

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

**Kia Motors America
Consumer Affairs Department**

Page 1 of 3

Last name [REDACTED]	First name [REDACTED]	VIN of 2008 SORENTO LX 4X4 KNDJC735485 [REDACTED]	Case Number K1578652	Mileage 28,000
Central Islip, NY [REDACTED]		Prod. Date: 8/15/07	Dealer: NY051 Bronx Kia	

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 04/20/2009 12:17 PM US Mountain Standard Time KJohnson

Customer stated:

- 1 - I need to take veh to be checked under warranty
- 2 - The CEL is on solid: there are no other symptoms
- 3 - The TPMS is on; the tire pressure is fine: I haven't had to change a tire
- 4 - The **PASS**enger seat **AIR**bag light comes on and off whether anyone is sitting there or not
- 5 - If they need to keep the veh. am I entitled to a loaner?

Writer stated:

- 1 - Apologized
- 2 - Updated: no open recalls
- 3 - provided phone nos. for 3 Kia dlrs
- 4 - make appt and take veh in for diagnosis and rep **AIR**
- 5 - CEL can come on for dozens of different reasons, the most common of which is a loose gas cap
- 6 - Recommend removing gas cap, tightening, and driving another 30 - 50 miles
- 7 - If that is all it was, the light will go off on its own
- 8 - provided contact information
- 9 - Some dealers provide loaners: will need to ask
- 10 - Kia's warranty does not include a provision for rentals
- 11 - But if dlr needs to keep veh more than one day, CB
- 12 - Wtr will review request w/ DPSM to see if assistance available

Customer stated:

- 1 - Thank you

*** CASE CLOSE 04/20/2009 12:17 PM US Mountain Standard Time KJohnson

*** PHONE LOG 04.20.2009 12:45 PM US Mountain Standard Time ELeon Action Type:Incoming call

Writer received call from Customer.

Customer stated:

1. FCM Karen gave me numbers to some Kia dealers.
2. Is there any Kia dealers in the Bronx?

Writer stated:

1. Provided Kia of the Bronx contact info.

Customer stated:

1. Thanks.

Call ended.

*** CASE CLOSE 04 20 2009 12:46 PM US Mountain Standard Time ELeon

*** PHONE LOG 07/01/2009 09:31 AM US Mountain Standard Time RHall Action Type:Incoming call

[REDACTED] Foreman state

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735485██████████	K1578652	28,000
Central Islip, NY ██████████		Prod. Date: 8/15/07	Dealer: NY051 Bronx Kia	

- 2 My brakes are squeaking
- 3 The **PASS**enger side **AIR**bag light keeps coming on and so does the TPMS
- 4 I have taken it into the dlr 2 times and they have not resolved the concern

wrt stated

1. Apologized
2. KMA would like to oversee the rep**AIR** of your veh and help the dlr
3. Exhaust all resources to help rep**AIR** your veh
4. Will follow up with the dlr and contact you with any new information as soon as it is available
5. gave case# to cb when veh is at the dlr
6. recall work can only be performed at a Kia dlr- open recall SC076 for **PASS**enger side **AIR**bag
7. recall work is rep**AIR**ed free of charge
8. advised to contact Kia dlr to make appt to have recall completed
9. offered ph# to dlr - cust declined
10. please cb when veh is at the dlr

*** CASE CLOSE 07/01/2009 09:32 AM US Mountain Standard Time RHall
cust cb when veh is at the dlr

*** PHONE LOG 07/02/2009 08:24 AM US Mountain Standard Time CCummins Action Type:Incoming call
CUSTOMER STATES

1. TPMS LIGHT IS ON AGAIN AND THE **AIR**BAG LIGHT
2. THIS IS THE 3X FOR THE TPMS
3. IF THEY REP**AIR** THIS AND THE LIGHT COMES ON AGAIN. WHAT SHOULD I DO?

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. ADVISED WRITER WILL MONITOR THE REP**AIR**S AND ENSURE THAT ALL RESOURCES ARE USED TO REP**AIR** THE VEHICLE.
3. IF THE VEHICLE IS REP**AIR**ED AND THE TPMS LIGHT FAILS AGAIN, PLEASE CALL SO THIS CAN BE MONITORED
4. PROVIDED CONTACT INFO

*** NOTES 07/06/2009 03:47 PM Pacific Daylight Time MWirz Action Type:Manager review
TREAD REVIEW DONE

*** PHONE LOG 07/07/2009 09:20 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED NY051 AND SPOKE TO DERRICK IN SVC
2. WRT ASKED DERRICK ABOUT MRS RIVERA'S VEHICLE.
3. HE STATED:
 - a) THE VEHICLE IS NOT HERE AT THE MOMENT.
 - b) THE LAST TIME WE HAD THE CAR HERE WAS AT 29K MILES ON 4 28 09.
 - c) THE VEHICLE WAS HERE FOR AN O2 SENSOR AND THE TIRE PRESSURE WAS LOW

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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>
██████████	██████████	KNDJC735485 ██████████	K1578652	28,000
Central Islip, NY ██████████		Prod. Date: 8/15/07	Dealer: NY051	Bronx Kia

*** PHONE LOG 07/07/2009 09:20 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MRS ██████████
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT A VOICE MESSAGE.
4. WRT ADVISED THE CST TO CALL THE KCC BACK EXT 45605 IN REFERENCE TO K1578652.

*** CASE CLOSE 07/07/2009 09:21 AM US Mountain Standard Time ERuiz

*** PHONE LOG 07/29/2009 07:52 AM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER STATES TO 800VMAIL

1. PLEASE CALL

*** PHONE LOG 07/29/2009 07:54 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO CUSTOMERS VMAIL

1. GOT A VMAIL FROM YOU REQUESTING A CALL BACK
2. IF YOU HAVE FURTHER QUESTIONS, FEEL FREE TO CALL US BACK
3. PROVIDED CALL BACK INFORMATION

*** CASE CLOSE 07/29/2009 07:54 AM US Mountain Standard Time DDailous

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001	Zeiser Kia

Case History

Complaint **RepAIR Assistance**

**** PHONE LOG 05/14/2008 01:20:46 PM UValencia

CALLER STATES

- 1.- I BOUGHT 3 SORENTOS FROM YOU GUYS
- 2.- MY 2007 SORENTO **PASS**ENGER SIDE **AIR**BAG COMES ALL THE TIME. WHEN MY WIFE SEATS THERE
- 3.- I HAVE TAKEN THE VEHICLE TO THE DEALER 3 TIMES
- 4.- AND YESTERDAY A DPSM CAME TO THE DEALER WITH A TOOL TO DO A REFLASH
- 5.- THAT WAS SUPPOSED TO FIX IT
- 6.- NOW THE DEALER IS CALLING ME AND THEY ARE SAYING THAT I CAN PICK UP MY VEHICLE
- 7.- AND I TELL YOU ONE THING. IF I GO TO GET THE CAR AND THE LIGHT COMES UP AGAIN
- 8.- I WILL JUST LEAVE THE CAR IN THE PARKING LOT UNTIL IS FIX.
- 9.- THE DEALER IS TELLING ME THAT THERE IS NOTHING ELSE THAT CAN BE DONE
- 10.- AND THAT IS UNACCEPTABLE
- 11.- YOU CAN REACH ME ON MY CELL PHONE ██████████

WRT STATES

- 1.- UPDATE NO RECALLS
- 2.- APOLOGIZED
- 3.- WRT WILL CALL DEALER TO FIND DIAGNOSE
- 4.- WRT PLACE CST ON HOLD

WRT RETURNED TO CST

- 5.- ADVISED THAT NICOLE CONFIRMED DPSM VISIT. AND ATTEMPT TO FIX VEHICLE
- 6.- WRT WILL CONTACT DPSM FOR ADVISED
- 7.- AS SOON AS MORE INFORMATION BECOMES AVAILABLE WRT WILL FOLLOW UP WITH CST
- 8.- PROVIDED CASE# AND CONTACT INFORMATION
- 9.- CST THANKED WRT FOR INFORMATION

WRT SPOKE WITH NICOLE AT MO001

- 1.- CALLING ABOUT MR ██████████ VEHICLE
- 2.- WAS DPSM THERE YESTERDAY?
- 3.- WHAT WAS THE OUTCOME?
- 4.- IS THE **AIR**BAG LIGHT ON RIGHT NOW?
- 5.- WRT WILL CONTACT DPSM FOR ADVISE
- 6.- THANKED CALLER FOR INFORMATION

NICOLE AT MO001 STATES

- 1.- DPSM WAS HERE YESTERDAY
- 2.- HE ATTEMPTED TO REFLASH THE VEHICLE. BUT WAS NOT ABLE TO
- 3.- CAR DID NOT TAKE NEW UPDATE
- 4.- HE STATED THAT THERE WAS NOTHING ELSE THAT WE COULD DO
- 5.- WE TESTED THE VEHICLE WITH SEVERAL PEOPLE. AND DIFFERENT BODY SHAPES AND THE CAR WORKED JUST FINE
- 6.- WE GAVE THEM ALL THE INFORMATION AVAILABLE ON THE TSB. AND TIPS OF HOW IT WORKS
- 7.- BUT STILL CST COMES BACK WITH A **PASS**ENGER SIDE **AIR**BAG LIGHT

**** PHONE LOG 05/14/2008 02:07:44 PM UValencia

WRT CALLED DPSM JOHN ROPER

WRT STATING

- 1.- CALLING ABOUT MR ██████████
- 2.- CST STATES THAT VEHICLE **AIR**BAG LIGHT COMES ON WHEN WIFE SEATS
- 3.- PER NICOLE DPSM WAS AT DEALER AND DID A RE FLASH. AND SITUATION WAS NOT CORRECTED
- 4.- CALLING FOR ADVISE

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001	Zeiser Kia

- 5.- WRT WILL INFORM CUSTOMER THAT VEHICLE IS OPERATING AS DESIGN
- 6.- IF NECESSARY WRT WILL FORWARD CASE TO REGION AS FYI

JOHN ROPER

- 1.- VEHICLE DID NOT FALL WITHIN THE PRODUCTION TIME SEQUENCE
- 2.- THAT'S NOTHING WRONG WITH THE VEHICLE. IS OPERATING AS DESIGN.
- 3.- THE STATEMENT THAT IT CAN NOT BE FIX IS INACCURATE
- 4.- THERE IS NO ISSUE. THERE ARE NO CODES STORE
- 5.- WE SAT SEVERAL PEOPLE. AND WE NEVER GOT IT TO ACT UP ON US
- 6.- LIGHT IS COMING ON BASE ON HOW THE CST IS SEATING. OR THE SHAPE OF THE PERSON SEATING
- 7.- BUT VEHICLE IS WORKING AS DESIGN
- 8.- YOU CAN DISPATCH CASE TO REGION IF NECESSARY

**** PHONE LOG 05/15/2008 08:12:17 AM UValencia
WRT CALLED MR ██████████. WRT LVM REQUESTING A CALLBACK, PROVIDED CASE# AND CONTACT INFORMATION

**** NOTES 05/15/2008 04:34:52 PM UValencia Action Type:Manager review

[!<For Internal Use Only***PLEASE CONTACT CST. AND FOLLOW UP AS NEED IT, DPSM IS AWARE OF CASE. PER DPSM VEHICLE IS OPERATING AS DESIGN. BUT IF CST DOES NOT AGREES WITH ANSWER. DISPATCH TO REGION*****>!]

**** PHONE LOG 05/22/2008 11:57:02 AM LSims
wtr called ██████████ and lvm requesting cb

**** PHONE LOG 05/27/2008 11:02:56 AM LSims

Mr ██████████ stated

- 1. returning the call
- 2. the regional manager said that there was nothing else they can do with the car
- 3. if it is on it will stay off - and if it is off when she gets in then it will stay off
- 4. it will stay that way until we turn the car off and back on again
- 5. this is the 3rd Sorento and they replaced the seat pad and it fixed it
- 6. this last time- they said that they fixed it and when we got into the car
- 7. and she sat down and the light came right back on
- 8. we backed up and showed the guys- and they agreed that yes it was on
- 9. but the rep says there is nothing that Kia can do??
- 10. so what if there is an accident and they dont work- do we sue Kia?
- 11. we can do the Lemon Law - we have been in 4 times for this problem

wtr stated:

- 1. than you for calling back
- 2. wtr does see that the DPSM has stated that the veh is working as designed
- 3. wtr will forward case to the region for handling
- 4. caller will be contacted in about 48-72 business hours

caller stated:

- 1. ok thank you
- 2. My other cell # is ██████████

**** NOTES 05/27/2008 12:46:04 PM LSims Action Type:Manager review
Wtr dispatching case to the region for customer contact and handling

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001 Zeiser Kia	

1. the veh is 07 with less than 3k miles
2. the veh has been in approx 4 times for the **PASS**enger side **AIR**bag light coming on when the wife is in the seat
3. per John Roper the re flash will not work for this veh and the veh is operating as designed
4. the veh is not part of the production time of the veh that the re flash will work on
5. the customer is threatening Lemon Law
6. the customer is not willing to accept that there is not a problem with the veh

**** PHONE LOG 05/28/2008 09:36:52 AM SBowyer
WTR S/W DPSM ROPER THIS DATE:

1. THE VEH IS OUT OF THE REQUIREMENT FOR THE TSB REFLASH
2. ADV PER DLR. SYSTEM WORKED FINE W/ DLR PERSONNEL
3. PER CUST. ONLY WHEN WIFE SITS IN SEAT DOES **OCS** DEACTIVATE
4. PER DPSM. TLINE MAY NEED TO BE INVOLVED, DLR HASN'T CALLED THEM YET
5. LET ME KNOW WHAT YOU PLAN TO DO

**** PHONE LOG 05/28/2008 10:03:03 AM SBowyer
WTR S/W SA NICOLE @ ZEISER KIA THIS DATE:

1. REQ'D SVC D**OCS** BE FAXED TO WTR
2. PER NICOLE. THIS IS CUST 3RD SORENTO FROM DLR. PER CUST EACH ONE HAD **OCS** ISSUES WHEN WIFE SAT IN SEAT
3. CUST GIVEN LOANER ON EACH VISIT IF WE KEPT VEH.
4. GAVE WTR FAX #

**** PHONE LOG 05/28/2008 10:23:27 AM SBowyer
WTR S/W GSM JOHN @ ZEISER KIA THIS DATE:

1. REQ'D SALES D**OCS** BE FAXED TO WTR
2. GAVE WTR FAX # & DIRECT PHONE #
3. PER JOHN. THOSE ARE @ OUR OFFSITE LOCATION. I WILL GET THEM FOR YOU

WTR TO CONTACT DLR NLT 5/30 IF NO D**OCS** RCVD BY COB 5/29

**** NOTES 05/29/2008 11:00:04 AM **AIR** by Action Type:Facsimile rec.
CRCA REC'D VIA FAX FROM ZEISER KIA THIS DATE WHICH INCLUDES:

1. BO. CONTACT. CUST CLAIM FORM. APP TILE AND ROS HISTORY PRINT OUT

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

**** PHONE LOG 05/29/2008 02:17:49 PM SBowyer
WTR S/W DPSM ROPER THIS DATE:

1. PER DPSM. I AM @ THIS DLR ON 6/6
2. PLS ARRANGE TO HAVE THE CUST THERE & I WOULD BE HAPPY TO INSPECT IT W/ THEM
3. WILL ADVISE CUST OF THIS. WILL INFORM DPSM SOON

**** PHONE LOG 05/30/2008 04:16:08 PM SBowyer
WTR LVM FOR MR. ██████████ THIS DATE:

1. REQ'D C/B TO DISCUSS CASE
2. GAVE WTR DIRECT #

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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>
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001 Zeiser Kia	

**** NOTES 05/30/2008 04:32:26 PM SBowyer Action Type:Meeting
WTR REVIEWED CASE W/ FTR THIS DATE

**** PHONE LOG 06/02/2008 04:33:08 PM SBowyer
WTR S/W SA NICOLE @ ZEISER KIA THIS DATE:
1. PER NICOLE, CUST REFUSED NON-KIA W/S ON RO 169351
2. VEH CAME BACK FOR INSTALL OF OEM W/S ON RO 169895
3. CUST ALWAYS GIVEN LOANER WHEN HERE
4. ADV DPSM REQ'D CUST BE AVAIL @ NEXT VISIT 6/6
5. NICOLE ADV. WILL HAVE SM JEFF CONTACT CUST TO RESCHEDULE FOR NEXT DAY & TO BE AVAIL FOR
DPSM VERIFICATION OF **OCS**

**** PHONE LOG 06/04/2008 07:39:07 AM SBowyer
MR. ██████████ LVM FOR WTR 6/2 @ 5:14 PM:
1. CALLED YOU LAST SATURDAY
2. I AM NOT HAPPY. CALL ME AFTER 4:30 PM @ MY HOME #

**** PHONE LOG 06/04/2008 04:52:51 PM SBowyer
WTR S/W MR. ██████████ THIS DATE:
1. PER CUST. WAS JUST IN FOR A SQUEAK. I HAVE THE CAR
2. ADV DPSM @ DLR 6/6. CAN CUST & WIFE MEET W/ DPSM?
3. PER CUST. I AM GOING ON VACATION TILL NEXT TUES. WON'T BE ABLE TO
4. WHATEVER IT TAKES TO GET IT FIXED. THIS IS OUR 3RD ONE. HAD ON 05 OR 06. THEN TWO MORE
INCLUDING THIS ONE
5. WE LOVE THE CAR. A SEAT BOTTOM FIXED THE FIRST ONE
6. WILL S/W DPSM TO SEE WHEN NEXT AVAIL VISIT IS & WILL C/B CUST
7. A/B'S ARE SRS. SEATBELTS ARE PRIMARY

WTR TO CONTACT DPSM ROPER NEEDS TO DISCUSS NEXT AVAIL VISIT TO ZEISER KIA

**** PHONE LOG 06 05 2008 09:00:16 AM SBowyer
WTR S/W DPSM ROPER THIS DATE:
1. PER DPSM. SPEAK W/ ME ON MONDAY. I CAN TELL YOU THEN WHEN MY NEXT VISIT IS TO ZEISER
2. WTR AGREED

WTR TO CONTACT DPSM ROPER NLT 6 9

**** PHONE LOG 06/09/2008 01:23:41 PM SBowyer
WTR LVM FOR DPSM ROPER THIS DATE:
1. REQ'D C/B TO DISCUSS CASE
2. GAVE WTR #

**** PHONE LOG 06 09 2008 04:16:25 PM SBowyer
DPSM ROPER CONTACTED WTR THIS DATE:
1. I AM SETUP TO MEET W/ THE CUST AT 4PM 6 13 @ THE DLR & W/ THE SVC MGR JEFF
2. WILL TALK TO YOU THEN OR SHORTLY AFTER

WTR TO FOLLOW UP W/ DPSM NLT 6 16

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001 Zeiser Kia	

**** PHONE LOG 06/09/2008 04:18:52 PM SBowyer
WTR S/W MR. ██████████ THIS DATE:
1. CONFIRMING APPT 6/13 @ DLR
2. PLS C/B WITH ANY QUESTIONS
3. GAVE WTR DIRECT #

WTR TO CONTACT CUST AFTER FOLLOW UP W/ DPSM 6/16

**** PHONE LOG 06/13/2008 03:13:56 PM SBowyer
DPSM ROPER CONTACTED WTR THIS DATE:
1. THE VEH TOOK THE REFLASH NOW
2. I HAD THE CUST WIFE SIT IN THE SEAT. & IT WORKED FINE
3. WE HAD OTHER PEOPLE SIT IN IT ALSO. WORKED FINE. CUST S/W ME FOR A LONG TIME
4. I GAVE THEM MY CARD. THEY ARE GOOD TO GO. NOTHING ELSE WE NEED TO DO

**** PHONE LOG 06/16/2008 11:15:47 AM SBowyer
SA NICOLE ADVISED WTR THIS DATE:
1. MR. ██████████ CALLED ME THIS MORNING. SAID HE S/W JOHN ROPER
2. THEY WENT AWAY THIS WEEKEND, & LIGHT STAYED ON FOR HIS WIFE AGAIN
3. JUST AS AN FYI

**** PHONE LOG 06/16/2008 11:20:49 AM SBowyer
WTR S/W DPSM ROPER THIS DATE:
1. DPSM S/W CUST THIS MORNING?
2. YES. CUST CALLED ME @ 7:30 THIS MORNING
3. SAYS PROBLEM IS THERE NOW W/ ANYBODY IN THE SEAT. & IS INTERMITTENT BUT HAPPENS W/ ANYONE
4. WE NEED TO LOOK INTO THIS MORE & SEE IF THERE IS ANOTHER PROBLEM

**** PHONE LOG 06/16/2008 01:15:24 PM SBowyer
WTR LVM FOR MR. ██████████ THIS DATE:
1. WTR AWARE OF CUST CONVO W/ DPSM
2. KMA LOOKING INTO NEXT COURSE OF ACTION
3. WILL CONTACT CUST ONCE THIS IS DETERMINED
4. GAVE WTR DIRECT #

**** PHONE LOG 06/16/2008 01:20:50 PM SBowyer
WTR LVM FOR SA NICOLE @ ZEISER KIA THIS DATE:
1. REQ'D LAST RO CREATED FOR CUST
2. GAVE WTR DIRECT # & FAX #

WTR TO CONTACT NICOLE NLT 6/18 IF NO D**OCS** RCVD BY THAT DATE

**** PHONE LOG 06/18/2008 04:10:12 PM SBowyer
WTR LVM FOR SA NICOLE @ ZEISER KIA THIS DATE:
1. REQ'D LAST RO CREATED FOR CUST
2. GAVE WTR DIRECT # & FAX #

WTR TO CONTACT NICOLE NLT 6/19 IF NO D**OCS** RCVD BY THAT DATE

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Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001	Zeiser Kia

**** PHONE LOG 06/19/2008 10:08:55 AM SBowyer
WTR S/W SA NICOLE @ ZEISER KIA THIS DATE:
1. NICOLE ADV NO RO CREATED ON LAST VISIT. DPSM ONLY WORKED W/ CUST
2. ACKNOWLEDGED NICOLE'S INFO

**** PHONE LOG 06/19/2008 10:10:03 AM SBowyer
WTR S/W DPSM ROPER THIS DATE:
1. PER DPSM. HE REQ TO MEET ONCE AGAIN W/ CUST
2. AN IDENTICAL VEH NEEDS TO BE COMPARED W/ ACTUAL CUST(S) THERE
3. WE HAVE AN IDEA ON A REPAIR AFTER THAT TEST
4. I AM ON VACATION FROM 6/27- 7/7. PLS LET ME KNOW WHEN THEY CAN MAKE IT IN

**** NOTES 06/19/2008 03:19:47 PM SBowyer Action Type:Meeting
WTR TO CONTACT CUST NLT 6/23 TO DISCUSS STATUS

**** PHONE LOG 06/23/2008 12:51:29 PM SBowyer
WTR LVM FOR MR. ██████████ THIS DATE:
1. REQ'D CUST C/B WTR TO DISCUSS CASE
2. GAVE WTR PHONE #

WTR TO CONTACT CUST NLT 6/24 IF NO C/B BY COB THIS DATE

**** PHONE LOG 06/23/2008 04:31:23 PM SBowyer
MR. RIZZUTO C/B WTR THIS DATE:
1. I S/W JOHN ROPER THIS MORNING: HADN'T HEARD FROM HIM IN A WEEK
2. HE SAID THAT HE WANTS TO CHANGE OUT THE ENTIRE SEAT FROM ANOTHER CAR
3. WHEN WILL THIS HAPPEN. JEFF @ THE DLR SAYS HE DOESN'T HAVE TIME TO GO OUT & FIND ONE
4. HE SAID NICOLE IS ON VACATION SO HE IS REALLY BUSY
5. ADV WILL CONTACT DPSM & ADV OF THIS UPDATE. WILL CONTACT CUST EITHER TODAY OR TOMORROW
6. CUST THANKED WRITER

WTR TO CONTACT DPSM ROPER NLT 6/24

**** PHONE LOG 06/24/2008 07:06:56 AM SBowyer
WTR LVM FOR DPSM ROPER THIS DATE:
1. ADV OF CUST UPDATE
2. PLS C/B WTR FOR MORE DETAILS

**** PHONE LOG 06/24/2008 09:57:10 AM SBowyer
WTR ATTEMPTED TO REACH MR. ██████████ THIS DATE: NO ANSWER. NO VM

**** PHONE LOG 06/24/2008 01:52:23 PM SBowyer
WTR LVM FOR MR. ██████████ THIS DATE:
1. REQ'D CUST C/B WTR TO DISCUSS CASE
2. GAVE WTR PHONE #

WTR TO CONTACT CUST NLT 6/25 IF NO C/B BY COB THIS DATE

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**** PHONE LOG 06/25/2008 07:00:04 AM SBowyer

MR. RIZZUTO C/B WTR 6/24:

1. WTR ADV CUST REP TO BE @ DLR 7/10 FOR NEXT AVAIL VISIT
2. CUST AGREED TO DATE. ADV WOULD NEED SOMETHING TO DRIVE
3. CUAT ADV NORMALLY DROPS VEH OFF BEFORE OPEN @ DLR. AROUND 5AM
4. ADV WILL CONTACT JEFF @ DLR TO DISCUSS RENTAL. WILL NEED TO S/W DPSM FOR THAT ALSO
5. WILL INFORM CUST ONCE DECISION MADE ON RENTAL. DON'T SEE THIS AS A PROBLEM

**** PHONE LOG 06/25/2008 08:48:32 AM SBowyer

WTR S/W SA NICOLE @ ZEISER KIA THIS DATE:

1. ADV CUST SCHEDULED FOR 7/10 TO BRING CAR IN: DPSM VISITING THAT DAY ALSO
2. CUST INQUIRING ABOUT RENTAL
3. NICOLE ADV. WE DO NOT GIVE AUTOMATIC RENTAL'S ANYMORE. ONLY THROUGH DPSM APPROVAL
4. I NEED TO S/W DPSM TODAY ANYWAYS. I WILL ASK HIM ABOUT IT
5. REQ'D NICOLE C/B WTR TO ADV IF APPROVED OR NOT FOR CUST UPDATE
6. NICOLE AGREED

**** NOTES 06/25/2008 08:57:41 AM SBowyer Action Type: Meeting

WTR TO CONTACT NICOLE NLT 6/27 IF NO C/B BY THAT DATE

**** PHONE LOG 06/25/2008 04:48:07 PM SBowyer

DPSM ROPER C/B WTR THIS DATE:

1. ONE THING TO ADD. ANYTIME AFTER NOON ON 7/10 I CAN BE AVAILABLE FOR THIS CUST
2. PLEASE LET THEM KNOW WE WANT THEM THERE FOR THIS
3. LET ME KNOW ANY FURTHER DETAILS

WTR TO CONTACT CUST NLT 6/26

**** PHONE LOG 06/26/2008 03:53:06 PM SBowyer

WTR EVAL FOR AIR ██████████ THIS DATE:

1. CALLING TO UPDATE ABOUT VISIT TO DLR W/ DPSM
2. C/B FOR DETAILS
3. GAVE WTR DIRECT #

WTR TO CONTACT CUST NLT 6/27 IF NO C/B BY COB THIS DATE

**** PHONE LOG 06/26/2008 04:26:42 PM SBowyer

CUST C/B WTR THIS DATE:

1. CALLING YOU BACK
2. ADV DPSM REQ TO MEET W/ CUST 7/10 ANY TIME AFTER 12NOON
3. CUST ADV. WILL TRY TO TAKE A 1/2 DAY THAT DAY. I WILL LET YOU KNOW TOMORROW

**** PHONE LOG 06/30/2008 06:50:26 AM SBowyer

WTR EVAL FOR CUST 6/27 @ ██████████ (CLARIFY SYSTEM SHUTDOWN DURING ENTRY)

1. CALLING RE: UPDATE FOR APPT W/ DPSM
2. PLS C/B
3. GAVE WTR DIRECT #

WTR TO CONTACT CUST NLT 7/3 IF NO C/B BY COB 6/30

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001	Zeiser Kia

**** NOTES 07/02/2008 07:22:57 AM SBowyer Action Type:Meeting
APPT SET FOR 7/10 W/ DPSM: WTR TO CONTACT DPSM NLT 7/11 IF NO CALL BY THAT DATE

**** NOTES 07/08/2008 11:36:09 AM JHirshfield Action Type:Manager review
TREAD REVIEW - JH

**** PHONE LOG 07/10/2008 02:14:16 PM SBowyer
WTR S/W DPSM ROPER THIS DATE:

1. ROPER ADV MET W/ CUST, CURRENTLY DLR DOESN'T HAVE EX SORENTO W/ SAME COLOR INTERIOR
2. CUST DID SIT IN AN LX SEAT IN A KNOWN GOOD VEH. EVERYTHING WORKED FINE
3. GAVE CUST OPTION TO EITHER ORDER SEAT. OR WAIT FOR DPSM DEMO TO COME IN WITHIN 2 WEEKS FOR EXCHANGE OF SEATS
4. CUST CHOSE TO WAIT FOR DEMO TO COME IN: DPSM IN CONTACT W/ SVC MGR TO FACILITATE

WTR TO CONTACT CUST NLT 7/14 FOR FOLLOW UP

**** PHONE LOG 07/14/2008 03:45:09 PM SBowyer
WTR S/W MR. ██████████ THIS DATE:

1. CONFIRMING CUST IS OK W/ WAITING FOR DPSM VEH TO COME IN FOR R&R OF **PASS** SEAT
2. CUST AGREED. KNOWS DPSM WILL HAVE SEAT ORDERED IF HIS CAR ISN'T THE RIGHT MATCHING SEAT PATTERN
3. ADV WTR WILL FOLLOW UP W/ DPSM ON WHEN THIS WILL BE TO ENSURE CUST IS CONTACTED
4. CUST THANKED WTR

WTR TO CONTACT DPSM NLT 7/21 FOR FOLLOW UP

**** PHONE LOG 07/21/2008 10:16:01 AM SBowyer
WTR LVM FOR DPSM ROPER THIS DATE:

1. REQ'D C/B
2. HAS DPSM RCVD DEMO FOR SEAT TRADEOUT
3. PLS C/B

WTR TO CONTACT DPSM NLT 7/22 IF NO C/B BY COB THIS DATE

**** PHONE LOG 07/21/2008 03:58:50 PM SBowyer
WTR S/W DPSM ROPER THIS DATE:

1. DPSM ADV MY DEMO IS NOT IN YET. WILL BE THIS WEEK
2. I WILL BE @ THE DLR FRI. I WILL SCHED TO GET THE CUST IN ONCE THE DEMO HAS ARRIVED

**** NOTES 07/22/2008 08:35:15 AM SBowyer Action Type:Meeting
WTR TO CONTACT DPSM NLT 7/25

**** PHONE LOG 07/25/2008 10:19:12 AM SBowyer
DPSM ROPER C/B WTR DIRECT THIS DATE:

1. I JUST PICKED UP MY NEW DEMO
2. I AM ON MY WAY TO ZEISER RIGHT NOW
3. THE CUST SHOULD BE IN A LOANER & SVC SHOULD HAVE THEIR CAR
4. I WILL LET YOU KNOW ONCE THE REPAIRS ARE DONE

**** PHONE LOG 07/25/2008 01:32:00 PM SBowyer
DPSM ROPER CONTACTED WTR DIRECT THIS DATE:

Kia Motors America
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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001 Zeiser Kia	

1. CUST DIDN'T SHOW UP LIKE WE HOPED
2. THEY WILL BE THERE ON TUES. WE ARE MEETING THEN

WTR TO CONTACT DPSM ROPER NLT 7/29 FOR UPDATE ON CASE

**** PHONE LOG 07/29/2008 03:44:20 PM SBowyer

WTR S/W DPSM ROPER THIS DATE:

1. DPSM ADV SEAT BOTTOM WAS REPLACED
2. HAVE HEARD NO COMPLAINTS FROM CUST- HE HAS MY CELL PHONE #
3. ADV WILL CONTACT CUST TOMORROW FOR FOLLOW UP

WTR TO CONTACT CUST NLT 7/30

**** PHONE LOG 07/30/2008 03:19:16 PM SBowyer

DPSM ROPER C/B WTR THIS DATE:

1. CUST CONTACTED DPSM DIRECT THIS MORNING & LVM
2. CUST UPSET NEW SEAT INSTALLED DOESN'T CONTAIN UNDERSEAT DRAWER
3. DLR HAS ORDERED A NEW SEAT W/ DRAWER TO BE INSTALLED--IT IS AN OVERNIGHT ORDER
4. WE ARE LOOKING INTO SIMPLY INSTALLING THE DRAWER PORTION & NOT THE ENTIRE SEAT
5. I HAVE ADV DLR TO DO WHATEVER IT TAKES TO KEEP CUST HAPPY . DLR MAY P/U CUST VEH FROM THEIR WORK & BRING RENTAL @ SAME TIME
6. EITHER WAY, WE ARE ON TOP OF IT, YOU CAN TELL HIM THAT WHEN YOU S/W HIM

**** PHONE LOG 07/30/2008 04:05:46 PM SBowyer

WTR S/W MR. ██████████ THIS DATE:

1. AWARE CUST CONTACTED DPSM THIS MORNING
2. DLR INSTRUCTED BY DPSM TO OVERNIGHT SEAT W/ DRAWER FOR INSTALL.
3. JEFF @ DLR WILL BE CONTACTING CUST TO ARRANGE TO HAVE VEH BROUGHT IN
4. CUST ADV DOESNT TRUST JEFF. HE NEVER CALLS BACK
5. ADV WILL S/W JEFF IN MORN TO CONFIRM IF PART ARRIVED
6. CUST ADV WE ARE LEAVING FRI FOR VACATION. COMING BACK WED. I WILL BE WORKING WED
7. ANY DAY AFTER WED IS FINE IF WE CAN'T DO IT TOMORROW
8. ADV WILL C/B CUST ONCE S/W DPSM & JEFF @ DLR TOMORROW MORNING
9. CUST REQ'D C/B @ CELL PHONE #

WTR TO CONTACT DLR & DPSM NLT MORN 7:31

**** PHONE LOG 07/31/2008 08:05:56 AM SBowyer

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

1. JEFF ADV NICOLE WORKING ON PARTS ORDER

WTR S/W SA NICOLE @ ZEISER KIA THIS DATE:

1. THE PART WE NEED IS ON BACKORDER
2. IT WON'T LET ME UPGRADE THE PART
3. I AM GOING TO CALL PARTS HOTLINE
4. I WILL CALL YOU BACK

**** PHONE LOG 07/31/2008 08:35:33 AM SBowyer

SA NICOLE @ ZEISER KIA C/B WTR THIS DATE:

1. JUST S/W PARTS HOTLINE- THEY ARE PICKING THE ORDER NOW
2. IT IS COMING FROM ATLANTA & IS BEING SHIPPED TODAY
3. I S/W ATLANTA PDC. THE GUY THERE IS GETTING HER MGR TO CHECK THE PART FOR ME

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001 Zeiser Kia	

4. I WANT TO MAKE SURE IT WILL WORK FIRST BEFORE HAVING IT DELIVERED
5. I WILL LET YOU KNOW

**** PHONE LOG 07/31/2008 09:11:21 AM SBowyer
SA NICOLE @ ZEISER KIA C/B WTR THIS DATE:

1. S/W KIRSTEN @ THE PDC
2. THEY ARE FEDEX'ING THE SEAT TO US TODAY
3. I CAN GET THE CUST CAR P/U TOMORROW IF HE WANTS TO
4. ADV CUST IS ON VACATION FROM TOMORROW TO NEXT WED, WILL BE AFTER THAT IF NOT TODAY
5. WILL UPDATE CUST

**** PHONE LOG 07/31/2008 09:13:28 AM SBowyer
WTR S/W MR. ██████████ THIS DATE:

1. SEAT BEING SHIPPED TODAY
2. JEFF @ DLR WILL BE CALLING CUST- WILL BE AFTER CUST VACATION NEXT WED
3. CUST THANKED WTR FOR UPDATE

**** PHONE LOG 08/07/2008 09:58:47 AM SBowyer
MR. ██████████ LVM FOR WTR 8/6:

1. I HAVE BEEN HOME ALL DAY, NO CALLS FROM THE DLR
2. PLS LET ME KNOW WHAT IS GOING ON

**** PHONE LOG 08/07/2008 09:59:10 AM SBowyer
WTR S/W DPSM ROPER THIS DATE:

1. CUST WAITING ON DLR CALL FOR PART INSTALL
2. DPSM ADV @ DLR TODAY, WILL MAKE SURE THEY GET THIS DONE
3. I WILL LET YOU KNOW

**** PHONE LOG 08/07/2008 10:08:44 AM SBowyer
DPSM ROPER LVM FOR WTR THIS DATE:

1. I SAW DLR, THEY ARE CALLING CUST TO ARRANGE FOR VEH TO COME IN TODAY
2. HE WILL HEAR FROM THEM TODAY

**** PHONE LOG 08/07/2008 10:10:02 AM SBowyer
WTR S/W MR. ██████████ THIS DATE:

1. DPSM @ DLR TODAY, HAVING DLR CALL CUST IMMEDIATELY
2. THEY WILL ARRANGE TO BRING VEH IN
3. CUST THANKED WTR

WTR TO CONTACT DLR NLT 8:30 TO CONFIRM REP. **AIRs** COMPLETE

**** PHONE LOG 08/08/2008 04:14:05 PM SBowyer
MR. ██████████ LVM FOR WTR THIS DATE:

1. I HAVEN'T HEARD FROM THE DLR
2. YOU TELL ME ONE THING, THEN I DON'T GET A CALL FROM THE DLR
3. GETTING FRUSTRATED, CALL ME BACK

**** PHONE LOG 08/08/2008 04:14:42 PM SBowyer
WTR S/W SA NICOLE @ MO001 THIS DATE:

1. ADV OF CUST VM
2. NICOLE ADV SA JEFF NO LONGER W/ COMPANY
3. I WILL CALL THE CUST NOW, WE WILL PICK THE CAR UP & DELIVER HIM A RENTAL CAR

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001	Zeiser Kia

**** PHONE LOG 08/11/2008 10:07:33 AM SBowyer
WTR S/W SA NICOLE @ ZEISER KIA THIS DATE:
1. Req'd update
2. Nicole adv lvm for cust 8/8 w/ no c/b
3. Will call cust cell phone, may lvm

WTR TO CONTACT DLR NLT 8/13 FOR FOLLOW UP

**** PHONE LOG 08/12/2008 02:52:35 PM SBowyer
WTR S/W SA NICOLE @ ZEISER KIA THIS DATE:
1. Adv wtr dlr picking up veh from cust work tomorrow morning
2. Veh will then be rep**AIR**ed & returned to cust

WTR TO CONTACT CUST NLT 8/15 FOR F/U

**** PHONE LOG 08/14/2008 07:06:42 AM SBowyer
CUST LVM FOR WTR 8/13 AFTER COB:
1. I got the car back after they corrected the seat drawer
2. There is a chip in one of my doors now, i am not very happy
3. I am unhappy @ how long it took to fix the seat issue. & now this
4. I would prefer not to use Zeiser kia for the rep**AIR**s. pls call me back @ home

WTR TO CONTACT CUST NLT 8/14 FOR UPDATE

**** PHONE LOG 08/14/2008 09:27:36 AM SBowyer
WTR S/W SA NICOLE @ ZEISER KIA THIS DATE:
1. Adv of cust vm- Req'd fax of most recent ro's
2. Nicole adv. if dlr caused paint chip, cust will have to come back
3. Will fax ro's to you soon

**** PHONE LOG 08/14/2008 03:28:59 PM SBowyer
WTR LVM FOR MR. ██████████ THIS DATE:
1. Req'd c b to discuss vm
2. gave wtr direct =

WTR TO CONTACT CUST NLT 8/15 IF NO C/B BY COB THIS DATE

**** PHONE LOG 08/15/2008 01:46:26 PM SBowyer
MR. RIZZUTO LVM FOR WTR REQ'ING C/B TO WIFE @ MAIN #

WTR S W MRS. ██████████ THIS DATE:
1. Cust req'd where to go to get paint chip fixed besides Zeiser kia
2. Adv this is not warranty, cust can go anywhere, is not a covered issue
3. Cust req'd wtr contact husb on sell to tell him this info

**** PHONE LOG 08/15/2008 01:47:39 PM SBowyer
WTR S/W MR. ██████████ THIS DATE:
1. Adv cust paint chip is not warranty issue
2. S/w Sa nicole regarding this, gave dlr option of calling cust to resolve this
3. Cust not happy w/ them. Jeff would never call cust back

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001	Zeiser Kia

4. Adv Jeff is no longer w/ the company, Nicole is cust contact
5. Cust adv will check in w/ Nicole on Mon if doesn't hear by then

**** PHONE LOG 08/15/2008 02:06:06 PM SBowyer
WTR S/W SA NICOLE @ ZEISER KIA THIS DATE:

1. Wtr adv cust dtr may call him
2. Nicole adv ok. will s/w Brad to determine what we will do.

**** NOTES 08/15/2008 03:35:32 PM SBowyer Action Type:Meeting
WTR TO CONTACT DLR NLT 8/18 IF NO **DOCS** RCVD BY COB THIS DATE

**** NOTES 08/15/2008 03:47:51 PM **AIR**by Action Type:Facsimile rec.
CRCA REC'D VIA FAX FROM ZEISER MOTORS KIA THIS DATE WHICH INCLUDES:
1. ROS

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

**** PHONE LOG 08/18/2008 08:31:17 AM SBowyer
WTR S/W SM BRAD (@ ZEISER KIA (SVC) THIS DATE:

1. Rcvd last ro. missing RO 171746
2. Brad adv would fax to wtr ASAP
3. gave wtr fax #

WTR TO CONTACT DLR NLT 8/19 IF NO **DOCS** RCVD BY THAT DATE

**** NOTES 08/18/2008 10:40:35 AM **AIR**by Action Type:Facsimile rec.
CRCA REC'D VIA FAX FROM ZEISER MOTORS THIS DATE WHICH INCLUDES:
1. RO # 171746

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

**** NOTES 08/18/2008 11:55:38 AM SBowyer Action Type:Meeting
WTR UPDATED RECAP & ADDED TO HARD FILE THIS DATE

**** NOTES 08/18/2008 11:55:53 AM SBowyer Action Type:Meeting
WTR TO CONTACT CUST NLT 8/22 FOR FOLLOW UP

**** PHONE LOG 08/19/2008 09:30:50 AM SBowyer
NICOLE (@ ZEISER KIA ADV WTR THIS DATE:
1. Cust is bring veh in tomorrow night. getting rental
2. Dlr body shop is to fix problem w/ door for him on Wed.

WTR THANKED NICOLE FOR UPDATE

**** PHONE LOG 08/22/2008 01:30:00 PM SBowyer
WTR S/W SA NICOLE (@ ZEISER KIA THIS DATE:
1. Nicole adv Mr ██████████ is picking up his car today
2. Wtr adv will follow up w/ cust later or tomorrow

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001 Zeiser Kia	

WTR S/W MAN (SON?) ██████████ THIS DATE:

1. Req'd to s/w Mr. Rizzuto
2. Was adv he is not home yet, will have him call you back
3. Adv cust has wtr's # for c/b

WTR TO CONTACT CUST NLT 8/25 IF NO C/B BY COB THIS DATE

**** PHONE LOG 08/25/2008 08:19:26 AM SBowyer

MRS. RIZZUTO LVM FOR WTR 8/23 @ 4:55PM:

1. today the p/s a/b light came on 2x while driving it
2. Also, the ESC lite came on & the ESC off button wouldn't turn it off
3. They did fix the paint chips, thank you for that
4. Call my husband on his cell when you get a chance.

**** PHONE LOG 08/25/2008 08:25:42 AM SBowyer

*** PHONE LOG 05/12/2009 02:34 PM Central Daylight Time MGallagher Action Type:Incoming call
PER VM FROM CUST LEN:

1. **AIR** BAG LIGHT GOING OFF AGAIN
2. DROPPING VEH OFF WED NIGHT FOR THUR (5/14) APPT
3. CYCLED KEY WHICH DOES NOT WORK ANYMORE
4. NOT P/U VEH UNTIL FIXED
5. LIGHT GOES ON & OFF ALL THE TIME WHILE DRIVING
6. REQ'D C/B @ MAIN #

WTR TO CONTACT CUST TO DISCUSS CASE

*** PHONE LOG 05/14/2009 11:34 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SA BRIAN @ MO001:

1. VEH WAS IN ON 5.13 FOR SC076 - **OCS** REPROGRAMMING
2. ANOTHER APPT IS SCHEDULED FOR 5.18
3. WTR WILL T U W CUST TO DETERMINE IF FURTHER ASSIST IS NEEDED

WTR LVM FOR CUST @ ██████████

1. RETURNING CUST'S CALL
2. REQ'D C/B TO DISCUSS CASE
3. PROVIDED C/B #

WTR TO CONTACT CUST IF C B NOT RCVD

*** PHONE LOG 05/19/2009 03:11 PM Central Daylight Time MGallagher Action Type:Incoming call
PER VM FROM CUST LEN:

1. HAS HISTORY OF **AIR** BAG LIGHT COMING ON
2. WOULD LIKE TO DISCUSS W/WTR
3. DLR R&R SEAT BOTTOM BUT DOESN'T SEEM TO HAVE RESOLVED ISSUE
4. EITHER SON OR WIFE RIDING IN SEAT THE LIGHT COMES ON

**Kia Motors America
Consumer AffAIRs Department**

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Last_name	First_name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1447238	28,707
Winfield, MO ██████████		Prod. Date: 11/16/06	Dealer: MO001	Zeiser Kia

*** PHONE LOG 05/19/2009 04:02 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST ██████████

1. RETURNING CUST'S CALL
2. APOLOGIZED FOR CURRENT SITUATION
3. CUST BROUGHT VEH TO DLR FOR SC TO BE PERFORMED
4. UPON LEAVING DLR CUST NOTICED **AIR** BAG LIGHT CAME BACK ON
5. LIGHT WAS SEEN BY TECH WHO SOP SEAT BOTTOM
6. CUST MADE ANOTHER APPT FOR 5/30 DUE TO GOING ON TRIP THIS WEEKEND
7. USED TO CYCLE KEY WHICH TURNED LIGHT OFF BUT THAT NO LONGER HAS DESIRED EFFECT
8. WTR TO CONTACT DLR & OBTAIN NEW INFO FROM LATEST VISITS
9. CUST CAN CONTACT WTR IF ADDTL QUESTIONS OR CONCERNS

WTR S/W DPSM ROPER:

1. PROVIDED UPDATE ON CASE
2. DPSM WILL CONTACT DLR TO FURTHER DISCUSS VEH CONCERN

*** PHONE LOG 05/21/2009 11:27 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SA BRIAN (at MO001):

1. SA ADVISED PER DPSM ROPER. PREVIOUS SEAT BOTTOM WILL NOT BE R&R AT THIS TIME
2. WTR REQ'D RECENT ROS BE FAXED - EVERYTHING AFTER 9/11/08
3. PROVIDED FAX #

WTR TO CONTACT DLR IF **DPCS** NOT RCVD

*** NOTES 05/21/2009 11:37 AM Central Daylight Time MGallagher Action Type:Facsimile rec.
CRCA RCVD FROM ZEISER KIA:

1. RO HISTORY

ADDED INFO TO HARD FILE...WTR TO UPDATE RECAP

*** NOTES 05/26/2009 09:56 AM Central Daylight Time MGallagher Action Type:Meeting
RECAP UPDATED & ADDED TO HARD FILE...WTR TO CONTACT CUST TO PROVIDE UPDATE

*** PHONE LOG 05/28/2009 07:51 AM US Mountain Standard Time RHall Action Type:Incoming call
Kevin from MO001

- 1 Janet Rizzuto keeps complaining the **PASS**enger side **AIR**bag light staying on
- 2 Dlr believes that it is the way she is sitting in the seat
- 3 We Did reprogramming on **AIR**bag light, we have worked with Kia techline and DPSM John Roper
- 4 This is out of our hands- we dont know what else to do
- 5 John Roper told me to call Kia because they have paid for two car payments?

wrt stated

- 1 apologized
- 2 the person you need to work with on this case is Matt Gallagher- gave ph# and ext 115
- 3 he is the FCM in the Regional office and would be able to better assist you with this case

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Consumer Affairs Department**

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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>
[REDACTED]	[REDACTED]	KNDJC736775 [REDACTED]	K1447238	28,707
Winfield, MO [REDACTED]		Prod. Date: 11/16/06	Dealer: MO001	Zeiser Kia

*** PHONE LOG 05/28/2009 01:26 PM Central Daylight Time MGallagher Action Type:Incoming call

WTR S/W SA KEVIN @ MO001:

1. SA PROVIDE INFO AS PER ABOVE CONVO
2. DPSM ROPER ADVISED FOR NEW SEAT BOTTOM TO NOT BE INSTALLED AS THERE IS NO ISSUE W/VEH
3. NO CODES WERE FOUND DURING DIAGNOSIS
4. DEPENDS ON HOW CUST IS SITTING IN SEAT WHEN **OCS** LIGHT TURNS ON
5. SA TO CONTACT CUST AS WILL WTR TO PROVIDE INFO

*** PHONE LOG 05/29/2009 03:06 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W CUST [REDACTED]

1. CUST WAS TOLD BY DLR THAT NO PROBLEM EXISTED DURING LAST VISIT
2. **OCS** LIGHT STILL GOES ON FROM TIME TO TIME WHEN WIFE OR SON IS IN P/S SEAT
3. WTR ADVISED ONLY TIMES WHEN CONCERNS ARE VERIFIED WILL DLR PERFORM REPAIRS
4. IF RED **AIR** BAG LIGHT NO ON THEN NO CODES IN SYSTEM WHICH MEANS VEH OTS
5. CUST ALSO PROVIDED CONCERN OF CD PLAYER INOP & STATING PLAYER PROVIDING "ERROR" MSG
6. CONCERN WAS ADVISED TO DLR BUT CD PLAYER OPERATED FINE DURING VISIT
7. WTR SUGGESTED IF CD NOT BEING READ CORRECTLY. CUST CAN TRY CLEANING 1ST BEFORE PUTTING BACK INTO PLAYER
8. CUST WILL FOLLOW SUGGESTION NEXT TIME CONCERN RETURNS
9. AS NO OTHER CONCERNS TO DISCUSS CUST DOES NOT NEED ANYTHING FURTHER

CASE CLOSED AS NO FURTHER ASSIST NEEDED BY CRCA AT THIS TIME

*** CASE CLOSE 05/29/2009 03:07 PM Central Daylight Time MGallagher

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Consumer Affairs Department

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736275 [REDACTED]	K1371884	3,100
Lake City, MI [REDACTED]		Prod. Date: 11/9/06	Dealer: MI019 Williams Kia	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 10/16/2007 08:14 AM US Mountain Standard Time LColema
Cust States:

1. Dlr stated to call you & file a claim about the **PASS**enger side **AIR** bag light not going out when wife is in seat.
2. Have read **AIR** bag section in OM.
3. Wife is sitting properly in the seat.
4. Light does not come on all the time but stayed on during trip from MN to MI.
5. Dlr checked **AIR** bag system & provided RO stating light went out when tech was sitting in seat.
6. Stated **AIR** bag system working as designed for the tech, maybe **PASS**enger is below weight limits.
7. Wife weighs approx 130 lbs.
8. Want to make sure Kia is aware of this problem.
9. Will be very upset if we have an accident & wife's **AIR** bag does not deploy.

Writer stated:

1. Updated, no recalls
2. Apologized.
3. Has cust read **AIR** bag section in OM?
4. Dlr is not able to make rep**AIR**s if not able to duplicate concern.
5. But writer will document cust complaint.
6. Writer will call dlr, Kia rep & escalate file to region.
7. Cust will receive call back from someone in region within 48 to 72 hours.
8. Provided file number & writer's ext.

Writer called Williams Kia MI019, spoke with Tony srv mgr & stated:

1. Adv of veh.

Srv mgr stated:

1. Was not involved with this one.
2. Josh is srv writer

Josh states:

1. Veh was here this morning.
2. When I sat in seat, light went out.
3. When wife, who is on the light side, seats in sit, light does not always go out.
4. Provided cust your number.

Writer called DPSM TMoore, left VM message stating:

1. Adv of veh & **AIR** bag light concern.
2. Adv of dlr information.
3. Writer dispatching file to region.
4. Will send copy to DPSM.

Writer called Williams Kia MI019

*** EMAIL OUT - LColema Action Type: External email
Send to: [TMoore@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

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736275 ██████████	K1371884	3,100
Lake City, MI ██████████		Prod. Date: 11/9/06	Dealer: MI019 Williams Kia	

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_K1371884_LColema_10-16-2007091044.doc>>

*** NOTES 10/16/2007 08:17 AM US Mountain Standard Time LCoema Action Type:Manager review
Writer dispatching file to region:

1. 2007 Sorento with **PASS**enger **AIR** bag light concern.

*** RETURN 10/16/2007 04:16 PM Pacific Daylight Time MWilliams
NOT SURE WHY THIS IS BEING DISPATCHED TO THE REGION... PLEASE ADVISE

*** NOTES 10/17/2007 06:40 AM US Mountain Standard Time LCoema Action Type:Manager review
File rejected by region.

Writer received email from DPSM stating:

1. If **AIR** bag system is operating as designed then not much else we can do.
2. We can adv cust about how the system works & how to sit in the seat.

Writer called cust. left message with Mrs. Robbins requesting call back from Mr. Robbins.

*** PHONE LOG 10/17/2007 07:52 AM US Mountain Standard Time LCoema Action Type:Incoming call
Cust states:

1. Returning writer's call.

Writer states:

1. Adv file has been sent back.
2. If **AIR** bag system is working as designed, then would be nothing more Kia could do.

Cust States:

1. **AIR** bag light does not go out most of the time wife is in seat.

Writer states:

1. Adv cust to schedule appt with dlr.
2. Writer will work with dlr to ensure all Kia's resources are being utilized to rep**AIR** veh including calling technical assistance.
3. Adv cust to call writer back with appt. date.
4. Provided file number & contact info.

*** CASE CLOSE 10 17 2007 07:58 AM US Mountain Standard Time LCoema

*** NOTES 01 15 2008 05:33 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 LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1378704	3,000
Latta, SC ██████████		Prod. Date: 12/13/06	Dealer: SC024 Kia of Florence	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 11/05/2007 06:32 AM US Mountain Standard Time ERuiz
CALLER STATED

1. I HAVE A **PASSENGER'S SIDE AIR** BAG THAT WORKS WHEN IT WANTS YOU.
2. THE DEALER HAD REPLACED THE SEAT.
3. AND THE LIGHT IS STILL ON.
4. I HAVE DEALT W/ CRYSTAL BROWN IN SVC.
5. SHE SAID THAT IF I WOULDNT MIND TO GIVE YOU A CALL
6. THEY ARE TRYING TO GET THE KIA GUY TO COME AND LOOK AT THE VEHICLE.
7. APPARENTLY, THEY CAN'T GET THEM IN TO COME AND LOOK AT MY CAR.
8. IF I DON'T GET THIS FIX I AM GOING TO SEEK LEGAL ACTION.
9. I ALSO WANT TO KNOW WHY WE GOT A 9.9% INTERESTS RATE.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO.
3. WRT WILL FORWARD THEIR REQUESTS TO GET THE FTR TO LOOK AT HER VEHICLE.
4. WRT WILL TRY TO GET A DATE AND TIME OF THE APPOINTMENT.
5. THE DEALER WILL BE ON THE BEST POSITION TO ANSWER ANY QUESTIONS ABOUT THE VEHICLE'S FINANCE .
7. CUSTOMER THANKED WRT FOR THE ASSISTANCE

*** PHONE LOG 11/05/2007 01:00 PM US Mountain Standard Time FRuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED CRYSTAL IN SVC
2. WRT EXPLAINED THE REASON OF THE CALL.
3. SHE STATED:
 - a) WE HAVE A TECH LINE TICKET OPEN.
 - b) WE'RE WAITING TO GET MORE INFO ABOUT THE FTR.
4. WRT ASKED CRYSTAL IF ANYONE HAD CONTACTED CLYDE FOR MORE INFO.
5. CRYSTAL STATED:
 - a) NO. WE HAVEN'T CONTACT CLYDE.
 - b) I CAN CALL HIM TOMORROW MORNING.
6. YES. PLEASE.
7. THANKED CRYSTAL FOR THE INFO.

*** PHONE LOG 11/05/2007 01:01 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED DPSM. CLYDE TEASLEY.
2. CUSTOMER WAS NOT AVAILABLE.
3. CLYDE LEFT A MESSAGE.
4. WRT LEFT A MESSAGE REQUESTING FTR INFO.
5. WRT EXT 45605.

*** EMAIL OUT *** ERuiz Action Type:External email
Send to:[fcteachley@kiausa.com]

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

Kia Motors America
Consumer Affairs Department

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1378704	3,000
Latta, SC ██████████		Prod. Date: 12/13/06	Dealer: SC024	Kia of Florence

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*** PHONE LOG 11/06/2007 11:22 AM US Mountain Standard Time ERuiz Action Type:Incoming call
WRITER STATED

1. WRT RECEIVED A V/M MESSAGE FROM DPSM. CLYDE TEASLEY AT 9:36 AM TUE.
2. CLYDE STATED:
 - a) I AM CALLING ABOUT THE VEHICLE AT SC024.
 - b) I ALREADY SPOKE TO THE DEALER.
 - c) I TOLD THEM WHAT THEY NEED TO DO SO THEY CAN PUT A REQUEST FOR AN FTR.
 - d) THANK YOU

*** PHONE LOG 11/06/2007 11:22 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED MR ██████████
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT A V/M MESSAGE.
4. WRT ADVISED TO CALL BACK AT EXT 45605.

*** PHONE LOG 11/07/2007 01:52 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED MR ██████████ AGAIN.
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT ANOTHER MESSAGE.

*** PHONE LOG 11/08/2007 02:08 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED MR ██████████
2. CUSTOMER WAS NOT AVAILABLE.

*** CASE CLOSE 11/08/2007 02:22 PM US Mountain Standard Time ERuiz
WRT SENT A CALL ME LETTER.

*** NOTES 01/10/2008 08:37 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** CASE CLOSE 01/10/2008 08:40 AM Pacific Daylight Time ELau

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	kndjd736875 ██████████	K1451357	14,739
Fuquay Vista, NC	██████████	Prod. Date: 8/23/06	Dealer: NC032	Auto Park Kia

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 05/27/2008 07:49 AM US Mountain Standard Time KJohnson Action Type:Incoming call

Customer stated:

- 1 - I don't have the VIN, but I have an appointment tomorrow at Auto Park Kia, nc032, tomorrow at 9:30
- 2 - The passenger seat **AIR**bag system doesn't work
- 3 - The internet shows a lot of problems with this
- 4 - The dlr says they don't have anything from Kia on this
- 5 - They have something for the acceleration, which we've had problems with

Writer stated:

- 1 - Apologized
- 2 - Updated
- 3 - There certainly diagnostics and rep**AIR**s that can be done for the **OCS**
- 4 - Writer will follow up to be sure all of Kia's resources are involved in this rep**AIR**
- 5 - Provided case no.

Customer stated:

- 1 - Thank you.

*** PHONE LOG 05/28/2008 06:07 AM US Mountain Standard Time JSinclair **AIR** Action Type:Incoming call

Customer states:

1. I spoke to Karen yesterday
2. She faxed the dealership a paper showing them the software update
3. I want this update on my vehicle
4. The dealership is stating they are not aware of the update
5. The Internet is full of these complaints
6. She told me there was a software update!

Wtr states:

1. Apologized
2. Updated info
3. Advs customer update depends on problem found
4. Advs wtr will need to speak to dealership

Wtr placed customer on hold called Auto Park Kia spoke to Clint SM who states:

1. We can not verify the concern with this vehicle
2. If you sit correctly in the seat the light will go off

Thanked and call ended

Wtr took customer off hold

Wtr states:

1. As of now the dealership has been unable to duplicate issue
2. They must be able to duplicate the issue before a rep**AIR** can be made

Customer states:

1. Kia needs to admit to this
2. I want the software update

Wtr states:

1. Karen will need to follow up with diagnoses and possibly contact the DPSM
2. Wtr will document our conversation

Customer thanked and call ended

*** PHONE LOG 05/28/2008 12:56 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and SVCM Clint stated:

- 1 - Provided VIN and mileage

**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██████████	K1451357	14,739
Fuquay Vista, NC ██████████		Prod. Date: 8/23/06	Dealer: NC032 Auto Park Kia	

2 - Customer complained of surging; performed reflash per TSB

3 - Customer complained of **OCS**; unable to duplicate

*** PHONE LOG 05/28/2008 12:58 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and left VM requesting CB

*** PHONE LOG 05/28/2008 02:28 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Customer called and stated:
1 - Happens about every time we go out
2 - If I turn veh off, then on, it corrects itself
3 - I just want it because it is safety
4 - But I know the seatbelts are our primary safety restraint
5 - My wife weighs about 150 pounds and works M - F until about 2:30 and we are 30 miles away from dlr

Writer stated:

- 1 - Sorry unable to duplicate complaint and do rep**AIR** today
- 2 - Will call DPSM and discuss next step
- 3 - Will CB

Customer stated:

- 1 - Thank you

*** NOTES WITH COMMITMENT 06/09/2008 11:05 AM US Mountain Standard Time KJohnson Action Type:Manager review
Paul Stapleton new DPSM, available 6/16

CASE CLOSE 06/09/2008 11:06 AM US Mountain Standard Time KJohnson

*** PHONE LOG 06/13/2008 12:20 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Paul Stapleton and left VM stating:

- 1 - Dlr adamant that nothing can be done w/ 07 Sorentos **OCS**
- 2 - Please CB to discuss

*** EMAIL OUT KJohnson Action Type:External email
Send to:[PStapleton@kiausa.com]

Karen @ 46041

KJohnson@kiaconsumeraff**AIR**s.com

07 Sorento **OCS**
Please CB to discuss

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

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	kndjd736875 [REDACTED]	K1451357	14,739
Fuquay Vista, NC	[REDACTED]	Prod. Date: 8/23/06	Dealer: NC032	Auto Park Kia

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*** PHONE LOG 06/25/2008 10:16 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Paul Stapleton and left VM stating:

1 - Please CB (i. 46041 to discuss what can be done re: 2007 Sorento **OCS**

*** PHONE LOG 06/26/2008 01:16 PM US Mountain Standard Time KJohnson Action Type:Incoming call
DPSM stated:

- 1 - Dlr has not received tool to re-flash Sorento
- 2 - Will check revised list and CB tomorrow
- 3 - If/when dlr has tool, can reflash w/out duplicating
- 4 - Will CB tomorrow

*** NOTES 06/27/2008 10:34 AM Eastern Daylight Time StapletonP Action Type:Manager review

[!<For Internal Use Only

Going to dealer on thursday of next week. Please contact the customer to have them show so I can reflash the vehicle schedule the appointment for 10:30 am.>!]

*** PHONE LOG 07/01/2008 09:41 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Paul who stated:

1 - See casenote in file

*** NOTES WITH COMMITMENT 07/01/2008 09:41 AM US Mountain Standard Time KJohnson Action Type:Manager review

*** CASE CLOSE 07/01/2008 09:42 AM US Mountain Standard Time KJohnson

*** EMAIL OUF1 StapletonP Action Type:External email Send to:[pstapleton@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.

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*** CASE CLOSE 07/07/2008 04:43 PM Pacific Daylight Time H Lau
Tread Review Completed

*** PHONE LOG 07/09/2008 04:28 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	kndjd736875██████████	K1451357	14,739
Fuquay Vista, NC ██████████		Prod. Date: 8/23/06	Dealer: NC032 Auto Park Kia	

Called customer, who stated:

- 1 - They did program download last Thursday
- 2 - **OCS** is better, but did act up yesterday once
- 3 - I turned the veh off, my wife got out, got back on, and when I turned the veh on **OCS** worked

Writer stated:

- 1 - If this continues to be an issue, make appt w/ dlr and then call this office w/ appt time so we can be involved
- 2 - Apologize for inconvenience

Customer stated:

- 1 - Thank you.

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1510375	51,196
Tonto Basin, AZ ██████████		Prod. Date: 8/17/06	Dealer: AZ026 Peoria Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 10/13/2008 12:35 PM US Mountain Standard Time RBriones

Ms ██████████ stated:

1. Bought two Sorentos the same night.
2. They were same vehicles, same color.
3. Mine has had a shuddering in the vehicle.
4. Sometimes at 30 /40 /or 50 miles per hour this shuddering problem occurs.
5. Have had vehicle back in at the dealer four times for that problem.
6. Also, just had the vehicle over at the dealer and they called and told me that brakes were shot.
7. Told me it was because I was riding them.
8. Also told me if I paid for pads they would through the rotors in.
9. Got to dealer and the tech told me I had a month to six months left on my pads.
10. Finally got apology out of svc mgr for telling me I ride my brakes.
11. Had a blow speak that svc dept would not cover.
12. My mother and I both paid extra for extended warranties on our cars, but they don't cover anything.
13. How do I get refunded for that?
14. Also, my mother got a Key in the mail from dealer.
15. Told her to come down to dealer to try and start a car.
16. She got there and the salesman wouldn't even let her try.
17. Told her it was a scam and they were just trying to sell her something.
18. **PASS**enger **AIR** bag light won't go off either, but dealer tells us it is because the **PASS**engers but is too big.
19. That their but doesn't fit in that small donut sensor.

Writer Stated:

1. Apologized for prob.
2. Will document's customer complaint.
3. If pads had only a few months left on them, would imagine any mech would recommend they be replaced.
4. Can not advised on refund for ext warranty.
5. Customer would have to contact ext warranty company.
6. If customer is having ongoing problem with shudder, can call us here while veh is at dealer.
7. We can involve other Kia resources with dealer.
8. If dealer can't duplicate problem, no rep**AIR**s we could make.
9. Adv customer can go on test drive with svc tech or svc mgr to try and duplicate.

*** CASE CLOSE 10/13/2008 12:36 PM US Mountain Standard Time RBriones
closed pending cust call back.

*** CASE CLOSE 01/05/2009 03:35 PM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

*** NOTES 01/13/2009 06:46 PM US Mountain Standard Time JHirschfield Action Type:Manager review
nots fro dup case K1511895

*** PHONE LOG 10/16/2008 11:01 AM US Mountain Standard Time SLamp Action Type:Incoming call

[!-For Internal Use Only
CLOSED PENDING CUST CALL BACK>!]]

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Last_name	First_name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1510375	51,196
Tonto Basin, AZ ██████████		Prod. Date: 8/17/06	Dealer: AZ026 Peoria Kia	

*** PHONE LOG 10/16/2008 11:01 AM US Mountain Standard Time SLamp

CUST STATED

- 1 THE REAR SEATBELTS SOMETIMES WORK RIGHT AND SOMETIMES DON'T
- 2 I HAVE A RADIO SPEAKER THAT'S BLOWN
- 3 WHAT'S COVERED UNDER WARRANTY?
- 4 I REALLY DON'T LIKE THE ATTITUDE OF THE GUY AT PEORIA KIA (AZ026)

WRITER ADVISED

- 1 APOLOGIZED
- 2 YOU HAVE THE BALANCE OF YOUR 10/100 PTW AND YOUR 5/60 LBW
- 3 THE RADIO WARRANTY IS 3/36. BUT THE SPEAKER IS COVERED FOR 5/60 UNLESS IT WAS BLOWN BY ABUSE
- 4 THE SEAT BELTS WOULD BE COVERED FOR MANUFACTURER'S DEFECTS FOR 5/60
- 5 IF YOU'RE NOT HAPPY WITH YOUR DLR. THERE ARE SEVERAL OTHERS YOU CAN GO TO IN YOUR AREA
- 6 PROVIDED ALTERNATE DLR INFO
- 7 WHEN YOU DECIDE WHERE YOU'RE GOING TO TAKE THE KIA AND HAVE AN APPT SET. CALL ME AND I'LL FOLLOW UP WITH THE DLR
- 8 PROVIDED EXT AND CASE #

WRITER STATED

- 1 OK. THANKS
- 2 I'LL BE IN TOUCH

*** CASE CLOSE 10/16/2008 11:01 AM US Mountain Standard Time SLamp

CASE CLOSE 01/13/2009 06:47 PM US Mountain Standard Time JHishfield
Tread dup cases review--JH

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736575 [REDACTED]	K1590931	21,302
Tucson, AZ [REDACTED]		Prod. Date: 9/26/06	Dealer: AZ001	Royal Kia

Case History

Complaint **RePAIR Assistance**

*** PHONE LOG 05/21/2009 09:19 AM US Mountain Standard Time RBriones

Ms [REDACTED] stated:

1. My son is 60 pounds.
2. Before the light would come on sporadically while he was in the front seat.
3. Took vehicle to have the recall done.
4. Now the light goes off when he is in the seat.
5. Took vehicle back into svc dept after they finished recall.
6. Svc dept said there was nothing more they could do.

Writer Stated:

1. Apologized for prob.
2. Can check on this with svc mgr and DPSM.
3. Will see if there is any further assistance we can provide.
4. Can call customer back in a day or two.

*** PHONE LOG 05/27/2009 10:06 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called AZ001 and Craig in svc stated:

1. Had completed recall on customer **PASS**enger seat **AIR** bag.
2. Customer had put son in booster seat in front seat.
3. The light was off.
4. She had me come out and look at it and sure enough it was off.
5. Did not mention to her that son should not be in front seat. but was argumentative with her.
6. Figured I would let you guys tell her that.
7. She was concerned that sensor went off with her son in the seat. (weight limit).

Writer Stated:

1. Thanks for the info.
2. Tom Steinwinter will be here tomorrow.
3. Will speak with him about it then.

*** PHONE LOG 05/28/2009 01:28 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM. and Tom Steinwinter stated:

1. Yes, I did talk to svc dept about this vehicle.
2. The issue was probably the booster seat.
3. Shape of the bottom probably concentrated pressure on the sensor.
4. So sixty pounds was enough to cause light to go off.
5. Child should not be put in the front seat in a booster.
6. Needs to be in rear seat (facing forward is okay in the back seat).

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 05/28/2009 03:27 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and stated:

1. Left mssg on customer's answering machine.
2. Gave 800 number and ext number.
3. Adv customer do have more information on customer vehicle.

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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>
██████████	██████████	KNDJD736575 ██████████	K1590931	21,302
Tucson, AZ ██████████		Prod. Date: 9/26/06	Dealer: AZ001	Royal Kia

4. Customer can call back for more information.

*** CASE CLOSE 05/28/2009 03:58 PM US Mountain Standard Time RBriones closed pending cust call back.

*** PHONE LOG 06/04/2009 08:38 AM US Mountain Standard Time RBriones Action Type:Incoming call
Ms ██████████ left vm stating:

1. Just returning your call.
2. You can reach me at ██████████

*** PHONE LOG 06/05/2009 11:19 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called Ms ██████████ and left vm stating:

1. Adv customer have reviewed concerns with svc dept and DPSM.
2. Concentrated pressure from booster seat most likley cause light to go off.
3. Kia does not recommend putting children in booster seats or child seats in front **PASS**enger seat.
4. They can be severely injured if **AIR** bag does deploy.
5. Adv customer to call back for any further information.

*** CASE CLOSE 06/05/2009 11:20 AM US Mountain Standard Time RBriones concerns noted.

*** PHONE LOG 06/08/2009 09:11 AM US Mountain Standard Time RBriones Action Type:Incoming call
Ms Rodriguez stated:

1. Did get your vm.
2. Still have some questions.
3. Please call me back at work.

*** PHONE LOG 06/09/2009 08:19 AM US Mountain Standard Time SJeon Action Type:Incoming call
Ms Rodriguez stated:

1. I am calling for status

writer stated:

1. warm transferred customer to Richard/FCM

*** PHONE LOG 06/09/2009 08:31 AM US Mountain Standard Time RBriones Action Type:Incoming call
Ms Rodriguez stated:

1. Returning your call.
2. I bought the vehicle because I like the feature.
3. My son was in the front seat without a booster seat.
4. He weighs 60 pounds and the **PASS**enger **AIR** bag light was off.
5. Showed the svc dept.

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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>
██████████	Diana	KNDJD736575 ██████████	K1590931	21,302
Tucson, AZ ██████████		Prod. Date: 9/26/06	Dealer: AZ001	Royal Kia

8. However, I never got a call back.

Writer Stated:

1. Apologized for prob.
2. Kia never recommends having children in that front seat.
3. If **AIR** bag ever deploys there, it could seriously injure or kill children.
4. They should be sitting in rear of vehicle.
5. Can follow up with svc dept and DPSM.
6. Will see when DPSM will next be at the dealer.
7. Can call customer back in a couple of days.

*** PHONE LOG 06/10/2009 09:05 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called DPSM and stated:

1. Advised customer wants to have you look at the vehicle.
2. Checking to see when you would be at dealer next.
3. Re-reviewed customer concerns with DPSM.

DPSM Tom Steinwinter stated:

1. Will probably be next month before I am there again.
2. Customer should not be putting children in front seat.
3. Children are best protected secured properly in the back.
4. I will be glad to look at customer vehicle.
5. Tell Tom to give customer a call once I let him know my sched.
6. He can then call customer and get her in.

Writer Stated:

1. Thanks for the help.

*** PHONE LOG 06/10/2009 09:07 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called AZ001 and stated:

1. Advised Tom of conversation with DPSM.

Tom in svc stated:

1. No problem.
2. Can give customer a call when Tom Steinwinter is here next.

Writer Stated:

1. Thanks for the help.

*** PHONE LOG 06/10/2009 09:10 AM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and stated:

1. Advised customer had spoke with DPSM and svc mgr.
2. Dealer will be letter customer know when to bring vehicle in.
3. They will call customer to make appt with DPSM once he has a date set.

Ms ██████████ stated:

1. Thanks for the info.

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1590931	21,302
Tucson, AZ ██████████		Prod. Date: 9/26/06	Dealer: AZ001	Royal Kia

*** CASE CLOSE 06/10/2009 09:11 AM US Mountain Standard Time RBriones
closed pending cust call back.

*** CASE CLOSE 07/06/2009 12:50 PM Pacific Daylight Time ThomasT
Time Report Completed

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735085 ██████████	K1493487	1,620
Tampa, FL ██████████		Prod. Date: 8/16/07	Dealer: FL010 Century Kia	

Case History

Complaint *RenAIR Assistance*

*** PHONE LOG 08/29/2008 02:17 PM US Mountain Standard Time TShamburger
customer Antonio called ---

1. want you to know the dlr said the *PASS*engerside *AIR*bag light does not go off for my wife and daughter.
- 2 the dlr test the veh out and said its working as normal.
- 3 we have the car now.
wrt states
1 im sorry.
- 2 wrt exp how the design works for the *OCS* system.
- 2 next time you take veh into dlr take your wife and daughter and have them sit in the seat with Svc mgr.
- 4 if the light goes off it works.
- 5 sometimes if the individual is too light in weight and small in stature the system thinks its a child and will not let the light go off.
- 6 its better for that person to sit in the back.
cust states
1 ok. will call you next time we take veh to dlr.
2 just dont feel its right you have to sit perfectly right. we read the manual on how to sit.
call ended.

*** CASE CLOSE 08/29/2008 02:17 PM US Mountain Standard Time TShamburger

*** CASE CLOSE 10/09/2008 10:00 AM US Mountain Standard Time JHirshfield
Tread *AIR*bag review --JH

**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>
██████████	██████████	KNDJD736875 ██████████	K1612293	18,000
Spring, TX ██████████		Prod. Date: 11/3/06	Dealer: TX022	DeMontrond Kia

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 07/08/2009 07:10 AM US Mountain Standard Time JSincl**AIR** Action Type: Incoming call

Customer states:

1. I took my vehicle to DeMontrond Kia to have the recalls completed
2. They did the one for the **AIR** bag but the one for the stop lamp switch they did not do because they did not have the parts
3. I have always had a problem with the **AIR** bag light and they told me this would resolve that issue
4. But the lights is always on even when I am sitting in the **PASS**enger seat
5. I have not had a chance to take it back

Wtr states:

1. Apologized
2. Updated info
3. Advs customer will need to get vehicle back to Kia dealership
4. At that time please call wtr and wtr will follow up with dealership and get involved in rep**AIR**

Wtr gave name, ext and case#

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
██████████	██████████	KNDJD736175 ██████████	K1333744	2,000
Georgetown, TX ██████████		Prod. Date: 7/7/06	Dealer: TX021 Dennis Eakin Kia	

Case History

Complaint Dealer

*** PHONE LOG 07/13/2007 08:10 AM US Mountain Standard Time RChacon

*** PHONE LOG 07/13/2007 08:21 AM US Mountain Standard Time RChacon Action Type: Incoming call

Customer stated:

1. I am calling to complain about 2 dealers
2. We went down to purchase a veh at Hewlett kia
3. We dealt with a Tom there
4. We understand veh's are sold more then an invoice price
5. Tom told me that they sell veh for \$300.00 over invoice
6. When I asked about invoice price, they gave me the run around
7. I did not appreciate this, so I just went to another dealership Dennis Eakin Kia
8. There sales were excellent, gave me all info I needed, and I did purchase veh
9. Do want to say you all make a hell of a car, and love it
10. I had a minor prob with the **AIR** bag light coming on
11. I took to Dennis Eakin Kia to have it looked at
12. The replaced the seat bottom on veh, but there was still a prob
13. The were going to be getting in touch with the factory for a resolution, and call me when they had I
14. I am confident that this will be resolved
15. The prob I have with this dealer is with the svc mgr
16. He will not smile, look at you in the eye, and gets defensive when asked questions
17. So I don't know if he has personal prob's or what, but it does hurt your company
18. I like your veh, and want you company to succeed
19. What may hold you back are your dealerships

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 PLW's
4. All dealers are independently owned, and operated
5. Kia does care and monitor the way the dealers conduct themselves
6. I will document a complaint, and forward that on for you
7. Kia will work with dealers to improve svc, and sales
8. If your **AIR** bag prob does not get resolved, give us a call back once veh goes back to dealer
9. We will follow up with dealer to ensure all kia resources are being used to resolve prob
10. Gave 800 #, ext #, and case #

Customer stated:

1. Thank you
- *****CALL ENDED*****

*** CASE CLOSE 07 13/2007 08:23 AM US Mountain Standard Time RChacon
Concerns Noted

*** CASE CLOSE 10/02/2007 01:51 PM Pacific Daylight Time ELau
Tread Review Completed

**Kia Motors America
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175 ██████████	K1333744	2,000
Georgetown, TX ██████████		Prod. Date: 7/7/06	Dealer: TX021	Dennis Eakin Kia

*** NOTES 06/03/2009 04:36 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA received letter from customer

1. Cust states same concerns as above.
2. Cust states he made 5 trips to two separate dealers and each time they said it was rep**AIR**ed, but the problem would always reoccur.
3. Cust states he finally located a dealer on the west coast and after driving 300 miles and waiting for hours, he was told this was a problem the factory was working on.

Dispatching to the Call Center for customer contact.

*** PHONE LOG 06/04/2009 12:14 PM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED CALLED CUSTOMER BACK

WRITER STATES.

1. I WANTED TO CALL YOU BACK WITH REGARDS TO YOUR **AIR** BAG ISSUE/LETTER YOU SENT US./

CUSTOMER STATES.

1. I DO NOT DRIVE THE CAR AND I AM GOING TO TELL MY SON TO TRADE IT.
2. WE HAVE BEEN TO THE DEALERSHIP SEVERAL TIMES AND EACH TIME THEY LIE AND SAY THEY FIX IT BUT THEY REALLY DO NOT HAVE A FIX FOR IT.
3. I HAVE BLOGGED THINGS ABOUT YOUR WARRANTY AND IT IS JUST HORRIBLE. GETTING OUT OF WARRANTY REP**AIR**S BECAUSE OF MAINTENANCE!?! THAT IS HORRIBLE.

WRITER STATES.

1. ADVISED **OCS** RECALL SC076 AND REFERRED CUSTOMER TO DEALERSHIP
2. WE CAN TAKE CARE OF IT. NOT FIXING IT IS NOT AN OPTION.

CUSTOMER STATES

1. MY SON IS IN N.Y. AND HE DRIVES THE CAR.
2. I AM GOING TO RECOMMEND HE TRADE OUT OF IT AND INTO AN AMERICAN CAR. I NEVER HAD TO MAKE APPOINTMENT WITH THEIR DEALERSHIPS.
3. IF HE DOES WHAT I RECOMMEND PERFECT. IF NOT I WILL HAVE HIM CALL YOU WITH REGARDS TO THE RECALL.

WRITER STATES.

1. HE CAN CALL HIS LOCAL DEALERSHIP TO MAKE THE APPOINTMENT.
2. YOU CAN GIVE HIM MY INFORMATION AND HE CAN CALL ME ANYTIME.

CUSTOMER STATES.

1. THANK YOU.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736475 ██████████	K1312336	1,800
Arkport, NY ██████████		Prod. Date: 7/10/06	Dealer: NY068	Vision Kia

Case History

Complaint Dealer

*** PHONE LOG 05/18/2007 12:58 PM US Mountain Standard Time EEscobedo
Cust stated:

1. I went to KIA Vision to tell them about my **PASS**enger **AIR**bag light turns off and on inconsistently
2. DLR stated the **AIR**bag sensor is not meant to deploy unless you weigh more than 165 Lbs. i just dont think thsi is true
3. I honestly dont believe it. i spoke to SM Daniel Covell, he is the one that told.
4. I just want to file a complaint on the DLR they were very condecending. they took forver to take paperwork to me when i bought the car
5. If i didnt call them, NOTHING would have gotten doen. and when i called they were very rude about me reminding them
6. It is pretty much the WHOLE DLR not one given dept. but wrost of all was the sales and finance. I want you know that i will never let anyone buy a KIA there that i know. i still have not gotten the Owner manual yet and they never prep their cars.

Writer stated:

1. Sorry for the problem
2. Advised cust **AIR**bag **PASS**enger side has sensors. that even psture can manipulate regardless of weight
3. However if cust still beleives DLR did not proper:y diagnose he can go to any DLR for second opinion. However upon research writer does not see a specific weight limit for **PASS**enger **AIR**bag sensing system.
4. Writer will also Mail a **AIR**bag brochure to cust with allot of good info about **OCS**
5. Gave info to Dorshcel KIA.. Very sorry. due to cust complaint writer will file formal complaint on DLR

Cust stated:

1. Thanks.

*****Writer Mailed **AIR**bag Brochure to cust*****

*** CASE CLOSE 05/18/2007 12:58 PM US Mountain Standard Time EEscobedo

*** NOTES 07/05/2007 08:56 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 LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736775 ██████████	K1423837	17,000
Sacramento, CA ██████████		Prod. Date: 9/26/06	Dealer: CA202 Folsom Lake Kia	

Case History

Complaint Dealer

*** PHONE LOG 03/11/2008 03:50 PM US Mountain Standard Time TShamburger

customer Mr ██████████ called

1 the Audio volume would range up and down for no reason.

2 Folsom kia said they didnt find nothing wrong with Radio volume.

3 the **AIR** bag light Off was on. on the **PASS**engerside.

4. and Braley and Graham chk veh out for me and they change out the radio not Folsom

5 and the dlr Braley and Graham said. kia is working on the **PASS**engerside **AIR** bag light Off situation.

6 so im still waiting on the **AIR** bag light concern but the problem i have with Folsom is how they dont seem to care about the customer and service.

7 just wanted to give you some history on my experiences with Folsom wrt states

1 im sorry wrt can doc that complaint for you.

2 advise cust that glad you got veh rep**AIR**ed.

cust went back to complaint about other veh. see K1423828

*** PHONE LOG 03/17/2008 09:48 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called cust and LVM --

1 please call wrt

2 refer cust to Roseville kia dlr to have **AIR** bag light on situation on Sorento.

3 kia wants to address **AIR** bag light on with Sorento

4please call wrt at 1800. left ext.

*** PHONE LOG 03/19/2008 02:31 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called cust and LVM --

1 please call wrt

2 refer cust to Roseville kia dlr to have **AIR** bag light on situation on Sorento.

3 kia wants to address **AIR** bag light on with Sorento

4please call wrt at 1800. left ext.

*** PHONE LOG 03/25/2008 12:39 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called cust and LVM --

1 please call wrt

2 refer cust to Roseville kia dlr to have **AIR** bag light on situation on Sorento.

3 kia wants to address **AIR** bag light on with Sorento

4please call wrt at 1800. left ext.

*** CASE CLOSE 03/25/2008 12:40 PM US Mountain Standard Time TShamburger
close sent call me letter.

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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 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735685 ██████████	K1579080	20,000
Lorena, TX ██████████		Prod. Date: 6/15/07	Dealer: TX021	Dennis Eakin Kia

Case History

Complaint **Rep AIR Assistance**

*** PHONE LOG 04/21/2009 08:10 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I AM CALLING ABOUT THE CAR. **PASSE**NGER SIDE **AIR** BAG IS NOT WORKING AND I HAVE SOME DINGS AND DENTS BECAUSE OF SHOPPING CARTS.
2. I BOUGHT THE CAR FROM TX021
3. THEY SOLD ME A DENT AND DING PROTECTION PACKAGE AND I WANT TO TAKE ADVANTAGE OF IT SO WHEN I CALLED THE SELLING DEALERSHIP THEY TOLD ME IT IS NO LONGER VALID.
4. THE DEALERSHIP I CALLED LOCALLY TO LOOK AT MY **AIR** BAG TOLD ME THEY CANNOT LOOK AT IT BECAUSE I DID NOT BUY THE CAR THERE.
5. I WANTED TO FIND OUT ABOUT THAT TOO. THEY SHOULD BE ABLE TO LOOK AT THE CAR. THEY ARE A KIA DEALERSHIP

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THE DEALERSHIP IN THE AREA IS ABLE TO WORK ON ANY TYPE OF DEFECTS WITH THE CAR.
3. I CAN CALL THEM NOW TO SCHEDULE YOU AN APPOINTMENT.
4. AS FAR AS THE DING AND DENT COVERAGE, THAT IS SOMETHING YOU WOULD NEED TO DEAL WITH ON YOUR OWN, WE DO NOT OFFER ANYTHING LIKE THAT.

CUSTOMERS STATES.

1. I PREFER NOT TO TAKE IT YET. I AM GOING TO CALL THE SELLING DEALERSHIP ABOUT THE DENT AND DING COVERAGE AND THEN I MAY CALL YOU GUYS BACK

*** CASE CLOSE 04/21/2009 08:10 AM US Mountain Standard Time SLarez

*** CASE CLOSE 07/06/2009 04:02 PM Pacific Daylight Time MWirz

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	kndjd736575 ██████████	K1435644	9,000
phoenix, AZ ██████████		Prod. Date: 7/3/06	Dealer: AZ026	Peoria Kia

Case History

Complaint **Re: AIR Assistance**

*** NOTES 04/14/2008 11:42 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

I had a question in regards to the 2007 Sorento.

Is there a defect with the **PASS**enger side **AIR**-bag light not turning off to activate your **AIR**-bag when someone is sitting in the front **PASS**enger seat. I was told that there was a new chip be made but was not available. I bought a brand new 2007 (13 miles) serranto and took it into the dealer in 7/2007 and still am driving around with it not working at all times. Is this for all the 2007 Serranto's or just mine.

Thank You
Maria Rubio

*** PHONE LOG 04/14/2008 02:32 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called cust and LVM --

1. This is KMA
- 2 calling regarding an email you sent us through our online service.
- 3 if you have any questions or concerns you still need to speak to kia about. call
4. 1800 . . . w/ ref# you created online.

*** CASE CLOSE 04/14/2008 02:34 PM US Mountain Standard Time TShamburger

*** PHONE LOG 04/14/2008 03:08 PM US Mountain Standard Time HReynolds Action Type:Incoming call

██████████ Stated:

1. some one left vm for me
2. **PASS**enger side **AIR**bag light comes on and off
3. Peoria kia said that they are waiting on new sensor
4. it has been since last July
5. dealt with Kevin - SVC M

Writer stated:

1. updated no vin
2. apology for situation
3. advised. will do research and call customer back
4. provided writer's ext#

*** PHONE LOG 04/14/2008 03:13 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. phoned Peoria Kia. no answered in SVC. no VM

*** PHONE LOG 04/15/2008 08:45 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. left vm for Kevin- SVC M to call writer back

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

Writer stated:

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	kndjd736575 ██████████	K1435644	9,000
phoenix, AZ ██████████		Prod. Date: 7/3/06	Dealer: AZ026 Peoria Kia	

2. can't get any assistance from dealer
3. please call me at 45723

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

Send to:[tsteinwinter@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 04/18/2008 06:49 AM US Mountain Standard Time HReynolds Action Type:Incoming call

Writer stated:

1. received VM from DPSM/ Tom Steinwinter
2. have second refresh for **AIR**bag module since January

*** PHONE LOG 04/18/2008 01:04 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. spoke to Steven - SVCA at Peoria Kia. SVCN not in today
2. advised. according to DPSM/ Tom Steinwinter, there is second re flash for **AIR**bag light
3. need to make arrangement for this vehicle

Steven Stated:

1. FR only let us know few days before they come out
2. will let customer to come in when he is here for re flash
3. I will forward to SVCN to put her on calendar

*** PHONE LOG 04/18/2008 01:04 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. left vm for customer to call writer back

*** PHONE LOG 04/18/2008 01:38 PM US Mountain Standard Time HReynolds Action Type:Incoming call

██████████ stated:

1. returning writer's call

Writer stated:

1. advised. new flash for software is available
2. Peoria Kia will contact the dealer when field technician come out for it

Customer stated:

1. ok. I will wait for their call
2. thanks for info

**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>
██████████	██████████	knjdj736575 ██████████	K1435644	9,000
phoenix, AZ ██████████		Prod. Date: 7/3/06	Dealer: AZ026 Peoria Kia	

*** NOTES 04/18/2008 01:39 PM US Mountain Standard Time HReynolds Action Type:Manager review
Dispatching to western region for FTR inspection

1. vehicle needs new flash on **PASS**enger side **AIR**bag light concern
2. please contact the customer with date and time

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

Send to:[tsteinwinter@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 04/23/2008 02:45 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Writer left message requesting call back

*** PHONE LOG 04/28/2008 02:12 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Writer called customer
Advised that writer wanted to touch base

Customer states:

Thanks for calling back

I wanted to let you know that the vehicle has been re flashed

And it seems that everything is good.

My only concern is that I was told that the program was available back in January

But I was just called to go in now

Writer:

I apologize

The region just got involved this month

But thats no excuse for not getting this done sooner

Hopefully everything is how it should be

You have my number, if you have any other concerns

Please feel free to call me.

CUSTOMER THANKED THEN DISCONNECTED

*** CASE CLOSE 04/28/2008 02:12 PM Pacific Daylight Time ARomo

*** CASE CLOSE 07/08/2008 11:14 AM 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
██████████	██████████	KNDJD736575██████████	K1393253	7,735
Winston-Salem, NC	██████████	Prod. Date: 6/21/06	Dealer: NC009	Bob King Kia

Case History

Complaint *Rep AIR Assistance*

*** NOTES 12/14/2007 10:27 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

The **PASSenger AIR** bag seat occupancy sensor does not reliably react to normal sized adults at least 50% of the time. The warning light stays on showing that the **PASSenger AIR** bag system is disarmed. This happens for normal sized adults and up (greater than 160 lbs. and taller than 5'6"). When I have questioned the service department about this they say there is nothing they can do. I don't buy this and would like to hear from you prior to filing a complaint with the government.

*** PHONE LOG 12/20/2007 10:49 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR SVC MGR. DONNIE HOLT (NC009) TO CALL WRITER.

*** PHONE LOG 12/21/2007 10:21 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SVC MGR. DONNIE HOLT (NC009)
2. ADVISED WAS CALLING ABOUT EMAIL COMPLAINT SENT BY CUSTOMER WHO IS A POTENTIAL JD POWER SURVEY CUSTOMER REGARDING **OCS** CONCERN.
3. CUSTOMER STATES IN EMAIL THAT DEALER IS ADVISING NOTHING CAN BE DONE?
4. WHAT IS THE HISTORY DEALER HAS FOR THIS CONCERN?

DEALER STATES:

1. DID SEE CUSTOMERS COMPLAINT ON LINE.
2. VEHICLE NEEDS A SOFTWARE UPDATE THAT IS ONLY AVAILABLE THROUGH FTR
3. KMA HAS ADVISED THAT WE SHOULD NOT REPLACE ANY PARTS AND THAT FTR WILL HAVE TO BE SCHEDULED OUT TO DO REPROGRAM. DEALERS DO NOT HAVE THE PROGRAMMING CAPABILITY AS THIS TIME.
4. BEING TOLD THAT FTR WILL NOT BE OUT TILL SOME TIME IN MIDDLE JANUARY.
5. HAVE PROVIDED BOTH FTR AND DPSM WITH LIST OF VEHICLES THAT ALL NEED THIS UPDATE.
6. WE ARE AT MERCY OF KMA SINCE WE HAVE NOT BEEN GIVEN THE PROGRAMMING CAPABILITY.
7. THIS CAR WAS IN LX FOR **OCS** LIGHT CONCERN
8. DID NOT FOLLOW UP WITH CUSTOMER YET TILL I CAN GIVE SOME KIND OF TIME FRAME WHEN FTR WILL BE OUT TO DO THE REPROGRAM.

*** PHONE LOG 12/21/2007 10:27 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM. BOB STRICKLEN TO CALL WRITER AT EXT 45099.
2. CUSTOMER HAS SENT WEB COMPLAINT REGARDING REPEAT **OCS** LIGHT CONCERN AND NO RESOLUTION FROM DEALER (NC009)
3. CUSTOMER IS POTENTIAL JD POWER SURVEY CUSTOMER.
4. SPOKE TO SVC MGR. DONNIE HOLT AND HE HAS ADVISED THAT LIST HAS BEEN SENT TO DPSM WITH VEHICLES THAT ALL NEED SOFTWARE UPDATE THAT IS ONLY AVAILABLE TO BE COMPLETED BY FTR.
5. DEALER STATES THEY HAVE NOT BEEN GIVEN TIME FRAME WHEN FTR CAN BE IN ARE TO ADDRESS REPROGRAMMING OF THIS VEHICLE AND SEVERAL OTHERS.
6. WRITER WILL NEED TO FOLLOW UP WITH CUSTOMER SO WILL NEED TO BE ABLE TO GIVE CUSTOMER SOME KIND OF TIME

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736575 ██████	K1393253	7,735
Winston-Salem, NC ██████		Prod. Date: 6/21/06	Dealer: NC009	Bob King Kia

FRAME FOR RESOLUTION.

7. PLEASE CALL THIS WRITER BACK TODAY IF POSSIBLE AS WRITER WILL BE ON VACATION NEXT WEEK AND WOULD LIKE TO

CONTACT CUSTOMER AND PROVIDE SOME KIND OF TIME FRAME FOR RESOLUTION.

8. WILL EMAIL CASE NOTES TO DPSM.

*** EMAIL OUT _ TDonnelly 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 949.468.4619 AND delete this email.

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*** NOTES 12/21/2007 01:29 PM US Mountain Standard Time TDonnelly Action Type:E-mail rec.

WRITER STATES:

1. EMAIL RECEIVED FROM DPSM. BOB STRICKLEN STATING FTR IS AWARE OF VEHICLE AND HAS CUSTOMERS VEHICLE ON SCHEDULE TO GET REPROGRAM COMPLETED AFTER THE HOLIDAY.

*** PHONE LOG 12/21/2007 01:33 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO CUSTOMER MRS RUESI
2. ADVISED WAS CALLING ABOUT THE **OCS** LIGHT CONCERN WITH VEHICLE.
3. ON BEHALF OF KMA, DO APOLOGIZE FOR THE CONCERNS.
4. HAVE HAD AN OPPORTUNITY TO SPEAK TO SVC MGR. DONNIE HOLT
5. DEALER HAS CONTACTED THE FTR WHO WILL NEED TO COME OUT TO DEALERSHIP WITH CORRECT TOOLS TO DO SOFTWARE UPDATE TO ADDRESS THIS CONCERN.
6. DEALER WILL CONTACT CUSTOMER WHEN THEY HAVE A DATE FTR WILL BE AT DEALERSHIP TO BRING CAR INTO SHOP TO HAVE REPROGRAM COMPLETED.

CUSTOMER STATES:

1. YES WE ARE HAVING THAT CONCERN.
2. WHEN WILL KMA HAVE THIS REPA**AIR**ED?
3. WILL ADVISE HUSBAND
4. THANKS FOR INFO.

*** NOTES 12 21 2007 01:35 PM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. DISPATCHING CASE TO REGION FOR FOLLOW UP WITH DPSM, DEALER (NC009) AND CUSTOMER.
2. VEHICLE HAS **OCS** LIGHT CONCERN
3. DEALER HAS SUBMITTED REQUEST FOR FTR TO COME OUT TO DO SOFTWARE UPDATE.

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736575 ██████████	K1393253	7,735
Winston-Salem, NC	██████████	Prod. Date: 6/21/06	Dealer: NC009	Bob King Kia

4. DPSM HAS ADVISED FTR WILL BE OUT SOME TIME AFTER THE HOLIDAY.
5. CUSTOMER HAS BEEN ADVISED THAT DEALER WOULD CONTACT CUSTOMER WHEN THERE IS A SPECIFIC DATE.
6. DISPATCHING TO REGION TO ENSURE FTR HAS PROVIDED DEALER AT DATE AND THAT REGION ENSURES CUSTOMER IS NOTIFIED OF SPECIFICS AS WELL.
7. CUSTOMER IS POTENTIAL JD POWER SURVEY CUSTOMER AND HAS STATED WILL CONTACT GOVERNMENT IF ISSUE IS NOT RESOLVED.

*** NOTES 01/02/2008 11:39 AM Eastern Daylight Time YEpps Action Type:Manager review

1. Dealer is not on the FTR schedule.
2. Writer sent an request to the FTR and DPSM.

*** NOTES WITH COMMITMENT 01/02/2008 11:39 AM Eastern Daylight Time YEpps Action Type:Manager review

*** CASE CLOSE 01/02/2008 11:42 AM Eastern Daylight Time YEpps

*** NOTES 01/10/2008 10:49 AM Eastern Daylight Time YEpps Action Type:Manager review
FTR scheduled to reflash the vehicle on 1/14/07 in the morning.

*** PHONE LOG 01/10/2008 10:53 AM Eastern Daylight Time YEpps Action Type:Outgoing call

1. Writer called customer (██████████) and advised that the FTR is scheduled to rep-**AIR** the vehicle at NC 009 on 1/14/08.
2. Customer will deliver the vehicle to NC009 on Monday morning.

*** CASE CLOSE 01/10/2008 10:54 AM Eastern Daylight Time YEpps

*** CASE CLOSE 01/10/2008 10:42 AM Pacific Daylight Time JeffStroup

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Consumer Affairs Department**

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<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2008 SORENTO 4X2 AT KNDJD735385 [REDACTED]	<u>Case Number</u> K1542041	<u>Mileage</u> 6,000
Ocoee, FL [REDACTED]		Prod. Date: 6/13/07	Dealer: FL083 Orlando Kia West	

Case History

Complaint Design

*** PHONE LOG 01/14/2009 11:29 AM US Mountain Standard Time SJeon Action Type: Incoming call

Ms [REDACTED] stated:

1. it was not vacuumed when I first have this car
2. took it 2 times to dealer - there was rust in the middle of console - dealer replaced
3. **PASS**enger **AIR** bag light is on
4. reset the sensor but it was on again
5. dealer advised I should not cross my leg
6. they also charged me reprogrammed key pad for \$300
7. I am so irritated with this car and dealer

writer stated:

1. updated/ no open recall
2. sorry for situations
3. will document complaint
4. since it is seat design, there is not much Kia can do
5. will file complaint against dealer

*** CASE CLOSE 01/14/2009 11:30 AM US Mountain Standard Time SJeon

*** CASE CLOSE 04/10/2009 06:33 AM US Mountain Standard Time TMorales

AIR RE-THREAD Design Complete

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	kndjd736185 ██████████	K1418743	700
Jupiter, FL ██████████		Prod. Date: 7/6/07	Dealer: FL075	Napleton's Kia

Case History

Complaint *Re: AIR Assistance*

*** NOTES 02/27/2008 10:36 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

I recently purchase a 2008 Sorrento and upon leaving the dealership I observed that the *PASS*enger seat *AIR* bags were off, even though my wife was seated in the seat. I returned to the dealer and was told you have to sit a certain way. This was not a satisfactory answer. I brought it back a week later and had the mechanic look into the problem. He claims there is nothing wrong you just have to move the seat forward to a different position and then the *AIR* bag light will go off. I feel this is not a solution, just a temporary fix. One reason for purchasing the vehicle was because of the 5 star crash rating, which is being compromised when a person is seated in the front seat and the *AIR* bags are not on.

*** PHONE LOG 02/28/2008 01:07 PM US Mountain Standard Time RSabin Action Type:Outgoing call

WRITER CALLED CUST:

1. DOES NOT HAVE VM

*** PHONE LOG 02/29/2008 08:31 AM US Mountain Standard Time RSabin Action Type:Outgoing call

WRITER CALLED CUST ADVISED MRS RUSSELL:

1. I WAS CALLING ABOUT A EMAIL WE RECEIVED

CUST STATED:

1. HE'S NOT HERE RIGHT NOW
2. I'LL HAVE HIM CALL YOU BACK

WRITER ADVISED:

1. PROVIDED PHONE. CASE #

*** CASE CLOSE 02 29 2008 08:32 AM US Mountain Standard Time RSabin

*** PHONE LOG 02/29/2008 09:05 AM US Mountain Standard Time TShamburger Action Type:Incoming call

Mr ██████████ called ---

1. im calling you back a ██████████ called me.

wrt states

1 he called you in regards to your email

cust states

1 the dlr said *AIR*bag is fine. i dont agree.

2 the dlr had my wife sitting on ch*AIR* and they move the ch*AIR* up or back and system work

3 to me that is not working.

wrt states

1 the dlr is doing that so the back of her legs are resting on seat.

2 the purpose for the *OCS*. is that the *PASS*enger has to sit correctly for the *AIR*bag to work effective to save the life of *PASS*enger

3 the system is working as specification. will call SM to chk on their diag.

cust states

1 dlr said its working fine. you call them they will tell you the same thing.

2 will report this to NHTSA call ended.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	kndjd736185 ██████████	K1418743	700
Jupiter, FL ██████████		Prod. Date: 7/6/07	Dealer: FL075	Napleton's Kia

1 the dpsm saw this vehicle
2 and veh is working fine. we sat wife down and showed her the way to sit.
3 she likes to lean back, and she needs to sit on it right for the light to go off.
4 the husband didnt agree with us and he said he was a past mechanic and knows how the sensors work and he did not agree.
wrt thanked Will call ended.

*** CASE CLOSE 02/29/2008 09:08 AM US Mountain Standard Time TShamburger

*** CASE CLOSE 03/31/2008 12:50 PM Pacific Daylight Time MCameron

*** NOTES 04/01/2008 01:40 PM Pacific Daylight Time KWarren Action Type:Manager review
Apology letter and \$25 gift card sent to customer 4/1/08 due to problems early in ownership.

*** CASE CLOSE 04/01/2008 01:40 PM Pacific Daylight Time KWarren

*** CASE CLOS 04/10/2008 04:45 PM US Mountain Standard Time JHirshfield
AIRbag Tread Review -- JH

*** NOTES 09 16 2008 10:56 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received letter from customer
Letter is addressed to Peter Butterfield, CEO
1. Cust states same concerns as above.

Dispatching to the Southern Region for customer contact.
Sending case to KWilliams for visibility.

*** PRIORITY CHANGE 09/16/2008 10:58:31 AM KWarren

*** EMAIL OUT - KWarren Action Type:External email
Send to:Williams, Kevin [KMA]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Aff**AIR**s Dept. at 949.468.4619 AND delete this email.

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

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Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	kndjd736185 ██████████	K1418743	700
Jupiter, FL ██████████		Prod. Date: 7/6/07	Dealer: FL075	Napleton's Kia

*** NOTES 09/19/2008 02:12 PM Eastern Daylight Time OSprague Action Type:Manager review

Writer spoke to customer (Ms. ██████████) and she stated:

1. The **PASS**enger **AIR**bag light is not working properly intermittently
2. The dealer has not been able to duplicate the concern
3. They say it is the way I am sitting in the seat
4. That's not correct
5. I know how to sit in the seat

Writer stated:

1. I will make some phone calls to see what can be done
2. I will call you back

Writer spoke to FTR (JSmith) and he stated

1. If the vehicle is an early 2007 production date, then it needs to have the reflash done

Writer stated:

1. The production date is 7/2007
2. According to the recall campaign screen, the reflash was done on 10/17/07 which is prior to the cust purchasing the vehicle

FTR stated:

1. Have the dealer do the reflash again
2. They might have used the "old" tool which didn't work

*** NOTES 09/19/2008 02:23 PM Eastern Daylight Time OSprague Action Type:Manager review

Writer spoke to DPSM (PBayless) and stated the above information

DPSM stated:

1. I am currently at this dealer
2. The service manager (Todd) says they did not do the reflash on this vehicle
3. Have the customer bring the vehicle to the dealer to have the reflash done

Writer spoke to Ms. ██████████ and stated:

1. Please call the dealer and schedule an appt to have the reflash done
2. The dealer is expecting your call
3. Once they have completed the reflash, please let me know if everything is ok.

Customer stated:

1. I will contact the dealer
2. I will contact you once the reflash is done

CASE PENDING REFLASH AND CALL BACK FROM CUSTOMER

*** CASE CLOSE 09/19/2008 02:25 PM Eastern Daylight Time OSprague

*** NOTES 09/25/2008 02:04 PM Eastern Daylight Time OSprague Action Type:Manager review

Customer called and stated:

1. Everything seems to be working fine now
2. I'll let you know if I need any further assistance

*** CASE CLOSE 09/25/2008 02:04 PM Eastern Daylight Time OSprague

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	kndjd736185 [REDACTED]	K1418743	700
Jupiter, FL [REDACTED]		Prod. Date: 7/6/07	Dealer: FL075	Napleton's Kia

*** NOTES 10/15/2008 10:11 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA received letter from customer

Letter is addressed to Peter Butterfield

1. Cust states he is happy to report that his vehicle's problems have been corrected but he wants to know why it took the dealer 9 months to properly rep**AIR** his vehicle.

Dispatching to the Southern Region for customer contact.

Sending case to KWilliams for visibility.

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

Send to:[Williams, Kevin [KMA]]

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

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*** NOTES 10/17/2008 10:33 AM Eastern Daylight Time OSprague Action Type:Manager review

Writer spoke to customer and stated:

1. I received the letter you sent to Mr. Butterfield

2. Is the **AIR** bag light still working properly

Customer stated:

1. Everything is fine
2. As I stated in the letter, I didn't understand why it took so long
3. At least it is ok now
4. Thanks for the follow-up

*** CASE CLOSE 10/17/2008 10:34 AM Eastern Daylight Time OSprague

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736985 ██████████	K1567526	1,800
Dubuque, IA ██████████		Prod. Date: 9/4/07	Dealer: FL074 Suncoast Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 03/23/2009 07:38 AM US Mountain Standard Time HReynolds Action Type:Incoming call
Thomas Ryan stated:

1. *PASS*enger side *AIR*bag light comes on
2. dealer said that seat back has to be all the way up
3. person has to be in seat before car is start it
4. all these things car not acceptable
5. wife weights 140 lbs
6. will drive back to home in IA next month
7. want to resolve this before we have long distance trip
8. have appt on next Monday @ 10am

Writer stated:

1. updated/no open recall
2. apology for situation
3. advised. will follow up with dealer for rep*AIR* assistance
4. provided case#. contact#

*** PHONE LOG 03/27/2009 08:53 AM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER STATES

1. TALKED WITH HUN LAST MONDAY
2. SHE SAID SHE WAS GOING TO LOOK INTO THIS FOR ME AND CALL ME BACK

WRITER STATES

1. DO SEE THAT SHE WAS GOING TO CALL DEALERSHIP ABOUT YOUR REP*AIR*S
2. YOUR APPT IS MONDAY RIGHT?

CUSTOMER STATES

1. YES IT IS
2. BUT SHE WAS GOING TO LOOK INTO THIS BEFORE AND CALL ME

WRITER STATES

1. WILL SEE IF CAN REACH HER FOR YOU
2. IF SHE IS NOT AVAILABLE. DO YOU WANT HER VMAIL?

CUSTOMER STATES

1. NO
2. WOULD LIKE TO HOLD FOR HER

WRITER WARM TRANSFERRED CUSTOMER TO HUN

*** PHONE LOG 03/27/2009 08:59 AM US Mountain Standard Time HReynolds Action Type:Incoming call
Thomas Ryan stated:

1. calling for my case

Writer stated:

1. advised. writer is waiting on vehicle to be at kia dealer on Monday
2. will start to work on case once vehicle is at shop
3. vehicle currently has updated software
4. advised. will follow up with customer after research i

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736985 ██████████	K1567526	1,800
Dubuque, IA ██████████		Prod. Date: 9/4/07	Dealer: FL074	Suncoast Kia

*** PHONE LOG 03/30/2009 09:05 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. spoke to Heidi - SVCA at Suncoast Kia

Heidi stated:

1. frank is working on this customer vehicle
2. still has open ticket
3. oil change for him
4. we are still looking into *AIR*bag issue
5. a lots of people are unhappy with *PASS*enger has to be sit in the seat before car starts and seat has to be upright at all time

*** PHONE LOG 03/30/2009 09:25 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer reviewed with DPSM/ Jack Bramble whom stated:

1. will contact the dealer and review to see what can be done
2. thanks for info

*** PHONE LOG 04/02/2009 09:31 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. left vm for Frank at Suncoast Kia to call writer back with Heidi

*** NOTES 04/09/2009 03:42 PM US Mountain Standard Time JHirshfield Action Type:Manager review

[! For Internal Use Only

Tread *AIR* bag review-Q1--JH>!]

*** PHONE LOG 04/10/2009 08:25 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. spoke to Frank - SVCA at Suncoast Kia

Frank Stated:

1. reprogrammed on *AIR*bag module
2. vehicle is fixed

*** PHONE LOG 04/10/2009 08:28 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. phoned customer. invalid number

*** PHONE LOG 04/13/2009 01:18 PM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. phoned customer. invalid number

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<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2008 SORENTO 4X2 EX KNDJD736985 [REDACTED]	<u>Case Number</u> K1567526	<u>Mileage</u> 1,800
Dubuque, IA [REDACTED]		Prod. Date: 9/4/07	Dealer: FL074 Suncoast Kia	

Writer stated:

1. phoned customer. invalid number
2. will send a call me letter

*** CASE CLOSE 04/15/2009 01:00 PM US Mountain Standard Time HReynolds
mailed a call me letter

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736275 [REDACTED]	K1398782	10,542
FENTON, MO	[REDACTED]	Prod. Date: 6/23/06	Dealer: MO016	Moore Kia

Case History

Complaint *RepAIR Assistance*

*** NOTES 01/03/2008 10:22 AM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

My kia Has 2 problems that the dealer says they cannot fix. The first involves the *PASS*enger *AIR*bag light. The light goes on when a *PASS*enger is sometimes seated in the seat. The dealer says he cannot fix it because it only occurs occasionally. The other problem involves driveability. The car buck and jerks at moderate speed. The dealer says it is the torque converter and is normal for the Sorento. This is not acceptable. Please contact me with a fix.
Timothy Sabinson

*** PHONE LOG 01/07/2008 03:42 PM US Mountain Standard Time LSims Action Type:Outgoing call

wtr spike to Mr [REDACTED] who stated:

1. we took it in to MO016 kia on Oct 24th
2. they were not able to duplicate the problem
3. they did replace some seat sensor
4. also the veh will buck and jerk - it hesitates and is not running right
5. they said that it was the torque converter - they said that they just do that
6. it happens when you are going up an incline -
7. hwy speeds are fine - it happens sometimes when you are just driving alone around 40 mpg
8. they took it out and just said that it was normal - this was the SM that i was speaking to
9. have not taken the veh back in since then

wtr stated:

1. apologized
2. wtr will have to follow up and speak to the dealer SM and possibly DPSM
3. wtr will follow up and ch

*** PHONE LOG 01/07/2008 04:01 PM US Mountain Standard Time LSims Action Type:Outgoing call

wtr called MO017- receptionist stated

1. the service department just closed

* wtr will ch

*** PHONE LOG 01/08/2008 06:29 PM US Mountain Standard Time LSims Action Type:Incoming call

Wtr spoke to Kim in service at MO017 who stated:

1. the SM is not here - he will be back tomorrow
2. they were in for a vibration at hwy speed
3. we balanced the tires - that was on May 21st 07-
4. that is the last time that i see them here

wtr stated:

1. thank you - apologized
2. wtr actually meant to call MO016

**Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736275 [REDACTED]	K1398782	10,542
FENTON, MO [REDACTED]		Prod. Date: 6/23/06	Dealer: MO016	Moore Kia

wtr called MO016 and spoke to SM Keith stated:

1. in Oct they came in for a rattle in back seat only when *PASS*engers were riding in it
2. we re aligned the seat back and tested again
3. they also complained that when veh is under load it bucks when it goes uphill
4. we did not duplicate the bucking
5. and there were no codes at the time for the *AIR*bag light
6. i did not tell them anything about the torque converter
7. the SM is with another customer right now

wtr stated:

1. caller stated that he spoke with the SM
2. thank you for the information
3. can you please have the SM cb wtr
4. gave ext and cb #

*** PHONE LOG 01/08/2008 06:41 PM US Mountain Standard Time LSims Action Type: Incoming call
Matt SM cb and stated

1. the tech did not feel that there was anything different than any other sorento
2. the tech said that he did feel it but it was normal operating conditions
3. then he drove another sorento and it was the same way
4. i would not describe it as a bucking thou - it was not that drastic
5. he could be feeling something that we did not feel
6. but he has never left it long enough for us to really tell
he always waits for it - it would be better to drop it off
8. i spoke to John Roper about the *AIR*bag light
9. he said that there was a tool to re flash the Optima
10. he said something about there may be one for the Sorento coming out too
11. i did tell him that i had a customer that would need that done if there was
12. and i was talking about Ms Sabinson - so I didnt forget about him
13. when the customer was here at the July visit - it was for the *AIR*bag light
14. that is when the seat cushion was replaced- because that is where the sensors are
15. in Oct it was for a seat back ratting - and that is why the seat back was replaced
16. i did not say that i think there is something wrong with the torque converter
17. but we might have gotten into a conversation about what makes the transmission work
18. and that the torque converter could be related
19. but i did not think that he had a problem with his because if there was then i would have just replaced it

wtr stated:

1. thank 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
██████████	██████████	KNDJD736275 ██████████	K1398782	10,542
FENTON, MO ██████████		Prod. Date: 6/23/06	Dealer: MO016 Moore Kia	

Send to:[JRoper@Kiausa.com]
Hello,

Will you please review this case for me. I would like to know if you are aware of the complaints this customer is referring to. If so, is there anything that we are doing to resolve them? I just wanted to check before I call the customer back.
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 AffAIRs Dept. at 949.468.4619 AND delete this email.

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*** PHONE LOG 01/09/2008 03:22 PM US Mountain Standard Time LSims Action Type:Outgoing call

Wtr called John Roper who stated:

1. He is going to be at the dealer tomorrow - i think around 11
2. i have got the re flash tool for the AIRbag light with me
3. and i am going to do the re programming for his car tomorrow
4. if you wouldn't mind please verify with the customer what time he is going to be at the shop
5. as far as the bucking - i will drive the car to verify that
6. some of the 07 sorentos will down shift immediately when going uphill
7. that is just the nature of the veh
8. but i will drive the veh to see if that is the problem

wtr stated:

1. thank you. will call the customer

*** PHONE LOG 01/09/2008 03:53 PM US Mountain Standard Time LSims Action Type:Outgoing call

wtr lvm for Mr ██████████ requesting eb

1. dpsm would like to confirm what time caller is coming to the dealer
2. gave case # and ext

*** PHONE LOG 01/09/2008 04:05 PM US Mountain Standard Time LSims Action Type:Incoming call

Mr ██████████ LVM and stated:

1. i have an appointment at 11 am tomorrow
2. eb if needed

*** PHONE LOG 01/09/2008 04:55 PM US Mountain Standard Time LSims Action Type:Outgoing call

wtr caller John Roper and stated:

1. the customer will be at the dealership at 11

JRoper stated:

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736275 ██████████	K1398782	10,542
FENTON, MO ██████████		Prod. Date: 6/23/06	Dealer: MO016 Moore Kia	

*** PHONE LOG 01/11/2008 02:22 PM US Mountain Standard Time LSims Action Type:Outgoing call

Keith stated - Matt is the sm
1. John Roper did re flash the system
2. i will get Matt for you

Matt Sm stated:

1. we did not get it to happen
2. but he is aware of the complaint the customer is talking about
3. I didnt tell the customer that
4. i told him that Kia is working on a re programming for that
5. the customer was happy with that
6. he thought it was another electrical issue - but it is not

*** PHONE LOG 01/11/2008 02:24 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr lvm for Mr ██████████ stating

1. calling to follow up on rep **AIRs** done
2. please cb

*** PHONE LOG 01/15/2008 01:04 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr lvm for Mr ██████████ requesting cb

*** PHONE LOG 01/17/2008 06:08 PM US Mountain Standard Time LSims Action Type:Incoming call
Wtr lvm requesting cb

*** CASE CLOSE 01/17/2008 06:09 PM US Mountain Standard Time LSims

*** PHONE LOG 01/21/2008 05:07 PM US Mountain Standard Time LSims Action Type:Incoming call
Mr ██████████ cb and stated:

1. i am returning your calls - we were out of town
2. i took it in and they said that did a programming for the seat belt thing
3. and the Jerking thing - they did notice the problem
4. but they said that they didnt see a fix for it- they will let us know
5. since we have been on vacation,
6. we have not had the chance to see if the seat update is working

wtr stated

1. cb. thank you for returning the call
2. advised to keep wtr informed of any other concerns with the veh

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2008 SORENTO 4X2 AT KNDJD735285 [REDACTED]	<u>Case Number</u> K1582082	<u>Mileage</u> 10,500
Tucson, AZ [REDACTED]		Prod. Date: 10/23/07	Dealer: AZ036 Desert Kia of Tucson	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 04/28/2009 01:51 PM US Mountain Standard Time TDonnelly
CUSTOMER STATES:

1. **PASS**enger **AIR**bag goes off when someone is sitting in **PASS**enger seat.
2. Key is hard to remove from ignition.
3. I have not taken car to dealer.
4. Was not sure how to get **REP**airs taken care of.
5. Will contact dealer.
6. What is selling dealers number (AZ036)?

WRITER STATES:

1. Confirmed owner info.
2. What are current concerns?
3. Apology for situation.
4. Has customer taken car to dealer for diagnosis & **REP**airs within terms of warranty?
5. KMA would recommend getting car to dealer for diagnosis & **REP**airs within warranty.
6. Dealer info provided.

*** CASE CLOSE 04/28/2009 01:51 PM US Mountain Standard Time TDonnelly
FOR DIAGNOSIS & **REP**airs within terms of warranty.

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X85 ██████████	K1570042	0
Gettysburg, PA ██████████		Prod. Date: 2/29/08	Dealer: PA074	Battlefield Kia

Case History

Complaint Techline Escalation

*** PHONE LOG 03/27/2009 03:58 PM US Mountain Standard Time DUnderwood

PA074 contacted techline on case T1568657 regarding **OCS** light comes on when she sits in the **PASS** seat
Please contact dealership and customer for possible assistance

*** PHONE LOG 03/30/2009 01:27 PM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO PA074

1. REQUESTED TO TALK TO SERVICE MANAGER--

WRITER STATES TO SERVICE MANAGERS VMAIL

1. PLEASE CALL BACK
2. WANTED TO CHECK STATUS ON THIS CUSTOMERS CAR
3. PROVIDED CALLBACK INFORMATION

*** PHONE LOG 03/31/2009 10:43 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO PA074

1. REQUESTED TO TALK TO SERVICE MANAGER--ALAN
2. GOT NOTICE FROM TECHLINE AND WANTED TO SEE WHERE WE ARE WITH CUSTOMERS CAR

ALAN STATES

1. SHE HAS HER CAR
2. SHE IS NOT HAPPY THAT IT IS THAT SENSATIVE THAT SHE CANNOT SIT HOW SHE WANTS TO SIT
3. WE TEST DROVE. SEVERAL OF US
4. THE SEAT OPERATED NORMALLY. NO LIGHT CAME ON
5. TECHLINE SAYS NOTHING WE CAN DO UNTIL WE SEE IT HAPPEN
6. SUGGESTED SHE COME IN AND GO WITH ME DRIVING SO I CAN SEE IT HAPPEN

*** PHONE LOG 03/31/2009 10:45 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO CUSTOMERS VMAIL

1. SAW YOU HAD SORENTO IN FOR ISSUE WITH **AIRBAG**
2. DID TALK TO ALAN WHO SAID HE WANTS YOU TO GO IN AND DRIVE CAR WITH HIM SO HE CAN TRY TO GET THIS DUPLICATED FOR YOU
3. IF YOU HAVE FURTHER QUESTIONS. FEEL FREE TO CALL US BACK. PROVIDED CALLBACK INFORMATION

*** PHONE LOG 04/01/2009 01:42 PM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES

1. JUST WANTED TO MAKE SURE YOU HAD GOTTEN MESSAGE YESTERDAY

CUSTOMER STATES

1. YES GOT YOUR MESSAGE
2. DIDN'T KNOW I HAD TO CALL BACK

WRITER STATES

1. YOU DIDN'T
2. JUST WANTED TO MAKE SURE YOU HAD GOTTEN IT
3. IF YOU ARE STILL IN NEED OF ASSISTANCE IN THE FUTURE. FEEL FREE TO CALL US

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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]	KNDJC736X85 [REDACTED]	K1570042	0
Gettysburg, PA [REDACTED]		Prod. Date: 2/29/08	Dealer: PA074	Battlefield Kia

CUSTOMER STATES
I. THANK YOU

*** CASE CLOSE 04/01/2009 01:42 PM US Mountain Standard Time DDailous

*** CASE CLOSE 04/09/2009 04:26 PM 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 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735085 [REDACTED]	K1411968	3,640
North Richland Hills, TX		Prod. Date: 7/6/07	Dealer: TX040 Classic Kia	

Case History

Complaint Techline Escalation

*** PHONE LOG 02/08/2008 07:45 AM US Mountain Standard Time WNoonan
TX040 CONTACTED TECHLINE FOR AN **OCS** LIGHT ISSUE IN T1411607.
PLEASE CONTACT DEALER THEN CUSTOMER.

*** PHONE LOG 02/08/2008 01:38 PM US Mountain Standard Time LColema Action Type:Incoming call
Writer called Classic Kia TX040, spoke with srv mgr Tracy & stated:

1. Adv of reason for call.

Srv mgr states:

1. We have ordered a seat cushion.
2. Ordered part yesterday.
3. Have spoken with tech line & FTR.
4. This is what we were told to do.
5. Part number is 88201-3E700YC9.
6. Part should be here early next week.
7. Cust has car.

*** PHONE LOG 02/08/2008 01:41 PM US Mountain Standard Time LColema Action Type:Incoming call
Writer called cust, left VM message stating:

1. Following up on concerns with veh.
2. Spoke to dlr.
3. Dlr has ordered a seat cushion.
4. Part should be in early next week.
5. Writer will follow up with dlr next week.
6. Please call writer back.
7. Provided file number & contact info.

*** EMAIL IN 02/11/2008 11:13 PM Pacific Daylight Time CLARIFY@KIAPROD.KIAUSA.COM

DLRNY054 Re: Name/Vin# [REDACTED] KNDJD735085 [REDACTED]
customer. Must be a different dealership.

I have no record for this

*** PHONE LOG 02/14/2008 11:15 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer called Classic Kia TX040 spoke with Mike in parts & stated:

1. Has seat cushion come in for cust veh?
2. Has cust been contacted?

Mike states:

1. Yes, it is here.
2. Don't know if cust has been contacted.
3. Srv adv should have called cust when part came in.

Writer was transferred to srv, writer left VM message for Scott requesting call back.

*** PHONE LOG 02/14/2008 11:16 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer called cust, left VM message stating:

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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>
[REDACTED]	[REDACTED]	KNDJD735085 [REDACTED]	K1411968	3,640
North Richland Hills, TX		Prod. Date: 7/6/07	Dealer: TX040 Classic Kia	

1. Called dlr.
2. Part has arrived.
3. Please call writer back.
4. Provided file number & writer's ext.

*** PHONE LOG 02/20/2008 09:31 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called Classic Kia TX040 spoke with Scott in srv & stated:

1. Was adv by parts that part had come in.
2. Has cust brought veh in to have part installed.
3. Verified cust contact number.

Scott stated:

1. Part is here.
2. Waiting for cust to bring veh in.
3. Have contacted cust.

*** PHONE LOG 02/20/2008 09:33 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called cust. left VM message stating:

1. Calling again to let cust know seat cushion has arrived at dlr.
2. Please call dlr to schedule appt & please call writer back.
3. Provided file number & writer's contact info.

*** PHONE LOG 02/26/2008 11:37 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called Classic Kia spoke with srv adv Tracy & stated:

1. Has cust brought veh in to have seat cushion installed?

Tracy stated:

1. No, have made 2 appts for cust.
2. Cust has canceled both appts.
3. Waiting on cust.

*** PHONE LOG 02/26/2008 11:39 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called cust 3rd call out. left VM message stating:

1. Calling again to let cust know seat cushion is at dlrshp.
2. Dlr is waiting for cust to bring veh in to install part.
3. If need further assistance from writer. please call back.
4. If would like for writer to follow up on rep **AIRs** when veh is at dlr. please call back.
5. Provided file number & writer's ext.

Writer sent call me letter

*** COMMIT 02/26/2008 11:39 AM US Mountain Standard Time LCoema Action Type:Callback Required

*** CASE CLOSE 02/26/2008 11:41 AM US Mountain Standard Time LCoema

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735085 [REDACTED]	K1411968	3,640
North Richland Hills, TX [REDACTED]		Prod. Date: 7/6/07	Dealer: TX040 Classic Kia	

*** FULFILL 03/07/2008 02:43 PM US Mountain Standard Time LCoema Action Type:Callback Required

*** PHONE LOG 03/07/2008 02:44 PM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called Classic Kia spoke with service & stated:

1. Did cust ever bring in veh to have part installed?

Dir stated:

1. Cust reschedule for tomorrow.

Writer states:

1. Great. will follow up with dlr on Monday.

*** PHONE LOG 03/11/2008 06:56 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called Classic Kia spoke with srv adv Scott & stated:

1. Did cust bring in veh?

Scott stated:

1. No she did not & we did not hear from her.
2. We have done everything we can to get the part installed.
3. Cust keeps canceling appts.

*** PHONE LOG 03/11/2008 06:59 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust. left VM message stating:

1. Calling to follow up with cust about getting seat cushion installed in veh.
2. Spoke with dlr.
3. Dlr stated cust had appt for yesterday but did not show.
4. Please call writer back for assistance.
5. Provided file number & writer's contact info.

*** NOTES 03/11/2008 07:12 AM US Mountain Standard Time LCoema Action Type:Manager review
Writer sent call me letter.

*** CASE CLOSE 03/11/2008 07:13 AM US Mountain Standard Time LCoema

*** NOTES 04/01/2008 01:29 PM Pacific Daylight Time KWarren Action Type:Manager review
Apology letter and \$25 gift card sent to customer 4/1/08 due to problems early in ownership.

*** CASE CLOSE 04/01/2008 01:29 PM Pacific Daylight Time KWarren

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735085 [REDACTED]	K1411968	3,640
North Richland Hills, TX	[REDACTED]	Prod. Date: 7/6/07	Dealer: TX040	Classic Kia

*** CASE CLOSE 04/14/2008 09:53 AM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

*** PHONE LOG 12/02/2008 07:13 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust. left VM message stating:
1. Advised cust of reason for call.
2. We sent cust gift card for some problems with veh when purchased veh.
3. Our records show the gift card has not been used by the cust.
4. Wanted to let cust know the card will expire in Jan 2009.
5. If have any questions, please call writer back.
6. Provided case number & writer's contact info.

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Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1488662	7,402
Ocean, NJ ██████████		Prod. Date: 6/29/06	Dealer: NJ034 Sansone Kia	

Case History

Complaint Rep **AIR** Assistance

*** PHONE LOG 08/19/2008 12:34 PM US Mountain Standard Time TShamburger customer Ms ██████████ called

- 1 the **OCS AIR** bag light is on, on **PASS**engerside **AIR** bag.
- 2 and kia tech came out to dlr 6 months ago and reprogrammed the **AIR** bag system
- 3 this was 6 months ago.
- 4 but it was still giving me the light. and he said he would get back to me in a month.
- 5 but its about 6 months later and no one has called me
- 6 dlr told me to call kia.
7. this is not safe we need this fixed.
- 8 sat there properly and the kia guy saw and it didnt work and he would let us know. but no call from dlr.

wrt states

- 1 im sorry.
 2. will check on this for you and get back with you.
 3. will have to call our kia rep on this.
 - 4 gave cust ext and case#
- cust thanked wrt. call ended.

*** PHONE LOG 08/20/2008 06:44 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Sansone Kia and Left msg w/ receptionist to have Svc Mgr call wrt on this car.
1 left vin# and name. ext and 1 800.

*** PHONE LOG 08/20/2008 10:00 AM US Mountain Standard Time TShamburger Action Type:Incoming call
Ms ██████████ called

- 1 did you hear anything on the **AIR** bag light.
- wrt states
- 1 no I left msg for Svc mgr to call wrt this morning because he was in a meeting
 - 2 when i speak to svc mgr and get more infor. will call you back.
- cust thanked wrt call ended.

*** PHONE LOG 08/20/2008 10:04 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Sansone Kia and asked for svc mgr. told he is with a customer
wrt states
1 will wait for his call back to wrt. wrt left a msg this morning. will wait for a call back.
call ended.

*** PHONE LOG 08/20/2008 10:09 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer Ms ██████████ called
1 wanted you to know the kia tech. took a video tape of how the system was not working for me.
2 and just wanted you to know this too. there is a video from kia tech showing how system is not working.
wrt thanked cust for the call back. call ended..

*** EMAIL OUT _ TShamburger Action Type:External email
Send to:[rkealey@kiausa.com]
Rob

OCS AIR

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1488662	7,402
Ocean, NJ ██████████		Prod. Date: 6/29/06	Dealer: NJ034 Sansone Kia	

customer said the kia tech came out and tried to correct the problem, it didnt work and the kia tech took a video of the problem with her on the seat. and told customer he would inform the dlr on what to do next, but customer has not heard back from dlr.

Left msg for Svc mgr on the morning of the 20th of Aug. have not heard back from him yet.
Can you check on this and call wrt, Tammy. 46576

Thank you

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

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

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*** NOTES 08/22/2008 02:44 PM US Mountain Standard Time TShamburger Action Type:Manager review
Rob Kealey left email asking Bert at dlr to check on this veh concern and get back with dpsm. Email Aug 22.

*** PHONE LOG 08/22/2008 02:58 PM US Mountain Standard Time TShamburger Action Type:Incoming call
wrt called Ms ██████████ and states
I still working on your concern.

2 our kia rep left msg with dlr to get more info on your cars status with AIRbag light.
3 wrt will call you on monday on an update, just wanted to call you and give you an update before the weekend.
cust thanked wrt for the call.

*** PHONE LOG 08/25/2008 12:55 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Sansone Kia and asked for Svcmgr Bert, told he is with a customer.
wrt left msg with Daniella to give Svc mgr to call wrt.
I left 1 800 and ext. cust name and vin#

*** PHONE LOG 08/27/2008 07:48 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
WRT CALLED DLR AND LEFT ANOTHER MSG FOR BERT ----
I LEFT 1 800 AND EXT.
2 EXP TO RECEPTIONIST CAN YOU MAKE SURE HE GETS MSG. THIS IS MY THIRD MSG AND HAVE NOT HEARD BACK FROM HIM YET.

*** NOTES 08-28 2008 12:57 PM US Mountain Standard Time TShamburger Action Type:Manager review
Dispatch to region for handling and review. *****

1 cust has an AIRbag PASSengerside light that does not go off.
2 according to customer a kia tech came out to reprogram her vch but it did not work.

**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>
██████████	██████████	KNDJD736775 ██████████	K1488662	7,402
Ocean, NJ ██████████		Prod. Date: 6/29/06	Dealer: NJ034	Sansone Kia

5 dlr has not called back customer
6 DPSM sent an email to Svc mgr Bert to address this for writer since writer cannot get a hold of Bert.
7 but wrt still cannot get a hold of the svc mgr and always told he is not avail.
8 this has to be addressed at a regional level to see if in fact a FTR did take a video and was trying to analyze a problem with her
AIRbag light on the **PASS**engerside
9 please call customer to give her an update on this concern.

*** FORWARD 08/29/2008 11:43 AM Pacific Daylight Time EDicinti

*** NOTES 09/03/2008 01:10 PM Pacific Daylight Time ATrinidad Action Type:E-mail sent
writer sent FTR M McCarty an email
Mark.

This case states in the notes that the FTR took a video of the **OCS** problem. Do you have that video, and if so is there ant coarse of action to be taken to get this vehicle rep**AIR**ed. Please just let me know.

Thanks.

Adrian M. Trinidad
Consumer Aff**AIR**s Analyst
Kia Motors America, Inc.
Eastern Regional Office

*** PHONE LOG 09/03/2008 01:39 PM Pacific Daylight Time ATrinidad Action Type:Incoming call
writer calls cust
1. lvm requesting call back
2. provided contact info

*** PHONE LOG 09/05/2008 02:18 PM Pacific Daylight Time ATrinidad Action Type:Incoming call
writer receives call from cust
1. returning your phone call
2. just want to know what is going on
writer states
1. video taken BY FTR is being reviewed
2. as soon as an answer on what needs to be done is clear will follow up
cust states
1. i have been having this problem since i purchased the vehicle
2. please let me know asap
3. thank you

*** NOTES 09/16/2008 02:15 PM Pacific Daylight Time ATrinidad Action Type:E-mail rec.
writer received email from FTR M McCarty on 9/4/08
Adrian.

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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 ██████████	K1488662	7,402
Ocean, NJ ██████████		Prod. Date: 6/29/06	Dealer: NJ034 Sansone Kia	

can do about it. One thing the dealer could do is to try the customer in another vehicle. If it operates normally with the other vehicle then- swap seats. If it operates the same then there is nothing else that can be done.

Mark McCarty
Field Technical Representative
Kia Motors America Ea Region

*** NOTES 09/16/2008 02:16 PM Pacific Daylight Time ATrinidad Action Type:E-mail sent
writer sent email to DPSM R Kealey
Rob.

Attached is the email I received from Mark McCarty concerning the **OCS** issue with Mrs. Santaita out of NJ034. Can you please contact the dealer and give them the authorization to perform this procedure. If you need me to call just let me know.

Thank you.

Adrian M. Trinidad
Consumer AffAIRs Analyst
Kia Motors America, Inc.
Eastern Regional Office

*** NOTES 09/16/2008 02:18 PM Pacific Daylight Time ATrinidad Action Type:Manager review
DPSM to update writer on case
1. DPSM has contacted NJ034
2. gave auth to perform procedure in email from FTR
3. dealer to contact cust

*** PHONE LOG 09/23/2008 12:38 PM Pacific Daylight Time ATrinidad Action Type:Incoming call
writer receives call from cust
1. I am Mr. Santaita
2. I am calling for my wife because she is fed up
3. we want to know what is going on with our vehicle and the **OCS** issue
4. no one has followed up with us
writer states
1. apologize for no follow up
2. spoke with DPSM and NJ034 was supposed to contact the cust to set up an appointment for repAIRs
3. recommend contacting NJ034 and speak with Sm Bert
4. if need any further assist contact writer and writer will contact DPSM
cust states
1. i will call him now
2. thank you for your help

*** NOTES 10/07/2008 09:47 AM US Mountain Standard Time JHirshfield Action Type:Manager review

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**Kia Motors America
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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1488662	7,402
Ocean, NJ ██████████		Prod. Date: 6/29/06	Dealer: NJ034	Sansone Kia

*** CASE CLOSE 10/07/2008 03:02 PM Pacific Daylight Time ATrinidad
pending any further contact from cust

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1593237	25,000
Redding, CA ██████████		Prod. Date: 8/18/06	Dealer: CA206 Redding Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 05/28/2009 09:09 AM US Mountain Standard Time RBriones

Customer (Ms ██████████) Stated:

1. Have been having a couple of problems last couple of weeks.
2. **PASS**enger **AIR** bag light is staying on with someone in the seat.
3. Also, have been having a problem with brake lights staying on.
4. My vehicle had died in the parking lot at work the other day.
5. ESC and CEL were on and had to jump start it.
6. Saw the recalls on Edmonds.com and wanted to see if they apply to my vehicle.
7. Can I have the vehicle towed in with roadside assistance?

Writer Stated:

1. Apologized for prob.
2. Customer vehicle does have recall Sc076 on it.
3. Recall can be done by svc dept at no cost to customer.
4. No recall on brake lights.
5. However, electrical is still under customer 5/60 lbw.
6. Roadside can tow customer for vehicle to nearest dealer.
7. Transferred customer to roadside assistance.

*** CASE CLOSE 05/28/2009 09:09 AM US Mountain Standard Time RBriones
concerns noted.

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<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2007 SORENTO LX 4X4 KNDJC736175 [REDACTED]	<u>Case Number</u> K1612403	<u>Mileage</u> 6,600
Albrightsville, NY [REDACTED]		Prod. Date: 12/13/06	Dealer: PA083 Major Kia	

Case History

Complaint **Re: AIR Assistance**

*** PHONE LOG 07/08/2009 08:52 AM US Mountain Standard Time RSabin

CUST STATED:

1. I BROUGHT MY VEH INTO THE SHOP TWICE FOR THE SAME REASON
2. I'M NOW GOING TO HAVE TO TAKE IT BACK FOR THE SAME ISSUE
3. THE **PASS**enger side **AIR** BAG LIGHT IS STILL ON
4. THE DLR DID THE RECALL ON MY VEH FOR THE **OCS AIR** BAG
5. I DON'T WANT TO GO BACK TO THIS DLR. CAN YOU TELL ME WHAT OTHER DLR'S ARE IN MY AREA

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. PROVIDED ALT DLR INFO

CUST STATED:

1. OK THANKS

*** CASE CLOSED 07/08/2009 09:50 AM US Mountain Standard Time RSabin

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735885██████████	K1509098	6,000
Glen Burnie, MD ██████████		Prod. Date: 9/17/07	Dealer: MD028 Bob Bell Kia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 10/09/2008 08:52 AM US Mountain Standard Time TShamburger
customer Ms ██████████ called ---

1. want to know what to do, the *PASS*engerside *AIR*bag light does not go off to say the *AIR*bag will deploy.
 - 2 the dlr said to me in service the *AIR*bag will deploy just not as powerful.
 - 3 dont think they check it, the dlr Bob Bell Kia was rep *AIR* a transmission leak we noticed.
 - 4 but they said its normal for that to have the light on.
- wrt states
1 apologize
2 the *AIR*bag will not deploy at all on *PASS*engerside if the Off light is on.
3 advise cust to have dlr check it.
4. call wrt when you have appt date and time.
5 gave case# and ext.
cust thanked wrt for assistance.

*** CASE CLOSE 10/09/2008 08:53 AM US Mountain Standard Time TShamburger
close pending call back with appt date and time.

*** PHONE LOG 10/16/2008 08:31 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt LVM for Ms ██████████ and stated

1. calling in see if you have made an appointment for you *AIR*bags
2. wrt provided 800#, ext. and case #

*** PHONE LOG 10 17 2008 02:43 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
writer Ms ██████████

1. have a baby and sick dog haven't been yet.
2. dropping vehicle off on 20th in evening to be looked at on the 21th
3. was advised by svc dept that again if *AIR*bag light it shows off it will still work just not as strong
4. also drivers side *AIR*bag adjusts force to weight and stature
5. it doesn't turn off for anyone

writer stated

1. wrt advised we were advised that when the light is off the *AIR*bag is off
 2. wrt advised will follow up with the dlr on the 21th
 3. verified that taking to Bob Bell Kia for diagnosing
- customer thanked writer
call ended

*** PHONE LOG 10 21 2008 10:45 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
Writer called MD028 Chuck- SVC MGR

1. calling in regards to Schlein's veh

Chuck stated

1. my shop MGR and myself have looked at the veh

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Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735885 ██████████	K1509098	6,000
Glen Burnie, MD ██████████		Prod. Date: 9/17/07	Dealer: MD028	Bob Bell Kia

writer stated

1. I will contact her and advise that you would like her to come in
- call ended

*** PHONE LOG 10/21/2008 10:48 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

writer LVM for ██████████ stating

1. advised customer dlr can not duplicate
 2. would like you to show them how you are sitting and light not going off
 3. left customer 800#, ext
- call ended

*** PHONE LOG 10/22/2008 11:24 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

writer called Bob Bell Kia SVC MGR Chuck

writer stated

1. calling in regards to ██████████ vehicle
2. wanting to know if they were able to make it in and sit in the vehicle?

chuck stated

1. yesterday they came in and got the vehicle
2. advised them that the shop foreman checked it and there were no codes
3. offered to sit in the seat they declined sitting in the vehicle
4. they trusted the judgement of the shop foreman

writer thanked Chuck for the info

call ended

*** PHONE LOG 10/22/2008 11:48 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

writer called Ms Schlem and stated

1. advised that spoke to Chuck
2. advised light stature may need to reposission and light should go off.

Ms ██████████ stated

1. picked up vehicle yesterday
2. Bob Bell Kia told us everything is okay
3. we were told by dealer that it takes a person of 150 lbs. for light to go off.
3. we just wanted to be sure it was working properly
4. if light is showing off, would it not deploy or will it come out slower?

writer stated

1. advised if light shows **AIR** bag off, **AIR** bag will not deploy
2. advised not aware of the 150lb limit, owners manual simply states "small stature"
2. offered next closest dealer, customer declined

customer thanking writer for follow up

call ended

*** CASE CLOSE 10/22/2008 11:50 AM US Mountain Standard Time TShamburger

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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 ██████████	K1509098	6,000
Glen Burnie, MD ██████████		Prod. Date: 9/17/07	Dealer: MD028 Bob Bell Kia	

*** CASE CLOSE 01/05/2009 03:04 PM US Mountain Standard Time TMorales
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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736075 ██████████	K1382055	200
Elmhurst, IL ██████████		Prod. Date: 4/21/07	Dealer: IL035 Napleton's Kia of Elmhurst	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 11/13/2007 05:20 PM US Mountain Standard Time RBriones

Customer Stated:

1. Just recently purchased a Kia Sorento.
2. There was an **AIR** bag issue on the **PASS**enger side.
3. Svc dept said there was no problem with it.
4. But they told me they would check it out when they put in keyless remote system.
5. They checked it out, and told me they could not find what the problem is.
6. And then after that, my CEL came on.
7. So took vehicle back to dealer svc dept, and they said would have to keep veh over the weeked.
8. Was told that because my vehicle was so new, told I would get a rental vehicle.
9. Finally picked up vehicle, and **AIR** bag light is still on.
10. Now, this is becoming a safety issue to me.
11. And dealer won't take it back in again, because that would be three times under the lemon law.
12. This problem needs to be fixed or another vehicle provided to me under the lemon law.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty rep**AIR**s.
3. Can work with dealer svc dept to see what assistance we can provide.
4. We can work to involve other Kia resources in rep**AIR**s.
5. Can contact customer back in the next couple of days once I have some more information.

*** PHONE LOG 11/14/2007 01:43 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called IL035 and Glen in svc stated:

1. Just had the car in here last week for a CEL.
2. It was here on the 1st of November.
3. Vehicle was also here at the end of October for remote start installation.
4. But do show we have a part on order for **PASS**enger **AIR** bag concern.
5. Give me about an hour and will check into this.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 11/14/2007 01:46 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called DPSM, Cannon Fears, and left vm stating:

1. Gave writer's name and ext number.
2. Adv of customer name, vehicle, dealer, and last eight of vin.
3. Gave overview of customer situation.
4. Customer talking about lemon /veh replacement.
5. Please give me a call back.
6. Will probably be fowarding to the region.

*** PHONE LOG 11/14/2007 04:52 PM US Mountain Standard Time TDonnelly Action Type:Incoming call

DPSM CANNON FEARS STATES:

1. GOT A CALL FROM SOMEONE WORKING CASE (IL035) TODAY
2. **OCS** CONCERN

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736075 ██████████	K1382055	200
Elmhurst, IL ██████████		Prod. Date: 4/21/07	Dealer: IL035 Napleton's Kia of Elmhurst	

4. WHAT DO THE NOTES STATE IN CASE?
5. CURRENTLY KMA IS UPDATING A TOOL FOR REPROGRAMMING TO ADDRESS THIS ISSUE.
6. KMA CURRENTLY DOES NOT HAVE A COUNTER MEASURE TO ADDRESS THIS CONCERN NOR DO WE HAVE AN ETA WHEN COUNTER MEASURE WILL BE AVAILABLE.
7. BECAUSE CAR IS NEW AND CUSTOMER IS REQUESTING REPURCHASE/REPLACEMENT WOULD BE GOOD IDEA TO FORWARD THIS TO REGION.

WRITER STATES:

1. ADVISED THAT THE CASE MANAGER IS RBRIONES
2. READ CASE NOTES TO DPSM
3. EXPLAINED CUSTOMER IS REQUESTING REPURCHASE/REPLACEMENT OF VEHICLE CITING SAFETY CONCERNS.
4. WILL NOTE WHAT DPSM HAS STATED
5. WILL ADVISE FCM THAT DPSM HAS RECOMMENDED TO DISPATCH CASE TO REGION FOR FURTHER FOLLOW UP.

*** NOTES 11/15/2007 04:36 PM US Mountain Standard Time RBriones Action Type:Manager review
Dispatched for:

1. Customer states veh in mult times for **PASS**enger **AIR** bag light.
2. Svc dept has part on order.
3. Customer talking about veh replacement at this time.
4. Review of customer concerns. and contact.

*** NOTES 11/16/2007 08:57 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR ACCEPTED CASE THIS DATE:

WTR TO FU W/DPSM CANNON FEARS THIS DATE TO DISCUSS FURTHER

*** PHONE LOG 11/16/2007 12:09 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W DPSM CANNON FEARS:

1. DPSM STATED CUST WANTS OUT OF VEH. SINCE THERE IS NO KNOWN FIX FOR VEH CONCERN
2. KMA NEEDS TO MAKE A DECISION AS TO HOW WE SHOULD PROCEED FORWARD

WTR TO FORWARD HARD FILE TO MCS THIS DATE TO OBTAIN NECESSARY **DOCS**

*** PHONE LOG 11/16/2007 03:51 PM Central Daylight Time MSandoval Action Type:Outgoing call
WTR LVM W SM GLEN @ NAPLETON KIA THIS DATE:

1. REQ SALE & SERVICE **DOCS**
2. PROVIDED VIN#, FAX#, C/B#

WTR TO FU W SM ON 11/19/07 IF **DOCS** NOT RCVD BY NET COB THIS DATE

*** PHONE LOG 11/19/2007 10:30 AM Central Daylight Time MSandoval Action Type:Outgoing call
WTR S/W SM GLEN @ NAPLETONS KIA OF ELMHURST THIS DATE:

WTR TO FU W SM ON 11/19/07 IF **DOCS** NOT RCVD BY NET COB THIS DATE

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736075 ██████████	K1382055	200
Elmhurst, IL ██████████		Prod. Date: 4/21/07	Dealer: IL035	Napleton's Kia of Elmhurst

3. PROVIDED VIN#. FAX#, C/B#

WTR TO F/U W/SM ON 11/20/07 IF NO D**OCS** RCVD BY COB THIS DATE

*** NOTES 11/19/2007 05:00 PM Central Daylight Time MSandoval Action Type:Facsimile rec.
WTR RCVD FROM SM GLEN @ NAPLETONS KIA OF ELMHURST THIS DATE:

1. SERVICE D**OCS**. MISSING FINANCE AGREEMENT. DLR RENTAL RECEIPTS. DEALER DEAL RECAP SHEET

*** PHONE LOG 11/19/2007 05:03 PM Central Daylight Time MSandoval Action Type:Outgoing call
WTR S/W SM GLEN @ ED NAPLETONS KIA THIS DATE:

1. REQ MISSING SALES D**OCS**
2. SM STATED WILL FAX OVER FIRST THING IN THE MORNING ON 11/20/07
3. PROVIDED FAX#. C/B #

WTR TO F/U W/SM ON 11/20/07 IN LATE AFTERNOON IF D**OCS** NOT RCVD BY THEN

*** PHONE LOG 11/19/2007 05:55 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:

1 - I want to know what is happening with my veh

Writer stated:

- 1 - Case has been escalated to regional office
- 2 - Anita has your case
- 3 - Will transfer you to her VM

Customer stated:

1 - Thank you.

*** PHONE LOG 11/20/2007 11:09 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR RCVD MSG FROM CUST. MS. ██████████ 11/19/07 @ 6:55 P.M.

1. REQ'D CB
2. PROVIDED THE FOLLOWING CB #'S 630/935-0944; 630/617-7817; AND 630/833-4578
3. CUST SEEKING RESOLUTION FOR 2007 SORENTO **PASSENGER AIRBAG** LIGHT

WTR TO FU W/DPSM CANNON FEARS AND CUST THIS DATE

*** PHONE LOG 11/20/2007 11:13 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR CALL FOR CUST. MS. ██████████

1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/CUST 11/21/07 IF NO CB RCVD BY COB

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736075 ██████████	K1382055	200
Elmhurst, IL ██████████		Prod. Date: 4/21/07	Dealer: IL035 Napleton's Kia of Elmhurst	

WTR REC'D VIA FAX FROM ED NAPLETON KIA THIS DATE WHICH INCLUDES:

1. DEALER RECAP SHEET

INFO FORWARDED TO MCS FOR FURTHER CASE HANDLING

*** NOTES 11/20/2007 01:59 PM Central Daylight Time MSandoval Action Type:Meeting
WTR COMPLETED RECAP & FORWARDED HARD FILE TO AJM FOR FURTHER CASE HANDLING

*** PHONE LOG 11/21/2007 03:27 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
CUST RETURNED WTR'S CALL THIS DATE:

1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/CUST 11/27/07 IF NO CB RCV'D BY COB

*** PHONE LOG 11/26/2007 09:35 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST. MS. ██████████

1. CUST IS VERY FRUSTRATED WITH THE FACT THAT **PASSENGER AIR**BAG LIGHT IN 2007 SORENTO IS NOT WORKING PROPERLY
2. CUST WOULD LIKE HER MONEY BACK UNTIL KMA GETS THIS PROBLEM RESOLVED OR A NEW VEH
3. CUST STATED THE DLR ADVISED HER NOT TO BRING THE VEH BACK AS THIS IS A MANUFACTURER ISSUE
4. CUST STATED THE SAME SALES PERSON SOLD VEH'S TO CO-WORKERS WITHOUT INCIDENT SO SHE WAS PRETTY CONFIDENT WITH HER BUYING DECISION
5. CUST TRAVELS OFTEN BETWEEN CHICAGO AND MICHIGAN AND WAS SOLD ON THE SORENTO BECAUSE OF THE FRONT **AIR**BAGS AND SIDE **AIR**BAGS
6. CUST STATED HER PARTNER WAS LOOKING TO PURCHASE A VEH AS WELL BUT IS NOW HESITANT PENDING THE OUTCOME OF THIS SITUATION

WTR TO FU W DLR FOR VEH HISTORY THIS DATE

*** NOTES 11/26/2007 09:38 AM Pacific Daylight Time AnitaMay Action Type:Meeting
CORRECTION TO TAG LINE ABOVE:

WTR TO REVIEW CASE WITH RCAM THIS DATE

*** NOTES 11/28/2007 09:53 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR REVIEWED CASE W RCAM 11-26-07:

1. CONCERN THAT CUST IS COMPLAINING ABOUT IS NOT LISTED ON THE RO AT THIS TIME

WTR TO FU W/CUST TO ADVISE OF ABOVE

*** PHONE LOG 11/28/2007 10:02 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST. MS. ██████████

1. WTR ADVISED CUST THAT **OCS** CONCERN IS NOT LISTED ON THE RO RCV'D FROM NAPLETON KIA OF

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736075 ██████████	K1382055	200
Elmhurst, IL ██████████		Prod. Date: 4/21/07	Dealer: IL035 Napleton's Kia of Elmhurst	

2. CUST STATED SHE NOTICED THAT TOO
3. CUST STATED THAT KIA WAS NOT STANDING BEHIND THEIR PRODUCT
4. WTR ADVISED CUST THAT DLR CAN'T FIX WHAT THEY CANNOT DUPLICATE
5. WTR INQUIRED IF CUST WOULD LIKE TO TAKE VEH TO ALTERNATE DLR

WTR TO CLOSE CASE PENDING FURTHER CONTACT FROM CUST

*** CASE CLOSE 11/28/2007 10:04 AM Pacific Daylight Time AnitaMay
CASE CLOSED AS NO FURTHER ASSISTANCE REQUIRED. PLEASE NOTE THAT CRCA HARD FILE OF THIS CASE IS LOCATED IN "NON-PRIORITY" CABINET @ REGION.

*** PHONE LOG 12/03/2007 02:48 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST. MS. ██████████

1. WTR ADVISED CUST THAT TOOL IS NOW AVAILABLE TO REPAIR VEH CONCERN
2. CUST WAS EXCITED TO HEAR OF FIX
3. CUST INQUIRED AS TO WHEN VEH COULD BE REPAIRED
4. WTR ADVISED CUST THAT FTR WOULD HAVE TO BE SCHEDULED TO EVALUATE/REPAIR VEH

WTR TO FU W/DPSM CANNON FEARS TO SCHEDULE FTR APPT

*** NOTES 12/04/2007 01:36 PM Pacific Daylight Time AnitaMay Action Type:E-mail rec.
WTR RCVD E-MAIL FROM FTR BRIAN GINN STATING HIS AVAILABILITY FOR 12/4 OR THE MORNING OF 12/5:

WTR TO FU W/CUST THIS DATE FOR POSSIBLE SCHEDULING

*** PHONE LOG 12/04/2007 01:40 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST. MS. ██████████

1. CUST'S MSG STATED SHE WAS GONE FOR THE DAY RETURNING 12/5/07 @ 8:00 AM.
2. WTR TO FU @ ALTERNATE #'S IN CUST FILE

WTR LM FOR CUST @ ██████████

1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/CUST 12/5/07 IF NO CB RCVD BY COB

*** PHONE LOG 12/05/2007 10:51 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S W CUST. MS. ██████████

1. WTR INQUIRED ABOUT CUST'S AVAILABILITY TO TAKE VEH TO DLR THIS DATE
2. CUST WAS UNABLE TO MEET FTR TIME FRAME FOR TODAY SO APPT IS SET FOR 12/6/07 @ 4:00 P.M.
3. CUST ADVISED WTR THAT SHE WOULD CALL WTR WHEN SHE IS ON HER WAY TO THE DLR

WTR TO FU W/FTR BRIAN GINN 12/7/07 FOR VEH STATUS UPDATE

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736075 ██████████	K1382055	200
Elmhurst, IL ██████████		Prod. Date: 4/21/07	Dealer: IL035 Napleton's Kia of Elmhurst	

*** NOTES 12/07/2007 09:32 AM Pacific Daylight Time AnitaMay Action Type:Meeting
FTR BRIAN GINN REFLASHED CUST VEH 12/6/07:
1. WTR RCV'D COPY OF RO # 115032 FROM FTR VISIT
2. INFO ADDED TO HARD FILE

WTR TO REVIEW CASE W/RCAM FOR DIRECTIVE

*** NOTES 12/07/2007 09:33 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR REVIEWED CASE W/RCAM ON 12/6/07:
1. IT WAS DECIDED TO CLOSE CASE THIS DATE

*** CASE CLOSE 12/07/2007 09:34 AM Pacific Daylight Time AnitaMay
CASE CLOSED AS NO FURTHER ASSISTANCE PROVIDED. PLEASE NOTE THAT CRCA HARD FILE OF THIS CASE IS LOCATED IN "NON-PRIORITY" CABINET @ REGION.

*** PHONE LOG 12/20/2007 10:57 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR RCV'D CONTACT FROM CUST STATING *PASSENGER OCS* LIGHT IS NOT WORKING AGAIN:

WTR TO FU W/FTR BRIAN GINN TO ADVISE OF ABOVE

*** NOTES 12/20/2007 11:02 AM Pacific Daylight Time AnitaMay Action Type:E-mail sent
WTR SENT E-MAIL TO FTR BRIAN GINN ADVISING THAT THE REFLASH DID NOT REPAIR *WTR* WITH CONCERN
1. WTR WAS ADVISED TO RESUBMIT FTR REQ

WTR RESENT ORIGINAL FTR REQUEST THIS DATE AND WTR TO FU FOR RESPONSE 1/3/08 IF NONE RCV'D BEFORE THEN

*** PHONE LOG 12/20/2007 11:03 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST. MS. ██████████
1. WTR ADVISED CUST THAT FTR REQ HAS BEEN RESUBMITTED
2. PROVIDED CONTACT INFORMATION

WTR TO FU W/CUST ONCE A DATE OF AVAILABILITY FOR SCHEDULING HAS BEEN PROVIDED BY FTR

*** PHONE LOG 01 02 2008 10:49 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S.W CUST. MS. ██████████
1. WTR ADVISED CUST OF FTR AVAILABILITY FOR TODAY IF SHE WAS AVAILABLE
2. CUST WILL CHECK WITH SUPERVISOR AND CONTACT WTR BACK
3. WTR ALSO PROVIDED THE FOLLOWING DATES FOR FTR SCHEDULING THE AFTERNOON OF 1/10/08 OR THE MORNING OF 1/11/08

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736075 ██████████	K1382055	200
Elmhurst, IL ██████████		Prod. Date: 4/21/07	Dealer: IL035	Napleton's Kia of Elmhurst

CUST TO CONTACT WTR BACK TO ADVISE OF AVAILABILITY THIS DATE

*** PHONE LOG 01/02/2008 11:02 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SM GLEN MUNGO @ NAPLETON KIA OF ELMHURST:

1. WTR ADVISED SM OF IMPENDING FTR VISIT THIS DATE
2. WTR INSURED THAT THIS WOULD NOT CAUSE THE DLRSHIP ANY PROBLEMS WITH SUCH SHORT NOTICE
3. SM STATED THAT WOULD BE FINE

WTR TO ADVISE FTR THAT DLR HAS AVAILABILTY FOR SCHEDULING THIS DATE

*** PHONE LOG 01/03/2008 01:58 PM Central Daylight Time MWilliams Action Type:Outgoing call
PER FTR FLANAGAN:

1. FTR GINN & FTR FLANAGAN MET W/CUST ON 1/2 AND VERIFIED **OCS** CONCERN
2. VEH HAD BEEN REFLASHED PRIOR TO THIS VISIT
3. FTRS HAD CUST SIT IN NEW VEH AND **OCS** OTS
4. ON 1/3 FTR FLANAGAN INSTALLED SEAT FROM NEW VEH INTO CUST'S VEH
5. AS A PRECAUTIONARY MEASURE, FTR FLANAGAN REFLASH NEW SEAT
6. CUST CAME BACK TO DLR THIS DATE, SAT IN HER VEH AND VERIFIED THAT ALL IS OTS
7. DLR WILL HAVE RO FAXED TO CRCA NLT 1/8

*** PHONE LOG 01/10/2008 01:12 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SM GLEN MUNGO @ NAPLETON KIA OF ELMHURST:

1. WTR REQ'D CLOSED RO FROM FTR VISIT
2. SM STATED PARTS HAVE NOT ARRIVED IN ORDER FOR HIM TO CLOSE RO YET

WTR TO FU W/DLR 1/16/08 IF NO RO RCVD BEFORE THEN

*** NOTES 01/15/2008 08:12 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** PHONE LOG 01/16/2008 11:13 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W LEN IN SERVICE @ NAPLETON KIA OF ELMHURST:

1. WTR INQUIRED ABOUT STATUS OF CLOSED RO FOR CUST
2. LEN ADVISED WTR THAT PART HAVE NOT ARRIVED YET

WTR TO FU W/DLR 1/22/08 TO CHECK ON STATUS OF CLOSED RO

*** PHONE LOG 01/22/2008 11:10 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W LYNN @ NAPLETON KIA:

1. WTR INQUIRED ABOUT THE STATUS OF CLOSING RO
2. LYNN STATED THE S/W PARTS DEPT AND THEY WILL NOT RCVD REPLACEMENT SEAT UNTIL THE END OF THE MONTH

WTR TO FU W/DLR 1/31/08 IF NO CLOSED RO RCVD BEFORE THEN

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736075 ██████████	K1382055	200
Elmhurst, IL ██████████		Prod. Date: 4/21/07	Dealer: IL035 Napleton's Kia of Elmhurst	

*** PHONE LOG 01/31/2008 11:02 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM GLEN MUNGO @ NAPLETON KIA:
1. WTR INQUIRED ABOUT THE STATUS OF CLOSING RO
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/DLR 2/4/08 IF NO CLOSED RO RCV'D BEFORE THEN

*** PHONE LOG 02/04/2008 12:21 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SM GLEN MUNGO @ NAPLETON KIA OF ELMHURST:
1. REQ'D STATUS UPDATE ON CLOSING RO
2. STILL WAITING FOR THE SEAT
3. SM STATED HE SHOULD RCV IT THIS WEEK

WTR TO FU W/DLR 2/11/08 IF NO CLOSED RO RCV'D BEFORE THEN

*** PHONE LOG 02/12/2008 03:23 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W LYNN @ NAPLETON KIA OF ELMHURST:
1. REQ'D STATUS UPDATE ON CLOSING RO
2. STILL WAITING FOR THE SEAT
3. SM STATED HE SHOULD RCV IT THIS WEEK

WTR TO FU W/DLR 2/25/08 IF NO CLOSED RO RCV'D BEFORE THEN

*** PHONE LOG 02/25/2008 09:24 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SM GLENN @ NAPLETON KIA OF ELMHURST:
1. REQ'D STATUS UPDATE ON CLOSING RO
2. STILL WAITING FOR THE SEAT IT'S BEEN 6 WEEKS NOW

WTR TO FU W/DLR 3/25/08 IF NO CLOSED RO RCV'D BEFORE THEN

*** NOTES 02/29/2008 04:28 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR TO CLOSE CASE PENDING CONTACT FROM DLR WITH CLOSE RO:

*** CASE CLOSE 02/29/2008 04:30 PM Pacific Daylight Time AnitaMay
CASE CLOSED PENDING CLOSED RO FROM DLR. PLEASE NOTE THAT CRCA HARD FILE OF THIS CASE IS

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735685 ██████████	K1594091	20,624
Port Orange, FL ██████████		Prod. Date: 8/8/07	Dealer: FL109 Deland Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 06/01/2009 06:17 AM US Mountain Standard Time RHall

Robert

1 I got recall on SC076 and had it completed already - Norris Horn

2 The **PASS**enger side **AIR**bag is still not working

3 We have taken it into the dlr previously for this same problem

4 The **PASS**enger side **AIR**bag

5 There are a lot of liabilities here if the **AIR**bag doesnt go off

wrt stated

1. Apologized

2. KMA would like to oversee the rep**AIR** of your veh and help the dlr

3. Exhaust all resources to help rep**AIR** your veh

4. Will follow up with the dlr and contact you with any new information as soon as it is available

5. Gave case# to cb when veh is at the dlr

Mr ██████████ stated

1 ok I will call them and make appt and then call Kia back once veh is at the dlr

*** CASE CLOSE 06/01/2009 06:17 AM US Mountain Standard Time RHall

*** PHONE LOG 06/02/2009 03:45 PM US Mountain Standard Time DDailous Action Type:Incoming call

CUSTOMER STATES

1. TALKED TO ROBYN YESTERDAY AND SHE TOLD ME TO CALL BACK TO LET HER KNOW WHEN MY APPT WAS

2. MY APPT IS TOMORROW MORNING

3. CAR HAS BEEN THERE TWO OTHER TIMES BESIDES THE TIME THEY DID THE RECALL AND NONE OF THE TIMES COULD THEY FIX THIS

4. NORRIS HORN IS MY TECHNITION

WRITER STATES

1. APOLOGIZED

2. WILL CALL DEALERSHIP TOMORROW TO FOLLOW UP AND SEE WHERE WE ARE WITH THIS

3. WILL HAVE THEM OPEN TECHLINE CASE AS WELL AS THIS HAS BEEN A REPEAT ISSUE FOR YOU

*** PHONE LOG 06/04/2009 09:12 AM US Mountain Standard Time DDailous Action Type:Outgoing call

WRITER STATES TO FL109

1. REQUESTED TO TALK TO SERVICE MANAGER-LORI PAVLACK

2. WHAT IS STATUS ON CUSTOMERS CAR

LORI STATES

1. WE DID THE RECALL AND HE CAME BACK YESTERDAY

2. HE CHECKED THAT WITH THE CUSTOMER IN THE SEAT AND IT SHOWED HIM BEING A SMALL OCCUPENT AND HE IS LARGE OCCUPENT

3. ORDERED NEW SEAT FOR CUSTOMER

4. FRIDAY OR SATURDAY DUE IN

**Kia Motors America
Consumer Affairs Department**

Page 2 of 2

Last name [REDACTED]	First name [REDACTED]	VIN of 2008 SORENTO LX 4X2 KNDJD735685 [REDACTED]	Case Number K1594091	Mileage 20,624
Port Orange, FL [REDACTED]		Prod. Date: 8/8/07	Dealer: FL109 Deland Kia	

*** PHONE LOG 06/04/2009 09:15 AM US Mountain Standard Time DDailous Action Type:Outgoing call

WRITER STATES TO CUSTOMER

1. UNDERSTAND WE HAVE ORDERED YOU A NEW SEAT FOR THE CAR
2. WILL FOLLOW UP WITH YOU ON TUESDAY TO MAKE SURE NEW SEAT IS WORKING BETTER FOR YOU

CUSTOMER STATES

1. GREAT THANK YOU

*** PHONE LOG 06/09/2009 10:58 AM US Mountain Standard Time DDailous Action Type:Outgoing call

WRITER STATES TO CUSTOMERS VMAIL

1. WANTED TO TOUCH BASE AND SEE IF SEAT WAS WORKING BETTER FOR YOU
2. PLEASE CALL BACK WITH QUESTIONS
3. PROVIDED CALLBACK INFORMATION

*** CASE CLOSE 06/09/2009 11:01 AM US Mountain Standard Time DDailous

*** CASE CLOSE 07/06/2009 02:49 PM Pacific Daylight Time ThomasT

Trans Review Completed

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

Case History

Complaint **RenAIR** Assistance

**** PHONE LOG 03/26/2007 07:06:00 PM EEscobedo

Cust stated:

1. Kia Ragsdale I bought a new veh from them.
2. I want to file a complaint on the DLR
3. I had the DLR look at my veh for Scratches they fixed those
4. Now i have an **AIR**bag light on, i have had to take it in for the 3rd time today.

**** PHONE LOG 03/26/2007 07:08:17 PM EEscobedo

Update to notes from first call log

5. I dont have time to leave my veh all the time
6. I am doing this 3 times a week! i have not had the car more than a week. since i bought it
7. I expect compensation of some sort after this is all done.
8. But dont call the DLR now, i want to give them a chance to fix this.

Writer stated:

1. Sorry
2. Advised cuts KMA CA can follow up with DLR to make sure all resources are used
3. Gave Case # and writer ext for follow up if cust needs.

Cust stated:

1. Ok will do thanks.

Case closed pending cust callback

**** PHONE LOG 03/27/2007 04:25:15 PM EValdez

CUST STATED

1. CAN I SPEAK TO E ESCOBEDO
2. I LEFT HIM A VM TODAY

WRITER WARM TRANSFERRED CUST TO E ESCOBEDO

**** PHONE LOG 03/27/2007 04:35:43 PM EEscobedo

Cust stated:

1. Just calling you back
2. 20 minutes after picking my car up the **AIR**bag light went on again.
3. I called the DLR and they told me they would call a guy named Ken. like a higher up person
4. But now what are you going to do? I want compensation first of all. all the times i have had to take it into this DLR just to have them not fix it
5. If you follow up im sure your going to make me take the veh to the DLR again!
6. I want to talk to someone higher up thats all there is to it

Writer stated:

1. Sorry
2. Advised cust writer needs to speak to DLR and verify who they are contacting
3. It is a person named Ken it is likely the DPSM, which is benficial to cust and veh
4. Writer will verify info and concerns, and call cust back with status/info/resolution.

Cust stated:

1. Ok thanks.

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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>
██████████	██████████	KNDJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

**** PHONE LOG 03/28/2007 01:17:36 PM RChacon

Customer stated:

1. I need to speak with Eddie
2. He is working on a case for me

Writer stated:

1. Reiterated comments in case note
 2. FCM Eddie is still working on your case
 3. I am sure once he has more info on this, he will follow up with you
 4. Writer transferred to FCM Eddie VM per customer request
- :::CALL ENDED::::

**** PHONE LOG 03/28/2007 01:23:06 PM EEscobedo

Writer spoke to Mike SA:

1. Svc mgr knows about this veh
2. He is off today Kevin is his name
3. I can take a mssg

Writer gave Mike Contact info for callback

**** PHONE LOG 03/28/2007 01:23:12 PM RChacon

Customer stated:

1. I got a call on my answering machine at my home at 11am
2. I am not sure who it was, they spoke to fast

Writer stated:

1. I apologize for the problem
2. I do not show any calls from this office made to you today

Customer stated:

1. Thank you
- :::CALL ENDED::::

**** PHONE LOG 03/28/2007 01:48:52 PM RChacon

Customer stated:

1. I spoke with you a bit ago
2. I need to speak with someone higher up for a quicker resolution
3. I want this district mgr's #

Writer stated:

1. There is no other public contact # that I can give you for your issue.
2. I can put in request to have someone call you, but no guarantee that rep would call you back
3. I see Eddie has been making progress on your case
4. Reiterated notes in case to customer

Customer stated:

1. I want to speak with Eddie on this
2. I want to tell him what Kevin told me
3. Is he not in or something which is causing him not to get back with me

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

Writer stated:

1. Eddie is in, but currently away
 2. I will put in request to have him call you ASAP
 3. Writer transferred customer to FCM Eddie VM
- ;;;CALL ENDED;;;;;

**** PHONE LOG 03/28/2007 02:03:27 PM EEscobedo

Writer called cust:

1. Advised no new info yet Kevin SVC MGR at DLR is off today

Cust stated:

1. Ok wanted to let you know i talked to Kevin last night
2. He told me he has a Tech rep involved and a district guy named Ken ?

Writer stated:

1. Ok that is good means DLR is using available resources for a resolution
2. Writer will still follow up with DLR tomorrow and svc mgr is back into DLR.
3. Will call cust with new info an status.

Cust stated:

1. Ok thanks.

**** PHONE LOG 03/29/2007 01:00:57 PM EEscobedo

Writer called Kevin SM an MA031:

1. Yes i spoke to tech line they told me not to do anything with the veh until they get back to me
2. I left a message with the DPSM Ken Domingues, but i think he is in meetings, so i probably hear from him later
3. I am just kind of waiting for an answer now, we dont have anything else we can do.

Writer thanked Kevin

**** PHONE LOG 03/30/2007 01:28:53 PM EEscobedo

Writer called cust and LVM:

1. Reviewed case
2. Advised cust DLR is using available resources to come to a resolution
3. Will call cust back with any new info,status/resolution.
4. Gave writer contact info.

**** PHONE LOG 03/30/2007 02:03:22 PM DLyons

cust states:

1. would like to speak to Eddie
2. cust was also looking for a debit card that was offered at the time of sale
3. dlrshp provided a phone number & the debit card company does not have any information in regards to the debit card.
4. cust has called the dlrshp & spoke to a very rude person about the debit card.

Writer advised:

1. apologized
2. Eddie is not available
3. is there something that writer can assist with

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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>
██████████	██████████	KNDJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

Cust states:

1. would like to know if there is anything new on my case

Writer advised:

1. Eddie has been in touch with the kia dlrshp
2. they are involving the personnel to assist with repAIRs
3. there is not any further information available at this time
4. if customer would like to hold. can call the sales department regarding the debit card.

Writer placed customer on hold. called dlrshp Ragsdale Kia of Spencer spoke to Shelly

1. calling to speak to someone about a debit card promised to the customer
2. The GM-Dana is out on the lot with a customer at this time
3. can I take a message.

Writer advised:

1. name number ext & case# for return call.

**** PHONE LOG 03/30/2007 04:43:45 PM DLyons

Writer received return call from Dana:

1. this is in reference K1292493
2. call me at ██████████ Thank you.

**** PHONE LOG 03/30/2007 04:59:04 PM DLyons

Writer returned call to Dana General Manager:

1. calling in regards to debit card for customer
2. when can customer anticipate receipt of this card.

Dana General Manager states:

1. cust should get this by the first week in April.

Writer Thanked Dana for the information

**** PHONE LOG 03/30/2007 05:08:47 PM DLyons

Writer called dlrshp spoke to service manager Kevin:

1. calling to determine if there way a call back from DPSM

Kevin states:

1. DPSM did return call to me
2. he has customer's phone number and was going to call
3. he was getting ready to get on a plane and fly to FL for family emergency
4. we are still waiting for a fix for the vehicle that is to be coming from technical assistance
5. I called customer last night & also DPSM called her last night
6. cust has been made aware of all of this information.

writer Thanked Kevin for the information.

**** PHONE LOG 03/30/2007 05:17:28 PM DLyons

Writer called customer:

1. wanted to return your call
2. received call back from Dana General Manager
3. he advised that the debit card should be recieved no later than next week
4. this is a concern that if customer has further questions that should be addressed to General Manager

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031	Ragsdale Kia of Spencer

5. this is a promotion from the kia dlrshp
6. this office will continue to stay involved with the service manager, DPSM & customer
7. once there is further information will return call to customer

Cust states:

1. The service manager & also the guy Ken has called me and has updated me on the rep **AIR**
- 2.. what will happen if they can't fix the vehicle.

Writer advised:

1. then we will look at other options that are available for customer.
2. provided name number ext & case# for return call.

**** PHONE LOG 04/02/2007 02:27:04 PM DLyons

Writer recieved return call from customer:

1. I spoke to you last week about my case
2. it is now going on a week. I guess there is not a technician that knows whats going on
3. please call me so we can discuss this ██████████

**** NOTES 04/03/2007 12:34:16 PM JCook Action Type:Manager review

TREAD REVIEW DONE

**** PHONE LOG 04/03/2007 01:11:29 PM DLyons

Writer called KDominguez:

1. calling to get further informaiton in regards to the **AIR** bag light for customer
2. what are we doing regarding this concern

KDominguez states:

1. I need to call the customer today
2. this is a concern with the dynamics of the seat and hoe/who is sitting in the seat
3. this is not a concern that is able to be resolved
4. the seat thinks that there is a small child in the seat.

Writer Thinkaed Ken for the information. will continue to stay in touch.

**** PHONE LOG 04.03.2007 02:15:29 PM DLyons

Cust states:

1. calling in regards to my **AIR** bag light.

Writer advised:

1. apologized
2. was not able to return call to you yesterday
3. have been in contact with the DPSM who stated that he will give you a call

Cust states:

1. I spoke to him last week & was assured that there would be a return call by the end of the week

Writer advised:

1. apologized
2. it was my understanding that there was a family emergency
3. but DPSM did take customer's phone numbers and should be calling customer today.

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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>
██████████	██████████	KNDJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031	Ragsdale Kia of Spencer

Cust states:

1. Thank you very much.

**** PHONE LOG 04/04/2007 09:36:10 AM DLyons

Writer received vm from customer:

1. please call me after 1 or 1:15
2. would like to go above everyone's head to get this concern resolved
3. Ken did not return a call to me
4. No one seems to be able to resolve my concerns
5. If I don't get this resolved then I will go to the Attorney Generals office
6. the **AIR** bag light is now on the dash, which I had advised the dlrshp of.

**** PHONE LOG 04/05/2007 10:33:02 AM DLyons

Writer called DPSM-KDomingues:

1. calling to provide information that cust left on vm yesterday
2. cust has advised that she would like to go over everyone's head
3. that if this is not resolved she will be going to the AG's office.

KDomingues states:

1. I am meeting with this customer on tuesday, 4/10/07 @ Ragsdale Kia of Spencer
2. please e mail the case to me for reminder.

Writer Thanked Ken for the information.

**** EMAIL OUT 04/05/2007 10:35:40 AM DLyons Sent to:kdomingues@kiausa.com

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Aff**AIR**s Dept. at 949.595.5802 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: \\eopubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1292493_DLyons_04-05-2007063319.doc

**** COMMIT 04/05/2007 10:37:28 AM DLyons Action Type: Callback Required

**** PHONE LOG 04/06/2007 10:18:41 AM DLyons

Writer called customer:

1. calling to advise that this office has been made aware of inspection scheduled 4/10/07
2. will follow up with customer after meeting with DPSM.

Cust states:

1. ok, thank you.

**** COMMIT 04/06/2007 10:24:00 AM DLyons Action Type: Callback Required

**** PHONE LOG 04/12/2007 10:54:38 AM DLyons

Writer called DPSM KDomingues:

1. calling to get further information in regards to the visit with customer

DPSM KDomingues states:

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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>
██████████	██████████	KNDJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

1. we did meet with the customer
2. was not able to get the vehicle to duplicate the concern with the **AIR** bag light
3. cust was ok with the information that was provided at this point
4. I am currently working with CA to provide further information to customer
5. once we get further information we will be calling the customer to bring the vehicle back in.

Writer advised:

1. will follow up with the customer and determine how she felt after visit

KDomingues DPSM states:

1. let me know if there are any changes.

Writer Thanked DPSM for the information.

**** PHONE LOG 04/12/2007 11:01:19 AM DLyons

Writer called main number: left message for customer

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

**** PHONE LOG 04/12/2007 02:38:35 PM DLyons

cust states:

1. returning your call

Writer advised:

1. would like to follow up with the customer regarding the meeting with DPSM

Cust states:

1. cust was ok with the information that has been provided at this point
2. DPSM advised & also got on the phone and made a call about the air light coming on
3. he took the vehicle for a test drive, and of course, it didn't come on for him.
4. he is to return a call to me once there is further information.

Writer advised:

1. this office also spoke to him and he advised of the same information
2. would like to make a request that when customer hears back from DPSM to return call to this office
3. would like to make sure that this has been resolved for the customer.

Cust states:

1. I will do that
2. I have your name number ext & case# for return call.

**** EMAIL OUT 04/12/2007 02:53:29 PM DLyons Sent to:kdomingues@kiausa.com

Ken, customer seems to be happy with the information provided. Cust is to call this office when you contact her regarding further information. Thanks for your assistance.

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

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736275 [REDACTED]	K1292493	9,250
Worcester, MA [REDACTED]		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

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**** PHONE LOG 04/17/2007 03:03:53 PM DLyons

Writer received vm from customer:

1. please clal me at [REDACTED]
2. I haven't heard back from Ken. it's been almost a week.

**** PHONE LOG 04/18/2007 11:31:35 AM DLyons

Writer called DPSM K Domingues:

1. calling because customer had contacted writer
2. is there any further information.

K Domingues states:

1. I will call the customer. she was on the list for today
2. I think I'm going to contact a FTR
3. I have tried to duplicate the **AIR** bag light coming on. unable to do so
4. and neither is the dlrs hp
5. let me give you a call back with further information.

writer Thaked K Domingues for the information.

**** PHONE LOG 04/20/2007 10:15:37 AM DLyons

Wrier called DPSM K Domingues:

1. calling to get further information regarding call to customer

K Domingues states:

1. I left a message on customer's alt#
2. advised that a FTR is scheduled to come to the Ragsdale dlrs hp on May 1, 07
3. cust is to drop the vehicle on 04/30/07. rental will be provided to the customer
4. if there was a problem with the date of service. then to call the service manager at Ragsdale

Writer advised:

1. Thanked Ken for the information
2. will be forwarding case to the regional office so they can follow up after the scheduled appointment.

Thanks again for your assistance..

**** NOTES 04/20/2007 10:17:44 AM DLyons Action Type: Manager review

Forwarding to the regional office:

1. per DPSM there is a FTR scheduled to see vehicle on 5/1/07
2. cust has been made aware of the appointment
3. cust will be provided with rental
4. please follow up with customer after appointment date

**** FORWARD 04/20/2007 02:24:55 PM MPfeifer

**** PHONE LOG 04/20/2007 03:13:27 PM RSabin
CUST STATED:

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

1. I WAS CALLING TO SPEAK WITH DARLENE

WRITER ADVISED:

1. SHE HAS FORWARDED YOUR CASE TO THE OUR REGIONAL OFFICE
2. PROVIDED CASE NOTE'S

CUST STATED:

1. OK SHE TOLD ME TO CALL HER IF I HEARD ANYTHING AND THAT'S WHAT I WAS CALLING TO TELL HER
2. THANKS

**** PHONE LOG 04/20/2007 03:53:05 PM DLyons

Writer received vm from customer:

1. please give me a call at ██████████
2. Thank you.

**** PHONE LOG 04/30/2007 02:49:27 PM TDonnelly

CUSTOMER STATES:

1. HAVE BEEN WAITING TO GET CALL BACK FROM DARLENE
2. HAVE LEFT VM MESSAGES BUT DID NOT GET CALL BACK YET
3. NEED TO KNOW WHAT IS GOING ON
4. **AIR**BAG LIGHT HAS BEEN ON 4X SINCE PURCHASE
5. DROPPING CAR OFF AT DEALERSHIP TONIGHT FOR FTR TO INSPECT TOMORROW
6. WAS NOT AWARE THAT FILE WAS FORWARDED TO ANOTHER OFFICE
7. SO ONCE THE FTR INSPECTS VEHICLE. THE REGION WILL CALL BACK?
8. WAS TOLD THAT I WOULD BE OFFERED SOME FORM OF COMPENSATION FROM KMA FOR THE REPEAT **REPAIR** CONCERNS
9. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ASKED CUSTOMER IF SHE HAS BEEN ADVISED THAT HER WAS SCHEDULED TO INSPECT VEHICLE BY KIA DEALER?
3. CUSTOMERS FILE HAS BEEN FORWARDED TO REGIONAL OFFICE
4. AFTER FTR HAS INSPECTED VEHICLE AND ADVISED REGION WHAT WAS FOUND. THEN REGION WILL BE IN CONTACT

WITH CUSTOMER TO ADVISE WHAT KMA WILL DO REGARDING FINDINGS AND **REPAIR** HISTORY.
5. REGIONAL OFFICE IS ABOVE KCC AND ART THE CORRECT PEOPLE TO ADVISE WHAT KMA WILL DO BASED UPON FTR

INSPECTION AND **REPAIR** HISTORY.

**** PHONE LOG 05/02/2007 01:23:49 PM SJeon

Ms Schneyer stated:

1. I have a case but I don't have case #
2. you don't need to know my mileage
3. can I speak to your sup to help me

writer stated:

1. cannot find the case except survey call
2. will check with my sup

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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>
██████████	██████████	KNDJJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

line was disconnected when customer came back

**** PHONE LOG 05/02/2007 01:27:11 PM SJeon

writer called the customer:

1. calling back
2. case # is ...

customer stated:

1. I have a person on another line
2. thank you

**** PHONE LOG 05/02/2007 01:27:41 PM RChacon

Customer stated:

1. I got a call yesterday. I think from Ken. but not sure
2. I am calling to find out some info on my case

Writer stated:

1. I apologize for the prob
2. Case being handled by regional office
3. I will call regional office for more info
- ::::WRITER CALLED RCAA SBRUTON. LEFT VM STATING::::::::::
1. Advised of customer. and concern
2. Looking for more info on case
3. Customer looking for contact
4. Please call customer
5. If you have questions. can call me back
6. Left case #. and writer ext #

:::::RETURNED TO CUSTOMER AND STATED::::::::::

1. Left msg for RCAA SBRuton to contact you with further info
2. Should be getting call back as soon as info becomes available
3. Gave case #

Customer stated:

1. Thank you
- :::::CALL ENDED::::::::::

**** PHONE LOG 05/02/2007 05:18:10 PM SBruton

WRITER CALLED CUSTOMER

1. WRITER ADVISED HAD CASE. YET TO REVIEW IT. WILL CALL TOMORROW ONCE REVIEWED.
 2. CUSTOMER THANKED WRITER FOR CALL. REQUESTED THAT SHE BE CONTACTED AFTER 1PM SO SHE WOULD BE AVAILABLE TO TALK.
- WRITER THANKED CUST.
WRITER WILL CONTACT TOMORROW. 5/2 2007

**** PHONE LOG 05/03/2007 05:24:15 PM JHirshfield

cust:

1. needed the name of the regional analyst who is hadling her case --she had it written down but cannot find it

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

wtr

1. Shaimra Bruton

cust --thanked wtr for the info

**** NOTES 05/04/2007 08:44:23 AM SBruton Action Type:Manager review
CUSTOMER HAS BEEN OFFERED ONE MONTH CAR PAYMENT AS GW AS PER DPSM (KEN DOMINGUES)
AWAITING DOCUMENTS FROM CUSTOMER TO PREPARE GW PACKAGE.
CUSTOMER WILL CONTACT CAA - SAM BRUTON. AFTER 1PM TODAY.

**** NOTES 05/04/2007 01:30:39 PM SBruton Action Type:Manager review
CUSTOMER FAXING RO'S & MONTHLY PAYMENT STUB FROM DEALERSHIP

**** PHONE LOG 05/04/2007 01:56:06 PM LSims

CALLER MS ██████████ STATES:

1. I HAVE A CASE OPEN AT THE REGION
2. AND THEY ARE TAKING CARE OF THE PROBLEM THAT I HAVE
3. BUT I ALSO HAVE A SALES COMPLAINT - WHO DO I GO TO
4. WHERE DO I CALL FOR THAT - DO THEY HAVE A CORPORATE OFFICE

WTR STATES:

1. APOLOGIZED
2. WTR CAN TAKE COMPLAINT AND DOCUMENT
3. DEALER IS AN INDEPENDENTLY OWNED AND OPERATED BUSINESS
4. THIS IS NOT THE CORPORATE OFFICE FOR THE DEALER
5. REFERRED TO GM OR OWNER -
6. KMA DOES NOT GET INVOLVED WITH THE SALES PROCESS DUE TO THE FEDERAL ANTI TRUST LAWS

**** PHONE LOG 05/08/2007 02:18:17 PM SBruton
CUSTOMER CALLED WRITER

1. **AIR** BAG LIGHT STAYING ON AGAIN.
 2. CAN I HAVE KEN'S NUMBER OR ASK HIM TO CALL ME.
 3. WRITER APOLOGIZED FOR CONCERN.
 4. WILL TRY TO CONTACT KEN AND CALL YOU BACK.
 5. CUSTOMER THANKED WRITER.
- CALL ENDED

**** PHONE LOG 05/08/2007 03:01:49 PM SBruton
WRITER CALLED DPSM KEN D.

1. STATED **AIR** BAG LIGHT STAYING ON AGAIN.
 2. THANK YOU WILL TRY AND GIVE A CALL BACK LATER. WE CAN CONF. CUSTOMER.
- WRITER THANKED KEN.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

**** PHONE LOG 05/09/2007 09:02:53 AM SBruton
WRITER CALLED CUSTOMER

1. STATED WE ARE STILL WORKING VERY HARD TO RESOLVE THIS ISSUE FOR YOU.
 2. GW HAD YET TO BE PROCESSED BECAUSE OF THE NEW CONCERN.
 3. WILL CONTINUE WITH ASSEMBLING THE GW PACKAGE. HOPEFULLY HAVE IT SENT OUT TO NATIONAL LATER TODAY.
 4. APOLOGIZED AGAIN FOR ISSUE AND THANKED CUSTOMER FOR HER PATIENCE.
 5. CUSTOMER THANKED WRITER.
- CALL ENDED.

**** PHONE LOG 05/11/2007 04:00:31 PM SBruton
WRITER CALLED CUSTOMER

1. LEFT VM STATING WE ARE STILL WORKING VERY HARD TO RESOLVE THIS ISSUE FOR YOU.
2. APOLOGIZED AGAIN FOR ISSUE.

**** PHONE LOG 05/14/2007 02:04:10 PM SBruton
CUSTOMER CALLED WRITER

CUSTOMER STATES

1. HAVEN'T SPOKE TO KEN. HAS HE SPOKE TO YOU.
2. SPOKE TO SARAH AT DEALERSHIP WHO STATED THAT KEN SPOKE TO ME AND CONFIRMED THAT HE WOULD BE AT DEALERSHIP ON WEDNESDAY. 23 MAY 2007.
3. I NEVER SPOKE TO KEN.
4. I JUST WANT THE VEHICLE FIXED. I HAVE FIVE PEOPLE WHO ARE WITNESS THAT THERE IS SOMETHING WRONG.

WRITER STATES

1. APOLOGIZED ABOUT CONCERN WITH VEH.
2. WILL CONTACT DEALERSHIP AND FOLLOW UP.

**** PHONE LOG 05/14/2007 02:09:07 PM SBruton
WRITER CALLED DEALERSHIP

1. SPOKE WITH SARAH WHO STATED THAT KEN WOULD BE AT DEALERSHIP ON WEDNESDAY. 23 MAY 2007.
 2. WRITER THANKED SARAH.
- CALL ENDED

**** PHONE LOG 05/14/2007 02:56:52 PM SBruton
WRITER CALLED CUSTOMER

1. CONFIRMED APPT. FOR 23 MAY 2007.
 2. CUSTOMER THANKED WRITER.
 3. WILL FOLLOW UP WITH CUSTOMER TO CONFIRM TIME.
- CALL ENDED

**** PHONE LOG 05/15/2007 04:16:11 PM SBruton
WRITER CALLED CUSTOMER

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736275 [REDACTED]	K1292493	9,250
Worcester, MA [REDACTED]		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

1. CONFIRMED APPT. TIME 2:30PM ON WEDNESDAY, 23 MAY 2007.
2. CUSTOMER THANKED WRITER
3. CALL ENDED

**** PHONE LOG 05/24/2007 08:27:40 AM SB Bruton

WRITER RECEIVED VM

1. PLEASE CALL ME BACK AFTER YOU SPEAK WITH KEN

**** COMMIT 05/24/2007 08:29:06 AM SB Bruton Action Type:

**** NOTES 05/24/2007 08:29:06 AM SB Bruton Action Type: Manager review

*****CORRECTION TO LAST NOTES*****

WRITER RECEIVED VM FROM CUST

1. PLEASE CALL ME BACK AFTER YOU SPEAK WITH KEN

**** PHONE LOG 05/25/2007 02:38:41 PM SB Bruton

WRITER CALLED CUSTOMER AND STATED

1. WILL PROCEED WITH PROCESSING GW
2. MAY TAKE 4-6 WEEKS FOR GW TO ARRIVE

**** PHONE LOG 06/05/2007 11:21:07 AM SB Bruton

CUSTOMER CALLED WRITER AND STATED

1. **AIR**BAG LIGHT ON AGAIN
2. WAS TOLD BY KEN (DPSM) IF IT HAPPENED AGAIN HE WOULD ORDER A PART FOR ME
3. WRITER STATES. WILL CALL KEN AND GET THAT PART ORDERED FOR YOU.

**** PHONE LOG 06/05/2007 11:26:08 AM SB Bruton

WRITER CALLED DPSM. KEN DOMINGUES AND WRITER STATED

1. **AIR**BAG LIGHT IS ON AGAIN
2. MAY I CALL THE DEALER AND ASK THEM TO GO AHEAD AND ORDER A SEAT BOTTOM?
3. KEN STATES. I WILL TAKE CARE OF IT
4. WRITER THANKS KEN. CALL ENDS

**** PHONE LOG 06/05/2007 11:30:48 AM SB Bruton

WRITER CALLED CUSTOMER AND STATED

1. I SPOKE WITH KEN AND HE HAS CALLED THE DEALERSHIP TO HAVE THEM ORDER YOU A SEAT BOTTOM
2. THE DEALERSHIP SHOULD CONTACT YOU IN A COUPLE OF DAYS TO ADVISE YOU WHEN TO BRING YOUR VEHICLE IN FOR SERVICE
3. CUSTOMER THANKED WRITER AND CALL ENDED

**** PHONE LOG 06/21/2007 08:23:15 AM SB Bruton

WRITER CALLED DEALERSHIP (MA031) AND SPOKE WITH SHERRI WHO STATED

1. CUSTOMER WAS TOLD ON MONDAY OR TUESDAY, 18 OR 19 JUNE. THAT PART WAS ON BACK ORDER. BUT ETA WAS NOT AVAILABLE

**** PHONE LOG 06/21/2007 03:24:15 PM SB Bruton

CUSTOMER CALLED WRITER AND STATED

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736275 ██████████	K1292493	9,250
Worcester, MA ██████████		Prod. Date: 6/30/06	Dealer: MA031 Ragsdale Kia of Spencer	

1. I WAS CONTACTED BY THE DEALER. MY SEAT HAS ARRIVED AND I HAVE AN APPT. ON MONDAY, 25 JUNE TO HAVE IT INSTALLED
2. WRITER STATES THANK YOU FOR LETTING ME KNOW AND I SINCERELY APOLOGIZE BUT I STILL DO NOT HAVE AN ETA AS TO WHEN YIOUR GW CHECK WILL ARRIVE
3. I WILL CONTINUE TO FOLLOW UP AND NOTIFY YOU AS WELL

**** PHONE LOG 07/03/2007 02:39:09 PM SBruton
CUSTOMER CALLED WRITER AND STATED

1. STILL HAVING TROUBLE WITH MY **OCS** LIGHT
2. JUST NEED TO HAVE KEN CALL ME BACK PLEASE
3. I DON'T THINK ANYONE CAN FIX

*** PHONE LOG 10/23/2007 07:51 AM Eastern Daylight Time SJames Action Type:Outgoing call
Test

*** NOTES 10/24/2007 02:06 PM Eastern Daylight Time SJames Action Type:Manager review
VEHICLE TURN IN COMPLETE
CUSTOMER IN VEHICLE ON MONDAY, 22 OCTOBER 2007

**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>
██████████	██████████	KNDJD736975 ██████████	K1512322	13,000
Belmont, NC ██████████		Prod. Date: 12/16/06	Dealer: NC052 Kia of Gastonia	

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 10/17/2008 10:32 AM US Mountain Standard Time HReynolds Action Type:Incoming call
Lanny Schronce Stated:

1. **PASS**enger side **AIR**bag light on all the time
2. asked dealer to check
3. dealer said that theres not much they can do but I sit like statue and not move around
4. CEL on too
5. car is at kia dealer now
6. concern about **AIR**bag light because the **AIR**bag should work regardless of sitting position

Writer stated:

1. updated/no open recall
2. apology for situation
3. advised, this vehicle has **AIR**bag sensor in under the seat
4. **AIR**bag sensor will not be able to calculate the weight distribution if person is not sit still
5. #1 defense is seatbelt
6. **AIR**bags are only to deploy when the possibility of death or severe injury is probable
7. will follow up with kia dealer for status and call customer back
8. provided case#, writer's ext#

*** PHONE LOG 10/17/2008 12:56 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. spoke to Ken - SVC at Kia of Gastonia

Ken Stated:

1. we reprogrammed software
2. customer is not accepting the explanation from service bulletin/ KT2005022001
3. you have to sit certain way to have **AIR**bag to activate
4. this is engineering issue
5. we replaced the brake switch for CEL
6. car is ready to pick up

*** PHONE LOG 10/20/2008 10:22 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. left vm for customer to call writer back

*** PHONE LOG 10/22/2008 02:42 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. left vm for customer to call writer back
2. 2nd attempt

*** PHONE LOG 10/30/2008 12:56 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. spoke to Mr. Schronce
2. following up with vehicle concern

Mr. ██████████ Stated:

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736975 ██████████	K1512322	13,000
Belmont, NC ██████████		Prod. Date: 12/16/06	Dealer: NC052 Kia of Gastonia	

3. thanks for follow up

*** CASE CLOSE 10/30/2008 12:56 PM US Mountain Standard Time HReynolds

*** CASE CLOSE 01/06/2009 07:22 AM US Mountain Standard Time TMorales

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1366957	17,000
Prescott Valley, AZ ██████████		Prod. Date: 11/16/06	Dealer: AZ030 Liberty Kia	

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 10/02/2007 02:11 PM US Mountain Standard Time TLarson
CUSTOMER ADVISED

- 1 CALLING TO FIND OUT WHAT THE STATUS IS
- 2 ABOUT A MONTH AGO THE DEALER TOLD ME THERE WAS A REPROGRAM OR FLASH OF THE *AIRBAG* SYSTEM
- 3 MY *PASSENGER* SIDE *AIRBAG* LIGHT IS ON SAYING THAT THE *AIRBAG* WILL NOT DEPLOY
- 4 THE DEALER DOESNT HAVE ANY INFO
- 5 THEY ARE STILL WAITING FROM KIA

WRITER ADVISED

- 1 APOLOGIZED FOR THE CONCERNS
- 2 EXPLAINED THAT THE WARRANTY COVERS DEFECTS
- 3 IM NOT AWARE OF A FIX AVAILABLE OR A REPROGRAM. I NEED TO CALL THE DEALER

WRITER CALLED SVC MGR BILL @ LIBERTY KIA

- 1 WE ARE WAITING FOR A REPROGRAM FROM KIA
- 2 I SPOKE TO THE DPSM ABOUT 10 DAYS AGO AND WAS TOLD NOTHING IS AVAILABLE
- 3 I WAS UNDER THE IMPRESSION THAT THE FTS WOULD COME OUT AND PERFORM THE REPROGRAM TO EACH CAR AFFECTED
- 4 HAVENT HEARD FROM HIM SINCE

WRITER ADVISED

- 1 OK THANK YOU
- 2 WELL I NEED TO SPEAK WITH TOM AND FIND OUT WHAT HE WANTS ME TO ADVISE

WRITER CALLED DPSM TOM STEINWINTER

- 1 LEFT VOICEMAIL REQUESTING CALL BACK
- 2 PROVIDED CALL BACK INFO AND CASE NUMBER
- 3 CALL ME BACK AND LET ME KNOW WHAT TO ADVISE THE CUSTOMER

WRITER ADVISED CUSTOMER

- 1 I SPOKE WITH THE DEALER AND HE CONFIRMED THEY ARE WAITING FOR US
- 2 I CALLED THE DPSM WHO WAS NOT AVAILABLE
- 3 I WILL FOLLOW UP WITH HIM FOR FURTHER DIRECTION
- 4 WILL CALL YOU BACK AS NEEDED
- 5 PROVIDED CASE AND FILE NUMBER

CUSTOMER ADVISED

I OK THANK YOU

*** PHONE LOG 10/04/2007 09:12 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER CALLED DPSM TOM STEINWINTER

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1366957	17,000
Prescott Valley, AZ ██████████		Prod. Date: 11/16/06	Dealer: AZ030 Liberty Kia	

- 1 THE SVC MGR DOESNT HAVE A DATE AS OF YET
- 2 BUT HE WILL HAVE ON NEXT WEEK
- 3 GO AHEAD AND LET THE CUSTOMER KNOW THAT THE SVC MGR WILL CALL HIM WITH A DATE NEXT WEEK

WRITER ADVISED

1 OK THANK YOU

*** PHONE LOG 10/04/2007 09:33 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(VOICEMAIL)

- 1 LEFT MESSAGE ADVISING OF THE DPSM INFORMATION
- 2 THE DPSM WILL BE CALLING THE DEALER NEXT WEEK
- 3 THE SVC MGR WILL BE GIVEN A DATE AND FROM THERE THEY WILL BE ASKED TO FOLLOW UP WITH YOU WITH THAT DATE
- 4 PLEASE CALL US BACK IF YOU HAVE FURTHER QUESTIONS
- 5 PROVIDED CALL BACK NUMBER AND CASE NUMBER

*** CASE CLOSE 10/04/2007 09:33 AM US Mountain Standard Time TLarson

*** PHONE LOG 10/01/2007 10:59 AM US Mountain Standard Time RChacon Action Type:Incoming call

*** PHONE LOG 10/03/2007 02:21 PM US Mountain Standard Time RChacon
CUSTOMER LEFT VM STATING:
1. PLEASE CALL BACK

*** PHONE LOG 10/04/2007 10:54 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER WHO STATED:

1. THIS VEH IS THE SECOND KIA WE HAVE PURCHASED
2. HAVE TAKEN VEH TO DEALER FOR AN **AIR** BAG LIGHT PROB
3. WE FEEL LIKE WE ARE BEING IGNORED
4. IF VEH IS INVOLVED IN AN ACCIDENT, AND IF SOMEONE GET HURT, OR DEATH OCCURS, KIA WILL BE SUED
5. MY HUSBAND DID CALL, AND SPOKE WITH SOMEONE ALREADY

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO, NO RECALLS
3. ADVISED OF PREVIOUS CALL, AND RETERATED INFO IN CASE K1366957
4. GAVT CASE "

CUSTOMER STATED:

1. THANK YOU!

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1366957	17,000
Prescott Valley, AZ ██████████		Prod. Date: 11/16/06	Dealer: AZ030	Liberty Kia

::::CALL ENDED:::::

*** CASE CLOSE 10/04/2007 11:01 AM US Mountain Standard Time RChacon

*** NOTES 01/15/2008 11:33 AM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

*** CASE CLOSE 01/15/2008 11:33 AM Pacific Daylight Time TYoung

*** CASE CLOSE 01/22/2008 04:02 PM US Mountain Standard Time TMorales
TREAD REVIEW COMPLETE

*** NOTES 07/08/2008 07:29 AM US Mountain Standard Time ERuiz Action Type:Manager review
WRITER

1. JD POWERS DUPLICATE CASE, K1468774.
2. ASSIGNED TO WRT FOR CUSTOMER'S CONTACT.

*** PHONE LOG 07/08/2008 07:39 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED MR SILL.
2. WRT EXPLAINED THE REASON OF THE CALL.
3. CUSTOMER STATED:
 - a) I'VE BEEN HAVING SOME KIND OF TRANSMISSION OR COMPUTER PROBLEM.
 - b) THE VEHICLE ACTS LIKE IF I HAD A MANUAL TRANSMISSION.
 - c) WHEN I LET GO THE GAS PEDAL THE VEHICLE VIBRATES A LOT.
 - d) IT DOESN'T HAPPEN ALL THE TIME.
 - e) WHEN I TAKE IT TO THE DEALER, THEY CAN'T DUPLICATE THE CONCERN BECAUSE THE COMPUTER DOESN'T STORE ANY CODES.
 - f) BETWEEN THIS AND PROBLEM W. THE **PASSENGER'S SIDE AIR** BAG NOT WORKING IS GETTING VERY FRUSTRATED.
 - g) IF SOMETHING WERE TO HAPPENED TO MY WIFE BECAUSE OF THE **AIR** BAG NOT WORKING, KIA WILL HAVE A MAJOR LAWSUIT IN THEIR HANDS.
 - h) BILL IN SVC IS DOING EVERYTHING HE CAN TO HELP US, BUT HE SAID THAT HE'S WAITING FOR A SOLUTION TO THIS PROBLEM.
 - i) IF THIS VEHICLE CAN'T BE FIX, THEN I WOULD RATHER LIKE ANOTHER VEHICLE.
 - k) I AM NOT ASKING JUST FOR ANOTHER VEHICLE, I WANT THIS CAR FIX, BUT IF IT CAN BE FIX THEN I FEEL KIA SHOULD GIVE ME ANOTHER ONE.
1. WRT APOLOGIZED FOR THE INCONVENIENCE.
5. WRT DOCUMENTED THE CUSTOMER'S COMPLAINT.
6. WRT WILL CONTACT THE DEALER FOR MORE INFO.
7. CUSTOMER HAS THE CASE # AND WRT'S EX I.
8. WRT ADVISED THE CUSTOMER TO CALL THE KCC BACK IF HE HAS MORE INFORMATION THAT CAN HELP

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075 ██████████	K1366957	17,000
Prescott Valley, AZ	██████████	Prod. Date: 11/16/06	Dealer: AZ030	Liberty Kia

*** PHONE LOG 07/08/2008 09:56 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED AZ030
2. WRT SPOKE TO TOM IN SVC.
3. WRT REQUESTED INFORMATION ABOUT MR SELF'S VEHICLE.
4. TOM STATED:
 - a) THE LAST TIME HE BROUGHT IT IN WAS ON 6/27.
 - b) CUSTOMER COMPLAINT ABOUT A TRANSMISSION HARSH SHIFTING.
 - c) WE FOUND SOME INFORMATION ABOUT THE DOWN SHIFTING ON A TSB.
 - d) TSB # IS KT2008052102
 - e) WE ALSO CONTACT THE KIA TECH LINE AND WE HAD SOME SOFTWARE DOWN LOANED FOR THE **AIR** BAG LIGHT.
 - f) CUSTOMER WAS HERE ON 6/23 FOR THE **AIR** BAG LIGHT CONCERN.
 - g) WE HAVEN'T HEARD BACK FROM THE CUSTOMER EVER SINCE THE LAST TIME WE DID THE **AIR** BAG UPGRADE.
 - h) THE CUSTOMER WAS BACK HERE ON 6/26. 400 MILES LATTER AND HE MADE NO MENTION OF THE **AIR** BAG LIGHT.
5. WRT THANKED TOM FOR HIS ASSISTANCE.

*** PHONE LOG 07/08/2008 10:04 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MR ██████████ BACK.
2. WRT EXPLAINED ALL THE PERTINENT INFORMATION ABOUT THE COMMENTS PROVIDED BY THE KIA SVC DEPT.
3. WRT ADVISED. CUSTOMER NEEDS TO TAKE THE VEHICLE BACK TO THE DEALER SHOULD HE CONTINUE TO EXPERIENCE THE **AIR** BAG AND/OR DOWNSHIFTING CONCERN.
4. CUSTOMER STATED:
 - a) I TOLD BILL ABOUT THE **AIR** BAG WHEN I BROUGHT IT BACK TO HIM ON 6/26.
 - b) AS I EXPLAINED TO YOU BEFORE. THE **AIR** BAG LIGHT COULD COME OFF AND ON.
 - c) I HAVE ALL THE INFORMATION THAT YOU GAVE ME AT HOME.
 - d) I WILL CALL YOU BACK WHEN WE TAKE THE CAR BACK TO THE DEALER.
5. MR SELF THANKED WRT FOR THE CALL.

*** PHONE LOG 07/08/2008 10:07 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DPSM. TOM STEINWINTER.
2. TOM WAS NOT AVAILABLE.
3. WRT LEFT HIM A V'M MESSAGE.
4. WRT REQUESTED A CALL BACK.

*** EMAIL OUT ERuiz Action Type:External email

Send to:[tsteinwinter@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.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736075██████████	K1366957	17,000
Prescott Valley, AZ	██████████	Prod. Date: 11/16/06	Dealer: AZ030	Liberty Kia

not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

Writer

1. Customer alleged he's still experiencing a problem w/ the vehicle down shifting and the **PASS**enger's side **AIR** bag coming off and on.
2. TSB # IS KT2008052102 was done by AZ030.
3. The dealer also performed the **PASS**enger's side **AIR** bag system upgrade, per Kia Techline advise.
4. Customer threaten to contact a lawyer if the **AIR**bag were to malfunction during an accident.
5. Please call me back at ext 45605.

<<File Attachment: \copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1366957_ERuiz_07-08-2008110025.doc>>

*** NOTES 07/10/2008 11:09 AM US Mountain Standard Time ERuiz Action Type:Manager review

WRITER STATED

1. CASE DISPATCH TO THE WRCA'S OFFICE BECAUSE:
 - a) CUSTOMER ALLEGED THE VEHICLE IS STILL ACTING UP. EVEN AFTER THE DEALER ATTEMPTED TO RE**AIR** THE DOWN SHIFTING AND **AIR** BAG CONCERN.
 - b) CUSTOMER FEELS UNSAFE DRIVING THE VEHICLE W/ THE **PASS**ENGER'S SIDE **AIR** BAG COMING OFF AND ON.
 - c) WRT CALLED DPSM.
 - d) PLEASE CONTACT THE CUSTOMER FOR POSSIBLE ASSISTANCE AND EARLY INTERVENTION

*** PHONE LOG AND STATUS CHANGE 07/17/2008 03:53 PM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust & left message to call back

*** PHONE LOG 07/21/2008 09:21 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust & left message w/ cust on vmail

*** NOTES 07/23/2008 09:13 AM Pacific Daylight Time APeckson Action Type:Manager review
mailed call me letter

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1398062	5,000
Springfield, TN ██████████		Prod. Date: 4/16/07	Dealer: TN030	Carnival Kia of Rivergate

Case History

Complaint **RePAIR** Assistance

*** PHONE LOG 01/02/2008 10:37 AM US Mountain Standard Time SLarez

CUSTOMER STATES.

1. THE C.E.L. COMES ON AT TIMES AND THE CAR WILL JERK AND STUMBLE DOWN THE ROAD.
2. THE **PASS**enger side **AIR** BAG IS NOT WORKING RIGHT EITHER.
3. I NEED THE CAR FIXED THIS HAS BEEN AN ON GOING ISSUE FOR SOMETIME NOW.
4. I DO NOT HAVE CONFIDENCE IN THE DEALERSHIP AND I AM FRUSTRATED. WHAT ABOUT THE LEMON LAW

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THE WARRANTY WILL COVER US TO FIX IT AND WE DO NOT EXPECT THIS TO HAPPEN
3. I WILL CALL THE DEALERSHIP ON YOUR BEHALF TO SEE WHAT WE CAN DO.
4. I DO NOT SEE WE HAVE INVOLVED ANYONE FROM TECH LINE

CUSTOMER STATES.

1. WHAT ABOUT THE LEMON LAW.

WRITER STATES.

1. I AM NOT SURE WHAT IT IS IN YOUR STATE. IT COULD BE DIFFERENT THEN OTHER STATES.
2. I AM HERE TO HELP YOU FIX THE CAR AND THAT IS WHAT I WILL DO.

CUSTOMER STATES.

1. WHAT IF IT IS NOT FIXED. THEN WHAT. HOW MANY TIMES WILL KIA ATTEMPT TO FIX THE CAR.
2. MY GIRLFRIEND HAS THE CAR AND I AM AFRAID SHE WILL BE STRANDED.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I WOULD RECOMMEND MAKING ANOTHER APPOINTMENT. I CAN GET INVOLVED WHEN THE CAR IS THERE AND I CAN ASSIST YOU IN GETTING IT FIXED
3. GAVE NAME AND EXTENSION

CUSTOMER STATES.

1. I WILL DO THAT AND THEN WE CAN SEE WHAT WE CAN DO IF I AM NOT HAPPY

WRITER ALSO REFERRED CUSTOMER TO WARRANTY MANUAL.

1. I WILL RETURN YOUR CALL.

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 01/03/2008 12:53 PM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED LEYLA STATES.

1. WE SAW THE CAR ON 10/4/07. WE REPROGRAMMED THE CONTROL UNIT BUT THAT DOES NOT SOUND RIGHT I WILL HAVE TO RESEARCH
2. THERE WAS ANOTHER TIME WHEN WE SAW HIM FROM THE **PASS**enger side **AIR** BAG ON 10/22/07 BUT THAT WAS WORKING FINE NO PROBLEM FOUND.
3. WE DID NOT FIND ANY THING WRONG WITH CAR. IT DRIVES FINE.
4. SHE HAS NOT BEEN IN SINCE

**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>
██████████	██████████	KNDJD736375 ██████████	K1398062	5,000
Springfield, TN ██████████		Prod. Date: 4/16/07	Dealer: TN030	Carnival Kia of Rivergate

WRITER STATES.

1. THANK YOU. I AM GOING TO CALL HER AND LET HER KNOW I SPOKE WITH YOU AND TO CALL YOU FOR ANOTHER APPOINTMENT.

SERVICE STATES.

1. WE SPOKE TO HER A FEW DAYS AGO AND FAXED THE HISTORY TO HER. SHE SAID SHE WAS MOVING.

*** PHONE LOG 01/03/2008 01:33 PM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I SPOKE TO THE DEALERSHIP ABOUT THE SITUATION
2. THEY TOLD ME THEY HAVE NEVER REALLY BEEN ABLE TO DUPLICATE ANY OF THE CURRENT CONCERNS WITH THE CAR.
3. I TOLD THEM YOU ARE STILL HAVING PROBLEMS AND I WOULD LIKE TO KNOW WHEN YOU CAN GET IT THERE.

CUSTOMER STATES.

1. I THINK THEY ONLY DRIVE THE CAR A LITTLE BIT AND THAT IS NOT ALWAYS GOING TO HAVE THE PROBLEM DUPLICATE
2. WE CAN TAKE THE CAR BACK BUT WE NEED A CAR TO DRIVE.
3. MY WIFE DOES NOT LIKE WAITING.

WRITER STATES.

1. ADVISED OF RENTAL PROVISION. WE DO CONSIDER IT ON A CASE BY CASE BASIS
2. LET ME CALL THE FACTORY REP..

WRITER CALLED TOM MORGAN AND EXPLAINED SITUATION

TOM STATES.

1. WE HAVE A NEW FLASH FOR THE **OCS** MODULE. THE JERKING MAY BE NORMAL RIGHT NOW.
2. I WILL CALL THE DEALERSHIP AND THEN CALL YOU BACK
3. WE MAY BE ABLE TO GET HUNTER JONES. THE F.T.R.. TO TAKE CARE OF THIS SOONER THEN LATER.

WRITER STATES.

1. WHAT ABOUT A RENTAL..

TOM STATES.

1. I WILL CALL YOU BACK

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO OUR FACTORY REP AND HE IS GOING TO CALL THE DEALERSHIP AND THEN GET BACK TO ME.
2. ONCE I SPEAK TO HIM I CAN CALL YOU BACK

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1398062	5,000
Springfield, TN ██████████		Prod. Date: 4/16/07	Dealer: TN030 Carnival Kia of Rivergate	

TOM MORGAN CALLED BACK WHILE WRITER WAS STILL DOCUMENTING CASE.
TOM STATES.

1. I SPOKE TO LELAY AND SHE TOLD ME THE C.E.L. IS ON AS WELL SO WE WILL GET HER IN FOR THAT.
2. ONCE WE GET HER IN THERE WE CAN SEE IF WE NEED TO DO ANYTHING TO THE CAR AND AT THAT TIME I WOULD NOT HAVE A PROBLEM GIVING HER A CAR TO DRIVE.
3. AS FAR AS THE **OCS** LIGHT WE WILL SEE WHEN HUNTER IS GOING TO BE THERE AND THEN WE CAN CALL HER TO GET HER IN THERE.

WRITER STATES.

1. THANK YOU.

*** PHONE LOG 01/04/2008 01:39 PM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I SPOKE TO OUR FACTORY REP AND HE INDICATED HE WILL SPEAK TO OUR F.T.R. REGARDING THE RE FLASH HOWEVER THE RENTAL WILL BE AVAIL IF THE DEALERSHIP HAS TO KEEP THE CAR REGARDING YOUR CURRENT C.E.L.

CUSTOMER STATES.

1. THANK YOU.

WRITER STATES.

1. GET THE CAR TO THE DEALERSHIP AND THE CALL ME WHEN IT IS THERE TO MAKE SURE WE FOLLOW UP WITH THE RENTAL IF THE CAR NEEDS TO STAY THERE OVER NIGHT FOR THE C.E.L.

CUSTOMER STATES.

1. I WILL DO THAT. DO YOU HAVE ANY IDEA WHEN THE FTR WILL BE THERE.

WRITER STATES.

1. I DO NOT.

CUSTOMER STATES.

1. I WILL CALL THE DEALERSHIP AND THEN GO FROM THERE.

*** CASE CLOSE 01/04/2008 01:39 PM US Mountain Standard Time SLarez

*** NOTES 01/07/2008 11:33 AM US Mountain Standard Time SLarez Action Type:Manager review
OF HOOK CALENDAR SET TO CALL CUSTOMER ON 1/17/08 TO CHECK STATUS OF CASE.

**Kia Motors America
Consumer Affairs Department**

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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>
██████	██████	KNDJD736675 ██████	K1588541	36,000
Piedmont, SC ██████		Prod. Date: 4/12/07	Dealer: SC020 Kia of Greer	

Case History

Complaint **Re: AIR** Assistance

*** PHONE LOG 05/15/2009 08:38 AM US Mountain Standard Time RChacon

*** PHONE LOG 05/15/2009 08:53 AM US Mountain Standard Time RChacon Action Type: Incoming call
CUSTOMER STATED:

1. I RECEIVED A RECALL NOTICE IN THE MAIL FOR THE **OCS**
2. I HAVE BEEN HAVING ONGOING PROB'S WITH THE **PASS** SIDE **AIR**BAG LIGHT COMING ON
3. I HAVE TAKEN THE VEH TO SC020 SEVERAL TIMES FOR THE PROB. AND THE SVC MGR IS TELLING ME THAT IT IS DUE TO THE WAY WE SIT IN THE SEAT
4. I DO NOT APPRECIATE HIS COMMENTS ABOUT US NOT KNOWING HOW TO SIT IN THE SEAT
5. I DO NOT THINK THIS SVC MGR KNOWS WHAT HE IS TALKING ABOUT
6. I AM VERY UNHAPPY WITH THE SVC I HAVE RECEIVED @ THIS DEALERSHIP

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO
3. CONFIRMED OPEN RECALL SC076
4. CAN TAKE VEH TO ANY KIA DEALER TO HAVE RECALL WORK DONE @, NO COST TO YOU
5. ALL KIA DEALERS ARE INDEPENDENTLY OWNED. AND OPERATED NOT OWNED BY KMA
6. WE DO CARE, AND MONITOR THE WAY THE DEALERS CONDUCT THEMSELVES
7. I WILL DOCUMENT A COMPLAINT AGAINST DEALER. AND FORWARD THAT ON
8. RECOMMEND TAKING VEH TO ANY KIA DEALER FOR FURTHER DIAG
9. ONCE VEH IS @ DEALER CALL US TO ADVISE
10. WE WILL FOLLOW UP WITH DEALER TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE PROB
11. PROVIDED CASE #. AND ADVISED OF KIA OF GREENVILLE

CUSTOMER STATED:

1. THANK YOU

*** CASE CLOSE 05/15/2009 08:54 AM US Mountain Standard Time RChacon

*** NOTES 07/06/2009 08:58 AM Pacific Daylight Time ThomasT Action Type: Manager review
TREAD REVIEW COMPLETED

*** CASE CLOSE 07/06/2009 08:58 AM Pacific Daylight Time ThomasT

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75 ██████████	K1401378	6,500
BLACKSBURG, VA ██████████		Prod. Date: 11/24/06	Dealer: VA044	Motor Mile Kia

Case History

Complaint **Rep AIR** Assistance

SURVEY DATE : 01/09/2008
SERVICE DATE : 01/07/2008

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :

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

- One or more items requested was not done

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

- Problem was not resolved

Customer Comments: None

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

*** PHONE LOG 01/11/2008 12:10 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, WHO STATED:

1. I TOOK MY VEH TO THE DEALER FOR A PROB WITH THE **PASS**ENGER SIDE **AIR**BAG
2. THE DEALER TOLD ME THAT THERE WAS A GLITCH IN THE COMPUTER. AND ORDERED A TOOL FROM KIA TO GET THIS RESOLVED
3. ANOTHER PROB I HAVE IS WHEN I HIT A BUMP OR SOMETHING, I WILL SEE THE PARKING BRAKE LIGHT COME ON
4. I AM SUPPOSED TO CALL THE DEALERSHIP ON MONDAY TO GET APPT SET UP TO HAVE THESE PROB'S RESOVLED
5. THEY HAVE BEEN GREAT SO FAR

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. SOUNDS LIKE DEALER IS GOING TO GET THIS TAKEN CARE OF FOR YOU!
5. IF THERE IS A PROB GETTING THIS RESOLVED. OR IF YOU NEED ASSISTANCE. PLEASE CALL US BACK
6. PROVIDED 800 #. EXT #. AND CASE #

CUSTOMER STATED:

1. THANK YOU

*** COMMIT 01/11/2008 12:11 PM US Mountain Standard Time RChacon Action Type:Callback Required

*** CASE CLOSE 01/11/2008 12:12 PM US Mountain Standard Time RChacon

*** PHONE LOG 01/21/2008 02:08 PM US Mountain Standard Time RChacon Action Type:Outgoing call

WRITER CALLED CUSTOMER. SPOKE WITH MRS. SHEPPARD WHO STATED:

1. THE DEALERSHIP TOLD ME THAT THEY GOT THE TOOL IN FOR THE **AIR**BAG LIGHT ISSUE TODAY
2. I DID TAKE VEH IN TODAY. AND THE DEALERSHIP DID PROVIDE ME A LONER VEH
3. THEY MAY HAVE MY VEH READY BY TOMORROW. THEY WILL CALL ME TODAY TO LET ME KNOW
4. THEY ARE ALSO TAKING CARE OF THE BRAKE LIGHT ISSUE AS WELL.
5. IF THERE IS A PROB. WE DO HAVE YOUR CONTACT INFO. AND WILL CALL YOU IF WE NEED TO

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736X75 [REDACTED]	K1401378	6,500
BLACKSBURG, VA [REDACTED]		Prod. Date: 11/24/06	Dealer: VA044	Motor Mile Kia

WRITER STATED:

1. GLAD TO HEAR DEALER IS RESOLVING PROB
2. SHOULD YOU NEED FURTHER ASSISTANCE. PLEASE CALL BACK

*** CASE CLOSE 01/21/2008 02:08 PM US Mountain Standard Time RChacon

*** FULFILL 01/21/2008 02:10 PM US Mountain Standard Time RChacon Action Type:Callback Required

*** CASE CLOSE 01/21/2008 02:10 PM US Mountain Standard Time RChacon

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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>
██████████	██████████	KNDJD736175 ██████████	K1379708	1,100
Chino Hills, CA ██████████		Prod. Date: 4/20/07	Dealer: CA178	Car Pros Kia

Case History

Complaint *RenAIR Assistance*

*** PHONE LOG 11/06/2007 04:28 PM US Mountain Standard Time KJohnson

Customer stated:

- 1 - I've taken my car numerous times to Car Pros Kia in Pomona because the *PASS*enger seat *AIR*bag light will not go off when my wife or children sit in the seat
- 2 - They sit in the seat and the light goes off
- 3 - The dlr says it is fine
- 4 - But it is not fine
- 5 - My family has sat in the seat, moved around in it, even bounced in it, and the light still does not go off
- 6 - The gave me this case number, T1379657
- 7 - What is a DPSM?
- 8 - This is not right
- 9 - I am not being treated with respect

Writer stated:

- 1 - Apologized
- 2 - *PASS*enger seat *AIR*bag system is connected to sensors in *PASS*enger seat
- 3 - Sometimes additional program adjustments are needed to accomodate individuals
- 4 - Make appt w/ Kia dlr and call this office with the time
- 5 - This office will follow up w/ dlr and zone rep when veh is at dlr
- 6 - DPSM is zone rep and sometimes his assistance is needed for this concern
- 7 - If dlr has questions, have them call wtr
- 8 - Gave customer case and phone nos.

Customer stated:

- 1 - Thank you

[writer notes: customer speaks with a Mandarin Chinese accent. Translator not needed for this call, but should be gotten from AT&T if needed in future]

Case closed pending customer cb

*** CASE CLOSE 11/06/2007 04:28 PM US Mountain Standard Time KJohnson

*** PHONE LOG 11/06/2007 04:56 PM US Mountain Standard Time KJohnson Action Type: Incoming call

Ralph McGuire, SVC, called and stated:

- 1 - He has a call in to DPSM and is making appt w/ FTR per techline advice
- 2 - He will call customer to advise him when to come in

3 - Customer had appt yesterday at 9 and arrived at 12:30

4 - Customer needs to be advised to arrive on time

5 - Customer has made an appt for next Wed. and should cancel that appt.

6 - Customer cell number is 909-763-1345

Wtr stated:

- 1 - Wtr will contact customer and adv to wait for SVC call
- 2 - Customer may require Mandarin Chinese translator if problems persist

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736175 [REDACTED]	K1379708	1,100
Chino Hills, CA [REDACTED]		Prod. Date: 4/20/07	Dealer: CA178	Car Pros Kia

*** PHONE LOG 11/06/2007 04:59 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and stated:
1 - Summarized conversation w/ SVCN Ralph
2 - Cancel appt next Wed.
3 - Keep this case number

*** COMMIT 11/07/2007 05:23 PM US Mountain Standard Time KJohnson Action Type:Callback Required

*** CASE CLOSE 11/07/2007 06:31 PM US Mountain Standard Time KJohnson

*** PHONE LOG 11/14/2007 04:50 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr
1 - Ralph w/ customer
2 - Left msg requesting cb re: customer

*** PHONE LOG 11/14/2007 05:16 PM US Mountain Standard Time KJohnson Action Type:Incoming call
SVCN Ralph stated:
1 - Field tech has been out
2 - Kept veh for day and reprogrammed seat
3 - Have not heard anything from customer since then

*** PHONE LOG 11/14/2007 05:17 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and left VM requesting cb

*** PHONE LOG 11/19/2007 06:43 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and left VM requesting cb

*** PHONE LOG 11/20/2007 11:45 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer, who stated:
1 - Re-programming not entirely successful
2 - Where before **PASS**enger **AIR**bag worked about 20% of time, now it is 80%
3 - This is something that Kia needs address
4 - I am just accepting this for now

Writer stated:

- 1 - **PASS**enger seat **AIR**bag is industry-wide concern
- 2 - KMA is continuing to improve technology
- 3 - If want further assistance w/ this issue, cb

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1379708	1,100
Chino Hills, CA ██████████		Prod. Date: 4/20/07	Dealer: CA178	Car Pros Kia

*** CASE CLOSE 11/20/2007 11:46 AM US Mountain Standard Time KJohnson

*** CASE CLOSE 01/10/2008 09:37 AM Pacific Daylight Time ELau

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735X85 ██████████	K1482307	0
Bristol, FL ██████████		Prod. Date: 10/27/07	Dealer: FL052 Kia AutoSport	

Case History

Complaint **RenAIR** Assistance

*** PHONE LOG 08/05/2008 04:04 PM Eastern Daylight Time JWright

Writer received MRF from BBB regarding customer concern.

Mr. ██████████ requesting:

1. Repurchase for following concerns:

- a. **PASS**enger side front headlight continues to fall.
- b. **AIR**-bag light keeps coming on.
- c. Driver side headlamp out.
- d. Wiring harness ordered, electrical issues.

*** NOTES 08/05/2008 04:23 PM Eastern Daylight Time JWright Action Type:Manager review

Writer responded to BBB (Eric Oglesby):

Eric:

RE - CASE: KIA0846220 - ██████████

Our position from Kia Motors America regarding the case above is as follows:

Kia Motors America would like to request that this case be closed and request that the customer send in a MVDN so that the manufacturer can respond accordingly.

Thanks.

*** NOTES 08/26/2008 09:48 AM Eastern Daylight Time JWright Action Type:Manager review

writer received information from BBB (Eric)

1. Customer never returned call or information.
2. Customer case has been closed.

*** CASE CLOSE 08/26/2008 08:52 AM Eastern Daylight Time JWright

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1413096	11,095
Maryville, TN ██████████		Prod. Date: 4/13/07	Dealer: TN032 Rusty Wallace Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 02/12/2008 06:18 AM US Mountain Standard Time ERuiz
CALLER STATED

1. THE DRIVER'S SIDE **AIR** BAGS ARE NOT WORKING.
2. IT'S A KIA PROBLEM BECAUSE THE DEALER DOESN'T HAVE A COMPUTER TO HAVE THIS FIX.
3. I WANT TO KNOW WHEN KIA IS GOING TO GET THE COMPUTER THE COMPUTER
4. I WANT AN ANSWER RIGHT NOW.
5. OR I WANT TO SPEAK TO A SUPERVISOR.
6. IF I GET INTO AN ACCIDENT AND IF MY HUSBAND OR MY SON GET HURT, I WILL SUIT KIA.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE FOR NOT HAVING AN IMMEDIATE ANSWER TO HER QUESTION.
2. WRT WILL BE GLAD TO LOOK INTO IT.
3. WRT WILL CONTACT THE ARE REP FOR MORE INFO.
4. WRT WILL CALL THE CUSTOMER BACK AS SOON AS MORE INFO BECOMES AVAILABLE.
5. CUSTOMER CAN BE REACH AT 865 980-3669.

*** PHONE LOG 02/12/2008 12:04 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller

1. she spoke with Zeke earlier today and is not satisfied with his response

wtr

1. he is still working on her case
2. they will need to get an FTR to come out to dealership and reprogram the **AIR** bag module
3. he will make sure that these steps are taken

cust stated

- 1 "Okay"
- 2 she asked for ref --wtr provided the info to her

*** PHONE LOG 02/12/2008 01:04 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED TN032.
2. WRT SPOKE TO SAMANTHA
3. WRT EXPLAINED THE REASON OF THE CALL.
4. SHE STATED:
 - a) THE LAST TIME HE WAS HERE THE CEL WAS ON.
 - b) BACK IN OCTOBER, WE TOLD THE CUSTOMER THAT WE WERE WAITING FOR A FIX.
 - c) LET ME HAVE YOU TALK TO THE SVC MGR SO HE CAN GIVE YOU AN UPDATE.
5. WRT SPOKE TO SVC MGR. ROB.
 - a) MY DPSM TOLD ME THAT A FIX WOULD BE AVAILABLE BY THE FIRST OF THIS YEAR.
 - b) APPARENTLY KIA IS STILL WORKING TO GET A SOLUTION TO REPAIR IT.
6. WRT THANKED SAMANTHA FOR THE INFO.

*** PHONE LOG 02/12/2008 01:05 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED DPSM. CHRIS CURRY.

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736175 [REDACTED]	K1413096	11,095
Maryville, TN	[REDACTED]	Prod. Date: 4/13/07	Dealer: TN032 Rusty Wallace Kia	

2. CHRIS WAS NOT AVAILABLE.
3. WRT LEFT HIM A V/M MESSAGE.
4. WRT ADVISED TO CALL BACK AT EXT 45605.
5. AN FTR MAY BE NECESSARY.

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

Send to: [ccurry@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1413096_ERuiz_02-12-2008125931.doc>>

*** PHONE LOG 02/13/2008 08:55 AM US Mountain Standard Time ERuiz Action Type: Incoming call

WRITER STATED

1. WRT RECEIVED A V/M MESSAGE FROM DPSM. CHRIS CURRY AT 3:58 PM TUE.
2. CHRIS STATED:
 - a) I AM CALLING ABOUT CUSTOMER BY THE NAME OF SHOEMAKER
 - b) I GOT THE DEALER FAXING ME SOME INFO ON THIS CURRENT CONCERN FOR THE **OCS** **PASSE**NGER'S SIDE ISSUE.
 - c) WE ARE WORKING IT OUT W/ THE FTR. SO IT MAY TAKE AN FTR VISIT.
 - d) I AM GOING TO MAKE THAT REQUEST TO SEE IF WE CAN GET HIM SET UP
 - e) IF YOU HAVE ANY QUESTIONS GIVE ME A CALL BACK.

*** PHONE LOG 02/13/2008 10:46 AM US Mountain Standard Time ERuiz Action Type: Incoming call

WRITER STATED

1. WRT RECEIVED A CALL BACK FROM MRS [REDACTED] AT 9:58 AM WED.
2. CUSTOMER REQUESTED A CALL BACK AT [REDACTED]

*** PHONE LOG 02/13/2008 10:48 AM US Mountain Standard Time ERuiz Action Type: Outgoing call

WRITER STATED

1. WRT CALLED DPSM. CHRIS CURRY.
2. WRT IS LOOKING FOR MORE INFO ON FTR.
3. CHRIS WAS NOT AVAILABLE.
4. WRT LEFT A V/M MESSAGE.

*** PHONE LOG 02/13/2008 10:58 AM US Mountain Standard Time ERuiz Action Type: Outgoing call

WRITER STATED

1. WRT CALLED MRS [REDACTED]
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT A V/M MESSAGE.
4. WRT EXPLAINED THAT HER CASE WILL BE FORWARD TO ONE OF THE KIA REGIONAL OFFICES.
5. KIA WILL SCHEDULE AN FTR TO TAKE CARE OF THE CUSTOMER'S CONCERN.
6. THE DATE AND TIME OF THE FTR IS NOT AVAILABLE AT THIS TIME.

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1413096	11,095
Maryville, TN ██████████		Prod. Date: 4/13/07	Dealer: TN032 Rusty Wallace Kia	

*** NOTES 02/13/2008 11:17 AM US Mountain Standard Time ERuiz Action Type:Manager review

WRITER STATED

1. CASE DISPATCH TO THE REGIONAL OFFICE BECAUSE:

- a) CUSTOMER IS UPSET. BECAUSE KIA HAS NOT BEEN ABLE TO REPAIR HER **AIR** HER **PASSENGER'S** SIDE **AIR** BAG LIGHT.
- b) DPSM IS AWARE. AND WILL SCHEDULE AN FTR.
- c) CUSTOMER'S LOOKING FOR IMMEDIATE ANSWERS TO HER CONCERN.
- d) PLEASE. CONTACT THE CUSTOMER FOR EARLY INTERVENTION

*** PHONE LOG 02/14/2008 12:38 PM US Mountain Standard Time ERuiz Action Type:Incoming call

WRITER STATED

- 1. WRT RECEIVED A V/M MESSAGE FROM MRS ██████████ AT 12:05 PM THURS.
- 2. CUSTOMER STATED:
 - a) I AM CALLING ABOUT CASE # K1413096.
 - b) I GOT YOUR MESSAGE. REGARDING THAT A FIELD TECH IS GOING TO TAKE CARE OF THE **AIR** BAG LIGHT.
 - c) WHAT I NEED TO KNOW FROM SOMEONE HIGHER UP IS IF THIS KIA REP IS JUST GOING TO JUST TURN MY LIGHT OFF...
 - d) WHICH THAT DOESN'T SOLVE MY PROBLEM. BECAUSE THIS IS A SAFETY ISSUE.
 - e) AND I WANT TO KNOW WHAT AM I GOING TO DRIVE UNTIL MY CAR IS FIX.
 - f) BECAUSE AS I SAID BEFORE. IF THERE IS AN ACCIDENT AND THE **AIR** BAG DOESN'T DEPLOY...
 - g) WORK PHONE # IS ██████████

*** PHONE LOG 02/15/2008 03:05 PM Eastern Daylight Time CCarroll Action Type:Incoming call

wtr states

- 1. spoke with cust
- 2. wtr contact cust to advise a req for FTR had been placed and she would be contacted once
- 3. FTR avail to flash veh
- 4. cust adv wtr KIA is behind times
- 5. her veh is at the dlr and the FTR will be there at 4pm
- 6. wtr apologized had not been informed of this only contacting cust to advise
- 7. info provided to wtr
- 8. cust began to adv wtr it seems the right hand does not know what the lft hand is doing at KIA
- 9. wtr again apologized and cust felt wtr getting smart with her and req sup
- 10. wtr adv syup na and provide his name and ext.
- 11. cust thanked wtr and ended call

*** CASE CLOSE 02-18-2008 09:02 AM Eastern Daylight Time CCarroll

wtr to close case pending further contact from cust

*** NOTES 02-18-2008 12:50 PM US Mountain Standard Time ERuiz Action Type:E-mail rec.

WRITER STATED

- 1. WRT RECEIVED AN E-MAIL FROM DPSM. CHRIS CURRY.
- 2. CHRIS STATED:
 - a) The customer's vehicle has been rep**AIR**ed (reflash has been performed by CTR Ted Peters).
 - b) Customer has been advised and is in the process of obtaining vehicle if he or she has not done so at this time

**Kia Motors America
Consumer Affairs Department**

<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2007 SORENTO 4X2 AT KNDJD736175 [REDACTED]	<u>Case Number</u> K1413096	<u>Mileage</u> 11,095
Maryville, TN [REDACTED]		Prod. Date: 4/13/07	Dealer: TN032 Rusty Wallace Kia	

*** CASE CLOSE 02/18/2008 12:51 PM US Mountain Standard Time ERuiz

*** NOTES 04/09/2008 03:40 PM US Mountain Standard Time JHirshfield Action Type:Manager review
Tread Review - JH

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1454273	6,000
Casselberry, FL ██████████		Prod. Date: 11/21/06	Dealer: FL088 Longwood Carnival Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 06/03/2008 07:01 AM US Mountain Standard Time DLyons

cust states:

1. the a/b light is coming on
2. cust has taken to two different dealerships
3. the vehicle was reprogrammed both time
4. the light is back on again, it was just completed two weeks ago.

writer advised:

1. apologized
2. the vehicle will need to return to the kia dealership to determine who has been involved with this rep*AIR*
3. if customer would like to hold will call them at this time

writer placed customer on hold, called dealership Longwood Kia to speak to the service manager Jack:

1. calling to provide further information to the dealership
2. cust is advising that he has been at the kia just recently & had the seat reprogrammed
3. cust was advised to contact this office.

Jack state:

1. not sure why he was advised to call your office
2. we will call the customer within the next 15 minutes to schedule him in

Writer thanked Jack for the information.

Writer advised customer:

1. spoke to service manager Jack
2. advised of customers concern
3. he has advised that the dealership will call customer to schedule an appointment to bring the vehicle back
4. when customer knows that the vehicle is going to be at the kia dlrshp
5. contact this office, we can involve further personnel as needed to get this concern resolved.
6. customer provided name number & case# for return call.
7. updated cust info, no previous cases, no recalls.

cust staet:

1. they are calling now
2. i will return the call.
3. now that the vehicle is returning for the third time to the dealership will alternate transportation be provided

writer advised:

1. rentals are not a provision of the kia warranty
2. however each case is reveiwed, this office does not make the decision
3. but we can involve the personnel who does.

cust states:

1. Thank you.

*** CASE CLOSE 06/03/2008 07:01 AM US Mountain Standard Time DLyons

*** EMAIL OUT _ JuneSifford Action Type: External email
Send to: [Tacker, Dan [KMA]]

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1454273	6,000
Casselberry, FL ██████████		Prod. Date: 11/21/06	Dealer: FL088 Longwood Carnival Kia	

K1454273 ██████████ KNDJD736775 ██████████ FL088

SRCAA REC'D BBB/CCF INDICATING

1. vehicle purchased new at Holler kia on 9/15/07

2. 5148 current miles

3. no accidents

4. CONCERNS ARE

there is a shutter/vibration/shake in vehicle--5x's--current

PASSenger **AIR**bag malfunction--2x's --current

5. Desired outcome

Repurchase or replace

*** PHONE LOG 06/20/2008 10:41 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA reviewed case with FTR--Dealer needs to get info on KGIS and GDS for TCU update

*** PHONE LOG 06/20/2008 10:43 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
Conference call with DPSM & Service Manager to review updates for **AIR**bag & shutter/vibration issue.

*** PHONE LOG 06/20/2008 10:48 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and reviewed

1. Information has been provided to Service Manager regarding updates

2. the correct update was completed for **AIR**bag so this should be fixed

3. request you schedule an appointment for the vibration update.

4. I will follow up with you next week

Mr. ██████████ will call to schedule appt.

*** COMINH 06/20/2008 09:50 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOSE 06/20/2008 09:51 AM Eastern Daylight Time JuneSifford

*** NOTES 07/01/2008 10:42 AM Pacific Daylight Time KWarren Action Type:Manager review

NC A 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: Vibration, **PASS**enger **AIR** bag.

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 07/01/2008 10:43:29 AM KWarren

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1454273	6,000
Casselberry, FL ██████████		Prod. Date: 11/21/06	Dealer: FL088 Longwood Carnival Kia	

*** PHONE LOG 07/11/2008 10:44 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd call from Mr. ██████████ indicating that the problem has not been resolved
Mr. ██████████ states the concern still exists

*** NOTES 07/11/2008 10:45 AM Eastern Daylight Time JuneSifford Action Type:Manager review
E-Mail received from BBB indicating that the customer states he took the car in & had the update but problem still exists and now he has received the notice of a scheduled appt.

*** RESEARCH LOG 07/11/2008 10:45 AM Eastern Daylight Time JuneSifford Action Type:Administrative task
Per review of RO from 6/25--it does not appear that the dealer preformed the correct update

*** PHONE LOG 07/11/2008 10:57 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL088 & requested copy of RO -- LM on VM requesting Service Manager call back to discuss rep **AIR**
LM on VM for DPSM requesting call back

*** PHONE LOG 07/11/2008 11:48 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact -- LM on VM requesting call back

*** PHONE LOG 07/17/2008 04:40 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ -- Mr. ██████████ states vehicle is at FL106
SRCAA advised that I will contact the Dealer to review rep: **AIRs**
Mr. ██████████ states
1. wife did sit in the seat and the light functioned properly
SRCAA advised
I will contact the Dealer & call you back

*** PHONE LOG 07/17/2008 04:40 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA attempted to contact Service Manager--LM requesting call back

*** PHONE LOG 07/30/2008 02:20 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA reviewed case with DPSM--DPSM has inspected this vehicle & did not verify a concern.
SRCAA will offer GW of \$1500.00 & request FE if customer does not accept GW

*** PHONE LOG 07/30/2008 02:42 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact- he is in a meeting at this time. SRCAA will call back.
SRCAA contacted Ms. Simms & requested all sales d**OCS** & lender info--Mrs. Simms will have her customer call back

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1454273	6,000
Casselberry, FL ██████████		Prod. Date: 11/21/06	Dealer: FL.088 Longwood Carnival Kia	

*** CASE CLOSE 08/01/2008 11:40 AM Eastern Daylight Time JuneSifford
closed pending response to gW offer.

*** NOTES 08/05/2008 09:10 AM Eastern Daylight Time JuneSifford Action Type:Manager review
Per BBB, customer will not accept GW offer--Mr. ██████████ wants a repurchase.

*** PHONE LOG 08/13/2008 12:52 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRC AA rec'd additional RO's--updated recap
SRC AA contacted DPSM & reviewed recap--copies sent by mail and e-mail
DPSM & SRC AA agree to replace vehicle

*** PHONE LOG 08/13/2008 12:52 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRC AA contacted Mr. ██████████ and reviewed replacement offer.
offer sent to customer & BBB

*** CASE CLOSE 08/13/2008 01:01 PM Eastern Daylight Time JuneSifford

**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>
██████████	██████████	KNDJC735685 ██████████	K1569532	3,655
North Smithfield, RI ██████████		Prod. Date: 7/2/07	Dealer: MA036 Courtesy Kia	

Case History

Complaint Techline Escalation

*** PHONE LOG 03/26/2009 01:42 PM US Mountain Standard Time JHirshfield

MA036 contacted TechLine on case T1564685 due to the **OCS** light on
Please contact dealership and customer for possible assistance

*** PHONE LOG 03/30/2009 09:09 AM US Mountain Standard Time LColema Action Type:Incoming call

Writer called Courtesy Kia, spoke with srv mgr Bill & stated:

1. Adv of reason for call.

Srv mgr states:

1. Did reflash for **OCS** module.
2. RO closed on 3/17/08.

*** PHONE LOG 03/30/2009 09:12 AM US Mountain Standard Time LColema Action Type:Incoming call

Writer called cust. left VM message stating:

1. Our office received a notice that cust had a problem with the **PASS**enger **AIR** bag system.
2. Writer spoke with srv mgr at dlrshp.
3. Srv mgr stated rep**AIR**s were done.
4. Writer calling to make sure everything is OK.
5. Please call writer back.
6. Provided case number & writer's contact info.

*** PHONE LOG 03/31/2009 01:41 PM US Mountain Standard Time LColema Action Type:Outgoing call

Writer called cust. left 2nd VM message stating:

1. Our office received a notice that cust had a problem with the **PASS**enger **AIR** bag system.
2. Writer spoke with srv mgr at dlrshp.
3. Srv mgr stated rep**AIR**s were done.
4. Writer calling to make sure everything is OK.
5. Please call writer back.

*** CASE CLOSE 03 31 2009 01:45 PM US Mountain Standard Time LColema

Writer left 2 VM messages

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X85██████████	K1511578	14,700
Surprise, AZ ██████████		Prod. Date: 5/14/07	Dealer: AZ026 Peoria Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 10/15/2008 02:56 PM US Mountain Standard Time RChacon

*** PHONE LOG 10/15/2008 03:10 PM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER ██████████ (BOYFRIEND) STATED:

1. I AM CALLING ABOUT AN ONGOING PROB WITH MY GIRLFRIENDS VEH
2. WE HAVE TAKEN VEH TO AZ026 NUMEROUS TIMES FOR THE **PASS** SIDE **AIR**BAG LIGHT
3. THE DEALER ALWAYS SAY THEY CANNOT DUPLICATE THE PROB
4. I HAVE TAKEN PICTURES WITH PEOPLE IN THE SEAT, AND SHOWED THAT TO DEALER, BUT THEY WILL NOT ACCEPT THAT
5. I WEIGH 200 LBS. DAUGHTER WEIGHS 150 LBS. MY GIRLFRIEND WEIGHS 127 LBS
6. IT DOES NOT MATTER WHO SITS IN THE SEAT. THE PROB WILL OCCUR INTERMITTENTLY
7. I AM AN ATTORNEY BY TRADE, AND WILL HAVE NO PROB TAKING LEGAL ACTION ON THIS
8. IF I HAVE TO TAKE LEGAL ACTION, KIA WILL BE OUT \$30K IN LEGAL FEES
9. ALL I WANT IS THIS PROB TO BE FIXED
10. I TO HAVE AN APPT TO TAKE VEH BACK TO AZ026 ON THURSDAY 10/23/08 @ 7:00 AM
11. WHAT IS YOUR FAX #?

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO
3. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. IN ORDER FOR A **REP****AIR** TO BE MADE, PROB MUST BE DUPLICATED
5. IF PROB CANNOT BE DUPLICATED, NO **REP****AIR** IS MADE
6. RECOMMEND TAKING VEH BACK TO KIA DEALER FOR DIAG
7. ONCE VEH IS @ DEALER CAN CALL US BACK TO ADVISE
8. WE WILL FOLLOW UP WITH DEALER TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE PROB
9. IF DEALER IS HAVING DIFFICULTY MAKING A PROP DIAG, OR **REP****AIR**, HERE ARE OTHER KIA RESOURCES WE WILL WORK TO INVOLVE
10. PROVIDED CASE #, AND FAX #

CUSTOMER STATED:

1. THANK YOU

*** COMMIT 10/16/2008 11:56 AM US Mountain Standard Time RChacon Action Type:Callback Required

*** CASE CLOSE 10/16/2008 11:56 AM US Mountain Standard Time RChacon

*** NOTIFY 10/17/2008 10:05 AM US Mountain Standard Time RChacon Action Type:Manager review
:::::RECEIVED LETTER FROM CUSTOMER THIS DAY:::::

*** PHONE LOG 10/17/2008 01:05 PM US Mountain Standard Time RChacon Action Type:Incoming call
WRITER CALLED AZ026, SPOKE WITH SVC ADV TIM WHO STATED:

1. THE SVC MGR JOHN DADEN IS IN A MEETING

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X85 ██████████	K1511578	14,700
Surprise, AZ ██████████		Prod. Date: 5/14/07	Dealer: AZ026	Peoria Kia

3. THE LAST TIME WE SAW THIS VEH WAS 11/8/07. IT CAME IN FOR A **PASS** SIDE **AIR**BAG LIGHT ON
4. WE WERE UNABLE TO DUPLICATE THE PROBLEM
5. THAT IS THE ONLY TIME VEH HAS BEEN IN FOR THIS PROB

WRITER STATED:

1. THANKS FOR THE INFO

*** PHONE LOG 10/17/2008 01:24 PM US Mountain Standard Time RChacon Action Type:Incoming call

WRITER CALLED DPSM TSTEINWINTER. AND STATED:

1. CUSTOMER CONCERN
2. REITERATED INFO FROM SVC ADV TIM (@ AZ026)
3. CUSTOMER SENT IN LETTER STATING LEGAL ACTION

DPSM STATED:

1. SEND ME COPY OF CASE. AND DISPATCH TO REGION

WRITER STATED:

1. WILL DO. THANKS FOR THE INFO

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

Send to:[TSTEINWINTER@KIAUSA.COM]

1. NICOLE SINCLAIR, OG OWNER OF 08 SORENTO. 14K MILES HAVING **PASS AIR**BAG LIGHT PROB'S
2. CUSTOMER BEING REPRESENTED BY BOYFRIEND. (ATTORNEY BY TRADE) BEN AYVAZ
3. BEN AYVAZ HAS FAXED IN A LETTER STATING IF PROB IS NOT REPAIRED. WILL TAKE LEGAL ACTION AGAINST DEALER. AND KMA
4. AZ026 HAS ONLY SEEN VEH ONCE FOR THIS PROB. AND PROB WAS NOT DUPLICATED
5. WRITER RCHACON EXT # 45295. THANK YOU

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_K1511578_RChacon_10-17-2008141759.doc >>

*** NOTES 10/17/2008 01:34 PM US Mountain Standard Time RChacon Action Type:Manager review

DISPATCH FOR:

1. **PASS AIR**BAG LIGHT PROB
2. CUSTOMER STATES LEGAL ACTION IF VEH NOT REPAIRED
3. BEN AYVAZ (BOYFRIEND. AND ATTORNEY BY TRADE) REPRESENTING CUSTOMER
4. DPSM HAS ADVISED TO DISPATCH TO REGION FOR FURTHER ASSISTANCE
5. CUSTOMER CONTACT

*** PHONE LOG AND STATUS CHANGE 10/22/2008 10:29 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust & left msg to call back

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X85 ██████████	K1511578	14,700
Surprize, AZ ██████████		Prod. Date: 5/14/07	Dealer: AZ026	Peoria Kia

*** PHONE LOG 10/23/2008 07:52 AM Pacific Daylight Time APeckson Action Type:Incoming call
rcaa contacted cust;
1. apologize abt inconvenience
2. do you have r.o.. typically ask cust for it b/c we get it faster
3. where is veh currently
4. does prob still exist
5. will review w/ dpsm & dlr to see if we can come to some kind of resolution

cust (fiance) ben states:
1. veh brought to dlr peoria
2. randy told me to call thurs morning
3. **AIR**bag light comes on intermittently. dlr says they cnd problem
4. when we have child in front seat. **PASS** light says on
5. my concern is if this issue is resolved
6. i have pictures to prove this
7. this morning guy told me they could reprogram this seat
8. i put this on notice of lawsuit
9. i will make a case if i have to
10. i'm on roadtrip now you'll have to get it fr. peoria kia

*** PHONE LOG 10/23/2008 08:01 AM Pacific Daylight Time APeckson Action Type:Incoming call
rcaa contacted john radon s/m at peoria:
1. veh brought to dlr today
2. ben the fiance was talking lawsuit if problem not fixed
3. i would thoroughly test veh out and make sure prob gone
4. i know he wrote letter
5. i'll give tom a heads up on this cust

john states
1. ben wrote letter to g/f
2. then emailed complaint letter to us
3. he's petrified of losing his g/f. he sent us this e-mail by accident
4. he's playing attorney to everyone
5. its in here now we're looking it
6. we're going to reprogram
7. tom will be in tomorrow

*** PHONE LOG 10/23/2008 08:11 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm:
1. heads up on cust 08 sorento
2. 14,700 miles on veh. **OCS AIR**bag light issue
3. cust wrote letter. talking lawsuit if we don't get prob fixed
4. john said they're going to reprogram today
5. he will discuss w you tomorrow when you're at dlr

dpsm states:
1. ok thanks for heads up

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X85██████████	K1511578	14,700
Surprise, AZ	██████████	Prod. Date: 5/14/07	Dealer: AZ026	Peoria Kia

*** NOTES WITH COMMITMENT 10/23/2008 08:11 AM Pacific Daylight Time APeckson Action Type:Manager review

[!<For Internal Use Only
check w/ john regarding reprogram of veh>!]

*** PHONE LOG 10/28/2008 02:12 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted john radon s/m at peoria kia:

1. status on veh
2. has cust picked it up

john radon s/m states:

1. we programmed it
2. they picked up on 23rd haven't heard from them

*** PHONE LOG 10/28/2008 02:24 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted ben-fiance:

1. follow up on veh situation w/ **AIR** bag light
2. understand it was picked up on 10/23
3. how is veh running

cust states:

1. light came back on again
2. you guys need to do something quickly
3. i'm putting together a lawsuit
4. you need to do your job and get the paperwork
5. and not inconvenience us
6. the paperwork is in the car

rcaa states:

1. ok so you don't want to provide paperwork
2. i typically request r.o.'s and sales contract fr. cust as i get it in a more timely manner then when i request it fr. the dlr
3. i will have to request paperwork fr. dlr since you cannot provide paperwork
4. can ms. sincl**AIR** provide the paperwork since it is in her veh

cust states:

1. i do not have the sales contract in my back pocket
2. she's at work. you guys need to do something
3. when can i expect call back

rcaa states:

1. once documents are gathered i will have to review & discuss case w/ dpsm
2. i am not in position to buy your veh back
3. without fully discussing w dist mngr

cust states:

1. ok
(hung up)

*** PHONE LOG 10/28/2008 02:31 PM Pacific Daylight Time APeckson Action Type:Outgoing call

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X85 ██████████	K1511578	14,700
Surprise, AZ	██████████	Prod. Date: 5/14/07	Dealer: AZ026 Peoria Kia	

rcaa contacted finance at peoria kia
spoke to donovan
rcaa states:
1. need copy of sales contract
2. your cust planning on filing lawsuit
3. for **AIR** bag issues
4. cust does not want to provide paperwork

donovan in finance states:
1. ok i'll bring up w/ my manager
(took all info down)
2. give me a few minutes thanks

*** PHONE LOG AND STATUS CHANGE 10/29/2008 12:27 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa requested r.o.'s fr. tim in service
(transferred to warranty clerk, kristen)
kristen to fax r.o.'s for rcaa review

*** NOTES 11/03/2008 11:12 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa attached recap and forwarded to dpsm for review & advisement:

Hi Tom.
Please review attached recap.
You saw this customer with John Radon last week.

OCS light in **PASS**enger seat 2x
Currently about 15,394 miles

Last rep **AIR** on 10/23 performed. Peoria Kia reprogrammed seat
I spoke to customer last week problem came back
He is threatening law suit but I don't see a case here
Let me know your thoughts, thanks.
-A

*** NOTES 11/06/2008 07:41 AM Pacific Daylight Time APeckson Action Type:Manager review

rcaa contacted dpsm:
1. were you able to review recap
2. cust still complaining abt **OCS** light
3. i called cust to follow up
4. and light still on

dpsm states:
1. mark going to be there today
2. try and call cust to see if they can drop off

*** NOTES 11/06/2008 07:43 AM Pacific Daylight Time APeckson Action Type:Manager review

rcaa contacted cust:
1. are you able to drop veh off at peoria today
2. field engineer going to be at dlr

**Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X85██████████	K1511578	14,700
Surprize, AZ	██████████	Prod. Date: 5/14/07	Dealer: AZ026 Peoria Kia	

3. we will provide rental

cust states:

1. yes i think so
2. let me ask nikki first and i'll call you back

*** NOTES 11/06/2008 07:43 AM Pacific Daylight Time APeckson Action Type:Manager review
per fir mark white-ok if cust drops veh off to inspect/rep **AIR OCS** light **PASS** seat

*** NOTES 11/06/2008 07:44 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa contacted john radon s/m at peoria kia:

1. cust will be dropping veh off today
2. can you pls have rental available for her. thank you

john states:

1. yes i'll have rental for her

*** NOTES 11/06/2008 07:52 AM Pacific Daylight Time APeckson Action Type:Manager review
cust called in:

1. nicole can't bring veh in today
2. sorry can she bring in tomorrow
3. will she have rental provided

rcaa states:

1. that's fine
2. yes she'll have rental tomorrow
3. i'll let fir and dlr know

*** NOTES 11/06/2008 07:52 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa contacted mark white & left msg:

1. cust will not be able to bring veh in this morning
2. tom will be at dlr tomorrow
3. and take a look at it
4. any ques let me know thanks

*** NOTES 11/06/2008 07:54 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa emailed mark fir-cust not able to drop veh off

*** NOTES AND STATUS CHANGE 11/06/2008 07:56 AM Pacific Daylight Time APeckson Action Type:Manager review
rcaa contacted john radon s/m at peoria kia:

1. cust cannot drop veh off today
2. will drop off tomorrow fir 11/7
3. can you make sure she has rental provided. thank you

john states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X85 ██████████	K1511578	14,700
Surprise, AZ ██████████		Prod. Date: 5/14/07	Dealer: AZ026 Peoria Kia	

1. sure no problem. thank you

*** PHONE LOG 12/17/2008 02:42 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted john radon s/m at peoria:
1. status on case

john states:
1. we reflashed it
2. and never heard fr. them again

*** PHONE LOG AND STATUS CHANGE 12/17/2008 02:44 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust for follow up call
lft msg to call back

*** CASE CLOSE 01/12/2009 05:07 PM Pacific Daylight Time APeckson
closed case. left rcaa contact info for any future problems

**Kia Motors America
Consumer AffAIRs Department**

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Last_name	First_name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1493488	11,000
Las Vegas, NV ██████████		Prod. Date: 4/20/07	Dealer: NV007	World Kia

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 08/29/2008 02:10 PM US Mountain Standard Time RBriones
Mrs ██████████ stated:

1. Have been having a problem with *AIR* bag light.
2. When we take it into the dealer, it always works.
3. However, sure enough, when we get home it is not working with me in the seat.
4. Am just concerned about getting into an accident with the light one.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty rep*AIR*s.
3. Gave customer case number.
4. Adv customer to make appt and take vehicle back to dealer.
5. Customer can then give us a call once vehicle is back at dealer.
6. We can then work with dealer to see if any assistance we can provide.
7. If dealer can not duplicate or find a problem with vehicle, no rep*AIR*s can be made.

*** CASE CLOSE 08/29/2008 02:10 PM US Mountain Standard Time RBriones
closed pending cust call back.

*** CASE CLOSE 10/09/2008 10:01 AM US Mountain Standard Time JHirshfield
Tread *AIR*bag review --JH

*** PHONE LOG 10/17/2008 11:28 AM US Mountain Standard Time RHall Action Type:Incoming call
██████████ called

- 1 Intermittently the *PASS*enger side *AIR*bag does not arm
- 2 I took it in to the dlr, dlr says they clean the terminals
- 3 but it continues to happen, that is not fixing the problem
- 4 so I called the service mgr and asked him to take the veh until it is fixed
- 5 and I asked him for a loaner vehicle he said he would check into it and call me back, never called back
- 6 So I called the GM, said he had a meeting and would check on loaner and I am still waiting on a call from the dlr
- 7 if that *AIR*bag doesnt go off and someone in my family is hurt, then I am going to want to know the CEO name
- 8 because I will not stop until I will own Kia when this is over

wrt stated

1. apologized
2. KMA would like to oversee the rep*AIR* of your veh and help the dlr
3. exhaust all resources to help rep*AIR* your veh
4. will follow up with the dlr and contact you with any new information
5. as soon as it is available
6. wrt documented your threats against kia, however wrt would really like to help resolve your situation
7. gave case# to cb when veh is at the dlr

*** NOTES 10/17/2008 11:29 AM US Mountain Standard Time RHall Action Type:Manager review

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1493488	11,000
Las Vegas, NV	[REDACTED]	Prod. Date: 4/20/07	Dealer: NV007	World Kia

and possibly our area rep to determine if rental assistance can be provided.
2 dlrs are independtly owned and operated so if they have their own loaner program and are willing to give you one that can be worked out with the dlr

*** CASE CLOSE 10/17/2008 11:29 AM US Mountain Standard Time RHall
close case pending customer call back when veh is at the

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736475 ██████	K1428260	2,500
Surprise, AZ ██████		Prod. Date: 10/18/06	Dealer: AZ028	Avondale Kia

Case History

Complaint *RepAIR Assistance*

SURVEY DATE : 03/24/2008
SERVICE DATE : 03/20/2008

PER SURVEY CONDUCTED. CUSTOMER FEEDBACK IS :

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

- One or more items requested was not done
- Work was not done correctly

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

- Problem was not resolved

Customer Comments: None

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

*** PHONE LOG 03/25/2008 10:05 AM US Mountain Standard Time SHolman Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT VM STATING:

1. CALLING ABOUT YOUR RECENTLY SUBMITTED SURVEY
2. IF THERE ANY OTHER QUESTIONS OR CONCERNS ABOUT YOUR VEHICLE PLEASE GIVE US A CALL BACK
3. GAVE NAME, NUMBER AND CASE #

*** CASE CLOSE 03/25/2008 10:05 AM US Mountain Standard Time SHolman
CLOSED PENDING CUSTOMER CALL BACK

*** PHONE LOG 03/27/2008 08:36 AM US Mountain Standard Time JSinclair *AIR* Action Type:Incoming call

Customer states:

1. I am calling back because CJ called me
2. I am having a problem with the *OCS* light
3. It is always on, even when someone is sitting in the *PASS*enger seat
4. I took the vehicle to Avondale Kia AZ028 and they told me this is a known problem with the Kia vehicles and there is not a current fix
5. That I would get a call when there was a fix
6. I am not happy with that

Wtr states:

1. Apologized
 2. Updated info
 3. No recalls
 4. Advs customer wtr will need to speak to dealership
- Thanked and call ended

*** PHONE LOG 03/27/2008 08:37 AM US Mountain Standard Time JSinclair *AIR* Action Type:Outgoing call

Wtr called Avondale Kia AZ028 spoke to SM John who states:

1. I personally did not tell the customer that
2. The advisor that was working with the customer is out on a re-drive
3. I will speak to him when he gets back
4. There is a re flash that we can do for that problem
5. I will call the customer

Thanked and call ended

**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>
██████	██████	KNDJD736475 ██████	K1428260	2,500
Surprise, AZ ██████		Prod. Date: 10/18/06	Dealer: AZ028	Avondale Kia

*** PHONE LOG 03/27/2008 08:39 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called customer

Wtr states:

1. Advs dealership will be calling customer
2. Advs there is a current fix for the problem
3. Advs wtr will wait a few hours to follow up
4. Wtr will call customer to verify appointment made

Thanked and call ended

*** PHONE LOG 03/27/2008 11:23 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called Avondale Kia AZ028 spoke to SM John who states:

1. We have not called the customer yet
2. But I did speak to my advisor and I think the customer misunderstood
3. We advised him that he had to wait for an FTR or DPSM so we can do a re flash
4. We told him that we would call him once it was scheduled

Thanked and call ended

*** PHONE LOG 03/27/2008 11:27 AM US Mountain Standard Time JSincl**AIR** Action Type:Outgoing call

Wtr called customer

Wtr states:

1. Advs SM comments

Customer states:

1. I do not agree with that
2. I do not feel safe driving this vehicle
3. What if I get in an accident and the **PASS**enger a/b does not deploy
4. Something needs to be done

Wtr states:

1. Advs will be sending case to higher dept
2. Advs customer will be contacted within 24-48 hrs

Customer thanked and call ended

*** PHONE LOG 03/27/2008 11:30 AM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call

Dispatching to region for the following reasons:

1. W S 1 8 08 2,500 miles
2. **OCS** light on
3. Customer waiting for FTR/DPSM visit to do re flash
4. Customer states he feels unsafe driving vehicle, wants something done
5. Customer worried **AIR** bag will not deploy

Please contact customer within 24-48 hrs

*** EMAIL OF 1 JSincl**AIR** Action Type:External email

Send to:[tsteinwinter@kiausa.com]

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

**Kia Motors America
Consumer Affairs Department**

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Last_name	First_name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736475 ██████	K1428260	2,500
Surprise, AZ ██████		Prod. Date: 10/18/06	Dealer: AZ028	Avondale Kia

FYI dispatching case to region pending FTR appointment. Customer worried **AIR** bag will not deploy, **OCS** light on. Vehicle needs re-flash

Justina ext 45161

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*** PHONE LOG 04/03/2008 08:00 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Writer contacted customer
Writer states:
Calling from KMA
Are you still having issues with your **AIR** bag light?

Customer
Yes
Last time I took it to the dealer they advised that someone would call me to let me know
When to bring it in again

Writer:
Let me touch base with the dealer and I will give you a call back

CUSTOMER THANKED THEN DISCONNECTED>

*** PHONE LOG 04/03/2008 08:00 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Writer contacted customer
Writer states:
Calling from KMA
Are you still having issues with your **AIR** bag light?

Customer
Yes
Last time I took it to the dealer they advised that someone would call me to let me know
When to bring it in again

Writer:
Let me touch base with the dealer and I will give you a call back

CUSTOMER THANKED THEN DISCONNECTED

*** PHONE LOG 04/03/2008 08:18 AM Pacific Daylight Time ARomo Action Type:Incoming call
Writer called an left message for Jon Radon at the dealer

*** PHONE LOG 04/03/2008 08:21 AM Pacific Daylight Time ARomo Action Type:Incoming call

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████	██████	KNDJD736475 ██████	K1428260	2,500
Surprise, AZ ██████		Prod. Date: 10/18/06	Dealer: AZ028	Avondale Kia

Advised customer contacted KMA about **OCS** concern
Spoke to DPSM and he said that you guys should have the tool.
SA advised that they do have the tool and they will contact the customer to get them in for the reflash.
I will contact the customer as well

*** PHONE LOG 04/08/2008 08:28 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Writer called primary contact number.
No response.

*** PHONE LOG 04/09/2008 02:06 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Writer contacted customer who states
That he has not been contacted
Writer advised that he will have someone from the dealer give him a call
Customer thanked then disconnected.

*** PHONE LOG 04/09/2008 02:17 PM Pacific Daylight Time ARomo Action Type:Incoming call
Writer contacted dealer spoke to SM- Jon Radon
DPSM is here.
We did get the tool
I will have the SA call him to get him in.
Writer thanked then disconnected.
Writer to close case pending further customer contact.

*** CASE CLOSE 04/09/2008 02:17 PM Pacific Daylight Time ARomo

*** CASE CLOSE 04/14/2008 09:42 AM US Mountain Standard Time JHirschfield

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1491044	16,700
Virginia Beach, VA ██████████		Prod. Date: 9/4/06	Dealer: VA026	Lynnhaven Kia

Case History

Complaint *Re: AIR Assistance*

*** PHONE LOG 08/25/2008 10:40 AM US Mountain Standard Time LCoema

Cust states:

1. 1/2 of the time my wife sits in the **PASS**enger seat the **AIR** bag light comes on.
2. Last week while at dlr spoke with person at the front desk & was adv because my wife only weighs 100 lbs, she does not weigh enough for the **AIR** bag sensor.
3. That does not sound right.
4. Can that sensor be adjusted?
5. Any recalls on my truck?
6. Was adv to make sure my wife sits in the seat properly.

Writer states:

1. Updated, no recalls.
2. Apologized for concerns.
3. NHTSA determines the parameters for the **PASS**enger side **AIR** bags.
4. Kia does comply with those parameters.
5. **PASS**engers need to be sitting in the middle of the seat with both feet flat on the floor & the seat back up.
6. Veh will need to go back to dlr to have dlr diagnosis concerns.
7. If dlr did not look at the veh last week, then they need to do so.

Writer put cust on hold & called Lynnhaven Kia, left VM message for srv mgr Johnny requesting call back.

Writer went back to cust & stated:

1. Had to leave a message for the srv mgr.
2. Will call cust back after speaking with the srv mgr.
3. Provided case number & writer's ext.

*** PHONE LOG 08/27/2008 08:25 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called Lynnhaven Kia, left message with Kim in srv requesting call back from srv mgr Johnny.

*** PHONE LOG 08/28/2008 12:12 PM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called DPSM PLe good & stated:

1. Adv of customer concerns with **AIR** bag light.
2. Adv of cust comments from dlr about wife's weight
3. Cust states wife weighs 100 lbs.
4. Have left 2 messages for srv mgr at Lynnhaven Kia, no call back.

DPSM states:

1. Cust wife is on the border of the weight limits.
2. I am not sure what we are going to do about these concerns, not just with the Sorento.
3. Send me the case.
4. Will send an email to corporate & see what we need to do.
5. Will get back with writer probably tomorrow.

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

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1491044	16,700
Virginia Beach, VA ██████████		Prod. Date: 9/4/06	Dealer: VA026 Lynnhaven Kia	

2. Wife weighs 100 lbs.

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

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

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*** PHONE LOG 08/28/2008 12:33 PM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called cust, left VM message stating:

1. Have not forgotten cust.
2. Have been trying to speak with dlr. no call back.
3. Spoke to Kia rep who is going to look into situation & call writer back.
4. Please call writer.
5. Provided case number & writer's contact info.

*** NOTES 09/04/2008 04:37 AM US Mountain Standard Time LCoema Action Type:Manager review
Writer dispatching file to region:

1. DPSM suppose to call back on **AIR** bag light issue.
2. Have not received call back.
3. Please review & contact cust.

*** FORWARD 09/04/2008 06:28 AM Pacific Daylight Time EDicinti

*** PHONE LOG 09/04/2008 04:05 PM Eastern Daylight Time DDrayman Action Type:Outgoing call
WRITER MADE DPSM AWARE OF THIS CASE SINCE HAD PAUL ON PHONE ABOUT ANOTHER DIST 10 CASE

*** PHONE LOG 09/05/2008 01:04 PM Eastern Daylight Time DDrayman Action Type:Incoming call
WRITER LVM MSG FOR CUST

1. GOES TO A POB CAUSED MEDIA WORKS

*** PHONE LOG 09/15/2008 11:07 AM Eastern Daylight Time DDrayman Action Type:Incoming call
CUST

1. SD SPOUSE IS ABOUT 100-105 LBS
2. SPOUSE HAS TO SIT AN EXACT WAY IN ORDER FOR THE **OCS** LIGHT GO OFF AND SOMETIMES IT STYAS ON.
3. NEXT TIME AT DLR WHIL ASK ABOUT REFLASH MAYBE IT WILL HELP
4. BOUGHT VEH USED FROM A FORD DLR

*** CASE CLOSE 09/15/2008 11:08 AM Eastern Daylight Time DDrayman

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736475██████████	K1491044	16,700
Virginia Beach, VA	██████████	Prod. Date: 9/4/06	Dealer: VA026 Lynnhaven Kia	

*** CASE CLOSE 10/07/2008 02:41 PM US Mountain Standard Time JHirshfield

T : **ATD:**

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC735585 ██████	K1587279	1,579
Beckley, WV ██████		Prod. Date: 4/2/08	Dealer: WV011 Hometown Kia	

Case History

Complaint Techline Escalation

*** PHONE LOG 05/12/2009 02:51 PM US Mountain Standard Time JHirshfield
WV011 contacted TechLine in case T1587179 due to **OCS** light on
Please contact dealership and customer for possible assistance.

*** PHONE LOG 05/13/2009 12:30 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED WV011 AND SPOKE TO JAMES.
2. WRT ASKED JAMES FOR A SVC STATUS.
3. HE STATED:
 - a) WE DUPLICATED THE CONCERN.
 - b) WE CONTACTED TECH LINE AND OUR KIA REP.
 - c) HE GAVE US A PWA TO ORDER A SEAT BOTTOM.
 - d) IT'S A \$1590 PART.
 - e) THE PART WAS ORDERED AND WE SHOULD HAVE IT HERE ON MONDAY.
4. WRT ASKED JAMES FOR THE PART AND ORDER NUMBER.
5. JAMES STATED:
 - a) THE PART NUMBER IS 88200 3E701CF5
 - b) THE ORDER NUMBER IS 24172
 - c) SHE'S DRIVING IT NOW.
6. WRT THANKED JAMES FOR THE INFO.

*** NOTES 05/15/2009 11:07 AM US Mountain Standard Time ERuiz Action Type:Manager review
WRITER

1. WRT CHECKED AS-400 FOR THE PARTS ORDER STATUS UNDER ORDER NUMBER IS 24172
2. NO PART WAS FOUND UNDER THIS ORDER.

*** PHONE LOG 05/15/2009 11:14 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED WV011 AND SPOKE TO JAMES.
2. WRT ASKED JAMES FOR A VALID PART NUMBER
3. HE STATED:
 - a) THE CORRECT ORDER NUMBER IS 0514KO.
 - b) IT SHOWS THAT THE PART HAS BEEN SHIPPED.
 - c) IT SHOULD BE HERE ON MONDAY.
4. WRT THANKED JAMES FOR THE INFO.

*** PHONE LOG 05/19/2009 12:54 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED WV011.
2. WRT ASKED TO SPEAK TO THE SVC DEPT.
3. WRT WAS TRAN'D TO THE SVC DEPT'S V/M.
4. WRT LEFT A DETAIL V/M AND REQ'D A CALL BACK AT EXT 45605.

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC735585██████	K1587279	1,579
Beckley, WV ██████		Prod. Date: 4/2/08	Dealer: WV011 Hometown Kia	

*** PHONE LOG 05/20/2009 12:10 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED WV011.
2. WRT ASKED TO SPEAK TO THE SVC DEPT AGAIN.
3. WRT WAS TRAN'D TO THE SVC DEPT'S V/M.
4. WRT WENT BACK TO THE RECEPTIONIST.
5. WRT ASKED NANCY (RECEPTIONIST) TO ANNOUNCE THE CALL.
6. AFTER ANNOUNCING THE CAR TWICE NO ONE INS SVC ANSWERED.
7. WRT THANKED NANCY FOR HER ASSISTANCE./

*** PHONE LOG 05/20/2009 12:11 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MRS ██████████
2. WRT REACHED A FAX MACHINE

*** PHONE LOG 05/21/2009 01:01 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED WV011.
2. WRT SPOKE TO GARY IN PART.
3. WRT ASKED GARY ABOUT MRS SMITH ORDER.
4. HE STATED:
 - a) THE PART IS HERE.
 - b) LET ME CHECK W/ SVC TO SEE IF THE CST WAS NOTIFIED.
 - c) THE PART CAME IN ON MONDAY.
 - d) THEY SHOULD HAD NOTIFIED HER ALREADY.
 - e) LET ME SEE IF ANYONE IN SVC IS AVAILABLE TO ASSIST YOU.
5. WRT WAS TRANSFERRED TO THE SVC DEPT.
6. WRT SPOKE TO JAMES IN SVC.
7. JAMES STATED:
 - a) SHE'S SCHEDULE TO BRING THE CAR BACK ON TUESDAY 5/26.
 - b) WE'RE GOING TO GO OUT TO PICK HER UP AND GET THE CAR FIX.
 - c) WE SHOULD HAVE IT DONE IN A COUPLE OF HRS.
8. WRT THANKED JAMES FOR THE INFO.

*** PHONE LOG 05/21/2009 01:01 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MRS ████████ AGAIN.
2. WRT REACHED A FAX MACHINE.

*** PHONE LOG 05/26/2009 11:07 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED WV011 AND SPOKE TO JAMES IN SVC.
2. WRT ASKED JAMES FOR AN UPDATE.
3. HE STATED:
 - a) WE GOT THE CAR IN AND WE GOT IT ALL TAKEN CARE OF.
 - b) WE PUT A SCAT PAD ON IT.

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC735585 ██████	K1587279	1,579
Beckley, WV ██████		Prod. Date: 4/2/08	Dealer: WV011 Hometown Kia	

- c) SHE STILL COMPLAINT ABOUT A NOISE.
- d) THE ONLY THING I COULD FIND OUT WAS A WIND TUNNEL COVER.
- e) I TOLD HER TO GET THAT REMOVED AND SHE REFUSED TO DO THAT.
- f) OTHER THAN THAT AND THE BODY FLEXING THERE WAS NOTHING ELSE WRONG W/ IT.
- 4. WRT THANKED JAMES FOR HIS ASSISTANCE.

*** PHONE LOG 05/26/2009 11:08 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

- 1. WRT CALLED MRS ██████ AGAIN.
- 2. WRT REACHED A FAX MACHINE
- 3. WRT WILL SEND A CALL ME LETTER TO THE CST.

*** NOTES 05/26/2009 11:13 AM US Mountain Standard Time ERuiz Action Type:Correspondence sent
WRITER

- 1. WRT SENT A CALL ME LETTER TO MRS SMITH.

*** CASE CLOSE 05/26/2009 11:13 AM US Mountain Standard Time ERuiz

*** PHONE LOG 06/01/2009 01:05 PM US Mountain Standard Time ERuiz Action Type:Incoming call
CALL TRANS'D TO WRT
CALLER STATED

- 1. THE DLR PUT A NEW SIT CUSHION IN MY CAR.
- 2. WE WERE HOPPING THIS WAS GOING TO TAKE CARE OF THE PROBLEM, BUT IT DIDN'T.
- 3. THE **AIR** BAG OFF LIGHT ILLUMINATED AGAIN.
- 4. I SPOKE TO A COUPLE OF SALES REPRESENTATIVE FROM THE KIA DLR THIS WEEKEND.
- 5. I TOLD THEM THAT I WAS GOING TO SEND A LETTER TO KIA TO PURSUE KIA'S ASSISTANCE TO GET OUT OF THIS VEHICLE BECAUSE OF THE SAFETY CONCERN.
- 6. THEY BOTH AGREE THAT IT WAS A GOOD IDEA TO DO THAT.
- 7. I ALSO SPOKE TO JAMES IN SVC THIS MORNING.
- 8. HE SAID THAT HE IS NOT ON THE POSITION TO RECOMMEND THAT TO ME, BUT IT WAS MY RIGHT TO PURSUE THE REPURCHASE.
- 9. HE TOLD ME THAT HE WOULD RATHER SEL THE VEHICLE AND HE SCHEDULE AN APPOINTMENT FOR NEXT MONDAY, 6/08.
- 10. HIF TOLD ME THAT HE WAS GOING TO GET A HOLD OF HIS KIA REP AND TECH LINE.
- 11. I AM STILL GOING TO SEND A CERTIFIED LETTER TO KMA.

WRITER STATED

- 1. WRT APOLOGIZED FOR THE INCONVENIENCE.
- 2. WRT WILL BE IN CONTACT W/ THE KIA DLR FOR MORE INFO.
- 3. CST'S PHONE NUMBER IS ██████
- 4. CST CAN ALSO BE REACH AT CELL PHONE: ██████
- 5. KIA WILL CONTINUE TO WORK TOGETHER W/ THE KIA DLR TO TAKE CARE OF ANY WARRANTY RELATED CONCERNS.
- 6. CST HAS WRT'S EXT AND CASE NUMBER.
- 7. CST RECEIVED THE CALL ME LETTER.

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC735585██████	K1587279	1,579
Beckley, WV ██████		Prod. Date: 4/2/08	Dealer: WV011 Hometown Kia	

*** NOTES 06/05/2009 08:43 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA received letter from customer

1. Cust states same concerns as above.
2. Cust states in view of this, I would appreciate your help in getting me a replacement vehicle.

Escalating to the Region for further handling.

*** FORWARD 06/05/2009 12:19 PM Pacific Daylight Time MPfeifer

Ryan - is reflash needed? Also, what is approx. weight and stature of person with with concern?

Analyst on vacation until 6/9

*** NOTES 06/09/2009 09:17 AM Eastern Daylight Time SJames Action Type:Manager review

RECEIVED LETTER FROM AG'S OFFICE

*** PHONE LOG 06/11/2009 01:15 PM US Mountain Standard Time KJohnson Action Type:Incoming call

Mr. Whitlow from dlr stated:

- 1 - I want to talk to Ezequiel

Wir stated:

- 1 - case now at region: Shamara
- 2 - if she is not available, do you want her VM? [yes]

Writer transferred caller to RCAA Shamara's VM

*** PHONE LOG 06/16/2009 01:34 PM Eastern Daylight Time SJames Action Type:Outgoing call

RCAA CALLED CST AND LVM REQUESTING A CALLBACK

*** NOTES 06/16/2009 02:11 PM Eastern Daylight Time SJames Action Type:Manager review

RESPONSE LETTER SENT TO STATE OF WEST VIRGINIA OFFICE OF THE ATTORNEY GENERAL. CC: CST RITA SMITH AND HOMETOWN KIA

LETTER SENT TO CST ADVISING OF REPAIR (FTR) AND GW ASSISTANCE

*** PHONE LOG 06/22/2009 01:11 PM Eastern Daylight Time SJames Action Type:Incoming call

CST CALLED RCAA AND LVM REQUESTING A RETURN CALL

RCAA CALLED CST AND REQUESTED AVAILABILITY TO HAVE VEHICLE LOOKED AT
CST ADVISED ANYTIME WAS GOOD

RCAA SENT REQUEST TO FTR TO LOOK AT VEHICLE

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC735585██████	K1587279	1,579
Beckley, WV ██████		Prod. Date: 4/2/08	Dealer: WV011	Hometown Kia

Keith,

This is a WV AG case can you please advise of your availability. Recap to follow shortly.

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_K1587279_SJjames_06-22-2009132107.doc>>

*** PHONE LOG 06/23/2009 10:41 AM Eastern Daylight Time SJjames Action Type:Outgoing call
RCAA RECEIVED E MAIL FROM FTR WITH DATES
RCAA CALLED CST TO CONFIRM BRINGING VEHICLE IN TO WV011 ON WEDNESDAY, JULY 8, 2009
CST AGREED TO APPT.
CST, DPSM AND FTR NOTIFIED OF PENDING APPT.

*** PHONE LOG 07/01/2009 12:36 PM Eastern Daylight Time SJjames Action Type:Outgoing call
RECEIVED FOLLOW UP LETTER FROM WV AG'S OFFICE
RCAA CALLED WV AG'S OFFICE AND LVM ADVISED OF APPT. AND INTENT TO FOLLOW UP

*** NOTES 07/06/2009 01:14 PM Pacific Daylight Time ELau Action Type:Manager review
TREAD REVIEW DONE

*** PHONE LOG 07/08/2009 03:02 PM Eastern Daylight Time SJjames Action Type:Incoming call
FTR, KFRITZINGER CALLED RCAA AND STATED
1. I DID NOT FIND ANYTHING WRONG WITH THE VEHICLE
2. I DID SPEAK TO THE CUSTOMER ABOUT PROPER SEATING
3. I WILL SEND A REPORT
RCAA STATES
1. THANK YOU. I APPRECIATE IT

*** NOTES 07/09/2009 09:56 AM Eastern Daylight Time SJjames Action Type:Manager review
PER FIR REPORT STATES

Customer stated concern mostly happens with her sister in the **PASS**enger front seat (described as 5'3" ~135 lbs), but customer stated concern has also occurred with her and also her boyfriend (5'6" ~150 lbs & 5'11" ~180 lbs respectively) - no DTC's stored in any control module - verified **OCS** module has latest version software - verified **OCS** is operating as designed, with properly seated adult in **PASS**enger front seat "**AIR**bag Off" light was not illuminated, light came on when seat was empty - tested **OCS** operation with several people of varying weight and body type, **OCS** is operating as designed - refered customer to pgs 3.49 - 3.55 of the owner's manual and "Understanding Occupant Classification System (**OCS**)" pamphlet for description of **OCS** operation and proper seating instructions - spoke with customer about the importance of proper seating and **OCS** operation

2) test drove vehicle ~ 3 miles with customer, unable to duplicate customer's concern though a slight "creak" type noise was noted

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC735585 ██████	K1587279	1,579
Beckley, WV ██████		Prod. Date: 4/2/08	Dealer: WV011 Hometown Kia	

*** PHONE LOG 07/15/2009 03:59 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED CST AND LVM REQUESTING A RETURN CALL

*** PHONE LOG 07/15/2009 04:23 PM Eastern Daylight Time SJames Action Type:Incoming call
CST CALLED AND STATED

1. I DID HAVE THE FTR LOOK AT THE VEHICLE AND HE DID NOT MAKE ANY REPAIRS
 2. HE STATED THE VEHICLE IS OPERATING AS DESIGNED
 3. I MAY LOSE YOU BECAUSE MY CELL PHONE IS NOT CHARGED (PHONE CUTS OUT)
- RCAA STATES

1. I APOLOGIZE FOR THE CONCERNS YOU HAVE HAD

RCAA CALLED CST AND LVM STATING

1. PLEASE GIVE ME A RETURN CALL TOMORROW SO WE MAY DISCUSS THIS MATTER FURTHER

*** PHONE LOG 07/21/2009 08:06 AM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA DISCUSSED CASE WITH ERCAM - CST TO BE OFFERED C/E .

RCAA CALLED CST AND ADVISED OF DECISION
RCAA PREPARING CASE FOR C/E

*** PHONE LOG 07/21/2009 09:28 AM Eastern Daylight Time SJames Action Type:Incoming call
***** FROM 7/16/09 *****

CUST ADVISED THAT CONCERNS WITH AIRBAG PERSISTS

*** PHONE LOG 07/21/2009 09:42 AM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED AND SPOKE TO JAMES WHITFLOW WHO STATED

1. I JUST FINISHED TEST DRIVING THE VEHICLE. SHE WAS CONCERNED ABOUT SQUEAK AND AIRBAG
 2. I DID NOT FIND ANYTHING WRONG WITH THE AIRBAG OR THE SQUEAK SHE IS CONCERNED
 3. I WILL ASK RICHARD BRADLEY TO GIVE YOU A CALL ABOUT THAT
- RCAA STATES

1. OK

2. WE HAVE OFFERED HER A REPLACEMENT VEHICLE BUT WE DO WANT TO MAKE SURE THAT SHE DOES NOT HAVE ANY CONCERNS

3. WE WOULD LIKE HER TO TEST DRIVE THE VEHICLE FOR A WEEKEND IF POSSIBLE. THANK YOU

*** PHONE LOG 07/21/2009 01:01 PM Eastern Daylight Time SJames Action Type:Incoming call
RICHARD BRADLEY CALLS AND STATES

1. I HEARD ABOUT MS. ██████

2. WHAT DO YOU NEED FROM ME RIGHT NOW?

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC735585 ██████	K1587279	1,579
Beckley, WV ██████		Prod. Date: 4/2/08	Dealer: WV011 Hometown Kia	

RCAA STATES

1. WE ARE DOING A C/E
2. I NEED HER SALES DOCUMENTS
3. WE WOULD LIKE FOR THE CUSTOMER TO DRIVE THE VEHICLE FOR A WEEKEND TO MAKE SURE SHE DOES NOT ENCOUNTER THE SAME CONCERN WITH THE NEW VEHICLE

*** NOTES 07/28/2009 09:44 AM Eastern Daylight Time SJames Action Type:Manager review
RECEIVED SECOND LETTER FROM WV AG'S OFFICE
RCAA SPOKE TO MEDIATOR DENNIS CUNNINGHAM AND SENT OFFER LETTER AND RELEASE

*** PHONE LOG 08/12/2009 02:40 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED WV011 TO SPEAK TO RICHARD BRADLEY
RCAA CALLED CST (ON MAIN NUMBER) AND LM

*** PHONE LOG 08/18/2009 03:36 PM Eastern Daylight Time SJames Action Type:Outgoing call
RCAA CALLED WV011 AND SPOKE TO RICHARD BRADLEY WHO STATED
1. I STILL DON'T HAVE THE VEHICLE THAT MS. SMITH IS LOOKING FOR BUT I DID ALLOCATE SOME AND I SHOULD HAVE SOME COMING DOWN SOON
RCAA STATES
1. THANK YOU. WILL YOU LET ME KNOW WHEN THEY HAVE ARRIVED

RCAA CALLED CST (ON ALT LINE) AND STATED
1. STILL WAITING FOR VEHICLE
2. I WILL RESEND YOUR OFFER LETTER ONCE THE VEHICLES HAVE ARRIVED AND I GET THE NEW VIN NUMBER
3. I JUST WANTED TO ADVISE YOU OF WHAT WAS GOING ON
4. IT WOULD BE THE DIFFERENCE IN THE MSRP'S FOR THE LX AND EX MODELS BUT HAVING A VIN NUMBER WOULD LET ME KNOW A MORE ACCURATE PRICE
CST STATES
1. I APPRECIATE THE CALL
2. YOU DO NOT KNOW WHAT I WILL HAVE TO PAY?
3. THANK YOU. I APPRECIATE IT

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Last name [REDACTED]	First name [REDACTED]	VIN of 2007 SORENTO 4X2 AT KNDJD736575 [REDACTED]	Case Number K1308825	Mileage 4,500
CATHEDRAL CITY, CA [REDACTED]		Prod. Date: 8/18/06	Dealer: CA179 Kia of La Quinta	

Case History

Complaint Survey

**** PHONE LOG 05/11/2007 11:04:14 AM ERuiz

WRITER STATED

1. WRT CALLED MRS SMITH
2. WRT EXPLAINED THE REASON OF THE CALL.
3. SHE STATED:
 - a) WE TOOK THE CAR BACK AND PICKED IT UP A DAY BEFORE WEDNESDAY.
 - b) WE REALLY DON'T KNOW WHAT GOING ON.
 - c) THEY REPLACED THE **PASS**ENGER'S SIDE CUSHION.
 - d) BECAUSE THE **AIR** BAG LIGHT WAS NOT TURNING OFF.
 - e) NOW IT'S DOING IT ON AN OFF.
 - f) SOME TIME IT DOES IT AND SOME TIMES DOESN'T.
 - g) WE WERE GOING TO TAKE IT BACK. BUT MY HUSBAND AND I WORK. AND WE HAVEN'T BEEN ABLE TO TAKE IT BACK.
4. APOLOGIZED FOR THE INCONVENIENCE.
5. WRT ADVISED TO CALL WRT BACK ONCE THE VEHICLE IS AT THE SHOP.
6. CUSTOMER HAS THE CASE # AND WRT'S EXT.
7. CUSTOMER THANKED WRT FOR THE INFO.

**** NOTES 07/05/2007 06:57:58 AM ELau Action Type:Manager review
Tread Review Done

**** PHONE LOG 08/27/2007 09:05:55 AM L.Sims

CALLER MS [REDACTED] CALLED AND STATED:

1. THE **AIR**BAG LIGHT GOES ON AND OFF
2. WE WERE THERE LAST WED -
3. DARRYL LOOKED AT THE CAR AND SAID WILL ESCALATE TO AN ENGINEER LEVEL
4. THEN SAID THAT WE WILL BE CONTACTED WITHIN 3 DAYS
5. BEFORE THAT JESSIE GARCIA SAID THAT KIA WAS AWARE THAT THERE WAS A PROBLEM
6. THEY SAID THAT KIA DID NOT HAVE A SOLUTION FOR THE PROBLEM YET
7. SO THAT IS WHY THEY HAD DARRYL COME OUT
8. I AM WORRIED THAT IT WILL NOT DEPLOY IF WE HAVE AN ACCIDENT
9. AT ONE POINT THEY WERE ACTING LIKE THEY WERE JUST GOING TO TRADE ME OUT OF THE CAR
10. I HAD A LOT OF PROBLEMS WHEN I TRADED IN MY OPTIMA FOR THIS CAR
11. I WANT THEM TO GIVE US A GOOD DEALER FOR US TO TRADE THIS IN
12. I THINK THIS MAY BE A LEMON BY NOW AND THEY NEED TO DO SOMETHING ABOUT IT

WTR STATES:

1. APOLOGIZED
2. WTR WILL HAVE TO CALL THE DEALER AND GET MORE INFO
3. WTR WILL ALSO CALL DPSM IF NEEDED
4. KMA DOES NOT GET INVOLVED WITH THE TRADING OR SALES OF THE VEH AT ALL
5. KMA WARRANTY WILL USE ALL OF ITS RESOURCLS TO GET THE VEH REPA**AIR**ED
6. KIA BUYBACK POLICY IS WHATEVER CALLER STATE LEMON LAWS ARE
7. THAT IS SOMETHING THAT CALLER WILL HAVE TO PURSUE ON HER OWN
8. WTR WILL RESEARCH AND CB

**** PHONE LOG 08/27/2007 09:50:25 AM L.Sims

WTR CALLED CA179 AND SPOKE TO JESSIE WHO STATED:

1. DARRYL WAS SUPPOSE TO BE CALLING HER WITH SOME TYPE OF COMPENSATION OR SOMETHING
2. WHAT I UNDERSTOOD IS THAT THE FIR DID NOT NEED TO LOOK AT THE CAR
3. IT IS ALREADY KNOWN THAT THERE IS NOT A FIX FOR THE PROBLEM AT THIS TIME

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1308825	4,500
CATHEDRAL CITY, CA ██████████		Prod. Date: 8/18/06	Dealer: CA179 Kia of La Quinta	

4. YOU MIGHT WANT TO CALL DPSM TO FIND OUT EXACTLY

WTR STATES:

1. THANK YOU
2. WILL CALL DARRLY TRETTIN

**** PHONE LOG 08/27/2007 09:55:14 AM LSims

WTR SPOKE TO DARRYL TRETTIN

WTR STATED:

1. CALLING TO FOLLOW UP ON MS SMITH VEH

DPSM STATED:

1. I JUST GAVE THE INFO TO MY CA REP ON FRIDAY
2. I WAS AT THE DEALER ON THURSDAY
3. MY REP IS GOING TO CONTACT THE CUSTOMER
4. WE ARE GOING TO TRY TO SET UP A TIME AND PLACE FOR THE FTR TO INSPECT THE VEH
5. YOU CAN GO AHEAD AND FORWARD THE CASE TO THE REGION FOR LYDIA TO PICK IT UP

**** PHONE LOG 08/28/2007 11:53:01 AM LSims

WTR SPOKE TO MS ██████████ AND STATED:

1. SPOKE TO DPSM - HE HAS SPOKEN TO HIS ANALYST
2. THEY ARE GOING TO SPEAK TO THE FTR TO SET UP A DATE AND TIME TO INSPECT THE VEH
3. CALLER WILL GET A CALL FROM THE WRCAA

CALLER STATES:

1. OK, THANK YOU
2. IF WE PAY OFF THE LOAN, WILL THAT CAUSE ANY PROBLEMS

WTR STATES:

1. PAYING OFF THE VEH WILL NOT AFFECT THE WARRANTY AT ALL

**** NOTES 08/28/2007 11:57:33 AM LSims Action Type:Manager review

WTR DISPATCHING CASE TO REGION FOR HANDLING :

1. THE VEH HAS BEEN IN A FEW TIMES FOR THE **PASS**ENGER SIDE **AIR**BAG LIGHT
2. THE LIGHT GOES ON AND OFF RANDOMLY
3. THE SEAT CUSHION HAS BEEN REPLACED
4. FTR NEEDS TO INSPECT THE VEH
5. WTR SPOKE TO DARYL TRETTIN- HE ADVISED TO DISPATCH CASE

**** PHONE LOG 09/18/2007 02:59:36 PM LAIfawa

wrea called cust and left a message with cust relative.

Wrea provided direct number for cust to call.

**** PHONE LOG 10/09/2007 09:09:40 AM LAIfawa

Wrea called cust and spoke to Mrs. Smith who stated:

1. We are still having issues with the **PASS**enger **AIR**bag.
2. the SM Jesse told us that KMA will send a factory technician to rep. **AIR** our car.
3. We're also having problems with our alarm system.
4. I don't know if it's a wiring issue.
5. Please call us if an available date for an FTR so we can bring it the dealer.
6. Our car has not been at the dealer for months now.

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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>
██████	██████	KNDJD736575██████	K1308825	4,500
CATHEDRAL CITY, CA ██████		Prod. Date: 8/18/06	Dealer: CA179 Kia of La Quinta	

Wrca advised:

1. Will contact dealer and review cust case.
2. Will schedule an FTR and advise cust on availability and date.
3. Thanked cust for patience with KMA.
4. Provided direct number to wrca.

**** PHONE LOG 10/26/2007 03:55:46 PM LAifuwa

wrca called cust to schedule an FTR for 11/13/07

Wrca left message for cust to call wrca.

**** NOTES 11/08/2007 10:37:26 AM APeckson Action Type:Manager review

Wrcam rescheduled FTR appt. for 11/15

Cust set up w/ rental on 11/14

**** NOTES 11/12/2007 11:38:20 AM APeckson Action Type:Manager review

Keith -ftr responded by email with:

I have no problem with looking at those other 2 items as long as she tells the SA to write it up for those concerns

**** PHONE LOG 11/12/2007 11:38:40 AM APeckson

Wrca contacted cust & states:

1. Do you remember your service advisor's name
2. I am going to go ahead and notify him of your additional concerns

CUST STATES:

1. His name is Jesse
2. Are they aware we need a rental on Wed.?

WRCA STATES:

1. Yes they are aware of the rental on Wed.
2. If you have any more concerns to add on before your appointment you can directly contact Jesse

CUST STATES:

1. Ok thank you

**** PHONE LOG 11/12/2007 11:40:41 AM APeckson

Wrca contacted SA Jesse @ Kia of La Quinta CA179 & left message w/ Luis to call me back

**** PHONE LOG 11/12/2007 01:50:02 PM APeckson

Wrca contacted Jesse @ Kia of La Quinta CA179 and states:

1. Cust Smith, Leonard
2. FTR appt. on 11/15
3. Needed to address a couple other concerns cust had

JESSE STATES:

1. Let me have you talk w/ the manager Gary

GARY STATES:

1. Hi how can i help you

WRCA STATES:

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736575 [REDACTED]	K1308825	4,500
CATHEDRAL CITY, CA [REDACTED]		Prod. Date: 8/18/06	Dealer: CA179	Kia of La Quinta

1. Cust [REDACTED]
2. Wanted to confirm FTR appt on 11/15
3. And that they have a rental set up on 11/14
4. Also cust had a couple other issues
5. First is the alarm is not working properly
6. Second, the lights on door are not working

GARY STATES:

1. Ok got it
 2. Yes they are confirmed for 11/15
 3. And rental for 11/14
- thanks

**** NOTES 11/12/2007 01:53:46 PM APeckson Action Type:Manager review
Wrca emailed Keith-ftr:
Hi Keith,

The manager over at Kia of La Quinta is aware of the other concerns the customer had.

Thanks.

**** PHONE LOG 11/19/2007 04:36:07 PM APeckson
Cust called Wrca & states:

1. The **AIR** bag light came on again
2. We had it in for the FTR appt, but the same problem is reoccurring
3. We are very frustrated
4. This will be the 4th time

WRCA STATES:

1. I apologize about that
2. I'll have to contact my dpsm and see what we can do

CUST STATES:

1. I know I can go to a lawyer
2. But I'd like to see what Kia can do first

WRCA STATES:

1. And we thank you for giving Kia the opportunity to resolve this asap
2. I will call you back

**** PHONE LOG 11/19/2007 05:00:33 PM APeckson
Wrca contacted Kia of La Quinta & spoke to Manuel

WRCA STATES:

1. Cust Leonard Smith
2. Can you pls fax r.o.'s over

MANUEL STATES:

1. I will have to check w. my manager b.c it is against the law to send r.o.'s to anyone except to the cust
2. I will talk to Luz who's in charge of this can I have your fax #

WRCA STATES:

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736575 [REDACTED]	K1308825	4,500
CATHEDRAL CITY, CA [REDACTED]		Prod. Date: 8/18/06	Dealer: CA179	Kia of La Quinta

1. Here is my fax #, thank you

**** PHONE LOG 11/19/2007 05:13:08 PM APeckson

Wrca contacted Darryl-dpsm & states:

1. Cust **AIR**bag light on again
2. this will be the 4th time
3. Cust knows she can go to a lawyer but wants to settle it out w/ Kia

DARRYL STATES:

1. Unfortunately there's no fix
2. I have to talk to Keith first
3. Send me the report
4. I'll call you in the morning

**** PHONE LOG 11/26/2007 02:06:41 PM APeckson

Darryl-dpsm called in & states:

1. Veh is functioning fine
2. I spoke to Keith on this
3. There's a function in our seats that if you are not sitting in the middle of the seat the sensor cannot read that
4. You can tell the cust that it falls within the parameters of the National Highway Traffic Guidelines
5. But the system is working properly
6. We are currently working on the programming to widen the seat sensors which needs at least a couple weeks b/c they have to register this feature. get it tested and get a release issued out to us
7. The dlr will be working on select customers who are currently having this issue
8. But we will not have anything for at least a couple weeks

WRCA STATES:

1. I will inform cust and see if they can hold out for another couple of weeks, thanks

**** PHONE LOG 11/26/2007 02:10:02 PM APeckson

Wrca left message on cust answering machine stating:

1. I spoke to my dpsm
2. He has been in touch w/ the factory technician that inspected your veh
3. They are both aware that the light is still popping up
4. I do have to let you know that the veh is running ok it is functioning properly according to the National Highway Traffic Guidelines
5. What happened is there is a seat sensor under the seat cushion
6. When somebody sits on the cushion the sensor is supposed to know that someone is sitting in the seat and when the weight is not properly distributed in the seat the light pops on
7. Your veh is running fine though
8. Please call me for any further questions

**** PHONE LOG 11/26/2007 02:19:45 PM APeckson

[REDACTED] (cust) left message to call her back

**** STATUS CHANGE 11/26/2007 02:45:01 PM APeckson

**** PHONE LOG 11/26/2007 02:45:01 PM APeckson

Wrca contacted cust & states:

1. I spoke to my dpsm
2. He has been in touch w/ the factory technician that inspected your veh

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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>
██████████	██████████	KNDJD736575 ██████████	K1308825	4,500
CATHEDRAL CITY, CA ██████████		Prod. Date: 8/18/06	Dealer: CA179 Kia of La Quinta	

3. They are both aware that the light is still popping up
4. I do have to let you know that the veh is running ok it is functioning properly according to the National Highway Traffic Guidelines
5. What happened is there is a seat sensor under the seat cushion
6. When somebody sits on the cushion the sensor is supposed to know that someone is sitting in the seat and when the weight is not properly distributed in the seat the light pops on
7. Right now they're working on the design of the sensor
8. They're programming the design to widen the seat sensors
9. It will be in a couple weeks time till we get something solid
10. I can call you in a couple weeks to see how your veh is holding up
11. Is the light still coming on?

CUST STATES:

1. I traded in Kia Optima. owed less than \$8k but I did trade it in for a newer model fr. Kia of La Quinta
2. I don't have paperwork, but veh had 11k miles or less
3. Kia paid it off for return for Kia Sorento
4. I have been making \$386 payments a month since May of this year
5. What I was telling Jesse, I'm paying for a full veh
6. I'm asking is either you give me a new car, or give me the amount of money I put into this car plus the amount I owed on my last Optima which is about \$10K...you can have Sorento back
7. I don't feel comfortable driving this veh, there's safety involved here
8. I want a reasonable resolution, I want what I believe is **AIR**
9. The light is still on

WRCA STATES:

1. I understand your safety concern and apologize about your ongoing issues
2. My dpsm might put in a call w/ you to discuss it with you further
3. For now can you send me the sales contract and current registration

CUST STATES:

1. That's fine if he calls
2. My husband will probably be able to send the paperwork later this afternoon or tomorrow
3. Thank you

**** STATUS CHANGL 11/26/2007 03:05:45 PM APeckson

**** PHONE LOG 11/26/2007 03:05:45 PM APeckson

Wrea contacted darryl-dpsm & states:

1. I spoke to the cust and told her everything that we had discussed from veh running fine to the seat sensors being reprogrammed
2. She didn't buy the whole idea
3. She was more upset due to the fact veh is unsafe and that the bag could deploy at anytime
4. Hard to argue that
5. On top of that she had an Optima previously w payments of \$180 and traded it in for a Sorento w increased payments of \$386 mo
6. I tried to pitch it to her but she didn't budge b/c of the safety reason
7. She also mentioned that on the paperwork it states 3x for same problem we would replace or repurchase her veh
8. I did tell her that you would call her to discuss further and she was ok w that

DARRYL STATES:

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1308825	4,500
CATHEDRAL CITY, CA ██████████		Prod. Date: 8/18/06	Dealer: CA179	Kia of La Quinta

1. Ok it looks like someone is talking to her
2. And this new component is supposed to come out next week
3. I will give her a call just shoot me an e-mail with her information
4. I will try and see if we can get this out till next week
5. And maybe if this part comes out next week. we can get someone out there to install it
6. Thanks

WRCA STATES:

1. She will be sending over her sales contract later today or tomorrow
2. Thanks

**** NOTES 11/26/2007 03:18:24 PM APeckson Action Type:Manager review
Wrca emailed Darryl-dpsm & states:
Darryl.

Here's the information:

- ⊙ ██████████
- ⊙ 2007 Sorento
- ⊙ CA 179 - Kia of La Quinta
- ⊙ **AIR**bag Light Inop

Call her either tomorrow or Wednesday. Let me know status when you are finished talking w/ her.

Thanks!

**** NOTES 11/29/2007 02:10:36 PM APeckson Action Type:Manager review

Incoming email fr. Darryl-dpsm:

I spoke with Patricia this morning after playing some phone tag and she has agreed to bring her vehicle in for service and allow us to reprogram her **OCS** system. In addition, I offered her 4 car payments as a goodwill gesture to prevent this customer from seeking a repurchase and for her down time with this vehicle. She has agreed to the car payments. Please let me know if you have her monthly payment amount.

**** PHONE LOG 11/29/2007 02:11:05 PM APeckson

Wrca contacted Darryl & states:

1. I received your e-mail regarding the goodwill and **OCS** fix
2. I will contact Keith and schedule w/ him accordingly

DARRYL STATES:

1. Keith said he might be able to double book for Monday
2. You can go ahead and package it up I'm ok w the 4 car payments

WRCA STATES:

1. Ok thanks

**** STATUS CHANGE 11/29/2007 02:13:26 PM APeckson

**** PHONE LOG 11/29/2007 02:13:26 PM APeckson

Wrca contacted Keith-fr & left message stating:

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736575 [REDACTED]	K1308825	4,500
CATHEDRAL CITY, CA [REDACTED]		Prod. Date: 8/18/06	Dealer: CA179	Kia of La Quinta

2. You previously inspected veh at CA179 Kia of La Quinta on 11/15/07
3. **OCS** issue
4. Since there is a fix for it, Darryl mentioned that you would be able to see veh on Mon.
5. Pls call me back so we can schedule you in, thanks

**** NOTES 11/30/2007 11:31:58 AM APeckson Action Type:Manager review

Incoming email from Keith:

Anna - we'll need to get this customer in first thing in morning to drop off the vehicle if possible. If she can't drop it off, the 9-10am time frame should work, though I might be able to do a little earlier.

**** NOTES 11/30/2007 11:32:44 AM APeckson Action Type:Manager review

Email between Wrea & dpsm:

I just spoke with Patricia Smith and she will drop off the vehicle today so that it is available on Monday morning.

Darryl Trettin

District Parts and Service Manager, WE03

C: 949-939-7699 Fax: 760-729-1197

From: Peckson, Anna [KMA]

Sent: Fri 11/30/2007 10:22 AM

To: Trettin, Darryl [KMA]

Subject: FW: Monday schedule

Darryl, please look at Keith's response below regarding Smith and the **OCS** light...thanks

**** STATUS CHANGE 11/30/2007 11:34:45 AM APeckson

**** NOTES 11/30/2007 11:34:45 AM APeckson Action Type:Manager review

Darryl handled rental veh for cust w/ dlr for FTR inspection on Monday morning

**** STATUS CHANGE 12/03/2007 10:26:44 AM APeckson

**** PHONE LOG 12/03/2007 10:26:44 AM APeckson

Darryl states:

1. The **OCS** light has been rep**AIR**ed
2. Keith went out and fixed it

Wrea states:

1. Is cust aware of this
2. I will call and follow up

Darryl states:

1. Gary knows its rep**AIR**ed
2. They will let her know

Wrea states:

1. Ok thanks

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1308825	4,500
CATHEDRAL CITY, CA ██████████		Prod. Date: 8/18/06	Dealer: CA179	Kia of La Quinta

**** PHONE LOG 12/03/2007 10:29:46 AM APeckson

Wrca contacted Manuel & states:

1. Has cust picked veh up yet

Manuel states:

1. No but we told her its ready
2. She will probably pick it up sometime this afternoon

Wrca states:

1. Ok thanks

**** STATUS CHANGE 12/10/2007 01:13:58 PM APeckson

**** PHONE LOG 12/10/2007 01:13:58 PM APeckson

Cust states:

1. **AIR**bag light came on again
2. It's on most of the time
3. The light is intermittent, only twice was off for about 20 min.
4. It's been in the shop 6x for the same problem

Wrca states:

1. I apologize about that
2. I do have to tell you this. I spoke to the fir and dpsm
3. The **AIR**bag feature is working as designed
4. Its the way this specific feature is placed in the seat cushion
5. Would you consider us replacing your veh for your inconvenience
6. What would happen is I would draw up an offer letter and go over it w my manager
7. We would give you a couple options
8. You would choose one and we would go from there

Cust states:

1. I'd like that. my fax number is the same as the phone number
2. I just won't pick up if I see Kia calling
3. Thanks

**** PHONE LOG 12/10/2007 02:16:12 PM APeckson

Wrca contacted Jesse @ Kia of La Quinta & states:

1. When was last r.o. opened
2. i have some incomelte r.o.'s that the cust faxed over
3. Can you fax over the r.o.'s after 5 21-07?

Jesse states:

1. The last r.o. was on 11/30 its still open though. trying to get the rental bill taken care of
2. I will fax those r.o.'s today. thanks

**** PHONE LOG 12/10/2007 02:20:42 PM APeckson

Wrca contacted darryl-dpsm:

1. ██████████ file
2. I told her abi the replacement veh and she was definitely interested

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1308825	4,500
CATHEDRAL CITY, CA ██████████		Prod. Date: 8/18/06	Dealer: CA179	Kia of La Quinta

Darryl states:

1. I would do a replacement
2. Send out her a 2 option letter, fix w/ goodwill or replacement
3. She was in an Optima abt a year ago
4. Traded that in for a bigger car
5. We could go for a Sportage
6. A sportage or Amanti
7. Ill her here's what we have available, the amanti or sportage, if that's something you want to consider
8. I talked to Keith and the other FTR's and its been a 100% success rate
9. I don't know what happened

Wrca states:

1. Yes unfortunately the **OCS** light came on again
2. Let me give the cust a call and see what other veh she would like

**** PHONE LOG 12/10/2007 02:34:38 PM APeckson

Wrca contacted cust:

1. I spoke to my dpsm
2. What type of Kia would you be interested in
3. We don't want to put you in another Sorento
4. Possibly a sportage or rondo
5. Also I will be faxing over a release authorization form where you will fill out your lender info, so we have authorization to get p/o info.

Cust states:

1. My husband says the Sportage 4 wheel drive
2. Ok I won't pick up unless you talk in the answering machine, thanks
3. Payment is currently at \$386 and some change and we owe about \$18,373

**** NOTES 12/12/2007 09:46:29 AM APeckson Action Type: Manager review

Wrca spoke to sales manager Travis Turner on 12/10/07 requesting if Dlr CA179 Kia of La Quinta had Sportage models in stock in range of \$21,750

Travis to call back

**** PHONE LOG 12/12/2007 09:47:34 AM APeckson

Wrca contacted Sales Manager Jeff @ CA179:

1. Spoke to Travis a couple days ago, never returned my call
2. Cust Patricia and Leonard Smith
3. Trying to take them out of their Sorento and put them into a Sportage
4. I need to know what you have available in the \$21,750 range and if you can fax me invoices on them
5. Here is my contact info

Jeff states:

1. I will get those over to you, thank you

**** STATUS CHANGE 12/13/2007 11:22:46 AM APeckson

**** PHONE LOG 12/13/2007 11:22:46 AM APeckson

Wrca contacted cust & left message:

1. Found a Kia sportage over at Kia of La Quinta

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1308825	4,500
CATHEDRAL CITY, CA ██████████		Prod. Date: 8/18/06	Dealer: CA179 Kia of La Quinta	

2. Pls call me back so we can discuss this further

**** STATUS CHANGE 12/14/2007 10:37:29 AM APeckson

**** PHONE LOG 12/14/2007 10:37:29 AM APeckson

Cust left message stating:

1. Hi Anna just got your message. you can call me back at home. thanks

**** STATUS CHANGE 12/14/2007 10:38:05 AM APeckson

**** PHONE LOG 12/14/2007 10:38:05 AM APeckson

Wrea contacted cust:

1. I called Kia of La Quinta
2. They do have a Sportage available 2007 model
3. It's a beige interior w/ a smokey brown exterior
4. I did ask the sales manager if they had any other colors but this was the only one
5. You are welcome to go to any other dlr you wish. but you need to look at the MSRP sticker and make sure its at least \$21,750 or higher
6. But pls remember, you are there to merely look. do not sign anything and do not drive off w/ the veh
7. I still have to get approval from your lender
8. Can you give me your lender info-name, number, acct. #

Cust states:

1. Why would the lender care if its the same price
2. I don't owe that much
3. I think we can go to check the veh out tomorrow or Sunday we'll be busy w/ our poker parties
4. Here is the lender info. and here is my husband's and my SS# and b-days just in case
5. Are you going to call the lender now

Wrea states:

1. No I will wait till you confirm that you want the veh first
2. Then I will contact your lender and get a contact name
3. I will call the dlr and let them know that you are interested in viewing that Sportage and ask if he can hold it
4. The sales manager's name is Jeff
5. Your lender cares b'c they are the bank, and when they do a collateral exchange, they typically match msrp to msrp. sometimes the lender will not even approve an s.o.c. so ultimately this transaction is dependent on your lender's approval

Cust states:

1. Ok thank you have a nice weekend

**** STATUS CHANGE 12/14/2007 11:25:34 AM APeckson

**** PHONE LOG 12/14/2007 11:25:34 AM APeckson

Wrea contacted Jeff-sales manager @ Kia of La Quinta:

1. Calling abt the Smokey Brown 07 Sportage where you faxed me the invoice
2. Are you able to hold that for the cust to view either sat. or sun.

Jeff states:

1. I can only hold it if I get a letter of intent fr. Kia

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1308825	4,500
CATHEDRAL CITY, CA ██████████		Prod. Date: 8/18/06	Dealer: CA179 Kia of La Quinta	

2. Reason is b/c that veh was out on an ad and I can't park it till Mon.
3. Sorry but I will try to work w/ you if nobody purchases it this wknd

Wrcra states:

1. that's fine I understand
2. I'll ask the cust to go as soon as they can
3. Thanks for your help Jeff

**** STATUS CHANGE 12/14/2007 11:30:02 AM APeckson

**** PHONE LOG 12/14/2007 11:30:02 AM APeckson

Wrcra contacted cust:

1. I spoke to the sales manager at Kia of La Quinta
2. They are not able to hold the veh till Mon.
3. That particular veh was out in an ad for this wknd

Cust states:

1. Ok maybe I can have my husband stop and take a look at it on his way back
2. Then can they hold it?

Wrcra states:

1. No not until I get approval from your lender
2. Everything is contingent upon your lender's approval

Cust states:

1. Ok I will have my husband look at it today. thank you

**** STATUS CHANGE 12/21/2007 10:42:28 AM APeckson

**** PHONE LOG 12/21/2007 10:42:28 AM APeckson

Wrcra called Darryl-dpsm:

1. Can we waive the mileage fee for the cust
2. It's \$96.06

Darryl states:

1. No problem yes we can waive that

**** PHONE LOG 12/21/2007 10:48:42 AM APeckson

Joel fr. Citi left message stating:

1. Veh looks great
2. Our only concern is that the cust has to come out of pocket-none or very little money
3. If you have any questions pls give me a call back. thanks

**** PHONE LOG 12/21/2007 10:49:21 AM APeckson

Wrcra contacted Joel fr Citi Financial & left message stating:

1. We are doing an even exchange
2. All the taxes and registration will be taken care of
3. The dpsm waived the mileage fee
4. Once the dlr generates these numbers you will see it reflected on the contract
5. Pls give me a call back. thank you

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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>
██████████	██████████	KNDJD736575 ██████████	K1308825	4,500
CATHEDRAL CITY, CA ██████████		Prod. Date: 8/18/06	Dealer: CA179 Kia of La Quinta	

**** PHONE LOG 01/17/2008 11:54:09 AM APeckson

Left voicemail on Darryl-dpsm v-mail:

1. I spoke to associate at Citi Financial
2. The deal has already been financed through Kia of La Quinta
3. They want to make sure they are covered all the way through.
4. If we do want to make this happen through Kia of Murrieta, the original dlr (la quinta) has to pay off the loan, and at that point customer can go anywhere they want
5. The new dlr would then be responsible to find new financing for the customer
6. Call me back, thank you

**** NOTES 01/22/2008 09:13:53 AM APeckson Action Type:Manager review

E-mail btwn Wrea & Joel @ Citi Financial:

Hi Anna, With the mileage I was able to drive the value down on the customer's old vehicle. Any of the car's you faxed over should do just fine. When the customer has chosen a vehicle please get a purchase order from Kia of La Quinta faxed in. Thanks.
Joel J. fax# 817-835-3152

From: Peckson, Anna [KMA] [mailto:APeckson@Kiausa.com]

Sent: Friday, January 18, 2008 3:24 PM

To: Jasso, Joel [GCG-NAOT]

Subject: RE: Smith SO

*** NOTES 02/26/2008 01:24 PM Pacific Daylight Time APeckson Action Type:Manager review

Package mailed via fed ex overnight to Morley, for rush

*** CASE CLOSE 02/26/2008 01:24 PM Pacific Daylight Time APeckson

*** PHONE LOG 03/10/2008 05:26 PM Pacific Daylight Time APeckson Action Type:Incoming call

Cust called in:

1. My husband and I wanted to thank you so very much and everybody else who worked so hard to get this resolved
2. I cannot thank you enough, especially to you
3. We are in possession w/ the car, it went smoothly and are very happy w/ it
4. We are grateful to you, the little salesman was nice and I plan on giving a great survey
5. You were excellen through this whole thing, please **PASS** it along, especially to you and you have been the best
6. We thoroughly appreciate it, thank you again

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC736675 ██████	K1443487	3,000
GALIEN, MI ██████		Prod. Date: 11/10/06	Dealer: MI023 Kia of Lansing	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 05/05/2008 08:43 AM US Mountain Standard Time SHolman
CALLER STATED:

1. BOUGHT CAR AT SKIPS YOUNG KIA IN LANSING, MI
2. PROBLEM WITH **PASS** SIDE **AIR**BAG RESTRAINT SYS
3. SKIPS KEEPS SAYING THAT NOTHING IS WRONG
4. SKIPS PUT AFTER MARKET LEATHER SEAT COVERS IN THE CAR
5. TOOK CAR TO NELSON'S KIA IN MICHIGAN CITY. DEALER SAID IT WAS SEATS THAT WAS CAUSING PROBLEM
6. THEY CAN'T DO ANYTHING BECAUSE OF THE SEATS SO SKIPS HAS TO DO IT BECAUSE THEY CAUSED THE PROBLEM
7. SKIPS SAYS IT'S THE COMPUTER NOT THE SEATS
8. THE LIGHT IS SUPPOSED TO GO OUT. THE LIGHT STAYS ON SAYING THE **AIR**BAG IS NOT GOING OUT
9. DON'T WANT TO REPLACE THE LEATHER SEATS, THAT IS WHY MY WIFE BOUGHT THE CAR

WRITER STATED:

1. APOLOGIZE FOR PROBLEM
2. SELLING DEALERSHIP IS GOING TO HAVE TO FIX THE PROBLEM IF THEY CAUSED IT
3. THERE IS SOMETHING CALLED A REFLASH THAT CAN BE DONE SO THE **AIR**BAG SEAT WORKS PROPERLY
4. WILL CALL THE DEALER TOMORROW
5. ADVISED CUSTOMER CALL ME WHEN VEHICLE IS AT THE DEALERSHIP TO RESOLVE THE PROBLEM

*** PHONE LOG 05/08/2008 08:51 AM US Mountain Standard Time SHolman Action Type:Outgoing call
WRITER CALLED MI023 AND STATES:

1. CALLING ABOUT CUSTOMER'S VEH
2. WERE YOU AWARE OF THE REFLASH FOR THE LEATHER SEATS?

KITHH SVC MGR. STATES:

1. CUSTOMER HAS NOT BROUGHT THE CAR BACK FOR REFLASH TO BE DONE.
2. REFLASH CAME OUT AND REP BROUGHT OUT TOOL TO REFLASH VEHICLE. VEHICLE WAS REFLASHED
3. I WILL BE CALLING THE CUSTOMER IN A FEW MINUTES TO SEE WHEN WE CAN GET THEM BACK IN HERE FOR AN APPOINTMENT
4. WE WILL GIVE THEM A RENTAL WHILE THERE CAR IS HERE.
5. WE HAVEN'T SEEN THE VEHICLE SINCE 1/14/2008

*** CASE CLOSE 05/08/2008 08:52 AM US Mountain Standard Time SHolman

*** PHONE LOG 06/02/2008 02:36 PM US Mountain Standard Time SHolman Action Type:Incoming call
CALLER INM STATING:

1. GAVE NAME, CASE #, AND PHONE #
2. THANK YOU MUCH

*** PHONE LOG 06/02/2008 02:40 PM US Mountain Standard Time SHolman Action Type:Incoming call
WRITER CALLED CUSTOMER AND STATES:

1. I RECEIVED YOUR VM

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC736675 ██████	K1443487	3,000
GALIEN, MI ██████		Prod. Date: 11/10/06	Dealer: MI023 Kia of Lansing	

CALLER STATES;

1. WE ARE STILL HAVING PROBLEMS WITH THE **OCS**
2. THEY STILL HAVE OUR CAR. THEY ARE SAYING THERE IS NOTHING THEY CAN DO

WRITER STATES:

1. I WILL CALL THE DEALERSHIP TOMORROW TO SEE WHAT I CAN FIND OUT. THEN I WILL FOLLOW UP WITH YOU TOMORROW

*** PHONE LOG 06/03/2008 09:05 AM US Mountain Standard Time SHolman Action Type:Outgoing call
WRITER CALLED DEALER AND STATES:

1. IS THE SVC MGR IN?
2. IS THERE A SVC ADVISOR I CAN SPEAK TO ABOUT A DIAGNOSIS
3. CALLING ABOUT ROY SMITH WITH **AIRBAG** RESTRAINT SYSTEM

CHRIS. SA. STATES:

1. THE SVC MGR JUST LEFT. HE WILL BE BACK
2. YOU ARE GOING TO WANT TO TALK TO KEITH (SVC MGR) ON THAT ONE
3. WE HAVE BEEN BACK AND FORTH WITH THIS CUSTOMER
4. WE HAVE ONLY BEEN ABLE TO DUP THE PROBLEM ONCE. WE DID THE REFLASH AND WE HAVEN'T BEEN ABLE TO DUP THE PROBLEM SINCE
5. CAN I TAKE YOUR CONTACT INFORMATION FOR KEITH? AND I WILL HAVE HIM CALL YOU BACK ABOUT THIS ONE

WRITER STATES:

1. SURE. GAVE NAME. 800#. AND EXT

*** PHONE LOG 06/03/2008 11:01 AM US Mountain Standard Time SHolman Action Type:Incoming call
CALLER STATES:

SKIP JUST CALLED ME.
SKIP, THE OWNER, SAID HE DOESN'T KNOW WHAT HE CAN DO ABOUT IT
HE TOLD US HE WOULD GIVE US A NEW 2008 BECAUSE THIS IS A SAFETY CONCERN
IT HAS BEEN IN THE SHOP 12 TIMES FOR THIS SAME PROBLEM
INSURANCE COMPANY SAID THEY WON'T COVER ANYTHING BECAUSE IT HAS TO DO WITH THE **AIRBAG**
LIGHT
SKIP IS NOW BACK TRACKING AND SAYING HE DOESN'T KNOW WHAT HE IS GOING TO DO. SKIP'S NUMBER IS:
517-393-5700
THE OTHER KIA DEALERSHIP SAID IT IS THE AFTERMARKET UPHOLSTER - NEILSON AND MICHIGAN CITY. IN
SKIP YOUNG - LANSING, MI

*** PHONE LOG 06/03/2008 11:22 AM US Mountain Standard Time SHolman Action Type:Incoming call
SVC MGR. KEITH. STATES:

1. CUSTOMER COMPLAINS CONCERN WITH **OCS** LIGHT IS ON WHILE A LARGE PERSON IS IN THE SEAT
2. WE HAVE NOT BEEN ABLE TO GET IT TO ACT UP SINCE THE REFLASH
3. CUSTOMER TOOK TO A DIFFERENT KIA FOR A 2ND OPINION AND THEY SAW THE LIGHT STAY ON AS IF NO ONE IS SITTING THERE
4. I JUST GOT FINISHED TALKING TO SKIP AND HE TOLD ME TO HAVE ANOTHER TECH TO LOOK AT IT AND CALL THE REP ABOUT THIS
5. THE PROBLEM WE ARE HAVING IS WE CANNOT DUPLICATE THE LIGHT COMING ON. IT IS OPERATING

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJIC736675 ██████████	K1443487	3,000
GALIEN, MI ██████████		Prod. Date: 11/10/06	Dealer: MI023 Kia of Lansing	

AS DESIGNED

6. CUSTOMER LIVES 3 1/2 HOURS FROM OUR STORE AND THEY HAVE ONE OF OUR VEHICLES. A LOANER
7. NOW, AS WE WORK WITH THIS VEH, WE AREN'T FINDING ANYTHING WRONG AND THE REP SAYS IF NO PROBLEM. GIVE IT BACK TO THE CUSTOMER
8. CUSTOMER SAYS WHEN SOMEONE IS IN THE SEAT, A SMALL OCCUPANT, THE AIRBAG LIGHT WON'T GO OFF
9. I SPOKE TO TECHLINE AND THEY SAID TO HAVE THE CUSTOMER COME OUT WITH FTR AND REP TO SHOW THE CUSTOMER HOW TO SIT IN THE CAR AND HOW THAT MAKES A DIFFERENCE IN THE LIGHT COMING ON OR NOT
10. EVEN THOUGH THAT IS WHAT TECHLINE SAID TO DO, MY REP IS NOT OKAY WITH DOING THAT
11. SKIP YOUNG, THE OWNER OF MI023, CHECKED THE TECH NOTES WHICH SAY THEY WILL FOLLOW UP WITH DPSM. THE TECH NOTES DON'T SPECIFY EVERYTHING THEY TELL US TO DO
12. THE CUSTOMER IS A LARGER LADY AND THE WAY HER BODY FITS IN THE SEAT WILL CAUSE THE LIGHT TO COME ON
13. SKIP HAS MADE A PAYMENT FOR THE CUSTOMER'S CAR AND WE ARE TRYING TO FIND A PERMANENT SOLUTION HOWEVER...
14. THE SEAT WORKS AS IT IS DESIGNED
15. I GET IN AND OUT AND I AM AROUND 240 LBS MYSELF
16. THE SEAT IS FINE, THE LIGHT DOESN'T COME ON NO MATTER HOW I SIT IN IT
17. IF YOU NEED TO CALL ME BACK, PLEASE DON'T HESITATE TO CALL ME AND SKIP WILL BE MORE THAN HAPPY TO SPEAK TO YOU AS WELL

WRITER WAS TRANSFERRED TO SKIP YOUNG AND LVM STATING:

1. CUSTOMER SAID YOU TOLD HIM YOU WOULD GIVE THEM A BRAND NEW 2008 IN PLACE OF THEIR CAR BUT IS NOW CHANGING YOUR MIND BECAUSE YOU WANTED TO CHECK ON SOME OTHER THINGS
2. JUST WANTED TO HEAR YOUR SIDE
3. ALSO, JUST GOT OFF THE PHONE WITH SVC MGR KEITH AND HE TOLD ME NO MATTER HOW HE SITS IN THE SEAT HE CAN'T GET THE LIGHT TO COME ON
4. JUST WANTED TO GET YOUR THOUGHTS ON THE SITUATION AND HEAR YOUR SIDE OF WHAT THE CUSTOMER SAID

*** PHONE LOG 06/03/2008 04:45 PM US Mountain Standard Time SHolman Action Type: Incoming call
SKIP LVM STATING:

1. GAVE NUMBER ██████████
2. PLEASE GIVE ME A CALL BACK

*** PHONE LOG 06/04/2008 09:57 AM US Mountain Standard Time SHolman Action Type: Outgoing call
WRITER CALLED SKIP AND LVM STATING:

1. GOT YOUR VM
2. PLEASE CALL ME BACK
3. GAVE 800# AND EXTENSION

*** CASE CLOSE 06/05/2008 07:43 AM US Mountain Standard Time SHolman

*** CASE CLOSE 07/08/2008 02:27 PM Pacific Daylight Time FI au
Tread Review Completed

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1610426	20,791
WV, WV		Prod. Date: 9/8/06	Dealer: WV003 Warner Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 07/05/2009 08:20 AM US Mountain Standard Time TLarson
SERVICE ALERT VOICEMAIL RECEIVED FROM BETH @ WV003

- 1 PROVIDED CUSTOMER NAME
- 2 PROVIDED LAST 8 OF VIN
- 3 3RD VISIT FOR **OCS** AB LIGHT

*** PHONE LOG 07/07/2009 11:50 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED BETH @ WV003

Dealership Contact Name: BETH @ WV003
Year/Model/Mileage of Vehicle: 07 SORENTO 20791
RO Open Date: 6/30/09
Days Down at initial Service Alert Report: 4
Rep**AIR** Issue: **OCS** LIGHT SEAT BOTTOM
ETA for completion of rep**AIR**s: 7/3/09 DONE
Repeat **P****AIR** (Y/N) if so, how many? YES 3
Techline Case? If so, #: T1608312
Rental provided? If so, since when? DEALER LOANER
DPSM contacted by dealer? YES

WRITER REVIEWED CASE WITH BETH @ WV003

- 1 WE ARE DONE WITH THE RE**P****AIR**S
- 2 WE REPLACED THE SEAT BOTTOM
- 3 CAR DONE ON 7/3/09
- 4 PROVIDED CALL BACK [REDACTED]

*** PHONE LOG 07/07/2009 11:52 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(VOICEMAIL)

- 1 LEFT MESSAGE REQUESTING CALL BACK
- 2 PROVIDED CALL BACK INFORMATION AND CASE NUMBER
- 3 CALLING TO MAKE SURE THAT YOU RECEIVED THE VEHICLE BACK AND THAT IT IS WORKING PROPERLY

*** PHONE LOG 07/10/2009 08:58 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(MRS SNYDER)

- 1 CALLING TO FOLLOW UP WITH YOU REGARDING THE RE**P****AIR**S PERFORMED
- 2 WE WANTED TO FOLLOW UP WITH YOU TO MAKE SURE THAT YOU HAVE YOUR VEHICLE BACK AND THAT IT IS WORKING PROPERLY
- 3 HOW IS THE VEHICLE DOING?

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1610426	20,791
WV, WV		Prod. Date: 9/8/06	Dealer: WV003	Warner Kia

- 1 YES I DO HAVE IT BACK
- 2 THE VEHICLE IS FIXED. NO LIGHT HAS COME BACK

WRITER ADVISED

- 1 OK THANK YOU FOR THE UPDATE
- 2 NOW IF YOU HAVE FURTHER PROBLEMS
- 3 PLEASE LET US KNOW . THAT WAY WHEN YOU RETURN TO THE DEALER WE CAN FOLLOW UP ON THE REPAIRS
- 4 WE CAN DETERMINE THE CURRENT ISSUE AND THEN FIGURE OUT WHAT WE CAN DO TO ASSIST

CUSTOMER ADVISED

- 1 OK THANK YOU

*** CASE CLOSE 07/10/2009 08:59 AM US Mountain Standard Time TLarson

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████	██████	KNDJC735785 ██████	K1572626	1,024
Apple Valley, CA ██████		Prod. Date: 8/20/07	Dealer: CA144 Hi-Desert Kia	

Case History

Complaint Techline Escalation

*** PHONE LOG 04/03/2009 01:25 PM US Mountain Standard Time JHirshfield
CA144 contacted TechLine on case T1572502 due to the **OCS** light staying on
Please contact dealership and customer for possible assistance

*** PHONE LOG 04/06/2009 12:16 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CA144. SPOKE WITH SVC MGR CARL WHO STATED:
1. THE VEH CAME IN FOR A **PASS** SIDE **AIR**BAG LIGHT ON WITH WIFE IN THE SEAT
2. WE HAVE AN FTR BY THE NAME OF JIM WHO IS SET TO BE OUT AND REFLASH VEH ON 4/23/09
3. THE CUSTOMER DOES HAVE THE VEH. AND I WILL BE CALLING THEM TO ADVISE OF THE FTR VISIT TO SET
UP APPT

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 04/07/2009 09:47 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER WHO STATED:
1. I TOOK MY VEH TO THE DEALER BECAUSE THE **PASS** SIDE **AIR**BAG LIGHT WAS ON
2. I WAS TOLD BY THE DEALER THAT SOMEONE WILL BE OUT TO RE-ADJUST THE **AIR**BAG THIS THURS
3. I DO HAVE AN APPT SET UP FOR THIS THURS TO HAVE THIS DONE

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. I WILL FOLLOW UP WITH DEALER ON THE THURS APPT TO MAKE SURE ALL VEH CONCERNS ARE
RESOLVED
3. ONCE I HAVE INFO I WILL CALL YOU BACK
4. PROVIDED CASE #, AND EXT #

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 04/09/2009 02:17 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CA144. SPOKE WITH SVC MGR CARL WHO STATED:
1. WHEN I SPOKE WITH THE CUSTOMER I ADVISED FTR WOULD BE OUT ON 4/23/09
2. THE CUSTOMER MAY HAVE MIS UNDERSTOOD

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 04/09/2009 02:45 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER. SPOKE WITH MR. ██████ AND STATED:
1. REITERATED INFO FROM SVC MGR CARL
2. I WILL FOLLOW UP WITH DEALER ON FTR VISIT
3. ONCE WE HAVE INFO WILL FOLLOW UP WITH YOU

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
Apple Valley, CA		KNDJC735785	K1572626	1,024
		Prod. Date: 8/20/07	Dealer: CA144 Hi-Desert Kia	

1. THANK YOU

*** PHONE LOG 04/23/2009 12:24 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CA144. SPOKE WITH SVC ADV DEAN WHO STATED:

1. THE SVC MGR CARL IS UNAVAILABLE
2. THE FTR DID COME ON AND DID THE RE FLASH ON VEH, BUT IT DID NOT FIX THE PROB
3. FTR DETERMINED THE VEH NEEDED A NEW SEAT BOTTOM WHICH WE DID ORDER
4. WE SHOULD SEE THE PART TOMORROW SO WE CAN COMPLETE THE REPAIR

WRITER STATED:

1. THANKS FOR THE INFO

*** PHONE LOG 04/24/2009 01:13 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CA144. SPOKE WITH SVC MGR CARL WHO STATED:

1. WE DID PUT A NEW SEAT BOTTOM IN VEH PER FTR JIM SCONSKI
2. WE HAVE NOTIFIED THE CUSTOMER THIS AM THE VEH WAS READY

WRITER STATED:

1. THANKS FOR THE INFO

*** PHONE LOG 04/27/2009 09:15 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER. LVM STATING:

1. CALLING TO FOLLOW UP WITH YOU REGARDING VEH REPAIRS
2. PLEASE CALL BACK
3. LEFT CONTACT INFO. AND CASE #

*** PHONE LOG 04 27 2009 12:43 PM US Mountain Standard Time RChacon Action Type:Incoming call
MRS. SOLOTTI VM STATING:

1. RETURNING YOUR CALL
2. LEFT CASE #, AND PHONE # IN CASE

*** PHONE LOG 04/27/2009 12:45 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER. LEFT VM STATING:

1. CALLING TO FOLLOW UP WITH YOU REGARDING CASE
2. PLEASE CALL BACK
3. LEFT CONTACT INFO. AND CASE #

*** PHONE LOG 04 28 2009 02:50 PM US Mountain Standard Time RChacon Action Type:Incoming call
WRITER CALLED CUSTOMER WHO STATED:

1. I DID GET THE VEH BACK, AND IT SEEMED OKAY
2. YESTERDAY I WAS DRIVING VEH, AND HAD MY MOTHER IN THE SEAT
3. THE LIGHT DID COME ON WHEN SHE WAS SITTING IN THE SEAT, BUT IT DID TURN BACK OFF

**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 ██████████	K1572626	1,024
Apple Valley, CA ██████████		Prod. Date: 8/20/07	Dealer: CA144 Hi-Desert Kia	

WRITER STATED:

1. I APOLOGIZE FOR THE PROB
2. NOT SURE IF THE LIGHT CAME ON DUE TO THE WAY YOUR MOTHER WAS SITTING
3. IF YOU SEE THE PROB PERSISTS, OR GETS WORSE, RECOMMEND TAKING VEH BACK TO KIA DEALER FOR FURTHER DIAG
4. YOU CAN CALL US ONCE VEH IS @ DEALER AND WE WILL WORK WITH DEALER TO RESOLVE CONCERNS

CUSTOMER STATED:

1. I WILL KEEP AN EYE ON IT. THANK YOU

*** CASE CLOSE 04/28/2009 02:50 PM US Mountain Standard Time RChacon

*** CASE CLOSE 07/06/2009 09:31 AM Pacific Daylight Time MWirz
TREAD REVIEW DONE

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736575 [REDACTED]	K1369712	3,366
Lewisburg, VA [REDACTED]		Prod. Date: 9/20/06	Dealer: VA044	Motor Mile Kia

Case History

Complaint Replacement

*** PHONE LOG 10/10/2007 05:27 AM US Mountain Standard Time CHart

cust laura sparks called

1. we are having some issues with a brand new kia
2. we bought in 8-25
3. the veh has been in the dlr since septamber
4. on the **PASS**enger side -- the **OCS** doesn't turn off
5. front brakes/rotors have been replaced
6. this past weekend -- the brakes were metal on metal and the **AIR**bag issue hasn't been rep**AIR**ed
7. i would like a new veh
((cust insistant))

wrt states

1. apologize
2. advised kia stands behind the warranty -- will work to rep**AIR** the veh
3. advised if cust requesting replacement veh -- would need to speak w/ kia dlr -- sales
4. wrt is able to follow up w/ dlr for status of rep**AIR**s

cust states

1. no, i'll deal with the dlr
2. thank you for your time

call ended

*** PHONE LOG 10/10/2007 05:46 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlrshp -- left VM for SM Rocky

1. calling regarding cust veh
 2. need to get diagnosis rep**AIR** info
 3. please call wrt
 4. left 800 and ext
- call ended

*** PHONE LOG 10/12/2007 07:28 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlrshp -- left VM for SM Rocky

1. calling regarding cust veh
 2. need to get diagnosis/rep**AIR** info
 3. please call wrt
 4. left 800 and ext
- call ended

*** PHONE LOG 10/16/2007 06:57 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlrshp -- call disconnected

*** PHONE LOG 10/16/2007 07:01 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlrshp -- left VM for SM Rocky

1. calling regarding cust veh
2. need to get diagnosis/rep**AIR** info

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1369712	3,366
Lewisburg, VA ██████████		Prod. Date: 9/20/06	Dealer: VA044	Motor Mile Kia

call ended

*** PHONE LOG 10/16/2007 10:35 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dpsm PLeGOOD -- left VM

1. calling regarding cust case
 2. cust indicates multiple problems w/ 07 veh -- **OCS** and brake problem
 3. cust declined any further assistance from KCC
 4. trying to reach dlr for additional info on number of times veh has been to the dlr
 5. no call back from SM or SA
 6. please call wrt w/ any additional info -- left ext
- call ended

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

Send to:[PLEGOOD@kiausa.com]

Paul.

Please give me a call or have the dlr call me regarding this customer case. Thank you

Chris
x45862

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*** NOTES 10/17/2007 12:32 PM US Mountain Standard Time CHart Action Type:Manager review
forwarding to region for notification/further handling

1. cust called stating no longer wants veh
2. wrt advised cust of policy and procedures
3. tried to follow up w dlr -- multiple calls
4. wrt received no response from dlr
5. called dpsm -- left VM for call back w/ info
6. no call back from dpsm
7. cust indicated would handle situation through dlshp -- no further request for assistance made
8. forwarding to region for notification/further handling -- new veh // low miles

*** PHONE LOG 10/29/2007 10:10 AM Eastern Daylight Time TFrancis Action Type:Outgoing call
WRITER STATES:

1. WRITER SPOKE WITH DPSM
2. DPSM STATES THIS VEHICLE IS ALREADY RE**AIR**ED
3. DLR TOOK VEH ON MANY ROADTESTS--REFLASHED FOR **OCS**
4. WRITER HAS SENT THE CUSTOMER A LETTER STATING KIA WILL RE**AIR** UNDER THE TERMS OF THE WARRANTY--SHOULD RETURN TO DLR WITH FURTHER CONCERNS
5. LETTER SENT REGULAR MAIL

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1369712	3,366
Lewisburg, VA ██████████		Prod. Date: 9/20/06	Dealer: VA044	Motor Mile Kia

*** CASE CLOSE 10/29/2007 10:14 AM Eastern Daylight Time TFrancis

*** PHONE LOG 11/12/2007 02:36 PM US Mountain Standard Time TDonnelly Action Type: Incoming call
CUSTOMER STATES(MR ██████████):

1. WE ARE CONTINUING TO HAVE PROBLEMS WITH VEHICLE
2. THE **PASS**ENGER SIDE **AIR**BAG LIGHT OFF KEEPS COMING ON
3. HAVE BEEN TO DEALER (VA044) MANY TIMES AND THEY NEVER CAN FIND PROBLEM.
4. WAS HOPING KMA WOULD HELP ME GET THIS MATTER RESOLVED.
5. DEALER IS QUITE A DISTANCE AWAY AND IT IS BIG INCONVENIENCE TO KEEP GOING BACK INTO SHOP FOR THIS ISSUE
ONLY TO HAVE DEALER ADVISE THEY CAN NOT FIND PROBLEM.
6. THE **AIR**BAG LIGHT COMES ON FOR ME AND OR MY WIFE WHEN SITTING IN CAR
7. MY WIFE IS PREGNANT AND THIS IS A SAFETY ISSUE.
8. WE HAVE READ INFO ON **OCS** SYSTEM AND HOW IT WORKS ALONG WITH HOW TO SIT IN CAR. ECT.
9. DID NOT GET A LETTER FROM KMA RECENTLY REGARDING THESE CONCERNS.
10. WILL GET CAR BACK INTO SHOP FOR **AIR**BAG LIGHT CONCERN.
11. WILL CALL KCC BACK WHEN CAR IS IN SHOP.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT IN ORDER FOR DEALER TO REPAIR DEALER HAS TO BE ABLE TO VERIFY OR DUPLICATE CONCERN.
3. CAN SEE PRIOR CALL TO KCC REGARDING THIS CONCERN
4. CAN SEE THAT FILE WAS FORWARDED TO REGIONAL OFFICE AND REGION DID FOLLOW UP WITH DEALER
5. INFO WRITER CAN SEE IS THAT DEALER CHECKED CAR MANY TIMES BUT COULD NOT DUPLICATE A DEFECT
6. HAS CUSTOMER READ INFO ON HOW **OCS** OPERATES AND CORRECT WAY TO SIT IN CAR. ECT?
7. ADVISED THAT REGIONAL OFFICE DID SEND A LETTER TO CUSTOMER. DID CUSTOMER GET THAT LETTER?
8. LETTER STATED THAT KMA WILL CONTINUE TO REPAIR VEHICLE FOR VERIFIED DEFECTS IN MATERIAL OR WORKMANSHIP
WITHIN PARAMETERS OF WARRANTY.
9. IF HAVING CURRENT CONCERNS WOULD RECOMMEND GETTING CAR BACK INTO SHOP
10. IF DEALER CAN CONFIRM CAUSE FOR AIRBAG LIGHT CONCERN, SHOULD BE ABLE TO ADDRESS REPAIRS.
11. ADVISED IF CUSTOMER WOULD LIKE KCC TO FOLLOW UP FURTHER WHEN CAR IS IN SHOP, CUSTOMER IS WELCOME TO
CALL KCC BACK FOR FURTHER ASSISTANCE.

*** CASE CLOSE 11/12/2007 02:38 PM US Mountain Standard Time TDonnelly
CLOSED PENDING CALL BACK WHEN CAR IS IN SHOP.

*** NOTES 12/07/2007 09:39 AM Eastern Daylight Time TFrancis Action Type: Manager review
WRITER STATES:

1. WRITER RECVD CCF FROM THE BBB

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736575 ██████████	K1369712	3,366
Lewisburg, VA ██████████		Prod. Date: 9/20/06	Dealer: VA044 Motor Mile Kia	

2. CUSTOMER IS REQUESTING ANOTHER VEHICLE
3. WRITER CALLED THE CUSTOMER TO SEE IF CONCERN IS STILL CURRENT
4. CUST STATES YES. STILL CURRENT
5. WRITER TO SET UP AN APPT FOR THE CUSTOMER FOR THE **OCS** FIX
6. WRITER SPOKE WITH DPSM PAUL LEGOOD WHO WILL BE CONTACTING FTR FOR ASSISTANCE
7. DPSM WILL CALL WRITER BACK--THEN WRITER TO CONTACT CUSTOMER AGAIN FOR THE DATE AND TIME OF REPAIRS
8. CUSTOMER THANKED WRITER FOR CALLING

*** NOTES 12/13/2007 02:28 PM Eastern Daylight Time TFrancis Action Type:Manager review

WRITER STATES:

1. WRITER DISCUSSED CASE WITH DPSM PAUL LEGOOD
2. DPSM WILL BE AVAILABLE AROUND THE BEGINNING OF THE YEAR AND WILL HAVE THE NEW **OCS** FLASH TOOL
3. WRITER HAS SENT CUSTOMER A LETTER STATING INFORMATION
4. LETTER SENT VIA REGULAR MAIL

*** CASE CLOSE 12/13/2007 02:28 PM Eastern Daylight Time TFrancis

*** NOTES 01/15/2008 04:53 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
██████████	██████████	KNDJD7362751██████████	K1415059	4,000
Ringgold, GA ██████████		Prod. Date: 10/25/06	Dealer: TN026 Prebul Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 02/18/2008 08:25 AM US Mountain Standard Time SBowyer
CUST STATED

- 1.the **PASS** a/b sensor light isnt engaging evidently
- 2.i have tried everything to get it to work
- 3.i had the dlr i bought it from look at it on the 14th of this month. they said it could be the way someone is sitting there
- 4.god forbid i get in an accident and someone gets hurt. all the people have been adults
- 5.the dlr said there is nothing out to fix it. so they just gave me some remedies that dont make a difference
- 6.i have an 04 sorento that doesnt have this system. but doesnt give us a warning or anything
- 7.obviously there is a problem with the system. and you dont seem to have an answer as to what it is

WRITER STATED

- 1.sorry
- 2.a/b's are supplemental restraint systems. seatbelt is the primary restraint
- 3.the **OCS** system is designed to detect the correct distribution of weight to accurately turn on the a/b system
- 4.writer can follow up on last appt. and review diagnosis with svc mgr
- 5.can involve kia rep to review situation on next course of action
- 6.understand cust is concerned with safety. this office will review the situation to determine the best resolution
- 7.provided case id and writer ext

CUST THANKED WRITER--CALL ENDED

*** PHONE LOG 02/19/2008 11:00 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
SVC ADV TRAVIS TN026 STATED

- 1.cust was here just for an oil change
- 2.he had his son with him and it worked with him
- 3.we were unable to duplicate it. we need to in able to go any further
- 4.it was working when he sat in it
- 5.we didnt write up an r/o for it. it was all discussion

*** NOTES 02/19/2008 11:01 AM US Mountain Standard Time SBowyer Action Type:Manager review
SVC MGR WAS ON LUNCH

*** PHONE LOG 02/19/2008 11:05 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER LVM FOR DPSM M.MYERS

- 1.reviewed case details
- 2.cust claiming safety issue
- 3.call writer back--gave writer contact info

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

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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>
Ringgold, GA		KNDJD736275	K1415059	4,000
		Prod. Date: 10/25/06	Dealer: TN026 Prebul Kia	

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*** NOTES 02/19/2008 01:10 PM US Mountain Standard Time SBowyer Action Type:Manager review
DPSM M.MYERS RESPONDED TO WRITER VIA EMAIL STATING
1.We are unable to proceed until the complaint is duplicated

*** PHONE LOG 02/20/2008 08:40 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER LVM FOR CUST
1.following up on case
2.call writer back for more info--gave writer contact info

*** PHONE LOG 02/21/2008 09:35 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER LVM FOR CUST
1.following up on case
2.call writer back for more info--gave writer contact info

*** PHONE LOG 02/22/2008 10:04 AM US Mountain Standard Time MTrem Action Type:Incoming call
Caller Mr. S states:
1. I'd like to speak with FCM SBowyer
writer warm transferred caller to FCM SBowyer

*** PHONE LOG 02/22/2008 10:08 AM US Mountain Standard Time SBowyer Action Type:Incoming call
CUSTOMER
1.calling you back

WRITER STATED
1.spk with dlr and dpsm
2.the situation was never duplicated with the dlr
3.dpsm advises issue needs to be duplicated first in able to verify the concern for any possible repAIRs
4.make an appt. call writer on that day. does cust still have writer's ext?

CUST STATED
1.45702. i have it

WRITER STATED
1.ok. call writer on day veh goes in

CUST THANKED WRITER--CALL ENDED

*** CASE CLOSE 02/22/2008 10:11 AM US Mountain Standard Time SBowyer

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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>
Ringgold, GA		KNDJD736275	K1415059	4,000
		Prod. Date: 10/25/06	Dealer: TN026 Prebul Kia	

*** PHONE LOG 04/10/2008 09:39 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
Tread Review - JH

*** NOTES 04/10/2008 09:40 AM US Mountain Standard Time JHirshfield Action Type:Manager review
Tread Review - JH

*** CASE CLOSE 04/10/2008 09:41 AM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735485 ██████████	K1533857	1,400
Jacksonville, NC ██████████		Prod. Date: 10/17/07	Dealer: NC035	Stevenson Kia of

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 12/18/2008 12:09 PM US Mountain Standard Time RChacon

*** PHONE LOG 12/18/2008 12:20 PM US Mountain Standard Time RChacon Action Type: Incoming call
CUSTOMER STATED:

1. I AM CALLING ABOUT AN ONGOING PROB WITH THE **PASS** SIDE **AIRBAG** LIGHT THAT KEEPS COMING ON
2. THE PROB IS INTERMITTENT
3. THE PERSON THAT SIT'S IN THE SEAT IS 105 LBS
4. I HAVE TAKEN VEH TO NC035 2 X'S FOR THE PROB. AND DEALT WITH THE SVC MGR CHRIS
5. HE HAS BEEN ABLE TO DUPLICATE THE PROB. BUT HE IS UNSURE AS TO WHAT NEEDS TO BE DONE
6. HE TOLD ME THAT NO CODES HAVE BEEN PULLED. AND SUGGESTED I CALL YOU FOR HELP

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 THE DEALERSHIP IS HAVING DIFFICULTY TRYING TO MAKE A PROP DIAG. OR **REPAIR**. THERE ARE OTHER KIA RESOURCES THAT WE WILL WORK TO INVOLVE TO ENSURE PROB DOES GET TAKEN CARE OF
5. I WILL CALL DEALER FOR MORE INFO. PLEASE HOLD

WRITER CALLED NC035. SPOKE WITH SVC MGR CHRIS WHO STATED:

1. 9/4/08. VEH CAME IN FOR A **PASS** SIDE **AIRBAG** LIGHT THAT WAS ON
2. WE WERE UNABLE TO DUPLICATE THE PROB. AND THERE WAS NO CODES STORED IN THE SYSTEM
3. THE VEH CAME BACK IN TODAY FOR THE SAME PROB
4. HIS WIFE IS A SMALL WOMAN. AND DID SIT IN THE SEAT
5. THE 1ST TIME SHE SAT IN THE SEAT. THE LIGHT DID GO OUT
6. SHE SHUT THE CAR OFF. THEN RESTARTED IT. AND THE LIGHT DID COME ON
7. WE DID CHECK FOR CODES. BUT NO CODES WERE STORED IN THE SYSTEM
8. WE HAVE NOT CONTACTED TECH LINE. OR DPSM TO ADVISE. BUT I CAN

WRITER STATED:

1. RECOMMEND YOU CONTACT TECH LINE. AND YOUR DPSM TO ADVISE SO THEY CAN OFFER ASSISTANCE

SVC MGR CHRIS STATED:

1. I WILL CONTACT MY DPSM PSTAPLETON TODAY. THEN CONTACT CUSTOMER TO ASSIST FURTHER

WRITER STATED:

1. THANK YOU

RETURNED TO CUSTOMER. AND STATED:

1. RELIATED INFO FROM SVC MGR CHRIS
2. ONCE VEH GOES BACK TO DEALER FOR THE PROB. CALL US BACK TO ADVISE
3. WE WILL WORK WITH DEALER TO ENSURE PROB IS RESOLVED
4. 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██████████	K1533857	1,400
Jacksonville, NC	██████████	Prod. Date: 10/17/07	Dealer: NC035	Stevenson Kia of

*** COMMIT 12/18/2008 12:21 PM US Mountain Standard Time RChacon Action Type:Callback Required

*** CASE CLOSE 12/18/2008 12:22 PM US Mountain Standard Time RChacon

*** PHONE LOG 12/30/2008 12:24 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, LEFT VM STATING:
1. CALLING TO FOLLOW UP WITH YOU REGARDING VEH CONCERNS DISCUSSED A COUPLE WEEKS AGO
2. IF YOU HAVE QUESTIONS, OR ONGOING CONCERNS, PLEASE CALL BACK
3. LEFT CONTACT INFO, AND CASE #

*** FULFILL 12/30/2008 12:24 PM US Mountain Standard Time RChacon Action Type:Callback Required

*** CASE CLOSE 12/30/2008 12:24 PM US Mountain Standard Time RChacon

*** PHONE LOG 01/05/2009 01:52 PM US Mountain Standard Time APatrick Action Type:Incoming call
CUST STATED:
1: RETURNING YOUR CALL
2: WE HAVE AN APPOINTMENT ON THURSDAY
3: SERV MANAGER IS TAKING GOOD CARE
4: WILL BE CALLING TECH LINE ETC
5: JUST WANTED TO TELL YOU THANKS FOR FOLLOWING UP

WRITER ADVISED:
1: THANKS FOR CALLING
2: WE WILL HELP IF NEEDED IN ANY WAY WE CAN

CUST STATED:
1: OK THANKS WE WILL LET YOU KNOW

*** CASE CLOSE 01/05/2009 01:53 PM US Mountain Standard Time APatrick

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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 ██████████	K1346611	3,500
Gastonia, NC ██████████		Prod. Date: 8/10/06	Dealer: NC025 Folger Kia South	

Case History

Complaint Replacement

*** PHONE LOG 08/13/2007 09:04 AM US Mountain Standard Time SJeon
Mr ██████████ stated:

1. what is the physical address for certified letter
2. been to the dealer for 4 times
3. have popping noise. **OCS** light is on in spite of replacing the seat bottom
4. have problem with A/C and radio
5. purchased this vehicle in June and it was at the dealer for 22days
6. need buy back since it is safety issue
7. will send all info which includes dvd and documentation
8. I don't want to discuss with you on the phone
9. will follow the lemon law procedure

writer stated:

1. updated / no open recall
2. sorry for situation
3. provided physical address
4. is there anything writer can help?
5. will file complaint

*** PHONE LOG 08/13/2007 09:20 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer stated:

1. spoke to Roy/SVCM
2. would like to get some info

Roy/SVCM @ NC025 stated:

1. customer has after market radio, DVD, sun roof and seat head cover
2. customer came in 6/20 for after market product concern
 - 6/29 trailer hitch problem
 - 7/16 - relay box was on backward - keep the vehicle for 5 days
 - 7/26 - **OCS** light, A/C concern - cannot duplicate
 - 7/30 - replaced seat bottom
 - 8/7 - duplicate the A/C concern but it was fine next day, test drove 121mile
3. DPSM is aware of the situation

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

Send to:[rstricklen@kiausa.com]

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Sue : ext 46915

File Attachment: c:\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1346611_SJeon_08-13-2007101708.doc>>

*** PHONE LOG 08/13/2007 09:25 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM message for Bob Stricklen/ DPSM - to call writer back.

Kia Motors America
Consumer Affairs Department

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████	██████	KNDJD736X75 ██████	K1346611	3,500
Gastonia, NC ██████		Prod. Date: 8/10/06	Dealer: NC025	Folger Kia South

1. left case #. ext #

*** NOTES 08/13/2007 09:28 AM US Mountain Standard Time SJeon Action Type:Manager review
writer dispatch this case to region due to:

1. customer owns new vehicle with low mileage
2. customer attempt to rep**AIR** the vehicle multiple times
3. customer is requesting buy back
4. customer mentioned lemon law
5. please contact to customer

*** PHONE LOG 08/16/2007 10:26 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer and left a message requesting a call back.

*** NOTES 08/21/2007 09:02 AM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.
NCA received letter from customer.

1. Same complaint as above.
2. Customer states rep**AIR**s total 22 days at dealer and problems still exist to include:
3. **PASS**enger **AIR** bag, popping and/or thumping under driver's and **PASS**enger's floor board, A/C failure, broken piece of dash beside navigation system, damaged trim.
4. Customer also states that dealer sent factory seats to a third party to have cloth seats re stitched in leather prior to purchase, but warning label on the bottom of OEM seat assembly states against such activity.
5. Customer seeking repurchase.

Scanned and dispatched to region for further handling.

*** NOTES 08.21.2007 09:04 AM Pacific Daylight Time CFurumoto Action Type:Manager review
Note: Writer also received CD with customer's letter above. Dispatched to region for further handling.

*** PHONE LOG 08/27/2007 07:51 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called Roy at NC025 and left a message requesting a call back.

*** NOTES 08/27/2007 08:17 AM Eastern Daylight Time YEpps Action Type:Manager review

1. Per FTR, going to the NC025 today to reflash the **OCS**.
2. FTR is concerned about the aftermarket leather on the seat.

*** PHONE LOG 08/30/2007 02:15 PM Eastern Daylight Time YEpps Action Type:Outgoing call
FTR called writer and stated:

1. the seam in the leather is right over the area where the sensor is located.
2. that seam is uncomfortable
3. if the customer is shifting off of the seam, then full weight may not be detected.
4. however, the seam could also distort the signal to the sensor.

Kia Motors America
Consumer AffAIRs Department

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736X75██████████	K1346611	3,500
Gastonia, NC ██████████		Prod. Date: 8/10/06	Dealer: NC025 Folger Kia South	

Writer called Roy at NC025 and left a message requesting a call back.

*** PHONE LOG 09/04/2007 11:58 AM Eastern Daylight Time YEpps Action Type:Outgoing call

Writer called Roy at NC025 who stated:

1. FTR reflashed the seat.
2. the A/C concern was not addressed because we could not duplicate it.
3. did feel the warm **AIR** blowing from the A/C the first time he brought the car in.
4. it was late in the evening, and when we tried to duplicate it the next day, it was fine.
5. have not been able to duplicate it since.
6. we ordered the parts needed to rep**AIR** the non-warranty items.
7. will fax the rep**AIR** orders.

*** NOTES 09/05/2007 07:43 AM Eastern Daylight Time YEpps Action Type:Manager review

Writer received the rep**AIR** orders from NC025.

*** PHONE LOG 09/05/2007 09:07 AM Eastern Daylight Time YEpps Action Type:Outgoing call

Writer called customer (Shawn) and left a message requesting a call back.

*** PHONE LOG 09/06/2007 07:58 AM Eastern Daylight Time YEpps Action Type:Incoming call

Customer called writer and left a message requesting a call back.

*** PHONE LOG 09/06/2007 09:38 AM Eastern Daylight Time YEpps Action Type:Outgoing call

Writer called customer (Shawn) who stated:

1. the **OCS** malfunctioned on Saturday after we got the car back.
2. the light has not been on since.
3. also have a problem with the battery.
4. the car was parked from Saturday evening until Tuesday evening.
5. when I tried to start it, it would not start.
6. had to jump it.
7. had the same problem when I was buying the car.
8. the salesman said that it was because the car had sat for so long before I bought it.
9. has not had any more problems with the A/C.
10. will need the stitching on the **PASS**enger seat and the running boards fixed.
11. will have to continue with the action that I was taking then.
12. there was a sticker in the window saying that this stuff was added.
13. do not agree with that.
14. feel like enough is enough, and the dealer can't help me.
15. will no longer put my wife and business associates in danger.

Writer stated:

1. following up on the rep**AIR**s done.
2. apologized.
3. FTR reprogrammed the seat, but he was concerned about the leather installed.
4. reprogrammed the seat in case there was a failure on Kia's part.
5. was hard to determine because of the way that the seat was stitched.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1346611	3,500
Gastonia, NC [REDACTED]		Prod. Date: 8/10/06	Dealer: NC025 Folger Kia South	

8. the vehicle was not sold to the dealer in that condition.
9. those items are not covered by Kia's warranty.
10. rep **AIR** would be the responsibility of the dealer or the company that installed the parts.
11. accessories may have their own manufacturer's warranty.
12. the sticker in the window was added by the dealer.
13. the MSRP sticker shows only the options installed in the vehicle by Kia Motors.

*** PHONE LOG 09/06/2007 09:38 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called the DPSM and left a message requesting a call back.

*** PHONE LOG 09/07/2007 02:47 PM Eastern Daylight Time YEpps Action Type:Outgoing call
1. DPSM called writer and left a message requesting a call.
2. Writer called DPSM and advised of the customer's concerns.

*** CASE CLOSE 09/07/2007 03:02 PM Eastern Daylight Time YEpps

*** CASE CLOSE 10/03/2007 01:43 PM Pacific Daylight Time ELau
Tread Review Completed

*** PHONE LOG 02/04/2008 03:27 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRC AA attempted to contact --LM requesting call back

*** PHONE LOG 02/08/2008 04:00 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRC AA attempted to contact DSM for NC025--LM advising that Dealer has installed aftermarket products that have caused a problem with the vehicle

*** PHONE LOG 02/08/2008 04:02 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRC AA contacted Dennis Penn at NC045 & reviewed customer problems due to after market items installed in the vehicle.
Mr. Penn will review with the DP but does not feel that the Dealer will want to participate in resolving this concern.

*** PHONE LOG 02/08/2008 04:07 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRC AA attempted customer contact at number provided for contact--LM on 2 numbers.

*** PHONE LOG 02/12/2008 03:03 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRC AA reviewed case with DPSM--DPSM will review this case & customer concerns with the Dealer.

*** PHONE LOG 02/12/2008 03:20 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRC AA reviewed case with BBB--BBB will contact customer to review case/concerns.

Kia Motors America
Consumer Affairs Department

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1346611	3,500
Gastonia, NC [REDACTED]		Prod. Date: 8/10/06	Dealer: NC025 Folger Kia South	

Per DPSM--At arbitration the customer stated that he thought all of the options included on the vehicle were factory and was not advised otherwise.

DPSM presented the addendum to the Moroney label and other information indicating that additional options were not provided by Manufacturer.

Arbitrator is requesting additional information on disclosure of after market items (how the customer is notified that some items are not factory installed)

SRCAA reviewed with RSM -- RSM placed call to Dealer Principal

Dealer Principal called back after 6:30pm on Friday & LM requesting we call Dennis Penn-GM for NC025

*** PHONE LOG 03/03/2008 12:19 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call

SRCAA contacted Mr. Penn and requested statement that customer was notified

Mr. Penn states that all components of the accessories were given to the customer along with the warranty and information manuals on the accessories at the time of purchase. Mr. Stacy was aware of the aftermarket products.

Additionally the addendum is the disclosure

Mr. Penn will send statement of facts.

*** NOTES 03/11/2008 02:37 PM Eastern Daylight Time JuneSifford Action Type:Manager review

Waiting on decision

*** CASE CLOSE 03/11/2008 02:39 PM Eastern Daylight Time JuneSifford

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1373659	6,000
Dalton, GA ██████████		Prod. Date: 4/12/07	Dealer: GA060 Prebul Kia of Dalton	

Case History

Complaint **Per AIR Assistance**

*** PHONE LOG 10/22/2007 05:30 AM US Mountain Standard Time JSincl**AIR**

Customer states:

1. When the vehicle is traveling under 40mph
2. It's jumping and you have to be in the driver seat to feel it
3. I've taken it to Prebul Kia of Dalton GA060 a few times and they have been unable to fix it. I think it is the transmission
4. And the **PASS**enger side **AIR**bag light is always on and they have not been able to fix that

Wir states:

1. Apologized
 2. Updated info
 3. No recalls
 4. Advs to take vehicle to a kia dealership. at that point call back and a FCM can follow up with the dealership and possibly the area rep
 5. KMA would like to get involved and find out what's going on
 6. Advs to keep an eye on the speed when the vehicle is having the jumping problem
 7. Advs to give dealership as much information as possible regarding the jumping
 8. If the dealership is unable to duplicate the problem they can fix it
- Customer thanked and call ended

*** CASE CLOSE 10/22/2007 05:30 AM US Mountain Standard Time JSincl**AIR**

*** PHONE LOG 10/24/2007 06:47 AM US Mountain Standard Time HReynolds Action Type:Incoming call

Ms. ██████████ Stated:

1. Just dropped the car off at Kia dealer
2. Test drove with SVCM
3. He said. it may be TCC issue
4. He will call me to come pick it up if it is TCC issue because there's no fix for it

Writer stated:

1. Advised. will follow up with dealer for status

*** PHONE LOG 10/24/2007 08:06 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. Left vm for Adam - SVCM at GA060 to call writer back

*** PHONE LOG 10/24/2007 01:29 PM US Mountain Standard Time SBowyer Action Type:Incoming call

CUST MRS. ██████████ STATED

1. i just got a call from the dlr: they say to come pick up the car
2. they said they called techline who said the car jumping is normal
3. so basically i bought a car that is supposed to gallop like a horse

WRITER STATED

1. sorry
2. case mgr handling case has placed a call to the dlr for a follow up: once more info found. H.Reynolds will be calling cust back

CUST STATED

1. if i wanted a horse. i woulda had my husband buy me one

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1373659	6,000
Dalton, GA ██████████		Prod. Date: 4/12/07	Dealer: GA060 Prebul Kia of Dalton	

2. tell her to try my home # first. then my cell: 706-980-7859; if possible she needs to contact me today

CALL ENDED

*** PHONE LOG 10/24/2007 01:46 PM US Mountain Standard Time HReynolds Action Type: Outgoing call

Writer stated:

1. Spoke to Adam - SVCM at Prebul Kia of Dalton
2. Calling for status

Adam Stated:

1. Nothing can be done at this point
2. Test drove with brand new Sorento and it's doing the same thing
3. Vehicle is operating as designed
4. It is TCC - Torque command control unit that doesn't switch gear as quickly as expected
5. Vehicle will be in normal speed after few second
6. Already reviewed with DPSM

*** PHONE LOG 10/26/2007 06:17 AM US Mountain Standard Time EEscobedo Action Type: Incoming call

Cust stated:

1. DLR called me last night LVM for me
2. He wants me to pick the vch up
3. they said it is normal operation
4. But if that is true i dont want the vch back
5. Let Hun know this i dont want the car
6. I need her to call me back either way though

Writer:

1. Sorry
2. Advised cust ECM is not in at the moment
3. From documentation it appears vch issue is a normal operation
4. DIR has advised cust vch was compared with a different 07 Sorento and saw the same thing occur

Cust:

1. Well if that is the case i dont want the vch back
2. Please have Hun call me
3. Thanks.

*** PHONE LOG 10/26/2007 07:44 AM US Mountain Standard Time HReynolds Action Type: Outgoing call

Writer reviewed with DPSM/ Matt Myers whom stated:

1. Please dispatch to region for further handling

*** NOTES 10/26/2007 07:46 AM US Mountain Standard Time HReynolds Action Type: Manager review

Dispatching this case to Southern region for customer contact

1. Vehicle has chuggle issue
2. Customer is unhappy with vehicle and refused to pick up the car
3. Vehicle Sorento, 07 (a 6k miles

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████	██████	KNDJD736375 ██████	K1373659	6,000
Dalton, GA ██████		Prod. Date: 4/12/07	Dealer: GA060	Prebul Kia of Dalton

*** PHONE LOG 10/26/2007 07:54 AM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. Spoke to Mrs. ██████
2. Advised, this case has been forwarded to regional office for further handling
3. Region will contact the customer within 24- 48 business hour

Customer stated:

1. My husband doesn't want this car back
2. I would have bought a horse if i want the car runs like horse
3. **PASS**enger side **AIR**bag light doesn't go off either

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

Send to:[mmyers@kiausa.com]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been 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 10/30/2007 09:14 AM Eastern Daylight Time YEpps Action Type:Outgoing call

Writer called customer (Ms. Stadler) who stated:

1. car bucks like a horse.
2. I don't want it.
3. it didn't do that when I test drove it.
4. if it had, I wouldn't have bought it.
5. had it in 5X for this and the **AIR**bag light
6. it is at the dealer because we don't want it.

Writer stated:

1. apologized.
2. how many times have you taken the vehicle to the dealer for this?
3. do you have the vehicle now?
4. requested rep**AIR** orders.
5. writer can review the ROs and contact the DPSM and any other resources to rep**AIR** the vehicle.
6. Kia does not just take vehicles back.

Customer stated:

1. so you're saying that I have to go deeper in the LL process.

Writer stated:

1. can not tell customer how to proceed.
2. writer has not yet reviewed the case.
3. once writer has a chance to review the d**OCS**, writer can advise what Kia can do to assist customer.

Customer stated:

1. do not have all of the rep**AIR** orders.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1373659	6,000
Dalton, GA ██████████		Prod. Date: 4/12/07	Dealer: GA060 Prebul Kia of Dalton	

Writer will request rep**AIR** orders from the dealer, and call customer back once the case has been reviewed.

*** PHONE LOG 10/30/2007 09:26 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called Adam at GA060 and left a message requesting a call back.

*** PHONE LOG 10/30/2007 01:50 PM Eastern Daylight Time YEpps Action Type:Incoming call
Adam at GA060 called writer and stated:

1. sending the customer a certified letter to pick the vehicle up.
2. customer complains of vibration 45-55 mph.
3. it is a normal condition of the vehicle.
4. there is a torque converter chuggle.
5. drove a new one on the lot with 6 miles on it, and it did the same thing.
6. CND the **AIR** bag light concern.
7. will fax the rep**AIR** orders.

*** PHONE LOG 11/01/2007 07:23 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called Adam at GA060 and left a message requesting a call back.

*** PHONE LOG 11/02/2007 03:09 PM Eastern Daylight Time YEpps Action Type:Incoming call
Customer (Ms. ██████████) called writer and stated:

1. got a letter from the dealer asking me to pick up the car, but it is still not fixed.

Writer stated:

1. advised of dealer statements.

Customer (Mr. ██████████) picked up the line and stated:

1. dealer said they are going to charge \$10 per day that the car is there.
2. don't want to pick it up if it is not fixed.

Writer stated:

1. advised of dealer statements again.
2. dealership is private property, and they are not obligated to keep your vehicle if you do not want to pick it up.
3. if you do not want to pay the fee, then you should pick the vehicle up.
4. can request for the FTR to reprogram the **PASS**enger seat.

Customer (Mr. ██████████) stated:

1. they already requested for someone to come.
2. said that they contacted Kia the second time we brought the car in.

Writer stated:

1. no record of the dealer contacting Kia.
2. no Techline case and no FTR request on file.
3. writer can request the FTR now.

Customer (Ms. ██████████) stated:

1. request the FTR.
2. we will look into other options.

**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>
██████	██████	KNDJD736375 ██████	K1373659	6,000
Dalton, GA ██████		Prod. Date: 4/12/07	Dealer: GA060	Prebuil Kia of Dalton

*** NOTES 11/02/2007 03:15 PM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent FTR request and copied the DPSM.

*** COMMIT 11/02/2007 03:16 PM Eastern Daylight Time YEpps Action Type:Callback Required

*** CASE CLOSE 11/02/2007 03:24 PM Eastern Daylight Time YEpps

*** NOTES 11/30/2007 10:36 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer received a BBB start date.

*** NOTES 11/30/2007 10:51 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent a response to the BBB.

*** PHONE LOG 12/17/2007 03:06 PM US Mountain Standard Time TLarson Action Type:Incoming call
CUSTOMER ADVISED

1 I NEED TO KNOW WHAT ADDRESS TO SEND A FINAL REPAIR ATTEMPT TO

WRITER ADVISED

1 LET ME REVIEW THE CASE.
(PUT CUST ON HOLD)

WRITER CALLED (YEPPS @ SRCA)

1 THE CUSTOMER WANTS TO KNOW WHAT ADDRESS TO SUBMIT A FINAL REPAIR ATTEMPT TO
2 I WILL REVIEW WITH (WNOONAN) BUT WANTED TO SEE IF YOU COULD DIRECT ME
3 PROVIDED CASE NUMBER

WRITER REVIEWED WITH (WNOONAN)

1 GO AHEAD AND GIVE THEM THE NATIONAL OFFICE ADDRESS

WRITER ADVISED

1 OK . WRITER WILL PROVIDE NCA ADDRESS

WRITER ADVISED CUSTOMER

1 I TRIED TO REACH (YEPPS)

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1373659	6,000
Dalton, GA ██████████		Prod. Date: 4/12/07	Dealer: GA060 Prebul Kia of Dalton	

5 PROVIDED NATIONAL OFFICE ADDRESS, PROVIDED CASE NUMBER
6 (YEPPS) MAY CALL YOU AND DIRECT YOU FURTHER BUT CURRENTLY PLEASE SEND IT TO THAT LOCATION

CUSTOMER ADVISED

I OK THANK YOU

*** NOTES 01/03/2008 09:48 AM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.

NCA received Notice to Manufacturer of Final Opportunity to Rep **AIR**.

1. Defects: vehicle jerking between 40-55 mph. **AIR** bag off light not always working properly, play in brake pedal

Scanned and dispatched to region for further handling.

*** NOTES 01/08/2008 10:00 AM Eastern Daylight Time YEpps Action Type:Manager review

1. CTR will reprogram the vehicle on 1/21/07.
2. Writer called Adam at GA060 and scheduled the appointment for 1/21/07 at 10am.
3. writer sent the customer a letter advising of the appointment.

*** FULFILL 01/08/2008 10:00 AM Eastern Daylight Time YEpps Action Type:Callback Required

*** COMINF 01/08/2008 10:01 AM Eastern Daylight Time YEpps Action Type:Callback Required

*** CASE CLOSE 01/08/2008 10:02 AM Eastern Daylight Time YEpps

*** CASE CLOSE 01/16/2008 04:23 PM Pacific Daylight Time ELau
Tread Review Completed

*** NOTES 01/23/2008 11:59 AM Eastern Daylight Time JWright Action Type:Manager review

Writer received e-mail from YEpps:

1. According to CTR(T. Peters) customers vehicle had been repossessed.
2. Therefore, could not re-flash the vehicle.

*** CASE CLOSE 01/23/2008 11:59 AM Eastern Daylight Time JWright
Case closed pending further contact from customer.

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	kndjc736085 ██████████	K1512924	20,000
Oxnard, CA ██████████		Prod. Date: 6/22/07	Dealer: CA139	First Kia

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 10/20/2008 12:16 PM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I AM HAVING AN ISSUE WITH THE CAR AND I DO NOT THINK CA139 IS TAKING ME VERY SERIOUSLY
2. THE ESC LIGHT IS A CONCERN ALONG WITH THE **AIR** BAG LIGHT.
3. THE DEALERSHIP HAS THE CAR NOW AND THEY ARE TELLING ME THEY CANNOT DUPLICATE THE CONCERN FOR THE **AIR** BAG.
4. THEY SAID THEY COULD NOT EVEN DUPLICATE THE CONCERN FOR ESC LIGHT EITHER BUT THAT IS THE MOST DANGEROUS THING AS FAR AS THE CAR GOES. I LEFT THE CAR THERE BECAUSE I WANT THEM TO FIND THE PROBLEM BEFORE I PICK IT UP.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THE DEALERSHIP WILL HAVE TO DUPLICATE THE CONCERNS BEFORE WE ACTUALLY ATTEMPT REPAIRS.
3. DOES THE **AIR** BAG LIGHT ON THE **PASS**ENGER SIDE NEVER GO OFF IF SOMEONE IS SITTING THERE.

CUSTOMER STATES.

1. I DO NOT HAVE A LOT OF **PASS**ENGRS. ONLY MY MOTHER AND IT SOMIIMES WORKS FOR HER AND SOMETIMES IT DOES'NT

WRITER STATES.

1. I WILL HAVE TO CALL THE DEALERSHIP AND THEN GO FROM THERE.
2. ONCE I DO I WILL CALL YOU BACK

CUSTOMER STATES.

1. I WOULD LIKE SOMETHING DONE BECAUSE I DO NOT WANT TO PICK UP THE CAR UNTIL IT IS FIXED.
2. I DO NOT FEEL SAFE IN THIS CAR.

WRITER STATES.

1. I WILL CALL THE DEALERSHIP AND THEN GET BACK TO YOU.

*** PHONE LOG 10/20/2008 12:30 PM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED VINCE IN SERVICE AND EXPLAINED SITUATION

WRITER STATES.

1. THE ESC LIGHT HAS NOT COME ON AND WE HAVE NOT BEEN ABLE TO DUPLICATE ANY DRIVING CONCERNS.
2. THE **AIR** BAG LIGHT IS WORKING AS DESIGNED. SHE DID COME IN ONE TIME BEFORE FOR THE **AIR** BAG LIGHT ON THE **PASS**ENGER SIDE BUT WE COULD NOT CONFIRM ANY TROUBLE CODES.

WRITER STATES.

1. HAVE YOU TAKEN A TEST DRIVE WITH HER TO TRY AND DUPLICATE THE CONCERNS

SERVICE MGR STATES.

1. WE ALWAYS ENCOURAGE THAT

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	kndjc736085██████████	K1512924	20,000
Oxnard, CA ██████████		Prod. Date: 6/22/07	Dealer: CA139 First Kia	

WRITER STATES.

1. THANK YOU FOR THE INFORMATION

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

Send to:[JHegmann@KIAUSA.COM]

steve ext. 45208. please call me back or e-mail me with a resolution.

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

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*** NOTES 10/20/2008 01:12 PM US Mountain Standard Time SLarez Action Type:E-mail rec.

JOE H. SENT WRITER E-MAIL INDICATING HE HAS INSTRUCTED THE DEALERSHIP TO RELEASE THE CAR BECAUSE THEY HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN.

*** PHONE LOG 10/22/2008 08:13 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED CUSTOMER AT ██████████ AND DID NOT GET AN ANSWER. LEFT MESSAGE FOR A RETURN CALL.

*** PHONE LOG 10/23/2008 07:30 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED VINCE BACK

VINCE STATES.

1. WE TRIED TO RETURN THE CAR BECAUSE WE COULD NOT DUPLICATE THE CONCERN
2. SHE WAS CONCERNED BECAUSE SHE FELT WE WERE NOT REALLY TRYING TO FIND THE PROBLEM BUT WE HAVE PUT A LOT OF MILES ON IT.
3. WE CANNOT DUPLICATE THE PROBLEM SO WE ARE GIVING IT BACK TO HER TODAY. WE THOUGHT WE WOULD GIVE IT ONE MORE DAY BECAUSE SHE WAS STUCK ON THE FACT THERE IS SOMETHING WRONG.
4. IT IS NOT CONSISTENT ENOUGH FOR US TO DUPLICATE.

WRITER STATES.

1. THANK YOU.

*** PHONE LOG 10/24/2008 12:30 PM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED VINCE IN SERVICE

VINCE STATES.

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO EX 4X4	Case Number	Mileage
██████	██████	kndjc736085 ██████	K1512924	20,000
Oxnard, CA ██████		Prod. Date: 6/22/07	Dealer: CA139	First Kia

1. WE DO STILL HAVE THE CAR BUT WE ARE RELEASING IT TODAY. WE ALSO NOTED ON THE R.O. THE CAR WAS READY ON THE 20TH BUT SINCE THE CUSTOMER WANTED US TO KEEP TESTING IT WE KEPT IT.
2. WE DROVE THE CAR MANY MILES AND HAD OUR PARTS AND SERVICE DIRECTOR EVEN DRIVE IT.
3. WE STILL DID NOT DUPLICATE ANYTHING AND THE CAR IS GOING TO BE GIVEN BACK TODAY.

*** PHONE LOG 10/29/2008 01:24 PM US Mountain Standard Time SLarez Action Type: Incoming call

WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I SPOKE TO THE DEALERSHIP AND WE INSTRUCTED THEM TO GET THE CAR BACK TO YOU SINCE THEY DID NOT DUPLICATE THE CONCERN

CUSTOMER STATES.

1. WE DID GET THE CAR BACK.
2. THE CODES MAY HAVE BEEN RESET AND THAT WHY THEY CANNOT DUPLICATE THE CONCERN.
3. ANOTHER THING IS THAT THE DISTANCE TO EMPTY READING IS VERY HEIGHT. THERE HAS TO BE A PROBLEM WITH THE COMPUTER.
4. WE ARE GOING TO WAIT UNTIL MY HUSBAND GOES TO ARIZONA SINCE WE BOUGHT IT THERE.
5. I AM FRUSTRATED WITH THEM AND I KNOW THERE IS NOT A LOT OF COMPUTER PROBLEMS.
6. I AM GOING TO CALL PEORIA KIA SO ONCE I DO THAT I WILL KEEP YOU UPDATED WITH WHAT IS GOING ON.
7. THE **PASS**ENGER SIDE **AIR** BAG IS GOING TO BE CHECKED BY THEM AS WELL. PEORIA WAS A LITTLE FRUSTRATED BECAUSE I WAS BLOWN OFF.
8. THEY TOLD ME THEY HAD SIMILAR SITUATION WITH OTHER SORENTOS
9. I WILL WAIT FOR THE CODES TO COME BACK BECAUSE USUALLY IF IT IS RESETTING IT WILL TAKE A FEW DAYS.

WRITER STATES.

1. KEEP ME UPDATED. I AM SORRY THIS WAS THE CASE.

*** CASE CLOSE 10/29/2008 01:24 PM US Mountain Standard Time SLarez

*** CASE CLOSE 01/06/2009 07:43 AM US Mountain Standard Time IMorales

AIRbag Tread Review Complete

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Consumer Affairs Department**

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<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	<u>VIN of 2007 SORENTO LX 4X2</u> KNDJD736175 [REDACTED]	<u>Case Number</u> K1428046	<u>Mileage</u> 7,700
Fort Meade, MD [REDACTED]		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

Case History

Complaint Replacement

*** PHONE LOG 03/24/2008 11:30 AM US Mountain Standard Time MTrem Action Type:Incoming call

Caller Ms. S states:

1. I'd like the address to KMA for a letter I need to send in
2. I have not called your number before
3. the DLR told me about lemon law so i have a from letter. is there any more
4. info I can include to help
5. I've had my car to two different DLRs and they have not been able to resolve my problems
6. we love our Kia, but it shakes and shudders when driving
7. at 1st it was intermittent, but now it's all the time and driving in the snow this winter was not
8. fun because of this problem, my husband is in the military and I have 3 kids I take with me
9. we tend to drive long trips, so that why we bought a new car
10. the DLR's attempted two repAIRs so my letter is to inform Kia of this
11. and to find out if KMA can assist the DLR to fix this and to let them Know I want to
12. or will invoke Lemon Law
13. I have my car now. it's not at the DLR
14. this car seems like it's going to fall apart. it's running like an old jalopy

writer states:

1. updated, no recalls
 2. apologized
 3. provided Irvine address and case number
 4. Kia buy back policy is in accordance with your states lemon law
 5. please also include your RO's with your letter
 6. request call back if the car goes to the DLR. for repAIR. writer happy to follow up
 7. gave contact info
- caller thanked writer and disconnected

*** PHONE LOG 03/25/2008 10:32 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called MD024 SM Danny states:

1. 10 to 1000 - 430k miles --- Customer states jerking and shudding, and wants to stall at 50-55 mph
2. checked for TSB. none found, road tested with customer unable to duplicate stall concern
3. found car operating as designed, normal
4. this was the only time we saw the car

*** PHONE LOG 03/25/2008 10:41 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called MD028 Operator states SM Melissa Not available

SA Chuck states:

1. 08/24/07 - 3288k miles. - Customer states vehicle hesitates while shifting.
2. we reset the adaptive values - program ordered on previous visit
3. 07/31/07 - 2494k miles. Customer states when vehicle shifting makes a shudder.
4. ordered parts. program update from Kia for resetting the adaptive values

*** NOTES 03/25/2008 10:44 AM US Mountain Standard Time MTrem Action Type:Manager review

Writer dispatching case to Southern Region for handling:

1. Customer filing Lemon Law
2. Customer states 2007 Sorento shuddier while shifting at 50-55 mph
3. Customer mailing in letter to notify KMA of filing
4. Contact customer Ms. [REDACTED]

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1428046	7,700
Fort Meade, MD ██████████		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

*** NOTES 03/27/2008 08:41 AM Eastern Daylight Time OSprague Action Type:Manager review
1. Writer left message for customer with call back phone number

*** NOTES 03/27/2008 07:43 AM Eastern Daylight Time OSprague Action Type:Manager review
CASE PENDING CALL BACK AND/OR LETTER FROM CUSTOMER

*** NOTES 03/27/2008 07:47 AM Eastern Daylight Time OSprague Action Type:Manager review
1. Left message for service manager (Danny) to fax ALL RO's and tech notes

*** NOTES 03/27/2008 08:29 AM Eastern Daylight Time OSprague Action Type:Manager review
1. Customer (wife) called and stated:
* I am in the process of getting all the repAIR orders collected
* I will be sending a letter and the ROs soon
* My car is currently at the dealer
* I took it in yesterday and they don't know when I'll have it back
2. Writer stated:
* Go ahead and send your letter with all the RO's that you have
* After you get your vehicle back, that RO can be faxed.
3. Customer stated:
* Thank you
* I will get this mailed soon
CASE PENDING LETTER AND RO'S

*** CASE CLOSE 03/27/2008 08:32 AM Eastern Daylight Time OSprague

*** NOTES 03/31/2008 04:00 PM Eastern Daylight Time OSprague Action Type:Manager review
1. Writer spoke to customer (Ms. ██████████) and she stated:
* The dealer still has my car
* It has been there since last Wednesday
* They said they are working with Kia engineers to come up with a fix for the jerking/shaking problem
* The dealer wouldn't give me a loaner so I am paying for a rental
* Today they finally agreed to give me a loaner, however it is a compact vehicle
* I have 3 small children and need room for 3 car seats
* I have sent my letter to your corporate office to schedule the final repAIR opportunity
2. Writer stated:
* I apologize for your inconvenience
* The DPSM is currently not available to approve the rental due to a death in his family
* I will help compensate you for some of the rental expense
* I need to find out why the dealer is holding your vehicle since it is driveable
* KMA is working on an update for the jerking concern
* This update should be available in about 60 days
* I will follow-up to see if I can get your vehicle back to you
* I will also offer you some goodwill due to your inconvenience
* I will call you back tomorrow when I know more about what's going on with your vehicle
3. Customer thanked writer and stated:

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175██████████	K1428046	7,700
Fort Meade, MD ██████████		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

- * I will wait for your call
- 4. Writer attempted to contact service manager at MD024
- 5. No one in the service dept picked up
- 6. Writer left message for FTR (SRupert) to see if he knows anything about this vehicle

*** NOTES 04/01/2008 07:51 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to FTR and he stated:
 - * I don't know anything about this vehicle
2. Writer spoke to service manager (Danny) and he stated:
 - * We have been working with Techline
 - * On 3/31/08, T/L advised that we try the reflash GDS n k 10 03 0003
 - * My technician is performing this update this morning and then we will test drive the vehicle
 - * Unfortunately, we have not been able to duplicate the hesitation so I'm not sure we will see any difference after the reflash
 - * Once it is completed, we will contact the customer to pick up the vehicle
3. Writer stated:
 - * Please fax me the RO w/tech notes after the vehicle is picked up
 - * I will discuss with DPSM (PStapleton) to see if he wants to pay for the rental

*** NOTES 04/01/2008 07:58 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Ms. ██████████) and stated:
 - * The dealer should have your vehicle ready sometime today
 - * After you get your vehicle back, please fax me the RO and rental invoice
 - * I will see what I can do to get you reimbursed for the rental
 - * I will also send you a goodwill offer w/30-day evaluation
 2. Customer stated:
 - * The service manager called last night and said my car should be ready today
 - * I appreciate all your help
 - * I will fax you the RO and rental invoice in the next couple of days.
- CASE PENDING DOCUMENTS SO GW CAN BE OFFERED

*** NOTES 04 02 2008 09:19 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Ms. ██████████) called and stated:
 - * I picked up my car yesterday
 - * I have the RO and rental bill
 - * I will fax them this afternoon so please give me your fax number
 - * The vehicle seems to be driving much better
 - * I'll have to drive it for awhile to see if it is ok
2. Writer gave fax number and stated:
 - * I will send you a GW offer after I receive the documents

*** NOTES 04 04 2008 12:59 PM Pacific Daylight Time KWarren Action Type:Manager review

NO VEHICLE RETURNED FROM CUSTOMER

1. Cust states same as above.
2. Cust states if you and/or your dealer are unable to correct this problem in a "reasonable number of attempts" as that phrase is defined in Maryland's Automotive Warranty enforcement

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1428046	7,700
Fort Meade, MD ██████████		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

- Act, I will expect you to repurchase the vehicle.
3. Cust included R/O's

Wtr to attach documents to case.

*** NOTES 04/07/2008 02:51 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to DPSM (PStapleton) and he stated:
 - * There was no way for the dealer to offer a rental until they were able to duplicate the concern
 - * The dealer was not able to verify the hesitation/chuggle so they contacted Techline for assistance
 - * T/L advised them to try a rep**AIR**
 - * Once T/L had them do a rep**AIR**, the dealer was able to offer a rental
 - * It was up to the customer to accept the rental
 - * I know she didn't want a compact car, but 3 car seats will fit in the back of a compact car
 2. Writer stated:
 - * Due to vehicle being in 4X for same concern, a GW offer will be sent
 - * We won't reimburse for the rental
 3. Writer left message for customer stating:
 - * You will be receiving a GW offer
 - * Please send the signed letter back and then I will order a check
- CASE PENDING ACCEPTANCE OF GW OFFER

*** CASE CLOSE 04/07/2008 02:57 PM Eastern Daylight Time OSprague

*** NOTES 04/09/2008 01:22 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer (Spouse ██████████) called and stated:
 - I received your offer letter
 - * I will talk to my husband to see if we should accept
 - * I would like to take my vehicle to an outside facility like AAMCO or Meinke
 - * If they inspect the transmission and find something wrong, will Kia do something?
 2. Writer stated:
 - * Kia will not accept the inspection of a non-Kia facility
 - * If the non-Kia facility does anything to damage your vehicle, that will void the warranty
 - * The GW offer does not have any effect on the warranty
 - * If you have any problems, the dealer will inspect and rep**AIR** any verifiable defect under the terms of the warranty
 3. Customer stated:
 - * Thank you for your input
 - * I will talk to my husband and then either send the GW offer to you or call to discuss
- CASE PENDING ACCEPTANCE OF GW OR CALL BACK FROM CUSTOMER

*** NOTES 04/10/2008 10:05 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer sent e-mail stating:
 - * Thank you for your offer
 - * At this time I'm not sure the vehicle is rep**AIR**ed to my satisfaction
 - * I will not be accepting your offer at this time
 - * I will advise if I decide to accept your offer
- CASE CLOSED PENDING CONTACT FROM CUSTOMER

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1428046	7,700
Fort Meade, MD ██████████		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

*** CASE CLOSE 04/10/2008 10:07 AM Eastern Daylight Time OSprague

*** NOTES 05/06/2008 01:36 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer called and stated:
 - * I took my vehicle back to the dealer for the rotors and a vibration
 - * The dealer replaced the rotors again but could not duplicate the vibration
 - * I am not happy with the outcome so I have contacted the BBB
2. Writer stated:
 - * I apologize that you are not happy with the dealer
 - * The MD area is now being handled by the eastern region
 - * Your BBB notice will go to them
 - * I will forward the information I have to the eastern region
 - * They will contact you when they get the BBB notice
3. Customer asked for phone number of the eastern region
4. Customer file will be sent to eastern region as an FYI

*** CASE CLOSE 05/06/2008 01:40 PM Eastern Daylight Time OSprague

*** NOTES 05/14/2008 09:45 AM Pacific Daylight Time KWarren Action Type:Manager review

NCA received letter from Attorney General of Maryland

Letter states:

1. We have recently received a complaint from Sabrina Stenswold about her Kia Sorento that was purchased on May 22, 2007.
2. It is our understanding that the consumer notified you of this problem on March 27, 2008, and we are enclosing her letter as it best describes the problems that she has experienced with her vehicle.
3. Ms. ██████████ has been offered \$800.00 by your field representative, but she alleges that this is not sufficient considering the problems that she alleges are still with the vehicle.
4. Since Ms. ██████████ believes that this problem substantially impAIRs the use and market value of the vehicle, Ms. Stenswold has requested that you consider a remedy under the Lemon Law.
5. Based on the information provided to us, it appears that Ms. Stenswold is eligible for a replacement vehicle or refund under MD. Com. Law Code Ann., 14-1501 et seq.
6. Please review your records on this matter and advise me within 14 days of your position regarding this complaint.
7. If you have any questions, you may contact me at the telephone number listed above on Tuesday and Thursday between 9:30a.m. and 2:00 p.m..

*** Please note there was not an enclosed letter from the customer. ****
Dispatching to the Eastern Region for further review.

*** PRIORITY CHANGE 05/14/2008 09:47:39 AM KWarren

*** FORWARD 05/14/2008 11:47 AM Pacific Daylight Time LDxmi

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1428046	7,700
Fort Meade, MD ██████████		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

*** PHONE LOG 05/19/2008 10:07 AM Eastern Daylight Time MVElez Action Type:Outgoing call
WRTR SPOKE TO CUSTOMER AND STATED
1. HI MRS. ██████████, MY NAME IS MINNIE AND YOUR CASE HAS BEEN ESCALATED TO ME FOR REVIEW
2. WHAT IS THE ISSUE AT HAND WITH YOUR VEH?
3. DOES THE DLR HAVE YOUR VEH NOW?
4. SO THE THE SHUTTERING AND BRAKES ARE BETTER
5. I WILL SPEAK TO THE DLR FOR YOU AND SEE IF THEY CAN GIVE YOU A EXPLANATION
6. I DO APOLOGIZE FOR THE INCONVINCE
7. I DO UNDERSTAND HOW YOU FEEL AND WILL DO MY BEST TO PUT YOUR MIND AT EASE
8. YOU ARE VERY WELCOME

CUSTOMER STATED

1. I HAVE MY VEH NOW BUT I HAVE HAD THREE ISSUES
2. ONE OF THEM IS BETTER WHICH IS THE SHAKING AND SHUTTERING
3. ONE OF THEM IS WORSE AND THAT IS THE BRAKES
4. I MEAN THEY ARE OK FOR NOW BUT
5. WE DONT THINK WE SHOULD HAVE HAD TO REPLACE THEM IN SUCH A SHORT AMOUNT OF TIME
6. WEEK AFTER PURCHASED WE HAD TO REPLACED ROTORS AT STEVENS KIA
7. SECOND TME WAS AT LAUREL KIA.
8. DEALERSHIPS NOT VERY INFORMATIVE AS TO WHAT THE PROBLEM IS
9. I TOOK THE VEH TO MEINEKE FOR SECOND OPINION
10. MEINEKE SAID THERE WAS AN ISSUE WITH RECALL SC068 STABILITY CONTROL MODULE SOFTWARE
11. THE ELECTRONIC CONTROL UNIT
12. GENTLEMAN AT LAUREL DIDN'T WANT TO ADDRESS WHAT MEINEKE HAD FOUND
13. NOT COMFORTABLE WITH ANY OF THE DEALERS BUT IF NEED BE WE WILL TAKE TO LAUREL
14. WE NEED EXPANATION AS TO WHY VEHICLE HAS A PROBLEM WITH BRAKES AND SHUTTERING
15. WHAT IF ANYTHING CAN BE DONE TO FIX IT AT THIS POINT
16. DEALER IS NOT WILLING TO PUT IN THE TIME
17. ANTWERPEN SAID IT WAS A SLIPPING TORK CONVERTER IN OCTOBER 30TH, 2007
18. PUT WHEN HE DID THE INVOICE HE JUST PUT COULD NOT DUPLICATE
19. END OF MARCH HE TOOK IT BACK TO ANTWERPEN BUT DIDN'T DO ANYTHING
20. OLA CALLED THEM AND THEY DID A SOFTWARE UPDATE
21. HAPPY IT'S BETTER BUT NOT SURE IF IT'S REPAIRED
22. HOW DO WE KNOW THE ENGINFE WON'T SEIZE AS SOON AS OUR WARRANTY IS UP
23. THE LAST ISSUE IS THE P/S AIRBAG LIGHT NOT GOING OFF AS IT IS SUPPOSE TO
24. WAS TOLD BY THE DEALER THAT IN ORDER FOR IT TO WORK
25. MUST TURN ON THE VEH AFTER **PASS**enger IS SEATED CORRECTLYT
26. I DON'T THINK I SHOULD HAVE TO TURN OFF VEH EVERY TIME I PICK UP A **PASS**enger
27. IN ORDER FOR THE LIGHT TO WORK
28. DON'T THINK THAT TURNING VEH OFF AND ON IS GOOD FOR THE STARTER
29. THANK YOU VERY MUCH MINNIE

*** NOTES 05/20/2008 11:21 PM Eastern Daylight Time StapletonP Action Type:Manager review

[S For Internal Use Only
Minnie:

Get the FTR to send the dealer the Sorrento **OCS** reflash tool. That will take care of the **PASS**enger **AIR**bag light concern.
The

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1428046	7,700
Fort Meade, MD ██████████		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

reflash will take all of 5 mins. >!]

*** NOTES 05/23/2008 01:32 PM Eastern Daylight Time MVElez Action Type:Manager review
SENT REQUESTED MRF TO BBB

*** CASE CLOSE 05/27/2008 02:06 PM Eastern Daylight Time MVElez

*** NOTES 06/03/2008 09:55 AM Pacific Daylight Time KWarren Action Type:Manager review
NCA received letter from the Attorney General of Maryland
Letter states:

1. On May 6, 2008, we wrote to you regarding the problems Ms. ██████████ has experienced with the Kia Sorento she purchased from Antwerpen Kia on May 22, 2007.
2. Ms. Stenswold has advised us that she has not yet been contacted by you regarding those problems.
3. As you know, Section 14-1502(b) of Maryland's Lemon Law states that an automobile manufacturer must correct any nonconformity, defect or condition that arises during the warranty period at no charge to the consumer within 20 days of the manufacturer's receipt of the consumer's notification.
4. Please contact me by June 15, 2008 regarding your intentions toward resolving this complaint.

Dispatching to the Eastern Region for customer contact.

*** PHONE LOG 06/03/2008 02:31 PM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED CUSTOMER AND STATED

1. YOUR CASE HAS BEEN ESCALATED TO MY ATTENTION
2. I WOULD LIKE TO DISCUSS THE ISSUES CONCERNING YOU AT PRESENT
CUSTOMER STATES
1. WE WERE SUPPOSED TO HAVE A MEETING WITH SOME REP AT THE DEALERSHIP BUT WE HAVE NOT HEARD BACK ON THAT
2. AT PRESENT THE THE VEHICLE IS SHUTTERING. WE HAVE GONE THROUGH 2 SETS OF ROTORS AND THE CEL IS ON
3. MY WIFE PRIMARILY DRIVES THE VEHICLE AND SHE WILL KNOW MORE ABOUT THE VEHICLE
4. SHE IS NOT IN RIGHT NOW
WRITER STATES
1. PLEASE TAKE MY NAME AND NUMBER AND ASK YOUR WIFE TO CONTACT ME IN HER LEISURE
2. I WILL SPEAK WITH HER ABOUT THE ISSUES IN THIS CASE

*** PHONE LOG 06/04/2008 02:53 PM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED CUSTOMER WHO STATED ABRUPTLY

1. MAY I CALL YOU BACK WE ARE IN A SEVERE TORNADO WARNING
2. I HAVE MY KIDS IN A HALLWAY
WRITER STATES
1. Y' S. GOODBYE

*** PHONE LOG 06/05/2008 02:50 PM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND STATED

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1428046	7,700
Fort Meade, MD ██████████		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

1. PLEASE TELL ME THE CONCERNS YOU ARE EXPERIENCING
CUSTOMER STATES

1. THANK YOU FOR CALLING ME BACK
2. THE SHUTTERING, WHILE GREATLY REDUCED BY THE SOFTWARE UPGRADE STILL CONTINUES AT 45 MPH.

WITH THE **AIR** CONDITIONING ON

I WOULD LIKE TO KNOW WHY THIS HAPPENS

3. WE ARE OUR SECOND SET OF ROTORS. WHY ARE THEY WEARING OUT SO FAST?

4. THE **PASS**enger **OCS** FUNCTION IS NOT WORKING PROPERLY

5. I MUST RESTART MY VEHICLE AFTER SOMEONE SITS IN THE **PASS**enger SEAT TO GET THE LIGHT TO OPERATE LIKE IT IS SUPPOSED TO, IS THIS A PROBLEM WHY DOES THAT HAPPEN?

WRITER STATES

1. THANK YOU FOR EXPLAINING YOUR CONCERNS

2. I WILL SUBMIT A RESPONSE TO THE ATTORNEY GENERAL'S OFFICE AND THE BBB

3. I WOULD LIKE TO SET UP A MEETING BETWEEN YOU AND THE FTR, IS THAT SOMETHING YOU WOULD BE OPEN TO?

CUSTOMER STATES

1. YES. AT THIS POINT THAT WILL BE FINE. THANK YOU

WRITER STATES

1. ONCE I CONFIRM THAT MEETING I WILL GET BACK TO YOU. THANK YOU

*** PHONE LOG 06/16/2008 01:37 PM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED CUSTOMER AND REQUESTED A CALLBACK
SENT CUSTOMER LETTER ADVISING OF UPCOMING APPT.

*** CASE CLOSE 06/16/2008 01:39 PM Eastern Daylight Time SJames
PENDING DPSM MEETING ON TUESDAY, 8 JULY 2008

*** PHONE LOG 07/10/2008 11:14 AM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER FOR FOLLOW UP CALL. CUSTOMER STATED

1. IN MY OPINION THE MEETING DID NOT GO WELL

2. MR. JOYCE WAS NICE, PLEASANT AND VERY HELPFUL

3. MR. JOYCE TOOK A REALLY LONG TEST DRIVE WITH ME. I APPRECIATED THAT

4. I MUST ADMIT I HAD THE MOST HOPE I HAVE EVER HAD SINCE OWNING THIS VEHICLE THAT A RESOLUTION WAS NEAR

5. IT FELT LIKE SOMETHING WAS FINALLY GOING TO BE DONE

6. I WAS JUST DISAPPOINTED THAT NOTHING WAS DONE ON THE VEHICLE

7. AS FAR AS THE SHUTTERING, MR. JOYCE TOLD ME THE ENGINE SHOULD HAVE BEEN CHECKED AND ACCORDING TO THE DEALER THAT WAS NOT DONE

8. THE **AIR**BAG PROBLEM HAS GOTTEN WORSE SINCE YOU AND I SPOKE LAST. I WAS TOLD THAT COULD HAVE BEEN REFLASHED AND THAT WAS NOT DONE

9. MR. JOYCE DID CHECK MY ROTORS AND FOUND THERE WAS NO PROBLEM

10. MR. JOYCE CHECKED THE CEL AND UPDATES WERE MADE SO THAT WAS GOOD

11. I DO APPRECIATE YOU CALLING AND FOLLOWING UP WITH ME

WRITER STATES

1. I DO APOLOGIZE YOU FELT THE MEETING WAS UNSUCCESSFUL

2. I WILL READDRESS THESE CONCERNS WITH MR. JOYCE AND THE DEALER AND BE IN TOUCH WITH YOU

**Kia Motors America
Consumer Affairs Department**

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Last_name	First_name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175██████████	K1428046	7,700
Fort Meade, MD ██████████		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

3. I KNOW THIS IS FRUSTRATING SO I DO THANK YOU FOR PATIENCE IN ALLOWING US TO RESOLVE YOUR CONCERNS

*** PHONE LOG 07/10/2008 11:35 AM Eastern Daylight Time SJames Action Type:Incoming call
***** WEDNESDAY, 8 JULY 2008 *****

DPSM ROBERT JOYCE CALLED AND STATED

1. I MEET WITH THIS CUSTOMER AND I THINK THE MEETING WENT WELL
 2. NONE OF THE CUSTOMER'S CONCERNS WERE DUPLICATED
 3. I AUTHORIZED A RENTAL FOR THE CUSTOMER SO THE VEHICLE COULD BE CHECKED
 4. THE SHUTTERING WAS NOT VERIFIED ON TEST DRIVE BUT I DID ASK FOR A SCAN OF THE ENGINE JUST TO BE SURE THERE WAS NOTHING THERE BECAUSE CUSTOMER INDICATED CEL WAS ON A MONTH AGO
 5. THERE WERE NO FAULT CODES IN THE SYSTEM
 6. WE DID A ROTOR PARALLELISM TO CHECK HER ROTORS
 7. THE WHEELS WERE PULLED OFF AND THE ROTOR PARALLELISM WAS MEASURED AND DETERMINED TO BE WITHIN SPECIFICATIONS
 8. THE REFLASH FOR THE **OCS(AIRBAG)** WAS DONE
 9. I WAS VERY CAREFUL TO EXPLAIN TO HER THE PROPER SEATING POSITIONS
 10. WE BOTH SAT IN THE **PASSENGER** SEAT AND THE SYSTEM OPERATED AS DESIGNED
 11. THE ROTOR PULSATION WAS THE TRANSMISSION DOWNSHIFTING INTO FIRST GEAR BEFORE COMING TO A COMPLETE STOP THIS IS WAS WHAT THE CUSTOMER IS CALLING A ROTOR VIBRATION
 12. P0110 REFLASH WAS DONE IN ADDITION ALSO BECAUSE THE CUSTOMER INDICATED THE CEL WAS ON A MONTH AGO
 13. I DID INSTRUCT THE DEALER TO PERFORM THESE TESTS
 14. I HAVE THE CONFIDENCE IN THIS DEALER TO DO WHAT THEY SAY THEY WILL DO
- WRITER STATES
1. THANK YOU
 2. I APPRECIATE IT
 3. I WILL FOLLOW UP WITH THE CUSTOMER ON FRIDAY, 11 JULY 2008

*** PHONE LOG 07/16/2008 01:49 PM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER REQUESTED A CALL BACK

*** PHONE LOG 07/17/2008 11:51 AM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND STATED

1. I DO APOLOGIZE FOR NOT GETTING BACK TO YOU SOONER
2. I DID SPEAK WITH MR. JOYCE WHO STATED ALL OF THE CONCERNS YOU HAD WERE ADDRESSED
3. SOME OF THE CONCERNS WERE NOT DUPLICATED
4. WOULD YOU PLEASE FAX ME THAT INVOICE?
5. YOU CAN SEND IT TO ME AT 732-565-5132
6. IT WOULD APPEAR THAT I AM GETTING CONFLICTING INFORMATION
7. I CAN NOT ANSWER THAT FOR YOU
8. I CANNOT STATE THAT IS TRUE
9. MR. JOYCE HAS ACCESSED THE VEHICLE AND HAS MADE RECOMMENDATIONS AT WHAT SHOULD BE DONE
10. I HAVE NO IDEA WHY THE DEALER WOULD TELL MR. JOYCE THAT THEY HAVE COMPLETED HIS RECOMMENDATIONS AND TELL YOU OTHERWISE

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175██████████	K1428046	7,700
Fort Meade, MD ██████████		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

11. I DO NOT HAVE AN ANSWER FOR THAT BECAUSE IT SIMPLY DOES NOT MAKE SENSE
 12. I WILL SPEAK WITH THE DEALER AND IF THESE CONCERNS WERE NOT ADDRESSED I WILL MAKE SURE THEY ARE
 13. OK I WILL WAIT TO HERE FROM YOU
- CUSTOMER STATES
1. THE DEALER IS TELLING ME THAT NONE OF THE TEST WERE PERFORMED
 2. MR. JOYCE LEFT BEFORE THE TEST WERE COMPLETED
 3. I ASKED THE DEALER AND THEY TOLD ME NONE OF THESE TESTS WERE COMPLETED
 4. I AM JUST VERY FRUSTRATED ABOUT THIS WHOLE THING
 5. I HAVE THE INVOICE STATING THAT NONE OF MY CONCERNS WERE ADDRESSED
 6. YES I WILL
 7. WHY WOULD THE DEALER TELL ME THAT HAD NOT DONE SOMETHING THAT MR. JOYCE SPECIALLY ASKED THEM TO DO
 8. SO THE DEALER OR MR. JOYCE IS LYING TO YOU
 9. SO THERE IS NOTHING YOU CAN DO ABOUT GETTING MY VEHICLE REPAIR**ED**?
 10. I WILL DISCUSS WITH MY HUSBAND WHAT WE SHOULD DO AT THIS POINT
 11. I WILL GET BACK TO YOU AT SOME POINT

WRITER CALLED MD004 AND SPOKE WITH SVC MANAGER JOE AND STATED

1. I CALLED MRS. STENSWOLD JUST TO FOLLOW UP ON HER CONCERNS AND SHE STATED THAT THE ISSUES SHE WAS CONCERNED ABOUT HAD NOT BEEN ADDRESSED
 2. THANK YOU. I APPRECIATE ALL YOUR EFFORTS WITH THIS CUSTOMER
- JOE STATES
1. THAT IS NOT RIGHT. WE LOOKED AT THIS VEHICLE WHEN MR. JOYCE WAS HERE AND WE ADDRESSED ALL HER CONCERNS
 2. SHE STATED SHE HAD A SHUTTER CONCERN WHICH WAS NOT DUPLICATED DURING TWO SEPARATE TEST DRIVES
 3. WE CHECKED THE ROTORS AND FOUND ALL SPECS AND ALL OPERATION NORMAL
 4. WE CHECKED THE **OCS** AND REPROGRAMMED THE SYSTEM
 5. WE CHECKED THE CEL WHICH ACCORDING TO THE CUSTOMER WAS ON PREVIOUSLY BUT NOT A PRESENT. WE FOUND NO CODES IN THE SYSTEM BUT WE REPROGRAMMED THE SYSTEM FOR A POSSIBLE P0110 CODE

*** NOTES 07/17/2008 02:46 PM Eastern Daylight Time SJames Action Type:Manager review
RECEIVED REPAIR ORDER #279090 FROM JOE AT DEALER

*** CASE CLOSE 07/17/2008 02:50 PM Eastern Daylight Time SJames
PENDING FURTHER CONTACT FROM CUSTOMER

*** NOTES 07/18/2008 09:40 AM Eastern Daylight Time SJames Action Type:Manager review
RECEIVED BBB CASE
PREPARING MRF

*** PHONE LOG 07/23/2008 03:51 PM Eastern Daylight Time SJames Action Type:Incoming call
ARMY LEGAL SERVICES' BRET CONYERS CALLED AND STATED
1. ARE YOU HANDLING THIS CASE WITH THE BBB?

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1428046	7,700
Fort Meade, MD ██████████		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

2. I DON'T WANT TO GET INVOLVED IN THIS AND THE CASE DOES NOT QUALIFY FOR LEGAL HELP WHILE THE BBB IS HANDLING IT
3. THANK YOU
WRITER STATES
1. YES I AM
2. YOU'RE WELCOME

*** NOTES 07/24/2008 09:35 AM Eastern Daylight Time Sljames Action Type:Manager review
FAXED MRF TO BBB

*** CASE CLOSE 07/24/2008 09:52 AM Eastern Daylight Time Sljames
PENDING RESPONSE FROM CUSTOMER/BBB

*** NOTES 08/15/2008 09:50 AM Eastern Daylight Time Sljames Action Type:Manager review
RECEIVED NOTIFICATION FROM BBB
CUSTOMER HAS DECLINED GOODWILL OFFER
CUSTOMER HAS CHOSEN NOT TO PURSUE CASE FURTHER
CLOSING CASE PENDING FURTHER CONTACT FROM CUSTOMER

*** CASE CLOSE 08/15/2008 09:55 AM Eastern Daylight Time Sljames
CUSTOMER DECLINED GW OFFER. CHOSE NOT TO PURSUE BBB CASE ANY FURTHER

*** NOTES 10/24/2008 07:47 AM Eastern Daylight Time Sljames Action Type:Manager review
RECEIVED LETTER FROM CUSTOMER REQUESTING GOODWILL

WRITER CALLED CUSTOMER AND STATED
1. GOOD MORNING SABRINA
2. I DID RECEIVE YOUR LETTER AND YOUR REQUEST IS FINE
3. I WILL SEND YOU AN OFFER LETTER. PLEASE READ IT. REVIEW IT. SIGN IT AND SEND IT BACK TO ME
4. NO IF YOU NOT AND THAT WILL BE CLEARLY STATED IN THE LETTER AS WELL
5. IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE LET ME KNOW
CUSTOMER STATES
1. GOOD MORNING
2. OK. THANK YOU
3. THIS WON'T AFFECT MY WARRANTY WILL IT?
4. THANK YOU

*** NOTES 10/24/2008 10:11 AM Eastern Daylight Time Sljames Action Type:Manager review
CUSTOMER SENT OFFER LETTER
PENDING RECEIPT OF SIGNED OFFER LETTER FROM CUSTOMER

*** CASE CLOSE 10/28/2008 12:48 PM Eastern Daylight Time Sljames

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Fort Meade, MD ██████████		Prod. Date: 6/28/06	Dealer: MD024 Antwerpen Kia Liberty	

*** NOTES 11/14/2008 03:14 PM Eastern Daylight Time Sljames Action Type:Manager review
RECEIVED SIGNED OFFER LETTER
PREPARING GW PACKAGE

*** NOTES 11/14/2008 04:17 PM Eastern Daylight Time Sljames Action Type:Manager review
PACKAGE SENT TO NCA
PENDING CHECK FROM NCA

*** CASE CLOSE 11/14/2008 04:17 PM Eastern Daylight Time Sljames
PENDING CHECK FROM NCA

*** NOTES 12/16/2008 12:32 PM Eastern Daylight Time Sljames Action Type:Manager review
RECEIVED CHECK # 00529155
SENT TO CUSTOMER VIA FED EX

*** PHONE LOG 12/16/2008 12:38 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND STATED
1. GOOD AFTERNOON SABRINA
2. I AM CALLING TO LET YOU KNOW I HAVE RECEIVED YOUR CHECK
3. I WANTED TO MAKE SURE THERE HAD BEEN NO CHANGE IN YOUR VEHICLE CONDITION OR ADDRESS
4. I WILL SEND THIS CHECK OUT VIA FED EX TODAY
SABRINA STATES
1. OIL HI, HOW ARE YOU?
2. THAT'S GOOD
3. NO THERE HASN'T. THANK YOU

*** CASE CLOSE 12/16/2008 12:39 PM Eastern Daylight Time Sljames

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1340634	5,300
Apex, NC ██████████		Prod. Date: 8/10/06	Dealer: NC031	Chris Leith Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 07/30/2007 05:01 PM US Mountain Standard Time SBowyer

CUST STATED

1. i purchased two kias on july 4th
2. on 07 optima and an 07 sorento; both new
3. the sorento started having problems at 400 miles; transmission problems; they said there isnt a fix for it. it isnt a recall
4. when ever you just slowly accelerate the car will shudder back and forth. they say that kia is working on a rep**AIR** for it but nothing is set in stone
5. im getting ready to put my wife on the road to louisiana for 14 hours when she is pregnant. you wouldnt want to do this
6. they are playing a games with us; i talked to Gonzalo, the asst svc mgr
7. until they can fix the problem. i want them to provide a veh for my wife to drive during this drive. and the same size veh also (mrs. ██████████)
8. gonzalo said they would give me a small to medium size car for one week. but i need it for 2 weeks. and i am coming back with lots of presents from my baby shower
9. my father is sick in louisiana. and i need to get there quick. and being pregnant doesnt help
10. 3 salesman sold us the car. 1 of which after all this told me that they knew this car had this issue, but they still let us buy the car

WRITER STATED

1. sorry
2. no report of this problem
3. dlrs are more technically involved with KMA and know of the specifics and characteristics of the cars
4. no provision for rental/loaner within warranty; on case by case....have to review with svc mgr and DPSM to see what can be done
5. no gaurantee that a rental auth will be given at all. least of all for a car the same size as this sorento
6. dlrs are independently owned and operated and the salesman are not technically involved with the svc dpt and their issues
7. KMA appreciates the cust business in buying 3 kias. KMA wants to whatever possible to provide a resolution to any issue

MRS. STEPHENS STATED

1. i have to leave for louisiana on wed. will you get back to me by then

WRITER STATED

1. no gaurantee of callback. but will do what writer can to assist
2. if dlr is offering rental for 1 week. this is as goodwill towards situation; will confirm if rental is through dlr or KMA
3. once review of situation is completed. will get back to cust asap
4. provided case id and writer ext #

CUST'S THANKED WRITER--CALL ENDED

*** PHONE LOG 07/31/2007 12:31 PM US Mountain Standard Time SBowyer Action Type:Outgoing call

SVC MGR GONZALO NC031 STATED

1. the regional FTR and my dpsm are aware of this
2. the problem is a hesitation and shuddering at certain speeds; they are currently working on a rep**AIR** to fix it
3. there is no update on when it is going to be released; we are told to tell the customers that it is a normal characteristic
4. our DPSM did auth for a 1 week rental car for the customer. he didnt specify the size. it is whatever enterprise has
5. i spk to enterprise this morning for another cust. and they didnt have anything bigger than a rio or an optima
6. all they have is rios, optimas and sedonas. i will call them know and see what they have and then call me back so i can let you know

*** PHONE LOG 07/31/2007 12:41 PM US Mountain Standard Time SBowyer Action Type:Outgoing call

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1340634	5,300
Apex, NC ██████████		Prod. Date: 8/10/06	Dealer: NC031 Chris Leith Kia	

WRITER CALLED DPSM H.BAIK WHO STATED

1. i spk with the dlr yesterday about this and some other times also
2. the cust changed their story. yesterday they wanted 11 days of rental. and i auth for that for a optima
3. if enterprise has a sedona to offer her. then i will auth 1 week only
4. i am aware of the issue and so is the fir. i have emailed KMC to get the right parts out here to fix the issue
5. the veh can be driven but the cust just doesnt want to.
6. let me know what gonzalo says when you call him back

*** PHONE LOG 07/31/2007 12:45 PM US Mountain Standard Time SBowyer Action Type:Outgoing call
ASST SVC MGR GONZALO STATED

1. enterprise has no sedonas. not expecting one in
2. the only optima avail through enterprise is the one we have here. that we are finishing up work for an a/b light and it will be ready in about 30 min
3. all we can do is offer this to them and they can choose to accept it or not for the 11 days total that is authorized

*** PHONE LOG 07/31/2007 12:48 PM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER CALLED DPSM H.BAIK AND STATED

1. only a optima rental car is avail through enterprise. no sedonas
2. will offer 11 day auth for optima to cust during this time. they can choose to accept or decline
3. will inform dpsm of any other changes

*** PHONE LOG 07/31/2007 01:11 PM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER CALLED CUST(mrs. ██████████)

1. following up
2. no bigger rental cars then a optima. dpsm auth for 11 days in the optima rental car
3. this is the most that can be done from KMA

MRS. STEPHENS STATED

1. i just need to know that i am going to get there safe and with no problems
2. let me hand you to my husband. thank you for that

MR. ██████████

1. thank you for your help. my wife seems to be satisfied with the offer
2. gonzalo mentioned that in another sorento that the tranny had been replaced. is this something that will need to be done with ours. and if so. we need it done
3. what is the time frame for the repAIR to be released. do you know. can you give me any idea.

WRITER STATED

1. dpsm has been discussing repAIR to the veh with KMC which is where the veh are built
2. he hasnt mentioned any time frame. could be soon. could be later. not sure
3. this all depends on how fast the technical side of kia can develop a fix that is safe. and does completely solve the issue
4. will inform dpsm of cust agreeing with optima rental car. talk to gonzalo from here

CUST STATED

1. well thank you. we really appreciate everything you have done
2. bye bye.

*** PHONE LOG 07/31/2007 01:22 PM US Mountain Standard Time SBowyer 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>
██████████	██████████	KNDJD736175 ██████████	K1340634	5,300
Apex, NC ██████████		Prod. Date: 8/10/06	Dealer: NC031 Chris Leith Kia	

WRITER STATED TO SVC ASST MGR GONZALO NC031

- 1.cust accepted rental optima. please provide to the customer
- 2.cust is aware they need to talk to you

GONZALO STATED

- 1.will have to call my rep to see how he wants me to bill this
- 2.i will let enterprise know that we want that optima for our cust
- 3.thank you bye.

*** COMMIT 07/31/2007 01:26 PM US Mountain Standard Time SBowyer Action Type:Callback Required

*** CASE CLOSE 07/31/2007 01:46 PM US Mountain Standard Time SBowyer

*** FULFILL 08/14/2007 12:29 PM US Mountain Standard Time SBowyer Action Type:Callback Required

*** PHONE LOG 08/17/2007 07:10 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
SVC MGR GONZALO NC031 STATED

- 1.NAQC put a torque converter in it and they are still waiting a pcm for it.
- 2.the cust came to pick up the car 8/14.
- 3.according to NAQC the car is fixed. they want to put a pcm in it just in case

NAQC--North American Quality Control

*** PHONE LOG 08/17/2007 07:13 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER LVM FOR DPSM H.BAIK STATING

- 1.reviewed case details
- 2.would dpsm request dispatch to region for early intervention?
- 3.call writer back--gave writer contact info

*** PHONE LOG 08/17/2007 08:08 AM US Mountain Standard Time SBowyer Action Type:Incoming call
DPSM H.BAIK STATED

- 1.can you follow up with the cust and see how the car is doing
- 2.let me know of anything else
- 3.NAQC has an upgraded pcm that they might want to install later if there are any other problems

*** PHONE LOG 08/17/2007 08:23 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER CALLED CUST

- 1.following up on veh rep, **AIR**
- 2.understand work has been done and car is returned

CUSTOMER CUSTOMER STATED

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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 ██████████	K1340634	5,300
Apex, NC ██████████		Prod. Date: 8/10/06	Dealer: NC031	Chris Leith Kia

2. they replaced the torque convertor but they want to replace a pcm. once they make it or something
3. the car isn't shuddering or anything. it is fine.

WRITER STATED

1. does cust still have case #
2. please callback once car goes in for the pcm install
3. if any other problems. please callback

CUST STATED

1. i do have my case #. just not in front of me
2. thank you. bye.

*** PHONE LOG 08/17/2007 11:36 AM US Mountain Standard Time SBowyer Action Type: Outgoing call
WRITER LVM FOR SRCA C. CARROLL STATING

1. reviewed case details
2. for region visibility. does srca want dispatch
3. new car. low mileage. dpsm involved in rep **AIR**s
4. cust states veh is rep **AIR**ed
5. provided writer ext

*** CASE CLOSE 08/17/2007 11:40 AM US Mountain Standard Time SBowyer

*** PHONE LOG 10/23/2007 03:31 PM US Mountain Standard Time E Colema Action Type: Incoming call

Cust states:

1. Purchased 2 new vehs.
2. Both vehs have a transmission shudder & the **PASS**enger **AIR** bags do not work.
3. Wife if pregnant.
4. Purchased veh so wouldn't have these problems.
5. Dfr has stated there is no fix for the transmission shudder.
6. Dfr has not been able to duplicate the **AIR** bag concern.
7. But I have pictures showing when my either or us or our friends are sitting in the seat. the **AIR** bag light stays on.
8. We do not want these vehs.
9. We want Kia to buy back the vehs.
10. Would be better & less expensive for Kia if they just handle this without an attorney.
11. Dfr states there is no fix for the transmission shudder concern.
12. Dfr stated they were not going to deal with us anymore.
13. Dfr stated we would receive a call back from someone at national. but have yet to receive that call.
14. Very frustrated.
15. Feel like we have been abandoned.

Writer states:

1. Updated. no recalls.
2. Apologized for situation.
3. Writer will have to speak with dfr & Kia rep.

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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 ██████████	K1340634	5,300
Apex, NC ██████████		Prod. Date: 8/10/06	Dealer: NC031	Chris Leith Kia

6. Referred to WCIM for info on laws in callers state.
7. Writer not able to assist with lemon law.
8. Dlr is currently closed.
9. Writer will make calls tomorrow & call cust back.
10. Provided file number & writer's contact info.

*** PHONE LOG 10/24/2007 07:12 AM US Mountain Standard Time L.Colema Action Type:Incoming call
Writer called Chris Leith Kia NC031. spoke with srv mgr Gonzales who stated:

1. Writer is breaking up.
2. Can hardly hear writer.
3. Storm coming thru. please call back.

Writer called Chris Leith Kia. spoke with srv mgr Gonzalez & stated:

1. Adv of reason for call & cust comments.

Srv mgr states:

1. On 9/20/07 veh was test driven with cust. FTR & DPSM.
2. Not able to duplicate cust concerns with this one.
3. DPSM has stated Kia will deal directly with cust on the Sorento. not sure what is being done about the Optima.

*** PHONE LOG 10/24/2007 07:16 AM US Mountain Standard Time L.Colema Action Type:Incoming call
Correction to notes above.

1. Notes above belong in case for Optima K1374683

Srv mgr states about Sorento:

1. DPSM adv me not to do anymore to veh.
2. Stated Kia would be contacting cust directly about Sorento.
3. Have been able to duplicate transmission concern with Sorento.
4. Have made several rep **AIR**s but have not worked.
5. Last spoke to DPSM about week & 1/2 ago.

*** PHONE LOG 10/24/2007 08:34 AM US Mountain Standard Time L.Colema Action Type:Incoming call
Writer called DPSM Hibaik & stated:

1. Adv of reason for call.
2. Adv cust is calling.
3. Also spoke with srv mgr.
4. Both stating Kia is suppose to be working with cust.
5. But cust has not received a call from anyone.
6. What does DPSM want writer to do with this case?

DPSM states:

1. Dispatch to region.
2. Regional analyst was suppose to call cust.
3. Not able to rep **AIR** transmission concern with this veh.

Writer called cust. left VM message stating:

1. Spoke with dlr & Kia rep.
2. Writer escalating file to region for further assistance.

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Last_name	First_name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736175 ██████████	K1340634	5,300
Apex, NC ██████████		Prod. Date: 8/10/06	Dealer: NC031	Chris Leith Kia

3. Cust should receive call back from someone in region within 48 to 72 business hours.

*** NOTES 10/24/2007 08:35 AM US Mountain Standard Time LCoema Action Type:Manager review
Writer dispatching file to region:

1. Per DPSM.

*** NOTES 10/25/2007 09:56 AM Eastern Daylight Time DManley Action Type:Manager review

*** NOTES 10/25/2007 09:49 AM Eastern Daylight Time DManley Action Type:Manager review

Called the cust and stated:

1. Wtr introduced self and explained that the case was forwarded to wtr.

Cust stated:

1. I got a call from Linda at the 800 number and she tole me that Harrison was going to be at the dlr today.

2. I have been waiting for him to call me but he has not called.

3. Both of my vehicle's are having the shutter issues and **AIR**bag light issuce.

Wtr states:

1. Let me put in a call to Harrison and find out when he will be at the dlr.

2. I will call you back when I have an answer for you.

Cust states:

1. I can meet Harrison today between 12:15 pm and 12:30 pm.

Wtr states:

1. I will let Harrison know that when I call him.

2. Wtr thanked customer and ended the call.

*** NOTES 10/25/2007 02:22 PM Eastern Daylight Time DManley Action Type:Manager review

*** NOTES 10/25/2007 02:18 PM Eastern Daylight Time DManley Action Type:Manager review

Called Mr. ██████████ back and stated:

1. I just got off the phone with the Harrison.

2. Harrison stated that he will be back at the dlr on Monday to reflash your **PASS**enger side **AIR**bag light that you are having

3. However, Kia is aware of the shutter problem in both vehicle's.

4. Kia is working on a rep**AIR** at this time and there should be one shortly

5. Kia would like to offer you \$1,000 for each vehicle for your inconvenience.

Cust states:

1. I brought these vehicle's because of the 100,000 mile warranty.

2. In 2 months my wife will be having our baby and we do not feel that these vehicle's are safe.

3. I want Kia to pay me for these vehicles and we can call it even.

4. I do not want the Kia's anymore.

5. This is sad that I had to got through this in such a short time.

Wtr states:

1. I apologize for the situation.

2. Let me look into your ease and I will call you back.

3. Wtr thanked cust and ended the 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>
██████████	██████████	KNDJD736175 ██████████	K1340634	5,300
Apex, NC ██████████		Prod. Date: 8/10/06	Dealer: NC031	Chris Leith Kia

*** NOTES 10/25/2007 02:20 PM Eastern Daylight Time DManley Action Type:Manager review

Wtr states:

1. Called AHrriosn and asked him to have the dlr forward wtr the customer's sales doc's.
2. Harrison agreed.
3. Wtr is waiting on sales doc's.

*** PHONE LOG 10/30/2007 09:12 AM US Mountain Standard Time RBriones Action Type:Incoming call

Customer Stated:

1. Was looking for regional 800 number.
2. Can you help me with that?

Writer Stated:

1. Gave regional 800 number.
2. Transferred customer to DManley's vm.

*** PHONE LOG 10/31/2007 05:20 AM US Mountain Standard Time LColema Action Type:Incoming call

Cust states:

1. Have been trying to call DManley but 800 number is not going thru.

Writer states:

1. Provided regular number for region

*** NOTES 12/19/2007 11:21 AM Eastern Daylight Time DManley Action Type:Manager review

Wtr states:

1. Wtr received CCF from BBB.
2. Wtr mailed MRF and informed BBB that wtr has not had a final rep**AIR** attempt.
3. BBB closed case.
4. Closing case.

*** CASE CLOSE 12/19/2007 11:23 AM Eastern Daylight Time DManley

*** NOTES 12/19/2007 03:53 PM Pacific Daylight Time CFurumoto Action Type:Manager review

NCA received letter from customer Randi Stephens.

1. Same complaint as above.
2. Customer requesting repurchase.

Scanned and dispatched to 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 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736175 ██████████	K1340634	5,300
Apex, NC ██████████		Prod. Date: 8/10/06	Dealer: NC031	Chris Leith Kia

2. Set Final Rep**AIR** Date for 01/09/2008.
3. Prepared Final Rep**AIR** Letter.
4. Faxed to DPSM and Serv. Mgr.
5. Fed-Ex to customer on 12/21/07.

*** NOTES 01/29/2008 10:14 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Received CCF from BBB with Start date.
2. The customer is requesting a repurchase.
3. Wtr called DPSM and stated:
4. The customer is requesting a repurchase what happened to the vehicle during the final rep**AIR**.

Harrison stated:

1. NACQ tried to rep**AIR** the chuggle.
2. It did not fix the problem and what fix they suggested made the chuggle worse.
3. it has been at the dlr now 17 days.

Wtr states:

1. After 15 days manufacture has to buy vehicle back due to the vehicle being down longer then what the LL allows.
2. I just received a CCF from the BBB with a start date.
3. I am going to offer the repurchase.

Harrison states:

1. Ok. because at this time there is nothing we can do to rep**AIR** the vehicle back to how it was working prior to it coming in.

Wtr states:

1. I will do what I can from my end.
2. Wtr thanked Harrison and ended the call.

*** NOTES 02/19/2008 09:27 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Final rep**AIR** was performed but was not successful.
2. Harrison and NACQ tried to rep**AIR** the vehicle.
3. The customer called the dlr on the 17th day of rep**AIR** and instructed them to stop working on the car due to the rep**AIR** lasting over the allowed LL time frame.
4. BBB contacted wtr to set up arbitration.
5. Wtr offered customer 3 tier offer letter.
6. Customer accepted the Repurchase.
7. Closing case.

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1339938	35,000
Yucca Valley, CA ██████████		Prod. Date: 11/6/06	Dealer: CA144 Hi-Desert Kia	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 07/30/2007 05:43 AM US Mountain Standard Time LColema
Cust States:

1. Have a question about new Sorento I just purchased.
2. When I sit in the **PASS**enger seat, sensor recognizes me.
3. But when my wife sits in the **PASS**enger seat, because of her hips, sometimes does not recognize her.
4. Sometimes the sensor will realize she is in the seat.
5. Can the dlr change the sensor setting?
6. Have read **AIR** bag section in OM.

Writer States:

1. Updated, no recalls.
2. Apologized but sensors settings are determined by federal regulations.
3. Adv cust to read **AIR** bag section in OM.
4. The way your wife sits in the seat can make a difference.
5. Not sure dlr can reset the sensor settings since is federally mandated.
6. Adv cust to take veh & wife to dlr to see if there is anything dlr can do or suggest.
7. Since sensor recognized cust, may be nothing more Kia can do if sensor is working as designed.
8. Provided file number & writer's ext.
9. Adv cust writer will be starting tomorrow until next Wednesday.
10. If need further assistance before next Wednesday, please call 800 number & speak to rep who answers, provided file number.
11. If next Wed or after, please call writer back.

*** CASE CLOSE 07/30/2007 05:44 AM US Mountain Standard Time LColema

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

*** PHONE LOG 05/26/2009 03:31 PM US Mountain Standard Time ATorres Action Type: Incoming call
Cst states:

1. I just had recall done at Hi-Desert Kia about 10 minutes ago for the **PASS**enger **AIR** bag.
2. My wife sat in the **PASS**enger sit and the light is came back on.

Wrt states:

1. Updated, SC073. Apologized.
2. Adv est would need to bring veh back in to dlrshp.
3. Wrt will follow up on rep**AIR**: make sure all Kia's resources are being utilized in getting the veh rep**AIR**ed.
4. Provided file number and wrt ext.
5. Asked est how long will it take est to get back into dlrshp.

Cst states:

1. About 5 min, just waiting for my wife to get back in the veh.
2. I have this howling noise since we had the veh.
3. It's still happening on the highway.
4. Hi-Desert Kia couldn't duplicate the problem.
5. It only happens when there is high winds.

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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>
██████████	██████████	KNDJD736575 ██████████	K1339938	35,000
Yucca Valley, CA ██████████		Prod. Date: 11/6/06	Dealer: CA144 Hi-Desert Kia	

Wrt states:

1. Apologized.
2. Dlr must be able to duplicate problem.
3. Wrt will call the dlrshp up.

Cst states:

1. Thanks

*** PHONE LOG 05/26/2009 03:31 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Hi-Desert Kia. left VM message for srv mgr to call back.

*** PHONE LOG 05/26/2009 03:33 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Hi-Desert Kia. spoke Dane srv advisor and stated:

1. Adv of cst concern with Recall
2. Cst will be coming back to dlrshp.

Dane states:

1. yes. cst called me and let me know.
2. He was not happy.

Wrt states:

1. Ok. Will follow up later.

*** PHONE LOG 05/27/2009 02:47 PM US Mountain Standard Time ATorres Action Type:Incoming call
Wrt received VM message from Carl srv mgr stating:

1. it does have issue with the **OCS**.
2. We did the recall.
3. it's a physical problem with owner or driver of the veh.

*** PHONE LOG 05/27/2009 02:48 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Hi-Desert Kia. left VM message for srv mgr to call back.

*** PHONE LOG 05/27/2009 04:27 PM US Mountain Standard Time ATorres Action Type:Incoming call
Carl states:

1. I emailed DPSM twice today and he hasn't wrote me back.
2. I want to know what he wants to do it.
3. It works fine when someone of normal size sits in it.
4. Cst wife is a large woman. It only happens to his wife.

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736575██████████	K1613758	0
Lewes, DE ██████████		Prod. Date: 4/11/07	Dealer:	

Case History

Complaint *RepAIR* Assistance

*** NOTES 07/10/2009 11:11 AM clarify Action Type: Manager review

*** Performed by contact: ██████████

This is a complaint about the 2007 Sorento, purchased at HOLLY KIA in Selbyville, DE, which is not on your current list. We have had the Sorento in the garage for rep*AIR*s many times thus far, and once again, SUPPOSEDLY had it rep*AIR*ed, and again, it is not! Around June 20, 2009, we again took the Sorento in to have the *PASS*enger seat belt indicator rep*AIR*ed. Last week, we were on a trip of about 800 miles, excessively busy highway, and the *PASS*enger side seatbelt sign was lit up, so we did not know if we had the needed protection should we have an accident or not! That made for some uncomfortable traveling!!! If this would have been the very first time we have had the vehicle in for this particular rep*AIR*, I would not be so upset, but we are very upset, because it has been back to that dealership for this particular rep*AIR* at least seven (7) times now, and the last was right before we left on our trip. We are to the point that we are considering trading it in, but, of course, it will not be on another KIA at this point. We have a neighbor who also bought a 2007 Sorento, just two (2) weeks after we had, and she is also having the same problems that we have been experiencing, but she is suing KIA for it. She is not messing around with the running back and forth any longer, and has had it. We like the appearance of our Sorento, and it has a nice ride, but, when it is costing you in time and expensive fuel, it is no longer worth it. We are fed up. What are you willing to do to make this right for us?

I could not put the VIN in the space, as it would not take my information.

Susan Stompl

*** PHONE LOG 07/16/2009 11:38 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER CALLED CUSTOMERS NUMBER TWICE
NUMBER IS NOT IN SERVICE
CALL ME LETTER SENT

*** CASE CLOSE 07/16/2009 11:38 AM US Mountain Standard Time DDailous

*** NOTES 08/07/2009 07:40 AM US Mountain Standard Time DDailous Action Type:Manager review

*** NOTES 08/07/2009 01:17 AM clarify Action Type: Manager review

*** Performed by contact: Susan Stompl, 3024303445

This is a request for a file made on July 10, 2009, case #K1613758, and the continuing *PASS*enger seat *AIR* bag indicator light still not being fixed. I feel we have been more than patient in waiting for a response from KIA!! Please contact us ASAP. We want this straightened out once and for all. This has been very discouraging! The VIN is KNDJD7365750573, and it will not allow me to enter it above.

*** PHONE LOG 08 10 2009 09:18 AM US Mountain Standard Time DDailous Action Type:Outgoing call
MAIN NUMBER NOT IN SERVICE

*** PHONE LOG 08 10 2009 09:21 AM US Mountain Standard Time DDailous Action Type:Outgoing call
ALTERNATE NUMBER WORKS--

WRITER STATES TO CUSTOMER VMAIL

1. GOT YOUR FIRST EMAIL BUT THE NUMBER ON THE FILE WAS INCORRECT
2. THANKFULLY YOU SENT SECOND EMAIL WITH THIS NUMBER
3. SORRY FOR PROBLEM WITH THE *AIR*BAG

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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>
██████████	██████████	KNDJD736575 ██████████	K1613758	0
Lewes, DE ██████████		Prod. Date: 4/11/07	Dealer:	

5. WE CAN CALL WHILE THE CAR IS THERE AND MAKE SURE ALL OF KIA'S RESOURCES ARE BEING UTILIZED IN GETTING THIS TAKEN CARE OF
6. PROVIDED CALLBACK INFORMATION

*** CASE CLOSE 08/10/2009 09:22 AM US Mountain Standard Time DDailous

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████	██████	KNDJD736X75██████	K1382718	14,000
Cocoa, FL ██████		Prod. Date: 7/13/06	Dealer: FL087 Bob Dance Kia	

Case History

Complaint Repurchase

*** PHONE LOG 11/15/2007 07:03 PM US Mountain Standard Time RBriones

Customer Stated:

1. Bought a vehicle about a year ago.
2. Have been having a problem with **AIR** bag.
3. Dealer has tried to fix it and can't.
4. And corporate has sent someone out to our house and they said they fixed it.
5. But a couple of days later, it wasn't fixed.
6. I called dealer svc dept back.
7. They told me that they spoke with Kia corporate and they said it could not be fixed.
8. Just want Kia to buy back the vehicle at this point.

Writer Stated:

1. Apologized for prob.
2. We are here to assist customer with warranty rep**AIR**s.
3. Can certainly work with svc dept to do that.
4. Am not legally trained, and can not advise customer on lemon laws for his state.
5. Referred customer to WACI manual and BBB.

Customer Stated:

1. This is a life or death situation.
2. So you are saying Kia doesn't care.
3. And that if my wife and I got into an accident, and one of us went through the windshield because the **AIR** bag didn't go off, then we would have to sue Kia because they knew about the problem.

Writer Stated:

1. Can not answer hypothetical questions.
2. Customer is requesting veh replacement/repurchase, and that is not something I can assist with.
3. Can forward customer request on.

*** PHONE LOG 11/16/2007 03:35 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called FL087 and receptionist stated:

1. They just closed.

Writer Stated:

1. Thanks for the info.

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

Writer called FL087 and Mike in svc stated:

1. Veh was in last time on 10/26/07, at 13,439 miles.
2. Reprogrammed **OCS** sensor with DPSM.
3. Customer stated **AIR** bag light would not go off at times with someone in the **PASS**enger seat.
4. Data scan but no codes.
5. Before that, she was in on 10/18/2007 for oil change.
6. Cust stated door locks inop, but not able to duplicate.
7. Also customer stated **PASS**enger **AIR** bag light not working properly.
8. Did verify customer concern.
9. Then on 5/11/2007 at 7794 miles.
10. Vehicle came in for same complaint.

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████	██████	KNDJD736X75 ██████	K1382718	14,000
Cocoa, FL ██████		Prod. Date: 7/13/06	Dealer: FL087	Bob Dance Kia

12. Unable to duplicate, and no rep**AIR**s made at that time.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 11/19/2007 02:14 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called DPSM, Don Stevens, and left vm stating:

1. Gave writer's name and ext number.
2. Adv of customer name, veh, and dealer.
3. Customer is stating ongoing issue with **AIR** bag light.
4. Customer is now talking about lemon law and veh replacement.
5. Will probably be dispatching out.
6. Please give me a call when you get a chance.

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

Send to:[dstevens@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA Attachments\SendHistory\Case_K1382718_RBriones_11-19-2007140953.doc>>

*** PHONE LOG 11/19/2007 02:30 PM US Mountain Standard Time RBriones Action Type:Incoming call

DPSM, Don Stevens, stated:

1. Drove out to **AIR** Force base previously for customer.
2. Reprogrammed sensor and showed customer how it worked.
3. From what I understand customer has appt tomorrow with dealer for final rep**AIR** attempt.
4. I am going to be driving out there to check vehicle.
5. Just wanted to let you know.

Writer Stated:

1. Thanks for the info.

*** NOTES 11/19/2007 02:31 PM US Mountain Standard Time RBriones Action Type:Manager review

Dispatched for:

1. Veh into dealer mult times for **PASS**enger **AIR** bag light
2. One rep**AIR** /reprogram of sensor at this time.
3. Customer talking about veh replacement/repurchase.
4. Review of customer concerns, intervention, and customer contact.

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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 ██████	K1382718	14,000
Cocoa, FL ██████		Prod. Date: 7/13/06	Dealer: FL087	Bob Dance Kia

*** NOTES 11/19/2007 05:29 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer received notice from BBB with start date of 11/16/07
2. Writer will respond to BBB stating:
 - * Customer has not sent certified letter allow Kia a final inspection
 - * After MVDN has been received, a final inspection will be scheduled
3. Writer will contact customer requesting they send MVDN so final can be scheduled

*** NOTES 11/20/2007 04:10 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to service manager (AJ) and he stated:
 - * Customer called and changed the appt to tomorrow (11/21)
 - * Her only complaint is the cd player
 - * Nothing was said about the **OCS** light
 - * DPSM will be here again tomorrow to look at this vehicle
2. Writer stated:
 - * Please send me the RO when done

*** NOTES 11/21/2007 10:24 AM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM called and stated:
 - * I am with the customer (Mr. Stone) right now
 - * I was not able to duplicate the **OCS** concern
 - * Since we know this is a problem, we should offer to help this customer with some GW
2. Writer stated:
 - * The customer has contacted the BBB
 - * The customer has not sent in the MVDN
 - * I will be happy to offer GW with a rep **AIR** in January
3. DPSM asked writer to explain this to the customer
4. Writer spoke to customer and stated:
 - * Please complete the MVDN
 - * After it is received, a letter will be sent to you
 - * The letter will be to schedule the final rep **AIR (OCS** reflash) in January
 - * The letter will also be a GW offer
5. Customer stated:
 - * I will get the MVDN completed
 - * I will wait to get your letter
 - * Thank you for your assistance
6. Writer will send response to BBB with this information
CASE PENDING MVDN

*** CASE CLOSE 11/21/2007 10:29 AM Eastern Daylight Time OSprague
PENDING MVDN

*** NOTES 12/03/2007 01:20 PM Pacific Daylight Time ELau Action Type:Manager review
NCA received MVDN
MVDN states:

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Last_name	First_name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████	██████	KNDJD736X75██████	K1382718	14,000
Cocoa, FL ██████		Prod. Date: 7/13/06	Dealer: FL087 Bob Dance Kia	

- 2) Alleged defect: **AIR** bag light is on intermittently.
- 3) This is a notification of the final opportunity to correct the continuing substantial defect or condition:
Writer to scan into case and forward to the region for further handling

*** PRIORITY CHANGE 12/03/2007 01:20:33 PM ELau

*** NOTES 12/03/2007 05:41 PM Eastern Daylight Time OSprague Action Type:Manager review

- 1. Customer (Mr. ██████) called to see if MVDN was received
- 2. Writer stated:
 - * It was received in our corporate office today
 - * There is a possibility we might be able to do the reflash before January
 - * I will talk to the DPSM to see if he is available week of 12/17
 - * If not, then it will still be in January
- 3. Customer stated:
 - * That is fine..Just let me know

*** NOTES 12/04/2007 11:19 AM Eastern Daylight Time OSprague Action Type:Manager review

- 1. Per DPSM, he will be going to FL087 on 1/3/08
 - 2. He will perform the **OCS** reflash
 - 3. Writer will send letter to customer stating:
 - * Please take vehicle to FL087 on 1/3/08 at 10:00 am
 - 4. Letter will also be a GW offer of \$1500 due to inconvenience
- CASE PENDING **OCS** REFLASH AND ACCEPTANCE OF GW OFFER

*** COMMIT 12/04/2007 11:31 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** CASE CLOSE 12/04/2007 11:33 AM Eastern Daylight Time OSprague

*** COMMIT 12/07/2007 04:21 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 12/07/2007 04:21 PM Eastern Daylight Time OSprague Action Type:Manager review

- 1. Customer called and stated:
 - * I cannot go to the dealer on 1/3/08
 - * I can go on 1/8/08
 - 2. Writer spoke to DPSM and he will get **OCS** tool from FTR
 - 3. Writer will send revised letter to have reflash done on 1/8
- CASE PENDING REFLASH AND ACCEPTANCE OF GW

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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 ██████	K1382718	14,000
Cocoa, FL ██████		Prod. Date: 7/13/06	Dealer: FL087 Bob Dance Kia	

*** FULFILL 01/08/2008 10:00 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 01/08/2008 05:41 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer called and left message stating:

* I went to the dealer and the DPSM wasn't there

2. Writer spoke to DPSM and he stated:

* I just spoke to the customer

* I told him I didn't have the **OCS** tool and would need to reschedule

* I advised him that I will call to schedule a time to meet him at the base where he works

CASE PENDING REFLASH AND ACCEPTANCE OF GW

*** COMMIT 01/09/2008 10:43 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** PRIORITY CHANGE 01/09/2008 10:43:51 AM OSprague

*** NOTES 01/10/2008 11:43 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** FULFILL 01/14/2008 09:00 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** COMMIT 01/15/2008 09:31 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 01/15/2008 09:31 AM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM (DStevens) is meeting with customer (Mr. ██████) on Thursday 1/17/08 at 5:00 pm to perform reflash
CASE PENDING REFLASH AND ACCEPTANCE OF GW

*** CASE CLOSE 01/15/2008 09:34 AM Eastern Daylight Time OSprague

*** FULFILL 01/18/2008 09:12 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 01/18/2008 11:10 AM Eastern Daylight Time OSprague Action Type:Manager review

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1382718	14,000
Cocoa, FL ██████████		Prod. Date: 7/13/06	Dealer: FL087 Bob Dance Kia	

- * Now that the reflash has been completed, the GW offer is still valid
 - * The "deadline" date will be changed to allow you a 30-day eval period
 - * I won't send a revised letter, but I will note on the offer letter that it is valid thru 2/29/08
 - 4. Customer stated:
 - * Thank you for your offer
 - * We will send the offer back by the middle of February as long as the **OCS** light keeps working
- CASE IS NOW PENDING ACCEPTANCE OF GW COMPENSATION

*** CASE CLOSE 01/18/2008 11:19 AM Eastern Daylight Time OSprague

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

1. Customer (Mr. ██████████) called and stated:
 - * We are going to accept your GW offer
 - * The **AIR** bag light seems to be working fine now
 - * I want to commend Don Stevens
 - * He was very helpful and went out of his way to take care of the situation
 - * I will send you the signed offer letter
- CASE PENDING RECEIPT OF SIGNED LETTER

*** CASE CLOSE 02/01/2008 11:50 AM Eastern Daylight Time OSprague

*** NOTES 02/05/2008 02:07 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer sent signed offer letter and release
2. GW pkg will be sent to NCA for check processing

*** CASE CLOSE 02/05/2008 02:09 PM Eastern Daylight Time OSprague

*** NOTES 03/12/2008 12:33 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Received check
2. Check sent to customer

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Last name [REDACTED]	First name [REDACTED]	VIN of 2007 SORENTO LX 4X4 KNDJC736275 [REDACTED]	Case Number K1505566	Mileage 31,000
Burlington, IA [REDACTED]		Prod. Date: 7/21/06	Dealer: IA010 Shottenkirk Kia	

Case History

Complaint Dealer

*** PHONE LOG 09/30/2008 11:13 AM US Mountain Standard Time DDailous
CUSTOMER STATES

1. I HAVE A 07 SORENTO AND IN JUNE I HAD TO HAVE AN **AIR**BAG SENSOR PUT IN
2. JUST HAD TO HAVE TWO NEW DRIVE SHAFTS PUT IN AND A SEAL IN THE TRANSMISSION
3. IS THERE ANY WAY TO TELL IF THERE ARE RECALLS ON THE CAR?
4. I JUST PICKED UP MY CAR AFTER IT HAS BEEN THERE FOR A WEEK AND A HALF - WHY WOULD THEY NOT OF DONE THIS RECALL?

WRITER STATES

1. UPDATED. SC067. APOLOGIZED
2. EXPLAINED WHAT SC067 IS
3. ADVISED CUSTOMER THAT DEALERSHIP SHOULD OF ENTERED IN YOUR VIN WHEN THE CAR WAS THERE. THEY ARE SUPPOSE TO DO THIS EACH TIME THE CAR IS IN TO MAKE SURE THERE IS NO OPEN RECALLS ON THE CAR
4. KIA DOES NOT OWN THE DEALERSHIPS, THEY ARE INDEPENDANTLY OWNED AND OPERATED
5. IF YOU DO NEED TO TAKE THE CAR IN AGAIN PLEASE CALL US AHEAD OF TIME AND LET US KNOW WHEN THE CAR IS HEADED IN AND WE CAN CALL WHILE THE CAR IS THERE AND GET INVOLVED AND MAKE SURE ALL OF KIA'S RESOURCES ARE BEING UTILIZED

CUSTOMER STATES

1. THEY TOLD ME THE ONLY WAY THEY CAN REACH KIA IS VIA EMAIL?

WRITER STATES

1. THAT IS INCORRECT
2. THEY HAVE OUR NUMBER HERE TO REACH CONSUMER AFF**AIR**S
3. THEY HAVE THE DPSM DIRECT PHONE NUMBER
4. THEY ALSO HAVE ACCESS TO TECHLINE. DO KNOW THEY OFTEN COMMUNICATE VIA EMAIL. BUT THEY DO HAVE THE ABILITY TO CALL DIRECT

*** CASE CLOSE 09/30/2008 11:13 AM US Mountain Standard Time DDailous

*** PHONE LOG 09/30/2008 02:05 PM US Mountain Standard Time CCummins Action Type:Incoming call
CUSTOMER STATES

1. AM NOT HAPPY WITH THIS DEALERSHIP
2. THE SERVICE DEPARTMENT KEEPS TELLING ME THERE IS NOTHING WRONG WITH THE VEHICLE
3. CAN YOU TELL ME WHO THE DPSM IS?
4. I WANT HIM TO TELL THE SERVICE PEOPLE TO RE**AIR** THE VEHICLES RIGHT

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. UNDERSTAND THE FRUSTRATION WITH THE SERVICE DEPARTMENT
3. EXPLAINED THE DPSM IS PETER SHIN BUT UNFORTUNATELY CANNOT PROVIDE HIS PHONE NUMBER
4. EXPLAINED THE DPSM IS THERE TO ASSIST WITH WARRANTY WORK COVERAGE IF IT IS DETERMINED THAT THE DEALERSHIP NEEDS ASSISTANCE
5. ADVISED KIA DOES NOT OWN THE DEALERSHIP THEREFORE CANNOT DICTATE HOW THE BUSINESS IS RUN
6. PROVIDED CASE # FOR FURTHER ASSISTANCE IF NEEDED

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736275 [REDACTED]	K1505566	31,000
Burlington, IA [REDACTED]		Prod. Date: 7/21/06	Dealer: IA010	Shottenkirk Kia

*** CASE CLOSE 09/30/2008 02:05 PM US Mountain Standard Time CCummins

*** CASE CLOSE 10/09/2008 03:18 PM US Mountain Standard Time JHirshfield

Tread **AIR**bag review --JH

*** PHONE LOG 08/18/2009 01:47 PM US Mountain Standard Time RChacon Action Type:Incoming call

CUSTOMER STATED:

1. I AM CALLING ABOUT AN ONGOING PROB WITH MY VEH
2. I HAVE TAKEN THE VEH TO IA010 3 X'S FOR THE **PASS AIR**BAG LIGHT
3. THE DEALER HAS REPLACED THE SEAT, A SENSOR, AND LAST FRIDAY THEY DID A SOFTWARE UPDATE
4. I HAVE BEEN WORKING WITH JASON IN SVC
5. THE PROB IS INTERMITTENT, AND WILL NOT HAPPEN ALL THE TIME
6. THE LAST TIME I TOOK MY VEH IN JASON TOLD ME THEY WERE UNABLE TO DUP THE PROB
7. THEY SAID IF THEY CANNOT DUP THE PROB THERE IS NOTHING THEY CAN DO
8. THE PROB I HAVE IS WHEN THE PROB DOES HAPPEN THE DEALER IS ALREADY CLOSED
9. IF MY HUSBAND GETS HURT BECAUSE OF THIS I WILL SUE THE DEALER AND KIA
10. I WANT THIS PROB FIXED

WRITER STATED:

1. I APOLOGIZE FOR THE PROB
 2. UPDATED CONTACT INFO, NO RECALLS
 3. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
 4. IN ORDER FOR A DEALER TO MAKE A REPAIR PROB MUST BE DUPLICATED
 5. IF PROB CANNOT BE DUPLICATED NO REPAIR IS MADE
 6. RECOMMEND TAKING VEH BACK TO DEALER FOR FURTHER DIAG
 7. ONCE VEH IS @ DEALER CALL US BACK TO ADVISE
 8. WE WILL FOLLOW UP WITH DEALER TO ENSURE ALL KIA RESOURCES ARE USED TO PROP DIAG AND RESOLVE PROB
-CUSTOMER IRATE AND DISCONNECTED CALL.....

*** CASE CLOSE 08/18/2009 01:48 PM US Mountain Standard Time RChacon

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1392514	1,048
Sebring, FL ██████████		Prod. Date: 5/8/07	Dealer: FL068 Alan Jay Kia	

Case History

Complaint **Rep AIR Assistance**

*** PHONE LOG 12/12/2007 01:54 PM US Mountain Standard Time LSims

ms strohl stated:

1. we have an 08 veh and we are going to file for lemon law
2. we didnt have a car with the sensor before this time
3. so at first i didnt know what the light meant
4. sometimes it was off and sometimes it was on
5. then i got the manual and realized that it was not working right
6. so we took it to FL068- they reset the parameters for the sensors
7. that was on Nov 7th- then it did it again
8. sometimes i would sit in it and it would work and sometimes it wouldn't
9. then on Nov 16th we were on our way out and it came on so we went right to the dealer
10. they couldn't find anything wrong-- so we left
11. then it happened again on dec 1 st - they were closed
12. but i had my camera with me and i filmed it!
13. then monday the 10th - it happened again - we stopped by FL068
14. they had me get out and James (the head of the service dept) got in
15. then the light went off -- but it works intermittently
16. i just dont understand why the would make it so an **AIR**bag will not come out
17. they should come out whenever there is a problem
18. i dont want this car anymore- it cant be fixed so i want a new car
19. one of the mechanics came out and said that there was a problem with the 07vehs
20. he said that he thought they had it fixed in 08 - but i guess not
21. i definitely dont want a sorento
23. i am filling out the paperwork for the FL lemon law

wtr stated:

1. apologized
2. if there is a small person or child in the front seat
3. the **AIR**bags can seriously injury or kill the child
4. that is why they are designed that way
5. wtr does understand that caller is having a problem
6. wtr will contact the dealership and the kia rep to make him aware of the situation
7. wtr will forward case to the appropriate personal to contact caller
8. gave case # and ext

*** PHONE LOG 12/12 2007 01:55 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr called 0068

Jaime - James Jackson is Sm

1. he is not available right now
2. the **PASS**enger light is on while the **PASS**enger is in the seat
3. 12/10/07 - 1005k miles- no codes
 - 11 19- 785- no codes - contacted tech line about updates
 - 11 7-07 640 miles - no codes - reset to seats - test drove 14 miles. fine at this time
2. looks like everybody has been involved in this veh
3. they have never been able to pull any codes so we dont know what to fix it

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1392514	1,048
Sebring, FL ██████████		Prod. Date: 5/8/07	Dealer: FL068 Alan Jay Kia	

*** PHONE LOG 12/12/2007 01:59 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr called Jack Bramble and lvm stating

1. veh has been in 3 or more times for the **PASS**enger side **AIR**bag light
2. there have not been any parts replaced - no codes have been found
3. caller stated that she is filing for lemon law
4. wtr will dispatch case to region
5. please cb if needed

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

Send to:[JBramble@kiausa.com]

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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<<File Attachment: "copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1392514_LSims_12-12-2007135506.doc">>

*** NOTES 12/12/2007 02:06 PM US Mountain Standard Time LSims Action Type:Manager review
wtr dispatching case to region for handling and customer contact

1. veh has been to R068 3 times for **PASS**enger **AIR**bag off light
2. there have been no codes found or rep-**AIR**s made
3. customer stated that she was going to fill out paperwork to file FL lemon law
4. veh has just over 1k miles

*** PHONE LOG 12/14/2007 02:41 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mrs. ██████████ states

1. the dealer did not ask us to turn the vehicle off and then restart it to see if the OSC worked properly
2. I do not think that I should have to do this

SRCAA advised

1. I will contact the DPSM and request he schedule an appointment to inspect the vehicle
2. if he confirms a concern we will scheduled an FTR.

*** PHONE LOG 12/14/2007 02:52 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FTR-FTR will verify information regarding production date & call back

*** PHONE LOG 12/18/2007 05:46 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact-EM advising that we are currently working on scheduling an appointment for the

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735585 ██████████	K1392514	1,048
Sebring, FL ██████████		Prod. Date: 5/8/07	Dealer: FL068	Alan Jay Kia

*** PHONE LOG 12/19/2007 05:27 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
E-mail sent
Per FTR/JS--Tool available maybe late week of 1/7/08 or the week of 1/14/08

*** PHONE LOG 12/21/2007 02:26 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted DPSM contact--LM advising tool is available on 1/7/08--need to know if DPSM can be at FL068 on 1/8/08--request call back

*** PHONE LOG 12/21/2007 02:30 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mrs. ██████████ and advised that I am currently waiting to confirm DPSM schedule
I will call back next Friday 12/28 to confirm the appointment on 1/8/08--rental will be provided.

*** COMMIT 12/21/2007 02:31 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOSE 12/21/2007 02:32 PM Eastern Daylight Time JuneSifford

*** PHONE LOG 01/02/2008 11:58 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA attempted DPSM contact--LM on VM requesting call back

*** PHONE LOG 01/02/2008 12:00 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. ██████████ and advised that I have left a message requesting DPSM contact to confirm appointment on 1/8/08 @ FL068

*** NOTES 01/02/2008 05:13 PM Pacific Daylight Time CFurumoto Action Type:Manager review
NCA received MVDN. MVDN Notice states:

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

*** PRIORITY CHANGE 01/02/2008 05:14:14 PM CFurumoto

*** PHONE LOG 01/03/2008 11:54 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ and reviewed scheduled appointment.
Ms. ██████████ states she will need a rental.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735585 ██████████	K1392514	1,048
Sebring, FL ██████████		Prod. Date: 5/8/07	Dealer: FL068	Alan Jay Kia

*** FULFILL 01/03/2008 12:20 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** COMMIT 01/03/2008 12:21 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** CASE CLOSE 01/03/2008 12:25 PM Eastern Daylight Time JuneSifford

*** CASE CLOSE 01/10/2008 10:29 AM Pacific Daylight Time JeffStroup
tread review complete

*** PHONE LOG 02/11/2008 12:25 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ states so far no problems.

*** CASE CLOSE 02/11/2008 12:57 PM Eastern Daylight Time JuneSifford

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

*** PHONE LOG 04/04/2008 12:39 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA rec'd request for call back from Ms. Strohl

*** NOTES 04/04/2008 12:54 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA review

1. 5/8/07 early production date
2. **OCS** completed at port 10/1/07
3. updated reflash completed on 1.8.08 (a final rep **AIR** attempt (per customer MVDN-3 attempts)

*** PHONE LOG 04/01/2008 01:10 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████████ and requested

1. that she take the vehicle to the Dealer and let the Dealer see if there are any codes.
2. If a code is found the Dealer will know how to proceed

Mrs. ██████████ will take the vehicle in for additional inspection however

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████	██████████	KNDJD735585 ████████	K1392514	1,048
Sebring, FL ██████		Prod. Date: 5/8/07	Dealer: FL068 Alan Jay Kia	

*** PHONE LOG 04/04/2008 01:12 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted James Jackson - Service Manager for FL068 to review customer concern & contact to schedule appointment for inspection

1. check for codes
2. call me back
3. send service file/d **OCS**.

*** PHONE LOG 05/22/2008 04:05 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact --LM on VM advising that I will contact the Dealer for additional ROs and sales d **OCS**
I will call back next week once review is completed.

*** PHONE LOG 05/22/2008 04:08 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Service at FL068--requested sales & service d **OCS**.

*** PHONE LOG 05/29/2008 11:28 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
MRF & GW offer of FTR/30-days & \$2,000.00 sent to BBB & customer

*** CASE CLOSE 05/29/2008 11:45 AM Eastern Daylight Time JuneSifford

*** PHONE LOG 05/29/2008 03:33 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd call from Strohl & reviewed GW offer
Ms. ██████ states she will not accept the GW and only wants another vehicle preferably a Sedona.

SRCAA advised

1. BBB will arrange an independent inspection
2. once results are in from inspection we will move forward

*** CASE CLOSE 05/29/2008 03:34 PM Eastern Daylight Time JuneSifford

*** NOTES 06/17/2008 02:06 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA rec'd TE inspection indicating no concern verified.

*** NOTES 06/17/2008 03:47 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Review with DPSM & RCAM--because this would be considered a safety issue. customer indicates she has pictures. Dealer verified **OCS** light on 3rd attempt and customer states intermittent concern. DPSM, SRCAA & RCAM do not feel that this case can be won at arbitration in 13

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████	██████████	KNDJD735585 ██████	K1392514	1,048
Sebring, FL ██████		Prod. Date: 5/8/07	Dealer: FL068	Alan Jay Kia

*** PHONE LOG 06/17/2008 04:32 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. ██████ & reviewed her case. Ms. ██████ indicates

1. not surprised that the TE did not verify the concern as it is intermittent
2. Have a friend that has a Sorento with the exact same problem

SRCAA advised

1. understand your concern however the reflash has been 100% effective to my knowledge
2. understand that you would like Kia to replace the vehicle for a Sedona
Ms. ██████ states, "Yes, I do not feel comfortable in another Sorento but I like the Kia product"
3. I will offer replacement however. LL allows 105% if you are going into "LIKE" vehicle. Sedona is not a comparable vehicle therefore you will be allowed MSRP of \$21,780.00 and you will be responsible for MSRP difference over that amount including tax on that amount.
Ms. ██████ agrees.
4. I will send offer letter. We will contact the BBB tomorrow to discuss closing/canceling arbitration.

*** PHONE LOG 06/18/2008 08:41 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA rec'd customer request for call back to review GW settlement offer.
Ms. ██████ states

1. she will not accept this offer due to mileage fees.
2. this started very early and I do not feel this is right

SRCAA advised

1. I will waive the usage fee (706.39)

*** PHONE LOG 06/18/2008 12:10 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Sales Manager - Jim Blake & reviewed situation -- replacement veh
SRCAA did conference call with Ms. ██████ and Mr. Blake to schedule meeting.
Mrs. ██████ will go to the Dealer now and Mr. Blake will fax invoice if a replacement is found..

*** CASE CLOSE 06/18/2008 12:13 PM Eastern Daylight Time JuneSifford

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Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736675 ██████████	K1516850	13,000
North Huntingdon, PA ██████████		Prod. Date: 11/28/06	Dealer: PA063 Monroeville Kia	

Case History

Complaint Dealer

*** PHONE LOG 10/30/2008 10:32 AM US Mountain Standard Time ASchombert
Mr ██████████ called and stated

1. want to file complaint against my dealer
2. every month or two seems have to have some rep**AIR** done
3. last time got oil change they didn't put plug in correctly and oil was leaking
4. dealer was very upset regarding answers to my survey. feel it was a personal attack
5. feel the dealer flagging me as a problem. They giving me a red window sticker when all other vehicles had a green
6. had loud sound when driving - dealer told me that is how transmission always sounds
7. **PASS**enger **AIR**bag light only goes off half the time when my wife and son weighs (280 lbs) sits in it. wife feels unsafe riding in vehicle
8. when making a sharp turning the vehicle makes a very loud scraping sound. they said it was nothing
9. when got to service department and had a list of item on vehicle that needed to be looked at , the service department was very rude
10. they told me the extended warranty I purchased from them only covers work done at their dealership. I don't want to use them anymore

writer stated

1. apologized
2. verified info (no open recalls)
3. advised will note concern and dealer will get copy in morning
4. advised customer if not happy with dealer may go to another dealer for maintenance, warranty related rep**AIR**s, and recalls
5. advised closest dealer is Jim Shorkey Kia
6. advised would need to contact extended warranty company directly with any questions regarding extended warranty

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Last name [REDACTED]	First name [REDACTED]	VIN of 2007 SORENTO EX 4X4 KNDJC736275 [REDACTED]	Case Number K1595942	Mileage 0
CAPE GIRARDEAU, MO [REDACTED]		Prod. Date: 11/17/06	Dealer: MO009 Auffenberg Kia of Cape	

Case History

Complaint Survey

SURVEY DATE : 06/03/2009
SERVICE DATE : 05/18/2009

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 06/05/2009 09:57 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER. SPOKE WITH MRS. [REDACTED] WHO STATED:

1. I TOOK MY VEH TO MO009 FOR THE **PASS** SIDE **AIR**BAG LIGHT ON IN MY VEH
2. AFTER GETTING THE VEH BACK I NOTICED THE LIGHT WILL STILL COME ON WHEN SOMEONE IS SITTING IN THE SEAT
3. I HAVE NOT HAD A CHANCE TO CALL DEALER TO ADVISE
4. WE WILL PROB TAKE VEH BACK @ THE END OF THE MONTH TO ADDRESS FURTHER

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. ADVISED OF 5/60 BLW. 5/60 R/S COVERAGE. AND 10/100 PTW'S
3. RECOMMEND TAKING VEH BACK TO KIA DEALER FOR DIAG/ REP.**AIR**
4. ONCE VEH IS @ DEALER YOU CAN CALL US BACK TO ADVISE
5. WE WILL FOLLOW UP WITH DEALER TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE THE PROB
6. PROVIDED CASE #. AND CONTACT#

CUSTOMER STATED:

1. THANK YOU!

*** CASE CLOSE 06/05/2009 09:58 AM US Mountain Standard Time RChacon

*** CASE CLOSE 07/06/2009 03:35 PM Pacific Daylight Time ThomasT
Tread Report Completed

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75██████████	K1404885	4,000

E*AIR*view OR ██████████ Prod. Date: 3/23/07 Dealer: AZ038 Zamora Kia of Yuma

Case History

Complaint Repurchase

*** PHONE LOG 01/21/2008 10:15 AM US Mountain Standard Time RBriones
Customer Stated:

1. I have had the **PASS**enger **AIR** bag light not go off over half the time.
2. With my wife in the seat it does not go off.
3. Over the weekend, it went off three times and stayed on six.
4. This is very dangerous.
5. Dealer in Oregon (OR012) has even had a Kia rep out to the dealer.
6. Took the vehicle in most recently to AZ038 and they had a guy sit it in, but it did go off.
7. Probably because he weighed over two hundred pounds.
8. But the light does not go off most of the time when my wife is in the seat.
9. Feel that this is not a safe veh to drive, but it is our only vehicle.
10. If something isn't done about this, Kia is going to be getting this vehicle back.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warr rep*AIR*s.
3. Can contact dealers, and other resources regarding concerns.
4. Will call customer back in a day or two, once I have some more information.
5. Seat belts are vehicles primary restraint devices. **AIR** bags are supplemental.

*** PHONE LOG 01/22/2008 04:28 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called OR012 and Derrick sve stated:

1. Vehicle was in on October the 16th.
2. Customer complaint at the time, cust states pssg side **AIR** bag light stays on with **PASS**enger in seat.
3. We did reflash /upgrade to **PASS**enger seat sensor.
4. Found seat to be working as designed.
5. Not aware of Neal Ferdig being out here on this.
6. Mark White (FTR) might have been here for something else and looked at the veh.
7. But I have no notes or record of that.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 01/22/2008 04:32 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called AZ038 and Paul in sve stated:

1. Could not duplicate concern at the time.
2. Customer complaint is **AIR** bag light staying on with person is seat.
3. We have contacted techline and DPSM.
4. This was on the 11th of January, and we have not heard anything back yet.
5. Sve mgr is gone for the day, but believe I heard him speaking to customer on this one today.

Writer Stated

1. Thanks for the info.

*** PHONE LOG 01/22/2008 05:50 PM US Mountain Standard Time RBriones Action Type:Incoming call
DPSM David Ferrin stated:

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75 ██████████	K1404885	4,000
AIR view OR ██████████		Prod. Date: 3/23/07	Dealer: AZ038 Zamora Kia of Yuma	

2. Have no information that a reflash was done to the sensor.
3. Send me a copy of the case, and APeckson too.
4. Will follow up with Mark at AZ038 on this.

Writer Stated:

1. Thanks for the info.
2. Adv what Derrick over at OR012 stated.
3. Show nothing in AS400 either that any rep **AIRs** were made.

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

Send to: [dtrettin@kiausa.com, apeckson@kiausa.com]

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

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

Send to: [apeckson@kiausa.com]

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

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*** PHONE LOG 01/23/2008 05:31 PM US Mountain Standard Time RBriones Action Type: Outgoing call

Writer called customer and stated:

1. Left msg on cust's answering machine.
2. We are still working on customer case.
3. Am going to be forwarding customer concerns for further review.
4. We are working on getting other Kia resources involved.
5. Gave 800 number and ext number.
6. Can call back for any additional questions.

*** NOTES 01/23/2008 05:32 PM US Mountain Standard Time RBriones Action Type: Manager review

Dispatched for:

1. New vehicle, low miles, and repeat concerns.
2. Second time in for concerns with **PASS**enger **AIR** bag light.
3. DPSM working on scheduling TIR visit.
4. Review of customer concerns, contact, and early intervention.

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75██████████	K1404885	4,000

*E***AIR**view: OR ██████████ Prod. Date: 3/23/07 Dealer: AZ038 Zamora Kia of Yuma

*** PHONE LOG AND STATUS CHANGE 01/29/2008 10:33 AM Pacific Daylight Time APeckson Action Type:Outgoing call
Wrca contacted cust & left message to call back

*** PHONE LOG 01/31/2008 12:39 PM US Mountain Standard Time LCoema Action Type:Incoming call

Cust states:

1. Was suppose to be receiving a call back from someone in your regional office.
2. Has been awhile now. no call back.
3. **AIR** bag light is still on when wife sits in **PASS**enger seat.

Writer states:

1. Apologized for situation.
2. Notes indicated APeckson did call cust & left message.
3. Provided file number & region number & ext for APeckson

*** PHONE LOG AND STATUS CHANGE 01/31/2008 12:12 PM Pacific Daylight Time APeckson Action Type:Outgoing call

Wrca contacted cust:

1. 07 Sorento

Cust states:

1. Major problem is **PASS**enger **AIR**side **AIR** bag indicator
2. Works 2 out of 10 times
3. Most of time it does not go off
4. When I sit in the veh. the light goes on
5. They supposedly sent out fr. the factory but that didn't fix it
6. Around 5700 miles on it right now
7. Purchased brand new at Westin Kia in OR
8. Just brought it once to Zamora Kia. they said they would contact their district rep. haven't heard anything fr. them

Wrca states:

1. Do you have your r.o.'s?
2. Is problem still present

Cust states:

1. I can call kia dlr in AZ and in portland
2. Problem still present
3. I will have them faxed over to you. thank you

*** CASE CLOSE 01/31/2008 12:13 PM Pacific Daylight Time APeckson
Pending r.o.'s from customer

*** PHONE LOG 02/07/2008 09:23 AM Pacific Daylight Time APeckson Action Type:Outgoing call

Wrcaa contacted Keith:

1. 07 Sorento
2. Kia of Yuma
3. **AIR**bag light problem
4. Light is still on when someone sits in the seat

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736X75 ██████████	K1404885	4,000
AIR view OR ██████████		Prod. Date: 3/23/07	Dealer: AZ038 Zamora Kia of Yuma	

Keith states:

1. I can do it on the week where I have both thurs and fri off, the 21st and 22nd

Wrcaa states:

1. Ok I will go ahead and call cust to schedule him on the 21st thank you

*** PHONE LOG AND STATUS CHANGE 02/07/2008 09:24 AM Pacific Daylight Time APeckson Action Type:Outgoing call
Wrcaa contacted cust & left message stating:

1. Field engineer will be sent to Zamora Kia of Yuma on Thurs. 2/21
2. Want you to drop veh off at that time
3. Pls give me a call back, thanks

*** PHONE LOG 02/08/2008 10:30 AM Pacific Daylight Time APeckson Action Type:Outgoing call

Wrcaa contacted cust & left message:

1. Trying to see if Thurs 2/21 works for you
2. A field engineer will be sent out that day to inspect & rep**AIR** any verified concerns
3. Pls give me a call back to confirm that this date works for you, thank you

*** PHONE LOG AND STATUS CHANGE 02/11/2008 03:19 PM Pacific Daylight Time APeckson Action Type:Incoming call
Cust left message stating:

1. I will leave my veh at the dlr on Thurs 2/21

*** PHONE LOG 02/11/2008 03:20 PM Pacific Daylight Time APeckson Action Type:Outgoing call

Wrcaa contacted cust:

1. Can you pls drop veh off in the morning on the 21st
2. Do you need a rental provided

Cust states:

1. I'll do that
2. I'll need a rental if they'll have veh for more than 2 hrs

Wrcaa states:

1. I'll get a rental set up for you on Thurs, thank you

*** PHONE LOG 02/11/2008 03:23 PM Pacific Daylight Time APeckson Action Type:Outgoing call

Wrcaa contacted serv mngr Mike @ Zamora Kia:

1. Cust ██████████ 07 Sorento
2. Will be dropping veh off on 2/21 in the morning for an FTR appt
3. Pls have a rental ready for him when he drops off veh
4. I'll be sending confirmation e-mail to you, the district rep, and the FTR

Mike states:

1. Ok thank you

**Kia Motors America
Consumer Affairs Department**

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Last_name	First_name	VIN of 2007 SORENTO LX 4X4	Case_Number	Mileage
██████████	██████████	KNDJC736X75 ██████████	K1404885	4,000

AIRview OR ██████████ Prod. Date: 3/23/07 Dealer: AZ038 Zamora Kia of Yuma

*** NOTES AND STATUS CHANGE 02/11/2008 03:31 PM Pacific Daylight Time APeckson Action Type:Manager review
Wrcaa e-mailed to Keith, Darryl, & Mark:
- FTR appt. Thursday February 21st
- ██████████
- Zamora Kia of Yuma AZ038
- 2007 Sorento VIN KNDJC736X75 ██████████
- **AIR**bag Light on when **PASS**enger in seat
- *Customer needs rental provided

Thank you!

*** CASE CLOSE 02/11/2008 03:32 PM Pacific Daylight Time APeckson
FTR appt. on 2/21. cust to bring veh in for inspection & rep**AIR**. rental provided

*** PHONE LOG 02/26/2008 09:54 AM Pacific Daylight Time APeckson Action Type:Outgoing call
Wrcaa contacted cust :
1. Doing a follow up on your Sorento
2. How is veh running

Cust states:
1. **AIR**bag indicator light working now
2. It's fine now thank you

*** CASE CLOSE 02/26/2008 09:54 AM Pacific Daylight Time APeckson
Cust states veh working properly now

*** CASE CLOSE 04/11/2008 10:48 AM US Mountain Standard Time TMorales