

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

**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>
██████████	██████████	KNDJC736475 ██████████	K1380642	3,084
Pnoenix, NY ██████████		Prod. Date: 7/25/06	Dealer: NY058 Kia of East Syracuse	

Case History

Complaint *RenAIR Assistance*

*** PHONE LOG 11/08/2007 05:13 PM US Mountain Standard Time UValencia
caller states

- 1.- I got a sorento that I purchased on sept 22nd
- 2.- I have taken to the dealer, 4 times for an interment **PASS**enger **AIR** bag light
- 3.- I specefically told them that I was going out of town
- 4.- so they scheduled a technician that was coming to get the vehicle fix
- 5.- they got it in and they reflashed it
- 6.- so on Saturday, before i went out of town the light was on
- 7.- so I called the salesperson, he told me that he was not in
- 8.- and advised me to comeback on wednesday upon my return
- 9.- so I called and he was not there, and the advisor was not there either
- 10.- at this point I am very frustrated with this
- 12.- the other issue is that this is a lease vehicle, and I am putting miles on a vehicle i am leasing
- 13.- the salesman solve the problem, the very moment i briought it in
- 14.- the dealer is telling me that they need to duplicate the concern
- 15.- unfortunately the only day that I have a **PASS**enger side is on weekends
- 16.- so on a saturday I took it in, and the technician came out and said, yeah it's doing it I will fill out a report
- 17.- so I asked him, why did you tell me to come on when it's on, then he said that they were need to call an FTR
- 18.- and I asked him for alternative transportation, and he said that they did not offer any
- 19.- you can call me on my CP ██████████

wrt states

- 1.- apologized
- 2.- wrt will have to follow up with svc mgr at NY058
- 3.- wrt will call DPSM
- 4.- wrt could not see any history, because nothing has been replaced on vehicle
- 5.- KMA will provide all available resources to dealer to resolve situation
- 6.- wrt will follow up with est once more information becomes available
- 7.- rental scripting
- 8.- kia assisis on a case by case basis
- 9.- wrt will present information to DPSM (leasing) that this will be the 5th time going back to dealer
- 10.- wrt provided case# and contact information

*** PHONE LOG 11/09/2007 10:47 AM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called Mark svc mgr at NY058

wrt states

- 1.- calling to ger history and information about **AIR**bag light complaints

caller states Keith

- 1.- I have a called in for a DPSM to see what direction he wants to go
- 2.- I called Robert Joyce and LVM
- 3.- it only happen once when we verified the concern, we already had an FTR do a Flasher, but did not fix it
- 4.- I called Robert Joyce yesterday, before the est has to come in again
- 5.- he is complaining about the 3 tripps, which is understandable, and we will provide a loaner next time that he is here
- 6.- but we need to know what direction he wants us to go

wrt states

- 1.- wrt will call DPSM and ask for direction

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		KNDJC736475	K1380642	3,084
Phoenix, NY		Prod. Date: 7/25/06	Dealer: NY058	Kia of East Syracuse

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

Send to:[RJoyce@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.

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*** PHONE LOG 11/09/2007 10:53 AM US Mountain Standard Time UValencia Action Type:Outgoing call

wrt called DPSM Robert Joyce

wrt states

- 1.- provided information on case notes
- 2.- asked for advised
- 3.- provided wrt extension

caller states

- 1.- the dealer called me about this yesterday
- 2.- if you would can you give me your extension
- 3.- I don't know what to do at this point, i am aware of the situation, and I need to figure it out what are we going to do
- 4.- let me call you right back

*** NOTES 11/09/2007 06:55 PM US Mountain Standard Time UValencia Action Type:Manager review

!<For Internal Use Only

est vehicle has had issues with AIR bag light on *PASS*enger side

**** I called DPSM Robert Joyce, he was supposed to call back with suggestion, please call Mr Joyce, and follow up with cst as need it***** !]

*** PHONE LOG 11-12-2007 12:46 PM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called DPSM RJoyce who states:

1. at this point we have nothing else to offer the customer
2. I am waiting for a call back from the regional consumer manager
3. I had done a re flash of the system before.
4. there is going to be something made available in the near future
5. for now dont tell the customer all this, wait until you talk to me again tomorrow

*** PHONE LOG 11-13-2007 11:23 AM US Mountain Standard Time MTrem Action Type:Incoming call

Caller DPSM RJoyce states:

1. this case went over to our region
2. the person handling this is now Irvine for a week for orientation
3. Can you call the customer find out how things are
4. There is another re flash that is coming soon, maybe as early December possibly as late as January
5. That could become Feb or March, I don't want to promise anything until it's ready
6. We can do some goodwill for this customer if this helps the situation

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736475 [REDACTED]	K1380642	3,084
Procnix, NY	[REDACTED]	Prod. Date: 7/25/06	Dealer: NY058	Kia of East Syracuse

7. let me know if you need anything for this customer

*** PHONE LOG 11/13/2007 01:03 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer LVM at [REDACTED] for Mr. T requesting call back. left case number and contact info

*** PHONE LOG 11/13/2007 04:24 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Caller Mr. T states:

1. returning your call. thank you for following up for me
2. this is a safety issue and I dont understand why Kia would not want to fix this ASAP
3. why doesn't Kia replace the system in the car
4. there is a lemon law I can file under, and I dont own this vehicle Kia does
5. I am leasing this vehicle. I can go turn it back in
6. I drove the vehicle 1500 mile son a trip with no **PASS**enger side **AIR**bag protection

writer states:

1. writer did discuss your **PASS**enger side **AIR**bag concerns with the Kia rep
2. a solution is forthcoming and in development
3. Writer will let the Kia rep know your position and are ready to turn the car in or hand this over to your lawyer.
4. writer will contact customer back tomorrow

*** PHONE LOG 11/14/2007 12:44 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called DPSMRJoyce who states:

1. ok go ahead and forward to the region
2. and please send me the case notes

*** PHONE LOG 11/14/2007 12:47 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called Mr. T stating:

1. writer is forwarding case to a higher office for handling
2. someone should be contacting you within 48 hours

*** EMAIL OUT MTrem Action Type:External email

Send to:[rjoyce@kiausa.com]

Michael Trem

Kia Consumer Assistance

Ext 45011

1. Forwarding to Region

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736475 [REDACTED]	K1380642	3,084
Phoenix, NY	[REDACTED]	Prod. Date: 7/25/06	Dealer: NY058	Kia of East Syracuse

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<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1380642_MTrem_11-14-2007124250.doc>>

*** NOTES 11/14/2007 12:50 PM US Mountain Standard Time MTrem Action Type:Manager review
Writer Dispatching case to Eastern Region per DPSM RJoyce for Handling:

1. Customer **PASS**enger Side **AIR**bag light remains unresolved
2. Customer ready to file BBB and retain Lawyer
3. Contact Customer

*** FORWARD 11/14/2007 12:51 PM Pacific Daylight Time MPfeifer

*** PHONE LOG 11/16/2007 10:40 AM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM STATING

1. YOUR CASE HAS BEEN ESCALATED TO MY ATTENTION
2. PLEASE RETURN MY CALL SO WE MAY DISCUSS THIS CONCERN FURTHER
3. YOU MAY REACH ME AT 856-608-1305 X123

*** PHONE LOG 11/20/2007 10:10 AM US Mountain Standard Time MTrem Action Type:Incoming call
VM from Mr. T stating:

1. I got a VM from Shamira, but the phone number that was left
2. is not working for me, can you please ask her to call me again

*** PHONE LOG 11/20/2007 01:18 PM US Mountain Standard Time MTrem Action Type:Incoming call
VM from Mr. T requesting call back at [REDACTED]

*** PHONE LOG 11/20/2007 01:21 PM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called Mr. T stating:

1. provided phone number and extension for RA SJames
customer states:
1. yes we had the area code wrong, hard to hear on our VM machine

*** PHONE LOG 11/21/2007 12:58 PM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED CUSTOMER WHO STATED

1. FIRST I DO LOVE THE VEHICLE
2. BUT I FEEL LIKE THIS IS A SAFETY ISSUE
3. I DO UNDERSTAND THAT FIXES TAKE TIME AND I AM OK WITH THAT
4. MAYBE YOU GUYS COULD DISABLE THE SYSTEM SO THE LIGHT REMAINS ON ALL THE TIME I WOULD BE OK WITH THAT
5. MY WIFE DOESN'T EVEN WANT TO DRIVE WITH ME AND WE ONLY HAVE ONE VEHICLE NOW
6. I AM LEASING THE VEHICLE AS WELL AND HAVING TO TRAVEL BACK AND FORTH TO THE DEALER IS

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██████████	██████████	KNDJC736475 ██████████	K1380642	3,084
Pnoenix, NY ██████████		Prod. Date: 7/25/06	Dealer: NY058 Kia of East Syracuse	

COSTLY

WRITER STATES

1. I APOLOGIZE FOR THE PROBLEMS YOU HAVE HAD
2. I THANK YOU FOR YOUR PATIENCE
3. WE ARE WORKING DILIGENTLY TO GET THIS CONCERN HANDLED FOR YOU
4. I WILL BE IN TOUCH WITH ROBERT JOYCE, DPSM AND DEALER AND HOPEFULLY GET BACK TO YOU TODAY
5. IF NOT I WILL TOUCH BASE WITH YOU EARLY NEXT WEEK.

*** PHONE LOG 11/29/2007 10:29 AM Eastern Daylight Time SJames Action Type:Outgoing call

WRITER CALLED CUSTOMER AND STATED

1. IT LOOKS LIKE WE HAVE THE REFLASH TOOL SOON
2. I WOULD LIKE TO SCHEDULE YOUR CAR TO BE LOOKED AT THE WEEK OF 10 DECEMEBER 2007
3. I JUST WANTED TO MAKE SURE THAT THIS WOULD BE POSSIBLE FOR YOU

CUSTOMER STATES

1. THAT SOUNDS GOOD. THANK YOU
2. I JUST NEED A VEHICLE TO DRIVE WHEN I DROP MY VEHICLE OFF
3. NOT MEANING TO PLAY DEVIL'S ADVOCATE HERE BUT WHAT HAPPENS IF THE TOOL IS NOT READY
4. WOULD WE BE ABLE TO DISABLE THE SYSTEM IN THE MEAN TIME
5. I KNOW THINGS HAPPEN BUT I NEED TO DO SOMETHING

WRITER STATES

1. I APOLOGIZE I FORGOT TO ASK MR. JOYCE IF DISABLING THE SYSTEM TEMPORARILY WOULD BE AN OPTION
2. I WILL DO THAT AND CALL YOU BACK LATER TODAY

WRITER CALLED DPSM. MR. ROBERT JOYCE

1. PLEASE CALL ME WHEN YOU GET THIS MESSAGE

*** PHONE LOG 11/29/2007 05:24 PM Eastern Daylight Time SJames Action Type:Outgoing call

WRITER CALLED CUSTOMER AND LVM STATING

1. WE WILL NOT BE ABLE TO DISABLE THE SYSTEM
2. I DID HOWEVER GET A TENTATIVE APPT FOR TUESDAY, DECEMBER 11
3. I WILL CALL YOU ON FRIDAY, 7 DECEMBER TO MAKE SURE THAT WE WILL BE ABLE TO KEEP THIS APPT.

*** CASE CLOSE 11/29/2007 05:28 PM Eastern Daylight Time SJames

CLOSED CASE PENDING TENTATIVE APPT. FOR 11 DECEMBER 2007

*** PHONE LOG 12/05/2007 02:09 PM Eastern Daylight Time SJames Action Type:Outgoing call

WRITER CALLED CUSTOMER AND LVM STATING

1. WE HAVE RESERVED AN APPT FOR YOU ON TUESDAY, 11 DECEMBER 2007
2. PLEASE RETURN CALL AT 856-608-1305 X123 TO CONFIRM THAT YOU GOT THIS MESSAGE AND WILL BE ABLE TO MAKE THE APPT.

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[REDACTED]	[REDACTED]	KNDJC736475 [REDACTED]	K1380642	3,084
Phoenix, NY	[REDACTED]	Prod. Date: 7/25/06	Dealer: NY058	Kia of East Syracuse

*** PHONE LOG 12/06/2007 10:14 AM Eastern Daylight Time Sljames Action Type:Incoming call
CUSTOMER CALLED WRITER AND LVM STATING

1. I DID RECEIVE YOUR MESSAGE PLEASE CALL ME BACK AT [REDACTED]
2. THIS IS THE BEST NUMBER TO REACH ME ON

WRITER CALLED CUSTOMER AND LVM STATING

1. MR. [REDACTED] WAS ON THE OTHER LINE
2. I AM RETURNING YOU CALL

*** PHONE LOG 12/07/2007 10:06 AM Eastern Daylight Time Sljames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND STATED

1. YOUR APPT IS ALL SET FOR TUESDAY, 11 DECEMBER 2007
 2. YOU CAN DROP YOUR VEHICLE OFF ON MONDAY AND MARK (SVC MANAGER) HAS ASSURED THAT A VEHICLE WILL BE RESERVED FOR YOU
- CUSTOMER STATES
1. THANK YOU

*** CASE CLOSE 12/07/2007 10:08 AM Eastern Daylight Time Sljames
PENDING FTR APPT. ON TUESDAY, 11 DECEMBER 2007

*** PHONE LOG 12/18/2007 03:48 PM Eastern Daylight Time Sljames Action Type:Outgoing call
WRITER CALLING TO FOLLOW UP WITH CUSTOMER

1. WE PICKED UP THE VEHICLE AND IT WAS FINE
 2. A COUPLE OF DAYS AFTER THAT THE LIGHT CAME BACK ON
 3. I AM JUST FRUSTRATED WITH THIS
 4. I KNOW YOU' ARE DOING WHAT YOU' CAN AND I APPRECIATE IT
- WRITER STATES
1. I WILL FOLLOW UP WITH MR. JOYCE AND CONTACT YOU TOMORROW

*** PHONE LOG 12-19-2007 04:06 PM Eastern Daylight Time Sljames Action Type:Incoming call

*** PHONE LOG 12-19-2007 04:21 PM Eastern Daylight Time Sljames Action Type:Incoming call
DPSM MR. ROBERT JOYCE CALLED WRITER AND STATED

1. I WILL NEED TO SPEAK WITH MARK THE SVC MANAGER FURTHER ABOUT THIS CASE
2. UNFORTUNATELY HE WENT HOME SICK TODAY
3. I WILL SPEAK TO HIM ON FRIDAY

WRITER STATES

1. I THANK YOU AND I WILL CONTACT THE CUSTOMER

WRITER CALLED CUSTOMER AND STATED

1. I HAVE SPOKEN WITH MR. JOYCE AND I WILL TOUCH WITH YOU ON FRIDAY, 21 DECEMBER 2007

*** PHONE LOG 01/04/2008 10:40 AM Eastern Daylight Time Sljames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LVM STATING

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██████████	██████████	KNDJC736475 ██████████	K1380642	3,084
Phoenix, NY ██████████		Prod. Date: 7/25/06	Dealer: NY058 Kia of East Syracuse	

1. I AM CALLING TO FOLLOW UP WITH YOU
2. I DO APOLOGIZE I DID NOT CALL SOONER
3. PLEASE RETURN MY CALL AT ██████████ AT YOUR EARLIEST CONVENIENCE

*** PHONE LOG 01/04/2008 04:40 PM Eastern Daylight Time Sljames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND STATED

1. DPSM. MR ROBERT JOYCE WOULD LIKE TO MEET WITH YOU AND THE OCCUPANT
 2. HE WOULD LIKE TO SCHEDULE THIS MEETING FOR WEDNESDAY. 6 FEBRUARY
 3. HE WILL ACCOMADATE YOUR TIME
- CUSTOMER STATES
1. THAT WILL BE FINE
 2. I AM JUST REALLY AFRAID IF WE GET INTO AN ACCIDENT THAT THE **AIR** BAG WILL NOT DEPLOY
 3. WE WILL MEET WITH MR. JOYCE AROUND 6-630PM ON WEDNESDAY 6 FEBRUARY IF THAT IS OK
- WRITER STATES
1. I WILL SCHEDULE THIS. THANK YOU AGAIN FOR YOUR PATIENCE

WRITER CALLED DPSM. MR. ROBERT JOYCE AND LVM STATING

1. MR. ██████████ IS WILLING TO MEET WITH YOU ON WEDNESDAY. 6 FEBRUARY
2. PLEASE CALL ME BACK TO CONFIRM THIS MEETING

*** PHONE LOG 01/07/2008 11:58 AM Eastern Daylight Time Sljames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND STATED

1. I AM CALLING BECAUSE I NEED TO RESCHEDULE YOUR APPT.
 2. THE DPSM. MR. ROBERT JOYCE WILL BE THERE ON TUESDAY. 5 FEBRUARY 2008 INSTEAD
 3. WOULD YOU BE ABLE TO MAKE THIS APPT?
- CUSTOMER STATES
1. I WAS GOING TO CALL YOU ABOUT THIS
 2. I AM NOT SURE THAT I WANT TO WAIT THAT LONG FOR AN APPT.
 3. IT HAPPENED AGAIN ON FRIDAY. I AM JUST VERY FRUSTRATED WITH THIS WHOLE SITUATION
 4. I AM REALLY READY TO FILE A LEMON LAW CASE
 5. I JUST WANT THIS FIXED
 6. I DO THINK I HAVE BEEN VERY PATIENT UP TO THIS POINT AND I HAVE JUST HAD ENOUGH
 7. I WILL KEEP THIS APPT BUT I MAY STILL FILE THE BBB CASE
- WRITER STATES
1. I DO APOLOGIZE FOR THE ISSUES YOU HAVE HAD
 2. WE ARE WORKING DILIGENTLY TO GET THIS ISSUE REPA**IR**ED FOR YOU. THAT IS THE REASON WE HAVE SCHEDULED A MEETING WITH MR. JOYCE
 3. I DO APOLOGIZE THAT YOU HAVE TO WAIT FOR THE APPT.
 4. I KNOW YOU WANT THIS PROBLEM REMEDIED RIGHT AWAY AND APOLOGIZE THAT IS NOT THE CASE
 5. YOU DO HAVE THE RIGHT TO DO ANYTHING YOU LIKE AND AGAIN I DO APPRECIATE YOUR PATIENCE
 6. I AM ASKING FOR YOU TO KEEP THIS APPT.

WRITER CALLED DPSM. MR ROBERT JOYCE AND STATED

1. I HAVE SPOKEN TO MR. ██████████
 2. HE IS KEEPING THE APPT. BUT HE DID INFORM ME THAT HIS FEMALE COMPANION MAY NOT MAKE THE MEETING
 3. I DID TELL HIM IT WAS PARAMOUNT THAT SHE BE THERE BUT HE STATED SHE WAS QUITE ANNOYED AND WOULD NOT MAKE IT
- MR. JOYCE STATES
1. THANK YOU FOR RESCHEDULING THE APPT.

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██████████	██████████	KNDJC736475 ██████████	K1380642	3,084
Phoenix, NY ██████████		Prod. Date: 7/25/06	Dealer: NY058	Kia of East Syracuse

- 2. IT IS VERY IMPORTANT THAT SHE BE THERE
 - 3. SHOULD WE SEND A LETTER ADVISING THAT SHE MAKE THE APPT?
- WRITER STATES
- 1. I AM NOT SURE THAT WOULD HELP OR HURT THIS SITUATION
 - 2. HE HAS ALREADY STATED THAT HE IS PROBABLY GOING TO OPEN A BBB CASE ON THIS
 - 3. AS WE GET CLOSER TO THIS APPT. I WILL CONTACT HIM AND ADVISE OF THE IMPORTANCE OF HER MAKING THIS APPT.
- MR. JOYCE STATES
- 1. THANK YOU

*** CASE CLOSE 01/07/2008 03:13 PM Eastern Daylight Time SJames
PENDING DPSM VISIT ON TUESDAY, 5 FEBRUARY 2007

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

*** NOTES 01/22/2008 05:01 PM Eastern Daylight Time SJames Action Type:Manager review
RECEIVED CCF FROM BBB 11 JANUARY 2008

*** NOTES 02/11/2008 02:49 PM Eastern Daylight Time SJames Action Type:Manager review
CUSTOMER MET DPSM ROBERT JOYCE FOR APPT ON TUESDAY, 5 FEBRUARY

*** PHONE LOG 02/11/2008 04:50 PM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED WRITER AND STATED

- 1. THE LIGHT CAME BACK ON
- 2. ROBERT CAME OUT AND REFLASHED IT AGAIN
- 3. WHEN WE WERE DRIVING IT CAME BACK ON THE VEHICLE
- 4. TURNED VEHICLE OFF AND ON
- 5. IT STAYED OFF FOR A WHILE AND THEN IT

WRITER STATES

- 1. I WILL LOOK INTO YOUR CASE AND FOLLOW UP

WRITER CALLED DPSM ROBERT JOYCE WHO STATED

- 1. I WAS NOT ABLE TO VERIFY THAT THE LIGHT CAME ON AFTER THE REFLASH
- 2. I WILL BE MORE THAN HAPPY TO MEET WITH THE CUSTOMER BUT HIS WIFE MUST ABSOLUTELY BE PRESENT
- 3. I WILL BE AT THE DEALERSHIP ON WEDNESDAY, I WILL MEET THEM THEN

WRITER STATES

- 1. I WILL CONTACT THE CUSTOMER AND LET HIM KNOW
- 2. THANK YOU

WRITER CALLED CUSTOMER AND STATED

- 1. IT IS PARAMOUNT THAT YOUR WIFE IS THERE
- 2. MR JOYCE WANTS TO MEET WITH YOU AND YOUR WIFE ON WEDNESDAY, 13 FEBRUARY

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736475 ██████████	K1380642	3,084
Phoenix, NY ██████████		Prod. Date: 7/25/06	Dealer: NY058 Kia of East Syracuse	

3. PLEASE KEEP WITH HER. IT WILL NOT BE A LONG MEETING
4. PLEASE CALL ME TO TOMORROW SO I MAY LET MR. JOYCE KNOW CUSTOMER STATES
1. I WILL CHECK WITH MY WIFE AND CALL YOU BACK TOMORROW

*** PHONE LOG 02/12/2008 08:18 AM Eastern Daylight Time SJames Action Type:Incoming call
**** MONDAY, 11 FEBRUARY 2008 ****

CUSTOMER CALLED WRITER AND STATED

1. WE WILL MEET WITH BOB AROUND 5:30-5:45 ON WEDNESDAY
2. COULD YOU PLEASE GIVE BOB MY NUMBER JUST IN CASE WEATHER HAS OTHER PLANS FOR OUR MEETING
3. WOULD YOU PLEASE CALL ME BACK TO LET ME KNOW YOU DID RECEIVE THIS MESSAGE

*** PHONE LOG 02/12/2008 11:03 AM Eastern Daylight Time SJames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND STATED

1. I DID GET YOUR MESSAGE
2. YOUR MEETING WITH BOB IS SET FOR TOMORROW
3. DO NOT HESITATE TO CONTACT ME OR THE DEALER IF WEATHER BECOMES AN ISSUE CUSTOMER STATES
1. THANK YOU. THE WEATHER IS SUPPOSED TO BE BETTER TOMORROW

*** PHONE LOG 02/14/2008 02:26 PM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED DPSM ROBERT JOYCE WHO STATED

1. MET WITH CUSTOMER AND **AIR** BAG LIGHT DID NOT REMAIN ON
2. WE DROVE THE VEHICLE AROUND FOR A WHILE
3. THE CUSTOMERS GOT IN AND OUT OF THE VEHICLE SEVERAL TIMES
4. I EXPLAINED TO THE CUSTOMER THAT UNLESS THAT LIGHT WAS ON THERE WAS NOTHING THAT COULD BE DONE.
5. WE NEED TO HAVE EVIDENCE THAT THERE IS A PROBLEM AND I DID NOT EXPERIENCE THAT
6. I DID LET THE CUSTOMER KNOW THAT IF THE LIGHT DID RETURN WE WOULD DO WHAT WE COULD TO REP. **AIR** IT
7. I DO NOT THINK HE WAS HAPPY BUT HE DID UNDERSTAND

*** CASE CLOSE 02/15/2008 10:31 AM Eastern Daylight Time SJames
PENDING FURTHER CONTACT FROM CUSTOMER

*** PHONE LOG 02/25/2008 10:47 AM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED CUSTOMER AND LVM STATING

1. THE **AIR** BAG LIGHT CAME ON AGAIN
2. IT COMES AND GOES INTERMITTENTLY
3. PLEASE CALL ME BACK WHEN YOU GET THIS MESSAGE.

CONF CALL: WRITER CALLED DPSMS, ROBERT JOYCE AND GLEN VETZIKIAN

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Last name [REDACTED]	First name [REDACTED]	VIN of 2007 SORENTO LX 4X4 KNDJC736475 [REDACTED]	Case Number K1380642	Mileage 3,084
Phoenix, NY [REDACTED]		Prod. Date: 7/25/06	Dealer: NY058 Kia of East Syracuse	

2. WRITER STATES I WILL CONTACT THE CUSTOMER TO SEE IF THE LIGHT IS PRESENTLY ON AND IF HE CAN MAKE THIS APPT.
3. THANK YOU GENTLEMEN FOR YOUR HELP

WRITER CALLED CUSTOMER WHO STATED

1. THE LIGHT IS NOT ON AT PRESENT
2. IT USUALLY HAPPENS ON THE WEEKENDS WHEN WE ARE RIDING TOGETHER

WRITER STATES

1. I WILL FOLLOW UP WITH MR. JOYCE
2. UNFORTUNATELY I CAN NOT OFFER ASSISTANCE AT THIS TIME IF THE LIGHT IS NOT ON
3. I WILL BE IN CONTACT WITH YOU BY WEDNESDAY, 27 FEBRUARY

WRITER CALLED DPSM. GLEN VETZIKIAN AND STATED

1. THANK YOU FOR YOUR WILLINGNESS TO MEET WITH THE CUSTOMER
 2. THE LIGHT IS NOT PRESENTLY ON, SO THAT MEETING WILL NOT BE NECESSARY
- DPSM. VETZIKIAN STATES OK. NO PROBLEM

WRITER CALLED DPSM. JOYCE AND STATED

1. THE LIGHT IS NOT ON AT PRESENT
2. I HAVE SPOKE TO GLEN AND TOLD HIM THE MEETING TODAY IS NOT NECESSARY
3. WE NEED TO PUT A PLAN IN PLACE SO MR. [REDACTED] CAN TAKE IT TO A DEALER WHEN THE LIGHT COMES ON
4. IF THIS HAPPENS ON A WEEKEND THERE NEEDS TO BE SOMEONE AVAILABLE TO VERIFY THE LIGHT BEING ON

DPSM. JOYCE STATES

1. WE CAN ASK HIM TO GO TO BURDICK KIA, THEIR SVC DEPARTMENT I BELIEVE IS OPEN ON SATURDAY

WRITER STATES

1. I WILL FOLLOW UP WITH THE CUSTOMER AND LET HIM KNOW
2. THANK YOU

*** PHONE LOG 02/27/2008 03:19 PM Eastern Daylight Time SJames Action Type:Outgoing call

WRITER CALLED CUSTOMER AND STATED

1. I HAVE SPOKEN TO ROBERT
 2. IF THIS HAPPENS AGAIN WE WOULD LIKE YOU TO TAKE THE VEHICLE TO BURDICK KIA
 3. THEY OFFER SATURDAY SERVICE HOURS FROM 8-4
 4. PLEASE SPEAK WITH ANDY (SVC MANAGER) OR KOREY (ASST. SVC. MANAGER)
 5. THEY WILL ONLY VERIFY THE CONCERN, NOT MAKE ANY REPAIRS AT THE TIME
- CUSTOMER STATES
1. WELL OK THANK YOU
 2. THAT DEALER IS MUCH CLOSER TO ME ANYWAY
 3. WE WILL BE OUT OF TOWN THIS WEEKEND BUT I WILL LET YOU KNOW IF WE EXPERIENCE THE PROBLEM AGAIN

*** CASE CLOSE 02/27/2008 03:21 PM Eastern Daylight Time SJames

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736475 [REDACTED]	K1380642	3,084
Phoenix, NY	[REDACTED]	Prod. Date: 7/25/06	Dealer: NY058	Kia of East Syracuse

*** NOTES 03/04/2008 03:32 PM Pacific Daylight Time KWarren Action Type:Manager review
NCA received letter from customer.

1. Cust states same concerns as above.
2. Cust states that he has forwarded this matter to the BBB Auto Line.
3. Cust states he will pursue replacement or refund under the New York State Lemon Law if satisfactory repAIRs are not made immediately.

Dispatching to the Eastern Region for customer contact.

*** NOTES 03/11/2008 08:02 AM Eastern Daylight Time SJames Action Type:Manager review
CUSTOMER SENT A LETTER

*** CASE CLOSE 03/11/2008 08:02 AM Eastern Daylight Time SJames

*** NOTES 03/27/2008 07:53 AM Eastern Daylight Time SJames Action Type:Manager review
RECEIVED CCF FROM BBB

*** NOTES 04/02/2008 10:02 AM Eastern Daylight Time SJames Action Type:Manager review
SUBMITTED MRF TO BBB

*** CASE CLOSE 04/02/2008 10:02 AM Eastern Daylight Time SJames

*** PHONE LOG 04/09/2008 10:58 AM Eastern Daylight Time SJames Action Type:Incoming call
TODD FROM BBB CALLED AND STATED
1. I AM JUST FOLLOWING UP ON THIS CASE
2. THE CUSTOMER WANTS A TECHNICAL EXPERT TO LOOK AT THE VEHICLE AT THIS POINT
3. IF YOU WANT TO HAVE THE DPSM LOOK AT THE VEHICLE AGAIN PLEASE LET ME KNOW
WRITER STATES
1. I WILL CHECK HIS SCHEDULE AND GET BACK TO YOU

WRITER CALLED DPSM ROBERT JOYCE AND REQUESTED A CALL BACK

*** NOTES 04/16/2008 03:39 PM Eastern Daylight Time SJames Action Type:Manager review
TE HEARING WILL BE SCHEDULED

*** CASE CLOSE 04/16/2008 03:41 PM Eastern Daylight Time SJames
PENDING RESULTS FROM TE INSPECTION

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736475 ██████████	K1380642	3,084
Phoenix, NY ██████████		Prod. Date: 7/25/06	Dealer: NY058	Kia of East Syracuse

RECEIVED REPLACEMENT DECISION WAITING FOR ACCEPTANCE / DENIAL LETTER FROM CUSTOMER

*** CASE CLOSE 05/07/2008 01:19 PM Eastern Daylight Time SJames
PENDING ACCEPTANCE OR DENIAL FROM CUSTOMER

*** PHONE LOG 05/15/2008 12:53 PM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED AND STATED
1. I HAVE ACCEPTED THE OFFER
2. I AM CALLING AS REQUESTED TO SET UP TEST DRIVE OF NEW VEHICLE
WRITER STATES
1. I SPOKE WITH DAN AT LEGACY KIA AND SATURDAY WILL BE FINE FOR YOU TO COME IN AND TEST DRIVE
THE NEW VEHICLE
CUSTOMER STATES
1. OK. THANK YOU

*** PHONE LOG 05/20/2008 10:18 AM Eastern Daylight Time SJames Action Type:Incoming call
CUSTOMER CALLED WRITER AND STATED
1. I TEST DROVE THE VEHICLE FOR THE WEEKEND
2. IT SEEMS FINE
3. WHAT IS MY NEXT STEP?
WRITER STATES
1. YOU CAN GO AHEAD AND RETURN THE VEHICLE
2. I WILL NEED THE VIN NUMBER OF THE VEHICLE YOU HAVE CHOSEN
3. I WILL SUBMIT THAT TO YOUR LIEN HOLDER FOR THEIR APPROVAL OF THE SOC
4. YOU CAN STAY IN TOUCH WITH ME
CUSTOMER STATES
1. THANK YOU I WILL

*** PHONE LOG 05/22/2008 01:18 PM Eastern Daylight Time SJames Action Type:Incoming call
WRITER CALLED LEGACY KIA AND LM FOR DAN KNOBLOCK
1. PLEASE SEND ME THE NEW VIN NUMBER SO I MAY START PREPARING PAPERWORK
2. YOU MAY FAX ME THE INVOICE TO 732-565-5132. THANK YOU

*** NOTES 05/27/2008 10:52 AM Eastern Daylight Time SJames Action Type:Manager review
RECEIVED INVOICE FOR REPLACEMENT VEHICLE
SENT CUSTOMER SOC DOC TO SIGN AND FAX BACK

*** NOTES 06/02/2008 10:56 AM Eastern Daylight Time SJames Action Type:Manager review
SENT TRADEOUT AUTHORIZATION AND SOC AGREEMENT TO DEALER
WAITING TO RECEIVE SIGNED COPIES BACK

*** PHONE LOG 06/02/2008 01:28 PM Eastern Daylight Time SJames Action Type:Incoming call
DAN KNOBLOCK FROM LEGACY KIA CALLED LVM REQUESTING A CALLBACK

WRITER CALLED DAN KNOBLOCK WHO STATED

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736475 ██████████	K1380642	3,084
Phoenix, NY ██████████		Prod. Date: 7/25/06	Dealer: NY058 Kia of East Syracuse	

1. WE SEEMED TO HAVE HIT A SNAG
 2. I AM STILL WAITING TO GET SOC INFORMATION BACK FROM LIENHOLDER
 3. I WILL KEEP YOU POSTED
- WRITER STATES
1. THANK YOU. PLEASE DO

WRITER CALLED CUSTOMER AND STATED

1. REITERATED ABOVE
 2. BEFORE I FORGET. I WILL NEED A COPY OF YOUR CURRENT REGISTRATION
 3. THE ONE I HAVE HAS EXPIRED
 4. THANK YOU
- CUSTOMER STATES
1. THANK YOU. I WILL FAX IT OVER TO YOU

*** PHONE LOG 06/09/2008 02:08 PM Eastern Daylight Time SJames Action Type:Outgoing call

WRITER CALLED DAN KNOBLOCK AT NY058 AND STATED

1. YOU MAY CONTACT MIKE URITIA AT AMERICREDIT
 2. PLEASE LET ME KNOW IF YOU NEED ANYTHING FURTHER
- DAN STATES
1. THANK YOU. I APPRECIATE IT

*** PHONE LOG 06/16/2008 10:01 AM Eastern Daylight Time SJames Action Type:Outgoing call

WRITER CALLED NY058 AND SPOKE TO DAN KNOBLOCK WHO STATED

1. I CALLED THE GENTLEMEN YOU REFERRED ME TO AND I WAS RE-ROUTED TO A GENTLEMAN I WAS ALREADY SPEAKING TO. JOE BADILLO
 2. I SPOKE TO HIM LAST WEEK AND AS SOON AS I GET OFF THE PHONE WITH YOU I WILL GIVE HIM A CALL BACK
 3. I WILL CALL YOU ONCE I HAVE SPOKEN TO HIM
- WRITER STATES
1. THANK YOU. I APPRECIATE ALL YOUR HELP IN THIS CASE

*** PHONE LOG 06 25 2008 08:37 AM Eastern Daylight Time SJames Action Type:Incoming call

WRITER CALLED NY058 AND SPOKE TO DAN KNOBLOCK WHO STATED

1. I DID GET THE LIEN AND TITLE RELEASED FOR THE 2007
 2. I STILL HAVE NOT RECEIVED THE SOC AGREEMENT BACK
 3. I WAS ASSURED THAT THE SOC AGREEMENT WOULD BE FED EX'D TO ME
- WRITER STATES

1. OK I APPRECIATE IT
2. I WILL SEND THIS PACKAGE OUT AND JUST WAIT FOR THE SOC AGREEMENT

*** PHONE LOG 06 25 2008 12:12 PM Eastern Daylight Time SJames Action Type:Outgoing call

WRITER CALLED CUSTOMER AND LVM STATING

1. I DID SPEAK WITH DAN KNOBLOCK THIS MORNING
2. HE HAS TOLD ME THAT THE SOC HAS BEEN APPROVED
3. HE IS STILL WORKING ON GETTING THE SIGNED PAPERWORK BACK
4. I WILL BE SUBMITTING THIS PACKAGE TODAY
5. PLEASE DO NOT HESITATE TO CONTACT ME IF YOU NEED ANYTHING FURTHER

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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X4	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736475 [REDACTED]	K1380642	3,084
Phoenix, NY	[REDACTED]	Prod. Date: 7/25/06	Dealer: NY058 Kia of East Syracuse	

*** NOTES 06/26/2008 10:18 AM Eastern Daylight Time Sljames Action Type:Manager review
PACKAGE SENT TO NCA

*** CASE CLOSE 06/26/2008 10:23 AM Eastern Daylight Time Sljames
PENDING CHECK FROM NCA

*** PHONE LOG 07/16/2008 03:34 PM Eastern Daylight Time Sljames Action Type:Outgoing call
WRITER CALLED CUSTOMER AND STATED
1. I HAVE SENT THE PACKAGE TO ISG
2. SOMEONE FROM ISG WILL BE IN TOUCH WITH YOU SOON TO ARRANGE A MEETING DATE FOR THE
VEHICLE EXCHANGE
CUSTOMER STATES
1. THANK YOU. I APPRECIATE IT

*** CASE CLOSE 07/16/2008 03:34 PM Eastern Daylight Time Sljames

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736775 ██████████	K1487149	2,300
San Marcos, CA	██████████	Prod. Date: 11/7/06	Dealer: CA107 North County Kia	

Case History

Complaint *RepAIR* Assistance

*** PHONE LOG 08/15/2008 10:00 AM US Mountain Standard Time KJohnson Action Type: Incoming call
Customer Mrs. ██████████ stated:

- 1 - The **PASS**enger seat **AIR**bag is not working consistently
- 2 - When my son sits in it, sometimes it comes on, sometimes it doesn't
- 3 - He is 4'1" and weighs 90 pounds
- 4 - When I sit in it, sometimes it comes on, sometimes it doesn't
- 5 - I weigh 150 pounds

- 6 - The first time I took it to North County Kia, ca107, they could not duplicate the concern and did not rep**AIR**
- 7 - I figured out that if I loosen the seat belt, lift myself up off the seat for 10 seconds, and then sit down the **PASS**enger seat **AIR**bag will work

- 8 - The second time, they CND and said they could not do anything
- 9 - I broke down in tears
- 10 - When I think that my son or I could be killed because this **AIR**bag isn't working right . . .
- 11 - So the SA [I don't know his name] talked to some people and they lubed a sensor
- 12 - That didn't help

- 13 - On 8/13/08, we started working w/ the Customer Service Manager Hector
- 14 - My husband kept saying replace the sensor; Hector kept saying this is an intermittent problem; we cannot do that
- 15 - We said we were willing to leave the veh for a week for them to duplicate it
- 16 - The conversation escalated and my husband hung up on Hector

- 17 - We are taking it in Monday and leaving it for a week
- 18 - They are putting us in a rental
- 19 - We love the car, but we have to have this fixed
- 20 - Have you had other problems w/ this?

Writer stated:

- 1 - Apologized
- 2 - Updated: no recalls

- 3 - The **OCS** is a very complex system of multiple sensors, wiring, and computer programming
- 4 - Kia does not want dealers just throwing parts at a system if they cannot duplicate the complaint because it complicates the diagnostic process

- 5 - Your son is right on the cusp of whether the system should activate
- 6 - Recommendation may be that he should sit in back

- 7 - Writer will dispatch case to regional office for rep**AIR** assistance
- 8 - Some one should contact you by the end of Tuesday
- 9 - If not, call writer back and she will put you in touch w/ person taking over case

- 10 - Writer works case by case and does not compile complaints
- 11 - Because of the complexity and newness of **OCS**, industry wide there have been complaints and manufacturers are working to address them
- 12 - Once regional office involved, Kia will have all possible diagnostic tools involved

- 13 - Provided case no. and extension

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1487149	2,300
San Marcos, CA	[REDACTED]	Prod. Date: 11/7/06	Dealer: CA107	North County Kia

Called dlr

Monique transferred wtr to Greg, who transferred wtr to Monique, who transferred wtr to Hutch
Writer left VM for Hutch requesting CB @ 46041

Writer seeking rep **AIR** history at this time.

*** PHONE LOG 08/15/2008 10:04 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Darryl Trettin and left VM stating:

- 1 - Veh going into North County Kia 3rd time for **OCS** issue
- 2 - Dispatching case
- 3 - No need to CB unless questions

*** PHONE LOG 08/15/2008 03:05 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and left VM requesting CB @ 46041

*** NOTES 08/15/2008 03:06 PM US Mountain Standard Time KJohnson Action Type:Manager review
Writer dispatching to Western Region

- (a) for early intervention
- (b) for rep **AIR** assistance
- (c) to contact customer at 760-877-7766

Because

- 1 - 2007 Sorento, 2300 miles
- 2 - Going in on 8/18/08 for 3rd complaint on **OCS** system

*** PHONE LOG AND STATUS CHANGE 08/21/2008 07:42 AM Pacific Daylight Time APeckson Action Type:Outgoing call
reaa contacted cust & left msg to call back.

*** PHONE LOG 08/25/2008 04:13 PM Pacific Daylight Time APeckson Action Type:Incoming call
reaa contacted cust:

1. what side driv or **PASS** side
2. how is veh running now
3. i could leave my contact info on your vmail. don't pick up

cust states:

1. veh is w/ me
2. **OCS** light on **PASS** side
3. light sometimes comes on when someone sits there
4. it's intermittent
5. right now seems to be fixed
6. i don't have a pen right now i'm driving
7. ok i won't pick up thank you

*** PHONE LOG AND STATUS CHANGE 08/25/2008 04:13 PM Pacific Daylight Time APeckson Action Type:Outgoing call
reaa contacted cust & left contact info

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1487149	2,300
San Marcos, CA	[REDACTED]	Prod. Date: 11/7/06	Dealer: CA107 North County Kia	

cust cell # [REDACTED]

*** CASE CLOSE 08/25/2008 04:14 PM Pacific Daylight Time APeckson
cust to call should **OCS** light problem reoccur

*** CASE CLOSE 10/07/2008 09:06 AM US Mountain Standard Time JHirshfield

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735185 ██████████	K1566334	12,000
Virginia Beach, VA ██████████		Prod. Date: 8/6/07	Dealer: VA026	Lynnhaven Kia

Case History

Complaint **Rep AIR Assistance**

*** PHONE LOG 03/18/2009 02:23 PM US Mountain Standard Time SJeon Action Type:Incoming call

Mr ██████████ stated:

1. took the car to Kia dealer for **OCS**
2. I went to dealer and asked SVCM to come out when it was acting up
3. he did not come out
4. When Will/SVCA came out, it was working fine again
5. now it is acting up again
6. should I contact to BBB?

writer stated:

1. updated/ no open recall
2. sorry for situation
3. will check with dealer and call back

*** PHONE LOG 03/19/2009 09:34 AM US Mountain Standard Time SJeon Action Type:Outgoing call

Tommy/SVCM stated:

1. customer came in last in Mar/10 - concern about water leak - could not duplicate
2. advised customer to remove after seat cover which can restrain **AIR** bag
3. it was about a month ago, I am not sure if it was something to do with **AIR** bag light
4. 2-3 times came for **AIR** bag light - it worked correctly every time
5. 3 people sit on front seat, we never duplicate
6. will call back after checking with SVCA

*** PHONE LOG 03/19/2009 02:16 PM US Mountain Standard Time SJeon Action Type:Incoming call

Tommy SVCM left message to call back

1. 757-435-6136

*** PHONE LOG 03/20/2009 07:10 AM US Mountain Standard Time RHall Action Type:Incoming call

██████████ stated

- 1 Restated concerns from above
- 2 On Wednesday I sat in the car for an hour and tried the seat in every position and I am heavier than my wife
- 3 the whole time said the **AIR** bag sensor said off
- 4 We went to the dlr and the tech would not even come out and look at my car because he said they already worked on it
- 5 The sensor comes on intermittently- the service mgr name is Tommy
- 6 The dlr was trying to tell me not to call Kia for help

wrt stated

- 1 apologized
- 2 You are welcome to Sue is currently on the phone with another customer right now
- 3 according to the notes Sue is still waiting for the service mgr to call back
- 4 wrt will let Sue know that you called and she will call you back once she gets ahold of the svc mgr and has time to research your case

Mr ██████████ stated

- 1 I am 190 lbs and sat in that seat every position with my bottom straight on the seat and it still said off
- 2 It is intermitten and it needs to be fixed, please have Sue call me back on my cell ph# ██████████
- 3 please have her leave a message with her call back # and ext # if I dont answer

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735185 ██████████	K1566334	12,000
Virginia Beach, VA ██████████		Prod. Date: 8/6/07	Dealer: VA026	Lynnhaven Kia

*** PHONE LOG 03/20/2009 07:23 AM US Mountain Standard Time SJeon Action Type:Outgoing call
Tommy/SVCM stated:

1. the day before yesterday customer came in at 6:30
2. our SVCA was here alone, so he could not go out to see
3. he needs to come back to verify the problem
4. F& I manager send e-mail to customer but we could not get his response

*** PHONE LOG 03/20/2009 07:25 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer left VM for customer to call back

*** PHONE LOG 03/20/2009 08:20 AM US Mountain Standard Time SJeon Action Type:Incoming call
Mr ██████████ stated:

1. I do not like their service
2. when we where their it was about 1:30 and what they told me it that they do not want to see unless the sensor is not working properly
3. I do not want to go back to that dealer

writer stated:

1. sorry for situation
2. reiterated what Tommy/SVCM stated
3. customer can take it to another Kia dealer
4. please call back when the car is at the dealer again

*** CASE CLOSE 03/20/2009 08:20 AM US Mountain Standard Time SJeon

*** CASE CLOSE 04/09/2009 03:18 PM US Mountain Standard Time JHirshfield
Tread **AIR** bag review Q1-JH

*** PHONE LOG 04/29/2009 08:15 AM US Mountain Standard Time LColetta Action Type:Incoming call
Cust states:

1. Still having a problem with the **PASS**enger **AIR** bag light coming on intermittently.
2. Have taken veh to Lynnhaven Kia & Greenbriar Kia.
3. Lynnhaven would not do anything & will not go back there.
4. Greenbriar Kia was able to duplicate the light coming on sometimes, then going off.
5. But stated they did not know what to do about it.
6. This needs to be fixed.
7. Now wife is MO, veh died while she was driving it & the dlr there is not able to find anything wrong with the veh (K1582259)
8. One day the veh would not start for 1-2 day, had 2K miles on the veh.
9. Dlr was not able to find anything wrong that time either.
10. But there is still a problem with the **PASS**enger **AIR** bag.
11. I hope we get in an accident & the **AIR** bags do not work so I can sue Kia.

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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>
		KNDJD735185	K1566334	12,000
Virginia Beach, VA		Prod. Date: 8/6/07	Dealer: VA026	Lynnhaven Kia

Writer states:

1. Updated, no recalls.
2. Apologized for concerns with the veh.
3. Do not see where cust call us back when took veh to Greenbriar.
4. We can work with the dlr to ensure all Kia's resources are being utilized to rep**AIR** the veh including tech assistance, DPSM & FTR if necessary.
5. When veh gets back to VA, please schedule appt with Greenbriar & let writer know.
6. Writer will follow up with dlr & work with dlr to get veh rep**AIR**ed.
7. Writer tried to provide case number & writer's contact info. (cust did not have anything to write with)

Cust states:

1. If veh makes it back from MO, will take veh to Greenbriar & call writer back.

*** CASE CLOSE 04/29/2009 08:16 AM US Mountain Standard Time LColesa

AIR bag light concern

*** PHONE LOG 06/30/2009 09:44 AM US Mountain Standard Time TShamburger Action Type:Incoming call
Mr Tatomir called ---

1. the **AIR**bag on **PASS**engerside does not work and its a bull (s---) story you guys are giving me
- 2 a 200 lbs person sat in the seat and it didnt go off.

wrt states

- 1 apologized. I see you called about this in april and linda ask you to call us when veh went back to dlr
- 2 did you take veh back yet to dlr?

- 3 even a 200lb person has to sit in seat properly

cust states

- 1 i think i did but i didnt call you guys, you werent going to do anything about it.

- 2 you dont have to sit correctly in car, my parents have same car and you can lay down in seat and the light will go off still.

wrt states

- 1 you parents veh needs to be seen at dlr if its doing that, you have to sit properly for the light to go off.

- 2 advise cust that when veh goes to dlr, writer will address **AIR**bag light.

cust states

- 1 i dont believe you guys, you dont have to seat correctly.

- 2 i have an appt at dlr tomorrow for a no start issue and the **AIR**bag, they said to just bring it in, so im taking it in at 9 or 10am

wrt states

- 1 in order for the **AIR**bag to work as design to protect the **PASS**enger in an accident, you have to sit in seat properly.

- 2 advise cust to read manual on **AIR**bag.

- 3 will call dlr tomorrow on your car

cust states

- 1 i want a supervisor, its just a story you are giving me!

- 2 this is not right! I will file with BBB.

wrt states

- 1 you can speak to my supervisor let me see if he is avail

wrt states

- 1 my supervisor Thomas is not avail writer can transfer you to his VM

wrt transfered cust to VM to Thomas Morales team lead.

*** PHONE LOG 06/30/2009 09:44 AM US Mountain Standard Time TShamburger Action Type:Incoming call

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735185 [REDACTED]	K1566334	12,000
Virginia Beach, VA [REDACTED]		Prod. Date: 8/6/07	Dealer: VA026	Lynnhaven Kia

1. I TALKED TO SOMEONE LAST WEEK ABOUT MY ISSUE
2. MY **AIR** BAG LIGHT WILL NOT GO OFF NO MATTER WHO IS SITTING IN MY SEAT
3. I'M TAKING THE VEH TO THE DLR TODAY AND THEY SAID THEY DIDN'T HAVE A LOANER FOR ME
4. THE DLR SAID I SHOULD CALL YOU TO GET ONE AUTH
5. I'M ALSO HAVING A ISSUE WITH THE VEH STARTING SOMETIME'S AND I NOISE IN THE FRONT END

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I DO SHOW YOU HAVE A OPEN CASE WITH TAMMY
3. I WILL DOC YOUR CALL AND I'M SURE SHE WILL LOOK INTO THIS FOR YOU
4. RENTAL VEH'S ARE NOT A PROVISION OF OUR WARRANTY BUT WE CAN REVIEW THEM ON A CASE BY CASE BASIS ONCE THE DLR CAN DIAGNOSE YOUR CONCERN
5. WE ALSO OVERSEE THE REPAIR'S OR DIAG ON THE VEH
6. I'M SURE TAMMY WILL BE IN TOUCH

CUST STATED:

1. OK THANKS

*** PHONE LOG 07/06/2009 08:34 AM US Mountain Standard Time TShamburger Action Type:Incoming call
wrt called Greenbrier Kia and LVM for svc mgr Joe
wrt states
1 this is Tammy FCM (a 1 800-333-4542. left ext.
2 left cust name,vin# and concern. trying to follow-up on diagnosis.
3 please call writer.
call ended.

*** PHONE LOG 07/08/2009 06:50 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Greenbrier Kia and LVM for svc mgr Joe
wrt states
1 this is Tammy FCM (a 1 800-333-4542. left ext.
2 left cust name,vin# and concern. trying to follow-up on diagnosis.
3 please call writer.
call ended.

*** PHONE LOG 07/08/2009 07:57 AM US Mountain Standard Time TShamburger Action Type:Incoming call
Joe svc mgr called writer back
Joe states:
1.the cust didnt show up on monday and he was suppose to come in this morning and v eh is not here yet.
2 this couple always make appt and dont show. or they just show up but dont want to leave car and we can dup their concern.
3 the **AIR** bag light on **PASS**engerside goes on and off. but again they need to leave car with us longer. Or make their appts
wrt states
1 ok thank you.

*** NOTES 07/08/2009 07:58 AM US Mountain Standard Time TShamburger Action Type:Manager review
Error correction bullet 2 " we cant dup the customer's concern"

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735185 ██████████	K1566334	12,000
Virginia Beach, VA ██████████		Prod. Date: 8/6/07	Dealer: VA026	Lynnhaven Kia

*** PHONE LOG 07/09/2009 08:01 AM US Mountain Standard Time WThompson Action Type:Incoming call
Customer states:

1. I don't have time to have the driver look at the vehicle.
2. I will not go to the dealer until I am promised that I will be given a rental vehicle.
3. I want to file for Lemon Law for this has been going on for too long.

Writer states:

1. Kia does not have a provision for rentals Kia does assist with rentals on case by case basis.
2. Delaer needs to be able to see the vehicle to be able to see if they are able to dulpicate the problem.
3. Writer can follow up with the DPSM and see if he would be willing to assist with a rental vehicle.
4. FCM will then follow up with the customer

*** PHONE LOG 07/09/2009 08:11 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called 7579710142 and LVM -

- 1 call writer when you have veh at kia dir.
2. left 1 800 and ext. and case#

*** NOTES 07/09/2009 08:13 AM US Mountain Standard Time TShamburger Action Type:Manager review
Clarify notes with writer Leaving a msg for cust is before Wendy's documentation. cust called back to fast for comments to be in order.

*** PHONE LOG 07/14/2009 09:10 AM US Mountain Standard Time ATorres Action Type:Incoming call
Cst states:

1. May I speak to Tammy.

Wrt states:

1. Will see if she is available. if not would est like her VM

Cst states:

1. Yes.

*** PHONE LOG 07/14/2009 11:56 AM US Mountain Standard Time SJeon Action Type:Incoming call
customer stated:

1. can I speak to Tammy FCM?

writer warm transferred customer to Tammy

*** PHONE LOG 07/14/2009 12:16 PM US Mountain Standard Time TShamburger Action Type:Incoming call

Mr ██████████ transfered by Sue to Writer

Mr ██████████ states

- 1 My car still not at dlr because the dlr said they need veh before they can address a rental. they have to diagnose the **AIR**bag and no start problem
- 2 the car does not always react for the no start. since Friday it has not done it again. it can be about three days or so before it decides not to start again.
3. I was going to take veh to dlr on friday but once im there i have to wait for them to diagnose it before they address a rental.

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Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735185 [REDACTED]	K1566334	12,000
Virginia Beach, VA	[REDACTED]	Prod. Date: 8/6/07	Dealer: VA026	Lynnhaven Kia

4 cust reiterated the whole concern again.

5 I spoke to Tom at your place your supervisor and he told me if people sit on the seat and it works and does not work that means there is a problem with car.

6 I think you guys just need to change the sensors and then it will be rep**AIR**ed. my parents car does not have this problem and they have the same exact car.

wrt states

1 im sorry, but your warr does not cover rentals and veh has to be seen by dlr first before we can address a rental

2 dlr has to verify there is a warranty rep**AIR** on car.

3 the mfr would not just tell dlr to change the sensor. what if that does not fix the car. mfr does not just throw parts at car hoping that will rep**AIR** the car.

4 call write when you make appt and have car looked at. if you need a ride now, you would have to find other means of transportation until dlr can look at your car and diagnose it.

cust statse

1 what i will do is when veh will not start, will just have RSA tow veh into dlr and maybe then they can verify the problem.

2 ok thank you

*** EMAIL OUT_ TShamburger Action Type:External email
Send to:[TNassar@kiausa.com]
Tom Nassar

Just wanted to make you aware of this customer, he is giving this dlr a bad time on his **PASS**engerside **AIR**bag light. Customer feels kia needs to give him a rental before dlr even diagnosis his concern and writer exp to cust we need to verify the problem. The dlr feels cust just wants out of car. The **AIR**bag was looked at at another dlr and they said it worked. Cust states it doesnt. He now is trying to work with Greenbrier Kia but does not leave veh there long enough. The cust wife said veh does not start periodically but not always, and the **AIR**bag lights goes on/off. Cust car is not at dlr yet, but wanted to give you a heads up on this customer, see case notes.

Tammy 46576

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*** CASE CLOSE 07/14/2009 12:25 PM US Mountain Standard Time TShamburger

*** PHONE LOG 07/15/2009 10:27 AM US Mountain Standard Time I Colema Action Type:Incoming call

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735185 ██████████	K1566334	12,000
Virginia Beach, VA ██████████		Prod. Date: 8/6/07	Dealer: VA026	Lynnhaven Kia

3. I just dropped my veh off at Lynnhaven Kia.
4. Tammy wanted to know when I had done that.

Writer states:

1. Ok. I will relay the message to Tammy.

*** PHONE LOG 07/15/2009 11:02 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Lynnhaven Kia and asked for svc mgr. told svc mgr not in. Glenn states

1 dont see cust is here.

2 o they are here. just not written up yet. svc adv is William
wrt states

1 can i speak to William

wrt states to svc adv William

1 did cust make an appt?

2 was veh tow in?

3 did cust just drive up to dlr and want you to check it.

William states

1 cust just drove up with car. no appt.

2 she said car would not start and she kept trying it until it started and she said the rpms went up. i exp to her it would since she kept trying to start car.

3 we have not look at veh yet. just going to write it up.

4 cust said they tried another dlr

wrt states

1 yes. this cust has a habit of making appt and not showing up or just driving up and want veh diagnosed and fix right away.

2 will call later on diagnosis.

3 thank you. call ended

*** NOTES 07/15/2009 11:09 AM US Mountain Standard Time TShamburger Action Type:Manager review

Tom Nassar email writer yesterday 07/14/2009

Got it. You did everything right

Hopefully the customer will give the dealer a chance to look at the vehicle.

*** PHONE LOG 07/15/2009 11:11 AM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called Tom Nassar and stated

1 veh now at Lynnhaven kia

2 cust drove up. didnt make an appt. and didnt tow veh in. writer advise husband to tow it in when it does not start. but they didnt do that.

3 dlr has not looked at it yet. they are just writing it up.

Tom states

1 ok thank you for letting me know. this cust went to this dlr before.

*** PHONE LOG 07/15/2009 01:09 PM US Mountain Standard Time TShamburger Action Type:Outgoing call

wrt called Lynnhaven Kia and spoke to William

wrt states

1 did you have a chance to check veh out.

William states

1. no. i told cust I probably would not be able to see veh until tomorrow and i put them in 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>
██████████	██████████	KNDJD735185 ██████████	K1566334	12,000
Virginia Beach, VA ██████████		Prod. Date: 8/6/07	Dealer: VA026	Lynnhaven Kia

wrt states

I ok will call you back tomorrow. --

*** PHONE LOG 07/20/2009 11:28 AM US Mountain Standard Time WThompson Action Type:Incoming call

Customer states:

1. I got the vehicle back today.
2. I have contacted an attorney about this vehicle.
3. I am filing for lemon law.
4. The dealer told me that they were not able to duplicate the problem.

Writer states:

1. Apologize for the problem.
2. The dealer needs to be able to duplicate the problem.
3. For them to fix the vehicle.
4. As a consumer it is your right to get an attorney.
5. Problem has to be duplicate.

*** PHONE LOG 07/20/2009 11:46 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Lynnhaven Kia and asked for svc mgr.

LVM to Tommy Thompson

- 1 cust brought in veh and there were no duplication according to cust
- 2 can you just call writer back on this cust last diagnosis at your dlr.
3. left cust name, vin#, ext to writer

*** PHONE LOG 07 22 2009 05:59 AM US Mountain Standard Time SLairez Action Type:Incoming call
CUSTOMER STATES.

1. I AM TRYING TO GET A HOLD OF TAMMY
2. I DO NOT KNOW WHAT IS GOING ON WITH MY SITUATION

WRITER STATES.

1. REVIEWED FILE IT LOOKS LIKE TAMMY IS WAITING FOR OUR REP TO BE INVOLVED.
2. I AM NOT SURE IF SHE IS AVAIL NOW, BUT THAT IS THE MOST UPDATED INFORMATION
3. I CAN HEAR HER ON THE PHONE.

CUSTOMER STATES.

1. WELL I WOULD LIKE TO DEAL WITH HER REGARDING THIS SITUATION

WRITER TRANSFERRED TO V.M.

PHONE LOG 07 22 2009 06:42 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Tom Nassar and stated:

- 1 svc mgr did not call writer back and writer left msg on Monday.
- 2 this cust said dlr could not duplicate a problem. already exp to customer dlr will not just throw parts at car. they need a verifiable problem

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Last_name	First_name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735185 ██████████	K1566334	12,000
Virginia Beach, VA ██████████		Prod. Date: 8/6/07	Dealer: VA026 Lynnhaven Kia	

- 3. just wanted to know if you spoke to svc mgr at this dlr about customer.
 - 4 I mentioned to you cust dropped veh off at this dlr this last time again, without an appt
 - 5 writer could not confirm with svc mgr if there was no dup concern again at this time.
- Tom states
I send me the case, will check with svc mgr and get back with you.

*** EMAIL OUT _ TShamburger Action Type:External email
Send to:[tnassar@kiausa.com]
Tom Nassar.

This is the customer that keeps claiming something is wrong with *PASS* engerside *AIR* bag, and dlr's are saying nothing is wrong, and that cust wife now says there is a no start problem and dlr cant verify that either. Writer did not get a hold of svc mgr yet to see what is the last diagnosis, can you check on this and call writer back so i can call customer back.

Tammy 46576

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*** PHONE LOG 07/22/2009 01:20 PM US Mountain Standard Time TShamburger Action Type:Incoming call
Mr ██████████ called and LVM -
I please call me back regarding the dlr's last diagnosis.

*** PHONE LOG 07/22/2009 01:24 PM US Mountain Standard Time TShamburger Action Type:Outgoing call
Wrt called Lynnhaven Kia and spoke to William
William states
1 i personally drove veh and started this car 75x and veh started every time.
2 we had an array of individuals sit in the car and the *AIR* bag light went off every time.
3 no problems found except door handle sticking and we order part for that, the husband told wife not to start it but she did and drove veh in.
4 so car is with them again.
wrt thanked William

*** PHONE LOG 07/24/2009 11:10 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Lynnhaven Kia and spoke to Svc mgr Tommy
Tommy states

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735185 [REDACTED]	K1566334	12,000
Virginia Beach, VA [REDACTED]		Prod. Date: 8/6/07	Dealer: VA026 Lynnhaven Kia	

3 cust always just drives up and wife gives a fit wrt states

1 ok thank you, will let cust know. no rep **AIR** without a problem with car. thank you

*** PHONE LOG 07/24/2009 11:15 AM US Mountain Standard Time TShamburger Action Type:Outgoing call wrt called Mr [REDACTED] and stated:

- 1 had to wait to speak to dlr svc mgr and kia rep
- 2 the car would not react for this dlr either. and dlr svc adv said he tried veh 75 to start it and veh started every time.
- 3 advise cust no rep **AIR** is done accept your door handle that was not working dlr said they will install that. cust states
- 1 thank you for calling me back. i will have door handled installed Monday
- 2 thank you again call ended.

*** CASE CLOSE 07/24/2009 11:15 AM US Mountain Standard Time TShamburger

*** NOTES 07/24/2009 02:21 PM US Mountain Standard Time TShamburger Action Type:Manager review Forward to region for handling and review *****

- 1 dpsm email writer and stated this dlr also could not dup the cust no start and **PASS** engerside **AIR** bag light concern.
- 2 cust repeatedly mentioned hire a lawyer for his car.
- 3 two dlr's could not duplicate the concerns cust stated.
- 4 please review case and take a proactive approach, though writer exp again and again dlr needs something to go on.

Email from Tom Nassar:

I spoke to William at Lynnhaven VA026 who is very familiar with the vehicle and customer. William states that they have never been able to duplicate or verify the customers concerns. Sam handle case. due to cust threats

*** FORWARD 07/28/2009 07:36 AM Pacific Daylight Time MPfeifer

*** PHONE LOG 07/29/2009 09:20 AM Eastern Daylight Time Sljames Action Type:Outgoing call RCAA CALLED AND LVM REQUIRING A RETURN CALL.

*** PHONE LOG 07/29/2009 09:51 AM Eastern Daylight Time Sljames Action Type:Incoming call CSI CALLED RCAA AND STATED

1. I WOULD JUST LIKE THIS **AIR** BAG CONCERN REPAIRED
2. IF WE GET INTO AN ACCIDENT SOMEONE CAN SUE ME
3. I EVERY DEALER KEEPS TELLING US WE NEED TO GET THE SEAT REPLACED
4. THE DEALER KEEPS SAYING THAT THERE IS NOTHING WRONG WITH THE VEHICLE AND THEY NEVER REP **AIR** ANYTHING
5. MY MOTHER HAS THIS SAME CONCERN AND WE HAVE CALLED EVERYBODY ABOUT THIS
6. I WILL TAKE THE VEHICLE OUT AND BURN THIS R*%&%!!

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735185 ██████████	K1566334	12,000
Virginia Beach, VA	██████████	Prod. Date: 8/6/07	Dealer: VA026 Lynnhaven Kia	

RCAA STATES

1. THANK YOU FOR RETURNING MY CALL
2. I APOLOGIZE FOR YOUR CONCERNS
3. IF THE DEALER IS NOT FINDING A PROBLEM, THEY WILL NOT REPLACE PARTS
4. IF YOUR MOTHER HAS THIS CONCERN SHE NEEDS TO HAVE HER VEHICLE LOOKED AT
5. PLEASE DO NOT USE THAT TYPE OF LANGUAGE WITH ME, I AM SPEAKING TO YOU IN A CALM AND POLITE MANNER
6. I KNOW THIS IS FRUSTRATING FOR YOU AND I CAN ARRANGE TO HAVE THE VEHICLE LOOKED AT AGAIN BUT IF THERE IS NO CONCERN IS FOUND NO REPAIRS WILL BE MADE

*** PHONE LOG 07/29/2009 10:27 AM Eastern Daylight Time SJames Action Type: Incoming call
RCAA CALLED VA006 AND SPOKE TO WILLIAM WHO STATED

1. HAD THE **OCS** REPROGRAM BUT BEFORE AND AFTER THAT WE HAVE NEVER BEEN ABLE TO DUPLICATE CONCERN
2. SHE CAME IN ONE TIME FOR THE **AIR** BAG CONCERN AND I TOLD HER I WOULD WALK OVER TO SEE THE CONCERN WITH HER AND SHE INSISTED THAT I DID NOT
3. I DID AND SHE HAD A **PASSENGER** SITTING IN THE VEHICLE AND IT WAS OPERATING CORRECTLY
4. SHE COMPLAINED ABOUT THE NO START CONCERN AND THAT HAS NEVER BEEN DUPLICATED
5. WE DID EXPLAIN TO HER THAT IF IT DID NOT START AGAIN TO NOT TRY AND START IT BUT HAVE IT TOWED IN HERE BUT SHE
6. SHE INFORMED US THAT SHE WAS NOT WAITING FOR A TOW TRUCK
7. WE HAVE NEVER BEEN ABLE TO DUPLICATE ANY OF THEIR CONCERNS
8. I HAVE PROVIDED HER WITH A RENTAL EVERY TIME SHE HAS BEEN IN HERE TO TRY AND MAKE HER HAPPY

CST(MR. ██████████) CALLED AND STATED

1. YOU SPOKE TO MY WIFE ABOUT THIS CONCERN
 2. THEY ARE NOTHING THE **AIR** BAG CONCERN
 3. WE ASKED THEM TO REPLACE THE SENSOR BUT I WAS TOLD BY TAMMY AT THE CALL CENTER NO BECAUSE IT WOULD KIA MONEY TO DO THAT
 4. WELL IT DOES NOT HAPPEN ALL THE TIME AND IF YOUR NOT GOING TO REPAIR IT WHY WOULD I TAKE IT IN?
 5. WELL THANK YOU, I WILL NOT BE TAKING IT BACK IN
- RCAA STATES
1. YES I DID
 2. I APOLOGIZE
 3. WE WOULD NOT REPLACE ANYTHING UNLESS IT IS NECESSARY TO DO SO AND WE WOULDN'T REFUSE TO REPLACE A PART BECAUSE IT WOULD COST MONEY
 4. I DID OFFER YOUR WIFE THE OPPORTUNITY TO HAVE THE VEHICLE LOOKED AT AGAIN BUT IF THERE IS NO CONCERN NO REPAIRS WOULD BE MADE
 5. IF THE CONCERN DOES NOT PRESENT ITSELF WE WILL NOT MAKE ANY REPAIRS

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
Chickamunga, GA		KNDJD736675	K1342891	6,700
		Prod. Date: 10/26/06	Dealer: GA060 Prebul Kia of Dalton	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 08/03/2007 09:52 AM US Mountain Standard Time TShamburger customer called ---

1. the **AIR**bag light stays on when my wife sits on seat.
 2. and my wife sat in front of the dlr serv dept and they ordered a seat
 - 3 the seat was installed and my wife sat in seat and the light would not go off.
 4. again, my wife sits on the seat squarely and still the light will be on, I ask if the **AIR**bag will work for my wife with light on.
 - 5 and they said yes, it that right.
- wrt states
- 1 im sorry will make a note of this complaint.
 - 2 but your wife has to sit correctly as manual stated for the light to go away.
 - 3 the **AIR**bag if saying OFF will not deploy in an accident.
 - 4 did you let dlr know your light is still on for your wife?

cust states

- 1 the dlr said today they would call me back after they chk with kia tech's
- 2 will see what they say.

wrt states

- 1 when you go back to dlr Mr Teems call back wrt
 - 2 and wrt will oversee this next rep**AIR**
 - 3 gave cust the case number and wrt ext .
- call ended.

*** PHONE LOG 08/07/2007 11:32 AM US Mountain Standard Time TShamburger Action Type:Outgoing call wrt called Prebul Kia of Dalton and left msg with SA Joe.

1. can you have SM call wrt about this veh.
- 2 left cust name, vin# and wrt ext and case number.

*** PHONE LOG 08/07/2007 11:46 AM US Mountain Standard Time TShamburger Action Type:Incoming call SM Adam called wrt back ---
SM states

- 1 techline said tq us they know of a concern and are waiting on a rep**AIR**.
 - 2 and techline said not do anything with veh right now, kia working on a rep**AIR**.
- wrt states
- 1 ok thank you. will let dpsm know this.
- call ended.

*** PHONE LOG 08/07/2007 11:51 AM US Mountain Standard Time TShamburger Action Type:Outgoing call wrt called Matt Myers and LVM ---

- 1 exp cust not happy with veh and does not want to drive it if kia cant fix the **AIR**bag on **PASS**engerside for his wife.
- 2 the SM at dlr said techline working on a rep**AIR** solution but there is non currently.
- 3 wrt foward case to region for handling.
- 4 cust is saying wife is not safe in front seat if there is no **AIR**bag there for her.
- 5 will email you the case.
- 6 see case notes.

*** EMAIL OUT TShamburger Action Type:External email

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736675 [REDACTED]	K1342891	6,700
Chickamunga, GA [REDACTED]		Prod. Date: 10/26/06	Dealer: GA060 Prebul Kia of Dalton	

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*** NOTES 08/07/2007 02:20 PM US Mountain Standard Time TShamburger Action Type:Manager review
Foward to region for handling and review *****

- 1 cust not happy that vehicle **PASS**engenside **AIR**bag light will not go OFF for his wife.
- 2 SM states kia working on a rep**AIR** solution but has none currently.
- 3 cust is not happy that veh is unsafe to drive for his wife and wants something done.
- 4 cust does not want veh if not rep**AIR**ed soon.
- 5 dlr is told currently not to attempt to rep**AIR** vehicle until they have a rep**AIR** solution for dlr.
- 6 see case notes.
7. cust looking for a solution from KMA now.

*** NOTES 08/14/2007 08:46 AM Eastern Daylight Time YEpps Action Type:Manager review

1. Customer took the vehicle to GA060 on 8/11/07 with the concern current.
2. The customer sat in two other 2007 Sorentos, and the **AIR**bag light operated correctly.
3. FTR suggested that the dealer replace the customer's seat bottom with that from one of the vehicles tested on 8/11.
4. Writer called Adam at GA060 and left a message requesting a call back.

*** PHONE LOG 08/14/2007 09:11 AM Eastern Daylight Time YEpps Action Type:Outgoing call

Writer called customer ([REDACTED]) who stated:

1. have had the vehicle for 3 or 4 months.
2. problem is intermittent.
3. have had the light stay on with my wife in the seat and sometimes when I am in the seat.
4. dealer replaced the seat bottom a week ago.
5. when I went to the dealer on Saturday, the other cars worked at first. but they started doing it too.

Writer stated:

1. apologized.
2. advised of the SM at GA060 stated:
3. will contact the DPSM and advise of what you said.
4. will call back once I speak to him and Adam and decide the course of action.

Customer agreed.

*** NOTES 08/27/2007 07:34 AM Eastern Daylight Time YEpps Action Type:Manager review

1. Writer spoke to Adam at GA060 who stated that the customer sat in other vehicles with the sales manager.
2. Per the sales manager, the **OCS** light worked correctly in the other vehicles.
3. Adam will test other vehicles with the customer.

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736675 ██████████	K1342891	6,700
Chickamunga, GA ██████████		Prod. Date: 10/26/06	Dealer: GA060	Prebul Kia of Dalton

*** PHONE LOG 08/27/2007 08:45 AM Eastern Daylight Time YEpps Action Type:Incoming call
Adam at GA060 called writer and stated:

1. someone from corporate came and reflashed the **OCS**.
2. customer has had no problems since.
3. will fax rep **AIR** orders.

*** NOTES 08/29/2007 09:33 AM Eastern Daylight Time YEpps Action Type:Manager review

1. Writer received the rep **AIR** orders from GA060.
2. Adam at GA060 called writer and left a message stating that the customer says that the **OCS** light is still not operational.

*** PHONE LOG 08/29/2007 09:34 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called Adam at GA060 and a fax picked up.

*** PHONE LOG 08/29/2007 09:38 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called Adam at GA060 and left a message requesting a call back.

*** PHONE LOG 09/04/2007 02:20 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called Adam at GA060 and left a message requesting a call back.

*** PHONE LOG 09/12/2007 11:32 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer and left a message requesting a call back.

*** CASE CLOSE 09/26/2007 03:10 PM Eastern Daylight Time YEpps

*** CASE CLOSE 10/03/2007 02:43 PM Pacific Daylight Time JeffStroup
tread review complete

*** PHONE LOG 11/14/2007 01:40 PM US Mountain Standard Time CHart Action Type:Outgoing call
cust marshall called

1. we have an 07 sorrento
2. we've taken the veh to the dlr several times to have it worked on
3. they havn't resolved the problem
4. i spoke w/ the GM yesterday -- he suggested i call and speak w/ you
5. he said you could buy the veh back or swap it out for another veh
6. the **PASS**enger **AIR**bag light keeps coming on
7. we've had the FTR reset it for a heavier weight
8. he told me that they may have a fix for it at the end of september
9. the torque convertor also would need to be replaced

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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>
Chickamunga, GA		KNDJD736675	K1342891	6,700
		Prod. Date: 10/26/06	Dealer: GA060 Prebul Kia of Dalton	

1. apologize
2. advised kia will stand behind the mfr warranty and work to rep**AIR** the veh
3. advised of policies in WCIM regarding re-purchases
4. will forward request to appropriate dept for further handling/notification
5. provided case#

cust understood -- call ended

*** NOTES 11/14/2007 01:41 PM US Mountain Standard Time CHart Action Type:Manager review
** correction -- INCOMING CALL **

*** NOTES 11/14/2007 01:43 PM US Mountain Standard Time CHart Action Type:Manager review
forwarding to region for further handling

1. cust called requesting buyback/repurchase at recommendation of General Manager of dlr
2. wrt provided policy from WCIM
3. cust indicates dlr not able to fix veh **OCS/AIR**bag
4. cust insistent upon receiving buyback
5. ((YEpps previously handling case for same concern))
6. forwarding to region for further handling

*** PHONE LOG 11/16/2007 10:49 AM US Mountain Standard Time UValencia Action Type:Incoming call
caller states

- 1.- I called wednesday about the buyback of my car
- 2.- I have a case #

wrt states

- 1.- apologized
- 2.- advised that YEpps is currently working on case
- 3.- provided YEpps ph#
- 4.- cst thanked wrt for information

*** PHONE LOG 11/16/2007 04:23 PM Eastern Daylight Time YEpps Action Type:Incoming call

1. Customer called writer and left a message requesting a call back.
2. Writer called customer and left a message requesting a call back.

*** PHONE LOG 11/20/2007 07:35 AM US Mountain Standard Time MTrem Action Type:Incoming call
Caller Mr. T states:

1. do you have the phone number to contact YEpps
2. she has the case on my car

writer states:

1. provided 800 # and extension

caller thanked writer and disconnected

*** NOTES 12/13/2007 12:21 PM Eastern Daylight Time YEpps Action Type:Manager review
Writer received a BBB start date.

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
Chickamunga, GA		KNDJD736675	K1342891	6,700
		Prod. Date: 10/26/06	Dealer: GA060 Prebul Kia of Dalton	

*** NOTES 12/18/2007 12:41 PM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent the response to the BBB.

*** NOTES 01/02/2008 03:28 PM Eastern Daylight Time YEpps Action Type:Manager review
BBB closed the case.

*** NOTES 01/03/2008 09:43 AM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.
NCA received certified letter from customer.

1. Same complaint as above.
2. Customer also states transmission does not work right and there is a noise coming from the steering wheel area.
3. Customer feels vehicle is not safe to drive.
4. Customer allowing one final rep**AIR** and will seek relief under LL if vehicle cannot be rep**AIR**ed.

Scanned and dispatched to region for further handling.

*** NOTES 01/07/2008 09:31 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer sent the FTR request to the FTR & DPSM.

*** NOTES 01/08/2008 09:34 AM Eastern Daylight Time YEpps Action Type:Manager review
1. CTR will reflash the vehicle on 1/21/07.
2. Writer called Adam at GA060 and set an appointment for 1/21/07 at 11am.
3. Writer sent the customer a letter advising of the appointment.

*** COMMIT 01/08/2008 09:47 AM Eastern Daylight Time YEpps Action Type:Callback Required

*** CASE CLOSE 01/08/2008 09:59 AM Eastern Daylight Time YEpps

*** NOTES 01/23/2008 12:03 PM Eastern Daylight Time JWright Action Type:Manager review
Writer received e-mail from Y Epps:

1. According to CTR(T. Peters) customers vehicle has been reflashed.

*** CASE CLOSE 01/23/2008 12:05 PM 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 4X2 EX	Case Number	Mileage
Banning, CA		KNDJD736X85	K1558045	27,830
		Prod. Date: 5/15/07	Dealer: CA137 Perris Valley Kia	

Case History

Complaint **Rep AIR Assistance**

*** PHONE LOG 02/25/2009 05:15 PM US Mountain Standard Time HReynolds
Ms. [REDACTED] Stated:

1. **PASS**enger side **AIR**bag light stays on when sitting
2. took it to Kia of La Quinta 3x
3. they said that it is common problem for Kia that kia need to come up with fix for it
4. dealer said that they are waiting for kia have recall on this
5. Kia of La Quinta is no longer kia dealership
6. **AIR**bag light still not working

Writer stated:

1. updated/no open recall
2. apology for situation
3. advised, no outstanding recall on vehicle as of
4. advised, call this office back after drop the car off at kia dealer
5. will follow up with dealer for status
6. provided # for Perris Valley Kia
7. provided ref#

*** CASE CLOSE 02/25/2009 05:15 PM US Mountain Standard Time HReynolds

*** PHONE LOG 03/02/2009 11:34 AM US Mountain Standard Time RHall Action Type:Incoming call
Mr [REDACTED] called

- 1 I took my vehicle to the dlr for the **PASS**enger side **AIR**bag and a/c knocking
- 2 For the knock in a/c - they found hub assembly 197644-4D90OFFF disc hub assembly a/c- they fixed that
- 3 But the **AIR**bag light was working proper today and yesterday so they could not duplicate any issues
- 4 Last time took it in was for **AIR**bag was 9/8/08- dlr told my wife there is probably going to be a recall on it
- 5 we never heard of a recall on it and we called dlr and they said bring it in
- 6 I know they have to duplicate it to fix it so I told them I would bring it back in if the light comes on in the future
- 7 I am concerned that the **AIR**bag is not going to work if we get in an accident

wrt stated

- 1 apologized
- 2 you are correct that the dlr needs to be able to duplicate in order to know what to fix on the vehicle
- 3 wrt is happy to hear that your **AIR**bag system is working properly
- 4 if the light ever comes on in the future- please take your veh to kia dlr
- 5 while the veh is at the dlr this time please call KMA so KMA can be involved with the diagnosis of the vehicle

Mr [REDACTED] stated

- 1 Ok that sounds like a good idea, I will wait and see if the light comes back on- thank you.

*** CASE CLOSE 03/02/2009 11:35 AM US Mountain Standard Time RHall

*** CASE CLOSE 04/09/2009 11:31 AM US Mountain Standard Time JHirshfield

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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]	KNDJD736X85 [REDACTED]	K1558045	27,830
Banning, CA [REDACTED]		Prod. Date: 5/15/07	Dealer: CA137 Perris Valley Kia	

*** CASE CLOSE 04/09/2009 11:31 AM US Mountain Standard Time JHirshfield

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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 ██████████	K1398992	13,250
Springhill, FL ██████████		Prod. Date: 7/28/06	Dealer: CA215 Florin Road Kia	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 01/03/2008 03:29 PM US Mountain Standard Time TLarson

*** PHONE LOG 01/03/2008 03:37 PM US Mountain Standard Time TLarson Action Type: Incoming call
CUSTOMER ADVISED

- 1 CALLING TO FIND OUT WHAT CAN BE DONE
- 2 MY VEHICLE HAS BEEN TO THE DEALER MANY TIMES FOR THE **PASS**ENGER **AIR**BAG LIGHT CONCERNS
- 3 IT USED TO STAY ON ALL OF THE TIME
- 4 NOW WHEN MY SON AND I SIT IN THE SEAT THE LIGHT TURNS OFF
- 5 WHEN MY 250LB HUSBAND SITS IN THE SEAT IT DOESN'T SHUT OFF
- 6 ALSO IF I LOCK THE DOORS, AND THEN OPEN THE **PASS**ENGER SIDE DOOR THE DOOR POPS OPEN
- 7 THEY SAY ITS THE WAY IM LOCKING MY VEH

WRITER ADVISED

- 1 APOLOGIZED FOR THE CONCERNS
- 2 EXPLAINED THAT THE WARRANTY COVERS MANUFACTURES DEFECTS
- 3 I WOULD NEED TO SPEAK WITH THE DEALER ABOUT WHAT THEY HAVE DONE SO FAR TO ADDRESS THIS PROBLEM
- 4 ONCE I SPEAK TO THEM I CAN DETERMINE HOW KIA WILL HANDLE THE CASE
- 5 IF YOU FEEL ONE WAY AND THE DEALER FEELS ANOTHER WE WILL NEED TO INVOLVE THE DPSM TO MAKE A FINAL DETERMINATION ON HOW KIA WILL HANDLE THE CASE
(PUT CUST ON HOLD)

WRITER CALLED SVC ADVISOR MARIO @ CA159

- 1 LEFT VOICEMAIL REQUESTING CALL BACK
- 2 PROVIDED CALL BACK INFO AND CASE NUMBER
- 3 WANTING TO DISCUSS THE PREVIOUS **REPAIRS**

WRITER ADVISED CUSTOMER

- 1 I LEFT A MESSAGE FOR MARIO @ CA159
- 2 I WILL WAIT TO HEAR FROM HIM
- 3 I WILL CALL YOU BACK AND LET YOU KNOW WHAT INFO I FOUND
- 4 PROVIDED CASE NUMBER

CUSTOMER ADVISED

1 OK THANK YOU

*** PHONE LOG 01/04/2008 10:32 AM US Mountain Standard Time TLarson Action Type: Incoming call
WRITER RECEIVED CALL FROM MARIO @ THOMASON KIA

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736375 [REDACTED]	K1398992	13,250
Springhill, FL [REDACTED]		Prod. Date: 7/28/06	Dealer: CA215 Florin Road Kia	

*** PHONE LOG 01/04/2008 01:25 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED MARIO @ CA159 SERVICE

- 1 VEHICLE HAS BEEN IN BEFORE **OCS** CONCERNS
- 2 ON 11/15/07 WE REPLACED THE SEAT CUSHIONS
- 3 ON 12/20/07 IT WAS BROUGHT BACK
- 4 NO CODES WERE FOUND
- 5 WE FEEL IT MAY BE IN REGARDS TO IMPROPER SEATING POSITION
- 6 THE DOOR LATCH PROBLEM WE FEEL IT IS OPERATING AS DESIGNED

WRITER ADVISED

- 1 OK, IM GOING TO CALL THE DPSM
- 2 I WILL FIND OUT IF THEY ARE WILLING TO MEET WITH THE CUSTOMER ON THE NEXT VISIT
- 3 THANKS FOR THE INFO

*** PHONE LOG 01/04/2008 03:04 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM DARRYL TRETTIN (VOICEMAIL)

- 1 LEFT MESSAGE REQUESTING CALL BACK
- 2 PROVIDED CALL BACK INFO AND CASE NUMBER
- 3 EXPLAINED CASE DETAILS
- 4 SEEKING YOUR ASSISTANCE ON HOW WE WILL HANDLE CASE
- 5 CALL ME BACK AND LET ME KNOW YOUR THOUGHTS
- 6 DLR FEELS THAT **OCS** PROBLEM IS RELATED TO IMPROPER SEATING POSITION AND DOOR LOCKING PROBLEM IS WORKING AS DESIGNED

*** PHONE LOG 01/07/2008 11:40 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM DARRYL TRETTIN

- 1 PROVIDED CASE DETAILS
- 2 CALLING TO FIND OUT HOW YOU WANT TO HANDLE THE CASE
- 3 CUSTOMER FEELS **OCS** AND DOOR LOCKS ARE NOT WORKING PROPERLY
- 4 DEALER FEELS **OCS** IS IN REGARDS TO IMPROPER SEATING POSITION . AND THE DOOR IS OPERATING AS DESIGNED
- 5 ARE YOU WILLING TO MEET WITH THE CUSTOMER ON THE NEXT SCHEDULED VISIT?
- 6 CASE HAS A FEW HOURS LEFT UNTIL IT MEETS THE 24 HR RULE. SO CALL ME BACK IF I DONT HEAR FROM YOU I WILL DISPATCH

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736375 [REDACTED]	K1398992	13,250
Springhill, FL [REDACTED]		Prod. Date: 7/28/06	Dealer: CA215	Florin Road Kia

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 01/07/2008 12:07 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED EMAIL RESPONSE FROM DPSM DARRYL TRETTIN

There is a reflash of the **OCS** module to relieve the concern. Please forward the case to Laura and we'll schedule an FTR visit

*** PHONE LOG 01/07/2008 12:12 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER DISPATCHING CASE TO REGION

- 1 PLEASE REVIEW CASE NOTES
- 2 DPSM DARRYL TRETTIN ADVISED THAT THERE IS A **OCS** UPDATE FOR THIS VEHICLE THAT SHOULD ADDRESS THE CONCERNS
- 3 PLEASE DETERMINE WHEN FTR WILL BE AVAILABLE TO PERFORM UPDATE
- 4 PLEASE CALL CUSTOMER TO ADVISE OF THAT DATE

*** PHONE LOG 01/07/2008 12:15 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER

- 1 I SPOKE WITH OUR DPSM
- 2 HE BELIEVES THAT THERE IS A UPDATE TO THE **OCS** THAT SHOULD RESOLVE THIS PROBLEM
- 3 HE ASKED ME TO SEND THE CASE TO THE REGION SO THEY COULD DETERMINE WHEN THE FTR WILL BE AVAILABLE
- 4 OUR REGIONAL OFFICE WILL THEN CALL YOU BACK TO ADVISE OF THE DATE AND TIME

CUSTOMER ADVISED

1 OK THANK YOU

*** PHONE LOG 01/09/2008 03:56 PM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Wrca called cust at [REDACTED] and spoke with cust who stated:

1. My veh has been at the dealer several times for the **OCS** problem
2. It was last seen at the dealer 12/27/07 and it is still having the same issues.

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736375 [REDACTED]	K1398992	13,250
Springhill, FL [REDACTED]		Prod. Date: 7/28/06	Dealer: CA215 Florin Road Kia	

5. it is not safe to drive with this **AIR**bag light off with someone in the car.

Wrca advised:

1. Apologised for concerns.
2. Wrca will call dealer and get more detail info.
3. Will advise SM that **OCS** light is back on.
4. Will schedule for an FTR if necessary
5. Provided direct number for cust to call wrca if needed.

*** PHONE LOG 01/09/2008 04:36 PM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Wrca called service manager- Robert Rashid at 707-651-7000 and left message on v/mail to call back regarding cust veh.

*** PHONE LOG 01/17/2008 03:32 PM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Wrca called cust and spoke to cust and advised:

1. Thanked cust for patience with KMA is working on getting FTR to dealer to inspect veh,
2. Will advise on next possible schedule date once available.

Cust stated:

1. I am in the Sacramento area right now.
2. If the KMA tech can go to a dealer in that area that will be closer for me.
3. Let me know when. Thank you.

Wrca advised:

1. FTR will be in that area the week of FEB 4th.
2. Will discuss with FTR and call cust back next week to confirm.
3. Thanked cust again for patience with KMA.

*** PHONE LOG 02/04/2008 04:43 PM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Wrca called cust to advise cust that CA157 is no longer a Kia dealer and the appointment will be at CA215 at Florin Road Kia.
Wrca left message

*** PHONE LOG 02/04/2008 05:32 PM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Wrca called and cust again on [REDACTED] and spoke with cust and advised:

1. Braley and Graham no longer a dealer and cust will have to go to Florin Road.
2. FTR appointment will fix cust veh like promised and provide rental veh.

Cust stated:

1. I will not be in that area tomorrow and I can meet the FTR at **FAIR**field kia, on wednesday.

Wrca advised:

1. Will call FTR and confirm this and see if FTR-Mark will be at **FAIR**field
2. Wrca confirmed and cust will be at **FAIR**field h/twn 9-2 nm on wednesday

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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>
Springhill, FL		KNDJD736375	K1398992	13,250
		Prod. Date: 7/28/06	Dealer: CA215 Florin Road Kia	

Cust stated:

I, Thank you for your help

*** PHONE LOG 02/13/2008 10:01 AM Pacific Daylight Time LAifuwa Action Type:Outgoing call
Wrca called cust and cust number is disconnected.

Wrca was advised that cust did a no show for the FTR appointment set up last week with Mark White at **FAIR**field Kia.

*** CASE CLOSE 02/19/2008 04:30 PM Pacific Daylight Time LAifuwa

*** CASE CLOSE 04/10/2008 11:02 AM US Mountain Standard Time TMorales

AIRBAG TREAD REVIEW COMPLETE

*** PHONE LOG 05/27/2008 11:03 AM US Mountain Standard Time LSims Action Type:Incoming call
Ms stated

1. i am trying to reach LAifuwa and i cannot get a response
2. i went to the dealer back in Feb and the FTR didnt how
3. then a few days later they called me and said that he was there
4. but i was not able to go to the dealer then
5. now i have moved and gotten everything back together
6. so i need to have it taken care of
7. the car is at Florin Road Kia now for the door lock problem and the brakes '
8. when i got the car i mentioned the brakes and the door lock
9. the dealer is now telling me that it will be \$90 to look at the car
10. the **AIR**bag concern was taken care of at the Vallejo dealer
11. the FTR was going to look at the car for door lock problem
12. the Vallejo dealer told me that i just had to deal with the door lock problem
13. but at the Florin Road Kia the guy said that he knew what the problem
14. now the brake problem is that when i press on the brakes it keeps sliding
15. i have not ever had that checked out yet
16. Brian is who I was working with at the dealer today

wtr stated:

1. apologized
2. reviewed case notes
3. wtr does see that caller didnt meet with the FTR
4. wtr will contact the dealer to get the diagnosis
5. wtr will then decide if the case needs to be sent back to the region
6. LAifuwa is no longer with KMA - so another analyst will be handling the case
7. the dealer may charge a diag fee if the problem found is not warranted
8. there will normally be a fee for the brake inspection unless there is a defect found
9. wtr will call dealer and cb

*** PHONE LOG 05/27/2008 11:07 AM US Mountain Standard Time LSims Action Type:Outgoing call

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1398992	13,250
Springhill, FL ██████████		Prod. Date: 7/28/06	Dealer: CA215 Florin Road Kia	

1. we just took a look at it for her
2. she said that the brakes were grabbing when coming to a stop
3. we unable to verify with 2 techs driving it
4. and we didnt see anything wrong with the door locks
5. the brakes are also fine 8/32 on the front
6. i will take a drive in the car myself
7. then i will give her a call

wtr stated;

1. ok, will speak to customer and follow up if needed

*** PHONE LOG 05/28/2008 09:03 AM US Mountain Standard Time LSims Action Type:Outgoing call

Ms ██████████ stated

1. i was able to duplicate the problem
2. they are gong to have the part for the latch in on Thurs
3. they said that the brake issue is because i dont have ABS
4. before i had the Sedona with ABS and that is what i am feeling
5. i did have to pay for the brake inspection

wtr stated:

1. calling to follow up
2. wtr did speak to Brian yesterday
3. wtr will follow up on Fri to make sure the veh is rep**AIR**ed

*** CASE CLOSE 05/28/2008 09:08 AM US Mountain Standard Time LSims

*** PHONE LOG 07/07/2009 08:59 AM US Mountain Standard Time ERuiz Action Type:Incoming call

CALLER STATED

1. I RECEIVED A RECALL NOTICE.
2. I AM NEW TO THIS AREA.
3. I WOULD LIKE TO KNOW WHERE DO I TAKE IT TO HAVE IT SVC.
4. ARE GOING TO RECALL THE **PASS**enger's side door of my car?
5. WHEN I LOOK IT FROM THE INSIDE THEN THE DOOR GETS OPEN AGAIN.

WRITER STATED

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. PROVIDED THE NAME AND PHONE # OF THE LOCAL KIA DEALER.
3. THE DOOR LOCKS ARE COVERED UNDER WARRANTY FOR MANUFACTURE DEFECTS.
4. THERE ARE NO RECALLS FOR THE POWER DOOR LOCKS.
5. THE AUTO-LOCKS ARE COVERED UNDER WARRANTY FOR DEFECTS IN MATERIAL OR WORKMANSHIP.
6. CUST THANKED WRT FOR THE INFO

*** CASE CLOSE 07/07/2009 08:59 AM US Mountain Standard Time ERuiz

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Last name	First name	VIN of 2008 SORENTO LX 4X2 KNDJD735685	Case Number K1508474	Mileage 1,500
Douglasville, GA		Prod. Date: 6/5/07	Dealer: GA047 Kia at Arbor Place Mall	

Case History

Complaint *Rep AIR Assistance*

*** PHONE LOG 10/08/2008 06:08 AM US Mountain Standard Time LCoema Action Type: Incoming call
Cust states:

1. Have a problem with the veh *PASS*enger side *AIR* bag.
2. Light will stay on when someone is sitting in the *PASS*enger seat.
3. No one from dlr will call me back.
4. Was driving my son to school, he is 16 & is not small, light did not go out.
5. Took veh to dlr so they could verify the problem.
6. Have taken veh to dlr 5 times for this concern.
7. The srv adv told me dlr has reprogrammed the computer 2 times & replaced the seat & the clock.
8. I have had other problems with veh & have to take veh to dlr weekly.
9. Dlr has been able to correct the other problems but not this one.
10. I purchased a new car so I would not have to take veh in for rep *AIR*s.
11. It is becoming a joke with my friends.
12. I do not believe I am being told the truth about what is going on.
13. I am going to call a lawyer & pursue the lemon law.
14. I am over this already.
15. This is a safety issue.

Writer states:

1. Updated, no recalls.
2. Apologized for situation.
3. Do not see where the clock cluster or seat has been replaced.
4. Writer will need to speak with the srv mgr at Kia at Arbor Place Mall.

Writer put cust on hold & called Kia at Arbor Place Mall spoke with srv mgr Jim & stated:

1. Adv of reason for call.

Srv mgr states:

1. We have been trying to figure out why the *AIR* bag light is staying on.
2. Per tech line we replaced the computer with one we knew was working, not the computer.
3. So we tried the clock cluster.
4. Clock cluster from cust veh would not read in the other veh.
5. So, we have ordered a clock cluster for cust veh this morning.
6. Part should be here by Friday.
7. Spoke to husband this morning & explained all of this.

Writer went back to cust & stated:

1. Adv of srv mgr information.

Cust states:

1. That is not what the srv adv told me.
2. Someone is lying here.
3. Will call a lawyer.

Writer states:

1. Kia will rep *AIR* the veh according to the terms of the man warranty.
2. Kias buyback policy is in accordance with your states laws.
3. Referred to WCIM for info on laws in callers state.
4. Writer will adv Kia rep about veh & will escalate the case to the regional office for further assistance.
5. Cust will receive a call back from someone in region within 48 to 72 hours.
6. If do not receive call back in that time frame, please call writer back.
7. Provided case number & writer's contact info.

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Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735685 ██████████	K1508474	1,500
Douglasville, GA	██████████	Prod. Date: 6/5/07	Dealer: GA047 Kia at Arbor Place Mall	

*** PHONE LOG 10/08/2008 06:11 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer called DPSM H Baik, left VM message stating:

1. Adv of veh & concerns with veh.
2. Adv of srv mgr information.
3. Adv cust stating she is going to call a lawyer & pursue lemon law.
4. Adv of other rep **AIR**s to veh.
 - a. ECM reprogramming
 - b. rear seat side garnish
 - c. windshield wiper arm.
 - d. windshield.
4. Writer dispatching file to region.

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

1. **PASS**enger **AIR** bag light concern.
2. Veh has had other concerns.
3. Cust states calling lawyer & filing for lemon law.
4. Writer dispatching file to region.

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*** NOTES 10/08/2008 06:30 AM US Mountain Standard Time LCoema Action Type:Manager review
Writer dispatching file to region:

1. Veh has had several concerns since purchase.
 - a. ECM reprogramming
 - b. rear seat side garnish
 - c. windshield wiper arm.
 - d. windshield.
2. Now **PASS**enger side **AIR** bag light is staying on.
3. Veh has been to dlr 5 times for this concern.
4. Cust states she is going to call a lawyer & pursue lemon law.
5. Dlr has ordered clock cluster for veh.
6. Please review & contact cust.

*** PHONE LOG 10/08/2008 10:40 AM US Mountain Standard Time LCoema Action Type:Incoming call
Writer received VM message from srv mgr Jim with Kia at Arbor Place Mall stating:

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735685 [REDACTED]	K1508474	1,500
Douglasville, GA [REDACTED]		Prod. Date: 6/5/07	Dealer: GA047	Kia at Arbor Place Mall

1. Have some more information about veh **AIR** bag light.

*** PHONE LOG 10/08/2008 10:41 AM US Mountain Standard Time LCoema Action Type:Incoming call
Cust states:

1. What is address for Kia corporate office to send lemon law letter?

Writer states:

1. Provided Irvine address.

*** PHONE LOG 10/08/2008 10:47 AM US Mountain Standard Time LCoema Action Type:Outgoing call
Writer called Kia at Arbor Place Mall, spoke with srv mgr Jim & stated:

1. Returning srv mgr call.

Srv mgr states:

1. Had a meeting with the techs after speaking with writer.
2. We left the computer from the other veh in cust car but not the clock.
3. We were never able to verify a problem with the veh.
4. Cust came in this morning to show us the light was on with the son sitting in the **PASS**enger seat.
5. Light was coming on & going off depending on how son was sitting in the seat.
6. Cust would not give us any time to see what was going on.
7. We called cust back after speaking with writer & offered to go to cust work place to look at the veh, or cust could bring veh in.
8. Cust declined.

*** NOTES 10/08/2008 10:48 AM US Mountain Standard Time LCoema Action Type:Manager review
Writer dispatching file to region:

1. Veh has had several concerns since purchase.
 - a. ECM reprogramming
 - b. rear seat side garnish
 - c. windshield wiper arm.
 - d. windshield.
2. Now **PASS**enger side **AIR** bag light is staying on.
3. Veh has been to dlr 5 times for this concern.
4. Cust states she is going to call a lawyer & pursue lemon law.
5. Dlr has ordered clock cluster for veh.
6. Please review & contact cust.

*** PHONE LOG 10/10/2008 07:08 AM US Mountain Standard Time HReynolds Action Type:Incoming call
Kay Thompson

1. called on Wed
2. I want to make a clear note that no one from dealer (SVC.M. owner) never called me so far
3. dealer said that clock for **AIR**bag is on ordered but according to my paper work, it has already replaced it
4. dealer told me that theres nothing they can do to fix it
5. I'm not even getting any phone call from head office either
6. I'm the one who drive around with un safety car
7. I just want you to make a note on that

Writer stated:

1. apology for situation

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735685 ██████████	K1508474	1,500
Douglasville, GA ██████████		Prod. Date: 6/5/07	Dealer: GA047	Kia at Arbor Place Mall

2. advised, this case has been forwarded to regional office for further handling
3. some one from region will contact the customer after research
4. will document customer's concern

*** NOTES 10/10/2008 03:38 PM Eastern Daylight Time DBurke Action Type:Manager review

Called the customer and stated:

1. I am calling to discuss your case.
2. The Kia call center escalated your case to me for review.
3. I am going to contact the Srv Dept and request your R.O.s be faxed to me.
4. Once I review them I will call you to discuss a solution with you.

Cust states:

1. I had to take my vehicle to the dlr today for an A/C concerns sometimes it wants to work and sometimes it does not.

Wtr states:

1. I will call you once I have more information to discuss all of your concerns.
2. Thanked the customer and ended the call.

*** NOTES 10/10/2008 03:45 PM Eastern Daylight Time DBurke Action Type:Manager review

Called the dlr and stated:

1. I need the all of the R.O.'s for the ██████████ vehicle.

Carrie Srv Adv states:

1. I will fax them to you by the end of today.

Wtr states:

1. Thanked Carrie and ended the call.

*** NOTES 10/14/2008 01:24 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA received a certified letter from the customer.

The letter contained a Notice to Manufacturer of Final Opportunity to RepAIR.

The notice states:

1. The manufacturer's authorized agent has been unable to repAIR or correct nonconformity or non-conformities listed below, and that you as the manufacturer have an opportunity for a final repAIR attempt.
2. Alleged defects: **PASS**enger AIR bag.
3. There have been 3 or more repAIR attempts.
4. 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 10/14/2008 01:25:12 PM KWarren

*** PHONE LOG 10/20/2008 07:00 AM TO 11:00 AM

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735685 ██████████	K1508474	1,500
Douglasville, GA ██████████		Prod. Date: 6/5/07	Dealer: GA047	Kia at Arbor Place Mall

2. SOMEONE WAS SUPPOSED TO CALL BACK, AND HAS NOT

WRITER STATED:

1. I APOLOGIZE FOR THE PROB
2. I DO SEE OPEN CASE WITH S REGION OFFICE
3. PROVIDED 800 # TO S.REGION OFFICE, AND ADVISED OF CASE MGR WORKING CASE

CUSTOMER STATED:

1. THANK YOU

*** PHONE LOG 10/20/2008 07:10 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED RCAA DBURKE, AND STATED:

1. CUSTOMER CALLED LOOKING FOR CONTACT

RCAA DBRUKE STATED:

1. THANK YOU

*** PHONE LOG 10/20/2008 06:12 AM US Mountain Standard Time RHall Action Type:Incoming call
Mrs ██████████ called

- 1 I cant scem to get through on the phone line for region
- 2 how can I get to the person handling my case?

wrt stated

- 1 apologized, wrt transfered to DBurke ext

*** NOTES 10/20/2008 03:13 PM Eastern Daylight Time DBurke Action Type:Manager review
Wtr states:

1. Scheduled F/R on 11/6/08.
2. FedExed the letter to the customer.
3. Called dlr and informed them that Steve Rupert and Harrison will be at the dlr at the dlr 11/6/08.
4. Faxed letter to dlr.
5. E-mailed letter to Steve and Harrison.

*** COMMIT 10/20/2008 03:14 PM Eastern Daylight Time DBurke Action Type:Callback Required

*** NOTES 11/19/2008 11:17 AM Eastern Daylight Time DBurke Action Type:Manager review
Wtr states:

1. Called customer to discuss the case and if the vehicle is rep**AIR**ed.

Mrs. ██████████ states:

1. No, the vehicle is not rep**AIR**ed and Steve said that if the concern comes back that you should put me in another vehicle other than a Sorento.

Wtr states:

1. You will need to take the vehicle to the dlr to have the concern verified.

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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>
Douglasville, GA		KNDJD735685	K1508474	1,500
		Prod. Date: 6/5/07	Dealer: GA047 Kia at Arbor Place Mall	

Cust states:

1. I will call the dlr and make an appointment.

Wtr states:

1. Please call me to inform me of the date and I will call the dlr to verify.
2. Thanked the customer and ended the call.
3. Waiting on customer call back.

*** NOTES 11/25/2008 11:41 AM Eastern Daylight Time DBurke Action Type:Manager review
Called the customer and stated:

1. I am calling to discuss your case.
2. Kia is going to give you a 3 tier offer letter which contains a Refi, GW \$4,000 or an SOC with a mileage deduction.

Cust states:

1. Please send me the letter and I will let you know.

Wtr states:

1. Thanked the customer and ended the call.

*** NOTES 12/05/2008 02:48 PM Eastern Daylight Time DBurke Action Type:Manager review
Cust called and stated:

1. We love the new Kia Borrego and would love to have that vehicle is this possible?

Wtr states:

1. Instead of a repurchase I can offer you a refi.
2. I cannot guarantee your interest rate or payment but we can re-fi you into a borrego.

Cust states:

1. Thank you so much for the help.

Wtr states:

1. I will mail you out the letter today.
2. Please call me if you have any questions.

*** NOTES 12/15/2008 04:59 PM Eastern Daylight Time DBurke Action Type:Manager review
Cust called and stated:

1. I do not want the Re-fi I would like the S.O.C. because my payment would be to high if I go into the Borrego.

Wtr states:

1. No problem what color would you like?

Cust states:

1. Black.
2. What options are you going to give me?

Wtr states:

1. Standard options.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735685 ██████████	K1508474	1,500
Douglasville, GA ██████████		Prod. Date: 6/5/07	Dealer: GA047 Kia at Arbor Place Mall	

Cust states:

1. Can you please send the me this information in the mail and I will get back with you?

Wtr states:

1. I have to send you an updated offer letter anyway so I will just include this in the package.
2. I will send it tomorrow so you should have it by Wednesday.
3. Please call me once you have made a decision.
4. thanked the customer and ended the call.

*** NOTES 12/15/2008 02:00 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA received letter from customer

1. Cust states same concerns as above.
2. Cust states please understand that we are not looking for a free car; we are only asking to be treated **AIR**ly and with respect in this process.
3. Cust states right now, our phone calls go unanswered, we get conflicting information from Ms. Burke and Mr. Steele regarding the handling of our situation and we are no closer to resolving this today than we were when it started.
4. Cust states on Dec. 9, we contacted Ms. Burke for the purpose of trying to locate a suitable Sedona, but so far, no one has called us back.

Dispatching to the Southern Region for customer contact.

*** NOTES 01/05/2009 04:50 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Wtr has been continuously working with the customer.
2. Cust wanted to re-fi into a Borrego but when the numbers came back they did not agree.
3. Wtr offered SOC into Sedona because Steve Rupert FTR informed wtr and cust that the new **AIR**bag system was in the Sedona's and Borrego's.
4. Send customer offer letter waiving mileage.
5. Cust accepted SOC offer.
6. mailed SOC paperwork to the dlr.
7. waiting for paperwork.

*** NOTES 03/05/2009 11:48 AM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Received check from Nat'l on 3/4/09.
2. Mailed check to the dlr.
3. Closing case.

*** CASE CLOSE 03/05/2009 11:48 AM Eastern Daylight Time DABurke

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1563720	18,658
Merritt Island, FL [REDACTED]		Prod. Date: 5/9/07	Dealer: FL087 Bob Dance Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 03/12/2009 08:47 AM Pacific Daylight Time KWarren
NCA received MVDN
MVDN states:

1. 3 or more rep**AIR** attempts have been made to rep**AIR** the same defect or condition
2. Alleged defects: **PASS**enger **AIR**bag light.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.

Writer to scan into case and forward to the Southern Region for further handling.

*** NOTES 03/13/2009 01:26 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

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

*** NOTES 03/20/2009 11:36 AM Eastern Daylight Time DABurke Action Type:Manager review

Cust called and stated:

1. I got your message I am calling back to discuss my case.

Wtr states:

1. Thank you so much for returning my call.
2. I received your MVDN and I have scheduled the final rep**AIR** date.
3. The date is set for 4/8/09 at 9 am. My FTR will be at the dlr to assist with the rep**AIR**.

Cust states:

1. Is this the same guy named John Smith who told Ron that there is no rep**AIR** to be made even though the concern has been duplicated.

Wtr states:

1. Yes, he is the one that is going to rep**AIR** your vehicle.

Cust states:

1. Ok, I will be there on 4/8/09 at 9 am.

Wtr states:

1. Please give me a call if you have any questions or concerns.
2. I apologize for the **OCS** light issue that you have been experiencing.
3. I will contact you once the F/R is complete.
4. Thanked the customer and ended the call.

*** NOTES 04/09/2009 02:32 PM US Mountain Standard Time JHirshfield Action Type:Manager review

[!<For Internal Use Only

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

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Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885 ██████████	K1563720	18,658
Merritt Island, FL ██████████		Prod. Date: 5/9/07	Dealer: FL087 Bob Dance Kia	

2. End of message.

*** NOTES 04/13/2009 09:14 AM Eastern Daylight Time DABurke Action Type:Manager review
Called the dlr and stated:

1. I am calling to discuss the Thompson case.

Ron Srv Mngr stated:

1. I test drove the vehicle with the customer and re flashed it vehicle with the most current software.
2. Jon Smith came out and tested the vehicle and said that it was operating as designed and the vehicle is rep**AIR**ed.
3. When the customer came to pick the vehicle up she said that she still was not satisfied and this was not the end of it.

Wtr states:

1. Thank you so much for you help.
2. Ended the call.

*** NOTES 04/13/2009 10:09 AM Eastern Daylight Time DABurke Action Type:Manager review
Called the customer and stated:

1. I am calling to discuss your case.
2. I spoke to Ron and he told me that your vehicle is operating as designed is this true?

Mrs. ██████████ states:

1. No, I am having the same problem as before.
2. The same day the **AIR**bag light stayed on with my 17 year old stepson in the seat.
3. I am not happy right now.
4. John Smith feels that the vehicle is operating as designed and this is not true.
5. The vehicle is doing the same thing.

Wtr states:

1. I apologize for the **PASS**enger side **AIR**bag light.
2. I have done everything that I can to try and rep**AIR** the vehicle.

Cust states:

1. I know that you did Danielle.
2. I really love the vehicle and if someone can fix it that would be great.
3. I called the BBB and opened my case.
4. I have to do what's best for me at this point.

Wtr states:

1. I understand and I apologize that you feel as though you had to contact the BBB to reopen your case.
2. My FTR feels as though it is operating as designed.
3. Once I receive your BBB claim I will request a T/E report.
4. Once I have those results I will call you back to discuss your case.
5. Thanked the customer and ended the call.

*** NOTES 04/13/2009 10:28 AM Eastern Daylight Time DABurke Action Type:Manager review
Called the dlr and stated:

1. I am calling to request the Sales Doc's for the Thompson vehicle.

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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>
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1563720	18,658
Merritt Island, FL	[REDACTED]	Prod. Date: 5/9/07	Dealer: FL087 Bob Dance Kia	

1. I will fax them to you by the end of the day.

Wtr states:

1. Provided fax information and ended the call.
2. Waiting on fax doc's.

*** NOTES 04/29/2009 08:37 AM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Received CCF from BBB.
2. Sent Mrf requesting T/E report.
3. Offered the cust \$575.00 1 car payment customer declined GW offer.

*** NOTES 04/30/2009 09:22 AM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Received T/E report from BBB stating that the customer's concerns could not be duplicated.
2. Waiting for Jack Bramble to answer e-mail from BBB to schedule a date for Arbitration.

*** NOTES 04/30/2009 09:28 AM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Sent case to Richard Spence to get his opinion before the arbitration date.

*** NOTES 05/05/2009 09:20 AM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Received Arbitration date from the BBB for 5/13/09 at 2:30 pm.
2. faxed information to Jack Bramble.
3. Forwarding file to Jack Bramble.

*** NOTES 05/21/2009 08:53 AM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Received interim rep**AIR** decision from the BBB.
2. Wtr to call the customer to discuss the rep**AIR**.

*** NOTES 05/21/2009 09:04 AM Eastern Daylight Time DABurke Action Type:Manager review

Called the customer and stated:

1. I am calling because I received the interim rep**AIR** decision from the BBB along with your signed acceptance letter.

Mrs. [REDACTED] states:

1. Right after receiving the decision we received a recall notice for the **AIR** bag light.
2. When you set the appointment up please give me at least 24 hours notice.
3. I will also need a rental.

Wtr states:

1. No problem, I will call you and let you know that date.
2. Thanked the customer and ended the call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1563720	18,658
Merritt Island, FL	██████████	Prod. Date: 5/9/07	Dealer: FL087	Bob Dance Kia

*** NOTES 05/26/2009 06:50 PM Eastern Daylight Time DABurke Action Type:Manager review
Wtr states:

1. Called the Srv Dept. and informed them that the customer will be coming in next week 6/2/09 for the interim rep**AIR**.
2. Also, the customer will need a rental vehicle to drive and the vehicle should be kept at least 3 days to ensure the vehicle is rep**AIR**ed.

Ron Srv Mngr states:

1. Ok, the last time it was here we could not duplicate the concern and we did the recall before it was a recall.

Wtr states:

1. I understand, However the customer was awarded this rep**AIR** by the BBB.
2. I am going to send the customer a letter with the date of 6/2/09.
3. I am also going to ask the customer to bring her son in so that we can see exactly how the son is sitting in the seat.

*** NOTES 05/26/2009 04:21 PM Eastern Daylight Time DABurke Action Type:Manager review
Wtr states:

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

*** NOTES 05/26/2009 04:23 PM Eastern Daylight Time DABurke Action Type:Manager review
Wtr states:

1. Scheduled BBB rep**AIR** for 6/2/09 with rental.
2. FedExed letter to the customer.
3. Waiting on customer call back to discuss the case.

*** NOTES 06/10/2009 04:47 PM Eastern Daylight Time DABurke Action Type:Manager review
Called the dlr and stated:

1. I am calling to discuss the Thompson vehicle.
2. What happened during the final rep**AIR**.

Ron states:

1. The customer came in on Saturday 5:30 pm and B. Padgett Sales Manager duplicated the **OCS** concern.
2. On 6-2-09 the customer came in for the interim rep**AIR** and we did the recall on the vehicle and we could not duplicate the **OCS** concern.
3. The customer came in again on 6/6/09 at 8pm and B. Padgett Sales Manager documented that the light was on again.

Wir states:

1. Why did the Sales Mngr documented case and not Srv.

Ron States:

1. I have no idea why he looked at the vehicle we do not do rep**AIR**s on Saturdays we only do Maintenance.
2. Bob should have sent the customer to Srv instead of diagnosing the vehicle with no technical experience.

...

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1563720	18,658
Merritt Island, FL [REDACTED]		Prod. Date: 5/9/07	Dealer: FL087 Bob Dance Kia	

*** NOTES 06/15/2009 03:00 PM Eastern Daylight Time DABurke Action Type:Manager review

Eric Ogelsby called and stated:

1. I am calling about the [REDACTED] vehicle.
2. The **AIR** bag light concern has come back so the customer would like a repurchase but the vehicle is used and they are only entitled to a non LL repurchase which means they will owe over \$3000.
3. I am going to call the customer to see what they would like to do.
4. Once I have more information I will call you to discuss.

Wtr states:

1. Ok, Eric thank you for your help.
2. Ended the call.
3. Waiting to hear from Eric from the BBB.

*** NOTES 06/22/2009 11:11 AM Eastern Daylight Time DABurke Action Type:Manager review

*** NOTES 06/24/2009 04:13 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Called the customer to discuss the case.
2. There was no answer LVM stating that John Smith will be at Boniface Hiers Kia for the Post BBB rep**AIR** on Friday 6/26/09.
3. Please call me when you get this message provided contact number and ended VM.
4. Waiting on customer call back.

*** NOTES 06/29/2009 09:26 AM Eastern Daylight Time DABurke Action Type:Manager review

John called and stated:

1. I meet with the customer today and I could not duplicate the concern.
2. I explained how the vehicle worked and gave them a copy of the TSB for the vehicle.
3. The customer may not like how it works but it is operating as designed.

Wtr states:

1. Thank you so much for your help John.
2. Ended the call.

*** NOTES 07/07/2009 05:22 PM Eastern Daylight Time DABurke Action Type:Manager review

Wtr states:

1. Have not heard from the customer.
2. Closing case pending any new information

*** CASE CLOSE 07/09/2009 03:50 PM Eastern Daylight Time DABurke

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1529425	27,812
Colonial Heights, VA ██████████		Prod. Date: 4/12/07	Dealer: VA001 Pence Kia	

Case History

Complaint Replacement

*** PHONE LOG 12/05/2008 11:53 AM US Mountain Standard Time ERuiz

CALLER STATED

MRS ██████████

1. I WOULD LIKE THE ADDRESS WHERE I CAN SEND A LETTER OF COMPLAINT TO KIA.
2. WE HAD A LOT OF PROBLEMS W/ THE VEHICLE.
3. ONE OF THE PROBLEMS WAS THAT THE DOME LIGHT WOULD COME UP BY ITSELF AND THE SWITCH WOULD NOT TURN IT OFF.
4. THE RADIO, THE CLOCK AND THE REAR WIPER.
5. ON 10/22 VA001 ORDERED THE MODULE.
6. THE PART CAME IN AND IT WAS REPAIR~~ED~~ ON 11/21.
7. ON 12/01 THE RADIO, THE CLOCK AND THE REAR WIPER WENT OUT AGAIN.
8. I CALLED THE DEALER BACK AGAIN AND THEY SAID TO BRING IT BACK IN.
9. I WANT A REPLACEMENT OF THE CAR.
10. THERE'S OTHER PROBLEMS W/ THE VEHICLE.
11. THE **PASS**ENGER'S SIDE **AIR** BAG STAYS ON, EVEN WHEN PEOPLE ARE SITTING ON IT.
12. I CAN TAKE IT BACK TO THE DEALER NEXT WEEK.
13. BUT I STILL WANT KMA ADDRESS BECAUSE I AM GOING TO BE SENDING A LETTER TO KIA AND THE BBB.
14. I AM GOING TO ASK THE BBB FOR MORE INFORMATION THE VA REPURCHASE REQUIREMENTS.

WRITER STATED

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. WRT DOCUMENTED THE CUSTOMER'S COMPLAINT.
3. WRT ADVISED THE CST TO TAKE IT BACK TO THE DLR FOR INSPECTION.
4. WRT WILL CONTACT THE DLR AND THE KIA REP FOR MORE INFO AND FURTHER ASSISTANCE.
5. KIA TECH LINE IS ALSO AVAILABLE FOR ALL KIA DLRs.
6. WRT PROVIDED KMA'S ADDRESS.

*** PHONE LOG 12/09/2008 01:21 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED VA001 AND SPOKE TO GARRY IN SVC.
2. WRT ASKED GARY FOR THE STATUS OF THE REPAIR.
3. HE STATED:
 - a) SHE WAS IN YESTERDAY
 - b) THE CLOCK, RADIO AND THE REAR WIPER WAS NOT WORKING PROPERLY.
 - c) THE FUSE WAS NOT SETTING PROPERLY.
 - d) WE TOOK CARE OF IT AND SHE WENT BACK ON HER WAY.
 - e) SHE WAS HERE BACK IN 11/24 FOR THE SAME CONCERN.
 - f) BACK THEN WE FOUND A BAD MODULE.
 - g) IT'S ONE OF THOSE COINCIDENCES.
4. WRT THANKED GARY FOR THE INFO.

*** PHONE LOG 12/09/2008 01:23 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

WRITER STATED

1. WRT CALLED MRS ██████████
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT REACHED THE CST'S V/M.
4. WRT LEFT A MESSAGE REQUESTING A CALL BACK AT EXT 45605.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1529425	27,812
Colonial Heights, VA ██████████		Prod. Date: 4/12/07	Dealer: VA001 Pence Kia	

*** PHONE LOG 12/11/2008 11:40 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED MRS ██████████
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT V/M MESSAGE X 2.

*** PHONE LOG 12/11/2008 11:43 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED DPSM, TOM NASSAR.
2. TOM WAS NOT AVAILABLE.
3. WRT REACHED TOM'S V/M.
4. WRT LEFT A V/M MESSAGE.

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

Send to:[tnassar@kiausa.com]

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

Wrt's ext 45605.

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1529425_ERuiz_12-11-2008113516.doc>>

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

Send to:[tnassar@kiausa.com]

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

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<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1529425_ERuiz_12-11-2008113752.doc>>

*** PHONE LOG 12/12/2008 08:16 AM US Mountain Standard Time ERuiz Action Type:Incoming call
WRITER STATED

1. WRT RECEIVED A V/M MESSAGE FROM DPSM, TOM NASSAR AT 3:17 PM THURS.
2. TOM NASSAR REQUESTED A CALL BACK.

*** PHONE LOG 12/12/2008 08:40 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED DPSM, TOM NASSAR.
2. TOM WAS NOT AVAILABLE.

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736475 ██████████	K1529425	27,812
Colonial Heights, VA ██████████		Prod. Date: 4/12/07	Dealer: VA001 Pence Kia	

4. WRT REQUESTED A CALL BACK AT EXT 45605.

*** PHONE LOG 12/12/2008 11:49 AM US Mountain Standard Time ERuiz Action Type:Incoming call
CALLER STATED

TOM NASSAR
1. GO AHEAD AND DISPATCH THE CASE TO THE REGION.

WRITER STATED
1. WRT WILL DISPATCH THE CASE TO THE REGION.
2. WRT THANKED TOM FOR RETURNING THE CALL.

*** NOTES 12/12/2008 12:02 PM US Mountain Standard Time ERuiz Action Type:Manager review
WRITER STATED

1. CASE DISPATCH TO THE ERCA'S OFFICE BECAUSE
 - a) CST ALLEGED THAT SHE HAS BEEN EXPERIENCE A LOT OF PROBLEMS W/ HER VEHICLE.
 - b) CST ASKED WRT FOR KIA'S MAILING ADDRESS WHERE SHE CAN SEND A WRITTEN COMPLAINT
 - c) CST ALLEGED THAT SHE WILL ALSO CONTACT THE BBB FOR MORE INFORMATION ABOUT THE VA REPURCHASE REQUIREMENTS.
 - d) DPSM IS AWARE OF THE CST'S INTENTIONS.
 - e) TOM AGREED W/ WRT TO HAVE THE CASE DISPATCH TO THE REGION FOR VISIBILITY

*** FORWARD 12/12/2008 11:14 AM Pacific Daylight Time MPfeifer

*** PHONE LOG 12/15/2008 08:40 AM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND LVM REQUESTING A CALL BACK
PROVIDED NAME AND PHONE NUMBER

*** PHONE LOG 12/18/2008 04:24 PM Eastern Daylight Time Sljames Action Type:Incoming call
RCAA CALLED CUSTOMER AND LVM REQUESTING A CALL BACK
PROVIDED NAME AND PHONE NUMBER

*** PHONE LOG 12/19/2008 02:01 PM Eastern Daylight Time Sljames Action Type:Outgoing call
RCAA CALLED CUSTOMER AND REQUESTED A RETURN CALL
PROVIDED NAME AND CALL BACK NUMBER

*** CASE CLOSE 12/19/2008 02:02 PM Eastern Daylight Time Sljames

*** CASE CLOSE 01/01/2009 01:02 PM US Mountain Standard Time ██████████

**Kia Motors America
Consumer Affairs Department**

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<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	<u>VIN of 2007 SORENTO LX 4X4</u> KNDJC736275 [REDACTED]	<u>Case Number</u> K1383714	<u>Mileage</u> 2,331
Omaha, NE [REDACTED]		Prod. Date: 4/19/07	Dealer: NE001 Kia of Omaha	

Case History

Complaint **RepAIR Assistance**

*** PHONE LOG 11/19/2007 03:56 PM US Mountain Standard Time SBowyer
CUST STATED

- 1.the car is back at the kia dlr in omaha
- 2.from the time we picked it up on 10/10 we have had an issue with the **PASS** side a/b system
- 3.when someone gets in, sometimes the a/b off sign goes off, and other times it does not
- 4.have had it in lots of times; the first times they couldnt get it to act up; it is intermittent, i understand
- 5.last time it was in, they changed out the seat cushion; it worked ok till yesterday, sunday
- 6.it wouldnt go out with my wife sitting in the car. same person as before.
- 7.i talked to Kent at the dlr, the fixed operations director, i advised i am ready to give up on it
- 8.i want to bring the car back and he advised in able to start the process for buyback, that i needed to call the 800 #.
- 9.call it a lemon or what not, im just doing what i was told
- 10.he said he was going to send in something to kia
- 11.i havent even licenced the car yet, i just recently got that info to do that, but i dont want to if this is going to be a problem
- 12.the car is there, i dropped it off; i just want it fixed, or if it cant be fixed, i want something else

WRITER STATED

- 1.sorry
- 2.writer cannot initiate the buyback process; KMA's buyback policy is in accordance with cust state laws
- 3.can refer cust to back of wacim for more info and a # to contact for more questions
- 4.KMA is going to rep**AIR** factory defects, and will do what is necessary to resolve an issue like this; this is what the warranty promises
- 5.can contact svc mgr and dpsm to get them directly involved with KMA to help fix this issue
- 6.a/b's are supplemental restraint systems. seatbelt is primary
- 7.once more info gathered. will contact cust back--gave case id and writer ext

CUST THANKED WRITER--CALL ENDED

*** PHONE LOG 11/20/2007 09:25 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
SVC MGR DAN NE001 STATED

1.i see an r/o opened on this by Kent our Fixed Operations Mgr

FIXED OPERATIONS MGR KENT

- 1.cust made it clear that if it wasnt going to be corrected that he would pursue buyback
- 2.i advised that there is an 800 # he can call for that. but that we would be seeing the carback to do a rep**AIR** attempt. which is why the car is here now
- 3.he was very professional. very calm
- 4.we have never been able to duplicate the issue; my master tech made the decision after talking to techline that we would replace the seat bottom
- 5.the cust is in something to drive, a new sedona actually
- 6.we are going to attempt to duplicate the concern: according to the o/m: we advised to cycle the key which seemed to work
- 7.we probably have about 30 miles on the car without a single problem. we are going to continue to try and duplicate it
- 8.i believe that it may have something to do with his wife: for example. her weight or shape
- 9.i will keep you in the loop: what is your #

PROVIDED WRITER CONTACT INFO

*** PHONE LOG 11/20/2007 09:35 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER LVM FOR DPSM S.LOCKWOOD STATING

- 1.reviewed case details
- 2.cust speaking of lemon law

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1383714	2,331
Omaha, NE ██████████		Prod. Date: 4/19/07	Dealer: NE001	Kia of Omaha

- 3.new veh, low miles, repeat visit
- 4.dlr CND **OCS** issue
- 5.call or email writer back--gave writer contact info

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

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

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<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1383714_SBowyer_11-20-2007093037.doc>>

*** PHONE LOG 11/23/2007 11:05 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
FIXED OPERATIONS MGR KENT NE001 CURRENTLY ON LUNCH

*** PHONE LOG 11/26/2007 09:37 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
FIXED OPERATIONS MGR KENT NE001 STATED

- 1.11/19 2061 miles; a/b off light stays on while someone in the seat while driving
- 2.we found no codes; we started to road test it with different employees of different height and weight; we could not get the veh to act up
- 3.we couldnt get the cust to bring down his wife so we could go for a ride with him
- 4.cust came in on saturday. and talked to a salesman who met mrs. timm also
- 5.the car wasnt acting up when we gave the veh back to him saturday; we were not open in svc on saturday
- 6.we advised him of how the system works.
- 7.we went out and picked up the car monday, the salesman picked it up and brought it here
- 8.we are getting the GM involved to discuss this with them. it may be the cust wife that is not setting off the seat correctly by structure or seating position
- 9.our dpsm is coming in on the 28th and we are going to discuss this with him

*** PHONE LOG 11/27/2007 11:41 AM US Mountain Standard Time SBowyer Action Type:Outgoing call
WRITER CALLED CUST

- 1.following up
- 2.have been speaking with Kent at dlr and have placed call to dpsm
- 3.writer will be involving a higher up dpt for review of this case and for them to contact cust for a resolution

CUST STATED

- 1.ok. that sounds good
- 2.kent told me that he can never get any codes in the car for a problem
- 3.it seems to me that if the trouble code would show up then he could do more with it
- 4.maybe there is a bigger problem with the trouble code system, that is how it was told to me

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1383714	2,331
Omaha, NE ██████████		Prod. Date: 4/19/07	Dealer: NE001	Kia of Omaha

WRITER STATED

1. the light that says "**PASS** a/b off" is not the same as a cel; it is an indicator light to indicate whether the a/b is off or on
2. the **OCS** system classifies the occupant to determine if safe to turn a/b on or off; this depends on displacement, seating position, etc.
3. when the a/b light is off and a **PASS** is sitting in that seat, then the system is working as designed to keep the occupant as safe as possible by turning off the a/b
4. the dlr has found no factory defects in any part of the system; including where the codes are read or interpreted; it is all one system
5. please allow 48 hours for contact back from next dpt

CUST THANKED WRITER--CALL ENDED

*** NOTES 11/27/2007 11:42 AM US Mountain Standard Time SBowyer Action Type:Manager review
WRITER DISPATCHING CASE TO REGION BECAUSE

1. no dpsm contact within 24 hours
2. cust claiming **OCS** issue
3. fixed operations mgr Kent NE001 handling issue at dlr
4. new car, low miles, repeat visit; cust in dlr loaner car
5. region to further handle

*** NOTES 11/27/2007 05:28 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR ACCEPTED CASE THIS DATE:

WTR TO FU W/CUST 11/28/07 TO ADVISE THAT CRCA IS IN RECEIPT OF CASE

*** PHONE LOG 11/28/2007 10:27 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM KENT K (@ KIA OF OMAHA:

1. REQ'D SALES AND SERVICE **DOCS**
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/CUST THIS DATE

*** PHONE LOG 11/28/2007 10:35 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST. MR. TIMM (@ # PROVIDED WHEN DIALING # LISTED ABOVE 402/960-1949:

1. WTR ADVISED CUST THAT CRCA WAS IN RECEIPT OF CASE
2. CUST INFORMED WTR THAT VEH IS (@ THE DLR AT THIS TIME
3. CUST STATED ALL HE'S ASKING IS FOR HIS VEH TO BE FIXED

WTR TO FU W/DLR 11/29/07 IF NO CB RCV'D BEFORE THEN

*** PHONE LOG 12/03/2007 11:57 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SM KENT KISLING @ KIA OF OMAHA:

1. REQ'D SALES AND SERVICE **DOC'S**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1383714	2,331
Omaha, NE ██████████		Prod. Date: 4/19/07	Dealer: NE001	Kia of Omaha

WTR TO FU DLR 12/4/07 IF NO DOC'S RCVD BY COB

*** PHONE LOG 12/03/2007 11:59 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR FAILED TO NOTATE THAT SM STATED:

1. CUST WAS PUT INTO AN ALTERNATE 2007 SORENTO TO DRIVE AS A LOANER AND VEH WAS FOUND TO BE OTS UNLIKE THE VEH HE PURCHASED
2. SM WILL CONTACT CUST TO S/W TECH TO REVIEW **OCS** CONCERN IN HIS VEH

WTR TO MAINTAIN FU AS ORIGINALLY SCHEDULED 12/4/07 DLR

*** PHONE LOG 12/07/2007 01:08 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR UNABLE TO MAKE FU CALL UNTIL TODAY:

WTR LM FOR SERVICE DIRECTOR SM KENT KISLING @ KIA OF OMAHA:

1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/DLR 12/10/07 IF NO CB RCVD BEFORE THEN

*** NOTES 12/10/2007 09:51 AM Pacific Daylight Time AnitaMay Action Type:E-mail rec.
WTR RCVD FTR REQ FROM DPSM STEVE LOCKWOOD THIS DATE:

1. DPSM WAS ADVISED BY RCAM TO RESUBMIT THE REQUEST IN THE CORRECT FORMAT

WTR TO FU W/DPSM STEVE LOCKWOOD 12/11/07 IF CORRECT REQ HAS NOT BEEN RCVD BEFORE THEN

*** PHONE LOG 12/10/2007 12:37 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W DPSM STEVE LOCKWOOD:

1. DPSM STEVE ADVISED WTR THAT JOHN SALVADOR WILL BE SENDING THE TOOL TO REFLASH '07 SORENTO ON 12/14/07
2. DPSM WILL GO TO DLR ON 12/20/07 TO MAKE NECESSARY REPAIRS

WTR TO FU W/DPSM 12/20/07 FOR VEH STATUS UPDATE

*** NOTES 12/26/2007 11:01 AM Pacific Daylight Time AnitaMay Action Type:E-mail sent
WTR REQ'D STATUS UPDATE ON VEH REFLASH THAT WAS TO BE COMPLETED ON 12/20/07:

WTR TO FU W/DLR FOR COPY OF RO THIS DATE

*** PHONE LOG 12/26/2007 11:02 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM KENT KISLING @ KIA OF OMAHA:

1. REQ'D RO
2. PROVIDED CB AND FAX #

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Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1383714	2,331
Omaha, NE ██████████		Prod. Date: 4/19/07	Dealer: NE001 Kia of Omaha	

*** NOTES 01/03/2008 08:36 AM Pacific Daylight Time *AIR* by Action Type:Facsimile rec.
WTR REC'D VIA FAX FROM KIA OF OMAHA THIS DATE WHICH INCLUDES:

1. RO # 188598

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

*** NOTES 01/07/2008 05:31 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR FORWARDED HARD FILE TO MCS THIS DATE TO COMPLETE RO RECAP:

WTR TO FU W/MCS 1/10/08 IF NO COMPLETED RECAP RCV'D BEFORE THEN

*** PHONE LOG 01/09/2008 10:18 AM Central Daylight Time MSandoval Action Type:Outgoing call
WTR S/W SA/DAN @ KIA OF OMAHA THIS DATE:

1. WTR REQ SERVICE & SALES *DOCS*
2. DAN STATED WILL HAVE *DOCS* ON 01/10/08 SM/KEN IS OUT & SHORT HANDED
3. WTR PROVIDED C/B#, FAX#, CUST NAME, VIN#

WTR TO F/U W/DAN & SM/KEN ON 01/10/07 BY 3:00 PM IF NO *DOCS* RCV'D BY 12:00 PM ON 01/10/07

*** NOTES 01/10/2008 10:58 AM Pacific Daylight Time *AIR* by Action Type:Facsimile rec.
WTR REC'D VIA FAX KIA OF OMAHA THIS DATE WHICH INCLUDES:

1. SALES DOC'S AND ROS

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

*** NOTES 01/11/2008 11:11 AM Central Daylight Time MSandoval Action Type:Meeting
WTR COMPLETED RECAP THIS DATE & FORWARDED HARD FILE TO AJM FOR FURTHER CASE HANDLING

*** NOTES 01/15/2008 08:22 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** NOTES 01/16/2008 09:09 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR TO DISCUSS CASE W/RCAM THIS DATE:

- *** NOTES 01/17/2008 10:18 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR REVIEWED CASE W/RCAM 1/16/08:
1. WTR TO FU W/DPSM STEVE LOCKWOOD TO VERIFY DAYS OUT OF SERVICE

WTR TO CONTACT DPSM 1/17/08 FOR FOLLOW UP

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1383714	2,331
Omaha, NE ██████████		Prod. Date: 4/19/07	Dealer: NE001 Kia of Omaha	

1. WTR INQUIRED ABOUT THE DAYS CUST HAD RENTAL VEH
2. DPSM STATED CUST WAS IN DLR LOANER VEH
3. WTR ALSO INQUIRED ABOUT THE AMOUNT OF TIME IT TOOK TO REFLASH CUST VEH
4. DPSM STATED THIS WAS DURING THE TIME WE HAD LIMITED ACCESS TO REFLASH TOOLS

WTR TO REVIEW W/RCAM 1/18/08

*** NOTES 01/24/2008 10:57 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR WAS UNABLE TO REVIEW CASE W/RCAM ON 1/18/08:

WTR TO REVIEW W/RCAM ON 1/25/08

*** PHONE LOG 01/28/2008 03:43 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR LM FOR CUST, MR. TIMM:

1. REQ'D STATUS OF VEH AFTER REPAIR
2. REQ'D CB
3. PROVIDED CB #

WTR TO REVIEW CASE W/RCAM THIS DATE FOR DIRECTIVE

*** NOTES 01/28/2008 03:47 PM Pacific Daylight Time AnitaMay Action Type:Manager review
WTR REVIEWED CASE W/RCAM THIS DATE:

1. IT WAS DECIDED TO CONTACT CUST FOR VEH STATUS UPDATE AND POSSIBLY OFFER 1 CAR PAYMENT

WTR TO FU W/CUST 1/29/08 AFTER 4:00 P.M.

*** PHONE LOG 01/29/2008 04:32 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST, MS. TIMM:

1. WTR INQUIRED ABOUT STATUS OF VEH AFTER FTR VISIT
2. CUST STATED IT SEEMS TO WORKING THIS TIME
3. WTR WAS HAPPY TO HEAR THAT
4. WTR OFFERED GOOD WILL FOR INCONVENIENCE CUST EXPERIENCED DURING OWNERSHIP
5. CUST ADVISED WTR THAT SHE WOULD LIKE FOR ME TO S/W HER HUSBAND. HE MAKES THOSE TYPE DECISIONS
6. WTR PROVIDED CONTACT INFORMATION

WTR TO FU W/CUST 1/30/08 IF NO CB RCVD BEFORE THEN

*** PHONE LOG 01/29/2008 05:26 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST, MR. TIMM:

1. WTR INQUIRED ABOUT STATUS OF VEH
2. CUST STATED HIS FRIEND RAGGED HIM ABOUT WHEN HE WAS GETTING A NEW CAR
3. CUST STATED HE JUST WANTED THIS ONE FIXED
4. WTR EXTENDED GOOD WILL OFFER OF ONE CAR PAYMENT TO CUST DATE
5. CUST IS WILLING TO REVIEW OFFER LETTER AND RELEASE

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1383714	2,331
Omaha, NE ██████████		Prod. Date: 4/19/07	Dealer: NE001	Kia of Omaha

WTR TO COMPOSE AND SEND OFFER LETTER AND RELEASE THIS DATE

*** NOTES 02/05/2008 12:32 PM Pacific Daylight Time **AIR** by Action Type: Correspondence rec.
WTR REC'D VIA FAX FROM AJM FOR GW PROCESSING ON 2/11

*** NOTES 02/05/2008 12:34 PM Pacific Daylight Time **AIR** by Action Type: Correspondence rec.
CRCA REC'D HARD FILE FROM AJM FOR GW PROCESSING ON 2/12

*** NOTES 02/05/2008 12:38 PM Pacific Daylight Time AnitaMay Action Type: Meeting
WTR REVIEWED DOC'S RCV'D AND HARD FILE WAS FORWARDED AND CLARIFY CASE ASSIGNED TO AII TO
PROCESS GOODWILL:

*** NOTES 02/12/2008 09:39 AM Pacific Daylight Time **AIR** by Action Type: Correspondence sent
GW IN THE AMT OF \$344.88 PROCESSED IN AS400 FILE 72426 , MADE PAYABLE TO CUST AND FWRD TO BB @
NCA THIS DATE FOR PROCESSING

CRCA TO F/U WITH AS400 FILE ON 2/15

*** NOTES 02/15/2008 10:50 AM Pacific Daylight Time **AIR** by Action Type: Correspondence rec.
NCA HAS YET TO REC GW REQ THIS DATE

CRCA TO F/U WITH AS400 FILE ON 2/18 FOR GW DATE REC'D

*** NOTES 02/18/2008 08:08 AM Pacific Daylight Time **AIR** by Action Type: Correspondence rec.
PER AS400 NCA REC'D GW REQ ON 2/15

CRCA TO F/U WITH NCA ON 3/21 IF CHECK IS NOT REC'D BY THAT DATE

*** NOTES 03/17/2008 10:29 AM Pacific Daylight Time **AIR** by Action Type: Correspondence rec.
CRCA REC'D CHECK # 519653 IN THE AMT OF \$ 344.88 MADE PAYABLE TO STANLEY & TERRI TIMM

INFO ADDED TO HARD FILE AND AII TO PROCESS THIS DATE

*** NOTES 03/17/2008 05:27 PM Pacific Daylight Time **AIR** by Action Type: Correspondence sent
CRCA SENT CUST GW CHECK THIS DATE VIA FED EX TRACKING # 9020 7514 9032

**Kia Motors America
Consumer Affairs Department**

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Last name [REDACTED]	First name [REDACTED]	VIN of 2007 SORENTO 4X2 AT KNDJD736875 [REDACTED]	Case Number K1308094	Mileage 6,000
Jonesborough, TN [REDACTED]		Prod. Date: 11/27/06	Dealer: TN010 Grindstaff Kia of Johnson	

Case History

Complaint **Re AIR Assistance**

*** PHONE LOG 05/08/2007 11:45 AM US Mountain Standard Time ELeon Action Type: Incoming call
CUSTOMER STATED:

1. THE **AIR** BAG KEEPS COMING ON.
2. THIS IS THE 5TH TIME THE **AIR** BAG LIGHT KEEPS COMING ON AND THE DEALER STILL ARE UNABLE;LE TO FIND THE PROBLEM.
3. THE Greystoke Kia DID REPLACE THE SEAT CUSHION LAST MONTH BUT THE **PASSENGER AIR** BAG LIGHT WILL STILL COME ON.
4. THE Greystoke Kia HAS BEEN TERRIFIC AND HAVE WORKED HARD IN GETTING THE **AIR** BAG LIGHT TO FUNCTION PROPERLY.
5. THE Greystoke Kia DEALER LOOKED AT THE VEHICLE TODAY AND THEY COULD NOT PERFORM THE PROBLEM.
6. MY HUSBAND WEIGHS 300 POUNDS AND THE LIGHT STILL COMES ON.
7. THE KIA DEALER SAYS IT IS THE WAY WE SIT ON THE CUSHION.
8. I HAVE NEVER HAD A PROBLEM ON HOW WE SIT IN THE PREVIOUS VEHICLES.
9. WE JUST WANT THIS **AIR** BAG LIGHT TO BE RESOLVED.

WRITER STATED:

1. APOLOGIZED.
2. WRITER CAN CONTACT THE Greystoke Kia SERVICE MANAGER AND ADDRESS THE CONCERN.
3. WRITER CAN CONTACT THE DPSM AND GET HIM INVOLVED.
4. WRITER CAN CALL YOU ONCE REVIEW THE CONCERN WITH THE KIA REPS.

CUSTOMER STATED:

1. CALL ME ON MY CELL AT 423-741-6122.
2. THANK YOU.

*** PHONE LOG 05/09/2007 01:59 PM US Mountain Standard Time ELeon Action Type: Outgoing call
WRITER CALLED Greystoke Kia DEALER.

OPERATOR STATED:

1. WE ARE NO LONGER A KIA DEALER.
2. WE ARE A CHEVY DEALER.

*** PHONE LOG 05/09/2007 02:02 PM US Mountain Standard Time ELeon Action Type: Incoming call
WRITER CALLED DPSM Tom Morgan.

DPSM Tom Morgan STATES

1. WILL BE OUT OF THE OFFICE UNTIL 5/14/2007.
2. YOU CAN CALL DPSM CLYDE TEASLEY FOR ASSISTANCE IN TN DEALERS.

*** PHONE LOG 05/09/2007 02:08 PM US Mountain Standard Time ELeon Action Type: Incoming call
WRITER CONTACT DPSM CLYDE TEASLY AND LVM.

WRITER STATED:

1. WRITER CALLING REGARDING CUSTOMER **AIR** BAG CONCERN.
2. THIS IS DPSM Tom Morgan REGION AND HIS MESSAGE SAID TO CONTACT YOU.
3. WRITER CONTACT THE Greystoke Kia DEALERSHIP AND WRITER WAS TOLD THEY ARE NO LONGER A KIA DEALERSHIP.
4. PROVIDED CUSTOMERS INFO

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1308094	6,000
Jonesborough, TN ██████████		Prod. Date: 11/27/06	Dealer: TN010	Grindstaff Kia of Johnson

(TN010) DEALERSHIP.

6. CUSTOMER SAYS THE **AIR**BAG LIGHT IS STILL ON WHEN THERE IS A 300POUND **PASS**ENGER SITTING IN THE SEAT.

7. CALL BACK WRITER.

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

Send to:[Cteasley@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.

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From Ed Leon

Extn 46396

<<File Attachment: \\copubs\Clarify\OBJCA_Attachments\SendHistory\Case_K1308094_ELeon_05-09-2007150556.doc>>

*** PHONE LOG 05/10/2007 05:02 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED VM CALL FROM DPSM CLYDE TEASLY .

CLYDE STATED:

1. WE NEED TO HAVE THE CUSTOMER BRING THE VEHICLE BACK TO THE KIA DEALER.
2. YOU CAN CALL ROBBY AT THE GRINDSTAFF KIA DEALER.
3. ROBBYS NUMBER IS 423-262-4200.
4. THANK YOU.

*** PHONE LOG 05/11/2007 01:47 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED;

1. WRITER HAD CONTACT THE GREYSTOKE KIA DEALER AND THEY ARE TELLING WRITER THEY ARE NO LONGER A KIA DEALER.
2. WRITER SPOKE TO A DPSM.
3. THE DPSM STATED THAT YOU WILL NEED TO BRING THE VEHICLE BACK TO A KIA DEALER.
4. PLEASE CALL BACK WRITER SO WE CAN REVIEW THIS.
5. PROVIDED WRITER S NUMBER.

*** PHONE LOG 05/15/2007 06:32 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.

WRITER STATED:

1. WRITER SPOKE TO A DPSM.
2. THE DPSM STATED THAT YOU WILL NEED TO BRING THE VEHICLE BACK TO A KIA DEALER.
3. PLEASE CALL BACK WRITER.

*** PHONE LOG 05/15/2007 10:25 AM US Mountain Standard Time TShamburger Action Type:Incoming call

Lynn called

I wanted to know if Ed is avail

soft transfered to Ed.

**Kia Motors America
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736875 [REDACTED]	K1308094	6,000
Jonesborough, TN	[REDACTED]	Prod. Date: 11/27/06	Dealer: TN010	Grindstaff Kia of Johnson

*** PHONE LOG 05/15/2007 10:41 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED CALL FORM CUSTOMER.

WRITER STATED;

1. WRITER HAD SPOKEN TO THE DPSM.
2. DPSM HAS RECOMMENDED THAT YOU TAKE THE VEHICLE BACK TO THE KIA DEALER FOR INSPECTION OF THE SEAT.
3. THEY ONLY WAY TO MAKE REP*AIR*S IS TO HAVE A KIA DEALER LOOK AT THE VEHICLE SEAT OR *AIR* BAG SENSORS.
4. WRITER RECOMMENDS YOU CALL A KIA DEALER AND SCHEDULE AN APPOINTMENT.
5. WHEN THE VEHICLE IS AT THE KIA DEALER YOU CAN CALL WRITER AND WRITER WILL CONTACT THE SERVICE MANAGER AND ADDRESS THE CONCERN.

CUSTOMER STATED:

1. THE *AIR* BAG LIGHT DOES NOT COME ON ALL THE TIME.
2. I WILL NEVER KNOW WHEN THE LIGHT WILL COME ON.
3. THE KIA DEALER SAID THAT WHEN THE LIGHT DOES COME ON WHILE I HAVE A *PASS*ENGER THEN BRING IN THE VEHICLE RIGHT AWAY.
4. I CANNOT MAKE AN APPOINTMENT FOR THIS.

WRITER STATED;

1. IF THE *AIR* BAG LIGHT DOES COMES ON WHEN YOU DO HAVE A *PASS*ENGER YOU CAN TAKE THE VEHICLE TO THE KIA DEALER AND CALL WRITER.
2. WRITER WILL CONTACT THE SERVCIE MANAGER AND RECOMMEND HE CONTACTS THE RESOURCES KIA PROVIDES THE DEALERS.

CUSTOMER STATED:

1. I WILL HAVE TO DO THAT THEN.
2. I DON'T KNOW WHEN THE LIGHT WILL COME BACK ON OR WHEN IT DOES I MAY NOT BE CLOSE TO THE KIA DEALER .
3. I WILL LET YOU KNOW.
4. THANK YOU.

*** CASE CLOSE 05/15/2007 10:43 AM US Mountain Standard Time ELeon

WRITER CLOSING CASE PENDING CUSTOMER CALLS BACK WITH FURTHER CONCERNS.

*** PHONE LOG 05/15/2007 11:34 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER.

CUSTOMER STATED:

1. THE *AIR* BAG LIGHT JUST CAME ON AND WE DROVE TO THE KIA DEALER.
2. THE STAYED ON WHEN THE KIA TECH CAME OUT.

WRITER STATED:

1. WRITER WILL CONTACT THE DEALER AND GET THEIR DIAGNOSIS.
2. WRITER WILL CALL YOU LATER.

**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>
[REDACTED]	[REDACTED]	KNDJD736875 [REDACTED]	K1308094	6,000
Jonesborough, TN [REDACTED]		Prod. Date: 11/27/06	Dealer: TN010	Grindstaff Kia of Johnson

1. MY CELL IS [REDACTED]
2. THANK YOU.

*** PHONE LOG 05/15/2007 11:42 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT KIM SERVICE ADVISOR AT GRINDSTAFF KIA 423-262-4200.
WRITER STATED:

1. CALLING REGARDING CUSTOMERS VEHICLE .
2. DID YOU HAVE THE OPPORTUNITY TO INSPECT THE VEHICLE **PASS**ENGER SEAT?

KIM STATED:

1. THE SCANNER RECEIVED NO CODES.
2. THE LIGHT COMES ON WHEN THE CUSTOMERS HUSBAND SITS IN THE SEAT.
3. THE **AIR** BAG LIGHT GOES OFF AND WORKS CORRECTLY WHEN THE TECH SITS IN THE SEAT.
4. THE CUSTOMER WILL BE DROPPING THE VEHICLE OFF TOMORROW MORNING.
5. THE DPSM WILL BE IN TOMORROW AND WE'LL HAVE HIM TAKE A LOOK AT THE VEHICLE.

WRITER STATED:

1. WRITER WILL CALL YOU TOMORROW FOR AN UPDATE.
2. THANK YOU.

*** PHONE LOG 05/16/2007 02:33 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CALLED GRINDSTAFF KIA SERVICE DEPT.
WRITER DID NOT RECEIVED ANSWER OR VM.
WRITER DISCONNECTED AFTER 40 RINGS.

*** PHONE LOG 05/17/2007 01:55 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CALLED GRINDSTAFF KIA SERVICE DEPT.
WRITER DID NOT RECEIVED ANSWER OR VM.
WRITER DISCONNECTED

*** PHONE LOG 05/17/2007 02:01 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER.
WRITER STATED:

1. WRITER CALLING REGARDING CUSTOMERS **AIR** BAG LIGHT CONCERN.
2. KIM AT THE KIA DEALER SAID YOU WERE AT THE DEALER WHEN THE CUSTOMER HAD BROUGHT THE VEHICLE IN.
3. WRITER IS UNABLE TO REACH THE DEALER ON TWO ATTEMPTS.
4. CALL WRITER.

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

Send to:[Tmorgan@kiausa.com]

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

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AF	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736875 [REDACTED]	K1308094	6,000
Jonesborough, TN [REDACTED]		Prod. Date: 11/27/06	Dealer: TN010 Grindstaff Kia of Johnson	

From Ed Leom
Extn 46396

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*** PHONE LOG 05/18/2007 08:10 AM US Mountain Standard Time FValdez Action Type:Outgoing call
DPSM T MORGAN STATED
1. I WAS THERE I INSPECTED THE VEH ABOUT 30 TIMES THE LIGHT WAS NEVER ON
2. WE HAD TECH PEOPLE TEST THE SEAT AND THE **AIR**BAG DID NOT COME ON
3. THE VEH IS WITHIN SPECS..REFER CUST TO OWNER'S MANUAL **AIR**BAG SECTION

*** PHONE LOG 05/18/2007 08:15 AM US Mountain Standard Time FValdez Action Type:Outgoing call
CUST STATED
1. YES EVERYTHING IS WORKING FINE NOW ON THE VEH
2. ILL CALL YOU BACK IF ANYTHING COMES UP THANK YOU

*** CASE CLOSE 05/18/2007 08:17 AM US Mountain Standard Time FValdez

*** EMAIL IN 05/22/2007 11:13 PM Pacific Daylight Time CLARIFY@KIAPROD.KIAUSA.COM

DLRTN010 Re: Name/Vin# [REDACTED] / KNDJD736875 [REDACTED] TOM MORGAN CHECKED
VEHICLE FOR **PASS**enger **AIR** BAG BEING INOPERATIVE ALL CONDITIONS NORMAL WORKING TO
SPECS AT THIS TIME

*** NOTES 07/03/2007 03:04 PM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Done

*** CASE CLOSE 07/03/2007 03:04 PM Pacific Daylight Time ELau

*** PHONE LOG 07/23/2007 09:48 AM US Mountain Standard Time SJeon Action Type:Incoming call
Ms Tokash stated:
1. can I speak to Leon?
2. my **PASS**enger seat bottom was replaced because of **AIR** bag light
3. it still comes back on
4. dealer did every thing they can and they were awesome
5. it is doing intermittently
6. Head technician can see it is on while my son was seating on it
7. but computer cannot realize anything wrong

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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>
██████████	██████████	KNDJD736875 ██████████	K1308094	6,000
Jonesborough, TN ██████████		Prod. Date: 11/27/06	Dealer: TN010	Grindstaff Kia of Johnson

writer stated:

1. sorry for situation
2. need to call the dealer for more info

<outgoing call>

writer stated:

1. spoke to Kim/SVCA
2. how can we help this customer?
3. ***writer left VM message for SVCM to call writer back

Kim/SVCA stated:

1. we all looked at the vehicle
2. there was nothing wrong with the vehicle
3. Tom Morgan looked at it
4. transferred writer to SM

writer stated:

1. spoke to Ms ██████████
2. will call customer back
3. provided ext #

*** PHONE LOG 07/23/2007 02:29 PM US Mountain Standard Time SJeon Action Type:Outgoing call
writer called the dealer and no one answered the phone

*** PHONE LOG 07/24/2007 06:28 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer stated:

1. spoke to Roby/SVCM
2. how can I help customer?
3. will call Tom Morgan/DPSM for more advise

Roby/SVCM stated:

1. Tom Morgan/DPSM looked at this vehicle in 5/16
2. it was verified as operating as it designed
3. I will do what ever you guys ask to do

*** PHONE LOG 07/24/2007 06:53 AM US Mountain Standard Time SJeon Action Type:Incoming call

writer let VM message for Tom Morgan/DPSM to call writer back:

1. LEFT CASE #. EXT #

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

Send to:[tmorgan@kiausa.com]

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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>
██████████	██████████	KNDJD736875 ██████████	K1308094	6,000
Jonesborough, TN ██████████		Prod. Date: 11/27/06	Dealer: TN010	Grindstaff Kia of Johnson

Sue: ext 46915

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*** PHONE LOG 07/25/2007 06:28 AM US Mountain Standard Time SJeon Action Type:Incoming call

Tom Morgan/DPSM stated:

1. we tried to check with various sized of people there
2. it worked fine then
3. send customer back to the dealer to check

*** PHONE LOG 07/25/2007 07:02 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer stated:

1. advised to take the vehicle back to dealer while it is acting up

Ms ██████████ stated:

1. I have done that
2. I don't understand why do I need to do it again
3. my husband weighs more than 300 pound and it does not go off

writer stated;

1. will follow up again

*** PHONE LOG 07 27 2007 12:12 PM US Mountain Standard Time SJeon Action Type:Incoming call

writer left VM message for SVCM to call writer back

*** PHONE LOG 07/31/2007 09:14 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer left message for SVCM to call writer back

*** PHONE LOG 08/02/2007 06:34 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer stated:

1. spoke to Roby/SVCM
2. was the **AIR** bag light acting up when the person occupied the seat?

Roby/SVCM stated:

1. it has been working as it designed
2. customer's husband who is extra large person was on and the light was off
3. but he change the distribution of his weight, it was on
4. can take care of the wire problem

*** NOTES 08/02/2007 12:31 PM US Mountain Standard Time SJeon Action Type:Manager review

writer send this case to regional office for further assistance

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736875 ██████████	K1308094	6,000
Jonesborough, TN ██████████		Prod. Date: 11/27/06	Dealer: TN010 Grindstaff Kia of Johnson	

2. customer does not agree with it
3. customer has new vehicle with low mileage
4. please contact to customer

*** PHONE LOG 08/07/2007 09:39 AM Eastern Daylight Time CCarroll Action Type:Outgoing call

Wtr. states

1. lft vmx for cust

*** PHONE LOG 08/07/2007 12:25 PM Eastern Daylight Time CCarroll Action Type:Incoming call

Cust states

1. I'm returnign your call
2. Yes my **AIR**bag light is going on and off intermittantly
3. This is a saftey issue someone needs to do something
4. well they did replace the seat pad at one time
5. and they have duplicated it
6. I have taken it in once , I guess I can again
7. but the dlr states they cannot do anything unless the rec authorization from you
8. Okay I don't care where or when it happens I am taking it into a dlr

Wtr. states

1. Thanks you for returning my call
2. are you continuing to have concerns with you **AIR**bag
3. I understand your position
- 4.in order for me to review this concern further
5. you will need to takw the vehicle back into the dlr when the concern is present
6. once the dlr can dup the concern , I will l/u with you at that time
7. at this point it's KIA's pstn the veh is operating according to design
8. Cust hung up...not pleased with wtr responce

*** CASE CLOSE 08/07/2007 01:44 PM Eastern Daylight Time CCarroll

wtr to close case ...pending diag from dlr

*** PHONE LOG 01/30/2008 10:57 AM Eastern Daylight Time CCarroll Action Type:Incoming call

wtr states

1. spoke with FTR Steve R
2. FTR states completed reflash **OCS** for cust on 1/29/08

*** CASE CLOSE 01/30/2008 11:43 AM Eastern Daylight Time CCarroll

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885 ██████████	K1591514	7,000
Pride, LA ██████████		Prod. Date: 4/3/08	Dealer: LA001 Kia of Baton Rouge	

Case History

Complaint Repurchase

*** PHONE LOG 05/22/2009 11:42 AM US Mountain Standard Time RBriones
Customer (Mr ██████████) Stated:

1. Bought a Kia just before Christmas last year.
2. Have had many problems with the vehicle.
3. Spoke with Ben (general manager) at dealer.
4. He gave me your number to speak with you about this.
5. Was having a problem with brakes.
6. Svc dept had replaced the brakes before they realized that problem was with hubs.
7. They then replaced the battery on the vehicle.
8. Have a problem with trans slamming into gear around 30 mph.
9. Dealer supposedly rep**AIR**ed the transmission.
10. However, now it is going back to dealer tomorrow for whine noise in rear end, brakes squealing, transmission slamming into gear, and scratches on dashboard.
11. This is the worst f**king mistake I have ever made buying this car.
12. If they don't fix it this time, I will stop payments on it.
13. Also, last time I was in they gave a little mazda 6 to drive.
14. Got an SUV because I wanted a big car.
15. I will just keep driving it if they don't give me another SUV to drive.
16. If I could give this vehicle back right now I would.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty rep**AIR**s.
3. Can follow up with svc dept for customer.
4. Will see if there is any assistance we can provide.
5. Rental or loaner is not a provision of Kia warranty.
6. Kia does assist on a case by case basis.
7. However there is no guarantee that it will be a vehicle of comparable size.

*** PHONE LOG 05/26/2009 01:56 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called LA001 and Danny in svc stated:

1. Vehicle is on a parts hold in my computer.
2. I am not the one working on the vehicle.
3. Have six items on the RO.
4. Customer stated trans shifts hard and we are going to upgrade ECM and TCM.
5. Other complaint was low tire pressure. and we adjusted tire pressure.
6. Next was the complaint with **PASS**enger seat **AIR** bag light, and we are completing SCo76.
7. In regards to the rear noise/whine. we ordered entire carrier.
8. Finally. there was some damage to dashboard when radio was replaced.
9. We are replacing the assembly around the radio.
10. Information was last updated yesterday.

Writer Stated:

1. Thanks for the info.

*** PHONE LOG 05/28/2009 04:13 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM and stated:

**Kia Motors America
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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735885██████████	K1591514	7,000
Pride, LA ██████████		Prod. Date: 4/3/08	Dealer: LA001 Kia of Baton Rouge	

1. Advised of customer vehicle, dealer, and problem.
2. Vehicle at dealer mult times for same concerns.
3. Advised of what svc dept stated.
4. Customer talking about having veh taken vehicle back (did not specifically mention lemon law).

DPSM, Hunter Jones stated:

1. Will call dealer tomorrow to find out what is going on.
2. Can see what is going on with the car.

Writer Stated:

1. Thanks for the help

*** NOTES 05/28/2009 04:14 PM US Mountain Standard Time RBriones Action Type:Manager review

Dispatched for:

1. New vehicle, low miles.
2. Vehicle at dealer for repeat rep**AIR**s or rear noise and trans hard shift.
3. Review of customer concerns and early intervention.
4. Customer contact.

*** PHONE LOG 06/02/2009 04:00 PM Eastern Daylight Time JWright Action Type:Outgoing call

Writer called customer (██████████):

writer states:

1. Writer calling to address customer concerns.
2. Writer apologizes for customer extensive service history.
3. Writer would like to call DPSM and dealership to investigate customer concerns.
4. Writer will call customer back once case has been investigated.
5. Writer would like for customer to consider GW offer once vehicle as been rep**AIR**ed to customer satisfaction.
6. Writer thanked customer for your patience.

Dillion states:

1. Vehicle has been in 2X for trans. rear end noise. **AIR**-bag, TPMS light.
2. Wife is currently driving vehicle at this time.
3. Have not re-contacted dealership and advise of current concerns.
4. Have not had a chance to call dealership back.
5. Have made a few payments of \$477.00/month but car is always in shop.
6. Please call me back when you hear something.

*** PHONE LOG 06/04/2009 03:34 PM Eastern Daylight Time JWright Action Type:Outgoing call

Customer (Dillion) called writer and LVM:

1. I have a question about my vehicle.
- 2.. Please call me back to discuss.

*** NOTES 06/05/2009 09:59 AM Eastern Daylight Time JWright Action Type:Manager review

Writer sent e-mail to Kerry (SM-LA001) requesting service RO's for customer.

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJD735885	K1591514	7,000
Pride, LA		Prod. Date: 4/3/08	Dealer: LA001 Kia of Baton Rouge	

Writer called customer ():

1. Phone rang and gave message that voicemail cannot be set up.
2. Call back later.

*** NOTES 06/08/2009 03:12 PM Eastern Daylight Time JWright Action Type:Manager review
Writer sent e-mail to Kerry (SM-LA001) requesting all service history be sent to writer.

*** PHONE LOG 06/10/2009 11:09 AM Eastern Daylight Time JWright Action Type:Outgoing call

Writer called customer ():

writer states:

1. Writer calling customer back to address customer vehicle concerns.
2. Writer has received customer history from dealership.
3. Writer apologizes for he multiple rep**AIR**s to the customer vehicle.
4. What are the vehicle current concerns?
5. Customer will need to make an appointment with dealership to resolve current concerns.
6. Writer willing to offer GW once vehicle has been rep**AIR**ed.
7. Please let writer know when vehicle is back in dealership so writer can get manufacturer involved.
8. Writer thanked customer for his time.

Dillion states:

1. Thank you for the return call.
2. The rear end has winning noise, **AIR**-bag does not work correctly, TPMS light works intermittently.
3. I will need to call and set up and appointment for a Saturday.
4. I will let you know.

*** NOTES 06/16/2009 09:57 AM Eastern Daylight Time JWright Action Type:Manager review
Writer received e-mail from Kerry (SM-LA001):

AIRbag light - No DTC's - **OCS** sensor works fine.

TPMS light - No DTC's.

Whining noise from rear end - Normal characteristic. Compared to new vehicle.

New Radio no go

Transmission shifts hard between 45-55 MPH - unable to duplicate at this time

What's next?

*** NOTES 06/16/2009 09:57 AM Eastern Daylight Time JWright Action Type:Manager review
Writer advised to give back to customer if finished.

*** PHONE LOG 06/22/2009 01:29 PM Eastern Daylight Time JWright Action Type:Outgoing call

Writer called customer () on 6/18/09:

writer states:

1. Writer calling to address customer concerns.
2. Writer apologizes for customer concerns.
3. Writer understands that dealership was not able to duplicate customer concerns on last visit.
4. Writer willing to offer GW of one car payment for past history but that is Kia's only offer.
5. Writer understands your position.

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1591514	7,000
Pride, LA [REDACTED]		Prod. Date: 4/3/08	Dealer: LA001 Kia of Baton Rouge	

7. Please let writer know if you need our assistance in the future.

(E-mail from dealership below regarding customer last visit).

Dillion states:

1. My vehicle has *AIR*-bag concerns, noise in rear, A/C concerns.
2. All due respect, I do not want you car payment.
3. I am going to talk to the BBB and see what they can do.
4. I do not blame you.
5. I guess that is all you can do at this point.

EMAIL FROM LA001 (SA-Mark):

Just to let you know on our little voyage together he couldn't duplicate not one of his concerns. The *PASS AIR* bag light worked as designed, no TPMS light was on and he mentioned that the transmission shifted the best it ever has. He said he could "slightly" hear the noise from the rearend but he says normally its 5 times louder than what it was doing at the time of test drive. He was getting very frustrated at the fact that the vehicle wasn't duplicating any of his concerns at the time. He did mention a number of times that he didn't want the vehicle any longer and mentioned sending pictures of problems to Jimmy Wright. He also mentioned he talked to the Better Business Bureau and quoted the lemon law. I told him that I understand his frustrations but that it wasn't our fault that we couldn't duplicate his concerns. I also stated that we want to find the issues that he is complaining about because that's how we get paid. He said he totally understood. He is going to pick up tomorrow.Mark Brommer.

*** CASE CLOSE 06/22/2009 04:13 PM Eastern Daylight Time JWright
Case closed pending further customer contact.

*** CASE CLOSE 07/06/2009 01:18 PM Pacific Daylight Time ThomasT

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735685 ██████████	K1565866	2,700
Aurora, CO ██████████		Prod. Date: 9/18/07	Dealer: CO022 Shortline Automotive, Inc.	

Case History

Complaint **RepAIR** Assistance

SURVEY DATE : 03/17/2009
SERVICE DATE : 03/11/2009

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
- 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 03/18/2009 04:08 PM US Mountain Standard Time LSims Action Type:Outgoing call
Ms ██████████ stated

1. I am having problem with the key getting stuck in the ignition
2. it will not come out - they changed the cable the first time
3. I took it in a week ago monday - the day after that it did it again
4. they ordered a new cable and It happened again
5. i have to take it back in again
6. the TPMS light goes on and off when it feels like it
7. the **PASS AIR** bag light goes on and off whenever it feels like it
8. my husband is 200 lbs and my daughter is 90 lbs
9. my thing is if I get into an accident then the **AIR** bag does not come out then we will have a big problem

wtr stated

1. calling in response to callers survey
2. that indicated that caller may have had some unresolved issues
3. gave caller case # and wtr ext - advised to call back when the veh is back at the dealer
4. wtr will follow up on the rep**AIR**s at that time

caller stated

1. I will not be able to take the veh in until spring break
2. I will give you a call when I take it in
3. thank you

*** CASE CLOSE 03/18/2009 04:10 PM US Mountain Standard Time LSims

*** PHONE LOG 03/24/2009 06:17 AM US Mountain Standard Time UValencia Action Type:Incoming call
800# VM BY JAMES FROM CO022

- 1.- PROVIDED VIN#
- 2.- VEHICLE IN FOR THE 2ND TIME FOR SAME CONCERN RELATED TO IGNITION KEY, TPMS, AND **AIR** BAG LIGHT
- 3.- PLEASE CALL ME BACK

**Kia Motors America
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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735685 ██████████	K1565866	2,700
Aurora, CO ██████████		Prod. Date: 9/18/07	Dealer: CO022 Shortline Automotive, Inc.	

WRITER CALLED JAMES @ CO022(VOICEMAIL)

- 1 CALLING TO FOLLOW UP ON YOUR SERVICE ALERT VOICEMAIL
- 2 PROVIDED CALL BACK INFORMATION AND CASE NUMBER
- 3 PLEASE CALL ME BACK

*** PHONE LOG 03/24/2009 02:32 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER RECEIVED CALL FROM GENE @ CO022

Dealership Contact Name: GENE @ CO022
Year/Model/Mileage of Vehicle: 08 SORENTO 2700
RO Open Date: 3/24/09
Days Down at initial Service Alert Report: 0
RepAIR Issue: TPMS LIGHT , AB LIGHT
ETA for completion of repAIRs: 3/25/09
Repeat PAIR (Y/N) if so, how many? YES 1
Techline Case? If so, #? NO
Rental provided? If so, since when? YES
DPSM contacted by dealer? NO

WRITER REVIEWED CASE WITH GENE @ CO022

- 1 FIRST TIME IN WE REPLACED THE INNER SWITCH
- 2 HOWEVER TODAY WE FOUND THAT THE GEAR SHIFT WAS OUT OF ALIGNMENT . CAUSING IT NOT TO CONNECT TO THE BRAKE COMPONENT
- 3 SO WE ARE ADJUSTING THE SHIF. SHOULD RESOLVE THAT ISSUE
- 4 TPMS LIGHT CODE HAS BEEN CLEARED. IT WAS RF CODE SO WE FEEL THAT OUTSIDE INTERFERENCE(BLACKBERRY, MP3 ETC)
- 5 WE WILL ADVISE HER ON THAT
- 6 THE AB LIGHT ISSUE HAS NOT BEEN DUPLICATED
- 7 WE HAVE HAD 5 PEOPLE SIT IN THE SEAT AND THE LIGHT HAS NEVER COME ON
- 8 SO WE ARE GOING TO KEEP IT OVERNIGHT AND WILL MONTOR THIS ISSUE, ALONG WITH THE OTHERS
- 9 IF THERE ARE NO FURTHER PROBLEMS WE WILL RELEASE IT TOMORROW
- 10 CUSTOMER AWARE I SPOKE TO HIM TODAY
- 11 PROVIDED CALL BACK NUMBER FOR CUSTOMER ██████████

*** PHONE LOG 03/24/2009 02:47 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER NOTING , DEALER WILL FOLLOW UP WITH WRITER, IF NO UPDATE RECEIVED WRITER TO CALL DEALER BEFORE CALLING CUSTOMER

*** PHONE LOG 03/25/2009 01:47 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED GLENN @ CO022

- 1 CALLING TO CHECK THE STATUS OF THIS VEHICLE

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735685 ██████████	K1565866	2,700
Aurora, CO ██████████		Prod. Date: 9/18/07	Dealer: CO022 Shortline Automotive, Inc.	

GLENN @ CO022

- 1 GENE IS WORKING ON THIS CASE
- 2 BUT HE IS OUT ON THE DRIVE
- 3 IM NOT SURE OF WHAT WAS DONE IT APPEARS ITS READY TO GO
- 4 CAN I HAVE HIM CALL YOU ? WHAT IS YOUR EXT AND CASE NUMBER?

WRITER ADVISED

- 1 OK THANK YOU
- 2 PROVIDED CALL BACK INFORMATION AND CASE NUMBER

*** PHONE LOG 03/25/2009 02:20 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL BACK FROM GENE @ CO022

- 1 CALLING YOU BACK
- 2 I JUST SPOKE WITH THE CUSTOMER
- 3 CALL ME BACK AND I WILL LET YOU KNOW WHAT WE TALKED ABOUT
- 4 IM AT ██████████

*** PHONE LOG 03/25/2009 02:24 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED GENE @ CO022

- 1 CALLING YOU BACK
- 2 WHERE ARE WE AT WITH THIS CASE?

GENE @ CO022

- 1 WE JUST SPOKE WITH THE CUSTOMER
- 2 ADVISED HER THAT WE HAVE BEEN UNABLE TO DUPLICATE THE AB LIGHT CONCERNS
- 3 SO SHE IS GOING TO PICK UP THE VEHICLE TODAY
- 4 SHE WILL ARRANGE A TIME TO BRING IT BACK IN SO WE CAN ADDRESS THE AB LIGHT FURTHER
- 5 WE HAVE ADVISED HER SHE NEEDS TO DEMONSTRATE THE CONCERN BEFORE WE CAN FIX IT
- 6 CUSTOMER UNDERSTANDS WILL CALL US WHEN SHE IS PREPARED TO BRING IT BACK IN

WRITER ADVISED

- 1 OK THANK YOU

*** PHONE LOG 03/26/2009 09:33 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER (██████████ @ ALT NUMBER)

██████████ CALLING TO FOLLOW UP WITH CUSTOMER REGARDING THE AB LIGHT CONCERN WITH THE CUSTOMER

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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 ██████████	K1565866	2,700
Aurora, CO ██████████		Prod. Date: 9/18/07	Dealer: CO022 Shortline Automotive, Inc.	

3 THE DEALER SAYS THAT YOU PLAN ON TAKING IT BACK TO THEM SO THEY CAN ADDRESS THE AB LIGHT CONCERNS

CUSTOMER ADVISED

- 1 YES WE DID GET IT BACK
- 2 AND WE PLAN ON GOING BACK TO THE DEALER
- 3 THEY SAID THAT THEY WOULD NEED TO LOOK AT THE VEHICLE FURTHER
- 4 THEY TOLD ME THAT THE LIGHT WAS CAUSED BY A TOM TOM DEVICE

WRITER ADVISED

- 1 MY UNDERSTANDING OF THE CASE IS THAT THE TPMS LIGHT WAS CAUSED BY OUTSIDE INFLUENCE(TOM TOM, MP3 , BLACKBERRY ETC)
- 2 THE **AIRBAG** LIGHT WAS NOT DUPLICATED
- 3 SO THEY CAN LOOK AT BOTH WHEN THEY RETURN
- 4 NOW WHEN YOU DECIDE TO TAKE IT BACK TO THE DEALER WOULD YOU BE ABLE TO LET US KNOW WHEN YOU WILL RETURN SO WE CAN FOLLOW UP ON THE REPAIRS
- 5 CAN I GIVE YOU OUR NUMBER?

CUSTOMER ADVISED

- 1 MY WIFE DRIVES THE VEHICLE
- 2 CAN YOU CALL HER SHE IS AT ██████████

WRITER ADVISED

- 1 YES I WILL CALL HER

*** PHONE LOG 03/26/2009 09:45 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER (MRS ██████████ @ MAIN NUMBER)

- 1 CALLING TO FOLLOW UP WITH YOU
- 2 I SPOKE WITH YOUR HUSBAND AND HE ASKED ME TO CALL YOU CONSIDERING THIS WAS YOUR VEHICLE
- 3 THE DEALER REPORTED THE VEHICLE TO US AS BEING IN MULTIPLE TIMES FOR THE SIMILAR CONCERNS
- 4 EXPLAINED THAT WE HAVE BEEN IN CONTACT WITH THE DEALER WHO HAS ADVISED THAT YOU WILL BE RETURNING TO THE DEALER ANOTHER TIME IF THE LIGHTS COME BACK ON IS THAT RIGHT?

CUSTOMER ADVISED

- 1 YES WE GOT IT BACK
- 2 AND WILL BE GOING BACK IN IF THE LIGHTS COME ON
- 3 WE ARE HAVING A BLIZZARD RIGHT NOW AND WILL NOT BE DRIVING THE VEHICLE VERY MUCH THIS WEEK OR NEXT
- 4 HOWEVER IF THE LIGHT COMES ON WE WILL GO BACK

WRITER ADVISED

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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 ██████████	K1565866	2,700
Aurora, CO ██████████		Prod. Date: 9/18/07	Dealer: CO022 Shortline Automotive, Inc.	

- 1 OK GREAT
- 2 THANKS FOR THE UPDATE
- 3 IF YOU DECIDE TO GO BACK TO THE DEALER PLEASE LET US KNOW
- 4 PROVIDED CALL BACK INFORMATION AND CASE NUMBER
- 5 THAT WAY WE CAN BE ON TOP OF THE REPAIRS, WE WILL THEN UTILIZE ALL RESOURCES TO RESOLVE THE CONCERNS

CUSTOMER ADVISED

- 1 OK THANK YOU
- 2 I WILL CALL YOU AND LET YOU KNOW

*** CASE CLOSE 03/26/2009 09:47 AM US Mountain Standard Time TLarson
CUSTOMER WILL RETURN TO DEALER IF LIGHTS COME BACK ON, SHIFT CABLE ADJUSTMENT PERFORMED

*** CASE CLOSE 04/09/2009 03:13 PM US Mountain Standard Time JHirshfield
Tread **AIR**bag review OI--JH

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736275 [REDACTED]	K1398904	7,000
Goldsboro, NC [REDACTED]		Prod. Date: 4/17/07	Dealer: NC020 Deacon Jones Kia	

Case History

Complaint **RenAIR** Assistance

*** PHONE LOG 01/03/2008 01:23 PM US Mountain Standard Time UValencia
caller states

- 1.- I got a question, I have my Kia, I bought it Aug of 2007
- 2.- and I am having problems when some one seats on the **PASS**enger seat, it some times works and some times it doesn't
- 3.- I am getting frustrated, because when some one seat on that seat
- 4.- it says that the **AIR**bag it's off
- 5.- and I feel that this situation should been taken care off
- 6.- they claimed that they reset it, and I showed it to the svc mgr, and he has seen that the light is on
- 7.- and sometimes it doesn't work, the last time was sometime in Nov, or Dec

wrt states

- 1.- apologized
- 2.- advised that cst need to make an apointment at the dealer, so wrt can follow up with svc mgr
- 3.- KMA will provide all available resources to fix vehicle properly
- 4.- provided case# and contact information
- 5.- cst thanked wrt for information

*** CASE CLOSE 01/03/2008 01:23 PM US Mountain Standard Time UValencia
closed pending cst callback

*** CASE CLOSE 04/10/2008 10:53 AM US Mountain Standard Time TMorales

AIR

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1405949	5,000
Athens, AL ██████████		Prod. Date: 11/27/06.	Dealer: AL024 University Kia	

Case History

Complaint **RePAIR Assistance**

*** PHONE LOG 01/23/2008 10:02 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. AT ABOUT 35 TO 40 MILES AN HOUR IT SEEMS LIKE IT HAS A PROBLEM SHIFTING.
2. THE **PASSENGER SIDE AIR** BAG LIGHT DOES NOT GO OFF ALL THE TIME, ONLY SOMETIMES.
3. I AM LOOKING FOR A RESOLUTION
4. I LOVE THE CAR AND I LOVE THE WAY IT DRIVES EXPECT FOR THESE TWO THINGS.
5. THE CONCERN ABOUT SHIFTING IS NOT THAT BIG OF A DEAL, THE DEALERSHIP KNOWS ABOUT IT AND THEY SAID THEY ARE WORKING WITH KIA FOR A FIX, THE CONCERN I HAVE IS THE **PASSENGER SIDE AIR** BAG.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. LET ME CALL THEM AND THEN GO FROM THERE.
3. I WILL CALL YOU BACK, WE DO HAVE REPROGRAMMING WE CAN DO, ONCE I CALL THEM I CAN CALL YOU BACK

CUSTOMER STATES.

1. THANK YOU

*** PHONE LOG 01/24/2008 02:30 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED SHERYL IN SERVICE

SHERYL STATES/

1. I KNOW THERE IS A RE FLASH BUT THE TECH SHOULD NOT HAVE TOLD THE CUSTOMER YET.
2. THE TOOL IS NOT AVAIL. TO US AS OF YET.

WRITER STATE.

1. THANK YOU I WILL INFORM CHRIS CURRY.

*** PHONE LOG 01/24/2008 02:39 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED CHRIS CURRY

CHRIS STATES.

1. WE SHOULD HAVE THE TOOL AT THE REGION IN THE NEXT COUPLE OF WEEKS.
2. IT WILL BE AT THE DEALERSHIP RIGHT AFTER THAT.

WRITER STATE.

1. I WILL CALL CUSTOMER BACK AND ADVISE THEM OF THE SITUATION THEN SET A COMMITMENT TO CALL THE CUSTOMER AFTER MID FEB.

*** PHONE LOG 01/24/2008 02:55 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED MR. ██████████

WRITER STATES.

1. I SPOKE TO THE FACTORY REP ABOUT THE SITUATION
2. THE REPROGRAMMING TOOL SHOULD BE AVAIL IN A COUPLE OF WEEKS IN YOUR REGION.
3. THE DEALERSHIP SHOULD CALL YOU HOWEVER I WILL SET A COMMITMENT TO CALL YOU ON THE 13TH

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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]	KNDJD736575 [REDACTED]	K1405949	5,000
Athens, AL [REDACTED]		Prod. Date: 11/27/06	Dealer: AL024 University Kia	

4. IF THEY HAVE NOT CALLED YOU BY THEN I WILL BE ABLE TO KNOW A LITTLE BIT MORE ABOUT THE SITUATION

CUSTOMER STATES.

1. THAT IS FINE WHAT ABOUT THE SHIFTING CONCERN.

WRITER STATES.

1. I DID NOT REALLY ADDRESS THAT WITH THEM, HOWEVER I CAN WHEN THE REP IS THERE.
2. I WILL CALL YOU ON THE 13TH

CUSTOMER STATES.

1. THANK YOU.

*** CASE CLOSE 01/24/2008 03:00 PM US Mountain Standard Time SLarez

*** PHONE LOG 02/13/2008 12:11 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. HAS THE DEALERSHIP CALLED YOU YET.

CUSTOMER STATES.

1. NO THEY HAVE NOT CALLED ME

WRITER STATES.

1. I AM SORRY I WILL CALL THEM TO SEE WHAT I CAN FIND OUT.

CUSTOMER STATES.

1. THANK YOU.

*** PHONE LOG 02/14/2008 12:55 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CHRIS CURRY AGAIN REGARDING CASE AND AVAIL. OF TOOL.

1. PLEASE CALL ME BACK

*** NOTES 02/15/2008 01:16 PM US Mountain Standard Time SLarez Action Type:Manager review
FORWARDING TO REGIONAL OFFICE TO CONTACT CUSTOMER AS TO WHEN TOOL WILL BE AVAIL. IN AREA
TO REP **AIR** *PASSENGER AIR* BAG **OCS**.

*** NOTES 02/27/2008 02:56 PM Eastern Daylight Time CCarroll Action Type:Manager review

wtr states

1. sent fir request to Hunter Jones
2. fir advised tool in Kia region
3. tool being used by another dlr
4. wtr to forward tool to AL024 by 3/3/08
5. wtr will contact cust on tool rec'd back in region

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
		KNDJD736575	K1405949	5,000
Athens, AL		Prod. Date: 11/27/06	Dealer: AL024	University Kia

*** PRIORITY CHANGE 02/29/2008 12:18:29 PM CCarroll

*** PHONE LOG 02/29/2008 01:58 PM Eastern Daylight Time CCarroll Action Type:Incoming call

wtr states

1. rec'd pcs tool
2. wtr contacted AL024 Steve Owens
3. dlr currently without svcm
4. Steve Owens is parts manager and will be responsible for contacting and scheduling appt
5. for reflash. wtr spoke with cust providing update
6. wtr advised will f/u once veh is rpr'd

*** COMMIT 03/05/2008 03:22 PM Eastern Daylight Time CCarroll Action Type:Callback Required

*** CASE CLOSE 03/06/2008 12:43 PM Eastern Daylight Time CCarroll

wtr to close case pending **OCS** re- flash

*** PHONE LOG 03/11/2008 08:32 AM Eastern Daylight Time CCarroll Action Type:Outgoing call

wtr states

1. spoke with parts manager Steve Owens
2. dlr adv wtr cust no show for rpr
3. wtr advised will contact cust to see what happen and when he will be available

wtr states

1. spoke with cust
2. cust advised wtr unable to make appt. on 3/7/08
3. cust states can have veh at dlr on Wed 3/12/08
4. wtr agree and req cust to contact dlr or wtr if unable to keep appt

*** PHONE LOG 03/11/2008 08:34 AM Eastern Daylight Time CCarroll Action Type:Incoming call

wtr state

1. spoke with Dana svca
2. wtr advised customer will be in on 3/12/08

*** PHONE LOG 03/13/2008 08:16 AM Eastern Daylight Time CCarroll Action Type:Incoming call

wtr states

1. svcm c/b to adv cust did so for rpr
2. dlr states cust satisfied with rprs
3. dlr to forward tool back to FTR hunter Jones

*** PHONE LOG 03/13/2008 08:17 AM Eastern Daylight Time CCarroll Action Type:Incoming call

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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 EX	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736575 ██████████	K1405949	5,000
Athens, AL ██████████		Prod. Date: 11/27/06	Dealer: AL024 University Kia	

1. lft vmx for cust as f/u to rpr's
2. wtr will try back

*** CASE CLOSE 03/14/2008 02:17 PM Eastern Daylight Time CCarroll

*** CASE CLOSE 04/11/2008 11:31 AM US Mountain Standard Time TMorales

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
		KNDJD736775	K1486154	20,000
Chesapeake, VA		Prod. Date: 10/27/06	Dealer: VA026	Lynnhaven Kia

Case History

Complaint Dealer

*** NOTES 08/13/2008 02:01 PM clarify Action Type: Manager review

*** Performed by contact: [REDACTED]

I bought a new 2007 Kia Sorento in November of 2007. Since this time I have been trying to get nicks in the paint that were present when vehicle was delivered rep**AIR**ed, shipping material removed, and adhesive removed from my vehicle. I even got the paint treatment that they put on over the adhesive. I have went through all levels of management at this Dealer. I have talked to the Kia Manager, Service Manager, and the Dealership manager. I am know close to a year of owning this vehicle and am having the same issues since day one. No one at this location will call you back whether it is the service department or management. I left another message today for the service department and though I am not suprised I have not recieved a call back. I have never felt so disrespected after making a major purchase. My **PASS**enger heated seat still does not work, the **AIR**bag light still comes on when there is a **PASS**enger in the seat. Also, to take advantage of the free Oil changes I have to take a full day off of work. The quickest I was finished from getting an oil change done was about 6 hours. It is definately more cost effective for me to get my service done at another shop. I heard that Greenbrier Kia in Chesapeake VA has exceptional customer service. Is there any way my southern hospitality and service programs be transferred there. There are a few good people working at this location but thay are over shadowed by the ones that aren't. One of the exceptional employees is Amber Morris, she has tried to talk to management for me and do whatever else she could to make sure that I was satisfied.

*** PHONE LOG 08/14/2008 09:23 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. LEFT VM WITH CASE # AND CONTACT INFORMATION FOR CALL BACK

*** CASE CLOSE 08/14/2008 09:43 AM US Mountain Standard Time JHirshfield

*** PHONE LOG 08/15/2008 05:58 AM US Mountain Standard Time DLyons Action Type:Incoming call
CUST STATES:

1. RETURNING CALL TO CHUCK ABOUT AN E MAIL THAT I SENT

WRITER ADVISED:

1. APOLOGIZED. HE IS ON ANOTHER LINE AT THIS TIME
2. IS THERE SOMETHING THAT WRITER CAN ASSIST WITH

CUST STATES:

1. I HAVE NOT BEEN ABLE TO GET THIS PAINT CONCERN RESOLVED
2. THERE WAS SHIPPING MATERIALS THAT WAS ON THE VEHICLE AND IT IS CHIPPING THE PAINT
3. THERE IS STILL MATERIAL ON IT NOW, SPOKE TO THE DEALERSHIP MANAGER & SERVICE MANAGER THEY ARE NOT GOING TO TAKE CARE OF THIS
4. THE **AIR**BAG LIGHT STILL IS NOT WORKING. NOR ARE THE HEATED SEATS.

WRITER ADVISED:

1. APOLOGIZED
2. THE PAINT CONCERN IS NOT SOMETHING THAT KMA WILL BE ABLE TO ADDRESS. THIS IS NOT DUE TO A FACTORY DEFECT WHICH IS WHAT THE WARRANTY COVERS CUSTOMER FOR
3. BUT WE CAN CONTACT THE KIA DEALESHIP REGARDING THE **AIR**BAG LIGHT & THE HEATED SEATS
4. DOES CUSTOMER HAVE A SCHEDULED APPOINTMENT TO HAVE THESE ITEMS ADDRESSED

CUST STATE:

1. I HAVE A SERVICE APPOINTMENT FOR 8/25/08

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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>
██████████	██████████	KNDJD736775 ██████████	K1486154	20,000
Chesapeake, VA ██████████		Prod. Date: 10/27/06	Dealer: VA026	Lynnhaven Kia

WRITER ADVISED:

1. CAN REQUEST THAT A REPRESENTATIVE FOLLOW UP WITH THE CUSTOMER & THE DEALERSHIP REGARDING THESE CONCERNS.
2. WE WILL BE REFERENCING THE SAME CASE#
3. UPDATED CUST INFO, NO PREVIOUS CASES, NO RECALLS.

*** COMMIT 08/15/2008 08:52 AM US Mountain Standard Time CCummins Action Type:Callback Required

*** CASE CLOSE 08/15/2008 08:52 AM US Mountain Standard Time CCummins

*** PHONE LOG 08/26/2008 06:13 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. SPOKE WITH JOHNNY, SVC MGR, VA026
2. IS THE VEHICLE THERE?
3. HAVE THE REPAIRS BEEN DONE ON THE VEHICLE?

JOHNNY, SVC MGR. STATES

1. CALLED THE CUSTOMER TO COME BACK TO HAVE THE PART INSTALLED FOR THE HEAT ON THE SEAT
2. DID OIL CHANGE. 20K MAINTENANCE. REPLACED SEAT BOTTOM IN MAY OF 08
3. AIRBAG LIGHT IN MAR 08 NO DUPLICATE ON THE PROBLEM
4. CELL ██████████ WORK CELL

*** PHONE LOG 08/26/2008 06:15 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. LEFT VM FOR CALL BACK FOR MR VALENTINE FOR FOLLOWUP
2. PROVIDED CASE # AND CONTACT INFORMATION

*** PHONE LOG 08/27/2008 06:51 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES

1. LEFT VM FOR MR ██████████
2. ADVISED JOHNNY, SVC MGR. WOULD LIKE TO SPEAK WITH CUSTOMER
3. ADVISED VEHICLE NEEDS TO BE AT THE DEALERSHIP
4. ADVISED TRIED A COUPLE OF TIME TO CONTACT WITH NO RESPONSE
5. ADVISED IF ANYTHING ELSE IS NEEDED TO PLEASE CALL

*** CASE CLOSE 08/27/2008 06:51 AM US Mountain Standard Time CCummins

*** CASE CLOSE 10/09/2008 10:39 AM US Mountain Standard Time TMorales

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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]	KNDJC736675 [REDACTED]	K1366035	510
Gloucester, VA [REDACTED]		Prod. Date: 9/20/06	Dealer: VA008	Pomoco Kia

Case History

Complaint Dealer

*** PHONE LOG 10/01/2007 07:06 AM US Mountain Standard Time CHart
cust called

1. i'm calling to file a complaint
2. when i initially spoke w/ the dlr -- they said they could get someone to put leather seats in my veh
3. they told me to come back and we could look at the swatches for the leather seats
4. i live almost 80 miles from the dlr
5. i went in and picked out the leather
6. the sales person told me that they had an appointment for thursday at 8:00 AM
7. i feel that was very rude to tell me that they had that appointment
8. i called him and told them that day wouldn't work for me -- monday would be better
9. they told me to bring it in monday morning ((today))
10. my husband gets there at 9:00am -- the gentleman kept repeating 8:00
11. my husband gets there at 9:20 -- at 10:20 my husband is still waiting for a rental veh
12. the dlr told us that they wouldn't give us a compact car
13. we recieved coupons for compact vehs
14. i asked to speak w/ the manager Chris
15. we left with the veh
16. i called the owner -- he was rude, arrogant, and extreemley condesending
17. can i go to a different dlr for service? the **PASS**enger side **AIR**bag is not working and the back **PASS**enger window isn't locking
18. can i get a loaner veh?
19. i'm to the point -- i dont' want the veh any more

wrt states

1. apologize
2. advised kia will stand behind the warranty to rep **AIR** the veh
3. advised kia doesn't have a provision for rentals -- case by case basis
4. once appointment made -- cust can contact KCC for assistance
5. advised will document concerns against dlrshp
6. advised cust can speak w/ any kia dlr for service -- provided closest kia dlrshp in customer area

cust understood -- call ended

*** CASE CLOSE 10/01/2007 07:06 AM US Mountain Standard Time CHart

*** NOTES 01/14/2008 04:03 PM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

*** CASE CLOSE 01/14/2008 04:03 PM Pacific Daylight Time TYoung

**Kia Motors America
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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736075 [REDACTED]	K1334279	5,000
Port St John, FL [REDACTED]		Prod. Date: 10/10/06	Dealer: FL087 Bob Dance Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 07/16/2007 08:15 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I AM HAVING A PROBLEM WITH THE CAR.
2. THE CAR HAS AN **AIR** BAG LIGHT CONCERN AND HAS BEEN TO THE DEALERSHIP SEVERAL TIMES FOR **REP****AIR**s.
3. THE CAR IS AT HOME NOW BUT IS STILL HAVING THE PROBLEMS
4. I AM SCARED FOR THE SAFETY OF MY FAMILY BECAUSE IF I DO HAVE AN ACCIDENT AND IT DOES NOT WORK I WILL SUE KIA.
5. I WAS SUPPOSED TO BE CONTACTED BY THE DEALERSHIP BUT NO ONE HAS CALLED ME AS OF YET.
6. IT HAS BEEN THERE SEVERAL TIMES, HOW CAN I GET ASSISTANCE FROM KIA.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. LET ME CALL THE DEALERSHIP AND THEN WE CAN GO FROM THERE.
3. WE ARE HERE TO AVOID THE **REP****AIR** ATTEMPTS.

CUSTOMER STATES.

1. NO I DO NOT NEED YOU TO CALL THEM YET, THE CAR IS NOT THERE.
2. WHAT I CAN DO IS CALL YOU WHEN I GET TO MY HOUSE.

WRITER STATES.

1. GAVE CUSTOMER NAME AND EXTENSION AND ADVISED WE ARE HERE TO ASSIST WITH **REP****AIR**s.

*** PHONE LOG 07/20/2007 08:13 AM US Mountain Standard Time SLarez Action Type: Incoming call
CUSTOMER STATES.

1. I FORGOT TO CALL YOU WHEN I GOT HOME. I APOLOGIZE.
2. I DID LEAVE YOU A MESSAGE YESTERDAY BUT I HAVE NOT HEARD FROM YOU AS OF YET.
3. A PART WAS REPLACED ON THE CAR FOR THE **AIR** BAG LIGHT CONCERN AND GIVEN BACK TO US ON THE 18TH. IT IS ON AGAIN.
4. THIS WILL BE THE SIXTH TIME WE HAVE TO DEAL WITH THE DEALERSHIP REGARDING THIS ISSUE. I AM VERY UPSET.
5. WE DO NOT WANT THE CAR ANYMORE WE WANT THE CAR BOUGHT BACK. WE WILL GO THROUGH THE LEMON LAW.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. WE DO NOT EXPECT THESE PROBLEMS.
3. LET ME CALL THE SERVICE MGR NOW AND ADVISE HIM OF THE CONCERNS
4. YOU WILL HAVE TO TAKE THE CAR BACK TO THE DEALERSHIP. I WILL FORWARD YOUR CASE TO ANOTHER DEPARTMENT AND YOU SHOULD HEAR FROM SOMEONE WITH IN 3 WORKING DAYS.

CUSTOMER STATES.

1. I WILL WAIT UNTIL AT LEAST WED. THANK YOU.

WRITER STATES.

1. LET ME CALL THE DEALERSHIP AND ADVISE THEM OF THE SITUATION AS WELL.

**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>
██████████	██████████	KNDJD736075 ██████████	K1334279	5,000
Port St John, FL ██████████		Prod. Date: 10/10/06	Dealer: FL087 Bob Dance Kia	

WRITER CALLED MIKE IN SERVICE (SVC MGR OUT SICK TODAY)
MIKE STATES.

1. THE CAR IS HAVING AN **AIR** BAG LIGHT CONCERN AGAIN.
2. THE CUSTOMER IS GOING TO GO BACK, HE IS CALLING US FOR ASSISTANCE.
3. I WILL REFER HIM BACK TO YOU

MIKE STATES.

1. WE JUST FIXED IT, I AM SORRY IT CAME ON AGAIN, HAVE HIM COME BACK DOWN SO WE CAN LOOK AT IT.

WRITER GOT BACK TO CUSTOMER

WRITER STATES.

1. I SPOKE TO MIKE AND HE IS AWARE OF THE CONCERN.
2. YOU MAY CALL HIM IF YOU WOULD LIKE,
3. I WILL FORWARD YOUR REQUEST FOR REPLACEMENT.

CUSTOMER STATES.

1. THANK YOU I WILL WAIT FOR SOMEONE TO CALL ME.

*** PHONE LOG 07/20/2007 01:21 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER DPMS TO MAKE HIM AWARE OF CONCERN.

1. THE CAR HAS 2700 MILES AND WAS JUST RELEASED TO THE CUSTOMER ON 7/17/07
2. THE **AIR** BAG LIGHT IS BACK ON AND ACCORDING TO THE CUSTOMER IT IS THE FIFTH TIME.
3. HE WANTS IT REPLACED. I AM GOING TO FORWARD HIS REQUEST TO THE REGIONAL OFFICE.

*** NOTES 07/20/2007 01:23 PM US Mountain Standard Time SLarez Action Type:Manager review
FORWARDING TO THE REGION TO ADDRESS REPLACEMENT REQUEST WITH CUSTOMER.

1. CUSTOMER ALLEGES IT HAS BEEN IN THE SHOP OVER FIVE TIMES FOR THE **AIR** BAG LIGHT.
2. HE JUST GOT THE CAR BACK ON THE 17TH OF THIS MONTH (7/17/07) AND THE **AIR** BAG LIGHT IS ON AGAIN.

*** NOTES 07/23/2007 08:50 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer and he stated:
 - * I spoke to my attorney
 - * He told me to follow the lemon law
 - * I am sending copies of all RO's and the lemon law paperwork
 - * I am afraid of this vehicle because the **AIR** bag might not work
 - * My 10 years old son sits in that seat
 - * He weighs 90 lbs and is 5'1" tall so it should work for him.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736075██████████	K1334279	5,000
Port St John, FL ██████████		Prod. Date: 10/10/06	Dealer: FL087	Bob Dance Kia

3. Customer stated:

- * I will not take my car back to the dealer
- * I want you to take this car back NOW
- * I will never buy another Kia

4. Writer stated:

- * I apologize for your inconvenience
- * Kia is allowed a final inspection per the lemon law remedies
- * If the concern happens again after the final inspection/rep**AIR**, Kia will offer to replace the vehicle

5. Customer stated:

- * We'll see about that...and disconnected call
- CASE PENDING RO'S AND MVDN

*** CASE CLOSE 07/23/2007 08:52 AM Eastern Daylight Time OSprague

*** NOTES 08/06/2007 03:03 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 and vehicle has been out of service at least 15 days.
2. Alleged defect: **PASS**enger **AIR** bag not working
Writer to scan into case and forward to the region for further handling.

*** NOTES 08/07/2007 08:58 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer will schedule final inspection per MVDN
2. Case pending final inspection on 8/15/07

*** COMMIT 08/07/2007 08:18 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** CASE CLOSE 08/07/2007 08:19 AM Eastern Daylight Time OSprague

*** FULFILL 08/15/2007 10:40 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 08/20/2007 11:27 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Per corporate request, engineers are coming to FL to inspect vehicles for the **OCS** light concern
2. Writer spoke to customer (Mr. ██████████) and he stated:
 - * We cannot bring the vehicle to the dealer and stay there
 - * We own a restaurant and cannot leave it
 - * We can drop it off if you will give us a loaner

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO 4X2 EX	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736075 [REDACTED]	K1334279	5,000
Port St John, FL [REDACTED]		Prod. Date: 10/10/06	Dealer: FL087 Bob Dance Kia	

- * We still don't want this vehicle
- * What are you going to do?
- 5. Writer stated:
 - * The last dealer visit was per the MVDN
 - * The **OCS** light concern CND
 - * Your vehicle is currently rep**AIR**ed
 - * Please call me if the **OCS** light stops working

*** CASE CLOSE 08/20/2007 11:33 AM Eastern Daylight Time OSprague

*** PHONE LOG 09/17/2007 06:25 AM US Mountain Standard Time SJeon Action Type:Incoming call
Mr [REDACTED] stated:

1. I took the vehicle to Kia dealer 7 times
2. it still does not have **PASS**enger side **AIR** bag
3. I send documentation 7 weeks ago and I received one call from Kia but they did not call me from then
4. I filed lemon law already
5. I am going to call my attorney general and also call local TV

writer stated:

1. sorry for situation
2. will send this case to appropriate personal for further handling
3. provided ext #, case #

*** NOTES 09/17/2007 06:27 AM US Mountain Standard Time SJeon Action Type:Manager review
writer re-dispatch this case to region due to:

1. customer owns new vehicle with low mileage
2. customer attempt to rep**AIR AIR** bag on the vehicle several times at Kia dealer
3. customer filed for lemon law
4. customer mentioned calling to local news
5. please contact to customer

*** NOTES 09/17/2007 01:09 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer called customer's work number and spoke to wife:
 - * Mr. [REDACTED] left to go home sick
 - * Please wait about 20 minutes and call there
2. Writer will discuss case with RCAM:
 - * Vehicle has been in 6X for **OCS**
 - * Last time was per MVDN and **OCS** concern could not be duplicated
 - * Customer is eligible for I.L. due to number of rep**AIR**s (5)

*** NOTES 09/17/2007 01:37 PM Eastern Daylight Time OSprague Action Type:Manager review

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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>
Port St John, FL		KNDJD736075	K1334279	5,000
Prod. Date: 10/10/06		Dealer: FL087 Bob Dance Kia		

- * I also filed with lemon law
 - 2. Writer stated:
 - * You sent the MVDN and we did the final inspection on 8/15/07
 - * The concern could not be duplicated
 - * Kia did what they were suppose to do as far as lemon law is concerned
 - * If you want to pursue lemon law, you will need to file a claim with the BBB
 - * We would like to help you with your concerns without going to the BBB
 - * Please send me copies of the sales documents and all RO's
 - * After these **dOCS** are received, a review will be completed and we will determine what kind of offer to make
 - 3. Customer stated:
 - * The dealer was suppose to send you all the **dOCS**
 - * I cannot send them to you until tomorrow
 - * The only offer I will accept is you take the vehicle back
 - 4. Writer stated:
 - * I will ask the dealer to send the documents
 - * Please call me tomorrow morning to see if I received the documents
 - * If I did, then you won't need to send them
 - 5. Writer spoke to AJ in service at FL087 and requested all **dOCS**
 - 6. AJ stated:
 - * I have sent you all the RO's
 - * I will fax the sales **dOCS** to you
- CASE PENDING SALES **dOCS**

*** NOTES 09/18/2007 09:21 AM Eastern Daylight Time OSprague Action Type:Manager review

- 1. Writer received sales **dOCS** from dealer
 - 2. Writer will send 2-tier (SOC -or- GW) offer
- CASE PENDING ACCEPTANCE FROM CUSTOMER

*** CASE CLOSE 09/18/2007 08:30 AM Eastern Daylight Time OSprague

*** NOTES 09/20/2007 03:00 PM Eastern Daylight Time OSprague Action Type:Manager review

- 1. Customer (Mr. [REDACTED]) called and stated:
 - * I received your offer
 - * I am not happy about the mileage deduction
 - * I shouldn't have to pay anything
- 2. Writer stated:
 - * Per the lemon law, Kia has a right to take a mileage deduction
 - * We will be putting you into a 2008 Sorento which is newer than your 2007
- 3. Customer stated:
 - * I'm not sure I want another Kia
 - * I spoke to my attorney and he said your GW offer of \$2000 is illegal because this **AIR** bag light concern could kill someone
- 4. Writer stated:
 - * The offer is not "illegal"
 - * You have a choice to accept the SOC or the GW
 - * If you are going to get an attorney, he needs to contact us and we will work through him
 - * I would rather work with you directly but if you have an attorney, we can no longer talk
- 5. 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>
██████████	██████████	KNDJD736075 ██████████	K1334279	5,000
Port St John, FL ██████████		Prod. Date: 10/10/06	Dealer: FL087	Bob Dance Kia

- * If I want out of the vehicle can that be done?
- 6. Writer stated:
 - * If you want, I can send you another offer letter which will include a repurchase
- 7. Customer stated:
 - * I will talk to my wife tonight and we will decide what we want to do
 - * I will call you tomorrow

*** NOTES 09/24/2007 09:45 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer has accepted SOC
 2. Customer wants Silver instead of black
 3. Writer will order a 2008 Sorento
 4. Writer told customer it will take 2-3 weeks to get the new vehicle
- CASE PENDING RECEIPT OF REPLACEMENT VEHICLE

*** CASE CLOSE 09/24/2007 08:52 AM Eastern Daylight Time OSprague

*** CASE CLOSE 10/02/2007 02:05 PM Pacific Daylight Time ELau
Tread Review Completed

*** NOTES 10/04/2007 01:34 PM Eastern Daylight Time OSprague Action Type:Manager review

1. SOC package sent to NCA for check processing

*** CASE CLOSE 10/04/2007 01:39 PM Eastern Daylight Time OSprague

*** NOTES 10/05/2007 10:58 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer called and stated:
 - * I got the replacement vehicle (2008 Sorento)
 - * It is having the problem with the **PASS**enger **AIR**bag light
 - * I don't want the new vehicle
 2. Writer stated:
 - * I can send you a revised offer letter and offer to repurchase your vehicle
 - * The mileage deduction will be more since you have more miles on the vehicle
 - * If you will keep the old vehicle, I will increase the GW offer to \$2500
 3. Customer stated:
 - * I will keep the vehicle and accept your GW offer
 - * Hopefully they will have a fix soon
 4. Writer stated:
 - * I will send you a revised letter
 5. Writer sent e-mail to NCA advising SOC package should not be processed.
- CASE PENDING SIGNED GW OFFER AND RELEASE

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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>
██████████	██████████	KNDJD736075 ██████████	K1334279	5,000
Port St John, FL ██████████		Prod. Date: 10/10/06	Dealer: FL087	Bob Dance Kia

*** CASE CLOSE 10/05/2007 11:01 AM Eastern Daylight Time OSprague

*** NOTES 10/16/2007 04:09 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Customer sent signed offer letter and release
2. GW package will be sent to NCA for check processing

*** NOTES 10/17/2007 09:21 AM Eastern Daylight Time OSprague Action Type:Manager review

1. Service manager (AJ) from FL087 faxed RO's to remove & reinstall accessories from 2007 to 2008 and back again.
2. GW package sent to NCA to reimburse dealer

*** CASE CLOSE 10/17/2007 09:22 AM Eastern Daylight Time OSprague

*** NOTES 11/07/2007 02:06 PM Eastern Daylight Time OSprague Action Type:Manager review

1. check #515483 received in region
2. check sent to customer

*** CASE CLOSE 11/07/2007 02:07 PM Eastern Daylight Time OSprague

*** COMMIT 12/04/2007 11:37 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 12/04/2007 11:37 AM Eastern Daylight Time OSprague Action Type:Manager review

1. New reflash tool will be available early January
2. DPSM is going to FL087 on 1/3/08 & wants to perform reflash
3. Writer will send letter to customer stating:

* Please take vehicle to FL087 on 1/3/08

CASE PENDING **OCS** REFLASH

*** CASE CLOSE 12/04/2007 11:52 AM Eastern Daylight Time OSprague

*** FULFILL 12/07/2007 04:43 PM Eastern Daylight Time OSprague Action Type:Callback Required

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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]	KNDJD736075 [REDACTED]	K1334279	5,000
Port St John, FL [REDACTED]		Prod. Date: 10/10/06	Dealer: FL087 Bob Dance Kia	

* He cannot take his vehicle to the dealer in January due to being out of the country

* Please send revised letter requesting customer to call when he is available to have **OCS** reflash done

2. Writer sent letter to customer requesting call when he is available

CASE PENDING CALL FROM CUSTOMER

*** CASE CLOSE 12/07/2007 04:43 PM Eastern Daylight Time OSprague

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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]	KNDJD736675 [REDACTED]	K1367396	12,000
Spartanburg, SC [REDACTED]		Prod. Date: 10/26/06	Dealer: SC018	Farrell Kia

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 10/03/2007 01:06 PM US Mountain Standard Time DLYons
cust states:

1. the **PASS**engers front seat will be fixed - the a/b light will not go off
2. the dlrshp has the seat on order - it's on back order at this time
3. it was reprogrammed three times
4. Mr. Garrett & David Moore are telling me that there is an electrical concern with the transmission
3. they are tellin us that there is not a fix for this concern
6. the kia engineers are trying to fix the vehicle, but there is not a fix at this time
7. the dlrshp is not able to fix this, nor find a way to fix it - this will be the 4th time that the vehicle is there for this concern
8. cust while going up a hill the vehicle will jerk up the hill - it also trembles, like it doesn't know what gear it should go into
9. cust is not happy with the fuel mileage
10. I would like to start the arbitration process
11. the a/c was fixed & so was the radio.
12. we're just sitting around waiting for this fix while we are making the payments.
13. the vehicle ewas just reurnred to the customer yesterday

Writer advised:

1. apologized
2. KMA is here to comply with the warranty for the vehicle to rep**AIR** the vehilce
3. would like to determine if there is further assistance that can be provided to the customer to resolve this concern
4. updated cust info, no previous cases, no recall
5. customer provided the case number, writer name number & ext.

*** NOTES 10/03/2007 01:08 PM US Mountain Standard Time DLYons Action Type:Manager review
Writer failed to note:

1. writer will research further information for customer, will return call

Cust stes:

1. my cell# is the best number to reach me at [REDACTED]

*** PHONE LOG 10/05/2007 05:08 AM US Mountain Standard Time DLYons Action Type:Outgoing call

Writer called dlrshp spoke to Ed:

1. calling to pseak to service manager

Ed states:

1. he is in a meeting should be done in about 15 minutes
2. can I take a message

Writer advised:

1. left name number ext & case# for return call
2. left customer & vehicle informaiton.

*** PHONE LOG 10/08/2007 08:22 AM US Mountain Standard Time DLYons Action Type:Outgoing call

Writer called dlrshp spoke to service manager David:

1. calling to get further information regarding the no fix for the transmission

David state:

1. there is a concern with a transmission hesitation on an up hill
2. this is betwee 30-45 mph

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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]	KNDJD736675 [REDACTED]	K1367396	12,000
Spartanburg, SC		Prod. Date: 10/26/06	Dealer: SC018 Farrell Kia	

3. DPSM, FTR & engineering was involved, there is no fix at this time
4. DPSM has RO's for customer

Writer Thanked David for the information

*** PHONE LOG 10/08/2007 08:24 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Wrietr called DPSM BStricklen: left message

1. advised of the vehicle with a no fix for the transmission hesitation
2. according to David service manager you are aware of this concern
3. cust is going to be starting the arbitration process
4. will be forwarding the case to the regional office.

*** NOTES 10/08/2007 08:25 AM US Mountain Standard Time DLyons Action Type:Manager review

Dispatching to the regional office:

1. cust is beginning lemon law process
2. there is a shifting concern with the transmission
3. kia does not have a fix.
4. please review case to determine if there is further assistance that can be provided.

*** PHONE LOG 10/11/2007 09:50 AM Eastern Daylight Time YEpps Action Type:Outgoing call

Writer called David at SC018 who stated:3

1. FTR is looking at this vehicle today for the **OCS**.
2. there is a hesitation in the uphill shift at around 45 mph.
3. no fix at this time.
4. spoke to the DPSM & FTR.
5. not a safety issue.

*** PHONE LOG 10/11/2007 09:51 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer and there was no answer and no VM.

*** PHONE LOG 10/16/2007 01:35 PM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer. and there was no answer and no VM.

*** PHONE LOG 10/24/2007 08:33 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer ([REDACTED]) and left a message requesting a call back.

*** PHONE LOG 10/29/2007 11:18 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:

1. Received VM from RCAA and I couldn't hear the number.

Writer States:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736675 [REDACTED]	K1367396	12,000
Spartanburg, SC [REDACTED]		Prod. Date: 10/26/06	Dealer: SC018	Farrell Kia

2. Contact for concern about Lemon Law.

*** PHONE LOG 10/29/2007 03:08 PM Eastern Daylight Time YEpps Action Type:Incoming call
Customer (Ms. Vaughn) called writer and stated:

1. have had the car in 5-6 times.
2. the **PASS**enger **AIR**bag light stays on with someone in the seat.
3. the dealer has ordered a seat bottom.
4. they said that the other problem in a software or hardware problem, and there is no fix for it.
5. the car acts like it doesn't know what gear to go in.
6. and it stops abruptly.
7. it is getting worse.
8. now it feels like it is missing at 30-40 mph.
9. feel like this is becoming a safety issue because I can't pull into traffic without it sputtering.
10. will send the d**OCS**.
11. if I am not available, you can call my husband at [REDACTED]

Writer stated:

1. apologized.
2. requested service and sales d**OCS**.
3. gave fax number.
4. will review d**OCS** and call customer back.

*** NOTES 11/05/2007 09:09 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer received 2 of 4 pages of fax.

*** PHONE LOG 11/05/2007 09:29 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called customer (Mr. [REDACTED]) and left a message stating:

1. only received 1/2 of fax.
2. tried to call Ms. [REDACTED] and got a fax machine.
3. please refax rep**AIR** orders.

*** NOTES 11/06/2007 11:35 AM Eastern Daylight Time YEpps Action Type:Manager review
Writer received the rep**AIR** orders and sales d**OCS** from the customer.

*** PHONE LOG 11/16/2007 09:44 AM Eastern Daylight Time YEpps Action Type:Incoming call
Writer stated:

1. new program for you **PASS**enger seat is not yet available.
2. should be available in the near future.
3. transmission is OAD.
4. offered GW.

Customer ([REDACTED]) stated:

1. jerking is getting worse as the mileage goes up.
2. can't even trade the thing.
3. send offer.

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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]	KNDJD736675 [REDACTED]	K1367396	12,000
Spartanburg, SC [REDACTED]		Prod. Date: 10/26/06	Dealer: SC018	Farrell Kia

*** NOTES 11/30/2007 10:37 AM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.
NCA received certified letter from customer.

1. Same complaint as above.
2. Customer seeking relief under LL.
3. Customer states there have been numerous rep**AIR**s to vehicle but problem still exists.
4. Customer also has transmission problem that continues to get worse.

Scanned and dispatched to region for further handling.

*** PHONE LOG 12/04/2007 10:51 AM Eastern Daylight Time YEpps Action Type:Outgoing call
Writer called the FTR and left a message requesting a call back.

*** NOTES 12/07/2007 07:54 AM Eastern Daylight Time YEpps Action Type:Manager review

1. FTR scheduled to be at SC018 1/10/08.
2. Writer called David at SC018 and scheduled the final inspection for 1/10/08 at 8am.
3. Writer sent the customer a letter advising of the final inspection on 12/6/07.

*** COMMIT 12/07/2007 07:54 AM Eastern Daylight Time YEpps Action Type:Callback Required

*** CASE CLOSE 12/07/2007 07:55 AM Eastern Daylight Time YEpps

*** PHONE LOG 01/09/2008 03:26 PM US Mountain Standard Time RSabin Action Type:Incoming call
DLR SC018 DAVID SVC MGR ADVISED:

1. I WAS JUST CALLING TO CONFIRM A FTR WAS GOING TO BE SENT OUT FOR THIS CUST TOMORROW

WRITER ADVISED:

1. I DO SHOW THE REG REP HAS A COMMITMENT SET UP FOR THIS CASE AND ACCORDING TO THE NOTES THE FTR IS STILL SCHEDULED TO BE AT THE DLR TOMORROW AT 8:00 AM

DLR STATED:

1. OK THANKS

*** CASE CLOSE 01/09/2008 03:26 PM US Mountain Standard Time RSabin

*** NOTES 01/14/2008 04:30 PM Eastern Daylight Time YEpps Action Type:Manager review

1. Transmission concern was not rep**AIR**ed at the final rep**AIR**.
2. Writer sent the customer an offer for an FTR rep**AIR** and \$1,000 goodwill.

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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]	KNDJD736675 [REDACTED]	K1367396	12,000
Spartanburg, SC	[REDACTED]	Prod. Date: 10/26/06	Dealer: SC018 Farrell Kia	

*** CASE CLOSE 01/15/2008 11:59 AM Pacific Daylight Time TYoung

*** NOTES 01/15/2008 11:59 AM Pacific Daylight Time TYoung Action Type:Manager review
TREAD REVIEW

*** CASE CLOSE 01/15/2008 11:59 AM Pacific Daylight Time TYoung

*** CASE CLOSE 01/21/2008 03:04 PM US Mountain Standard Time DUnderwood
Tread review completed - Dee Underwood

*** NOTES 01/30/2008 11:26 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Received the customer's signed GW.
2. Called the customer to discuss the FTR rep **AIR**.
3. Explained to Mr. [REDACTED] that wtr submitted the FTR request and will contact him when the appointment is scheduled.
4. Set GW to Nat'l office.
5. Waiting on check.

*** COMMIT 01/30/2008 11:38 AM Eastern Daylight Time DBurke Action Type:Callback Required

*** NOTES 01/30/2008 11:38 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Closing case pending FTR appointment notification.

*** CASE CLOSE 01/30/2008 11:38 AM Eastern Daylight Time DBurke

*** NOTES 05/07/2008 11:02 AM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called the customer to discuss and informed her that the dlr now has an update for the chuggle issue.
2. also. explained to her that she can take her vehicle in at anytime for the rep **AIR**.

Cust states:

1. Thank you so much for the update.

Wtr states:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736675 ██████████	K1367396	12,000
Spartanburg, SC ██████████		Prod. Date: 10/26/06	Dealer: SC018 Farrell Kia	

*** CASE CLOSE 05/07/2008 11:02 AM Eastern Daylight Time DBurke

*** PHONE LOG 05/27/2008 12:09 PM US Mountain Standard Time UValencia Action Type:Incoming call
CALLER STATES

- 1.- DAVID I AM CALLING FROM SC018 I CALLED THE DPSM AND HE DIDNT KNOW ANYTHING ABOUT THIS
- 2.- WE HAVE A CST THAT SHE WAS TRYING TO FILE FOR LEMON LAW
- 3.- AND SHE WAS SEND A LETER SAYING TO COME BACK TO US
- 4.- BUT THE DPSM IS NOT AWARE OF THIS. CAN YOU TELL ME IF THAT IS CORRECT

WRT STATES

- 1.- PER CASE NOTES DBURKE ADVISED CST THAT UPGRADE WAS AVAILABLE
- 2.- AND TO GO BACK TO DEALER, NO OTHER INFORMATION IS AVAILABLE

*** CASE CLOSE 05/27/2008 12:09 PM US Mountain Standard Time UValencia

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
Whitsett, NC		KNDJD735385	K1618538	14,593
		Prod. Date: 10/4/07	Dealer: NC043 Carolina Kia of High Point	

Case History

Complaint *RepAIR Assistance*

*** PHONE LOG 07/21/2009 11:14 AM US Mountain Standard Time RBriones

Mr [REDACTED] stated:

1. Was having trouble with transmission back in April.
2. Took vehicle into NC043 for this problem.
3. When vehicle gets between 45 and 55 miles per hour, the shifting is really rough.
4. Doesn't matter whether you foot is on or off the gas.
5. Had to go on test drive with tech at NC043 to duplicate it.
6. They fixed it after speaking with Kia.
7. However, also had a problem with *AIR* bag.
8. Would not go off when I sat in the seat.
9. Dealer could not get it to duplicate and said it would not be covered.
10. However, I did get recall notice on that.
11. Was upset with the way I was treated by Major at the svc dept.
12. Can I take the vehicle to a different Kia dealer?
13. Do oil changes have to be done at the dealer?
14. Can we do them ourselves?

Writer Stated:

1. Apologized for prob.
2. Customer can take vehicle to any Kia dealer svc dept for warranty rep*AIR*s.
3. If customer has any problems when she takes vehicle back, can give us a call.
4. Gave customer case number.
5. Customer has recall Sc076 on the vehicle to resolve *PASS*enger *AIR* bag concerns.
6. Gave customer next nearest Kia dealer and phone number.
7. Maint does not have to be done at dealer.
8. If customer does maint on her own, should keep receipts of oil and filters purchased, as well as logs.

*** CASE CLOSE 07/21/2009 11:14 AM US Mountain Standard Time RBriones
closed pending cust 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
[REDACTED]	[REDACTED]	KNDJD736975 [REDACTED]	K1299773	300
Plainfield, IL [REDACTED]		Prod. Date: 11/13/06	Dealer: IL011 Bill Jacobs Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 04/16/2007 08:48 AM US Mountain Standard Time RSabin
CUST STATED:

1. THE **PASSE**NGER SIDE **AIR** BAG LIGHT DOESN'T GO OFF WHEN ME OR ANYONE FROM MY FAMILY IS SITTING IN THE SEAT
2. WHEN I TAKE IT TO THE DLR THEY SIT IN IT AND IT'S FINE THE LIGHT GOES OFF
3. CAN YOU TELL ME WHAT WE ARE DOING WRONG

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. VERIFIED CUST WAS SITTING IN SEAT PROPERLY
3. IF THE LIGHT DOES NOT COME ON WHILE THE DLR IS SITTING IN THE SEAT AND THEY CAN'T FIND ANYTHING DEFECTIVE THEN THEY WOULD NOT BE ABLE TO REPLACE RANDOM PARTS
4. IF YOU FEEL SOMETHING IS DEFECTIVE THEN YOU WOULD NEED TO TAKE IT BACK TO THE DLR AND WHAT WE CAN DO IS OVERSEE THE **REP**AIR'S ON YOUR VEH AND MAKE SURE THE DLR IS USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED

CUST STATED:
1. OK THANKS

*** CASE CLOSE 04/16/2007 08:48 AM US Mountain Standard Time RSabin

*** CASE CLOSE 07/03/2007 01:12 PM Pacific Daylight Time JeffStroup

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735485 ██████████	K1462587	634
Wilmington, CA ██████████		Prod. Date: 9/19/07	Dealer: CA186	Car Pros Kia

Case History

Complaint *RenAIR Assistance*

*** PHONE LOG 06/23/2008 09:28 AM US Mountain Standard Time CCummins
CUSTOMER STATES

1. **AIRBAG** LIGHT IS ON ON THE **PASS**ENGER SIDE
2. CUSTOMER HAS THE VEHICLE
3. SPOKE WITH ERIC, SVC ADV, REGARDING THE **AIRBAG** LIGHT PROBLEM
4. WAS TOLD THAT THERE WAS SOMETHING NEW THAT WOULD BE PLUGGED INTO THE CIGARETTE LIGHT AND REFLASHED THE COMPUTER
5. THE SERVICE DEPARTMENT IS NOT VERY GOOD

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
- 2.

*** PHONE LOG 06/23/2008 09:31 AM US Mountain Standard Time CCummins Action Type:Incoming call

2. ADVISED VEHICLE WOULD HAVE TO BE AT THE DEALERSHIP FOR WRITER TO ASSIST
3. ADVISED WHILE KIA DOES NOT HAVE A PROVISION FOR RENTALS, KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS.
4. THE DECISION DOES NOT COME FROM THIS OFFICE, BUT WE CAN REVIEW THIS REQUEST WITH THE SERVICE MANAGER AND POSSIBLY OUR AREA REP TO DETERMINE IF RENTAL ASSISTANCE CAN BE PROVIDED
5. ADVISED CONCERN HAS BEEN NOTED AND KMA WILL USE ALL AVAILABLE RESOURCES TO REPAIR **AIR** THE VEHICLE
6. PROVIDED CASE # AND CONTACT INFORMATION FOR CALL BACK

*** CASE CLOSE 06/23/2008 09:32 AM US Mountain Standard Time CCummins

*** CASE CLOSE 07/09/2008 09:00 AM US Mountain Standard Time CCummins

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC735485██████████	K1559600	15,071
Munds Park, AZ		Prod. Date: 10/16/07	Dealer: AZ037 Oxendale Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 03/02/2009 04:57 PM US Mountain Standard Time TLarson
SERVICE ALERT VOICEMAIL RECEIVED FROM JASON @ AZ037

- 1 PROVIDED FULL VIN
- 2 VEHICLE HAS AB LIGHT
- 3 NO CUSTOMER NAME PROVIDED

*** PHONE LOG 03/03/2009 11:01 AM US Mountain Standard Time RSabin Action Type:Outgoing call
Dealership Contact Name: JASON SVC MGR
Year/Model/Mileage of Vehicle: 15,071
RO Open Date: 12214
Days Down at initial Service Alert report: 5 HOURS

Rep**AIR** Issue: CUST CLAIMS WHEN HIS WIFE SIT'S IN THE **PASSENGER** SEAT THE **AIR** BAG LIGHT INDICATE'S THE **AIR** BAG IS NOT ON. THE CUST TOOK A VIDEO OF THE **AIR** BAG LIGHT BEING ON. WE TESTED THE SEAT FIVE TIME'S AND EACH TIME THE LIGHT GOES OFF FOR US. THE VEH HAD NOT STORED CODES AND THE LIGHT WAS NOT ON INDICATING THE **AIR** BAG WAS NOT FUNCTIONING.

ETA for completion of rep**AIR**s: VEH ALREADY LEFT, COULD NOT DUP

Repeat Rep**AIR** (Y/N), if so, how many? 11/20/2008, IN THE NOTE'S IT SAY'S REPROGRAM THE **AIR** BAG LIGHT, WE NO LONGER HAVE THAT TECH SO I'M NOT SURE EXACTLY WHAT THE MEANS

Techline Case? If so, #? N/A

Rental Provided? If so, since when? NO NEED

DPSM contacted by dealer? HAVE NOT TALKED WITH DPSM, I DID NOT FEEL IT WAS NECESSARY

*** PHONE LOG 03/03/2009 11:09 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED CUST LVM:

- 1. I WAS CALLING IN REFERENCE TO YOUR RECENT TRIP TO THE DLR
- 2. PLEASE CALL ME BACK
- 3. PROVIDED CONTACT INFO

*** PHONE LOG 03/04/2009 09:07 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST LVM FOR WRITER:

- 1. I WAS CALLING YOU BACK
- 2. PLEASE CALL ME

*** PHONE LOG 03/04/2009 09:26 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED CUST ADVISED:

- 1. I WAS CALLING YOU BACK
- 2. I JUST WANTED TO SEE IF THE **AIR** BAG LIGHT HAS COME BACK ON?
- 3. THE DLR DID TEST YOUR VEH AND EACH TIME THE LIGHT WENT OUT AND IT HAD NO STORED CODE'S THAT WOULD INDICATE A ISSUE

CUST STATED:

- 1. THE LIGHT IS INTERMITTENT AND IT DOESN'T COME ON ALL THE TIME
- 2. I THINK IT HAS A SHORT
- 3. ARE YOU SAYING KIA IS OK WITH HAVING MY PREGNANT WIFE SIT IN THIS SEAT WITH A **AIR** BAG THAT IS NOT WORKING PROPERLY

**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>
[REDACTED]	[REDACTED]	KNDJC735485 [REDACTED]	K1559600	15,071
Munds Park, AZ [REDACTED]		Prod. Date: 10/16/07	Dealer: AZ037	Oxendale Kia

1. NO WHAT I'M SAYING IS THAT WE HAVE BEEN MADE AWARE OF YOUR CONCERN AND IF THE **AIR** BAG LIGHT IS CURRENTLY ON THEN WE WOULD RECOMMEND GETTING YOUR VEH BACK TO THE DLR SO WE CAN LOOK INTO THIS
2. WE HAVE THE ABILITY TO OVERSEE THE REPAIRS OR DIAG ON THE VEH
3. PLEASE LET ME KNOW IF THE LIGHT COME'S BACK ON AND YOU TAKE IT TO THE DLR

CUST STATED:

1. OK, I'LL JUST PURSUE ANOTHER ROUT

*** CASE CLOSE 03/04/2009 09:41 AM US Mountain Standard Time RSabin

AIR BAG LIGHT IS NOT CURRENTLY ON, ADVISED CUST TO CALL BACK WHEN THE LIGHT IS ON AND WHEN HE TAKE'S THE VEH BACK TO THE DLR

*** CASE CLOSE 04/09/2009 01:21 PM US Mountain Standard Time [REDACTED]

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1513016	36,000
Tucson, AZ ██████████		Prod. Date: 11/7/06	Dealer: AZ019	Tempe Kia

Case History

Complaint **RenAIR** Assistance

*** PHONE LOG 10/20/2008 12:58 PM US Mountain Standard Time SJeon Action Type:Incoming call

Ms ██████████ stated:

1. I would like to know how I can make you guys get rental for me
2. my driver shaft is falling apart
3. I live in Tucson and I am 4 hours away from home
4. it will go Tempe Kia
5. it is 3rd time and I am going to pursue lemon law

writer stated:

1. updated/ no open recall
2. sorry for situation
3. advised to research WCIM for lemon law
4. writer provided trip interruption benefit
5. will follow up with dealer
6. provided case #, ext #
7. transferred customer to R/A

*** PHONE LOG 10/21/2008 09:44 AM US Mountain Standard Time SJeon Action Type:Outgoing call

Jennifer/SVCA @ Tempe Kia stated:

1. we have 15 appointment ahead of her
2. diagnose the car yet
3. customer said all of sudden metal to metal sound from engine
4. then she pulled over
5. there was no same concern on DCS

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

Send to:[GKaras@kiausa.com]

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Hi, Mr Karas

Ms ██████████ who purchased 08 Sorento (u NJ028 has problem with over spray. She is asking assistance from Kia. Dealer is looking for inspection with area rep. I send this case FYI. please let me know if there is any advice or update for me. Thank you.

Sue:46915

<<File Attachment: \\copubs\ClarifyOBJ\CA Attachments\SendHistory\Case_K1513016_SJeon_10-21-2008103704.doc>>

*** PHONE LOG 10/21/2008 12:12 PM US Mountain Standard Time SJeon Action Type:Outgoing call
please disregard above e-mail

*** PHONE LOG 10/21/2008 01:29 PM US Mountain Standard Time SJeon Action Type:Incoming call
Jennifer/SVCA stated:

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]	KNDJD736X75 [REDACTED]	K1513016	36,000
Tucson, AZ [REDACTED]		Prod. Date: 11/7/06	Dealer: AZ019	Tempe Kia

1. customer declined service
2. we replaced her propeller shaft
3. customer will come tomorrow to pick up the car
4. she has 30% of brake left and she declined it
5. tire need to service
6. declined trans flush etc.

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

Send to:[tsteinwinter@kiausa.com]

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Hi, Mr Steinwinter

Ms [REDACTED] who has 07 Sorento with 36k was down at AZ019. Dealer replaced propeller shaft. Customer said she will pursue lemon law since it is her 3rd brake down. Dealer told me it is not the same problem. I am sending this FYI, but if there is anything advice please contact me back. Thank you.

Sue:46915

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1513016_SJeon_10-23-2008063559.doc>>

*** PHONE LOG 10/24/2008 01:18 PM US Mountain Standard Time SJeon Action Type:Outgoing call

writer stated:

1. reiterated the status
2. do writer need to send it to region?

Tom Steinwinter /DPSM stated;

1. region will follow up with customer
2. document that customer's rental request will be covered by trip interruption

*** NOTES 10/24/2008 01:21 PM US Mountain Standard Time SJeon Action Type:Manager review
writer dispatch this case to region due to:

1. customer's vehicle had repAIR more than 3 times
2. customer mentioned about lemon law
3. customer requested rental, and writer advised to request reimbursement through trip interruption
4. please contact customer back
5. area rep agree to escalate the case

*** PHONE LOG AND STATUS CHANGE 10/29/2008 01:59 PM Pacific Daylight Time APeckson Action Type:Outgoing call
reca contacted cust & left msg to call back

*** PHONE LOG 10/31/2008 03:08 PM Pacific Daylight Time APeckson Action Type:Outgoing call

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1513016	36,000
Tucson, AZ [REDACTED]		Prod. Date: 11/7/06	Dealer: AZ019	Tempe Kia

rcaa contacted cust & left msg to call back regarding sorento
left fax # for cust to fax r.o.'s and sales contract

*** PHONE LOG 11/03/2008 03:14 PM Pacific Daylight Time APeckson Action Type:Incoming call

cust left msg stating:

1. sorry we keep playing phone tag
2. i've had a lot of prob's w/ my sorento
3. recently stranded b/c drive shaft went out
4. i don't feel safe in this car
5. i don't want it anymore
6. i'm looking into pursuing lemon law
7. here's my number i should be able to pick up this time

*** PHONE LOG AND STATUS CHANGE 11/03/2008 03:17 PM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted cust:

1. where is veh
2. apologize abt inconvenience
3. what are current concerns
4. we do have other avenues we use if dlr cannot rep **AIR** prob
5. can you pls fax paperwork -sales contract, r.o.'s, & registration
6. would like to see what we can do
7. i will further research your case w/ dpsm & dlr
8. we want to prevent you from going to bbb
9. here is fax # again

cust states:

1. veh w/ me
2. current concern-nothing at the moment
3. cel on intermittently. drive shaft kicked out 1 1 2 weeks ago
4. in the process of gathering receipts for trip interruption reimbursement
5. i've had nothing but prob's w/ my car
6. had it towed several times b/c other things have blown
7. i've had enough w/ this car its a new car, its unacceptable that u-joints went out at 39k miles
8. tempe kia was great. girl at tempe kia said that the drive shaft's "go" quickly under 40k miles
9. i want to have a safe car
10. all stuff has been rep **AIR**ed at desert kia in tucson. but last time veh got towed was to tempe
11. this car is a piece of crap it's junk
12. one of the guys in desert kia tucson directed me to kia care hotline & told me to look up lemon law
13. purchased this last july 2007 brand new
14. if i were to give u car, it's a fix as you go and that's too hard
15. i want you to get rid of my car (in my bad mood)
16. yes i'll fax paperwork over when i go to kinko's tomorrow

*** PHONE LOG AND STATUS CHANGE 12/17/2008 02:31 PM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa requested est r.o's
lady in service to fax over

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1513016	36,000
Tucson, AZ [REDACTED]		Prod. Date: 11/7/06	Dealer: AZ019	Tempe Kia

*** PHONE LOG 12/17/2008 04:43 PM US Mountain Standard Time AJudson Action Type:Incoming call
SVC MGR Bill AZ019 states:

1. Received a call from someone there but do not know who.
2. They were requesting to fax information, but I do not fax information when I dont know who I am faxing to.
3. Wanted to see if you could assist?

Writer States:

1. Advised that request was made by WRCAA APeckson.
2. Verified customer had contact information to WRCAA.

*** PHONE LOG 01/14/2009 02:20 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & left msg to call back w/ man
man stated veh made knocking noise when veh went uphill

*** PHONE LOG AND STATUS CHANGE 01/16/2009 10:31 AM Pacific Daylight Time APeckson Action Type:Incoming call
cust called in:

1. when we would be on incline, something's not catching it jerks, feels like it's dying
2. only does this when we go on an incline
3. **PASS AIR** bag is always off, dlr said they couldn't rep **AIR** anymore, they tried to reprogram
4. interior light doesn't work when you open doors
5. i'm at desert kia tucson, will prob get d**OCS** over to you by mon or tues, thank you

rcaa states:

1. apologize abt situation
2. pls fax over r.o.'s. sales contract, and registration never recv'd on my end
3. i'd like to review documents and possibly set up fir to inspect/rep **AIR** veh
4. i'll wait for documents thanks

*** NOTES 02/02/2009 02:56 PM Pacific Daylight Time APeckson Action Type:Manager review
recv'd paperwork

*** PHONE LOG AND STATUS CHANGE 02/02/2009 02:56 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & requested call back
to see if problem still current

*** PHONE LOG 02/09/2009 03:03 PM Pacific Daylight Time APeckson Action Type:Incoming call
cust left msg stating veh has cel
and jerks now
pls c/b

*** PHONE LOG AND STATUS CHANGE 02/09/2009 03:04 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & l/m stating

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1513016	36,000
Tucson, AZ [REDACTED]		Prod. Date: 11/7/06	Dealer: AZ019	Tempe Kia

recv'd msg regarding cel & jerking concern
apologize abt inconvenience
please c/b so i can make sure i have correct info thank you

*** PHONE LOG 02/18/2009 02:16 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & l/m to call back
advised l/m last week in regards to veh concerns
pls c/b thx

*** NOTES 02/27/2009 03:21 PM Pacific Daylight Time APeckson Action Type:Manager review
mailed call me letter

*** CASE CLOSE 02/27/2009 03:22 PM Pacific Daylight Time APeckson

Kia Motors America
Consumer AffAIRs Department

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
Marion, NC		KNDJD736475	K1411395	10,000
		Prod. Date: 4/18/07	Dealer: NC004 Paramount Kia	

Case History

Complaint **RepAIR** Assistance

*** PHONE LOG 02/06/2008 03:55 PM US Mountain Standard Time ELeon
CUSTOMER STATED;

1. I'VE BEEN HAVING VIBRATION PROBLEMS WITH THE VEHICLE .
2. THE Paramount Kia SAID THEY COULD NOT DUPLICATE THE VIBRATIONS.
3. THE SERVICE TECH DID NOT DRIVE THE VEHICLE AS I DO AND SAID HE COULD NOT FEEL THE VIBRATIONS.
4. I TOOK THE VEHICLE TO THE KIA OF GREER AND THEY HAD THE VEHICLE FOR 9 DAYS AND PROVIDED ME WITH A RENTAL.
5. THE SERVICE MANAGER SAID THAT THEY DON'T SEE ANYTHING WRONG WITH THE VEHICLE AND RELEASED THE VEHICLE BACK TO ME.
6. THERE IS A NOISE THAT WAS NOT THERE BEFORE, AND THE VEHICLE IS STILL VIBRATING.
7. I LIVE ON THE MOUNTAINS AND THE KIA DEALERS ARE A DRIVE FOR ME.
8. THERE IS A PROBLEM AND I NEED THIS FIXED.

WRITER STATED:

1. SORRY FOR THE CONCERN.
2. THE KIA DEALER NEEDS TO DUPLICATE THE VIBRATIONS CONCERNS BEFORE THEY CAN DO ANY **REPAIRS**?
3. THE VEHICLE NEEDS TO BE TAKEN BACK TO A KIA DEALER WHERE WRITER CAN BE CONTACTED THE DEALER SERVICE MANAGER AND ADDRESS THE CONCERN AND RECOMMEND THEY CONTACT THE RESOURCES KIA PROVIDES THE DEALERS FOR ASSISTANCE.
4. PROVIDED OTHER KIA DEALER LOCATIONS.
5. THE OTHER DEALERS ARE FAR.
6. I AM FRUSTRATED WITH THIS VIBRATIONS THAT NO ONE WILL ADMIT TO AS A PROBLEM.

WRITER STATED;

1. WRITER WILL CONTACT THE KIA OF GREAR AND REVIEW THE SERVICE SINCE THEY HAD THE VEHICLE FOR 9 DAYS.
2. WRITER WILL CONTACT THE DPSM FOR REVIEW AND ADDRESS THE CONCERN.
3. WRITER WILL CONTACT YOU ONCE SPOKEN TO THE KIA REPS.

CUSTOMER STATED;

1. THANK YOU.

*** PHONE LOG 02/07/2008 02:34 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT SAMANTHA SERVICE ADVISOR AT Kia of Greer .

WRITER STATED:

1. WRITER CALLING REGARDING CUSTOMERS VEHICLE VIBRATION CONCERN.
2. PROVIDED CUSTOMERS INFO.
3. CUSTOMER SAID THE VEHICLE WAS AT YOUR DEALERSHIP FOR 9 DAYS AND YOU COULD NOT DUPLICATE THE CONCERN?

SAMANTHA STATED:

1. WE HAD THE VEHICLE FROM THE END OF 1/08 UNTIL 2/4/08 FOR VIBRATION CONCERNS.
2. OUR TECH HERE NOTICED A VIBRATION AND AN UNUSUAL WAY VEHICLE WAS SHIFTED.
3. WE KEPT THE VEHICLE FOR MANY DAYS FOR INSPECTION AND PROVIDED A RENTAL.
4. WE COULD NOT LOCATE ANY PROBLEMS .
5. THE SERVICE MANAGER TEST DROVE THE VEHICLE WITH THE CUSTOMER AND DETERMINE THAT THIS WAS NORMAL.
6. WE RELEASED THE VEHICLE BACK TO THE CUSTOMER.
7. OUR TECH FELT THERE WAS A PROBLEM, BUT THE SERVICE MANAGER FINDS THAT THIS IS NORMAL.

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
		KNDJD736475	K1411395	10,000
Marion, NC		Prod. Date: 4/18/07	Dealer: NC004	Paramount Kia

WRITER STATED:

- 1.-WRITER WILL CONTACT THE DPSM FOR REVIEW .
2. THANK YOU,.

*** PHONE LOG 02/07/2008 03:29 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM Bob Stricklen AND LVM.

WRITER STATED;

1. CALLING REGARDING CUSTOMERS VIBRATION ON VEHICLE.
2. PROVIDED CUSTOMERS INFO.
3. CUSTOMER BEEN TO TWO KIA DEALER AND BOTH COULD NOT DUPLICATE CONCERN.
4. THE SC020 DEALER TECH DID FEEL VIBRATION, BUT AFTER INSPECTIONS THEY DID NOT LOCATE ANY PROBLEMS.
5. THE SC020 SERVICE TEST DROVE THE VEHICLES AND TOLD CUSTOMER THIS IS NORMAL AND THERE WAS NOTHING WRONG.
6. CUSTOMER FEELS THERE IS A PROBLEM AND IS REQUESTING KIA'S ASSISTANCE.
7. CALL BACK WRITER.
8. PROVIDED WRITES CONTACT NUMBER.

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

Send to:[Bstricklen@kiausa.com]

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From: Ed Leon
Exn: 46396

<<File Attachment: \\copubs\ClarifyOBJCA_Attachments\SendHistory\Case_K1411395_ELeon_02-07-2008153434.doc>>

*** NOTES 02/08/2008 03:30 PM US Mountain Standard Time ELeon Action Type:Manager review
Writer forwarding case to Region for handling and Customer contact.
DPSM has not contact writer.

*** PHONE LOG 02/12/2008 04:21 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact--LM on VM requesting call back

*** PHONE LOG 03/11/2008 03:09 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
No response to date to previous contact.
SRCAA attempted customer contact--IM requesting call back

Contact letter being sent.

**Kia Motors America
Consumer Affairs Department**

Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1411395	10,000
Marion, NC [REDACTED]		Prod. Date: 4/18/07	Dealer: NC004	Paramount Kia

Closed pending customer contact.

*** NOTES 03/19/2008 10:01 AM Eastern Daylight Time JuneSifford Action Type:Manager review
NOTES WERE INCORRECTLY ENTERED INTO k1407361---NOTES BEING FORWARDED FROM THAT CASE.
*** PHONE LOG 02/29/2008 03:48 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA rev'd case with DPSM--DPSM states
1. I have talked to Service Manager about this vehicle
2. Service manager states this is the 2007 Sorento chuggle/shutter issue.

*** EMAIL OUT_ JuneSifford Action Type:External email
Send to:[Stricklen, Robert [KMA];]
K1411395_Samuel Jones_KNDJD736475 [REDACTED]_SC020
Original CCF received on 2/8/08 indicating--
*****CUSTOMER NAME IS [REDACTED]*****ALSO UNDER STEPHANIE WALDROP
EDWARDS*****

1. vehicle purchased new on 8/17/07 @ Kia of Greer
2. 10960 miles
3. no accidents
4. CONCERNS ARE
vibration at speeds of 20-40 mph--3x's --current
vehicle sounds loud-1x--current
5. Desired outcomes is --- Customer would like the manufacturer to repurchase the vehicle.

Open BBB/CCF received on 2/22/08 indicating

1. vehicle purchased new on 8/17/07 @ Kia of Greer
2. 10960 miles
3. no accidents
4. 7175 MILES AT FIRST REPAIR ATTEMPT ON 11/30/07
5. CONCERNS ARE
vibration at speeds of 20-40 mph--3x's --current
vehicle sounds loud-1x--current
Sulfur smell at times--# repAIR not listed but 3 dealer visits listed--current
PASSenger AIR bag light does not work properly--2x's--current
PASSenger door will not unlock from outside w/key--2xs not current
Outlets stopped working--1x--not current
6. Desired out come is repurchase.

Customer is not eligible for Lemon Law remedies however could qualify for NON-Lemon Law remedies.

Arbitration has been scheduled for 3/27/08 @ 2:30 pm --BBB of Asheville/Western NC--112 Executive Park--Asheville, NC 28801-2426

*** NOTES 03/19/2008 10:22 AM Eastern Daylight Time JuneSifford Action Type:Manager review
E-Mail sent to BBB advising that the Manufacturer was not provided an opportunity for final attempt

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
Marion, NC		KNDJD736475	K1411395	10,000
		Prod. Date: 4/18/07	Dealer: NC004 - Paramount Kia	

*** PHONE LOG 03/19/2008 10:22 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact--LM requesting call back

*** PHONE LOG 03/19/2008 10:35 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. Edwards--she will call back after 12:00

*** PHONE LOG 03/19/2008 10:46 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted GM/SC020--Charles & requested finance agreement and deal recap.

*** PHONE LOG 03/19/2008 12:27 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. [REDACTED] and reviewed

1. Non-Lemon Law calculations--customer will most likely owe
2. GW offer of FTR-30-days and \$2,000.00
3. possible fix within 45-60 days

Ms. Edwards will review with Mr. Jones & let me know

*** NOTES 04/22/2008 04:48 PM Eastern Daylight Time JuneSifford Action Type:Manager review
e-mail sent to FTR to request scheduling--FTR not available for next 2 weeks
SRCAA contacted DPSM--DPSM states FTR needs to be the one to complete this.

*** PHONE LOG 04/25/2008 04:19 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA attempted customer Follow up contact--LM on VM

*** PHONE LOG 05/12/2008 05:15 PM Eastern Daylight Time KWilliams Action Type:Incoming call
Writer verified with customer Stephanie Waldrop

1. Vehicle is rep**AIR**ed no issues with **AIR**bag
2. Vehicle does not jump anymore
3. Customer satisfied

*** CASE CLOSE 05/21/2008 02:38 PM Eastern Daylight Time JuneSifford
Per KW--case closed

*** NOTES 06/09/2008 04:14 PM Eastern Daylight Time OSprague Action Type:Manager review
WRITER RECEIVED NOTICE FROM BBB STATING:

1. Customer has requested a reconvening of their hearing allowed under the Interim Decision

WRITER CALLED CUSTOMER (STEPHANIE WALDROP) AND SHE STATED:

1. The hesitation and **OCS** light is still not working right

WRITER STATED:

1. Received notice from BBB stating you are requesting a reconvening
2. Request that you take your vehicle to SC020 so concerns can be verified
3. If concerns can be duplicated, KMA will offer to replace vehicle

CUSTOMER STATED:

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
Marion, NC		KNDJD736475	K1411395	10,000
		Prod. Date: 4/18/07	Dealer: NC004 Paramount Kia	

WRITER WILL RESPOND TO BBB STATING:

1. Requested customer to take vehicle to dealer to verify concerns
2. If duplicated, SOC will be offered
3. If not duplicated and customer pursues, request TE.

WRITER LEFT MESSAGE FOR SERVICE MANAGER:

1. Need last RO when FTR rep **AIR**ed vehicle per BBB interim rep **AIR**

WRITER WILL LET SERVICE MANAGER KNOW CUST WILL CALL TO SCHEDULE APPT TO VERIFY CONCERNS

*** NOTES 06/25/2008 02:05 PM Eastern Daylight Time OSprague Action Type:Manager review
Writer left message for customer stating:

1. I haven't heard back from you regarding the **OCS** light concern
2. On our last conversation you were going to take the vehicle back to the dealer so they could inspect it for the **OCS** light concern
3. Please call and let me know if you have done that

Writer left message for service manager:

1. Please let me know if customer has brought vehicle in so you can verify if the **OCS** light is still not working

Writer sent e-mail to BBB stating:

1. KMA has not been contacted by customer re: **OCS** light concern

CASE PENDING RESPONSE FROM CUSTOMER, DEALER AND/OR BBB

*** NOTES 06/26/2008 08:01 AM Eastern Daylight Time OSprague Action Type:Manager review
Customer () called and stated:

1. I have not been able to take my car back to the dealer due to my work schedule
2. I will take it back by the end of this month

CASE PENDING INSPECTION TO SEE IF CONCERNS CAN BE DUPLICATED

*** NOTES 07/08/2008 08:51 AM Eastern Daylight Time OSprague Action Type:Manager review
Writer spoke to service manager at SC020 and he stated:

1. Customer brought vehicle to dealer on 6/30
2. Customer's concerns could not be duplicated

Writer sent response to BBB stating:

1. Customer's concerns could not be duplicated
2. If customer proceeds with reconvening, please order TE

CASE PENDING RESPONSE FROM BBB AND TE REPORT

*** COMMIT 07/14/2008 04:17 PM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 07/14/2008 04:17 PM Eastern Daylight Time OSprague Action Type:Manager review
Writer received e-mail from Eric at BBB stating:

1. The TE has come in and has been sent out
2. The reconvening has been scheduled for 8/1/08 at 2:30

Writer sent e-mail to DPSM (BStricklen) stating

1. Please let me know if you need any information from the past file for the submission

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
Marion, NC		KNDJD736475	K1411395	10,000
		Prod. Date: 4/18/07	Dealer: NC004 Paramount Kia	

CASE PENDING TE REPORT AND ARBITRATION ON 8/1/08

*** NOTES 07/16/2008 09:36 AM Eastern Daylight Time OSprague Action Type:Manager review
TE report received

1. Duplicated vibration between 20-40 mph
2. Duplicated sulfur smell
3. Duplicated **PASS**enger **AIR**bag light stays on by using a 50 lb weight

TE report forwarded to DPSM & RCAM for review
Reconvening arbitration scheduled for 8/1/08 at 2:30 pm

*** FULFILL 08/01/2008 10:53 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 08/05/2008 01:00 PM Eastern Daylight Time OSprague Action Type:Manager review
Arbitration was on 8/1/08
Case pending arbitrator decision

*** CASE CLOSE 08/05/2008 01:01 PM Eastern Daylight Time OSprague

*** NOTES 08/07/2008 10:23 AM Eastern Daylight Time OSprague Action Type:Manager review
Region received BBB decision
Customer has been awarded a Non-Lemon Law Repurchase
Customer has 14 days to accept/reject this decision

*** CASE CLOSE 08/07/2008 10:23 AM Eastern Daylight Time OSprague
BBB non-lemon law repurchase decision

*** NOTES 08/12/2008 02:13 PM Eastern Daylight Time OSprague Action Type:Manager review
Customer () called and stated:

1. I don't really want to accept the non-lemon law repurchase
2. I want to know if your FTR would be willing to inspect my car and fix it
3. Would Kia still be willing to give me some goodwill compensation?

Writer stated:

1. I will talk to the FTR to see if he can go to Kia of Greer and look at your vehicle
2. I will talk to my manager to see if he will still offer you the GW
3. You will need to advise the BBB of your decision not to accept the repurchase and that you want an interim rep**AIR**

*** NOTES 08/12/2008 02:51 PM Eastern Daylight Time OSprague Action Type:Manager review

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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>
Marion, NC		KNDJD736475	K1411395	10,000
		Prod. Date: 4/18/07	Dealer: NC004 Paramount Kia	

2. It will be an offer for the FTR to inspect and rep**AIR** any verifiable defect under the terms of the warranty
3. The past goodwill offer of \$2,000 will also be included on this letter
4. Please contact the BBB and advise them you are rejecting the repurchase offer

Writer sent e-mail to FTR stating:

1. Please advise when you can go to SC020 to meet with this customer

CASE PENDING DATE FROM FTR FOR INSPECTION/RE**AIR**

*** NOTES 08/15/2008 09:58 AM Eastern Daylight Time OSprague Action Type:Manager review

Writer and FTR had conference call with customer

FTR stated:

1. I would like to meet with you on Thursday, 8/21 at NC004
2. You will be provided a rental
3. I would like permission to drive your vehicle the following week to Atlanta, GA
4. I want to make sure we get your vehicle rep**AIR**ed and you stated at the arbitration that we need to put miles on the vehicle to duplicate the concern

Customer stated:

1. I can meet you at NC004 on 8/21
2. It will have to be after work
3. I will try to be there by 5:00 pm
4. I will talk to the co-owner of the vehicle to make sure it is ok to drive it to Atlanta
5. I will call you back

Writer will send confirmation letter to customer with date and time of appt

Writer will also send GW offer of \$2,000. which was the original offer prior to arbitration

CASE PENDING FTR RE**AIR** AND ACCEPTANCE OF GW

*** COMMIT 08.15/2008 10:03 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 08/20/2008 03:37 PM Eastern Daylight Time OSprague Action Type:Manager review

Customer (Ms. [REDACTED]) called and stated:

1. I cannot take off work to meet with the FTR
2. I am not going to have any rep**AIR**s done at this time
3. If the problem gets worse, I will call you to re-schedule the FTR inspection
4. I would like to still get the GW offer

Writer stated:

1. I will advise the FTR that the inspection has been cancelled
2. I will send you a revised offer letter offering the GW without an FTR inspection

CASE PENDING ACCEPTANCE OF GW

*** CASE CLOSE 08/20/2008 03:41 PM Eastern Daylight Time OSprague

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1411395	10,000
Marion, NC [REDACTED]		Prod. Date: 4/18/07	Dealer: NC004	Paramount Kia

*** NOTES 09/02/2008 01:17 PM Eastern Daylight Time OSprague Action Type:Manager review
Customer sent back signed GW offer and signed release
Package sent to NCA for check processing

*** CASE CLOSE 09/02/2008 01:21 PM Eastern Daylight Time OSprague

*** NOTES 10/17/2008 10:08 AM Eastern Daylight Time OSprague Action Type:Manager review
Received Check from NCA
Check sent to customer via Fed-X
Left message for customer stating check has been sent

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC735585 [REDACTED]	K1590340	280
Orange, CA [REDACTED]		Prod. Date: 1/4/08	Dealer: CA204	The Kia Depot

Case History

Complaint **RenAIR** Assistance

*** PHONE LOG 05/20/2009 07:34 AM US Mountain Standard Time HReynolds

[REDACTED] Stated:

1. have complaint to register
2. just purchased this car week ago
3. went to dealer 2x already
4. CEL came on
5. dealer replaced the O2 sensor and rear lower control arm
6. vehicle now has **AIR** bag light on and still having clunking noise
7. car is back at kia dealer
8. I'm extremely unhappy with vehicle and service

Writer stated:

1. updated/no open recall
2. apology for situation
3. advised, will follow up with dealer for status

Customer stated:

1. asked dealer to hook me up with towing package for this inconvenience
2. they told me that they can do free car wash
3. this if a brand new car, I don't need a car wash
4. I think Kia should compensate me for this problem

Writer stated:

1. will forward to appropriate personal for review
2. provided case#, contact#

*** PHONE LOG 05/20/2009 03:31 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. left vm for Chris - SVCM at The Kia Depot to call writer back

*** PHONE LOG 05/21/2009 11:08 AM US Mountain Standard Time DDailous Action Type:Incoming call

CHRIS FROM KIA DEPOT STATES

1. IS THIS HUN?
2. SHE CALLED HERE FOR ME

WRITER STATES

1. WILL SEE IF SHE IS AVAILABLE

WRITER WARM TRANSFERRED CUSTOMER TO HUN

*** PHONE LOG 05/21/2009 08:20 AM US Mountain Standard Time HReynolds Action Type:Incoming call

Chris - SVCM at The Kia Depot stated:

1. first time car came in at 170 miles for clunking noise and CEL
2. found code for O2 sensor - replaced
3. tighten the right front control arm for clunking noise
4. car came back on 19th for **PASS**enger side **AIR**bag off light
5. we verified and contacted tech line
6. they told us to do re flash evendoth vehicle is not affected by recall

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC735585 [REDACTED]	K1590340	280
Orange, CA [REDACTED]		Prod. Date: 1/4/08	Dealer: CA204	The Kia Depot

7. performed and tested. *AIR*bag system is working fine
8. vehicle is released to the customer yesterday
9. noise at acceleration and stop is characteristic of the vehicle

*** PHONE LOG 05/21/2009 09:50 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:

1. left vm for customer to call writer back

*** PHONE LOG 05/22/2009 07:18 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Customer stated:

- 1 - I picked up the veh and am taking it back into the shop tomorrow
- 2 - They want it today, but I just cannot get it in
- 3 - When someone sits in *PASS*enger seat the *AIR*bag light does not go off
- 4 - And when I am breaking from about 30-40 mph, the veh acts like it is going into 4wd and clunks
- 5 - The person who testdrove that w/ me says it is not right; the service person said it was normal
- 6 - I cannot leave the veh w/ them tomorrow; is that OK?
- 7 - I traded in a Toyota that had 200K miles and I never had any trouble w/ it

Writer stated:

- 1 - Apologized
- 2 - Am documenting for Hun and am sure she will follow up aggressively

Customer stated:

- 1 - Thank you
- 2 - Today I can be reached at [REDACTED]

[!-For Internal Use Only

<>> FCM Tammy reminded wrt that Hun is out-of-office today. Writer yanked case and is following up.>!]]

*** PHONE LOG 05/22/2009 07:33 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and Johnny stated:

- 1 - Chris is out today
- 2 - I don't really know what is going on w/ veh
- 3 - Customer cannot get it in today, but is bringing it in tomorrow
- 4 - We have no Diagnostic people here; it will just sit until Tuesday

Writer called DPSM Robert Leal, who stated:

- 1 - Prefer that customer brings it in today
- 2 - Will authorize rental starting today, or tomorrow, or Tuesday

Writer called customer at 714-348-3224 and stated:

- 1 - *AIR*bag is safety issue
- 2 - Kia strongly prefers that you get vehicle in today

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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>
Orange, CA		KNDJC735585	K1590340	280
		Prod. Date: 1/4/08	Dealer: CA204 The Kia Depot	

Customer stated;

- 1 - I need van to get my mother to LAX Saturday
- 2 - I've already taken off 4 hours from work on this and cannot afford to take off more
- 3 - I'm working 7am to 7pm
- 4 - I could take veh in Monday

Writer stated;

- 1 - Kia will work w/ you, but wanted to make clear that we are willing to put you in alternate transportation today
- 2 - Dlr has no diagnostic personnel Saturday
- 3 - Wtr will work w/ dlr
- 4 - IF dlr open Monday, and IF Enterprise open Monday, we may be able to arrange for you to drop veh off Monday for dlr to work on Tuesday
- 5 - Will CB today
- 6 - Will advance to region for additional technical support
- 7 - They have 3 business days to contact you; in mean time provided contact information

Customer stated:

- 1 - What about clunking?

Writer stated:

- 1 - Regional office will follow up on that
- 2 - Will get another opinion
- 3 - Sounds and sensations are subjective and this needs to be checked out thoroughly

Customer stated;

- 1 - Thank you.

*** PHONE LOG 05/22/2009 07:35 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and Johnny stated:

- 1 - Enterprise and dlr closed Sunday and Monday
- 2 - What we will do on Tuesday is if she comes in on lunch hour. we will drive her to Enterprise to cut down the time it takes her.

*** PHONE LOG 05/22/2009 07:43 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer (at [redacted]) and stated:

- 1 - Enterprise and dlr closed Sunday and Monday
- 2 - Dlr will drive you to Enterprise on Tuesday to save time

Customer stated:

- 1 - Thank you
- 2 - Is there any way we can just swap this veh out?
- 3 - Can I be compensated for the time I've had to take off work?
- 4 - Can you throw in cross bars and trailer hitch to compensate me for the problems I've had w/ the vehicle?

Writer stated:

- 1 - No way to just swap out veh
- 2 - If want to get out of vehicle. follow procedure in WCIM
- 3 - That is not fast procedure, but involves negotiation, etc.
- 4 - Kia does not reimburse for lost pay. but regional office address questions like what you are asking about other financial

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC735585 [REDACTED]	K1590340	280
Orange, CA [REDACTED]		Prod. Date: 1/4/08	Dealer: CA204	The Kia Depot

adjustments for vehicle

Customer stated:

1 - OK. Thank you.

*** PHONE LOG 05/22/2009 07:43 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr: GM is Herbie, in at 10:30 or 11

*** NOTES 05/22/2009 07:58 AM US Mountain Standard Time KJohnson Action Type:Manager review
Writer dispatching to Western Region

(a) for early intervention

(b) to assist determination

(c) to contact customer (best number so far, [REDACTED])

Because

1 - 2008 Sorento, 300 miles, orig owner

2 - veh going into ca204 for repAIRs for 4th time on Tuesday

3 - current issues: **OCS** and clunking when braking from 30 mph

4 - rental has been approved

5 - DPSM has been notified

*** PRIORITY CHANGE 05/22/2009 07:59:18 AM KJohnson

*** PHONE LOG 05/26/2009 08:35 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer Ms [REDACTED] called

1 Can i speak to Karen. the dlr still has not paid off my trade off vehicle and now i have to pay another pymt.

2 the dlr suppose to have 10days to pay it off. i hate this dlr.

3. the car is going to the dlr today.

wrt states

1 im sorry, Karen on another call, but Karen did dispatch your case to our regional office on Friday

2 that office just came in at 8:30 and they will review your case and call you back on it.

3 im sorry but mfr would not be able to address why the dlr did not pay off the trade in yet. but usually some dlr make you sign something stating you might have to pay another pymt on trade in. since you just traded veh in on May 11th

4 advise cust that issue is between dlr and you and your financial institution. mfr here to support mfr warr. but writer will note your complaint on dlr not paying off the trade in veh yet.

5 once our regional office review your situation they will call you.

cust states

1. Ok. i want kia to call the dlr when veh is there. i dont like this dlr
call ended.

*** PHONE LOG 05/27/2009 11:55 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer

Writer states:

Calling from KMA

I understand that you have been having

issues with your vehicle sales and service.

Wanted to apologize for your ownership experience thus far.

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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>
Orange, CA		KNDJC735585	K1590340	280
		Prod. Date: 1/4/08	Dealer: CA204 The Kia Depot	

At this point, where is the vehicle?

Customer:

Thank you for calling

It has been a mess

I haven't even had the vehicle for a month

And have had nothing but problems

I love the vehicle

But I dont think the dealership is doing everything

They can to ensure the vehicle gets rep**AIR**ed

Thats why I wanted you guys to get involved.

The vehicle is there now, for the clunking noise

When I turn on the 4WD

Can you call over there?

Writer:

I sure can

Once the vehicle is rep**AIR**ed

I am going to see what else can be done for you.

Please take down my information

Customer:

Thank you so much

Writer:

We will be in touch.

*** PHONE LOG 05/27/2009 12:01 PM Pacific Daylight Time ARomo Action Type:Outgoing call

Called SA-Johmy

Writer states:

Calling on this vehicle.

Wanted to know what the status on it.

SA:

The technician will be back in 30 minutes

Can you give me a buzz then and I will know more?

Writer:

I will call you in an hour.

*** PHONE LOG 05/28/2009 11:49 AM US Mountain Standard Time UValencia Action Type:Incoming call
800# VM BY CHRIS FROM CA204

1.- PROVIDED VIN# AND CST NAME

2.- VEHICLE HAS 600 MILES

3.- SECOND TIME FOR AN **AIR** BAG LIGHT ON THE **PASS**enger side when occupied

4.- FIRST TIME TECH LINE ASKED US TO DO THE RE-FLASH. EVEN THOUGH THE VEHICLE DIDN'T QUALIFY

5.- TECH LINE TOLD US TO REPLACE THE WEIGHT SENSOR PAD IF THE VEHICLE CAME BACK

6.- VEHICLE IS HERE NOW. WE HAVE ORDERED THE PARTS

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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>
Orange, CA		KNDJC735585	K1590340	280
		Prod. Date: 1/4/08	Dealer: CA204 The Kia Depot	

*** PHONE LOG AND STATUS CHANGE 05/29/2009 11:08 AM Pacific Daylight Time ARomo Action Type:Outgoing call

Called customer

Customer states:

I dont feel that the dealership is being truthful
Can you tell me what part was ordered?

Writer:

Sure

It is the seat sensor mat

Is what I have from the tech case.

Customer:

I am just so frustrated

I want a new vehicle

Can you give me one?

Writer:

At this point

I am trying to get your vehicle rep*AIR*ed

I will review after this visit

If I need to send someone down to take a look at the vehicle

But right now with the information that I have I would not be replacing your vehicle.

You can send me your documents and I can review to see if there is something that I

Can do because the vehicle is so new, and you have had some issues

Please send those via fax.

Customer:

Will do.

*** PHONE LOG 06/01/2009 01:31 PM US Mountain Standard Time HReynolds Action Type:Incoming call

Ms. [REDACTED] stated:

1. I still have issue with vehicle
2. trade in has not been paid off
3. left vm for Angel 2x
4. is there anyway I can speak to some one higher?

Writer stated:

1. apology for situation
2. advised. region is still working on this case
3. advised. will document that you are waiting on response from Angel

*** PHONE LOG 06/01/2009 03:47 PM Pacific Daylight Time ARomo Action Type:Incoming call

Received call from customer

Customer requests call back. (Sounded upset)

**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>
Orange, CA		KNDJC735585	K1590340	280
		Prod. Date: 1/4/08	Dealer: CA204 The Kia Depot	

*** PHONE LOG 06/01/2009 04:06 PM Pacific Daylight Time ARomo Action Type:Outgoing call

Called customer

Writer states:

Are you okay

You sounded upset in the message

Customer:

No

The vehicle seems fine right now

But the dealership has given me nothing but problems

They are giving me the run around

About paying my loan

I asked for them to please do it

And they said they sent it today

I requested the tracking number because

My lender said if I can provide a tracking number

They will not make me make the payment this month

So I requested it from them

And they said, "Your crazy" and they hung up on me.

I dont know what to do.

Writer:

I am so sorry that you have to go through this

I would recommend taking your vehicle to a different dealership

If you feel this dealership is mistreating you.

We do not like it when our customers feel like they are being mistreated

I am sending these case notes to the DSM

He can follow-up with the dealership

But there isnt much that we can do.

Customer:

I am going there this evening to try to get a tracking number

I will not be returning there for service

Is there anything you can do about compensating me for everything that I had to

Go through with this dealership?

Writer:

Send me your sales contract and payments slip

I can review for one(1) vehicle payment

For your inconvenience

Would that make it a little better?

If you have to take your vehicle to a different dealership

Please call me and I can see what I can do to make it a little easier.

Customer:

That would be great

Its been a nightmare month

I like the vehicle but if this is the way your

Treated in the sales and service side after you make the sale

I do not want the vehicle.

Writer:

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
Orange, CA		KNDJC735585	K1590340	280
		Prod. Date: 1/4/08	Dealer: CA204 The Kia Depot	

Having worked here
I can tell you that this is an isolated incident
I am sorry you had to go through this.

Customer:

I will send you the d**OCS**
And call you back tomorrow and let you know
How it went at the dealership

Customer thanked then disconnected.

*** PHONE LOG 06/02/2009 03:33 PM Pacific Daylight Time ARomo Action Type:Incoming call
Received message from customer
Customer requests call back.

*** PHONE LOG AND STATUS CHANGE 06/02/2009 04:05 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Writer states:
Hey Mrs [REDACTED]
Wanted to let you know that
I got your payment slip
I am going to review it here
And hopefully I can give you the one payment
For having to go through this during your first month of ownership.
I will call you back on Friday and let you know

Customer:

Thank you
I appreciate your kindness.
I will talk to you on Friday.

*** PHONE LOG 06/09/2009 10:03 AM Pacific Daylight Time ARomo Action Type:Incoming call
Received message from customer
Customer requests call back.

*** PHONE LOG 06/09/2009 10:08 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Writer states
I would like to offer you the one payment
Due to your inconvenience of purchasing a new vehicle
And having to deal with going back and forth to the dealership
As well as the sales issues that you were having with the dealership

**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>
[REDACTED]	[REDACTED]	KNDJC735585 [REDACTED]	K1590340	280
Orange, CA	[REDACTED]	Prod. Date: 1/4/08	Dealer: CA204	The Kia Depot

I will be sending you the offer letter today.

Customer:
Thats great
I appreciate KIA
Stepping and doing something
It makes having go back and forth better.

Writer:
There will be more information
On the letter
Once you get it, if you have any questions
Please feel free to give me a call to discuss.

*** NOTES 06/10/2009 03:38 PM Pacific Daylight Time ARomo Action Type:Manager review
Letter sent out.

*** NOTES 07/06/2009 10:31 AM Pacific Daylight Time ThomasT Action Type:Manager review
Tread Report Completed

*** PHONE LOG 07/27/2009 07:11 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer on alternate number
No response
Seems to be work number.

*** PHONE LOG 07/27/2009 07:12 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Left voice message requesting call back.
Writer left message on 714.292.3642

*** STATUS CHANGE 07/27/2009 07:12 AM Pacific Daylight Time ARomo

*** EMAIL IN 08/18/2009 04:23 PM Pacific Daylight Time 227PCWS
Sent: Tuesday, August 18, 2009 4:23 PM
To: [REDACTED]
Subject: Our Conversation Today Regarding Your Kia Sorento

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>
Orange, CA		KNDJC735585	K1590340	280
		Prod. Date: 1/4/08	Dealer: CA204 The Kia Depot	

It was a pleasure speaking with you today. I apologize that you've had these problems so early in your ownership of your vehicle - thank you for allowing me to assist you to resolve them. We discussed the following:

1. A letter confirming that we would reimburse you for your first month's car payment was Fed X'd to you on 6/10. Unfortunately, we do not have a copy, although you faxed it back. Please scan & email the signed letter to me at this email address & I will request priority handling of your reimbursement check in the amount of \$533.51.
2. Regarding the Occupant Classification System operation in your Sorento, we discussed how the system is designed to operate. Because the sensor mat is located in the center portion of the seat bottom with none located on the side seat bolsters, it is important that you exercise care with your proper seating position for the system to operate correctly. I suggested that you read that portion of the Owner's Manual and continue to test the system and its operation over the next few days.
3. Regarding the front end clunking noise, you indicated that it continues & that now you are hearing a rattle noise which sounds like the catalytic convertor. Because of your past experience with Kia Depot, you would like to have your vehicle serviced at Fullerton Kia & will be making an appointment. Although alternate transportation is not part of the warranty provided with your vehicle, under the circumstances due to the number of service visits your vehicle has had so early in ownership I have agreed to cover the cost of alternate transportation for the rep**AIR**s at Fullerton Kia. Please let me know what your service appointment date is just as soon as you make it so we may make the necessary arrangements.

Let me know if you have any questions regarding the above. I look forward to receiving your email with the signed letter attached & information as to your service appointment. Sincerely,

Michele Cameron

Director, Consumer Aff**AIR**s and Warranty Operations

Kia Motors America, Inc.

Phone: 949.468.4617

Fax: 949.468.4805

Email: mcameron@kiausa.com

**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>
[REDACTED]	[REDACTED]	KNDJC735585 [REDACTED]	K1590340	280
Orange, CA [REDACTED]		Prod. Date: 1/4/08	Dealer: CA204	The Kia Depot

P

The average office worker uses 10,000 sheets of paper = 1.2 trees, per year

By not printing this email, you've saved paper, ink and millions of trees

*** EMAIL IN 08/20/2009 09:04 AM Pacific Daylight Time 227PCWS
Sent: Thursday, August 20, 2009 9:03 AM
To: [REDACTED]
Subject: RE: Our Conversation Today Regarding Your Kia Sorento

[REDACTED]

The pdf file worked perfectly! I will put the check request process in motion & will wait for the information regarding your service appointment. Let me know also when you've had an opportunity to review the **AIR**bag section of the Owner's Manual and reviewed the operation of the Occupant Classification System (**PASS**enger **AIR**bag) again.

Michele Cameron

Director, Consumer Affairs and Warranty Operations

Kia Motors America, Inc.

Sent: Thursday, August 20, 2009 7:11 AM
To: Cameron, Michele [KMA1]

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC735585 [REDACTED]	K1590340	280
Orange, CA [REDACTED]		Prod. Date: 1/4/08	Dealer: CA204	The Kia Depot

I changed the file to a pdf and have attached it. Please let me know if you have received it. I called the Kia Fullerton on my way home yesterday and the service department was not open. I will make a note to call on my lunch break.

Thank you,

[REDACTED]

--- On Thu, 8/20/09, Cameron, Michele [KMA] <CameronM@kiausa.com> wrote:

Subject: RE: Our Conversation Today Regarding Your Kia Sorento
To: [REDACTED]
Date: Thursday, August 20, 2009, 2:38 AM

Sorry for the delay in responding, [REDACTED]. I've been in meetings all day. I'm sorry but I can't open the attachment (not sure what you used to create it).. It may be easier if you fax a copy to me at 949.468.4805 and then send me a quick email when it has been sent. I'll check the fax and will send you a confirmation right back. If I receive the fax tomorrow, I probably get you a check in about a week.

I will update your file with your new address (when I receive the fax!) and will wait to hear from you regarding your Fullerton service appointment. Thank you for your patience - this is DEFINITELY NOT how we like to start our relationship with our new Kia vehicle owners.

Michele Cameron

Director, Consumer Affairs and Warranty Operations

Kia Motors America, Inc.

Phone: 949.468.4617

Fax: 949.468.4805

Email: mcameron@kiausa.com

Sent: Wednesday, August 19, 2009 11:50 AM

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC735585 [REDACTED]	K1590340	280
Orange, CA 928677596		Prod. Date: 1/4/08	Dealer: CA204 The Kia Depot	

Hello Michele,

Attached is the letter along with the confirmation that I faxed the letter back. Please notice my new address. I will call the Kia in Fullerton today on my lunch break and let you know when they want me to drop the car off.

Again, I really appreciate your help yesterday and if you need anything else from me please do not hesitate to ask.

Please let me know when I might receive the payment also.

Thank you,

[REDACTED]

--- On Tue, 8/18/09, Cameron, Michele [KMA] <CameronM@kiausa.com> wrote:

Subject: Our Conversation Today Regarding Your Kia Sorento

To: [REDACTED]

Date: Tuesday, August 18, 2009, 11:22 PM

[REDACTED]

It was a pleasure speaking with you today. I apologize that you've had these problems so early in your ownership of your vehicle - thank you for allowing me to assist you to resolve them. We discussed the following:

1. A letter confirming that we would reimburse you for your first month's car payment was Fed X'd to you on 6/10. Unfortunately, we do not have a copy, although you faxed it back. Please scan & email the signed letter to me at this email

**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>
[REDACTED]	[REDACTED]	KNDJC735585 [REDACTED]	K1590340	280
Orange, CA	[REDACTED]	Prod. Date: 1/4/08	Dealer: CA204 The Kia Depot	

bolsters, it is important that you exercise care with your proper seating position for the system to operate correctly. I suggested that you read that portion of the Owner's Manual and continue to test the system and its operation over the next few days.

3. Regarding the front end clunking noise, you indicated that it continues & that now you are hearing a rattle noise which sounds like the catalytic convertor. Because of your past experience with Kia Depot, you would like to have your vehicle serviced at Fullerton Kia & will be making an appointment. Although alternate transportation is not part of the warranty provided with your vehicle, under the circumstances due to the number of service visits your vehicle has had so early in ownership

I have agreed to cover the cost of alternate transportation for the repAIRs at Fullerton Kia. Please let me know what your service appointment date is just as soon as you make it so we may make the necessary arrangements.

Let me know if you have any questions regarding the above. I look forward to receiving your email with the signed letter attached & information as to your service appointment. Sincerely,

Michele Cameron

Director, Consumer Affairs and Warranty Operations

Kia Motors America, Inc.

Phone: 949.468.4617

Fax: 949.468.4805

Email: mcameron@kiausa.com

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**Kia Motors America
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC735585 [REDACTED]	K1590340	280
Orange, CA [REDACTED]	[REDACTED]	Prod. Date: 1/4/08	Dealer: CA204	The Kia Depot

*** NOTES 08/20/2009 09:07 AM Pacific Daylight Time MCameron Action Type:Manager review
Write rec'd signed goodwill offer for reimbursement of one payment of \$533.51. Writer giving to A. Romo to prepare GW check request today. Writer also updated customer's address to Garden Grove address. Customer's cell phone # is 714.348.3224.

*** NOTES AND STATUS CHANGE 08/20/2009 08:11 AM Pacific Daylight Time ARomo Action Type:Manager review
Reviewed signed goodwill offer from MC
Writer to process today.

*** NOTES 08/20/2009 04:18 PM Pacific Daylight Time ARomo Action Type:Manager review
Writer processed VRS and forwarded to RCAOM for scorecard.
Case to be hand carried for quicker processing.

*** NOTES 08/20/2009 03:27 PM Pacific Daylight Time POrtiz Action Type:Manager review
RCAOM SCC- Fwd to NCA for check.

**Kia Motors America
Consumer Affairs Department**

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Last name [REDACTED]	First name [REDACTED]	VIN of 2007 SORENTO LX 4X2 KNDJD736575 [REDACTED]	Case Number K1366616	Mileage 7,526
Pickerington, OH [REDACTED]		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

Case History

Complaint Repurchase

*** PHONE LOG 10/02/2007 06:53 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller:

1. car is in shop for 5th time
2. it has been there for 7 days now
3. numerous times for the bracket that holds on the running board
4. problem with the **PASS**enger **AIR** bag system --told that there is going to be a recall, so they are not rep**AIR**ing that
5. now there is noise in the dash that is some sort of problem with the vent
6. also when she stops, the transmission slips --they CND up to this point--now they can
7. she has made 4 payments already but it has been shop 5X so far
8. every time it comes out, something else is wrong
9. this is her 3rd Kia Sorento
10. State of Ohio this would be considered a Lemon under the Lemon Law
11. she is asking for Kia to replace or repurchase his vehicle

wtr.

1. Kia is standing behind the warranty --they want to fix the car
2. impossible to predict what could happen in future
3. she will have to refer to her WCIM for assistance with Lemon Law
4. there should be a number in the book for her to contact and discuss her repurchase request
5. i will notify our regional personnel and make sure they are involved

provided ref # to cust

*** PHONE LOG 10/02/2007 07:45 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
wtr LVM for svc dept @ OH028 requesting callback

*** PHONE LOG 10/02/2007 09:12 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
wtr received call from Angie @ OH028 who stated

1. wanted to let us know about this customer's vehicle
2. they are replacing the transmission --
3. she has already notified her DPSM Don Bauer and he okayed it
4. reviewed the problems they have been having with the running board --they have spoken with TechLine regarding this
5. they also have spoken with TechLine about the **AIR** bag light and they advised of a new flash that would be coming
6. she also now have to figure out where the squeak in the dash is coming from

wtr

1. cust was planning on filing for the Lemon Law before she even knew about this
2. will definitely be notifying DPSM today as well
3. thanked Angie for the rest of the info

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

Send to:[dbauer@kiausa.com]

Don:

Customer is planning on filing for a Lemon Law repurchase.

Case should probably be dispatched to CRCA for handling. Do you agree?

Thanks.

Jon H KCC X 46635

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1366616	7,526
Pickerington, OH	██████████	Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1366616_JHirshfield_10-02-2007100845.doc>>

*** PHONE LOG 10/02/2007 09:40 AM US Mountain Standard Time JHirshfield Action Type:Incoming call caller

1. she is not sure if someone notified us yet, but they are replacing the transmission now
2. this has definitely made her mind up
3. someone advised her that she can file a request for arbitration prior to filing with the BBB

wtr

1. DPSM is aware of her vehicle and it's concerns
2. will be speaking with him today and most likely will send her case to our regional office for handling
3. they should be in contact with her 36 hours and be able to discuss her options

*** PHONE LOG 10/02/2007 10:06 AM US Mountain Standard Time JHirshfield Action Type:Incoming call

wtr received call from DPSM Don B who stated

1. he has not yet received the e-mail for this cust

wtr reviewed case history with DPSM who agreed that case should be dispatched to CRCA they will follow up regarding cust request for repurchase thru arbitration or BBB (she has not yet contacted BBB)

*** EMAIL OUT MWilliams Action Type:Internal email

Send to:[Bauer, Don [KMA]]

DON...PLEASE HAVE THE DLR FWRD ALL SALES AND SERVICE DOS. AS PER RO RCAP CHECKLIST TO MY ATTENTION AT THE REGION...I WILL CONTACT THE CUST...I WILL F/U W/YOU ON 10/9 IF I HAVE NOT RC'D THE **DOCS** BY THAT TIME...THANKS...MARIA

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_K1366616_MWilliams_10-03-2007102107.doc>>

*** PHONE LOG 10/03/2007 09:31 AM Central Daylight Time MWilliams Action Type:Outgoing call
LVM FOR CUST ADVISING:

1. WTR HANDLING CASE
2. HAVE REQUESTED **DOCS** FROM DLR
3. WILL CONTACT HER ONCE I HAVE **DOCS** AND PROVIDE ADDD
4. PROVIDED CONTACT # SHOULD SHE HAVE ANY QUESTIONS

**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>
██████████	██████████	KNDJD736575 ██████████	K1366616	7,526
Pickerington, OH ██████████		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

WTR TO F/U W/DPSM ON 10/9 IF **DOCS** HAVE NOT BEEN RC'D BY THAT DATE

*** NOTES 10/05/2007 11:09 AM Pacific Daylight Time **AIR** by Action Type:Facsimile rec.
WTR REC'D VIA FAX FROM RICART KIA WHICH INCLUDES:

1. SALES AND SERVICE DOC'S
2. DEALER RECAP SHEET AND APP TITLE

WTR CREATED HARD FILE AND WILL CALL FOR MISSING DEALER RECAP SHEET AND APP TITLE THIS DATE FROM DLR

*** PHONE LOG 10/05/2007 11:11 AM Pacific Daylight Time **AIR** by Action Type:Outgoing call
WTR S/W JANET @ RICART KIA STATING:

1. STILL MISSING DEALER RECAP SHEET AND APP TITLE
2. JANET STATED: COULD NOT FORWARD DEALER RECAP SHEET BUT WILL FAX OVER APP TITLE THIS DATE

WTR TO FORWARD APP TITLE TO MVW THIS DATE ONCE REC'D FOR FURTHER CASE HANDLING

*** NOTES 10/05/2007 10:42 AM Pacific Daylight Time **AIR** by Action Type:Facsimile rec.
WTR REC'D VIA FAX FROM JANET @ RICART KIA WHICH INCLUDES:

1. REQ APP TITLE

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

*** NOTES 10/05/2007 07:29 PM Central Daylight Time MGallagher Action Type:Correspondence rec.
WTR RCVD HARD FILE THIS DATE FOR RECAP:

1. REVIEWED CASE
2. NOTICED RO MISSING AS CUST CONTENDS VEH AT DLR AS OF 10/2

WTR TO F/U W/SM ANGIE LUTZ AT RICART KIA & REQ MISSING RO ON 10/8

*** PHONE LOG 10/08/2007 11:13 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SM ANGIE LUTZ @ RICART KIA THIS DATE:

1. WTR REQ MISSING RO
2. SM STATED: TRANS WAS ORDERED & WILL ARRIVE WED OR THUR
3. SM STATED: MISSING RO WILL BE FAXED OVER ONCE WORK HAS BEEN COMPLETED
4. WTR PROVIDED C/B # & FAX # & WILL F/U NLT COB 10/11

ONCE RO RECVD WTR TO COMPLETE RECAP & FORWARD HARD FILE TO MVW FOR FURTHER CASE HANDLING

*** PHONE LOG 10/11/2007 10:51 AM Central Daylight Time MGallagher Action Type:Outgoing call

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1366616	7,526
Pickerington, OH ██████████		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

2. SD STATED VEH IS BEING TEST DRIVEN
3. SD STATED WILL FAX OVER RO ONCE TEST DRIVE IS COMPLETED NLT LATE AFTERNOON
4. WTR PROVIDED FAX #

ONCE RO IS RCVD WTR WILL COMPLETE RECAP & FORWARD HARD FILE TO MVW FOR FURTHER CASE HANDLING

*** NOTES 10/11/2007 04:46 PM Central Daylight Time MGallagher Action Type:Facsimile rec.
WTR RCVD VIA FAX FROM DON @ RICART KIA THIS DATE WHICH INCLUDES:

1. RO 2256746

WTR TO COMPLETE RECAP THIS DATE & FORWARD TO MVW 10/12/07

*** PHONE LOG 10/16/2007 08:32 AM US Mountain Standard Time CCummins Action Type:Incoming call
cust states

1. I have a reference number and need to know who is working on this case

writer states

1. advised RCAA MGallagher is working on case
2. provided 800 # and ext for Matt

*** PHONE LOG 10/16/2007 09:41 AM US Mountain Standard Time RBriones Action Type:Incoming call
Customer Stated:

1. Trying to reach Matt Gallagher.
2. He has been helping me work on my case.
3. Need him to give me a call at my home number.
4. Or between 8am and 4:30pm (during the week), I can be reached at ██████████

Writer Stated:

1. Gave customer 800 number regional number.
2. Will document customer request for call back.
3. MGallagher will get copy of notes.

*** NOTES 10/16/2007 03:44 PM Pacific Daylight Time *AIR*by Action Type:Correspondence sent
WTR REC'D HARD FILE FROM MJG FOR RECAP REVIEW

WTR REVIEWED RECAP AND FORWARDED HARD FILE TO MVW FOR FURTHER CASE HANDLING

*** PHONE LOG 10/18/2007 01:30 PM Central Daylight Time MWilliams Action Type:Outgoing call
SPOKE TO CUST @ ██████████

1. PER CUST. VEH TRANS JERKING CONCERN IS STILL APPARENT
2. CUST WILL BE TAKING VEH TO OH028 @ 5:00 P.M. ON 10/19 TO MEET W/ED (SM ANGIE IS ON VACATION) SO THAT SHE CAN SHOW HIM CONCERN

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1366616	7,526
Pickerington, OH ██████████		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

4. PER CUST DLR ADVISED THAT THERE WAS A REFLASH THAT KIA IS COMING UP WITH FOR THIS CONCERN AND THAT KMA WILL BE ENDING NOTIFICATION TO CUST FOR FIX
5. CUST REQUESTING REPLACEMENT (THIS IS THE 3RD SORENTO CUST HAS OWED)

ADVISED CUST:

1. THERE IS NO PENDING NOTIFICATION RE: SRS
2. FTRS CAN DO REFLASH, WE JUST NEEDED TO BE MADE AWARE
3. WTR NOT WILLING TO REPLACEMENT BASED ON CURRENT HISTORY BUT WILL BE WILLING TO OFFER FTR AND COMP IN THE AMOUNT OF 2-3 CAR PMTS
4. CUST WILL DISCUSS WITH HER HUSBAND AND ADVISE CUST HOW SHE WANTS TO PROCEED

WTR TO F/U W/ED @ OH028 ON 10/22 RE: 10/19 APPT

*** PHONE LOG 10/18/2007 03:04 PM Central Daylight Time MWilliams Action Type:Incoming call
CUST STATED:

1. DISCUSSED W/HUSBAND AND ARE REQ 4 CAR PMTS (ALL THEY HAVE MADE TO DATE)
2. WTR AGREED AS LONG AS CUST IS WILLING TO SIGN RELEASE NOW AND WAIT FOR FTR APPT
3. CUST WOULD LIKE TO REVIEW RELEASE B4 MAKING FINAL DECISION

WTR TO GENERATE OFFER LTR AND RELEASE AND FWRD TO CUST FOR NLT 10/22 RECEIPT

*** NOTES 10/18/2007 03:40 PM Central Daylight Time MWilliams Action Type:Correspondence sent
LTR AND RELEASE FRWD TO CUST VIA FEPO W/TRACKING #9020 7513 1979B AND RETURN 9020 7513 1980

WTR TO F/U W/ED AT DLR ON 10/22 RE: VISIT ON 10/19 AND CUST ON 10/26 IF NO RESPONSE HAS BEEN RC'D BY THAT DATE

*** NOTES 10/19/2007 02:13 PM Pacific Daylight Time **AIR**by Action Type:Manager review
WTR REVIEW CASE WITH MVW THIS DATE AND AGREED CUST IS ELIGIBLE FOR BBB ASSISTANCE AT THIS TIME

WTR TO PROCESS LTR THIS DATE

*** NOTES 10/19/2007 02:18 PM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.
CORRECTION TO UPDATE ABOVE:

1. CCF REC'D FIRST(NARRATIVE BELOW) AND THEN REVIEWED WITH MVW THIS DATE

CRCA RCVD BBB FAX FILE # KIA0756675 WHICH INCLUDES:

1. CCF - DATED 10/19/07 AND RCVD 10/19/07
 - A. TRANSMISSION SLIPPING (REPLACED ONCE - CURRENT- YES
 - B. **PASS**enger **AIR** LIGHT SAYS OFF WHEN PERSON IN SEAT - CURRENT - YES
 - C. STEPPING BARS KEEP COMING LOOSE - CURRENT - YES
 - D. A/C VENT **PASS**enger SIDE REPLACED - CURRENT -NO

RESOLUTION SOUGHT:

1. THE CUSTOMER WOULD LIKE TO HAVE THE VEHICLE REPURCHASE WITH A NEW ONE.

**Kia Motors America
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1366616	7,526
Pickerington, OH ██████████		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

*** NOTES 10/19/2007 03:19 PM Pacific Daylight Time *AIR* by Action Type:Correspondence sent
WTR SENT CUST BBB -CCF LTR THIS DATE VIA MAIL

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

*** PHONE LOG 10/26/2007 11:36 AM Central Daylight Time MWilliams Action Type:Incoming call
SPOKE TO CUST:

1. DECLINING GW OFFER
2. REQ SOC
3. WTR DECLINED
4. CUST STATED THAT SHE IS TAKING VEH BACK TO DLR ON 10/29 FOR FOLLOWING:
 - A. TRANS IS SLIPPING AGAIN
 - B. NOISE FROM SIDE STEP BARS - CUST BELIEVES THAT SCREW IS COMING LOOSE
 - C. *PASS* SIDE *OCS* LIGHT STAYS ON AT TIMES WHEN SOMEONE IS SITTING THERE
5. CUST WILL BE PROCEEDING W/BBB
6. ADVISE CUST THAT IF BBB TE COMES BACK WITH NEW INFO, WTR WILL REASSESS SOC REQUEST

HARD FILE AND CLARIFY FILE TO AJM FOR F/U W/DLR SM ON 10/29 RE: CUST VISIT AND OUTCOME OF *REPAIRS*

*** PHONE LOG 10/31/2007 10:59 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S W SM ANGIE ON 10/31/07 @ RICART KIA AS WTR WAS OUT OF THE OFFICE ON 10/29/07:

1. CUST HAS NOT BEEN IN YET, BUT IS SCHEDULED TO DO RIDE WITH W/SM AND SHOP FOREMAN ON 11/1/07
2. WTR ADVISED SM TO PROVIDE STATUS UPDATE ONCE RIDE WITH HAS BEEN COMPLETED
3. PROVIDED CB #

WTR ASSIGNED CLARIFY CASE BACK TO RCAM THIS DATE FOR ADDITIONAL CASE HANDLING

*** NOTES 11/01/2007 06:03 PM Central Daylight Time MWilliams Action Type:Manager review
HARD FILE AND CLARIFY FILE TO MJG FOR FOLLOWING:

1. F/U IF AJM HAS HAD C/B FROM SM
2. IF SO, UPDATE CASE ACCORDINGLY
3. IF NOT, YOU WILL CONTACT SM AND F/U FOLLOWING:
 - A. WHAT CONCERNS DID CUST COMPLAIN OF
 - B. WHAT WERE DLR'S FINDING ON CONCERNS
 - C. WHAT IS NEXT STEP
 - D. REQUEST RO BE FAXED TO CRCA

*** NOTES 11/01/2007 05:16 PM Central Daylight Time MGallagher Action Type:Manager review
WTR TO PROCEED AS STATED ABOVE ON 11/2

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1366616	7,526
Pickerington, OH ██████████		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

*** PHONE LOG 11/02/2007 09:29 AM Central Daylight Time MGallagher Action Type:Incoming call
MVW RCVD VM FROM CUST THIS DATE:

1. VEH BACK IN SHOP W/**AIR**BAG & TRANS PROBLEMS
2. CUST WANTED TO MAKE MVW AWARE

*** PHONE LOG 11/02/2007 09:42 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SM ANGIE @ RICART KIA THIS DATE:

1. REQ UPDATE ON RIDE W/WARD
2. SM STATED CUST BROUGHT IN VEH THIS AM & DROVE WITH CUST
3. ISSUE OF STUMBLING & JERKING AROUND 35 MPH WHEN VEH STARTS COLD WAS VERIFIED
4. VEH NOW BEING WORKED ON
5. WTR REQ RO FAXED ONCE WORK HAS BEEN COMPLETED
6. PROVIDED FAX #

WTR LEFT MSG W/TIFFANY FOR SM ANGIE @ RICART KIA THIS DATE:

1. REQ ADDTL INFO RE: CUST VM - **AIR**BAG & TRANS PROBLEMS
2. PROVIDED C/B #

WTR TO F/U W/SM 11/5 IF RO NOT RCVD BY COB THIS DATE

*** NOTES 11/05/2007 08:41 AM Central Daylight Time MSandoval Action Type:Facsimile rec.
WTR RCVD VIA BBB FAX FILE # KIA0756675 THIS DATE WHICH INCLUDES:

1. MRF- DATED - 11/02/07
2. CCF - DATED - 10/19/07
3. COPIES OF SALES & SERVICE **DOCS**

INFO ADDED TO HARD FILE & MCS TO F/U WITH SM/ANGIE THIS DATE TO SEE IF ANYMORE WORK HAS BEEN DONE TO VEH

*** PHONE LOG 11/05/2007 02:17 PM Central Daylight Time MGallagher Action Type:Incoming call
WTR RCVD VM FROM SM ANGIE @ RICART KIA THIS DATE:

1. CUST'S VEH IS @ DLR
2. T/L WAS CALLED DUE TO TWO CONCERNS
3. SM VERIFIED VEH STUMBLES @ 43 MPH & **AIR**BAG LIGHT NOT GOING OFF WHEN **PASS** SITTING IN SEAT
4. T/L WORKING ON FIXES WHICH CURRENTLY DO NOT EXIST

*** PHONE LOG 11/05/2007 02:30 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SM ANGIE @ RICART KIA THIS DATE:

1. CONFIRMED ABOVE INFO
2. SM STATED VM FOR DCSM DON DATED RE: **AIR**BAG

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1366616	7,526
Pickerington, OH ██████████		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

WTR TO F/U W/SM 11/6 TO OBTAIN UPDATE OF REPAIRS

*** PHONE LOG 11/05/2007 02:50 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
CUST LM FOR WTR:

1. REQ'D CB RE VEH CONCERNS
2. PROVIDED CB # ██████████

WTR TO FU W/CUST 11/6/07 IF NO CB RCV'D BEFORE THEN

*** PHONE LOG 11/06/2007 04:19 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST, MS ██████████

1. WTR ADVISED CUST THAT SINCE CONCERN HAS BEEN CONFIRMED, TO SELECT A NEW VEH
2. CUST NOT WILLING TO SELECT VEH AT THIS TIME
3. CUST WOULD LIKE TO PROCEED TO ARBITRATION
4. CUST WOULD LIKE FOR RCAM TO CONTACT HER BACK UPON HER RETURN

WTR TO FORWARD CASE TO RCAM FOR FURTHER CASE HANDLING THIS DATE

*** PHONE LOG 11/06/2007 04:52 PM Central Daylight Time MGallagher Action Type:Incoming call
THE BELOW NOTE SHOULD PROCEED THE PREVIOUS NOTE

WTR S/W SM ANGIE @ RICART KIA THIS DATE:

1. CONFIRMED T/L HAS NOT FOUND FIX FOR **OCS** LIGHT & SHIFTING CONCERNS
2. **OCS** NOT A SAFETY CONCERN AT THIS TIME BUT SHIFTING CONCERN IS
3. CUST STILL IN LOANER VEH DUE TO SAFETY ISSUE

WTR TO FORWARD HARD FILE TO MVW FOR FURTHER CASE HANDLING

*** PHONE LOG 11/12/2007 11:39 AM Central Daylight Time MWilliams Action Type:Incoming call
RC'D VM FROM CUST RE: C/B @ ██████████

*** PHONE LOG 11/12/2007 11:49 AM Central Daylight Time MWilliams Action Type:Outgoing call
LVM FOR CUST AT ABOVE #:

1. ADVISED THAT WTR WAS CONFUSED AS TO WHY CUST REFUSES TO PICK OUT NEW VEH AS THAT IS WHAT SHE HAD ORIGINALLY REQUESTED
2. ADVISED THAT AS LONG AS SHE PICKS OUT VEH W/SAME MSRP THERE WILL BE NO CHARGES

LVM FOR TODD @ BBB:

1. ADVISED OF ABOVE OFFER AND THAT WTR IS NOT WILLING TO REPURCHASE VEH
2. WTR WILL FAX MRF RESPONSE THIS DATE

SPOKE TO SM ANGIE AT HATFIELD KIA:

1. UNDERSTOOD THAT VEH WAS STILL AT SERVICE

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD736575 ██████████	K1366616	7,526
Pickerington, OH ██████████		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

*** NOTES 11/12/2007 12:06 PM Central Daylight Time MWilliams Action Type:Facsimile sent
MRF RESPONSE FAXED TO BBB W/\$3,000 REBATE AND \$4,190.89 NEG EQUITY NOTATED...ALSO REQUESTED
THAT NO TE BE ORDERED AS DLR HAS VERIFIED EXISTENCE OF CONCERN ...FAX CONFIRMATION RC'D

HARD FILE TO MCS TO UPDATE RECAP AND RETURN TO WTR NLT COB TODAY

WTR TO F/U W/ANGIE AND CUST ON 11/13 IF NO RO OR C/B ARE RC'D, RESPECTIVELY, BY COB TODAY

*** NOTES 11/12/2007 04:23 PM Pacific Daylight Time *AIR*by Action Type:Facsimile rec.
WTR REC'D VIA FAX FROM RICART KIA WHICH INCLUDES:
1. RO # 2261820 AND PRINT OUT HISTORY

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

*** NOTES 11/12/2007 06:16 PM Central Daylight Time MWilliams Action Type:Manager review
HARD FILE TO MCS TO UPDATE RECAP AND RETURN TO WTR NLT COB 11/13

*** PHONE LOG 11/13/2007 09:35 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST. MS. ██████████:
1. WTR WILL BE HANDLING CASE FROM THIS POINT FORWARD
2. REQ'D CB
3. PROVIDED CB

WTR TO FU W/DLR THIS DATE FOR VEH STATUS UPDATE

*** PHONE LOG 11/13/2007 09:49 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SM ANGIE @ RICART KIA:
1. WTR INQUIRED ABOUT THE STATUS OF CUST VEH
2. SM STATED VEH STUMBLES WHEN YOU ACCELERATE @ 43 MPH BUT IT DOES NOT POSE A SAFETY HAZARD
3. WTR ASKED IF CUST HAS VEH
4. SM STATED CUST IS SCHEDULED TO PICK UP VEH TONIGHT
5. WTR ADVISED SM TO CONTACT AS SOON AS VEH IS PICKED UP

WTR TO FU W/CUST 11/14/07 IF NO CB RCVD BEFORE THEN

*** NOTES 11/13/2007 02:45 PM Central Daylight Time MSandoval Action Type:Manager review
WTR UPDATED RECAP & FORWARDED HARD FILE TO AJM FOR FURTHER CASE HANDLING

*** PHONE LOG 11/13/2007 03:49 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST. MS. ██████████:
1. CUST ADVISED WTR THAT SHE S/W MEDIATOR THIS MORNING
2. WRT ASKED CUST WHAT WAS SHE SEEKING FROM KMA

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
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Pickerington, OH ██████████		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

3. CUST WOULD LIKE TO HAVE THE CAR BOUGHT BACK AND ALSO REIMBURSE OF THE FIVE CAR PAYMENTS ALREADY MADE ON VEH
4. WTR ADVISED CUST THAT KMA WAS WILLING TO REPLACE CURRENT VEH
5. CUST HAS LOST FAITH IN KIA VEH'S
6. WTR ADVISED CUST THAT ANY PAYMENTS MADE WOULD APPLY TO REPLACEMENT VEH
7. CUST STATED IF KMA COULD NOT HONOR HER REQUEST WHICH IS NOT UNREASONABLE SHE WOULD PROCEED TO ARBITRATION
8. CUST BELIEVES VEH IS UNSAFE TO DRIVE AND WOULD LIKE A LETTER STATING THE VEH IS SAFE TO DRIVE
9. WTR ASSURED CUST THAT A VEH WOULD NOT BE RELEASED IF IT WAS THOUGHT TO BE A SAFETY CONCERN

WTR TO FU W/DLR RICART KIA 11/14/07 TO ENSURE THAT CUST DID PICK UP VEH

*** PHONE LOG 11/14/2007 09:20 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W SM ANGIE LUTZ @ RICART KIA ON 11/13/07 @ 5:35 P.M.:

1. SM STATED CUST IS UP IN SALES AT THIS TIME LOOKING AT ALTERNATE VEH'S
2. WTR ADVISE SM TO FAX OVER INVOICE ONCE VEH SELECTION IS CONFIRMED

WTR TO FU W/DLR 11/14/07 FOR STATUS UPDATE

*** PHONE LOG 11/14/2007 09:23 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SM ANGIE LUTZ @ RICART KIA:

1. SM ADVISED WTR THAT CUST STRAYED AWAY FROM SORENTO AND WAS LOOKING AT OPTIMA'S
2. SM STATED THEY ALLOWED CUST TO TAKE VEH HOME AS A DEMO OVERNIGHT
3. SM HAS AN INVOICE TO FAX FOR WTR THIS DATE
4. SM ADVISED WTR OF MSRP OF OPTIMA TO BE \$23,340

WTR TO FU W/SM ANGIE IF NO DOC'S RCVD BY NOON

*** PHONE LOG 11/14/2007 10:13 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST, MS. ██████████:

1. CUST ADVISED WTR OF DAY TIME PHONE NUMBER 614/324-2859
2. WTR INQUIRED IF CUST WAS GOING PROCEED FORWARD WITH THE BBB OR SELECT A NEW VEH
3. CUST STATED SHE WAS UNABLE TO FIND A COMPARABLE SORENTO BUT DID FIND AN OPTIMA
4. CUST STATED THE VEH WAS \$1,000 LESS THAN HER CURRENT VEH AND THERE WAS A \$1,500 REBATE ON IT AS WELL
5. WTR ADVISED CUST THAT IN ORDER FOR US TO PROCEED FURTHER THAT THE CASE W/THE BBB MUST BE CLOSED
6. CUST IS NOT WILLING TO CLOSE CASE UNTIL SHE HAS CONFIRMED WHAT THE NUMBERS WOULD BE
7. WTR ADVISED CUST THAT THE DLR HASN'T SENT OVER THE INVOICE AND THE NUMBERS HAVEN'T BEEN DETERMINED YET
8. CUST ASKED IF SHE COULD CALL ME RIGHT BACK

WTR TO FU W/TODD EIKENBERRY @ THE BBB THIS DATE TO ADVISE OF CASE SITUATION

*** PHONE LOG 11/14/2007 10:15 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR TODD EIKENBERRY @ THE BBB:

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██████████	██████████	KNDJD736575 ██████████	K1366616	7,526
Pickerington, OH ██████████		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

1. WTR ADVISED TODD OF CUSTOMER SITUATION AND REQ'D ASSISTANCE CLOSING MRF
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/TODD LATER TODAY AS HE IS IN A MEETING TODAY FROM 10:00 A.M. - 2:00 P.M.

*** PHONE LOG 11/14/2007 10:40 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR CONFERENCED CALL W/CUST AND RCAM:

1. CUST ADVISED WTR THAT SHE LM FOR BBB REP
2. CUST ALSO INQUIRED ABOUT REBATES AND THE DIFFERENCE IN THE \$1,000 STICKER PRICE
3. WTR ADVISED CUST THAT SINCE KMA IS BUYING THE VEH FOR YOU, THE REBATE APPLIES TO US
4. RCAM UPGRADED OFFER TO 5 PAYMENTS EQUAL TO \$2,239.84 INSTEAD OF 4 THAT WAS ORIGINALLY OFFERED, OR GO INTO A DIFFERENT CAR
5. CUST DECIDED TO CONTINUE ON WITH THE BBB

WTR TO FU W/TODD EIKENBERRY AT THE BBB THIS DATE

*** PHONE LOG 11/15/2007 09:48 AM Central Daylight Time MWilliams Action Type:Incoming call
SPOKE TO TODD @ BBB:

1. DISCUSSED CASE AND 2 OFFERS (SOC OR 5 CARS PYMTS) MADE TO CUST
2. TODD WILL CONTCAT CUST AND DISCUSS AND GET BACK TO WTR]

WTR TO F/U W/TODD ON 11/16 FOR UPDATE

*** PHONE LOG 11/21/2007 04:16 PM Central Daylight Time MWilliams Action Type:Incoming call
PER CUST:

1. WOULD LIKE TO TAKE SOC OFFER BUT STILL HAS TO TAKE TO HER HUSBAND SO SHE DID NOT WANT TO CLOSE BBB CASE
2. CUST WILL CONTACT BBB ON 11/26 AND LVM FOR WTR ADVISING IF CASE HAS BEEN CLOSED (WTR OUT OF OFFICE UNTIL 11/28)

*** NOTES 11/21/2007 04:41 PM Central Daylight Time MWilliams Action Type:E-mail sent
EMAILED TODD @ BBB ADVISING AND REQUESTED THAT HE CONTACT WTR W/UPDATE B4 11/28

WTR TO F/U W/TODD ON 11/28 IF NO RESPONSE HAS BEEN RECEIVED BY THAT DATE

*** PHONE LOG 11/26/2007 11:58 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR RC'VD MSG FROM CUST. MS. ██████████ 11/23/07 @ 8:58 A.M.:

1. CUST ADVISED WTR TO ENSURE THAT MVW LISTENS TO MSG
2. PROVIDED CB #

WTR FORWARDED VM MSG TO RCAM THIS DATE FOR REVIEW