

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

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
		KNDJC736575	K1471487	18,000
Grant Junction, CO		Prod. Date: 11/21/06	Dealer: CO027	Grand West Kia

4. DO YOU KNOW HOW MY OTHER WARRANTY IS THROUGH?

WRITER STATES

1. DO NOT HAVE ACCESS TO THAT INFORMATION
2. WOULD BE ON YOUR SALES CONTRACT FROM THE CAR
3. WILL BE HAPPY TO CALL DEALERSHIP TO GET THAT INFORMATION FOR YOU

WRITER CALLED CO027 STATING:

1. NEED TO KNOW THIRD PARTY WARRANTY COMPANY NAME AND NUMBER
2. WHAT HAS BEEN DONE ON THIS CAR SO FAR

BILL SERVICE MANAGER STATES:

1. HER CAR IS NOT TORE APART IT IS DRIVEABLE
2. TECH DID TEST DRIVE. SAID SHE CAN TAKE IT OR LEAVE IT WHILE WE WAIT ON THE PART--SHE AGREED TO LEAVE IT
3. NOW THEY ARE GOING TO DENVER, IT IS NOT UNSAFE AND NOT TORE APART
4. THE GAS PART IS TAKEN CARE OF
4. PARTS WE ARE WAITING ON IS TRANSFER CASE--FOR THE SHUDDER
5. CENTURY SERVICE IS THIRD PARTY WARRANTY-877-793-7123

WRITER STATES TO CUSTOMER:

1. ADVISED BILL STATES CAR IS NOT UNSAFE TO DRIVE
2. YOUR CAR IS NOT TORE APART
3. THE PART WILL NOT BE THERE UNTIL FRIDAY
4. BILL IS THE SERVICE MANAGER AND ADVISE YOU TO TALK TO HIM FROM NOW ON AS HE CAN BE REALLY HELPFUL FOR YOU

CUSTOMER STATES:

1. DIDN'T HE SAY ANYTHING ABOUT THE **AIRBAGS**?

WRITER STATES

1. DID NOT EVEN ASK HIM ABOUT THE **AIRBAGS**
2. WRITER WANTED TO MAKE SURE THAT THE CAR WOULD BE SAFE FOR YOU TO DRIVE TO DENVER FOR YOUR FAMILY THING
3. WHEN YOU CALL BILL TO ASK HIM ABOUT GETTING YOUR CAR BACK NOW, ASK HIM WHAT HAS BEEN DONE ON THE **AIRBAG**
4. WILL ALSO LET ZEKE KNOW WHAT IS GOING ON WITH THIS

*** CASE CLOSE 08/20/2008 01:34 PM US Mountain Standard Time DDailous

*** CASE CLOSE 10/08/2008 07:25 AM US Mountain Standard Time TMorales

AIRBAG TREAD REVIEW COMPLETE

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
		KNDJC736575	K1471487	18,000
Grant Junction, CO		Prod. Date: 11/21/06	Dealer: CO027	Grand West Kia

*** PHONE LOG 05/19/2009 12:15 PM US Mountain Standard Time ATorres Action Type:Incoming call

Cst states:

1. I'm unhappy with Kia. Provided file number.
2. We went to Grand West Kia.
3. They have the wrong srv.
4. We have been having problem with the *PASS*enger *AIR* bag light.
5. You know what the dlrshp told me about that. They said I need to gain weight. I weight 105. 6. We told them there was a shimmy on 6/19/08 and again letter on. The dlrshp said they didn't find a problem.
7. We are planning to go to Denver and wanted the dlrshp to check the veh out.
5. Last time the veh broke down on us and wouldn't start for 3 1/2 hours. This happened twice on us. The dlrshp said they couldn't find anything wrong.
6. The dlrshp is telling that the rotors are warped due to overheating and want to charge us \$167.
7. That's not right. I've been telling them about this shimmy since we bought the veh.
8. I bought the ext warr on the veh.
9. The dlrshp only did the recall today.
10. The first time the veh broke down the dlrshp said it was the gas gage was wrong and replace it.
11. We had a Pontiac Grand AM and we should have stayed with them.

Wrt states:

1. Updated. SC076, apologized.
2. Adv dlr need to duplicate problem for them to fix it.
3. Adv if dlr is say diagnosis is that the rotors are warped. that is not a manuf defects.

Cst states:

1. If Kia is not going to cover it.
2. I will stand out side the dlrshp with a sign letting everyone know about Kia.
3. The dlrshp can't do anything because it privet property and the police will not come.
4. The dlrshp is saying the shimmy is because of the rotors when we have been telling them of this problem since we bought the veh.

Cst states:

1. Would like to call dlrshp for diagnosis.

Wrt put cst on hold called Grand West Kia. left VM message for srv mgr to call back.

Wrt went back to cst and stated:

1. Had to leave VM message for srv mgr to call back with diagnosis.
2. Once have diagnosis will call Kia rep for assistance.
3. Decision to cover warranty rep *AIR*s is not made in this office.
4. Decision is made by the Kia area rep.
5. Writer can then follow up with the Kia rep to see if any assistance could be offered.
6. Can not promise any assistance
7. Provided file number and wrt ext.

Cst states:

1. There is going to be a lot of business lost. I'll put ad in the paper if I need too.
2. If Kia does help me then fine. I will not do anything.
3. The dlrshp. Melissa is rude. She told me I need to gain weight when we where have the problem with the *AIR* bag light.
4. This is very frustrated to me.
5. The salesman told my husband when we bought the veh they used it to 4 wheel drive in it. when the owner had the veh

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1471487	18,000
Grant Junction, CO ██████████		Prod. Date: 11/21/06	Dealer: CO027 Grand West Kia	

and that is was a great car.

6. If we can't get this fixed. we may trade in the veh for another one.
7. The veh stopped running on us in the middle of traffic and we had to get out an push it.
8. We called the dlrshp and RSA and left message for them to call us back. No one ever called back.
9. The veh didn't start for 3 1/2 hours.

Wrt states:

1. We follow up and see how we can help.
2. Will call cst back. once have more info.

Cst states:

1. Thank you.

*** PHONE LOG 05/19/2009 02:11 PM US Mountain Standard Time ATorres Action Type:Incoming call
Rocky srv mgr from Grand West Kia states:

1. Returning call on cst.

Wrt states:

1. Adv of cst concern with shimmy and having to pay for rotors.

Rocky states:

1. The last time we saw cst was back in Aug 2008.
2. Did complaint about a shimmy back in 6/17/08 at 9,064 miles and we replaced a module. Nothing after that.
3. The shimmy cst is feeling is due to the rotors being warped due to overheating in driving.
4. If cst is traveling to Denver that may be causing the wear and tear on the rotors.
5. We did take care of **PASS**enger **AIR** bag recall, today.

*** PHONE LOG 05/20/2009 09:03 AM US Mountain Standard Time ATorres Action Type:Incoming call
Cst states:

1. Do you have any new info.
2. Trying to figure out when we are going to get our car.
3. We have a family in the hospital and would like to see them.

Wrt states:

1. Spoke to dlrshp last night.
2. Waiting for DPSM decision.

Cst states:

1. Ok.

*** PHONE LOG 05/20/2009 10:27 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Cor Valstar DPSM and left VM message stating:

1. cst looking for assistance with rotors.
2. Cst said had been complaining to dlr about shimmy since she has owned veh.
3. Cst is 2nd owner.
4. Will send case history.

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

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736575 [REDACTED]	K1471487	18,000
Grant Junction, CO	[REDACTED]	Prod. Date: 11/21/06	Dealer: CO027	Grand West Kia

Send to:[CVa1star@kiausa.com]
Ana ext 45070

1. Cst looking for assistance on brakes concern.
2. Cst is 2nd owner.
3. Cst states since she has owned the veh, it has a shimmy and advised the dlrshp and they said nothing was wrong.
4. Now, dlrshp is saying shimmy is due to rotors being warped due to overheating.
5. Please advise wrt of decision.

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_K1471487_ATorres_05-20-2009111759.doc>>

*** PHONE LOG 05/20/2009 03:11 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt received VM message from cst stating:

1. Wanted to know where are:
2. Cell phone is [REDACTED] My Work number is 970-243-7934.

*** PHONE LOG 05/20/2009 03:23 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called cst and stated:

1. Waiting for Kia rep decision.
2. Once have the info will call cst back.

Cst states:

1. We are leaving out of town on Friday to go to my granddaughter graduation.
2. We need to go over the hill, Eisenhower Highway.
3. When we go over the hill the veh starts to overheat or vapor lock.
4. The veh will cut out. It's happened 5 or 6 times.
5. My concern is that it's going to happen again.
6. What do I do?
7. The last time it happened we let the veh cool down and it was find.
8. The first time it happened we had driven 350 miles for it overheated.
9. I've lost faith in the srv dept.
10. It's getting ridiculous.
11. If this isn't fixed and we brake down, I will find out what I need to do legally.
12. We can't keep going on like this.
13. We can't keep dealing with this. My wife is in and out of the hospital. My mother just recently **PASS**ed away.
14. I've told the dlrshp this is going on.
15. If they didn't document it, I can't do anything about that.
16. I've called them over the phone and told them what happened.
17. I feel like I'm getting blown off.

Wrt states:

1. Apologized.
2. Will still follow up.

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Grant Junction, CO ██████████		Prod. Date: 11/21/06	Dealer: CO027	Grand West Kia

3. If veh does brake down. Don't drive it or let it cool down.
4. Have RSA tow the veh to dlrshp.

Cst states:

1. Thanks.

*** PHONE LOG 05/20/2009 03:32 PM US Mountain Standard Time ATorres Action Type:Incoming call

Wrt received VM message from DPMS stating:

1. I got a head up on this cst from Rocky the srv mgr.
2. Cst had 2 issues. The overheating on the veh and the rotors.
3. Waiting for a response about the rotors from the dlrshp.
4. This more of a head up.
5. I'll call you back when I have more info.

*** PHONE LOG 05/21/2009 09:47 AM US Mountain Standard Time ATorres Action Type:Incoming call

Wrt received email from Cor Valstar DPSM stating:

1. If the dealership tells me no warranty I have to take their word as customer is the second owner.
2. This concern could have been there before - hotspots are not covered and are likely cause outside/drivers behavior.
3. No we will not covered it, but dealer is able to turn and make a relative inexpensive rep**AIR** within specs for cst.

*** PHONE LOG 05/21/2009 10:24 AM US Mountain Standard Time ATorres Action Type:Incoming call

Cst states:

1. We need to have the veh back by tomorrow because we are going out of town.

Wrt states:

1. Adv Kia rep did email wrt.
2. Kia rep advises since cst is 2nd owner issue with rotors may have started before cst owned veh.
3. Hot spots are due to outside source or drivers behavior, such as riding on the brakes.
4. No, coverage will be offered.
5. Dlr has offered a deal to cover labor if cst will pay for the parts.

Cst states:

1. That's the least of my concern.
2. The overheating issue.
3. I don't tow anything behind my Sorento. We may have up to 2 **PASS**enger in the veh.
4. That's no more then 300 lbs.
5. Say we do brake down and have RSA to tow it and then what?

Wrt states:

1. That all depends on the time.
2. If dlr is open they can look at the veh.
3. RSA is open 24 7.

Cst states:

1. I'm dumb founded by the lack of srv.
2. It sounds like we need to take another veh with us
3. We are coming back on Memorial Day.

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4. This is a habit of brushing people off and not recording it.
5. You are going to have to resolve this issue at sometime.
6. We wanted to go to Denver and have another dlrshp look at the veh and take care of our issues.
7. In my book it's severe that you (dlr) are not record the problem when we call you.
8. We wouldn't get away with that in our business.
9. There is a warr that need be maintained.
10. The veh will brake down again I can promise you that.
11. We understand that it was the owners personal veh when we bought the veh.
12. They should have disclosed a srv records on the veh. Dlr did want to do that.
13. So we are still stuck with the same problem with the rotors.
14. It's a major hazard.
15. If we get into an accident. Kia will have a law sue.
16. I don't know what the solution is but I'll find one.
17. The veh has been there for days and they haven't address the issue with the overheating.
18. They could have drove it.
19. Thanks for your help.

Wrt states:

1. Apologized.
2. Need dlrshp to duplicate concern with overheating on the.
3. Veh may have been in to the dlrshp but the haven't duplicated it.
4. Please call back wrt if the veh breaks down.
5. Will follow up on the rep **AIR**.

*** CASE CLOSE 05/21/2009 10:25 AM US Mountain Standard Time ATorres
Pending est call back.

*** PHONE LOG 05/22/2009 09:35 AM US Mountain Standard Time ATorres Action Type: Incoming call

Mr. ██████████ states:

1. You wouldn't believe what we found.
2. I asked the dlrshp for copy of the srv history.
3. On 8/24/07 at 390 miles it said the car was losing power. no CEL. found code P2270 for O2 sensor.
4. On 9.19:07 with 1648 miles the veh was towed in for stalling and died when driving.
5. We got the veh in 10.18.07.
6. This info would have been helpful. when we bought the veh in.
7. In Dec 2007 the veh died on us. This was after the dlrshp had replaced the fuel gauge on the veh. thinking this was the problem.
8. There are other times we went in and it was not documented. That surprised me.
9. Dlr didn't give us full discloser on the veh.
10. It seems like there was a problem with the veh at 390 miles.
11. We were told the owner of the dlrshp. this was his person veh.
12. My wife had been in and out of the hospital for the last 2 months and can't walk.

Wrt states:

1. Apologized.
2. Will speak to Kia rep and see would be would like to do.
3. Will call est back.

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736575 [REDACTED]	K1471487	18,000
Grant Junction, CO [REDACTED]		Prod. Date: 11/21/06	Dealer: CO027	Grand West Kia

Cst states:

1. Thank you.

*** PHONE LOG 05/22/2009 10:03 AM US Mountain Standard Time ATorres Action Type:Incoming call

Wrt called Cor Valstar DPSM and stated:

1. Adv of cst concern with overheating.
2. Adv of info he found out on srv history.

DPSM states:

1. I have told the dlrshp to do a compression test and they didn't want to. I can't make them.
2. Dlr said veh is fine and can't duplicate.
3. I have to believe what they are saying.
4. If the veh brakes apart I will not be covering anything because the dlrshp doesn't want to do what I've asked and they are going to be responsible if anything happens.
5. If the veh is overheating, it will do it all the time not just some times.
6. Don't know what to tell you.

Wrt states:

1. Cst is saying the overheating happens when they travel 350 to 400 miles.

DPSM states:

1. Don't know what to tell you.

*** PHONE LOG 05/22/2009 10:22 AM US Mountain Standard Time ATorres Action Type:Outgoing call

Wrt called cst and stated:

1. Spoke to Kia rep about new info on the veh history.
2. DPSM has asked dlrshp to do a test on the veh and the dlrshp didn't want to.
3. Dlr is saying everything is fine and can't duplicate concern.
4. Adv can cst to go a different dlrshp?

Cst states:

1. Well, we are going to Denver and leaving soon.
2. Maybe we will have someone look at it up there.
3. We are going for my granddaughter.
4. I just hope the veh doesn't brake down on us.
5. I have your number, so I will call you if anything happens on the way.
6. The dlrshp lied to us when we bought the veh.
7. If we would have known about this issues, we wouldn't have bought the veh.
8. I don't think the woman realized what she did by giving us this information and it having information on it before we owned the veh. I hope she doesn't get fired.
9. Please help us in anyway to can.
10. Can I fax you this info?

Wrt states:

1. Provided fax number
2. Please call back wrt if cst brakes down or if cst takes veh to Denver dlrshp.
3. May send info to our regional office.

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Cst states:

1. Thank you.

*** NOTES 05/22/2009 10:31 AM US Mountain Standard Time ATorres Action Type:Manager review
Wrt received fax from cst.

*** NOTES 05/27/2009 03:11 PM US Mountain Standard Time ATorres Action Type:Manager review
Wrt dispatching cst to the region for visibility.

1. Cst is having an issue with the veh overheating, dlr can't duplicate concern.
2. Dlr will not do compression test per DPSM request.

*** NOTES 06/03/2009 09:13 AM Pacific Daylight Time APeckson Action Type:Manager review
kcc sent for visibility
kcc rep to call dpsm should cust call back & assess issue w/ veh
and welcome to dispatch case upon dpsm advisement

*** CASE CLOSE 06/03/2009 09:13 AM Pacific Daylight Time APeckson

*** PHONE LOG 06/09/2009 10:36 AM US Mountain Standard Time ATorres Action Type:Incoming call
Cst states:

1. We went to Denver and had one issue with the veh overheating and then it was ok.
2. There is still a concern.
3. We haven't heard from anyone and that's why we are calling you.

Wrt states:

1. Did forward info to regional office.
2. Will speak to Kia rep and see what he wants to do.

Cst states:

1. My cell phone number is ██████████

*** PHONE LOG 06/09/2009 11:53 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Cor Valstar DPSM and stated:

1. Adv spoke to DPSM about cst with overheating concern before.
2. Have any suggestions?

DPSM states:

1. There is no way.
2. When the engine over heats, it done.
3. Don't know what the customer is taking about.
4. I'm doubt it.
5. The engine will collapse over the mountain, I've seen it.
6. Ask the customer what does he see, hears, smells, why does he feel the veh is overheating.
7. I want to getting a felling for it.

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Grant Junction, CO	[REDACTED]	Prod. Date: 11/21/06	Dealer: CO027	Grand West Kia

*** PHONE LOG 06/09/2009 12:14 PM US Mountain Standard Time ATorres Action Type:Outgoing call

Wrt called cst and states:

1. I spits and sputters, then loses all power.
2. If I try to go up the hill, I have to pull over to the side.
3. I don't know for sure that's it's overheating. The temp gage never rises much above normal.
4. I have to let the veh sit and cools off.
5. On time the veh was towed in and the dlrshp couldn't find anything wrong.
6. The first time the dlrshp found out there was a problem with the gas gauge.
7. It happens periodically.
8. If I let it idle, when I put gas to the veh, it's wants to cut out.
9. Grand West Kia said it may be electrical. no warning light come on.
10. Motor seems to be running at 1 G.
11. Went the veh starts to lose power. I take my foot off the gas and let it idle.
12. When it does cut off, I pull over and the longer I let it sit, the farther I can travel.

Wrt states:

1. Will call Kia rep and see what he was to do.

*** PHONE LOG 06/09/2009 12:22 PM US Mountain Standard Time ATorres Action Type:Outgoing call

Wrt called Cor Valstar DPSM and stated:

1. Adv of cst description.
2. Adv veh will I spits and sputters, then loses all power. Cst will take his foot off the gas and let it idle.
3. When the veh does cut out, the longer it sits the farther cst and travel.
4. Was towed to dlrshp the first time.
5. Dlr has replace the gas gauge.
6. No warning light will come on.
7. Temp gauge will rises but not must above normal.

DPSM states:

1. I think it's a problem.
2. Let me call you back.

*** PHONE LOG 06/10/2009 12:21 PM US Mountain Standard Time ATorres Action Type:Incoming call

Wrt received VM message from DPSM stating:

1. I have more info, call me back.

*** PHONE LOG 06/10/2009 12:21 PM US Mountain Standard Time ATorres Action Type:Outgoing call

Wrt called C Valstar left VM message to call wrt back.

*** PHONE LOG 06/10/2009 12:37 PM US Mountain Standard Time ATorres Action Type:Incoming call

Cst states:

1. I asked the dlrshp to look for something more, like the wiring.
2. They do have mice in there area, where cst may live.
3. Cst had been abusive to the dlrshp in the *PASS*.
4. I have told the dlrshp they can tell cst to leave, if he asks that way.
5. Just wanted to give you that info.
6. Don't believe it's an overheating issue.

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7. Will you call the cst back? or should I have dlrshp do it?

Wrt states:

1. No. Wrt will call cst back.
2. Thanks.

*** PHONE LOG 06/10/2009 02:32 PM US Mountain Standard Time ATorres Action Type:Outgoing call

Wrt called cst cell and states:

1. We do need the veh to go back in to dlrshp.
2. Kia rep has dlrshp to check the wiring.
3. Call wrt back when going into the dlrshp.

Cst states:

1. Ok. I'll call them up and see when they can look at the veh.

*** CASE CLOSE 06/10/2009 04:03 PM US Mountain Standard Time ATorres
pending cst call back.

*** PHONE LOG 07/23/2009 09:32 AM US Mountain Standard Time WThompson Action Type:Incoming call

Customer states:

1. I have been trying for 4 weeks to get ahold of Anna and also I have left VM in the 800VM.
2. When I last spoke with Anna she told me to call the dealer and make an appointment.
3. I called them and they declined me an appointment at the dealer.
4. I am tired of the problems that we are having with this vehicle.
5. I want to have the vehicle rep**AIR**ed.

SVC MGR Rocky states:

1. The customer has not called us to make an appointment.
2. No one here has talked to him.
3. Car is here today.
4. Customer can call anytime to get an appointment.

Writer states:

1. Apologize for the problem.
2. Advised to please call back to the dealer and speak with the SVC MGR and make an appointment.
3. The DPSM is there so if can have the appointment today.
4. Gave name, extension requested call back when the vehicle is at the dealer

*** CASE CLOSE 07/23/2009 09:32 AM US Mountain Standard Time WThompson

*** PHONE LOG 07/23/2009 10:39 AM US Mountain Standard Time WThompson Action Type:Incoming call
Customer called and states:

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Grant Junction, CO [REDACTED]		Prod. Date: 11/21/06	Dealer: CO027	Grand West Kia

2. I called Rocky and he states that he can't have it in until tomorrow.
3. Call me and advise me what you want me to do

*** PHONE LOG 07/24/2009 02:24 PM US Mountain Standard Time WThompson Action Type:Outgoing call
SVC MGR Rocky states:

1. We were able to duplicate the problem.
2. I have ordered a fuel pump for the vehicle.
3. I have E ordered it.
4. Should be here on Monday once the part is here the vehicle can be rep**AIR**ed same day.

*** PHONE LOG 07/27/2009 04:12 PM US Mountain Standard Time WThompson Action Type:Outgoing call
called dealer and was informed that service had closed for the day

*** PHONE LOG 07/28/2009 12:06 PM US Mountain Standard Time WThompson Action Type:Outgoing call
SVC MGR Rocky states:

1. The vehicle was rep**AIR**ed and picked up yesterday

*** PHONE LOG 07/28/2009 12:10 PM US Mountain Standard Time WThompson Action Type:Outgoing call
Called customer who states:

1. I have not really been able to really drive it.
2. Will contact the writer after a trip this weekend to see if the vehicle is running properly.
3. Took name and information of the writer.

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X75██████████	K1590126	24,000
Odessa, FL ██████████		Prod. Date: 10/10/06	Dealer: FL010	Century Kia

Case History

Complaint Recall

*** PHONE LOG 05/19/2009 01:56 PM US Mountain Standard Time TDonnelly
CUSTOMER STATES(MR ██████████ HUSBAND):

1. WE HAVE BEEN HAVING PROBLEMS SINCE PURCHASE WITH BOTH OF OUR SORENTO'S
2. THE **PASS**enger **OCS** OFF LIGHT IS COMING ON WHEN MY WIFE SITS IN THE SEAT.
3. DEALER (FL010) HAD A KIA REP COME OUT TO CAR LAST YEAR AND THEY DID A REPROGRAM OF THE SYSTEM AT THAT TIME
4. THEY DID THIS REPROGRAM ON BOTH CARS.
5. TOOK MY CAR INTO SHOP YESTERDAY AND THE SHOP FOREMAN, FADI SAID THAT THEY CAN NOT DO THE RECALL BECAUSE THE REPROGRAM WAS DONE ALREADY A YEAR AGO.
6. THE SHOP FOREMAN HAD BEEN AT SCHOOL IN ATLANTA FOR TRAINING COUPLE OF WEEKS AGO
7. HE STATED THEY TOLD HIM WHEN HE WAS THERE THAT IF THEY DO THE REPROGRAM IT WILL BURN OUT THE DIODE SENSOR IN THE SEAT
8. MY WIFE ONLY WEIGHS ABOUT 112 POUNDS AND THE OFF LIGHT IS ALWAYS COMING ON
9. I ATTEMPTED TO GET CAR INTO SHOP BUT THEY REFUSED TO SERVICE
10. I WANT TO KNOW WHY THE SEATS CAN NOT BE PROGRAMMED FOR LIGHTER WEIGHT PERSON
11. IF WE ARE INVOLVED IN ACCIDENT AS IT IS THE **AIR**BAGS WILL NOT DEPLOY WITH WIFE SITTING IN SEAT.
12. I HAVE NO IDEA WHAT THE FEDERAL GUIDLINES ARE. I DID TRY TO GET RECALLS COMPLETED AND DEALER ADVISED THEY COULD NOT.
13. WHEN WILL WRITER CALL BACK?
14. WHAT IS WRITERS CONTACT INFO?

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT EVEN IF SOMETHING WAS DONE TO VEHICLE WITHIN LAST YEAR THE RECALL IS NEW AND HAS TO BE COMPLETED.
3. RECALL IS FEDERALLY MANDATED TO BE COMPLETED.
4. WILL SHOW OPEN THL. DEALER DOES THE ACTUAL RECALL.
5. KCC HAS NO INFORMATION HERE STAYING THAT DOING A REPROGRAM A 2ND TIME WILL CAUSE THE DIODE TO BURN UP.
6. DEALER DOES NEED TO COMPLETE THE RECALLS.
7. THIS IS MANDATED BY NHTSA TO BE COMPLETED.
8. WILL HAVE TO RESEARCH THIS AND GET BACK TO CUSTOMER.
9. AFTER FOLLOW UP WITH APPROPRIATE PEOPLE, WILL CALL CUSTOMER BACK
10. ADVISED WILL BE SOME TIME TOMORROW AFTER NOON

*** PHONE LOG 05/21/2009 12:03 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR SVC DIRECTOR, TERRY DECA**AIR**e (FL010) TO CALL WRITER.
2. ADVISED 800# AND EXTENSION.

*** PHONE LOG 05/21/2009 12:09 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, JACK BRAMBLE TO CALL WRITER AT EXT 45099.
2. CUSTOMER HAS 2 KIA 2007 KIA SORENTO'S
3. CUSTOMER STATES BOTH CARS HAD REPEAT CONCERNS WITH **OCS** OFF LIGHT COMING ON
4. STATED LAST YEAR FTR CAME OUT AND DID REPROGRAM
5. CUSTOMER GOT RECALL NOTICES FOR BOTH VEHICLES

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Last name [REDACTED]	First name [REDACTED]	VIN of 2007 SORENTO 4X2 EX KNDJD736X75 [REDACTED]	Case Number K1590126	Mileage 24,000
Odessa, FL [REDACTED]		Prod. Date: 10/10/06	Dealer: FL010 Century Kia	

6. ATTEMPTED TO GET RECALLS COMPLETED AND STATED THAT FADI AT (FL010) ADVISED THAT IF REPROGRAM HAD BEEN COMPLETED PRIOR THAT THEY CAN NOT DO RECALL IT WILL BURN OUT DIODE IN SEAT?
7. WRITER IS NOT AWARE OF THIS AND INFO KCC HAS STATES EVEN IF REFLASH HAS BEEN DONE RECALL SHOULD STILL BE COMPLETED.
8. PLEASE CONFIRM AND CALL WRITER BACK, CUSTOMER VERY ESCALATED.

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

Send to:[JBRAMBLE@KIAUSA.COM]

JACK,

LEFT VM MESSAGE FOR DPSM. JACK BRAMBLE TO CALL WRITER AT EXT 45099.
CUSTOMER HAS 2 KIA 2007 KIA SORENTO'S

CUSTOMER STATES BOTH CARS HAD REPEAT CONCERNS WITH **OCS** OFF LIGHT COMING ON STATED LAST YEAR FTR CAME OUT AND DID REPROGRAM
CUSTOMER GOT RECALL NOTICES FOR BOTH VEHICLES
ATTEMPTED TO GET RECALLS COMPLETED AND STATED THAT FADI AT (FL010) ADVISED THAT IF REPROGRAM HAD BEEN COMPLETED PRIOR THAT THEY CAN NOT DO RECALL IT WILL BURN OUT DIODE IN SEAT?
WRITER IS NOT AWARE OF THIS AND INFO KCC HAS STATES EVEN IF REFLASH HAS BEEN DONE RECALL SHOULD STILL BE COMPLETED.
PLEASE CONFIRM AND CALL WRITER BACK. CUSTOMER VERY ESCALATED.

THANKS.

TERI

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

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

-- File Attachment: 'eopubs ClarifyOBLCA Attachments\SendHistory\Case_K1590126_TDonnelly_05-21-2009125943.doc --

*** PRIORITY CHANGE 05/21/2009 12:11:27 PM TDonnelly

*** PHONE LOG 05/22/2009 09:38 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO SVC DIRECTOR, TERRY (FL010)
2. ADVISED WRITER LEFT VM MESSAGE FOR CALL BACK, DID DEALER GET MESSAGE?
3. CALLING REGARDING CUSTOMER WHO WAS IN SHOP AND SPOKE TO SHOP FOREMAN, FADI
4. CUSTOMER STATES THAT FADI EXPLAINED TO HIM THAT BECAUSE CAR HAD REFLASH ABOUT 6 MONTHS AGO

BY KIA REP DEALER DID NOT NEED TO OR COULD NOT DO RECALL?

5. CUSTOMER STATES ONGOING CONCERNS WITH **OCS** OFF LIGHT COMING ON
6. WRITERS UNDERSTANDING IS THAT EVEN IF REFLASH HAD BEEN DONE PRIOR RECALL IS FEDERALLY MANDATED

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1590126	24,000
Odessa, FL ██████████		Prod. Date: 10/10/06	Dealer: FL010 Century Kia	

TO BE COMPLETED.

7. YESTERDAY RECALL SHOWED OPEN STILL. CAR WAS IN SHOP TUESDAY
8. TODAY IT IS NOW SHOWING COMPLETED WHEN CUSTOMER STATED DEALER REFUSED TO COMPLETE?
9. WILL WAIT FOR CALL BACK.

DEALER STATES:

1. I WAS NOT IN THE SHOP THE OTHER DAY.
2. PAPER WORK I SEE SHOWS RECALL WAS COMPLETED.
3. WILL NEED TO REVIEW WITH TECH AND SHOP FOREMAN
4. ALSO SEE THAT THEY NEEDED TO REPLACE SEAT BECAUSE CUSTOMER HAD CONCERNS WITH SEAT NOT EVEN?
5. WILL RESEARCH AND GET BACK TO WRITER.

*** PHONE LOG 05/22/2009 09:43 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
DPSM JACK BRAMBLE STATES:

1. DID REVIEW THIS SITUATION WITH FTR
2. RECALL STILL NEEDS TO BE COMPLETED
3. WILL NEED TO FOLLOW UP WITH DEALER ON THIS FURTHER.
4. SHOULD NOT NEED TO REPLACE SEAT FOR **OCS** OFF LIGHT CONCERN. JUST DO REFLASH.
5. AFTER SPEAKING TO SVC MGR IF FURTHER QUESTIONS OR CONCERNS. LET ME KNOW.

WRITER STATES:

1. THANKS FOR RETURNING CALL.
2. WAITING FOR SVC MGR. TERRY TO CALL WRITER BACK.
3. ADVISED THAT CUSTOMER STATED DEALER REFUSED TO DO RECALL. STATING REFLASH ALREADY COMPLETED.
4. STATED IT WOULD BURN OUT DIODE IN SEAT IF DONE 2ND TIME.
5. WRITER EXPLAINED RECALL IS FEDERALLY MANDATED TO BE COMPLETED
6. WRITER IS NOW SHOWING IN AS-400 THAT RECALL IS COMPLETED
7. NOT SURE IF WAS DONE OR NOT.
8. SVC MGR IS CHECKING THIS
9. DEALER ALSO ADVISED THEY NEEDED TO REPLACE SEAT BECAUSE IT WAS NOT EVEN?
10. WILL LET DPSM KNOW IF FURTHER CONCERNS.

*** PHONE LOG 05/22/2009 09:48 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(SVC MGR-TERRY-FL010):

1. DID CONFIRM CUSTOMER CAME INTO SHOP ORIGINALLY AND RECALL WAS NOT COMPLETED.
2. WE CONTACTED KMA AND HAD BEEN INSTRUCTED TO DO RECALL.
3. CUSTOMER CAME BACK ON WEDNESDAY AND RECALL WAS DONE
4. I CALLED CUSTOMER TO CONFIRM RECALL WAS COMPLETED AND HE STATED HE STOOD THERE AND WATCHED THEM DO REFLASH.
5. HE STILL STATES THERE IS A PROBLEM AND LIGHT COMES ON
6. REVIEWING HISTORY WE HAVE NEVER BEEN ABLE TO DUPLICATE THIS COMPLAINT
7. WORKS FOR EVERYONE IN STORE HERE!
8. WE HAVE GONE OVER THE OPERATION OF **OCS** AND HOW TO SIT IN SEAT. ECT.
9. CUSTOMER STATES HE SPOKE TO SOMEONE AT KMA WHO STATED NEW DIODE WOULD BE INSTALLED IN

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1590126	24,000
Odessa, FL ██████████		Prod. Date: 10/10/06	Dealer: FL010	Century Kia

- SEAT AND THEY WOULD REPROGRAM TO SPECS FOR THE NEWER SEATS FOR LIGHTER WEIGHTS?
10. WILL INVITE CUSTOMER BACK IN IF STILL A PROBLEM.
11. WILL CONFIRM PROPER SEATING, ECT.

WRITER STATES:

1. SO RECALL HAS BEEN COMPLETED ON THIS CAR
2. DEALER WILL NEED TO GET WIFE'S CAR IN TO GET RECALL COMPLETED.
3. IF STILL ONGOING CONCERNS WILL NEED TO GET CAR BACK INTO SHOP
4. DEALER ALSO MAY NEED CONFIRM HOW CUSTOMER IS SITTING IN SEAT
5. WILL NEED TO MAKE SURE CUSTOMER IS AWARE THAT MOVING AROUND OR NOT SITTING WITH FEET ON GROUND WILL CAUSE LIGHT TO COME ON.
6. ADVISED THAT WRITER DID NOT EXPLAIN THAT DIODE WOULD BE REPLACED.
7. WRITER EXPLAINED THAT RECALL WAS REQUIRED TO BE COMPLETED. FEDERALLY MANDATED.
8. THANKS FOR INFO.

*** PHONE LOG 05/22/2009 02:26 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.
2. ADVISED 800# AND EXTENSION.

*** PHONE LOG 05/22/2009 03:55 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Customer stated:

- 1 - **OCS** is still not working
- 2 - I have 2 Sorentos: one works and one does not for my 110# wife
- 3 - If they say they have not been able to CND, they are lying
- 4 - SW Jose saw my wife sitting in the **PASS**enger seat, with the engine running, and the light on
- 5 - It needs a module
- 6 - I was there Wed and tech tried to reprogram, and he said it would not take the new program because it has already been done
- 7 - Terry said Kia would not let him order a module
- 8 - I know there are lawsuits pending on this
- 9 - They've said if a woman weighs less than 135 pounds it is not supposed to work
- 10 - That is nonsense: it works for my wife in my other Sorento
- 11 - And there are lots of women who weigh less than 135 pounds
- 12 - She sits straight in the seat w/ her feet on the floor: we've been through all that nonsense
- 13 - I've been in there 4 times w/ this issue
- 14 - They have me sit in the seat: well I way 240 pounds: of course, it works w/ me
- 15 - But Terry's wife only weighs 105 pounds: they've never even tried it w/ her
- 16 - Terry says his wife has the same problem
- 17 - The only way I will go back in is if there is a module waiting to be installed

Writer stated:

- 1 - Several things you state are at odds w/ case notes
- 2 - Per Terry, CND
- 3 - If dlr needs module, they order one: do not understand their saying they could not get one
- 4 - No fixed number: sophisticated program about whether **OCS** should engage **PASS**enger seat **AIR**bag
- 5 - Most important safety restraint is seatbelt: Kia is committed to rep**AIR**ing **OCS**, but should not overlook importance of seat belts.
- 6 - Will investigate Tuesday and CB

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1590126	24,000
Odessa, FL ██████████		Prod. Date: 10/10/06	Dealer: FL010	Century Kia

Customer stated:

1 - All right.

[!<For Internal Use Only

<>> Customer asked for FCM Teri initially, who was in meeting.

<>> Bottom line: customer states **OCS** still inop for 110 # wife after recall performed.>!]

*** PHONE LOG 05/26/2009 02:22 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER STATING WAS FOLLOWING UP REGARDING **OCS** OFF CONCERN.
2. ADVISED THAT WRITER DID SPEAK TO SVC MGR. TERRY (FL010)
3. DEALER ADVISED THEY HAVE NOT BEEN ABLE TO VERIFY OR DUPLICATE **OCS** OFF CONCERN WHEN THEY HAVE SEEN CAR.
4. DEALER HAS PUT DIFFERENT PEOPLE IN VEHICLE TO CONFIRM IF THERE IS A MALFUNCTION
5. DEALER HAS NOT BEEN ABLE TO DUPLICATE **OCS** OFF LIGHT INDICATOR.
6. DEALER HAS COMPLETED RECALL (SC076)
7. KMA CAN NOT AUTHORIZE DEALER TO PUT IN NEW MODULE FOR VEHICLE IF NOT DEFECTIVE.
8. SINCE CUSTOMER IS NOT IN AGREEMENT WITH DEALERS DIAGNOSIS AND OR REPAIRS WRITER IS GOING TO FORWARD CASE FILE TO REGIONAL OFFICE FOR FURTHER ASSISTANCE.
9. REGIONAL OFFICE WILL BE IN CONTACT WITH CUSTOMER WITHIN 72 BUSINESS HOURS TO ADVISE KMA FINAL POSITION.

*** NOTES 05/26/2009 02:24 PM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:

1. DISPATCHING CASE TO REGIONAL OFFICE FOR FOLLOW UP WITH DEALER (FL010), DPSM AND CUSTOMER.
2. CUSTOMER STATES **OCS** OFF KEEPS COMING ON WHEN WIFE SITS IN SEAT.
3. STATES HE WANTS DIFFERENT MODULE INSTALLED SO LIGHT WILL NOT KEEP COMING ON.
4. DEALER (FL010) HAS DONE RECALL (SC076)
5. CUSTOMER STATES MODULE FOR NEWER VEHICLES IS NOT AS SENSITIVE THIS CAR AND WANTS NEW ONE INSTALLED.
6. CUSTOMER STATES HE REFUSES TO GO BACK TO DEALER IF THEY WILL NOT INSTALL NEW SEAT MODULE
7. DEALER HAS NOT BEEN ABLE TO DUPLICATE DEFECT OR **OCS** OFF LIGHT WHEN CAR COMES INTO SHOP.
8. CUSTOMER HAS BEEN ADVISED OF PROPER SEATING AND MOVING CAN CAUSE LIGHT TO COME ON.

*** NOTES 05/27/2009 05:08 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Called the customer to discuss the case.
2. There was no answer LVM for call back.

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1590126	24,000
Odessa, FL ██████████		Prod. Date: 10/10/06	Dealer: FL010	Century Kia

*** NOTES 05/27/2009 04:54 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Tried to call the customer to discuss the case.
2. There was no answer LVM for call back.

*** NOTES 06/02/2009 09:21 AM Eastern Daylight Time DABurke Action Type:Manager review

Called the cust and stated:

1. I am calling to discuss your case.
2. I see that you are having issues with the **OCS** light.

Mr. ██████████ states:

1. My wife got a Sorento and I got one as well.
2. The day I drove this car the **AIR** bag light would not go off.
3. Was infomred that the Rcp would come out to put his tool on it to see if any codes were stored.
4. He could not pull any codes and said that he could not duplicate my concern.
5. I called Kia and the lady in califonia said for me to take the vheicle back so that they can replace a module if the concern is still there.
6. I took the vehicle back last week and they could not duplicate the concern but they did attempt the recall.
7. The recall did not take becasue the vehicle was reflashed preivously.
8. Fadi the tech told me that the only thing left to do is out in a seat module.
9. And that is what I want to happen.

Wtr states:

1. I apologize this is the case.
2. If the concern cannot be duplicated then we cannot put a part on the vehicle.
3. The dlr is stating that they cannot duplicate your concern and if this is the case there is no rep **AIR** to be mdae.
4. I see that you have a part on order when your part arrives if the **OCS** concern is still present please bring your wife so that the dlr can duplicate the concern.

Mr. ██████████ states:

1. Whatever and disconnected the call.

Wtr states:

1. Closing case pending any new information.

*** NOTES 06/02/2009 09:22 AM Eastern Daylight Time DABurke Action Type:Manager review

Called the customer

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1578491	25,000
Mooreville, NC ██████████		Prod. Date: 10/25/06	Dealer: NC050 Keffer Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 04/20/2009 09:13 AM US Mountain Standard Time RBriones

Mr ██████████ stated:

1. Having a problem with *PASS*enger *AIR* bag light.
2. It is on intermittently with someone in the *PASS*enger seat.

Writer Stated:

1. Apologized for prob.
2. Customer would need to take vehicle to nearest Kia dealer svc dept.
3. Dealer would need to duplicate and diagnose problem to make rep*AIR*s.

Mr ██████████ stated:

1. Have had the vehicle in a few times.
2. Svc dept stated Kia won't let them do anything.
3. Don't know what else to do.

Writer Stated:

1. Gave customer case number and ext number.
2. Adv customer to call back once vehicle is at dealer.
3. We can work with svc dept to try and assist.

*** CASE CLOSE 04/20/2009 09:13 AM US Mountain Standard Time RBriones
closed pending cust call back.

*** CASE CLOSE 07/06/2009 03:42 PM Pacific Daylight Time MWirz

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1480982	719
Lubbock, TX [REDACTED]		Prod. Date: 6/27/07	Dealer: TX050	Gene Messer Kia

Case History

Complaint Design

*** NOTES 08/02/2008 08:41 AM clarify Action Type: Manager review
*** Performed by contact [REDACTED]

I have a one month old 2008 Sorento. From the first day we owned it the **PASS**enger seat **AIR** bag only activates 50% of the time a **PASS**enger is properly seated in the seat. It happens when I am in the seat (220lbs) and my daughter (150lbs). Have taken it to the dealer twice for rep**AIR**. On the second visit the service manager actually witnessed the **AIR** bag not activated with a **PASS**enger properly seated in the seat. On both occasions the dealer ran their diagnostics and could not find a fault, eventhough they had personally witnessed the fault. Dealer claims that KIA will not authorize a rep**AIR** since the "diagnostics" do not find a fault. This matter is now being reported to the Better Business Bureau, The National Highway Traffic Safety Administration, and the Texas Department of Transportation.

*** NOTES 08/04/2008 03:16 PM Eastern Daylight Time ABrown Action Type: Manager review
SRCAA received BBB claim form

- 1 **OCS** concern
- 2 Want the vehicle fixed
- 3 **AIR** bag light works 50% of the time

*** PHONE LOG 08/04/2008 03:51 PM Eastern Daylight Time ABrown Action Type: Outgoing call
SRCAA attempted to contact customer

- 1 No answer. I.VM for call back

*** PHONE LOG 08/04/2008 03:52 PM Eastern Daylight Time ABrown Action Type: Outgoing call
SRCAA contacted John Smith, svc mgr at dlr

SRCAA stated

- 1 Requesting ROs and tech notes to be faxed to the Regional Office for further review

John stated

- 1 I will fax them to you now

SRCAA thanked John and ended call

*** NOTES 08/04/2008 04:01 PM Eastern Daylight Time ABrown Action Type: Manager review
SRCAA forwarding information to DPSM

*** NOTES 08/05/2008 08:46 AM Eastern Daylight Time ABrown Action Type: Manager review
DPSM sent e-mail

- 1 I have spoken to the dlr concerning vehicle last week
- 2 The dlr has been unable to duplicate the concern

*** NOTES 08/05/2008 08:57 AM Eastern Daylight Time ABrown Action Type: Manager review
SRCAA sent e-mail to Eric O. [REDACTED]

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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>
██████████	██████████	KNDJD735885 ██████████	K1480982	719
Lubbock, TX ██████████		Prod. Date: 6/27/07	Dealer: TX050	Gene Messer Kia

*** CASE CLOSE 08/05/2008 08:58 AM Eastern Daylight Time ABrown
Dlr CND concern

*** NOTES 08/20/2008 01:54 PM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA received reopened BBB case

*** PHONE LOG 08/20/2008 02:00 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted John at dealer

SRCAA stated

- 1 Requesting information on customer
- 2 Have they been in recently?

John stated

- 1 No
- 2 We CND concern
- 3 I contacted TL and they also told me to test different people in the seat
- 4 I tested every size individual that I could
- 5 Not once has the light gone off
- 6 There have been no codes stored or pending
- 7 We have not made any rep**AIR**s to vehicle b/c we CND

SRCAA thanked John for information and ended call

*** NOTES 08/20/2008 02:09 PM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA sending J Ogleby request to close case pending concern actually exists

*** CASE CLOSE 08/20/2008 02:10 PM Eastern Daylight Time ABrown

*** CASE CLOSE 10/09/2008 08:05 AM US Mountain Standard Time TMorales

**Kia Motors America
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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>
██████████	██████████	KNDJC735085 ██████████	K1427375	7,000
Smithville, MO ██████████		Prod. Date: 5/17/07	Dealer: MO018	Bob Sight Independence

Case History

Complaint Techline Escalation

*** PHONE LOG 03/21/2008 09:16 AM US Mountain Standard Time TMorales
MO013 CONTACTED TECHLINE IN CASE T1426784
PLEASE CONTACT DEALER . THEN CUSTOMER

*** PHONE LOG 03/25/2008 10:04 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called dlrsdp. Anderson Kia spoke to Josh:

1. the customer was here for the **PASS**enger **AIR** bag light being on when **PASS**enger present
2. we tested the seat, and had several people sit in the seat
3. advised customer that the seat is operating within the specifications
4. cust was referred to the owners manual for proper seating positions.

Writer Thanked Josh for the information.

*** PHONE LOG 03/25/2008 10:34 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called customer at main number: number was disconnected.

*** NOTES 03/25/2008 10:34 AM US Mountain Standard Time DLyons Action Type:Manager review
Writer reviewed case with TMorales who advised to close case at this time.

*** CASE CLOSE 03/25/2008 10:36 AM US Mountain Standard Time DLyons

*** PHONE LOG 03/27/2008 07:22 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called dlrsdp Anderson Kia spoke to Josh:

1. the phone number that we have for customer has been disconnected
2. is there another number that the dealership might have
3. has customer returned to the kia dlrsdp regarding the **AIR** bag light

Josh states:

1. we have a work number for customer
2. customer has not returned to the kia dlrsdp for this concern..

Writer thanked Josh for the information.

*** PHONE LOG 03/27/2008 11:46 AM US Mountain Standard Time DLyons Action Type:Incoming call
Writer received return call from customer:

1. calling regarding my **PASS**enger **AIR** bag light
2. it is not working properly
3. I have had more than one person who has sat in the seat and sometimes it works other times it will not
4. I received a call from Mike. in service yesterday
5. he had advised that they are waiting for some tool so that the seat can be recalibrated
6. I was first advised that the seat was going to be replaced
7. I really love my vehicle. and would like to get this resolved.

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735085 ██████████	K1427375	7,000
Smithville, MO ██████████		Prod. Date: 5/17/07	Dealer: MO018	Bob Sight Independence

2. advised that this was not the information that was provided to this office
3. would like to research this further with the service department & then would be happy to stay involved
4. provided name number ext & case# for reference.

*** PHONE LOG 03/27/2008 11:50 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called Anderson Kia spoke to Mike - Service Coordinator:

1. calling to get further information regarding customer's **PASS**enger a/b light that will not go off
2. writer had contacted the kia dlrshp. was advised that the seat was operating as designed
3. that the customer has not returned

Mike states:

1. that was not correct information
2. we are in the process of speaking to the area rep
3. we had a temp rep while SLockwood was off
4. it is our understanding that there is a tool that is needed for calibration
5. we should have within the next few days.

Writer Thanked Mike for the information, will contact DPSM to get further information.

*** PHONE LOG 03/27/2008 11:54 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called DPSM SLockwood:

1. calling to get further information regarding customer's concern with the **PASS**enger **AIR** bag light not going off when **PASS**enger is present
2. can see that there is a tech case that is open which indicated to involve a FTR

DPSM SLockwood states:

1. your office is probably not aware of the resolution for this
2. the DPSM can actually do this reprogramming that is needed
3. but we need to get the tool from the regional office
4. we have limited access to them due to the volume of the requests
5. we are waiting to get further information from the kia dlrshp so that we can make the request for the tool
6. this could take 1-3 weeks.
7. e mail the case to me so that I can review the information.

Writer Thanked DPSM

1. will e mail case & continue to stay involved.

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

Send to:[slockwood@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.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC735085 [REDACTED]	K1427375	7,000
Smithville, MO [REDACTED]		Prod. Date: 5/17/07	Dealer: MO018	Bob Sight Independence

\\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1427375_DLyons_03-27-2008124847.doc>>

*** PHONE LOG 03/28/2008 06:08 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called customer: left message at alt#

1. calling to follow up with the customer after our conversation yesterday
2. left name number ext & case# for return call.

*** COMMIT 03/28/2008 06:58 AM US Mountain Standard Time DLyons Action Type:Callback Required

*** PHONE LOG 03/28/2008 06:58 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer received vm from customer:

1. wanted to follow up with the customer to advise of the status of the rep *AIR* for customer
2. our area representative is waiting for a tool to reprogram the *PASS*enger *AIR*bag system
3. there are a limited amount of these tools
4. he had indicated that it could take 1-3 weeks to receive

cust state:

1. Thank you. I appreciate your involvement

Writer advised:

1. will set this for follow up in another week.

Cust states:

1. I will not be in this office next week, but will be returning on the week of the 7th
2. if you could wait to return my call then

Writer advised:

1. will set it for follow up on 4/8/08 & return call to customer to update on the status.
2. if cusotmer has questions in the meantime. contact writer. cust has name number ext for return call.

Cust states:

1. Thank you very much

*** CASE CLOSE 03/31/2008 04:30 AM US Mountain Standard Time DLyons

*** PHONE LOG 04 08 2008 07:05 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called DPSM SLOckwood:

1. calling to determine the status of tool needed for the *PASS*enger seat

DPSM states:

1. I have submitted the request for the tool
2. I will be out of state. then vacation
3. I will not be able to get to customer until the last week in April.

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735085 ██████████	K1427375	7,000
Smithville, MO ██████████		Prod. Date: 5/17/07	Dealer: MO018	Bob Sight Independence

1. will follow up with the customer to advise that there will be further follow up with the customer April 30th.
2. at that time will contact the DPSM to determine if the tools are available.

Writer Thanked DPSM for the information.

*** PHONE LOG 04/08/2008 07:06 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called customer at alt#: left message

1. calling to update customer regarding her case
2. left name number ext & case# for return call.

*** FULFILL 04/08/2008 07:04 AM US Mountain Standard Time DLyons Action Type:Callback Required

*** PHONE LOG 04/09/2008 05:04 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called customer: left message

1. returning call to customer with update on case
2. left name number ext & case# for return call.

*** NOTES 04/10/2008 10:04 AM US Mountain Standard Time DLyons Action Type:Correspondence sent
call me letter sent.

*** CASE CLOSE 04/10/2008 10:13 AM US Mountain Standard Time DLyons

*** PHONE LOG 04/22/2008 12:34 PM US Mountain Standard Time DLyons Action Type:Incoming call

writer received vm from customer:

1. apologized that I have not been able to get in touch with you
2. I have been traveling
3. calling regarding case#K1427375
4. call me at ██████████

*** COMMIT 04/22/2008 12:38 PM US Mountain Standard Time DLyons Action Type:Callback Required

*** PHONE LOG 04/22/2008 12:38 PM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer returned call to customer:

1. returning call to customer.

Cust states:

1. I have a scheduled appointment with the kia dlrshp on 4/30/08
2. I was to take it to MO013 today, but could not make it.

Writ...

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735085 ██████████	K1427375	7,000
Smithville, MO	██████████	Prod. Date: 5/17/07	Dealer: MO018	Bob Sight Independence

2. advised that this office will follow up with the customer on 4/30/08 & also the dealership

Cust states:

1. Thank you very much.

*** CASE CLOSE 04/22/2008 12:39 PM US Mountain Standard Time DLyons

*** NOTES 04/23/2008 03:23 PM Pacific Daylight Time KWarren Action Type:Manager review
Apology letter and \$25 gift card sent to customer 4/23/08 due to problems early in ownership.

*** CASE CLOSE 04/23/2008 03:23 PM Pacific Daylight Time KWarren

*** FULFILL 04/30/2008 11:33 AM US Mountain Standard Time DLyons Action Type:Callback Required

*** PHONE LOG 05/05/2008 07:28 AM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED DEALERSHIP. mo018 LEFT MESSAGE FOR CHRIS HALL:

1. CALLING TO DETERMINE IF CUSTOMER CAME TO THE KIA DLRSHIP TO HAVE THE **PASS**ENGER SEAT REPROGRAMMED
2. LEFT CUSTOMER INFORMATION. LEFT NAME NUMBER EXT & CASE# FOR RETURN CALL.

*** PHONE LOG 05/05/2008 07:29 AM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED DPSM SLOCKWOOD:

1. CALLING TO DETERMINE IF CUSTOMER MET WITH DPSM TO HAVE THE **PASS**ENGER **AIR** BAG SYSTEM REPROGRAMMED

SLOCKWOOD STATES:

1. I MET WITH CUSTOMER AT DEALERSHIP LAST WEDNESDAY
2. THE LIGHT DID GO OFF

WRITER THANKED DPSM FOR THE INFORMATION. WILL FOLLOW UP WITH THE CUSTOMER.

*** PHONE LOG 05/05/2008 07:30 AM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED CUSTOMER AT ALT. LEFT MESSAGE

1. FOLLOWING UP WITH THE UCSTOMER AFTER VISIT WITH DPSM
2. WANT TO BE SURE THAT THE **AIR**BAG LIGHT IS OFF NOW THAT THE SYSTEM WAS REPROGRAMMED.
3. LEFT NAME NUMBER EXT & CASE# FOR RETURN CALL.

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735085 ██████████	K1427375	7,000
Smithville, MO ██████████		Prod. Date: 5/17/07	Dealer: MO018 Bob Sight Independence	

1. CALLING TO UPDATE YOU ON THE REPROGRAMMING OF THE SRS
2. THAT WAS COMPLETED BY DPSM.

*** PHONE LOG 05/06/2008 11:16 AM US Mountain Standard Time DLYons Action Type:Outgoing call
WRITER CALLED CUSTOMER: AT ALT# ██████████

1. CALLING TO DETERMINE IF THE REPROGRAMMING FOR THE **PASS**ENGER SEAT HAS RESOLVED CUSTOER'S CONCERNS

CUST STATES:

1. I HAVE NOT HAD A **PASS**ENGER IN THAT SEAT SINCE THE REPROGRAMMING
2. I WILL HAVE FAMILY THAT WILL BE IN THIS WEEKEND. WE CAN CHECK IT THEN.

WRITER ADVISED:

1. THIS CASE WILL BE ASSIGNED TO ANOTHER REPRESENTATIVE FOR CUSTOMER FOLLOW UP
2. WILL ASK THAT A FOLLOW UP CALL BE MADE THE MIDDLE OF NEXT WEEK TO THE ALT NUMBER.

*** PHONE LOG 05/13/2008 03:47 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr lvm for Ms ██████████

1. calling to follow up on rep**AIR**s
2. gave 800# and ext to cb

*** PHONE LOG 05/15/2008 12:21 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr called- ██████████ requesting cb

*** PHONE LOG 05 19 2008 03:30 PM US Mountain Standard Time LSims Action Type:Incoming call
Ms LVM (at 7:29 am on 5/16/08

1. I am returning your calls
2. they have fixed it for about the 4th time
3. but it seems to be working fine
4. thank you for calling

**Kia Motors America
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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1484212	9,300
Alexandria, LA ██████████		Prod. Date: 5/18/07	Dealer: LA002 All Star Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 08/08/2008 03:36 PM US Mountain Standard Time TLarson
CUSTOMER ADVISED(TRACY)

- 1 CALLING TO FIND OUT ABOUT WHAT CAN BE DONE
- 2 I HAVE BEEN HAVING A LOT OF ISSUES WITH THIS VEHICLE
- 3 I GOT INTO THE VEHICLE TODAY AND THE AC WOULD NOT WORK
- 4 IM GOING TO THE DEALER TOMORROW THEY WILL ADDRESS THE AC PROBLEM
- 5 BUT I ALSO HAVE OTHER PROBLEMS . MY **OCS** LIGHT WILL NOT TURN OFF
- 6 ALSO THE MUNRONEY LABEL SAYS THAT THERE WAS SUPPOSED TO BE A DRAWER UNDER THE **PASSE**NGER SEAT
- 7 THE DEALER LOOKED INTO THIS ISSUE AND WERE TOLD THAT KIA TOOK IT OUT OF SOME OF THE SORENTOS
- 8 BUT FORGOT TO TAKE IT OFF THE LABEL
- 9 I HOLD KIA RESPONSIBLE FOR THAT

WRITER ADVISED

- 1 APOLOGIZED FOR THE CONCERNS
- 2 EXPLAINED THAT IM GLAD THAT YOU ARE GOING TO THE DEALER TO GET THE AC CONCERNS ADDRESSED
- 3 IN ORDER TO DETERMINE WHAT ASSISTANCE CAN BE PROVIDED IN REGARDS TO THE **OCS** AND DRAWER ISSUE I WOULD NEED TO SPEAK WITH THE DEALER
- 4 I WILL CALL THE DEALER ON MONDAY OR TUESDAY
- 5 FROM THERE WE CAN DETERMINE WHAT OPTIONS WE HAVE TO ASSIST
- 6 THE DPSM WILL DECIDE WHAT KIA MOTORS WILL DO TO ADDRESS YOUR CONCERNS
- 7 PROVIDED CASE NUMBER
- 8 I WILL CALL YOU BACK ONCE I TALK WITH THE DEALER

CUSTOMER ADVISED

1 OK THANK YOU

*** CASE CLOSE 08 08 2008 03:36 PM US Mountain Standard Time TLarson

*** PHONE LOG 08/13/2008 08:00 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED SCOTT LEE @ LA002(VOICEMAIL)

- 1 CALLING TO CHECK THE STATUS OF CUSTOMERS VEHICLE
- 2 PROVIDED VIN AND CUSTOMER NAME
- 3 PROVIDED CALL BACK INFO AND CASE NUMBER

*** PHONE LOG 08/13/2008 09:59 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER CALLED SVC MGR SCOTT(318-427-6308)

(31)

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1484212	9,300
Alexandria, LA ██████████		Prod. Date: 5/18/07	Dealer: LA002	All Star Kia

- 2 WE SWAPPED THE CLUTCH HUB ASSEMBLY
- 3 THE O.C.S. CONCERN COULDNT BE DUPLICATED
- 4 THE DRAWER ISSUE FROM WHAT I UNDERSTAND KIA REMOVED THAT FROM THE VEH BUT DIDNT REMOVE IT FROM THE STICKER LABEL
- 5 WE TRIED TO PUT A DRAWER IN , IT WONT FIT

WRITER ADVISED

I OK THANK YOU FOR THE INFO

*** PHONE LOG 08/21/2008 11:32 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called Tracy who states:

- 1. the A/C concern has resolved itself
 - 2. I expect the DLR or KMA to do something
 - 3. I paid for everything in the sticker and the drawer listed is not there
 - 4. Do whatever you need to do get this satisfactory
 - 5. Gay Smith at the DLR is who I want you to talk to before escalating my case
- writer states:

- 1. Writer calling to follow upon the a/c concern, has this been resolved
 - 2. The drawer isn't an option on this vehicle, apologized for the listing on the Monroney label
 - 3. Writer will escalate your case to a higher office for assistance
- == call ended ==

*** NOTES 08/21/2008 11:39 AM US Mountain Standard Time MTrem Action Type:Manager review
Writer Dispatching case to Southern Region for Handling:

- 1. Vehicle purchased with Monroney label listing a drawer
- 2. Vehicle did not come equipped with the drawer
- 3. DLR attempted install however it did not fit
- 4. Customer seeking compensation for missing drawer
- 5. Contact Customer

*** PHONE LOG 08/26/2008 02:27 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer (██████████)

- 1. Writer left message with customer's Mother to call writer back and discuss case.

*** PHONE LOG 09/10/2008 10:10 AM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer (██████████)
writer states:

- 1. Writer is calling to discuss case concerning A/C concern, **OCS** light concern, and Monroney label concerns.
- 2. Could you fax over a copy of the Monroney label?
- 3. According to our resource, Kia took it out of the vehicle in 2008.
- 4. Writer gave fax number.

Tracie states:

- 1. The Monroney label states that there is a compartment under the **PASS**enger seat

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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 ██████████	K1484212	9,300
Alexandria, LA ██████████		Prod. Date: 5/18/07	Dealer: LA002	All Star Kia

2. It is not there.
3. I will fax label over to you as soon as possible.
4. The AC and the **OCS** are rep**AIR**ed.

*** PHONE LOG 09/11/2008 01:48 PM Eastern Daylight Time JWright Action Type:Outgoing call

Writer called customer ██████████

writer states:

1. Writer rec'd your fax.
2. Thanks for faxing over document.
3. Unfortunately, it means that there is room for storage, not a box.
4. This was taken out of the 2008 Sorentos.
5. No longer available for that model.
6. Will need to take **OCS** concern to dealership and have them verify the concern and make rep**AIR**s as necessary.
7. Thanks for you patience on this matter.

Tracie states:

1. It seems that the writing is confusing.
2. I appreciate your explanation.
3. Still have concerns with the **OCS** light again.
4. Will discuss again with the dealership.

*** CASE CLOSE 09/11/2008 01:49 PM Eastern Daylight Time JWright
Case closed pending further contact from customer.

*** CASE CLOSE 10/09/2008 10:11 AM U.S. Mountain Standard Time TMorales

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75 ██████████	K1351749	2,500
CLYDE, NC ██████████		Prod. Date: 9/20/06	Dealer: NC039	Paramount Kia of

Case History

Complaint Survey

SURVEY DATE : 08/23/2007
SERVICE DATE : 08/18/2007

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :

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

- The problem came back after leaving the dealership

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

- Problem was not resolved

Customer Comments: None

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

*** PHONE LOG 08/24/2007 08:53 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR ██████████
2. WRT EXPLAINED THE REASON OF THE CALL.
3. MR ██████████ STATED:
 - a) I AM CONCERN ABOUT THE VEHICLE NOT GETTING REPAIR.
 - b) THE **PASS**ENGER'S SIDE **AIR** BAG STAYS ON WHEN MY WIFE SEATS ON THE **PASS**ENGER'S SEAT.
 - c) THE VEHICLE HAS BEEN AT THE DEALER A TOTAL OF 5 TIMES.
 - d) THE DEALER HAS REPLACED THE SEAT CUSHION ONCE.
 - e) THE PROBLEM IS STILL THERE.
 - f) NOW THEY ARE WAITING TO HEAR BACK FOR A KIA ENGINEER TO SEE WHAT ELSE CAN BE DONE.
 - g) I AM GETTING VERY FRUSTRATED ABOUT THIS BECAUSE IT'S A 75 MILES ROUND TRIP TO THE DEALER.
 - h) AND IT'S COSTING ME A FORTUNE TO GET BACK AND FORT TO THE DEALER.
4. WRT APOLOGIZED FOR THE INCONVENIENCE.
5. WRT WILL BE GLAD TO CALL THE DEALER AND THE KIA REP FOR MORE INFO.
6. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.
7. CUSTOMER THANKED WRT FOR THE INFO.

*** PHONE LOG 08/24/2007 09:05 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED NC039 AND SPOKE TO JOHN.
2. WRT REQUESTED THE STATUS OF THE REPAIR.
3. HE STATED:
 - a) HE HAD ONE CONCERNS ON 6.28
 - b) WE ADJUSTED THE PIN CONNECTOR ON THIS SENSOR.
 - c) HE WAS BACK ON 7/16 AND WE WERE NOT ABLE TO DUPLICATE THE CONCERN AT THAT TIME
 - d) ON 8/01 HE WAS BACK W/ THE SAME CONCERNS.
 - e) I TALKED TO OUR DPSM. AND HE ADVISED US TO REPLACE THE SEAT BOTTOM ON 8.18.
 - f) I WAS ALSO TOLD. AND THIS IS NOT YET OFFICIAL. THERE MAY BE A COMPUTER REPROGRAMMING COMING SOME TIME IN THE FUTURE.
4. WRT THANKED JOHN FOR THIS ASSISTANCE.

*** PHONE LOG 08/24/2007 09:08 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75 ██████████	K1351749	2,500
CLYDE, NC ██████████		Prod. Date: 9/20/06	Dealer: NC039	Paramount Kia of

1. WRT CALLED DPSM, BOB STRICKLEN.
2. BOB WAS NOT AVAILABLE.
3. WRT LEFT A V/M MESSAGE.
4. WRT REQ A CALL BACK.

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

Send to:[rstricklen@kiausa.com]

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

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1351749_ERuiz_08-24-2007100736.doc>>

*** NOTES 08/27/2007 12:16 PM US Mountain Standard Time ERuiz Action Type:Manager review

WRITER STATED

1. CASE DISPATCH TO THE REGIONAL OFFICE BECAUSE:
 - a) CUSTOMER IS CONCERN ABOUT THE VEHICLE NOT GETTING REPAIR.
 - b) CUSTOMER ALLEGED THE **PASS**ENGER'S SIDE **AIR** BAG STAYS ON WHEN WIFE SEATS ON THE **PASS**ENGER'S SEAT.
 - c) CUSTOMER ALLEGED THE VEHICLE HAS BEEN AT THE DEALER A TOTAL 5X.
 - d) NC039 REPLACED THE SEAT CUSHION ONCE AND THE PROBLEM IS STILL THERE.
 - e) NC039 WAITING FOR A POSSIBLE SOLUTION.
 - f) WRT CALLED DPSM FOR POSSIBLE ASSISTANCE AND ADVISE.
 - g) WRT RECEIVED NO RESPONSE FROM DPSM.
 - h) PLS CONTACT CUSTOMER W/RESOLUTION

*** PHONE LOG 08/30/2007 01:59 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called the DPSM who stated that he would like to have the FTR reflash the **OCS**.

*** PHONE LOG 08/30/2007 01:59 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called the FTR and left a message requesting a call back.

*** PHONE LOG 08/30/2007 03:20 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called John at NC039 and left a message with Lynette requesting service **OCS**.

*** NOTES 09/04/2007 11:36 AM Eastern Daylight Time YEpps Action Type:Manager review

1. The FTR will add this vehicle to his schedule.
2. Writer called John at NC039 and left a message requesting a call back.

*** PHONE LOG WITH COMMITMENT 09/04/2007 11:43 AM Eastern Daylight Time YEpps Action Type:Outgoing call

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75 ██████████	K1351749	2,500
CLYDE, NC ██████████		Prod. Date: 9/20/06	Dealer: NC039	Paramount Kia of

2. it was intermittent at first.
3. happens much more often now.

Writer stated:

1. apologized.
2. DPSM requested FTR assistance with reprogramming your seat.
3. will contact you when the FTR is scheduled to go to the dealer.
4. Once vehicle is rep**AIR**ed, writer will offer goodwill.

Customer agreed.

*** NOTES 09/06/2007 02:54 PM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent the FTR request.

*** NOTES 09/10/2007 02:33 PM Eastern Daylight Time YEpps Action Type:Manager review
1. FTR scheduled to inspect the vehicle on 10/22/07.
2. Writer sent the customer a letter advising of the FTR inspection.

*** FULFILL 09/10/2007 02:49 PM Eastern Daylight Time YEpps

*** COMMIT 09/10/2007 02:49 PM Eastern Daylight Time YEpps Action Type:Callback Required

*** NOTES 09/10/2007 02:49 PM Eastern Daylight Time YEpps Action Type:Manager review
Writer faxed the DPSM and John at NC039 a copy of the customer letter advising of the FTR appointment.

*** CASE CLOSE 09/10/2007 02:51 PM Eastern Daylight Time YEpps

*** CASE CLOSE 10/02/2007 12:36 PM Pacific Daylight Time JeffStroup
tread review complete

*** NOTES WITH COMMITMENT 12/17/2007 02:07 PM Eastern Daylight Time YEpps Action Type:Manager review

1. Customer contacted the writer and advised that he is still having the concern with his **PASS**enger **AIR**bag light.
2. Writer requested an FTR rep**AIR**.
3. FTR scheduled the rep**AIR** at NC 039 for 1/17/08.
4. Writer called customer and left a message advising of the FTR inspection.
5. Writer contacted the DPSM who approved a rental for the customer.
6. Writer sent the customer a letter confirming the FTR inspection appointment.
7. Writer called John at NC039 and advised of the FTR inspection.

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736X75 ██████████	K1351749	2,500
CLYDE, NC ██████████		Prod. Date: 9/20/06	Dealer: NC039	Paramount Kia of

*** CASE CLOSE 12/17/2007 02:07 PM Eastern Daylight Time YEpps

*** PHONE LOG 01/22/2008 11:28 AM Eastern Daylight Time KWilliams Action Type:Incoming call
writer received call from Mr. ██████████

1. Customer explained his vehicle has been in 7 times
2. Explained to the customer please fax over all R.O. to ██████████
3. will review documents once R.O.s are received
4. Customer will do so today or tomorrow
5. Once received will discuss with June
6. If R.O.s don't support will need to call customer to verify issue

*** PHONE LOG 02/13/2008 05:12 PM Eastern Daylight Time KWilliams Action Type:Outgoing call
Writer reviewed R.O.s with Analyst

1. Contacted customer Mr. ██████████
2. Left msg to call writer back
3. Left msg apologizing for their inconvenience
4. Explained R.O.'s show operating as designed
5. Offered \$1,500.00 and asked for customer to call writer back

*** PHONE LOG 02/20/2008 08:53 AM Eastern Daylight Time KWilliams Action Type:Incoming call
Writer called and left msg for customer to call back

1. Spoke with FTR Steve Rupert
2. Customer will not bring vehicle with person whom the **OCS** light is on
3. Customer continues to drop the vehicle off after hours
4. Explained need to call writer back so we can schedule with FTR, DPSM, and Customer
5. If call does not call back today will send a call me letter
6. Customer must show or duplicate the concern

*** PHONE LOG 02/20/2008 12:04 PM Eastern Daylight Time KWilliams Action Type:Incoming call
Writer received call from Mr. ██████████

1. He explained he understands my message of leaving the vehicle
2. He understands that he has to have his wife present so the FTR, and DPSM can look and inspect with his wife present
3. Customer understands - waiting on call back from FTR to confirm date.

*** NOTES 02/29/2008 04:02 PM Eastern Daylight Time ABrown Action Type:Manager review

1. RCA tried to contact customer
 2. LVM to offer GW for inconvenience
 3. SRCAA sent out GW offer letter (2/29/08) to customer
- CASE PENDING RECEIPT OF OFFER LETTER & RELEASE

*** PHONE LOG 03/17/2008 11:08 AM Eastern Daylight Time ABrown Action Type:Outgoing call

1. SRCAA did not receive GW offer letter or release from cust
2. RCAM contacted cust

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75██████████	K1351749	2,500
CLYDE, NC ██████████		Prod. Date: 9/20/06	Dealer: NC039	Paramount Kia of

- * Cust is accepting GW offer
- * Scheduled to bring in car on March 25, 2008 for FTR inspection
- 3. Cust thanked RCAM and ended call
- 4. RCAM LVM with FTR Steve Rupert about reflash of cust **OCS** light on March 25, 2008

*** NOTES 03/18/2008 02:16 PM Eastern Daylight Time ABrown Action Type:Manager review

- 1. SRCAA received fax from cust
- * Cust signed gw offer letter and release for \$1,500.00
- 2. Proccessing GW to be sent to NCA

*** NOTES 04/14/2008 11:20 AM Eastern Daylight Time ABrown Action Type:Manager review

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

*** CASE CLOSE 12/18/2008 02:10 PM Eastern Daylight Time ABrown

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735885 ██████████	K1537941	8,000
Kirmet, WV ██████████		Prod. Date: 7/27/07	Dealer: WV005 Dutch Miller Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 01/05/2009 06:40 AM US Mountain Standard Time JSincl**AIR**

Customer states:

1. I have had this vehicle at Dutch Miller Kia multiple times for the **AIR** bag light and a noise coming from the running boards
2. I have had it there 4 times for both issues
3. I am tired of this
4. On Friday they replaced the seat and the running boards
5. I think the noise is gone but the **AIR** bag light is still on
6. I think at this point I want to file lemon law

Wtr states:

1. Apologized
2. Updated info
3. No recalls
4. Advs customer KMA would like the opportunity to rep**AIR** vehicle
5. Wtr can contact Dutch Miller Kia and get DPSM involved

Customer states:

1. If my vehicle can be rep**AIR**ed then I wont file lemon law
2. But this is a safety issue and it needs to be rep**AIR**ed
3. My vehicle is at Dutch Miller Kia but I have to return the rental today

Wtr states:

1. Wtr will contact Dutch Miller Kia and discuss this with the SM
2. Once wtr has additional information wtr will contact customer

Customer states:

1. If it is past 11am please call me on my cell at ██████████

Wtr gave name.ext and case#

Thanked and call ended

*** PHONE LOG 01/05/2009 06:42 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called Dutch Miller Kia. spoke to service manager CE who states:

1. I was out all last week
2. I just got caught up on this vehicle
3. We have contacted our DPSM
4. He is requesting pictures that we took of the light being on
5. I need to gather additional information from my SA
6. I don't know if the customer needs to return the car or not
7. I will look into this and call you back

Wtr gave name.ext and case#

Thanked and call ended

*** PHONE LOG 01/05/2009 07:13 AM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call

Service manager CE left VM for wtr stating:

1. Customer is bringing in the pictures
2. That is what we are waiting for
3. We have her in a rental
4. Please call me back at ██████████

*** PHONE LOG 01/05/2009 07:18 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC735885 [REDACTED]	K1537941	8,000
Kirmet, WV	[REDACTED]	Prod. Date: 7/27/07	Dealer: WV005	Dutch Miller Kia

- 2. As of right now we are paying for the rental
 - 3. I don't think the customer should come down because we don't have anything new yet
 - 4. We can keep her in the rental for now
- Thanked and call ended

*** PHONE LOG 01/05/2009 07:18 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Wtr left VM for customer on both home phone# and alt phone #

*** PHONE LOG 01/05/2009 09:23 AM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call

Customer states:

- 1. I am at the dealership now

Wtr states:

- 1. Wtr was trying to contact customer before customer went to dealership
- 2. Advs customer dealership was waiting on pictures that customer could have e-mailed

Customer states:

- 1. I think I may just wait hear for some more information

Wtr states:

- 1. Wtr can not guarantee additional information soon

Customer thanked and call ended

*** PHONE LOG 01/05/2009 10:55 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called DPSM Ryan Christenson who states:

- 1. Go ahead and send this case to the region
- 2. I am probably going to have to meet with the customer
- 3. Hold the analyst to open a clarify case

Thanked and call ended

*** PHONE LOG 01/05/2009 10:59 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called customer

Wtr states:

- 1. Wtr will be sending this case to a higher dept
- 2. They will contact you within 24-48 hrs

Customer thanked and call ended

*** NOTES 01/05/2009 11:00 AM US Mountain Standard Time JSincl**AIR** Action Type:Manager review

Dispatching case to region per DPSM Ryan Christenson

Please contact customer within 24-48 hrs

*** FORWARD 01/05/2009 10:10 AM Pacific Daylight Time MP6:56*

sam, no need to creat case now, just add photos to this one. Do we have an **OCS** brochure we can send to the DPSM to review with customer? TSB on proper seating position should also be reviewed.

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735885 ██████████	K1537941	8,000
Kirmet, WV	██████████	Prod. Date: 7/27/07	Dealer: WV005 Dutch Miller Kia	

*** PHONE LOG 01/07/2009 08:56 AM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED WRITER WHO STATED

1. GOOD MORNING. I RECEIVED A CALL AND I AM RETURNING YOUR CALL
2. I HAVE JUST BEEN HAVING ISSUES WITH THE **AIR** BAG LIGHT
3. IT IS NOT OPERATING PROPERLY
4. LAST FRIDAY THEY REPLACED THE SEAT AND IT STILL ACTS UP
5. MY MOTHER AND DAUGHTER PRIMARILY SIT IN THE SEAT
6. MY MOTHER IS 109LBS. MY DAUGHTER IS ABOUT 190LBS AND SOMETIMES HER BOYFRIEND SITS IN THE SEAT AND HE IS ABOUT 300LBS AND THE LIGHT ACTS UP WITH ALL OF THEM, I JUST FEEL UNSAFE
7. WELL I HAVE TO AN APPOINTMENT THE NEXT DAY AND I AM ABOUT TO START A NEW JOB AND I JUST CAN'T TAKE THE TIME OFF
8. IS THERE ANYWAY WE CAN MEET THIS WEEK?
9. I UNDERSTAND, I WILL CHECK MY CALENDAR
10. THAT DAY WILL BE FINE
11. I APPRECIATE THAT. CAN WE MEET AT 10:30AM
12. OK. THANK YOU

RCAA STATED

1. GOOD MORNING
2. MY NAME IS SHAMARA JAMES AND YOUR CASE WAS ESCALATED TO MY ATTENTION FOR REVIEW AND RESOLUTION
3. I REVIEWED YOUR CASE NOTES AND I DO APOLOGIZE FOR THE ISSUES YOU HAVE HAD WITH YOUR VEHICLE
4. I WOULD LIKE TO SCHEDULE FOR YOU TO MEET WITH THE DPSM TO DISCUSS THIS MATTER
5. WILL YOU BE AVAILABLE FOR AN APPOINTMENT ON THURSDAY, 15 JANUARY 2009
6. MAAM. I DO APOLOGIZE BUT THIS IS THE EARLIEST AND ONLY APPOINTMENT I HAVE FOR THIS MONTH
7. YOU DID STATE THAT YOU FELT UNSAFE AND WE WOULD LIKE TO DO ALL WE CAN TO ASSIST IN THIS MATTER
8. IS THERE A TIME THAT WORKS BEST FOR YOU. I WILL DO ALL I CAN TO GET YOU IN AT THAT TIME TO MINIMIZE THE TIME YOU NEED TO BE AT THE DEALER
9. THAT SHOULD NOT BE A PROBLEM BUT I WILL JUST CONFIRM THAT AND I WILL CALL YOU BACK

RCAA SENT EMAIL TO DPSM REQUESTING SPECIFIC TIME
DPSM RESPONDED WITH CONFIRMATION OF TIME REQUESTED

RCAA CALLED CUSTOMER AND LVM STATING

1. PLEASE GIVE ME A RETURN CALL WHEN YOU GET THIS MESSAGE. THANK YOU

*** PHONE LOG 01/07/2009 04:14 PM Eastern Daylight Time SJames Action Type:Incoming call
RCAA CALLED CUSTOMER AND STATED

1. HAVE YOU SPOKEN TO DUTCH MILLER?
 2. THEY ARE TELLING ME THAT I NEED TO BRING MY RENTAL BACK
 3. I DON'T FEEL SAFE IN THE VEHICLE
 4. AND IF I LOSE A FAMILY MEMBER I AM GOING TO SUE DUTCH MILLER AND KIA. IT WOULDN'T REALLY BREAK MY HEART TO DO EITHER ONE I WILL ADMIT
 5. IT IS POSSIBLE THAT THE **AIR** BAG MAY NOT DEPLOY
 6. WELL OK I DO NOT FEEL SAFE BUT I UNDERSTAND
- RCAA STATED

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735885 ██████████	K1537941	8,000
Kirmet, WV ██████████		Prod. Date: 7/27/07	Dealer: WV005 Dutch Miller Kia	

1. YES. MA'AM I HAVE
2. THAT IS CORRECT
3. MA'AM I DO NOT BELIEVE THE DEALER WOULD PUT YOU IN AN UNSAFE VEHICLE
4. I UNDERSTAND YOU DO NOT FEEL SAFE BUT THAT IS A PERCEPTION. I DO NOT MEAN TO SOUND UNSYMPATHETIC IN ANY WAY
5. IT IS ALSO A POSSIBILITY THAT THE **AIR**BAG LIGHT WILL WORK ALSO
6. IT IS AN INDICATOR LIGHT
7. WE HAVE MADE AN APPOINTMENT FOR YOU AT 10:30AM ON 15 JANUARY 2009 AT DUTCH MILLER TO HAVE YOUR CONCERN LOOKED AT IT

*** PHONE LOG 01/15/2009 01:49 PM Eastern Daylight Time SJames Action Type:Incoming call
DPSM CALLED AND STATED

1. I JUST LEFT DUTCH MILLER AND I MEET WITH MRS. MEADE
2. I REFLASHED THE SEAT AND THE CUSTOMER SEEMS HAPPY
3. PLEASE MAKE SURE YOU CALL HER IN A WEEK TO MAKE SURE SHE IS STILL SATISFIED WITH THE **REPAIRS**

RCAA STATED

1. I WILL THANK YOU

*** PHONE LOG 01/16/2009 11:50 AM Eastern Daylight Time SJames Action Type:Incoming call
RCAA DISCUSSED CASE WITH RCAM
CUSTOMER TO BE OFFERED FINANCIAL COMPENSATION OR SOC

CUSTOMER ██████████ CALLED RCAA AND STATED

1. WE MEET WITH RYAN CHRISTIANSEN AND HE THOUGHT HE HAD THE VEHICLE FIXED
2. HE REFLASHED THE VEHICLE AND WE RODE WITH HIM AND TOOK THE VEHICLE AND THE LIGHT CAMI BACK ON
3. WE DROVE BACK TO THE DEALER AND SPOKE WITH CHRIS MILLER AT THE DEALERSHIP
4. HE TOLD ME TO CALL YOU AND TO GET THE PROCESS OF A VEHICLE EXCHANGE STARTED
5. I HAVE BEEN PATIENT AND CHRIS STATED THIS PROCESS SHOULD GET STARTED
6. PLEASE SEND IT TO HARRY'S MARKET ATTN: GRETHER MEADE, RT. 1 BOX 344, KERMIT, WV, 25674. I KNOW THE OWNER OF THE MARKET

RCAA STATED

1. I WAS GOING TO CALL YOU TODAY TO STATE THAT WE WOULD LIKE TO PRESENT AN OFFER TO YOU OF FINANCIAL COMPENSATION OR SOC
2. I WILL NEED TO DRAW UP PAPERWORK AND SEND THIS OUT TO YOU
3. IS THE ADDRESS I HAVE ON FILE CORRECT?
4. OK I WILL GET THIS OUT TO YOU

RCAA CALLED WV005 AND REQUESTED TO SPEAK WITH CHRIS MILLER WHO IS NOT IN TODAY
I VM FOR A RETURN CALL

*** NOTES 01/16/2009 06:33 PM Eastern Daylight Time SJames Action Type:Manager review
SENT CUSTOMER TWO PART OFFER LETTER

*** PHONE LOG 02/09/2009 11:51 AM Eastern Daylight Time SJames Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735885 ██████████	K1537941	8,000
Kirmet, WV ██████████		Prod. Date: 7/27/07	Dealer: WV005	Dutch Miller Kia

WRITER CALLED CUSTOMER AND LVM REQUESTING A CALLBACK

*** PHONE LOG 02/10/2009 02:44 PM Eastern Daylight Time Sljames Action Type:Incoming call
CUSTOMER CALLED RCAA AND LVM STATING I APOLOGIZE I COULD NOT CALL YOU SOONER
I HAVE JUST BEEN SO BUSY I WILL GONE THE REST OF THE DAY YOU MAY REACH ME TOMORROW
AT ██████████ IS THE NUMBER YOU SHOULD BE ABLE TO REACH ME AT UP UNTIL 1PM

*** PHONE LOG 02/13/2009 04:28 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED NUMBER LEFT BY CUSTOMER AND SPOKE WITH OTIS, LM FOR CUSTOMER TO RETURN CALL

*** PHONE LOG 02/13/2009 04:39 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CUSTOMER WHO STATED

1. I AM HAVING MY ATTORNEY REVIEW THE OFFER AND RELEASE AND I HAVE NOT HEARD FROM HER
2. NO OFFENSE TO BE HONEST THE MONEY YOU OFFERED WAS NOT ENOUGH AND I WAS NOT COMFORTABLE RELEASING KIA
3. MY PHONE NUMBER HAS CHANGED AS WELL. IF YOU NEED TO REACH ME IT IS ██████████
4. THAT WILL BE FINE

RCAA STATES

1. I UNDERSTAND. IF YOU ARE HOWEVER BEING REPRESENTED BY AN ATTORNEY AT THIS TIME I WILL NEED A LETTER OF REPRESENTATION ALTHOUGH I HOPE THAT IS NOT THE CASE
2. WE HAVE OFFERED COMPENSATION OR ANOTHER VEHICLE IN THIS CASE
3. I WILL FOLLOW UP WITH YOU IN A WEEK TO SEE IF MATTERS ARE DIFFERENT IF THAT IS OK?

*** CASE CLOSE 02/20/2009 04:13 PM Eastern Daylight Time Sljames
WAITING FOR RESPONSE FROM CUSTOMER

*** CASE CLOSE 02/26/2009 08:15 AM Eastern Daylight Time Sljames

*** CASE CLOSE 04 09 2009 10:55 AM US Mountain Standard Time TMorales
AIRbag Tread Review Complete

*** CASE CLOSE 04/16/2009 03:12 PM US Mountain Standard Time JHirshfield
Tread duplicate case review --JH

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735X85██████████	K1622568	14,800
Hoschton, GA ██████████		Prod. Date: 10/22/07	Dealer: GA076 . Terry Reid Bulldog Kia	

Case History

Complaint *Rep. AIR Assistance*

*** PHONE LOG 07/29/2009 01:45 PM US Mountain Standard Time APatrick Action Type: Incoming call

MR ██████████ STATED:

- 1: I TOOK THE VEH TO TERRY REID AGAIN TODAY.
- 2: THE **AIR** BAG LIGHT WILL NOT GO OFF WHEN IT SHOULD AND THE TPMS WAS ON.
- 3: THEY DID A REPROGRAM ON THE TPMS. WHAT IS THAT?
- 4: THEY DID THE RECALL AGAIN FOR THE **OCS**.
- 5: I ORIGINALLY TOOK THE VEH TO ANOTHER DLR AND THEY SHOWED US HOW TO SIT AND HAVE THE SEAT ETC.
- 6: THEN WE TOOK IT TO TERRY REID AND THEY ORDERED A TOOL TO REPROGRAM THIS. THIS WAS A MONTH AGO.
- 7: TODAY WE TOOK IT IN BECAUSE IT STILL WAS NOT WORKING RIGHT. THEY SAID EVERYTHING WAS WITHIN RANGE. AND THEN RE DID THIS **OCS** RECALL AGAIN.
- 8: MY WIFE AND DAUGHTER WHO ARE BOTH OVER 135 LBS SIT IN THAT SEAT. AND THE LIGHT WILL NOT GO OFF. I DON'T FEEL SAFE OPERATING THIS VEH THIS WAY. NOW WE DO NOT KNOW IF IT IS STILL DOING IT AFTER TODAY YET.
- 9: DLR SAID TO CALL YOU AND FILE A REPORT.

WRITER ADVISED:

- 1: APOLOGIZED.
- 2: IF THIS CONTINUES IT WILL NEED TO GO IN TO THE DLR.
- 3: BEST IF IT IS IN WHILE IT IS DOING THIS.
- 4: CALL THIS OFFICE AND WE CAN WHILE AT THE DLR OVERSEE THE DIAGNOSIS AND REPAIR MAKING SURE THE DLR IS USING ALL THE TOOLS AND RESOURCES KIA PROVIDES TO RESOLVE THE ISSUE.
- 5: CALL WHEN YOU ARE ON THE WAY TO THE DLR AND WE CAN ASSIST. THIS CAN GO TO ANY DLR.
- 6: PROVIDED CASE NUMBER.
- 7: IF TPMS RETURNS WE WOULD BE HAPPY TO ASSIST IN THE SAME WAY.

CUST STATED:

- 1: OK THANKS.

*** CASE CLOSED 07/29/2009 01:47 PM US Mountain Standard Time A Patrick

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736085 [REDACTED]	K1429477	3,100
Cabot, AR [REDACTED]		Prod. Date: 9/18/07	Dealer: AR007 Crain Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 03/27/2008 09:41 AM US Mountain Standard Time RChacon

*** PHONE LOG 03/27/2008 09:58 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER WHO STATED:

1. WHEN WE PURCHASED VEH, THE DEALERSHIP WAS SUPPOSED TO ORDER A SPOILER FOR VEH
2. IT HAS BEEN ABOUT 2 MONTHS, AND WE DO NOT HAVE IT
3. THE DEALERSHIP HAS NOT BEEN VERY PROACTIVE IN MAKING CONTACT WITH US TO LET US KNOW WHAT IS GOING ON
4. SOME OTHER ISSUES I HAVE ARE WITH MY CD PLAYER THAT STOPPED WORKING. THE **PASS AIRBAG** LIGHT COMES ON, AND THERE SEEMS TO BE AN ISSUE WITH MY ACCELERATOR PEDAL. IT FEELS LIKE A SPRING RELEASES WHEN I PUSH IT
5. WE CALLED THE DEALERSHIP TO ADVISE OF THESE CONCERNS. AND THEY TOLD US THAT WHEN THE SPOILER CAME IN, THEY WOULD ADDRESS THESE OTHER CONCERNS

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO. NO RECALLS
3. ADVISED OF 5/60 BLW. 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. I WILL CALL DEALER TO GET MORE INFO REGARDING VEH. AND SEE IF THERE IS ANY ASSISTANCE WE CAN PROVIDE. PLEASE HOLD

WRITER CALLED AR007. SPOKE WITH SVC MGR MIKE WOOD WHO STATED:

1. WHEN THE VEH WAS PURCHASED, SALES WAS SUPPOSED TO HAVE A SPOILER ORDERED. AND THEY NEVER **PASSED** THIS INFO ALONG TO BE ORDERED
2. SINCE THEN, THE SALES PERSON, AND SALES MGR ARE NO LONGER HERE
3. I DID GET ALL THE INFO ON SPOILER. AND IT HAS COME IN
4. I WILL SEND THIS OUT TO A BODY SHOP TO HAVE IT PAINTED. AND SHOULD GET THE SPOILER BACK MONDAY, OR TUES OF NEXT WEEK
5. ONCE WE GET IT. WILL HAVE CUSTOMER COME IN TO HAVE IT INSTALLED. AND ALSO ADDRESS OTHER VEH CONCERNS (CD PLAYER, **AIRBAG** LIGHT, & ACCELERATOR ISSUE)

WRITER STATED:

1. I WILL FOLLOW BACK UP NEXT WEEK
2. THANKS FOR THE INFO

RETURNED TO CUSTOMER. AND STATED:

1. REITERATED INFO FROM SVC MGR MIKE
2. I WILL FOLLOW BACK UP WITH DEALER NEXT WEEK TO MAKE SURE ALL CONCERNS ARE RESOLVED
3. IF YOU HAVE QUESTIONS, OR CONCERNS. PLEASE CALL BACK
4. PROVIDED WRITER CONTACT INFO. AND CASE #

CUSTOMER STATED:

1. THANK YOU

*** PHONE LOG 04/03/2008 07:51 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED AR007. SPOKE WITH SVC MGR MIKE WOOD WHO STATED:

1. WE DID GET THE SPOILER BACK. AND THE CUSTOMER IS SCHEDULED TO BRING VEH IN TODAY TO HAVE IT INSTALLED

**Kia Motors America
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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736085 ██████████	K1429477	3,100
Cabot, AR ██████████		Prod. Date: 9/18/07	Dealer: AR007 Crain Kia	

2. HE ALSO HAS A COUPLE OTHER ISSUES WE ARE GOING TO CHECK OUT
3. HE SAID THERE IS A PROB WITH THE CD PLAYER, AND THE **AIR**BAG LIGHT IS ON
4. WHEN HE DROPS HIS VEH TO HAVE THESE THINGS TAKEN CARE OF TODAY, WE ARE GOING TO PUT HIM INTO A LONER

WRITER STATED:

1. I WILL FOLLOW BACK UP LATER ON TODAY, OR TOMORROW TO SEE HOW THINGS WENT
2. THANKS FOR THE INFO

*** PHONE LOG 04/04/2008 06:15 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED AR007, SPOKE WITH SVC MGR MIKE WOOD WHO STATED:

1. THE CUSTOMER DID NOT DROP VEH OFF UNTIL LATE LAST NIGHT
2. WE DID PUT HER IN A LONER, AND JUST PULLED VEH INTO THE BAY TO START WORKING ON IT
3. I DID SIT IN THE SEAT, AND DID NOT FIND A PROB WITH THE **AIR**BAG, SEEMS TO WORK OKAY FOR ME
4. WILL PROB DO A REFLASH TO **AIR**BAG TO MAKE IT MORE SENSITIVE
5. VEH SHOULD BE READY LATER TODAY

WRITER STATED:

1. THANKS FOR THE INFO
2. I WILL FOLLOW BACK UP LATER TODAY

*** PHONE LOG 04/04/2008 10:33 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED AR007, SPOKE WITH SVC MGR MIKE WOOD WHO STATED:

1. WE DID COMPLETE REPAIRS TO VEH
2. SHE DID HAVE ANOTHER CONCERN WITH THE DRIVER SIDE PWR SEAT NOT GOING FORWARD
3. WE HAD TO ORDER A PART FOR IT, AND SHOULD SEE IT TOMORROW
4. ONCE WE GET IT IN, AND INSTALLED, WE WILL CALL CUSTOMER TO PICK UP VEH, AND RETURN RENTAL

WRITER STATED:

1. THANKS FOR THE INFO

*** PHONE LOG 04/11/2008 06:59 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED AR007, SPOKE WITH SVC MGR MIKE WOOD WHO STATED:

1. THE VEH HAS BEEN REPAIRED, AND GONE
2. CUSTOMER WAS HAPPY

WRITER STATED:

1. THANKS FOR THE INFO

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736085 ██████████	K1429477	3,100
Cabot, AR ██████████		Prod. Date: 9/18/07	Dealer: AR007 Crain Kia	

WRITER CALLED CUSTOMER. LEFT VM STATING:

1. CALLING TO FOLLOW UP REGARDING VEH REPAIRS
2. PLEASE CALL BACK
3. LEFT 800 #, EXT #, AND CASE #

*** NOTES 04/11/2008 08:40 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** PHONE LOG 04/14/2008 09:36 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER. LEFT VM STATING:

1. CALLING TO FOLLOW UP REGARDING VEH REPAIRS
2. PLEASE CALL BACK
3. LEFT 800 #, EXT #, AND CASE #

*** NOTES 04/14/2008 09:53 AM US Mountain Standard Time JHirshfield Action Type:Manager review
AIRbag Tread Review --JH

*** PHONE LOG 04/15/2008 06:44 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER. LEFT VM STATING:

1. CALLING TO MAKE SURE ALL VEH CONCERNS HAVE BEEN RESOVLED
2. IF YOU NEED FURTHER ASSISTANCE. PLEASE CALL BACK
3. LEFT 800 #, EXT #, AND CASE #

*** NOTES 04/15/2008 06:48 AM US Mountain Standard Time RChacon Action Type:Manager review
:::::SENT CALL ME LETTER THIS DAY:::::

*** CASE CI OSF 04/15/2008 06:50 AM US Mountain Standard Time RChacon

*** NOTES 04/23/2008 03:26 PM Pacific Daylight Time KWarren Action Type:Manager review
Apology letter and \$25 gift card sent to customer 4/23/08 due to problems early in ownership.

*** CASE CI OSF 04/23/2008 03:27 PM Pacific Daylight Time KWarren

*** PHONE LOG 12/02/2008 07:21 AM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED CUSTOMER: LEFT VM
1. CALLING REGARDING THE \$25.00 GIFT CARD THAT WAS SENT TO YOU BY KMA AS AN APOLOGY FOR THE
EXPERIENCE YOU HAD AFTER YOUR VEHICLE PURCHASE

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO 4X2 EX	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736085 ██████████	K1429477	3,100
Cabot, AR ██████████		Prod. Date: 9/18/07	Dealer: AR007 Crain Kia	

- 4. IF YOU HAVE FURTHER QUESTIONS, PLEASE FEEL FREE TO CONTACT WRITER
- 5. LEFT NAME NUMBER EXT & CASE# FOR RETURN CALL.

*** CASE CLOSE 12/02/2008 07:22 AM US Mountain Standard Time DLyons

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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██████████	K1359542	700
Pikeville, TN ██████████		Prod. Date: 10/31/06	Dealer: TN026 Prebu Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 09/13/2007 02:19 PM US Mountain Standard Time JHirshfield caller

1. he has a complaint about the **AIR** bag light for the **PASS**enger's side
2. it will intermittently work and then not work
3. if he sits in the seat and the light stays on, he has to get out have his wife turn the car off ,restart it and then get back in --then it will stay off
4. he doesn't believe that they even attempted to rep**AIR** anything
5. they are telling him that this is a known problem to Kia and they are told to refer customers to their owner's manual
6. he paid a lot of money for this car and wants it to work

wtr

1. apologized for the situation
2. there have been some ongoing issues with the **OCS** and Kia is definitely working on the problem
3. i will need to reseacrh and recontact

*** EMAIL OUT _ JHirshfield Action Type:External email
Send to:[mmyers@kiausa.com]
Matt:

Isn't there a re-flash update for this **OCS** issue that FTR's are testing on some vehicles?.
Thanks.
Jon H ---KCC X 46635

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

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<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1359542_JHirshfield_09-13-2007\51506.doc>>

*** PHONE LOG 09/14/2007 08:24 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for DPSM Matt Myers requesting callback

*** PHONE LOG 09/14/2007 12:58 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
wtr received callback from DPSM -
1. he needs to find out a date from FTR

wtr

will explain to cust that we will have a clearer idea early next week

*** PHONE LOG 09/14/2007 01:02 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with cust and stated
1 spoke with Kia and they believe that they do have a fix
2 need to coordinate a visit from FTR but unsure when this may happen
3 we will have a better idea next week

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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>
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1359542	700
Pikeville, TN [REDACTED]		Prod. Date: 10/31/06	Dealer: TN026	Prebu Kia

cust thanked wtr for the call
will wait to hear from us

*** NOTES 09/17/2007 06:56 AM US Mountain Standard Time JHirshfield Action Type:E-mail rec.
Jon,
Please call me on this I may be able to work this in early this week if the vehicle is available. 678-371-6841.
Ted Peters

*** PHONE LOG 09/17/2007 07:00 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with FTR Ted P who stated
1. he can reflash car tomorrow or Wed --whenever it is convenient from the customer

wtr
1. will speak with cust and then recontact

*** PHONE LOG 09/17/2007 07:18 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with cust and explained that FTR will be able to work on car early this week

appt time set up for Tues 12 noon

cust agreed

*** PHONE LOG 09/17/2007 07:19 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with FTR and confirmed appt for 09/18/07 @ 12 noon at TN026

*** CASE CLOSE 09/19/2007 01:05 PM US Mountain Standard Time JHirshfield

*** NOTES 09/21/2007 12:29 PM US Mountain Standard Time JHirshfield Action Type:Manager review
per e-mail from FTR

reflash performed today

*** CASE CLOSE 09/21/2007 12:31 PM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1359542	700
Pikeville, TN [REDACTED]		Prod. Date: 10/31/06	Dealer: TN026	Prebul Kia

- 2 they worked on it but it still is having concerns

*** PHONE LOG 09/24/2007 02:30 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with cust who stated

1. the FTR really tried to get this corrected
- 2 he performed the reflash and cleaned all the pin connectors
3. they drove it this weekend and it is still not working properly
4. they would stop the car. -shut the car off. -get out and then get back in and then start the car again
5. sometimes it would work but more often then not it didn't

wtr

1. apologize
- 2 will be sending his case to our regional office for follow up and handling
3. they should be able to inform him of what options he may have

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

Send to:[mmyers@kiausa.com]

CC List:[PetersT@Kiausa.com]

Matt:

Apparently reflash did not resolve the problem. Customer would like to know "what now?" i advised that I would be sending case to region for assist determination

Thanks.

Jon H --KCC X 46635

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*** PHONE LOG 09/26/2007 02:40 PM US Mountain Standard Time SBowyer Action Type:Incoming call
CUST STATED

1. jon said he was sending this to a higher up dpt
2. i havent heard anything so i was wondering what the procedure is when you cant fix a car

WRITER STATED

1. sorry
2. see that this case is accepted and being handled by a Y.epps
3. she currently is out of the office at this time. can put into her vm if cust would like
4. kma will work to fix veh

CUST THANKED WRITER--TRANSFERRED TO VM FOR Y.EPPS

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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>
██████████	██████████	KNDJD736X75██████████	K1359542	700
Pikeville, TN ██████████		Prod. Date: 10/31/06	Dealer: TN026	Prebu Kia

*** PHONE LOG 10/02/2007 02:42 PM Eastern Daylight Time YEpps Action Type:Incoming call
Eric at TN026 called writer and stated:

1. there have been no other rep**AIR**s to the **OCS** than the reflash.
2. customer stated that the vehicle still has the concern.
3. emailed the DPSM for further guidance on how to proceed.

*** NOTES 10/02/2007 02:44 PM Eastern Daylight Time YEpps Action Type:Manager review
Per the DPSM:

1. knows of no other rep**AIR**.
2. have to contact the FTR.

*** NOTES 10/03/2007 06:12 AM Pacific Daylight Time JeffStroup Action Type:Manager review
tread review complete

*** PHONE LOG 10/03/2007 07:07 AM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call
Customer states:

1. I have not heard from anyone in over a week
 2. I need to know what is going on
- Wtr states:
1. At this point the case was escalated to a higher dept
- Customer interrupted wtr and states:
1. Yes, I know
 2. I left her a msg last week and never received a rtn call

Wtr states:

1. Apologized
2. Advs will call YEpps

Placed customer on hold

YEpps states:

1. I am trying to get a hold of the FTR
2. Please tell him I will call him before noon today

Wtr states:

1. ok. will do

Took customer off hold

Wtr states:

1. Spoke to YEpps
2. She is trying to get in contact with an FTR
3. She has stated she will call you back today before noon

Customer thanked and call ended

*** PHONE LOG 10/03/2007 10:40 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer who stated:

1. the light stays on with almost anyone in the seat.
2. the technician sat in the seat correctly and the light stayed on.

Writer stated:

1. spoke to the DPSM and FTR, and operating as designed.
2. seat is not recognizing **PASS**engers as adults.
3. apologized.

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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>
██████████	██████████	KNDJD736X75 ██████████	K1359542	700
Pikeville, TN ██████████		Prod. Date: 10/31/06	Dealer: TN026	Prebut Kia

Customer stated:

1. if an adult is sitting in the seat and the light stays on. then it is not working properly.
2. will turn this over to litigation.

*** CASE CLOSE 10/03/2007 10:43 AM Eastern Daylight Time YEpps

*** NOTES 10/16/2007 09:22 AM Eastern Daylight Time YEpps Action Type: Manager review

1. Writer received a message from Wayne Peters (attorney for TN026).
2. Writer called Wayne Peters who stated that he received a letter from an attorney for the customer asking if the vehicle can be rep**AIR**ed.
3. Writer advised Wayne to refer the attorney to KMA and gave writer's contact info.
4. Wayne will respond to the attorney and refer to KMA (cc: writer).

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736185██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007 Jeff Wyler Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 12/11/2008 10:15 AM US Mountain Standard Time SJeon Action Type:Incoming call
Mr ██████████ stated:

1. dealer send me a letter that it should be fixed
2. it says that the position is problem
3. Dennis /SVC told me Matt is the person who told him
4. I want to speak to Matt
5. it has been rep*AIR*ed 5 times but it still does not work
6. I am going to contact attorney for lemon

writer stated:

1. updated/ no open recall
2. sorry for situation
3. writer cannot find previous case other than tech case
4. will file complaint and call customer back
5. provided case #. ext #

*** PHONE LOG 12/11/2008 10:35 AM US Mountain Standard Time SJeon Action Type:Outgoing call
Jim/SVCM @OH007 stated:

1. Mark Houkal at region seems to have case for this customer
2. I left message this morning for Mark
3. no duplication at first a few times
4. told to refresh the seat and it is still coming on
5. salesman duplicated
6. replaced seat bottom
7. come back again then refresh
8. did swap seat assembly
9. now customer heard it is good chance of normal

*** PHONE LOG 12/11/2008 10:39 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM for Mark Houkal/RCAM to call writer back:

1. left case #. ext #

*** NOTES 12/11/2008 09:44 AM Pacific Daylight Time MHoukal Action Type:Manager review
RCAM contacted Sue@46915:

- 1) Advised that it was RCAM who S/W SM re: bulletin on **OCS** operation
- 2) Advised that CRCA will take case for customer contact

*** PRIORITY CHANGE 12/11/2008 09:45:00 AM MHoukal

*** NOTES 12/11/2008 09:51 AM Pacific Daylight Time MHoukal Action Type:Manager review
RCAM assigned case to SBowyer for customer contact and follow-up

*** NOTES 12/11/2008 09:55 AM Pacific Daylight Time MHoukal Action Type:Manager review
Per VM from SVC DEPT: (Jim)

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Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736185 ██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007	Jeff Wyler Kia

1) Customer declined to bring veh back for evaluation

*** PHONE LOG 12/11/2008 11:18 AM Pacific Daylight Time MHoukal Action Type:Incoming call
RCAM S/W Dennis in SVC -

- 1) Advised that CRCA staff would contact customer for follow-up
- 2) REQ complete SVC file & deal jacket contents

*** PHONE LOG 12/12/2008 02:19 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR MR. ██████████ THIS DATE:

1. req'd c/b
2. gave wtr direct # for c/b

NEXT F/U W/ CUST FOR 12/16

*** PHONE LOG 12/15/2008 01:28 PM Central Daylight Time SBowyer Action Type:Incoming call
MR. ██████████ LVM FOR WTR THIS DATE

1. call me on my cell. i can be reached better there
2. ██████████

*** PHONE LOG 12/16/2008 10:53 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W MR. ██████████ THIS DATE:

1. returning cust call- sorry for concern
2. will review history of visit w/ RCAM to determine next step
3. cust explained happens w/ his wife almost all the time- it will not turn out the "off" light
4. adv he tried w/ people over 140 lbs & still didn't do it- dlr even had a Kia rep look at the car
5. wtr adv aware dlr gave cust ISB- & that seat bottom was replaced
6. will work to resolve this w/ cust & dlr- will call cust as soon as next step determined
7. cust thanked wtr

*** NOTES 12/16/2008 11:09 AM Central Daylight Time SBowyer Action Type:Facsimile rec.
CRCA RC'D VIA FAX FROM BBB 12/15/08:

1. CCF File #: KIA0854561
2. **OCS** complaint- claims still exists after 5 rep**AIR** attempts
3. Desired Outcome: Repurchase

CCF ADDED TO HARD FILE THIS DATE

*** NOTES 12/17/2008 09:35 AM Central Daylight Time SBowyer Action Type:Manager review
WTR TO REVIEW W/ RCAM NLT THIS DATE

*** NOTES 12/17/2008 10:34 AM Central Daylight Time SBowyer Action Type:Manager review
WTR REVIEWED CASE W/ RCAM THIS DATE:

1. adv for wtr to contact DPSM for next sched visit to dlr

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736185 ██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007 Jeff Wyler Kia	

3. will attempt to duplicate concern during visit & will review TSB & o/m to ensure syst meets standards of operation

*** NOTES 12/17/2008 05:34 PM Central Daylight Time SBowyer Action Type:Manager review
WTR TO CONTACT DPSM JOHNSTON NLT 12/18

*** PHONE LOG 12/18/2008 01:32 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR DPSM JOHNSTON THIS DATE:
1. req'd c/b to discuss next step in case
2. gave wtr direct # for c/b

*** EMAIL OUT _ SBowyer Action Type:External email
Send to:[tjohnston@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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<<File Attachment: \\copubs\ClarifyOB\CA_Attachments\SendHistory\Case_K1531379_SBowyer_12-18-2008133239.doc>>

*** NOTES 12/18/2008 01:35 PM Central Daylight Time SBowyer Action Type:Manager review
WTR EMAILED DPSM COPY OF RECAP THIS DATE

*** PHONE LOG 12/18/2008 02:31 PM Central Daylight Time SBowyer Action Type:Incoming call
DPSM JOHNSTON C/B WTR THIS DATE:
1. i do not have a tentative date scheduled for visiting this dtr
2. it may take having an FTR instead
3. wtr asked dpsm to let wtr know once more info found out on possible date
4. DPSM agreed

NEXT F/U W/ DPSM FOR 12/23 TO CHECK SCHIED AGAIN

*** NOTES 12/22/2008 05:09 PM Central Daylight Time SBowyer Action Type:E-mail sent
WTR SENT FTR REQ THIS DATE PER RCAM

*** PHONE LOG 12/22/2008 05:10 PM Central Daylight Time SBowyer Action Type:Incoming call
MR. ██████████ LVM FOR WTR THIS DATE:
1. have not heard from you
2. call me back

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736185 ██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007 Jeff Wyler Kia	

*** PHONE LOG 12/23/2008 11:08 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR C/B MR. ██████████ THIS DATE:

1. returning cust call
2. cust upset that wtr didn't c/b yesterday once listened to cust vm
3. wtr was following up last week on next step KMA wished to take
4. no updated info till now, hence no updated info
5. adv FTR has been sched to assist w/ any verifiable defects that may be found
6. cust upset that this "can't be fixed w/ the dlr. his wife & him are very busy & are not happy w/ having to go in at any time"
7. wtr adv cust understand above. KMA is now handling case, dlr is not following up on this current FTR req- was set by region office
8. this office handles these issues directly, & dlr is involved only in situations where needed-
9. adv will c/b cust when response from FTR on next avail day is rec'd- will work to make as inconveniencing as possible
10. req'd persons be present who experienced concern w/ **OCS**
11. cust adv will try to convince his wife to do this one more time- expects a call from wtr "quicker than asap"

*** NOTES 12/30/2008 11:09 AM Central Daylight Time SBowyer Action Type:Manager review
F/U W/ FTR 1/2/09

*** NOTES 12/30/2008 11:09 AM Central Daylight Time SBowyer Action Type:Manager review
CRCA REC'D VIA BBB FAX FILE KIA0854561 WHICH INCLUDES:

1. MRF - DATED - 12/24/08
2. CCF - DATED - 12/13/08
3. COPIES OF ROS & VEH REGISTRATION

ADDED TO HARD FILE THIS DATE

WTR T

*** PHONE LOG 12/30/2008 11:20 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S W TODD @ BBB THIS DATE:

1. re: MRF rec'd 12/24; KMA working on FTR for cust to diagnose for any verifiable warranty defects in **OCS** syst
2. adv wtr s/w cust 12/23- is aware waiting on FTR appt
3. Todd req'd c/b from wtr when FTR appt set & cust is aware
4. he will then contact cust w. KMA's & cust agreement to attempt to rep **AIR** veh as settlement to close BBB case
5. wtr thanked Todd- will c/b soon

*** PHONE LOG 01/02/2009 10:27 AM Central Daylight Time SBowyer Action Type:Incoming call
RCAM FWRD VM FROM SVC MGR JIM @ OH007 THIS DATE:

1. Jim adv Mr. Mertens called him- indicated he is dropping veh off @ dlr 1.10

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736185 ██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007	Jeff Wyler Kia

*** PHONE LOG 01/02/2009 10:41 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR C/B MR. ██████████ THIS DATE:

1. wtr asked if cust wife will be avail for FTR visit
2. Cust adv depends when it is- prefers before the 10th otherwise will just drop off the car
3. Wtr adv possibility of 1/7 or 1/8- late morn or midday is usually the right time
4. cust adv will have to s/w his wife to find out when she can be there on 1/7(wed)
5. cust adv he will be going to Europe for a bus trip 1/10 to 2/1 approx
6. wtr req'd cust c/b wtr when discusses w/ wife
7. cust agreed- will c/b wtr today

*** PHONE LOG 01/02/2009 02:06 PM Central Daylight Time SBowyer Action Type:Incoming call
MR. ██████████ .VM FOR WTR THIS DATE:

1. my wife is avail 1/7 @ 4:30 pm

WTR C/B CUST THIS DATE:

1. confirmed appt- wtr will notify dlr
2. Gave svc mgr Jim Buckingham as point of contact- provided FTR name
3. Will cb cust if Jim will not be avail that day as POC

*** PHONE LOG 01/02/2009 02:09 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC ADV DENNIS @ OH007 THIS DATE:

1. FTR sched for 1/7 @ 4:30 to meet w/ Mrs. ██████████
2. Wtr adv to have Jim aware of this
3. Dennis agreed- has put this down in syst as appt for cust w/ FTR
4. wtr thanked Dennis for his help

*** PHONE LOG 01/02/2009 02:39 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR C/B MR. ██████████ THIS DATE:

1. appt confirmed w/ dlr for 1/7 @ 4:30
2. adv cust to have wife s/w Dennis- he is aware of appt
3. cust thanked wtr for c/b

NEXT F/U W/ FTR 1/7/09

*** NOTES 01/06/2009 04:12 PM US Mountain Standard Time JHirshfield Action Type:Manager review

{!<For Internal Use Only

Tread **AIR** bag review -- JH>!

*** PHONE LOG 01/07/2009 02:02 PM Pacific Daylight Time MHoukal Action Type:Incoming call
RCAM S/W FTR:

- 1) FTR is on-site: pending arrival of customer

Kia Motors America
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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736185 ██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007 Jeff Wyler Kia	

*** PHONE LOG 01/07/2009 02:28 PM Pacific Daylight Time MHoukal Action Type:Incoming call
RCAM S/W FTR:

- 1) Noted seatback was reclined; PAB OFF lamp was illuminated with **PASS**enger in seat
- 2) Repositioned seatback - System worked properly
- 3) NO SRS warning lamp noted - no DTCS
- 4) FTR explained operation of system
- 5) System acted up again with seat reclined - repositioned seat - system worked properly
- 6) Customer feels that system is not working properly
- 7) System worked properly with FTR in seat
- 8) FTR will reflash seat that was installed in NOV 08

CRCAA F/U W/ Customer 1-9

*** PHONE LOG 01/08/2009 11:12 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR TODD (@ BBB THIS DATE:

1. would like to discuss recent FTR visit
2. need to state KMA's position
3. gave wtr direct # for c/b

*** NOTES 01/09/2009 12:19 PM Central Daylight Time SBowyer Action Type:E-mail rec.
WTR RCVD EMAIL FROM TODD (@ BBB THIS DATE:

1. copy of email from cust to Todd (printed & placed in case file)

WTR EMAILED TODD (@ BBB BACK:

1. attached PDF of pages 3-49 to 3-55
2. would like to discuss in detail

WTR THEN LEFT VM FOR TODD (@ BBB STATING SAME AS ABOVE & REQ'D C/B ASAP

*** PHONE LOG 01 09 2009 03:07 PM Central Daylight Time SBowyer Action Type:Incoming call
TODD (@ BBB C/B WTR THIS DATE:

1. Todd adv rec'd email w/ attachment- is reviewing now
 2. wtr adv w/out A/b warning light (inst. cluster) illuminated, no faults in syst
 3. adv Todd FTR did s/w cust & did duplicate issue w/ A/b Off light staying illuminated w/ wife in seat
 4. FTR did adv to raise seat back & light de-illuminated & that point- also after turning car off & on, light would not stay illuminated
 5. based on FTR review, veh is operating as designed, reflash was done to ensure proper logic
 6. FTR & cust eval'd veh after reflash & "off" indicator would not stay illuminated on several tries, including slightly reclined position
 7. Adv for inconvenience, KMA willing to offer monetary compensation offer to cust based on car pmt amt- can discuss more if cust is ok w/ this
 8. Wtr adv KMA NOT interested in taking this case to arbitration
- Todd called cust while wtr on hold-
1. adv s/w Mr. Mertens
 2. is going away to Europe for 3 weeks, doesn't want to pursue this now
 3. hasn't acc comp offer- still disagrees w/ situation, believes shouldnt have to turn off veh to turn on p/s A/b
 4. Todd adv cust primary restraint is seatbelt, that if no MII, for a/b, then no fault in syst- is operating as designed per visit

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736185 [REDACTED]	K1531379	9,700
Loveland, OH [REDACTED]		Prod. Date: 5/11/07	Dealer: OH007	Jeff Wyler Kia

w/ FTR

5. cust will callback after returns from Europe- in 3 weeks
6. Todd adv is closing case till then- wtr thanked Todd for his help

*** NOTES 01/09/2009 05:28 PM Central Daylight Time SBowyer Action Type:Manager review

WTR RCVD VIA FAX FROM BBB THIS DATE:

1. BBB close letter to cust
2. "you have indicated that you do not wish to pursue you reclaim with the BBB @ this time, your case has been closed"

CUST GOING OVERSEAS FOR BUSINESS- GONE FOR 3 WEEKS

WTR TO F/U ON CASE 2/6/09 UNLESS OTHERWISE CONTACTED OR OTHER CORRESPONDENCE RCVD

*** NOTES 02/06/2009 02:19 PM Central Daylight Time SBowyer Action Type:Manager review

WTR REVIEWED W/RCAM THIS DATE:

1. instructed wtr to f/u w/ cust & check status
2. provided gw offer to convey @ later time- based on cust comments

*** PHONE LOG 02/06/2009 02:45 PM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S/W MR. [REDACTED] THIS DATE:

1. f/u on status
2. cust claimed still having issue w/ car since got back from Europe 2/1
3. Light still comes on when wife is in the seat. usually every 2nd or 3rd time it will go out or come on
4. cust believes veh still needs to be fixed- doesn't agree w/FTR diagnosis- claims KMA is "refusing" to repAIR veh
5. wtr adv- FTR found no verifiable defects- veh was OAD- no a/b MIL was present
6. asked what KMA could do for cust
7. cust discussed trading car in "giving car back" to KMA- has sporage & it doesn't have the problem
8. wtr adv KMA not involved w. trade assist- cust can trade veh in @ anytime- is between dh & cust
9. adv cust 2008 sorento has a \$5000 rebate currently- cust stated " that doesn't fix this car & that the sorentos all have problems"
10. cust adv- emailed Todd @ BBB already- msg stated he is on vacation till Mon- cust wishes to s/w Todd about case
11. wtr adv will f/u w/ cust in about a week unless other correspondence rcvd from BBB

CALL ENDED

F/U W/ BBB NLT 2/13

*** NOTES 02/09/2009 03:52 PM Central Daylight Time SBowyer Action Type:Facsimile rec.

CRCA RCVD BBB FAX FILE # KIA0932406 THIS DATE:

1. MRF dated 2/9/09
2. cust requests: Repurchase
3. Alleged defect: "**PASS** a/b off light is on when while seat is occupied"

WTR LVM FOR TODD @ BBB THIS DATE:

1. pls c/b wtr to discuss KMA's position on case
2. gave wtr phone info

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736185██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007	Jeff Wyler Kia

*** PHONE LOG 02/10/2009 04:43 PM Central Daylight Time SBowyer Action Type:Incoming call
TODD @ BBB C/B WTR THIS DATE:

1. calling to discuss case
2. Wtr adv KMA's position based on FTR review of veh is **OCS** syst was operating as designed
3. adv of comp offer for cust's inconvenience- this is gw- total of \$1195.86- equal to 3 car pmts of \$398.62
-todd placed wtr on hold to call cust & convey info-
4. Todd adv cust is not willing to accept any monetary gw offer
5. cust states if vehicle cannot be fixed, then he doesn't want the car any longer
6. wtr asked Todd to postpone further action till wtr has had time to review w/ RCAM & c/b BBB
7. Todd agreed- will wait for your response.

*** NOTES 02/10/2009 04:44 PM Central Daylight Time SBowyer Action Type:Manager review
WTR TO NOTIFY RCAM 2/11

*** PHONE LOG 02/11/2009 11:23 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W JSTROUP @ NCA:

1. adv of details- Rcam currently out of office
2. Jstroup adv will review & get back w/ wtr

F/U 2/13

*** NOTES 02/17/2009 08:57 AM Central Daylight Time SBowyer Action Type:Manager review
CALL JSTROUP 2/17

*** PHONE LOG 02/17/2009 11:03 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR NCA JSTROUP THIS DATE:

1. req'd c/b to discuss case

*** PHONE LOG 02/17/2009 11:04 AM Central Daylight Time SBowyer Action Type:Incoming call
TODD @ BBB LVM FOR WTR THIS DATE:

1. looking for update on case
2. pls c/b- cust is insistent on proceeding to arbitration

*** NOTES 02/17/2009 04:28 PM Central Daylight Time SBowyer Action Type:Manager review
WTR REVIEWED W/RCAM THIS DATE:

1. ream adv wtr to create 2 option offer letter
2. provide to BBB to show to cust
3. option 1 is for gw of 4 car pmts- option 2 is replacement of current veh into a comparable kia veh with a usage charge
4. wtr agreed

CREATE OFFR LTR & CALL/SEND TO BBB 2/18

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJIC736185 ██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007	Jeff Wyler Kia

*** PHONE LOG 02/18/2009 03:25 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR TODD @ BBB:

1. have 2 option offer letter to show cust
2. option 1: monetary gw equal to 4 carpmts: \$1594.48
option 2: replacement of current veh w/ comparable new kia vehicle- also includes a mileage deduction based on miles driven to date
3. pls c/b wtr if still in office- or simply express to cust & have cust contact wtr direct for any details

*** NOTES 02/18/2009 04:53 PM Central Daylight Time SBowyer Action Type:E-mail sent
WTR GENERATED & SENT VIA EMAIL TO TODD @ BBB THIS DATE:

1. 2 option offer letter

F/U W/ BBB 2/18

*** NOTES 02/19/2009 07:54 AM Central Daylight Time SBowyer Action Type:Manager review
F/U W/ BBB 2/20 IF NO C/B BY THEN

*** PHONE LOG 02/20/2009 10:10 AM Central Daylight Time SBowyer Action Type:Incoming call
TODD @ BBB C/B WTR W/ CUST ON CONF CALL:

1. cust is interested in SOC
2. cust stated- " are all the seat sensors the same in all kia cars?"
3. wtr explained parts for a sorento are not interchangeable into any other kia product
4. all 09, 08 & 07 sorentos have the same sys
5. cust adv is not happy w/ 2k usage- wtr explained is negotiable after cust chooses replacement
6. explained to cust still drove veh 11k + miles- anything past current MSRP of \$27,695 is considered an upgrade
7. cust adv is interested in a Borrego possibly- wtr adv if cust wishes to ace SOC, pls sign letter & return to wtr
8. wtr will then contact selling dlr for sales contact to assist w SOC - cust adv will s w wife & c b after decision made -wtr disconnected line

TODD @ BBB C/B WTR:

1. i finished talking w/ the cust- he was pushing me to tell him if his case is a winner @ arbitration
2. todd adv cust wants to take SOC - is having wife sign letter & fax to wtr
3. cust is going out of town 2 23-2 27- wants to go in tonight or tomorrow to choose a replacement veh
4. wtr adv will call dlr first to get point of contact for cust- will call cust back to adv
5. todd thanked wtr

*** PHONE LOG 02/20/2009 10:36 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SALES MGR MIKE J. @ OH007 THIS DATE:

1. asked if Mike would assist w SOC
2. Mike agreed- adv would be @ dlr tonight & tomorrow
3. wtr adv will refer cust to see Mike to select replacement veh
4. thanked Mike

WTR S.W MR. MILRHLNS @ 515-307-5842 THIS DATE:

1. adv Mike Jasper is cust's contact @ dlr to assist in new veh replacement
2. pls let wtr know the VIN to the desired veh once selected
3. cust agreed- thanked wtr- call ended

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736185 ██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007 Jeff Wyler Kia	

F/U W/ DLR 2/24

*** NOTES 02/23/2009 10:38 AM Central Daylight Time SBowyer Action Type:Manager review
WTR RCVD VIA FAX FROM BBB 2/20:
1. confirmation of settlement letter

ADDED TO HARD FILE THIS DATE

*** NOTES 02/23/2009 10:42 AM Central Daylight Time SBowyer Action Type:E-mail rec.
WTR RCVD EMAIL FROM TODD @ BBB THIS DATE:
1. copy of cust email to Todd- provided 2 VIN's from dlr visit 2/21
2. notes from cust outlining INCORRECT deductions & total amount cust is responsible to pay for upgrade/usage (cust called wtr 2/21 & left no vm- indicated this in email to Todd)

WTR EMAILED TODD THIS DATE:
1. cust is incorrectly figuring deductions/upgrades
2. wtr used VIN provided by cust for a 2008 Sedona (msrp \$30,919) to demonstrate how to figure upgrade charge
3. adv cust is not purchasing new veh. KMA is - so cust is not eligible for Rebate- KMA will be deducting this off the new veh
4. the MSRP is not assumed after the rebate deduction- wtr will call cust today to explain

*** PHONE LOG 02/23/2009 04:46 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W MR. ██████████ THIS DATE:
1. rcvd email from BBB
2. upgrade is calculated by finding difference of MSRP-MSRP
3. cust not eligible for rebate- KMA is purchasing replacement car for cust & having lender switch VIN-
4. KMA deducts the rebate from the amount paid to the dlr
5. cust adv: "i don't want it that way- i want the rebate & the usage taken off i won't do it any other way"
6. " i will just go the lemon law way this way i get my money back"
7. wtr adv cust- cust may not get a repurchase decision- even so, cust may not get any money back at all
8. adv cust w/ 2nd VIN- upgrade is \$3224 w/out tax- then usage is still present to review w/ mgr
9. has cust decided on which sedona they want? cust adv- per his email- the one for \$30,919- the cheaper one
10. wtr adv will review w mgr- rebate will not be given to cust- but will review usage & upgrade diff w mgr & see what can be done
11. cust asked for answer to be emailed to him at juergen@cinci.rr.com so he can review it w/ his wife
12. wtr asked if cust is sending back signed offer letter?- cust adv he hasn't done that yet. is waiting to do that.
call ended

*** PHONE LOG 02 23 2009 05:16 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S W SALES MGR MIKE J. @ OH007 THIS DATE:
1. what is dlr fees for purchase of veh?
2. mike adv \$250 doc, \$30.50 title & reg, & 6.5 % sales tax (per county cust lives in)
3. thanked Mike for info- cust hasn't decided on veh yet

*** NOTES 02/24/2009 08:59 AM Central Daylight Time SBowyer Action Type:Manager review
WTR REVIEWED VRS W/ RCAM THIS DATE:

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736185 ██████████	K1531379	9,700
Loveland, ██████████		Prod. Date: 5/11/07	Dealer: OH007	Jeff Wyler Kia

1. RCAM adv if cust will contribute the full cost of upgrade +tax, we will waive the usage fee
2. this is as a concession to keep him in a KIA product
3. wtr adv cust req'd email of this info- will notify cust

*** NOTES 02/24/2009 10:54 AM Central Daylight Time SBowyer Action Type:E-mail sent
WTR EMAILED CUST THIS DATE:(wtr cc'd Todd @ BBB)

1. RCAM approved waiving usage if cust pays full upgrade +tax
2. \$5k CC is only for new purchasers- cust tool special low APR on day of purchase
3. veh is not eligible for both CC & low APR's- KMFC only provides the low APR's- not KMA
4. usage waived in effort to make cust happy
5. upgrade cost w/out tax is \$3224
6. please let wtr know if you have any questions

F/U W/ CUST 2/27

*** NOTES 02/24/2009 03:55 PM Central Daylight Time SBowyer Action Type:E-mail rec.
MR. ██████████ EMAILED WTR THIS DATE:

1. my wife & i accept your offer
2. discussed inspection of current veh & viewing of replacement veh this weekend
3. adv can have the upgrade check available as well
4. cust adv selected veh was on showroom floor & had dead battery- we want to make sure the **OCS** seat works

WTR EMAILED CUST BACK:

1. glad to hear cust acc offer
2. need d**OCS** from lender. KMFC
3. sending final offr ltr to cust- need signed & returned to get SOC d**OCS** from KMFC
4. pls hold upgrade check & Sorento inspection till day of transaction- dlr packet describes this- wtr still has to create this
5. will contact dlr & make them aware cust wishes to come in and that veh is ready for cust inspection
6. will keep cust updated to next steps

*** PHONE LOG 02/24/2009 03:59 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR SALES MGR MIKE J @ OH007 THIS DATE:

1. cust has acc offer- chose veh Vin ending w 856- 08 Sedona on showroom floor
2. cust wishes to inspect veh this weekend. adv veh had dead battery-
3. pls c/b wtr to confirm this will be done- gave wtr direct # for c/b

*** PHONE LOG 02/25/2009 06:48 PM Central Daylight Time SBowyer Action Type:Incoming call
SALES MGR MIKE LVM FOR WTR THIS DATE:

1. pls c/b to discuss this

WTR TO CALL DLR 2/26

*** PHONE LOG 02/26/2009 02:58 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SALES MGR MIKE J @ OH007 THIS DATE:

1. cust wishes to fully inspect veh & test seat & drive car
2. either tomorrow or sat cust wishes to do this

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736185 ██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007	Jeff Wyler Kia

4. wtr adv no, this is to secure the veh for him & make sure he will accept it
5. Mike adv ok. if he agrees to the veh, we will hold it for him
6. wtr thanked Mike

*** PHONE LOG 02/26/2009 03:06 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR LINDA R. @ KMFC THIS DATE:

1. need SOC d**OCS**
2. pls c/b wtr direct
3. gave wtr phone info

*** PHONE LOG 02/26/2009 05:45 PM Central Daylight Time SBowyer Action Type:Incoming call
JESSICA @ KMFC C/B WTR THIS DATE:

1. send me the 2 veh invoices & the signed agreement
2. i can then send you what i need
3. wtr adv need to get signed agreement. will send soon

WTR EMAILED MR. MERTENS THIS DATE:

1. s/w sales mgr Mike J.
2. he will have the vehicle available for cust inspection
3. please contact Mike ahead of time to let him know when you will be coming in
4. please let me know if this veh will work for you.

*** NOTES 02/26/2009 05:51 PM Central Daylight Time SBowyer Action Type:Manager review
F/U W/ CUST 3/2

*** NOTES 03/02/2009 10:22 AM Central Daylight Time SBowyer Action Type:E-mail rec.
MR. ██████████ EMAILED WTR 2/28:

1. we drove & inspected the veh
2. the **PASS** arb is working correctly
3. pls send us the letter asap so we may speed this along

WTR RESPONDED THIS DATE:

1. will send out letter this week
2. thank you for your response

*** NOTES 03/02/2009 11:52 AM Central Daylight Time SBowyer Action Type:Correspondence sent
WTR SENT VIA FEDEX TO CUST THIS DATE:

1. final SOC offer letter
- outgoing tracking #: 9721-9811-7840
incoming tracking #: 9721-9811-7850

FU W/ CUST 3/4

*** NOTES 03/04/2009 08:13 AM Central Daylight Time SBowyer Action Type:Manager review
CUST EMAILED WTR 2X AFTER COB 3/3:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736185 ██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007 Jeff Wyler Kia	

2. adv has 84m/100k COST GAURD ESC- wants transferred to replacement veh

WTR RESPONDED TO CUST VIA EMAIL THIS DATE:

1. thanked cust for signed letter
2. ESC cust elected to purchase is an aftermarket warranty not from KMA
3. wtr cannot assist in transfer- referred cust to s/w ESC company or selling dlr for any further details

SIGNED OFFER LETTER ADDED TO FILE THIS DATE

*** NOTES 03/04/2009 08:20 AM Central Daylight Time SBowyer Action Type:Facsimile sent
WTR SENT VIA FAX TO KMFC THIS DATE:

1. signed offer letter, new & old veh invoices

*** NOTES 03/04/2009 10:01 AM Central Daylight Time SBowyer Action Type:E-mail rec.
WTR RCVD EMAIL FROM JESSICA @ KMFC THIS DATE:

1. provided SOC d**OCS**

PRINTED D**OCS** & ADDED TO HARD FILE

*** NOTES 03/04/2009 06:21 PM Central Daylight Time SBowyer Action Type:Manager review
CREATE DLR PKG 3/9

*** NOTES 03/09/2009 02:11 PM Central Daylight Time SBowyer Action Type:E-mail rec.
MR. ██████████ EMAILED WTR THIS DATE:

1. are we on track for this week?
2. i am going out of town next week
3. i need to schedule to get my satellite radio removed

WTR RESPONDED TO CUST:

1. on track to complete dlr packet soon
2. will let cust know

*** PHONE LOG 03/09/2009 02:52 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SALES MGR MIKE J. @ OH007 THIS DATE:

1. ready to fax dlr packet- what is fax #?
2. mike provid: 513-753-2399
3. mike asked " am i making any money on this?"- wtr adv don't think so- will ask
4. wtr adv dlr will submit as sale for the month- any rebates through KMFC for KAPR dlr will get- but do not submit as RSALF
5. Mike thanked wtr for update- will wait for cust's call

*** NOTES 03/09/2009 04:26 PM Central Daylight Time SBowyer Action Type:Facsimile sent

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736185 ██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007	Jeff Wyler Kia

1. SOC dlr packet

*** NOTES 03/09/2009 04:45 PM Central Daylight Time SBowyer Action Type:E-mail sent
WTR EMAILED CUST THIS DATE:

1. dlr packet w/GM Mike
2. pls call him to schedule a day this week to complete the transaction

F/U W/ DLR 3/13

*** NOTES 03/11/2009 03:59 PM Central Daylight Time SBowyer Action Type:Manager review
WTR RCVD EMAIL FROM CUST THIS DATE:

1. we have finished trading the veh's today
2. we hope we don't have this problem ever again
3. so that we can be happy kia customers- thank you

WTR RESPONDED TO CUST (cc'd TODD @ bbb on all emails)

1. thank you for your patience. enjoy your new vehicle
2. call wtr w/ any questions/concerns

*** PHONE LOG 03/13/2009 11:36 AM Central Daylight Time SBowyer Action Type:Outgoing call

WTR S/W SALES MIKE J (@ OH007:

1. status of paperwork?
2. Mike adv his corporate office has it
3. they are getting one more thing on it that you need & they will send it soon
4. wtr thanked Mike

F/U W/ DLR 3/18 IF NO D**OCS** RCVD BY THEN

*** PHONE LOG 03/18/2009 10:54 AM Central Daylight Time SBowyer Action Type:Outgoing call

WTR LVM FOR SALES MGR MIKE J (@ OH007 THIS DATE:

1. status of soc d**OCS**?
2. req'd c/b to discuss status- gave wtr direct #

F/U W/ DLR 3/23 IF NO D**OCS** RCVD BY THEN

*** PHONE LOG 03/23/2009 10:51 AM Central Daylight Time SBowyer Action Type:Outgoing call

WTR LVM FOR SALES MGR MIKE J (@ OH007 THIS DATE:

1. status of soc d**OCS**?
2. req'd c/b to discuss status- gave wtr direct #

F/U W/ DLR 3/25 IF NO C/B BY THEN

*** PHONE LOG 03/25/2009 10:53 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SALES MIKE J (@ OH007 THIS DATE:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736185 ██████████	K1531379	9,700
Loveland, OH ██████████		Prod. Date: 5/11/07	Dealer: OH007 Jeff Wyler Kia	

3. asked for wtr's # to have corporate office c/b wtr - they should have everything
4. wtr thanked Mike

*** NOTES 03/25/2009 10:58 AM Central Daylight Time SBowyer Action Type:Manager review
F/U W/ DLR 3/27 IF NO CB BY THEN

*** NOTES 03/26/2009 09:49 AM Central Daylight Time SBowyer Action Type:Manager review
WTR RCVD FROM OH007 THIS DATE:

1. SOC d**OCS**
2. missing old veh ODO statement. release is not signed. & no final RO

WTR S/W SALES BENJI THIS DATE:

1. asked for Mike J.
2. was adv Mike is off today
3. asked for Jeff wyler corp #: was given 513-753-7450

*** PHONE LOG 03/26/2009 10:00 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W OFFICE SUPERVISOR CAROLYN BIGGER @OH007 THIS DATE:

1. adv release not signed, no original veh ODO from turn in. & no final RO
2. Carolyn adv will call svc mgr to get RO going. will have to s/w Mike Jasper about the other d**OCS**
3. wtr gave phone & fax info to Carolyn. will need originals of those d**OCS**
4. Carolyn adv will cb wtr once has more info

*** PHONE LOG 03/27/2009 12:12 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR CAROLYN BIGGER @OH007 THIS DATE:

1. status of d**OCS**?
2. pls c/b wtr- gave wtr phone info

*** PHONE LOG 03/27/2009 01:53 PM Central Daylight Time SBowyer Action Type:Incoming call
CAROLYN BIGGER FROM OH007 LVM FOR WTR THIS DATE:

1. i s/w Mike Jasper
2. we need to get the cust back in to sign the release & the original ODO statement you need
3. i have the ro you requested & had it faxed- let me know if you need it changed
4. thank you

*** PHONE LOG 03/27/2009 02:08 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W CAROLYN BIGGER THIS DATE:

1. adv will email cust to come in for release & ODO statement
2. pls adv Mike Jasper to wait for cust call
3. Carolyn agreed

*** NOTES 03/27/2009 02:22 PM Central Daylight Time SBowyer Action Type:E-mail sent
WTR EMAILED CUST THIS DATE:

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736185 [REDACTED]	K1531379	9,700
Loveland, OH [REDACTED]		Prod. Date: 5/11/07	Dealer: OH007	Jeff Wyler Kia

3. these are needed to complete the process
4. thank you very much

*** NOTES 03/27/2009 02:24 PM Central Daylight Time SBowyer Action Type:Manager review
WTR RCVD VIA FAX FROM OH007 THIS DATE:
1. FINAL RO # 686880

*** NOTES 03/30/2009 08:39 AM Central Daylight Time SBowyer Action Type:E-mail rec.
CUST RESPONDED TO WTR 3/27:
1. if you can PDF me the d**OCS**. i can get them back to you quicker
2. or i can go in on a saturday if they are available

WTR REPLIED:
1. attached PDF of: Release for SOC
2. adv cannot send ODO- is on dlr's end
3. recom'd cust s/w Mike Jasper to arrange to go in for that
4. dlr is open on saturdays

F/U W/ CUST 4/1 IF NO **OCS** OR RESPONSE BY THEN

*** PHONE LOG 03/31/2009 01:18 PM Central Daylight Time SBowyer Action Type:Incoming call
OFFICE MGR CAROLYN @ OH007 C/B WTR THIS DATE:
1. the c

*** THIS FIELD HAS EXCEEDED THE MAXIMUM LIMIT. THE ABOVE ENTRY MAY HAVE BEEN TRUNCATED

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736575 ██████████	K1431612	11,500
BONITA, AZ ██████████		Prod. Date: 7/28/06	Dealer: AZ038 Zamora Kia of Yuma	

Case History

Complaint *RenAIR Assistance*

*** PHONE LOG 04/02/2008 10:47 AM US Mountain Standard Time JHirshfield

Purchased 3/27/08 -car still at dealership!!! Purchased car-went to start -check engine light on and *PASS*enger *AIR* bag off with *PASS*enger sitting in it. Service manager called 03/28/08 -car was ready to be picked up. Started the car-engine check light still on and *AIR* bag off light still on. While car was at the dealership the right front rim was damaged. Today, April 1st-car was to be ready at 2:00 , it is now 7:00 in the evening and still have not driven our new vehicle. Please check on the situation-we are disappointed in the service

2. Request -- Please check on this and give us a call.

Thank You
██████████

*** PHONE LOG 04/02/2008 01:27 PM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called Mr ██████████ wrt LVM requesting a callback. provided case # and contact information

*** CASE CLOSE 04/02/2008 01:27 PM US Mountain Standard Time UValencia

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735485 ██████████	K1474072	871
Corpus Christi, TX ██████████		Prod. Date: 6/15/07	Dealer: TX109 Cantwell Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 07/18/2008 10:51 AM US Mountain Standard Time RSabin
CUST STATED

- 1 I PURCHASED MY VEH ON 5/31 AND WE HAVE BEEN BACK 3 TIMES FOR THE **OCS** LIGHT BEING ON CONSTANTLY
- 2 THE LAST TIME I TOOK THE VEH IN. THE DLR REPLACED THE SEAT AND SAID THE VEH WAS FIXED
- 3 SIX DAYS LATER THE LIGHT CAME BACK ON
- 4 THE GEN MGR SAID HE WOULD TRADE ME OUT OF THIS VEH BUT I WOULD HAVE TO PAY ANOTHER \$2,000.
- 5 I DROVE ANOTHER VEH AND HAD THE SAME PROBLEM. THE THIRD VEH I DROVE WORKED FINE
- 6 I WANT A NEW VEH WITHOUT HAVING TO PAY ANY EXTRA MONEY
- 7 THE DLR SAID I COULD GO THROUGH ARBITRATION BUT IT WOULD TAKE 6 MONTHS
- 8 I SAID. NO. I JUST WANT THIS VEH FIXED
- 9 I HAVEN'T CALLED THE DLR SINCE THE **AIRBAG** LIGHT CAME BACK ON 3 DAYS AGO
- 10 IF YOU LIKE. I CAN TAKE THE VEH TO THE DLR RIGHT NOW

WRITER ADVISED

- 1 APOLOGIZED FOR PROBLEM
- 2 WE WILL STAND BEHIND THE WARRANTY AND FIX THE VEH BUT I COULD NOT HELP YOU IN GETTING THE VEH REPLACED
- 3 I CAN FOLLOW UP WITH THE DLR TO BE CERTAIN THEY USE THE TOOLS AND RESOURCES THAT KIA HAS MADE AVAILABLE
- 4 IF YOU TAKE THE VEH IN TODAY. I CAN FOLLOW UP FOR YOU
- 5 PROVIDED EXT #

CUST STATED

1 OK. THANKS

*** PHONE LOG 07 21 2008 01:55 PM US Mountain Standard Time RChacon Action Type Incoming call
CUSTOMER MRS. MEURER STATED:

1. WE SEEM TO HAVE AN ONGOING PROB WITH THE **PASS** SIDE **AIRBAG**
2. WE HAVE TAKEN VEH TO TX109 ABOUT 3 X'S FOR THE PROBLEM
3. THE LAST TIME WE TOOK VEH IN. THEY HAD TO REPLACE THE SEAT
4. THE VEH WAS TAKEN BACK TO DEALER ON FRIDAY. WE JUST CALLED THEM TODAY TO FIND OUT THE STATUS. AND THEY TOLD ME THEY ARE WAITING ON KIA TECH LINE TO RESPOND
5. WE ARE CURRENTLY IN A LONER VEH WHICH WE CAN ONLY DRIVE FOR 50 MILES. AND WE WANT OUR CAR

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. I DO SEE OPEN CASE WITH RSABIN
3. I WILL DOCUMENT YOUR CALL IN CASE FILE
4. YOUR FCM RSABIN WILL BE FOLLOWING UP WITH SVC MGR TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE PROB
5. IF THEY ARE HAVING DIFFICULTY IN MAKING A PROP **REP****AIR**. WE WILL INVOLVE OTHER KIA RESOURCES
6. ONCE INFO BECOMES AVAILABLE REGARDING CASE. YOUR FCM WILL FOLLOW UP WITH YOU
7. PROVIDED CASE #

CUSTOMER STATED:

1. THANK YOU

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>
██████████	██████████	KNDJD735485 ██████████	K1474072	871
Corpus Christi, TX ██████████		Prod. Date: 6/15/07	Dealer: TX109	Cantwell Kia

*** PHONE LOG 07/22/2008 09:03 AM US Mountain Standard Time SLamp Action Type:Outgoing call
BILL, SVC MGR TX109 STATED
1 I'M WAITING FOR TECH LINE AND MY DPSM TO CALL ME
2 WE DID THE FIX RECOMMENDED BY TECH LINE. IT DIDN'T WORK
3 CUST HAS CALLED ME SEVERAL TIMES, VERY UNHAPPY

WRITER STATED
1 OK. THANKS

*** PHONE LOG 07/22/2008 09:05 AM US Mountain Standard Time SLamp Action Type:Outgoing call
DPSM JHERRERA LVM
1 PROVIDED CASE NOTES
2 NOT SURE IF YOU WANT ME TO DISPATCH THIS OR HOLD ON TO IT
3 PLEASE CALL ME BACK TO ADVISE. EXT 45458

*** PHONE LOG 07/22/2008 01:51 PM US Mountain Standard Time SLamp Action Type:Incoming call
DPSM JHERRERA LVM
1 THERE'S A SOFTWARE UPDATE THAT IS AVAILABLE FOR THE CUST'S CONCERN
2 I CALLED THE DLR TO BE SURE HE IS AWARE
3 PLEASE CALL ME IF YOU HAVE QUESTIONS

*** PHONE LOG 07/23/2008 11:32 AM US Mountain Standard Time SLamp Action Type:Outgoing call
BILL, SVC MGR, STATED
1 WE ARE WAITING ON THE SOFTWARE. I SHOULD RECEIVE IT TODAY
2 THE CUST IS IN A LOANER VEH

WRITER STATED
1 OK. THANKS

*** PHONE LOG 07/23/2008 11:40 AM US Mountain Standard Time SLamp Action Type:Outgoing call
WRITER CALLED CUST. STATED
1 I SPOKE WITH THE DLR AND THE DPSM
2 THE DLR IS WAITING FOR THE SOFTWARE TO UPDATE YOUR VEH
3 I'LL STAY IN TOUCH UNTIL THE VEH IS FINISHED

CUST STATED
1 I'LL BE ON VACATION TILL NEXT MON
2 THANKS

*** PHONE LOG 07/29/2008 11:16 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED DPSM JHERRERA LVM:
1. THE DLR IS STILL WAITING ON A SOFTWARE UPDATE ACCORDING TO THE CUST
2. THE CUST VEH IS STILL AT THE DLR
3. PLEASE CALL ME BACK TO ADVISE. EXT # 45458

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Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735485 ██████████	K1474072	871
Corpus Christi, TX ██████████		Prod. Date: 6/15/07	Dealer: TX109 Cantwell Kia	

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

Send to:[JHERRERA@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 07/29/2008 01:01 PM US Mountain Standard Time RSabin Action Type:Incoming call
DPSM JHERRERA ADVISED:

1. I TALKED TO THE DLR AND THEY RECEIVED THE **OCS** REPROGRAM TOOL
2. IT SHOULD ONLY TAKE A FEW MINUTE'S TO REPROGRAM

WRITER ADVISED:

1. OK THANKS

*** PHONE LOG 07/30/2008 01:54 PM US Mountain Standard Time RSabin Action Type:Outgoing call
BILL. SVC MGR. STATED

1. THE TOOL CAME IN AND THE VEH WAS FIXED AND PICKED UP

WRITER ADVISED:

1. OK THANKS

*** PHONE LOG 07/30/2008 01:57 PM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED CUST ADVISED:

1. I WANTED TO SEE IF YOUR **AIR** BAG LIGHT CAME BACK ON

CUST STATED:

1. THE VEH SEEM'S TO BE FIXED THE LIGHT HAS NOT COME BACK ON
2. THANKS FOR YOUR HELP

*** CASE CLOSE 07/30/2008 01:57 PM US Mountain Standard Time RSabin

*** CASE CLOSE 10/08/2008 10:56 AM US Mountain Standard Time TMacalac

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735985 ██████████	K1538649	300
nokesville, VA ██████████		Prod. Date: 6/8/07	Dealer: VA015 Malloy Kia	

Case History

Complaint *Rep AIR Assistance*

SURVEY DATE : 01/05/2009
VEHICLE REPORT OF SALE DATE : 12/30/2008

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 01/06/2009 09:10 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. left vm for customer
2. following up with survey
3. left case#. contact#

*** CASE CLOSE 01/06/2009 09:10 AM US Mountain Standard Time HReynolds
pending customer call back

*** PHONE LOG 01/06/2009 12:33 PM US Mountain Standard Time ASchombert Action Type:Incoming call
Mr. ██████████ stated

1. windshield looks like dust or something but. does not come off
2. the glass specialist came and they said it is not on the surface but. in the layers of the glass
3. **PASS**enger **AIR** bag light/sensor doesn't go off very often if ever and I don't think that is safe
4. the dealer sat in it and looked at it and it never went off but. they have not done anything yet
5. I need to call Malloy Kia to make an appointment
6. the factory rep was out last week and they want me to bring it in when he can look at the windshield

Writer stated

1. apologized
 2. updated info (no open recalls)
 3. advised customer to call back when have appointment
 4. advised will follow up that concerns are addressed
 5. provided case #
- customer thanked writer and call ended

*** CASE CLOSE 01/06 2009 12:37 PM US Mountain Standard Time ASchombert
pending customer call back with dealer appointment

*** PHONE LOG 01/09/2009 07:19 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I HAVE A CASE NUMBER.
2. I WAS JUST CALLING TO LET YOU KNOW THAT I AM TAKING MY CAR TO THE DLR TODAY.
3. THEY ARE GOING TO REPLACE THE WINDSHIELD.
4. THEY ARE ALSO GOING TO LOOK INTO THE **PASS**ENGER'S SIDE **AIR** BAG.

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735985 ██████████	K1538649	300
nokesville, VA ██████████		Prod. Date: 6/8/07	Dealer: VA015 Malloy Kia	

WRITER STATED

1. WRT THANKED THE CST FOR CALLING.
2. WRT WILL CALL THE DLR AND CONTACT THE CST BACK.
3. CST CAN BE REACH AT ██████████

*** PHONE LOG 01/09/2009 07:53 AM US Mountain Standard Time APatrick Action Type:Incoming call
CUST STATED:

- 1: I HAD A DEFECT IN MY WINDSHIELD
- 2: THE FACTORY REP SAID OK TO REPLACE
- 3: I AM HERE GETTING THAT DONE AND THE WINDSHIELD DOES NOT HAVE PLASTIC ON IT OR ANY THING
- 4: THIS IS NOT A KIA WINDSHIELD I SHOULD GET A GENUINE KIA WINDSHIELD

WRITER ADVISED:

- 1: WOULD ONLY INSTALL PART THAT MEETS OR EXCEEDS FACTORY SPECS
- 2: WOULD INSTALL WINDSHIELD THAT WAS MANUFACTURED HERE
- 3: DO NOT STOCK WINDSHIELDS FROM KOREA
- 4: IS IT A USED WINDSHIELD

CUST STATED:

- 1: NO BUT THERE IS NO PROTECTION ON IT IN THE BACK OF THE VAN
- 2: (CUST TALKED WITH SERV MGR IN BACKGROUND SAME THINGS SAID)
- 3: I GUESS I HAVE NO CHOICE GO AHEAD AND INSTALL IT WILL BE OK
- 4: THANKS GOODBYE

*** PHONE LOG 01/12/2009 12:50 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED VA015 AND SPOKE TO CHRIS IN SVC.
2. WRT ASKED CHRIS FOR A SVC UPDATE.
3. HE STATED:
 - a) THE CST SPOKE TO THE SALE MGR.
 - b) HE SAID THAT THERE WAS AN **AIR** BAG ON.
 - c) I CHECKED THE COMPUTER AND THE ONLY THING I COULD FIND WAS A BATTERY W/ A LOW VOLTAGE.
 - d) WE HAVE A BATTERY COMING UP THAT SHOULD BE HERE TOMORROW.
4. WRT THANKED CHRIS FOR HIS ASSISTANCE.

*** PHONE LOG 01/13/2009 03:10 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED VA015 AND SPOKE TO CHRIS IN SVC.
2. WRT ASKED CHRIS FOR A SVC UPDATE.
3. HE STATED:
 - a) WE HAD A BATTERY ON ORDER.
 - b) WE GOT THE BATTERY AND AS FAR AS I AM CONCERN IT'S READY TO GO.
 - c) THE SVC TECH WANTED TO KEEP IT HERE AND RUN SOME MORE TESTS TO SEE IF HE COULD DUPLICATE THE **AIR** BAG LIGHT CONCERN.
 - d) THE CST HAS BEEN SPEAKING TO THE SALES MGR ABOUT AN ISSUE W/ THE **PASS**ENGER'S SIDE **AIR** BAG.

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735985 ██████████	K1538649	300
nokesville, VA ██████████		Prod. Date: 6/8/07	Dealer: VA015 Malloy Kia	

- e) WE HAVEN'T BEEN ABLE TO DUPLICATE HIS CONCERNS.
- f) LIKE I SAID. WE JUST FOUND A LOW BATTERY CODE.
- 4. WRT THANKED CHRIS FOR THE INFO.
- 5. WRT WILL CALL BACK TOMORROW FOR AN UPDATE.

*** PHONE LOG 01/14/2009 03:01 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

- 1. WRT CALLED VA015 AND SPOKE TO CHRIS IN SVC.
- 2. WRT ASKED CHRIS FOR A SVC UPDATE.
- 3. HE STATED:
 - a) WE GOT A PART ON ORDER.
 - b) WE HAD TO CALL OUR REP. TOM NASSAR FOR APPROVAL BECAUSE THE PART IS WELL OVER \$800
 - c) WE WERE ABLE TO DUPLICATE THE CONCERNS W/ THE GDS ON HAND.
 - d) TOM NASSAR APPROVED IT AND WE GOT THE SEAT CUSHION ON ORDER.
 - e) THE PART # IS 88200 3E701YC5.
- 4. WRT THANKED CHRIS FOR HIS ASSISTANCE.

*** PHONE LOG 01/15/2009 02:11 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

- 1. WRT CALLED VA015 AND SPOKE TO MARK IN PARTS.
- 2. WRT ASKED MARK FOR THE STATUS OF THE ORDER.
- 3. HE STATED:
 - a) WE GOT THE PART IN THIS MORNING.
 - b) THEY ARE PUTTING IT ON AS WE SPEAK.
- 4. WRT THANKED MARK FOR HIS ASSISTANCE.

*** PHONE LOG 01/15/2009 02:12 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

- 1. WRT CALLED MR. ██████████
- 2. CUSTOMER WAS NOT AVAILABLE.
- 3. WRT REACHED THE CST'S V.M.
- 4. WRT LEFT A VOICE MESSAGE.

*** PHONE LOG 01/16/2009 03:05 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

- 1. WRT CALLED MR. ██████████
- 2. WRT ASKED THE CST FOR THE CONDITION OF THE VEHICLE.
- 3. HE STATED:
 - a) I PICKED IT UP.
 - b) THE CAR IS FINE.
 - c) THANK YOU

*** CASE CLOSE 01/16/2009 03:06 PM US Mountain Standard Time ERuiz

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735985 ██████████	K1538649	300
nokesville, VA ██████████		Prod. Date: 6/8/07	Dealer: VA015 Malloy Kia	

*** PHONE LOG 02/04/2009 09:14 AM US Mountain Standard Time RChacon Action Type: Incoming call

CUSTOMER STATED:

1. GAVE CASE #
2. REITERATED CONCERNS IN CASE
3. THE **AIR**BAG SEEMS TO BE WORKING BETTER. BUT THERE IS STILL AN INTERMITTENT PROB WITH IT. THE LIGHT WILL STILL COME ON AT TIMES
4. I AM ALSO NOW HAVING AN INTERMITTENT PROB WITH THE ESC LIGHT COMING ON
5. WHAT DO I DO?
6. CAN I TAKE VEH TO A CLOSER KIA DEALER?
7. CAN I GET A LONER VEH WHEN I LEAVE VEH?

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. ADVISED OF 5/60 BI.W. 5/60 R/S COVERAGE. AND 10/100 PTW'S
3. A RENTAL. OR LONER VEH IS NOT A PROVISION OF YOUR KIA WARR
4. KIA MAY ASSIST ON A CASE BY CASE BASIS
5. RENTAL DECISION WILL NOT COME FROM THIS OFFICE
6. RENTAL REQUEST CAN BE REVIEWED WITH SVC MGR @ DEALER. AND AREA REP
7. RECOMMEND TAKING VEH TO ANY KIA DEALER FOR DIAG
8. ONCE VEH IS @ DEALER CALL US TO ADVISE
9. WE WILL FOLLOW UP WITH DEALER TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE VEH PROB'S
10. ADVISED OF NEAREST KIA DEALER AIC KIA OF MANASSAS

CUSTOMER STATED:

1. THANK YOU

*** CASE CLOSE 02/04/2009 09:15 AM US Mountain Standard Time RChacon

*** CASE CLOSE 04/09/2009 11:14 AM US Mountain Standard Time TMorales

AIRbag Tread Review Complete

**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]	KNDJD735285 [REDACTED]	K1446028	1,850
Merritt Island, FL [REDACTED]		Prod. Date: 9/12/07	Dealer: FL087	Bob Dance Kia

Case History

Complaint Dealer

*** NOTES 05/12/2008 09:31 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

When I purchased my 2005 Sorento, there were a series of issues to correct and as a new vehicle. I understood that certain adjustments or calibrations could be required. The dealership was prompt and productive. Their service at the time influenced me to purchase another Kia. I recently purchased a 2008 Sorento from the same dealership and I'm here to tell you, it was like purchasing a vehicle from an entirely different dealership. The sale was extremely rushed to get me out of the door before I changed my mind and the promises were empty. The vehicle was sold with an empty tank of fuel, which they claimed they lost their gas card and they would refund me. We had to go back three different times and only \$20 of the \$57.00 was refunded. They had lost the keyless remotes and promised if I return in two days, they would have the remotes. It took over a month and the only reason it finally happened was due to me writing Kia. Anyhow, the real reason for this email is that I requested the **AIR** bag seat sensor be adjusted prior to us leaving the lot on the day of purchase and it never was. They claimed all we had to do is return in a day or so and they would jump on it. We did...and they could not comply at that time. So we made another appointment, took time out from work, drove to the dealership...only to find out that they did not have the tool to adjust the seat sensor to activate the **AIR** bag. The adult **PASS**enger that usually sits in the seat weighs approximately 150 lbs, which is ample weight for the front seat. We have been driving for approximately 4 months now with a deactivated **PASS**enger **AIR** bag. One of the reasons we purchase a vehicle with **AIR** bags is to potentially save our lives during an accident. If an accident occurs and one of the reasons for serious injury is attributed to a deactivated **AIR** bag due to a Kia dealership not having proper equipment to service their vehicles...we all know what comes next. So, my inquiry is...does Kia require dealerships to have such tools on hand or is it protocol for Kia dealerships to require their mechanics to have the tool and not the dealership? Reason is...the excuse given to us is that one of their mechanics that had that specific tool left and they have been waiting on a tool. I personally believe **AIR** bag seat sensor adjustments is a critical concern and Kia shouldn't allow their customers to ride four months with deactivated safety equipment. I would appreciate a response so we can eventually resume driving with a safe vehicle.

Thanks.

[REDACTED]

*** PHONE LOG 05/14/2008 07:06 AM US Mountain Standard Time E Escobedo Action Type: Outgoing call

Writer called Mr. [REDACTED]:

1. Well my two main concerns is how i got th eveh when i bought it
2. It had this plastic wrapping residue, like a glue on the car
3. DLR promised they would get the veh washed, they have not done so since and the glue residue is still on the veh
4. Second is the **AIR** bag light. DLR told me there needs to be an adjustment made, but their tech which had the tool quit on them
5. So they keep saying they need a tool to reprogram the **OCS**. Now i KNOW this means that when my wife or daughter sit there the **AIR** bag is NOT on
6. This is a safety concern and i want it fixed, so what do i do? can i go to a different DLR?

Writer:

1. Sorry
2. Advised cust writer would like to involve DLR and DPSM
3. Will request appropriate next cours of action from DPSM
4. After whcih can call cust back directly with new info/options.

Cust:

1. Ok thanks.

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Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735285 ██████████	K1446028	1,850
Merritt Island, FL ██████████		Prod. Date: 9/12/07	Dealer: FL087	Bob Dance Kia

*** PHONE LOG 05/15/2008 06:20 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call

Writer called Service director AJ who stated:

1. I just talked to DPSM Jack Bramble today
2. Its the adjustment tool we need to reprogram the **OCS**, its cost allot so KIA wont let us just borrow it
3. I have several vehs we need to do so jack is coming in then
4. DPSM told me he will be in here by the 2nd of June. maybe sooner
5. I know cust is upset. let him kno will be calling him very soon im going to put him in a rental in the meantime
6. Im going to detail the veh and give him his new key Fobs he is getting anythin ghe wants from us to tellthe truth, new car, we dont want him angry.

Thanked AJ:

1. Writer will relay info to cust

*** PHONE LOG 05/15/2008 08:20 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call

Writer called Mr ██████████

1. Advised cust DPSm statements and DLR statement
2. Dlr will contact cust soon regarding the rep **AIR**
3. As well cust will get a alternate veh and his veh will be washed and detailed

Cust:

1. Great thats good to hear. thank you.

*** CASE CLOSE 05/15/2008 08:21 AM US Mountain Standard Time EEscobedo

*** CASE CLOS 07.08 2008 09.11 AM US Mountain Standard Time JHirshfield

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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>
██████████	██████████	KNDJD736X75 ██████████	K1415989	17,528
Albuquerque, NM ██████████		Prod. Date: 11/8/06	Dealer: nm010 Garcia Kia	

Case History

Complaint *RepAIR Assistance*

*** NOTES 02/19/2008 03:14 PM clarify Action Type: Manager review
*** Performed by contact: ██████████

On Jan.1.2008 we bought the 2007 Serento and the *PASS*enger *AIR* bag light stated that the *AIR* bag was off. We took it to Garcia Kia in Albuquerque and their response was we had to sit in the seat in the most vertical position for the *AIR* bag to be operational. This is not true because the *AIR* bag light saying that it is not on is displayed whether vertical or nonvertical position. We were told there was nothing could be done. WHAT DO WE DO IN CASE OF AN ACCIDENT AND THE *AIR*BAG DOES NOT DEPLOY?

*** PHONE LOG 02/21/2008 06:33 PM US Mountain Standard Time LSims Action Type: Incoming call

Wtr called and spoke to Ms ██████████ who stated:

1. we bought the car used
2. we took it to Garcia Kia on the 11th
3. they said that we have t be sitting perfectly straight in the seat
4. we have tried that and it does not work

wtr stated:

1. apologized
2. wtr will contact the dealer and also get the appropriate personnel at kia involved to see if there are any solutions to the problem
3. wtr will cb

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

Send to: [CValstar@kiausa.com]

Hello Cor,

I just wanted you to be aware of this case. I am going to call the dealer tomorrow and speak to the SM to make sure he is aware. I know that there now is a re flash tool to correct the problem with the *PASS*enger side *AIR*bag light. staying on in the 07 Sorentos. I know either you or an FTR will have to preform the update. So in case you wanted to call the SM to make sure the dealer is educated. I will also be following up with you on this tomorrow.
Thank you. Kendra ext 45698

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

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*** PHONE LOG 02/25/2008 03:01 PM US Mountain Standard Time LSims Action Type: Incoming call

wtr spoke to Mary in service who stated

1. Sm is not available - he is in a meeting
2. he wont be back til around 4

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1415989	17,528
Albuquerque, NM ██████████		Prod. Date: 11/8/06	Dealer: nm010 Garcia Kia	

wtr stated:

1. wtr will need to speak to the SM
2. there is a re flash for the problem that the owner is having
3. gave 800# and ext for SM to return call

*** PRIORITY CHANGE 02/25/2008 03:02:49 PM LSims

*** PHONE LOG 02/26/2008 03:16 PM US Mountain Standard Time LSims Action Type:Incoming call

wtr spoke to Bob SM who stated:

1. i spoke to Cor Valstar and he said there is a re flash for this
2. and Richard Peralta has to do it

wtr stated:

1. yes, that is wtrs reason for the call
2. wtr would like to know how SM wants to handle this to get the FTR in
3. will SM call the FTR and find out when can come in- then cb wtr

SM stated:

- 1.ok, i will call him then call you back

*** PHONE LOG 02/27/2008 03:05 PM US Mountain Standard Time LSims Action Type:Outgoing call

Wtr spoke to bob in service who stated:

1. i am sorry i thought i said that i would give you a call when the FRT calls me back
2. i have left him a message and i have emailed Cor Valstar
3. as soon as i hear something i will call you

wtr stated:

I thank you

*** PHONE LOG 02/27/2008 03:09 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr lvm for Ms ██████████ requesting cb

*** PHONE LOG 03/03/2008 06:10 PM US Mountain Standard Time LSims Action Type:Incoming call
Wtr called Cor Valstar voice mail message stated

* will be on vacation until March 3rd*

*** NOTES 03/03/2008 06:18 PM US Mountain Standard Time LSims Action Type:Manager review

** wtr will call SM to see if FTR has made contact to set up an appointment**

**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>
██████████	██████████	KNDJD736X75██████████	K1415989	17,528
Albuquerque, NM ██████████		Prod. Date: 11/8/06	Dealer: nm010 Garcia Kia	

wtr lvm for Bob Sm requested cb

*** PHONE LOG 03/04/2008 01:38 PM US Mountain Standard Time LSims Action Type:Incoming call
Bob Cb and stated:

1. have not called you because i have not heard from Richard Peralta
2. he said that he was going to check with Cor to see when he was going to be out there
3. and i haven't heard anything since

wtr stated:

1. thank you
2. will call Cor Valstar

*** PHONE LOG 03/11/2008 12:06 PM US Mountain Standard Time LSims Action Type:Incoming call
wtr lvm for SM Bob requesting cb

*** PHONE LOG 03/11/2008 12:07 PM US Mountain Standard Time LSims Action Type:Incoming call
wtr lvm for Cor Valstar requesting cb

*** PHONE LOG 03/11/2008 12:18 PM US Mountain Standard Time LSims Action Type:Incoming call
Bob Sm stated:

1. i wish i could tell you something
2. but we have not heard from Richard (FTR) or Cor

wtr stated:

1. ok. thank you for calling back
2. wtr has placed another call to Cor Valstar
3. wtr will wait for a return call
4. if wtr does not receive an answer then wtr will forward case to the region for handling

Bob stated:

1. thank you

*** PHONE LOG 03/11/2008 12:19 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr called Ms Michel and lvm requesting cb

*** PHONE LOG 03/11/2008 03:34 PM US Mountain Standard Time LSims Action Type:Incoming call
Cor Valstar called and stated:

1. The FTR has not been out there and he is not going to
2. we are re aligning the region so he will not be with us in this region
3. he is going on vacation - will try to have him send me the tool so that i can do it
4. i will be at the dealer next week
5. call me back on Friday

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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>
██████████	██████████	KNDJD736X75 ██████████	K1415989	17,528
Albuquerque, NM ██████████		Prod. Date: 11/8/06	Dealer: nm010 Garcia Kia	

wtr stated:

1. thank you, wtr will cb

*** PHONE LOG 03/17/2008 10:14 AM US Mountain Standard Time LSims Action Type:Outgoing call

wtr called Cor Valstar who stated

1. i am supposed to have the tool in my hand on Thurs
2. then i will be at the dealer on Friday
3. Bob Tate made an appointment with the customer on Fri
4. this is as long as i actually get the tool on Thurs

wtr stated:

1. thank you. will call customer

*** PHONE LOG 03/17/2008 10:15 AM US Mountain Standard Time LSims Action Type:Outgoing call

wtr lvm for Ms ██████████ requesting cb

*** PHONE LOG 03/17/2008 02:28 PM US Mountain Standard Time LSims Action Type:Incoming call
SM Bob cb and stated:

1. i am just calling back to follow up with you
2. Cor Valstar will be here on Fri to preform the re flash on the customers veh
3. i have not called her yet - but i will

wtr stated:

1. thank you for the call
2. wtr has also lvm for Ms ██████████ requesting a cb
3. gave VIN and contact info for Ms ██████████

*** PHONE LOG 03 18 2008 12:45 PM US Mountain Standard Time LSims Action Type:Outgoing call

wtr lvm for ms ██████████ reqesting cb

1. the kia rep will be at the dealer on Fri with the tool to re flash the program
2. wtr needs to make sure that caller will be ahold to take the veh in
3. please cb

*** PHONE LOG 03 19 2008 02:08 PM US Mountain Standard Time LSims Action Type:Outgoing call

wtr lvm for ms ██████████ stating

1. this is the final message
2. the kia rep will be at the dealer on Friday
3. please contact the Sm and take the veh in if possible
4. cb wtr if needed

*** CASE CLOSE 03 19 2008 02:08 PM US Mountain Standard Time LSims

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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 AT	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1415989	17,528
Albuquerque, NM [REDACTED]		Prod. Date: 11/8/06	Dealer: nm010 Garcia Kia	

*** CASE CLOSE 04/10/2008 11:06 AM US Mountain Standard Time JHirshfield

AID [REDACTED]

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1454417	21,000
Laverne, CA [REDACTED]		Prod. Date: 5/18/07	Dealer: CA217	Allstar Kia

Case History

Complaint Rep **AIR** Assistance

*** PHONE LOG 06/03/2008 09:34 AM US Mountain Standard Time TDonnelly
CUSTOMER STATES:

1. WONDERING IF KMA HAS A FIX FOR THE **PASS**ENGER SIDE **AIR**BAG LIGHT CONCERN ON SORENTO'S?
2. TOOK CAR TO DEALER BEFORE AND THEY ADVISED THAT CAUSE WAS HOW WE SAT IN THE SEAT.
3. THEY DID NOT TAKE CAR INTO SHOP. JUST EXPLAINED HOW SITTING.
4. SINCE THEN I WAS LOOKING ON LINE AND CAN SEE MANY COMPLAINTS FOR THIS SAME CONCERN?
5. SO DEALER CAN TAKE CAR IN SHOP AND DO DIAGNOSIS AND RULE OUT CERTAIN THINGS?
6. WILL TAKE CAR BACK INTO SHOP. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED IF HAVING ONGOING CONCERN WITH **OCS** LIGHT COMING ON WOULD INVITE CUSTOMER TO GET CAR BACK INTO SHOP FOR FURTHER DIAGNOSIS.
3. THERE CAN BE MANY CAUSES FOR **OCS** LIGHT TO COME ON AND IF IT IS HAPPENING ON MORE THAN ONE PERSON. WOULD NEED TO BRING CAR INTO SHOP
4. ALLOW DEALER TO DO DIAGNOSIS AND DETERMINE IF CAUSE IS RELATED TO MANUFACTURERS DEFECT OR HOW PERSON IS SITTING IN SEAT.
5. DEALER CAN CONFIRM IF ANY STORED CODES IN SYSTEM, IF DEALER HAS NOT DONE THIS PRIOR WOULD BE NEXT RECOMMENDATION.

*** CASE CLOSE 06/03/2008 09:34 AM US Mountain Standard Time TDonnelly

*** CASE CLOSE 07/08/2008 11:03 AM US Mountain Standard Time TMorales

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735185██████████	K1583876	16,000
Conosha, WI ██████████		Prod. Date: 9/14/07	Dealer: WI008 Palmen Kia of Kenosha	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 05/04/2009 10:07 AM US Mountain Standard Time AJudson
Customer States:

1. Just purchased vehicle and having trouble with the *PASS*enger *AIR*bag indicator does not go off.
2. Does not work all of the time and was advised that there is a problem with the *AIR*bag that Kia is aware of.
3. Will have to make an appointment to take the vehicle back, they are talking about replacing the seat pan but not sure.
4. I bought the vehicle because of the safety, if it is not safe, would like the vehicle replaced with one that is.

Writer States:

1. Apologized for the problem.
2. Advised customer that as subsequent owner of the vehicle, he receives the remainder of the 5/60 LBW/RSA/PTW.
3. *AIR*bag is covered for manufacturer defects or defects in materials or workmanship.
4. Advised customer to contact KCA once the vehicle goes in for appointment to address the *AIR*bag concern.
5. Gave customer case number, writers name and extension.

*** CASE CLOSE 05/04/2009 10:07 AM US Mountain Standard Time AJudson

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736175 [REDACTED]	K1383344	800
Pinellas Park, FL [REDACTED]		Prod. Date: 10/20/06	Dealer: FL060 Crown Kia	

Case History

Complaint Dealer

*** PHONE LOG 11/19/2007 08:57 AM US Mountain Standard Time AJudson

Customer States:

1. At the Crown Kia dealer in St. Petersburg.
2. Having some issues and want to know if theres anyone who could give me advise or document my concern.
3. Bought the vehicle on 10/27/07 and been having ongoing issues with it.
4. **PASS**enger side **AIR**bags having issues and FL060 could not duplicate our concern.
5. After we got it home FL060 said they would have a tech contact me about that issue.
6. Said he would have a tech contact me and that was on 11/14/07.
7. On the 13th got a message from salesperson that our payoff was \$90 more.
8. Got to dealer and sales manager said it was \$290 more.
9. Called for the payoff on the 13th of Nov.
10. The car payment on my trade in was on the 5th and now I am late because the payoff was not turned in until 11/13/07.
11. They fimonized my whole car and I have already been back to Kia 3 times since I purchased it.
12. The whole time I was there they were following me around harassing me for the payoff.
13. I told them I wanted some documentation and they finally got it to me.
14. Theres no communication going on down there.
15. Have a message from the salesman saying that they did payoff the car then I get there and the sales manager is following me around about the money.
16. There were scratches all over the vehicle and they put touch up paint all over the vehicle.
17. If I have to eat 10k this will be my last Kia and every time it is the same thing.

Writer States:

1. Apologized for the problems.
2. Dealerships are independently owned and operated.
3. Will document your concerns and report to the management of FL060.
4. Customer should refer to WACI manual or local BBB about consumer rights for the payoff concern.
5. Contact KCA after you take the vehicle into Kia dealer so that we could contact dealer to ensure that all Kia resources are being used to resolve concern.
6. Gave customer case number to reference in order to callback after appointment is made with the dealership.

*** CASE CLOSE 11/19/2007 08:57 AM US Mountain Standard Time AJudson
PENDING CALLBACK

*** CASE CLOSE 01/10/2008 01:49 PM Pacific Daylight Time ELau
Tread Review Completed

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735285 [REDACTED]	K1527296	1,000
Taylor, SC	[REDACTED]	Prod. Date: 2/14/08	Dealer: SC020	Kia of Greer

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 12/01/2008 09:46 AM US Mountain Standard Time APatrick

CUST STATES:

- 1: I HAVE HAD MY VEH TO SC020 SEVERAL TIMES FOR THE SAME PROBLEM
- 2: THE **PASS**ENGER **AIR** BAG LIGHT STAYS ON NO MATTER WHO I HAVE IN THE SEAT
- 3: THE DLR HAS RESET IS SEVERAL TIMES AND NOW SAY THERE IS NOTHING THEY CAN DO FOR ME
- 4: THEY TOLD ME TO GO AHEAD AND CALL YOU

WRITER ADVISED:

- 1: APOLOGIZED
- 2: I WILL CALL THE DLR AND CHECK INTO THIS FURTHER
- 3: WHEN I HAVE FURTHER INFORMATION I WILL CALL YOU BACK

CUST STATED:

- 1: PLEASE CALL MY CELL [REDACTED]
- 2: OK THANKS

*** PHONE LOG 12/01/2008 11:04 AM US Mountain Standard Time APatrick Action Type:Outgoing call

SERVICE REP GARY STATED:

- 1: HAVE RE-FLASHED A COUPLE OF TIMES
- 2: LIGHT STAYS ON AND NOTHING WE CAN TO
- 3: TECHS TELLING US NOT FIX FOR THIS YET
- 4: DPSM HAS NO BEEN INVOLVED

WRITER ADVISED:

- 1: OK THANKS

*** EMAIL OUT APatrick Action Type:External email

Send to:[RSTRICKLEN@KIAUSA.COM]

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

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

ROBERT I DO NOT SEE A TECH CASE ON THIS BUT THE SERV DEPT SAID HAD TALKED TO THEM

PASS AIR BAG LIGHT TROUBLE BRAND NEW LOW MILES IN MULTIPLE TIMES ALL READY

DO YOU HAVE ANY ASSISTANCE TO OFFER

TONY EXT 46385

<<File Attachment: \\copubs\Clarify\OBJ\CA Attachments\SendHistory\Case_K1527296_APatrick_12-01-2008105813.doc >>

*** PHONE LOG 12/01/2008 11:42 AM US Mountain Standard Time APatrick Action Type:Incoming call

RECEIVED E-MAIL FROM DPSM:

- 1: I WILL CALL SERVICE MANAGER ED
- 2: I WILL SEE IF I CAN BE OF ASSISTANCE

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735285 ██████████	K1527296	1,000
Taylors, SC ██████████		Prod. Date: 2/14/08	Dealer: SC020 Kia of Greer	

*** PHONE LOG 12/02/2008 09:33 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER CALLED CUST LEFT VM:
1: CALLING IN REGARD TO CASE
2: PLEASE CALL
3: PROVIDED CASE AND CONTACT NUMBERS

*** PHONE LOG 12/02/2008 10:41 AM US Mountain Standard Time APatrick Action Type:Incoming call
CUST CALLED LEFT VM:
1: RETURNING YOUR CALL
2: CALL ██████████

*** COMMIT 12/02/2008 10:45 AM US Mountain Standard Time APatrick Action Type:Callback Required

*** PHONE LOG 12/02/2008 10:45 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER ADVISED:
1: DPSM HAS BEEN CONTACTED
2: HE WILL CHECK WITH SERV MGR AT DLR
3: WILL LOOK FOR A WAY TO RESOLVE THE ISSUE

CUST STATED:
1: OK THANKS

*** CASE CLOSE 12/02/2008 10:46 AM US Mountain Standard Time APatrick
CLOSING CASE COMMITMENT SET

*** PHONE LOG 12/10/2008 12:10 PM US Mountain Standard Time APatrick Action Type:Incoming call
CUST CALLED LEFT VM:
1: CALLING TO SEE IF THERE IS ANY WORD ON MY VEH
2: PLEASE CALL ██████████

*** PHONE LOG 12/10/2008 02:33 PM US Mountain Standard Time APatrick Action Type:Incoming call
ED SERVICE MANAGER STATED:
1: WE HAVE ACTUALLY NOT EXPERIENCED THE PROBLEM
2: I DO NOT KNOW HOW IT GOT TO NO FIX

WRITER ADVISED:
1: SO THIS MAY BE A NORMAL THING AND NOT EVEN A PROBLEM
2: I USUALLY ADVISE THE CUSTOMER TO COME IN TO THE DLR WITH **PASS**ENGER AND GO THROUGH SYSTEM AND FUNCTIONS

ED STATED:
1: THAT IS EXACTLY WHERE WE NEED TO BE
2: I WILL CALL HER TODAY FOR AN APPOINTMENT SO WE CAN GET RESOLVED

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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 ██████████	K1527296	1,000
Taylor, SC ██████████		Prod. Date: 2/14/08	Dealer: SC020	Kia of Greer

1: I WILL CALL HER IN THE MORNING TO FOLLOW UP

*** PHONE LOG 12/11/2008 10:08 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER CALLED CUST LEFT VM:

- 1: CALLING IN REGARD TO CASE
- 2: ED SHOULD HAVE CALLED TO SET APPOINTMENT YESTERDAY
- 3: NEEDS YOUR ASSISTANCE FOR NEXT STEP
- 4: IF YOU WOULD LIKE WE CAN STILL BE INVOLVED
- 5: CALL US WHEN IN THE DLR AND WE CAN ASSIST IN ANY WAY POSS
- 6: PROVIDED CASE AND CONTACT NUMBERS

*** CASE CLOSE 12/11/2008 10:08 AM US Mountain Standard Time APatrick

*** CASE CLOSE 01/05/2009 06:54 PM US Mountain Standard Time JHirshfield

AID. ...

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736475 [REDACTED]	K1589042	33,000
Fayetteville, NC [REDACTED]		Prod. Date: 8/14/06	Dealer: NC054	Lumberton Kia

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 05/18/2009 06:29 AM US Mountain Standard Time MTrem
Caller Mrs M states:

1. my **PASS**enger side **AIR**bag light is on a lot
 2. my daughter who is bigger then me sits in the seat
 3. I bought my car used from a Ford DLR and told them about it
 4. the Ford DLR said my **PASS**enger isn't heavy enough for the system
 5. I took my car to the Leith Kia of Fayetteville and they did not listen to me
 6. there is a communication problem
 7. I want to take my Kia to a different Kia DLR that will listen to me
- WTR states:
1. updated. no recalls
 2. apologized
 3. gave NC054 number and address
 4. recommend setting up an appointment to have the veh evaluated
 5. the DLR will need to duplicate the problem wiht the **AIR**bag
 6. CST may want to take **PASS**enger with you to demonstrate the problem
 7. that way the DLR can evaluate the **PASS**enger sitting in the seat and see if the system is working correctly
 8. recommend CST review the **AIR**bag section of the OM. it may help answer some questions about the **AIR**bag system
 9. gave case number and contact info
 10. request call back when veh back at DLR

CST thanked WTR and disconnected

*** CASE CLOSE 05/18/2009 06:29 AM US Mountain Standard Time MTrem
case closed pending CST call back when at DLR

*** NOTES 07/06/2009 09:34 AM Pacific Daylight Time ThomasT Action Type:Manager review
Tread Report Completed

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<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
Florence, MS		Prod. Date:	K1364820	0
			Dealer: MS016 Wilson Kia on Lakeland	

Case History

Complaint Quality

*** NOTES 09/26/2007 11:34 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

I took my 2007 Kia Sorento to this service department on the week of August 27th because my **PASS**enger side **AIR**bag sensor wasn't working when a person would sit in the seat. I was told they would order a new part for my **PASS**enger side seat and would call me when it came in. 3 weeks past and I did not hear from anyone at this Kia service department. Finally, I called them, and they had no idea where my part was. They finally got the part in and I took my car back up there to get it put on. After I picked my car up, the **AIR**bag still was not working and the drawer under the **PASS**enger side seat was missing. I took my car back up to this service department on September 25 2007 to get the drawer put back in and the **AIR**bag looked at again. Today I picked my car up and so far the **PASS**enger side **AIR**bag is doing ok, but they left a piece of my **PASS**enger side seat laying in my back seat and the drawer that they put in was scratched up and very hard to open...it obviously is a used drawer. I am very disappointed with the service I have received from Kia. This is my first car purchase, and I put \$10,000.00 of my hard earned money down on this car. Needless to say I will not be buying a Kia again. I would like this matter taken care of by someone who acts like they actually care that this is someone's brand new car that they work hard to make payments on every month. Any kind of assistance in this matter would be greatly appreciated. Sincerely, Jennifer Mitchell

*** PHONE LOG 09/27/2007 09:01 AM US Mountain Standard Time RBriones Action Type: Outgoing call
Writer called customer and left vm stating,

1. Gave name, 800#.
2. Advised of reason for call.
3. Provided Case Number.

*** CASE CLOSE 09/27/2007 09:03 AM US Mountain Standard Time RBriones
concerns noted, pending callback

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1364947	15,000
Florence, MS ██████████		Prod. Date: 12/7/06	Dealer: MS012 Wilson Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/26/2007 04:24 PM US Mountain Standard Time SBowyer
CUST STATED

1. i took the veh to the svc dpt
2. they havent been able to help me
3. my pass side a/b wasnt working
4. 4 weeks ago they were supposed to order a part for it and they did get it in
5. they supposedly changed it out but it didnt fix the problem
6. the drawer under the pass seat was missing, they gave me another one that was scratched; i can barely open it
7. i think i am talking to Michael, but i dont know
8. they wont fix it; i am taking it back tomorrow
9. both me and my husband have tried it, and it wont activate the a/b

WRITER STATED

1. sorry
2. writer can follow up with svc mgr to see what current status is
3. dlr has to diagnose a factory defect to be able to fix an issue
4. the seat on the pass side is very sensitive to pressure; if the person in that seat is not seated correctly, then the a/b might not activate
5. writer is sure dlr wants to fix it, but some resources will have to be involved to help do this
6. provided case id--will call cust back once info updated

CUST ENDED CALL

*** NOTES 09/27/2007 03:40 PM US Mountain Standard Time SBowyer Action Type:Manager review
whoever is assigned this case
please follow up with svc mgr and dpsm

*** PHONE LOG 09/28/2007 08:40 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Called Wilson Kia on Lakeland MS016 spoke with SM Patsy:
1. The customer called and canceled her appointment
2. She will be in here on Monday
thanked and call ended

*** PHONE LOG 10/02/2007 10:52 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Called Wilson Kia on Lakeland MS016 spoke to Briana (Mr. Wilson secretary) who states:
1. There is no one in service
2. They are all out to lunch
3. Call back in 30 min
4. They have to take breaks to

*** NOTES 10/03/2007 07:04 AM Pacific Daylight Time JeffStroup Action Type:Manager review
tread review complete

*** PHONE LOG 10/03/2007 02:08 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Called Wilson Kia on Lakeland MS016 spoke to SA (SM not available) who states:
1. We have ordered an air bag light

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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>
██████████	██████████	KNDJD736X7S ██████████	K1364947	15,000
Florence, MS ██████████		Prod. Date: 12/7/06	Dealer: MS012 Wilson Kia	

2. We are waiting on that

Wtr was transferred to parts, spoke to Mark who states:

1. Part number is 94500 3e310 and the order number is 8099

Thanked and call ended

*** PHONE LOG 10/09/2007 01:27 PM US Mountain Standard Time JSinclair Action Type:Incoming call
Left msg for SM

*** PHONE LOG 10/09/2007 01:32 PM US Mountain Standard Time JSinclair Action Type:Incoming call
Called Wilson Kia on Lakeland MS016 spoke to SA Patsi who states:

1. The part came in today and the vehicle should be ready by tomorrow

Thanked and call ended

*** PHONE LOG 10/10/2007 07:26 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Called Wilson Kia on Lakeland MS016 spoke to SA Patsi who states:

1. The customer actually has the vehicle

2. She is bringing it back in to have the part installed

Thanked and call ended

*** PHONE LOG 10/10/2007 07:29 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Called Wilson Kia on Lakeland MS016 spoke to Mark in parts who states:

1. Yes the part came in and we have notified her a few times

Thanked and call ended

*** PHONE LOG 10/10/2007 07:30 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Left VM for customer to call back, left ext

*** PHONE LOG 10/12/2007 06:37 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Called Wilson Kia on Lakeland MS016 spoke to SA who states:

1. Customer will be here on Mobday

Thanked and call ended

*** PHONE LOG 10/16/2007 06:27 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Left msg for SM to rtn call

*** PHONE LOG 10/17/2007 06:54 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Called Wilson Kia on Lakeland MS016 spoke to Patsi who states:

1. She still has not brought the vehicle in yet

2. We are just waiting on her

Thanked and call ended

*** PHONE LOG 10/17/2007 06:55 AM US Mountain Standard Time JSinclair Action Type:Outgoing call

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1364947	15,000
Florence, MS [REDACTED]		Prod. Date: 12/7/06	Dealer: MS012 Wilson Kia	

left msg for customer to rtn call

*** PHONE LOG 10/19/2007 10:26 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Called Wilson Kia on Lakeland MS016 spoke to SA Patsi who states:

1. Customer still has not brought the vehicle in
 2. I called a few days ago and the husband said they would try to get it in
- Thanked and call ended

*** PHONE LOG 10/19/2007 10:28 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
left VM for customer to rtn call

*** NOTES 10/23/2007 11:38 AM US Mountain Standard Time JSinclair Action Type:Manager review
Sent call me letter

*** CASE CLOSE 10/23/2007 11:40 AM US Mountain Standard Time JSinclair

*** PHONE LOG 05/23/2008 10:57 AM US Mountain Standard Time LSims Action Type:Outgoing call
Mr [REDACTED] stated:

1. i took the car to Wilson Kia in Jackson
2. i got a survey but i accidently rated them poor because i thought they were calling about Wilson Kia in Lakeland
3. Wilson in Jackson nMS012 is great service and very helpful
4. the other Wilson Kia on Lakeland is the bas one
5. this time MS012 just replaced thr side view mirror
6. but the passenger side air bag light still stays on no matter who is in the seat

wtr states:

1. apologized
2. there is not a way to change the survey
3. but wtr will document that caller is very happy with the service from - MS012
4. also there is a software update for the 07 Sorento airbag light concern
5. wtr will call the dealer and see if that has been done
6. wtr will cb

caller stated:

I call me at [REDACTED]

*** PHONE LOG 05/23/2008 11:00 AM US Mountain Standard Time LSims Action Type:Outgoing call
wtr called and spoke to Greg Smith the Sm for MS012

1. advised of callers mistake with the survey
2. also advised that wtr does not think the re flash for the 07 Sorento pass airbag light has been done
3. is Sm aware of this TSB - is it ok to have caller come in to have it done

SM stated

1. yes , we can do that for him
2. have him give us a call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75██████████	K1364947	15,000
Florence, MS ██████████		Prod. Date: 12/7/06	Dealer: MS012 Wilson Kia	

*** PHONE LOG 05/23/2008 11:01 AM US Mountain Standard Time LSims Action Type:Outgoing call
wtr lvm for Mr ██████████ requesting cb

*** PHONE LOG 05/23/2008 12:03 PM US Mountain Standard Time LSims Action Type:Incoming call

Mr ██████████ stated:

1. i am calling back

wtr stated:

1. spoke to Sm who would like to have caller come in to have the re flash done

caller stated:

1. ok, will call the dealer to set that up

2. thank you

*** CASE CLOSE 05/23/2008 12:03 PM US Mountain Standard Time LSims

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Last name [REDACTED]	First name [REDACTED]	VIN of 2007 SORENTO LX 4X2 KNDJD736075 [REDACTED]	Case Number K1420766	Mileage 6,000
New Port Richey, FL [REDACTED]		Prod. Date: 10/19/06	Dealer: FL039 Lokey Kia	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 03/04/2008 07:38 AM US Mountain Standard Time ELeon

[REDACTED] (SPOUSE STATED:

1. THE VEHICLE IS AT THE Lokey Kia FOR THE **AIR** BAG LIGHT.
2. THE Lokey Kia DEALER SAID THAT THERE IS NO FIX ON THE **AIR** BAG LIGHT.
3. THEY SAID IT HAD SOMETHING TO DO WITH THE SEAT.
4. I AM UPSET THAT THIS CANNOT BE FIXED.
5. THE **AIR** BAG LIGHTS STAYS ON ALL THE TIME WHEN SOME IS SITTING OR NOT SITTING ON THE FRONT **PASSENGER** SEAT.
6. THERE IS ALSO A CREAKING NOISE COMING UNDER THE VEHICLE THAT THE DEALER DOES NOT SEEM TO LOCATE.
7. THEY DID **REPAIR** THE RUNNING BOARDS BECAUSE OF SOME RECALL THE Friendly Kia DEALER DID NOT DO.
8. I AM UPSET ABOUT THIS.
9. I AM SUPPOSE TO PICK UP THE VEHICLE AT 12:00 TODAY.
10. THIS IS THE THIRD TIME THIS VEHICLE BEEN IN AT A KIA DEALER.

WRITER STATED:

1. SORRY FOR THE CONCERN.
2. WRITER CAN CONTACT THE Lokey Kia SERVICE MANAGER AND REVIEW THE **AIR** BAG CONCERNS.
3. KIA HAS RESOURCES THE DEALER CAN CONTACT FOR **REPAIR** ASSISTANCE.
4. WRITER WILL CONTACT THEIR DPSM AND REVIEW THE DEALERS DIAGNOSIS AND NOISE CONCERNS.
5. WRITER WILL CONTACT YOU ONCE SPOKEN TO THE KIA REPS.

CUSTOMER STATED:

1. MY WORK NUMBER IS [REDACTED]
2. THANK YOU.

*** PHONE LOG 03/04/2008 08:48 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT RON SERVICE ADVISOR AT Lokey Kia.

WRITER STATED:

1. CALLING REGARDING THE CUSTOMERS VEHICLE **AIR** BAG LIGHT.
2. THERE IS A CREAK NOISE CONCERN AS WELL?
3. CUSTOMER CLAIMS YOU FOUND A RECALL ON THE STEP BAR?

RON STATED:

1. THE **AIR** BAG LIGHT IS WORKING AS DESIGN.
2. WE HAD MAY DIFFERENT SIZE PEOPLE SIT ON THE FRONT **PASSENGER** SEAT AND THE **AIR** BAG LIGHT GOES OFF AS DESIGNED.
3. I DEMONSTRATE WITH THE CUSTOMER ON HOW THE LIGHT ACTIVATES WHEN YOU SLOUCHED.
4. THE **AIR** BAG LIGHT WILL COME ON IF A SMALL PERSON SITS IN THE FRONT **PASSENGER** SEAT.
5. THIS IS DESIGNED TO PROTECT THE SMALLER **PASSENGER**.
6. THERE IS NO PROBLEM WITH THE **AIR** BAG LIGHT.
7. WE DID IDENTIFY THE CREAK NOISE THAT IS COMING FROM THE INSTALLED SIDE STEP BAR.
8. THIS SIDE STEP BAR WAS INSTALLED BY THE FL059 DEALER.
9. THERE WAS A NEW BULLETIN THAT MADE THE PROPER FIX ON SIDE STEP BAR. BUT THIS WAS NOT A

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Consumer Affairs Department

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1420766	6,000
New Port Richey, FL ██████████		Prod. Date: 10/19/06	Dealer: FL039 Lokey Kia	

WRITER STATED:
1. THANK YOU.

*** PHONE LOG 03/04/2008 12:22 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT ██████████ AND LVM.
WRITER STATED:

1. CALLING REGARDING THE VEHICLE *AIR* BAG LIGHT AND NOISE CONCERN.
2. PROVIDED WRITERS CALL BACK NUMBER.
3. CALL BACK WRITER.

*** CASE CLOSE 03/04/2008 12:27 PM US Mountain Standard Time ELeon

*** PHONE LOG 03/04/2008 04:41 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED VM CALL FROM CUSTOMER.
CUSTOMER STATED:

1. I SPOKE TO THE DEALER AND I FIND THEIR DIAGNOSIS IS UNACCEPTABLE.
2. THERE IS A PROBLEM WITH THE *AIR* BAG LIGHT AND THE NOISE.
3. I CANNOT BELIEVE THAT THE NOISE IS FROM THE STEP RAILS.
4. CALL ME.

*** PHONE LOG 03/04/2008 04:55 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT ██████████.
WRITER STATED:

1. CALLING REGARDING THE VEHICLE *AIR* BAG LIGHT AND NOISE CONCERN.

CUSTOMER STATED:

1. I PICKED UP THE VEHICLE.
2. I AM DISSATISFIED WITH THE DEALERS DIAGNOSIS.
3. HE TOLD ME THAT THERE WAS SOME BULLETIN ON THE BOTTOM SEAT AND THERE WAS NO FIX.
4. THE STEP RAILS CAME WITH THE VEHICLES AND THEY SHOULD NOT RATTLE.
5. RON AT THE DEALER TOLD ME TO TAKE THE VEHICLES BACK TO FRIENDLY KIA.
6. I CALLED FRIENDLY KIA AND THEY SAID THEY CALL ME BACK.
7. I CAN CALL YOU WHEN I SET UP AN APPOINTMENT.

WRITER STATED:

1. WRITER WILL CONTACT THE DPSM AND REVIEW THIS NO FIX BULLETIN THE DEALER TOLD YOU ABOUT.
2. WRITER WILL CONTACT YOU TOMORROW.

CUSTOMER STATED:

1. THANK YOU.

*** PHONE LOG 03/04/2008 04:55 PM US Mountain Standard Time ELeon Action Type:Outgoing call

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1420766	6,000
New Port Richey, FL ██████████		Prod. Date: 10/19/06	Dealer: FL039 Lokey Kia	

WRITER CONTACT DPSM Jack Bramble AND LVM.
WRITER STATED;

1. CUSTOMER COMPLAINT ON THE **AIR** BAG LIGHT AND RATTLING NOISE.
2. RON SERVICE ADVISOR SAYS THAT THEY PUT IN DIFFERENT BODIES IN THE SEAT AND THE **AIR** BAG SYSTEM IS WORKING AS DESIGNED.
3. THE DEALER DIAGNOSED AS THE STEP BARS ARE RATTLING WHEN VEHICLES MAKES TURNS. AND IS NORMAL.
4. CUSTOMER FINDS THIS UNACCEPTABLE AND THERE IS A PROBLEM.
- 5.3 CALL BACK WRITER.

*** EMAIL. OUT _ E.Leon Action Type:External email

Send to:[jbramble@kiausa.com]

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

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

From: Ed Leon
Ext: 46396

*** NOTES 03/07/2008 04:34 PM US Mountain Standard Time E.Leon Action Type:Manager review
WRITER FORWARDING CASE TO REGION FOR HANDLING AND CUSTOMER CONTACT.
DPSM HAS NOT CALLED BACK WRITER

*** PHONE LOG 03/10/2008 04:32 AM US Mountain Standard Time E.Leon Action Type:incoming call

WRITER RECEIVED VM CALL FROM ██████████
WRITER STATED:

1. THE **AIR** BAG LIGHT CAME ON AND I TOOK THE VEHICLE BACK TO THE Lokey Kia DEALER.
2. I SPOKE TO THE SERVICE MANAGER ABOUT THE **AIR** BAG CONCERN. BUT HE DID NOT SEEM INTERESTED AND DID NOT COME OUT TO LOOK AT THE VEHICLE BECAUSE HE SAID HE WAS NOT THE MECHANIC.
3. I WAS PERSISTENT AFTER HE SAID THAT THE SEAT BELT WAS BETTER TO PROTECT THE **PASS**enger.
4. THE SERVICE MANAGER FINALLY MADE ME AN APPOINTMENT FOR WEDNESDAY AND HE WILL PROVIDE ME WITH A LOANER.
5. I CANNOT BELIEVE THAT THE DEALER CANNOT SEE THAT THE **AIR** BAG LIGHT IS ON.
6. THIS IS THE FOURTH TIME THIS WILL GO BACK INTO THE KIA DEALER.
7. THIS HAS TO BE RESOLVED.
8. CALL ME AT ██████████
9. THANK YOU.

*** PHONE LOG 03/13/2008 09:17 AM US Mountain Standard Time E.Leon Action Type:Incoming call

WRITER RECEIVED VM CALL FROM ██████████
LINDA STATED:

1. THE **AIR** BAG LIGHT CAME ON AND I TOOK THE VEHICLE BACK TO THE Lokey Kia DEALER.
2. THE DEALER SAID THE KIA REP CAME OUT AND LOOK AT THE VEHICLE AND INSPECTED THE

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1420766	6,000
New Port Richey, FL ██████████		Prod. Date: 10/19/06	Dealer: FL039 Lokey Kia	

VEHICLE, BUT HE DID NOT FIND ANY PROBLEM.

3. I CANNOT BELIEVE THAT THE KIA DEALER AND EVERYONE THERE CANNOT SEE THAT THE **AIR** BAG LIGHT IS ON.
4. THEY SAID THAT THEY CANNOT FIX SOMETHING THEY DO NOT SEE TO FIX.
5. THIS HAS TO BE RESOLVED
6. CALL ME AT ██████████

*** PHONE LOG 03/13/2008 09:24 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT ██████████ AND LVM.

WRITER STATED:

1. WRITER RETURNING YOU CALL.
2. WRITER HAD ESCALATED YOUR CASE TO THE REGIONAL OFFICE.
3. WRITER CONTACTED THE KIA REGIONAL ANALYST AND LVM FOR CUSTOMER CONTACT.
4. THE REGIONAL KIA REP WILL CONTACT YOU.
5. YOU CAN CONTACT WRITER FOR FURTHER REVIEW.

*** PHONE LOG 03/14/2008 04:34 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and reviewed concerns

Mr. ██████████ states

1. creaking when turning
2. **OCS** light on

SRCAA advised

1. I will check to see if any updates are available & call you back the first of the week.
2. If **OCS** is working for everyone but one person then the system is working but something wrong with the way that the ONE persons sits in or fits the seat.
3. I will check & call back

*** PHONE LOG 03/19/2008 01:12 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ and discussed concerns--Mrs. ██████████ states

1. At first we could hear the noise if we stood on the running boards but they worked on that Now
2. creaking noise is when turning or going over bumps
3. Dealer has seen the **OCS** light not go out but they say they can not find a problem with the system

SRCAA advised

1. I will see when the Dist. Rep will be in the area and can check on updated programming for the seat
2. I will review the creaking noise with them but this may be normal strut noise if it is not the running boards.

*** PHONE LOG 03/19/2008 01:48 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
Mrs. ██████████ states either Dealer Friendly (FL059) or Lokey (FL039)

SRCAA advised Mrs. ██████████ that the DPSM for FL039 will not be available until the week on 4/7 but will try to arrange it sooner if

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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>
████	████	KNDJD736075 █████	K1420766	6,000
New Port Richey, FL █████		Prod. Date: 10/19/06	Dealer: FL039 Lokey Kia	

*** NOTES 03/25/2008 08:17 AM Eastern Daylight Time JuneSifford Action Type:Manager review
E-mail request for Dealer to received the **OCS** tool ASAP

*** NOTES 04/11/2008 09:21 AM US Mountain Standard Time JHirshfield Action Type:Manager review
AIRbag Tread Review -- JH

*** NOTES 04/11/2008 09:31 AM Pacific Daylight Time KWarren Action Type:Manager review
NCA received MVDN
MVDN states:

1. 3 or more rep**AIR** attempts have been made to rep**AIR** the same defect or condition
2. Alleged defect: **PASS**enger **AIR** bag light stays on even when the seat is occupied with an adult. Creaking noise (left side) under the vehicle.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.

Writer to scan into case and forward to the Southern Region for further handling.

*** PRIORITY CHANGE 04/11/2008 09:32:11 AM KWarren

*** PHONE LOG 04/11/2008 04:26 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact -- LM with son Terry.

*** NOTES 04/14/2008 03:01 PM Eastern Daylight Time SHall Action Type:Manager review

1. Received MVDN on 04/11/2008.
2. Scheduled Final Rep**AIR** for 04/22.
3. Prepared Final Rep**AIR** letter.
4. Faxed to Service Manager and DPSM.
5. Final Rep**AIR** letter sent to customer via Fed-EX.
6. Gave copies of d**OCS** to analyst.

*** EMAIL OUT JuneSifford Action Type:External email
Send to: Tacker, Dan [KMA]
Received MVDN on 04/11/2008.

2. Scheduled Final Rep**AIR** for 04/22.
3. Prepared Final Rep**AIR** letter.
4. Faxed to Service Manager and DPSM.
5. Final Rep**AIR** letter sent to customer via Fed-EX.

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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>
██████	██████	KNDJD736075 ██████	K1420766	6,000
New Port Richey, FL ██████		Prod. Date: 10/19/06	Dealer: FL039 Lokey Kia	

Send to:[Bramble, Jack [KMA]]

1. Received MVDN on 04/11/2008.
2. Scheduled Final Rep **AIR** for 04/22.
3. Prepared Final Rep **AIR** letter.
4. Faxed to Service Manager and DPSM.
5. Final Rep **AIR** letter sent to customer via Fed-EX.

*** PHONE LOG 04/22/2008 12:59 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████ states

1. Mrs. ██████ states we did take the vehicle in
2. Service Manager states only **AIR** bag on their notice
3. we did tell him about the creaking noise

SRCAA advised

1. I will call Service Manager to review creaking noise
2. I will call back in about a week to see how things are going.

*** PHONE LOG 04/22/2008 01:10 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA contacted Rich at Friendly & reviewed all concerns--Rich states that the customer has added 7 other items to his list of concerns.

Rich states--I rode with the customer and most of the concern can not be duplicated or are typical design such as the vehicle has a noise when rear windows are open.

this is typical of all Sorentos--it is the way the vehicle is designed & can not be changed.

We will continue to work then drive vehicle with customer until we or he hears no other sounds that are not a characteristic.

*** COMMIT 04/22/2008 01:11 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOSF 04/22/2008 01:12 PM Eastern Daylight Time JuneSifford

*** PHONE LOG 04/23/2008 02:04 PM US Mountain Standard Time FEscobedo Action Type:Incoming call

Cust stated:

1. I need to speak to SRCAA J Sifford
2. Ive spoken to her many times. i just left my paperwork at home
3. Can i have her #?

Writer:

1. Verified owner info
2. Advised cust SRCA closes at 5:30 i believe
3. Gave SRCAA # and XT can leave her a VM

Cust:

1. I will do that thank you.

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD7360751██████	K1420766	6,000
New Port Richey, FL ██████		Prod. Date: 10/19/06	Dealer: FL039 Lokey Kia	

*** CASE CLOSE 04/23/2008 02:06 PM US Mountain Standard Time EEscobedo

*** NOTES 05/20/2008 10:10 AM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA rec'd BBB CCF indicating "**AIR** bag Off" light stays on 6x's --customer requesting repurchase.

*** PHONE LOG 05/20/2008 10:15 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL059-Rich, Service Manager--Rich states
1. tool came in 4 days after final attempt
2. update was not completed.

*** PHONE LOG 05/20/2008 11:41 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted BBB & reviewed repurchase numbers
requested conference call w/customer to discuss repurchase numbers & available rep **AIR** w/**OCS** update
Per conference call with BBB & Ms. ██████
1. This is a serious safety issue
2. Ms. ██████ states that the Dealer did not give her the NADA value of the trade in and she will argue NADA value of the trade
3. Revised numbers reviewed. Ms. ██████ states she will ONLY accept repurchase.

SRCAA reviewed possible replacement--Ms. ██████ states--NO. I will only accept a repurchase.

*** PHONE LOG 05/20/2008 11:55 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA reviewed case with DPSM
We will send replacement or FTR/30-days & \$1,500.00 offer
Arbitration scheduled for 6/6/08

*** CASE CLOSE 05/20/2008 01:11 PM Eastern Daylight Time JuneSifford

*** FULFILL 07/09/2008 09:46 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** PHONE LOG 07/10/2008 11:00 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA rec'd pmt receipt from Ms. ██████-pkg already in progress with finance & can not be changed at this time
SRCAA did conference call with customer & BBB to review overpayment on her account and lender refund
MS ██████ understands that she will receive \$284.62 from KMA and refund from lender
SRCAA will go over the reimbursement from the lender once payoff is received to ensure that no additional amounts are due from KMA
Ms. ██████ agrees with the amounts and lender refund

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC736975 ██████	K1408321	9,000
Clarksburg, WV ██████		Prod. Date: 9/15/06	Dealer: WV012 Freedom Kia	

Case History

Complaint *Re: AIR* Assistance

*** PHONE LOG 01/29/2008 02:46 PM US Mountain Standard Time AJudson

Customer States:

1. I'm trying to reach ERCAA Sam.
2. I am having a issue with *AIR* bags and WV012 SM Chad and Owner Mike advised that I should speak to ERCAA Sam about my concern.

Writer States:

1. Apologized for the problem.
2. ERCAA is not in this office and writer does not have a public contact number that can be provided.
3. Writer will call WV012 and see why they are requesting customer to contact KCA to request a ERCAA directly.

WRITER PLACED CUSTOMER ON HOLD AND CALLED WV012

SM Chad states:

1. ERCAA Sam needed to speak to customer.
 2. DPSM RChristiansen was at WV012 previously and inspected customers vehicle and CND the concern.
 3. Completed re flash to correct problem on 12/18/07
 4. DPSM RChristiansen advised customer to contact ERCAA.
 5. ERCAA Sam was supposed to contact customer.
- CALL ENDED

WRITER CALLED ERCAA SJames

Writer left VM:

1. Gave name, 800#, extension and case number.
2. Customer calling KCA requesting ERCAA SJames directly.
3. Requested callback.

WRITER TOOK CUSTOMER OFF HOLD

Writer States:

1. Reiterated information from SM Chad.
2. Left VM for ERCAA SJames.
3. Writer will contact DPSM RChristiansen and get more information about request.
4. Will follow up with customer after I have more information.

*** PHONE LOG 01/29/2008 04:52 PM Eastern Daylight Time SJames Action Type:Outgoing call

WRITER CALLED CUSTOMER WHO STATED

1. INTERMITTENTLY *PASSENGER* SIDE *AIR*BAG DOES NOT WORK PROPERLY
2. DID A REFLASH AND IT HAS HAPPENED AGAIN
3. BEING TOLD IT IS A SEATING ISSUE
4. THAT I DO NOT SIT IN THE SEAT PROPERLY
5. HAVE BEEN WORKING WITH CHAD
6. THIS PROBLEM USUALLY OCCURS WHEN THE GARAGE IS CLOSED
7. WE ARE JUST FRUSTRATED

WRITER STATED

1. I WILL RESEARCH THIS AND GET BACK TO YOU

WRITER CALLED DPSM RYAN CHRISTIANSEN

1. THERE IS NOTHING WRONG THE SEAT

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736975 ██████████	K1408321	9,000
Clarksburg, WV ██████████		Prod. Date: 9/15/06	Dealer: WV012	Freedom Kia

*** PHONE LOG 01/29/2008 03:02 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM RChristiansen and DPSM states:

1. ERCAA SIjames stated she just got off the phone with the customer.
2. Go ahead and dispatch the case to region.

*** NOTES 01/29/2008 03:02 PM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:

1. CUSTOMER CONTACT.
2. CUSTOMER REQUESTING ERCAA SIJAMES.
3. DPSM ADVISED TO DISPATCH TO REGION.

*** FORWARD 01/31/2008 05:50 AM Pacific Daylight Time MPfeifer

*** PHONE LOG 02/12/2008 04:05 PM Eastern Daylight Time SIjames Action Type:Incoming call
WRITER CALLED CUSTOMER AND LVM STATING

1. I AM CALLING TO FOLLOW UP ON THE REPAIRS OF YOUR VEHICLE
2. PLEASE RETURN MY CALL AT ██████████

*** PHONE LOG 02/15/2008 10:08 AM Eastern Daylight Time SIjames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM STATING

1. I WOULD LIKE TO SPEAK WITH YOU ABOUT THE ISSUES YOU HAVE BEEN HAVING
2. PLEASE GIVE ME A RETURN CALL AT ██████████

CASE CLOSE 02/18/2008 08:46 AM Eastern Daylight Time SIjames

*** CASE CLOSE 04/14/2008 08:43 AM US Mountain Standard Time IMorales

AIRBAG TREAD REVIEW COMPLETE

*** PHONE LOG 04/24/2008 01:37 PM US Mountain Standard Time TShamburger Action Type:Incoming call
customer ██████████ called

1 calling regarding this case.

2 my AIRbag still not working.

3 the light is on, it never was solved, would like to speak to someone in kia to address this reoccurring concern.
wri states

1 this case was at our regional office regarding this concern.

2 Shamara wanted to address your concern back on the last time you called.

3. gave cust 1 800 for region w/ ext.

call ended.

*** NOTES 04/24/2008 01:40 PM US Mountain Standard Time TShamburger Action Type:Manager review

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC736975 ██████	K1408321	9,000
Clarksburg, WV ██████		Prod. Date: 9/15/06	Dealer: WV012	Freedom Kia

- 2 customer wants to speak to someone at kia to address this concern once and for all.
3. please call cust regarding this same issue.

*** PHONE LOG 04/25/2008 08:36 AM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED CUSTOMER ON THURSDAY, 24 APRIL 2008 AT 5:24 AND LVM STATING

1. I AM HAVING AN ISSUE WITH THE **AIR**BAG LIGHT AGAIN
2. I WILL BE HOME TOMORROW AFTER 1PM
3. MY DIGITAL PHONE IS OUT WHICH IS WHY I WILL BE HOME
4. CAN YOU CALL ME ON MY CELLPHONE AT 304-669-6710

*** PHONE LOG 04/28/2008 11:03 AM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER WHO STATED

1. I AM HAVING ISSUES WITH MY **PASSENGER AIR** BAG LIGHT
2. I WAS TOLD TO SEND PICTURES TO RYAN CHRISTIANSEN SHOWING THE **PASSENGER AIR** BAG LIGHT MALFUNCTIONING
3. I HAVE DONE THAT AND I HAVE NOT HEARD ANYTHING FROM HIM ON ANYONE ELSE
4. THIS IS JUST VERY FRUSTRATING TO ME. I JUST WANT THIS PROBLEM FIXED

WRITER STATES

1. I AM RETURNING YOUR CALL.
2. I WILL SPEAK WITH MR. CHRISTIANSEN AND FOLLOW UP ON YOUR CASE

*** PHONE LOG 05/02/2008 03:37 PM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM STATING

1. I WAS JUST CALLING TO FOLLOW UP WITH YOU
2. YOU MAY REACH ME AT 332-565-5115

*** PHONE LOG 05/06/2008 03:33 PM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM REQUESTING A CALLBACK

*** PHONE LOG 05/07/2008 03:23 PM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED WRITER AND STATED

1. I AM UPSET THAT I HAVE TAKEN PICTURES AND BECAUSE IT DOES NOT HAPPEN ALL THE TIME THERE IS NOTHING THAT CAN BE DONE
2. THIS IS RIDICULOUS. I HAVE A PROBLEM I AM NOT MAKING THIS UP

WRITER STATES

1. I DO APOLOGIZE FOR THE AGGRIVATION
2. WE NEED TO BE ABLE TO DUPLICATE A PROBLEM IN ORDER TO MAKE **REPAIRS**
3. MAAM I KNOW YOU ARE NOT MAKING THIS UP. NO ONE IS STATING THAT BUT WE CANNOT **REPAIR** A PROBLEM THAT DOES NOT APPEAR TO EXIST

*** CASE CLOSE 05/12/2008 10:40 AM Eastern Daylight Time SJames
PENDING FURTHER CONTACT FROM CUSTOMER

Kia Motors America
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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD735985 ██████	K1488126	565
Monroe, NC ██████		Prod. Date: 6/11/07	Dealer: NC024 Folger Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 08/18/2008 02:49 PM US Mountain Standard Time TShamburger customer called

- 1 the TPMS light keeps coming on, and the **AIR**bag light **PASS**engerside does not go off.
 - 2 and there is a plastic cover under the seat that covers the bolt.
 3. dlr is ordering the plastic piece for the bolt.
 4. and just to add one more thing, the radio AM station was not working clearly, and dlr said they found nothing wrong, but when I go home it was working fine after I got it home and so i feel they must of done something.
 - 5 but the dlr said to call you because the Serv writer said they found no problems with the **AIR**bag system nor the tpms light. that goes on, and off, but when I took veh to dlr the TPMS light was off.
 - 6 im a 120 LBs and my daughter is 100 LBS and the light goes on and states its not on, its off.
 - 7 but when my brother and the dlr guys sit in it, the light goes off, saying its working.
 - 8 I feel for a person that weighs 120 LBS it should go off.
- wrt states
- 1 im sorry will not your concern.
 - 2 will have to get back to you tomorrow.
 - 3 the dlr did show you how to sit in the seat properly? cust states yes.
 - 4 will call Svc Mgr and kia rep on **AIR**bag light.
 - 5 exp to cust how the seats work, it will only activate if you are sitting properly and you are not of small stature
 - 6 children or someone that is small should not be sitting there, the **AIR**bags can then cause more harm that good, so system will turn off for **PASS**enger.
 - 7 gave cust case # and ext. call ended.

cust thanked wrt call ended.

*** PHONE LOG 08/19/2008 06:48 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called Kia of Monroe and asked for Svc Mgr Kenny

1. left msg w/ SA to have Kenny call wrt on this car.

svc adv states

- 1 exp to cust its how she sits on seat.
- 2 and we gave her a handout we give people that says how to sit on the seat, but she does not believe us.
- 3 will send you what we gave her.

wrt thanked Svc Adv

*** PHONE LOG 08/19/2008 07:03 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

Svc Mgr Kenny called wrt back and stated:

1. cust was rude to my svc Adv Michael and I dont want her back here.
- 2 she can go to her selling dlr.
- 3 she was abrupt and rude to him.
- 4 will send you the bulletin that explains how to sit on the seat.
- 5 the system working as designed.

wrt thanked Svc mgr

*** PHONE LOG 08/19/2008 07:45 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called Bob Stricklen and LVM ---

- 1 please call wrt on this car.
- 2 left vin#, cust name, ext

3 left bried explanation for call. **OCS PASS**engerside **AIR**bag light not going off.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735985 ██████████	K1488126	565
Monroe, NC ██████████		Prod. Date: 6/11/07	Dealer: NC024 Folger Kia	

*** PHONE LOG 08/20/2008 08:16 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
customer Ms ██████████ called and LVM to call her back
wrt called Ms ██████████ and stated:

1. wrt did call the svc mgr Kenny and he felt the veh was working normally
- 2 the svc mgr said his master tech and director the system was working as design.
cust states
1 im a hundred twenty pounds and I feel it should work.
2 I did an experiment, my daughter that weighs about 95/100 lbs. held a 20lbs bag of dogfood and the light went off for her.
3 so I think it should work for me.
wrt states
1 im sorry understand frustration.
2 but wrt LVM for kia dist mgr in area for his direction on your case.
3 the system will go off for lighter weighted individuals, that is how the system works, so that person is too light and to small to be sitting on front **PASS**engerside seat or if you are not squarely sitting on the seat.
4 when i hear from kia rep will call you back.
call ended.

*** PHONE LOG 08/22/2008 06:44 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Bob Stricklen and LVM --- Left you a msg on the 19th on this car. can you call wrt back today.

- 1 please call wrt on this car.
- 2 left vin#, cust name. ext
- 3 left bried explanation for call, **OCS PASS**engerside **AIR**bag light not going off.

*** PHONE LOG 08/22/2008 07:11 AM US Mountain Standard Time TShamburger Action Type:Incoming call
svc mgr kenny called

- 1 want to know if you spoke with Dpsm yet.
- 2 I have body trim for this customer. not related to **AIR**bag.
- 3 but I really dont want this cust coming back here. she was rude to my advisor.
wrt states
1 No. I just left Bob another msg today. asking him to call wrt back today.
2 when i hear from him. will let you know.
svc mgr thanked wrt call ended.

*** PHONE LOG 08/22/2008 01:29 PM US Mountain Standard Time TShamburger Action Type:Incoming call
Bob Stricklen called wrt back---

- 1 have the customer take veh back of her choice and we can address together with dlr when veh is there.
- 2 the **OCS** should go off for her at 120 lbs. if need be we can get techline involved or FTR.
wrt thanked Bob. call ended.

*** PHONE LOG 08/22/2008 02:10 PM US Mountain Standard Time TShamburger Action Type:Incoming call
wrt called ██████████ and stated:

- 1 our kia rep felt the **AIR**bag light should have gone off for you.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735985 ██████████	K1488126	565
Monroe, NC ██████████		Prod. Date: 6/11/07	Dealer: NC024 Folger Kia	

4 if you want you can go back to that dlr to add the trim and then go to the selling dlr for your **OCS** system concern.
5 call wrt when you have appt date and time.
6 call Kia of Monroe tomorrow and see if the can put the trim on for you. most dlrs if they are open on the weekend its for minor rep**AIR**s only.
cust states
1 ok, think i will just put the trim on at Kia of Monroe and do the selling dlr for **AIR**bags.
2 will call you back when i have the appt. thank you.

*** CASE CLOSE 08/22/2008 02:11 PM US Mountain Standard Time TShamburger

*** PHONE LOG 08/25/2008 01:42 PM US Mountain Standard Time TShamburger Action Type:Incoming call
customer ██████████ called and LVM for wrt ---
1 have appt tomorrow morning at Folgers kia
2 please call to make sure you got my msg.

*** PHONE LOG 08/25/2008 02:42 PM US Mountain Standard Time TShamburger Action Type:Incoming call
customer

*** PHONE LOG 08/26/2008 07:55 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Folger Kia and asked for Svc mgr. Kevin---
Jeff Svc Adv states ---

1. we looked at car and reflash the module for **OCS**. and rep**AIR** connection to radio.
2 we updated the **OCS** with the most current program, and when cust came in, every time she sat in the seat the light went off
3 exp to her how important it was to sit it on the seat correctly, she left and felt happy.
wrt thanked Jeff dont need to speak to Kevin.

*** PHONE LOG 08/26/2008 07:57 AM US Mountain Standard Time TShamburger Action Type:Incoming call
wrt called ██████████ and LVM for customer to call wrt back, left 1 800 and ext.
1. wrt chking on vehicle

*** PHONE LOG 08/27/2008 10:10 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Ms ██████████

1. want to know how your vehicle is doing.
cust states
1 its working great now, this dlr was great, very helpful and they went beyond to help me solve my concern.
2 the system is working great now, the light goes off when i sit on the seat.
3 most of the time its off for my daughter but she is lighter.
4 but those dlrs are light night and day, Folgers kia fixed it, the other dlr said nothing wrong both with **AIR**bag and Radio
5. wrt write into kia to let them know, just how different one dlr is with another with service.
wrt states
1 gave cust the address for kia.
2 kia will not call you back on this because of this case reflects the event.
3 but you are welcome to write in your complaint and compliment on the two dlrs.

**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>
██████████	██████████	KNDJD735985 ██████████	K1488126	565
Monroe, NC ██████████		Prod. Date: 6/11/07	Dealer: NC024	Folger Kia

cust thanked wrt for follow up. call ended.

*** CASE CLOSE 08/27/2008 10:16 AM US Mountain Standard Time TShamburger

*** CASE CLOSE 10/07/2008 09:37 AM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC735785 ██████████	K1607250	1,600
Cincinnati, OH ██████████		Prod. Date: 5/15/07	Dealer: OH059 Cronin Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 06/29/2009 06:05 AM US Mountain Standard Time RChacon

*** PHONE LOG 06/29/2009 06:16 AM US Mountain Standard Time RChacon Action Type:Incoming call

██████████ STATED:

1. I TOOK MY VEH TO OH059 ON 6/24/09 FOR AN INTERMITTENT CEL THAT WAS COMING ON, AND FOR A **PASS** SIDE **AIR**BAG LIGHT
2. THEY DID THE RECALL FOR THE **AIR**BAG LIGHT. AND SAID THEY CORRECTED THE CEL
3. WHEN I LEFT THE DEALERSHIP THE **AIR**BAG LIGHT CAME BACK ON, AND THE CEL CAME BACK ON STEADY
4. I CALLED OH059 AND SPOKE WITH JOSH TO TELL HIM THE PROB'S CAME BACK
5. HE TOLD ME TO BRING THE VEH BACK IN TO HAVE IT CHECKED
6. HE SAID THEY MAY NEED TO KEEP THE VEH FOR A COUPLE DAYS TO MAKE **REPAIR**S TO THE VEH
7. I ASKED FOR A LONER VEH. AND HE TOLD ME THEY DO NOT DO THAT
8. IF I TAKE VEH BACK IN CAN I GET A LONER VEH?

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. A RENTAL, OR LONER VEH IS NOT A PROVISION OF THE KIA WARR
5. KIA MAY ASSIST ON A CASE BY CASE BASIS
6. RENTAL DECISION WILL NOT COME FROM THIS OFFICE, BUT REQUEST CAN BE REVIEWED WITH SVC MGR @ DEALER, AND AREA REP
7. RECOMMEND TAKING VEH BACK TO KIA DEALER FOR FURTHER DIAG
8. ONCE DIAG IS MADE, AND IF VEH NEEDS TO STAY CALL US TO ADVISE
9. WE WILL VERIFY VEH CONCERNS THEN CONTACT AREA REP TO ADVISE AND SEE IF ALI TRANSPORTATION CAN BE PROVIDED
10. PROVIDED CASE #

CUSTOMER STATED:

1. THANK YOU!

*** CASE CLOSE 06/29/2009 06:17 AM US Mountain Standard Time RChacon

*** NOTES 07/06/2009 04:06 PM Pacific Daylight Time ELau Action Type:Manager review
TREAD REVIEW DONE

**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>
██████████	██████████	KNDJD736175 ██████████	K1496795	20,000
Miramar, FL ██████████		Prod. Date: 9/18/06	Dealer: FL025	Gunther Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 09/08/2008 02:18 PM Pacific Daylight Time KWarren
NCA received MVDN
MVDN states:

1. 3 or more rep**AIR** attempts have been made to rep**AIR** the same defect or condition
2. Alleged defect: **PASS**enger **AIR**bag light does not activate when an adult is sitting on the **PASS**enger seat.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.

Writer to scan into case and forward to the Southern Region for further handling.

*** NOTES 09/10/2008 11:07 AM Eastern Daylight Time OSprague Action Type:Manager review
Writer received MVDN
Customer sent letter to schedule inspection on Tuesday 9/16/08
CASE PENDING INSPECTION/REP**AIR**S ON 9/16

*** COMMIT 09/10/2008 11:25 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** FUL.FILL 09/16/2008 09:12 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 09/16/2008 02:01 PM Eastern Daylight Time OSprague Action Type:Manager review
DPSM and service manager test drove vehicle
Customer's concern with **AIR**bag light could not be duplicated
Writer received copy of RO's
RO recap will be completed to see if any assistance should be provided to customer

*** NOTES 09/29/2008 01:49 PM Eastern Daylight Time OSprague Action Type:Manager review
Writer received notice from BBB with start date of 9/23/08
Per documents from BBB, customer is being represented by attorney Samir Masti
Writer will complete RO recap and determine Kia's position in this matter

*** PRIORITY CHANGE 09/29/2008 01:50:01 PM OSprague

*** NOTES 09/29/2008 02:16 PM Eastern Daylight Time OSprague Action Type:Manager review
Customer has taken vehicle to dealer 4X for **AIR**bag light concern
There was a rep**AIR** on the 2nd RO
Concern could not be duplicated on last 2 RO's
Writer will send response to BBB stating:

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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██████	K1496795	20,000
Miramar, FL ██████		Prod. Date: 9/18/06	Dealer: FL025	Gunther Kia

*** CASE CLOSE 09/29/2008 02:18 PM Eastern Daylight Time OSprague

*** NOTES 10/07/2008 01:26 PM Eastern Daylight Time OSprague Action Type:Manager review

Writer received notice from BBB stating:

1. TE has been ordered
2. It hasn't been received, but due to timeframe, we need to "pencil" in an arbitration date
BBB gave 3 dates to choose from

Per DPSM, schedule arbitration for 10/28/08 at 2:30 pm

CASE PENDING TE REPORT FOR REVIEW AND/OR ARBITRATION

*** NOTES 10/09/2008 11:14 AM Eastern Daylight Time OSprague Action Type:Manager review

BBB sent TE report and it states:

1. **PASS**enger **AIR**bag light does not work properly
2. The consumer was allowed to drive because inspector brought a **PASS**enger for the test but they didn't weigh enough
3. Likely cause is front **PASS**enger seat occupant sensor miscalibration -or- poor seat sensor design

Writer will discuss with RCAM and DPSM to see how we should proceed

*** NOTES 10/09/2008 11:21 AM Eastern Daylight Time OSprague Action Type:Manager review

Writer discussed with RCAM

1. Send a 2-tier offer to customer (SOC -or- GW)

Writer will send 2-tier offer to customer

Writer will respond to BBB stating Kia wants to settle the case

CASE PENDING ACCEPTANCE OF OFFER

*** NOTES 10/09/2008 11:04 AM US Mountain Standard Time JHirshfield Action Type:Manager review

[! For Internal Use Only

Tread **AIR**bag review --JH>!]]

*** NOTES 10/13/2008 08:41 AM Eastern Daylight Time OSprague Action Type:Manager review

Customer called and stated:

1. I want to accept the SOC
2. I would like to upgrade to a Borrego EX, Black w Black interior leather
3. I already checked with the dealer and they don't have this vehicle in their inventory

Writer stated:

1. Let me make sure we have that vehicle at port

Writer spoke to distribution and confirmed this vehicle is available from port

Writer advised customer and also stated:

1. Please send the signed offer letter and release of loan document
2. Once I receive these **dOCS**, I will talk to the dealer and let them know what's going on
3. I will order the vehicle from port and have it shipped to FL025

Customer stated:

**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>
██████████	██████████	KNDJD736175 ██████████	K1496795	20,000
Miramar, FL ██████████		Prod. Date: 9/18/06	Dealer: FL025	Gunther Kia

*** NOTES 10/22/2008 09:07 AM Eastern Daylight Time OSprague Action Type:Manager review

Vehicle has shipped from port and is "intransit" to FL025

Writer left message for GM (Rich Persaud) stating:

1. A 2009 Borrego is intransit to your dealership
2. It is to complete the SOC for this customer
3. An SOC package will be faxed and sent Fed-X
4. Please call if you have any questions

Writer spoke to customer and stated:

1. Vehicle is intransit to the dealer
2. They will contact you as soon as the vehicle arrives
3. I would like to confirm how much you will owe for this transaction
4. Upgrade fee of \$1,196.75 +6% sales tax -and- \$2,505.08 mileage deduction
5. The total you owe at time of exchange is \$3,773.64
6. Please make this payable to the dealer and Kia will get paid by the dealer

Customer stated:

1. Thank you for your help
2. I will wait to hear from the dealer

SOC PACKAGE SENT TO DEALER - PENDING TRADE-OUT FORM

*** CASE CLOSE 10/22/2008 09:10 AM Eastern Daylight Time OSprague
PENDING TRADE-OUT FORM FROM DEALER

*** NOTES 10/28/2008 08:32 AM Eastern Daylight Time OSprague Action Type:Manager review
Writer received trade-out form
SOC package will be sent to NCA for dealer check processing

*** CASE CLOSE 10/28/2008 08:34 AM Eastern Daylight Time OSprague

*** NOTES 10/28/2008 10:41 AM Eastern Daylight Time OSprague Action Type:Manager review
Writer spoke to customer (Mr. ██████████) and he stated:

1. The dealer called me on Friday (10/24)
2. They completed the SOC on Saturday (10/25)
3. I am in my new Borrego and I love it
4. Thank you for all your assistance

*** CASE CLOSE 10/28/2008 10:42 AM Eastern Daylight Time OSprague

*** NOTES 11/24/2008 09:55 AM Eastern Daylight Time OSprague Action Type:Manager review
Check received in region
Check sent to ISG so they can get title from dealer

*** CASE CLOSE 11/24/2008 09:55 AM Eastern Daylight Time OSprague

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Last_name	First_name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1356019	14,000
Gilbert, AZ ██████████		Prod. Date: 11/3/06	Dealer: AZ032 Mark Kia	

Case History

Complaint *Per AIR Assistance*

*** NOTES 09/05/2007 08:44 AM US Mountain Standard Time JHirshfield Action Type: Manager review

[!<For Internal Use Only
see TechLine case T1334360>!]

*** PHONE LOG 09/05/2007 08:47 AM US Mountain Standard Time JHirshfield Action Type: Outgoing call
wtr LVM for svc mgr Harry Granger requesting callback to discuss customer's **OCS** complaint

*** PHONE LOG 09/05/2007 08:47 AM US Mountain Standard Time JHirshfield caller

1. intermittent **PASS**enger side **AIR** bag light concern
2. has had it in about 5X and they are never able to duplicate it, yet he can sit in it and have it work sometimes and not other times

wtr

1. if they can duplicate the concern m. then they can try and address it
2. he needs to demonstrate that it does not work and ask them to show him that it does work
3. i will speak with svc mgr @ AZ032 and see if he has any ideas
4. suggest he contact svc mgr when he takes car in for svc

*** PHONE LOG 09/05/2007 09:02 AM US Mountain Standard Time JHirshfield Action Type: Incoming call
wtr received callback from svc mgr Harry G and said

1. explained cust issue with **OCS**
2. saw that they had spoken with TechLine in July and they had mentioned a reflash when available
3. have they heard anything yet regarding the availability of the reflash?

svc mgr stated:

1. he has yet to hear anything
2. however, he will make a note that when cust comes in they can get an update on status

wtr

1. referred cust to speak with him when he brings car in

*** CASE CLOSE 09/05/2007 09:06 AM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736775██████████	K1378381	1,988
Greenville, SC ██████████		Prod. Date: 4/18/07	Dealer: SC005 Kia of Greenville	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 11/02/2007 08:58 AM US Mountain Standard Time ERuiz
CALLER STATED

1. WE NOTICE WE'RE HAVING A PROBLEM W/ THE **PASSENGER'S SIDE AIR** BAG.
2. I'VE BEEN DOING SOME RESEARCH AND NOTICE THAT THIS IS A KNOWN ISSUE.
3. I TOOK IT TO THE DEALER AND THEY SAID THE SAME THING.
4. THEY SAID THAT THE **AIR** BAG NEEDS TO BE REPROGRAM
5. THEY SAID THAT A KIA ENGINEER HAS TO COME IN AND REPROGRAM IT.
6. APPARENTLY HE'S THE ONLY ONE THAT HAS THE TOOLS TO REPROGRAM IT.
7. THE DEALER SAID THAT THE KIA REP COMES ONCE A MONTH.
8. I WOULD LIKE TO GET THIS FIX.
9. IS THERE ANY WAY TO EXPEDITE THIS.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO LOOK INTO IT.
3. WRT WILL CONTACT THE DEALER AND THE KIA FIELD REP.
4. WRT WILL TRY TO GET A DATE AND TIME OF THE APPOINTMENT.
5. CUSTOMER HAS THE CASE #.
6. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.
7. CUSTOMER CAN BE REACH AT (864) 363-6392.

*** PHONE LOG 11/02/2007 11:50 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED SC005.
2. WRT SPOKE TO MARVIN.
3. WRT EXPLAINED THE REASON OF THE CALL.
4. RE STATED:
 - a) THE VEHICLE IS HERE RIGHT NOW.
 - b) THE CUSTOMER IS HAVING AN ALARM SYSTEM INSTALL.
 - c) THE **PASSENGER'S SIDE AIR** BAG NEEDS TO BE REPROGRAM.
 - d) THE KIA FIELD TECH HAPPENED TO BE HERE LAST WEDNESDAY.
 - e) THE CUSTOMER JUST LET US KNOW ABOUT THIS TODAY.
 - f) HE NOW HAS A SPECIAL TOOL TO REPROGRAM THE **AIR** BAG.
 - g) LAST WEDNESDAY, HE DID A COUPLE OF THE VEHICLE THAT WERE HERE.
 - h) WE'LL NOTIFY THE CUSTOMER HAS SOON AS WE FIND OUT WHEN THE KIA TECH WILL BE HERE THE NEXT TIME.
5. WRT THANKED MARVIN FOR THE INFO.

*** PHONE LOG 11/02/2007 11:55 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED DPSM. MATT MYERS.
2. MATT WAS NOT AVAILABLE.
3. WRT LEFT A V MMESSAGE REQUESTING FIELD TECH'S ITINERARY.
4. WRT REQUESTED A CALL BACK AT EXT 45665.

*** EMAIL OUT _ ERuiz 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

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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>
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1378381	1,988
Greenville, SC [REDACTED]		Prod. Date: 4/18/07	Dealer: SC005 Kia of Greenville	

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_K1378381_ERuiz_11-02-2007125026.doc>>

*** NOTES 11/05/2007 11:56 AM US Mountain Standard Time ERuiz Action Type:E-mail sent

WRITER STATED

1. WRT E-MAILED MATT MYERS.
2. WRT ASKED MATT FOR ASSISTANCE GETTING FTR SCHEDULE.

*** NOTES 11/06/2007 11:21 AM US Mountain Standard Time ERuiz Action Type:E-mail rec.

WRITER

1. WRT RECEIVED AN E-MAIL FROM DPSM. MATT MYERS.
2. MATT ADVISED TO E-MAIL FTR. STEVE FOR MORE INFO.
3. WRT E-MAIL, STEVE AT srupert@kiausa.com.
4. WRT REQUESTED FTR ITINERARY

*** PHONE LOG 11/07/2007 01:50 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR MORGAN BACK.
2. WRT EXPLAINED THE DEALER WILL NOTIFY HIM WHEN THE KIA TECH BECOMES AVAILABLE.
3. THE DEALER HAS THE CUSTOMER ON A LIST OF CUSTOMERS THAT REQUIRE KIA TECH ASSISTANCE.
4. CUSTOMER STATED:
a) OK. THANK YOU VERY MUCH

*** CASE CLOSE 11/07/2007 01:51 PM US Mountain Standard Time ERuiz

*** NOTES 01/14/2008 03:46 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>
██████████	██████████	KNDJD736475 ██████████	K1329074	2,792
Leesburg, FL ██████████		Prod. Date: 9/13/06	Dealer: FL091	Kia of Leesburg

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 07/02/2007 09:43 AM US Mountain Standard Time RBriones

Customer Stated:

1. We are having an issue with the vehicle.
2. **PASS**engers side front seat **AIR** bag sensor is not working.
3. Dealer has replaced seat, but it is still not working.
4. Saturday evening, we received a phone call while on the golf course.
5. Gentleman identified himself as calling about our svc experience for survey.
6. My wife then handed me the phone.
7. The gentleman with the survey company refused to speak with me.
8. And eventually hung up on me.
9. Wanted to make sure the complaint was document with that gentleman. as was very upset about that.
10. Am very happy with svc I am receiving from dealer.
11. It just seems right now, that California is dragging their feet as dealer is waiting for response from them.
12. Do like the vehicle. am just concerned about safety with the **AIR** bag issue.

Writer Stated:

1. Apologized for prob.
2. We are here to try and assist with warr rep**AIR**s.
3. Can follow up with svc dept, and see if we can provide any further assistance.
4. Will document customer complaint with person from survey company.
5. Surveys are conducted by third party contracted company.
6. But Kia does certainly monitor how they are conducting themselves.

*** PHONE LOG 07/05/2007 11:12 AM US Mountain Standard Time UValencia Action Type:Incoming call

CALLER STATES

- 1.- I WILL LIKE TO SPEAK WITH A SUPERVISOR
- 2.- I CALLED MONDAY AND I HAVEN'T HEARD ANYTHING BACK YET
- 3.- I JUST BOUGHT THIS CAR. THIS IS MY SECOND KIA VEHICLE
- 4.- THE **PASS**enger side front **AIR** bag sensor is not working
- 5.- THE DEALER WAS SUPPOSED TO CALL ME BACK. AND THEY HAVEN'T
- 6.- SO I CALLED TODAY AND SPOKE WITH JACKIE AT FL090 THERE. AND ASK WHY THEY HAVEN'T CALL ME. SHE SAID THEY FORGOT
- 7.- SHE TOLD ME THAT THE CAR NEED IT TO COME IN FOR A COUPLE OF DAYS. AND ASK ME IF I NEED IT A LOANER. I SAID YES. AND SHE SAID THAT THEY ONLY HAD TWO AND SHE WAS NOT SURE WHEN THEY WOULD BE ABLE TO GIVE ME A LOANER
- 8.- SHE WOULD CHECK FOR AVAILABILITY
- 9.- I AM VERY HAPPY WITH MY CAR. AND I JUST WANT THIS TO BE TAKEN CARE OF
- 10.- I DON'T WANT TO BE DRIVING A CAR LIKE THIS. IF SOMETHING WOULD IT HAPPEN KIA AND I WOULD REALLY HAVE A PROBLEM

WRT STATES

- 1.- APOLOGIZE
- 2.- RENTAL SCRIPTING
- 3.- WRT WILL FOLLOW UP WITH SVC MGR AND/OR ZONE REP
- 4.- WRT WILL FOLLOW UP WITH CST
- 5.- WRT PROVIDED CASE# AND CONTACT INFO

*** PHONE LOG 07/05/2007 11:25 AM US Mountain Standard Time UValencia Action Type:Outgoing call

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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 ██████████	K1329074	2,792
Leesburg, FL ██████████		Prod. Date: 9/13/06	Dealer: FL091	Kia of Leesburg

WRT CALLED SVC MGR LOONEY, WHO STATES

- 1.- THE VEHICLE WAS HERE
- 2.- WE REPLACED THE SEAT
- 3.- THE LIGHT IS STILL ON AND WE NEED TO BRING THE CAR IN AGAIN

WRT STATES

- 1.- CST IS VERY HAPPY WITH VEHICLE
- 2.- AND HE WANTS TO KNOW IF YOU CAN PROVIDE A RENTAL OR LOANER
- 3.- ASK IF THEY HAVE CALL DPSM FOR A POSSIBLE RENTAL

WRT STATES

- 1.- IT WILL HAVE TO BE HERE PROBABLY ON MONDAY
- 2.- I WILL CONTACT DPSM DAN TACKER AND WILL CALL YOU RIGHT BACK

WRT STATES

- 1.- WILL FOLLOW UP WITH CUSTOMER

*** PHONE LOG 07/05/2007 12:17 PM US Mountain Standard Time UValencia Action Type:Outgoing call

WRT CALLED MS ██████████ WHO STATES

- 1.- DLR CALLED ME AND I AM GOING TO TAKE MY CAR MONDAY
- 2.- THEY ARE GOING TO CALL ENTERPRISE ON MONDAY
- 3.- AN I WILL GET A RENTAL ON MONDAY

WRT STATES

- 1.- WRT WILL FOLLOW UP WITH DEALER
- 2.- WRT WILL FOLLOW UP WITH CUSTOMER MONDAY

*** COMMIT 07/05/2007 12:18 PM US Mountain Standard Time UValencia Action Type:Callback Required

*** CASE CLOSE 07/05/2007 12:19 PM US Mountain Standard Time UValencia

*** PHONE LOG 07/10/2007 08:28 AM US Mountain Standard Time UValencia Action Type:Incoming call

CALLER STATES

- 1.- THE VEHICLE IS AT THE DEALER SINCE MONDAY
- 2.- I GOT THE RENTAL FROM ENTERPRISE
- 3.- THE DEALER TOLD ME THAT I SHOULD TAKE ONLY A COUPLE OF DAYS
- 4.- I JUST WANT IT TO LET YOU KNOW THAT I HAVE THE RENTAL OK

WRT STATES

- 1.- APOLOGIZE
- 2.- WRT WILL FOLLOW UP WITH DEALER
- 3.- WRT WILL FOLLOW UP WITH CUSTOMER

*** PHONE LOG 07/10/2007 08:50 AM US Mountain Standard Time UValencia Action Type:Outgoing call

WRT CALLED SVC MGR/LOONEY AT FL091. RICHARD SVC ADV ANSWER THE PHONE WHO STATES

- 1.- SVC MGR IS LOONEY HE IS OUT DOING INVENTORY IT WOULD NOT BE IN TODAY
- 2.- THE CAR IS STILL HERE.
- 3.- SHE GOT A RENTAL.
- 4.- EVERYBODY IS AT LUNCH BUT THEY ARE STILL WORKING ON IT

WRT THANK CALLER FOR INFORMATION

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Last_name	First_name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1329074	2,792
Leesburg, FL ██████████		Prod. Date: 9/13/06	Dealer: FL091 Kia of Leesburg	

*** PHONE LOG 07/10/2007 08:53 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MS ██████████
1.- WRT INFORMED CST THEY ARE STILL WORKING ON THE VEHICLE
2.- WRT WILL FOLLOW UP WITH FL091
3.- WRT WILL FOLLOW UP WITH CUSTOMER AS SOON AS MORE INFO BECOMES AVAILABLE
CALLER THANK WRT

*** PHONE LOG 07/13/2007 10:45 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRC AA rec'd call from DPSM-DK--DPSM states
1. DPSM has contacted Platform engineer at National to request additional information.
2. rental has been approved until Monday.
3. per National advise 2nd seat has been ordered "E"
4. customers vehicle is at FL091

*** PHONE LOG 07/13/2007 11:58 AM US Mountain Standard Time UValencia Action Type:Incoming call
MS ██████████ LVM REQUESTING A CALL BACK

*** PHONE LOG 07/13/2007 12:05 PM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MS ██████████ WHO STATES
1.- MY HUSBAND SPOKE WITH ██████████ AT FL091
2.- AND FROM WHAT HE UNDERSTOOD IT SEEM LIKE WE ARE GOING TO BE WITH OUT A CAR FOR ANOTHER WEEK
3.- CAN YOU PLEASE FOLLOW UP WITH HER AND THEN CALL MY HUSBAND
WRT STATES
1.- WRT NOTES SAID THAT A SECOND SEAT WAS ORDERED
2.- WRT WILL FOLLOW UP WITH FL091
3.- WRT WILL CONTACT MR ██████████ WITH INFO

*** PHONE LOG 07/13/2007 12:11 PM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED SVC MGR. RICHARD WHO ANSWER STATED THAT SVC MGR WAS HELPING AT A DIFFERENT SITE. WRT ASKED TO BE TRANSFER TO JACKIE WHO STATES
1.- WE SENT AN E-ORDER FOR THE SEAT
2.- THE SEAT SHOULD ARRIVE HERE MONDAY OR TUESDAY
3.- AND THE SEAT IS COMING WITH A NEW SOFTWARE UPDATE. THAT WAS RECOMMENDED BY TECH SUPPORT AND DAN TACKER
4.- THAT IS ALL THE INFORMATION THAT I HAVE
WRT THANKED CALLER FOR INFO

*** PHONE LOG 07/13/2007 12:16 PM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MR ██████████
1.- I HAVE NO PERSONAL COMPLAINTS WITH THE DEALER
2.- I DON'T LIKE THE ANSWER THAT I KEEP GETTING
WRT STATES

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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>
██████████	██████████	KNDJD736475 ██████████	K1329074	2,792
Leesburg, FL ██████████		Prod. Date: 9/13/06	Dealer: FL091	Kia of Leesburg

- 1.- APOLOGIZE
- 2.- UPDATE INFO OBTAINED FROM DEALER
- CALLER STATES
- 1.- THANK YOU FOR BEEN ON TOP OF IT

*** PHONE LOG 07/18/2007 08:52 AM US Mountain Standard Time UValencia Action Type:Incoming call
caller Ms ██████████ LVM requesting a call back

*** PHONE LOG 07/18/2007 09:01 AM US Mountain Standard Time UValencia Action Type:Outgoing call

Wrt Called Ms ██████████ Who states
Caller states

- 1.- They waiting on the tech again they put in a new seat and is not working
 - 2.- I got a question for you
 - 3.- they said that they try another seat and it didn't work
 - 4.- what are the chances. because we haven't even driving the car. what is the possibility of Kia replacing my car
 - 5.- I overheard when my wife was talking to the svc mgr that well at least you have a rental vehicle
 - 6.- that is unacceptable
 - 7.- We are going on vacation and this is really inconvenient
- wrt states
- 1.- apologize
 - 2.- Wrt will call Svc Mgr at FL091 to follow up
 - 3.- wrt will follow up with DPSM Dan Tacker.
 - 4.- Wrt will follow up with customer once more information becomes available

*** EMAIL OUT UValencia Action Type:External email

Send to: [DLuckert@kiausa.com]

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

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

<- File Attachment: \\ecopubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1329074_UValencia_07-18-2007100051.doc>>

*** PHONE LOG 07/18/2007 09:07 AM US Mountain Standard Time UValencia Action Type:Outgoing call

Wrt Called DPSM Dan Tacker. LVM Requesting a call back

*** PHONE LOG 07/18/2007 09:10 AM US Mountain Standard Time UValencia Action Type:Outgoing call

Wrt called Svc Mgr Richard at FL091 who was out at lunch. wrt will call back

*** PHONE LOG 07/18/2007 03:18 PM US Mountain Standard Time UValencia Action Type:Outgoing call

wrt called svc mgr Loone Presley who states

- 1.- we put a seat on the car and the light came on again

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1329074	2,792
Leesburg, FL ██████████		Prod. Date: 9/13/06	Dealer: FL091 Kia of Leesburg	

- 2.- we called tech line, and they don't have a fix yet for the issue
- 3.- we got another seat bottom the second one and still does not work.
- 4.- when we installed the second seat today me and my tech drove it and it was ok, then the light came on again
- 5.- so we try it with Jackie she weights about 150 pounds, and the light came on again, after we reset it Me and another tech got in the car
his weight is about 200 and the light did not come on
- 6.- so we try it with me on the **PASS**enger seat. my weight is about 220 pounds and it did work
- 7.- But when we sit some one that is less than 150 pounds the light comes on
- 8.- i called the tech line again and they don't have a fix yet
- 9.- so i called Don Stevens DPSM, he was covering while Dan Tacker was out
- 10.- Explained to him the situation and his suggestion was to give the vehicle back to the customer
- 11.- until we have a fix for the problem
- 12.- i have not contact Dan Tacker in regards to this
13. the history in this vehicle is as follows:
history
ro#36578 6/14/07 2139. cst tech line
ro#36812 6/27/07 2675 . installed new seat bottom
ro#????? 7/18/07 3304. left with 3356 second seat bottom
wrt states
1.- thanked caller for info
2.- Wrt will contact DPSM Dan Tacker
3.- Wrt asked to caller is Don Stevens DPSM recommended to just give the car back
4.- Caller states yes.

*** PHONE LOG 07/18/2007 03:20 PM US Mountain Standard Time UValencia Action Type:Outgoing call

wrt called Ms ██████████ who states

- 1.- they call us and they said that they can't fix the car
- 2.- they advised us to take our book and start filling up application for lemon law
- 3.- they told me to turned the vehicle on and turned it off to reset system
- 4.- I've been told that the updates are not available
wrt states
1.- apologize
2.- Wrt asked customer what do you want the manufacture to do
Caller states
1. I want the manufacture to fix the problem
2.- I want the seat to work
3.- I don't want to have to play with the ignition to reset the system. I paid more than 20k for my car
4.- If the Manufacture can't fix this immediately, I want to get an identical car that's all
5.- I just want to enjoy my car
6.- i don't want to apply for a lemon law
7.- I don't like the answer that I am getting from the svc mgr
8.- The answer from Loone Svc Mgr this morning when we picked up the vehicle was to fill out the paper work for lemon law.
10.- they have three attempts to fix the car, and they are throwing the towel on us
11.- since this morning when the dealer told us to get the car . they are telling us to file for a lemon law
12.- I don't want to be driving the car with out knowing that the car is not safe
wrt states

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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>
██████████	██████████	KNDJD736475 ██████████	K1329074	2,792
Leesburg, FL ██████████		Prod. Date: 9/13/06	Dealer: FL091	Kia of Leesburg

*** NOTES 07/19/2007 08:50 AM US Mountain Standard Time UValencia Action Type:Manager review
CASE FOR MSS/MR ██████████ DISPATCH TO REGION FOR FURTHER REVIEW

- 1.- **AIR**BAG LIGHT FOR **PASS**enger SEAT KEEPS ON COMING ON
- 2.- DEALER FL091 HAD TO TECH TICKETS OPEN
- 3.- **PASS**enger SEAT HAS BEEN REPLACE TWICE
- 4.- TECH SUPPORT STATED THERE IS NO CURRENT FIX
- 5.- CUSTOMER WANTS TO PUT INTO NEW VEHICLE
- 6.- PER CUSTOMER STATEMENT DEALER RECOMMENDED TO FILE FOR LEMON LAW
- 7.- CUSTOMER WILL LIKE FOR THIS TO BE FIX BY KIA
- 8.- CUSTOMER WILL FILE FOR LEMON LAW AS LAST RESOURCE
- 9.- VEHICLE HAS ONLY 3K MILES
- 10.- DPSM DID NOT RETURNED PHONE CALL
- 11.- CUSTOMER WANTS THIS TO BE RESOLVE ASAP

*** PHONE LOG 07/23/2007 10:09 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
Review with DPSM--DPSM has requested all documents be sent to SRCAA for review
DPSM states

1. 2nd seat replaced & dealer confined that the seat still did not function properly.

*** PHONE LOG 07/23/2007 10:19 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact
LM on VM advising

1. I have been in contact with the Dist. Mgr and Dealer regarding her case
2. I will be reviewing documents to verify how I can best assist
3. provided SRCAA contact info

*** PHONE LOG 07/23/2007 12:10 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd call from Mr. ██████████ states

1. want to know what is going on and what you are doing
SRCAA advised, "I am current working on gathering documents to review and see what or how I can assist."
2. All we want to do is get it fixed
3. Someone started saying something about the Lemon Law but we have never indicated that we want to file Lemon Law
4. vehicle is back at the Dealer today for the same thing.
5. we had a Sportage before (i. FL070--Johnsons Kia
6. last rep **AIR** was 10 days
7. Dealer is furnishing me with a rental vehicle but it is a very small vehicle.

SRCAA advised

1. I have requested info from my Field Tech
2. once review is complete we can verify rep **AIR**
3. if not rep **AIR**ed we would move forward with replacement.

*** PHONE LOG 07/24/2007 04:03 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1329074	2,792
Leesburg, FL ██████████		Prod. Date: 9/13/06	Dealer: FL091 Kia of Leesburg	

*** PHONE LOG 07/24/2007 04:04 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted DPSM--DPSM will call dealer regarding their request to put a Sorento in rental service

*** PHONE LOG 07/24/2007 04:10 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and advised

1. Dealer should call him by 5:00 to discuss possible Sorento rental vehicle
2. reviewed possible rep **AIR** however not sure if it will be within the next 30 or even 60 days
3. reviewed that if the system is functioning properly this may not change things for his wife
4. advised that he will need to take vehicle home until we call about a rep **AIR**
5. SRCAA requested Mr. ██████████ let me know if the **OCS** system in the loaner works for his wife.

Mr. ██████████ states

1. this is not due to my wifes structure
2. I have sat in the seat and it does not function
3. The Dealer has had other people in the seat & it did not function
4. not sure that I want to drag this out but will go into the Sorento rental and let you know how the seat functions in it.

*** PHONE LOG 07/27/2007 04:10 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Lonnie at FL091 for status of larger rental for Mr. ██████████
Lonnie states he should have something by Monday or Tuesday.

*** PHONE LOG 07/27/2007 04:18 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted DPSM to request additional assistance
DPSM will authorize a larger rental

SRCAA contacted customer and advised

1. DPSM will request Dealer authorize larger rental at enterprise if they have one available
2. Dealer will call with additional info

*** PHONE LOG 07/30/2007 12:57 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Lonnie at FL091 to request the status of the larger rental vehicle for this customer.
Lonnie will check on larger rental and call back

*** PHONE LOG 07/30/2007 04:09 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
Service Manager has arranged a larger rental--Amanti
customer is ok with the Amanti.

*** PHONE LOG 07/30/2007 04:17 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
Mr. ██████████ -- will have his wife pick up the rental and the their vehicle until further notice
[!-For Internal Use Only

Per review with NCAM--vehicle should not be left at Dealer pending rep **AIR**.>{]

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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>
██████████	██████████	KNDJD736475 ██████████	K1329074	2,792
Leesburg, FL ██████████		Prod. Date: 9/13/06	Dealer: FL091	Kia of Leesburg

*** PHONE LOG 07/31/2007 04:12 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd customer request for call back tomorrow morning.

*** PHONE LOG 08/01/2007 08:27 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA returning customer request for call back
Customer is in Kansas--lost connection

*** PHONE LOG 08/01/2007 08:28 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted call back but no luck

*** NOTES 08/01/2007 11:45 AM Eastern Daylight Time JuneSifford Action Type:Manager review
Vehicle will be inspected today at 1:00 by CFTR

*** FULFILL 08/07/2007 12:58 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** PHONE LOG 08/10/2007 03:35 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
Customer states **OCS** light still not functioning properly
Replacement offered
Replacement ordered

*** CASE CLOSE 08/10/2007 03:39 PM Eastern Daylight Time JuneSifford

*** PHONE LOG 08/21/2007 01:59 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ and advised
1. vehicle should be delivered in the next day or 2
2. I am arranging turn in for 8/29/07
3. Our CTR will be there to inspect the vehicle and ensure that the **OCS** is functioning properly with her in the **PASS**enger seat

SRCAA contacted Harry Mapes at FL091 & reviewed
1. turn in /coll ex process and scheduled date of 8/29
2. request that he have finance contact lender to get authorization for COLL EX and any necessary lender **dOCS**.

*** CASE CLOSE 08/22/2007 03:08 PM Eastern Daylight Time JuneSifford

*** PHONE LOG 08/29/2007 03:02 PM Eastern Daylight Time JuneSifford Action Type:Incoming call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475 ██████████	K1329074	2,792
Leesburg, FL ██████████		Prod. Date: 9/13/06	Dealer: FL091	Kia of Leesburg

*** CASE CLOSE 08/29/2007 03:04 PM Eastern Daylight Time JuneSifford

*** CASE CLOSE 10/02/2007 11:58 AM Pacific Daylight Time ELau
Tread Review Completed

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735X85 ██████████	K1570858	622
Georgetown, KY ██████████		Prod. Date: 10/17/07	Dealer: KY011	Car Town Kia, USA

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 03/31/2009 06:46 AM US Mountain Standard Time RChacon

*** PHONE LOG 03/31/2009 06:53 AM US Mountain Standard Time RChacon Action Type:Incoming call

CUSTOMER STATED:

1. I RECENTLY PURCHASED THIS VEH FROM KY011
2. AFTER GETTING VEH, I NOTICED THAT THE **PASS** SIDE **AIRBAG** LIGHT WAS ON
3. IT WILL COME ON WITH ME, MY DAUGHTER, OR MY HUSBAND SITTING IN THE SEAT
4. WHEN I TOOK MY VEH TO KY011 TO HAVE THE RAIN GUARDS INSTALLED, I WAS TOLD THAT THERE WAS NOTHING THEY COULD DO ABOUT THE **AIRBAG** LIGHT
5. IS THIS TRUE? (UNSURE OF PERSON @ DEALER)

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO, NO RECALLS
3. ADVISED CUSTOMER IF NOT SITTING CORRECTLY IN SEAT IT CAN TURN ON **AIRBAG** LIGHT
4. IF YOU ARE SITTING CORRECTLY IN SEAT, AND IF YOU MEET WEIGHT REQUIREMENTS LIGHT SHOULD GO OFF
5. RECOMMEND TAKING VEH BACK TO KIA DEALER FOR DIAG
6. ONCE VEH IS @ DEALER CALL US TO ADVISE
7. WE WILL FOLLOW UP WITH DEALER TO ENSURE ALL KIA RESOURCES ARE USED TO PROP DIAG, AND RESOLVE VEH CONCERN
8. PROVIDED CASE #

CUSTOMER STATED:

1. THANK YOU

*** CASE CLOSE 03/31/2009 06:54 AM US Mountain Standard Time RChacon

*** CASE CLOSE 04/09/2009 04:31 PM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735685 ██████████	K1589428	33,000
Austin, TX ██████████		Prod. Date: 5/14/07	Dealer: TX058 South Point Kia	

Case History

Complaint Reimbursement

*** PHONE LOG 05/18/2009 12:24 PM US Mountain Standard Time RSabin Action Type: Incoming call

CUST STATED:

1. I NEED THE PHONE # FOR THE LOCAL DLR

WRITER ADVISED:

1. PROVIDED LOCAL DLR INFO

CUST STATED:

1. OK THANKS

*** PHONE LOG 05/18/2009 01:07 PM US Mountain Standard Time LColema

Cust states:

1. Received letter for **OCS** recall.
2. That light stays on in my veh most of the time.
3. Took veh to Southpoint Kia prev for this concern & was adv if I didn't weigh 140 lbs. the light would not go off.
4. But I knew that wasn't true because my mother weighs 240 lbs & the light doesn't go out when she is in the **PASS**enger seat.
5. So now there is a recall.
6. Also there is a problem with the tires losing **AIR**.
7. I put **AIR** in the tires. the light goes out & then the light will come back on.
8. What can be done about that.

Writer states:

1. Updated. SC076
2. Apologized for concerns with the veh.
3. Kia does not warranty the tires. the tire manuf warranties the tires.
4. Either there is a problem with the tires or the TPMS system.
5. Adv cust to have dlr check the tires when taking veh in for recall
6. Provided case number & writer's contact info.
7. Adv cust to call writer back when taking veh to dlr if need further assistance.

*** CASE CLOSE 05 18 2009 01:08 PM US Mountain Standard Time LColema

AIR bag light on

TPMS light on

*** CASE CLOSE 05 18 2009 01:08 PM US Mountain Standard Time LColema

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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>
██████████	██████████	KNDJC735285 ██████████	K1542861	19,138
Ferrum, VA ██████████		Prod. Date: 9/7/07	Dealer: VA044	Motor Mile Kia

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 01/16/2009 08:53 AM US Mountain Standard Time RSabin
CUST STATED:

1. WE HAVE TAKEN OUR VEH TO THE DLR TWO DIFFERENT TIME'S
2. THE MAJOR PROBLEM IS THAT WHEN SOMEONE SIT'S IN THE **PASS**ENGER SEAT THE LIGHT DOES NOT GO OFF
3. THE FIRST TIME WE TOOK OUR VEH TO THE DLR THEY SAID IT WAS THE SEAT COVER'S BUT IT WAS DOING IT PRIOR TO PUTTING THE SEAT COVERS ON
4. THIS PAST WEEK WE TOOK OUR VEH TO OUR SELLING DLR
5. WE HAD A PROBLEM WITH THE ROTOR'S, TRANY SLIPPING AND THE **AIR** BAG LIGHT WAS STILL ON
6. THE DLR TOOK CARE OF THE ROTORS AND TEST DROVE THE VEH AND HOOKED IT UP TO THE MACHINE
7. THE DLR SAID THEY COULDN'T FIND ANYTHING WRONG WITH THE TRANY OR **AIR** BAG SYS
8. WE ARE VERY UNSATISFIED WITH EVERYONE RIGHT NOW
9. I CALLED THE DLR BACK AND I HAVE A APPT FOR NEXT TUESDAY

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. IF YOUR STILL HAVING THE PROBLEM THEN WHAT I CAN DO IS FOLLOW UP WITH THE DLR NEXT TUESDAY
3. WE CAN VERIFY THE DLR IS USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED
4. PROVIDED EXT #

CUST STATED:

1. OK THANKS

*** PHONE LOG 01/20/2009 09:51 AM US Mountain Standard Time RSabin Action Type:Outgoing call
VA044 MICHELLE SVC ADV ADVISED:

1. THE VEH IS SCHEDULED TO COME IN TONIGHT FOR A APPT TOMORROW
2. THE CUST WILL BE DROPPING IT OFF LATER AND PICKING UP THE LOANER

WRITER ADVISED:

1. OK THANKS

*** PHONE LOG 01/21/2009 12:46 PM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED DLR LVM FOR TOMMY SVC ADV:

1. I WAS CALLING TO SEE IF WE HAVE DIAGNOSED THIS CUST VEH YET
2. PLEASE CALL ME BACK TO ADVISE. EXT # 45458

*** PHONE LOG 01/21/2009 02:18 PM US Mountain Standard Time RSabin Action Type:Incoming call
DLR VA044 TOM SVC MGR LVM FOR WRITER:

1. I TALKED WITH THE ADV ON THE VEH AND WE DIDN'T HAVE A DIAG YET
2. IF YOU LIKE TO TALK WITH THE ADV SHE WILL HAVE MORE INFO WHEN YOU CALL BACK
3. HER NAME IS ██████████

*** PHONE LOG 01/22/2009 02:08 PM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED DLR LVM MICHELLE:

1. I WAS CALLING TO SEE IF WE HAVE DIAGNOSED THIS CUST VEH
2. PLEASE CALL ME BACK

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735285 ██████████	K1542861	19,138
Ferrum, VA ██████████		Prod. Date: 9/7/07	Dealer: VA044	Motor Mile Kia

3. PROVIDED CONTACT INFO

*** PHONE LOG 01/22/2009 02:47 PM US Mountain Standard Time RSabin Action Type:Incoming call
DLR VA044 MICHELLE SVC ADV LVM FOR WRITER:

1. THE TRANY AND **AIR** BAG LIGHT WERE OPERATING AS DESIGN. WE DIDN'T FIND ANY ISSUE'S WITH THE VEH
2. MY SVC MGR HAS ALSO TALKED WITH THE CUST AND BEEN INVOLVED
3. IF YOU HAVE ANY ADDITIONAL QUESTION'S PLEASE CALL ME BACK

*** PHONE LOG 01/23/2009 12:49 PM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED CUST LVM:

1. I WAS CALLING YOU BACK ABOUT YOUR VEH
2. PLEASE CALL ME
3. PROVIDED CONTACT INFO

*** PHONE LOG 01/23/2009 02:45 PM US Mountain Standard Time RSabin Action Type:Incoming call
CUST WIFE JESSICA LVM FOR WRITER:

1. I JUST PICKED UP OUR VEH AND IT'S DOING THE SAME EXACT THING
2. THE TRANY IS SLIPPING AND THE **AIR** BAG LIGHT ON IS WHEN I'M SITTING IN THE **PASS**ENGER SEAT
3. I TRIED CALLING THE DLR BUT EVERYONE WAS LEAVING OR WANTED TO ARGUE WITH ME
4. CAN YOU PLEASE CALL ME BACK

*** PHONE LOG 01/26/2009 01:52 PM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED CUST LVM:

1. I RECEIVED YOUR RV AND I WAS WONDERING IF YOU WERE GOING TO BRING YOUR VEH BACK TO THE DLR
2. PLEASE CALL ME AND LET ME KNOW
3. PROVIDED CONTACT INFO

*** PHONE LOG 01/27/2009 09:52 AM US Mountain Standard Time TShamburger Action Type:Incoming call

Mr ██████████ called

I have a case.

wrt states

1. yes looks like Richard left you a msg.
2. will transfered you to Richard S.

*** PHONE LOG 01/27/2009 09:59 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:

1. WHEN MY WIFE PICKED UP THE VEH THE **AIR** BAG LIGHT WAS STILL ON WHEN SHE WAS SITTING IN THE SEAT
2. MY WIFE WEIGH'S 150 LBS
3. SHE CALLED THE DLR AND THE TECH HAD GONE HOME AND THE SVC MGR WAS NOT ABLE TO LOOK AT HER VEH
4. WE ARE JUST GOING TO KEEP TAKING IT TO THE DLR UNTIL THE FIX THIS OR WE ARE ELIGIBLE FOR THE

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735285 ██████████	K1542861	19,138
Ferrum, VA ██████████		Prod. Date: 9/7/07	Dealer: VA044 Motor Mile Kia	

WRITER ADVISED:

1. THE DLR WENT THROUGH ALL TEST'S WE RECOMMEND THEY DO FOR YOUR CONCERN'S
2. THE DLR WAS NOT ABLE TO FIND ANY DEFECT'S AND THE VEH TESTED FINE
3. IF THE ISSUE IS STILL HAPPENING THEN I WOULD RECOMMEND MAKING ANOTHER APPT AND I CAN ONCE AGAIN FOLLOW UP AND LOOK INTO THE ISSUE

CUST STATED:

1. OK THANKS FOR YOUR HELP

*** CASE CLOSE 01/27/2009 10:00 AM US Mountain Standard Time RSabin

*** PHONE LOG 01/28/2009 02:14 PM US Mountain Standard Time RSabin Action Type:Outgoing call

WRITER CALLED DPSM TNASSAR LVM:

1. PROVIDED CASE NOTE'S
2. NOT SURE IF YOU WOULD LIKE ME TO DISPATCH THIS CASE FOR EARLY INTERVENTION OR POSSIBLE GOODWILL FOR TROUBLE
3. PLEASE CALL ME BACK FOR SOME DIRECTION
4. EXT # 45458

*** EMAIL OUT_ RSabin Action Type:External email

Send to:[TNASSAR@KIAUSA.COM]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has 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: wcopubs\ClarifyOBJ\CA_Attachments\SendHistoryCase_K1542861_RSabin_01-28-2009140658.doc>>

*** PHONE LOG 01/28/2009 02:27 PM US Mountain Standard Time RSabin Action Type:Incoming call

DPSM TNASSAR ADVISED:

1. I WOULD GO AHEAD AND DISPATCH THE CASE FOR FURTHER ASSISTANCE

WRITER ADVISED:

1. OK THANKS

*** NOTES 01/28/2009 02:29 PM US Mountain Standard Time RSabin Action Type:Manager review

DISPATCHING CASE:

1. CUST HAS BEEN TO THE DLR A COUPLE TIMES FOR A TRANY CONCERN AND AIR BAG LIGHT
2. THE DLR HAS NOT FOUND ANY ISSUES WITH THE VEH AND NO CODES HAVE BEEN STORED
3. CUST DIDN'T AGREE WITH DLR'S DIAGNOSIS
4. CUST MENTIONED LEMON LAW
5. DPSM ADVISED WRITER TO DISPATCH CASE FOR FURTHER ASSISTANCE

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735285 ██████████	K1542861	19,138
Ferrum, VA ██████████		Prod. Date: 9/7/07	Dealer: VA044 Motor Mile Kia	

*** FORWARD 01/29/2009 06:46 AM Pacific Daylight Time MPfeifer

Tom - what is being done to get this resolved? Has the dealer flashed the **OCS** system? There is some info on trans related concerns as well.

*** PHONE LOG 02/04/2009 04:46 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER

*** PHONE LOG 02/05/2009 03:13 PM Eastern Daylight Time SJames Action Type:Incoming call
RCAA CALLED CUSTOMER WHO REITERATED CONCERNS. PROVIDED WITH CONTACT INFORMATION
RCAA TO SCHEDULE APPT AT DEALER POSSIBLY THURSDAY, 19 FEBRUARY 2009
RCAA WORKING WITH DPSM ON THIS CONCERN

*** PHONE LOG 02/11/2009 04:11 PM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED AND STATED
1. I AM NOT GOING TO BE ABLE TO MAKE THE 19TH
2. OK THAT WILL BE FINE
RCAA STATED I WILL CHECK THE DPSM'S SCHEDULE AGAIN AND GET BACK TO YOU

RCAA CALLED AND LVM FOR DPSM REQUESTING A CALLBACK

*** PHONE LOG 02/11/2009 04:25 PM Eastern Daylight Time SJames Action Type:Incoming call
DPSM TO MEET WITH CUSTOMER AT VA044. WEDNESDAY, 25 FEBRUARY AT 1PM
RCAA CALLED CUSTOMER TO CONFIRM
CUSTOMER ACCEPTED APPT.
RCAA TO FOLLOW UP WITH CUSTOMER AFTER APPT.

*** NOTES 02/23/2009 04:25 PM Eastern Daylight Time SJames Action Type:Manager review
RECEIVED BBB CASE. WAITING DEALER APPOINTMENT TO PREPARE MRF

*** NOTES 02/23/2009 05:10 PM Eastern Daylight Time SJames Action Type:Manager review
SENT BBB CASE TO DPSM FOR REVIEW

*** PHONE LOG 02/25/2009 04:02 PM Eastern Daylight Time SJames Action Type:Incoming call
DPSM CALLED CUSTOMER AND STATED
1. THE CUSTOMER IS IN A RENTAL
2. THEY ARE WORKING ON A COUPLE OF THINGS
3. I TOLD THE CUSTOMER YOU WOULD CONTACT THEM ONCE THEIR PROBLEM HAS BEEN RESOLVED
RCAA STATES
1. THANK YOU, I APPRECIATE IT

*** PHONE LOG 03/04/2009 04:23 PM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED RCAA AND STATED

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735285 ██████████	K1542861	19,138
Ferrum, VA ██████████		Prod. Date: 9/7/07	Dealer: VA044 Motor Mile Kia	

2. WE MADE A STOP GOT BACK INTO THE VEHICLE AND THE **PASSENGER AIR** BAG LIGHT CAME ON AGAIN
 3. I CALLED THE DEALER AND SPOKE WITH LARRY SHELOR HIMSELF AND ROCKY THE SHOP FOREMAN
 4. I LET THEM KNOW I AM NOT RETURNING TO THE DEALER BECAUSE THIS WOULD BE THE FIFTH TIME
 5. AT THIS POINT I WANT ANOTHER CAR OR SOME COMPENSATION
 6. I WILL SEND YOU THAT
 7. I APPRECIATE IT
- RCAA STATES
1. I DO APOLOGIZE FOR THE CONCERNS YOU HAVE HAD
 2. WOULD YOU BE ABLE TO SEND ME YOUR **REPAIR** ORDERS IN THIS CASE
 3. THIS ALLOWS ME TO PAINT A COMPLETE PICTURE OF YOUR CASE
 4. AGAIN, I DO APPRECIATE YOUR PATIENCE IN THIS MATTER
 5. ONCE I RECEIVE YOUR DOCUMENTATION I WILL CONTACT THE DEALER. THANK YOU AGAIN

*** PHONE LOG 03/10/2009 01:10 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND LVM REQUESTING A CALLBACK

*** PHONE LOG 03/10/2009 02:16 PM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED RCAA AND STATED

1. I AM RETURNING YOUR CALL
 2. SURE
 3. THAT IS CORRECT
 4. THE **PASSENGER AIR** BAG LIGHT REMAINS ON DESPITE SOMEONE SITTING IN SEAT. NO BUT IT MAY GO FOR DAYS WITHOUT COMING ON AND THEN STAY ON FOR DAYS WITHOUT GOING OFF
 5. YES, IT HAS BEEN BACK AND FORTH
 6. WELL TO GET ME BACK TO WHERE I WAS WHEN I BOUGHT THE VEHICLE ABOUT 4K OR 5K
 7. THAT IS FINE. THANK YOU
- RCAA STATES
1. THANK YOU. AGAIN I DO APOLOGIZE FOR YOUR CONCERNS
 2. MAY I GO OVER YOUR CONCERNS
 3. **PASSENGER AIR** BAG LIGHT ON DESPITE WIFE SITTING IN SEAT. THERE WAS A JERKING FFFLING. PULSATION IN BRAKES. TPMS LIGHT REMAINS ON AND VIBRATION IN THE VEHICLE ON A HARD ACCELERATION FROM A STOP?
 4. WHAT IS YOUR CURRENT CONCERN? IS THAT LIGHT CURRENTLY ON?
 5. OK IN ORDER TO GET THAT LOOKED AT YOU WOULD HAVE TO TAKE THE VEHICLE BACK TO THE DEALER BUT ACCORDING TO OUR LAST CONVERSATION YOU WERE UNWILLING TO DO THAT IS THAT STILL THE CASE?
 6. YOU ALSO STATED YOU WOULD LIKE COMPENSATION OR A NEW VEHICLE. DID YOU HAVE IN MIND A FIGURE FOR THE COMPENSATION
 7. THAT I WILL NOT BE ABLE TO DO
 8. SEE ON PAPER I DO HAVE YOU GOING IN SEVERAL TIMES FOR THE CONCERN AND I WOULD LIKE TO COMPENSATE FOR THE INCONVENIENCE
 9. HOWEVER I SHOW THE VEHICLE BEING **REPAIRED** ONCL AND THE LIGHT IS NOT CURRENTLY ON
 10. LET ME REVIEW THE CASE WITH THE DPSM AND GET BACK TO YOU ON FRIDAY IF THAT IS OK WITH YOU?

*** NOTES 03/11/2009 07:58 AM Eastern Daylight Time SJames Action Type:Manager review
DPSM: FTR Involved by phone. **OCS** reflashed, drive shaft replaced and TPMS **rePAIRED**.

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735285 ██████████	K1542861	19,138
Ferrum, VA ██████████		Prod. Date: 9/7/07	Dealer: VA044	Motor Mile Kia

*** PHONE LOG 03/11/2009 01:20 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND NEGOTIATED OFFER OF FTR REPAIR AND COMPENSATION FOR INCONVENIENCE
OFFER HAS BEEN SENT TO BBB
RCAA AND DPSM COORDINATING WITH FTR TO SCHEDULE APPT.

*** PHONE LOG 03/20/2009 11:38 AM Eastern Daylight Time SJames Action Type:Incoming call
RCAA SPOKE TO TODD
CUSTOMER HAS ACCEPTED OFFER
WILL SEND YOU THE REVISED LETTER WHICH WAS SENT TO THE CUSTOMER

RCAA RECEIVED DOCUMENTS FROM THE BBB

*** PHONE LOG 03/23/2009 09:59 AM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND LVM STATING
1. I WOULD LIKE TO SCHEDULE A FTR TO LOOK AT YOUR VEHICLE ON 4/14/09 AT VA044
2. PLEASE LET ME KNOW IF THIS WILL BE OK FOR YOU
3. PLEASE GIVE ME A RETURN CALL AT ██████████

*** PHONE LOG 03/23/2009 01:30 PM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED AND LVM REQUESTING A CALLBACK

RCAA CALLED CUSTOMER WHO STATED
1. I WILL NOT BE ABLE TO MAKE THE APPOINTMENT ON 4/14/09
2. CAN WE TRY AND SCHEDULE IT FOR 4/07/09?
3. OK. I APPRECIATE IT. THANK YOU
RCAA STATED
1. I WILL CHECK FOR YOU AND CALL YOU BACK

*** PHONE LOG 03/27/2009 02:23 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND CONFIRMED FTR APPT. FOR 4/7/09
CUSTOMER TO BE PROVIDED ALT TRANSPORTATION
RCAA E MAILED FTR & DPSM WITH CONFIRMATION NOTICE

*** PHONE LOG 04/06/2009 02:41 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA NOTIFIED THAT FTR HAD TO RESCHEDULE
RCAA CALLED CUSTOMER AND STATED
1. I DO APOLOGIZE BUT THE FTR HAS HAD AN EMERGENCY AND WILL NEED TO RESCHEDULE
2. I WILL CONTACT YOU TOMORROW TO RESCHEDULE
3. PLEASE HOLD ON
4. (CALLED DEALER AND COULD NOT GET THROUGH)
5. I WAS JUST TRYING TO GET A HOLD OF THE DEALER TO LET THEM KNOW YOU WOULD PICK UP THE VEHICLE
6. SIR. I THOUGHT YOU WERE ALMOST THERE. WHY WOULD YOU NEED TO TURN BACK AROUND TO

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735285 ██████████	K1542861	19,138
Ferrum, VA ██████████		Prod. Date: 9/7/07	Dealer: VA044 Motor Mile Kia	

GET TO THE DEALER?

7. I NEED TO RESCHEDULE YOUR APPOINTMENT. MAY I CALL YOU TOMORROW?

8. I WILL NOT ANSWER THE QUESTION BECAUSE I THOUGHT YOU WANTED YOUR VEHICLE REPAIR**AIR**ED

9. I WILL CONTACT YOU TOMORROW TO RESCHEDULE

CUSTOMER STATES

1. WELL I AM PRETTY MUCH ALREADY HERE. WE DROVE TWO HOURS ALREADY

2. I WANT SOME COMPENSATION FOR THIS. I MEAN I AM ALMOST HERE (3X)

3. CAN THE DEALER GIVE ME THE CAR?

4. WELL I AM NOT GOING TO DEAL WITH GOING BACK TO PICK UP THE VEHICLE

5. I AM NOT GOING TO THE DEALER TO PICK UP THE RENTAL VEHICLE. I HAVE TURNED AROUND AND AM GOING HOME

6. WE WILL BE ABLE TO WORK OUT SOME COMPENSATION FOR THIS WON'T WE?

7. WHY WON'T YOU ANSWER MY QUESTION ABOUT THE COMPENSATION?

8. I MEAN THIS HAS BEEN AN INCONVENIENCE FOR ME. OK

RCAA CALLED VA044 AND SPOKE TO TOMMY

1. FTR HAS TO RESCHEDULE

2. I WILL CONTACT YOU TO LET YOU KNOW WHEN THE APPOINTMENT HAS BEEN RESCHEDULED

*** PHONE LOG 04/07/2009 03:29 PM Eastern Daylight Time SJames Action Type:Outgoing call

RCAA CALLED CUSTOMER AND STATED

1. HE CAN LOOK AT THE VEHICLE ON WEDNESDAY, 15 APRIL. DO YOU THINK YOU CAN MAKE THIS APPOINTMENT?

2. THANK YOU

CUSTOMER STATES

1. I WILL HAVE TO GET BACK TO YOU

*** PHONE LOG 04/10/2009 10:31 AM Eastern Daylight Time EDicinti Action Type:Outgoing call

Writer called customer and advised that appointment has been changed to Tuesday, 4/14/09.

*** NOTES 04/13/2009 08:47 AM US Mountain Standard Time JHirshfield Action Type:Manager review

[! For Internal Use Only

Tread speed control review -Q1-- JH:!]]

*** PHONE LOG 04/16/2009 01:35 PM Eastern Daylight Time SJames Action Type:Outgoing call

RCAA CALLED AND LVM FOR ROCKY AT VA044

*** PHONE LOG 04/21/2009 09:27 AM Eastern Daylight Time SJames Action Type:Outgoing call

RCAA CALLED VA044 AND LVM FOR SM. ROCKY TO RETURN CALL

*** PHONE LOG 04/24/2009 05:10 PM Eastern Daylight Time SJames Action Type:Outgoing call

RCAA CALLED CST WHO STATED

1. WE HAVE NOT HAD ANY FURTHER ISSUES SINCE WE GOT THE VEHICLE BACK

2. WHAT ABOUT COMPENSATION FOR THE CANCELED APPT?

3. THANK YOU. I APPRECIATE IT

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735285 ██████████	K1542861	19,138
Ferrum, VA ██████████		Prod. Date: 9/7/07	Dealer: VA044 Motor Mile Kia	

RCAA STATED

1. I WILL SEND YOU THE OFFER LETTER NEXT WEEK
2. I KNOW IT WAS A FURTHER INCONVENIENCE. I WILL LOOK INTO THAT

*** PHONE LOG 04/27/2009 02:16 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND LVM REQUESTING A RETURN CALL

*** PHONE LOG 04/28/2009 11:39 AM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED AND STATED

1. I DID GET YOUR MESSAGE BUT I WAS WORKING NIGHT SO I AM JUST CALLING YOU BACK NOW
2. WELL WE LOST WORK AND HAD TO DRIVE UP THERE FOR THE APPOINTMENT
3. I WAS THINKING \$100
4. THAT IS FINE. THANK YOU SHAMARA. THANK YOU FOR ALL YOUR HELP

RCAA STATES

1. THANK YOU FOR CALLING ME BACK
2. I WANTED TO DISCUSS THE ADDITIONAL COMPENSATION YOU REQUESTED
3. WE PREVIOUSLY AGREED ON \$1250.00 AS PART OF THE BBB SETTLEMENT. YOU WANTED HOW MUCH MORE IN ADDITIONAL TO THIS?
4. AGAIN I DO APOLOGIZE BUT WE DO NOT COMPENSATE FOR LOST WAGES
5. I WILL OFFER \$50 FOR GAS EXPENSES
6. I WILL GET THIS LETTER OUT TO YOU TODAY
7. THANK YOU FOR ALLOWING ME TO HELP IN THIS MATTER

*** NOTES 05/01/2009 02:57 PM Eastern Daylight Time SJames Action Type:Manager review
SENT OFFER LETTER AND RELEASE

*** NOTES 05/12/2009 12:44 PM Eastern Daylight Time SJames Action Type:Manager review
RECEIVED SIGNED OFFER LETTER AND RELEASE
PREPARED GW PACKAGE. AWAITING ERCAM SIGNATURE

*** NOTES 05/13/2009 08:01 AM Eastern Daylight Time SJames Action Type:Manager review
PACKAGE SENT TO NCA
WAITING FOR CHECK

*** CASE CLOSE 05/21/2009 03:27 PM Eastern Daylight Time SJames
AWAITING FOR GW FROM NCA

*** NOTES 06/22/2009 12:34 PM Eastern Daylight Time SJames Action Type:Manager review
RECEIVED CHECK #00533819
RCAA CALLED AND LVM FOR CST ADVISING CHECK WILL BE SENT TO THEM TONIGHT
SENT CHECK TO CST VIA FED EX TRACKING # 9712 9282 3783

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Last name	First name	VIN of 2008 SORENTO I X 4X4	Case Number	Mileage
██████████	██████████	KNDJC735285 ██████████	K1542861	19,138
Ferrum, VA ██████████		Prod. Date: 9/7/07	Dealer: VA044	Motor Mile Kia

*** CASE CLOSE 06/22/2009 12:35 PM Eastern Daylight Time SJames

*** PHONE LOG 08/11/2009 08:19 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:

1. I AM STILL HAVING CONCERNS WITH VEHICLE **OCS** OFF LIGHT COMING ON.
2. IT HAD BEEN REPAIRED FOR SOME TIME AND I HAD BEEN WORKING WITH SIJAMES IN REGIONAL OFFICE
3. CALLED DEALER (VA044) AND SPOKE TO ROCKY IN SERVICE
4. HE STATED THEY DO NOT KNOW WHAT ELSE TO DO AND THAT I NEED TO CALL KMA
5. RECALL WAS COMPLETED RECENTLY FOR THIS PROBLEM BUT SINCE DEALER DID RECALL THE **OCS** OFF LIGHT COMES ON ALL THE TIME.
6. I WOULD LIKE TO ADDRESS THIS FURTHER WITH SIJAMES AGAIN.
7. WILL WAIT FOR HER TO CALL ME BACK.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. DID CUSTOMER TAKE CAR BACK INTO DEALER?
3. WHAT DID DEALER ADVISE?
4. DID CUSTOMER GET THE GOODWILL CHECK FOR THE INCONVENIENCE?
5. ADVISED THAT WRITER WILL NEED TO FORWARD CASE FILE BACK TO REGIONAL OFFICE
6. ADVISED THAT RCAA SHOULD BE IN CONTACT WITH CUSTOMER WITHIN 48 BUSINESS HOURS.

*** NOTES 08/11/2009 08:23 AM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. DISPATCHING CASE TO REGION FOR CUSTOMER CONTACT
2. CUSTOMER STATES SINCE DEALER (VA044) DID RECALL (SC076) VEHICLE IS AGAIN HAVING THE **OCS** OFF LIGHT COME ON
3. CUSTOMER STATES HE CALLED DEALER AND SPOKE TO ROCKY IN SERVICE WHO ADVISED THERE WAS NOTHING MORE THEY COULD DO
4. DEALER ADVISED CUSTOMER TO CALL KCC REGARDING ONGOING **OCS** OFF LIGHT CONCERN
5. CUSTOMER REQUESTED TO SPEAK TO RCAA ERICA SIJAMES
6. WRITER EXPLAINED CUSTOMER WOULD BE CONTACTED WITHIN 48 BUSINESS HOURS.

*** FORWARD 08/12/2009 05:56 AM Pacific Daylight Time MPfeiffer

*** PHONE LOG 08/12/2009 12:17 PM Eastern Daylight Time SJames Action Type:Incoming call
RCAA CALLED CST AND STATED

1. SAME DEAL WITH THE **PASSENGER AIR** BAG LIGHT
2. REPLACED BOTTOM END OF THE **PASSENGER** SEAT
3. SEEMED TO DO GOOD FOR A COUPLE OF MONTHS
4. WE DROVE TO MIAMI AND EVERYTHING WAS FINE
5. BUT WHEN WE GOT THE PROBLEM STARTED AGAIN
6. PICKED UP THE CAR FRIDAY AND HAD THE RECALL DONE BUT NOW IT SEEMS WORSE THAN BEFORE THE

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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>
██████████	██████████	KNDJC735285 ██████████	K1542861	19,138
Ferrum, VA ██████████		Prod. Date: 9/7/07	Dealer: VA044 Motor Mile Kia	

RECALL

7. ROCKY TOLD US NOT TO COME BACK BECAUSE HE SAID THAT I NEED TO WORK SOMETHING OUT WITH YOU

8. THANK YOU

RCAA STATES

1. I APOLOGIZE FOR YOUR CONCERNS

2. PLEASE LET ME LOOK INTO THIS AND GET BACK TO YOU

*** PHONE LOG 08/17/2009 03:44 PM Eastern Daylight Time SIjames Action Type:Outgoing call
RCAA CALLED CST (ON MAIN NUMBER) AND LVM REQUESTING A RETURN CALL

*** PHONE LOG 08/18/2009 01:01 PM Eastern Daylight Time SIjames Action Type:Incoming call
CST CALLED RCAA AND STATED
1. WE CAN MAKE THE APPT FOR 8/25
2. WE WILL DROP THE VEHICLE OFF MONDAY. THANK YOU
RCAA STATES
1. THANK YOU

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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>
██████	██████	KNDJD735885 ██████	K1532459	5,600
Yellow Jacket, NM ██████		Prod. Date: 12/14/07	Dealer: NM012 Hi Country Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 12/15/2008 12:59 PM US Mountain Standard Time TDonnelly

*** PHONE LOG 12/15/2008 01:10 PM US Mountain Standard Time TDonnelly Action Type: Incoming call
CUSTOMER STATES (MRS ██████):

1. PURCHASED CAR NEW FROM (NM012)
2. WE HAVE BEEN BACK TO DEALER 5X FOR CONCERNS WITH **PASSENGER** SIDE **AIR**BAG LIGHT.
3. FIRST TIME WE WENT TO DEALER THEY ADVISED-COULD NOT VERIFY COMPLAINT.
4. 2ND TIME THEY DID A REFLASH OF THE COMPUTER.
5. 3RD TIME THEY HAD CAR FOR 2 WEEKS AND DID WIRING RE**AIR**.
6. 4TH TIME THEY SAID THIS WAS NOT A WARRANTY CONCERN AND THAT KIA REP WOULD NOT AUTHORIZE DEALER TO REPLACE THE **AIR**BAG MODULE.
7. DEALER TOLD ME THE GM. JOHN IF WE WENT THERE THIS WEEKEND THEY WOULD PUT ME INTO ANOTHER VEHICLE.
8. WELL WE WENT THERE AND THEN THEY STATED THIS WAS NOT A WARRANTY CONCERN AND THAT THEY COULD NOT PUT US INTO ANOTHER VEHICLE UNLESS WE TRADED OUT OF THIS CAR INTO A NEW CAR AND PAY MORE MONEY.
9. TOLD DEALER THIS WOULD NOT WORK FOR ME.
10. FINALLY THEY STATED THEY WOULD SWITCH OUT THE SEAT.
11. DEALER REPLACED THE **PASSENGER** SEAT AND IN DOING THIS THEY DAMAGED THE SEAT.
12. THEY DID NOT GIVE ME ANY PAPERWORK STATING THEY REPLACED THE SEAT.
13. ASKED DEALER FOR PAPERWORK AND THEY STATED IF THEY GAVE ME PAPERWORK. THEY WOULD NEED TO CHARGE

ME LABOR FOR THE RE**AIR**S?

14. ALSO WHEN CAR WAS PURCHASED WE TOLD DEALER WE NEEDED CAR WITH CRUISE CONTROL.
15. TOLD THEM I WANTED FACTORY CRUISE AND THEY TOLD ME THAT COULD BE DONE.
16. WELL THEN AFTER THE FACT THEY SAID COULD NOT GET FACTORY CRUISE AND THEY INSTALLED AFTERMARKET CRUISE.
17. THIS COST ME \$600.00 AND THIS CRUISE DOES NOT WORK CORRECTLY.
18. WHEN IT IS COLD OUTSIDE THE CRUISE IS INOP.
19. I CAN NOT CONTINUE TO GO BACK TO DEALER. THEY ARE OVER 250 MILES AWAY.
20. NEED HELP FROM KMA TO GET THESE ISSUES RESOLVED.
21. SPOKE TO BRANDON THE SALES MANAGER AT DEALERSHIP AND DANIEL THE SERVICE MANAGER (NM012)
22. JOHN THE GM IS THE ONE WHO TOLD ME HE WOULD SWAP ME OUT OF THE CAR AND THEN SAID HE COULD NOT DO IT BECAUSE CAR HAD OVER 5K MILES ON IT.
23. WHAT IS WRITERS CONTACT INFO?
24. WILL WAIT TO HEAR BACK FROM WRITER.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED IF HAVING ONGOING CONCERNS WITH SEAT WOULD RECOMMEND GETTING CAR BACK INTO SHOP.
3. IF CUSTOMER CAN ADVISE KCC WHEN CAR IS IN SHOP. WRITER CAN FOLLOW UP WITH DEALER WHEN THERE.
4. CAN CONFIRM DEALER IS USING ALL RESOURCES TO ADDRESS CONCERNS.

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1532459	5,600
Yellow Jacket, NM [REDACTED]		Prod. Date: 12/14/07	Dealer: NM012 Hi Country Kia	

5. ADVISED THAT WRITER CAN CONTACT DEALER AND ASK THEM TO PROVIDE CUSTOMER WITH PAPERWORK STATING REPLACEMENT OF SEAT
6. ADVISED THAT IF CAUSE OF CURRENT CONCERNS ARE RELATED TO WORK DONE BY A SPECIFIC DEALER, IT IS BEST TO HAVE THAT DEALER ADDRESS THE COME BACK CONCERN.
7. WRITER WILL NEED TO FOLLOW UP WITH DEALER.
8. REGARDING THE CRUISE CONTROL, KMA DOES NOT SELL CRUISE CONTROL KIT THAT CAN BE ADDED TO VEHICLE.
9. IF DEALER HAS ADDED CRUISE CONTROL THEN IT WOULD BE AFTERMARKET AND NOT WARRANTED THROUGH KMA.
10. THIS WILL BE AN ISSUE CUSTOMER AND DEALER WILL NEED TO COME TO AN AGREEMENT ON AND WOULD BE WARRANTED BY WHOM EVER INSTALLED THE CRUISE.
11. ADVISED WRITER WILL FOLLOW UP WITH DEALER AND CALL CUSTOMER BACK.
12. ADVISED WRITERS CONTACT INFO.

*** PHONE LOG 12/15/2008 01:24 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. PLACED CALL TO DEALER (NM012) TO SPEAK TO SVC MGR, DANIEL WHO IS OUT TILL THURSDAY.
2. SPOKE TO SVC MGR ASSISTANT, MELISSA
3. ASKED IF COULD PROVIDE WRITER HISTORY FOR CUSTOMERS REPEAT **AIRBAG** LIGHT CONCERN?
4. CUSTOMER STATED SHE WAS AT DEALERSHIP THIS WEEKEND AND DEALER SWAPPED SEAT OUT OF HER VEHICLE FROM IN STOCK UNIT?
5. CAN DEALER ADVISE IF SOP THAT WAS ORDERED ON 10/24 WAS INSTALLED IN VEHICLE?
6. WOULD LIKE SVC MGR TO CALL WRITER. ADVISED WRITERS CONTACT INFO.

DEALER STATES:

1. CAR WAS HERE LAST ON 11/14/08-**AIRBAG** LIGHT ON-STATE'S FLASH IS NEED'D. NO CODES PRESENT REFLASH PER TSB.
2. 10/24/08-**PASS**enger side **AIRBAG** LIGHT DOES NOT READ-ORDERED PART FOR CUSTOMER.
3. CAN NOT SEE THAT SOP WAS INSTALLED ON VISIT TO DEALER ON 11/14.
4. 9/26/08-**PASS**enger side **AIRBAG** WILL TURN OFF WHEN **PASS**enger IS SITTING IN SEAT-RAN CODES
5. CAN NOT SEE WHAT IF ANY REPAIRS WERE DONE.
6. CAN NOT SEE ANY NEW PAPER WORK REGARDING REPLACEMENT OF SEAT. COULD BE AT WARRANTY CLERK FOR PROCESSING.
7. SVC MGR WILL NEED TO GO OVER THIS MORE IN DEPTH WITH WRITER.
8. WILL ASK SVC MGR TO RETURN CALL ON THURSDAY.

*** PHONE LOG 12/15/2008 02:00 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO DPSM, COR VALSTAR
2. ADVISED CUSTOMER HAS CALLED KCC STATING SHE HAS BEEN BACK TO DEALER 5X FOR **PASS**enger **AIRBAG** LIGHT CONCERN.
3. STATED THAT SHE WAS TOLD BY DEALER (NM012) THAT DPSM REFUSED TO AUTHORIZE DEALER

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<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	<u>VIN of 2008 SORENTO 4X2 AT</u> KNDJD735885 [REDACTED]	<u>Case Number</u> K1532459	<u>Mileage</u> 5,600
Yellow Jacket, NM [REDACTED]		Prod. Date: 12/14/07	Dealer: NM012 Hi Country Kia	

REPLACING THE

AIRBAG MODULE FOR THIS CONCERN

4. CUSTOMER STATED SHE WAS ADVISED BY GM THAT DEALER WOULD SWAP HER OUT OF THIS CAR THIS WEEKEND

WENT TO DEALER AND SHE ALLEGES THEY SAID CAN NOT BE DONE NOW BECAUSE OF MILEAGE.

5. STATED THAT WHAT THEY WANTED TO DO WAS TRADE HER OUT OF THE CAR.

6. SINCE DEALER COULD NOT DO WHAT CUSTOMER WANTED CUSTOMER STATED THAT DEALER SWAPPED SEAT FROM

AN IN STOCK UNIT AND PUT IN HER CAR.

7. CUSTOMER STATES THAT DEALER CAUSED DAMAGE WHEN SWAPPING SEAT AND IT IS ALL BUNCHED UP IN THE MIDDLE.

8. WRITER ATTEMPTED TO CONTACT DEALER TO CONFIRM HISTORY AND SVC MGR. DANIEL IS NOT IN.

9. THIS VEHICLE HAS AFTER MARKET CRUISE CONTROL INSTALLED.

10. CUSTOMER STATES DEALER ADVISED HER THEY COULD NOT PROVIDE RO BECAUSE WAS NOT WARRANTY CONCERN.

11. WILL EMAIL CASE NOTES TO DPSM FOR FOLLOW UP WITH DEALER.

12. WILL EXPLAIN THAT KMA NEEDS TO SPEAK TO SVC MGR DIRECTLY AND HE WILL NOT BE IN UNTIL THURSDAY.

DPSM COR VALSTAR STATES:

1. MY UNDERSTANDING OF THIS CUSTOMER IS THAT THEY COULD NOT DUPLICATE HER COMPLAINT

2. TOLD DEALER TO CHECK AND DO REFLASH AND CHECK ALL CONNECTORS AND GET BACK TO ME.

3. ADVISED DEALER NOT TO REPAIR IF NO CODES PRESENT AND IF NO PROBLEM FOUND.

4. DEALER WAS TO GO OVER OPERATION OF **AIR**BAG SYSTEM AND HOW CUSTOMER SITS COULD AFFECT THE **AIR**BAG

LIGHT, ECT.

5. WAS NOT AWARE THIS VEHICLE HAD AFTER MARKET CRUISE CONTROL

6. WAS ALSO NOT AWARE THEY SWAPPED THE SEAT IN CAR.

7. WRITER WILL NEED TO EXPLAIN TO CUSTOMER THAT KCC WILL NEED TO SPEAK TO SVC MGR AND GET INFO

FROM DEALER AND HE IS OUT UNTIL THURSDAY.

8. IN MEAN TIME I WILL ATTEMPT TO REACH SVC MGR VIA CELL PHONE.

9. WILL GET BACK TO WRITER BY THURSDAY OR FRIDAY.

*** NOTES 12/15/2008 02:27 PM US Mountain Standard Time TDonnelly Action Type: Manager review

WRITER STATES:

1. SENDING CASE NOTES TO DPSM, COR VALSTAR FOR FOLLOW UP WITH DEALER (NM012)

2. CUSTOMER STATES REPEAT REPAIR CONCERN WITH WITH **PASS**ENGER SIDE **AIR**BAG LIGHT.

3. CUSTOMER ALLEGES SHE HAS BEEN IN SHOP 5X FOR THIS CONCERN.

4. CUSTOMER STATES SHE WAS IN SHOP THIS WEEKEND AND DEALER SWAPPED HER

PASSENGER SEAT WITH IN STOCK UNIT SEAT.

5. STATED DEALER REFUSED TO PROVIDE HER WITH PAPER WORK SHOWING THIS WAS

DONE STATING IT WAS NOT A WARRANTY REPAIR?

6. DEALER HAS ADVISED REFLASH WAS COMPLETED ON VEHICLE

7. ALSO STATED PARTS WERE ORDERED BUT COULD NOT CONFIRM IF ANY PARTS HAD BEEN INSTALLED.

8. CUSTOMER STATED THAT DEALER ADVISED THEY WANTED TO REPLACE **AIR**BAG MODULE BUT DPSM DECLINED.

9. CUSTOMER HAS AFTER MARKET CRUISE CONTROL IN VEHICLE AND HAS CONCERNS WITH

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Yellow Jacket, NM [REDACTED]		Prod. Date: 12/14/07	Dealer: NM012 Hi Country Kia	

10. PLEASE REVIEW WITH DEALER AND FOLLOW UP WITH WRITER ON HOW REPEAT CONCERNS CAN BE RESOLVED AT EXT 45099.

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

Send to:[CVALSTAR@KIAUSA.COM]

COR.

SENDING CASE NOTES TO DPSM, COR VALSTAR FOR FOLLOW UP WITH DEALER (NM012)

CUSTOMER STATES REPEAT REPAIR CONCERN WITH WITH **PASS**ENGER SIDE **AIR**BAG LIGHT. CUSTOMER ALLEGES SHE HAS BEEN IN SHOP 5X FOR THIS CONCERN.

CUSTOMER STATES SHE WAS IN SHOP THIS WEEKEND AND DEALER SWAPPED HER

PASSENGER SEAT WITH IN STOCK UNIT SEAT.

STATED DEALER REFUSED TO PROVIDE HER WITH PAPER WORK SHOWING THIS WAS

DONE STATING IT WAS NOT A WARRANTY REPAIR?

DEALER HAS ADVISED REFLASH WAS COMPLETED ON VEHICLE

ALSO STATED PARTS WERE ORDERED BUT COULD NOT CONFIRM IF ANY PARTS HAD BEEN INSTALLED.

CUSTOMER STATED THAT DEALER ADVISED THEY WANTED TO REPLACE **AIR**BAG MODULE BUT DPSM DECLINED.

CUSTOMER HAS AFTER MARKET CRUISE CONTROL IN VEHICLE AND HAS CONCERNS WITH THIS AS WELL.

PLEASE REVIEW WITH DEALER AND FOLLOW UP WITH WRITER ON HOW REPEAT CONCERNS CAN BE RESOLVED AT EXT 45099.

THANKS.

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*** PHONE LOG 12/15/2008 03:02 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. PLACED CALL TO CUSTOMER AT HOME NUMBER
2. PHONE RANG AND RANG. NO ANSWER. NO MACHINE. NO MESSAGE LEFT.

*** PHONE LOG 12/15/2008 03:04 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. PLACED CALL TO CUSTOMER.
2. ADVISED THAT WRITER DID PLACE CALL TO DEALER (NM012) TO SPEAK TO SVC MGR, DANIEL WHO IS OUT OF THE OFFICE.
3. WRITER AND DPSM WILL NEED TO SPEAK TO DEALER AND CONFIRM INFO UNFORTUNATELY WILL NOT BE ABLE TO DO THIS TILL THURSDAY WHEN SVC MGR COMES BACK TO OFFICE.

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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>
██████████	██████████	KNDJD735885 ██████████	K1532459	5,600
Yellow Jacket, NM ██████████		Prod. Date: 12/14/07	Dealer: NM012 Hi Country Kia	

4. WRITER HAS LEFT MESSAGE FOR CALL BACK AND DPSM WILL ALSO BE FOLLOWING UP WITH DEALER.
5. AFTER FOLLOW UP WITH DEALER. WILL CALL CUSTOMER BACK.

*** COMMIT 12/15/2008 03:05 PM US Mountain Standard Time TDonnelly Action Type:Callback Required

*** CASE CLOSE 12/15/2008 03:06 PM US Mountain Standard Time TDonnelly
COMMITMENT TO FOLLOW UP WITH DEALER & DPSM & CUSTOMER 12/18/08.

*** FULFILL 12/18/2008 08:34 AM US Mountain Standard Time TDonnelly Action Type:Callback Required

*** PHONE LOG 12/18/2008 08:42 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

1. SPOKE TO DPSM. COR VALSTAR
2. ASKED IF DPSM HAD SPOKEN TO SVC MGR (NM012)?
3. DPSM WAS GOING TO ATTEMPT TO REACH DEALER VIA PHONE.
4. WILL WAIT TO HEAR BACK FROM DPSM
5. THANKS FOR INFO.

DPSM COR VALSTAR STATES:

1. I DID LEAVE MESSAGE BUT HE IS NOT BACK TILL TODAY.
2. DID ALSO SEND HIM AN EMAIL REQUESTING HIM TO CONTACT ME.
3. SINCE HE IS JUST GETTING BACK TO WORK TODAY. I SHOULD HEAR FROM HIM LATER.
4. ONCE I HEAR FROM HIM, WILL CALL WRITER AND ADVISE.
5. IF I DONT HEAR FROM HIM THIS MORNING, THEN WILL CALL HIM AGAIN TODAY.

*** PHONE LOG 12/19/2008 08:44 AM US Mountain Standard Time TDomelly Action Type:Incoming call
DPSM STATES(COR VALSTAR):

1. LEFT VM MESSAGE AT 9:37 PM ON 12/18/08 STATING HE JUST GOT HOME
2. DID SPEAK TO SVC MGR, DANIEL ABOUT CUSTOMERS SEAT CONCERNS.
3. SVC MGR WAS UNAWARE THAT SEAT HAD BEEN SWAPPED OUT FOR A DIFFERENT SEAT AS IT HAPPENED ON A SATURDAY WHEN HE WAS NOT THERE.
4. TOLD SVC MGR TO GET CAR INTO SHOP AND LOOK AT THE SEAT AND GET IT FIXED.
5. HE IS SUPPOSED TO RESEARCH THIS SITUATION AND GET BACK TO ME ON 12/19
6. AFTER I FOLLOW UP WITH SVC MGR, WILL CALL WRITER BACK.
7. IF WRITER DOES NOT HEAR BACK FROM DPSM BY NOON, PLEASE CALL DPSM BACK.
8. THIS IS GETTING MORE AND MORE INTERESTING BY THE MINUTE AND SVC MGR THERE IS NEW AND IS UNSURE OF ALL THAT IS HAPPENING IN STORE.

*** PHONE LOG 12/19/2008 01:16 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:

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Yellow Jacket, NM ██████		Prod. Date: 12/14/07	Dealer: NM012 Hi Country Kia	

1. SPOKE TO DPSM. COR VALSTAR
2. ADVISED THAT WRITER DID GET MESSAGE. THANKED DPSM FOR CALL BACK.
3. WRITER UNDERSTANDS SITUATION.
4. HOPING TO GET A DIRECTION TO GO THIS DATE SO CAN FOLLOW UP WITH CUSTOMER. AS WRITER WILL BE ON VACATION NEXT WEEK.
5. WILL WAIT FOR CALL BACK.

DPSM COR VALSTAR STATES:

1. APOLOGIZE FOR LEAVING MESSAGE SO LATE LAST NIGHT.
2. TOLD WRITER WOULD CALL BACK.
3. SPOKE TO SVC MGR THIS MORNING
4. TOLD HIM HE SHOULD DO INTERNAL INVESTIGATION AND THEN GO TO CUSTOMER AND LOOK AT SEAT AND EXPLAIN WHAT CAN BE DONE
5. DEALER WAS GOING TO INVESTIGATE FURTHER AND GET BACK TO ME AND HAS NOT.
6. WILL CALL HIM AGAIN RIGHT NOW AND CALL WRITER BACK.

*** PHONE LOG 12/19/2008 03:29 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM, COR VALSTAR TO CALL WRITER AT EXT 45099.
2. DID WRITER SPEAK TO SVC MGR (NM012)?
3. NEED TO KNOW WHAT TO ADVISE CUSTOMER ABOUT **PASSENGER AIR**BAG LIGHT CONCERN AND SEAT.
4. WANTED TO GET INFO THIS DATE. WRITER WILL BE ON VACATION NEXT WEEK.

*** EMAIL OUT TDonnelly Action Type:External email

Send to:[C VALSTAR@KIAUSA.COM]

COR.

LEFT VM MESSAGE FOR DPSM, COR VALSTAR TO CALL WRITER AT EXT 45099.

DID WRITER SPEAK TO SVC MGR (NM012)?

NEED TO KNOW WHAT TO ADVISE CUSTOMER ABOUT **PASSENGER AIR**BAG LIGHT CONCERN AND SEAT.

WANTED TO GET INFO THIS DATE. WRITER WILL BE ON VACATION NEXT WEEK.

THANKS.

TERI

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*** PHONE LOG 12/19/2008 03:57 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

DPSM COR VALSTAR STATES:

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██████████	██████████	KNDJD735885 ██████████	K1532459	5,600
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1. DID FINALLY SPEAK TO DEALER ON PHONE.
2. TOLD DEALER TO CONTACT CUSTOMER AND MAKE ARRANGEMENTS TO GO TO CUSTOMER AND LOOK AT SEAT.
3. EXPLAINED THAT SVC MGR. DANEIL SHOULD NOT MAKE CUSTOMER BRING CAR BACK IN BUT SHOULD GO TO CUSTOMER.
4. HE SHOULD INSPECT SEAT. FIND OUT WHAT IS WRONG AND TAKE PICTURES.
5. TOLD HIM TO SEND ME THE PICTURES AND GET VEHICLE REPAIR~~ED~~.
6. WOULD EXPLAIN TO CUSTOMER THAT SEAT IS NOT VIN RELATED SO WHEN SWAPPED NO WARRANTY CLAIM FILED.
7. REGARDING THE CRUISE CONTROL BECAUSE IT IS AFTER MARKET THAT WOULD BE SOMETHING DEALER AND CUSTOMER WILL NEED TO RESOLVE.

WRITER STATES:

1. THANKS FOR RETURNING WRITERS CALL.
2. SO WRITER WILL EXPLAIN TO CUSTOMER THAT DEALER SVC MGR WILL CONTACT AND MAKE ARRANGEMENTS TO COME TO CAR. TAKE PICTURES AND THEN REPAIR~~ED~~.
3. WILL EXPLAIN DPSM WILL GET COPIES OF PICTURES AS WELL.
4. WILL FURTHER EXPLAIN THAT SEAT IS NOT VIN RELATED AND SWAPPING SEAT WAS NOT A WARRANTY REPAIR~~ED~~ SO PAPER WORK WOULD NOT BE NEEDED.
5. WILL EXPLAIN THAT CRUISE CONTROL ISSUE WILL NEED TO BE RESOLVED WITH DEALER DIRECTLY BECAUSE IT IS AFTER MARKET.

*** PHONE LOG 12/19/2008 04:00 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. PLACED CALL TO CUSTOMERS CELL
2. WHILE SPEAKING TO CUSTOMER PHONE DISCONNECTED.

*** PHONE LOG 12/19/2008 04:01 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. PLACED CALL TO CUSTOMERS CELL.
2. LEFT VM MESSAGE REQUESTING CALL BACK.
3. ADVISED 800# AND EXTENSION.

*** PHONE LOG 12/19/2008 04:11 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES(MRS ██████████):

1. RETURNING WRITERS CALL.
2. PHONE DOES NOT GET GOOD RECEPTION IN AREA.
3. WHAT DID WRITER FIND OUT?
4. SO DOES THIS VOID THE WARRANTY IF SEAT IS SWAPPED OUT?
5. I DO KNOW THAT THE CRUISE CONTROL IS SOMETHING DEALER WILL NEED TO RESOLVE BECAUSE IT IS AFTER MARKET.
6. WILL WAIT TO SEE IF SVC MGR CONTACTS ME AND MAKES ARRANGEMENTS TO INSPECT AND ADDRESS SEAT CONCERNS.

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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>
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7. WILL CALL WRITER BACK IF FURTHER ASSISTANCE IS NEEDED.

WRITER STATES:

1. THANKS FOR RETURNING CALL.
2. DID SPEAK TO DPSM WHO REVIEWED SITUATION WITH DEALER SVC MGR, DANIEL
3. DPSM ASKED DEALER TO GO TO CUSTOMER INSPECT VEHICLE, TAKE PICTURES AND ADDRESS **REP*AIR*S**.
4. DEALER SHOULD MAKE THESE ARRANGEMENTS WITH CUSTOMER NEXT WEEK.
5. THE FACTORY REP ADVISED THAT SINCE PART WAS SWAPPED OUT AND SEAT IS NOT A VIN RELATED PART AND NO WARRANTY **REP*AIR*** WAS DONE THAT THERE WAS NO PAPER WORK NEEDED.
6. ADVISED THAT SWAPPING OF SEAT DOES NOT VOID THE WARRANTY FOR SEAT.
7. WARRANT IS STILL IN TACT FOR ANY DEFECTS IN MATERIAL OR WORKMANSHIP.
8. REGARDING THE CRUISE CONTROL CONCERN BECAUSE CRUISE IS AFTER MARKET DEALER AND CUSTOMER WILL NEED TO WORK THIS OUT, NOT KIA PART. KMA CAN NOT BE INVOLVED.
9. PLEASE ALLOW SVC MGR AN OPPORTUNITY TO CONTACT CUSTOMER.
10. IF ANY FURTHER CONCERNS, CAN CALL WRITER BACK.

*** CASE CLOSE 12/19/2008 04:11 PM US Mountain Standard Time TDonnelly

*** PHONE LOG 01/06/2009 10:06 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
DPSM COR VALSTAR STATES:

1. WAS FOLLOWING UP ON CUSTOMERS CONCERNS WITH **AIR**BAG LIGHT AND SEAT.
2. DID SPEAK TO SVC MGR, DANIEL (NM012) WHO STATED HE WAS NOT ABLE TO REACH CUSTOMER.
3. HAS WRITER SPOKEN TO CUSTOMER SINCE DPSM AND WRITER SPOKE?
4. WHAT ARE THE CONTACT NUMBERS WRITER HAS?
5. WILL MAKE SURE SVC MGR HAS SAME NUMBERS AND ASK HIM TO CONTACT CUSTOMER AGAIN.
6. THANKS FOR INFO.

WRITER STATES:

1. CONFIRMED CASE INFO.
2. ADVISED THAT AFTER WRITER AND DPSM SPOKE WRITER REFERRED CUSTOMER TO SPEAK TO SVC MGR DANIEL.
3. WRITER EXPLAINED THAT SVC MGR WOULD NEED TO SEE CAR
4. EXPLAINED THAT DEALER WAS GOING TO CONTACT CUSTOMER TO MAKE THOSE ARRANGEMENTS
5. WRITER HAD DIFFICULT TIME REACHING CUSTOMER BACK AS WELL.
6. CONFIRMED HOME AND CELL NUMBER.
7. EXPLAINED TO CUSTOMER THIS WAS INDEPENDENT BUSINESS ISSUE THAT CUSTOMER AND DEALER WOULD NEED TO WORK OUT.

*** CASE CLOSE 01/06/2009 10:07 AM US Mountain Standard Time TDonnelly

*** CASE CLOSE 01/06/2009 06:22 PM US Mountain Standard Time JHirshfield

Tread **AIR**bag review -- JH

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Yellow Jacket, NM ██████		Prod. Date: 12/14/07	Dealer: NM012 Hi Country Kia	

*** NOTES 01/12/2009 12:06 PM clarify Action Type: Manager review

*** Performed by contact: ██████

My husband are extremely upset about the car we have purchased 5 months ago. We have had issues with the **PASS**enger **AIR**bag, we no longer feel this car is safe for a **PASS**enger to travel in. We have had the car in the rep**AIR** shop 5 times for this same issue. I have called and what I get is try a different dealership to have it rep**AIR**ed. We are frustrated and upset I like this car in every other way. We are to the point on defaulting on this loan. we should not have to put our family in financial problems by trading it in. We would like to ask for a buy back on this car or a trade with no cost to us. This is not our fault we have tried to work with this dealership and with this company we need a solution to this problem

*** PHONE LOG 01/12/2009 01:14 PM US Mountain Standard Time ERuiz Action Type: Incoming call

CALLER STATED

1. I'VE BEEN HAVING A LOT OF PROBLEMS W/ MY CAR
2. THE SEAT MODULE ON THE **PASS**enger'S SIDE HAS BEEN REPLACED ONCE BEFORE.
3. I ASKED TO GET A COPY OF THE R/O AND THEY TOLD ME THAT THEY DIDN'T HAVE ONE BECAUSE THEY JUST SWAP THE SEAT BOTTOM FROM ANOTHER CAR.
4. THE PROBLEM WENT AWAY AND THEN IT CAME BACK.
5. THE **PASS**enger'S SIDE **AIR** BAG STAYS ON EVEN WHEN SOMEONE IS SITTING THERE.
6. IT HAPPENED AT LEAST ONCE EVERY FIVE TIMES.
7. WE HAVEN'T TAKEN IT TO THE DLR EVER SINCE
8. I DON'T KNOW IF I WANT TO GO BACK TO THE SAME DLR AGAIN.
9. ISN'T THERE ANOTHER DLR WHERE I CAN TAKE MY CAR IN FOR SVC'?

****WRITER STATED***

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. WRT TOLD THE CST THAT THE SMART **AIR** BAG SYSTEM OPERATES WHEN THE OCCUPANT IS SITTING ON AN UPRIGHT POSITION.
3. CST IS WELCOME TO TAKE IT TO ANOTHER KIA DLR FOR INSPECTION.
4. MANUFACTURE DEFECTS ARE COVER UNDER WARRANTY.
5. WRT PROVIDED THE CASE # AND THE CLOSEST KIA DLR'S PHONE #.
6. WRT ADVISED THE CST TO CALL THE KCC BACK ONCE SHE TAKES THE CAR BACK IN FOR SVC.
7. CST THANKED WRT FOR THE INFO.

*** COMMIT 01/12/2009 01:17 PM US Mountain Standard Time ERuiz Action Type: Callback Required

*** CASE CLOSE 01/12/2009 01:17 PM US Mountain Standard Time ERuiz

*** PHONE LOG 01/15/2009 08:48 AM US Mountain Standard Time SLarez Action Type: Incoming call
CUSTOMER CALLED BACK (COMPUTER ERROR ON ORIGINAL CALL.)
CUSTOMER STATES.

1. THE **PASS**enger SIDE **AIR** BAG LIGHT IS NOT WORKING AGAIN.
2. I HAVE BEEN TO FARMINGTON OVER 5 TIMES FOR THIS CONCERN.
3. THE LAST TIME IT WAS THERE WAS ABOUT A MONTH AGO. THEY SAID IT WAS FIXED AT THAT TIME BUT IT WAS NOT.

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5. I BOUGH THIS CAR NEW. NOW I DO NOT WANT IT ANYMORE..
6. I WANT KIA TO TAKE IT BACK

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THE REPLACEMENT LAWS OR REPURCHASE LAWS ARE IN ACCORDANCE TO YOUR STATE LAWS.
3. WE ARE HERE TO FIX THE CAR AND THAT IS WHAT I CAN HELP YOU WITH.

CUSTOMER STATES.

1. I AM BEYOND THAT.
2. IT HAS BEEN THERE FIVE TIMES AND I DO NOT WANT TO GO BACK A 6TH TIME.
3. THE DEALERSHIP HAS BEEN RUDE FROM THE BEGINNING.
4. THEY TOLD ME THEY WOULD TRADE ME OUT OF THE CAR WITH NO PROBLEM IF IT HAD LESS THEN 5K MILES. NOW THEY ARE SAYING THEY NEVER SAID THAT.
5. THEY LIE TO ME AND THEY ARE VERY RUDE TO ME TOO.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I DO SEE WE INVOLVED THE FACTORY REP BUT THERE WAS NEVER REALLY A RESOLUTION. LET ME CALL HIM AND THEN I WILL RETURN YOUR CALL.
3. I WILL RETURN YOUR CALL.

CUSTOMER STATES.

1. THANK YOU.

*** EMAIL OUT - SLarez Action Type:External email

Send to:[cvalstar@kiausa.com]

I am hoping with your help we can turn this customer around, please review and get back to me with a resolution. SHAV ext45208

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<<File Attachment: \\copubs\ClarifyOBJ\CA Attachments\SendHistory\Case K1532459 SLarez 01-15-2009141109.doc>>

*** PHONE LOG 01/16/2009 02:31 PM US Mountain Standard Time SLarez Action Type:Incoming call

COR VALSTART LEFT MESSAGE FOR WRITER

COR STATES.

1. WE HAVE NOT BEEN ABLE TO VERIFY ANYTHING IS WRONG.
2. IF SHE CAN PROVE THERE IS SOMETHING WRONG THEN WE CAN GO FROM THERE. I AM NOT SURE WHAT ELSE TO DO
3. I WILL BE THERE IN ABOUT THREE WEEKS AND WE CAN TRY AND SEE HER AT THAT TIME.

**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>
██████	██████	KNDJD735885██████	K1532459	5,600
Yellow Jacket, NM ██████		Prod. Date: 12/14/07	Dealer: NM012 Hi Country Kia	

*** PHONE LOG 01/16/2009 02:48 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED COR VALSTAR
WRITER STATES.
1. I AM CALLING ABOUT THIS SITUATION

COR STATES.

1. WE ARE NOT GOING TO REPAIR SOMETHING WE CANNOT DUPLICATE
2. I WILL BE AT THE DEALERSHIP IN ABOUT THREE WEEKS AND THE DEALERSHIP WILL CALL THE CUSTOMER TO FIND OUT WHEN SHE CAN MEET WITH ME.
3. I WILL NOT DO ANYTHING IF I CANNOT FIND A PROBLEM. SHE WILL NEED TO SHOW ME.

WRITER STATES.

1. THANK YOU. I WILL LET HER KNOW.

*** NOTES 01/16/2009 02:49 PM US Mountain Standard Time SLarez Action Type:Manager review

COR ALSO STATED

1. THE DEALERSHIP HAS TOLD ME THEY CAN NEVER GET A HOLD OF HER. THE SERVICE MGR HAS ADVISED ME OF THE SITUATION.

*** PHONE LOG 01/16/2009 02:52 PM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED CUSTOMER BAKC

WRITER STATES.

1. I SPOKE TO OUR REP AND HE WILL BE THERE IN ABOUT 2-3 WEEKS.
2. I WILL SET UP A COMMITMENT TO CALL YOU THEN TO MAKE SURE THE DEALERSHIP HAS CONTACTED YOU AND EVERYTHING IS FINE.
3. THE DEALERSHIP WILL CALL YOU TO LET YOU KNOW WHAT THE SITUATION IS

CUSTOMER STATES.

1. PLEASE DO THAT.

COMMITMENT SET IN OUT LOOK TO CALL CUSTOMER ON 2/4/08

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████	KNDJC735685 ██████████	K1580331	387
Mt Home, ID ██████		Prod. Date: 9/17/07	Dealer: ID007	Nampa Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 04/23/2009 10:22 AM US Mountain Standard Time JHirshfield
ID007 contacted TechLine in case T1580249 due to **OCS** reflash
Please contact dealership and customer for possible assistance.

*** PHONE LOG 04/24/2009 12:13 PM US Mountain Standard Time SJeon Action Type:Outgoing call
Scott /SVCA stated:

1. had **PASS**enger **OCS** light on intermittently
2. there was re flash
3. ESC off light was on
4. steering head angle sensor need to be reprogrammed
5. car is picked up

*** PHONE LOG 04/24/2009 12:15 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM for customer to call back:

1. left case #. 800 #
2. calling for follow up

*** PHONE LOG 04/28/2009 08:58 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer stated:

1. calling to follow up the rep**AIR**
2. is the vehicle runs fine?

Mr ██████████ stated:

1. it is doing fine
2. thank you

*** CASE CLOSE 04 28 2009 08:59 AM US Mountain Standard Time SJeon

*** NOTES 07/06/2009 08:14 AM Pacific Daylight Time ELau Action Type:Manager review
TREAD REVIEW DONE

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1369286	7,649
Tolleson, AZ ██████████		Prod. Date: 9/22/06	Dealer: AZ028	Avondale Kia

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 10/09/2007 08:03 AM US Mountain Standard Time ELeon
CUSTOMER STATED:

1. THE **AIR** BAG LIGHT BAG STAYS ON WHEN A PERSON IS SITTING IN THE FRONT **PASSE**NGER.
2. THE Avondale Kia SAID THAT THIS IS A KNOWN PROBLEM WITH KIA AND THAT I SHOULD CALL YOU AND MAKE A COMPLAINT.
3. THEY SAID THAT THEY WILL TRY TO GET SOMEONE OUT FROM KIA AND TO FLASH THE **AIR** BAG SYSTEM.
4. I THINK IT IS A CRAP SHOOT AND MAY NOT RE**AIR** THE PROBLEM.
5. I WANTED TO LET KIA KNOW OF THIS SAFETY CONCERN AND THAT WITHOUT THE **AIR** BAG ACTIVATED AND IF I GOTTEN INTO AN ACCIDENT, THE **PASSE**NGER WHO IS SEATED IN THE FRONT **PASSE**NGER SIDE WILL GET HURT OR INJURED.

WRITER STATED:

1. SORRY.
2. WRITER CAN CONTACT THE Avondale Kia DEALER AND REVIEW THE DIAGNOSIS AND GET INFO FOR THE RE**AIR**.
3. WRITER WILL CONTACT THE DPSM AND ADDRESS YOUR CONCERN.
4. IF THERE WILL BE A KIA REP GOING OUT TO THE Avondale Kia DEALER TO RE FLASH THE **AIR** BAG SYSTEM, WRITER WILL TREY TO GET AN ETA.
5. WRITER MAY NEED TO FORWARD YOUR CASE TO THE REGIONAL OFFICES FOR THEM TO HANDLE THE RE-FLASH PROCESS.

CUSTOMER STATED:

1. THAT WILL BE FINE.
2. THANK YOU.

*** PHONE LOG 10/10/2007 02:35 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CALLED Avondale Kia SERVICE DEPT.
WRITER PLACED ON HOLD.
WRITER RECEIVED NO ANSWER OR VM.

*** PHONE LOG 10/12/2007 01:57 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CALLED Avondale Kia SERVICE DEPT.
WRITER PLACED ON HOLD.
DEALER HUNG UP ON WRITER.

*** PHONE LOG 10/12/2007 02:07 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT JOHN SERVICE DIRECTOR AT Avondale Kia.
WRITER STATED:

1. CUSTOMER CALLED WRITER WITH **AIR** BAG LIGHT CONCERN.
2. PROVIDED CUSTOMERS INFO.
3. CUSTOMER WAS TOLD THAT DEALER WILL TRY TO GET SOMEONE OUT FROM KIA AND TO FLASH THE **AIR** BAG SYSTEM.
4. HAS THERE BEEN AN FTR OR ANOTHER KIA REP GOING OUT THERE TO LOOK INTO THE VEHICLE **AIR** BAG

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1369286	7,649
Tolleson, AZ ██████████		Prod. Date: 9/22/06	Dealer: AZ028	Avondale Kia

1. I DO NOT SEE ANY R/O ON THIS CUSTOMER.
2. THE LAST TIME THE VEHICLE WAS IN WAS ON 4/28/2007.
3. NO CONCERNS FOR THE **AIR** BAG.
4. I SPOKE TO THE SERVICE ADVISOR AND WE DO NOT HAVE ANY INFO ON THIS CUSTOMER?

WRITER STATED:

1. WRITER CONTACT THE DPSM.
2. THANK YOU.

*** PHONE LOG 10/12/2007 02:14 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM Tom Steinwinter AND LVM.
WRITER STATED:

1. WRITER CALLING REGARDING CUSTOMER'S **AIR** BAG CONCERN.
2. **AIR** BAG IS ON AND CUSTOMER SAID WAS TOLD THAT THIS IN A KNOWN PROBLEM WITH THE VEHICLE.
3. CUSTOMER WAS TOLD THAT THEY GET SOMEONE OUT TO DO A RE-FLASH ON THE **AIR** BAG.
4. WRITER SPOKE TO JOHN SERVICE DIRECTOR AT AZ0287.
5. JOHN SAYS THEY HAVE NO R/O FOR THIS CUSTOMER.
6. CAN YOU SEE IF THERE IS AN FTR OR SOMEONE FROM KIA THAT'S GOING OUT TO THE AZ028 AND RE-FLASH THE VEHICLE ?
7. CALL BACK WRITER.

*** EMAIL OUT ELeon Action Type:External email

Send to:[Tsteinwinter@kiausa.com]

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From: Ed Leon
Extn: 46396

File Attachment: copubs:ClarifyOBJ CA Attachments:SendHistoryCase_K1369286_ELeon_10-12-2007151101.doc

*** NOTES 10/15/2007 01:39 PM US Mountain Standard Time ELeon Action Type:Manager review
WRITER FORWARDING CASE TO REGION FOR HANDLING.
DPSM HAS NOT CONTACTED WRITER.

*** PHONE LOG 10/17/2007 12:40 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for customer, requested a call back.

*** PHONE LOG 10/17/2007 04:06 PM US Mountain Standard Time LSims Action Type:Incoming call
caller ██████████ stated:
1. i called earlier about a safety concern that i have
2. i was supposed to get a call back and i have not

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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>
[REDACTED]	[REDACTED]	KNDJD736375 [REDACTED]	K1369286	7,649
Tolleson, AZ [REDACTED]		Prod. Date: 9/22/06	Dealer: AZ028	Avondale Kia

wtr stated:

1. apologized
2. reviewed case notes
3. advised that case has been dispatched to the regional office
4. RHerrera is now handling case

* transferred caller to VM of RHerrera*

*** PHONE LOG 10/18/2007 01:38 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for customer, requested a call back.

*** PHONE LOG 10/18/2007 01:38 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for DPSM, requested a call back.

*** PHONE LOG 10/22/2007 03:24 PM US Mountain Standard Time CCummins Action Type:Incoming call
cust states
1. I still have not received a callback
2. looking for status

writer states

1. please hold and writer will transfer you to WRCAA

*** PHONE LOG 10/22/2007 03:29 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:
1 - I need to talk to someone about my case

Wtr transferred customer to VM of Roxanne Herrera

*** PHONE LOG 10/24/2007 02:55 PM US Mountain Standard Time SBowyer Action Type:Incoming call
CUST STATED
1.i still havent gotten a call from Roxanne
2.i never got her message that supposedly she left for me
3.i am done with her: this is a safety issue and i havent gotten any contact back
4.i have been as patient as i can be: who else above her can i talk to
5.i want someone other than her. above her. at her office

WRITER STATED

1. sorry
2. r.herrera is handling case. she is in a higher up dpt than writer
3. can attempt to reach her--placed cust on hold

WRITER LVM FOR WRCA R.HERRERA

1. cust demanding to talk to person above wrca
2. contact to cust is needed
3. provided case id and cust contact info

WRITER STATED TO CUST

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736375 [REDACTED]	K1369286	7,649
Tolleson, AZ [REDACTED]		Prod. Date: 9/22/06	Dealer: AZ028	Avondale Kia

1. sorry, r.herrera not available
2. can make note that cust called and have lvm for R.Herrera

CUST STATED

1. can your supervisor talk to me and get me to someone higher in Roxanne's office
 2. i want to talk to someone higher than roxanne. it is a safety issue, it is really important
- asked to place cust on hold to see if this can be done

(T.morales stated)

- (1. tell cust that i am looking into it and will notify that dpt to find out who R.Herrera's supervisor is)
- (2. will make sure cust then gets contact back.)

WRITER STATED TO CUST

1. advised of TL T.Morales comments

CUST STATED

1. ok thank you byc.

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

Send to: [twilliams@kiausa.com]

CC List: [RHerrera@kiausa.com]

Tom.

This cust complains that he has not received the message the case notes say Roxanne left for cust. Cust is now asking to speak to her supervisor. We advised cust that we would **PASS** her request along to WRCA.

So FYI

Thanks,
Tom ext 45262

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<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1369286_TMorales_10-25-2007051548.doc>>

*** PHONE LOG 10/25/2007 08:07 AM Pacific Daylight Time RHerrera Action Type: Outgoing call
WRCAA left msg for customer to review outstanding vehicle concerns and for FTR assistance. Requested a call back.

*** PHONE LOG 10/25/2007 08:08 AM Pacific Daylight Time RHerrera Action Type: Outgoing call
WRCAA reviewed case with DPSM who stated to schedule FTR with dealer and customer.

*** PHONE LOG 10/25/2007 09:18 AM Pacific Daylight Time RHerrera Action Type: Outgoing call
WRCAA spoke to John SM at Avondale Kia to confirm FTR case for Monday 10/29/07

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1369286	7,649
Tolleson, AZ ██████████		Prod. Date: 9/22/06	Dealer: AZ028 Avondale Kia	

*** PHONE LOG 10/25/2007 09:19 AM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA spoke to customer ██████████ and with FTR Keith F to confirm FTR appt for Monday 10/29/07.

*** CASE CLOSE 10/25/2007 09:21 AM Pacific Daylight Time RHerrera
Pending for FTR appt set for 10/29/07.

*** PHONE LOG 11/07/2007 02:25 PM US Mountain Standard Time UValencia Action Type:Incoming call
caller states

- 1.- I had the appointment with the FTR on 10/29/2007
- 2.- the flasher did not fix the problem
- 3.- I LVM for RHerrera. on monday and again today. and i have not heard from her
- 4.- I need to escalate this. so that I can discussed this with some one

wrt states

- 1.- apologized
- 2.- advised that wrt will forward case to region
- 3.- some one from regional office will returned cst call
- 4.- provided case#
- 5.- cst thanked wrt for information

*** NOTES 11/07/2007 02:26 PM US Mountain Standard Time UValencia Action Type:Manager review
case forward to region for review

- 1.- cst called and states that 10/28/2007 apointment with FTR did not fix issue
- 2.- cst has LVM for RHerrera, and have not been returned
- 3.- cst demands to have this case escalated
- 4.- please contact cst

*** PHONE LOG 11/08/2007 05:16 PM US Mountain Standard Time RBriones Action Type:Incoming call
Customer Stated:

1. Have an open case.
2. Need to speak with someone about that.
3. Can you put me through to them.

Writer Stated:

1. Show that the regional office is working customer case.
2. Offered customer regional office 800 number.
3. Transferred customer RHerrera's vm.

*** PHONE LOG 11/09/2007 08:46 AM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for customer. requested a call back.

*** PHONE LOG 11/09/2007 09:58 AM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA spoke to cust ██████████ who states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375 ██████████	K1369286	7,649
Tolleson, AZ ██████████		Prod. Date: 9/22/06	Dealer: AZ028	Avondale Kia

- 1 **AIR** bag light is on, car is with me
- 2 FTR tech did not correct the problem
- 3 The flasher did not fix the problem
- 4 Tech stated setting are set for average height and weight
- 5 I'll like to know what those are and if setting can be changed

- 1 Writer apologized for problem
- 2 Advised writer will need to contact FTR, dealer and DPSM for input

Writer will call back cust once more info is available, ended call.

*** PHONE LOG 11/15/2007 08:45 AM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for customer, requested a call back.

*** PHONE LOG 11/15/2007 12:10 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA spoke to FTR Keith F reg case. Keith states:

- 1 I've already reflashed the **PASS** seat on 10/29/07
- 2 Verified proper operation and weight classification w average size adult properly seated
- 3 **AIR** bag light was off at the time of inspection, light turns on when seat is empty
- 4 Customer was referred to owner manual for description of **OCS** operation and proper seating

Writer states:

- 1 Customer was advised that setting were set by tech on 10/29/07 for average height and weight
- 2 Requesting to know what these setting are and if setting can be changed

Keith states:

- 1 Advise customer setting are mandated by the government
- 2 Government sets the basic parameters and those setting can not be changed by the manufacturer
- 3 From what I understand, we do not have anything in writing as to what those are only engineers back in Korea have that info
- 4 Updated reflash system to come out shortly, maybe in Jan 08
- 5 Please check with DPSM and WRCAM for next step to take for resolution

Writer thanked Keith for the info. Ended call.

*** PHONE LOG 11/15/2007 02:24 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA spoke to DPSM for input on how to proceed with case, DPSM states:

- 1 Dealer has exhausted all resources
- 2 FTR re flashed system in October
- 3 Cust has been instructed how **OCS** system works
- 4 If customer is willing to wait for new system (when it becomes available)
- 5 Offer customer GW plus rep**AIR** (check w WRCAM for amount)

**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]	KNDJD736375 [REDACTED]	K1369286	7,649
Tolleson, AZ [REDACTED]		Prod. Date: 9/22/06	Dealer: AZ028	Avondale Kia

Ended call

*** PHONE LOG 11/15/2007 02:33 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA spoke to customer. Writer states:

- 1 WRCAA reiterated comments above by FTR Keith reg setting
- 2 Advised setting are regulated by government, Kia can not change
- 3 Advised writer is reviewing case with DPSM and WRCAM for resolution
- 4 Advised writer will need rep**AIR** history, sales contract and registration
- 5 Also advised updated system is scheduled to come out to re flash OSC system

Customer states:

- 1 I want to make it clear if Kia can not fix the problem
- 2 I want Kia to buy back
- 3 It's a safety issue and I don't think it's safe for me to drive

Writer states:

- 1 Apologized for situation
- 2 Once d**OCS** requested are received, writer will contact customer for next step

Customer to fax d**OCS** ASAP. Ended call.

*** PHONE LOG 11/20/2007 02:01 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for DPSM for input on how to proceed with case. Requested a call back.

*** PHONE LOG 11/21/2007 10:40 AM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for DPSM for input on how to proceed with case. Requested a call back.

*** PHONE LOG 11/28/2007 04:16 PM Pacific Daylight Time RHerrera Action Type:Incoming call
Per DPSM ok to set up a test drive appt with customer.

*** PHONE LOG 11/29/2007 04:57 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for customer to set up appt with DPSM. Requested a call back.

*** PHONE LOG 12/03/2007 03:06 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA left msg for customer. requested a call back.

*** PHONE LOG 12/03/2007 03:20 PM Pacific Daylight Time RHerrera Action Type:Outgoing call
WRCAA spoke to customer [REDACTED] Writer states:

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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>
██████████	██████	KNDJD736375██████	K1369286	7,649
Tolleson, AZ ██████		Prod. Date: 9/22/06	Dealer: AZ028	Avondale Kia

3 Also will need a better copy of your sales contract - copy rec'd is not legible

Customer states:

- 1 I will be out of town for the rest of the week
- 2 I will fax you sales contract when I return
- 3 Please call me next week to arrange meeting with DPSM

Customer thanked writer for the call. will wait to be contacted for meeting w DPSM.

*** CASE CLOSE 12/03/2007 03:21 PM Pacific Daylight Time RHerrera
Case pending for sales contract and for meeting with DPSM.

*** NOTES 12/17/2007 03:41 PM Pacific Daylight Time RHerrera Action Type:Manager review
Ok to set up FTR rep **AIR** with Keith F per DPSM.

*** NOTES 12/17/2007 03:47 PM Pacific Daylight Time RHerrera Action Type:Manager review
WRCAA confirmed FTR rep **AIR** appt for 1/10/08 at AZ038 Avondale Kia with customer. FTR Keith F and John Serv Mgr at dealer.

*** CASE CLOSE 12/17/2007 03:48 PM Pacific Daylight Time RHerrera
FTR appt has been set for 1/10/08 at AZ028 Avondale Kia.

*** NOTES 01 15 2008 01:40 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736175██████████	K1517557	13,000
WLBERTON, GA	██████████	Prod. Date: 10/27/06	Dealer: SC025	Kia of Anderson

Case History

Complaint *RepAIR Assistance*

SURVEY DATE : 11/01/2008
SERVICE DATE : 10/29/2008

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :

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

- Other(specify)

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

- Problem was not resolved

Customer Comments: None

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

*** PHONE LOG 11/03/2008 10:41 AM US Mountain Standard Time JSincl*AIR* Action Type:Outgoing call
Wtr left VM for customer to rtn call

*** CASE CLOSE 11/03/2008 10:42 AM US Mountain Standard Time JSincl*AIR*

*** PHONE LOG 11/03/2008 02:05 PM US Mountain Standard Time JSincl*AIR* Action Type:Incoming call
Customer states:

1. The *PASS*enger *AIR* bag light stays off all the time when someone is sitting in the seat
2. I have been taking the vehicle to Kia of Anderson and they are telling me that this is a common problem and there is a soft wear up grade
3. But I have been waiting a year and they still don't have the upgrade

Wtr states:

1. Apologized
2. Updated info

Wtr placed customer on hold called Kia of Anderson (wtr on hold)

Wtr took customer off hold advs will call customer back

Spoke to SM Dean who states:

1. We have never seen this customer for an *OCS* light
2. Generally when a customer comes in with an *OCS* light concern we run diagnostics and tell them it is how they are sitting

Wtr states:

1. Customer states he has been waiting for a soft wear update

SM states:

1. I have nothing for this customer on the *OCS*
Thanked and call ended

*** PHONE LOG 11/03/2008 02:06 PM US Mountain Standard Time JSincl*AIR* Action Type:Outgoing call

Wtr called customer

Wtr states:

1. Dealership stating they have not seen this vehicle for the *OCS*
2. Can customer please make an appointment and call wtr once vehicle is at dealership

Customer states:

1. I will

...

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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]	K1517557	13,000
WLBERTON, GA [REDACTED]		Prod. Date: 10/27/06	Dealer: SC025	Kia of Anderson

*** CASE CLOSE 11/03/2008 03:30 PM US Mountain Standard Time JSinclair **AIR**

*** CASE CLOSE 01/06/2009 09:56 AM US Mountain Standard Time TMorales

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735985 ██████████	K1570024	3,000
Royal Palm Beach, FL ██████████		Prod. Date: 3/27/08	Dealer: FL075 Napleton's Kia	

Case History

Complaint Dealer

*** PHONE LOG 03/27/2009 03:15 PM US Mountain Standard Time AJudson

Customer States:

1. Purchased vehicle from West Palm Beach Kia.
2. Since I bought the vehicle the **PASS**enger **AIR**bag indicator has been on.
3. Took it to dealer and was advised you have to sit in a certain spot to activate the **AIR**bag.
- the **AIR**bag Off indicator stays on even when full size adult **PASS**enger is in the seat
4. What do I need to do to get this problem resolved?
5. Is the first time oil change maintenance free?
6. I noticed when my AC is on, there is a noise and it drips water once we stop.

Writer States:

1. Apologized for the problem.
2. Advised customer that the **AIR**bag indicator is covered under LBW for manufacturer defects.
3. If customer or **PASS**enger is seated correctly and the **AIR**bag off indicator is staying on, it is not operating as designed and we want to resolve.
4. Customer should take the vehicle to Kia dealer, contact KCA, and a FCM will follow up to ensure that all Kia resources are involved.
5. Gave customer case number, writers name, extension and 800#.
6. Advised customer that free maintenance would be up to the dealer, would need to contact FL075 to verify if that is the case.

*** CASE CLOSE 03/27/2009 03:15 PM US Mountain Standard Time AJudson

PENDING CALLBACK

*** CASE CLOSE 04/09/2009 04:25 PM US Mountain Standard Time JHirshfield

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
Joshua, TX		KNDJD736075	K1459142	8,992
Prod. Date: 11/8/06		Dealer: TX071 Moritz Kia		

Case History

Complaint Repurchase

*** PHONE LOG 06/13/2008 10:17 AM Pacific Daylight Time KWarren

NCA received letter from customer

1. Cust states we are writing to notify the manufacturer of problems that still exist in our 2007 Sorento.
2. Cust states [REDACTED] is aware of the problems that we have had: **AIR** bags, fabric in seats, switch on cruise, gear shifter loose.
3. Cust states Kia needs to repurchase the Sorento.
4. Cust states we have asked the BBB Todd Eikenberry to re-open our case.

*** Please reference case# K1421993 ****

Dispatching to the Southern Region for customer contact.

*** PHONE LOG 06/13/2008 03:50 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dlr, no answer (most likely closed):

wrcaa called [REDACTED] spoke with mrs nance who advised:

1. is disappointed with veh's **PASS**enger side **AIR**bag system
2. states light activates, system off when (smaller) people sitting in
3. front **PASS**enger seat - states her mother weighs 99 lbs, couple of other
4. people weigh in range 99 lbs. to 115 lbs. (again **AIR**bag system shuts off)
5. people who weigh 130 lbs. or more system on - okay
6. wrcaa asked customer to please give us another opportunity to research & correct
7. this issue - advised will discuss this with our district manager (dpsm tom hiltz) and
8. find out if situation is correctable - if so, would like to fix vehicle & extend additional g/w
9. customer agreeable - in fact, wrcaa now has the g/w check for \$523.78
10. wrcaa will hold the check (cust agreed) until next week to find out next step
11. if veh rep**AIR**able, will fix car & extend additional amount
12. if veh not rep**AIR**able, will discuss alternative option
13. wrcaa advised would like to retain customer as kia customer
14. if absolutely necessary, may need to discuss soc if this vehicle is not rep**AIR**able
15. mrs nance agreed to discuss situation with wrcaa next week
16. customer mentioned she will call joby at dlr on monday for appointment

wrcaa called dpsm tom hiltz, not available, left vm:

*** NOTES 06/13/2008 03:58 PM Pacific Daylight Time LNavarro Action Type:E-mail sent

wrcaa sent email to dpsm tom hiltz & fir richard peralta:

1. suggest tom or both visit with customer to demonstrate how
2. to sit in front **PASS**enger seat
3. due to fact mrs nance states **PASS**enger a/b system shuts off
4. with **PASS**engers who weigh between 99 lbs and 115 lbs

*** PHONE LOG 06/17/2008 02:40 PM Pacific Daylight Time LNavarro Action Type:Outgoing call

wrcaa called dpsm tom hiltz, not available, left vm:

1. asked for return call please
2. customer states veh **PASS**enger a/b sys deactivates for

D 100

Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
Joshua, TX		KNDJD736075	K1459142	8,992
Prod. Date: 11/8/06		Dealer: TX071 Moritz Kia		

*** PHONE LOG 06/23/2008 02:17 PM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received incoming call from ftr r.peralta:
1. scheduled ftr inspection for july 10, 2008
2. richard, please send wrcaa ftr report asap

wrcaa called, spoke with mrs [REDACTED]:
1. she agreed to take her vehicle to dlr day prior to ftr inspection
2. wrcaa advised cust please contact joby spradley at dlr day prior to inspection
3. to arrange (courtesy) rental vehicle (at kia's expense)
4. advised joby spradley or serv mgr jim cartwright can explain **AIR**bag system (again)
5. if **AIR**bag system is working as designed
6. ftr to inspect **AIR**bag system
7. in addition, cust agreed to speak with wrcaa "after" inspection to discuss options
8. wrcaa is holding g/w check for \$523.78 (one car payment)
9. after ftr inspection, may offer additional monetary goodwill if customer cancels bbb case
10. customer understands & agrees to wait on after 7-10-08 ftr inspection

*** NOTES 06/23/2008 02:54 PM Pacific Daylight Time LNavarro Action Type:E-mail sent
wrcaa sent email to joby spradley & jim cartwright at dlr:
1. advised of ftr inspection scheduled for thurs. 7-10-08
2. customer to bring veh to dlr day prior to inspect (if necessary rep**AIR**s / reflash)
3. please provide courtesy rental (at KIA's expense)
4. copy of email sent to r.peralta, t.hiltz, and p.ortiz
5. copy of above email inserted into case folder

*** PHONE LOG 06/23/2008 02:55 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dpsm tom hiltz to advise of 7-10-08 ftr inspection:
1. advised of courtesy rental offer to customer
2. tom hiltz not available, left detailed vm

*** NOTES 06/23/2008 02:22 PM Pacific Daylight Time LNavarro Action Type:E-mail sent
wrcaa sent email to todd eikenberry at bbb:
1. advised him of case update & ftr inspection information
2. copy of email inserted into clarify case folder
3. copied t.hiltz, r.peralta, & p.ortiz on above email

*** PHONE LOG 06/27/2008 10:40 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called, spk with k.warren at national:
1. advised this is a duplicate of clarify case k1421993
2. advised wrcaa will copy case notes from this file & transfer to k1421993
3. advised will close this case

*** NOTES 06/27/2008 10:42 AM Pacific Daylight Time LNavarro Action Type:Manager review

**Kia Motors America
Consumer AffAIRs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736075 ██████████	K1459142	8,992
Joshua, TX ██████████		Prod. Date: 11/8/06	Dealer: TX071	Moritz Kia

- 1. WILL TRANSFER CASE NOTES FROM THIS CASE TO K1421993
- 2. PLEASE REFER TO K1421993

*** CASE CLOSE 06/27/2008 10:47 AM Pacific Daylight Time LNavarro

*** CASE CLOSE 07/08/2008 12:56 PM US Mountain Standard Time TMorales
*AIR*bag Tread Review Complete

*** CASE CLOSE 07/14/2008 03:05 PM Pacific Daylight Time MHillegas

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
Joshua, TX		KNDJD736075	K1421993	30,000
		Prod. Date: 11/8/06	Dealer: TX071 Moritz Kia	

Case History

Complaint *RepAIR* Assistance

**** PHONE LOG 03/06/2008 07:16:46 AM JSincl*AIR*

Customer states:

1. This vehicle is having electrical problems
2. The *AIR* bag light stays on
3. It has been to Van Griffith Kia TX073 once before for this issue
4. I do not trust this vehicle
5. What are my options for lemon law

Wtr states:

1. Apologized
2. Updated info
3. No recalls
4. Advs customer lemon law guidelines vary from state to state
5. Advs to refer to WCIM
6. Advs typically more then one rep*AIR* attempt is required
7. Advs if customer is willing
8. Wtr ask to make an appointment and call wtr once appointment is set
9. Wtr will follow up with the rep*AIR*s
10. And if need be contact DPSM

Customer states:

1. Ok. I will do that
2. But Kia needs to fix this

Wtr gave name and ext and case#

Thanked and call ended

**** PHONE LOG 03/11/2008 11:30:56 AM JSincl*AIR*

Customer states:

1. I did take the vehicle back and they did rep*AIR* it
2. There was a tear in the seat when we bought the vehicle and all the dealership did was send it to an upholstery shop
3. I am very unhappy with that

Wtr states:

1. Apologized
2. Advs wtr will document complaint against dealership
3. Advs if customer has any further issues to please contact wtr

Wtr gave name, ext and case #

Customer thanked and call ended

**** PHONE LOG 03/14/2008 07:58:43 AM JSincl*AIR*

Customer left VM for wtr to rtn call

**** PHONE LOG 03/14/2008 08:28:52 AM JHirshfield

cust called -Mrs Nance (very unhappy) -trying to reach Justina

1. *AIR* bag light is on again
2. this is a safety concern
3. what does R A cover?
4. does it allow for rentals?

wtr

1. R/A will tow the vehicle to the closest Kia dealership for free
2. explained about trip reimbursement if they are more than 150 miles from home

cust

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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>
Joshua, TX		KNDJD736075	K1421993	30,000
		Prod. Date: 11/8/06	Dealer: TX071	Moritz Kia

2. her husband is driving around with no *AIR* bags

wtr

1. it will need to get to a Kia dealership

2. once it is there please call us and we can get DPSM and if needed an FTR involved in her rep. *AIR*

cust request that we make note of her call

**** PHONE LOG 03/14/2008 08:43:54 AM JSincl *AIR*

Wtr called customer

Customer states:

1. My husband is driving the vehicle now and he is over 150 miles away
2. It is not safe for him to be driving the vehicle with the *AIR* bag light on
3. Is there any way I can get a rental for him

Wtr states:

1. Apologized
2. Advs advs rentals not a provision in warr
3. Advs can check with DPSM on possible rental assistance once vehicle is at a kia dealership
4. Advs if customer does not feel comfortable driving the vehicle
5. Then the vehicle can be towed to the nearest Kia dealership
6. Advs at that time wtr can contact DPSM on possible rental assistance
7. Advs rental assistance is not guarantee

Customer states:

1. Ok. can you call my husband at [REDACTED]
2. He will let you know what he wants to do

Thanked and call ended

**** PHONE LOG 03/14/2008 08:51:15 AM JSincl *AIR*

Wtr left VM for Mr. [REDACTED]

**** PHONE LOG 03/14/2008 11:28:28 AM JSincl *AIR*

Mrs. [REDACTED] left VM for wtr stating:

1. My husband said he did not get your msg
2. His cell # is [REDACTED]
3. Please call me back

thanked and call ended

**** PHONE LOG 03/14/2008 11:29:23 AM JSincl *AIR*

Wtr called Mr. [REDACTED] who states:

1. I am driving the vehicle home now

Wtr states:

1. If you want to wait to have the vehicle towed it is up to you
2. Wtr can have RSA tow vehicle

Customer states:

1. I am driving the vehicle now
2. I will wait until I am home

Thanked and call ended

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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>
██████	██████	KNDJD736075 ██████	K1421993	30,000
Joshua, TX ██████		Prod. Date: 11/8/06	Dealer: TX071	Moritz Kia

1. Instead of my husband coming home he is going to take the vehicle to Van Griffith Kia TX073
 2. He is on his way there now
 3. He should be there soon
- Thanked and call ended

**** PHONE LOG 03/14/2008 12:35:38 PM JSincl **AIR**

Wtr called Van Griffith Kia TX073 spoke to Lenard who states:

1. The vehicle was first here on 01/03/2008 @ 5.019 for the drive side a/b light being on
2. And we replaced the right front seat belt assy
3. Then on 03/07/08 @ 6,209 miles it came in again with the light on again
4. We cleared the code and tested the system and found nothing wrong

Wtr states:

1. Customer is coming in again
2. The a/b light is back on

Thanked and call ended

**** PHONE LOG 03/14/2008 12:38:55 PM JSincl **AIR**

Wtr called DPSM Tom Hiltz who states:

1. We need to get the dealership to pull the code and find out if it is a repated code
 2. If it is we will provide a rental
 3. Please tell Leonard to make sure he fills out a Multiple Rep **AIR** Work Sheet
 4. Call me once they have a diagnoses
- Thanked and call ended

**** PHONE LOG 03/14/2008 12:58:46 PM JSincl **AIR**

Mr. ██████ called and states:

1. I am not going to be able to make it to the dealership
 2. I will take it on Monday
- Thanked and call ended

**** PHONE LOG 03/17/2008 06:36:28 AM SLarcz

CUSTOMER CALLED BACK

CUSTOMER STATES:

1. A WRECKER IS COMING TO PICK UP THE CAR BECAUSE IT IS UNSAFE TO DRIVE.
2. I WANT THIS FIXED IT HAS BEEN TO THE DEALERSHIP SEVERAL TIMES.
3. I WOULD LIKE HELP WITH THIS. I NEED TO GET TO WORK AT 4P.M. AND I AM NOT GOING TO DRIVE THE CAR.
4. REFERATED A LOT OF CONCERNS ALREADY DOCUMENTED.

WRITER STATES:

1. I AM SORRY THIS IS THE CASE.
2. ADVISED OF DPSM COMMENTS. ONCE WE GET THE DIAGNOSES WE CAN GO FROM THERE.
3. I WILL CALL YOU WHEN I SPEAK TO THEM. OUR GOAL IS TO FIX THE CAR.

**** PHONE LOG 03/17/2008 10:51:02 AM ELcon

WRITER RECEIVED CALL FROM CUSTOMER.

CUSTOMER STATED:

1. CAN I SPEAK TO STEVE?
2. STEVE WAS HELPING ME.

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
Joshua. TX		KNDJD736075	K1421993	30,000
		Prod. Date: 11/8/06	Dealer: TX071 Moritz Kia	

WRITER STATED:

1. STEVE IS ON ANOTHER LINE.
2. WRITER CAN TRANSFER YOU TO HIS VM?

CUSTOMER,ER STATED;

1. THANK YOU.

**** PHONE LOG 03/17/2008 10:58:57 AM SLarez

WRITER CALLED LEONARD IN SERVICE (SVC MGR) AND EXPLAINED SITUATION
LEONARD STATES.

1. WE ARE GOING TO GET IT LOOK AT IN ABOUT 10-15 MINS. I CAN CALL YOU BACK TO SEE WHAT CODE IS PRESENT.

WRITER STATES.

1. THANK YOU
2. WRITER GAVE NAME AND EXTENSION.

**** PHONE LOG 03/17/2008 11:00:42 AM SLarez

WRITER CALLED CUSTOMER BACK AFTER V.M. WAS LEFT FOR WRITER.
WRITER STATES.

1. I SPOKE TO LEONARD AND HE DOES NOT HAVE A DIAGNOSE AS OF YET.
2. ONCE HE DOES HE WILL CALL ME BACK

CUSTOMER STATES.

1. THANK YOU.

**** PHONE LOG 03/17/2008 11:07:53 AM SLarez

LEONARD CALLED BACK
LEONARD STATES.

1. IT IS THE SAME CODE HOWEVER IT IS NOT CURRENT. IT IN HISTORY SO WE ARE NOT SURE WHAT WE WILL HAVE TO DO KNOW.

WRITER STATES.

1. NOTES INDICATE PER TOM HILTS TO GIVE HER A CAR TO DRIVE IF THE CODE IS THE SAME.
2. I WILL CALL THE CUSTOMER BACK AND LET HER KNOW TO CALL YOU SO ARRANGEMENTS CAN BE MADE.

DEALERSHIP STATES.

1. THAT IS FINE.

**** PHONE LOG 03-17-2008 11:10:08 AM SLarez

WRITER CALLED CUSTOMER BACK
WRITER STATES.

1. I SPOKE TO LEONARD AND YOU MAY CALL HIM WITH REGARDS TO ALT. TRANSPORTATION.
2. IT IS THE SAME CODE AS BEFORE.

CUSTOMER STATES.

1. FOR HOW LONG DO I HAVE THE CAR.

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
Joshua, TX		KNDJD736075	K1421993	30,000
		Prod. Date: 11/8/06	Dealer: TX071 Moritz Kia	

WRITER STATES.

1. I AM NOT SURE I WILL HAVE TO CALL THEM TOMORROW AND THEN GO FROM THERE.

CUSTOMER STATES.

1. THANK YOU.

**** PHONE LOG 03/18/2008 06:00:50 AM JSincl**AIR**

Wtr left VM for Lenard at Van Griffith Kia TX073

**** PHONE LOG 03/18/2008 06:14:09 AM JSincl**AIR**

Leonard at Van Griffith Kia TX073 called and states:

1. We can't seem to duplicate the **AIR** bag light
 2. The same code was in the memory
 3. I am going to call the DPSM and ask him what we should do
- Thanked and call ended

**** PHONE LOG 03/18/2008 10:14:57 AM JSincl**AIR**

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

**** PHONE LOG 03/19/2008 08:28:49 AM JSincl**AIR**

Wtr called Leonard at Van Griffith Kia TX073

Leonard SM out to lunch

**** PHONE LOG 03/19/2008 08:32:34 AM JSincl**AIR**

Wtr called DPSM Tom Hiltz

DPSM states:

1. Can you call back at about 2:30

Wtr states:

1. Sure

Thanked and call ended

**** PHONE LOG 03 20 2008 09:02:46 AM JSincl**AIR**

MISSING NOTIS. DPSM CALLED WTR BACK ON 3-19-08 AND STATES

1. The dealership is not able to duplicate the concern
 2. I authorized a few more days of rental
 3. The dealership is going to and continue to duplicate
- Thanked and call ended

**** PHONE LOG 03 20 2008 10:38:13 AM JSincl**AIR**

Wtr called Van Griffith Kia TX073 spoke to Leonard who states:

1. We have driven the vehicle over 100 miles and still can't duplicate it
2. I am waiting on Tom Hiltz to get back to me today

Thanked and call ended

**** PHONE LOG 03/21/2008 12:58:51 PM JSincl**AIR**

Wtr called Van Griffith Kia TX073 spoke to Leonard who states:

1. The customer is on there way to pick up the vehicle
2. Per DPSM Tom Hiltz, we can not duplicate the issue

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1421993	30,000
Joshua, TX ██████████		Prod. Date: 11/8/06	Dealer: TX071	Moritz Kia

Wtr left VM for customer to rtn call

**** PHONE LOG 03/26/2008 07:34:03 AM CCummins
CUSTOMER STATES

1. I WANT KIA TO BUY THE VEHICLE BACK FROM US
2. AFRAID TO DRIVE IT WITH THE **AIR** BAG LIGHT OFF
3. WANT DPSM TO CALL AND EXPLAIN THAT THIS WILL NOT HAPPEN AGAIN
4. WANT A GUARANTEE THAT THIS VEHICLE IS SAFE

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. ADVISED NO GUARANTEES CAN BE MADE ON A VEHICLE THAT PROBLEMS WILL NOT ARISE
3. ADVISED DEALERSHIP HAS TO BE ABLE TO DUPLICATE THE PROBLEM IN ORDER TO FIX IT AND THIS WAS NOT THE CASE
4. ADVISED CHECKING THE WCIM FOR THE LEMON LAW ISSUE
5. ADVISED WOULD HAVE THE DPSM CONTACT THE CUSTOMER TO EXPLAIN WHY THEY COULD NOT DUPLICATE THE **AIR**BAG LIGHT COMING ON

**** PHONE LOG 03/26/2008 07:43:49 AM CCummins

WRITER STATES

1. LEFT VM FOR TOM HILTZ, DPSM ADVISING MS NANCE WOULD LIKE A CALL BACK
2. ADVISED CUSTOMER FEELS VEHICLE IS UNSAFE TO DRIVE
3. WANTS A GUARANTEE THAT THE **AIR**BAG LIGHT ISSUE IS FIXED FOR GOOD
4. WANTS YOU TO CALL HER AND ADVISE HER AS TO WHAT WAS DONE THE LAST TIME THE VEHICLE WAS IN TX073
5. DID TELL HER THE PROBLEM COULD NOT BE DUPLICATED BUT SHE IS NOT SATISFIED WITH THAT
6. WANTS KIA TO BUY BACK THE VEHICLE.
7. PROVIDED CASE # AND EXTENSION FOR CALL BACK

**** EMAIL OUT 03/26/2008 07:48:01 AM CCummins Sent to: THH TZ@aKIAUSA.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_K1421993_CCummins_03-26-2008084214.doc"

**** NOTES 03/28/2008 12:56:19 PM CCummins Action Type:Manager review

WRITER STATES

1. DISPATCHING TO WESTERN REGION
2. CUSTOMER WANTS BUY BACK
3. FEELS THIS IS A SAFETY ISSUE AND WANTS KIA TO GUARANTEE **AIR**BAG IS FIXED FOR GOOD
4. 3X FOR **AIR**BAG LIGHT AND FEELS VEHICLE IS UNSAFE
5. CONTACTED DPSM BUT NO RESPONSE WITHIN 24 HOURS
6. CUSTOMER STATING THE LEMON LAW

**** PHONE LOG 04/01/2008 10:59:31 AM LNavarro

wrcaa called customer at ██████████

1. robert nance not avail. spk with francis nance
2. who advised veh at van griffith dlr twice for **AIR**bag related rep **AIR**s

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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>
██████████	██████████	KNDJD736075██████████	K1421993	30,000
Joshua, TX ██████████		Prod. Date: 11/8/06	Dealer: TX071	Moritz Kia

3. states dlr personnel test drove veh for aprx 300 miles during last rep **AIR** (3-31-08)
4. states dlr left her vehicle dirty and gas tank on empty
5. wrcaa suggested cust contact dlr serv mgr or gm for assist re: veh 300 mi test drive and
6. empty gas tank
7. mrs nance states veh mechanical issues have been resolved at this time
8. agreed to contact serv mgr and/or gm for resolution re: 300 miles test drive, and fact her car was left
9. dirty and with an empty gas tank
10. customer thanked wrcaa for calling her

**** NOTES 04/18/2008 10:57:54 AM KWilliams Action Type:Manager review
Writer Dispatching case to West

1. To complete issue with customer
2. Case dispatched to West from Call Center no DPSM response
3. Closed by LNavarro w/o without resolution

**** PHONE LOG 04/18/2008 01:42:09 PM LNavarro
wrcaa called, spoke with mrs frances nance:

1. she advised **PASS**enger a/b light intermittently activates
2. sometimes she does not feel safe in vehicle
3. cust states she would like to take veh to moritz because she has been unhappy with
4. tx073 van griffith in granbury
5. in addition, mrs nance advised there are rattle noises coming from (she thinks) both front door panels
6. wrcaa apologized for cust's poor serv experiences at dlr in granbury
7. wrcaa does not want to stress customer any further (her husb has been ill)
8. offered goodwill one car payment (aprx \$544) for inconveniences
9. cust accepted, appreciative, & agreed to fax all serv records & car payment statement direct to wrcaa
10. wrcaa advised will contact dlr tx071 moritz serv mgr jim cartwright to advise cust will be
11. calling him for appt next week (if jim not avail, sugg cust ask for jobe spradley)

**** PHONE LOG 04/18/2008 02:14:34 PM LNavarro

wrcaa called dlr, jim cartwright - serv mgr not avail, spk with jobe spradley who advised:

1. will take care of this customer (wrcaa gave him cst name, phn # & vin)
2. plans on calling her monday am
3. will address both **OCS** & front door rattles
4. will provide loaner vehicle - if no loaners, will provide rental & contact either wrcaa or dpsm t.hiltz
5. thank you jobe!

wrcaa called customer again, left msg to advise:

1. jobe spradley anxious & very receptive to assisting customer on monday, 4-21-08

**** PHONE LOG 04/18/2008 02:42:55 PM LNavarro

wrcaa called, spk with dpsm t.hiltz:

1. updated all info to him
2. incl g/w offer & loaner/rental issue (dpsm agreed with both)
3. wrcaa switched dlr code to tx071 moritz from tx073 van griffith kia

**** NOTES 04/19/2008 09:36:11 AM DUnderwood Action Type:Manager review
TREAD DUPLICATE REVIEW COMPLETE - DU

Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1421993	30,000
Joshua, TX ██████████		Prod. Date: 11/8/06	Dealer: TX071	Moritz Kia

**** PHONE LOG 04/21/2008 03:57:40 PM LNavarro

wraa received call from jobe at dlr:

1. states he just called & spoke with mrs nance
2. who has appt to bring her veh to dlr tomorrow at 1pm
3. for issues listed in prev updates
4. customer frustrated with previous serv dlr & mentioned
5. she may file with bbb
6. jobe states he will have loaner (ready with tank of gasoline) tomorrow
7. for mrs nance & will do his best to address **OCS** issue & front door panel noises
8. jobe also concerned prev dlr may have done prev seat rep**AIR**s
9. incorrectly (?)
10. states he may discuss prev reprs at prev dlr with dpsm tom hiltz

11. thank you. jobe!

**** PHONE LOG 04/25/2008 07:52:29 AM LNavarro

wraa returned call to joby at dlr ██████████:

1. joby not avail. left vm
2. thank you for taking care of cust & addressing all veh concerns
3. yes. i received your fax (ro#583135) dated 4-24-08
4. dlr reprogrammed **OCS** per campaign sc045
5. dlr resecured mudguards to address veh flapping noise
6. resecured seat cover & rear trim (front **PASS** seat)

wraa called frances ██████████

1. not avail. left vm asking for return call
2. asking for follow-up on yesterday's veh rep**AIR**s
3. it appears dlr has addressed veh concerns
4. asked for serv records & car payment statement coupon
5. reiterated goodwill car payment offer

**** PHONE LOG 04/29/2008 09:45:50 AM LNavarro

wraa received call from todd eikenberry at bbb who asked for update:

1. wraa gave update on case
2. advised veh was rep**AIR**ed at tx071
3. wraa waiting for serv records & car payment coupon/statement from mrs nance
4. wraa offered customer 1 car payment for inconveniences
5. todd offered to send serv records to wraa
6. thank you todd!

**** PHONE LOG 04/29/2008 10:23:06 AM LNavarro

wraa returned call at ██████████

1. mrs nance thanked wraa for the assistance and for asking
2. joby at tx071 to take care of her and fixing her vehicle
3. mrs nance extremely appreciative of wraa's followup in making sure her vehicle
4. is rep**AIR**ed. for kind treatment. and for offering one car payment as compensation
5. for her troubles with previous (tx073) dlr & for having to take back to

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
Joshua, TX		KNDJD736075	K1421993	30,000
Prod. Date: 11/8/06		Dealer: TX071 Moritz Kia		

7. cust advised will fax serv records & car payment statement direct to wrcaa
8. cust thanked wrcaa for calling her & again appreciative for everything
9. states she will close pending bbb case (wrcaa was not aware of bbb involvement)
10. until earlier today)
11. thank you, mrs nance!

**** NOTES 04/29/2008 12:15:37 PM LNavarro Action Type:E-mail rec.
wrcaa received from todd eikenberry at bbb via email:

1. cust's complaint form and letter to bbb
2. copies of ro's

**** PHONE LOG 04/29/2008 12:16:39 PM LNavarro
wrcaa called mrs [REDACTED] at above number [REDACTED]

1. advised received ro's from todd at bbb
2. customer only needs to send car payment statement/coupon to wrcaa
3. customer thanked wrcaa for the call

**** NOTES 04/30/2008 08:02:47 AM LNavarro Action Type:E-mail rec.
wrcaa received confirmation from bbb:

1. customer has accepted veh rep **AIRs** & g/w car payment
2. bbb case closed

**** NOTES 05/06/2008 08:21:50 AM LNavarro Action Type:E-mail rec.
wrcaa received from cust via fax:

1. citi financial auto statement
2. included in req for g/w check package
3. monthly payment is \$523.78
4. wrcaa revised as/400 to correct amount

NOTES 05/06/2008 08:21:50 AM LNavarro Action Type:Manager review
wrcaa gave req for g/w check package to wrcaam p.ortiz for:

1. review and approval

wrcaa sent package to national for check process:

1. closed case file pending check from national

**** PHONE LOG 06/05/2008 08:06:12 AM LNavarro
wrcaa received vm from mr [REDACTED]

**** PHONE LOG 06/05/2008 08:06:43 AM LNavarro
wrcaa returned cust's call at [REDACTED]

1. customer not available. left vm with g/w check status info
2. check should be ready for mailing by end of next week
3. (aprx check status per b.bradley)
4. wrcaa thanked cust for his patience

**** NOTES 06/24/2008 02:03:47 PM LNavarro Action Type:Manager review
wrcaa has spoken to mrs nance several times over the past week:

1. cust agreed to stop bbb proceedings at this time for 7-10-08 fir inspection
2. and **AIR** bag (rep. **AIRs**. reflash) if necessary

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
Joshua, TX		KNDJD736075	K1421993	30,000
		Prod. Date: 11/8/06	Dealer: TX071 Moritz Kia	

3. cust had (on 6-13-08) reopened her bbb case due to **AIR** bag issue
4. referenced 6-13-08 bbb notice originally was sent to southern region
5. per conversation with customer--cust states **AIR** bag light activates & **PASS**enger
6. side **AIR** bag sys shuts off intermittently with **PASS**engers weighing in range
7. of 99 lbs & 115 lbs.
8. cust agreed with wrcaa holding previously agreed g/w offer \$523.78 check
- 9 which equates to one car payment
10. for one car payment
11. both cust & wrcaa agreed to review options after 7-10-08 fir inspection / rep**AIR**s / reflash as needed

**** PHONE LOG 06/24/2008 02:17:42 PM LNavarro
wrcaa had spoken with & also sent email to joby spradley at moritz kia:

1. advised of 7-10-08 fir inspection & rep**AIR**s/reflash as needed
2. note: above email also addressed to dlr serv mgr jim cartwright
3. copied email to dpsm t.hiltz, fir r.peralta, and wrcaa p.ortiz

wrcaa returned call to eric oglesby at bbb today at 727-535-5483 x 4:

1. reiterated prev info - advised him of latest update
2. advised customer has stopped pending bbb case at this time
3. also sent him response email

**** NOTES 06/27/2008 10:44:12 AM LNavarro Action Type:Manager review
FOLLOWING CASE NOTES TRANSFERRED FROM CASE K1459142 OPENED 6-13-08

*** PHONE LOG 06/13/2008 10:17 AM Pacific Daylight Time KWarren

NCA received letter from customer

1. Cust states we are writing to notify the manufacturer of problems that still exist in our 2007 Sorento.
2. Cust states Linda Navarro is aware of the problems that we have had: **AIR** bags, fabric in seats, switch on cruise, gear shifter loose.
3. Cust states Kia needs to repurchase the Sorento.
4. Cust states we have asked the BBB Todd Eikenberry to re-open our case.

*** Please reference case# K1421993 ****

Dispatching to the Southern Region for customer contact.

*** PHONE LOG 06/13/2008 03:50 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dlr, no answer (most likely closed):

wrcaa called [redacted] spoke with mrs nance who advised:

1. is disappointed with veh's **PASS**enger side **AIR** bag system
2. states light activates, system off when (smaller) people sitting in
3. front **PASS**enger seat - states her mother weighs 99 lbs, couple of other
4. people weigh in range 99 lbs. to 115 lbs, (again **AIR** bag system shuts off)
5. people who weigh 130 lbs. or more system on - okay
6. wrcaa asked customer to please give us another opportunity to research & correct
7. this issue - advised will discuss this with our district manager (dpsm tom hiltz) and
8. find out if situation is correctable - if so, would like to fix vehicle & extend additional g/w
9. customer agreeable - in fact, wrcaa now has the new check for \$523.78

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
Joshua, TX		KNDJD736075	K1421993	30,000
Prod. Date: 11/8/06		Dealer: TX071 Moritz Kia		

12. if veh not rep**AIR**able, will discuss alternative option
13. wrcaa advised would like to retain customer as kia customer
14. if absolutely necessary, may need to discuss soc if this vehicle is not rep**AIR**able
15. mrs nance agreed to discuss situation with wrcaa next week
16. customer mentioned she will call joby at dlr on monday for appointment

wrcaa called dpsm tom hiltz. not available. left vm: --

*** NOTES 06/13/2008 03:58 PM Pacific Daylight Time LNavarro Action Type:E-mail sent

wrcaa sent email to dpsm tom hiltz & fir richard peralta:

1. suggest tom or both visit with customer to demonstrate how
2. to sit in front **PASS**enger seat
3. due to fact mrs nance states **PASS**enger a/b system shuts off
4. with **PASS**engers who weigh between 99 lbs and 115 lbs

*** PHONE LOG 06/17/2008 02:40 PM Pacific Daylight Time LNavarro Action Type:Outgoing call

wrcaa called dpsm tom hiltz. not available. left vm:

1. asked for return call please
2. customer states veh **PASS**enger a/b sys deactivates for
3. light weight **PASS**engers
4. tom. would like to meet customer at dlr?
5. are these customers getting into vehicle correctly?
6. wrcaa looks forward to a return call. thanks!

*** PHONE LOG 06/23/2008 02:17 PM Pacific Daylight Time LNavarro Action Type:Incoming call

wrcaa received incoming call from fir r.peralta:

1. scheduled fir inspection for july 10, 2008
2. richard. please send wrcaa fir report asap

wrcaa called. spoke with mrs [REDACTED]:

1. she agreed to take her vehicle to dlr day prior to fir inspection
2. wrcaa advised cust please contact joby spradley at dlr day prior to inspection
3. to arrange (courtesy) rental vehicle (at kia's expense)
4. advised joby spradley or serv mgr jim cartwright can explain **AIR**bag system (again)
5. if **AIR**bag system is working as designed
6. fir to inspect **AIR**bag system
7. in addition, cust agreed to speak with wrcaa "after" inspection to discuss options
8. wrcaa is holding g/w check for \$523.78 (one car payment)
9. after fir inspection, may offer additional monetary goodwill if customer cancels bbb ease
10. customer understands & agrees to wait on after 7-10-08 fir inspection

*** NOTES 06/23/2008 02:54 PM Pacific Daylight Time LNavarro Action Type:E-mail sent

wrcaa sent email to joby spradley & jim cartwright at dlr:

1. advised of fir inspection scheduled for thurs 7-10-08

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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>
Joshua, TX		KNDJD736075	K1421993	30,000
		Prod. Date: 11/8/06	Dealer: TX071 Moritz Kia	

5. copy of above email inserted into case folder

*** PHONE LOG 06/23/2008 02:55 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dpsm tom hiltz to advise of 7-10-08 ftr inspection:

1. advised of courtesy rental offer to customer
2. tom hiltz not available, left detailed vm

*** NOTES 06/23/2008 02:22 PM Pacific Daylight Time LNavarro Action Type:E-mail sent
wrcaa sent email to todd eikenberry at bbb:

1. advised him of case update & ftr inspection information
2. copy of email inserted into clarify case folder
3. copied t.hiltz, r.peralta, & p.ortiz on above email

*** PHONE LOG 06/27/2008 10:40 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called, spk with k.warren at national:

1. advised this is a duplicate of clarify case k1421993
2. advised wrcaa will copy case notes from this file & transfer to k1421993
3. advised will close this case

*** NOTES 06/27/2008 10:42 AM Pacific Daylight Time LNavarro A

*** NOTES 09/04/2008 05:49 PM Pacific Daylight Time LNavarro Action Type:F-mail rec.
wrcaa received from dpsm tom hiltz:

1. written g/w explanation via email
2. forwarded above info via email to nesc b.bradley asking he please
3. copy and add to goodwill package submitted to natl earlier today
4. reference as400 #72993
5. copied dpsm t.hiltz, nesc j.stroup, & ream p.ortiz on wrcaa's email to b.bradley
6. inserted copy of above into case folder
7. case reclosed pending check from national

*** CASE CLOSE 09/04/2008 05:50 PM Pacific Daylight Time LNavarro

*** NOTES 09/15/2008 02:52 PM Pacific Daylight Time LNavarro Action Type:Manager review
wrcaa reopened file to document:

1. per b.bradley's request, corrected reason for g/w to "bbb case settlement prior
2. to arbitration" from prev "multiple rep. **AIR**."
3. signed corrected as400, orig given to nesc bill bradley
4. copy added to file in western region
5. also gave corrected ro recap to b.bradley, copy added to file in western region

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1421993	30,000
Joshua, TX ██████████		Prod. Date: 11/8/06	Dealer: TX071 Moritz Kia	

*** CASE CLOSE 09/15/2008 02:53 PM Pacific Daylight Time LNavarro

*** NOTES 09/16/2008 08:42 AM Pacific Daylight Time LNavarro Action Type: Manager review

wrcaa received latest bbb letter outlining customers' acceptance:

1. of our \$3500 goodwill offer settlement
2. wrcaa sent email to csa b.bradley asking he please copy above bbb
3. letter and add it to the "req for g/w check" pkg in his possession
4. copy of above email & bbb letter added to case folder at western
5. regional office

wrcaa reclosed clarify case pending check from national:

*** CASE CLOSE 09/16/2008 08:42 AM Pacific Daylight Time LNavarro

*** PHONE LOG 09/19/2008 10:12 AM Pacific Daylight Time LNavarro Action Type: Incoming call

wrcaa received call from todd cikenberry at bbb who advised:

1. received vm from mrs nance indicating "she might want to change
2. her mind again - and request veh repurchase". todd acknowledges wrcaa
3. sent him copies of latest offer letter from kia to customers
4. both customers signed the letter - also indicated they changed their
5. mind to "\$3500 cash goodwill settlement". in addition, wrcaa sent todd
6. copy of release form signed by both mr and mrs nance - both documents signed on
7. 8-28-08 and received via fax (dated 8-31-08)
8. todd advised customers signed appropriate documents - kia has done everything
9. possible for customers
10. kia currently in process of \$3500 goodwill check for customers

*** CASE CLOSE 09/19/2008 10:13 AM Pacific Daylight Time LNavarro

*** NOTES 09/24/2008 02:55 PM Pacific Daylight Time LNavarro Action Type: Correspondence sent

wrcaa mailed cover ltr & \$3,500 goodwill check to customers:

1. copies of above inserted into case folder
2. attached copy of cover ltr into clarify case
3. case closed

*** CASE CLOSE 09/24/2008 03:03 PM Pacific Daylight Time LNavarro

*** PHONE LOG 05/01/2009 09:51 AM US Mountain Standard Time RBriones Action Type: Incoming call

Mrs ██████████ stated:

1. **AIR** bag light is on again.

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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>
████████	████████	KNDJD736075 ██████████	K1421993	30,000
Joshua, TX ██████████		Prod. Date: 11/8/06	Dealer: TX071	Moritz Kia

3. This has been such a problem.
4. My little old mother who is 85 pounds won't shut the **PASS**enger **AIR** bag light off.
5. Have had people who weigh 100 pounds in the front seat that won't shut light off.
6. We are really tired of this problem.
7. Do not want the vehicle anymore.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty rep**AIR**s.
3. If customer takes vehicle back to dealer, we can work to rep**AIR** the vehicle.
4. Can not assist customer with vehicle repurchase/replacement.
5. That would go through customer's state laws.
6. Referred customer to WACI manual and BBB.

*** NOTES 05/01/2009 09:52 AM US Mountain Standard Time RBriones Action Type:Manager review
Dispatched for:

1. Region previously handled case and processed goodwill.
2. Customer talking about wanting Kia to take vehicle back.
3. Review of customer concerns and contact.

*** NOTES 05/04/2009 08:34 AM Eastern Daylight Time ABrown Action Type:Manager review
Sending request from documents from Western Region

*** PHONE LOG 05/04/2009 02:19 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer at ██████████

SRCAA stated

- 1 Calling in reference to your case that has been re dispatched regarding your **OCS** light?
- 2 Is the concern still current?

Cst stated

- 1 This has been such a nightmare
- 2 The **OCS** has never worked
- 3 My mother cannot sit in the front seat
- 4 And now the driver's side **AIR** bag light is on and it won't go off

SRCAA stated

- 1 Thank you for information
- 2 Have you been to your servicing dealer in regards to your concerns?

Cst stated

- 1 No I haven't

SRCAA stated

- 1 When did the driver's side **AIR** bag light begin?

Cst 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>
██████████	██████████	KNDJD736075 ██████████	K1421993	30,000
Joshua, TX ██████████		Prod. Date: 11/8/06	Dealer: TX071	Moritz Kia

SRCAA stated

- 1 Yes, ma'am you would need to have the dealer further diagnose your concern
- 2 I am still gathering further information regarding your case and settlement with LNavarro
- 3 Gave name and contact number
- 4 Will follow back up with you in the next 2-48 hours with further information
- 5 Will contact dealer to make them aware of your situation

Cst thanked SRCAA and ended call

*** PHONE LOG 05/04/2009 02:21 PM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted DPSM

- 1 Discussed cst concerns
- 2 Advised to have cst return vehicle to dealer for further diagnosis
- 3 We will rep**AIR** the vehicle under the terms of the warranty
- 4 There is no problem with the **OCS** light
- 5 However, the dealer will be able to rep**AIR** the driver's side **AIR** bag light
- 6 Cst settled for monetary GW previously

SRCAA thanked DPSM for information and ended call

*** PHONE LOG 05/04/2009 02:22 PM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted Jim, svc mgr TX071

- 1 Following up with cst concerns
- 2 Will have cst bring vehicle into dealer for further diagnosis
- 3 DPSM aware of situation

Jim thanked SRCAA and ended call

*** PHONE LOG 05/04/2009 02:23 PM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted EOglesby at BBB

- 1 Cst signed general release
- 2 Cst's case will be closed if cst files additional paperwork
- 3 Please forward release and case will be closed

SRCAA thanked EOglesby and ended call

*** NOTES 05/05/2009 10:50 AM Eastern Daylight Time ABrown Action Type:Manager review

SRCAA received all customer documents

Forwarding settlement documents to EOglesby at BBB

*** PHONE LOG 05/05/2009 11:04 AM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted cst at ██████████

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1421993	30,000
Joshua, TX ██████████		Prod. Date: 11/8/06	Dealer: TX071 Moritz Kia	

- 2 Reviewed with BBB regarding situation
- 3 Unfortunately, with the general release being signed and accepted by you and your husband
- 4 I will not be able to put any further offers on the table
- 5 However, I do want to address any concerns you are experiencing right now
- 6 I have spoken with TX071, Jim, the svc mgr
- 7 He is aware of your situation
- 8 At this time you would need to schedule an appointment with he dealer to further diagnose and address those concerns

Cst stated

- 1 Ok, thank you
- 2 I will schedule that appointment

SRCAA stated

- 1 I will follow up with the dealer on that appointment time
- 2 As well as follow back up with you after your vehicle has been delivered back to you

Cst thanked SRCAA and ended call

*** PHONE LOG 05/08/2009 08:24 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Jim, svc mgr

SRCAA stated

- 1 Following up with cst scheduling appointment to bring vehicle into dealer to address **AIR** bag light concerns

Jim stated

- 1 No appointments have been scheduled for them

SRCAA thanked Jim and ended call

*** PHONE LOG 05/14/2009 08:22 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA conta

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

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735385 ██████████	K1598802	9,100
Glendale, AZ ██████████		Prod. Date: 10/17/07	Dealer: AZ026 Peoria Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 06/10/2009 01:22 PM US Mountain Standard Time CCummins
CUSTOMER STATES

1. **AIR**BAG LIGHT IS ON AND TPMS LIGHT KEEPS COMING ON
2. **AIR**BAG LIGHT MULTIPLE TIMES
3. TPMS LIGHT MULTIPLE TIMES
4. I HAVE TO TAKE MY SON TO WORK AND I WILL CALL YOU BACK
5. CAN'T YOU CALL THE DLR AND GET THIS INFO?

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. ADVISED WRITER ONLY SEES ONE TIME FOR THE TPMS AND NO TIMES FOR THE **AIR**BAG LIGHT
3. PROVIDED CASE # AND CONTACT INFORMATION FOR CALLBACK FROM CUSTOMER

*** NOTES 06/12/2009 05:32 AM US Mountain Standard Time CCummins Action Type:Manager review
WRITER SPOKE WITH JOHN. SVC MGR. 6/11/2009 AND NEEDS TO ADD NOTES

WRITER STATES

1. WHAT IS THE HISTORY ON THE VEHICLE FOR THE **AIR**BAG LIGHT AND TPMS?

JOHN STATES

1. VEHICLE WAS IN MAY 27 2009 FOR A/C VENTS NOT MATCHING IN COLOR AND WE ORDERED NEW PARTS
2. 4/11/2009--VENTS DID NOT ADJUST PROPERLY. 4/02/2009-TPMS LIGHT HAD CODE OF I312
3. WE HAVE BEEN ADVISED THAT THERE IS NO FIX FOR THE TPMS. THE LIGHT CAN COME ON IF AROUND A GPS SYSTEM. OR DISH SATELLITE SYSTEM
4. WE WERE ADVISED TO ONLY TAKE IT IN THE BACK OF THE SHOP AND IT WILL RESET
5. IT DOES NOT POSE A SAFETY HAZARD
6. THE **AIR** LIGHT WAS RESET BY THE RECALL ISSUED (SC076)

*** PHONE LOG 06/15/2009 01:34 PM US Mountain Standard Time CCummins Action Type:Outgoing call

WRITER STATES

1. LEFT VM FOR TOM STEINWINTER. DPSM
2. ADVISED LOOKING FOR CLARIFICATION THE TPMS LIGHT COMING ON AND GOING OFF
3. ADVISED JOHN. SVC MGR. ADVISED THEY WERE TOLD NOT TO REPAIR **AIR** THE PROBLEM. KIA IS AWARE OF IT. THAT THE LIGHT CAN GO ON AND OFF IF AROUND GPS SYSTEM OR SATELLITE DISH SIGNALS.
4. ADVISED JUST TRYING TO GET A CLARIFICATION IF THIS IS TRUE OR NOT
5. HAVE A CUSTOMER THAT IS FRUSTRATED WITH THE TPMS LIGHT ON AND OFF ACTION
6. PLEASE RESPOND BY PHONE OR E-MAIL TO CHUCK (46410)
7. THANK YOU FOR YOUR TIME

*** EMAIL OUT CCummins Action Type:External email

Send to: [STEINWINTER@KIAUSA.COM]

██████████. KNDJD735385 ██████████ 08 SORENTO. 6K. AZ026. TPMS LIGHT CONCERN

1. ADVISED LOOKING FOR CLARIFICATION THE TPMS LIGHT COMING ON AND GOING OFF
2. ADVISED JOHN. SVC MGR. ADVISED THEY WERE TOLD NOT TO REPAIR **AIR** THE PROBLEM. KIA IS AWARE OF

Kia Motors America
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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735385 [REDACTED]	K1598802	9,100
Glendale, AZ [REDACTED]		Prod. Date: 10/17/07	Dealer: AZ026	Peoria Kia

3. ADVISED JUST TRYING TO GET A CLARIFICATION IF THIS IS TRUE OR NOT
4. HAVE A CUSTOMER THAT IS FRUSTRATED WITH THE TPMS LIGHT ON AND OFF ACTION
5. PLEASE RESPOND BY PHONE OR E-MAIL TO CHUCK (46410)
6. THANK YOU FOR YOUR 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.

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_K1598802_CCummins_06-15-2009\42531.doc>>

*** PHONE LOG 06/19/2009 09:23 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. SPOKE WITH TOM STEINWINTER, DPSM
2. ADVISED HAVE NOT HEARD FROM DPSM AND WAS WONDERING ABOUT THE TPMS LIGHT
3. THE SVC MGR INDICATED THAT THEY WERE TOLD NOT TO FIX IT AND THAT IT WILL GO ON AND OFF IF AROUND A GPS SYSTEM OR A DISH SATELLITE
4. TRYING TO VERIFY IF THIS IS TRUE OR NOT
5. THE VEHICLE WAS AT AZ026

TOM STATES

1. SEND THE CASE TO THE REGION
2. HAVE THEM GET AN FTR INVOLVED
3. I HAVE NOT HEARD ABOUT THIS BEING A PROBLEM

*** NOTES 06 19 2009 09:27 AM US Mountain Standard Time CCummins Action Type:Manager review
SENDING TO WLSH, RN REGION P/R DPSM

1. CUSTOMER WAS COMPLAINING ABOUT TPMS LIGHT GOING ON AND THEN OFF
2. WHEN AT THE DEALERSHIP (AZ026), CUSTOMER WAS ADVISED THAT THE DLR COULD NOT FIX IT
3. WHEN WRITER CALLED, JOHN, SVC MGR, INDICATED THAT THEY WERE ADVISED NOT TO FIX IT AND KIA WAS AWARE OF THE CONCERN, BUT TO TAKE IT AND RESET THE TPMS
4. JOHN INDICATED THAT THE PROBLEM WAS DUE TO GPS OR DISH SATELLITE INTERFERENCE AND THAT THERE WAS NO FIX
5. DPSM INDICATES HE HAD NOT HEARD OF THIS CONCERN
6. DPSM ADVISED AN FTR BE SENT TO CHECK THIS AND HAVE THE REGION HANDLE
7. THANK YOU FOR YOUR TIME

*** PHONE LOG 06 22 2009 01:25 PM Pacific Daylight Time APeckson Action Type:Outgoing call
reac contacted cust:

1. understand tpms AIRbag light concerns
2. apologize for inconvenience
3. dlr has disussed case w/ dpsm and dpsm would like to have engineer take a look at your veh
4. i will check engineer's schedule and get back to you regarding the date
5. here is my number for any ques thank you

cust states:

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735385 [REDACTED]	K1598802	9,100
Glendale, AZ	[REDACTED]	Prod. Date: 10/17/07	Dealer: AZ026	Peoria Kia

1. dlr told me it's not safe for me to drive
2. veh is w/ me the **PASS AIR** bag light doesn't work properly, my son is 270 lbs and it still doesn't work
3. it always seems to be the same side. it's showing that it's the back tire on driver side
4. dlr said it was giving out different codes
5. i bought brand new has so many prob's, i'm uncomfortable driving the car
6. roughly 6900 miles, brought veh in quite a few times already
7. ok thank you for your help

*** PHONE LOG 06/30/2009 08:10 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted ftr
ftr advised tues 7/21 ok

*** PHONE LOG 06/30/2009 08:11 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
left msg advising to drop veh off on tues 7/21 for ftr inspection/rep**AIR**
complimentary rental will be provided for duration of rep**AIR**
pls call back to confirm thank you

*** PHONE LOG 07/01/2009 03:01 PM Pacific Daylight Time APeckson Action Type:Incoming call
cust called in
left msg stating
ftr appt on 7/21 is fine

*** PHONE LOG 07/01/2009 03:03 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted john radon-serv mgr at peoria kia
1. cust needs rental for ftr appt on 7 21

john states:
1. ok thank you

*** NOTES 07/01/2009 03:13 PM Pacific Daylight Time APeckson Action Type:Manager review
rcaa cm'd ftr, dpsm, & serv mgr
fTR Appointment Details

[REDACTED]
Peoria Kia AZ026
Tuesday July 21st (am)
2008 Sorento

PASSenger **AIR**bag & TPMS light (back tire on driver's side)

Rental to be provided for duration of rep**AIR**

Thank you!

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735385 [REDACTED]	K1598802	9,100
Glendale, AZ	[REDACTED]	Prod. Date: 10/17/07	Dealer: AZ026	Peoria Kia

*** PHONE LOG 07/24/2009 01:31 PM Pacific Daylight Time APeckson Action Type:Incoming call
john radon s/m called in
left msg to call back

*** PHONE LOG 07/24/2009 01:31 PM Pacific Daylight Time APeckson Action Type:Outgoing call
raa contacted john radon
left msg to call back
since dpsm has he reviewed veh history

*** NOTES 08/10/2009 04:22 PM Pacific Daylight Time KWarren Action Type:Correspondence sent
NCA received a letter from the BBB.

The letter states:

1. We have recently been contacted by one of your customers with a product complaint.
2. Enclosed is information taken during the initial phone call.
3. You may contact the customer to resolve the complaint directly.
4. Once the customer returns the completed CCF, if the case is deemed eligible, it will be opened. the 40 day clock will begin and all information received for the case will be sent to you.
5. Complaint Description:
- TPMS and **AIR** bag light.
6. Customer's Desired Settlement: Repurchase vehicle.

Writer will scan document and forward to the Western Region for further handling.

.....

**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>
██████	██████	KNDJC736575 ██████	K1362897	200
Minden, NV ██████		Prod. Date: 12/1/06	Dealer: NV002	Reno Kia

Case History

Complaint **RepAIR Assistance**

*** NOTES 09/21/2007 07:48 PM clarify Action Type: Manager review

*** Performed by contact: ████████████████████

Regarding the Driver and **PASS**enger front **AIR**bag with occupant sensor. What is the weight required to turn off the **PASS**enger **AIR**bag. In other words, what weight and under sets off the light that reads "**PASS**enger **AIR**bag Turned Off"? Please answer asap. Regarding Sorento 2007

*** NOTES 09/22/2007 12:12 PM clarify Action Type: Manager review

*** Performed by contact: ████████████████████

I spoke with 6 different dealerships with 6 different answers to this questions: 130 lbs, 60 lbs, 50 lbs, 110 lbs, 45 lbs, and 90 lbs. How can all these people who are supposed to be experts on your product, not have an answer??? The dealerships I spoke to were: Reno, San Jose, Palmdale, Hayward, Ventura and Bakersfield. Who am I supposed to believe? I need to know how much weight in the **PASS**enger seat causes the **AIR** bag to turn off. Your manual just says "under certain conditions" it will turn off. That is not an answer. My adult daughter is 147, 5'5. Sitting correctly in the seat, she caused the light to coming stating the **AIR** bag is OFF. Is this normal function or do I have a problem with this brand new car?????

*** PHONE LOG 09/24/2007 07:33 AM US Mountain Standard Time LColema Action Type:Incoming call

Cust States:

1. Provided case number after writer provided another number.
2. Reiterated comments from email.
3. **AIR** bag light does not come on all the time.
4. Have read information on **AIR** bags in OM.
5. My son is 6'1".
6. When I took him to work light was on, when picked him up from work, light went out.

Writer States:

1. Kia's **PASS**enger side **AIR** bag sensor is in conformance with NHTSA guidelines.
2. Adv cust to look on web site.
3. Several factors determine whether light will come on or not including the way the **PASS**enger is sitting in the seat.
4. Adv cust to take veh to Kia dlr to have them look at **AIR** bag system.
5. Provided file number & writer's ext.
6. Adv cust to call back when taking veh to dlr.
7. We can then follow up with the dlr to ensure all Kia's resources are being utilized to rep**AIR** veh.

*** CASE CLOSE 09/24/2007 07:35 AM US Mountain Standard Time LColema

*** CASE CLOSE 10/03/2007 08:01 AM Pacific Daylight Time JeffStroup
tread review complete

*** PHONE LOG 10/05/2007 08:50 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer received VM message from cust stating:

1. Please call me back about **AIR** bag light concerns.

Kia Motors America
Consumer AffAIRs Department

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1362897	200
Minden, NV ██████████		Prod. Date: 12/1/06	Dealer: NV002	Reno Kia

4. Dlr had provided rental.
5. Dlr agreed to keep veh to do some more checking.
6. Dlr called on Wednesday & stated, nothing wrong with veh, needed to come pick up veh.
7. Husband went to dlr.
8. Husband requested a tech sit in **PASS**enger seat.
9. **AIR** bag light did not go off.
10. Dlr stated person sitting in the **PASS**enger seat had to sit perfectly still, no movement.
11. Gave car back to my husband & stated there was nothing else they could do.
12. This is not acceptable.
13. If veh can not be rep**AIR**ed then I want another veh.
14. I love this car. but need veh **AIR** bags to work.

Writer states:

1. Updated, no recalls.
2. Apologized for situation.
3. Writer will call dlr, Kia area rep & will escalate file to region.
4. Adv of Kia's buy back policy.
5. Cust will receive call back from someone in region with in 48 to 72 business hours.

Writer called Reno Kia NV002 left message for srv director Frank, requesting call back.

*** PHONE LOG 10/12/2007 09:26 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer called Reno Kia NV002 spoke with srv mgr Frank & stated:

1. Adv of reason for call.

Srv mgr stated:

1. Veh is here today.
2. Scheduled veh in today because FTR was suppose to be here.
3. FTR cancelled.
4. Will look at veh.
5. Will call writer back after inspecting veh.

Writer called DPSM ASmith & stated:

1. Adv of veh.
2. Spoke to srv mgr who stated FTR was suppose to be at dlrshp today, but was no show.
3. Writer is dispatching file to region for further assistance.

DPSM states:

1. FTR is laid up with back problems & can not travel.
2. I told srv mgr this on Monday.
3. Fix for this concern is about 3 months out.

*** EMAIL OUT, LColema Action Type:External email
Send to:[ASmith@kiausa.com]
Linda ext 45038

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

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Consumer AffAIRs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJC736575 ██████	K1362897	200
Minden, NV ██████		Prod. Date: 12/1/06	Dealer: NV002	Reno Kia

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_K1362897_LColema_10-12-2007102233.doc>>

*** NOTES 10/12/2007 09:29 AM US Mountain Standard Time LCoema Action Type:Manager review
Writer dispatching file to region:

1. **AIR** bag light concern.
2. Spoke with DPSM. no fix for 3 months.
3. Cust not happy.

*** PHONE LOG 10/12/2007 03:54 PM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Wrca contacted cust and spoke to Ms. ██████
Cust stated:

1. the dealer called and told me to bring the veh in yesterday.
2. I have been having problems with the **AIR** bag light going on.
3. The dealer has not called me since they've had the car since yesterday.
4. they also told me they were going to be sending someone down to look at my car.

Wrca advised:

1. Will contact dealer and get more information from cust.
2. thanked cust for patience with KMA in getting this issue resolved.

*** PHONE LOG 10/12/2007 04:07 PM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Wrca called dealer and spoke with frank-Service manager who stated:

1. cust veh has been her since yesterday.
2. We can not verify her issue
3. she said that the **AIR** bag light goes on when her daughter sits in the **PASS** sit.
4. We test drove and did not duplicate.

Wrca advised:

1. Thanked SM-Frank for info.
2. Suggested test driving the veh with the cust and daughter to try and duplicate.
3. cust mentioned something about an FTR coming to rep **AIR**.

SM-Frank stated:

1. FTR-Mark was suppose to come to dealer to inspect other vehicle and we were just going to have him take a look at this car.
2. FTR was not coming because of cust veh.

Wrca advised:

1. Will call cust and give update on veh.

*** PHONE LOG 10/31/2007 10:55 AM US Mountain Standard Time LCoema Action Type:Incoming call
Cust states:

1. Spoke writer previous about **AIR** bag light 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>
██████	██████	KNDJC736575 ██████	K1362897	200
Minden, NV ██████		Prod. Date: 12/1/06	Dealer: NV002	Reno Kia

2. FTR was out & reprogrammed system but now light is on all the time.
3. Have not received call back from anyone at region.

Writer states:

1. Apologized.
2. Adv LAifuwa has file opened.
3. Provided 800 number & ext.
4. Provided file number & VIN.

*** PHONE LOG 11/02/2007 02:09 PM Pacific Daylight Time APeckson Action Type:Outgoing call
WRITER CALLED CUST & STATES:

1. Calling in regards to your Kia Sorento
2. I understand you've been trying to get a hold of Laura
3. I can take down the basic information and Laura will be back on Monday to give you a follow up call

CUST STATES:

1. Thanks for calling back. I have a major problem
2. Bought 2007 Kia Sorento fr. Reno Kia dlr
3. I bought a little over a month ago
4. Occupant sensor inop to where an adult could not sit there w/out thinking its a 50 lb child
5. I've had this back to dlr 4x
6. Last 2x a tech came back fr. kia to calibrate computer
7. We picked up 4 days ago. **AIR**bag is not working so light is on saying **AIR**bag is off
8. My problem is its a safety issue
9. I'm in charge of truancies and suspensions and I'm the one who has to go pick up these 17 & 18 year olds who weight btwn 140-200 lbs
10. I cannot risk these kids riding in this car
11. Kia dlr said they could nothing for me
12. There's a problem w this, they cannot correct this
13. I am looking for a reimbursement or replacement
14. Kia tech flown out twice
15. Kia dlr in Reno said there is nothing they can do for me
16. I filed a consumer complaint and directed me to the dlr
17. I'm having to put people in the backseat
18. I chose this veh b c it has a very high safety rating
19. I had an old beat up Mitsubishi w 115k miles on it and where I'm at the point like please give me my old car back

WRITER STATES:

1. I understand your concerns and the safety issues involved. I apologize about that
2. Do you have the R.O.'s from the dlr that you can fax over to me?

CUST STATES:

1. Name of serv mngr is Jason Francis. he has all R.O.'s
2. Tech mngr called me and his advice was why don't you turn it in to the lemon law?
3. I'm sorry I live in NV, we don't have that. CA has lemon law
4. Kia tech manager that called me recommended that I turn veh back in to lemon law and go through the BBB
5. I told him I don't want to use a 3rd party and get this blown out of proportion. I want to do it the right way and go through Kia
6. The kia dlr was great, they spent a lot of money w. the rentals they provided

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC736575 ██████	K1362897	200
Minden, NV ██████		Prod. Date: 12/1/06	Dealer: NV002	Reno Kia

WRITER STATES:

1. Well I appreciate you giving us the opportunity to rep**AIR** your veh
2. That's what we're here for, to intervene and resolve your problems asap
3. We will thoroughly review your case and get the dpsm involved if need be
4. When Laura returns on Monday I will go over your case w/ her

CUST STATES:

1. Thank you so much for calling back I was getting a little worried but I won't have to worry over the weekend, thank you

*** PHONE LOG 11/08/2007 10:11 AM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Wrca called cust and cust stated:

1. My **AIR**bag light remains on 90% of the time when there is a **PASS**enger in the car.
2. I have been in the dealer 4x already and they can not fix it.
3. The dealer even had some field technician come out to look at my veh and make some rep**AIR**.
4. The problem still exist.
5. I need to know what KMA is doing about this.
6. I only have 200 miles on this veh, and I have only owned it for a few months.
7. I want my veh fixed or repurchased.

Wrca advised:

1. Apologised to cust for issues with veh.
2. wrca will contact dealer NV002 and discuss cust concerns.
3. Advised cust to fax Ro's, veh registration and sales contract for wrca to review.
4. Provided fax#.

*** PHONE LOG 11/08/2007 10:14 AM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Wrca called SM-Frank and advised:

1. Rec'd call from cust stating that **AIR**bag light is on even after FTR inspected and rep**AIR**ed veh.

SM-Frank stated:

1. FTR-Mark came out here and did a reflash.
2. cust vehicle has been here about 4X already and its still not fixed even after FTR.
3. cust has pictures showing light on when **PASS**enger in veh.
4. There is nothing we can do at the dealer.

Wrca advised:

1. Thanked SM for info
2. Will contact FTR and advise.
3. Provided fax# for SM to fax RO's

*** PHONE LOG 11/08/2007 10:16 AM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Wrca called FTR who advised:

1. Reflash was performed on veh.

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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 ██████████	K1362897	200
Minden, NV ██████████		Prod. Date: 12/1/06	Dealer: NV002	Reno Kia

Wrca advised:

1. Thanked FTR for info.

*** PHONE LOG 11/26/2007 11:28 AM Pacific Daylight Time LAifuwa Action Type:Outgoing call

Wrca called cust and advised that fax d**OCS** have not been rec'd provided fax# and direct number for cust to reach wrca.

Cust stated:

1. I do not have access to a fax machine right now.
2. I will call you as soon as I do and I will fax the documents you requested.
3. I have been calling you on the 1800 number.

Wrca advised:

1. Have not rec'd cals from cust.
2. Provided cust direct # to call for wrca.
3. Pending fax d**OCS**.

*** PHONE LOG 12/21/2007 03:45 PM Pacific Daylight Time LAifuwa Action Type:Incoming call

WRCA CALLED CUST AND ADVISED ON FTR SCHEDULE FOR 01/14/07

Wrca reviewed case with DPSM and wrca will reimburse cust one car payment cust agreed.

*** PHONE LOG 01/03/2008 09:45 AM Pacific Daylight Time LAifuwa Action Type:Outgoing call

Wrca called cust to confirm FTR appointment for 01/14/08

Cust stated:

1. Thank you for following up with me.
2. I will take it to the dealer on the 14th

*** PHONE LOG 01/11/2008 11:57 AM Pacific Daylight Time LAifuwa Action Type:Outgoing call

Wrca called cust to confirm appt left message on v.mail

*** NOTES 01/11/2008 11:58 AM Pacific Daylight Time LAifuwa Action Type:Manager review

Wrca called dealer and spoke to sm-frank and informed SM about FTR for monday with Mark white.

*** NOTES 01/11/2008 01:34 PM Pacific Daylight Time LAifuwa Action Type:Manager review
FTR scheduled for 3pm at NV002

*** NOTES 01/25/2008 11:08 AM Pacific Daylight Time LAifuwa Action Type:Manager review
Wrca offered cust goodwill for one car payment for the inconvenience in the amt of \$525.33

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJIC736575 ██████	K1362897	200
Minden, NV ██████		Prod. Date: 12/1/06	Dealer: NV002	Reno Kia

*** NOTES 01/25/2008 11:09 AM Pacific Daylight Time LAifuwa Action Type:Manager review
Wrca rec'd FTR report from Mark White.
Reflash was completed.

*** CASE CLOSE 02/15/2008 03:23 PM Pacific Daylight Time LAifuwa

*** NOTES 03/26/2008 07:42 AM Pacific Daylight Time PORTiz Action Type:Manager review
RCAM rec'd call from cst.

1. Cst. states was working w/ Laura.
2. Cst. states felt like Laura was blowing her off.
3. Cst. states she has had **OCS** reflashed 2x in Nov. 07 & Jan.07.
4. Cst. states she is not happy with how system operates.
5. States **PASS**engers sit in seat and "**OCS** light" does not turn off
6. States has pictures of incidents.
7. States wants vehicle repurchased
8. States willing to pay negative equity
- 9 RCAM advised Ed Lau will research case.
10. RCAM asked cst to fax sales contract and current registration.
11. RCAM assigned case to E.Lau to retain all RO's from NV002.
12. RCAM advised would contact client no later than 3/27.

*** PHONE LOG 03/26/2008 08:12 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called NV002 and spoke with Jason SM:

1. Advise of situation
2. Request for all RO's with tech notes
3. Provided Ex :

*** PHONE LOG 03/26/2008 01:24 PM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer:

1. Explain to customer who wrt is and reason for calling
 2. Advise customer that dealership has not been able to duplicate issue
 3. FTR reflash program in January
 4. Need to very concern is back
- Customer states:
1. I am a teacher
 2. I have multiple people with multiple heights and weight sit in that car and the light comes on
- Wrt states:
1. Will arrange a date so that customer can meet with FTR to verify concern
 2. If problem is fixed KMA will repurchase vehicle
- Customer states:
1. I will bring my student who 6 foot tall
 2. The light always comes on
 3. I also have photos and video which I will send to you
 4. Please let me know the date and I will bring my car in.

*** NOTES 04/01/2008 08:11 AM Pacific Daylight Time ELau Action Type:Manager review

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1362897	200
Minden, NV ██████████		Prod. Date: 12/1/06	Dealer: NV002	Reno Kia

CORRECTION TO ABOVE NOTES: 2. "If problem is fixed KMA will repurchase vehicle." corrected to If problem is NOT fixed KMA will repurchase vehicle.

*** NOTES 04/03/2008 01:45 PM Pacific Daylight Time KWarren Action Type:Manager review
NCA received photos and video from customer

Wtr to attach documents to case.

*** NOTES 04/04/2008 09:06 AM Pacific Daylight Time KWarren Action Type:Manager review
NCA received R/O's from Reno Kia

Wtr to attach to case.

*** NOTES 04/07/2008 09:38 AM Pacific Daylight Time ELau Action Type:Manager review
1. Wrt received fax sales contract and registration

*** PHONE LOG 04/07/2008 09:38 AM Pacific Daylight Time ELau Action Type:Outgoing call

Wrt called customer:

1. Inform customer that Kia would like to arrange a FTR for April 29th

Customer states:

1. I have work till about 3:00
2. I can come over after 3:00

Wrt states:

1. Will inform FTR of that

*** PHONE LOG 04/14/2008 01:35 PM Pacific Daylight Time ELau Action Type:Incoming call

Wrt received VM from customer requesting for call back

*** PHONE LOG 04/14/2008 01:36 PM Pacific Daylight Time ELau Action Type:Outgoing call

Wrt called customer, customer states:

1. Would you please fax me the rep **AIR** orders the dealership sent to you?
2. I don't have the fax number right now, but let me call you back

Wrt states:

1. Call me back

*** PHONE LOG 04/14/2008 02:20 PM Pacific Daylight Time ELau Action Type:Incoming call

Wrt received call from customer stating:

1. My fax # is ██████████

*** NOTES 04/23/2008 03:24 PM Pacific Daylight Time POrtiz Action Type:Correspondence rec.
RCAM forwarding ADI .

1. Forwarded to CAA Jan for file creation

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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 ██████████	K1362897	200
Minden, NV ██████████		Prod. Date: 12/1/06	Dealer: NV002	Reno Kia

*** PHONE LOG 04/29/2008 02:07 PM Pacific Daylight Time ELau Action Type:Incoming call

Wrt received call from customer stating:

1. Your technician never showed up

Wrt states:

1. Explain to customer that KMA has been served by customer's attorney

Customer states:

1. Well regardless I was still suppose to meet with your tech

Wrt states:

1. Due to the involvement of your attorney I have been instructed not to communicate with you.

Customer states:

1. It was an hour away
2. Whatever.

*** NOTES 05/13/2008 02:32 PM Pacific Daylight Time BKapulu Action Type:Facsimile sent

Offer letter sent to attorney's office via fax.

*** NOTES 05/13/2008 02:32 PM Pacific Daylight Time BKapulu Action Type:Manager review

ADL file sent to RCAM's office.

*** NOTES 06/03/2008 09:40 AM Pacific Daylight Time POrtiz Action Type:E-mail sent

RCAM emailed 3 option offer to atty.

1. SOC.
2. Repurchase (Cst. needs to bring check for approx. \$13k for negative equity)
3. \$5500 (\$8k inclusive) plus FTR rep**AIR**.
4. RCAM will await response

*** NOTES 06/30/2008 08:57 AM Pacific Daylight Time POrtiz Action Type:Facsimile rec.

RCAM rec'd signed offer letter.

1. Cst. accepted repurchase and will bring check for \$4600 plus to make up negative equity.
2. File forwarded to E.Lau for processing of repurchase.
3. Case settled.

*** CASE CLOSE 06/30/2008 08:58 AM Pacific Daylight Time POrtiz

*** NOTES 08.01.2008 01:25 PM Pacific Daylight Time ELau Action Type:Manager review

1. Wrt received check # 00524447 in the amount of \$30,888.65 made payable to Star One Credit Union
2. Wrt received check # 00524425 in the amount of \$2,500.00 made payable to Consumer Legal Services
3. Wrt gather all required d**OCS** to send to Morley
4. Wrt mailed d**OCS** to Morley with detail instructions for vehicle transfer.
5. Customer will provide cashier's check in the amount of \$7,025.79 upon vehicle transfer

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175██████████	K1613068	37,000
Kernersville, NC	██████████	Prod. Date: 11/21/06	Dealer: NC009 Bob King Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 07/09/2009 09:54 AM US Mountain Standard Time JSincl **AIR**
██████████ (fiance) called and states:

1. We have taken this vehicle to Bob King Kia 6 times for this issue
2. The **OCS** light comes on and my fiance at this point is scared to drive the vehicle
3. Something needs to be done

Wtr states:

1. Apologized
2. Updated info
3. Advs customer wtr will need to contact Bob King Kia

Wtr placed customer on hold called Bob King Kia spoke to SM Donny who states:

1. Customer keeps stating the **OCS** light is staying on when there is someone in the **PASS**enger seat
2. We have never been able to duplicate the concern
3. On 12/04/08 customer came in with complaint and we could not duplicate the concern
4. On 06/23/09 we did the recall SC076
5. On 06/29/09 we could not duplicate the issue again
6. On 07/06/09 customer drove vehicle in and the light was on and we saw that
7. I got into the vehicle and drove with the technician and the light never came on
8. We changed the seat cushion and now the customer called back and said the light was on again
9. We have never duplicate this issue and there is nothing else I can do until the problem is duplicated

Thanked and call ended

Wtr took customer off hold

Wtr states:

1. Advs customer wtr needs to review situation with DPSM
2. Wtr will contact customer once more info is received

Wtr gave name, ext and case#

Thanked and call ended

*** PHONE LOG 07/09/2009 09:55 AM US Mountain Standard Time JSincl **AIR** Action Type: Outgoing call
Wtr called DPSM Bob Stricklen who states:

1. Dealership must be able to duplicate the problem before a rep **AIR** can be made
- Thanked and call ended

*** PHONE LOG 07/09/2009 03:13 PM US Mountain Standard Time TLarson Action Type: Incoming call
WRITER RECEIVED SERVICE ALERT VOICEMAIL FROM DONNY (at NC009

- 1 PROVIDED CUSTOMER NAME
- 2 PROVIDED LAST 8 OF VIN
- 3 VEHICLE IN FOR REPEAT **OCS** CONCERN

[P: For Internal Use Only

JUSTINA, PLEASE FOLLOW UP WITH CUSTOMER AND ADVISE OF DPSM DECISION. IF CUSTOMER DISAGREES WITH DPSM DECISION PLEASE FORWARD CASE TO REGION FOR FOLLOW UP.]

*** PHONE LOG 07/10/2009 10:46 AM US Mountain Standard Time JSincl **AIR** Action Type: Outgoing call

Wtr called customer

Wtr states:

1. Advs customer dealership has been unable to duplicate concern

AIR

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1613068	37,000
Kernersville, NC ██████████		Prod. Date: 11/21/06	Dealer: NC009 Bob King Kia	

1. This is unacceptable!
 2. I have worked with GM for 20 years and there is something wrong with this **AIR** bag
 3. A loose wire or something
 5. Kia needs to fix this!!
- Wtr states:
1. Wtr can send case to a higher dept
 2. They will contact customer within 24-48 business hours
- Thanked and call ended

*** NOTES 07/10/2009 10:50 AM US Mountain Standard Time JSinclair **AIR** Action Type: Manager review
Dispatching case to a higher dept for the following reasons:

1. 07 Sorento 35,989 miles
2. **OCS** light staying on when **PASS**enger in seat
3. Review above rep **AIR** history in notes
4. Problem never duplicated. DPSM advised with out duplicating can not make any additional rep **AIR**s
5. Customer disagrees with DPSM decision
6. Please contact customer

*** PHONE LOG 07/14/2009 09:17 AM Eastern Daylight Time JWright Action Type: Outgoing call
Writer called customer ██████████ on 7/13/09:

writer states:

1. Writer calling to discuss customer vehicle concerns.
2. Writer apologizes for customer vehicle concerns.
3. Has dealership been able to duplicate customer concern?
4. Manufacturer will not allow dealership to rep **AIR** without concern being duplicated.
5. Customer will need to have Service Dept. at dealership ride with customer to duplicate if necessary.
6. Does customer have any further questions?
7. Thank you for your time.

██████████ states:

1. Vehicle has been to dealership multiple times for **AIR**-bag concerns.
2. Dealership has not been able to duplicate it.
3. We took it to the dealership while the light was on, but when they drove it, they could not duplicate it.
4. I guess we will take it back to the dealership.
5. Thanks.

*** CASE CLOSE 07/14/2009 01:11 PM Eastern Daylight Time JWright
Case closed pending further contact from customer.

*** PHONE LOG 07/17/2009 02:52 PM US Mountain Standard Time TLarson Action Type: Incoming call
SERVICE ALERT VOICEMAIL RECEIVED FROM DONNY ██████████ NC009

- 1 PROVIDED CUSTOMER NAME
- 2 PROVIDED LAST 8 OF VIN
- 3 VEHICLE IN FOR REPEAT **OCS**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1613068	37,000
Kernersville, NC ██████████		Prod. Date: 11/21/06	Dealer: NC009 Bob King Kia	

*** PHONE LOG 07/20/2009 03:40 PM US Mountain Standard Time TLarson Action Type:Incoming call
SERVICE ALERT VOICEMAIL RECEIVED FROM DONNY @ NC009

- 1 PROVIDED CUST NAME
- 2 PROVIDED LAST 8 OF VIN
- 3 **OCS** AB LIGHT CONCERNS

*** PHONE LOG 07/21/2009 06:46 AM US Mountain Standard Time UValencia Action Type:Outgoing call

Contact Name: DONNY AT NC009
Year/Model/Mileage of Vehicle: 37000
RO Open Date: 7/17/09
Days Down at initial Service Alert report:

Rep**AIR** Issue: CST HAS A CONCERNED THAT **OCS** STAYS ON THE LAST 3 TIMES WE'VE CHECKED IT IT WORKS PERFECTLY WE HAVE NO CODES ON THE SYSTEM WITH EVERYONE FROM MY STAFF THE SEAT WORKS PERFECTLY WE ARE UNABLE TO DUPLICATE THE CONCERN ONE TIME HE CAME WITH THE LIGHT ON. BECAUSE IT IS RECLASIFICATION. ONCE YOU GET OUT WILL RE-SET HE IS ABOUT 5'0" ABOUT 175 POUNDS THE ONLY THING THAT WE CAN THINK OF IS THE WAY THAT THEY ARE POSITIONING IN THE SEAT WE HAVE DRIVING WITH HIM

ETA for completion of rep**AIR**s: UNKNOWN

Repeat Rep**AIR** (Y/N), if so, how many? Y (5) BUT HAS NEVER DUPLICATED
Techline Case? If so, #? N
Rental Provided? If so, since when? N
DPSM contacted by dealer? Y

I MADE HIM AWARE. HE SAID TO RELEASE TO CST UNLESS WE CAN DUPLICATE
I HAVE BEEN DEALING WITH JAIME JONES (HIM)336-391-2869

*** PHONE LOG 07/21/2009 06:48 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT LVM FOR JWRIGHT. REQUESTING A CALLBACK. PROVIDED CASE# AND CONTACT INFORMATION

*** PHONE LOG 07/21/2009 10:36 AM US Mountain Standard Time UValencia Action Type:Incoming call
JWRIGHT LVM STATING

- 1.- ALREADY SPOKE WITH CST
- 2.- ADVISED THAT UNLESS WE DUPLICATE CONCERN THERE IS NOTHING THAT WE CAN DO

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736175 [REDACTED]	K1613068	37,000
Kernersville, NC [REDACTED]		Prod. Date: 11/21/06	Dealer: NC009 Bob King Kia	

*** PHONE LOG 07/21/2009 10:41 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED JWRIGHT

- 1.- DO YOU WANT WRT TO CLOSE THE CASE?
- 2.- THANKED CALLER FOR INFORMATION

CALLER STATES

- 1.- GO AHEAD AND CLOSED THE CASE
- 2.- I SPOKE WITH HIM, AND ADVISED THAT WE CND. AND UNLESS DLR CAN DUPLICATE CONCERN, WE CAN'T FIX IT
- 3.- HE HAS MY NUMBER

*** CASE CLOSE 07/21/2009 10:41 AM US Mountain Standard Time UValencia

*** PHONE LOG 07/21/2009 02:34 PM US Mountain Standard Time WThompson Action Type:Incoming call
Customer called and states:

1. I have had the vehicle at the dealer 8 times
2. This past Saturday I was able to duplicate the problem with Sales Jacob.
3. I am not happy with the concern with the vehicle.
4. I want my vehicle rep**AIR**ed or brought back.

Writer states:

1. Apologize for the problem.
2. The dealer (service) needs to be able to duplicate the problem to fix the problem.
3. The DPSM has been involved in the rep**AIR** of this vehicle in the past.
- He said that the dealer needs to be able to duplicate the problem.
4. Writer will call Donny tomorrow to see what he has to say about this concern

*** PHONE LOG 07/23/2009 07:46 AM US Mountain Standard Time WThompson Action Type:Outgoing call
SVCA James states:

1. Donny is in a meeting can I take a message.

Writer states:

1. Gave name, 800#, extension and case number.
2. Requested call back

*** PHONE LOG 07/24/2009 08:34 AM US Mountain Standard Time WThompson Action Type:Outgoing call
Called and left VM for SVC MGR Donny:

1. Gave name, 800#, extension and case number.
2. Customer name.
3. Requested call back

*** PHONE LOG 07/24/2009 09:42 AM US Mountain Standard Time WThompson Action Type:Incoming call
SVC MGR Donny states:

1. I will fax the history of the vehicle to the writer.

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1613068	37,000
Kernersville, NC ██████████		Prod. Date: 11/21/06	Dealer: NC009 Bob King Kia	

3. We have tried many times to duplicate the problem.
4. Every time that the vehicle is brought in the seat is in a back lowered position.
5. We have even had the DPSM involved in the process to duplicate the problem.

Writer states:

1. Thanked for the call back

*** NOTES 07/24/2009 10:22 AM US Mountain Standard Time WThompson Action Type:Facsimile rec.
SVC MGR Donny sent history on the vehicle

*** PHONE LOG 07/27/2009 08:54 AM US Mountain Standard Time WThompson Action Type:Outgoing call
Called customer and states:

1. The problem has not been able duplicate the problem.
2. The dealer needs to be duplicated.
3. At this time the customer needs to review the *AIR* bag section.

Customer states:

1. I am a trained *AIR* bag mechanic and I would fix it but it is under warranty.
2. I guess I will have to take it back to the dealer for rep*AIR*.

closing case for the dealer has not been able to duplicate the problem in all the times that it has been at the dealer

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1304739	11,596
Boca Raton, FL ██████████		Prod. Date: 7/27/06	Dealer: FL018 Coral Springs Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 04/30/2007 07:52 AM US Mountain Standard Time TLarson
CUSTOMER ADVISED

1 MY TRANSMISSION IS HAVING A PROBLEM. MY *AIR*BAG LIGHT IS ON AND THERE IS A CLICKING
2 THE DEALER TOLD ME MY VEHICLE WAS UNSAFE TO DRIVE
3 IM GOING TO THE VEHICLE RIGHT NOW ITS AT THE DEALERSHIP
4 I HAVE BEEN WORKING WITH THE SVC MGR CEDRIC
5 HE SAID THAT THEY ARE NOT ABLE TO GET A RENTAL
6 TOLD ME THAT THE SEAT WAS IN. BUT IN REALITY IT WAS THE BRACKETS
7 I WANT TO KNOW ABOUT LEMON LAW

WRITER ADVISED

1 APOLOGIZED FOR THE CONCERNS
2 EXPLAINED THAT THE WARRANTY COVERS MANUFACTURES DEFECTS
3 IF YOU WANT TO KNOW ABOUT LEMON LAW KIA HAS PROVIDED SOME CONSUMER RIGHTS INFO IN YOUR WARRANTY MANUAL
4 OUR JOB IS TO HELP YOU GET YOUR VEHICLE FIXED
5 WE WOULD NEED TO CALL THE SVC MGR AT THE DEALER TO DISCUSS YOUR CASE
6 IF THERE IS PROBLEM GETTING PARTS THEN WE CAN PROVIDE ASSISTANCE THAT WAY
7 I WILL CALL THE DEALER
(PUT CUST ON HOLD)

WRITER CALLED SVC MGR CEDRIC

1 WE NOTED A CONCERN WITH THE *AIR*BAG LITE STAYING ON WHEN SOMEONE WAS IN THE *PASS*ENGER SEAT
2 WE CALLED TECHLINE(T1286697) AND THEY TOLD US TO REPLACE THE SEAT
3 WE ORDERED THE COMPONENTS BUT FOUND THAT THEY WERE ON BACK ORDER
4 WE RECEIVED ASSURANCE THAT THE VEHICLE WAS SAFE TO DRIVE
5 WE NEVER TOLD HER THAT HER VEHICLE WAS UNSAFE TO DRIVE
6 WE HAVE BEEN UNABLE TO DUPLICATE A TRANSMISSION CONCERN
7 WE WERE PLANNING ON TEST DRIVING THE VEHICLE WITH HER WHEN SHE CAME TO PICK IT UP
8 THE TECH DID HEAR A RATTLE NO TRANSMISSION NOISE
9 WE DID GET HER A RENTAL PREVIOUSLY. BUT SHE THINKS THAT THEY WILL BE GIVEN EACH TIME
10 AT THIS TIME NO OTHER PROBLEMS BESIDES THE RATTLE HAVE BEEN NOTED. TECH STILL DIAGNOSING THAT

WRITER ADVISED

1 OK THANK YOU
2 I WILL ADVISE THE CUSTOMER

WRITER ADVISED CUSTOMER

1 I JUST SPOKE TO THE DEALER
2 THEY TOLD ME THAT THE PARTS NEEDED WERE ON BACK ORDER
3 CEDRIC ADVISED THAT THE VEHICLE IS SAFE TO DRIVE AND THAT THEY HAVE NOT ADVISED YOU OTHERWISE
4 THEY RECEIVED THE FRAME OF THE SEAT COMPONENTS YOU NEEDED. AT THIS TIME NO TRANSMISSION PROBLEMS HAVE BEEN FOUND

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1304739	11,596
Boca Raton, FL ██████████		Prod. Date: 7/27/06	Dealer: FL018 Coral Springs Kia	

5 THEY DID FIND A RATTLE BUT NO TRANSMISSION PROBLEMS

CUSTOMER ADVISED

- 1 WELL THEY ARE GIVING ME THE RUN AROUND
- 2 IM GOING TO TAKE THIS TO THE NEXT LEVEL
- 3 CALL ENDED

WRITER CALLED DPSM DON STEVENS

- 1 LEFT VOICE MAIL. ADVISING OF CASE
- 2 CALL ME BACK . I WOULD LIKE TO KNOW HOW YOU WANT TO HANDLE THIS
- 3 PROVIDED CALL BACK INFO

*** PHONE LOG 04/30/2007 12:55 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED VOICE MAIL FROM DON STEVENS

- 1 FOLLOWING UP WITH YOU!
- 2 THE TRANSMISSION CONCERNS HAS NOT BEEN DUPLICATED
- 3 I HAVE REQUESTED INFO ON THE **AIR**BAG COMPONENT. ITS ON BACK ORDER.
- 4 ONCE I GET INFO I WILL DO WHAT I CAN TO EXPEDITE THE PART
- 5 THE CLICKING NOISE WAS FOUND TO BE A LOOSE BOLT . HAS BEEN TIGHTENED AND THAT ISSUE RESOLVED
- 6 VEHICLE IS SAFE TO DRIVE
- 7 IF **OCS** LIGHT IS ON WHEN SOME IS SITTING IN THE SEAT ASK CUSTOMER TO TURN OFF THE VEHICLE AND THE RESTART IT.
- 8 THIS SHOULD RESOLVE THE ISSUE TEMPORARILY .
- 9 CUSTOMER IS DRIVING THE VEHICLE

*** PHONE LOG 04/30/2007 01:09 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER

- 1 EXPLAINED THAT I SPOKE WITH OUR DPSM
- 2 HE FOLLOWED UP WITH THE DEALER AND SPOKE TO THE SVC MGR
- 3 THE SVC MGR ADVISED THAT THEY WERE UNABLE TO DUPLICATE THE TRANSMISSION CONCERN
- 4 THE DPSM IS GOING TO TRY TO EXPEDITE THE **AIR**BAG PART
- 5 THE CLICKING NOISE WAS A LOOSE BOLT . THAT THEY RESOLVED

CUSTOMER ADVISED

- 1 THE DEALER REFUSES TO ACKNOWLEDGE THE NOISE

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Last name [REDACTED]	First name [REDACTED]	VIN of 2007 SORENTO 4X2 EX KNDJD736175 [REDACTED]	Case Number K1304739	Mileage 11,596
Boca Raton, FL [REDACTED]		Prod. Date: 7/27/06	Dealer: FL018 Coral Springs Kia	

WRITER ADVISED

- 1 IM SORRY THAT YOU FEEL THAT WAY
- 2 THE SVC DEPT IS IN PLACE TO FIX YOUR VEHICLE
- 3 IF THEY FIND A PROBLEM WITH YOUR VEHICLE THEY GET PAID BY KIA TO FIX IT
- 4 THEY HAVE NO MOTIVATION TO NOT FIX YOUR VEHICLE

CUSTOMER ADVISED

1 CAN I GO TO ANOTHER KIA DEALER?

WRITER ADVISED

- 1 IF YOU CHOOSE TO GO TO ANOTHER KIA DEALER TO LET THEM DIAGNOSE YOUR CONCERNS YOU CAN DO THAT
- 2 THE WARRANTY IS GOOD AT ANY KIA DEALER ACROSS THE COUNTRY
- 3 IF THEY FIND A PROBLEM THEN THEY ARE AUTHORIZED TO REPAIR IT UNDER WARRANTY
- 4 IF YOU GO TO ANOTHER DEALER AND YOU WANT US INVOLVED CALL US BACK . PROVIDED CASE NUMBER

CUSTOMER ADVISED

1 OK I WILL CALL YOU BACK GOOD BYE

*** CASE CLOSE 04/30/2007 01:15 PM US Mountain Standard Time TLarson

*** NOTES 07/03/2007 09:39 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Done

*** CASE CLOSE 07/03/2007 09:40 AM Pacific Daylight Time ELau

*** NOTES 08/21/2007 11:13 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per corporate request, engineers are coming to FL. to inspect vehicles with the **OCS** light concern
2. Writer left message for customer to call back.
3. When customer calls, find out if she is willing to take vehicle to FL018 for inspection

*** NOTES 08/23/2007 01:31 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Husband [REDACTED]) and he stated:

* I can bring the vehicle in on Monday

* My wife works and can't do it but I am the one who sits in the **PASS**enger seat anyway

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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 ██████████	K1304739	11,596
Boca Raton, FL ██████████		Prod. Date: 7/27/06	Dealer: FL018 Coral Springs Kia	

- * After the inspection, we will send you a check for \$100 for your inconvenience
- 3. Customer thanked writer
- 4. Confirmation letter will be sent to customer

*** CASE CLOSE 08/23/2007 01:34 PM Eastern Daylight Time OSprague

*** COMMIT 08/23/2007 01:46 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** CASE CLOSE 08/23/2007 01:47 PM Eastern Daylight Time OSprague

*** FULFILL 08/27/2007 01:38 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 09/04/2007 07:28 AM Pacific Daylight Time ELau Action Type:Manager review

1. Per MCameron NCA will give \$100 as a good will gesture to customer for participating in **OCS** testing
2. Wrt submitted good will
3. Pending check

*** CASE CLOSE 09/04/2007 07:36 AM Pacific Daylight Time ELau

*** NOTES 09/28/2007 12:56 PM Pacific Daylight Time ELau Action Type:Manager review

1. Wrt received check # 00513800 for 100.00 made payable to Susan Nemzin
2. Wrt mailed check to customer
3. Close

*** CASE CLOSE 09/28/2007 12:56 PM Pacific Daylight Time ELau

*** PHONE LOG 01/08/2008 02:30 PM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

HUSBAND, LAURENCE NEZIN

1. I NEED TO SEND A LEMON LAW NOTICE TO THE MANUFACTURE.
2. THE **PASSENGER'S** SIDE **AIR** BAG KEEPS COMING ON.
3. I DON'T HAVE A CHANCE TO SIT SOMEONE ON THE **PASSENGER'S** SEAT OFTEN.
4. BUT MY DAUGHTER VISITED US AND SHE'S OVER WEIGHT WITH 205 POUNDS.
5. WE HAD THE VEHICLE AT THE DEALER 4 TIMES

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736175██████████	K1304739	11,596
Boca Raton, FL	██████████	Prod. Date: 7/27/06	Dealer: FL018	Coral Springs Kia

9. THE VEHICLE IS NOT AT THE DEALER.
10. THE DEALER HAD MULTIPLE OPPORTUNITIES TO GET IT REPAIR.
11. SO WE'RE GOING FORWARD W/ THE LEMON LAW.
12. THERE WAS A PERIOD OF TIME THAT I COULD NOT DRIVE THE VEHICLE W/ A **PASS**enger BECAUSE THE LIGHT WAS ON.
- 13 ONE OF THE MGR, THAT IS NO LONGER THERE. INDICATED TO ME THAT KIA DOESN'T HAVE THE TECHNOLOGY TO FIX THIS.
14. HE ALSO MADE THE COMMENT. AFTER THEY REPLACED THE SEAT THAT THEY WOULD NOT TRIED TO REPAIR IT AGAIN BECAUSE KIA DID NOT PAY THEM FOR THE REPLACEMENT OF THE SEAT.

WRITER STATED

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL DOCUMENT HER CONCERN AND FORWARD THE CASE TO THE APPROPRIATE PERSONAL.
3. WRT IS NOT ON THE POSITION TO DISCUS THE TERMS OF THE LEMON LAW.
4. WRT REFERRED THE CUSTOMER TO THE WCIM FOR MORE INFO.
5. CUSTOMER THANKED WRT FOR THE INFO.

*** PHONE LOG 01/08/2008 02:38 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DPSM, DON STEVENS.
2. WRT EXPLAINED THE CUSTOMER'S INTENTIONS TO FILE UNDER THE LEMON LAW.
3. DON STATED:
 - a) I WILL BE AT THE DEALER NEXT THURSDAY OR FRIDAY OF THIS WEEK.
 - b) I WILL NOT HAVE THE SCAN TOOL W/ ME TO REPROGRAM THE SYSTEM.
 - c) BUT I WILL BE THERE AGAIN IN TWO WEEKS AND I WILL HAVE THE TOOL W/ ME.
 - d) MEANWHILE, SHE CAN SEND THE DEFECT NOTICE TO KIA.
 - e) AND YOU CAN SEND THE CASE TO THE REGIONAL OFFICE.

*** NOTES 01-08-2008 02:59 PM US Mountain Standard Time ERuiz Action Type:Manager review

WRITER

1. CASE DISPATCH TO THE REGIONAL OFFICE BECAUSE:
 - a) CUSTOMER WILL FILE UNDER THE LEMON LAW.
 - b) DPSM, DON STEVENS IS AWARE.
 - c) PLEASE REVIEW CASE FILE NOTES AND CONTACT THE CUSTOMER W/ RESOLUTION.

*** NOTES 01-08-2008 05:53 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to DPSM and he stated:

- * I will have the **OCS** reflash tool in a couple of days
 - * Have this customer bring her vehicle to FL018 on 1/16/08 at 9:00
 - * I will perform the reflash
2. Writer attempted to contact customer and there was no answer
 3. Writer will call again on 1/9
 4. Writer will explain to customer:
 - * Need to send MVDN to start lemon law

Will send letter to schedule appt for **OCS** reflash

*** NOTES 01-09-2008 10:36 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer left message on customer's phone stating

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175 ██████████	K1304739	11,596
Boca Raton, FL ██████████		Prod. Date: 7/27/06	Dealer: FL018 Coral Springs Kia	

- * A letter is being sent to you
 - * We want to schedule an appt to have the **OCS** reflash performed
 - * DPSM will be at FL018 on 1/16/08
 - * Please send in the MVDN so this can be considered Kia's final rep**AIR** opportunity
- CASE PENDING MVDN -AND- RE**AIR** ON 1/16

*** COMMIT 01/09/2008 10:37 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** CASE CLOSE 01/09/2008 10:41 AM Eastern Daylight Time OSprague
Pending Inspection per MVDN

*** NOTES 01/09/2008 02:25 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Ms ██████████) called and stated:
 - * I sent the MVDN today via certified mail
 - * The 1/16/08 date is fine
 - * My husband will take the vehicle in for the rep**AIR**
2. Writer stated:
 - * Thank you for your patience
 - * Please call me if you have any other concerns or questions

CASE PENDING RE**AIR** PER MVDN ON 1/16

*** CASE CLOSE 01/09/2008 02:26 PM Eastern Daylight Time OSprague

*** NOTES 01/14/2008 03:09 PM Pacific Daylight Time SMarino Action Type:Manager review

NCA received MVDN

MVDN states:

1. 3 or more rep**AIR** attempts have been made to rep**AIR** the same defect or condition
2. Alleged defect: **AIR** bag light is on all the time with person sitting in the seat while driving.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.
4. Writer to scan into case and forward to the region for further handling.

*** PRIORITY CHANGE 01/14/2008 03:10:59 PM SMarino

*** NOTES 01/15/2008 01:58 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Final inspection scheduled for 1/16/08

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Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736175 [REDACTED]	K1304739	11,596
Boca Raton, FL [REDACTED]		Prod. Date: 7/27/06	Dealer: FL018 Coral Springs Kia	

*** COMMIT 01/16/2008 09:48 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 01/16/2008 09:48 AM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM met with customer and performed **OCS** reflash
2. Writer will contact customer in a few days to confirm vehicle is rep**AIR**ed

*** FULFILL 01/22/2008 10:34 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 01/22/2008 10:37 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Mr. [REDACTED]) and stated:
 - * I'm calling to follow-up after the DPSM performed the **OCS** reflash
2. Customer stated:
 - * So far so good.
 - * I will call you if it happens again

*** CASE CLOSE 01/22/2008 10:39 AM Eastern Daylight Time OSprague

*** NOTES 01/24/2008 03:31 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Mr. Nem/m) called and stated:
 - * The **PASS**enger **AIR**bag light is still not working properly
2. Writer stated:
 - * Please send me a copy of your sales **dOCS** (Buyers order & Finance contract) and current registration
 - * I will put an offer letter together to replace your vehicle
3. Customer stated:
 - * We paid cash for the vehicle so I will send a copy of the Title
 - * I will send the documents tomorrow via overnight mail.
 - * We prefer that you repurchase the vehicle
4. Writer stated:
 - * I will put a 3-tier offer letter together for your review

CASE PENDING **dOCS** FROM CUSTOMER

*** NOTES 01/30/2008 10:40 AM Eastern Daylight Time OSprague Action Type:Manager review

1. After further review with RCAM:
 - * Need to verify that vehicle **OCS PASS**enger **AIR**bag light is not working properly
 - * If the dealer can verify it is still happening, the 3-tier offer will be sent
 2. Writer left message for customer stating above
- CASE PENDING CALL BACK AND INSPECTION BY DEALER

**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>
██████████	██████████	KNDJD736175 ██████████	K1304739	11,596
Boca Raton, FL ██████████		Prod. Date: 7/27/06	Dealer: FL018 Coral Springs Kia	

2. Writer stated:

* I will let the dealer know you will be coming in so they can check the **OCS PASS**enger light

*** COMMIT 01/30/2008 03:19 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 01/30/2008 03:19 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to DPSM and he stated:

* Have customer bring vehicle to dealer at 8:30 tomorrow morning so I can check the concern

2. Writer spoke to customer and he said he would be there at 9:00 am

CASE PENDING INSPECTION BY DPSM

*** FULFILL 01/31/2008 10:06 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 01/31/2008 10:19 AM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM met with customer (Mr. ██████████)

2. DPSM states:

* When the customer sits in the seat, the light stays on

* This is due to the way he sits in the seat

* The light worked properly when DPSM and service manager sat in seat

* The customer is handicapped (possibly MS) and cannot sit up straight

* I have taken pictures which I will send you

* The service mgr will send you the RO

* At this point, I don't feel we need to offer a replacement

* If customer pursues lemon law, we will need to get a H

CASE CLOSED PENDING FURTHER CONTACT FROM CUSTOMER

*** CASE CLOSURE 01/31/2008 10:21 AM Eastern Daylight Time OSprague

*** NOTES 02/05/2008 12:32 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Mr. ██████████) called and stated:

* Have you received the pictures from DPSM?

* I need to know what Kia is going to do

* When DPSM took the pictures, I told him I was sitting in the seat properly and he should put his hand between me and the seat

* DPSM said he wouldn't do that but he took pictures

2. Writer stated:

* I haven't received the pictures yet

* When I get them I will review them with my manager to see if any assistance can be offered

3. Writer spoke to DPSM to get status of pictures

4. DPSM stated:

* I tried to e-mail them but they didn't go through

* I will have them put on a CD and Fed-X them to you

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1304739	11,596
Boca Raton, FL ██████████		Prod. Date: 7/27/06	Dealer: FL018 Coral Springs Kia	

CASE PENDING PICTURES FOR REVIEW

*** PRIORITY CHANGE 02/05/2008 12:33:46 PM OSprague

*** NOTES 02/05/2008 01:49 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Ms. ██████████) left message stating:
 - * I want this noted for your records
 - * This happens sometimes when I'm in the seat, not just my husband
 - * We have noticed it comes on while we are driving
 - * This can't be duplicated in an inspection when the vehicle is not driven.

CASE IS PENDING PHOTOS FROM DPSM

*** NOTES 02/06/2008 10:41 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received photos from DPSM
2. Writer reviewed photos with RCAM
3. It has been determined that customer is not sitting in seat properly
4. After DPSM performed **OCS** reflash, vehicle is operating as designed
5. Writer left message for customer with above information

CASE PENDING FURTHER CONTACT FROM CUSTOMER

*** CASE CLOSE 02/06/2008 10:42 AM Eastern Daylight Time OSprague

*** NOTES 02/06/2008 11:41 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Mrs. ██████████) and she stated:
 - * I don't understand why you won't buy this car back
 - * The **AIR**bag light doesn't work when I sit in the seat either
2. Writer stated:
 - * We were aware that your husband sits in the seat
 - * I didn't know about you having the same problem until you called yesterday.
 - * This was after the inspection and photos were taken of your husband sitting in the seat
3. Customer stated:
 - * The **AIR**bag should work no matter who sits in the seat
 - * I am going to contact an attorney
4. Writer stated:
 - * Since FL is certified with the BBB, it would be in your best interest to contact them
 - * If you want I can schedule another appt with the DPSM so you can sit in the seat and see if the concern can be duplicated
 - * The manufacturer must be able to duplicate the concern
5. Customer stated:
 - * We will decide how to handle this
 - * I still might get an attorney
6. Customer disconnected call

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1304739	11,596
Boca Raton, FL ██████████		Prod. Date: 7/27/06	Dealer: FL018 Coral Springs Kia	

*** NOTES 02/22/2008 05:16 PM Pacific Daylight Time KWarren Action Type:Manager review

1. NCA received ADL from the Law Offices of Steven Veinger P.A.
2. Letter states:
 - a. office represents client
 - b. do not contact customer directly
 - c. alleged defects: **AIR**bag light, transmission.
3. Attorney requests refund for vehicle, cancellation of contract and attorneys fees
4. Request response within 14 days.

Writer to scan letter into case and dispatch to the Southern Region for further handling.

*** PRIORITY CHANGE 02/22/2008 05:17:05 PM KWarren

*** NOTES 02/26/2008 09:11 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer discussed case with RCAM and he stated:
 - * Send copy of file to legal (FHosley) for his review
 - * Since customer did not go through the BBB process, and are filing through mag moss, they are not eligible for repurchase
 2. Writer will send acknowledgement letter to attorney stating case is being reviewed
- CASE PENDING RESPONSE FROM LEGAL

*** NOTES 03/07/2008 11:26 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per Richard Spence (attorney for Kia):
 - We don't believe this is a good case to fight
 - * The pictures don't show conclusively that the customer is sitting improperly in the **PASS**enger seat
 - * You should try and settle this case for a monetary amount
 - * If customer won't accept GW, you will want to offer an SOC
 2. Writer will send GW offer to attorney
- CASE PENDING RESPONSE FROM ATTORNEY

*** CASE CLOSE 03.07.2008 05:40 PM Eastern Daylight Time OSprague
PENDING RESPONSE FROM ATTY

*** NOTES 03/25/2008 01:25 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received 2nd ADL.
2. This letter is from a different attorney (Tania Sayegh, PA)
3. Per discussion with RCAM:
4. Writer will respond to 2nd attorney stating:
 - * Our records indicate this customer is being represented by another attorney
 - * KMA is in the process of trying to settle this case with that attorney
5. Writer will send letter to 1st attorney to see if they want to accept the GW offer

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1304739	11,596
Boca Raton, FL ██████████		Prod. Date: 7/27/06	Dealer: FL018 Coral Springs Kia	

1. 2nd attorney (Tania Sayegh) called and stated:
 - * The 1st attorney (Steven Veinger) referred this customer to me
 - * I have spoken to the customer and they are getting the affidavit notarized stating I am now representing them.
 - * You will have it early next week
 2. Writer stated:
 - * Once I get this document. I will send you the offer letter that was sent to the first attorney
- CASE PENDING AFFIDAVIT FROM CUSTOMER

*** NOTES 03/31/2008 11:13 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Notarized affidavit from customer was received stating:
 - * The Law Offices of Steven Veinger is no longer representing us
 - * Tania Sayegh is now representing us
 2. When writer spoke to 2nd attorney, she stated the customer had no intention of accepting the GW offer of \$1500
 3. Writer will revise offer to \$2500 inclusive of atty fees and send to attorney
- CASE PENDING ACCEPTANCE OF OFFER

*** NOTES 03/31/2008 04:35 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Attorney states customer has rejected GW offer
 2. Customer is afraid to drive car due to **PASS**enger **AIR**bag light not working
 3. Writer stated:
 - * A 3-tier offer will be sent
- CASE PENDING ACCEPTANCE OF ONE OF THE OFFERS

*** CASE CLOSE 04/01/2008 09:27 AM Eastern Daylight Time OSprague

*** CASE CLOSE 04/01/2008 02:21 PM Eastern Daylight Time OSprague
3-tier Offer sent to attorney

*** NOTES 04/07/2008 10:56 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Attorney responded:
 - * You need to pay my atty fees of \$2000
 - * Customer wants to accept repurchase
 - * Customer doesn't want to sign release
 2. Writer spoke to RCAM and he stated:
 - * Advise attorney we will pay \$1500 atty fees and that's our final offer
 3. Writer sent e-mail to atty stating:
 - * Kia will pay \$1500 fees
 - * The release that was sent with the offer is for the goodwill offer only
 - * The release doesn't have to be signed if cust accepts repurchase
- CASE PENDING ACCEPTANCE OF OFFER

*** NOTES 04/07/2008 01:06 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Atty sent email stating customer will accept offer w/\$1500 atty fees
 2. Writer sent revised offer letter to include atty fees
- CASE PENDING SIGNED OFFER LETTER

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1304739	11,596
Boca Raton, FL ██████████		Prod. Date: 7/27/06	Dealer: FL018 Coral Springs Kia	

*** NOTES 04/10/2008 12:55 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Attorney faxed signed offer letter
2. Cust has accepted repurchase offer
3. Repurchase package will be sent to NCA for check processing

*** CASE CLOSE 04/10/2008 01:01 PM Eastern Daylight Time OSprague

*** NOTES 05/15/2008 09:39 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Checks received
2. Attorney check sent via Fed-X
3. Customer check sent to ISG for processing of vehicle turn-in

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
SAVANNAH, GA		KNDJD736775	K1458913	14,500
		Prod. Date: 9/19/06	Dealer: GA055 Kia Country of Savannah	

Case History

Complaint *Re: AIR Assistance*

*** NOTES 06/13/2008 05:12 AM clarify Action Type: Manager review

*** Performed by contact:

I have brought this to the attention of the dealership and have been told repeatedly that there is nothing they can do because Kia has not given them anything as of yet. The light that stays on that reads "*PASS*enger *AIR* Bag Not Engaged" or something to that effect. It means that the *AIR* bag will not deploy if an accident occurs from my understanding reading the manual. I have been told to give it up to 5000 miles because the seats are really thick and it may not register the weight of someone. It is now at 11,000 and the light still does not go off. I need some light shed on the reason for this and a remedy before something happens and the *AIR* bag does not engage.

*** PHONE LOG 06/13/2008 08:10 AM US Mountain Standard Time JSincl*AIR* Action Type:Outgoing call
Wtr left VM for customer to rtn call

*** PHONE LOG 06/16/2008 12:16 PM US Mountain Standard Time JSincl*AIR* Action Type:Incoming call
Customer left VM requesting call back

*** PHONE LOG 06/16/2008 12:18 PM US Mountain Standard Time JSincl*AIR* Action Type:Outgoing call

Wtr called customer

Customer states:

1. They keep telling me that they are waiting on corporate to update it

Wtr states:

1. Apologized

2. Have they even diagnosed the vehicle ?

Wtr states:

1. No they haven't even looked at it

Wtr states:

1. Wtr will call dealership back and call customer

Thanked and call ended

*** PHONE LOG 06/16/2008 12:21 PM US Mountain Standard Time JSincl*AIR* Action Type:Outgoing call

Wtr called Kia Country of Savannah GA055 spoke to Christina SA (SM not available) who states:

1. We have the update

2. She as here just a few days ago but she didn't mention the *OCS*

Wtr states:

1. Wtr will have her contact you to make an appointment

Thanked and call ended

*** PHONE LOG 06/16/2008 12:22 PM US Mountain Standard Time JSincl*AIR* Action Type:Outgoing call

Wtr called customer

Wtr states:

1. Adv SA comments

Customer states:

1. Ok. I will call you back and let you know what the date is

thanked and call ended

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1458913	14,500
SAVANNAH, GA ██████████		Prod. Date: 9/19/06	Dealer: GA055 Kia Country of Savannah	

1. I have an appointment on June 25th
Wtr states:
1. Wtr will follow up with the dealership on that date
Thanked and call ended

*** COMMIT 06/16/2008 12:23 PM US Mountain Standard Time JSincl**AIR** Action Type:Callback Required

*** CASE CLOSE 06/16/2008 12:23 PM US Mountain Standard Time JSincl**AIR**

*** PHONE LOG 07/02/2008 07:01 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Wtr called Kia Country of Savannah spoke to Brad who states:
1. Customer came in and the update was done
2. Have not heard from the customer since
Thanked and call ended

*** PHONE LOG 07/02/2008 07:02 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call
Wtr called customer
Customer states:
1. It works most of the time
2. But it comes off and on
3. Sometimes it will stay on
4. I have not had a chance to take it back
Wtr states:
1. Please make and appointment to take it back and call wtr when the vehicle is there
Thanked and call ended

*** FULFILL 07/02/2008 07:02 AM US Mountain Standard Time JSincl**AIR** Action Type:Callback Required

*** COMMIT 07/02/2008 07:03 AM US Mountain Standard Time JSincl**AIR** Action Type:Callback Required

*** CASE CLOSE 07/02/2008 07:03 AM US Mountain Standard Time JSincl**AIR**

*** CASE CLOSE 07/08/2008 12:26 PM US Mountain Standard Time TMorales
AIRbag Tread Review Complete

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1458913	14,500
SAVANNAH, GA ██████████		Prod. Date: 9/19/06	Dealer: GA055 Kia Country of Savannah	

I previously wrote in about the same problem. I was told to contact Kia when I had an appointment with the dealership but the # on the caller ID stated it was for outbound calls only when I called. The **PASS**enger **AIR**bag off light does not go out when a **PASS**enger is in the seat (85% of the time). I have been to the dealership twice to have this problem fixed and it is not as of yet working like it is supposed to. I have had the chip(?) replaced and the sensor in the seat replaced. I have no problem with the service dept. but it is evidently a defect in the vehicle itself. I love my Kia but I would also like my **PASS**engers to have an **AIR**bag deploy should the need arise. Whatever I need to do to have this fixed let me know as soon as possible.

Thank You.
Mrs. Nesbitt

*** PHONE LOG 07/29/2008 09:20 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to ██████████ -- this is a fax number- wrt will send call me letter

*** CASE CLOSE 07/29/2008 09:26 AM US Mountain Standard Time RHall
customer call back # is a fax number. sending call me letter

*** PHONE LOG 08/05/2008 05:01 AM US Mountain Standard Time DLyons Action Type:Incoming call
CUST STATES:
1. THE SENSOR WAS CHANGED
2. 90% OF THE TIME THE **AIR** BAG LIGHT IS ON WHEN SOMEONE IS SITTING IN THE SEAT
3. CUST DOES NOT HAVE A SCHEDULED APPOINTMENT TO GET THE VEHICLE IN.

WRITER ADVISED:

1. APOLOGIZED
2. ADVISED THAT THIS OFFICE CAN BE INVOLVED WITH THIS REPAIR WHEN WE KNOW THAT THE VEHICLE WILL BE AT THE KIA DEALERSHIP
3. THIS OFFICE WOULD BE ABLE TO INVOLVE FURTHER PERSONNEL WHEN WE KNOW THAT THE VEHICLE WILL BE AT THE DEALERSHIP

CUST PLACED WRITER ON HOLD. TO CALL THE KIA DEALERSHIP TO SCHEDULE AN APPOINTMENT.

CUST STATE:

1. I HAVE AN APPOINTMENT ON 8/14 AT 930 A.M.

WRITER ADVISED:

1. THIS OFFICE WILL FOLLOW UP WITH THE CUSTOMER AT THE TIME OF APPOINTMENT
2. WILL REQUEST THAT FURTHER INFORMATION BE PROVIDED TO CUSTOMER BY CALLING THE ALT#
3. CUST HAS CASE#, UPDATED CUST INFO, NO PREVIOUS CASES

*** NOTES 08/05/2008 05:03 AM US Mountain Standard Time DLyons 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 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1458913	14,500
SAVANNAH, GA ██████████		Prod. Date: 9/19/06	Dealer: GA055	Kia Country of Savannah

- 2. SENSOR HAS BEEN REPLACED
- 3. CUST HAS A SCHEDULED APPOINTMENT FOR 8/14/08 AT 930 AM
- 4. PLEASE INVOLVE FURTHER PERSONNEL TO ATTEMPT TO RESOLVE FOR CUSTOMER
- 5. CONTACT CUSTOMER AT ALT# WITH UPDATES.

*** PHONE LOG WITH COMMITMENT 08/05/2008 02:38 PM US Mountain Standard Time HReynolds Action
Type:Incoming call-

[!<For Internal Use Only
reopen on 8/15 to follow up with dealer>!]

*** CASE CLOSE 08/05/2008 02:39 PM US Mountain Standard Time HReynolds
reopen on 8/15

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1430317	24,400
Tallahassee, FL ██████████		Prod. Date: 12/15/06	Dealer: FL052	Kia AutoSport

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 03/31/2008 07:09 AM US Mountain Standard Time RChacon

*** PHONE LOG 03/31/2008 07:20 AM US Mountain Standard Time RChacon Action Type: Incoming call
CUSTOMER STATED:

1. I AM CALLING TO FIND OUT THE CORRECT ADDRESS TO SEND IN A DEFECT NOTIFICATION LETTER
2. I HAVE AN ONGOING PROB WITH THE A/C IN MY VEH
3. WHEN I TURN ON THE A/C, I HEAR A LOUD KNOCKING NOISE
4. EVERYTIME I TAKE VEH TO FL052, THEY TELL ME THEY FIX IT. BUT IT IS NOT
5. ANOTHER PROB I HAVE WITH VEH IS IT SKIPS WHEN I AM TRAVELING BETWEEN 40-45 MPH
6. THE SHOP FORMAN DID RIDE IN VEH WITH ME. AND DID FEEL THE SKIP PROB. BUT UNSURE WHAT IT IS

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. IF DEALER IS HAVING DIFFICULTY MAKING A PROP DIAG. OR REPAIR, WE CAN WORK TO ASSIT THEM WITH RESOLVING VEH CONCERNS
5. RECOMMEND TAKING VEH BACK TO ANY KIA DEALER TO HAVE PROB'S ADDRESSED
6. ONCE VEH IS AT DEALER, CAN CALL US TO ADVISE
7. WE WILL FOLLOW UP WITH DEALER TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE VEH PROB'S
8. PROVIDED CASE #

CUSTOMER STATED:

1. THANK YOU

*** CASE CLOSE 03/31/2008 07:21 AM US Mountain Standard Time RChacon

*** PHONE LOG 04/04/2008 10:24 AM US Mountain Standard Time RBriones Action Type: Incoming call

Customer (Ms ██████████) stated:

1. Called last week and got case numbe.
2. Was told to call back if there were any problems with vehicle.
3. I went on test drive with svc tech.
4. He felt the jerking, but has not been able to find problem.
5. Svc mgr is supposed to be test driving it himself.
6. Also there was a knocking noise in a c.
7. But primary problem was the jerking on acceleration.

Writer Stated:

1. Apologized for prob.
2. Will follow up with svc dept.
3. Can see if there is any assistance we can provide.
4. Gave customer case number and ext number.
5. Will follow up with customer next week.

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1430317	24,400
Tallahassee, FL ██████████		Prod. Date: 12/15/06	Dealer: FL052	Kia AutoSport

*** PHONE LOG 04/07/2008 11:34 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called FL052 Ron in svc stated:

1. We have the vehicle in the shop.
2. Have contacted techline to track what is going on with it.
3. Techline had us do a reflash.
4. She has had it two other times and had not been able to duplicate.
5. After reflash did improve the problem, but there is still a slight hesitation.
6. But problem is not consistent.
7. We have gotten back in touch with techline for advice on next step.

Writer Stated:

1. Thanks for the info.

*** NOTES 04/07/2008 12:56 PM Pacific Daylight Time KWarren Action Type:Manager review
NCA received MVDN

MVDN states:

1. 3 or more rep**AIR** attempts have been made to rep**AIR** the same defect or condition
2. Alleged defect: Knocking noise when AC is running, skipping during acceleration around 40-45 mph.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.

Writer to scan into case and forward to the Southern Region for further handling.

*** PRIORITY CHANGE 04/07/2008 12:57:27 PM KWarren

*** NOTES 04/08/2008 08:26 AM Eastern Daylight Time OSprague Action Type:Manager review

NOTE: WRITER ACCEPTED CASE DUE TO ANALYST (Trancis) BEING OUT ON MEDICAL LEAVE FOR A WEEK

1. Writer left message for customer stating:
 - * You will be receiving a letter scheduling a "final" inspection
 - * Please call if you have any questions
2. Writer spoke to assistant service manager (Ron) at FL052 and stated:
 - * There is a techline case that shows you are working with them on the hesitation concern
 - * Is the vehicle currently there?
3. Ron stated:
 - * Yes, the vehicle is here
 - * Techline has given us some things to try
 - * It hasn't worked
4. Writer stated:
 - * I will contact the FTR and see if he can help you
5. Writer spoke to FTR (JSmith) and stated:
 - * Dealer has contacted techline
 - * Is there anything you can do to help?
6. FTR stated:
 - * I will review the techline case notes

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736875 ██████████	K1430317	24,400
Tallahassee, FL ██████████		Prod. Date: 12/15/06	Dealer: FL052	Kia AutoSport

- * I will contact the dealer
- * I will let you know the status
- 7. Writer will send letter to customer scheduling an inspection on Wednesday 8/23/08
- 8. Writer will assign case to TFrancis for customer follow-up

*** PRIORITY CHANGE 04/08/2008 08:26:49 AM OSprague

*** NOTES 04/08/2008 08:45 AM Eastern Daylight Time OSprague Action Type:Manager review

CORRECTION ON FINAL INSPECTION DATE*

1. Final inspection is scheduled for Wednesday 4/23/08

*** NOTES 04/09/2008 08:13 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Ms. ██████████) called and stated:

* I am picking up my car today

* Hopefully the TPMS light is fixed

2. Writer stated:

* You will be receiving a letter today or tomorrow

* This is to schedule a "final" inspection on 4/23/08

* If the TPMS light comes on prior to that, please call so the appt can be rescheduled

* If the TPMS light doesn't come back on and you decide not to take the vehicle in for the inspection, please cancel the appt.

3. Customer stated:

* Thanks for your help

* I will call back if necessary

CASE PENDING FINAL INSPECTION OR CALL FROM CUSTOMER

*** NOTES WITH COMMENT 04/16/2008 08:28 AM Eastern Daylight Time TFrancis Action Type:Manager review

WRITER STATES:

1. WRITER TO FOLLOWUP AFTER FINAL REPAIR ATTEMPT
2. APPT IS 4/23/08

*** PRIORITY CHANGE 04/16/2008 08:49:00 AM TFrancis

*** PHONE LOG 04/24/2008 01:46 PM Eastern Daylight Time TFrancis Action Type:Outgoing call

WRITER STATES:

1. WRITER CALLED THE CUSTOMER TO SEE HOW THE FINAL REPAIR INSPECTION WENT YESTERDAY
2. WRITER LEFT DETAILED MESSAGE ASKING FOR A RETURN CALL
3. WRITER CONTACTED THE DLR--STATES SHE DID NOT SHOW UP FOR THE FINAL INSPECTION
4. IN REVIEWING PREVIOUS NOTES BY O SPRAGUE. THE CUST WAS ADVISED TO CANCEL APPT IF TPMS LIGHT DOES NOT COME ON
5. WRITER LEFT MESS ASKING FOR A RETURN CALL

*** PHONE LOG 04/25/2008 09:19 AM Eastern Daylight Time TFrancis Action Type:Outgoing call

WRITER STATES:

1. WRITER CALLED CUSTOMER AND...

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1430317	24,400
Tallahassee, FL ██████████		Prod. Date: 12/15/06	Dealer: FL052 Kia AutoSport	

2. LEFT VCM MESSAGE ASKING FOR A RETURN CALL
3. WRITER HAS SENT CUSTOMER A CONTACT LETTER --IF HAS ANOTHER CONCERN, CAN CALL REGION BACK

*** CASE CLOSE 04/25/2008 09:20 AM Eastern Daylight Time TFrancis

*** PHONE LOG 11/25/2008 07:05 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:

1. Need to get the right number to file a Lemon Law.
2. Still having a problem with the *PASS*enger *AIR*bag light coming on and going off.
3. Do not have faith in FL052 service department.
4. Can put a book bag in the seat and the light will go off, then a person will be in the seat and the light stays on.
5. FL052 has not been able to duplicate my concern with the *AIR*bag.
6. Have taken the vehicle back to FL052 so many times for different things. just think I got a bad one. do not want to take it back.
7. Had the paperwork before to file for lemon law but need to get it again.

Writer States:

1. Apologized for the problem.
2. Advised that Lemon Law is based on the laws of FL.
3. Writer will contact FL052 to get the history of these concerns and forward to SRCAA.
4. Customer should refer to WAC1 manual for immediate information about pursuing Lemon Law.
5. A SRCAA will follow up with customer to address this concern.

*** CASE CLOSE 11/25/2008 09:59 AM US Mountain Standard Time AJudson

*** CASE CLOSE 02/04/2009 11:17 AM Eastern Daylight Time JWright
Case Closed.

Kia Motors America Consumer Affairs Department

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<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2007 SORENTO LX 4X2 KNDJD736875 [REDACTED]	Case Number K1525932	Mileage 24,400
Tallahassee, FL [REDACTED]		Prod. Date: 12/15/06	Dealer: FL052 Kia AutoSport	

Case History

Complaint *Rep. AIR Assistance*

*** PHONE LOG 11/25/2008 09:58 AM US Mountain Standard Time AJudson

Customer States:

1. Need to get the right number to file a Lemon Law.
2. Still having a problem with the *PASS*enger *AIR*bag light coming on and going off.
3. Do not have faith in FL052 service department.
4. Can put a book bag in the seat and the light will go off. then a person will be in the seat and the light stays on.
5. FL052 has not been able to duplicate my concern with the *AIR*bag.
6. Have taken the vehicle back to FL052 so many times for different things. just think I got a bad one. do not want to take it back.
7. Had the paperwork before to file for lemon law but need to get it again.

Writer States:

1. Apologized for the problem.
2. Advised that Lemon Law is based on the laws of FL.
3. Writer will contact FL052 to get the history of these concerns and forward to SRCAA.
4. Customer should refer to WACI manual for immediate information about pursuing Lemon Law.
5. A SRCAA will follow up with customer to address this concern.

*** PHONE LOG 11/26/2008 01:47 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called FL052 and SVCA Ron states:

1. 1/2/08. 13641 miles. *AIR*bag light. CND. no codes in system
2. 3/20/08. 16000. *AIR*bag light. CND. operating as designed
3. 4/4/08. 17166. *AIR*bag light. CND. operating as designed
4. 9/12/08. 22500 brake noise. *AIR*bag light. no codes. operating as designed
5. 10/17/08. *AIR*bag light. replaced tensioner. no TSB found. CND
6. 10 21 08. *AIR*bag light. scanned. no codes found. SVC MGR CND
7. Have not been able to duplicate this concern since customer has been bringing the vehicle in

*** PHONE LOG 11/26/2008 01:50 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM SC Cameron and states:

1. Advised that customer contacted KCA to get number to file for Lemon Law.
2. Wanted to advise DPSM.
3. Has been to FL052 6 times. FL052 CND the concern.

*** NOTES 11/26/2008 01:50 PM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:

1. CUSTOMER CONTACT.
2. NEW VEHICLE LOW MILEAGE.
3. CUSTOMER CONTACTED KCA TO GET NUMBER TO FILE LEMON LAW.
4. BEEN TO FL052 6 TIMES. FL052 CND CONCERN

*** PHONE LOG 12/05/2008 12:33 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer ([REDACTED]) and LVM at ([REDACTED]) for customer to call back and discuss case.