VERY UPSET ABOUT THE RECALL SHE RECEIVED.
3. THERE HAS BEEN A HISTORY AND I WANTED TO MAKE SURE YOU GUYS GET HER IN THERE. THANK YOU.

MIKE STATES.

1. WE CAN CALL HER.

*** PHONE LOG 06/16/2009 05:46 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK AT ALTERNATE NUMBER AND LEFT MESSAGE
WRITER STATES.

1. I CALLED DEALERSHIP THIS MORNING AND THEY ADVISED YOU HAVE NOT BEEN IN AS OF YET.
2. I ADVISED MIKE THE **AIR** BAG REPROGRAMMING RECALL NEEDED TO BE DONE AND ALSO ABOUT THE SURGING CONCERN
3. THEY WILL BE CALLING YOU TO GET YOU IN THERE. CALL ME WHEN THE CAR IS THERE.

*** PHONE LOG 06/16/2009 05:59 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED ROBERT J. AND LEFT MESSAGE
WRITER STATES.

1. I WANTED TO LET YOU KNOW ABOUT THIS CASE.
2. THIS CUSTOMER RECEIVED THE RECALL NOTICE OF THE **OCS** REPROGRAMMING ON HER SORENTO.
3. SHE HAS DEALT WITH THIS ISSUE SEVERAL TIMES AT THE DEALERSHIP AND WAS VERY UPSET ABOUT GETTING THE RECALL.
4. SHE ALSO HAS A SURGING CONCERN WITH THE CAR.
5. I SPOKE TO MIKE AT THE DEALERSHIP AND HE SAID HE WOULD CALL THE CUSTOMER TO GET IN THERE SO THEY CAN DO THE RECALL AND DETERMINE WHAT THE SURGING IS.
6. I AM FORWARDING THE CASE TO YOUR OFFICE SINCE THE CUSTOMER CLAIMED SHE HAS CALLED THE B.B.B. AND HER LAWYER.
7. ANY QUESTIONS CALL ME BACK

*** NOTES 06/16/2009 06:02 AM US Mountain Standard Time SLarez Action Type:Manager review
FORWARDING TO REGIONAL OFFICE TO CONTACT CUSTOMER TO DETERMINE ASSISTANCE NEEDED
1. CUSTOMER ADVISED SHE CALLED A LAWYER AND ALSO CALLED THE B.B.B.

*** PHONE LOG 06/16/2009 03:35 PM Eastern Daylight Time EDicini Action Type:Outgoing call
Writer called ██████████ and left vm's requesting callback

*** PHONE LOG 06/17/2009 03:17 PM Eastern Daylight Time EDicini Action Type:Outgoing call
Writer called ██████████ and left vm's requesting callback

*** PHONE LOG 06/17/2009 03:59 PM Eastern Daylight Time EDicini Action Type:Incoming call
Received call back customer

Writer said:

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJCT36375 ██████████	K1391890	31,000
Lewes, DE ██████████		Prod. Date: 11/28/06	Dealer: MD029	Sherwood Kia of

1. Thank you for calling back
2. Could you give me the current status of your vehicle?

Customer said:

1. The vehicle is at MD029 and Kia authorized another torque converter
2. It's been there since Monday (6/15)
3. I've had so many problems with this vehicle.
4. First it was the **OCS**, then the transmission, and now the lurching.
5. I'm thinking about filing lemon law.
6. I just got a notice about the **OCS** recall.
7. I bought this because it was supposed to be safe.
8. Now I have to worry about this?
9. I will be out of town for a funeral.
10. You can call me back on Monday, 6/22

Writer said:

1. I'm very sorry for the problems you've had with your vehicle.
2. I will look into this current rep**AIR** and make sure this recall is performed.
3. Once we get the vehicle fixed, I'd like to offer you some goodwill as compensation for your inconveniences.
4. We'll discuss this further on 6/22.
5. Thanks

*** PHONE LOG 06/22/2009 03:42 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer at ██████████ and left message requesting callback

*** PHONE LOG 06/22/2009 04:13 PM Eastern Daylight Time EDicinti Action Type:Incoming call
Received call back from customer:

Writer said:

1. I was calling to follow up on our conversation from last week.
2. How has the vehicle been running?
3. I'm sorry that you've had these problems, but the vehicle is now fixed.
4. How much is your car payment?
5. I'd like to offer you 2 car payments as a goodwill gesture.
6. What are you seeking?

Customer said:

1. Today is the first day that we've driven it.
2. I'm not happy at all.
3. The put an extra 200 miles on it, and gave it back to me with an empty tank.
4. When I called them about it, they said that I have to fill it up and mail them the receipt.
5. They said that they forgot. I shouldn't have to do that.
6. I spoke to a layer that is a member of my church.

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>
██████████	██████████	KNDJC736375 ██████████	K1391890	31,000
Lewes, DE	██████████	Prod. Date: 11/28/06	Dealer: MD029 Sherwood Kia of	

8. I want a good vehicle or I'm going to file lemon law.
9. My monthly car payment is \$425.69.
10. There's no way that I'd accept \$851 for my troubles
11. It doesn't even come close to the cost of the inconveniences that I've had to go through.
12. My husband and I have had to miss work.
13. I've had to pay to fill up the rental, and I haven't been able to drive my vehicle.
14. It's going to take a few thousand dollars to get my husband and I to accept.
15. My concern is that it won't get fixed before the warranty runs out.
16. They've told me that it's been fixed before.
17. I now have 33,000 miles.
18. I will call you back.

*** NOTES 06/22/2009 04:15 PM Eastern Daylight Time EDicinti Action Type:Manager review
Per Maryland Lemon Law:

"Manufacturer's warranty period" and "warranty period" are defined as the earlier of (1) the period of the motor vehicle's first 15,000 miles of operation, or (2) 15 months following the date of the motor vehicle's original delivery to the consumer. Case law indicates that the lemon law's enforcement provisions apply only during this "warranty period."

*** PHONE LOG 06/26/2009 03:29 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer at ██████████ and said:

1. We spoke a couple of days ago, and I'm following up with you.
2. Have you thought about the offer of \$850?
3. Can you tell me what you would like from Kia.
4. We will not replace or buy back your vehicle.
5. I want to get these issues fixed for you.
6. I can offer you a FTR repAIR, 30 day test period, and \$2,000 goodwill for your inconveniences.
7. I cannot assist you with getting your vehicle fixed if you are not willing to bring it to the dealer.
8. Please think about my offer and give me a call back if you change your mind.

Customer said:

1. That offer is a slap in the face.
2. After everything that I've gone through, there is no way I'd accept that.
3. I met with Kimmel & Silverman yesterday, and they said that I've got a great case.
4. I haven't signed the paperwork yet.
5. They guaranteed 1 of 3 things, a refund, replacement, or a cash settlement within 3-12 months.
6. The vehicle is now shimmying at a stop.
7. I'm still having issues with the **OCS** - not as much as before though.
8. I've spoken to Wayne Young (K1410204), and I have the same problems that he had.
9. I'm going to send letters to the newspaper and other media about the problems with Kia vehicles.
10. I thought about trading it in, but I owe too much.
11. Make me a real offer, and I'll consider it.
12. I want a reliable vehicle.
13. There's no way that I'll accept \$2,000.

**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>
██████████	██████████	KNDJC736375 ██████████	K1391890	31,000
Lewcs, DE ██████████		Prod. Date: 11/28/06	Dealer: MD029	Sherwood Kia of

14. I'm not going to bring it back to the dealer to have a Kia rep look at it.

*** NOTES 06/26/2009 03:32 PM Eastern Daylight Time EDicinti Action Type:Manager review
Customer declined \$2,000 goodwill and refuses to bring vehicle to dealer

Writer closing case pending further contact from customer

*** CASE CLOSE 06/26/2009 03:32 PM Eastern Daylight Time EDicinti

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736075 ██████████	K1373422	1,300
Buckeye, AZ ██████████ 6		Prod. Date: 4/20/07	Dealer: AZ028 Avondale Kia	

Case History

Complaint **Re: AIR Assistance**

*** PHONE LOG 10/19/2007 10:45 AM US Mountain Standard Time RSabin
CUST STATED:

1. THE **AIR** BAG ON THE **PASS**ENGER SIDE LIGHT DOES NOT GO OFF WHEN MY WIFE SIT'S IN THE SEAT
2. IF YOU DRIVE DOWN THE HWY FOR ABOUT 20 MINUTE'S IT WILL EVENTUALLY GO OFF BUT IT WILL STAY ON WHEN YOU FIRST GET IN THE VEH
- 3 THE DLR WAS SUPPOSED TO CALL ME WHEN A TECH FROM KIA WAS AT THE DLR WITH SOME SOFTWARE THAT THEY NEEDED FOR MY VEH
4. I HAVE NOT HEARD FROM THE DLR AS OF YET ABOUT THIS

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I CAN CALL THE DLR FOR YOU AND SEE WHAT I CAN FIND OUT (PLACED CUST ON HOLD)

JOHN SVC MGR ADVISED:

1. WE ARE WAITING ON A KIA TECH TO COME OUT TO DO A RE FLASH ON THE VEH HE COME'S OUT ONCE A MONTH AND SHOULD BE HERE TOWARD'S THE END

DPSM TSTEINWINTER ADVISED: (WAS ALSO @ THE DLR)

1. ASK THE CUST HOW MUCH THE **PASS**ENGER WEIGH'S BECAUSE IF THEY ARE A LIGHT WEIGHT PERSON THE REFLASH MAY NOT WORK
2. HAVE THE CUST CALL THE SVC MGR JOHN TO MAKE A APPT
3. THE TECH SHOULD BE HERE AT AROUND THE 29TH

WRITER ADVISED:

1. OK THANKS I'LL LET THE CUST KNOW

CUST STATED:

- 1 MY WIFE WEIGH'S ABOUT 190 LBS
2. I'LL CALL JOHN AT THE DLR
3. THANKS

*** CASE CLOSE: 10/19/2007 10:45 AM US Mountain Standard Time RSabin

*** PHONE LOG 10/29/2007 03:50 PM US Mountain Standard Time SBowyer Action Type: Incoming call
CUST STATED:

1. we went in today for that specialist to reprogram the **PASS** a/b
2. we left the dlr and got home: when we were leaving home, my niece was in the seat and she is over 100lbs and the a/b light popped on saying "off" as soon as i left the driveway
3. we need it fixed, we bought it for the safety and because of the a/b's

WRITER STATED:

1. sorry;
2. a/b's are a supplemental restraint system: seat belts are primary
3. see that kia rep was previously involved including FTR
4. will have to notify the correct people of the continuing problem and see what the next step is
5. cust needs to call the svc mgr john and schedule an appt for svc, writer will call cust back to get this info
6. provided case id--will call cust back

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736075 ██████████	K1373422	1,300
Buckeye, AZ ██████████		Prod. Date: 4/20/07	Dealer: AZ028	Avondale Kia

CUST THANKED WRITER-CALL ENDED

*** PHONE LOG 10/31/2007 10:17 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
SVC MGR JOHN AZ028 STATED

- 1.the FTR was out here and did the reflash on the **OCs**
- 2.our dpsm is the one who scheduled the FTR to come out to do this
- 3.he verified that the car was working as designed before he released it to the cust

*** PHONE LOG 10/31/2007 10:34 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER LVM FOR DPSM T.STEINWINTER STATING

- 1.reviewed case details
- 2.new car, low miles, repeat concern
- 3.FTR done reflash; cust claims vch isnt fixed

*** NOTES 10/31/2007 10:34 AM US Mountain Standard Time SBowyer Action Type:Manager review
**provided writer contact info in message to DPSM

*** EMAIL OUT _ SBowyer Action Type:External email
Send to:[steinwinter@kiausa.com]
FROM:Spencer Bowyer ext 45702

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

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

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*** PHONE LOG 11:01 2007 09:48 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER CALLED CUST

- 1.following up on case discussed previously
- 2.writer forwarding to higher up dpt for review and...

CUST STATED

- 1.no no no...it is working fine. we went on a long trip the other day and it was working just fine: no problems
- 2.i dont want to push this anymore: we are going to be traveling about 90 miles up to my daughters soon and we will see what happens then
- 3.it is working fine. thank you bye.

*** EMAIL OUT _ SBowyer Action Type:External email
Send to:[steinwinter@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**AIRs** Dept. at 949.468.4619 AND delete this email.

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736075 ██████████	K1373422	1,300
Buckeye, AZ ██████████		Prod. Date: 4/20/07	Dealer: AZ028	Avondale Kia

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*** CASE CLOSE 11/01/2007 09:55 AM US Mountain Standard Time SBowyer

*** CASE CLOSE 01/16/2008 04:18 PM Pacific Daylight Time ELau
Tread Review Completed

**Kia Motors America
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736175 [REDACTED]	K1435384	3,000
Lebanon, OR [REDACTED]		Prod. Date: 11/7/06	Dealer: WA027	Dick Hannah Kia

Case History

Complaint Rep **AIR** Assistance

*** PHONE LOG 04/14/2008 08:32 AM US Mountain Standard Time LColetta

Cust states:

1. Have a concern with veh **PASS**enger **AIR** bag system.
2. Sometimes light will come on & stay on for awhile.
3. Does not matter who is sitting in the seat.
4. Have taken veh to dlr.
5. Dlr was not able to duplicate concern.
6. Has been awhile since gone to dlr.
7. Is intermittent.
8. Dlr stated **PASS**enger needs to be sitting up straight with both feet on the floor.
9. This does not make sense to me.
10. Know other people with same veh who do not have this problem.
11. Rented a Ford Escape that did not have this problem.
12. Was even able to recline seat slightly.
13. Have read info in OM on the **AIR** bag system.

Writer states:

1. Updated. no recalls.
2. Has cust read **AIR** bag system info in OM.
3. **PASS**enger **AIR** bag system is designed in accordance with federal regs.
4. **PASS**enger must be sitting in upright position with both feet on the floor.
5. **AIR** bags are supplemental restraint system. seat belts are primary.
6. If **PASS**enger is sitting correctly & light is still on, then dlr will need to verify concern.
7. Dlr must be able to duplicate the concern or find a problem to rep**AIR** the veh.
8. We can work with dlr to ensure all Kia's resources are being utilized to rep**AIR** the veh.
9. Adv cust to schedule appt with dlr. may have to actually duplicate concern for dlr.
10. Adv cust to call writer back with appt date.
11. Writer will follow up with dlr.
12. Provided file number & writer's ext.

*** CASE CLOSE 04/14/2008 08:32 AM US Mountain Standard Time LColetta

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736275 ██████████	K1384329	835
Hesperia, CA ██████████		Prod. Date: 11/16/06	Dealer: CA144	Hi-Desert Kia

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 11/21/2007 09:29 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. THE CAR HAS HAD ISSUES WITH THE **AIR** BAG LIGHT NOT COMING ON WHEN I HAVE MY WIFE SITTING IN THE CAR
2. THE DEALERSHIP SAID THEY HAVE TO ORDER THE BOTTOM OF THE SEAT BUT THEY ARE TELLING ME THEY ARE NOT SURE WHEN IT IS GOING TO COME OR IF IT IS EVEN IF IT IS AVAIL.
3. THEY DID GIVE MY WIFE A RENTAL CAR SO THAT IS A GOOD THING HOWEVER WE BOUGHT TWO SORENTO'S AT THE SAME TIME AND I AM NOT HAPPY WITH THIS ONE.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE I WILL HAVE TO CALL THE DEALERSHIP AND THEN GO FROM THERE.

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 11/27/2007 08:55 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CRAIG IN SERVICE
CRAIG STATES.

1. WE HAVE A SEAT BACK ON ORDER FOR HERE PART NUMBER 88200 3E700YCS AND THERE ARE NONE AVAIL.
2. WE WILL CALL THE CUSTOMER WHEN IT COMES IN.
3. THE ORDER IS AS AN E. ORDER.

*** PHONE LOG 11/27/2007 02:58 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND ADVISED OF SITUATION
WRITER STATES.

1. I SPOKE TO THE DEALERSHIP AND RESEARCHED THE PART NUMBER. THERE IS NOT AN E.T.A.
2. ONCE I SPEAK TO OUR PDC I WILL KNOW MORE. I WILL CALL YOU BACK TOMORROW.

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 11/29/2007 12:06 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CUSTOMER BACK
WRITER STATES.

1. I GOT AN E.T.A. FOR THE SEAT CUSHION. 88200 3E700YC6 IS THE PART NUMBER AND THE E.T.A IS 12/15/07 TO GET TO OUR PDC.
2. I AM SORRY

CUSTOMER STATES.

1. THIS IS UNACCEPTABLE.
2. I WANT THE CAR REPLACED OR KIA TO BUY IT BACK
3. THE CAR HAS BEEN THERE FOR A VERY LONG TIME AND I DO NOT WANT TO DRIVE IT BECAUSE OF THE SAFETY FACTOR
4. I NEED SOMEONE ELSE TO REVIEW THIS AND GET BACK TO ME.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736275 [REDACTED]	K1384329	835
Hesperia, CA [REDACTED]		Prod. Date: 11/16/06	Dealer: CA144	Hi-Desert Kia

WRITER STATES.

1. ADVISED OF THE REPURCHASE POLICIES BEING IN ACCORDANCE WITH THE STATE LAWS.
2. ALSO REFERRED TO WARRANTY MANUAL REGARDING CONTACTING ANOTHER RESOURCE
3. WE ARE HERE TO FIX THE CAR AND THAT IS WHAT WE WILL DO.
4. I WILL ALSO FORWARD YOUR CASE TO ANOTHER DEPARTMENT THAT WILL CONTACT YOU WITH IN 72 HOURS.

CUSTOMER STATES.

1. PLEASE DO.

WRITER STATES.

1. YOU MAY ALSO CALL ME BACK IF NO ONE CALLS YOU.

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 11/29/2007 12:10 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED PAUL O. AND ADVISED OF CASE.

1. CUSTOMER HAS HAD CAR DOWN FOR QUITE SOMETIME. PART ON BACK ORDER FOR HIS **AIR** BAG LIGHT CONCERN.
2. THE PART IS A SEAT CUSHION AND IS NOT GOING TO BE AVAIL. UNTIL 12/15/07
3. CUSTOMER IS REQUESTING TO HAVE CAR REPLACED. I AM GOING TO FORWARD IT TO THE REGION BECAUSE THE CAR IS SO NEW. IT HAS BEEN DOWN A LONG TIME AND BECAUSE HE IS REQUESTING TO HAVE IT REPLACED.
4. I AM NOT SURE IF THERE IS ANYTHING WE CAN DO. LET ME KNOW IF YOU WANT ME TO DO SOMETHING DIFFERENT OR LET THE REGION KNOW SINCE I WILL FORWARD IT THERE.

*** NOTES 11/29/2007 12:12 PM US Mountain Standard Time SLarez Action Type:Manager review
FORWARDING TO WESTERN REGION.

1. 07 VEHICLE WITH 900 MILES ON IT. CAR HAS BEEN DOWN FOR ALMOST TWO WEEKS AND PART IS NOT EXPECT IN UNTIL 12/15/07
2. THE CONCERN IS THE **PASS**enger side **AIR** BAG NOT WORKING PROPERLY. PART IS ON ORDER THROUGH CA144
3. PLEASE CALL CUSTOMER WITH OTHER OPTIONS. (IF ANY) CUSTOMER WANTS TO BE TRADED OUT OF THE CAR OR THE CAR BOUGHT BACK.

*** PHONE LOG 12/03/2007 09:15 AM Pacific Daylight Time M Lopez Action Type:Outgoing call
Called and left a message for customer ((760) 981-4303) to call WRCAA back.

*** PHONE LOG 12/03/2007 09:50 AM Pacific Daylight Time M Lopez Action Type:Outgoing call

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736275 [REDACTED]	K1384329	835
Hesperia, CA [REDACTED]		Prod. Date: 11/16/06	Dealer: CA144	Hi-Desert Kia

1. Just wanted to give you an update on your vehicle concern.
2. We have a CTR at the dealer this am and will perform reprogram of your vehicle SRS system.
3. We are confident that this will resolve **OCS** concern on your vehicle.
4. We apologize for the inconvenience you have experienced with vehicle.

Customer states:

1. OK, I just want to make sure that vehicle is properly rep**AIR**ed.
2. If this rep**AIR** does not work, where do we go from there?
3. I cannot see myself having to do this over and over.

Writer states:

1. I understand your concern.
2. As I stated earlier, I am confident that the rep**AIR** CTR is performing today will address this issue.
3. KMA will continue to honor the terms of vehicle warranty and will provide any support necessary to make sure your vehicle concern is properly addressed.
4. We thank you for your patience and understanding on this matter.

*** PHONE LOG 12/04/2007 06:03 PM Pacific Daylight Time MLopez Action Type:Outgoing call
Called dealer and spoke to S/M Pam:

1. Inquired on vehicle rep**AIR** status?

S/M states:

1. Vehicle has been rep**AIR**ed and returned to customer.

Thanked S/M for her time

*** CASE CLOSE 12/04/2007 06:04 PM Pacific Daylight Time MLopez

*** PHONE LOG 12/21/2007 02:33 PM US Mountain Standard Time ERuiz Action Type:Incoming call
*** CALLER STATED***

1. I'VE BEEN HAVING A PROBLEM W/ THE **AIR** BAG LIGHT.
2. SO I TOOK IT TO CA144 AND THEY DID A RE-FLASH ON THE **AIR** BAG MODULE.
3. THE **AIR** BAG LIGHT CAME BACK AGAIN FOR ABOUT 20 MINUTES.
4. I TOOK IT BACK TO CA144 AND THEY HAD IT SINCE TUESDAY.
5. I JUST SPOKE TO THEM AND THEY SAID THEY CAN'T REPLICATE THE CONCERN.
6. THIS IS THE 3RD TIME IT HAPPENS.
7. THEY KNOW THAT I HAD THIS PROBLEM BEFORE AND I DON'T UNDERSTAND WHY THEY DON'T JUST REPLACE THE SEAT.
8. THEY SAID THAT THEY CAN DO ANYTHING UNLESS THEY ARE ABLE TO REPLICATE THE PROBLEM.
9. I AM GOING TO GO PICK UP MY CAR, AND IF IT HAPPENS AGAIN, I WILL CONTACT MY ATTORNEY.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. THE DEALER MUST BE ABLE TO DUPLICATE THE CURRENT CONCERN.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736275 [REDACTED]	K1384329	835
Hesperia, CA [REDACTED]		Prod. Date: 11/16/06	Dealer: CA144	Hi-Desert Kia

5. WRT ADVISED TO CONTACT MARIUS LOPEZ AT THE WRCA OFFICE.
6. WRT PROVIDED THE CASE AND WRCA'S 800#.

*** PHONE LOG 12/21/2007 02:42 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED CA144
2. WRT SPOKE TO LUIS IN SVC.
3. WRT EXPLAINED THE REASON OF THE CALL.
4. HE STATED:
 - a) WE HAVEN'T BEEN ABLE TO DUPLICATE THE CONCERN.
 - b) WE HAD THE CUSTOMER STOP BY YESTERDAY.
 - c) WE HAD THE CUSTOMER SIT ON THE **PASS**ENGER'S SEAT AND NOTHING HAPPENED.
5. WRT THANKED LUIS FOR THE INFO.

*** CASE CLOSE 12/21/2007 02:43 PM US Mountain Standard Time ERuiz

*** CASE CLOSE 01/10/2008 02:43 PM Pacific Daylight Time ELau

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1389953	10,000
HOUSTON, TX ██████████		Prod. Date: 6/20/06	Dealer: TX090	Cowboy Kia of Conroe

Case History

Complaint *RepAIR* Assistance

SURVEY DATE : 12/04/2007
SERVICE DATE : 11/04/2007

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :

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

- One or more items requested was not done

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

- Problem was not resolved

Customer Comments: None

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

*** PHONE LOG 12/11/2007 04:49 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER CALLED CUSTOMER(VOICEMAIL)

1 LEFT MESSAGE REQUESTING CALL BACK
2 PROVIDED CALL BACK INFO AND CASE NUMBER

*** CASE CLOSE 12/11/2007 04:49 PM US Mountain Standard Time TLarson

*** PHONE LOG 12/11/2007 05:54 PM US Mountain Standard Time JSinclair *AIR* Action Type:Incoming call

Customer states:

1. Calling back, I received a msg
2. The vehicle has been to Expo Kia TX092 3 times
3. The *AIR* bag light will stay on
4. They where unable to fix it
5. So I took it to Cowboy Kia of Conroe TX090 for the fourth rep*AIR* attempt
6. They had the area rep go out there and use the latest upgraded tool and the light is back on again

Wtr states:

1. Apologized
2. Updated info
3. No recalls
4. Advs wtr will follow up with dealership tomorrow
5. Once wtr has additional info wtr will contact customer

Customer thanked and call ended

*** PHONE LOG 12/12/2007 11:18 AM US Mountain Standard Time JSinclair *AIR* Action Type:Incoming call

Wtr called Cowboy Kia of Conroe TX090 spoke to Alex who states:

1. Everyone is in a meeting call back in about 20 min

Thanked and call ended

*** PHONE LOG 12/12/2007 12:54 PM US Mountain Standard Time JSinclair *AIR* Action Type:Incoming call

Wtr called Cowboy Kia of Conroe TX090 spoke to Chris Dial SM who states:

1. An FTR was here yesterday and he used the latest updated software to reprogram the *OCS* light

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
HOUSTON, TX		KNDJD736875	K1389953	10,000
		Prod. Date: 6/20/06	Dealer: TX090 Cowboy Kia of Conroe	

*** PHONE LOG 12/12/2007 01:01 PM US Mountain Standard Time JSinclair **AIR** Action Type: Outgoing call

Wtr called customer

Customer states:

1. I can't understand why I am still having this problem
2. Kia needs to do something
3. I don't feel safe driving this vehicle
4. Don't know what else Kia can do, but something needs to be done
5. I have taken this vehicle to the dealership 4 times for this problem

Wtr states:

1. Apologized
 2. Advs wtr will be dispatching case to region for further handling
 3. Advs customer will be receiving a call within 24-48 hrs
- Customer thanked and call ended

*** NOTES 12/12/2007 01:02 PM US Mountain Standard Time JSinclair **AIR** Action Type: Manager review

Dispatching case to region for following reasons:

1. 07 Sorento 10k miles
2. **OCS** light staying on
3. Rep **AIR** attempts
4. Please contact customer with in 24-48 hrs

*** NOTES 12/12/2007 01:02 PM US Mountain Standard Time JSinclair **AIR** Action Type: Manager review

4 rep **AIR** attempts

FTR was out to dealership yesterday

*** PHONE LOG 12/12/2007 01:04 PM US Mountain Standard Time JSinclair **AIR** Action Type: Outgoing call

Wtr left VM for DPSM stating:

1. Will be dispatching to the region
2. 4 rep **AIR** attempts on **OCS**. FTR has looked at vehicle and rep **AIR**ed with latest updated software

*** PHONE LOG 12/14/2007 10:21 AM Pacific Daylight Time L.Navarro Action Type: Outgoing call
wrcaa spoke with mrs lockhart at 281-354-2302:

1. apologized to customer for **AIR**bag system situation
2. advised #2 edition reflash available - should be resolved within month or two
3. customer very understanding
4. wrcaa advised will ask dlr (customer PREFERS TO TAKE VEH TO TX092 EXPO
5. KIA BECAUSE THEY ARE CLOSER TO HER (THAN COWBOY KIA)

- WRCAA CALLED TX092 EXPO KIA - (NEW) SERV MGR EDGAR (ASSISTANT DID NOT KNOW HIS
1. LAST NAME) NOT AVAILABLE
2. WRCAA SPOKE WITH SERV MGR ASSISTANT - CHRIS PARKER WHO ADVISED IS VERY FAMILIAR
3. WITH THE LOCKHART VEHICLE
4. WRCAA EXPLAINED REFLASH AVAILABILITY
5. CHRIS PARKER ADVISED HE & EDGAR WILL CONTACT DPSM & FTR R.PERALTA TO ARRANGE APPT

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736875 [REDACTED]	K1389953	10,000
HOUSTON, TX [REDACTED]		Prod. Date: 6/20/06	Dealer: TX090	Cowboy Kia of Conroe

*** CASE CLOSE 12/14/2007 10:22 AM Pacific Daylight Time LNavarro

*** PHONE LOG 01/08/2008 02:57 PM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa reopened case per call from mr lockhart who advised:

1. veh at tx090 cowboy kia in conroe on 12-11-07 for what he was told
2. latest reflash done
3. states **PASS**enger a/bag light goes on (a/bag sys off) when he sits
4. in the **PASS**enger seat
5. wants to know what kia will do to correct this problem
6. wrcaa advised will call him back today or tomorrow
7. customer reqs to be called at home [REDACTED] today or
8. work [REDACTED] tomorrow

*** PHONE LOG 01/08/2008 03:02 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
WRCAA CALLED. SPOKE WITH AARON MCCULLOCH - SA AT TX092 EXPO:

1. SERV MGR EDGAR NOT AVAIL
2. AARON SAID KIA DPSM J.HERRERA TOLD HIM **OCS** REFLASH WOULD ONLY BE
3. PERFORMED AT COWBOY KIA IN CONROE

WRCAA CALLED. SPOKE WITH CHRIS DIAL. SERV MGR AT TX090 COWBOY KIA WHO ADVISED:

1. LATEST REFLASH DONE BY FTR R.PERALTA ON 12-11-07. REFERENCE RO#67388
2. SAID DPSM J.HERRERA TOLD HIM NOTHING MORE CAN BE DONE AS THIS IS THE MOST
3. CURRENT **OCS** REFLASH
4. CHRIS ADVISED HE WILL FAX A COPY OF RO DIRECTLY TO WRCAA

*** PHONE LOG 01/08/2008 03:03 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
WRCAA CALLED DPSM J.HERRERA. NOT AVAILABLE. LEFT VM:

1. JESSE. WHAT DO YOU WANT TO DO FOR THIS CUSTOMER?
2. CUSTOMER ADVISED A/BAG LIGHT GOES ON WHEN HE SITS IN **PASS**enger SEAT
3. CHRIS DIAL AT COWBOY KIA ADVISED LATEST **OCS** REFLASH WAS DONE 12-11-07 BY R.PERALTA

*** NOTES 01/08/2008 03:03 PM Pacific Daylight Time LNavarro Action Type:Manager review
WRCAA EMAILED ENTIRE CLARIFY CASE WITH INTERNAL NOTES TO:

1. DPSM J.HERRERA

*** EMAIL OUT LNavarro Action Type:External email

Send to:[Herrera, Jesse [KMA]]

CC List:[Peralta, Richard [KMA]]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736875 [REDACTED]	K1389953	10,000
HOUSTON, TX [REDACTED]		Prod. Date: 6/20/06	Dealer: TX090	Cowboy Kia of Conroe

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*** NOTES 01/08/2008 03:05 PM Pacific Daylight Time LNavarro Action Type:Manager review
WRCAA EMAILED CLARIFY CASE TO DPSM J.HERRERA, COPIED FTR R.PERALTA:

*** PHONE LOG 01/08/2008 03:52 PM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received call from fir r.peralta. did 3 way call with dpsm j.herrera:
1. both can be at local tx092 expo kia to meet with customer (& his veh)
2. tomorrow at 3pm
3. after inspect/**OCS** reprogram/testdrive...dpsm j.herrera to contact wrcaa
4. with next option/directions
5. wrcaa agreed to contact customer
6. to ask him to meet dpsm & fir tomorrow at 3pm at tx092 expo kia

*** PHONE LOG 01/08/2008 03:54 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called customer at his home: [REDACTED] at 3:47pm pst:
1. not available. left vm
2. asked cust to please return call
3. advised him dpsm & fir can meet with him tomorrow at tx092 at 3pm
4. please call wrcaa
5. thank you!

*** PHONE LOG 01/08/2008 04:26 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called customer again at home: [REDACTED] not available. left vm:
1. please return call to wrcaa

*** NOTES 01/08/2008 04:33 PM Pacific Daylight Time LNavarro Action Type:E-mail sent
wrcaa sent email to dpsm j.herrera and fir r.peralta to advise:
1. have left two voice messages for customer at his home number 281-354-2302
2. customer advised can be reached at work [REDACTED] tomorrow

*** PHONE LOG 01/08/2008 04:51 PM Pacific Daylight Time LNavarro Action Type:Incoming call
WRCAA RECEIVED CALL FROM CUSTOMER WHO ADVISED:
1. WILL MEET THE DPSM & FTR AT EXPO TOMORROW BETW 3 -3:30PM
2. WRCAA SENT EMAIL TO J.HERRERA AND R.PERALTA
3. THANK YOU!

*** NOTES 01/10/2008 08:52 AM Pacific Daylight Time JeffStroup Action Type:Manager review
tread review complete

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1389953	10,000
HOUSTON, TX	██████████	Prod. Date: 6/20/06	Dealer: TX090 Cowboy Kia of Conroe	

*** PHONE LOG 01/10/2008 10:48 AM Pacific Daylight Time LNavarro Action Type:Incoming call
WRCAA RECEIVED CALL FROM FTR R.PERALTA WHO ADVISED:

1. CHECKED. COMPLETED NEWEST **OCS** REFLASH (AGAIN) ON THIS VEHICLE
2. MET WITH CUSTOMER
3. REFLASH OKAY; HOWEVER, A/BAG LIGHT ACTIVATED INTERMITTENTLY
4. ADVISED CUSTOMER DLR TO ORDER REPLACEMENT **PASS**ENGER
- 5 SEAT BOTTOM CUSHION
6. CUSTOMER AGREEABLE
7. WRCAA THANKED FTR FOR THE PHONE CALL
8. ADVISED CLARIFY CASE HAS BEEN UPDATED

*** PHONE LOG 01/15/2008 04:26 PM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received incoming call from larry lockhart who advised:

1. THANK YOU FOR YOUR HELP
2. MET J.HERRERA & RICHARD WHO MADE SURE
3. VEHICLE'S **AIR**BAG & **PASS**ENGER SEAT PROBS HAVE BEEN RESOLVED
4. THANK YOU AGAIN FOR YOUR ASSISTANCE!

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Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X85 ██████████	K1552984	10,000
Sidney, NE ██████████		Prod. Date: 9/22/07	Dealer: WY002	Kia of Cheyenne

Case History

Complaint **RenAIR** Assistance

*** PHONE LOG 02/12/2009 08:59 AM US Mountain Standard Time HReynolds
██████████ stated:

1. having problem with electrical system
2. rear defroster not working
3. **PASS**enger side **AIR**bag doesn't engage all the time
4. closest kia dealer is about 100 miles away
5. do I have to take it to kia dealer for warranty work?

Writer stated:

1. updated/no open recall
2. apology for situation
3. advised, all warranty claim must be done at kia dealership
4. advised, Kia of Cheyenne is the closest kia dealership

*** CASE CLOSE 02/12/2009 08:59 AM US Mountain Standard Time HReynolds

*** CASE CLOSE 04/10/2009 09:00 AM US Mountain Standard Time DUnderwood
TREAD REVIEW COMPLETED BY DEE LINDERWOOD

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1446833	200
Rockledge, FL ██████████		Prod. Date: 11/29/07	Dealer: FL087	Bob Dance Kia

Case History

Complaint *RenAIR* Assistance

*** PHONE LOG 05/13/2008 12:26 PM US Mountain Standard Time RBriones

Customer Stated:

1. Just purchased a vehicle from dealer in Merrit Island (FL087).
2. The *AIR* bag lights are on.
3. Light for the driver's side *AIR* bag and *PASS*enger *AIR* bag are on constantly.
4. Called dealer about taking the vehicle in there.
5. Svc dept stated they have to have a tool to re-calibrate the *AIR* bags.
6. And they are waiting for the tool.
7. Gave me your number, and said some Kia rep has the tool.

Writer Stated:

1. Apologized for prob.
2. Will follow up with Kia dealer.
3. Can speak with svc mgr and see if there is any assistance we can provide.
4. Will call customer back in a couple of days.

*** PHONE LOG 05/15/2008 11:57 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called FL087 and AJ in svc stated:

1. *PASS*enger side *AIR* bag problem.
2. Have an open case with techline.
3. We got it under control.
4. Had customer vehicle in here today, and have techline case opened.
5. Everyone was jumping the gun.
6. We don't know that it needs a reprogram yet.
7. But we have contacted the DPSM, so we can get what we need if we have to do that.

*** PHONE LOG 05/15/2008 12:02 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and stated:

1. Adv customer had spoke with dealer svc mgr.
2. They are working with our factory techs to try and get resolution.
3. Are not sure they need to re-program it yet.
4. But svc mgr said they can get tool pretty quickly if they do.

Customer Stated:

1. Thank you for the call back.
2. Yes, had the vehicle in today.
3. Svc dept has advised they are working with factory techs.
4. Appreciate you following up with me.

Writer Stated:

1. Give us a call back should need any further assistance.

*** EMAIL OUT _ RBriones Action Type:External email
Send to [jbramble@kiausa.com]
Jack.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585 ██████████	K1446833	200
Rockledge, FL ██████████		Prod. Date: 11/29/07	Dealer: FL087	Bob Dance Kia

wanted to make you aware of this one, since it was so new with such low mileage.

Thanks.

Richard Briones, Ext 46059.
Full Case Manager
Kia Consumer aff**AIR**s.

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.

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*** CASE CLOSE 05/15/2008 12:11 PM US Mountain Standard Time RBriones
concerns noted.

*** CASE CLOSE 07/08/2008 09:24 AM US Mountain Standard Time JHirshfield
TREAD REVIEW III

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████	██████	KNDJD736575 ██████	K1323042	400
Kahului, HI ██████		Prod. Date: 12/21/06	Dealer: HI001 Aloha Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 06/18/2007 09:02 AM US Mountain Standard Time EEscobedo

Cust stated:

1. I have a problem with my veh
2. The **PASS**anger **AIR**bag light is not functioning properly
3. I have taken it to the KIA DLR twice and the DLR is saying there is nothing wrong with the veh
4. This is just a crap mickey mouse DLR. they dont even look like a real KIA DLR, i dont understand why i have to deal with this.
5. I think this is a safety issue. what if something ahppens and the **AIR**bag does not deploy. what is KIA going to do about that?

Writer:

1. Sorry
2. Advised cust that is a KIA service station. a satalite DLR
3. Due to nature of the Hawaiian islands. this is the best solution currently available.
4. Normally writer would ask cust to have a different dlr inspect veh
5. However we cannot allow a DLR simply throw parts at a car
6. We do have other resources available to DLR when they encounter an ongoing problem
7. KMA CA can at least make sure these resources are used when cust next has DLR inspect **AIR**bag
8. Gave cust case # please call us back for follow up.

Cust satted:

1. Ok thanks.

*** CASE CLOSE 06/18/2007 09:02 AM US Mountain Standard Time EEscobedo

*** CASE CLOSE 07/05/2007 10:45 AM Pacific Daylight Time JeffStroup
tread review complete

Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675-██████████	K1384352	15,000
Grand view, MO ██████████		Prod. Date: 9/25/06	Dealer: KS004 Olathe Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 11/21/2007 09:52 AM US Mountain Standard Time RChacon

*** PHONE LOG 11/21/2007 10:04 AM US Mountain Standard Time RChacon Action Type: Incoming call
CUSTOMER STATED:

1. I HAVE A PROB WITH MY **AIR**BAG LIGHT THAT THE DEALER CANNOT RESOLVE
2. THEY HAVE REPLACED A SCALE IN THE SEAT. AND THAT DID NOT FIX THE PROBLEM
3. THEY TELL ME THAT THE PROB IS WITH THE WAY I SIT IN THE SEAT
4. I AM ALMOST 200 LBS. AND MY HUSBAND IS OVER 200 LBS
5. I REALLY WANT OUT OF THIS VEH
6. I AM DRIVING VEH NOW. AND IF SOMETHING HAPPENS. KIA WILL BE LIABLE

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO. NO RECALLS
3. ADVISED OF 5/60 BLW WHICH COVERS FACTORY DEFECTS
4. ADVISED OF 5/XX R/S COVERAGE
5. WE DO NOT ASSIST WITH GETTING YOU OUT OF VEH
5. WE CAN ASSIST WITH MAKING SURE PROB'S YOU HAVE ARE RESOLVED UNDER THE TERMS OF THE WARR
6. RECOMMEND TAKING VEH TO KIA DEALER FOR DIAG
7. ONCE VEH IS AT DEALER. CAN CALL US TO ADVISE
8. WE WILL FOLLOW UP WITH DEALER TO ENSURE PROB'S YOU ARE HAVING ARE RESOLVED
9. IF YOU FEEL VEH IS UNSAFE TO DRIVE. WE CAN ARRANGE TO HAVE VEH TOWED TO DEALER UNDER YOUR R/S BENEFIT
10. GAVE CASE #

*** CASE CLOSE 11/21/2007 10:05 AM US Mountain Standard Time RChacon

*** PHONE LOG 12/24/2007 09:22 AM US Mountain Standard Time JSinclair **AIR** Action Type: Incoming call

Customer states:

1. I took the vehicle to KS004
2. They told me that I had to wait a few months for someone to come out and fix it
3. If I get in an accident what am I supposed to do
4. Is Kia going to be liable for this
5. Someone from your office was supposed to call me and never did

Wir states:

1. Apologized
2. Updated info
3. Advs RChacon advs customer to call once vehicle was at dealership
4. Advs wir will follow up with dealership and DPSM
5. Advs wir may not have any additional info until Dec 26th

Wir gave name and ext. case #

Thanked and call ended

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1384352	15,000
Grand view, MO ██████████		Prod. Date: 9/25/06	Dealer: KS004	Olathe Kia

*** PHONE LOG 12/26/2007 08:57 AM US Mountain Standard Time JSincL**AIR** Action Type:Outgoing call
Wtr called KS004 spoke to Jerry SM who states:
1. The DPSM is on vacation
2. But he said when he got off vacation that he would get the tool we need to re flash the system
3. He will be off vacation next week
Thanked and call ended

*** PHONE LOG 12/27/2007 09:29 AM US Mountain Standard Time JSincL**AIR** Action Type:Outgoing call
Wtr called Mrs. ██████████
Wtr states:
1. Advs DPSM on vacation
2. Advs will speak to him early next week
3. Advs as soon as wtr has additional info. wtr will contact customer
Customer thanked and call ended

*** PHONE LOG 01/03/2008 09:01 AM US Mountain Standard Time JSincL**AIR** Action Type:Outgoing call
Left msg for SM to call wtr

*** PHONE LOG 01/04/2008 01:03 PM US Mountain Standard Time JSincL**AIR** Action Type:Outgoing call
Wtr called KS004 spoke to SM who states:
1. The DPSM is here now
2. Let me ask him when we can get the tool
Wtr was placed on hold
Wtr taken off hold
SM states:
1. If the customer can be here at 11am tomorrow the DPSM can do it then
Thanked and call ended

*** PHONE LOG 01/04/2008 01:06 PM US Mountain Standard Time JSincL**AIR** Action Type:Outgoing call
Wtr called customer
Left VM req call back

*** PHONE LOG 01/04/2008 02:44 PM US Mountain Standard Time JSincL**AIR** Action Type:Incoming call
Customer left VM for wtr to rtn call

*** PHONE LOG 01/04/2008 03:16 PM US Mountain Standard Time JSincL**AIR** Action Type:Outgoing call
Wtr called customer
Customer states:
1. I will be there tomorrow at 11am
Thanked and call ended

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC736675 ██████	K1384352	15,000
Grand view_MO	██████	Prod. Date: 9/25/06	Dealer: KS004	Olathe Kia

*** PHONE LOG 01/09/2008 08:06 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Wtr called customer
Customer states:
1. It seems to be running great
Thanked and call ended

*** CASE CLOSE 01/09/2008 08:11 AM US Mountain Standard Time JSincl**AIR**

*** PHONE LOG 01/10/2008 02:42 PM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call
Customer states:
1. After I spoke to you the light came on again and is still on
Wtr states:
1. Apologized
2. Wtr will need to call dealership
Customer thanked and call ended

*** PHONE LOG 01/10/2008 02:52 PM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Wtr called KS004 spoke to Jerry SM who states:
1. I don't know what else to do
2. We re flashed the system
3. The DPSM showed them how to sit in the vehicle
Wtr thanked and call ended

*** PHONE LOG 01/10/2008 02:52 PM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Wtr left VM for DPSM

*** PHONE LOG 01/10/2008 03:06 PM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call
DPSM left VM for wtr to rtn call

*** PHONE LOG 01/10/2008 03:07 PM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call
Left VM for DPSM

*** PHONE LOG 01/10/2008 03:25 PM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call
DPSM called wtr and states:
1. I agree with the SM that the cause of this light coming on is the customer sitting in the seat wrong
2. The customer must be sitting with her back against the seat
3. Her tail bone must be in the touching the curve of the seat

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC736675 ██████	K1384352	15,000
Grand view, MO ██████		Prod. Date: 9/25/06	Dealer: KS004 Olathe Kia	

DPSM states:

1. There is no need for that
 2. If the customer declines the info
 3. She is not listening to what is being told to her
 4. Explain to her how to sit in the seat
- Thanked and call ended

*** PHONE LOG 01/10/2008 03:34 PM US Mountain Standard Time JSinclair **AIR** Action Type:Outgoing call

Wtr contact customer

Wtr states:

1. Attempted to explain to customer how to sit in seat properly

Customer interrupted and states:

1. We have gone through this
2. The dealership has demonstrated how to sit in the seat
3. There is something wrong with this vehicle
4. Kia needs to do something now!
5. I am tired of this

Wtr states:

1. Apologized
2. Advs wtr will be sending case to a higher dept
3. Advs will be contacted early next week.

Customer thanked and call ended

*** NOTES 01/10/2008 03:37 PM US Mountain Standard Time JSinclair **AIR** Action Type:Manager review

Dispatching to the region for the following reasons:

1. 07 Sorento 15k miles
 2. **OCS** light staying on. 3 rep **AIRs**
 3. Last rep. **AIR** included re flashing by DPSM
 4. Customer insistent sitting in vehicle correctly
- Please contact customer

*** NOTES 01/10/2008 02:45 PM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** NOTES 01/11/2008 08:52 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR ACCEPTED CASE THIS DATE FOR CUSTOMER CONTACT:

WTR TO REVIEW W/DPSM BEFORE CONTACTING CUST

*** PHONE LOG 01/14/2008 11:32 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S W DPSM STEVE LOCKWOOD:

1. DPSM STATED HE REFLASSED THE VEH AND INSTRUCTED THE CUST AS TO THE CORRECT SEATING POSITION (HUSBAND ONLY)
2. DPSM STATED WIFE WAS NOT PRESENT WHEN SEATING INSTRUCTIONS WERE GIVEN AND THAT MAY BE PART OF THE PROBLEM

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1384352	15,000
Grand view, MO ██████████		Prod. Date: 9/25/06	Dealer: KS004 Olathe Kia	

WTR TO CONTACT CUST TO CHECK AVAILABILITY FOR 1/15/08

*** PHONE LOG 01/14/2008 11:38 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST. MS. ██████████

1. WTR INQUIRED ABOUT CUST AVAILABILITY FOR 1/15/08 DPSM APPT
2. CUST STATED SHE IS IN A DIFFERENT STATE AND UNABLE TO TAKE VEH IN 1/15/08
3. CUST STATED SHE IS AVAILABLE FROM 1/18 -1/21
4. CUST STATED SHE HAS BEEN INSTRUCTED AS TO THE PROPER SEATING IN VEH AND LIGHT STILL DOES NOT GO OFF
5. CUST IS UNCOMFORTABLE HAVING OTHERS RIDE IN VEH BECAUSE THE **OCS** LIGHT

WTR TO FU W/DPSM STEVE LOCKWOOD TO ADVISE OF ABOVE AND CHECK FOR ALTERNATE SCHEDULING

*** PHONE LOG 01/14/2008 11:46 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W DPSM STEVE LOCKWOOD:

1. WTR ADVISED DPSM THAT CUST IS NOT AVAILABLE TO DROP OFF VEH TOMORROW
2. WTR ALSO ADVISED DPSM THAT CUST INQUIRED ABOUT DPSM'S AVAILABILITY FOR FRI THRU MONDAY AND POSSIBLY GOING TO BOB SIGHT KIA
3. DPSM STATED HE WOULD NOT BE TRAVELING TO BOB SIGHT UNTIL THE LAST WEEK IN THIS MONTH FOR AUDITS (NOT CUST VISITS)
4. DPSM'S SOONEST AVAILABILITY IS THE FIRST WEEK IN FEBURARY

WTR TO FU W/CUST 1/15/08 TO CHECK AVAILABILITY FOR FEB 08

*** PHONE LOG 01/15/2008 11:44 AM Central Daylight Time MSandoval Action Type:Outgoing call
WTR I/M FOR CUST. MS. ██████████

1. WTR ADVISED THAT DPSM STEVE LOCKWOOD IS NOT AVAILABLE THIS WEEKEND
2. WTR ADVISED CUST OF DPSM'S EARLIEST AVAILABILITY IN FEB
3. WTR REQ'D CB W/SOONEST AVAILABILITY
4. PROVIDED CB #

WTR TO FU W/CUST 1/16/08 IF NO CB RCVD BY COB

*** PHONE LOG 01/15/2008 02:54 PM Central Daylight Time MSandoval Action Type:Outgoing call
WTR I/M FOR LINDA SEI BY @ OI ATHE KIA THIS DATE:

1. REQ'D SALES & SERVICE D**OCS**
2. REQ'D C/B
3. PROVIDED C/B#, VIN#, CUST NAME#, FAX#

WTR TO FU W/LINDA ON 01/16/08 IF NO D**OCS** OR C/B RCVD BY NLT COB THIS DATE

*** PHONE LOG 01/16/2008 02:31 PM Central Daylight Time MSandoval Action Type:Outgoing call
WTR S/W LINDA @ OI ATHE KIA THIS DATE:

1. REQ SALES & SERVICE D**OCS**

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██████	██████	KNDJC736675 ██████	K1384352	15,000
Grand view, MO ██████		Prod. Date: 9/25/06	Dealer: KS004	Olathe Kia

OUT WITH ANALYST AJM
3. THANKS FOR THE INFO WILL TALK TO ANALYST

WTR TO FU W/CRCA AJM FOR FURTHER CASE HANDLING THIS DATE

*** PHONE LOG 01/17/2008 03:14 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST, MS. ██████

1. WTR ADVISED CUST THAT DPSM IS NOT AVAILABLE DURING THE TIMES REQUESTED
2. WTR INQUIRED ABOUT 2/4/08 SCHEDULING
3. CUST STATED THAT 2/4/08 WOULD BE GOOD
4. WTR ASKED WHAT DLR WOULD BE BEST
5. CUST STATED OLATHE KIA WOULD BE BEST FOR HER

WTR TO FU W/DPSM STEVE LOCKWOOD TO ADVISE OF ABOVE

*** PHONE LOG 01/17/2008 03:16 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W DPSM STEVE LOCKWOOD:

1. WTR ADVISED DPSM OF CUST AVAILABILITY FOR SCHEDULING
2. WTR ADVISED DPSM THAT CUST WILL BRING VEH TO OLATHE KIA

WTR FU W/CUST 2/1/08 TO REMIND OF APPT AND PROVIDE MEETING TIME BETWEEN 10:00 A.M. AND 11:00 A.M.

*** PHONE LOG 02/04/2008 12:28 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR ADVISED CUST THAT DPSM VISIT WAS SCHEDULED FOR TODAY BETWEEN 10:00 AND 11:00:

1. CUST IS UNABLE TO MAKE IT THIS DATE
2. CUST WOULD LIKE TO KNOW WHEN DPSM WOULD VISIT OLATHE OR INDEPENDENCE AGAIN
3. WTR ADVISED CUST THAT DPSM WOULD HAVE TO BE CONTACTED TO CHECK AVAILABILITY

WTR TO FU W/DPSM STEVE LOCKWOOD TO ADVISE OF ABOVE

*** PHONE LOG 02/04/2008 12:30 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S W DPSM STEVE LOCKWOOD:

1. DPSM STATED THAT HIS NEXT VISIT TO OLATHE WOULD BE THE WEEK OF THE 25TH

WTR TO FU W/CUST TO ADVISE OF ABOVE

*** PHONE LOG 02/04/2008 12:31 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR FM FOR CUST, MS. LONG:

1. WTR ADVISED CUST THAT DPSM WOULD NOT RETURN TO OLATHE UNTIL THE WEEK OF 2/25/08
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/STEVE AND CUST 2/22/08 TO CHECK AVAILABILITY FOR SCHEDULING

*** PHONE LOG 02/22/2008 10:15 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1384352	15,000
Grand view, MO	██████████	Prod. Date: 9/25/06	Dealer: KS004 Olathe Kia	

WTR S/W DPSM STEVE LOCKWOOD:

1. WTR REQ'D AVAILABILITY FOR SCHEDULING W/CUST
2. DPSM STATED HE WAS JUST AT OLATHE KIA THIS PAST WEEK AND WILL HAVE TO CHECK CALENDAR FOR RETURN DATE

DPSM TO CONTACT WTR LATER TODAY BEFORE CALLING TO SCHEDULE W/CUST

*** PHONE LOG 02/22/2008 03:32 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST. MS. ██████████ @ BOTH AVAILABLE #'S:

1. WTR WAS CALLING TO CHECK AVAILABILITY FOR SCHEDULING FOR 3/7/08 @ OLATHE KIA
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/CUST 2/26/08 IF NO CB RCVD BEFORE THEN

*** PHONE LOG 02/22/2008 03:49 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
THIS UPDATE SHOULD HAVE PRECEDED THE ABOVE COMMENTS:

1. WTR S/W DPSM STEVE LOCKWOOD
2. DPSM PROVIDED 3/7/08 AS FIRST DATE OF AVAILABILITY TO VISIT OLATHE KIA

WTR TO FU W/CUST MS. ██████████ TO CHECK FOR SCHEDULING

*** PHONE LOG 02/26/2008 11:39 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST. MS. ██████████ @ BOTH AVAILABLE #'S:

1. WTR WAS CALLING TO CHECK AVAILABILITY FOR SCHEDULING FOR 3/7/08 @ OLATHE KIA
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/CUST 2/27/08 IF NO CB RCVD BEFORE THEN

*** PHONE LOG 03/03/2008 11:33 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
CUST LM FOR WTR:

1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/CUST THIS DATE

*** PHONE LOG 03/03/2008 11:44 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST. MS. ██████████

1. WTR INQUIRED ABOUT CUST'S AVAILABILITY TO MEET WITH DPSM 3/7/08
2. CUST STATED HER ONLY WINDOW OF AVAILABILITY IS BETWEEN 4:30 P.M. AND 5:00 P.M.

WTR TO FU W/DPSM STEVE LOCKWOOD THIS DATE TO ADVISE OF ABOVE

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736675 ██████████	K1384352	15,000
Grand view, MO ██████████		Prod. Date: 9/25/06	Dealer: KS004 Olathe Kia	

WTR LM FOR DPSM, STEVE LOCKWOOD:

1. WTR ADVISED DPSM OF CUST'S AVAILABILITY
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/DPSM STEVE 3/4/08 IF NO CB RCVD BEFORE THEN

*** PHONE LOG 03/03/2008 12:48 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W DPSM STEVE LOCKWOOD:

1. DPSM STATED AS LONG AS THE CUST IS ABLE TO GET THERE BY 5:00 P.M. IT'S OKAY

WTR TO CONTACT CUST TO ADVISE OF ABOVE

*** PHONE LOG 03/03/2008 12:50 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST, MS ██████████

1. WTR WAS CALLING TO CONFIRM 3/7/08 MEETING W/DPSM STEVE LOCKWOOD @ 5:00 P.M.
2. CUST STATED OK

WTR TO FU W/DPSM STEVE LOCKWOOD 3/10/08 FOR VEH STATUS UPDATE

*** PHONE LOG 03/07/2008 03:36 PM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:

1. My **AIR** bag light is on and still not working.
2. DPSM would not do anything and just said that it was working to specifications.
3. He just sat in the seat and the first 3 times it did not work and then the other 2 times it did not.
4. Spoke to DPSM and he advised that my butt was not in the seat correctly.
5. I need to speak to someone about this because it (**AIR** bag operating properly) is inconsistent.

Writer States:

1. Apologized for the problem.
2. Advised that RCAA AMay is case owner but writer will add documentation to the file.
3. Customer has the direct number and should contact RCAA.

*** PHONE LOG 03/07/2008 04:37 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W DPSM STEVE LOCKWOOD:

1. DPSM ADVISED CUST AS TO HOW TO SIT CORRECTLY IN THE SEAT SO THAT LIGHT WILL GO OFF
2. CUST WOULD LIKE TO KEEP VEH @ DLR FOR ADDITIONAL SERVICE
3. DPSM REFUSED AS VEH IS CURRENTLY OTS

WTR TO FU W/CUST 3/10/08 FOR VEH STATUS UPDATE

*** PHONE LOG 03/07/2008 05:33 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST, MS ██████████

1. MS. ██████████ WAS VERY FRUSTRATED WITH THE OUTCOME OF APPOINTMENT W/DPSM STEVE LOCKWOOD
2. CUST FEELS DPSM DID NOT DO HIS DUE DILIGENCE

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
Grand view, MO		KNDJC736675	K1384352	15,000
		Prod. Date: 9/25/06	Dealer: KS004 Olathe Kia	

3. CUST FEELS VEH IS UNSAFE TO DRIVE
4. CUST SEEKING FURTHER ASSISTANCE TO REPAIR AIR BAG ON LIGHT CONCERN

WTR TO FU W/FTR TO CONFIRM IF THERE IS A FIX FOR THIS VEH CONCERN

*** PHONE LOG 03/11/2008 02:31 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W DPSM STEVE LOCKWOOD:

1. WTR SUGGESTED A REPLACEMENT SEAT FOR CUST VEH CONCERN
2. DPSM STATED CUST SEAT IS OTS
3. WTR IS TRYING TO PREVENT CUST FROM ESCALATING TO A DIFFERENT SOURCE
4. DPSM WILL REQ DOC'S FROM DLR TO COMPLETE RO RECAP

WTR TO FU W/CUST, MS. THIS DATE FOR CURRENT VEH STATUS

*** PHONE LOG 03/11/2008 02:46 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MS.

1. WTR INQUIRED ABOUT STATUS OF VEH
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/CUST 3/12/08 IF NO CB RCVD BY COB

*** NOTES 03/11/2008 03:28 PM Pacific Daylight Time AnitaMay Action Type:Meeting
DPSM TO COMPLETE RO RECAP ON 3/17/08:

WTR TO FU W/DPSM STEVE LOCKWOOD'S IS NOT IN NOTHING RCVD BY THEN

*** NOTES 03/18/2008 11:14 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR TO FU W/DPSM STEVE LOCKWOOD FOR COMPLETED RECAP 3/25/08 AS HE IS OUT SICK:

*** NOTES 03/25/2008 04:30 PM Pacific Daylight Time AnitaMay Action Type:E-mail sent
WTR SENT E-MAIL TO DPSM STEVE LOCKWOOD REQUESTING COMPLETED RO RECAP:

DPSM FORWARDED COMPLETED RECAP TO WTR THIS DATE

*** NOTES 04/01/2008 09:53 AM Pacific Daylight Time AnitaMay Action Type:E-mail sent
WTR FORWARDED MSG TO DPSM THIS DATE REQUESTING DOC'S TO ADD TO HARD FILE:

WTR TO FU W/CUST, MS. FOR VEH STATUS UPDATE

*** PHONE LOG 04/01/2008 09:55 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MS.

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
Grand view, MO		KNDJC736675	KI384352	15,000
		Prod. Date: 9/25/06	Dealer: KS004 Olathe Kia	

3. PROVIDED CB #

WTR TO FU W/CUST 4/3/08 IF NO CB RCVD BY COB

*** NOTES 04/08/2008 07:47 AM Pacific Daylight Time **AIR** by Action Type: Correspondence sent
WTR SENT OFFER LTR AND RELEASE TO CUST THIS DATE VIA FED EX TRACKING # 9020 7515 0871 W/RETURN
FED EX 9020 7515 0882

COPIES ADDED TO HARD FILE AND FORWARDED TO AJM FOR FURTHER CASE HANDLING

*** NOTES 04/08/2008 10:19 AM Pacific Daylight Time **AIR** by Action Type: Correspondence rec.
CRCA REC'D VIA INTER MAIL FROM DPSM STEVE LOCKWOOD THIS DATE WHICH INCLUDES:
1. SALES AND SERVICE DOC'S

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

*** PHONE LOG 04/08/2008 11:38 AM Pacific Daylight Time AnitaMay Action Type: Incoming call
WTR S/W CUST. MS. LONG ON 4/7/08 @ 1:03 P.M. 4/7/08 AND FAILED TO UPDATE CASE ACCORDINGLY:

1. WTR INQUIRED ABOUT STATUS OF VEH TO DATE
2. CUST STATED LIGHT IS STILL COMING ON INTERMITTENTLY
3. CUST STATED VEH WAS TAKEN BACK TO DLR FOR ADDITIONAL REPAIRS
4. CUST WOULD LIKE A REPLACEMENT VEH
5. WTR ADVISED CUST THAT A REPLACEMENT WASN'T AN OPTION BUT OFFERED MONETARY
COMPENSATION FOR DAYS OUT OF SERVICE AND MULTIPLE REPAIR ATTEMPTS
6. WTR REQ'D MONTHLY AMOUNT
7. CUST STATED \$367
8. WTR REQ'D COPY OF PAYMENT COUPON AS THERE WERE NO SALES DOC'S IN THE FILE
9. WTR PROVIDED E-MAIL ADDRESS FOR CUST TO SEND COUPON

WTR TO COMPOSE RELEASE AND OFFER LETTER TO FORWARD TO CUST THIS DATE

*** NOTES 04/08/2008 11:40 AM Pacific Daylight Time AnitaMay Action Type: Meeting
WTR TO FU W/CUST 4/15/08 IF NO SIGNED DOC'S RCVD BEFORE THEN:

PLEASE NOTE GOOD WILL OFFER WAS FOR 3 CAR PAYMENTS...

*** PRIORITY CHANGE 04/08/2008 11:40:49 AM AnitaMay

*** NOTES 04/14/2008 09:02 AM Pacific Daylight Time **AIR** by Action Type: Facsimile rec.
CRCA REC'D VIA FAX FROM CUST THIS DATE WHICH INCLUDES:
1. SIGNED OFFER LTR & RELEASE

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

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
Grand view, MO		KNDJC736675	K1384352	15,000
		Prod. Date: 9/25/06	Dealer: KS004 Olathe Kia	

WTR REVIEWED DOC'S RCV'D AND FORWARDED HARD FILE AND ASSIGNED CLARIFY CASE TO ALL TO PROCESS GOOD WILL:

*** NOTES 04/14/2008 09:17 AM Pacific Daylight Time *AIR* by Action Type: Correspondence rec.
WTR REC'D HARD FILE FROM AJM FOR GW PROCESSING ON 4/16 DUE TO WORK LOAD

*** NOTES 04/16/2008 08:31 AM Pacific Daylight Time *AIR* by Action Type: Correspondence sent
GWQ IN THE AMT OF \$1401 PROCESSED IN AS400 FILE # 72936 MADE PAYABLE TO CUST AND FWRD TO BB @
NCA FOR PROCESSING THIS DATE

WTR TO F/U WITH AS400 FILE ON 4/18 FOR GW REC'D DATE

*** NOTES 04/18/2008 08:29 AM Pacific Daylight Time *AIR* by Action Type: Correspondence rec.
PER AS400 FILE NCA REC'D GW REQ ON 4/17/08

CRCA TO F/U WITH NCA ON 5/30 IF CHECK IS NOT REC'D BY THAT DATE

*** NOTES 05/22/2008 12:35 PM Pacific Daylight Time *AIR* by Action Type: Correspondence rec.
CRCA REC'D CHECK # 522067 IN THE AMT OF \$1,401.00 MADE PAYABLE TO KATINA LONG

CRCA TO PROCESS CHECK THIS DATE

*** NOTES 05/22/2008 02:28 PM Pacific Daylight Time *AIR* by Action Type: Correspondence sent
CRCA SENT GW TO CUST THIS DATE VIA FED EX TRACKING # 9721 9809 0015

COPIES ADDED HARD FILE

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736975 [REDACTED]	K1391404	1,500
Ontario, CA	[REDACTED]	Prod. Date: 11/3/06	Dealer: CA212 Citrus Kia	

Case History

Complaint Dealer

*** PHONE LOG 12/10/2007 09:34 AM US Mountain Standard Time TDonnelly
CUSTOMER STATES(RICK COSTAMAGNA-FIANCEE):

1. RIGHT AFTER THIS VEHICLE WAS PURCHASED THAT **PASS**ENGER SIDE **AIR**BAG LIGHT CAME ON
2. TOOK CAR TO DEALER ON 11-15 AND THEY DID A **REPAIR**, REMOVED SEAT DID WIRING **REPAIR**.
3. CAR WENT BACK INTO SHOP ON 11-27 AND DEALER ADVISED THAT THERE WAS A REPROGRAM COMING OUT AND THAT CAR WAS NOT SAFE TO DRIVE.
4. DEALER (CA212) OFFERED TO PROVIDE ME A CAR TO DRIVE.
5. WENT TO ENTERPRISE AND THEY WANTED TO CHARGE MY CARD, ECT AND AT THAT TIME I DECIDED THAT I WOULD BE STUCK WITH A RENTAL BILL AND WAS NOT INTERESTED IN THAT, HAS HAPPENED PRIOR.
6. MY PAPERWORK STATED THAT THEY WOULD HAVE SOMETHING MORE LAST WEEK BUT DEALER IS NOW TELLING ME THAT THEY HAVE NOT HEARD BACK FROM DPSM, PAUL ORTIZ?
7. IS HE THE ONLY PERSON DEALER CAN CONTACT?
8. THIS CAR IS BRAND NEW, DEALER HAS DOCUMENTED CAR IS UNSAFE AND KMA DOES NOT SEEM TO UNDERSTAND THE IMPORTANCE OF THIS MATTER.
9. NOW I HEAR WRITER STATING THERE MAY BE STEPS MISSED BY DEALER. CAN NOT SEE TECHLINE CASE?
10. WE NEED TO KNOW WHAT THE TIME FRAME WILL BE TO GET THIS MATTER RESOLVED.
11. MY FIANCEE USES THIS CAR FOR WORK. SHE TAKES CLIENTS OUT IN CAR.
12. SO NOW WHAT SHE IS DOING IS USING MY CAR AND I AM LEFT WITH HER VEHICLE WHICH IS NOT WORKING FOR MY BUSINESS WHICH IS CONSTRUCTION.
13. WILL FOLLOW UP WITH DEALER SALES MANAGER FURTHER.
14. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT IF CUSTOMER IS HAVING ONGOING CONCERN WOULD RECOMMEND GETTING CAR BACK INTO SHOP.
3. KCC CAN FOLLOW UP WITH DEALER WHEN CAR IS IN SHOP.
4. CAN GET CORRECT PEOPLE INVOLVED IN ADDRESSING CONCERNS.
5. ADVISED THAT WRITER CAN SEE ONE **REPAIR** IN HISTORY ON CUSTOMERS VEHICLE.
6. WRITER CAN ADVISE WHEN THERE IS A REPEAT **REPAIR** CONCERN THAT DEALER SHOULD BE IN CONTACT WITH TECHLINE
7. WRITER IS NOT SEEING ANY CONTACT BY DEALER TO TECHLINE.
8. THERE ARE NO OPEN RECALLS ON VEHICLE.
9. ANY COMMUNICATION DEALER WOULD GET REGARDING BULLETINS/REFLASH WOULD COME TO DEALER VIA THE INTERNET.
10. ADVISED THAT DPSM, PAUL ORTIZ IS NOT PUBLIC POINT OF CONTACT
11. ADVISED THAT KCC IS HERE FOR PUBLIC CONTACT
12. WRITER CAN UNDERSTAND CUSTOMERS FRUSTRATION AND CAN FOLLOW UP WITH APPROPRIATE PEOPLE REGARDING CONCERNS.

*** PHONE LOG 12/10/2007 09:47 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR SVC MGR. MATT PARKER (CA212) TO CALL WRITER.

*** PHONE LOG 12/10/2007 09:50 AM US Mountain Standard Time LCoema Action Type:Incoming call
Cust states Rick Castamagna Fiancée:

1. Reiterated comments from prev call.

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
Ontario, CA		KNDJD736975	K1391404	1,500
		Prod. Date: 11/3/06	Dealer: CA212 Citrus Kia	

2. Spoke with Teri earlier.
3. Not feeling confident that anything will get done.
4. Dlr is stating veh is not safe to drive.
5. But dlr would not provide rental.

Writer states:

1. Apologized for situation.
2. Teri is one of our best reps.
3. Adv rental is not a provision of the warranty.
4. However Kia will assist with rental on case by case basis.
5. Notes indicate Teri states she will call the appropriate people.
6. That means she will call the srv mgr first, then the Kia area rep.
7. May be tomorrow before Teri will be able to call cust back, but Teri will do whatever she can to assist cust.
8. Provided file number & Teri's ext.

*** PHONE LOG 12/10/2007 10:52 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(MATT PARKER-CA212):

1. LEFT VM MESSAGE @ 10:44 AM RETURNING WRITERS CALL
2. PLEASE CALL BACK ON DIRECT LINE

*** PHONE LOG 12/10/2007 10:52 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DEALER TO CALL WRITER.

*** PHONE LOG 12/11/2007 11:09 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT MESSAGE FOR SVC MGR. MATT PARKER @ CITRUS KIA TO CALL WRITER.

*** PHONE LOG 12/11/2007 03:04 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(MATT PARKER-SVC MGR-CA212):

1. RETURNING WRITERS CALL
2. FTR KEITH WAS OUT HERE TODAY
3. THINK THIS WAS ONE OF THE CARS HE WAS GOING TO WORK ON TODAY.
4. WILL CHECK. PLEASE HOLD.
5. FTR DID DO THE REPROGRAM THIS IS NOT SOMETHING WE COULD DO ONLY FTR CAN DO.
6. HAS BEEN DONE AND CUSTOMER HAS CAR.

WRITER STATES:

1. THANKS FOR RETURNING CALL.
2. CUSTOMER CALLED KCC REGARDING **OCS** LIGHT REPEAT ISSUE.
3. CUSTOMER STATED RO DOCUMENTED STATING CAR UNSAFE TO DRIVE.
4. CUSTOMER STATED HAD NOT BEEN GIVEN ANY KIND OF TIME FRAME WHEN ISSUE COULD BE RESOLVED.
5. CAN DEALER CONFIRM IF THE WORK WAS DONE TODAY?
6. IS CAR STILL IN SHOP?

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
Ontario, CA [REDACTED]	[REDACTED]	KNDJD736975 [REDACTED]	K1391404	1,500
		Prod. Date: 11/3/06	Dealer: CA212 Citrus Kia	

7. THANKS FOR INFO.

*** PHONE LOG 12/11/2007 03:36 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. PLACED CALL TO CUSTOMER. PHONE RANG AND RANG. NO ANSWER. NO MACHINE.

*** PHONE LOG 12/12/2007 03:30 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. PLACED CALL TO CUSTOMER. PHONE RANG AND RANG. NO MACHINE. NO MESSAGE LEFT.

*** PHONE LOG 12/13/2007 08:54 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. PLACED CALL TO CUSTOMER. PHONE RANG AND RANG. NO ANSWER.

*** NOTES 12/13/2007 08:55 AM US Mountain Standard Time TDonnelly Action Type:Correspondence sent
WRITER STATES:

1. CALL ME LETTER SENT THIS DATE.

*** CASE CLOSE 12/13/2007 08:56 AM US Mountain Standard Time TDonnelly
CLOSED PENDING CALL BACK FROM CUSTOMER.

** PHONE LOG 12/17/2007 08:04 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES(RICK COSTAMAGNA-FIANCEE):
1. LEFT VM MESSAGE 12/16 AT 7:42 PM STATING HE HAS REAL SITUATION GOING ON WITH CAR.
2. PLEASE CALL BACK FIRST THING MONDAY AM.
3. CAN BE REACHED AT [REDACTED]

*** PHONE LOG 12/17/2007 09:00 AM US Mountain Standard Time MTrem Action Type:Incoming call
Caller Mr. (RICK COSTAMAGNA-FIANCEE) states

1. I did leave Teri a VM this morning, but I wanted to call back
2. the rep **AIR** that Paul Otriz did with the re flash has not resolved the concern
3. now I have personally experience loss of a family member due to the
4. negligence of a manufacturers. I do not want to go down that road again
5. the ROI got from the dealership states the car is unsafe to drive
6. they offered a rental car assistance, but I am unwilling to give my credit card info
7. or pay any amount of money for a rental in this situation
8. I do not want to be unreasonable
9. this has been the 3rd rep. **AIR** attempt with no success and now because the car is unsafe to drive
10. my fiance is driving my vehicle and I am driving hers. so this is impacting our lives
11. I will not loose another person close to me because of manufacturers negligence
12. don't get me wrong we love our Kia. KMA needs to either replace the vehicle
13. with one that works, or fix this one

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736975 [REDACTED]	K1391404	1,500
Ontario, CA [REDACTED]		Prod. Date: 11/3/06	Dealer: CA212 Citrus Kia	

15. I know we have Lemon Law
16. the lawsuit I had against manufacturer in my father case went very well for me
17. what is the next step
writer states
 1. apologized
 2. yes FCM TDonnelly did receive your VM
 3. Kia will rep**AIR** the vehicle according to the terms of the man Warranty
 4. Writer will follow up on rep**AIR**; make sure all Kia's resources are being utilized in 5. getting the vehicle rep**AIR**ed
 6. Kias buyback policy is in accordance with your states laws
 7. Referred to WCIM for info on laws in callers state
 8. writer will update FCM TDonnelly about our conversation and proceed forward
caller thanked writer and disconnected

*** PHONE LOG 12/17/2007 10:08 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR SVC MRG. MATT PARKER (CA212) TO CALL WRITER.
2. ADVISED CUSTOMER CALLING KCC REGARDING REPEAT **OCS** LIGHT CONCERN.
3. STATED HE WAS ADVISED THAT PAUL ORTIZ CAN NOT COME OUT TO DEALERSHIP FOR A WEEK OR LONGER. WHAT IS DEALER ADVISING CUSTOMER?
4. ADVISED 800# AND WRITERS EXTENSION.

*** PHONE LOG 12/17/2007 11:10 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(MATT PARKER-CA212):

1. CUSTOMER HAD REPROGRAMMING TO VEHICLE BY LTR. KIA ENGINEERS HAVE TOOK
2. CUSTOMER HAS CALLED ADVISOR BACK STATING LIGHT IS BACK ON
3. WE HAVE NOT SEEN THE LIGHT BACK ON SO NOT SURE IF SOMETHING NEW OR SAME CAUSE.
4. NEED TO GET CAR INTO SHOP TO DETERMINE CAUSE OF CURRENT ISSUE AND START PROCESS TO REQUEST FTR.
5. LAST TIME CAR WAS IN SHOP WE DOCUMENTED ON RO THAT CAR WAS UNSAFE TO DRIVE BECAUSE CUSTOMER DID NOT WANT TO LEAVE CAR.
6. WE OFFERED TO PROVIDE RENTAL BUT CUSTOMER REFUSED.
7. WE HAVE HERTZ RIGHT HERE ON SITE AND THE PROCEDURE WOULD BE THAT HE WOULD NEED TO SHOW CREDIT CARD TO SECURE RENTAL. IN EVENT OF ACCIDENT, ECT. WE WOULD NOT CHARGE CREDIT CARD. CUSTOMER REFUSED.
8. ONCE WE GET CAR BACK INTO SHOP WE CAN CONFIRM NEXT STEP FOR RESOLUTION.

WRITER STATES:

1. CUSTOMER HAS CALLED KCC REGARDING REPEAT **OCS** LIGHT CONCERN.
2. WRITER HAD BEEN ATTEMPTING TO REACH CUSTOMER TO FOLLOW UP ON PRIOR CALL. WRITER AND SVC MGR HAD THAT FTR CAME OUT AND DID REPROGRAM.
3. IS CAR IN SHOP CURRENTLY?
4. DEALER HAS NOT CONFIRMED CURRENT SITUATION AT THIS TIME?
5. SINCE THIS IS REPEAT rep**AIR** CONCERN, DEALER MAY WANT TO TAKE NECESSARY STEPS FOR RESOLUTION.
CONTACT TECHLINE. DPSM

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
Ontario, CA		KNDJD736975	K1391404	1,500
		Prod. Date: 11/3/06	Dealer: CA212 Citrus Kia	

6. WRITER WILL REFER CUSTOMER BACK INTO SHOP AND EXPLAIN DEALER IS WILLING TO OFFER CAR TO DRIVE WHEN CAR IS IN SHOP.

*** PHONE LOG 12/17/2007 11:18 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, PAUL ORTIZ TO CALL WRITER AT EXT 45099
2. CUSTOMER STATES ONGOING CONCERS WITH **OCS** LIGHT ON
3. CAR WAS JUST IN SHOP CITRUS KIA AND DEALER HAD REPROGRAM COMPLETED WITH FTR.
4. CUSTOMER STATES LIGHT IS BACK ON BUT HAS NOT TAKEN CAR BACK INTO SHOP.
5. CUSTOMER STATES CAR IS UNSAFE TO DRIVE AND REQUESTING IMMEDIATE RESOLUTION FROM KMA.
6. DEALER HAS OFFERED TO PROVIDE CUSTOMER CAR TO DRIVE BUT HE WAS NOT INTERESTED IN TAKING RENTAL BECAUSE HE FELT HE WOULD BE STUCK WITH CHARGES. HAPPENED PRIOR WITH DIFFERENT MANUFACTURER, ALTHOUGH DEALER ADVISED THEY WOULD COVER RENTAL. RENTAL COMPANY TO TAKE CREDIT CARD INFO IN EVENT OF ACCIDENT. ECT.
7. CUSTOMER STATES WILL TAKE SOME TIME TO GET FTR BACK OUT FOR **OCS** CONCERN.
8. CUSTOMER REQUESTING **REPAIR** OR REPLACEMENT OF VEHICLE.
9. WILL EMAIL CASE NOTES TO DPSM, PLEASE ADVISE WRITER WHAT CUSTOMER SHOULD BE ADVISED AT THIS TIME.

*** EMAIL OUT TDonnelly Action Type:External email

Send to:[PORTIZ@KIAUSA.COM]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1391404_TDonnelly_12-17-2007111404.doc>>

*** PHONE LOG 12/17/2007 04:44 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
DPSM PAUL ORTIZ STATES:

1. FIRST THING WE WILL NEED TO DO IS TO GET CUSTOMER IN AND CONFIRM THE COMPLAINT.
2. ONCE DEALER HAS CONFIRMED THE SITUATION CAN FOLLOW UP WITH APPROPRIATE PEOPLE FOR RESOLUTION.
3. SINCE DEALER HAS NOT SEEN CAR NOT REALLY SURE THAT A FTR WOULD BE NEEDED OR NOT.
4. ONCE IN SHOP WE CAN ADVISE WHAT NEEDS TO BE DONE AND STEPS TO SEEK RESOLUTION.

WRITER STATES:

1. THANKS FOR RETURNING CALL.
2. WANTED TO KNOW WHAT WRITER CAN ADVISE CUSTOMER.
3. FTR REPROGRAMMED THIS CAR LAST WEEK.
4. DEALER HAS NOT SEEN CAR SINCE CUSTOMER STATED **AIRBAG** LIGHT CAME BACK ON
5. WILL REFER CUSTOMER BACK INTO SHOP.

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
Ontario, CA		KNDJD736975	K1391404	1,500
		Prod. Date: 11/3/06	Dealer: CA212 Citrus Kia	

*** PHONE LOG 12/17/2007 04:48 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER STATING WRITER WAS FOLLOWING UP ON **AIR**BAG CONCERNS.
2. ON BEHALF OF KMA, DO APOLOGIZE FOR ANY CONCERNS.
3. ADVISED THAT WRITER DID SPEAK TO SVC MGR. MATT PARKER AND DPSM.
4. DEALER WOULD NEED TO DETERMINE WHY LIGHT IS ON CURRENTLY WHICH WOULD REQUIRE CUSTOMER BRINGING CAR INTO SHOP FOR DIAGNOSIS.
5. ONCE CAR IS IN SHOP, KMA CAN ADVISE WHAT CAN BE DONE FOR RESOLUTION.
6. ADVISED 800#. REFERENCE NUMBER AND EXTENSION.

*** NOTES 12/17/2007 04:51 PM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:

1. DISPATCHING CASE TO REGION FOR FOLLOW UP WITH CUSTOMER, DEALER AND DPSM.
2. CUSTOMER STATING HE WILL HAVE TO PURSUE LEGAL ACTION OF ISSUE IS NOT RESOLVED. REPEAT **OCS** LIGHT CONCERN.
3. VEHICLE WAS REPROGRAMMED BY FTR LAST WEEK.
4. DEALER HAS NOT CONFIRMED CAUSE OF CURRENT SITUATION
5. DPSM. PAUL ORTIZ HAS RECOMMENDED CUSTOMER GET CAR BACK INTO SHOP.
6. CUSTOMER FEELS CAR IS UNSAFE TO DRIVE.
7. DEALER HAS OFFERED RENTAL OR LOANER BUT CUSTOMER IS NOT IN AGREEMENT WITH RENTAL COMPANY GETTING CUSTOMERS CREDIT CARD INFO.
8. CAR IS BRAND NEW. 2 REP **AIR** ATTEMPTS. CUSTOMER TALKING ABOUT LEMON LAW. PLEASE CONTACT CUSTOMER AND ADVISE WHAT KMA WILL DO FOR ONGOING CONCERN.

*** PHONE LOG 12/17/2007 05:32 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. LEFT VM MESSAGE STATING HE IS GOING TO TAKE CAR INTO DEALER, CITRUS KIA TOMORROW BETWEEN 10 AM AND 12 NOON.
2. STATED HE SPOKE TO KEVIN IN SERVICE
3. KEVIN IN SERVICE ADVISED THAT HE WOULD HAVE KIA REP THERE TOMORROW OR SOMEONE?
4. REALLY CONCERNED ABOUT THE ONGOING SAFETY FACTOR WITH THIS CONCERN.
5. REALLY NEED TO GET THIS MATTER RESOLVED.

*** PHONE LOG 12/18/2007 01:23 PM Pacific Daylight Time POrtiz Action Type:Incoming call

RCAM spoke with CTR who inspected vehicle again 12/18/07 at CA212. CTR confirmed that **OCS** system is operating as designed. CTR & Serv.Eng. met with customer and explained how **OCS** system works. Cust. was ok with explanation of **OCS** system and did not seem to be upset with operation.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1391404	1,500
Ontario, CA ██████████		Prod. Date: 11/3/06	Dealer: CA212	Citrus Kia

*** PHONE LOG 12/26/2007 11:48 AM US Mountain Standard Time CHart Action Type:Incoming call
cust called

1. ((reiterated previous concerns))
2. it has to go back in again
3. i was told to contact this department
4. i spoke to the dlr -- they said they are going to order a seat bottom
5. the dlr said maybe by friday or monday to get the part in
6. i don't want to go to a lawyer -- i know the lemon law -- i've been researching it

wrt states

1. apologize
2. advised cust that case was escalated to another department
3. wrt will re-forward case to dept for further handling
4. advised cust to work w/ dlr for parts order and rep **AIR**

cust understood -- call ended

*** NOTES 12/26/2007 11:49 AM US Mountain Standard Time CHart Action Type:Manager review
re-forwarding to region for handling

1. cust states **OCS** problem re-occurring
2. dlr ordering seat bottom
3. cust requesting resolution
4. cust speaking about lemon law and attorney -- stating does want to go that route
5. indicated will follow legal actions if needed
6. forwarding to region for handling/customer contact

*** PHONE LOG 12/26/2007 01:47 PM US Mountain Standard Time MTrem Action Type:Incoming call
VM from Mr. RICK COSTAMAGNA requesting call back, 909-560-9098

*** PHONE LOG 12/27/2007 12:01 PM US Mountain Standard Time HReynolds Action Type:Incoming call
Rick Castamagna stated:

1. Very upset with Kia
2. No one willing to help me
3. The **AIR** bag light back on every 200 - 300 miles
4. No loaner car from Kia for this safety concern
5. I really don't want to go though attorney

Writer stated:

1. Apology for situation
2. Advised, case has been forwarded to regional office for further handling
3. Most of analysts are gone for the holidays
4. Can't assist customer's concern from this office

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████	██████	KNDJD736975 ██████	K1391404	1,500
Ontario, CA ██████		Prod. Date: 11/3/06	Dealer: CA212	Citrus Kia

*** PHONE LOG 12/27/2007 01:32 PM US Mountain Standard Time MTrem Action Type:Incoming call
VM from Mr. Rick Castamagna stating:

1. I am trying to be calm here, I'm not trying to be a jerk
2. I'm really ticked off. I wanted to let you know that
3. you probably dont care, I won't hear from you
4. the dealership says they have to order a seat. it wont be in until
5. January 4th or 5th. we had planned a trip, now can't take it
6. I won't drive the vehicle like this
7. this has pretty much taken the wind out of my sails for the new year, thank you very much

*** PHONE LOG 01/03/2008 06:15 PM Pacific Daylight Time MLopez Action Type:Outgoing call
Called ██████ phone rang 10 times no answer. voice message or other means for WRCAA to leave message requesting call back.

*** PHONE LOG 01/03/2008 06:18 PM Pacific Daylight Time MLopez Action Type:Outgoing call
Called ██████ and left a voice message for customer requesting call back to WRCAA. Provided case and call back number.

*** PHONE LOG 01/04/2008 11:53 AM Pacific Daylight Time MLopez Action Type:Incoming call
Receive call back from Rick (customer fiancee):

1. I am returning your call.
2. Just really frustrated that this issue is still outstanding.
3. Have been back to the dealer 5 times for this concern.
4. I even spoke to a rep from Kia named Pete (CTR) who gave me a lot of information from a technical stand point.
5. They re-flashed the computer and told me that if concern happens again, to call dealer and have them order a seat bottom.
6. I did that but have not heard back from dealer.
7. We are giving Kia one last chance to fix this.
8. Otherwise, we will pursue lemon law.

Writer states:

1. I understand your frustrations.
2. I can contact dealer to see if parts are in so that we can have them complete the repAIRs ASAP.
3. Once we have confirmed that repAIRs are successful, would like to offer some goodwill compensation for your troubles.
4. Possibly a month car payment unless you have a preference on what the goodwill compensation is.
5. Let me call you back to advise of parts status.

*** PHONE LOG 01/04/2008 01:31 PM Pacific Daylight Time MLopez Action Type:Outgoing call
Called dealer and spoke to S/A Victor (S/M not available):

1. Wanted to know if part for this customer vehicle had been received.
2. If it has, has customer been notified?

S/A states:

1. Yes part is in.
2. I am not sure if customer has been called since another S/A (Kevin) is actually working with this customer.
3. I can let him know to make sure he calls the customer.

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████	██████	KNDJD736975 ██████	K1391404	1,500
Ontario, CA ██████		Prod. Date: 11/3/06	Dealer: CA212	Citrus Kia

Thanked S/A for his time.

*** PHONE LOG 01/04/2008 01:33 PM Pacific Daylight Time MLopez Action Type:Outgoing call
Called customer fiancee Rick:
1. Advise part received by dealer.
2. Dealer should be calling you to schedule an appointment.

Rick states:

1. Yes, dealer did call me to advise part is in.
2. I am scheduled to bring it back in on Monday 1-7-08
3. I will just wait for it since they advised it should only take about 1 hour to fix it.
4. Thanks for your help and call back.

*** NOTES 01/10/2008 10:10 AM Pacific Daylight Time JeffStroup Action Type:Manager review
tread review complete

*** PHONE LOG 01/14/2008 05:44 PM Pacific Daylight Time MLopez Action Type:Incoming call
Receive call from customer stating vehicle **OCS** concern has not returned. Will continue to monitor vehicle.

*** PHONE LOG 01/25/2008 01:59 PM Pacific Daylight Time MLopez Action Type:Incoming call
Receive voice mail from customer (Rick) requesting WRCOA call back (909) 560-9098.

*** PHONE LOG 01/25/2008 02:00 PM Pacific Daylight Time MLopez Action Type:Outgoing call
Called (909) 560-9098 and left a voice message for Rick to call WRCOA back.

*** PHONE LOG 02/25/2008 06:02 PM Pacific Daylight Time MLopez Action Type:Incoming call
Receive call from customer (Rick):
1. Just wanted to tell you vehicle is perfect.
2. Wanted to know if Kia can compensate us for all our troubles.
3. I feel that a month's car payment would be **AIR**.

Writer states:

1. OK, as we initially promised you, we would consider goodwill
2. Please send me a payment coupon for your auto loan.
3. Provided customer with region fax number.
4. Thanked customer for his call back.

*** NOTES 02/25/2008 06:04 PM Pacific Daylight Time MLopez Action Type:Manager review
Reviewed customer request with DPSM/RCAM Paul Ortiz. RCAM and WRCOA agree that one time goodwill of one month car payment OK.

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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 EX	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736975 ██████	K1391404	1,500
Ontario, CA ██████		Prod. Date: 11/3/06	Dealer: CA212 Citrus Kia	

Received copy of payment coupon. Monthly payment \$474.75. Process goodwill package for one month car payment and send to National for check request.

*** CASE CLOSE 02/25/2008 06:06 PM Pacific Daylight Time MLopez

*** NOTES 03/28/2008 08:30 AM Pacific Daylight Time MLopez Action Type: Manager review
Receive check from National. Send check to customer via certified mail.

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	kndjc736075 ██████████	K1596287	14,000
Sparta, IL ██████████		Prod. Date: 12/11/06	Dealer: IL014 Auffenberg Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 06/04/2009 11:00 AM US Mountain Standard Time ATorres

Cst states:

1. We got a letter about the **PASS**enger **AIR** bag light saying off.

Wrt states:

1. Update, SC076, apologized.
2. Any Kia dlrshp can complete recall at no charge.
3. Provided number to Auffenberg Kia.

Cst states:

1. I need an oil change too.

Wrt states:

1. Adv dlrshp. when setting up the appointment.

Cst states:

1. Ok

*** CASE CLOSE 06/04/2009 11:00 AM US Mountain Standard Time ATorres
provided numberAuffenberg Kia

*** PHONE LOG 06/12/2009 01:16 PM US Mountain Standard Time MTrem Action Type:Incoming call

Caller Mrs. L states:

1. I had my car today to IL014 for the recall
2. on the way home the light is still on
3. we paid good money for the veh. it should work
4. we had it to a DLR in St Louis twice before, the couldn't fix it
5. now this recall came out and it still doesn't work
6. I don't want the car anymore, I want Kia to take it back
7. what if I stop making payments on it, will they come can pick it up
8. I don't want to go back to the DLR. I can't afford to run it up the street back and forth
9. I had to rent a car, that's what \$30 so i can have something to drive
10. I'll talk with my husband and we have to think about this
11. I'm unemployed I don't have any credit anyway if they take the car back
12. this veh is unsafe

WTR states:

1. updated. Recall SC076
2. apologized
3. Kia will rep**AIR** the veh according to the terms of the man Warranty
4. Writer will follow up on rep**AIR**: make sure all Kia's resources are being utilized in getting the veh rep**AIR**ed
5. Kia's buyback policy is in accordance with your states laws
6. Referred to WCIM for info on laws in callers state
7. will CST take veh back to DLR to be rep**AIR**ed
8. CST is in a contract with the finance company. CST would need to contact them to see what happens if you stop making payments
9. the **AIR**bag system is supplemental
10. keep in mind that the seat belts are primary restrains
11. if CST goes back to DLR, please call WTR so WTR can involve Kia Resources to have veh rep**AIR**ed

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	kndjc736075 ██████████	K1596287	14,000
Sparta, IL ██████████		Prod. Date: 12/11/06	Dealer: IL014	Auffenberg Kia

*** PHONE LOG 06/15/2009 08:31 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called IL014 Srv Mgr Fred states:
1. we did a recall SC076 6/12/09
2. that is the only entry we have for the veh
3. CST must have been to other DLR's

*** PHONE LOG 06/15/2009 08:34 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR LVM for MO003 Srv Mgr Jeff requesting call back, gave 8 of vin, contact info

*** PHONE LOG 06/16/2009 09:56 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called MO003 Srv Mgr Jeff who states:
1. 06/03/2008 with 1821 miles. **AIR** bag light will nto go off when **PASS**enger in seat. veh required reprogramming by DPSM
DPSM reprogrammed it
2. 04/28/2008 with 374 miles. **PASS**enger **AIR**bag off light stays on while adult **PASS**enger in seat. CND no rep**AIR**
made
3. no other history for this in the computer
4. have not seen this veh in a year

*** PHONE LOG 06/16/2009 11:35 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called Mrs L who states:
1. I got an appointment Weds this week
2. the thing is my husband has an appointment with his doctor tomorrow morning
3. my appointment at IL014 may change, maybe till Friday
WTR states:
1. WTR calling to touch base with CST to see where we are at on this
2. WTR will be out of the office in the morning tomorrow
3. if CST needs any assistance please contact KCA and use option 3. any case manger can assist
4. is the appointment changes please notify WTR or KCA for follow up
5. gave case number and contact info

CST thanked WTR and disconnected

*** PHONE LOG 06/16/2009 11:37 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:
1. I WAS CALLING MICHAEL BACK

WRITER ADVISED:
1. LET ME SEE IF HE'S AVAILABLE
(WARM TRANSFERRED CUST TO REP)

*** PHONE LOG 06/16/2009 11:38 AM US Mountain Standard Time MTrem Action Type:Incoming call
Caller Warm Transfer to WTR by FCM RSabin

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	kndjc736075 ██████	K1596287	14,000
Sparta, IL ██████		Prod. Date: 12/11/06	Dealer: IL014 Auffenberg Kia	

1. we changed the date to Friday at all 11am
 2. that was the only other day we had available
- WTR states:
1. WTR will update the file. thank you

*** PHONE LOG 06/18/2009 07:23 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called DPSM JRoper who states:

1. I believe the Lemon law is 12 months
2. the DLR will need to go through and check and look at other issues relating to the **AIR**bag
3. Look at the CST. size. how they sit in the seat
4. they need to go through their TSB and even copy it for the CST and give it to them
5. I will give them a call

*** EMAIL OUT _ MTrem Action Type:External email
Send to:[jroper@kiausa.com]
Michael Trem
Kia Consumer Aff**AIR**s
Ext 45011

Hello John. - CST going to IL014 Friday w/ht an appointment at 11am for **AIR**bag light

1. previous visits at MO003 04/28/08 and 06/03/08 for tool adjustment of **AIR**bag system
2. IL014 performed recall SC076 6/12/2009
3. CST initially called in seeking veh buy back lemon
4. CST has agree' d to go back to the DLR 06/18/2009

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.

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*** PHONE LOG 06/22/2009 11:51 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called MO003 Srv WTR Brandon who states:

1. the Srv Mgr is out to lunch right now
2. my DPSM call me and said I needed to verify the operation of the **AIR**bag system
3. I tested the system with the customer and had them get in and out about 5 times
4. everything checked out

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	kndjc736075 ██████████	K1596287	14,000
Sparta, IL ██████████		Prod. Date: 12/11/06	Dealer: IL014 Auffenberg Kia	

1. the DLR had me sit in the car a couple times
 2. they did nto find anything wrong
 3. they told me to bring it back when the light is on
- WTR states:

1. WTR calling to touch base on the *AIR*bag system of the veh
2. WTR understands the DLR was unable to find anything wrong with the veh
3. request call back when/if the veh goes back to the DLR for the *AIR*bag concern

CST thanked WTR and disconnected

*** CASE CLOSE 06/22/2009 03:22 PM US Mountain Standard Time MTrem
case closed pending CST call back for assistance

*** CASE CLOSE 07/06/2009 03:40 PM Pacific Daylight Time ThomasT

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1298303	1,823
Lakeland, FL [REDACTED]		Prod. Date: 10/2/06	Dealer: FL079	Michael Holley Kia

Case History

Complaint Backordered Parts

*** NOTES 04/11/2007 08:16 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

I bought my kia sorento on Feb.10th, 2007 from the above listed dealer. At the time of purchase, the vehicle came with cloth seats. I paid to have the seats replaced with leather. This was done during the week of Feb. 20th. After the seats were done, the

PASSenger side **AIR** bag light came on. I then took it back to Michael Holley Kia. and they advised me this was normal, and that the light would go out when a heavy person sat in the **PASS**engers seat. I weighing over 200lbs. sat in that seat over and over again, and the light still remained on. On March 20th, I took the vehicle back to the dealer for the same problem, and they advised me that they would order me a new seat. because the **AIR** bag sensor was not working properly. I have called numerous of times to find out if the seat/**AIR** bag sensor was in, so that I could return the vehicle for replacement, and still to no avail got a response. I called again on yesterday April 10th, and spoke with Michael Holley's assistant, Reggie, and he states that the seat still has not been ordered. He then stated that he would order it himself. I am very disappointed with this matter. This is my first Kia purchase, and thus far my experience has been awful. I bought this vehicle brand new and expected to receive better customer service. If the **PASS**enger **AIR** bag sensory is faulty, this could be fatal to any **PASS**enger riding in my car, and I don't believe that Kia Motors would want this type of incident on their hands. So I am asking that you please relay this message to the appropriate personnel so that my vehicle can be fixed properly and in a timely manner. I have waited long enough, and my next step is to report this incident to the Better Business Bureau and to the local paper consumer advisor. Thank you for your time and attention to this matter. I look forward to hearing from you.

[REDACTED]

*** PHONE LOG 04/12/2007 09:16 AM US Mountain Standard Time RBriones Action Type: Outgoing call
Writer called cust and ph line answered as fax line.

*** PHONE LOG 04/13/2007 08:59 AM US Mountain Standard Time RBriones Action Type: Incoming call
Writer called customer and Mr [REDACTED] stated:

1. Took vehicle into dealer last month.
2. Parts manager looked at vehicle and said he would have to replace the seat.
3. This was about the 2nd or 3rd week of last month.
4. Have called up there numerous amount of times.
5. Talked with Reggie at dealer last week.
6. And said that one of his people had to go to hospital.
7. That seat had to be ordered from C.A.
8. And still has not called back.
9. Come to find out they had not ordered the part on this.

Writer Stated:

1. Apologized for prob.
2. Will follow up with dealer.
3. Can see if there is any assistance we can provide from our end.

*** PHONE LOG 04 13.2007 10:11 AM US Mountain Standard Time RBriones Action Type: Incoming call
Customer Stated:

1. Just returning your call from earlier.
2. Gave vin number.
3. Will be home for the rest of the afternoon, if you want to give me a call.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1298303	1,823
Lakeland, FL ██████████		Prod. Date: 10/2/06	Dealer: FL079 Michael Holley Kia	

Writer called FL079 and left vm for Tony in parts stating:

1. Gave 800 number and ext number.
2. Adv of customer name and situation.
3. Please give me a call back with some info on part number and order number.

*** PHONE LOG 04/13/2007 02:51 PM US Mountain Standard Time RBriones Action Type:Incoming call
Customer Stated:

1. Just returning your call.
2. Have spoke with parts department three times on this.
3. Each time have gotten a different story.
4. First was told the part was on order and would call when it came in.
5. Then was told it wasn't ordered but they would overnight it and call me.
6. Now am being told the part is coming from Korea.
7. Feel like I am getting the run around and is starting to tick me off.

Writer Stated:

1. Apologized for prob.
2. Have contacted the parts department today to try and get some information.
3. Will work to involve other Kia resources to in checking on parts for customer.
4. Will call customer back once I have more information.

*** PHONE LOG 04/16/2007 12:16 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called FL079 and Joe in parts stated:

1. Yes, she has a seat on order.
2. It got placed on back order after we placed order.
3. Part mgr placed it on upper order status.
4. There are supposed 18 inbound.
5. Part number 88200 3F700, and order number is 0410KR

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 04/17/2007 02:56 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called parts hotline and Bobby stated:

1. Show the order from FL079 and is on upper status order.
2. Will be shipped directly to dealer once it comes in.
3. There are 10 being shipped by *AIR*.
4. But unfortunately do not have an etz on that part order.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 04/17/2007 02:37 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and stated:

1. Adv customer what Bobby at parts hotline stated.

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1298303	1,823
Lakeland, FL ██████████		Prod. Date: 10/2/06	Dealer: FL079	Michael Holley Kia

2. Part is on order for customer.
3. Did confirm that.
4. Part is on highest status order.
5. Will be shipped directly to dealer as soon as part comes in.

Customer Stated:

1. Thank you for calling me back and letting me know.

*** CASE CLOSE 04/17/2007 02:38 PM US Mountain Standard Time RBriones concerns noted.

*** CASE CLOSE 07/03/2007 10:28 AM Pacific Daylight Time JeffStroup tread review complete

*** COMMIT 08/20/2007 11:43 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 08/20/2007 11:43 AM 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 (Ms. Lyons) and stated:
 - * Would you be willing to bring her vehicle in to the dealer on 8/29/07 for an inspection by KMC engineer
 - * The person who sits in the **PASS**enger seat will need to be present
 - * Kia will offer you \$100 GW for your inconvenience
3. Customer stated:
 - * My fiancee, Robert Washington sits in the seat
 - * He will bring the vehicle in
4. Writer stated:
 - * Thank you for your cooperation
 - * I will send you a confirmation letter with date, time and location of inspection
 - * I will advise my corporate office and they will submit a check request for the \$100 GW.

*** CASE CLOSE 08/20/2007 01:05 PM Eastern Daylight Time OSprague

*** FULFILL 08/29/2007 10:14 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 09/04/2007 07:50 AM Pacific Daylight Time ELau Action Type:Manager review

1. Per Meameron NCA will reimburse customer \$100 for participating in **OCS** testing
2. Wri submitted for good will request
3. Close pending check

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736775 ██████	K1298303	1,823
Lakeland, FL ██████		Prod. Date: 10/2/06	Dealer: FL079	Michael Holley Kia

*** CASE CLOSE 09/04/2007 07:50 AM Pacific Daylight Time ELau

*** NOTES 09/28/2007 01:02 PM Pacific Daylight Time ELau Action Type: Manager review

1. Wrt received check # 00513795 for 100.00 made payable to Pauline Lyons
2. Wrt mailed check to customer
3. Close

*** CASE CLOSE 09/28/2007 01:02 PM Pacific Daylight Time ELau

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1390083	1,500
Pollock Pines, CA [REDACTED]		Prod. Date: 9/29/06	Dealer: CA202	Folsom Lake Kia

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 12/05/2007 10:04 AM US Mountain Standard Time RChacon

*** PHONE LOG 12/05/2007 10:18 AM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:

1. I PURCHASED VEH A MONTH AGO
2. I HAD LEATHER PUT IN VEH. AND WHEN I GOT VEH BACK. THE **AIR**BAG LIGHT WAS ON
3. THE **AIR**BAG LIGHT DOES NOT COME ON ALL THE TIME. IT IS AN INTERMITTEN PROB
4. IT IS AT THE DEALERSHIP NOW. AND THE PROB IS NOT BEING DUPLICATED
5. THE DEALER SAYS THAT THERE IS ALOT OF PROB'S WITH THE SORENTO'S HAVING THIS PROB
6. I WILL NOT PICK VEH UP UNTIL THIS PROB IS FIXED, THIS IS A SAFETY CONCERN

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO
3. ADVISED OF OPEN RECALL SC067
4. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
5. I WILL CALL DEALER TO GET MORE INFO. PLEASE HOLD

WRITER CALLED CA202. SPOKE WITH SVC WRITER TAMMY WHO STATED:

1. SVC MGR DOUG IS NOT IN YET
2. I HAVE SAT IN THE SEAT PERSONALY. AND THE **AIR**BAG HAS WORKED FINE EVERTIME
3. NOW WHEN I SIT CROOKED IN THE SEAT. THE LIGHT WILL GO ON
4. WE WILL KEEP VEH. AND CONTINUE TO TRY AND DUPLICATE CONCERN. AND RESOLVE
5. JACK IS THE SVC WRITER WORKING ON THIS. LET ME GET HIM FOR YOU

SVC WRITER JACK STATED:

1. THIS CUSTOMER IS NOT THE ONLY ONE HAVING THIS PROBLEM
2. THERE IS NO **REPAIR** AVAILABLE FROM KIA FOR THIS PROBLEM
3. I HAVE OPENDED A TECH LINE CASE ON THIS. AND HAVE ALSO CONTACTED THE DPSM ANDRE TO ADVISE. SO EVERYONE IS AWARE
4. I AM TOLD KIA IS WAITING FOR A FIX TO BECOME AVAILABLE
5. I AM NOT GOING TO DEDICATE 2 TECHS. AND 4 HOURS TO TRY AND DUPLICATE PROB. UNLESS I HAVE AUTHORIZATION TO DO SO

WRITER STATED:

1. THANKS FOR THE INFO

RETURNED TO CUSTOMER. AND STATED:

1. REITERATED INFO FROM DEALER
2. I WILL CONTACT AREA REP TO ADVISE. AND SEE WHAT OUR NEXT STEPS ARE TO RESOLVE PROB
3. ONCE I HAVE FURTHER INFO. I WILL FOLLOW BACK UP WITH YOU
4. LEFT 800 #. EXT #. AND CASE #

*** PHONE LOG 12/05/2007 10:31 AM US Mountain Standard Time RChacon Action Type:Outgoing call

WRITER CALLED DPSM ASMITH. LEFT VM STATING:

1. CUSTOMER CONCERN
2. REITERATED INFO FROM DEALER
3. WILL SEND YOU CASE HISTORY FOR REVIEW
4. PLEASE CALL BACK TO ADVISE

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736375 ██████████	K1390083	1,500
Pollock Pines, CA ██████████		Prod. Date: 9/29/06	Dealer: CA202 Folsom Lake Kia	

5. LEFT CASE #, AND EXT #

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

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

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*** PHONE LOG 12/05/2007 04:23 PM US Mountain Standard Time HReynolds Action Type:Incoming call

Ms. ██████████ stated:

1. Have a case with Kia
2. Calling to check for status
3. Thanks for info

Writer stated:

1. Advised. waiting on response from DPSM
2. Randy will call customer back with an answer some time tomorrow

*** NOTES 12/06/2007 04:45 PM US Mountain Standard Time RChacon Action Type:Manager review

DISPATCH FOR:

1. SVC MGR STATES NO FIX AVAILABLE FOR PROBLEM
2. NO DPSM CONTACT
3. CUSTOMER CONTACT

*** PHONE LOG 12/10/2007 05:04 PM Pacific Daylight Time L.Aifuwa Action Type:Outgoing call

Wrca called cust and spoke to cust wife Mrs. Maciejewski to follow up with cust on veh issues with the **OCS**.

Cust's wife stated:

1. We recently purchased this car in October.
2. We have been having issues with the **AIR**bag light being on.
3. The dealer told us there was nothing they could do to fix it.
4. We have been to the dealer more times than it should be for the same reason.

Wrca advised:

1. Apologized to cust.
2. Advise cust that veh will be inspected/rep**AIR**ed by an FTR on Wednesday.
3. Wrca provided schedule for cust and advised cust that rental veh will be provided.

Cust stated:

1. Thank you for all your help.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736375 ██████████	K1390083	1,500
Pollock Pines, CA ██████████		Prod. Date: 9/29/06	Dealer: CA202 Folsom Lake Kia	

Wrca called service manager Doug Peterson at 916-353-2000 and advised:

1. Cust veh will be in tomorrow for an FTR appointment with Mark White.
2. Please provide rental veh for cust.
3. Any questions please contact wrca at 949-468-4457.

SM-Doug stated:

1. thanks for the heads up.
2. I will provide a rental veh when the cust comes in.

*** NOTES 01/10/2008 09:09 AM Pacific Daylight Time JeffStroup Action Type:Manager review
tread review complete

*** PHONE LOG 01/23/2008 03:58 PM Pacific Daylight Time LAifuwa Action Type:Outgoing call

Wrca called to follow up with cust and cust stated:

1. Veh has been rep **AIR**ed.
2. Thank you for your assistance.

Wrca advised:

1. Thanked cust for patience with KMA.

*** CALL CENTER 01/23/2008 03:58 PM Pacific Daylight Time LAifuwa Action Type:Outgoing call

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	kndjd735085 ██████████	K1615693	10,399
Wylie, TX ██████████		Prod. Date: 1/4/08	Dealer: TX099 Huffines Kia McKinney	

Case History

Complaint Rep **AIR** Assistance

*** PHONE LOG 07/15/2009 07:16 AM US Mountain Standard Time RChacon
CUSTOMER LEFT 800 # VM REQUESTING CALL BACK

*** PHONE LOG 07/15/2009 09:27 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, LVM STATING:
1. RETURNING YOUR CALL
2. IF YOU REQUIRE ASSISTANCE PLEASE CALL BACK
3. LEFT CONTACT INFO. AND CASE #

*** CASE CLOSE 07/15/2009 09:27 AM US Mountain Standard Time RChacon

*** PHONE LOG 07/15/2009 01:41 PM US Mountain Standard Time HReynolds Action Type:Incoming call
██████████ stated:

1. have case#
2. have few concerns with vehicle
3. **PASS**enger side **AIR**bag light doesn't activate when wife sits
4. she weights about 100 lbs
5. it doesn't work for me either
6. I'm very unhappy with fact that i will have to sit certain position for **AIR**bag to activate
7. to me, it's defect
8. vehicle has whining noise in rear
9. dealer said that is's normal for this car
10. I don't hear this type of noise from other cars
11. I will not stop complaining until kia fixed it

Writer stated:

1. updated
2. apology for situation
3. advised. some noise is considered as characteristic of the vehicle
4. no fix is available on non defect issue
5. advised. can inspect by the area rep if needed
6. advised. contact the SVCMM at dealer to make an arrangement for inspection by the area rep
7. advised. call this office back if rep. **AIR** assistance is needed

*** CASE CLOSE 07/15/2009 01:42 PM US Mountain Standard Time HReynolds

*** PHONE LOG 08/18/2009 03:41 PM US Mountain Standard Time WHarrington Action Type:Incoming call
Customer called and states:

1. I have had my vehicle at TX099.
2. I am still having the concern with the **AIR**bag light and the noise in the rear end.
3. The dealer is telling me that they are waiting for a field tech.

Writer states:

1. The customer is not the original owner even if the customer insist that they are

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	kndjd735085 ██████████	K1615693	10,399
Wylie, TX ██████████		Prod. Date: 1/4/08	Dealer: TX099	Huffines Kia McKinney

SVC MGR Kenny states:

1. Customer was here on 7/14/2009 3767 miles on it.
2. Customer had 3 concerns.
 - Whining type noise in the rear end at 45/55 when hot.
 - That noise was determined to be a normal characteristics.
 - Vibration felt in steering wheel in highway speeds.
 - And the vehicle was drifting to the right.
 - Alignment was performed.
3. I have many conversations with the customer and he never told me that there was a problem with the **AIR** bags.
4. I have talked to DPSM about the noise and he agrees that it is a normal operation.
5. I am trying to see if the FTR will come and test drive the vehicle however I still do not know if he will be able to do so.

writer states:

1. Apologize for problem.
2. the problem with the **AIR** bags was never discuss with the SVC MGR Kenny.
3. SVC MGR Kenny is trying to find out when the FTR will be at the dealer.

DISPATCH FOR:

1. CUSTOMER CONTACT.
2. CUSTOMER HAS BEEN WAITING SINCE 7/14 FOR THE FTR TO COME AND LOOK AT THE VEHICLE.
3. SVC MGR SAYS THAT HE HAS BEEN TRYING TO SEE IF THE FTR WILL LOOK AT THE VEHICLE.
4. CUSTOMER FEELS THIS IS TOO LONG WAITING

*** PHONE LOG 08/19/2009 09:18 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer at (972) 363-9150

- 1 Straight to voicemail
- 2 LVM for call back
- 3 Your case has been dispatched to the regional office for further review
- 4 Would like to further discuss the concerns you are having with your vehicle
- 5 Left name and contact number
- 6 Please call back at your convenience

*** PHONE LOG 08/19/2009 09:23 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Kenny, svc mgr

SRCAA stated

- 1 Calling in reference to customer concern
- 2 Notes indicate **OCS** and rear noise concerns?

Kenny stated

- 1 Someone from KCC called me yesterday and inquired about the **OCS** for his vehicle
- 2 Cst has not once mentioned anything regarding **OCS** concern
- 3 The only thing we are aware of is the rear differential noise which is a normal characteristic noise
- 4 As per confirmed by DPSM and FTR
- 5 Have discussed this with the customer
- 6 Unfortunately, he is not accepting that
- 7 Suggested that we could test drive other Sorentos and they would all have same noise
- 8 Cst is not happy about it regardless
- 9 Cst mentioned to KCC that his wife is 100 lbs and the system is not working correctly for her
- 10 The vehicle does not fall within the production dates for update

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	knjdj735085 ██████████	K1615693	10,399
Wylie, TX ██████████		Prod. Date: 1/4/08	Dealer: TX099	Huffines Kia McKinney

SRCAA stated

- 1 Thank you for information
- 2 FTR will be at dealer on 8/26/09
- 3 Will inform customer of FTR dealer visit
- 4 Will need FTR to test drive with cst and wife to verify concerns

SRCAA thanked Kenny and ended call

*** PHONE LOG 08/21/2009 02:02 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer at (972) 363-9150

- 1 Straight to voicemail
- 2 LVM for call back
- 3 Your case has been dispatched to the regional office for further review
- 4 Would like to further discuss the concerns you are having with your vehicle
- 5 Left name and contact number
- 6 Please call back at your convenience

*** PHONE LOG 08/24/2009 01:10 PM Eastern Daylight Time ABrown Action Type:Incoming call
Cst LVM for SRCAA

- 1 Referred to you by dealer
- 2 Regarding vehicle to have FTR drive with
- 3 earliest to get to dealer at 5 pm
- 4 Please call back at your convenience

*** PHONE LOG 08/24/2009 12:19 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted cst at 2145345592

SRCAA stated

- 1 Thank you for calling
- 2 Regarding FTR appointment on Wednesday
- 3 What are current concerns with vehicle?

Cst stated

- 1 I will come right over after work
- 2 I get off at 3:30 pm
- 3 **OCS** and drive line noise
- 4 The **OCS** system does not work correctly for my wife
- 5 Which causes a concern for her
- 6 I used to work for Acura and understand the operations of the **OCS** system

SRCAA stated

- 1 Thank you for information
- 2 Would it be possible to have your wife come with you on that day to verify that the system is not working correctly for her?

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	<u>VIN of 2008 SORENTO LX 4X2</u> kndjd735085 [REDACTED]	<u>Case Number</u> K1615693	<u>Mileage</u> 10,399
Wylie, TX [REDACTED]		Prod. Date: 1/4/08	Dealer: TX099 Huffines Kia McKinney	

Cst stated

- 1 She actually will be at work and won't be able to get off
- 2 But I will be there for sure

SRCAA stated

- 1 Thank you
- 2 Will relay information to FTR for that day
- 3 If you have additional questions or concerns please contact me

Cst thanked SRCAA and ended call

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75 ██████████	K1375292	1,200
Hilliard, OH ██████████		Prod. Date: 11/8/06	Dealer:	

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 10/25/2007 05:44 AM US Mountain Standard Time RSabin

CUST STATED:

1. I JUST LEASED A KIA A MONTH AGO
2. THE LIGHT ON THE **PASS**ENGER SEAT WENT OFF AND ON THE WHOLE TIME SOMEONE WAS SITTING IN THE SEAT
3. I TOOK IT TO THE DLR AND THEY SAID THERE WAS NOTHING THEY COULD DO UNTIL THEY COULD DOWN LOAD THE NEW SOFTWARE
4. I CAN'T DRIVE MY VEH WITH A **PASS**ENGER IF THE **AIR** BAG DOESN'T WORK
5. THIS IS A SAFETY FEATURE

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I'M NOT SURE WHY THIS DLR DOESN'T HAVE THE UPGRADED SOFTWARE
3. I WOULD RECOMMEND A ALT DLR IN THE AREA TO SEE IF THEY HAVE THE UPGRADED SOFTWARE TO REPROGRAM YOUR **AIR** BAG SYS
4. PROVIDED ALT DLR INFO

CUST STATED:

1. OK THANKS

*** CASE CLOSE 10/25/2007 05:44 AM US Mountain Standard Time RSabin

*** NOTES 01/16/2008 05:07 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175 ██████████	K1404158	5,277
Cabot, AR ██████████		Prod. Date: 7/20/06	Dealer: AR007	Crain Kia

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 01/17/2008 02:11 PM US Mountain Standard Time ERuiz

CALLER STATED

1. I HAVE A PROBLEMS
2. THE **PASS**ENGER'S SIDE **AIR** BAG SENSOR, THE LIGHT STAYS ON.
3. WHEN MY WIFE SEATS THERE, THE LIGHT WOULD NOT GO OFF.
4. I TOOK IT TO THE DEALER AND THEY SAID THEY COULD NOT FIND ANYTHING WRONG.
5. THEY SAID THEY HOCK IT UP TO THE COMPUTER AND COULD NOT FIND ANYTHING WRONG W/ IT.
6. I NEED SOMETHING DONE ABOUT IT.
7. I TOOK IT IN AND THE GUY LOOKED AT IT AND NOTICED THE LIGHT ON, BUT THEY DID NOT HAVE IT HOOKED TO THE COMPUTER.
8. I SPOKE TO GEORGE IN SVC.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL CALL THE DEALER FOR MORE INFO.
3. WRT WILL CONTACT THE KIA REP FOR POSSIBLE ASSISTANCE.
4. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.
5. CUSTOMER CAN BE REACH AT ██████████

*** PHONE LOG 01/21/2008 03:03 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED AR007 AND TALKED TO GEORGE IN SVC.
2. WRT EXPLAINED THE REASON OF THE CALL.
3. HE STATED:
 - a) IT WAS IN HERE THE OTHER DAY.
 - b) HE SAID WHEN HIS WIFE SAT ON THE **PASS**ENGER'S SIDE AND THE LIGHT WAS ON.
 - c) AS SOON AS HE CAME IN THE TECH SAT DOWN AND THE LIGHT WENT OUT
 - d) WE GOT ANOTHER TECH ON THE **PASS**ENGER'S SIDE AND THE LIGHT NEVER CAME BACK ON AGAIN.
 - e) WE HOCKED IT UP TO THE COMPUTER AND COULD NOT FIND ANYTHING WRONG W/ IT.
 - f) WE TOOK IT A STEP FURTHER AND CONTACT KIA TECH LINE.
 - g) WE WERE ADVISE TO CALL THE KIA REP TO CHECK IF THERE IS A SENSITIVITY ON THIS THAT CAN BE ADJUSTED.
 - h) SO WE PUT A CALL OUT TO CHRIS LAST WEEK AND I HAVEN'T HEARD BACK FROM HIM.
4. WRT THANKED GEORGE FOR THE INFO.
5. WRT WILL CALL DPSM. CHRIS CURRY AND ADVISE.

*** PHONE LOG 01/21/2008 03:05 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

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

*** EMAIL OUT FRuiz Action Type:External email

Send to:[C.Curry@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.

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736175██████	K1404158	5,277
Cabot, AR	██████	Prod. Date: 7/20/06	Dealer: AR007	Crain Kia

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*** PHONE LOG 01/22/2008 02:26 PM US Mountain Standard Time MTrem Action Type:Incoming call

Caller Mr. M states:

1. I didn't get a call back Friday
2. this is a very serious issue for me that the **AIR** bag light is on
3. I'm concerned for my family in driving this car
4. the SM at the dealership just told me they got an e-mail and that
5. there is a re flash that they can do, however they need to send a requisition form
6. to KMA in order to be sent the tool to do the re flash
7. I want some other car for my wife to drive if it's going to be a while
8. I used to be the SM at the dealership 4 four years, and I'm not trying to be a pain or
9. anything, please know this is very important to me
10. I want to leave my car there and not have my wife drive it until the **AIR** bag light is fixed

writer states:

1. apologized
 2. FCM ERuiz is working your case and had contacted the Kia area Rep regarding your concerns
 3. once he has the information for you he will call you
- caller thanked writer and disconnected

*** NOTES 01/22/2008 03:05 PM US Mountain Standard Time ERuiz Action Type:Manager review

WRITER STATED

1. CASE DISPATCH TO THE REGIONAL OFFICE BECAUSE:
 - a) **PASS**enger's side **AIR** BAG LIGHT KEEPS COMING ON.
 - b) THE DEALER IS WAITING FOR THE SCAN TOOL.
 - c) WRT CALLED DPSM FOR ASSISTANCE.
 - d) WRT RECEIVED NO CALL BACK FROM DPSM
 - g) CUSTOMER'S LOOKING FOR REPLACEMENT VEHICLE. IF THE REPA**AIR** IS GOING TO TAKE LONG.
 - h) PLEASE CALL THE CUSTOMER BACK W/ RESOLUTION

*** NOTES 01/23/2008 09:02 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called the customer to discuss case.
2. There was no Answer wtr LVM.
3. Waiting on customer call back.

*** PHONE LOG 01/24/2008 09:54 AM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I WAS CALLING THE REP BACK WHO LEFT ME A VM YESTERDAY

WRITER ADVISED:

1. LET ME SEE IF SHE'S AVAILABLE

**Kia Motors America
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD7361756██████████	KI404158	5,277
Cabot, AR ██████████		Prod. Date: 7/20/06	Dealer: AR007 Crain Kia	

*** NOTES 01/24/2008 02:23 PM Eastern Daylight Time DBurke Action Type:Manager review

Call center called wtr and stated:

1. I have Mr. ██████████ on the phone

Wtr states:

1. Transfer him to me.

Wtr states:

1. Good morning I called you yesterday to speak with you about your case.

Cust states:

1. Yes, I got your message.
2. I am a little upset because I spoke to the 800 on Friday and someone was supposed to call me back within 24 hours.
3. I did not get a call back I am concerned about my wife safety.
4. How can you help me.

Wtr states:

1. I apologize for the problems that you have been having your case was forwarded to me.
2. We have a tool that is right now at another dealer.
3. I should have this tool by the beginning of next week.
4. I will call the dlr and inform them of when the tool will be shipped.

Cust states:

1. The vehicle is parked at my house at this time.
2. I will not let my wife drive it until the **AIR** bag light is working as designed.
3. The dlr would not give my wife a rental vehicle to drive so we parked it in the driveway.

Wtr states:

1. I apologize for the situation.
2. We can have your vehicle rep**AIR**ed by the middle of next week.
3. I will call you or the dlr will call you once the tool gets to the dlr it should take up to an hour or less to reflash.
4. I am going to call you after the rep**AIR** as well to ensure that you are satisfied with the rep**AIR**.
5. Wtr thanked customer and ended the call.

Cust states:

1. Thank you much for your help.
2. I look forward to hearing from you.

Wtr states:

1. Thanked the cust and ended the call.

*** NOTES 01/24/2008 03:02 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called Hunter Jones and informed him that the **OCS** reflash tool needs to be shipped to Crain Kia, AR007.

Cust states:

1. Once LA020 is finished with the tool they are going to mail it back to me then I will bail it back to AR007.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD7361750██████	K1404158	5,277
Cabot, AR ██████		Prod. Date: 7/20/06	Dealer: AR007 Crain Kia	

1. Thanked Hunter and ended the call.

*** NOTES 01/24/2008 03:14 PM Eastern Daylight Time DBurke Action Type:Manager review
Wtr called Chris Curry (DPSM) and stated:

1. Mr. ██████ is requesting a rental vehicle because he feels that his Sorento is a safety hazard.

Chris Curry (DPSM) states:

1. I am at a dlr right now let me call you back.

Wtr states:

1. Thanked Chris and ended the call.

*** NOTES 01/25/2008 10:40 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called the DPSM back to inquire about the rental vehicle for the customer.
2. There was no answer LVM for DPSM call back.

*** NOTES 01/29/2008 05:26 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called Hunter to find out where **OCS** tool is.

Hunter stated:

1. The tool should be at the dlr on Wednesday.

Wtr thanked Hunter and ended the call.

*** NOTES 01/29/2008 05:26 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Contact the customer the part

*** NOTES 02/13/2008 05:27 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. E-mailed Hunter to find out when the **OCS** reflash tool we be at the dlr to reflash the customers vehicle.
2. Hunter replied the tool should be there by this coming Friday.
3. Wtr thanked Hunter and ended the call.

*** NOTES 02/13/2008 05:31 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr called customer and stated:

1. I am calling in reference to your vehicle.
2. the **OCS** tool should be at the dlr by Friday of this week.
3. Once it arrives I will call you and let you know when you should take the vehicle to the dlr.

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████	██████	KNDJD736175██████	K1404158	5,277
Cabot, AR ██████		Prod. Date: 7/20/06	Dealer: AR007 Crain Kia	

2. I really appreciate your assistance.

Wtr states:

1. Thanked Customer and ended the call.

*** PHONE LOG 02/20/2008 11:39 AM Eastern Daylight Time DBurke Action Type:Outgoing call
Called the dlr and stated:

1. I am calling to see if you received the **OCS** tool.

Dennis Srv Mngr stated:

1. We received it this morning.

Wtr states:

1. I will call the customer and let them know so that they can bring there vehicle in.
2. Wtr thanked Dennis and ended the call.

*** PHONE LOG 02/20/2008 11:42 AM Eastern Daylight Time DBurke Action Type:Incoming call
Wtr called Cust and stated:

1. I am calling to let you know let you know that the dlr has the Reflash tool.
2. When will you be able to take your vehicle to the dlr for rep**AIR**'s.

Cust states:

1. I can have it there tomorrow morning first thing.

Wtr states:

1. I will call the dlr and let them know when to expect you.
2. Wtr thanked the customer and ended the call.

*** PHONE LOG 02/20/2008 11:49 AM Eastern Daylight Time DBurke Action Type:Incoming call
Called the dlr and stated:

1. I just got off the phone with the customer.
2. He will bring his vehicle in first thing in the morning.

Dennis Srv Mngr stated:

1. We will be looking for him tomorrow.

Wtr states:

1. Thanked Dennis and ended the call.

*** PHONE LOG 02/22/2008 05:02 PM Eastern Daylight Time DBurke Action Type:Outgoing call
Called the customer and stated:

1. Asked if he was able to take his vehicle to the dlr.

Cust states:

1. I was not able to go go to the dlr today.
2. I will take it in on Monday.

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1404158	5,277
Cabot, AR ██████████		Prod. Date: 7/20/06	Dealer: AR007 Crain Kia	

Wtr states:

1. Ok, I will call the dlr and let them know.
2. Wtr thanked the cust and ended the call.

*** PHONE LOG 02/25/2008 10:59 AM Eastern Daylight Time DBurke Action Type:Outgoing call

Wtr called the dlr and stated:

1. I was calling to see if the reflash was a success for Mr. Mahan's vehicle.

Dennis Srv Mngr stated:

1. Yes it was, and we have reflashed 2 vehicles so far.

Wtr states:

1. I need you to send that part to another dlr for me if possible.

Dennis states:

1. No problem.

Wtr states:

1. Provided dlr address and telephone number along with contact # (GA062).
2. Explained to Dennis that the part needs to go overnite priority to the dlr.
3. Wtr thanked Dennis and ended the call.

*** NOTES 02/27/2008 11:03 AM Eastern Daylight Time DBurke Action Type:Manager review

Called the customer and stated:

1. I am calling to see if you are satisfied with the reflashing of the *PASS*enger *AIR*bag light.

Cust states:

1. Yes, we have had no problems as of yet.

Wtr states:

1. I am glad to here that if you have any questions or issues in the future please do not hesitate with calling the Kia.
2. Wtr thanked the customer and ended the call.

*** NOTES 02/27/2008 11:04 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Closing case.

*** CASE CLOSE 02/27/2008 11:07 AM Eastern Daylight Time DBurke

*** CASE CLOSE 04/11/2008 08:51 AM US Mountain Standard Time TMorales

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735285 ██████████	K1605548	14,900
Oak CLAIR, WI ██████████		Prod. Date: 11/8/07	Dealer: WI014 Prestige Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 06/24/2009 04:45 PM US Mountain Standard Time ATorres Action Type: Incoming call

Cst states:

1. We moved to WI.
2. Still having issue with veh.
3. I hear a humping noise Gwinnett Place Kia said it was the right differential part.
4. I'm still hearing noise.
5. Dlr said some times the veh has that sound. It was never there before.

Wrt states:

1. Update, SC076. Apologized.
2. Any Kia dlrshp can complete recall at no charge.
3. Provided number to Prestige Kia.

Cst states:

1. Gwinnett Place Kia on 5/18/08 went in to dlrshp.
2. For the recall.
3. I'm stilling having with problem **PASS**enger **AIR** bag light, some times it come on when some one is sitting in it.
4. I'm still hearing the noise from the veh.

Wrt states:

1. Cst still under LBW and PTW for manuf defect.
2. Adv to call dlr for appointment.
3. Call wrt back when at dlrshp and will follow up on rep**AIR**s.
4. Provided file number and wrt ext.

Cst states:

1. OK.

*** CASE CLOSE 06.24.2009 04:46 PM US Mountain Standard Time ATorres
pending cst call back.

*** NOTES 07/06/2009 03:42 PM Pacific Daylight Time ELau Action Type: Manager review
TREAD REVIEW DONE

*** CASE CLOSE 07.06.2009 03:43 PM Pacific Daylight Time ELau
TREAD REVIEW DONE

*** PHONE LOG 07/14/2009 09:39 AM US Mountain Standard Time HReynolds Action Type: Incoming call

██████████ Stated:

1. left vm for Ana few times
2. she never called me back
3. she told me to call her back when I'm at dealer
4. dealer is telling me that the grinding noise is from the brake
5. will cost me \$65 for diagnose
6. this is a brand new car. everything should be covered under warranty
7. **PASS**enger side **AIR** bag light is still not working properly

**Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735285██████████	K1605548	14,900

Oak CLAIR WI ██████████ Prod. Date: 11/8/07 Dealer: WI014 Prestige Kia

9. dealer said that it takes time to compress the differential to operate quietly
10. something got a be done about this

Writer stated:

1. apology for situation
2. advised. kia's warranty covers defects in material or workmanship
3. warranty on wear and tear items are 12/12k miles
4. diagnostic fee is the kia dealer. not from KMA
5. can contact the kia dealer for more info

Writer stated:

1. spoke to Brad at Prestige Kia
2. Brad said that DPSM/Steve Broom is at dealer

DPSM/Steve Broom stated:

1. vehicle makes noise when turn super far the right
2. some of the parts need to be adjusted
3. will do it under warranty
4. no charge to the customer

Writer stated:

1. thanked customer for holding
2. advised. vehicle need to be adjustment for grinding noise
3. will covered under warranty

Customer stated:

1. thank you for your help

*** CASE CLOSE 07/14/2009 09:40 AM US Mountain Standard Time HReynolds

5

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJIC736575 ██████████	K1447872	8,000
CHAZY, NY	██████████	Prod. Date: 11/28/06	Dealer: VT001 Berlin City Kia.	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 05/15/2008 09:33 AM US Mountain Standard Time SJeon
Ms ██████████ stated:

1. took the car to VT001 for **AIR** bag light
2. spoke to Demani/SVC and they said Kia is aware of this issue
3. they said they are not responsible for this
4. purchased a new vehicle and don't want car like this
5. will Kia take care a person when accident happens in this case?
6. I weigh 140 pound and my son weigh 200 pound. it didn't work all the time
7. I want Kia make it work properly
8. dealer suggested to buy a special cushions but I don't want

writer stated:

1. updated/ no open recall
2. sorry for situation
3. will call dealer and area rep to see if there is anything Kia can do
4. provided case # k1447634
- (5. writer could not yank the case somehow. so create duplicated case)

*** PHONE LOG 05/15/2008 12:10 PM US Mountain Standard Time SJeon Action Type:Incoming call
Demonic/SVC stated:

1. customer came in for **AIR** bag
2. told customer needs to sit correctly
3. phone was disconnected while writer was on hold

*** PHONE LOG 05/15/2008 02:29 PM US Mountain Standard Time SJeon Action Type:Incoming call
Demani SVC stated:

1. customer

*** PHONE LOG 05/16/2008 09:11 AM US Mountain Standard Time SJeon Action Type:Outgoing call
Demani SVCA stated:

1. had a few customer's who complained
2. told customer that it is matter of how they sit
3. will ask my SVCM to check DPSM's schedule
4. don't remember if I duplicate the problem or not

writer stated:

1. can you arrange appointment with area rep at dealer?

*** PHONE LOG 05/16/2008 09:13 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM message for customer to call writer back:

1. left case #, ext #

*** PHONE LOG 05/16/2008 02:05 PM US Mountain Standard Time SJeon Action Type:Incoming call
Ms ██████████ left message for customer to call back

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1447872	8,000
CHAZY, NY ██████████		Prod. Date: 11/28/06	Dealer: VT001	Berlin City Kia.

*** PHONE LOG 05/16/2008 02:07 PM US Mountain Standard Time SJeon Action Type:Outgoing call

writer stated:

1. reiterated what SVCA stated
2. writer advised dealer to arrange meeting with area rep
3. advised to call SVCM to check the schedule

Ms ██████████ stated:

1. will call on Monday
2. dealer told me that they cannot fix it

*** CASE CLOSE 05/16/2008 02:07 PM US Mountain Standard Time SJeon

*** PHONE LOG 06/25/2008 10:35 AM US Mountain Standard Time SJeon Action Type:Incoming call

Ms ██████████ stated:

1. I spoke to Erik/SCM for meeting with area rep
2. they don't call me for this
3. it has been too long
4. he said that I need to see field technician but does not know when he will come

writer stated:

1. sorry for situation
2. will call the dealer

<outgoing call>

Eric SVCM stated:

1. there is no complaint about *AIR* bag
2. only rep *AIR* I can find is alignment
3. will speak to Demani then call customer back

writer stated:

1. reiterated what Eric stated
2. if customer does not hear from dealer, then call writer back

*** CASE CLOSE 06/25/2008 10:36 AM US Mountain Standard Time SJeon

*** PHONE LOG 06/30/2008 11:30 AM US Mountain Standard Time SJeon Action Type:Incoming call

Ms ██████████ left VM to call back

1. I didn't hear from dealer

*** PHONE LOG 07/02/2008 09:46 AM US Mountain Standard Time SJeon Action Type:Outgoing call

Eric/SVCM stated:

1. will call you back after I speak to Demani

**Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1447872	8,000
CHAZY, NY ██████████		Prod. Date: 11/28/06	Dealer: VT001	Berlin City Kia.

*** PHONE LOG 07/02/2008 09:46 AM US Mountain Standard Time SJeon Action Type:Incoming call
Ms ██████████ left messgae for writer to call bak

*** PHONE LOG 07/02/2008 09:52 AM US Mountain Standard Time SJeon Action Type:Outgoing call
Ms ██████████ stated:

1. it has been 7 month
2. I called the dealer the day i purchased the car on the way home
3. they said there is nothing they can do
4. I don't get service that I paid for
5. I will contact BBB
6. please call me back

writer stated:

1. sorry for situation
2. waiting for Eric to call writer back
3. as soon as writer hear from Eric. writer will call customer

*** PHONE LOG 07/02/2008 01:13 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM for Eric/SVCM to call writer back :

1. left case #. ext #

*** PHONE LOG 07/02/2008 01:19 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM for Gary **AIR**oldi/DPSM stated:

1. left case #. ext #

*** EMAIL OUT SJeon Action Type:External email

Send to: [g**AIR**oldi@kiausa.com]

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Sue:46915

Ms ██████████ with 07 Sorento with 5000 mile has issue with **AIR** bag light @ VT001. I need some advise for this customer. Thank you.

-- File Attachment: copubs\ClarifyOBJ\CA Attachments\SendHistory\Case_K1447872_SJeon_07-02-2008141257.doc --

*** PHONE LOG 07/02/2008 02:03 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM for esutomer for update

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736575 [REDACTED]	K1447872	8,000
CHAZY, NY [REDACTED]		Prod. Date: 11/28/06	Dealer: VT001	Berlin City Kia.

Gary *AIR*oldi/DPSM stated:

1. called Eric/SVCM this morning and he was on vacation
2. will call him on Monday
3. will let them set up for re flash

*** PHONE LOG 07/03/2008 02:08 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM message for customer :

1. will follow up on Monday

*** PHONE LOG 07/08/2008 07:15 AM US Mountain Standard Time SJeon Action Type:Incoming call

G *AIR*oldi/DPSM stated:

1. spoke to Eric/SVCM
2. they have customer scheduled in July 10
3. will look at *OCS* and refresh

*** PHONE LOG 07/08/2008 08:57 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM message for customer to call writer back:

1. reiterated what DPSM stated

*** PHONE LOG 07/11/2008 09:00 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM message for customer to call back:

1. left case #, ext #
2. calling to check if issue has been resolved

*** CASE CLOSE 07/11/2008 09:14 AM US Mountain Standard Time SJeon

*** PHONE LOG 07/30/2008 12:33 PM US Mountain Standard Time TShamburger Action Type:Incoming call
customer [REDACTED] called

1 the *OCS* light is still on, it will not go off for me.

2 when i went to dlr on July 10th the dlr just checked the system and made me sit in it

3 and the guy sat in the seat also and he said the light was on too, and he said must be the sensor in the seat but he would not change it and said its in Kia's had and kia will call me, but no one did.

wrt states

1 apologize

2 exp to cust how the *OCS* system work, the *PASS*enger now has to seat correctly on the seat for it to work effectively, so now you can lie done of move to the side. . . light will come on to shut off the system.

3 will call dlr to see what they meant when they told you this.

Put cust on hold

wrt called Sve Mgr Eric

Eric states

1 the cust is of small frame and is lighter then 140, though she said she is not.

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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1447872	8,000
CHAZY, NY ██████████		Prod. Date: 11/28/06	Dealer: VT001 Berlin City Kia.	

4 we did reflash the system then.
wrt thanked Svc Mgr.
wrt states to customer:
1. the svc mgr is Eric not Michael
2 and Eric said the light went off for him when he sat on the seat, and it went off for you, but then came back on.
3 he felt you are light in stature.
cust states
1 im over 140 lbs and other family members are heavier and the light will not go off.
2 I feel there is something wrong.
3 and the light was still on when he sat on it. dont care what he is saying.
4 and they did not reprogram it. I heard them say they dont have the item to reprogram the system.
5 its not right the light will not go off.
wrt states
1 im sorry let me call kia rep for his opinion
2 will call you tomorrow.
3 when I reach kia rep.
4 gave cust ext and case# call ended.

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

Send to:[gary.airoldi@kiausa.com]
Gary

This is Tammy x46576

This customer feels the **OCS AIR** bag is not working right. cust is over 140 lbs and others and she said the light stays on. This is insistant that there is a problem and would like kia to take care of this.
Svc mgr said he reflash the system. cust said she was there and she heard them say they didnt have the software for the reflash.

see case notes for details.
Can you call wrt on this situation.

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*** PHONE LOG 07-31-2008 08:37 AM US Mountain Standard Time TShamburger Action Type:Incoming call
wrt called Gary Aroldi

1. sent you email.
2. wrt exp the customer concern, with **AIR** bag like **OCS** system
Gary states

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1447872	8,000
CHAZY, NY ██████████		Prod. Date: 11/28/06	Dealer: VT001	Berlin City Kia.

- 1 will check with dlr and call you back later today.
- 2 call ended.

--

*** NOTES 08/01/2008 04:09 PM US Mountain Standard Time TShamburger Action Type:Manager review

- 1. Need to call Gary Aroldi again to see what he wants you to do.
- 2 the cust feels the **OCS** system is malfunctioning and dlr feels ok with it.
- 3 Gary was going to speak to Svc Mgr and see what to do next and call wrt back. Gary did not call wrt back.

*** PHONE LOG 08/04/2008 12:55 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called DPSM Gary **AIR**oldi: on vacation 8/4 - 8/8; no referral to DPSM standing in on case

*** PHONE LOG 08/04/2008 12:57 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer at ██████████ and left VM stating:

- 1 - Escalating case to region
- 2 - Someone should contact you in 2 business days
- 3 - If questions about escalation, call wrt (@ 4604)

*** NOTES 08/04/2008 01:00 PM US Mountain Standard Time KJohnson Action Type:Manager review

Writer escalating to Eastern Region

- (a) for early intervention
- (b) to assist determination
- (c) to contact customer

Because:

- 1 - 2007 Sorento, 8000 miles
- 2 - Customer states **OCS** not turning on when 140 pound and 200 pound **PASS**engers sit in **PASS**enger seat
- 3 - Dealer states system is operating as designed
- 4 - According to customer, this has been at issue for 7 months; KCC involved for 2.5
- 5 - DPSM did not return call after 48 hours and is now on vacation with his msg not giving name of back-up DPSM

*** FORWARD 08/05/2008 07:05 AM Pacific Daylight Time MPfeifer

*** PHONE LOG 08/06/2008 03:35 PM Eastern Daylight Time EDicini Action Type:Outgoing call

Writer placed call to VT001 to obtain more info from service manager Eric. Writer was told that he will call back

Writer then called customer, who stated:

- 1. I've had this concern since I bought the vehicle.
- 2. The dealership doesn't seem to want to help me.
- 3. They had numerous people sit in the seat, all different sizes, and the light stayed on.
- 4. If the seat needs to be replaced, then why don't they do that.
- 5. They told me that this is a known problem.

.....

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1447872	8,000
CHAZY, NY ██████████		Prod. Date: 11/28/06	Dealer: VT001	Berlin City Kia.

1. I'm waiting to hear back from Eric at VT001.
2. I need to see if a recalibration has been performed.
3. If not, we can have the tool sent to our DPSM. You can demonstrate the concern to him, and he can then do the reflash.
4. If so, then we need to look into alternatives.
5. Unfortunately, he is on vacation this week. I will speak to him next week, and we will look into this.

I will call you back when I have more info.

*** NOTES 08/06/2008 03:36 PM Eastern Daylight Time EDicinti Action Type:Manager review

Disregard notes above. They were meant for K1447872

*** PHONE LOG 08/07/2008 03:24 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer left vm for svc manager Eric at ext 3811 at VT001 requesting callback.

*** PHONE LOG 08/13/2008 02:53 PM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer discussed case with DPSM Gay **AIR**oldi, who stated:

1. Customer brought vehicle to VT001 on 8/12
2. VT001 performed reflash, which took about 5 minutes
3. Once complete, customer sat in seat about 5x's, and the light went out each time.

Writer then called customer for follow up. Customer stated:

1. I had it over at VT001 yesterday, and sat in the seat 5 or 6 times, and the light went out each time.
2. I will let you know if I have any more problems with it.
3. Thank you for calling.

Closing case pending further contact from customer.

*** CASE CLOSE 08/13/2008 02:53 PM Eastern Daylight Time EDicinti

*** PHONE LOG 09/18/2008 10:47 AM Eastern Daylight Time EDicinti Action Type:Incoming call
Writer received voicemail from customer.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1447872	8,000
CHAZY, NY ██████████		Prod. Date: 11/28/06	Dealer: VT001	Berlin City Kia.

*** NOTES 09/18/2008 10:48 AM Eastern Daylight Time EDicinti Action Type:Manager review
Writer discussed case with DPSM, who suggested getting FTR involved.

Writer then called FTR for available dates.

*** PHONE LOG 09/18/2008 10:53 AM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer called customer back.

Customer said:

1. I don't ride everyday with a **PASS**enger, but when I do, I have problems more than half of the time.
2. It's not just one person - it's all different people, but it seems to work better for the heavier ones.
3. Sometimes when I'm driving, it will just come on, and other times it won't go off when I start the car.
4. I can be there between 2:30-3:00 PM on 8/1/08.

Writer said:

1. We'd like to have you meet our FTR and DPSM on Wed. 10/1/08 at VT001.
2. He will determine if in fact there is a defect in the seat, or if it is a matter of proper seating position.
3. I want to be sure that you can demonstrate the concern while they are there.
4. I will give you a call back when this appointment is confirmed.
5. Thank you.

*** PHONE LOG 09/19/2008 08:35 AM Eastern Daylight Time EDicinti Action Type:Outgoing call
Writer let voicemail message to confirm appt for 10/1/08 at 2:30 to meet w/ DPSM & FTR. Requested call back

*** PHONE LOG 09/19/2008 03:10 PM Eastern Daylight Time EDicinti Action Type:Incoming call
Writer received incoming call from customer confirming appointment for 10/1 at 2:30PM

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736775 [REDACTED]	K1392068	4,500
Glenmills, PA [REDACTED]		Prod. Date: 7/3/06	Dealer: PA059 Kia of West Chester	

Case History

Complaint **Rep AIR Assistance**

*** PHONE LOG 12/11/2007 02:00 PM US Mountain Standard Time LSims

Mr [REDACTED]

1. i took the veh to the dealer on sat PA059
2. the **PASS**enger **AIR**bag light wont go off when my wife or daughter sit in the seat
3. i spoke to Rob he said that there was nothing to do to fix the car
4. they said that a kia rep will have to look at this type of issue
5. they contacted the rep and he said that he will not be able to look at it until mid Jan
6. when my 2 sons sit in the seat the light goes off
7. but when my wife or daughter sit in it it wont go off
8. they put it on the computer and they said that it looked normal to them
9. i am concerned about driving around with it like this for another month or so
10. i want to know if someone can look at it sooner
11. i dont mind driving a bit to get it looked a

wtr stated:

1. apologized
2. wtr will have to speak to the sm and dpsm to get more info
3. the reps normally visit the dealers every 4-6 weeks or so
4. are there any other dealers in the are that caller will be willing to go to
5. wtr will research and cb by tomorrow

*** PHONE LOG 12/13/2007 12:27 PM US Mountain Standard Time LSims Action Type:Incoming call

Mr M lvm requesting cb

*** PHONE LOG 12/14/2007 11:38 AM US Mountain Standard Time LSims Action Type:Outgoing call

wtr spoke to Rob who stated:

1. Sm not available
2. he has only been here once
3. i had my techs look at it
4. we had the SM, GM and the owner try to explain to him how the seat sensors work
5. they told him that there is a reason why it is not working
6. he still wanted a rep to look sat it so i called the rep
7. he said that he would not be able to look at it til the middle of Jan
8. and that he will not be able to make the appointment until the beginning of Jan
9. when he, his sons or the technicians sit in the seat- it works fine
10. they are designed that way so that a short or small person is not hurt or killed if the **AIR**bag comes out

*** PHONE LOG 12/14/2007 11:45 AM US Mountain Standard Time LSims Action Type:Outgoing call

wtr spoke to dpsm George Karas who stated:

1. me looking at the car is not going to do him any good
2. but i will look at it if he wants me to
3. but my schedule is already set for the month
4. i am not going to Ryan until next year and will be more than happy to look at it after the new year
5. we have been working to maybe make it a little bit more sensitive
6. but i am not sure where we are with that at this time

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1392068	4,500
Glenmills, PA ██████████		Prod. Date: 7/3/06	Dealer: PA059	Kia of West Chester

*** PHONE LOG 12/14/2007 11:52 AM US Mountain Standard Time LSims Action Type:Outgoing call
wtr spoke to Mr ██████████ and stated:

1. spoke to dealer and dpsm
2. the dpsm will not be available to look at the veh until the beginning of the year
3. also wtr was advised to explain that there may not be anything that the dpsm can do to change the situation
4. if he inspects the veh and there is no problems found then there wont be any rep**AIR**s to be made

caller stated:

1. i am going to tell you that if he looks at it and dont find a problem
2. and make a rep**AIR** - then i am going to file for lemon law
3. i have looked online and seen other people with this problem
4. and they have had the **AIR** bag control module replaced
5. at the least i am looking to have that done

wtr stated:

1. wtr will set a commitment to cb customer and dpsm at the beginning of the year

*** COMMIT 12/14/2007 11:53 AM US Mountain Standard Time LSims Action Type:Callback Required

*** EMAIL OUT - LSims Action Type:External email

Send to:[GKaras@kiausa.com]

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*** CASE CLOSE 12/14/2007 11:56 AM US Mountain Standard Time LSims

*** PHONE LOG 01/04/2008 12:11 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr lvm for GKaras stating

1. wtr is calling to get a time when you are going to be at PA059
2. in order to inspect customers veh for the **AIR** bag light concern
3. please cb - gave ext and case #

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1392068	4,500
Glen Mills, PA ██████████		Prod. Date: 7/3/06	Dealer: PA059 Kia of West Chester	

1. wtr is calling back to follow up
2. wtr has placed a call to dpsm to see when he will be available to look at the veh
3. wtr will cb as soon as there is an answer

caller stated:

1. ok, thank you for the follow up

*** FULFILL 01/04/2008 12:13 PM US Mountain Standard Time LSims Action Type:Callback Required

*** PHONE LOG 01/07/2008 03:18 PM US Mountain Standard Time LSims Action Type:Outgoing call

wtr spoke to George Karas and stated:

1. calling back
2. wtr would like to know when you are next to visit PA059 again

DPSM stated:

1. i was just there the other day
- 2 i am sorry I forgot about this
3. please re send me the case and i will get back to you

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

Send to:[GKARAS@KIAUSA.COM]

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*** NOTES 01/08/2008 01:06 PM US Mountain Standard Time LSims Action Type:Manager review

wtr received email from GKaras(dpsm) stating

1. I scheduled a dealer contact Jan 16, 2008. I can meet with the customer any time after 9:00am.

*** PHONE LOG 01/08/2008 01:07 PM US Mountain Standard Time LSims Action Type:Outgoing call

wtr lvm for Mr ██████████ requesting cb

*** PHONE LOG 01/09/2008 03:31 PM US Mountain Standard Time LSims Action Type:Incoming call

Mr ██████████ stated:

1. i am returning your call

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJJC736775 ██████████	K1392068	4,500
Glenmills, PA ██████████		Prod. Date: 7/3/06	Dealer: PA059 Kia of West Chester	

2. wtr will need to know what time caller will be in

caller stated

1. i have an appointment at 8:30 that day
2. i am going to see if i can move it
3. i will call you back tomorrow to let you know

*** NOTES 01/10/2008 10:20 AM Pacific Daylight Time JeffStroup Action Type:Manager review
tread review complete

*** PHONE LOG 01/10/2008 03:47 PM US Mountain Standard Time LSims Action Type:Incoming call
wtr lvm for Mr ██████████ requesting cb

*** PHONE LOG 01/10/2008 05:23 PM US Mountain Standard Time LSims Action Type:Incoming call
Mr ██████████ stated:

1. Yes, i am going to go to the dealer at 9 am on the 16th

wtr stated:

1. thank you- will call the dpsm

*** COMMIT 01/10/2008 06:17 PM US Mountain Standard Time LSims Action Type:Callback Required

*** CASE CLOS. 01/10/2008 06:18 PM US Mountain Standard Time LSims

*** FULFILL 02/05/2008 06:33 AM US Mountain Standard Time LColema Action Type:Callback Required

*** PHONE LOG 02/05/2008 07:39 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called cust & stated:

1. Following up for Kindra.
2. Did cust meet with the Kia rep?

Cust states:

1. No.
2. Was not able to keep appt.
3. Called Kindra night before & adv I would not be able to make appt.
4. Waiting for call back to find out when rep will be at dltrshp next.

Writer states:

1. Writer will call Kia rep.
2. will call back.

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1392068	4,500
Glenmills, PA ██████████		Prod. Date: 7/3/06	Dealer: PA059 Kia of West Chester	

*** PHONE LOG 02/05/2008 07:41 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called DPSM GKaras & stated:

1. Adv of situation.
2. When will DPSM be at dlr next?

DPSM states:

1. Thursday 2/7/08.
2. Have cust come in at 10:30 AM.

Writer states:

1. Will call cust.
2. If can not keep appt. will call DPSM back.

*** PHONE LOG 02/05/2008 07:42 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust & stated:

1. Adv Kia rep will be at dlr on Thursday 2/7/08.
2. Rep stated he could meet with cust at 10:30 AM.

Cust states:

1. Will be there.

Writer states:

1. Will follow up with rep & cust on Thursday.

*** EMAIL OUT LCoema Action Type:External email

Send to:[GKaras@kiausa.com]

George.

Customer will be at dlrsip at 10:30 AM on Thursday 2/7/08. I will follow up on Thurs

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

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*** COMMIT 02-05-2008 07:46 AM US Mountain Standard Time LCoema Action Type:Callback Required

*** CASE CLOSE 02-05-2008 07:48 AM US Mountain Standard Time LCoema

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736775 ██████████	K1392068	4,500
Glenmills, PA ██████████		Prod. Date: 7/3/06	Dealer: PA059 Kia of West Chester	

*** FULFILL 02/07/2008 11:39 AM US Mountain Standard Time LCoema Action Type:Callback Required

*** PHONE LOG 02/07/2008 11:41 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called DPSM GKaras & stated:

1. Did DPSM meet with cust?
2. What was outcome?

DPSM states:

1. I drove veh & I sat in **PASS**enger seat.
2. There is nothing wrong with this veh.
3. Nothing wrong with **PASS**enger **AIR** bag system.
4. I sat in seat sideways & other ways.
5. One of the best I have seen.

*** PHONE LOG 02/07/2008 11:42 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust. left VM message stating:

1. Adv of DPSM information.
2. If cust needs further assistance please call writer back.
3. Provided file number & writer's ext.

*** CASE CLOSE 02/07/2008 11:44 AM US Mountain Standard Time LCoema

*** PHONE LOG 02/15/2008 09:47 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer received VM message from cust stating:

1. Returning writer's call.
2. Meet with Kia rep.
3. Was adv there is nothing wrong with **PASS**enger **AIR** bag system.
4. But light still comes on when wife sits in seat.
5. Please call me back.

*** PHONE LOG 02/15/2008 11:22 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called cust. left VM message stating:

1. Returning cust call.
2. Apologized for concerns.
3. Please call writer back.
4. Provided file number & writer's ext.

*** CASE CLOSE 02/15/2008 11:27 AM US Mountain Standard Time LCoema

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1392068	4,500
Glenmills, PA ██████████		Prod. Date: 7/3/06	Dealer: PA059 Kia of West Chester	

1. **AIR** bag light concern that has not been resolved.

*** RETURN 02/18/2008 12:28 PM Pacific Daylight Time AnitaMay
This case should go to the Eastern Region, not Central.

*** NOTES 02/19/2008 07:38 AM US Mountain Standard Time LCoema Action Type:Manager review
Writer dispatching file to region:

1. So sorry sent to central region by mistake.
2. **PASS**enger **AIR** bag light concern.
3. DPSM has looked at veh.
4. Cust states light will come on when wife is sitting in the seat.

*** FORWARD 02/19/2008 01:03 PM Pacific Daylight Time MPfeifer
George. has latest reflash been done and what is the size of the **PASS**enger seat occupant?

*** NOTES 02/20/2008 11:56 AM Pacific Daylight Time EDicinti Action Type:Manager review
Writer left message for customer requesting call back.

*** PHONE LOG 02/21/2008 04:43 PM Eastern Daylight Time EDicinti Action Type:Incoming call
Customer called writer back and stated:

1. Thank you for calling me back
2. I am still evaluating the **PASS**enger **AIR** bag light.
3. It seems to be going off the majority of the time, since I got it back after the Regional rep looked it.
4. I don't know if he added weight to a certain spot, or what he did, but its working better.
5. I don't drive everyday with my wife, who sits in the **PASS**enger seat, so I'm still monitoring it.
6. I will call you back if the concern comes back.

*** NOTES 02/21/2008 04:43 PM Eastern Daylight Time EDicinti Action Type:Manager review
Writer closing case pending further contact from customer.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1370428	10,275
Greer, SC	██████████	Prod. Date: 7/14/06	Dealer: SC020	Kia of Greer

Case History

Complaint *Rep. AIR Assistance*

*** PHONE LOG 10/11/2007 09:17 AM US Mountain Standard Time DLyons Action Type: Outgoing call

Writer called DPSM RStricklen:

1. calling to advise of an a/b light concern
2. the customer has been to the kia dlrshp three times
3. Service Manager, Ed Nelson state that they have found that it is operating with the design
4. that when their techs sit in the seat that the light will go off
5. left customer informaiton, vehicle information & mileage, dlrshp information
6. left name number ext & case# for return call.

*** PHONE LOG 10/11/2007 09:17 AM US Mountain Standard Time DLyons
cust states:

1. cust was just at the kia dlrshp
2. the *AIR* bag light will not go off
3. the dlrshp advised us to call you.

Writer advised:

1. apologized
2. would like to get further information regarding the diagnosis on this vehicle.
3. cust indicates that the a/b light does not go out when *PASS*enger is present.

Writer placed customer on hold, called Kia of Greer spoke with service manager Ed Nelson:

1. calling to get further diagnosis information for a/b concern

Ed Nelson states:

1. cust has been to the kia dlrshp three times for this concern
2. when we test the vehilce there are no codes
3. when the dlrshp tests the vehicle the vehilce is operating as designed
4. we have not completed any rep*AIR*s.

Writer Thanked Ed for the information.

writer advised:

1. apologized for the hold
2. the dlrshp checked the vehicle, they are indicating that when the techs sit in the seat that it is operating as designed
3. the light will go off
4. would recommend that if customer who sits in the seat has not gone to the kia dlrshp to show them how cust sits in the seat, that would be the recommendation from this office.

Cust states:

1. I weigh 180 lbs
2. I sit up straight, I'm a piano player, so we always sit up straight
3. do not lean the seat back
4. we will try to get to the dlrshp with me in the vehicle and see if they can find something that way

writer advised:

1. apologized
2. if the customer returns to the kia dlrshp
3. please advise this office so that we can be involved with this rep*AIR*.
4. updated cust info, no previous cases, no recalls.
5. cust provided case# for reference.

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736675 [REDACTED]	K1370428	10,275
Greer, SC [REDACTED]		Prod. Date: 7/14/06	Dealer: SC020	Kia of Greer

*** CASE CLOSE 10/12/2007 10:32 AM US Mountain Standard Time DLyons

*** NOTES 01/15/2008 05:01 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735285 ██████████	K1495875	5,028
Sulphur, OK ██████████		Prod. Date: 9/11/07	Dealer: OK019 Big Red Kia	

Case History

Complaint *Rep* **ATR** Assistance

*** PHONE LOG 09/05/2008 09:39 AM US Mountain Standard Time JHirshfield
Customer called R/A for tow to OK019 because of a start/stall condition. Please call dealer, then customer to assist.

*** PHONE LOG 09/05/2008 10:02 AM US Mountain Standard Time APatrick Action Type:Outgoing call
RENEE SVC REP STATED:
1: VEH ARRIVED LATE LAST NIGHT AFTER TOW TRUCK BROKE DOWN
2: GOT TAXI FOR CUST AND PUT THEM IN A LOANER VEH
3: HAVE NOT LOOKED AT IT YET

*** PHONE LOG 09/08/2008 08:15 AM US Mountain Standard Time APatrick Action Type:Outgoing call
RENEE SVC REP STATED:
1: VEH HAD A TANK OF BAD GAS
2: CHARGED TO DRAIN TANK AND REFILL AND REPLACE SPARK PLUGS
3: VEH WAS PICKED UP ON FRI

WRITER ADVISED:
1:OK THANKS

*** PHONE LOG 09/08/2008 08:17 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER CALLED CUSTOMER LVM:
1:CALLING IN REFERENCE TO CASE
2: PLEASE CALL ME
3: PROVIDED CASE AND CONTACT INFORMATION

*** PHONE LOG 09/09/2008 07:05 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER CALLED CUSTOMER LVM:
1:CALLING IN REFERENCE TO CASE
2: PLEASE CALL ME
3: PROVIDED CASE AND CONTACT INFORMATION

*** CASE CLOSE 09/09/2008 07:05 AM US Mountain Standard Time APatrick

*** NOTES 09/18/2008 01:35 PM US Mountain Standard Time JHirshfield Action Type:Manager review
VEHICLE TOWED TO OK019 (FOR THE 2ND TIME) -START/STALL PROBLEM

PLEASE CONTACT SVC MGR AND THEN CUSTOMER

*** PHONE LOG 09/18/2008 02:28 PM US Mountain Standard Time APatrick Action Type:Outgoing call
RENEE SVC REP STATED:
1: VEH WAS TOWED IN 9-17
2: IT WAS FOR SLUGGISH SHIFTING UP HILLS - NOT FOR A STARTING PROBLEM

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735285 ██████████	K1495875	5,028
Sulphur, OK ██████████		Prod. Date: 9/11/07	Dealer: OK019 Big Red Kia	

- 4: HE HAS THE TOOL AND WHATS NEEDED TO MAKE THE ADJUSTMENT
- 5: HE WILL BE HERE OCT 01, 2008 TO PERFORM THE RE FLASH
- 6: CUSTOMER IS AWARE OF THIS

WRITER ADVISED:

- 1: OK THANKS

*** COMMIT 09/19/2008 10:05 AM US Mountain Standard Time APatrick Action Type:Callback Required

*** PHONE LOG 09/19/2008 10:06 AM US Mountain Standard Time APatrick Action Type:Outgoing call
MRS ██████████ STATED:

- 1: I WILL MAKE SURE I HAVE AN APPT FOR THAT DAY
- 2: I HAVE ALSO HAD A PROBLEM WITH THE **AIR** BAG LIGHT
- 3: RENEE AT THE DLR IS RUDE AND JUST KEEPS TELLING ME IT IS THE WAY I SIT AND REFUSES TO LOOK AT IT AGAIN
- 4: I HAVE HAD MANY PEOPLE SIT ON THE **PASS** SIDE AND IT STAYS ON NO MATTER WHO SITS THERE
- 5: I WEIGH ENOUGH THAT IT SHOULD NOT MATTER

WRITER ADVISED:

- 1: APOLOGIZED FOR 2ND PROBLEM
- 2: PLEASE CALL WHEN AT THE SHOP
- 3: WE WILL MAKE SURE DLR IS USING ALL THE TOOLS AND RESOURCES PROVIDED BY KIA TO RESOLVE ANY ISSUE
- 4: IF THE FTR IS GOING TO BE THERE WE MIGHT BE ABLE TO MAKE USE OF HIM WHILE THERE

CUST STATED:

- 1: OK THANKS

CLOSING CASE PENDING CUSTOMER CONTACT

*** CASE CLOSE 09/19/2008 10:07 AM US Mountain Standard Time APatrick

*** PHONE LOG 09/30/2008 06:10 AM US Mountain Standard Time APatrick Action Type:Incoming call
CUST CALLED LVM:

- 1: PLEASE CALL IN REF TO THIS CASE

*** PHONE LOG 09/30/2008 10:06 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER CALLED CUSTOMER LVM:

- 1: CALLING IN REFERENCE TO CASE
- 2: PLEASE CALL ME
- 3: PROVIDED CASE AND CONTACT INFORMATION
- 4: I WILL BE FOLLOWING UP WITH DLR TOMORROW AND UPDATING FROM THERE

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO 4X2 AT	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735285 ██████	K1495875	5,028
Sulphur, OK ██████		Prod. Date: 9/11/07	Dealer: OK019 Big Red Kia	

*** PHONE LOG 09/30/2008 01:19 PM US Mountain Standard Time APatrick Action Type:Incoming call
CUST CALLED LVM:

- 1: THE DLR IS STATING OCT 2ND FOR REPAIR
- 2: PLEASE CALL

*** PHONE LOG 09/30/2008 01:21 PM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER CALLED CUST LVM:

- 1: GOT VOICE MAIL AND WILL CHANGE FOLLOW UP TO OCT 2

*** PHONE LOG 10/01/2008 07:48 AM US Mountain Standard Time APatrick Action Type:Incoming call
DPSM ROBERT STATED:

- 1: I WILL LOOK AT THE CASE WHEN I CAN TODAY
- 2: POSSIBLY SEND FTR TO CHECK THIS CASE
- 3: I WILL LET YOU KNOW WHEN ETC

WRITER ADVISED:

- 1: OK THANKS

*** PHONE LOG 10/01/2008 07:54 AM US Mountain Standard Time APatrick Action Type:Incoming call
CASE NOTE:

PLEASE DISREGARD 10-1-2008 ENTRY
THIS WAS INTENDED FOR K1326304

*** PHONE LOG 10/02/2008 11:21 AM US Mountain Standard Time APatrick Action Type:Outgoing call
BOBBY SERV REP:

- 1: SERV MGR NOT IN I CAN TAKE A MESSAGE

WRITER ADVISED:

- 1: GAVE CONTACT NUMBERS
- 2: REGARDING VEH FOR MARES

*** PHONE LOG 10/02/2008 11:34 AM US Mountain Standard Time APatrick Action Type:Incoming call
LAURA SERV REP STATED:

- 1: FTR HAD TOOLS FOR 2 REPROGRAMS
- 2: BOTH DONE AND VEH IS GONE

*** PHONE LOG 10/02/2008 11:37 AM US Mountain Standard Time APatrick Action Type:Outgoing call
CUST MRS MARES STATED:

- 1: I JUST LEFT KIA
- 2: I WILL CALL YOU IN THE MORNING TO LET YOU KNOW HOW IT WORKS

WRITER ADVISED:

- 1: OK THANKS

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD735285 ██████	K1495875	5,028
Sulphur, OK ██████		Prod. Date: 9/11/07	Dealer: OK019 Big Red Kia	

*** PHONE LOG 10/03/2008 09:41 AM US Mountain Standard Time APatrick Action Type:Incoming call
VERONICA MARES CALLED LVM:

- 1: **AIR** BAG LIGHT OK NOW
- 2: STILL HAVING PROBLEMS WITH TRANSMISSION AFTER ABOUT 40 MILES ON 80 MILE TRIP HOME
- 3: GETS WORSE AS YOU DRIVE FURTHER AND FURTHER
- 4: PLEASE CALL WHEN YOU CAN

*** PHONE LOG 10/03/2008 12:35 PM US Mountain Standard Time APatrick Action Type:Outgoing call
██████ STATED:

- 1: THE VEH DID FINE ON THE WAY HOME 1/2 WAY
- 2: THEN THE TRANSMISSION BEGAN TO SLIP
- 3: AS I APPROACHED MY EXIT IT IS A SLIGHT INCLINE IT BEGAN TO FEEL LIKE I WAS DRIVING ON A GRAVEL ROAD
- 4: THIS HAS AFFECTED MY EMPLOYMENT AND I HAVE BEEN WRITTEN UP TWICE DUE TO THE VEH
- 5: OTHERS TELL ME TO MAKE YOU TAKE IT BACK BUT I WANT TO GIVE YOU A CHANCE TO REPAIR THIS ONE

WRITER ADVISED:

- 1: APOLOGIZED
- 2: LET ME MAKE SOME MORE INQUIRY'S AND ESCALATE THIS TO A HIGHER OFFICE FOR ASSISTANCE

CUST SAID THANK YOU FOR ALL YOU ARE TRYING TO DO

*** EMAIL OUT APatrick Action Type:External email

Send to:[ASHOEMO@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.

AARON FTR HAS LOOKED AT THIS STILL HAVING PROBLEMS
OK TO DISPATCH PLEASE SEE CASE NOTES
TONY ETX 46385

<<File Attachment: \\copubs\ClarifyOB\CA_Attachments\SendHistory\Case_K1495875_APatrick_10-03-2008133600.doc>>

*** NOTES 10/06/2008 03:08 PM US Mountain Standard Time APatrick Action Type:Manager review

DISPATCHING TO SOUTHERN REGION
FTR HAS BEEN INVOLVED DID NOT RESOLVE
SITUATION CREATING PROBLEMS FOR CUSTOMER AT WORK
2008 VEH 5,000 MILES GETTING ADVICE TO SEEK LEMON LAW

*** NOTES 10/09/2008 10:55 AM US Mountain Standard Time JHirshfield Action Type:Manager review

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735285 ██████████	K1495875	5,028
Sulphur, OK ██████████		Prod. Date: 9/11/07	Dealer: OK019	Big Red Kia

[!<For Internal Use Only

Tread **AIR**bag review --JH>!]]

*** NOTES 10/09/2008 02:05 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called the customer to discuss the case there was no answer.
2. LVM for call back.

*** NOTES 10/09/2008 02:07 PM Eastern Daylight Time DBurke Action Type:Manager review

Called Srv Dept and stated:

1. I am calling to request the ██████████ RO's be faxed to me.

Srv Mngr stated:

1. No problem I will fax them to you as soon as possible.

Wtr states:

1. Thanked the Srv Mngr and ended the call.

*** NOTES 10/09/2008 02:35 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called customer on 2nd number and Mrs. ██████████ answered.
2. Wtr informed Mrs. ██████████ that SRCAA has contacted the dlr and requested RO's be faxed to me so that I can review her rep **AIR**s.
3. Please allow me 24-48 hours to review your case and I will call you back to discuss a solution.

Cust states:

1. I brought this vehicle in July and I that is the same time I got my new job
2. I have been to the dlr so much during the time that I work that my supervisor pulled me in his office and told me that this has to stop.
3. I cannot afford to lose my job over this.

Wtr states:

1. I agree what time do you go to work?

Cust states:

1. Between 8am and 4pm.

Wtr states:

1. I tell you what, the next time you take your vehicle to the dealer for your convenience Kia will provide you with a rental.
2. SRCAA will set it up where you can drop your vehicle off after you get off and pick it up after you get off the next day for your convenience.
3. Kia does not want you to lose your job and we apologize for this situation.

Cust states:

1. Thank you for the help that is very sweet of you.

Wtr states:

1. You are very welcome and thank you for purchasing a Kia.
2. You will here from me Friday afternoon or Monday afternoon.

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735285 ██████████	K1495875	5,028
Sulphur, OK ██████████		Prod. Date: 9/11/07	Dealer: OK019 Big Red Kia	

3. Thanked the customer and ended the call.

*** NOTES 10/13/2008 08:49 AM Eastern Daylight Time DBurke Action Type:Manager review
Called the customer and states:

1. I am calling to let you know that I spoke to my FTR and he is going to come out to rep**AIR** your vehicle.
2. He is on a conference call right now and will not be finished until 11 am today.
3. Once he calls me back I will call you with the date.

Cust states:

1. Ok. Thank you so much.
2. I spoke to the Srv Mngr and he said that Richard is supposed to be here on 11/4/08.

Wtr states:

1. when I speak to him today I will give you a call back.
2. Thanked the customer and ended the call.

*** NOTES 10/14/2008 08:27 AM Eastern Daylight Time DBurke Action Type:Manager review
Wtr states:

1. Spoke to the FTR about the customer's vehicle.
2. He said that he will be at the dlr on Nov. 4th to assist with the rep**AIR** of the vehicle.
3. SRCAA thanked Richard and ended the call.

*** COMMIT 10/14/2008 07:34 AM Eastern Daylight Time DBurke Action Type:Callback Required

*** NOTES 10/14/2008 07:34 AM Eastern Daylight Time DBurke Action Type:Manager review
Called the customer and stated:

1. I am calling to inform you that I spoke to the FTR Richard Peralta about your case.
2. Richard did confirm that he will be at your dlr on 11-4-08.
3. I will call you to follow up on the 5th to make sure that all of your concerns were addressed.
4. If you have any questions between then and now please give me a call.

Cust states:

1. Thank you so much Danielle for all your help.

Wtr states:

1. Thanked the customer and ended the call.
2. Closing case pending information from FTR & Customer after rep**AIR**.

*** CASE CLOSE 10/14/2008 07:37 AM Eastern Daylight Time DBurke

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735285 ██████████	K1495875	5,028
Sulphur, OK ██████████		Prod. Date: 9/11/07	Dealer: OK019 Big Red Kia	

Wtr states:

1. Called DPSM and explained the case to him.
2. Informed Aaron that Richard Peralta (FTR) will be at the dlr on 11/4/08 to test drive the vehicle.
3. Also, customer has now obtained an Attorney.
4. Will keep you up dated as to what is going on.
5. Thanked Aaron and ended the call.

*** CASE CLOSE 10/16/2008 09:39 AM Eastern Daylight Time DBurke

*** PHONE LOG 11/06/2008 02:59 PM Eastern Daylight Time KWilliams Action Type: Incoming call

Customer was a no show at the dealership and would not allow the dealer and FTR Richard Peralta to inspect and rep. **AIR** if needed

1. Customer understands
2. Attorney filed suit against Kia and will not return calls or letters
3. Vehicle is currently fixed and the dealer CND on previous rep. **AIR**s

**Kia Motors America
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735385 ██████████	K1593204	15,000
Youngtown, AZ ██████████		Prod. Date: 7/3/07	Dealer: AZ043 Michael Crawford Kia	

Case History

Complaint **Re: AIR Assistance**

*** PHONE LOG 05/28/2009 08:12 AM US Mountain Standard Time ATorres
Cst states:

1. I received letter for **PASS**enger **AIR** bag recall.
2. Recall was done yesterday by Michael Crawford Kia.
3. The light is still on when someone sits in the seat.
4. She may weight about 105 lbs.
5. I called the dlrshp up and they said not to worry about it.
6. Dlr did everything they were suppose to and they can't make the light turn off.

Wrt states:

1. Updated, no recalls, apologized.
2. Adv veh would have to go back to dlrshp.

Cst states:

1. I'll take it to a different one.

Wrt states:

1. Peoria Kia is closer then Michael Crawford Kia.
2. Provided address to Peoria Kia.

Cst states:

1. I can get there number.
2. Thank you.

*** CASE CLOSE 05/28/2009 08:12 AM US Mountain Standard Time ATorres
Provided address to Peoria Kia.

*** CASE CLOSE 07/06/2009 02:10 PM Pacific Daylight Time ThomasT
Tread Report Completed

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1379178	8,000
Youngstown, FL [REDACTED]		Prod. Date: 9/7/06	Dealer: FL058 Bill Byrd Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 11/05/2007 02:04 PM US Mountain Standard Time MTrem
Caller Mr. M states:

1. I have the car now
 2. the **PASS**enger side **AIR**bag light has been giving us problems
 3. we had a 200 lbs neighbor sitting in the car and the **PASS**enger side **AIR**bag light came on
 4. we took it to the dealership and they put in a seat form 2008 model they had on the lot
 5. we where leaving on a vacation, so they did that for us
 6. during that vacation the same problem came back with this seat from the '08
 7. the dealership said dont worry about it, the **AIR**bag will still work
 8. they also suggested that we use a seat cushion, but we paid \$25k to sit on the seats, not a cushion
 9. so if the 2008 seat isn't working, then there is something else wrong with the system
 10. this is something very important, and we are concerned about this
 11. the dealership ordered a new seat for me in August, but it has not come in yet
- writer states:
1. updated, no recalls
 2. apologized
 3. writer will follow up with the dealership tomorrow regarding the seat order
 4. writer will also contact the DPSM regarding this concern to get his direction
 5. gave case number and contact info
- caller thanked writer and disconnected

*** PHONE LOG 11/06/2007 08:18 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called FL058 Paul Johnston

1. Proclaimed on back order shipment from Korea
 2. We do not have anymore of these vehicles to change a seat out of
 3. I have spoken with my DPSM and he feels this may not be a seat issue.
 4. perhaps it's an occupational issue
 5. we have visually seen when his wife was sitting there the light did not go off
 6. I did communicate tot he customer this was just a field fix
 7. we recommended the customer try using a small pillow in the center of the seat to see if this
 8. will resolve the concern
 9. we can perhaps have the customer drive another Sorento we have for a day to see if the
 10. same problem persists
- writer states:
1. writer will encourage the customer to try a small pillow as a test
 2. customer stated that they have not tried a pillow as suggested

*** NOTES 11/06/2007 08:20 AM US Mountain Standard Time MTrem Action Type:Manager review
Notes added to above Conversation with SM Paul Johnston:

11. The seat does not need to be changed back to the one that was pulled

*** PHONE LOG 11/06/2007 08:21 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called 8507224817, line was busy

*** PHONE LOG 11/06/2007 11:17 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called 8507224817, line was busy

Kia Motors America
Consumer AffAIRs Department

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X75██████████	K1379178	8,000
Youngstown, FL	██████████	Prod. Date: 9/7/06	Dealer: FL058	Bill Byrd Kia

*** PHONE LOG 11/07/2007 09:23 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called Mr. M who stating:

1. Writer spoke to SM Paul at the dealership
 2. he would like to have a pillow used as a test to see if this will turn the light off
 3. writer will contact the Kia area rep to see what direction we will go in
 4. writer will contact customer back in the next couple days after contact with Kia Rep is made
- customer Mr. M states:
1. we did try a small pillow, it made no difference
 2. when they tested it at the dealership with some of their people, the light was still on

*** PHONE LOG 11/07/2007 09:27 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer LVM for DPSM DKordeck requesting call back, left 8 of vin. contact info, will send notes

*** EMAIL OUT MTrem Action Type:External email
Send to:[dkordeck@kiausa.com]
Michel Trem
Kia Consumer Assistance
Ext 45011

1. Customer **PASS**engerside **AIR** log light is on
2. Seat has been replaced out of same 2007 model on the lot
3. Condition unresolved, sitting on a pillow does not resolve

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

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*** PHONE LOG 11/08/2007 08:39 AM US Mountain Standard Time MTrem Action Type:Outgoing call
VM from DPSM DKordeck stating.

1. talked with the shop Forman who has been doing the rep**AIR** on the vehicle
2. this is a sensitive situation as the customer is large
3. this does not appear to be a problem with the car, rather a concern with getting the customer fitted to the seat properly
4. customer needs to come in and demonstrate that the light does or doesn't go off with the pillow.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1379178	8,000
Youngstown, FL ██████████		Prod. Date: 9/7/06	Dealer: FL058 Bill Byrd Kia	

*** PHONE LOG 11/08/2007 03:48 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called DPSM DKordek, VM stated unavailable the 8th and the 9th

*** PHONE LOG 11/12/2007 10:12 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer LVM for DPSM DKordek requesting call back. left contact info

*** PHONE LOG 11/12/2007 10:35 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Caller DPSM DKordek states:

1. customer will need to find a pillow that will fit the middle of this seat
2. this is touch situation with oversized people, we dont' want to offend
3. ask customers to read page 3-37 -- complete explains how the sensors work
4. the shop Forman says each time they sit in the seat the light goes out
5. this being the case the system is working as designed

*** PHONE LOG 11/12/2007 10:41 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called 8507224817. continuous ring. no answer

*** PHONE LOG 11/12/2007 01:57 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called Mr. M who states:

1. can setup an appointment. not sure when yet
2. we both have to work this week unless I get time off Weds
3. will call you when I have the appointment

writer states:

1. writer and talked with he Kia Area Rep. would like you to setup an appointment
 2. with yourself and your wife to bring the pillow along to test the sensors
 3. request call back when the appointment is setup
- caller thanked writer and disconnected

*** COMMIT 11/12/2007 01:58 PM US Mountain Standard Time MTrem Action Type:Callback Required

*** CASE CLOSE 11/12/2007 01:58 PM US Mountain Standard Time MTrem
case close pending customer call back with appointment

CALLER 11/19/2007 02:29 PM US Mountain Standard Time MTrem Action Type:Callback Required

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736X75[REDACTED]	K1379178	8,000
Youngstown, FL	[REDACTED]	Prod. Date: 9/7/06	Dealer: FL058 Bill Byrd Kia	

1. Nothing happened, it wasn't showing any codes. it's intermittent
2. She took it by the dealership herself. they kept to for about 5 hours.
3. The dealership told us they called every body. so that's why I didn't call you
4. they kept the car yesterday for about 5 hours. and they didn't duplicate the problems
5. not sure what to do now, this only seems to happen to us after 5 or on the weekend

writer states

1. apologized
2. writer was not aware of the appointment yesterday
3. reiterated 11/12/07 to demonstrate with the pillow
4. that the sensors are not working when your wife sits in the car
5. writer will follow up with the dealership and the Kia rep for next steps

*** PHONE LOG 11/23/2007 08:11 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called FL058 SM Paul states:

1. customer did come in. there was a pillow in the car
2. we did not duplicate the customer concerns
3. everything is functioning normally
4. did tell the customer they need to be sitting in the center of the seat
5. so that the pressure is on the sensors
6. I believe the customer is out to get another car
7. at this point I advise the customer go directly through Kia to have this resolved

*** PHONE LOG 11/23/2007 08:18 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called DPSM DKordek. VM states he will be off on 11/23/07. call Tracy Francis

*** PHONE LOG 11/26/2007 02:19 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer I VM for DPSM DKordek. requesting call back . left 8 of VIN, contact info

*** EMAIL OUT MTrem Action Type:External email

Send to:[DKordek@kiausa.com]

Michael Trem

Kia Consumer Assistance

Ext 45011

FYI, writer will be going on vacation Tuesday 11/27 and returning 12/3

1. Customer had set an appointment with the Kia dealership
2. Writer was unaware of the appointment as customer did not call
3. No duplication of concerns with the **AIR** bag light at the dealership
4. customer did leave their pillow in the car.
5. next step? SM feels the customer is heading towards a repurchase

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1379178	8,000
Youngstown, FL ██████████		Prod. Date: 9/7/06	Dealer: FL058	Bill Byrd Kia

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*** PHONE LOG 11/26/2007 03:38 PM US Mountain Standard Time MTrem Action Type:Incoming call
VM from DPSM DKordek who states:

1. will call the SM at the dealership
2. I suggest meeting with the customer, i will be there in January or Feb
3. I will ask for the customer to be contacted by the dealership when I'm scheduled to be there
4. if you need anything else, I'll be on my cell

*** PHONE LOG 11/26/2007 03:41 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called Mr. M stating:

1. The Kai Area rep will meet with you the next time he is at the dealership in January or Feb
 2. the dealership will call you when the schedule is set
- customer thanked writer and disconnected

*** CASE CLOSE 11/26/2007 03:48 PM US Mountain Standard Time MTrem
case closed pending customer call back

*** PHONE LOG 12/04/2007 01:06 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called SM Paul who states:

1. no definite date set yet. customer is on my list
2. it could be at the end of the year

*** COMMIT 12/04/2007 01:07 PM US Mountain Standard Time MTrem Action Type:Callback Required

*** CASE CLOSE 12/04/2007 01:08 PM US Mountain Standard Time MTrem
Case closed with commitment to follow up

*** FULFILL 12/13/2007 12:53 PM US Mountain Standard Time MTrem Action Type:Callback Required

*** PHONE LOG 12/14/2007 09:11 AM US Mountain Standard Time MTrem Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75 ██████████	K1379178	8,000
Youngstown, FL ██████████		Prod. Date: 9/7/06	Dealer: FL058 Bill Byrd Kia	

1. DPSM David DKordek is well involved with this customer
2. I do not know if a date for inspection has been setup yet
3. will e-mail DPSM to find out

*** COMMIT 12/14/2007 09:12 AM US Mountain Standard Time MTrem Action Type:Callback Required

*** CASE CLOSE 12/14/2007 09:13 AM US Mountain Standard Time MTrem

*** FULFILL 12/19/2007 09:32 AM US Mountain Standard Time MTrem Action Type:Callback Required

*** PHONE LOG 12/19/2007 01:21 PM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called FL058 SM Chris states:

1. DPSM e-mailed me back, has no plans to come here
2. until after the 1st of the year, he is aware of this customer
3. no specific date yet

*** COMMIT 12/19/2007 01:22 PM US Mountain Standard Time MTrem Action Type:Callback Required

*** CASE CLOSE 12/19/2007 01:23 PM US Mountain Standard Time MTrem
case closed pending follow up

*** PHONE LOG 01/04/2008 11:33 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called FL058 SM Chris states:

1. DPSM is on vacation until the 7th
2. his e-mail said that when he returns on the 7th, he'll contact
3. KCA and schedule with the consumer

*** COMMIT 01/04/2008 11:33 AM US Mountain Standard Time MTrem Action Type:Callback Required

*** CASE CLOSE 01/04/2008 11:34 AM US Mountain Standard Time MTrem
case closed pending commitment

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1443535	19,034
Chattanooga, TN ██████████		Prod. Date: 11/20/06	Dealer: TN026	Prebul Kia

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 05/05/2008 10:00 AM US Mountain Standard Time DDailous

Customer ██████████ states:

1. Please call back at ██████████

Writer called customer and stated:

1. Returning call your husband left req a callback
2. How may writer assist?

Customer states:

1. Transmission problem
2. When we drive it, we get a jerking action
3. When we are on a steep hill it won't pull and it jumps
4. The dealer is aware of it, there have been over 100 complaints on this issue
5. Technician says they cannot fix because they don't know how
6. Tech didn't drive it enough to see-or to duplicate issue
7. Please call my husband at ██████████

*** PHONE LOG 05/06/2008 12:53 PM US Mountain Standard Time DDailous Action Type:Outgoing call
Writer contacting customer due to Vmail message

Customer states:

1. We took in our vehicle to Prebul Kia
2. Technician says there is a Transmission problem
3. Their mechanic drove it, did not duplicate shudder
4. Mechanic says they are having complaint from customers on it shaking and the *PASS*enger *AIR*bag
5. Service Advisor says Kia is aware of both issues on the 07's and up
6. Service advisor urged me to call because he said the more calls they get, the more likely Kia will fix issues
7. Service Advisor also stated this is a Torq convertor problem, has had 100's veh with same issue
8. *PASS*enger side *AIR*bag light never goes off when write is sitting there
9. Light goes off when I sit in the seat
10. Service advisor says its the position of where the sensor is located
11. I thought it was cause my wife's weight
12. Wife weighs 105lbs
13. I thought it was cause my wife's weight but-service advisor says no, it is the position of the sensor

*** NOTES 05/06/2008 01:57 PM US Mountain Standard Time DDailous Action Type:Manager review
Writer completing notes:

1. Not aware of transmission shutter concern
2. Am aware of *AIR*bag regulations per NHTSA stating *PASS*enger should weigh 110 or above
3. Writer will contact dealer and KFR
4. Will call customer back when have more information

*** PHONE LOG 05/06/2008 02:01 PM US Mountain Standard Time DDailous Action Type:Outgoing call
Writer left message for Service Manager John Pool at Prebul Kia

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1443535	19,034
Chattanooga, TN ██████████		Prod. Date: 11/20/06	Dealer: TN026 Prebul Kia	

*** PHONE LOG 05/07/2008 07:53 AM US Mountain Standard Time DDailous Action Type:Incoming call
John Poole from Prebul Kia returned writers call stating:

1. Please call back

*** PHONE LOG 05/07/2008 07:54 AM US Mountain Standard Time DDailous Action Type:Outgoing call
Writer returned John Poole's call stating:

1. Please call back

*** PHONE LOG 05/07/2008 09:17 AM US Mountain Standard Time DDailous Action Type:Incoming call
John Poole. Service Manager from Prebul returned writers call stating:

1. No fix for the jerking
2. There is a fix for the *AIR* bag
3. I called customer yesterday after getting your message
4. I will call customer today to let know about fix
5. We have heard of reflash for transmission shudder, but not approved yet
6. Aware of how their case had been handled in the past
7. Will certainly address concerns with person on this case.

*** NOTES 05/07/2008 09:21 AM US Mountain Standard Time DDailous Action Type:Manager review
Writer adding notes:

1. John Poole. Service Manager at Prebul at end of call asked writer for a good phone number for the customer
2. John told writer the number they have on hand is disconnected

*** PHONE LOG 05/07/2008 09:29 AM US Mountain Standard Time DDailous Action Type:Outgoing call
Writer left message for CCurry stating:

1. Informed of concern with veh
2. Advised writer will be dispatching case

*** EMAIL OUT DDailous Action Type:External email
Send to:[CCurry@kiausa.com]
DJ45457

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*** NOTES 05/07/2008 09:31 AM US Mountain Standard Time DDailous Action Type:Manager review
Writer dispatching file to region

1. Transmission shudder

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1443535	19,034
Chattanooga, TN ██████████		Prod. Date: 11/20/06	Dealer: TN026 - Prebul Kia	

2. Service Manager at Prebul Kia states no approved fix
3. Customer wants veh rep **AIR**ed
4. Please contact customer

*** NOTES 05/08/2008 02:50 PM Eastern Daylight Time DBurke Action Type:Manager review
Called the customer and stated:

1. Your case has been transferred to me for review.
2. I have reviewed your case and I see that you have been having Transmission issues as well as **AIR**bag light issue's.
3. We have an update for both concern's.
4. The Srv Mngr (John Poole) was not aware however, I just got off the phone with him and explained to John that these update's were available.

Cust stated:

1. When I was there on this past Monday John told me that there was no rep **AIR** for this issue.

Wtr states:

1. I apologize for that but there is an update for the Transmission issue that you have been experiencing and the **AIR**bag light issue.

Cust states:

1. When can I take my vehicle in for service?

Wtr states:

1. You can call the dlr and speak to Travis and he will set you up with an appointment.

Cust states:

1. What about a rental?

Wtr states:

1. The dlr has loaner vehicle's there for customer use.
2. Once you call them and set up an appointment that should have one waiting for you.

Cust states:

1. I appreciate your help I though we were going to have to live with this problem.
2. I have a 3 year old child and I was scared for my child's safety.

Wtr states:

1. I completely understand your concerns I am glad I was able to call you and give you this news.
2. If you have any concerns please do not hesitate to call me (wtr provided contact information) thanked customer.
3. ended the call.

*** NOTES 05/08/2008 03:18 PM Eastern Daylight Time DBurke Action Type:Manager review
Called John Poole and stated:

* I am calling about Ms. ██████████ vehicle.

* Were you aware that thier is an update for the transmission issue that customer is having and the **AIR**bag light?

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1443535	19,034
Chattanooga, TN ██████████		Prod. Date: 11/20/06	Dealer: TN026 Prebul Kia	

1. No, I was not aware no one told me.
2. Is there a TSB or something that we missed.

Wtr states:

1. No sir.
2. Please contact the FTR for your district he will be able to inform you as to how to update the information on your GDS machine.

John States:

1. I will contact Steve FTR today and get that information because this is not the only transmission issue that we have.

Wtr states:

1. Please call me if you have any questions.
2. Wtr thanked John and ended the call.
3. Closing case pending any new information.

*** CASE CLOSE 05/08/2008 03:24 PM Eastern Daylight Time DBurke

*** CASE CLOSE 07/08/2008 02:39 PM Pacific Daylight Time ELau
Tread Review Completed

*** PHONE LOG 10/21/2008 08:58 AM US Mountain Standard Time DDailous Action Type: Incoming call
██████████ STATES

1. I TOOK CAR IN THIS MORNING. CALLED YESTERDAY ABOUT AN OIL LEAK
2. I WAS THERE FOR TWO HOURS AND THEY SAY IT WAS RESIDUAL FROM LAST OIL CHANGE - WHICH I CAN UNDERSTAND AND THEY WIPED IT ALL DOWN
3. I LIVE 4 MILES FROM THERE THERE AND BY THE TIME I GOT HOME IT WAS ALL BACK THERE AGAIN

WRITER STATES

1. UPDATED. NO RECALLS. APOLOGIZED
2. WOULD LIKE FOR YOU TO ARRANGE TO GET CAR BACK TO DEALERSHIP
3. LET US KNOW WHEN IT WILL BE THERE SO WE CAN CALL DEALER WHILE CAR IS THERE LIKE LAST TIME
4. PROVIDED CASE NUMBER

MR. ██████████ STATES

1. ALSO **AIR**BAG ISSUE. AND TRANSMISSION. BEEN IN FOR THOSE PROBLEMS BEFORE
2. STILL HAVING PROBLEM WITH THESE.
3. THE OIL LEAK IS NEW

WRITER STATES

1. WHAT DID THEY FIND WITH THE TRANSMISSION

MR. ██████████ STATES

1. HE SAID THERE HAD BEEN 100'S OF THESE IN HERE WITH THESE PROBLEMS
2. IF THEY DID WHAT THEY DID IT SHOULD NOT OF SHOWED UP AGAIN BY THE TIME I GOT HOME

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736575 ██████████	K1443535	19,034
Chattanooga, TN	██████████	Prod. Date: 11/20/06	Dealer: TN026 Prebul Kia	

*** NOTES 10/21/2008 09:04 AM US Mountain Standard Time DDailous Action Type:Manager review
FORWARDING TO REGION

1. DBURKE WAS WORKING THIS CASE
2. DBURKE TOLD CUSTOMER TO CALL BACK WITH ANY NEW INFORMATION
3. CUSTOMER CALLED BACK WITH SAME ISSUE AND MORE

*** NOTES 10/27/2008 04:33 PM Eastern Daylight Time DBurke Action Type:Manager review
Called the customer and stated:

1. I am calling to discuss your case.
2. What type's of problems are you having?

Cust states:

1. After the dlr reflashed my vehicle for the hesitation there was a vibration while slowing and going fast.
2. I made an appointment to go into the dlr today but my son got sick.
3. I will be making another appointment soon.

Wtr states:

1. Ok, Please give me a call when you make that appointment so that I can assist you with your vehicle's concern's.
2. Thanked the customer and ended the call.

*** NOTES 10/29/2008 03:54 PM Eastern Daylight Time DBurke Action Type:Manager review
wtr states:

1. Closing case pending call back from customer.

*** CASE CLOSE 10/29/2008 03:52 PM Eastern Daylight Time DBurke

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1549370	24,000
Allegan, MI ██████████		Prod. Date: 5/29/07	Dealer: M1008 Seelye-Wright Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 02/03/2009 09:54 AM US Mountain Standard Time ELeon
CUSTOMER STATED:

1. THE **AIR** BAG WARNING LIGHT ON THE **PASS**ENGER SEAT BELT IS NOT WORKING.
2. THE DEALER SAID THEY COULD NOT FIND ANY PROBLEMS.
3. YESTERDAY I WENT TO THE DEALER . BUT THEY SAID WIFE IS NOT SITTING RIGHT.
4. I THINK THERE IS SOMETHING ELSE IS WRONG AND NOT THE SEAT SENSOR.
5. IT INTERMITTENTLY DOES NOT WORKING RIGHT.
6. WE COULD HAVE SOMEONE SIT IN THE FRONT **PASS**ENGER SEAT 10 TO 15 TIMES AND THE **AIR** BAG LIGHT WOULD COME ON.
7. I WOULD TURN THE MOTOR OFF AND RESTART THE VEHICLE AND THE **AIR** BAG LIGHT GOES BACK TO NORMAL.
8. I MAKE SURE NO ONE MOVES WHEN I TURN THE VEHICLE OFF THEN RESTART THE VEHICLE.
9. AGAIN THIS WOULD LAST ABOUT 10 TO 15 TIMES WITHOUT INCIDENT UNTIL IT HAPPENS AGAIN?
10. I CONTACT THE Seelye-Wright Kia DEALER AND THEY JUST TELL ME THAT IT IS THE WAY THE PERSON SITS.
11. THEY ARE NOT CONCERN ABOUT THIS AT ALL.
12. I THINK THERE IS AN ELECTRICAL PROBLEM?
- 13 THE DEALER SAID TO CONTACT KIA.

WRITER STATED:

1. SORRY FOR THE CONCERN.
2. THE KIA DEALER WOULD NEED TO DUPLICATE THE CONCERN BEFORE THEY CAN DO ANY REPAIRS?
3. INTERMITTENT PROBLEMS ARE HARD TO LOCATE.
4. WRITER CAN CONTACT THE Seelye-Wright Kia DEALER SERVICE MANAGER AND REVIEW THE CONCERN.
5. WRITER WILL THEN CONTACT THE DPSM AND ADDRESS YOUR CONCERN AND SEE WHAT HE RECOMMENDS?
6. WRITER WILL CONTACT YOU ONCE SPOKEN TO THE KIA REPS.

CUSTOMER STATED:

1. THANK YOU.
- 1.

*** PHONE LOG 02/04/2009 02:04 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT JIM SERVICE MANAGER AT Seelye-Wright Kia.
WRITER STATED:

1. WRITER CALLING REGARDING CUSTOMERS VEHICLE **AIR** BAG CONCERN?
2. CUSTOMER SAYS THE **AIR** BAG INTERMITTENTLY COMES ON?
3. REITERATED CONCERN.

JIM STATED:

1. IT IS COMMON CONCERN WITH LARGE SIZE CUSTOMERS.
2. CUSTOMERS SPOUSE IS LARGE AND HER BOTTOM IS LARGER THEN THE SEAT
3. SPOUSES BOTTOM OVERLAPS THE BOTTOM OF THE **PASS**ENGER SEAT. WHICH PREVENTS THE CUSTOMER TO COMPLETELY TOUCH THE BOTTOM OF THE SEAT SENSOR PAD.
4. CUSTOMERS BOTTOM DOES NOT FILL THE GAP BETWEEN THE CUSTOMER BOTTOM AND THE SENSOR PAD IN THE SEAT.
5. THE SIDE BOTTOM WINGS OF THE SEAT FLARE'S OUT WHICH THE CENTER OF THE CUSTOMERS BOTTOM SOMETIMES DOES NOT TOUCH THE SENSOR PAD AND CAUSES THE **AIR** BAG LIGHT COMES TO DIS-ENGAGE THE **AIR** BAG SYSTEM.
- 6 THIS IS HARD FOR THE CUSTOMERS TO UNDERSTAND THIS

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1549370	24,000
Allegan, MI ██████████		Prod. Date: 5/29/07	Dealer: MI008 Seelye-Wright Kia	

7. THERE IS NO DEFECT ON THE **AIR** BAG OR THE **PASS**enger SEAT.
8. THE ONLY PROBLEM IS THE CUSTOMER SPOUSE BOTTOM DOES NOT FIT TO THE DESIGN OF THE SEAT.

WRITER STATED:

1. WRITER UNDERSTANDS.
2. WRITER WILL CONTACT THE DPSM FOR REVIEW?
3. THANK YOU.

*** PHONE LOG 02/05/2009 01:16 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM PETER SHIN.

WRITER STATED:

1. PROVIDED CUSTOMERS INFO.
2. CUSTOMER STATES THAT THE **AIR** BAG DISENGAGES WHEN CUSTOMERS SPOUSE SITS IN THE **PASS**AGING SEAT.
3. CUSTOMER CLAIMS THIS HAPPENS INTERMITTENTLY AND HAPPENS ONCE EVERY 10 TO 15 TIMES.
4. CUSTOMER SAYS HE WOULD TURN THE VEHICLE OFF AND RESTART THE VEHICLE AND THE **AIR** BAG SYSTEM RETURNS TOP NORMAL.
5. WRITER CONTACT JIM SERVICE MANAGER AT Seelye-Wright Kia FOR REVIEW.
6. JIM SAYS THEY HAVE NOT DUPLICATED THE CONCERN.
7. JIM STATES THAT THE PROBLEM OCCURS ONLY WHEN THE CUSTOMERS SPOUSE SITS ON THE SEAT.
8. CUSTOMERS SPOUSE IS A LARGE WOMAN.
9. REITERATED JIMS DIAGNOSIS INFO.
10. WHAT CAN WE DO FOR CUSTOMER?

PETER STATED:

1. IF THERE WAS AN ELECTRICAL PROBLEM THE KIA DEALER WOULD LOCATE IT.
2. THE **AIR** BAG OFF LIGHT PROBLEM COME ON ALL THE TIME THAN INTERMITTENTLY.
3. THE **AIR** BAG LIGHT WILL DEACTIVATE 90% OF THE TIME PENDING THE OCCUPANT POSTURE?
4. I RECOMMEND CUSTOMER REVIEW THE OWNERS MANUAL FOR THE **AIR** BAG LIGHT SECTION?
5. YOU CAN ALWAYS MAIL THE CUSTOMER AT BROCHURE ON THE **AIR** BAG SYSTEM AND HOW IT WORKS?

WRITER STATED:

1. WRITER DOES HAVE A BROCHURE THAT CAN BE MAILED TO THE CUSTOMER?
2. THERE IS A SECTION THAT DESCRIBES THE CUSTOMERS INTERMITTENT CONCERNS WHEN THE LIGHT COMES ON AND NOT OTHERS AND WITH INSTRUCTIONS TO TURN OFF THE VEHICLE AND RESTART IT.
3. WRITER WILL REVIEW THIS WITH THE CUSTOMER.
4. THANK YOU.

*** PHONE LOG 02/05/2009 01:27 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED VM CALL FROM CUSTOMER.

CUSTOMER STATED:

1. PLEASE CALL ME?
2. THANK YOU.

*** PHONE LOG 02/05/2009 01:48 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER.

**Kia Motors America
Consumer Affairs Department**

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Last name [REDACTED]	First name [REDACTED]	VIN of 2008 SORENTO LX 4X4 KNDJC735785 [REDACTED]	Case Number K1549370	Mileage 24,000
Allegan, MI [REDACTED]		Prod. Date: 5/29/07	Dealer: MI008 Seelye-Wright Kia	

WRITER STATED:

1. WRITER HAD SPOKEN TO JIM AT THE KIA DEALER.
2. THE DEALER SAID THEY DID INSPECT THE VEHICLE **AIR** BAG CONCERN AND THEY DID NOT FIND ANY DEFECTS.
3. WRITER CONTACTED THE KIA DISTRICT REP FOR FURTHER REVIEW.
4. THE KIA REP SAYS THAT IF THERE WAS AN ELECTRICAL PROBLEM THE KIA DEALER WOULD HAVE ALREADY LOCATED IT.
5. IF THERE WAS AN ELECTRICAL PROBLEM THE **AIR** BAG OFF LIGHT COME ON ALL THE TIME THAN INTERMITTENTLY.
6. THE **AIR** BAG LIGHT WILL DEACTIVATE 90% OF THE TIME PENDING THE OCCUPANT POSTURE?
7. THE KIA REP RECOMMENDS CUSTOMER REVIEW THE OWNERS MANUAL FOR THE **AIR** BAG LIGHT SECTION.

CUSTOMER STATED:

1. I HAVE READ THE OWNERS MANUAL **AIR** BAG SECTION.
2. THE LIGHT CAME ON AGAIN AND I TURNED THE VEHICLE OFF AND IT WENT BACK TO NORMAL.
3. I THINK THERE STILL IS AN ELECTRICAL PROBLEM?
4. THE Seelye-Wright Kia HAS NOT REALLY UNDERSTOOD MY PROBLEM?
5. THEY JUST WANT TO BLAME ON HOW THE PERSON SITS ON THE SEAT.

WRITER STATED:

1. THE Seelye-Wright Kia DEALER HAS ADDRESS YOUR CONCERN . BUT THEY HAVE NOT LOCATED ANY DEFECTS.
2. WRITER DOES HAVE A BROCHURE THAT CAN BE MAILED TO THE CUSTOMER?
3. THERE IS A SECTION THAT DESCRIBES THE CUSTOMERS INTERMITTENT CONCERNS WHEN THE **PASSENGER SEAT AIR**BAG OFF LIGHT COMES ON AND HAS THE SAME INSTRUCTIONS TO TURN OFF THE VEHICLE AND RESTART IT AS YOU HAVE BEEN DOING.
4. IF YOU STILL FEEL THAT THERE IS STILL AN ELECTRICAL ISSUE YOU HAVE THE OPTION TO TAKE THE VEHICLE TO ANOTHER KIA DEALER FOR A SECOND OPINION?
5. PROVIDED OTHER KIA DEALER INFO.

CUSTOMER STATED:

1. I DO KNOW WHERE THE OTHER KIA DEALERS ARE LOCATED.
2. SEND ME THE BROCHURE AND I LL LOOK IT OVER?
3. THANK YOU.

*** NOTES 02/05/2009 01:49 PM US Mountain Standard Time ELeon Action Type:Correspondence sent
WRITER MAILED CUSTOMER THE KIA **AIR** BAG BROCHURE.

*** CASE CLOSE 02/05/2009 01:52 PM US Mountain Standard Time ELeon
WRITER CLOSING CASE PENDING CUSTOMER CONTACT.

*** NOTES 02/11/2009 10:00 AM Central Daylight Time SBowyer Action Type:Facsimile rec.
CRCA RCVD BBB FAX FILE # KIA0932263 WHICH INCLUDES:

1. CCF - DATED 2/6/09 RCVD 2/6/09
A. Intermittent issues with **PASS** a/b off lamp- Current- Yes Rep**AIR** Attempts 2X
RESOLUTION SOUGHT:

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC735785 [REDACTED]	K1549370	24,000
Allegan, MI [REDACTED]		Prod. Date: 5/29/07	Dealer: MI008	Seelye-Wright Kia

electrical system checked."

*** PHONE LOG 02/11/2009 10:16 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W MR. [REDACTED] THIS DATE:

1. recvd BBB case- sorry for concerns
2. urge cust to work w/KMA to resolve concerns
3. cust upset dlr claims it is seating position- doesn't believe thsi
4. cust believes there is a fault in the system
5. wtr asked if red a/b warning lamp has ever illuminated on instrument panel
6. cust adv no, it goes off after the veh is started- claims 7or8x in a row the "off" indicator works, but its that one time that it doesnt
7. cust adv then veh has to be turned off, then on again- wtr adv this is normal- is how the syst operates- is a recommendation in the o/m to do this
8. will review last visit w/ svc mgr- cust will get papers from BBB- thsi is only if cust wishes to arbitrate concern- not required to send back paperwork
9. cust understood above- wtr gave phone info to cust- will c/b cust soon w/ an update

*** NOTES 02/11/2009 10:55 AM Central Daylight Time SBowyer Action Type:Manager review
F/U W/ DLR 2/13

*** PHONE LOG 02/13/2009 11:02 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR JIM @MI008 THIS DATE:

1. req'd svc dOCS
2. Jim adv no ro was written up for his concern- he was in for an LOF when we discussed it
3. other car companies get the same complaints on their OCS syst- it just depends on the customer
4. wtr thanked jim for his info

WTR S/W OFFICE CLERK CARLA @MI008 THIS DATE:

1. req'd sales dOCS
2. gave wtr fax, last 6 of VIN, cust name
3. Carla adv will have pulled & faxed to you shortly
4. wtr thanked carla

F/U W/DLR 2/17 FOR DOCS IF NOT RCVD

*** NOTES 02-17 2009 05:33 PM Central Daylight Time SBowyer Action Type:Manager review
WTR RCVD VIA FAX FROM MI008 2/13:

1. bo. retail contract, title app

ADDED TO HARD FILE THIS DATE:

REVIEW W/RCAM 2/19

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1549370	24,000
Allegan, MI ██████████		Prod. Date: 5/29/07	Dealer: MI008 Seelye-Wright Kia	

*** NOTES 02/20/2009 04:14 PM Central Daylight Time SBowyer Action Type:Manager review
RCAM OUT OF OFFICE THIS DATE:
1. F/U 2/23

*** NOTES 02/23/2009 02:10 PM Central Daylight Time SBowyer Action Type:Manager review
WTR REVIEWED W/ RCAM THIS DATE:
1. rcam adv for wtr to call DPSM
2. dlr needs to meet w/ cust & review TSB for correct operation of **OCS**
3. dlr needs to run scan test on veh for any a/b MIL's- that would illuminate the red a/b light- not the "off" light
4. if syst operating as designed, no rep**AIRs** to be made

*** PHONE LOG 02/23/2009 02:14 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W DPSM SHIN THIS DATE:
1. adv of directive from RCAM
2. DPSM agreed- asked wtr to call svc mgr Jim
3. he is very good, just explain it to him- he will help out
4. if they cannot verify any problems, they don't needs to do any rep**AIRs**
5. wtr thanked DPSM

*** PHONE LOG 02/23/2009 02:16 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR SVC MGR JIM (@ MI008 THIS DATE:
1. need assistance w/ cust
2. gave wtr direct # for c/b

F/U W/ DLR 2/24 IF NO C.B BY COB THIS DATE.

*** PHONE LOG 02/24/2009 04:21 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR SVC MGR JIM (@ MI008 THIS DATE:
1. need c b to assist w- cust concern
2. pls cb wtr- gave wtr #

CALL JIM 2/25

*** PHONE LOG 02/25/2009 06:32 PM Central Daylight Time SBowyer Action Type:Incoming call
SVC MGR JIM LVM FOR WTR THIS DATE:
1. recvd your vms
2. pls c/b

DUE TO SEVERE COMP ISSUES: WTR HAD NO ACCESS TO CLARIFY/AS400/WINDOWS

COMMITMENT CHANGED TO 2/26

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1549370	24,000
Allegan, MI ██████████		Prod. Date: 5/29/07	Dealer: MI008 Seelye-Wright Kia	

1. would like to direct cust to come in
2. asked jim to review current avail TSB w/ cust & can give copy to him even
3. if no verification of a problem, then no rep **AIR**s need to be done
4. need to explain to cust how system operates
5. Jim agreed- adv he will have the TSB printed out before hand to explain to cust

*** PHONE LOG 02/26/2009 11:07 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W MRS. ██████████ @ MAIN # THIS DATE:

1. adv would like cust to go in w/husband & meet w/ svc mgr
2. svc mgr will review documnt that more clearly describes **OCS** syst
3. wtr explained to cust that if the a/b MIL is not illuminated on the drivers side, then no fault has occurred
4. cust adv is very intermittent, but when it happens, they have to turn off the car to get it to reset
5. cust upset salesman didn't explain the system more when they bought the car or when they have been in for svc
6. wtr apologized, adv cust to make an appt w/ svc mgr & pls notify wtr which day this will be
7. gave wtr direct # to cust- cust adv husband is a truck driver, so they may not get in anytime soon

F/U W/ CUST 3/12 IF NO CB BY THEN

[!<For Internal Use Only

wtr also mentioned to cust this is a govt mandated syst & all mfr's have this system, but all cars are not the same so results could be diff in another veh>!]]

*** NOTES 03/02/2009 08:28 AM Central Daylight Time SBowyer Action Type:Faesimile rec.
CRCA RCVD BBB FAX FILE #: KIA0932263 2/27:

1. MRF dated : 2/27/09
2. Included copies of: MI registration card, ro's, copy of retail contract
3. Updated CCF: Desired outcome: -No change- asking for electrical system checked
4. Lender acct info & VIN added to CCF

ADDED TO HARD FILE THIS DATE

*** NOTES 03/02/2009 08:47 AM Central Daylight Time SBowyer Action Type:E-mail sent
WTR E-MAILED TODD @ BBB THIS DATE:

1. responding to recent MRI
2. adv of discussion w/ Mrs. ██████████
3. waiting for cust to make appt for inspection
4. Svc mgr aware & assisting w/ review of **OCS** bulletin

*** PHONE LOG 03/12/2009 03:25 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR L.V.M FOR TODD @ BBB THIS DATE:

1. haven't heard from cust
2. pls notify wtr of any updates

F/U W/ CUST FOR BBB 3/16 IF NO C/B BY THEN

*** PHONE LOG 03/13/2009 01:21 PM Central Daylight Time SBowyer Action Type:Incoming call

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1549370	24,000
Allegan, MI ██████████		Prod. Date: 5/29/07	Dealer: MI008 Seelye-Wright Kia	

1. the cust went into the dlr on wed & nothing was done
2. they had an assumption that a rep was coming out
3. i s/w the daughter- she didn't have too much info
4. wtr adv was not arranging for a rep to be present- simply for dlr to possibly verify any defects
5. will call dlr & cust & let BBB know soon

*** PHONE LOG 03/13/2009 01:26 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR C/B SVC MGR JIM @ MI008 THIS DATE:

1. heard from BBB cust came in?
2. Jim adv lvm for Mr. ██████████ stating to ask for Jim only to verify concern
3. never heard back, but cust did show up on 3/9/09 & they could not verify any issues
4. the tech reflashed the seat bottom for cust satisfaction per the ro- i will fax it to you
5. wtr thanked Jim- will call cust

*** PHONE LOG 03/13/2009 01:46 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR TODD @ BBB THIS DATE:

1. adv of visit from 3/9
2. dlr CND concern- flashed seat for cust satisfaction
3. will see when rep is avail next to visit dlr- may not be anytime soon
4. cust was directed by svc mgr to ask for JIM only , which was not done
5. will update BBB soon

CALL DPSM 3/16

*** NOTES 03/16/2009 04:36 PM Central Daylight Time SBowyer Action Type:Manager review
PI-R DPSM:

1. was just @ this dlr last week
2. not scheduled anytime soon
3. wtr adv will seek another option- thanked DPSM

REVIEW W/ RCAM 3/18

*** PHONE LOG 03/18/2009 01:37 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W MRS. ██████████ THIS DATE:

1. heard cust had appt 3/9? wtr didn't recvd call from cust?
2. cust apologized, didn't know that wtr wanted a call (wtr told cust on last convo)
3. cust adv car still has "problem" even after they reset the computer (reflash)
4. wtr adv no plan on a rep coming out- rep was @ dlr last week, wtr could have scheduled, sorry
5. cust adv her husband is always on the road, drives trucks, no telling when during the day he will be home
6. we can't keep going up there & wasting money- wtr adv understand, want to be contact for next visit
7. adv cust to call wtr if goes in or planning to go in anytime in near future for wtr to l/u
8. gave cust wtr # just in case

WTR LVM FOR TODD @ BBB:

1. cust not sure when able to bring veh in again- needs to wait for husband
2. cust aware to contact wtr when veh goes or is planning to go in

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735785 ██████████	K1549370	24,000
Allegan, MI ██████████		Prod. Date: 5/29/07	Dealer: MI008 Seelye-Wright Kia	

3. cb wtr to discuss

*** PHONE LOG 03/18/2009 01:41 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR JIM @ MI008 THIS DATE:

1. adv jim cust is to notify wtr if coming back in
2. Jim gave wtr his cell # & adv to call him ahead of time to give him an FYI
3. wtr agreed- thanked Jim

F/U W/ BBB 3/23 IF NO CB BY THEN

*** PHONE LOG 03/18/2009 04:24 PM Central Daylight Time SBowyer Action Type:Incoming call
SVC MGR TONY C/B WTR THIS DATE;

1. i thought of something else
2. when the cust came in on about 2/7/09, that is when i did the test drive w/him
3. there was no ro created for that- we drove in a veh like his & went over ice bumps also & it had the same noise
4. the cust declined my offer to take a dlr veh home like his & drive over his washboard road- he said "i heard the noise that is good enough"
5. his wife was even there & told her the same thing
6. wtr thanked tony for the update

*** NOTES 03/19/2009 03:13 PM Central Daylight Time SBowyer Action Type:Facsimile rec.
WTR RCVD BBB FAX FILE KIA0932263 THIS DATE:

1. BBB close letter
2. "mfr agrees to rep**AIR** your 2008 kia sorento for any verifiable mfring defects per the terms of the new veh warranty.....you have agreed to contact the svc mgr Jim (a. Seelye-Wright Kia to review the **PASS** a/b system when it is presenting a problem."

ADDED TO HARD FILE

*** NOTES 03/19/2009 03:16 PM Central Daylight Time SBowyer Action Type:Manager review
CASE CLOSED PENDING CUST C/B

HARD FILE IN PRIORITY NON-LEGAL CABINET (a. REGION

*** CASE CLOSE 03/19/2009 03:19 PM Central Daylight Time SBowyer

*** NOTES 03/31/2009 07:24 AM Central Daylight Time SBowyer Action Type:Facsimile rec.
WTR RCVD VIA FAX FROM BBB 3/30:

1. updated MRF dated 3/30/09
2. same listed concerns & details as previous MRF
3. Letter from BBB indicating cust req'ing full rep**AIR**s for concern

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735785 ██████████	K1549370	24,000
Allegan, MI ██████████		Prod. Date: 5/29/07	Dealer: MI008 Seelye-Wright Kia	

WTR LVM FOR SVC MGR JIM @ MI008:

1. have cust's come in?
2. pls c/b wtr to adv or if cust has appt to come in soon
3. gave wtr direct # for cb

***-NOTES 03/31/2009 02:52 PM Central Daylight Time SBowyer Action Type:Manager review
DISREGARD NOTES IN CASE FROM 3/18/09 @4:24PM MEANT FOR ANOTHER CASE

*** PHONE LOG 03/31/2009 03:21 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR JIM @ MI008 THIS DATE:

1. the cust was in last week- they didnt call me or you
2. right when they drove up, the wife was sitting in the seat slightly wrong
3. the "off" indicator was illuminated- had her get out & back in several times & it worked correctly
4. Jim adv no MIL was on- no codes in the system- no malfunction w/ any of those **OCS** components was found
5. the svc adv got in & out about 5x & had no issues- it worked fine- the cust was provided a copy of the TSB
6. he was very upset- claimed he was going to cb the BBB
7. wtr thanked Jim- asked for copy of ro to be faxed to wtr- Jim agreed

*** PHONE LOG 03/31/2009 03:23 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W TODD @ BBB THIS DATE:

1. adv of svc mgrs comments above
2. offered to compensate cust 1 car pmt for inconvenience
3. no faults w/ system- is working as designed
4. Todd adv will s/w cust & get back w/ wtr soon
5. wtr thanked Todd

F/U W/ BBB 4/3 IF NO CB BY THEN

*** PHONE LOG 04/01/2009 11:13 AM Central Daylight Time SBowyer Action Type:Outgoing call
TODD FROM BBB C/B WTR:

1. i s/w Mrs ██████████ & adv her of your offer
2. she wants to s/w her husband & will call me back
3. they are not happy w/ that dlr
4. wtr thanked Todd for info

F/U W/ BBB 4/7 IF NO CB BY THEN

*** PHONE LOG 04/06/2009 10:23 AM Central Daylight Time SBowyer Action Type:Incoming call
TODD @ BBB C/B WTR THIS DATE:

1. cust is on other line (wife) & is asking to go to a diff dlr
2. wtr adv will be involved if that is the case- asked for cust to notify wtr of which dlr
3. Todd adv cust not happy w/ MI008- wants to go to MI007- keller kia
4. wtr adv DPSM visiting MI007 4/8- is cust avail for AM visit?
5. -went back to cust- Todd adv cust is busy this week- will wait to hear next availability
6. wtr adv will contact DPSM & check for next possible visit for MI007- may not know anytime soon
7. will notify cust/BBB when wtr has that info- Todd thanked wtr- will put case in pending status for 30 days & check in then

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJJC735785 ██████████	K1549370	24,000
Allegan, MI ██████████		Prod. Date: 5/29/07	Dealer: MI008	Seelye-Wright Kia

F/U W/ DPSM 4/17

*** NOTES 04/07/2009 07:45 AM Central Daylight Time SBowyer Action Type:Manager review
WTR RCVD VIA FAX FROM BBB 4/6:

1. BBB close letter
2. indicates agreement from MFR to arrange for a factory rep to meet w/cust @ Keller Kia in Grand Rapids, MI
3. BBB will f/u w/in 30 days from date of close letter

*** NOTES 04/07/2009 07:47 AM Central Daylight Time SBowyer Action Type:E-mail rec.
DPSM EMAILED WTR THIS DATE:

1. dpsm is new to district
2. is starting to visit all ce06 dlrs to make initial contact
3. may not be till next month to meet w/cust

WTR REPLIED:

1. will f/u w/dpsm towards end of the month

F/U W/ DPSM 4/23

*** PHONE LOG 04/23/2009 09:39 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W DPSM HEISER THIS DATE:

1. req'd DPSM next sched visit to Keller Kia
2. DPSM adv sending itinerary 4/24- might be next week
3. wtr adv will review once rec'd & cb DPSM w/ any details

F/U W/ DPSM 4/27

*** NOTES 04/24/2009 10:24 AM Central Daylight Time SBowyer Action Type:Manager review
WTR RCVD DPSM ITINERARY THIS DATE:
DPSM TO VISIT MI007 4/28

WTR EMAILED TODD @ BBB:

1. dpsm avail 4/28
2. pls ask cust if this will work to meet w/ DPSM

*** PHONE LOG 04/27/2009 01:27 PM Central Daylight Time SBowyer Action Type:Incoming call
TODD @ BBB CB WTR THIS DATE:

1. i just called the cust for you
2. they had a death in the family & are not able to meet your rep tomorrow
3. just let me know when your rep will be there next & we will reschedule
4. wtr agree- could be up to 1 month till next visit

F/U W/ DPSM 5/11

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC735785 ██████	K1549370	24,000
Allegan, MI ██████		Prod. Date: 5/29/07	Dealer: MI008 Seelye-Wright Kia	

*** NOTES 05/06/2009 09:27 AM Central Daylight Time SBowyer Action Type:Manager review
REGION PHONE SYST DWN STARTING 5/5

COMMITMENT MOVED TO 5/14

*** NOTES 05/14/2009 10:05 AM Central Daylight Time SBowyer Action Type:Manager review
DPSM NOT SCHEDULED TO VISIT MI007 THIS WEEK

F/U W/ DPSM ITINERARY NLT 5/18

*** NOTES 05/18/2009 10:09 AM Central Daylight Time SBowyer Action Type:E-mail sent
WTR EMAILED TODD @ BBB:
1. DPSM on vacation till 5/26/09
2. no info on when DPSM will visit MI007
3. will f/u w/ DPSM after return

F/U W/ DPSM 5/27

*** PHONE LOG 05/27/2009 01:26 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W DPSM HEISER THIS DATE:
1. is DPSM soon to visit MI007?
2. DPSM adv yes, possibly next week- i will send my itinerary out this week or the beginning of next week

F/U W/ DPSM FOR ITINERARY 6/1

*** NOTES 06/01/2009 09:00 AM Central Daylight Time SBowyer Action Type:E-mail sent
WTR EMAILED DPSM THIS DATE:
1. see DPSM is at MI022 end of this week
2. Possible visit to MI007? Or is this following week?

DPSM RESPONDED TO WTR:
1. all DPSM/DSMs in region meeting week of 6/8

F/U W/DPSM ITINERARY 6/8

*** NOTES 06/09/2009 07:55 AM Central Daylight Time SBowyer Action Type:Manager review
DPSM IN OFFICE WEEK OF 6/8: F/U 6/11

*** NOTES 06/11/2009 07:53 AM Central Daylight Time SBowyer Action Type:Manager review
WTR SENT EMAIL TO DPSM:
1. pls adv when avail to visit mi007

*** NOTES 06/12/2009 08:43 AM Central Daylight Time SBowyer Action Type:Manager review
DPSM EMAILED WTR BACK 6/11:

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1549370	24,000
Allegan, MI ██████████		Prod. Date: 5/29/07	Dealer: MI008 Seelye-Wright Kia	

2. asked for wtr to confirm if cust avail first

WTR REPLIED TO EMAIL:

1. asked what day DPSM would be avail specifically

*** NOTES 06/12/2009 02:35 PM Central Daylight Time SBowyer Action Type:Manager review

DPSM EMAILED WTR BACK:

1. i am traveling to that dlr MON afternoon
2. see if cust is avail between 1-1:30

*** PHONE LOG 06/12/2009 02:37 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR LVM FOR CUST @ MAIN #:

1. DPSM avail early next week
2. pls cb wtr if avail
3. gave wtr direct # for cb

CB CUST 6/18 IF NO CB BY THEN

*** PHONE LOG 06/12/2009 03:05 PM Central Daylight Time SBowyer Action Type:Outgoing call

MR. ██████████ LVM FOR WTR:

1. returning your call
2. i got a letter stating that the same system needed a part replaced
3. i took it to MI008 & they did the recall & it still doesn't work
4. call me back

WTR CB CUST:

1. adv recall was for inspection reflash of seat bottom to ensure correct software installed
2. cust agreed was incorrect, not to replace parts- understands
3. wtr expl **OCS** OFF light is not MIL- a/b warn lamp on drivers side is-
4. explained to cust if can key off & on, & light goes out, is operating normally
5. cust stated 3x during convo: "i just dont buy it, i dont care how its designed, i dont believe anything you say, there is a problem"
6. wtr adv cust DPSM @ MI007 on MON- is cust avail
7. cust adv is too far to drive, doesn't want to go that far- wants to meet rep @ MI008 if possible
8. wtr adv will check w/ DPSM itinerary & get back to cust
9. cust agreed

*** PHONE LOG 06/12/2009 03:08 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S W SVC MGR JIM @ MI008:

1. adv cust recently in for **OCS** reflash
2. will be arranging meeting w/ DPSM
3. Jim thanked wtr for FYI

*** NOTES 06/12/2009 03:09 PM Central Daylight Time SBowyer Action Type:Manager review

WTR EMAILED DPSM HUISER THIS DATE:

1. cust req to meet @ mi008, not mi008

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735785 ██████████	K1549370	24,000
Allegan, MI ██████████		Prod. Date: 5/29/07	Dealer: MI008 Seelye-Wright Kia	

2. pls adv when you are avail

F/U W/ DPSM 6/17

*** NOTES 06/17/2009 10:56 AM Central Daylight Time SBowyer Action Type:E-mail rec.
DPSM EMAILED WTR BACK
1. not planning on being to MI008 for at least 2 weeks

*** PHONE LOG 06/17/2009 11:08 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR CUST:
1. dpsm not to visit MI008 for approx 2 weeks
2. if cust still wishes for wtr to sched visit w/ DPSM- pls cb
3. gave wtr direct #

F/U W/ DPSM ITINERARY 7/3

*** NOTES 06/29/2009 07:16 AM Central Daylight Time SBowyer Action Type:Manager review
COMMITMENT MOVED TO 7/7
[!<For Internal Use Only
REGION OFFICE CLOSED 7/3 FOR HOLIDAY>!]

*** NOTES 07/06/2009 07:35 AM Central Daylight Time SBowyer Action Type:Manager review
NO CB FROM CUST: CASE CLOSED PENDING FURTHER CUST CONTACT

HARD FILE IN PRIORITY NON-LEGAL CABINET @ REGION

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1386033	300
Del Mar, CA ██████████		Prod. Date: 11/22/06	Dealer: CA198	Kearny Pearson Kia

Case History

Complaint Dealer

*** PHONE LOG 11/27/2007 03:47 PM US Mountain Standard Time TShamburger
customer Albert called ----

- 1 i liked the car and i went to the dlr to get veh.
- 2 the dlr took 6 1/2 hours to do paperwork
3. and the took some time for them to get the aftermarket alarm situation taken care of.
- 4 also the salesperson told me the dlr has a serv dept open on Saturdays, but i found out they dont have tech working on Saturdays. i felt i was mislead

5 i did pick up someone and he sat in the **PASS**enger side seat and he is 200 lbs. and the **AIR**bag light would not go off.
6 it was still on like no one was sitting on the seat. so i told them if i can bring veh in on Saturday and they said they only have Ford techs on Saturday no kia techs. so again im face with the same dilemma
7. and im so busy and now i have to take veh to dlr to have the veh chkd.

wrt states

- 1 apologize for the experience.
- 2 will make a note of your concern with dlr.
- 3 they will have complaint tomorrow morning.
- 4 most dlrs dont have a full staff on Saturdays. and its up the dlr owner what tech's he has avail on Saturdays.

5 advise cust to have **AIR**bag light for **PASS**enger side **AIR**bag chk.

cust states

1 i know there is a dlr near me. but i dont like Kia Depot.

2 I will make time to take it back to Kearny Mesa Kia

wrt states

1 call back if you need any asst. call ended

*** CASE CLOSE 11/27/2007 03:47 PM US Mountain Standard Time TShamburger

*** PHONE LOG 12 06 2007 09:47 AM US Mountain Standard Time. Judson Action Type: Incoming call
Customer States:

1. The security system they put on would not shut off.
2. When I finished the paperwork the information was incorrect
3. Took 3 days for the security system issue to be resolved.
4. **PASS**enger **AIR**bag light was on.
5. Dealer does not have a Kia rep there on Saturday.
6. Received call from finance manager who wants me to sign some paperwork.
7. On my way to work and the TPMS light came on and the tire was flat.
8. Had to wait for an hour and a half for roadside and then the police had to dispatch someone out to customer.
9. Spoke to Stack at Kia who said she was a Ford Rep and advised her of the problem.
10. I have a violation on my plates for my other vehicle but I did not have the vehicle.
11. I want this **PASS**enger **AIR**bag concern taken care of.

Writer States:

1. Apologized for the problem.
2. Dealers are independently owned and operated.
3. Kia monitors how they conduct themselves on a daily basis.
4. Customer can take vehicle to any Kia dealer for service.
5. Will document concerns about their dealer service department and file a formal complaint.
6. Writer cannot advise on the paperwork concern and should speak to a GM.
7. Customer needs to speak to the GM of the dealer about violation on the previous vehicle that was traded in.
8. Call KCA after the vehicle has been taken into Kia dealer.
9. Writer will contact CA198 and get information for the GM.

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Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1386033	300
Del Mar, CA ██████████		Prod. Date: 11/22/06	Dealer: CA198	Kearny Pearson Kia

Customer States:

1. Can you call me back and leave the information on my VM?

Writer States:

1. Will call customer back on the alternate number to advise of the GM info as well as provide customer with case number.

*** PHONE LOG 12/06/2007 09:58 AM US Mountain Standard Time AJudson Action Type:Outgoing call

Writer called CA198 and operator states:

1. Doug Davis is the GM.
2. Scott Devlin is the Customer Service Manager.

Writer States:

1. May I speak to the GM?

OPERATOR PLACED WRITER ON HOLD AND TRANSFERRED TO SCOTT DEVLIN WHO HANDLES CUSTOMER SERVICE ISSUES.

Scott CS Manager states:

1. SM and FM tried to contact customer yesterday to try and correct problems.
2. I have the customer cell phone number and will contact the customer.
3. Customer usually contacts GM or myself when we are gone for the day.
4. The traffic violation is out of our hands and is handled by the DMV.
5. We have processed all of the necessary paperwork for the other vehicle.

*** PHONE LOG 12/06/2007 10:07 AM US Mountain Standard Time AJudson Action Type:Outgoing call

Writer called customer and states:

1. Reiterated information from CS Manager Scott.
2. Call KCA after customer takes vehicle into Kia dealer for **AIR**bag light concern
3. Gave customer case number for reference.
4. Should verify violation information with DMV.

Customer States:

1. Will contact Michelin for Tire concern.
2. Will call KCA after I take the vehicle into Kia dealer.

*** CASE CLOSE 12/06/2007 10:09 AM US Mountain Standard Time AJudson

*** CASE CLOSE 01/11/2008 10:10 AM Pacific Daylight Time ELau

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO ██████████		Prod. Date: 9/12/07	Dealer: MO012 Roper Kia	

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 09/22/2008 10:10 AM US Mountain Standard Time RChacon

*** PHONE LOG 09/22/2008 10:23 AM US Mountain Standard Time RChacon Action Type: Incoming call

██████████ STATED:

1. I AM CALLING ABOUT AN ONGOING PROB WITH VEH
2. WE HAVE TAKEN VEH TO MO012 3 X'S FOR THE **PASS AIR**BAG LIGHT ON. EVEN IF SOMEONE IS SITTING IN THE SEAT
3. KEVIN IN SALES @ DEALER SUGGESTED TO CALL YOU ABOUT THE PROB
4. AT THIS POINT IN TIME, WE DO NOT WANT THE VEH BACK, WE WANT IT REPALCED
5. IT HAS PUT US IN DANGER BEING **AIR**BAGS ARE NOT WORKING
6. THIS PAST FRIDAY, 2 SALES REPS DID SEE LIGHT ON WITH ME SITTING IN THE SEAT. AND THEY KEPT VEH FOR DIAG. SO VEH IS THERE NOW

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. WE DO NOT ASSIST YOU WITH REPLACING VEH. THAT IS UP TO THE DEALER IF THEY WANT TO DO THAT
5. WHAT WE CAN DO FOR YOU IS FOLLOW UP WITH DEALER TO ENSURE ALL KIA RFSOURCES ARE USED TO RESOLVE PROB
6. IF DEALER IS HAVING DIFFICULTY MAKING A PROP DIAG. OR **REPAIR**. THERE ARE OTHER KIA RESOURCES THAT WE WILL INVOLVE TO ENSURE THIS GETS RESOLVED
7. I WILL CALL DEALER FOR MORE INFO. PLEASE HOLD

WRITER CALLED MO012. SPOKE WITH ASSISTANT SVC MGR TIM WHO STATED:

1. 9/2/08 VEH CAME INTO US FROM SALES DEPT FOR **AIR**BAG LIGHT ON WHILE DRIVING
2. WE HAD 2 TECHS DRIVE VEH. AND COULD NOT DUP THE PROB
3. 9/8/08 VEH CAME BACK IN FOR **AIR**BAG LIGHT ON. AGAIN WE COULD NOT DUP THE PROB. BUT DID CONTACT TECH LINE WHO SUGGESTED WE DO A REFLASH. WHICH WE DID
4. 9/20/08 VEH CAME BACK IN FOR **AIR**BAG LIGHT
5. WE HAVE NOT BEEN ABLE TO DUP THE PROB
6. THE CUSTOMER IS ON THE BORDER LINE WEIGHT LIMIT
7. WE WILL CONTACT TECH LINE AGAIN. AND WILL ALSO BE CONTACTING MY DPSM TO ADVISE
8. THE CUSTOMER IS CURRENTLY IN A LONER VEH

WRITER STATED:

1. THANKS FOR THE INFO

RETURNED TO CUSTOMER. AND STATED:

1. REFERRED INTO FROM ASSISTANT SVC MGR TIM
2. I WILL CONTACT MY AREA REP TO ADVISE
3. ONCE I HAVE MORE INFO. I WILL FOLLOW BACK UP WITH YOU
4. PROVIDED CASE #, AND EXT #

CUSTOMER STATED:

1. THANK YOU

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO ██████████		Prod. Date: 9/12/07	Dealer: MO012 Roper Kia	

*** PHONE LOG 09/23/2008 09:02 AM US Mountain Standard Time RChacon Action Type:Incoming call
RCAA SBOWYER LEFT VM STATING:

1. LEFT CASE #
2. I GOT A CALL FROM FIXED OPERATIONS MGR @ MO012
3. I HAVE CONTACTED DPSM JROPER. AND HAVE INFO
4. PLEASE CALL BACK
5. LEFT PHONE # ██████████

*** PHONE LOG 09/23/2008 09:38 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED RCAA SBOWYER. WHO STATED:

1. THE DEALER PRINCIPAL JEFF FROST CALLED ME ABOUT THIS VEH
2. DEALER SAYS VEH HAS BEEN IN 3 X'S FOR THE **AIR**BAG LIGHT
3. THE DEALER SAYS THE SALESMAN SAW THE PROB HAPPEN, BUT SVC HAS NEVER BEEN ABLE TO DUP
4. THE DEALERSHIP HAS TRIED TO TRADE THE VEH OUT WITH ANOTHER. BUT THE CUSTOMER DID NOT WANT TO
5. WE HAVE ADVISED DPSM JROPER CAN MEET WITH THE CUSTOMER ON 9/30/08 SO HE CAN ASSIST WITH VERIFYING, AND RESOLVING PROB
6. THE CUSTOMER STATED THEY WERE UNABLE TO TAKE TIME OFF TO DO SO
7. ADVISE CUSTOMER IT WOULD BE BEST TO HAVE DPSM INVOLVED SO THAT PROB CAN BE RESOLVED
8. IF THEY AGREE, SEND ME THE CASE. AND WILL HANDLE IT
9. IF THEY CANNOT. SET UP A COMMITMENT UP TO FOLLOW UP WITH THEM IN A WEEK TO SEE IF THEY WOULD LIKE FURTHER ASSISTANCE

WRITER STATED:

1. I WILL ADVISE THE CUSTOMER
2. THANKS FOR THE INFO

*** PHONE LOG 09/23/2008 09:57 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER. LEFT VM STATING:

1. PLEASE CALL BACK REGARDING CASE
2. LEFT CONTACT INFO. AND CASE #

*** PHONE LOG 09/23/2008 10:02 AM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER STATES

1. I NEED TO TALK TO RANDY

WRITER STATES

1. WILL SEE IF HE IS AVAILABLE
2. IF HE IS NOT. DO YOU WANT HIS VMAIL?

WRITER PUT CUSTOMER INTO RANDY'S VMAIL

*** PHONE LOG 09/23/2008 10:21 AM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER LEFT VM STATING:

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO	██████████	Prod. Date: 9/12/07	Dealer: MO012 Roper Kia	

1. RETURNING YOUR CALL
2. YOU CAN CALL ME BACK @ MY WORK # ██████████

*** PHONE LOG 09/23/2008 10:43 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER ██████████ @ WORK # AND STATED:

1. REITERATED INFO FROM ASSISTANT SVC MGR TIM
2. REITERATED INFO FROM RCAA SBOWYER

CUSTOMER STATED:

1. I HAVE ONLY BEEN @ MY NEW JOB FOR 6 MONTHS. SO CANNOT TAKE TIME OFF
2. I CAN TAKE VEH TO DEALER ON THE 30TH AFTER 6 PM
3. I DON'T UNDERSTAND WHAT THE PROB IS. THE LIGHT WILL COME ON WITH ME. MY SON. OR HUSBAND IN THE SEAT
4. THE SALES DEPT HAS SEEN THE PROB HAPPEN

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. IN ORDER FOR REPAIRS TO BE MADE. THE SVC DEPT WILL NEED TO DUP THE PROB. WHICH THEY HAVE NOT BEEN ABLE TO DO
3. DO NOT BELIEVE AREA REP IS AVAILABLE AFTER 6 PM. BUT CAN LOOK INTO IT
4. IF YOU CANNOT MAKE THIS APPT. WE CAN ARRANGE ANOTHER TIME, AND DAY THAT IS GOOD FOR YOU TO HAVE REP OUT

CUSTOMER STATED:

1. I AM NOT HAPPY ABOUT THIS
-CUSTOMER DISCONNECTED CALL.....

*** PHONE LOG 09/23/2008 10:46 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED RCAA SBOWYER. LEFT VM STATING:

1. REITERATED CUSTOMER CONCERNS
2. PLEASE CALL BACK TO ADVISE
3. LEFT EXT #. AND CASE #

*** PHONE LOG 09/24/2008 07:28 AM US Mountain Standard Time RChacon Action Type:Incoming call
RCAA SBOWYER LEFT VM STATING:

1. WE ARE TRYING TO WORK WITH CUSTOMER
2. SHE NEEDS WORK WITH US A LITTLE BEING WE ARE TRYING TO HELP
3. SET UP A COMMITMENT TO FOLLOW UP WITH CUSTOMER IN A COUPLE WEEKS TO SEE HOW THINGS ARE
4. IF CUSTOMER INDICATES LEGAL ACTION. OR LEMON LAW. YOU CAN SEND ME THE CASE
5. ANY QUESTIONS. CALL BACK

*** COMMIT 09/24/2008 06:29 AM US Mountain Standard Time RChacon Action Type:Callback Required

*** CASE CLOSE 09/24/2008 06:30 AM US Mountain Standard Time RChacon

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO ██████████		Prod. Date: 9/12/07	Dealer: MO012	Roper Kia

*** PHONE LOG 09/29/2008 12:59 PM US Mountain Standard Time RChacon Action Type:Incoming call
BRANDON FISHER, ATTORNEY STATED:
1. I AM CALLING IN REGARDS TO TAMMY MARTINEZ'S 08 KIA THAT IS HAVING PROB'S
2. PLEASE CALL BACK
3. LEFT CASE #, AND PHONE # 417-448-5902

*** PHONE LOG 09/29/2008 01:03 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED RCAA SBOWYER, AND STATED:
1. ATTORNEY BRANDON FISHER HAS REQUESTED CALL BACK REGARDING CUSTOMER VEH

RCAA SBOWYER STATED:
1. I WILL GET MORE INFO ON THIS, AND CALL YOU BACK

*** PHONE LOG 09/29/2008 01:23 PM Pacific Daylight Time MHoukal Action Type:Incoming call
RCAM called ATTY Fisher office:

- 1) Left name/#
- 2) REQ C/B
- 3) stated that ATTY contacted call ctr: case will be handled by Kia regional office

RCAM F/U w/ ATTY 10-3

*** PHONE LOG 09/29/2008 02:08 PM US Mountain Standard Time RChacon Action Type:Incoming call
RCAA SBOWYER FULFILLING:
1. WE WILL BE YAKING, AND WORKING CASE
2. IF YOU HAVE ANY QUESTIONS CALL BACK

*** PHONE LOG 09/30/2008 11:31 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S.W DPSM ROPIER THIS DATE:
1. DPSM adv husband & wife showed up to dlr this morning
2. Verified the **OCS** light will re-illuminate after car turns on, & cust is sitting in the seat
3. We verified that this same thing occurs in another sorento on the lot w/ the same interior
4. The system is acting as designed
5. The dealer worked up a deal for \$40 extra/ mon for an ex 50 pack sorento w/ leather that works just fine for them
6. The cust turned that offer down, i am handing this case over to you for further handling

WTR REVIEWED ABOVE W/ RCAM THIS DATE: WILL RE-REVIEW W/ RCAM NLT 10.2

*** FULFILL 09/30/2008 11:37 AM Central Daylight Time SBowyer Action Type:Callback Required

*** PHONE LOG 10/02/2008 02:56 PM Central Daylight Time SBowyer Action Type:Outgoing call

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO ██████████		Prod. Date: 9/12/07	Dealer: MO012 Roper Kia	

1. Req'd c/b to discuss status of case
2. Aware cust met w/ DPSM J.Roper- pls c/b wtr
3. Gave wtr direct # for c/b

WTR TO CONTACT CUST NLT 10/7 IF NO C/B BY THAT DATE

*** PHONE LOG 10/03/2008 04:30 PM Central Daylight Time SBowyer Action Type:Incoming call

MRS. ██████████ C/B WTR THIS DATE:

1. Missed your call
2. WTr adv involved by DPSM & KCC- is cust retained by atty Brandon Fisher?
3. Cust adv he works in my office. i work in a law office but no he isnt'
4. Asked cust what KMA can do to help- aware cust met w/ DPSM & like veh did same thing- operating as designed
5. Cust adv would like money back. would never deal with anyone at KIA again. Jeff Frost told me i am not allowed to call sales anymore
6. I either want it fixed so i don't have to deal with this issue or i want my money back
7. Wtr adv refund not an option at this point- will review w/ RCAM to determine best assist
8. Cust adv John Roper said he would switch the seat out. then we tried the other car & it did the same thing
9. C/s John Roper said " there is a problem here. i don't know how to fix it. i will call my mgr in chicago & put it in his hands"
10. Adv will make RCAM aware of that so best assist can be determined- will update cust by end of next week

*** NOTES 10/06/2008 08:59 AM Central Daylight Time SBowyer Action Type:Manager review
RCAM REQ REVIEW CASE W/ DPSM ROPER NLT 10/7

*** NOTES 10/07/2008 11:20 AM Central Daylight Time SBowyer Action Type:Meeting

WTR REVIEWED CASE W/ RCAM THIS DATE:

1. Instructed to gather all dOCS (sales & svc)
2. Possible FTR assist to be determined after recap created

*** PHONE LOG 10/07/2008 11:24 AM Central Daylight Time SBowyer Action Type:Outgoing call

WTR LVM FOR SVC MGR STEVE @ ROPER KIA THIS DATE:

1. Req'd c/b to req svc & sales dOCS
2. Gave wtr direct # for c/b

WTR TO CONTACT DLR NLT 10/8 IF NO C/B BY COB THIS DATE

*** PHONE LOG 10/08/2008 11:17 AM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S W OPERATOR @ ROPER KIA THIS DATE:

1. Asked for svc mgr steve- operator req'd c/b - to fwd mssg of this
2. Gave wtr direct # for c/b

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada. MO ██████████		Prod. Date: 9/12/07	Dealer: MO012	Roper Kia

*** PHONE LOG 10/08/2008 01:46 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR STEVE @ ROPER KIA THIS DATE:

1. req'd scv d**OCS**
2. Steve adv he will get those to wtr asap

STEVE XFER'D WTR TO LESLIE IN SALES:

1. Req'd sales d**OCS** from leslie
2. Gave wtr direct fax #
3. Leslie adv will do this for you soon

WTR TO CONTACT DLR NLT 10/10 IF NO D**OCS** RCVD

*** NOTES 10/08/2008 04:20 PM Central Daylight Time SBowyer Action Type:Facsimile rec.
CRCA RCVD VIA FAX THIS DATE FROM ROPER KIA

1. sales d**OCS**

INFO ADDED TO HARD FILE--STILL WAITING ON SVC D**OCS**

*** NOTES 10/09/2008 02:23 PM US Mountain Standard Time JHirshfield Action Type:Manager review

[!<For Internal Use Only

Tread **AIR**bag review --JH>!]]

*** PHONE LOG 10/10 2008 09:56 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W WARRANTY ADMIN ? @ ROPER KIA THIS DATE:

1. req'd status of svc d**OCS**
2. Warr admin adv will get those for you. i did fax the sales d**OCS**
3. wtr adv sales d**OCS** rcvd. need svc d**OCS**

WTR TO FAX W/ DLR NLT 10/13 IF NO D**OCS** RCVD BY COB THIS DATE

*** NOTES 10/10/2008 01:11 PM Central Daylight Time SBowyer Action Type:Facsimile rec.
WTR RCVD VIA FAX FROM ROPER KIA THIS DATE:

1. ro's

INFO ADDED TO HARD FILE THIS DATE FOR RECAP COMPLETION

*** NOTES 10/10/2008 01:41 PM Central Daylight Time SBowyer Action Type:Meeting
WTR COMPLETED RECAP & ADDED TO HARD FILE THIS DATE

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO ██████████		Prod. Date: 9/12/07	Dealer: MO012 Roper Kia	

*** PHONE LOG 10/13/2008 04:21 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S/W MRS. ██████████ THIS DATE:

1. wtr reviewed case w/ mgr- mgr in contact w/ corporate
2. once update revd, will c/b cust to adv of next option
3. cust adv " what option, what is the option?"
4. adv cust not sure until MGR informs what is going to be done
5. thanked cust for their patience

cust ended call on wtr

*** NOTES 10/13/2008 04:22 PM Central Daylight Time SBowyer Action Type:Meeting

WTR TO F/U W/ RCAM NLT 10/15

*** NOTES 10/15/2008 08:08 AM Central Daylight Time SBowyer Action Type:Meeting

WTR REVIEWED CASE W/ RCAM 10/14:

1. adv to contact dlr re: version of reflash tool

WTR TO CONTACT DLR NLT 10/15

**** PHONE LOG 10/15/2008 09:17 AM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S/W OPERATOR NICOLE @ ROPER KIA THIS DATE:

1. Nicole adv Steve (sm) not answering his phone
2. will relay msg to him w/ your # to have him c/b
3. gave wtr direct # to nicole

*** PHONE LOG 10/15/2008 02:07 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S/W SVC MGR STEVE @ ROPER KIA THIS DATE:

1. req'd to know which version dlrs' reflash tool is
2. Steve provided wtr reading off of label on tool--- is version 6 tool(correct version)
3. WTR adv will f/u on what KMA wishes to do & will update steve

*** NOTES 10/17/2008 02:14 PM Central Daylight Time SBowyer Action Type:Manager review

WTR REVIEWED CASE W/ RCAM MAH THIS DATE:

1. s w dpsm Lockwood- recommend r&r seat bottom
2. RCAM adv that PDC has correct seat bottoms avail

*** PHONE LOG 10/17/2008 02:23 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S/W DPSM LOCKWOOD THIS DATE:

1. DPSM adv just left this dlr today, won't be up there till about 3 or 4 weeks from now
2. the dlr won't have a problem ordering a seat bottom, i don't mind meeting w/ the cust
3. suggested wtr have dlr order seat bottom, & send email to DPSM when cust going in for rep**AIR**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO ██████████		Prod. Date: 9/12/07	Dealer: MO012	Roper Kia

WTR TO CONTACT CUST NLT 10/20

*** PHONE LOG 10/20/2008 08:32 AM Central Daylight Time SBowyer Action Type:Incoming call
MRS. ██████████ C/B WTR JUST AFTER COB 10/17:

1. calling for update
2. wtr adv of above convo w/ DPSM Lockwood
3. KMA would like to have seat bottom @ dlr before cust arrives for rep **AIR**
4. Will keep cust up to date on when part comes in so cust can arrange to bring veh in
5. Cust req'd wtr find out how long rep **AIR** will take, if veh can be done quickly or not
6. Wtr adv is best for cust to be present during p/u of veh for testing of **OCS**- will call svc mgr & req' above info
7. will update cust soon

WTR TO CONTACT DLR NLT 10/21

*** PHONE LOG 10/21/2008 09:48 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR STEVE @ ROPER KIA THIS DATE:

1. adv of DPSM & KMA req for dlr to order new seat bottom
2. when parts in, & appt set w/ cust, pls inform wtr for f/u
3. need svc mgr to verify **OCS** operation w/ cust before releasing vehicle
4. cust req'd to know how long rep **AIR** will take- if they should wait for the car or not
5. Steve adv it will take at least 2 hours, it is an extensive rep **AIR**- we can put her in a rental.
6. wtr adv steve to s/w DPSM LOCKWOOD on that issue
7. Steve adv has wtr's #- should order part 10/23, next order is due 10/27- should get it in then

WTR TO CONTACT DLR NLT 10/28 FOR F U ON PART

*** PHONE LOG 10/28/2008 09:24 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR STEVE @ ROPER KIA THIS DATE:

1. has part arrived?
2. steve adv no, i will check into why & get back to you
3. thanked steve

*** PHONE LOG 10/28/2008 10:49 AM Central Daylight Time SBowyer Action Type:Incoming call
SVC MGR STEVE @ MO012 LVM FOR WTR THIS DATE:

1. seems there is none of these parts avail in the usa
2. i will call DPSM lockwood to let him know
3. let me know if you need anything else

*** NOTES 10/29/2008 09:09 AM Central Daylight Time SBowyer Action Type:Meeting
WTR TO F U W, DLR NLT 10/31 FOR UPDATE.

*** NOTES 10/31/2008 11:35 AM Central Daylight Time SBowyer Action Type:Meeting
ACCORDING TO AS400 P/O PARTS SEARCHED.

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Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO ██████████		Prod. Date: 9/12/07	Dealer: MO012 Roper Kia	

WTR TO F/U W/ DLR NLT 11/6 FOR UPDATE

*** PHONE LOG 11/06/2008 12:17 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR STEVE @ ROPER KIA THIS DATE:

1. following up on situation
2. steve adv s/w dpsm Lockwood- still waiting on part
3. he is going to see if it can be sped up
4. wtr thanked steve

WTR S/W DPSM LOCKWOOD THIS DATE:

1. adv will email J. Winniger @ PDC for update
2. dpsm adv that is a good idea
3. adv will copy dpsm on email

*** NOTES 11/06/2008 12:21 PM Central Daylight Time SBowyer Action Type:E-mail sent
WTR EMAILED WE PDC J.WINIGER THIS DATE:

1. req'd update on b/o part
2. gave part #, order # & dlr code

WTR TO F/U W/ JON NLT 11/11 IF NO RESPONSE BY THEN

*** NOTES 11/10/2008 03:44 PM Central Daylight Time SBowyer Action Type:E-mail rec.
WTR RC'VD EMAIL UPDATE FROM PDC J.WINIGER 11/7:

1. part should be @ dlr next week, is currently @ california PDC

*** PHONE LOG 11/10/2008 03:44 PM Central Daylight Time SBowyer Action Type:Outgoing call
MRS. ██████████

1. roper called me saying the part was in
2. call me back to talk about this @ 417-321-5884

*** PHONE LOG 11/10/2008 04:16 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR C/B MRS. ██████████ THIS DATE:

1. how can wtr help
2. cust adv dlr wants me to bring the car in
3. i will have to take time off of work to do that
4. can my husband drop it off the night b4, get something to drive, & then come back the next day @ 6pm?
5. wtr adv will call dpsm for rental req, svc mgr will have to be ok w/ late night meeting- cust herself needs to be present to verify seat is working
6. will get back to cust- cust adv dlr has day avail for 11/12- will not schedule until hears from wtr

*** PHONE LOG 11/10/2008 04:24 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR F/U M FOR DPSM LOCKWOOD THIS DATE:

1. part in, dlr has appt avail for wed
2. cust wishes for rental for night b4 dropoff, then come back next day @ 6pm to verify rep **AIR** w/ Mrs.
3. pls c/b wtr to confirm this is ok, dlr previously said they would put cust in rental
4. left wtr direct #

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO	██████████	Prod. Date: 9/12/07	Dealer: MO012	Roper Kia

WTR TO F/U W/ DPSM NLT 11/11

*** PHONE LOG 11/10/2008 05:37 PM Central Daylight Time SBowyer Action Type:Outgoing call
DPSM C/B WTR THIS DATE:

1. i have no problem w/ the cust suggestion
2. the dlr svc mgr Steve has to be ok with that late of a meeting
3. if he can't do that, let me know, i will talk to him
4. wtr thanked dpsm for c/b

WTR TO C/B DLR NLT 11/11

*** PHONE LOG 11/11/2008 11:22 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR STEVE @ ROPER KIA THIS DATE:

1. adv of cust req- DPSM approved rental
2. dlr will have to agree to meet cust that late
3. Mrs. ██████████ needs to be present to verify seat is operating correctly
4. Steve adv he would call her & discuss this. will call wtr back

*** PHONE LOG 11/11/2008 05:30 PM Central Daylight Time SBowyer Action Type:Incoming call
CUST LVM FOR WTR THIS DATE:

1. recvd a call from Steve @ the dlr
2. i need to know what i need to do
3. call me back

*** PHONE LOG 11/11/2008 05:38 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR C/B MRS. ██████████ THIS DATE:

1. svc mgr aware of auth for rental
2. cust not clear that steve is in Service dpt- wtr clarified a svc concern is dealt w/ only in the svc dpt
3. Steve bushnell is the svc mgr- s/w him to make an appt
4. cust is ok to drop off veh the night b4 for alt trans to be provided
5. cust thanked wtr

WTR TO F/U W/ DLR NLT 11/13 FOR APPT UPDATE

*** PHONE LOG 11/13/2008 10:38 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC MGR STEVE @ ROPER KIA THIS DATE:

1. following up
2. Steve adv cust dropped off veh last night
3. we have installed the complete assy as directed
4. we flashed it w/the new tool to make sure it had the right software
5. they are coming in around 5:30 tonight for p/u

WTR TO F/U W/ STEVE NLT 11/14

*** PHONE LOG 11/14/2008 11:03 AM Central Daylight Time SBowyer Action Type:Outgoing call

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO ██████████		Prod. Date: 9/12/07	Dealer: MO012	Roper Kia

WTR S/W SA TIM @ ROPER KIA THIS DATE:

1. follow up on visit last night
2. Tim adv he met w/ cust's
3. she sat in the seat & it worked properly
4. she said before that it was when they would be driving & she would move around in the seat that it would happen
5. we will see how it goes

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

*** PHONE LOG 11/18/2008 03:49 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR LVM FOR CUST (@ ██████████) THIS DATE:

1. req'd c/b- checking on veh status
2. gave wtr # for c/b

WTR TO F/U W/ CUST NLT 11/21 IF NO C/B RCVD BY THEN

*** PHONE LOG 11/25/2008 02:17 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR LVM FOR CUST (@ ██████████) THIS DATE:

1. req'd c/b- checking on veh status
2. gave wtr # for c/b

WTR TO F/U W/ CUST NLT 12/2 IF NO C/B RCVD BY THEN

*** PHONE LOG 12/02/2008 02:05 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR LVM FOR CUST (@ ██████████) THIS DATE:

1. req'd c/b- checking on veh status
2. gave wtr # for c/b
3. will be closing case pending further contact

*** COMMIT 12/02/2008 02:07 PM Central Daylight Time SBowyer Action Type:Callback Required

*** NOTES 12/02/2008 05:00 PM Central Daylight Time SBowyer Action Type:Correspondence sent
WTR GENERATED & SENT UTC VIA REG MAIL TO CUST THIS DATE

*** FULFILL 12/02/2008 05:07 PM Central Daylight Time SBowyer Action Type:Callback Required

*** PHONE LOG 12/02/2008 05:07 PM Central Daylight Time SBowyer Action Type:Incoming call
(prior to closing case & sending UTC) WTR RCVD VM FROM ATTY BRANDON FISCHER THIS DATE:

1. I am helping out Mrs. ██████████ she is a friend of mine here in Nevada
2. She recd your vm saying if she doesn't call you that you would be closing the case
3. the problem is still happening & i need you to call me back

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO ██████████		Prod. Date: 9/12/07	Dealer: MO012 Roper Kia	

*** NOTES 12/02/2008 05:20 PM Central Daylight Time SBowyer Action Type:Meeting
WTR TO C/B ATTY BRANDON FISCHER 12/3

UTC SENT THIS DATE

*** PHONE LOG 12/03/2008 12:58 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR ATTY BRANDON FISHER THIS DATE:

1. rcvd vm- is atty representing cust?
2. if so. need formal letter of representation sent to KMA Corporate
3. f/u w/ cust was to ensure no further concerns existed after last rep **AIR**. after 3vms. rcvd no cb from cust
4. can c/b wtr if need to, provided wtr #: VM MACHINE CUTOFF WTR @i END OF MSG

wtr to close case pending cust/atty cb nlt 12/5

*** NOTES 12/05/2008 10:22 AM Central Daylight Time SBowyer Action Type:Meeting
WTR CLOSING CASE PENDING C/B FROM CUST/ATTY

HARD FILE LOCATED IN NON-PRIORITY CABINET @i REGION

*** CASE CLOSE 12/05/2008 10:24 AM Central Daylight Time SBowyer

*** NOTES 12/12/2008 03:24 PM Central Daylight Time SBowyer Action Type:Facsimile rec.
WTR RCVD ADL FROM FISHER LAW FIRM VIA FAX THIS DATE:

1. Per atty: cust have the same **PASS**enger a/b problem.
2. Has had at least 4 attempts to rep **AIR** the issue
3. Atty believes veh is presumed to be defective under Missouri Statute
4. is a safety issue- feels is best to return this vehicle & get a refund of the cust money

WTR ADDED ADL TO HARD FILE THIS DATE

*** NOTES 12/15/2008 08:40 AM Central Daylight Time SBowyer Action Type:Manager review
WTR TO REVIEW W/ RCAM 12/15

*** NOTES 12/16/2008 08:33 AM Central Daylight Time SBowyer Action Type:Manager review
PER RCAM- WTR CREATED NEW CASE FOR ADL

SEE ONLY K

*** NOTES 12/16/2008 08:34 AM Central Daylight Time SBowyer Action Type:Manager review

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<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735785 ██████████	K1502173	950
Nevada, MO ██████████		Prod. Date: 9/12/07	Dealer: MO012	Roper Kia

*** CASE CLOSE 12/16/2008 08:35 AM Central Daylight Time SBowyer

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1470251	200
Granite City, IL ██████████		Prod. Date: 6/11/07	Dealer: MO017 Suntrup Kia	

Case History

Complaint Design

*** PHONE LOG 07/10/2008 08:30 AM US Mountain Standard Time RBriones Customer (Ms ██████████) Stated:

1. My boyfriend and I both bought Kia vehicles.
2. I bought an Optima and my **AIR** bag light works fine.
3. He bought this Sorento, and I am the **PASS**enger in his car most of the time.
4. Just feel this is a safety issue.
5. I have even taken the vehicle over the dealer at least once myself.
6. Vehicle is in the dealer today.
7. We are hearing different numbers for the threshold weight for the light to go off.
8. They have told us from 80 lbs to 180 lbs. at different times.
9. I weigh 130 lbs.
10. Can you tell me what the weight limit is?

Writer Stated:

1. Apologized for prob.
2. Seat belts are still customer's primary restraints.
3. **AIR** bags just designed to deploy in small number of situations.
4. Weight limit is around 120 lbs. I believe.
5. We are here to assist with warr rep **AIR**s.
6. Can follow up with svc dept and see if there is any assistance we can provide.

*** PHONE LOG 07/11/2008 12:24 PM US Mountain Standard Time RBriones Action Type: Incoming call
Writer called MO017 and Mike in svc stated:

1. Customer brought vehicle in with problem with **PASS**enger **AIR** bag light.
2. As customer came back, I went on ride with him.
3. Everything was showing that it was operating as designed.
4. However, when I went on ride the light did come on while I was sitting in the seat.
5. Haven't contact John Roper (DPSM) yet, but will definitely have to get him involved.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 07/11/2008 02:27 PM US Mountain Standard Time RBriones Action Type: Outgoing call
Writer called DPSM, and stated:

1. Advised of customer vehicle and problem.
2. Spoke with Mike at dealer.
3. He was supposed to be contacting you on this.

DPSM, John Roper stated:

1. Just talked to him.
2. He didn't mention it.
3. Dealer does have the tool to reflash the computer.
4. Will call dealer today or monday.

Writer Stated:

1. Thanks for the help.
2. Just wanted to intervene a.s.a.p. with this brand new car.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1470251	200
Granite City, IL ██████████		Prod. Date: 6/11/07	Dealer: MO017 Suntrup Kia	

*** PHONE LOG 07/15/2008 09:28 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called MO017 and left mssg for Mike in svc stated:
1. Gave writer's name 800 number, and ext number.
2. Please call back.

*** PHONE LOG 07/15/2008 11:54 AM US Mountain Standard Time RBriones Action Type:Incoming call
MO017 called and Mike in svc stated:
1. Just returning your call.
2. Should be able to reach me back till 4pm.
4. Give me a call back.

*** PHONE LOG 07/16/2008 09:21 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called MO017 and stated:
1. Adv of customer name and vehicle.
2. Just checking on information.

Mike in svc stated:
1. Yes, we have tool for re flash.
2. Just didn't know that software was already downloaded.
3. Have called customer and he is coming in next week.
4. We will get him taken care of.

Writer Stated:
1. Thanks for the info.

*** PHONE LOG 07/16/2008 09:23 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and got no answer or answering machine at number given.

*** PHONE LOG 07/17/2008 09:26 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and got no answer or answering machine at number given.

*** PHONE LOG 07/22/2008 12:13 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and got no answer or answering machine at number given.

*** NOTES 07/22/2008 12:14 PM US Mountain Standard Time RBriones Action Type:Manager review
call me letter sent.

*** CASE CLOSE 07/22/2008 12:14 PM US Mountain Standard Time RBriones
closed pending customer call back.

*** PHONE LOG 07/30/2008 08:12 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1470251	200
Granite City, IL ██████████		Prod. Date: 6/11/07	Dealer: MO017 Suntrup Kia	

Writer stated:

1 - Call dlr and make appt to have rep **AIR** done

Customer stated:

1 - Thank you.

*** CASE CLOSE 07/30/2008 08:13 AM US Mountain Standard Time KJohnson

*** CASE CLOSE 10/08/2008 06:45 AM US Mountain Standard Time TMorales

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1562265	19,500
Antioch, CA ██████████		Prod. Date: 6/22/07	Dealer: CA224 Dublin Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 03/09/2009 02:39 PM US Mountain Standard Time LCoema Action Type:Incoming call

Cust states:

1. Purchased veh 3 wks ago.
2. Had several concerns with veh. CEL, ESC light & a vibration.
3. Dlr took care of the concerns except for the vibration.
4. There is a vibration coming from underneath the veh at about 55 - 60 MPH.
5. The vibration comes up thru the seats & the steering wheel causing a pulsation in the interior.
6. It will smooth out above 60 MPH.
7. Srv adv Marlo states on the RO that only felt the normal Sorento vibration.
8. Srv adv state this is normal for Kias because they do not have a lot of insulation between the floor & the drive train.
9. But I do not feel this is a normal vibration.
10. I went on a short trip last week & felt the vibration. it was very uncomfortable.
11. Also the ESC light came back on but went off.
12. I am wondering if the ESC light has anything to do with the vibration.

Writer states:

1. Updated. no recalls.
2. Apologized for the concerns.
3. Writer is not aware of a normal vibration in the Sorento.
4. Writer will need to speak with the dlr.
5. Not technically trained, so do not know if the ESC would be a part of the vibration.
6. Writer will speak with dlr & with Kia rep.

Writer put cust on hold & called Thomason Kia. left VM message for srv mgr Robert requesting call back.

Writer went back to cust & stated:

1. Had to leave srv mgr a message.
2. Writer will speak with srv mgr & if necessary the Kia area rep.
3. Will call cust back when have more information.
4. Provided case number & writer's contact info.

*** PHONE LOG 03/11/2009 09:28 AM US Mountain Standard Time LCoema Action Type:Incoming call

Cust states:

1. Spoke to writer yesterday.
2. Has writer spoken with dlr yet?

Writer states:

1. Have not received call back from srv mgr.
2. Will call dlr now.

Writer put cust on hold & called Thomason Kia. spoke with srv mgr Robert & stated:

1. Adv of cust call.
2. Adv of cust comments about what srv adv told him about Kia vchs & insulation.
3. Adv cust states vibration is really bad.

Srv mgr states:

1. Do not believe srv adv told cust that about Kias.
2. Maybe cust has never driven a SUV before.
3. RO states the vibration is a normal vibration for this veh.
4. But if cust feels the vibration is something else, then have cust needs to bring veh back.
5. Will test drive veh.

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<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585 ██████████	K1562265	19,500
Antioch, CA ██████████		Prod. Date: 6/22/07	Dealer: CA224	Dublin Kia

6. As to the ESC light coming on, that will happen when the ESC is working correctly in a situation where more traction is needed.

Writer states:

1. Will have cust schedule appt.

Writer went back to cust & stated:

1. Adv of srv mgr information.
2. Adv cust to schedule appt with dlr & call writer back with appt date.
3. Cust will need to test drive veh with srv mgr or tech.
4. Writer will follow up.

Cust states:

1. Will call dlr to schedule appt & will call writer back.

*** CASE CLOSE 03/11/2009 09:29 AM US Mountain Standard Time LColema
Closing case pending cust call back with appt date.

*** PHONE LOG 03/23/2009 08:38 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer received VM message from cust stating:

1. Took veh back to dlr on Thursday.
2. Dlr has decided there is a vibration.
3. And they are replacing the drive shaft.
4. Provided case number.
5. Please call me back so I can update writer.

*** PHONE LOG 03/23/2009 01:50 PM US Mountain Standard Time LColema Action Type:Incoming call
Cust states:

1. Dlr called.
2. Drive shaft is in.
3. Have appt for Wednesday to have drive shaft replaced.
4. Now I am also having a problem with the veh bucking when I am going up a hill.
5. I told the dlr about this & he told me this is normal & I need to down shift.
6. This does not seem right to me.

Writer states:

1. Have not heard that cust would have down shift the veh when going up a hill.
2. Writer will follow up with dlr & with the Kia rep.
3. Will call cust back when have more information.

*** NOTES 03/23/2009 01:45 PM US Mountain Standard Time LColema Action Type:Manager review
Writer adding notes from call from cust. cust stated:

1. In January I was charged for some adjustments.
2. Still do not understand what that was about.

Writer stated:

1. Writer will speak with dlr about that also.

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1562265	19,500
Antioch, CA ██████████		Prod. Date: 6/22/07	Dealer: CA224	Dublin Kia

*** PHONE LOG 03/25/2009 09:23 AM US Mountain Standard Time L.Colema Action Type:Incoming call
Writer called Thomason Kia left VM message for srv mgr Robert requesting call back

*** PHONE LOG 03/25/2009 12:53 PM US Mountain Standard Time L.Colema Action Type:Incoming call
Cust states:

1. Just left dlrshp with the veh.
2. Dlr installed new drive shaft.
3. RO states veh no longer has vibration.
4. But on way home started feeling same vibration.
5. And there is pulsating noise on the inside.
6. This happens after 50 MPH.
7. And dlr is still saying the bucking when going up a hill is normal.
8. I want a Kia rep to inspect my veh.

Writer states:

1. Apologized.
2. Writer was waiting for a call back from the srv mgr at dlrshp.
3. Writer will call Kia rep for further assistance.
4. Will call cust back when have more information.

*** PHONE LOG 03/25/2009 12:59 PM US Mountain Standard Time L.Colema Action Type:Outgoing call
Writer called DPSM DBrown, left VM message requesting call back.

*** EMAIL OUT_ L.Colema Action Type:External email

Send to:[DBrown@kiausa.com]
Linda ext 45038

1. Cust feels vibration after 50 MPH. feels it in the steering wheel, seats & floor boards.
2. Also hears pulsation.
3. Cust states the veh will buck going up a hill & has a shifting concern.
4. Cust states the dlrshp has told him that is normal.
5. Dlr replaced drive shaft today, but cust still having same concerns.
6. Cust requesting Kia rep involvement.

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_K1562265_LColema_03-25-2009134955.doc--

*** PHONE LOG 03/25/2009 02:01 PM US Mountain Standard Time R.Subin Action Type:Incoming call
DPSM DBROWN ADVISED:

1. CAN YOU TELL LINDA THAT I WILL BE AT THE DLR ON FRIDAY SO IF THE CUST WOULD LIKE ME TO DRIVE THE VEH TO MAKE A DETERMINATION I CAN DO THAT

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585 ██████████	K1562265	19,500
Antioch, CA ██████████		Prod. Date: 6/22/07	Dealer: CA224	Dublin Kia

2. ALSO LINDA EMAILED ME AT THE WRONG EMAIL ADDRESS, I WAS FORWARDED HER EMAIL SO IF YOU CAN LET HER KNOW I WOULD APPRECIATE THAT

WRITER ADVISED:

1. OK THANKS I'LL LET HER KNOW

*** PHONE LOG 03/26/2009 09:33 AM US Mountain Standard Time LCoema Action Type:Incoming call

Writer received VM message from cust stating:

1. Please call me back.

*** PHONE LOG 03/26/2009 09:33 AM US Mountain Standard Time LCoema Action Type:Outgoing call

Writer called DPSM DBrown, left VM message requesting call back:

1. What time tomorrow?

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

Send to:[DABrown@kiausa.com]

Linda ext 45038

1. Cust can have veh at dlrsdp.

2. Needs to know what time?

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

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<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1562265_LCoema_03-26-2009102450.doc>>

*** PHONE LOG 03/26/2009 10:14 AM US Mountain Standard Time LCoema Action Type:Incoming call

DPSM DBrown states:

1. Have cust bring veh in at 10 AM.

2. If cust can't make it please call me back.

*** PHONE LOG 03/26/2009 10:16 AM US Mountain Standard Time LCoema Action Type:Outgoing call

Writer called cust, spoke with Mrs. ██████████ & stated:

1. Adv Kia rep will be at dlrsdp tomorrow.

2. Wants veh there at 10 AM so he can test drive it.

Cust states:

1. He will be there.

Writer states:

1. Will follow up tomorrow with rep & cust.

Kia Motors America
Consumer Affairs Department

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<u>Last_name</u>	<u>First_name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585 ██████████	K1562265	19,500
Antioch, CA ██████████		Prod. Date: 6/22/07	Dealer: CA224	Dublin Kia

*** PHONE LOG 03/31/2009 01:52 PM US Mountain Standard Time LCoema Action Type:Incoming call

Writer called DPSM DABrown & stated:

1. Adv of reason for call.

DPSM states:

1. There is a vibration.
2. There is something wrong with the veh.
3. Just spoke with the dlr.
4. They are suppose to be ordering a rear end for the veh.

*** PHONE LOG 04/01/2009 09:03 AM US Mountain Standard Time LCoema Action Type:Incoming call

Cust states:

1. Meet with DPSM.
2. Have been waiting for a call back.

Writer states:

1. Writer spoke with DPSM.
2. DPSM recommends replacing rear end.
3. Dlr suppose to be ordering parts.
4. Will call dlr now.

Writer put cust on hold & called Thomason Kia spoke with srv mgr Robert & stated:

1. Have parts been ordered for cust veh?

Robert states:

1. Gave information to parts mgr this morning.
2. Ordered parts on stock order.
3. Do not know ETA.

Writer states:

1. Requested to speak with parts mgr.

Srv mgr states:

1. He is back there by himself & has customers just like I do.
2. The parts will be here in 3 days or so.

Writer went back to cust & stated:

1. Srv mgr states the parts have been ordered.
2. Should be at dlr within 3 or 4 days.
3. Writer will check on parts status on Friday.
4. Will call cust back.

*** COMMIT 04/01/2009 09:04 AM US Mountain Standard Time LCoema Action Type:Callback Required

*** FULFILL 04/03/2009 09:56 AM US Mountain Standard Time LCoema Action Type:Callback Required

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<u>Last_name</u>	<u>First_name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585 ██████████	K1562265	19,500
Antioch, CA ██████████		Prod. Date: 6/22/07	Dealer: CA224	Dublin Kia

*** PHONE LOG 04/03/2009 10:06 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called Thomason Kia spoke with Ramon in parts & stated:
1. What is status of part for cust veh.

Ramon stated:
1. I was adv by Kia the part will be here on Tuesday.

*** PHONE LOG 04/03/2009 10:07 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called cust & stated:
1. Adv of part status.
2. Writer will follow up with dlr on Tuesday & call cust back.

*** COMMIT 04/03/2009 10:07 AM US Mountain Standard Time LCoema Action Type:Callback Required

*** FULFILL 04/07/2009 10:16 AM US Mountain Standard Time LCoema Action Type:Callback Required

*** PHONE LOG 04/07/2009 11:56 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer received VM message from cust stating:
1. Took veh to dlr today for appt to have rear end replaced.
2. Some of the parts did not arrive.
3. Will have to take veh back.
4. Still want to be reimb for the diagnostic charges \$187 that dlr charged.
5. Please call me back.

*** PHONE LOG 04/08/2009 07:06 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called cust. received busy signal

*** PHONE LOG 04/09/2009 08:00 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called Thomason Kia spoke with srv mgr Robert & stated:
1. Cust called & stated some parts did not arrive?
2. Adv cust is seeking reimb for diagnostic charges since now there is something wrong with his veh.

Srv mgr states:
1. We did not receive all the necessary parts for the rear end.
2. Should be in later in the week.
3. Will not reimb diagnostic fee.
4. Cust had a list of complaints.
5. I have put a lot of time in on this veh & will not be reimb cust.

*** PHONE LOG 04/09/2009 08:39 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called Thomason Kia. spoke with Ramon in parts & stated:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585██████████	K1562265	19,500
Antioch, CA ██████████		Prod. Date: 6/22/07	Dealer: CA224	Dublin Kia

Ramon stated:

1. I spoke with PDC yesterday.
2. The parts were on BO, but have arrived at the port.
3. Should be here tomorrow or Monday.

*** PHONE LOG 04/09/2009 08:42 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust & stated:

1. Adv spoke with srv mgr.
2. He is not willing to reimb cust for diagnostic charges.
3. Srv mgr stated cust had other concerns & so dlr had to diagnosis veh.
4. Cust paid the dlr the fee, not Kia, so this is between cust & dlr.
5. Adv of part information.
6. Writer will follow up with dlr tomorrow to see if the parts arrived.
7. Will call cust back.

*** PHONE LOG 04/10/2009 11:33 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called Thomason Kia left message with Melanie requesting call back from Ramon in parts.

*** PHONE LOG 04/15/2009 12:53 PM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called Thomason Kia spoke with Ramon in parts & stated:

1. Has part arrived for cust veh?

Ramon stated:

1. No, not yet, looking at Monday.
2. Provided part number 53000 3E351.

*** NOTES 04/15/2009 12:53 PM US Mountain Standard Time LCoema Action Type:Manager review
Writer checked AS400, ETA for part is 4/20/09

*** PHONE LOG 04/15/2009 12:55 PM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust, left VM stating:

1. Adv of part ETA.
2. Writer will follow up with dlr on Monday & call cust back.

*** COMMIT 04/15/2009 12:55 PM US Mountain Standard Time LCoema Action Type:Callback Required

*** FULFILL 04/20/2009 01:19 PM US Mountain Standard Time LCoema Action Type:Callback Required

*** PHONE LOG 04/20/2009 01:29 PM US Mountain Standard Time LCoema Action Type:Outgoing call

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1562265	19,500
Antioch, CA ██████████		Prod. Date: 6/22/07	Dealer: CA224	Dublin Kia

1. Has dlr received part for cust veh?

Ramon stated:

1. No, it may come in later on the big truck.

Writer states:

1. Will follow up with dlr tomorrow.

*** PHONE LOG 04/22/2009 12:55 PM US Mountain Standard Time LCoema Action Type:Outgoing call

Writer called Thomason Kia spoke with Ramon in parts & stated:

1. Has part arrived for cust veh?

Ramon states:

1. No, the ETA was for 4/20, but not here yet.
2. And now there is not an ETA in the system.
3. Part number 53000 3E351.
4. Hopefully by Friday.

*** NOTES 04/22/2009 12:56 PM US Mountain Standard Time LCoema Action Type:Manager review

Writer checked AS400, part not on BO report

There are 5 being received as of today.

Will check again tomorrow.

*** PHONE LOG 04/28/2009 09:05 AM US Mountain Standard Time LCoema Action Type:Incoming call

Writer called Thomason Kia, spoke with parts mgr Ramon & stated:

1. Did part come in for cust veh & is veh rep**AIR**ed.

Ramon states:

1. Veh left here yesterday rep**AIR**ed.

*** PHONE LOG 04/28/2009 09:08 AM US Mountain Standard Time LCoema Action Type:Outgoing call

Writer called cust & stated:

1. Calling to follow up on rep**AIR**s to cust veh.
2. Dlr stated cust picked up veh yesterday.

Cust states:

1. Yes, the vibration is gone.
2. But now we are feeling a sort of bucking at 30 to 50 MPH when veh is shifting gears.
3. It is intermittent & dlr was not able to duplicate.
4. Srv mgr stated it was the transmission software getting use to us driving the veh.

Writer states:

1. The transmission does have to adjust to the driver.
2. If the bucking does not go away shortly please call back.
3. We will have to get the dlr to look at the veh & they may have to adjust the software.

Cust states:

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1562265	19,500
Antioch, CA ██████████		Prod. Date: 6/22/07	Dealer: CA224	Dublin Kia

*** CASE CLOSE 04/28/2009 09:08 AM US Mountain Standard Time LColema
Spoke with cust

*** PHONE LOG 05/18/2009 02:08 PM US Mountain Standard Time LColema Action Type:Incoming call

Cust states:

1. Received recall letter.
2. The **PASS**enger **AIR** bag light comes on intermittently.
3. But I am still experiencing the transmission shudder or bucking.
4. Provided case number.

Writer states:

1. Updated. SC076
2. Will need to get veh back to the dlr.
3. Would be a good idea to have srv mgr test drive the veh with cust so cust can actually show srv mgr what it is doing.
4. Adv cust to schedule appt with dlr & call writer back.
5. Writer will follow up.

*** PHONE LOG 05/18/2009 02:10 PM US Mountain Standard Time LColema Action Type:Incoming call

Cust states:

1. Schedule appt with Dublin Kia for Friday 5/22/09.
2. Srv mgr stated he would test drive veh with me.

Writer states:

1. Great. will follow up with dlr and cust on Friday.

*** COMMIT 05/18/2009 02:11 PM US Mountain Standard Time LColema Action Type:Callback Required

*** FUJ.FIL. 05/22/2009 09:47 AM US Mountain Standard Time LColema Action Type:Callback Required

*** PHONE LOG 05/22/2009 10:54 AM US Mountain Standard Time LColema Action Type:Incoming call

Writer called Dublin Kia. spoke with srv mgr Lindsey & stated:

1. Adv of reason for call.

Srv mgr states:

1. Tech test drove veh with cust.
2. We were not able to verify shifting concern.
3. No fault codes.
4. For rear end noise tech recommended rear differential maint.
5. Cust is still here.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585 ██████████	K1562265	19,500
Antioch, CA ██████████		Prod. Date: 6/22/07	Dealer: CA224	Dublin Kia

Writer called cust & stated:

1. Adv of srv mgr information.

Cust states:

1. Dlr was not able to duplicate the concern.
2. It did it to us on way over to dlr, but not on way home.
3. I will just have to monitor the situation & see what happens.

Writer states:

1. If starts getting worse, please call writer back.'
2. Can get DPSM involved again.

Cust states:

1. I will thank you.

*** CASE CLOSE 05/22/2009 11:03 AM US Mountain Standard Time LCoema
Dlr unable to duplicate concerns

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1378867	20,000
new Tazwell, TN ██████████		Prod. Date: 11/25/06	Dealer: TN032 Rusty Wallace Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 11/05/2007 07:55 AM US Mountain Standard Time TLarson
CUSTOMER ADVISED

- 1 CALLING TO TALK ABOUT THE **PASSENGER AIRBAG** LIGHT
- 2 ITS ON SOMETIMES ITS OFF SOMETIMES
- 3 THE DEALER SAYS THAT KIA IS WAITING FOR A COMPUTER
- 4 SO WHAT HAPPENS IF WE GET IN A ACCIDENT
- 5 IS KIA LIABLE?

WRITER ADVISED
(PHONE SCRATCHY)

- 1 EXPLAINED THAT **PASSENGER AIRBAG** LIGHT CAN GO ON FOR A FEW DIFFERENT REASONS
- 2 IT MAY NOT BE WORKING PROPERLY AND IT MAY BE DUE TO SEATING POSITION
- 3 HAS THE KIA DEALER YOU CALLED ACTUALLY LOOKED AT YOUR VEHICLE?

CUSTOMER ADVISED

- 1 NO THEY HAVE NOT

WRITER ADVISED

- 1 IN ORDER FOR US TO ASSIST WE NEED A KIA DEALER TO DIAGNOSE YOUR CONCERNS
- 2 BEFORE WE CAN SAY ANYTHING WE NEED TO KNOW WHAT THE PROBLEM IS
- 3 ONCE DIAGNOSED WE WILL ESCALATE THE CASE AS NEEDED
(PHONE DISCONNECTED)

WRITER ATTEMPTED CALL BACK AT NUMBER PROVIDED. LEFT VOICEMAIL WITH CASE NUMBER

CLOSING CASE PENDING CUSTOMER CALL BACK

*** CASE CLOSE 11/05/2007 07:55 AM US Mountain Standard Time TLarson

*** PHONE LOG 11/05/2007 08:11 AM US Mountain Standard Time JSIncl **AIR** Action Type: Incoming call

Customer states:

1. Repeated above

Wtr states:

1. Apologized
2. Updated info
3. Advs Kia dealership must diagnose the vehicle TN032

Customer states:

1. Well they won't
2. They just keep telling me they need that tool
3. If I am in an accident who will be responsible

Wtr states:

1. Wtr will need to follow up with the dealership

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
new Tazwell, TN		KNDJC736275	K1378867	20,000
		Prod. Date: 11/25/06	Dealer: TN032 Rusty Wallace Kia	

Wtr states:

1. Have a customer with an **OCS** light
2. Customer was told that nothing could be done until a tool was receive

Joy states:

1. Yes that is correct, let me get you the SM

Wtr was disconnected

Wtr took customer off hold

Wtr states:

1. Will need to do additional research and call you back

Customer thanked and call ended

Wtr called TN032 left on hold for 10 min with dead **AIR**

Wtr disconnected

*** PHONE LOG 11/05/2007 08:43 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called Rusty Wallace Kia TN032 spoke to SM Rob

Wtr states:

1. Customer called dealership and was told if the **OCS** light is staying on she would have to wait until you received a tool
2. Is this correct?

SM states:

1. Yes, there is a tool coming out to reprogram it

Wtr states:

1. It could also be other issues

2. Like the sensors or the seat

SM states:

1. Yes it could be, have the customer call and schedule an appointment

Thanked and call ended

*** PHONE LOG 11/05/2007 08:43 AM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call

Wtr called Mrs. [REDACTED] wtr states:

1. Advs to schedule appointment with dealership

Customer thanked and call ended

*** CASE CLOSE 11/05/2007 08:44 AM US Mountain Standard Time JSincl**AIR**

*** PHONE LOG 01/28/2008 02:18 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust

- 1 she is still having an issue with her **PASS**enger side **AIR** bag light and has had a problem ever since she bought the car
- 2 she is afraid that they are giving her the "run-around"

wtr

- 1 they need to contact their DPSM and set up an appt with the FTR to come out and perform a refresh
- 2 i will follow up with TN032 and with the Kia DPSM (if needed)

*** PHONE LOG 01/28/2008 02:26 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
new Tazwell, TN		KNDJC736275	K1378867	20,000
		Prod. Date: 11/25/06	Dealer: TN032 Rusty Wallace Kia	

svc mgr stated

1. he needs to get his DPSM to the FTR out and perform the reflash
2. he has probably eight other vehicles that need the same reflash as well

wtr

1. will contact DPSM and follow up with him

*** EMAIL OUT_ JHirshfield Action Type:External email

Send to:[ccurry@kiausa.com]

Chris:

Is this your district? If not, tell me who's it is. We need to schedule the FTR to reflash some Sorentos at TN036

Thanks,

Jon H -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.

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*** PHONE LOG 01/29/2008 11:30 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call

wtr LVM for DPSM requesting callback

*** NOTES 01/29/2008 03:59 PM US Mountain Standard Time JHirshfield Action Type:Manager review

case dispatched to SRCA for assist determination --no contact from DPSM

probably need to set up appt with FTR to reflash this vehicle

*** PHONE LOG 01/31/2008 10:16 AM Eastern Daylight Time CCarroll Action Type:Incoming call

wtr states

1. spoke with cust
2. wtr advised cust tool is avail to rpr veh
3. but only a limited number are available
4. wtr is currently waiting to hear back from dpsm with date and time for appt.
5. wtr forwarded cust in to DPSM Chris Curry for FTR request
6. wtr will fu with cust once appt. date is rec'd

*** CASE CLOSE 01/31/2008 10:17 AM Eastern Daylight Time CCarroll

wtr to close case pending appt date from dpsm Chris Curry

*** NOTES 04/10/2008 07:52 AM US Mountain Standard Time TMorales Action Type:Manager review

AIR RAC TREAD REVIEW COMPLETE

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
new Tazwell, TN		KNDJC736275	K1378867	20,000
		Prod. Date: 11/25/06	Dealer: TN032 Rusty Wallace Kia	

*** CASE CLOSE 04/10/2008 07:53 AM US Mountain Standard Time TMorales

*** PHONE LOG 08/20/2008 09:15 AM US Mountain Standard Time JHirshfield Action Type:Incoming call caller

- 1 she spoke with us back in Jan
2. this problem has been going on since last November
3. the **PASS**enger side **OCS** is still not working correctly
4. it has been reprogrammed 2X
5. the svc mgr Rob (@ TN032 has been great--really done everything to assist them with this
6. he has told them that they are currently waiting on someone from Kia to come out
7. perhaps there is something that we can do to assist them with this
8. they have reached the point that they really do not feel safe anymore when they drive the car -
- 9.-should there be an accident. it most likely would not work and have the potential for more serious injuries
10. if this fix is going to take some time. then they feel that they should be put into a comparable vehicle while theirs is being rep**AIR**ed

wtr

- 1 apologized for the situation and that it has taken so long to resolve
- 2 their case was escalated to our regional office the last time. so I will probably escalate it to them again
3. they will be in the position to address their concerns and discuss the options available
4. I will also inform them of their request for another vehicle to use

**** EMAIL OUT JHirshfield Action Type:External email
Send to:[ccurry@kiausa.com]
Chris:

Customer continues to have an **OCS** issue. This has been on-going since last November (11/07) when they bought the car. Vehicle had re flash 2X.Cust has been told that TN032 has been waiting on someone from Kia to be sent out. Dispatching case to SRCA for handling and possible assist determination --case was previously at region as well
Thanks
Jon Hirshfield 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 Aff**AIR**s Dept. at 949.468.4619 AND delete this e-mail.

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.. File Attachment: copubs ClarifyOBJCA Attachments.SendHistory.Case_K1378867 JHirshfield 08-20-2008100944.doc

*** PHONE LOG 08/26/2008 08:02 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust LVM stating

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736275 [REDACTED]	K1378867	20,000
new Tazwell, TN [REDACTED]		Prod. Date: 11/25/06	Dealer: TN032 Rusty Wallace Kia	

2. she has not heard back from anyone
3. they are planning a trip over the Labor Day weekend and do not feel safe in the vehicle
4. please call back

*** PHONE LOG 08/28/2008 08:00 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust LVM requesting callback

*** PHONE LOG 08/28/2008 08:02 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for SRCAM K Williams requesting callback regarding this customer's concern with her **AIR** bag light

*** PHONE LOG 08/28/2008 08:08 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for DPSM Chris Curry requesting callback

*** PHONE LOG 08/28/2008 08:23 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with Mr [REDACTED]

1. apologize for not returning their call
2. their case has been escalated to our Regional office
3. I LVM this AM and requested callback

Mr Masingo stated

1. if they have to drop the car off, they will need a car to use
2. Rob-svc mgr @ TN032 has no problem with this, but he needs for Kia to authorize it

wtr

1. either myself or someone from our regional office will be in contact with them regarding this matter

*** PHONE LOG 09/15/2008 12:17 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust LVM requesting update on their case
they have not heard anything

*** PHONE LOG 09/15/2008 12:31 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
email sent to SRC A requesting customer contact
[REDACTED]

*** NOTES 09/17/2008 11:11 AM Eastern Daylight Time KWilliams Action Type:Manager review
assigning case to analyst

*** PHONE LOG 09/18/2008 07:57 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust LVM stating

- 1 they are on their way to Knoxville for an appt
- 2 they were hoping that they would be able to drop their car off at a dealer and get another one to drive

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
new Tazwell, TN		KNDJC736275	K1378867	20,000
		Prod. Date: 11/25/06	Dealer: TN032 Rusty Wallace Kia	

4. requesting call back on her cell # 865-585-1457 or Mr Masingo c-865-585-0589

*** PHONE LOG 09/18/2008 01:51 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer's husband (Mr. [REDACTED]):
writer states:

1. Writer is calling to address your **AIR**-bag concerns.
 2. Writer apologizes for your previous concerns.
 3. Dealership must be able to duplicate the concern before a rental will be given to you.
 4. No duplication of concern, no rental.
 5. Kia will not authorize dealership to throw parts at a vehicle without a diagnoses.
 6. That is your decision.
 7. Kia will not be replacing your vehicle at this time.
 8. Writer will not continue to be yelled at by customer.
 9. Our conversation is complete.
- (Writer disconnected phone call due to customer yelling at writer).

Mr [REDACTED] states:

1. This concern has happened many times before.
2. I want you to get me a rental.
3. I want Kia to go ahead and replace my vehicle for this.
4. I am going to get my attorney and sue Kia!
5. You are going to give me a rental!
6. You are going to replace this car!

[!~For Internal Use Only

Writer called Rob (SM-TN032) who stated:

1. Have not been able to duplicate the concern.
2. Cannot rep**AIR** without a diagnoses. >!]]

*** CASE CLOSE 09/18/2008 02:59 PM Eastern Daylight Time JWright
Case closed pending further contact from customer / duplication of customer concern.

*** PHONE LOG 10/03/2008 10:25 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
customer I VM stating

1. It has been 3X in and they have not been able to fix it yet
- 2 they are going to Knoxville and were hoping that Rusty Wallace would put them in another car for the trip while they fixed the car

*** PHONE LOG 10/03/2008 10:32 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with Mr [REDACTED] who stated

1. he was at TN032 yesterday and they were able to duplicate the **AIR**bag light issue
2. they told him that they were going to contact Kia and see what has to be done to rep**AIR** this
- 3 this concern has been going on for too long now --he called KCC three days after they bought the car to complain about it

wtr

- 1 will need to contact SRCAA Jimmy Wright and see what needs to be done

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
new Tazwell, TN		KNDJC736275	K1378867	20,000
		Prod. Date: 11/25/06	Dealer: TN032 Rusty Wallace Kia	

*** PHONE LOG 10/03/2008 10:44 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with svc mgr Rob D @ TN032 whos stated

1. they were NOT able to duplicate ths concern when the customer was in yesterday
2. his GM ahad the shop foreman drive withthe cust and it operated as designed
3. shop foreman also demonstrated that the light worked correctly when he sat in it
4. they don't know what else to do
5. he did speak with DPSM (C Curry) and said that someone from Kia was going to have to look at this car because the customers were not accepting their explanation
6. Mrs masingo is the one having a problem with the seat and may be due to her her physical build

wtr

1. i will contact the regional office and speak with them

*** PHONE LOG 10/03/2008 10:49 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for SRCAA J Wright requesting callback

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

Send to:[ccurry@kiausa.com]

CC List:[jwright@kiausa.com]

Chris:

I am sneding this to Jimmy in SRCA for further handling. Customer does not accept the fact that there is nothing wrong with the car. Svc ngr suggested that Kia have someone come out and inspect the car

Thanks

Jon Hirshfield

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 972.368.3619 AND delete this email.

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File Attachment: "copubs\ClarifyOB\CA Attachments\SendHistory Case K1378867 JHirshfield 10-03-2008163803.doc"

*** PHONE LOG 10/08/2008 09:57 AM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called Rob (SM-TN032) and stated:

1. DPSM will be at your facility on October 22nd for a vehicle inspection with the customer.
2. IS this a good date for you?
3. Writer will fax you a letter as confirmation.

*** PHONE LOG 10/09/2008 04:09 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer (Elaine) and LVM:

1. DPSM would like to schedule meeting with you at TN032 on 10 22 08.
2. Please call writer back and confirm date and time.

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
new Tazwell, TN		KNDJC736275	K1378867	20,000
		Prod. Date: 11/25/06	Dealer: TN032 Rusty Wallace Kia	

*** PHONE LOG 10/13/2008 04:24 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer ():

Writer states:

1. Writer is calling to confirm that you will be at TN032 on 10/22/08 at 2:00pm.
2. Writer thanks you for your time.

states:

1. Yes, my husband and I will be there.
2. If DPSM is not able to make it, let us know before we make the 100 mile trip.

*** PHONE LOG 10/23/2008 09:06 AM Eastern Daylight Time JWright Action Type:Outgoing call
Writer received call from DPSM (C.Curry):

1. The Tech. FTR, customer and I inspected the vehicle.
2. Customer could not get vehicle to duplicate **OCS AIR**-bag code.
3. Went into GDS system and no codes were stored for present or history.
4. I advised dealership to keep customer in rental and inspect vehicle until next Tuesday.
5. Customer will be back for Dr appt and will pick up vehicle then if necessary.

*** PHONE LOG 10/28/2008 11:08 AM Eastern Daylight Time JWright Action Type:Outgoing call
DPSM. Writer called Rob (SM-TN032) who advised:

1. Was never able to duplicate customer concern.
2. Customer will be back today to pick up vehicle and return rental.

*** PHONE LOG 10/29/2008 01:57 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer ():

writer states:

1. Writer calling to follow up and see if you were able to pick up your vehicle at TN032.
2. According to the dealership, they were not able to duplicate concerns.
3. If customer does experience light, please contact writer back so we can follow up with you.
4. Thanks for your time.

Elaine states:

1. Yes we did pick up our vehicle.
2. Dealership was not able to duplicate.
3. I will call you back if the light comes on.
4. If light comes on again, I also will drive directly to the dealership to verify the code.

*** CASE CLOSE 10.29.2008 01:58 PM Eastern Daylight Time JWright
Case closed pending call back from customer.

*** PHONE LOG 11.12.2008 06:55 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer () and addressed **OCS** concern.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
new Tazwell. TN		KNDJC736275	K1378867	20,000
		Prod. Date: 11/25/06	Dealer: TN032 Rusty Wallace Kia	

1. **OCS** light is off.
2. Dealership replaced seat bottom.
3. All is OK right now.
4. I sure will.

Writer states:

1. Please call writer back if **OCS** concern returns.

*** CASE CLOSE 11/12/2008 06:57 PM Eastern Daylight Time JWright
Case closed pending further customer contact.

*** CASE CLOSE 11/25/2008 11:59 AM Eastern Daylight Time JWright

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735485 ██████████	K1533724	31,000
Bakersfield, CA ██████████		Prod. Date: 6/18/07	Dealer: CA081 Haddad Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 12/18/2008 09:15 AM US Mountain Standard Time RChacon

*** PHONE LOG 12/18/2008 09:26 AM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:

1. I THINK MY VEH IS A LEMON
2. WHEN I 1ST PURCHASED VEH, THE **AIR**BAG LIGHT CAME ON IN VEH
3. I TOOK VEH TO CA081, AND THEY COULD NOT DUP THE PROB
4. IN NOVEMBER I TOOK VEH BACK TO DEALER BECAUSE THE DOOR CHIME WOULD COME ON, DOME LIGHTS WOULD COME ON, AND THE DOOR AJAR INDICATOR WOULD COME ON
5. THERE WAS ALSO A VIBRATION I WAS GETTING FROM VEH WHILE DRIVING
6. THE DOOR CHIME IS BETTER NOW, BUT IT WILL STILL COME ON INTERMITTENTLY
7. THE **AIR**BAG LIGHT WILL STILL COME ON AS WELL INTERMITTENTLY WHEN SOMEONE IS SITTING IN THE SEAT
8. I HAVE ALSO NOTICED MY VEH HAS AN OIL LEAK
9. MY VEH IS CURRENTLY @ CA081 FOR THESE PROB'S
10. THEY TOLD ME THAT MY WARR DOES NOT COVER RENTALS
11. HOW DOES THE LEMON LAW WORK?

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO. NO RECALLS
3. ADVISED OF 5/60 BLW, WHICH COVERS FACTORY DEFECTS
4. ADVISED OF 5/60 R/S COVERAGE
5. A RENTAL, OR LONER VEH IS NOT A PROVISION OF YOUR KIA WARR
6. KIA MAY ASSIST WITH A RENTAL ON A CASE BY CASE BASIS
7. RENTAL DECISION WILL NOT COME FROM THIS OFFICE, BUT REQUEST CAN BE REVIEWED WITH SVC MGR @ DEALER, AND AIR A RIP
8. WE DO NOT HAVE INFO, OR ASSIST WITH LEMON LAW
9. IF THAT IS SOMETHING YOU WOULD LIKE TO PURSUE, YOU CAN REFER TO YOUR WARR MANUAL
10. WHAT WE CAN DO FOR YOU IS CONTACT THE DEALERSHIP, AND MAKE SURE ALL KIA RESOURCES ARE USED TO RESOLVE VEH PROB'S
11. I WILL FOLLOW UP WITH THE DEALER TO ENSURE PROB'S ARE RESOLVED
12. ONCE I HAVE MORE INFO, I WILL FOLLOW BACK UP WITH YOU
13. PROVIDED EXT #, AND CASE #

CUSTOMER STATED:

1. THANK YOU

*** PHONE LOG 12/18/2008 02:06 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CA081, LEFT VM FOR SVC MGR ANDREA TILLY STATING:

1. PLEASE CALL BACK REGARDING CUSTOMER'S VEH
2. LEFT CONTACT INFO, AND CASE #

*** PHONE LOG 12/19/2008 09:39 AM US Mountain Standard Time RChacon Action Type:Incoming call
SVC MGR ANDREA FROM CA081 LEFT VM 12/18/08 @ 5:15 PM STATING:

1. WE DID RESOLVE THE OIL LEAK ON CUSTOMER'S VEH WHICH WAS DUE TO A OIL FILTER, THE VEH WAS 5K OVER OIL CHANGE THAT WAS DUE
2. THE DOOR AJAR PROB HAS BEEN RESOLVED AS WELL, WE HAD TO FIX THE DOOR

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735485 ██████████	K1533724	31,000
Bakersfield, CA ██████████		Prod. Date: 6/18/07	Dealer: CA081 Haddad Kia	

3. WE HAVE NOT YET VERIFIED THE VIBRATION, OR WOBBLE SHE IS FEELING
4. IF YOU NEED MORE INFO, PLEASE CALL BACK
5. LEFT PHONE # ██████████

*** PHONE LOG 12/19/2008 03:11 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CA081, SPOKE WITH SVC MGR ANDREA WHO STATED:

1. WE DID GET THE OIL LEAK, AND DOOR AJAR ISSUE RESOLVED
2. WE WERE UNABLE TO DUPLICATE THE VIBRATION PROB SHE HAD
3. THE CUSTOMER DID NOT MENTION ANYTHING ABOUT THE **AIRBAG** LIGHT ON THIS VISIT
4. ON 9/11/08, 26502 MILES VEH DID HAVE AN **AIRBAG** LIGHT ON WHEN SOMEONE WOULD SIT IN **PASS** SEAT
5. WE WERE UNABLE TO DUP THIS PROB @ THAT TIME
6. I WILL BE CALLING THE CUSTOMER AND ASK HER TO COME IN, AND DUP THE VIBRATION PROB BY RIDING WITH ONE OF MY TECHS IN VEH
7. I WILL ALSO ASK IF SHE IS HAVING PROB'S WITH THE **AIRBAG** LIGHT

WRITER STATED:

1. THANKS FOR THE INFO

*** PHONE LOG 12/22/2008 02:24 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CA081, SPOKE WITH SVC MGR ANDREA WHO STATED:

1. THE CUSTOMER DID COME IN THIS MORNING, AND DID TEST DRIVE VEH WITH A TECH
2. WE WERE UNABLE TO DUP THE PROB CUSTOMER STATED SHE HAD, NOTHING WAS HEARD
3. WE ARE GOING TO KEEP THE VEH 1 MORE DAY TO TRY AND DUP THE PROB
4. IF WE ARE UNABLE TO, WE WILL RELEASE THE VEH TOMORROW
5. THE CUSTOMER DID NOT MENTION ANYTHING TO ME, OR SVC DIRECTOR ABOUT THE **AIRBAG** LIGHT BEING ON
6. WE DO ALSO HAVE AN FTR THAT IS IN, AND WILL LOOK @ VEH

WRITER STATED:

1. THANKS FOR THE INFO

*** PHONE LOG 12/22/2008 02:39 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, AND STATED:

1. REITERATED INFO FROM SVC MGR ANDREA

CUSTOMER STATED:

1. I DID GO FOR A TEST DRIVE WITH THE MECHANIC, AND WE DID NOT DUP THE PROB
2. I WILL JUST KEEP AN EYE ON IT IF IT HAPPENS AGAIN

WRITER STATED:

1. I WILL FOLLOW BACK UP WITH YOU TOMORROW WHEN I HAVE MORE INFO

CUSTOMER STATED:

1. THANK YOU

*****CALL ENDED*****

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735485 ██████████	K1533724	31,000
Bakersfield, CA ██████████		Prod. Date: 6/18/07	Dealer: CA081	Haddad Kia

*** PHONE LOG 12/23/2008 02:25 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CA081. SPOKE WITH SVC MGR ANDREA WHO STATED:
1. WE WERE NOT ABLE TO DUP ANY OTHER PROB'S WITH VEH
2. THE CUSTOMER HAS PICKED UP VEH

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 12/23/2008 02:26 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER. WHO STATED:
1. I DID GET MY VEH BACK. AND EVERYTHING SEEMS TO BE OKAY

WRITER STATED:
1. GREAT, IF YOU NEED FURTHER ASSISTANCE. PLEASE CALL BACK

*** CASE CLOSE 12/23/2008 02:27 PM US Mountain Standard Time RChacon

*** PHONE LOG 01/05/2009 05:05 PM US Mountain Standard Time ASchombert Action Type:Incoming call
██████████ stated

1. can I please speak to Randy, he is who I've been dealing with
2. Saturday the vibration got so bad when I was driving I almost had to pull over
2. not sure why they can not feel it when the vehicle is at the dealership
3. I wanted to see if there was any possibility of a rental vehicle
4. I have not asked for one the past three times and paid for one myself because I can not be without a vehicle
5. I will call back as soon as I have an appointment

writer stated

1. apologized
 2. advised Randy is unavailable at the moment - per Randy -
 3. offered assistance- briefly scanned comments -
 4. advised to call dealer to make appointment to bring vehicle back in
 5. advised KCC will follow up to assist that all KMA resources are being utilized to address concern
 6. advised while rentals are not a provision of the warranty, once vehicle is diagnosed at the dealership
 7. if warranty rep **AIRs** are required and vehicle will be down for over a day rental assistance can be addressed with the DPSM
 8. provided case #
- customer thanked writer and call ended

*** CASE CLOSE 01/05/2009 05:06 PM US Mountain Standard Time ASchombert
pending call back with appointment

*** CASE CLOSE 01/06/2009 06:35 PM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1492787	19,000
Heflin, AL	██████████	Prod. Date: 7/6/06	Dealer: AL018 Crown Kia	

Case History

Complaint Dealer

*** PHONE LOG 08/28/2008 11:48 AM US Mountain Standard Time JBaty

Customer stated:

1. I took my veh in for an oil change today Crown Kia in Gadsden, AL.
2. I have complained to the dlrship a number of times that the **PASS**enger's side **AIR** bag light keeps coming on
3. Four or five times, I have had to stop the veh, remove the key and put it back in to get the light to go off
4. While I was at the dlrship, I saw a Borrego I liked and asked what it would cost
5. Two salespeople said in order to keep the pmt around \$509 a month, I should allow the bank to repossess my old veh.
6. Salespeople said they no longer deal with 5th/3rd Bank, and advised me to allow her Sorento to be "taken back" by that bank
7. I said to the salespeople that I will not ruin my credit to buy a car.
8. Don't know names of salespeople, but they would communicate with a Mr. Parton with different pmt amounts for different trade deals.
9. The suggestion to let the bank repossess my car came on the third offer between the salespeople and me.
10. I was not told who the dlr is dealing with now or why it would be to my benefit to allow my vehicle to be repossessed.
11. Salespeople said bankers only look at the most recent purchases, and my credit would only be damaged for a couple of months.
12. I told the salespeople I don't believe what you're telling me
13. I will speak to my husband about it
14. One of the salesman said as I was leaving, if you change your mind, just give us a call.
15. When I left the salespeople, I went to srv to pick up my veh.
16. Srv mgr said he didn't have time today, but could look at it next week if she made an appointment first.
17. Do I have to keep taking my veh back there for service?

Writer stated:

1. Updated/ No recalls
2. Kia does not own the dlrships.
3. They are independently owned and operated.
4. Kia cannot interfere in day-to-day operations.
5. Kia does take our cust comments into consideration when determining how we will continue doing business with the dlrships
6. Yes, you can take you veh to another dlr for service.
7. Next closest dlr is Kia at Arbor Place Mall. Gave their number, (678) 715-5309
8. Adv customer to call ahead for appt for **AIR** bag light concern
9. Apologized to customer for both her service and sales concerns.

*** EMAIL OUT JBaty Action Type: External email
Send to: {SMarsland@kiausa.com}
Jack 46003

1. Sending copy of a two-subject case, **AIR** bag lights and a complaint about a sales experience.
2. Also sending same material to DPSM CCurry re: technical issue.

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1492787	19,000
Heflin, AL ██████████		Prod. Date: 7/6/06	Dealer: AL018 Crown Kia	

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1492787_JBaty_08-28-2008124234.doc>>

*** EMAIL OUT _JBaty Action Type:External email
Send to:[CCurry@kiausa.com]
Jack 46003

1. Sending two-part case which includes an **AIR** bag concern and complaint about a sales experience.
2. Have already sent exactly the same material to DSM SMarsland.

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

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*** PHONE LOG 09/10/2008 07:37 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called customer at ██████████ and was told it is not customer's number. Will call dlrship to see if they have another number for customer.

*** PHONE LOG 09/10/2008 07:43 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called dlr and spoke to Amanda. Writer stated:
1. Am calling to verify customer's phone number

Amanda stated:

1. Customer number is ██████████

Writer stated:

1. Okay. Thank you.

*** PHONE LOG 09/10/2008 07:45 AM US Mountain Standard Time JBaty Action Type:Outgoing call
Writer called customer and stated:

1. Am calling to follow up on your concerns
2. Please contact me if have further concerns
3. Gave writer's name, and contact info
4. Gave case number.

*** NOTES 09/15/2008 08:19 AM US Mountain Standard Time JBaty Action Type:Manager review
Dispatching to southern region on advice of Team Lead.

1. Customer has an **AIR** bag concern
2. No reply from factory rep

**Kia Motors America
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736875 [REDACTED]	K1492787	19,000
Heflin, AL	[REDACTED]	Prod. Date: 7/6/06	Dealer: AL018 Crown Kia	

Writer called customer [REDACTED]
writer states:

1. Writer is calling to address your sales concern and *AIR*-bag light concern.
2. KCC has address with DSM on your sales issue.
3. DSM will speak to GM at dealership concerning your issue.
4. Dealership is privately owned therefore, Kia cannot interfere with day-to-day business practices.
5. Thanksd for your time.

Cassondra states:

1. *AIR*-bag light has been rep*AIR*ed.
2. Was very angry at dealership for telling me to let old vehicle go back to the previous lender.
3. Thanks for calling me back.

*** CASE CLOSE 09/15/2008 03:37 PM Eastern Daylight Time JWright
Case closed pending further contact from customer

*** CASE CLOSE 10/07/2008 03:40 PM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735X85 [REDACTED]	K1607832	1,000
The Villages, FL [REDACTED]		Prod. Date: 1/12/08	Dealer: FL091 Kia of Leesburg	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 06/29/2009 12:54 PM US Mountain Standard Time DLyons
CUST STAETS:

1. THERE IS AN INTERMITTEN PROBLEM WITH THE **PASSENGER AIR** BAG LIGHT BEING ON
2. WHEN MY WIFE SITS IN THE VEHICLE IT DOESN'T WORK
3. WHEN MY WIFE IS SITTING IN THE SEAT THE LIGHT WILL NOT GO OFF
4. SOMETIMES IT WILL DO IT OTHER DAYS IT WILL NOT.
5. THE DEALRSHIP SAID THAT THEY GOT IN AND OUT OF THE VEHICLE.

WRITER ADVISED:

1. APOLOGIZED
2. ADVISED THAT THE VEHICLE SHOULD GO TO THE DEALERSHIP TO DETERMINE IF THERE IS A FAILURE WITHIN THE COMPONENT
3. THE DEALERSHIP WILL NEED TO DUPLICATE THE CONCERNS
4. WHEN CUSTOMER RETURNS TO THE KIA DEALERSHIP FOR THIS CONCERN. PLEASE CONTACT THIS OFFICE
5. UPDATED CUST INFO. NO PREVIOUS CASES. NO RECALLS.

*** CASE CLOSE 06/29/2009 12:57 PM US Mountain Standard Time DLyons
CLOSING PENDING CUST APPOINTMENT.

*** NOTES 07/06/2009 04:10 PM Pacific Daylight Time ELau Action Type:Manager review
TREAD REVIEW DONE

*** CASE CLOSE 07/06/2009 04:10 PM Pacific Daylight Time ELau
TREAD REVIEW DONE

*** PHONE LOG 07/22/2009 10:55 AM US Mountain Standard Time RHall Action Type:Incoming call
[REDACTED] stated

- 1 I took my vehicle down to Kia of Leesburg
- 2 the dlr said they sat in in 20 times and the light always goes out
- 3 however it still happens to me - it is an intermitten problem
- 4 I was told I would have to bring it in when the light is on and was told there is no test for it
- 5 The dlr said when it happens stop in but the dlr is 10 miles away so it isnt as easy as it sounds
- 6 If the light on indicating that the **PASS**enger side **AIR**bag light is OFF
- 7 what does it mean when the dlr says they need to duplicate the problem

wrt stated

- 1 apologized
- 2 the dlr needs to be able to get the **PASS**enger side **AIR**bag light to come on and say **PASS**enger **AIR**bag OFF while a **PASS**enger is sitting in the vehicle
- 3 the dlr needs to be able to duplicate a concern in order to be able to fix the concern
- 4 advised to take veh to Kia dlr with a **PASS**enger and sit in the seat until you can get it to duplicate
- 5 or you can leave vehicle at the dlr until they are able to get the concern to duplicate
- 6 it is often times difficult to diagnose an intermitten concern like you are stating

Mr. McQuinn

Je

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
The Villages, FL		KNDJD735X85	K1607832	1,000
		Prod. Date: 1/12/08	Dealer: FL091 Kia of Leesburg	

- 1 What is the next step in diagnosing the problem?
- 2 Why would I have to have somebody seated in the seat and the light is on and she gets out and the light turns off
- 3 What happens then?

wrt stated

- 1 If you are able to get it to duplicate in front of the techs then the dlr would do the next step in diagnosing the **AIR**bag system
- 2 wrt is not trained tech so wrt does not know the diagnosis process, that question would be best answered by the svc mgr at the dlr
- 3 They may be able to check and see if there are any **AIR**bag codes by hooking it up to a machine - again wrt does not know because wrt is not trained tech

stated

- 1 I also have the two bolts that hold the window have corrosion on them
- 2 But I will talk to the dlr about that
- 3 What does it mean when dlr needs to duplicate the problem? what happens next?

wrt stated

- 1 I apologized
- 2 the dlr needs to be able to get the **PASS**enger side **AIR**bag light to come on and say **PASS**enger **AIR**bag OFF while a **PASS**enger is sitting in the vehicle
- 3 the dlr needs to be able to duplicate a concern in order to be able to fix the concern
- 4 advised to take veh to Kia dlr with a **PASS**enger and sit in the seat until you can get it to duplicate
- 5 or you can leave vehicle at the dlr until they are able to get the concern to duplicate
- 6 it is often times difficult to diagnose an intermitten concern like you are stating
- 7 If you are able to get it to duplicate in front of the techs then the dlr would do the next step in diagnosing the **AIR**bag system
- 8 wrt is not trained tech so wrt does not know the diagnosis process, that question would be best answered by the svc mgr at the dlr
- 9 KMA would be happy to oversee the diagnosis at the dlr and make sure they have the available resources to help get vehicle diagnosed

Mr. stated

- 1 OK you are not answering my question. I will speak to the svc mgr at the dlr

wrt stated

I apologized, wrt will get you over to the dlr (transferred cust to the dlr)

*** CASE CLOSE 07/22/2009 10:56 AM US Mountain Standard Time RHall
close case pending customer dlr appt

*** PHONE LOG 08/20/2009 11:42 AM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER STATES

- 1 I WAS TOLD BY ROBYN AND DEALER THAT SENSE IT IS INTERMITTENT THEY HAD TO SEE IT
2. LAST WEEK, I DROVE DOWN THERE WITH MY WIFE, THE LIGHT WAS ON, I HAD TAKEN PICS PREV TO SHOW THEM
3. THEY ARE SATISFIED THAT THE LIGHT IS ON WHEN SOMEONE IS IN THAT SEAT
4. THEY SAID THEY CALLED KIA A WEEK AGO AND THEY HAVE NOT HEARD BACK
5. JUST TALKED TO ERICA, SHE SAID SHE WOULD TALK TO SERVICE MANAGER

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735X85 [REDACTED]	K1607832	1,000
The Villages, FL [REDACTED]		Prod. Date: 1/12/08	Dealer: FL091 Kia of Leesburg	

6. SHE SAID THEY OPENED ONE AND WERE WAITING FOR A REPLY FROM KIA

WRITER STATES

1. UPDATED. NO RECALLS. APOLOGIZED
2. DO NOT SEE ANY TECHLINE CASE OPENED
3. WILL NEED TO CALL THEM AND SEE WHAT IS HAPPENING WITH THIS
4. PROVIDED CALLBACK INFORMATION

*** PHONE LOG 08/20/2009 11:53 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO FL091

1. REQUESTED TO TALK TO SERVICE MANAGER-VAL
2. WHAT IS STATUS ON CUSTOMERS CAR
3. CUSTOMER IS BEING TOLD THAT A TECHLINE CASE HAS BEEN OPENED AND YOU ARE WAITING TO HEAR BACK FROM US. THERE HAS NOT BEEN A TECHLINE CASE OPENED

VAL STATES

1. JUST OPENED UP A TECHLINE CASE NOW
2. SHE IS A LITE LADY-SEAT IS SENSITIVE AND HE DOESN'T WANT TO HEAR THAT
3. I HAVE EXPLAINED THIS TO HIM
4. I TOLD HIM JUST THE OTHER DAY I WOULD OPEN A TECHLINE. HAVE NOT GOTTEN AROUND TO DOING THIS

WRITER STATES

1. THE WEIGHT IS NOT DOCUMENTED ANYWHERE IN THE MANUAL AS BEING AN ISSUE SO WE ARE NOT TO SAY THAT TO THE CUSTOMER
2. I AM LOOKING IN SYSTEM AND DO NOT SEE A TECHLINE CASE OPENED AT ALL

VAL STATES

1. WE ARE OPENING IT RIGHT NOW

WRITER STATES

1. YES. PLEASE DO
2. WILL TAKE A LOOK TOMORROW MORNING TO SEE WHAT THEY ARE TELLING YOU
3. FROM THERE CAN CALL DPSM TO SEE WHAT HIS THOUGHTS ARE

*** PHONE LOG 08/20/2009 12:07 PM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO DPSM PAUL STAPLETON

1. CUSTOMER HAS 08 SORENTO WITH 1000 MILES
2. HE HAS BEEN DEALING WITH FL091 FOR INTERMITTENT **AIR**BAG ISSUE
3. AT FIRST THEY COULD NOT DUPLICATE IT
4. THEY WERE FINALLY ABLE TO VERIFY CONCERN
5. THEY TOLD CUSTOMER LAST WEEK THEY HAD CONTACTED KIA ABOUT THIS AND THEY WERE WAITING TO HEAR BACK
6. AS OF TODAY-NO TECHLINE CASE HAD BEEN OPENED
7. VAL TOLD ME HE OPENED IT FEW DAYS AGO. WHEN I TOLD HIM I DIDN'T SEE THAT. HE CHANGED IT TO THEY WERE OPENING CASE NOW
8. VAL IS TELLING CUSTOMER THAT IT IS DUE TO THE WIFE'S SIZE AS SHE IS SMALL. DID I LET VAL KNOW WE (KIA) CANNOT TELL THE CUSTOMER THAT AS IT IS NOT IN THE OWNERS MANUAL

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Consumer Affairs Department

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735X85 [REDACTED]	K1607832	1,000
The Villages, FL [REDACTED]		Prod. Date: 1/12/08	Dealer: FL091 Kia of Leesburg	

PAUL STATES

1. PLEASE FORWARD THIS TO OLA
2. I WILL SCHEDULE TO COME LOOK AT CAR ON MY NEXT VISIT

*** PHONE LOG 08/20/2009 12:10 PM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO CUSTOMER

1. SPOKE TO DEALER AND TO AREA REP
2. AREA REP HAS ASKED ME TO FORWARD THIS CASE TO A HIGHER OFFICE SO THEY CAN SCHEDULE AN APPT FOR HIM TO COME LOOK AT THE CAR
3. WILL PROBABLY BE MONDAY BEFORE YOU HEAR FROM THEM

CUSTOMER STATES

1. OK THANK YOU

*** PHONE LOG 08/20/2009 12:12 PM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO OLA'S VMAIL

1. PAUL STAPLETON WANTS ME TO FORWARD THIS CASE TO YOUR ATTN SO YOU CAN SCHEDULE APPT FOR HIM TO LOOK AT THE CAR
2. DO YOU WANT ME TO FORWARD TO REGION OR ASSIGN TO YOU?
3. PROVIDED CALLBACK INFORMATION

*** NOTES 08/20/2009 12:15 PM US Mountain Standard Time DDailous Action Type:Manager review
FORWARDING TO REGION

1. DPSM WANTED CASE SENT TO OLA SPRAGUE
2. PLEASE FOLLOW UP AS NEEDED

*** PHONE LOG 08/20/2009 03:50 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer and stated:

1. Your case has been forwarded to the regional office
2. The DPSM wants to meet with you regarding the **PASS**enger **AIR**bag light
3. As soon as this dealer is on his schedule, I will contact you so you know the date to take your vehicle to the dealer

CST stated:

1. I hope it is soon
2. This is an intermittent problem, but it is happening more often now

Writer stated:

1. I understand and apologize for your frustration
2. I will see if I can get the DPSM to go to this dealer as quickly as possible

CST stated:

1. Thank you for your assistance

*** EMAIL OUT _ OSprague Action Type:External email
Send to: [REDACTED] Paul [REDACTED]

Kia Motors America
Consumer AffAIRs Department

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735X85 [REDACTED]	K1607832	1,000
The Villages, FL [REDACTED]		Prod. Date: 1/12/08	Dealer: FL091 Kia of Leesburg	

Paul: Customer is anxious to get the **PASS**enger **AIR**bag light concern resolved. Please let me know when you can go to this dealer

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

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

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1371353	400
Birchwood, TN ██████████		Prod. Date: 11/20/06	Dealer: TN026 Prebul Kia	

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 10/15/2007 07:46 AM US Mountain Standard Time HReynolds
██████████ Stated:

1. **PASS**enger side **AIR**bag is not activated when some one sits
2. Kia dealer said that some one from Kia will have to reprogram the system
3. Spoke to Chris Miller - SVCM at Prebul Kia
4. Want to this get resolved ASAP

Writer stated:

1. Updated/no open recall
2. Apology for situation
3. Advised. Will check with dealer for status and call customer back

*** PHONE LOG 10/16/2007 12:51 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. Left vm for SVCM at Eric at Prebul Kia to call writer back

*** PHONE LOG 10/16/2007 01:42 PM US Mountain Standard Time HReynolds Action Type:Incoming call
Writer stated:

1. Eric from Prebul Kia left vm for writer to call him back
2. 718-917-1422

*** PHONE LOG 10/16/2007 01:45 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. Spoke to Eric - SVCM at Prebul Kia
2. Calling for status

Eric Stated:

1. Ted Peters from FTR came out to reflashed the module for another vehicle
2. The customer said that it didn't fix it
3. We refer customer to owners manual for **AIR**bag info
4. There's isn't any fix for **AIR**bag light
5. We are kind of stuck here
6. I want to know what Kia want us to tell the customer about this issue

*** PHONE LOG 10/17/2007 11:02 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. left vm for DPSM/ Matt Myers to call writer back
2. Vehicle has issue with **PASS**enger side **AIR**bag
3. Requesting KMA for rep **AIR** assistance
1. Please call me at 45723

*** EMAIL OUT HReynolds Action Type:External email
Send to:[mmyers@kiausa.com]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1371353	400
Birchwood, TN ██████████		Prod. Date: 11/20/06	Dealer: TN026 Prebul Kia	

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*** PHONE LOG 10/18/2007 09:45 AM US Mountain Standard Time HReynolds Action Type:Incoming call
Writer recieved e mail from DPSM/ Matt Myers that was forwarded to KMA

1. This is an '07 Sorento with 'PASSenger AIR Bag Off' light/OCS not functioning properly
2. Please review the attached case notes. May I please have your guidance?

*** NOTES 10/25/2007 04:48 AM US Mountain Standard Time HReynolds Action Type:Manager review
Dispatching this case to Southern region for customer contact

1. The PASSenger side AIR bag light/ OCS light not functioning properly
2. DPSM is still looking for solution

*** PHONE LOG 10/29/2007 07:47 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer and left a message requesting a call back.

*** NOTES 11/27/2007 11:26 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent the customer a call me letter.

CASE CLOSE 11/27/2007 11:43 AM Eastern Daylight Time YEpps

*** NOTES 01/15/2008 05:23 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

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Consumer Affairs Department**

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<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2007 SORENTO EX 4X4 KNDJC736575 [REDACTED]	<u>Case Number</u> K1471487	<u>Mileage</u> 18,000
Grant Junction, CO [REDACTED]		Prod. Date: 11/21/06	Dealer: CO027 Grand West Kia	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 07/14/2008 08:30 AM US Mountain Standard Time ERuiz

CALLER STATED

1. I HAVE A PROBLEM, I WEIGHT ABOUT 110 LBS.
2. WHEN I SIT ON THE **PASSE**NGER'S SEAT THE **AIR** BAG LIGHT COMES ON AND OFF.
3. MY DAUGHTER, WHO JUST RECENTLY HAD A BABY, SITS ON THE **PASSE**NGER'S SIDE, THE **AIR** BAG LIGHT SAYS ON.
4. WE'VE TAKEN IT TO THE DEALER AND THEY SAID THAT THERE'S NOTHING THEY CAN DO ABOUT IT.
5. THE VEHICLE ALSO HAS A SHIMMY WHEN I MAKE A TURN.
6. AND THE GAS GAGE WAS READING INCORRECTLY.
7. THEY DEALER ORDERED PARTS FOR THE GAS GAGE BACK IN 6/19.
8. WE HAVE YET TO HEAR BACK FROM THE DEALER.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE PARTS AND SVC INFO.
3. WRT EXPLAINED. MANUFACTURE DEFECTS ARE COVERED UNDER WARRANTY.
4. WRT ALSO EXPLAINED THAT A COMPUTER REPROGRAM IS ALSO COVERED.
5. WRT TOLD THE CUSTOMER THAT NO JUST THE WEIGHT BUT THE POSTURE OF THE **PASSE**NGER'S SIDE OCCUPANT WILL DETERMINATE IF THE LIGHT STAYS ON OR OFF.
6. WRT ADVISED THAT THE PRIMARY SAFETY DEVISE IS STILL THE SEAT BELT, AND ADVISED TO KEEP IT LOCK IN.
7. WRT WILL CALL THE DEALER AND CALL THE CUSTOMER BACK.

*** PHONE LOG 07/16/2008 12:46 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED CO027 AND TALKED TO ROCKY.
2. WRT ASKED FOR AN UPDATH ON MRS MCCLASKIY'S ORDER
3. HE STATED:
 - a) WE CALLED THEM YESTERDAY TO LET THEM KNOW THE PARTS WERE HERE.
 - b) WE LEFT THEM A MESSAGE AND WE HAVE YET TO HEAR BACK FROM THEM.
 - c) LET ME CHECK W/ MY SVC DEPT TO SEE IF THEY'D ALREADY CALLED BACK...
4. WRT WAS PLACED ON HOLD.
5. ROCKY STATED:
 - a) ACCORDING TO MY SVC DEPT THE MCCLASKIY HAVEN'T CALL BACK YET.
6. WRT THANKED ROCKY FOR HIS ASSISTANCE.

*** PHONE LOG 07/16/2008 12:51 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR MCCLASKIY.
2. WRT EXPLAINED THE REASON OF THE CALL.
3. CUSTOMER STATED:
 - a) THE DEALER FINALLY CALLED ME TO LET ME KNOW THE PART WAS IN.
 - b) THEY CALLED ME BACK AT 3:00 PM YESTERDAY.
 - c) I HAVEN'T HAD A CHANCE TO CALL THEM BACK.
 - d) DID YOU EVER FIND OUT ABOUT THE **PASSE**NGER'S SIDE SEAT?
4. WRT TOLD THE CUSTOMER THAT IT'S NECESSARY TO GET THE VEHICLE BACK INTO SVC TO CHECK THE **PASSE**NGER'S SIDE SEAT.
5. IF ANY **REP**AIR NEEDS TO BE DONE THE **PASSE**NGER'S SEAT THAT WILL BE DONE AT THE TIME WHEN THE VEHICLE IS IN FOR SVC..

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Consumer Affairs Department

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJIC736575 [REDACTED]	K1471487	18,000
Grant Junction, CO [REDACTED]		Prod. Date: 11/21/06	Dealer: CO027	Grand West Kia

6. WRT PROVIDED THE CASE # AND ADVISED TO CALL THE KCC ONCE THE VEHICLE IS BACK AT THE SHOP.
7. CUSTOMER THANKED WRT FOR THE CALL BACK.

*** COMMIT 07/16/2008 12:52 PM US Mountain Standard Time ERuiz Action Type:Callback Required

*** CASE CLOSE 07/16/2008 12:53 PM US Mountain Standard Time ERuiz

*** PHONE LOG 08/20/2008 01:34 PM US Mountain Standard Time DDailous Action Type:Incoming call

1. THE PEOPLE AT THE SERVICE DEPARTMENT ARE VERY RUDE
2. THEY HAVE ME WONDERING IF I EVER SHOULD OF BOUGHT A KIA
3. I BOUGHT AN EXTENDED WARRANTY AND THEY TOLD ME IF THERE IS A PROBLEM WITH MY CAR, THEY WOULD GIVE ME A RENTAL-
4. MELISSA NOW SAYS THAT ONLY COVERS IF IT IS A MAJOR PART LIKE THE MOTOR GOIN OUT
5. THE PROBLEM HAS BEEN WITH THE **AIRBAG** LIGHT-THEY SAID THE ONLY WAY THE **PASSENGER** LIGHT WOULD GO ON IS IF I SET UP STRAIGHT
6. I WENT AND TEST DROVE ANOTHER KIA AND THAT ONE STAYED ON WHEN I WAS SETTING IN IT. THE **AIRBAG** WAS ACTIVATED NO MATTER HOW I SAT-MINE FLICKERS ON AND OFF
7. MELISSA SAYS I HAVE TO HAVE IT STRAIGHT UP AND THAT IS ALL I CAN DO
8. WHEN I TURN THE STEERING WHEEL IT GOES BLUGH BLUGH BLUGH BLUGH
9. SHE SAYS THAT IS NORMAL-THE SALESMAN IN DENVER SAYS NO THAT IS NOT NORMAL
10. I INSISTED THEY LOOK AT IT
11. MY CAR WAS RUNNING OUT OF GAS WHEN IT SAYS I HAVE 254 MILES LEFT ON IT
12. THEY HAVE HAD THE CAR FOR THREE DAYS NOW-I TOOK IT IN ON MONDAY
13. THEY ARE WAITING ON PARTS TO COME IN ON FRIDAY
14. SHE SAID SHE COULD NOT HELP. KIA DOES NOT GIVE CARS AND I COULD NOT GET ONE SHE SAID I AM WRONG

WRITER STATES:

1. APOLOGIZED, WILL BE SURE TO DOCUMENT THIS AND THEN WILL ALSO LET ZEKE KNOW WHAT IS GOING ON WITH THIS FOR YOU!
2. KIA DOES NOT HAVE A PROVISION FOR RENTALS, HOWEVER, KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS
3. THAT DECISION DOES NOT COME FROM THIS OFFICE, THAT COMES FROM THE SERVICE MANAGER AND THE AREA REP
4. NOT SURE WHY THE RESOURCES HAVT NOT BEEN USED THAT ARE AVAILABLE TO THE DEALERSHIP
5. WILL BE SURE TO FORWARD THIS INFORMATION TO ZEKE WHO IS WORKING THIS CASE AND HAVE HIM REACH DPSM

CUSTOMER STATES:

1. MY MOTHER IN LAW JUST DIED-WI HAVE TO BE THERE TO TAKE CARE OF THINGS
2. I NEED TO HAVE A CAR
3. I TOLD MELISSA-WHO I AM TOLD IS THE SERVICE MANAGER-I WAS GOING TO GO ABOVE HER AND SHE LAUGHED AND SAID "LIKE I CARE?"