

PE09-034  
HYUNDAI-KIA  
9/25/2009  
ATTACHMENT  
CONSUMER  
COMMUNICCATION  
S 3 OF 3, PART 2 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 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJD736575	K1366616	7,526
Pickerington, OH		Prod. Date: 12/13/06	Dealer: OH028	Ricart Kia

\*\*\* NOTES 11/27/2007 12:08 PM Pacific Daylight Time **AIR** by Action Type:Facsimile rec.

WTR REC'D VIA BBB FAX FILE # KIA0756675 WHICH INCLUDES:

1. CLOSE LETTER W/FOLLOWING PARAMETERS:

- A. KMA AGREES TO REPLACE YOUR 2007 SORENTO WITH A NEW KIA OPTIMA
- B. THE ACCOMPLISHMENT OF THIS TRANSACTION WOULD BE TO REFINANCE THE BALANCE OF YOUR CURRENT LOAN.
- C. KMA WILL PAY THE LICENSE AND REGISTRATION FEES FOR THE NEW VEH WITH NO USAGE FEE APPLIED.
- D. IF YOU UPGRADE YOU WILL BE RESPONSIBLE FOR UPGRADE CHARGE AND ANY TAXES ASSOCIATED.
- E. PHYSICAL INSPECTION WILL BE MADE FOR AND A CASHIERS CHECK IS TO BE MADE OUT TO KMA FOR ANY DAMAGES.
- F. KMA WILL CONTACT YOU TO ARRANGE COMPLETION OF THIS TRANSACTION

INFO ADDED TO HARD FILE AND FORWARDED TO MVW FOR FURTHER CASE HANDING

\*\*\* PHONE LOG 11/30/2007 03:55 PM US Mountain Standard Time KJohnson Action Type:Incoming call

Customer called and stated:

- 1 - I want to talk to Maria Williams' boss
- 2 - She must report to somebody
- 3 - She said she would call me yesterday
- 4 - I haven't heard anything

Writer stated:

- 1 - Apologized for frustration
- 2 - Checked w/ wtr's supervisor
- 3 - Maria Williams is working case and there is no one else who can discuss this w/ you
- 4 - File shows that she is actively working case in terms of calls and files
- 5 - Confirmed phone numbers
- 6 - Maria will call you as soon as she has something definite to report
- 7 - Will note that you are requesting she call you

Customer stated:

- 1 - This is ridiculous
- 2 - I'll work w/ my attorney to find someone else to talk to

\*\*\* NOTES 12/03/2007 08:37 PM Central Daylight Time MWilliams Action Type:E-mail sent  
OFFER AND L.I.D. FWRD TO CUST THIS DATE

WTR TO F/U W/CUST ON 12/7 IF NO RESPONSE HAS BEEN RC'D BY THAT DATE

\*\*\* PHONE LOG 12/04/2007 11:03 AM Central Daylight Time MWilliams Action Type:Incoming call  
SPOKE TO LYNN DEWIT @ RICART @ 614.836.6211:

- 1. ADVISED THAT OFFER LTR HAS BEEN EMAILED TO CUST
- 2. WTR WILL F/U W/LYNN ONCE SIGNED OFFER LTR HAS BEEN RC'D

WTR TO F/U W/CUST ON 12/6 IF SIGNED OFFER LTR AND COMPLETED LID HAVE NOT BEEN RC'D BY THAT DATE...WTR TO ALSO F/U W/LYNN TO FACILITATE TURN IN

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736575 [REDACTED]	K1366616	7,526
Pickerington, OH [REDACTED]		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

\*\*\* NOTES 12/04/2007 11:08 AM Central Daylight Time MWilliams Action Type:Manager review  
WTR TO ALSO COMPOSE RAF AND EMASIL TO DPSM BAUER ONCE SIGNED OFFER HAS BEEN RC'D FROM CUST

\*\*\* NOTES 12/04/2007 12:01 PM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.  
WTR REC'D VIA FAX FROM CUST THIS DATE WHICH INCLUDES:  
1. SIGNED OFFER LTR FOR SOC AND COMPLETED LID

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

\*\*\* PHONE LOG 12/07/2007 12:15 PM Central Daylight Time MWilliams Action Type:Outgoing call  
WTR SPOKE TO :  
1. PAM AT MORGAN BANK (800.860.1007 EXT 7) AND VERIFIED ALL OF CUST'S LID INFO  
2. LYNN DEWITT @ RICART KIA AND SHE REFERRED ME TO SHEA SOHOVICH IN SALES (614.836.6140) FOR PROCESSING OF TRANSACTION  
3. SHEA PROVIDED FAX # OF 614.836.6266 TO FAX VTO TO

WTR ATTEMPTED TO CONTACT CUST @ HOME AND WORK #S AND RC'D VM...CUST'S WORK STATED SHE WAS OUT UNTIL MONDAY...WTR LVM FOR CUST ON CEL# OF 614.507.6864 ADVISING:  
1. REQ CONTACT SO THAT SHE CAN ADVISE IF WTR SHOULD DEDUCT THE REIMBURSEMENT OF THE 1 CAR PYMT AND THE MONIES FOR THE LOWER PRICED VEH SHE CHOSE FROM THE NEW LOAN AMOUNT OR CUST A SEPARATE CHECK TO THE CUST

SPOKE TO SHE AND ADVISED:  
1. WILL HAVE TO AWAIT CUST RESPONSE B4 GENERATING VTO

WTR TO F U W: CUST ON 12/10 IF NO RESPONSE HAS BEEN RC'D BY THAT TIME RE: AFOREMENTIONED

\*\*\* NOTES 12/10/2007 12:03 PM Central Daylight Time MWilliams Action Type:Manager review  
CORRECTION TO ABOVE:  
1. PLEASE NOTE THAT SHEA SOHOVICH'S DIRECT DIAL # IS 614.836.6410 (NOT 614.836.6140)

\*\*\* PHONE LOG 12/10/2007 01:00 PM Central Daylight Time MWilliams Action Type:Incoming call  
PER VM FROM CUST:  
1. DOES NOT WANT REIMBURSEMENT/NEW VEHICLE COST BEING LESS THAN CURRENT VEHICLE  
2. WOULD LIKE TO HAVE KMA REIMBURSE HER THAT AMOUNT SEPARATELY

\*\*\* PHONE LOG 12/10/2007 01:04 PM Central Daylight Time MWilliams Action Type:Outgoing call  
CALLED DLR:  
1. SPOKE TO TED WHO STATED THAT SHEA WAS IN AT 2:00 TODAY  
2. WTR FAXED VTO AND REQUESTED IT BE SIGNED AND RETURNED

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[REDACTED]	[REDACTED]	[REDACTED]	K1366616	7,526
Pickerington, OH	[REDACTED]	Prod. Date: 12/13/06	Dealer: OH028	Ricart Kia

- 3. ONCE ABOVE IS RC'D, WTR WILL FORWARD REST OF **DOCS** TO DLR
- 4. ADVISED WTR WILL BE OUT REST OF THIS WEEK SO PAPERWORK HAS TO HAPPEN THIS DATE

\*\*\* NOTES 12/10/2007 06:05 PM Central Daylight Time MWilliams Action Type:Facsimile sent  
CHECKLIST AND ALL **DOCS** FAXED TO SHEA AT OH028

\*\*\* NOTES 12/10/2007 06:06 PM Central Daylight Time MWilliams Action Type:E-mail sent  
EMAILED RAF TO DPSM BAUER, W/CC TO RPSM LIND AND CRCAA MAY, REQ THAT RAF BE RETURNED  
COMPLETE NLT 12/18

\*\*\* NOTES 12/10/2007 06:07 PM Central Daylight Time MWilliams Action Type:Manager review  
HARD FILE TO MCS TO ATTAIN FINAL RO AND RETURN TO AJM SO THAT COPY CAN BE FED EXED TO DPSM  
BAUER FOR WEDNESDAY DELIVERY

CLARIFY CASE ASSIGNED TO AJM FOR HANDLING FROM HERE FORWARD

\*\*\* PIONE LOG 12/10/2007 06:45 PM Central Daylight Time MWilliams Action Type:Incoming call  
SEAN JOHNSON FROM RICART KIA CALLED:  
1. CUST THERE NOW DOING TRANSACTION  
2. HAD SOME QUESTIONS RE: GAP INSURANCE . .  
3. WTR ADDED PRORATED GAP COST TO VTO

AJM TO F/U W/SEAN JOHNSON OR SHEA SOHOVICH ON 12/13 IF ALL NEEDED PAPERWORK (INCLUDING  
SIGNED NEW VTO) HAS NOT BEEN RC'D BY THAT TIME

\*\*\* NOTES 12/10/2007 07:35 PM Central Daylight Time MWilliams Action Type:Facsimile rec.  
SIGNED RAF RC'D VIA FAX AND ADDED TO HARD FILE

AJM TO F/U W/SEAN JOHNSON OR SHEA SOHOVICH ON 12/13 IF ALL NEEDED PAPERWORK HAS NOT BEEN  
RC'D BY THAT TIME AND W/DPSM BAUER IF COMPETED RAF IS NOT RC'D BY 12/18

\*\*\* NOTES 12/11/2007 09:04 AM Pacific Daylight Time **AIR**by Action Type:Facsimile rec.  
WTR REC'D VIA FAX FROM RICART KIA THIS DATE WHICH INCLUDES:  
1. RO # 2261820

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

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736575 [REDACTED]	K1366616	7,526
Pickerington, OH [REDACTED]		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

\*\*\* NOTES 12/11/2007 12:13 PM Central Daylight Time MWilliams Action Type:Manager review  
RAF AND **DOCS** FWRD TO AII TO FWRD TO DPSM BAUER

\*\*\* NOTES 12/11/2007 01:17 PM Pacific Daylight Time **AIR**by Action Type:Correspondence sent  
WTR FORWARDED ROS AND RECAP TO DPSM DON BAUER (PER RCAM) THIS DATE FOR RAF COMPLETION  
VIA FED EX TRACKING # 9020 7513 7326

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

\*\*\* PHONE LOG 12/11/2007 02:00 PM Central Daylight Time MWilliams Action Type:Outgoing call  
CALLED DLR AND WAS ADVISED THAT BOTH SEAN AND SHEA WERE OUT TODAY AND TOMORROW SO NO  
**DOCS** CAN BE ATTAINED

HARD FILE TO MCS TO CONTACT SEAN AND/OR SHEA STARTING 12/13 AND EVERY DAY THEREAFTER UNTIL  
**DOCS** ARE RC'D

\*\*\* NOTES 12/11/2007 04:25 PM Central Daylight Time MWilliams Action Type:Manager review  
WTR INPUTTED PART OF VRS AND ASSIGNED CASE TO AII FOR HANDLING AND F/U W/DPSM RE: RAF ON  
12/18

HARD FILE TO MCS TO F/U W/SEAN JOHNSON OR SHEA SOHOVICH ON 12/13. AND EVERY DAY AFTER THAT.  
UNTIL ALL NEEDED PAPERWORK IS RC'D...ONCE PAPERWORK IS RC'D. IT IS TO BE GIVEN TO AII FOR  
FURTHER HANDLING

\*\*\* PHONE LOG 12/12/2007 09:41 AM Central Daylight Time MSandoval Action Type:Outgoing call  
WTR S/W LYNN DEWITT @ RICART KIA THIS DATE:

1. REQ STATUS ON SOC **DOCS**
2. LYNN STATED HAD SOME QUESTIONS REGARDING REBATES
3. WTR TO DISCUSS QUESTIONS WITH AJM

WTR TO F/U W/LYNN ON 12/12 AFTER MEETING W/AJM

\*\*\* PHONE LOG 12/12/2007 10:50 AM Pacific Daylight Time AnitaMay Action Type:Incoming call  
WTR S/W CUST. MS. WARD:

1. CUST WOULD LIKE TO KNOW HOW SHE IS GOING TO BE REIMBURSED \$250 EARLY TERMINATION FEE
2. CUST IS ALSO UPSET THAT HER INTEREST RATE IS HIGHER THAN IT WAS WHEN SHE ORIGINALLY PURCHASED VEH
3. CUST ADVISED WTR THAT SHE HAS ALREADY LOST 2K IN THIS DEAL.
4. CUST STATED TRANSACTION SHOULD HAVE BEEN A SUBSTITUTION AND NOT A RE-FI IN THE FIRST PLACE

WTR TO FU W/RCAM TO ADVISE OF CUST SITUATION 12/17/07

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		KNDJD736575	K1366616	7,526
Pickerington, OH		Prod. Date: 12/13/06	Dealer: OH028 Ricart Kia	

\*\*\* NOTES 12/14/2007 03:06 PM Central Daylight Time MSandoval Action Type:Facsimile rec.

WTR RCV'D FROM LYNNE & RICART KIA THIS DATE:

1. COPIES OF VEH CONDITION REPORT, POA, ODOMETER DISCLOSURE STATEMENT, APPLICATION FOR CERTIFICATE OF TITLE, VEH TRADE OUT AUTHORIZATION SHEET, BO, SIGNED SETTLEMENT AGREEMENT & GENERAL RELEASE.
2. MISSING SIGNED RELEASE OF TITLE

INFO ADDED TO HARD FILE

\*\*\* PHONE LOG 12/14/2007 03:09 PM Central Daylight Time MSandoval Action Type:Outgoing call

WTR LVM FOR LYNNE @ RICART KIA THIS DATE:

1. REQ'D A COPY OF SIGNED RELEASE OF TITLE
2. WTR PROVIDED FAX#, C/B#

WTR TO F/U W/LYNNE ON 12/17/07 IF NO DOC'S RCV'D BY NLT COB THIS DATE

\*\*\* PHONE LOG 12/14/2007 04:05 PM Central Daylight Time MSandoval Action Type:Incoming call

WTR S/W LYNNE @ RICART KIA THIS DATE:

1. LYNNE STATED ACCOUNTING GONE FOR THE DAY WILL HAVE COPY ON 12/17/07 IN THE MORNING
2. WTR PROVIDED FAX#, C/B#

WTR TO F/U W/LYNNE ON 12/17/07 BY 10:00 AM IF NO DOC'S OR C/B HAS BEEN RCV'D BY THEN

\*\*\* PHONE LOG 12/17/2007 09:02 AM Central Daylight Time MSandoval Action Type:Outgoing call

WTR LVM FOR LYNNE @ RICART KIA THIS DATE:

1. REQ'D A COPY OF SIGNED RELEASE OF TITLE
2. WTR PROVIDED FAX#, C/B#

WTR TO F/U W/LYNNE AT 10:30 AM ON 12/17/07 IF NO **DOCS** RCV'D BY THEN

\*\*\* NOTES 12/17/2007 09:30 AM Pacific Daylight Time **AIR**by Action Type:Correspondence rec.

CRCA REC'D VIA FAX FROM RICART KIA WHICH INCLUDES:

1. RELEASE OF TITLE

INFO ADDED TO HARD FILE AND AH TO F/U WITH DPSM D

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

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736875 [REDACTED]	K1481748	15,800
Columbia, MD	[REDACTED]	Prod. Date: 11/29/06	Dealer: MD025	Laurel Kia

**Case History**

Complaint **RepAIR** Benefit

\*\*\* PHONE LOG 08/04/2008 03:30 PM US Mountain Standard Time TLarson  
CUSTOMER ADVISED

- 1 CALLING TO FIND OUT ABOUT THE O.C.S.
- 2 I HAVE GONE TO THE DEALER 2-3 TIMES AND ITS STILL NOT WORKING PROPERLY
- 3 I HAVE HAD PEOPLE THAT RANGE FROM 150LBS- 300LBS, NOTHING TURNS THE LIGHT OFF CONSISTENTLY
- 4 TO ME ITS A SAFETY FEATURE /CONCERN
- 5 I WANT TO GET THIS FIXED, DEALER HASNT CALLED ME BACK IN A WEEK
- 6 WHAT ARE WE GOING TO DO

WRITER ADVISED

- 1 APOLOGIZED FOR THE CONCERNS
- 2 EXPLAINED THAT THE O.C.S. IS SOMETIMES TRICKY TO RESOLVE
- 3 THE O.C.S. IS A ACTIVE COMPONENT MEANING THAT IT IS DESIGNED TO DEPLOY THE **AIR**BAG ONLY WHEN CERTAIN CRITERIA IS MET
- 4 THE LIGHT IS DESIGNED TURN ON AND OFF DEPENDING ON A LOT OF A FACTORS INCLUDING BUT NOT LIMITED TO WEIGHT AND SEATING POSITION
- 5 YOUR PRIMARY SAFETY DEVICE IN THE VEHICLE IS YOUR SEATBELT, SO IN THE EVENT OF A ACCIDENT WE WOULD DEPEND PRIMARILY ON THE SEATBELT TO PROTECT YOU
- 6 I WOULD NEED TO FOLLOW UP WITH THE DEALER
- 7 FROM THERE WE WOULD CALL THE DPSM WHO WOULD DETERMINE HOW KIA WILL HANDLE THE SITUATION

CUSTOMER ADVISED

1 OK SO HOW DOES THIS WORK

WRITER ADVISED

- 1 I WILL CALL THE DEALER TOMORROW
- 2 IN TURN I WILL CALL YOU BACK AND ADVISE YOU ON WHAT IS GOING TO HAPPEN
- 3 WE HAVE A NUMBER OF OPTIONS OF THINGS AND PEOPLE THAT WE CAN INVOLVE

CUSTOMER ADVISED

- 1 THERE IS ALSO A RATTLE IN THE DOOR
- 2 THEY WONT REMOVE THE DOOR PANEL
- 3 THE NOISE IS NOT ALL OF THE TIME
- 4 CAN WE GET THEM TO REVIEW THAT

WRITER ADVISED

- 1 NORMALLY WE WAIT FOR THE DEALER TO DUPLICATE THE CONCERNS
- 2 IF THEY CANNOT HEAR A NOISE FROM THE DOOR THEN THEY MAY NOT REMOVE THE DOOR PANEL
- 3 WE CAN REVIEW BUT NORMALLY THEY WILL NEED TO HEAR THE NOISE THEN WILL REMOVE THE DOOR PANEL IF NEEDED
- 4 IF THEY DONT FIND A PROBLEM THEY MAY SEEK A DIAGNOSTIC FEE IF THE **REPAIR** IS NOT COVERED

CUSTOMER ADVISED

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736875 [REDACTED]	K1481748	15,800
Columbia, MD	[REDACTED]	Prod. Date: 11/29/06	Dealer: MD025 Laurel Kia	

1 OK I WILL WAIT TO HEAR FROM YOU TOMORROW

\*\*\* PHONE LOG 08/05/2008 01:29 PM US Mountain Standard Time TLarson Action Type:Outgoing call  
WRITER CALLED SVC MGR BUTCH @ MD025

1 CALLING TO TOUCH BASE WITH YOU ON THIS CUSTOMER  
2 HE CALLED US SAID IT HAS BEEN THERE 2-3 TIMES FOR **OCS** CONCERNS  
3 WHAT IS THE STATUS

SVC MGR BUTCH @ MD025

1 VEHICLE HAS BEEN HERE TWICE  
2 ONCE ON 7/18/08 FOR **OCS** CONCERNS  
3 WE HAD 2 PEOPLE SIT IN THE SEAT  
4 BOTH PEOPLE THE SEAT WORKED PROPERLY , SYSTEM WORKING OK  
5 THE OTHER TIME WAS 6/24/08  
6 THAT WAS FOR A RATTLE CONCERN, UNABLE TO DUPLICATE THE RATTLE  
7 THE SEAT IS VERY SENSITIVE  
8 SO IF WE CAN SEE THAT THE SEAT IS NOT WORKING PROPERLY THEN WE WILL REPAIR THE VEHICLE

WRITER ADVISED

1 OK THANK YOU

\*\*\* PHONE LOG 08/05/2008 02:59 PM US Mountain Standard Time TLarson Action Type:Outgoing call  
WRITER CALLED CUSTOMER

1 SPOKE WITH THE DEALER  
2 EXPLAINED THAT THE DEALER HAS ONE NOTE FOR **OCS** CONCERN ON 7/18/08  
3 AT THAT TIME THE DEALER VERIFIED THAT THE **AIR**BAG SYSTEM WAS WORKING PROPERLY  
4 IF YOU ARE HAVING PROBLEMS THEY NEED TO VERIFY THE CONCERNS  
5 PLEASE FOLLOW UP WITH BUTCH  
6 HE WILL BE ABLE TO VERIFY THE CONCERN IF SO THEN THE DEALER WILL ADDRESS THE REPAIR UNDER WARRANTY

CUSTOMER ADVISED

1 WELL WHAT IF I TAKE A PICTURE IS THAT PROOF ENOUGH

WRITER ADVISED

1 IM NOT SURE IT IS  
2 THE DEALER WILL NEED TO VERIFY TO KIA THAT A PART IS DEFECTIVE OR NOT WORKING PROPERLY



**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736875 ██████████	K1481748	15,800
Columbia, MD ██████████		Prod. Date: 11/29/06	Dealer: MD025	Laurel Kia

4 THIS SHOULD HAPPEN TO ANYONE THAT SITS IN THE SEAT, IT SHOULDNT MATTER THE SPECIFIC PERSON SO IF YOU HAVE PEOPLE THAT WILL DUPLICATE THE CONDITION WHILE SITTING IN THE SEAT, BRING THEM TO THE DEALER WITH YOU  
5 IF NEEDED THE DEALER WILL CALL THE TECHLINE/DPSM

CUSTOMER ADVISED

- 1 OK THANK YOU
- 2 I WILL CALL BUTCH
- 3 WILL CALL YOU BACK IF NEEDED

\*\*\* CASE CLOSE 08/05/2008 03:00 PM US Mountain Standard Time TLarson

\*\*\* PHONE LOG 09/11/2008 11:19 AM US Mountain Standard Time CCummins Action Type:Incoming call  
CUSTOMER STATES

- 1. THE CEL IS ON BUT VEHICLE IS RUNNING FINE
- 2. ALSO THE **AIR**BAG LIGHT IS ON WHEN MY WIFE SITS IN THE SEAT
- 3. WHAT DO I DO ABOUT A VEHICLE IF THEY DECIDE TO HOLD ON TO IT?

WRITER STATES

- 1. APOLOGIZED FOR THE SITUATION
- 2. THE CEL HAS A MULTITUDE OF REASONS FOR COMING ON
- 3. THE MAIN REASON IS THE GAS CAP BEING LOOSE
- 4. ADVISED VEHICLE IS SAFE TO DRIVE IF THE CEL IS SOLID BUT IF IT STARTS FLASHING THEN NEEDS TO BE AT A DEALERSHIP RIGHT AWAY
- 5. ADVISED WHILE KIA DOES NOT HAVE A PROVISION FOR RENTALS. KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS.
- 6. 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
- 7. ADVISED DEALERSHIP WOULD HAVE TO DIAGNOSE THE VEHICLE FOR THE RENTAL CONSIDERATION
- 8. PROVIDED CASE # FOR FURTHER INQUIRIES

\*\*\* CASE CLOSE 09/11/2008 11:21 AM US Mountain Standard Time CCummins

\*\*\* CASE CLOSE 10/09/2008 08:32 AM US Mountain Standard Time TMorales

**AIR**bag tread review complete

\*\*\* PHONE LOG 10/16/2008 02:49 PM US Mountain Standard Time RChacon Action Type:Incoming call  
CUSTOMER STATED:

- 1. GAVE CASE #

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736875 [REDACTED]	K1481748	15,800
Columbia, MD [REDACTED]		Prod. Date: 11/29/06	Dealer: MD025	Laurel Kia

3. I HAVE TAKEN VEH TO MD025 SEVERAL TIMES FOR PROBS, AND THEY ARE NOT BEING FIXED
4. THE PROB'S I HAVE ARE THE **AIR**BAG LIGHT IS ON, THE REAR HATCH HAS A HINGE ALIGNMENT PROB, THE DRIVER DOOR MAKES A RATTLE NOISE @ 50 MPH, AND THE VEH NEEDS AN O2 SENSOR
5. THE LAST TIME I HAD VEH TO DEALER WAS 10/7/08, THE DID DUP THE PROB, WERE GOING TO CONTACT THE FACTORY REP, AND GET BACK WITH ME
6. THEY WERE ALSO GOING TO ORDER THE O2 SENSOR, AND CALL ME WHEN IT CAME IN
7. I HAVE NOT HEARD BACK FROM THIS DEALER SINCE
8. I HAVE THE VEH NOW, AND I WANT THESE PROB'S FIXED

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO, NO RECALLS
3. IN ORDER FOR DEALER TO MAKE A REP**AIR**, PROB MUST BE DUPLICATED
4. I WILL CALL DEALER TO GET MORE INFO ON STATUS OF VEH CONCERNS
5. ONCE I HAVE INFO, I WILL FOLLOW BACK UP WITH YOU
6. PROVIDED WRITER EXT #

CUSTOMER STATED:

1. THANK YOU

\*\*\* PHONE LOG 10/17/2008 12:51 PM US Mountain Standard Time RChacon Action Type:Outgoing call  
WRITER CALLED MD025. WAS PLACED ON HOLD FOR 5 MIN, WRITER DISCONNECTED

\*\*\* PHONE LOG 10/17/2008 01:06 PM US Mountain Standard Time RChacon Action Type:Outgoing call  
WRITER CALLED MD025, SPOKE WITH SVC ADV SCOTT WHO STATED:

1. SVC MGR IS BUTCH NOT IN TODAY
2. WE DID ORDER AN O2 SENSOR FOR VEH ON 10/9/08, AND WAS RECEIVED TODAY
3. I DO NOT HAVE MUCH INFO REGARDING AN **AIR**BAG LIGHT
4. I WILL TAKE A MSG, AND HAVE SVC MGR BUTCH CALL YOU BACK, WHAT IS YOUR CONTACT INFO?

WRITER STATED:

1. PLEASE HAVE SVC MGR BUTCH CALL BACK
2. LEFT CONTACT INFO. AND CASE #

\*\*\* PHONE LOG 10/20/2008 12:55 PM US Mountain Standard Time RChacon Action Type:Outgoing call  
WRITER CALLED MD025, SPOKE WITH SVC ADV DAVE WHO STATED:

1. SVC MGR BUTCH IS CURRENTLY UNAVAILABLE
2. I AM AWARE OF THIS VEH
3. THE LAST TIME IT WAS IN. HE BROUGHT VEH IN WITH WIFE SITTING IN THE SEAT. AND THE **PASS** **AIR**BAG LIGHT WAS ON. BUT WE HAVE NEVER BEEN ABLE TO DUP
4. THE SVC MGR BUTCH HAD CONTACTED THE DPSM, AND UNDERSTAND THE DPSM HAS LEFT OUR REGION
5. THE SVC MGR DID CALL THE COVERING DPSM TODAY RJOYCE. AND JUST WAITING FOR HIM TO GET BACK TO US
6. WE DO NOT HAVE CUSTOMER SCHEDULED BACK IN YET TO GET O2 SENSOR INSTALLED. BUT WILL SET UP APPT
7. ONCE I HAVE MORE INFO AFTER SPEAKING WITH DPSM. I WILL CALL YOU BACK
8. WHAT IS YOUR CONTACT INFO?

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[REDACTED]	[REDACTED]	KNDJC736875 [REDACTED]	K1481748	15,800
Columbia, MD	[REDACTED]	Prod. Date: 11/29/06	Dealer: MD025	Laurel Kia

WRITER STATED:

1. PROVIDED CONTACT INFO, AND CASE #
2. THANKED DAVE

\*\*\* PHONE LOG 10/21/2008 07:23 AM US Mountain Standard Time RChacon Action Type:Incoming call  
CUSTOMER LEFT VM STATING:

1. CALLING TO FIND OUT STATUS OF CASE
2. PLEASE CALL BACK
3. LEFT CASE #. AND PHONE # IN CASE

\*\*\* PHONE LOG 10/21/2008 07:42 AM US Mountain Standard Time RChacon Action Type:Outgoing call  
WRITER CALLED DPSM RJOYCE, AND STATED:

1. CUSTOMER CONCERN
2. REITERATED INFO FROM SVC ADV DAVE

DPSM STATED:

1. I DO NOT RECALL SPEAKING TO DEALER ABOUT THIS VEH
2. I KNOW THAT ON SOME OF THESE VEH'S THERE IS A REFLASH THAT NEEDS TO BE DONE
3. I WILL CALL DEALER TO GET MORE INFO
4. ONCE I HAVE INFO. I WILL FOLLOW UP WITH YOU

WRITER STATED:

1. WILL SEND YOU COPY OF CASE HISTORY
2. THANKS FOR YOUR HELP

\*\*\* EMAIL OUT... RChacon Action Type:External email  
Send to:[RJOYCE@KIAUSA.COM]

1. WILLIAM WARDDELL. OG OWNER OF 07 SORENTO. 15K MILES. HAVING PROB WITH **PASS** SIDE **AIRBAG** LIGHT
2. HAS TAKEN VEH TO MD025 FOR PROB, PROB WAS DUPLICATED, AND DEALER ADVISED CUSTOMER HE WOULD GET BACK TO HIM AFTER SPEAKING WITH KIA
3. CUSTOMER HAS NOT HEARD BACK FROM DEALER, AND HAS CALLED KMA FOR ASSISTANCE
4. WRITER RCHACON EXT # 45295, THANK YOU

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

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

<<File Attachment: \\copubs\ClarifyOBJCA Attachments\SendHistory\Case K1481748 RChacon 10-21-2008073559.doc>>

\*\*\* PHONE LOG 10/21/2008 07:50 AM US Mountain Standard Time RChacon Action Type:Outgoing call  
WRITER CALLED CUSTOMER. AND STATED:

**Kia Motors America  
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736875 [REDACTED]	K1481748	15,800
Columbia, MD [REDACTED]		Prod. Date: 11/29/06	Dealer: MD025	Laurel Kia

1. REITERATED INFO FROM SVC ADV DAVE
2. I DID SPEAK WITH AREA REP TODAY, AND HE IS DOING SOME RESEARCH ON THIS
3. ONCE I HAVE INFO, I WILL FOLLOW BACK UP WITH YOU

CUSTOMER STATED:

1. THANK YOU

\*\*\* PHONE LOG 10/21/2008 09:21 AM US Mountain Standard Time RChacon Action Type:Incoming call  
DPSM RJOYCE LEFT VM STATING:

1. I DID SPEAK WITH STEVE, AND SVC MGR BUTCH @ DEALER
2. THEY HAVE NOT DONE THE REFLASH TO VEH FOR **OCS**
3. DEALER DID STATE THAT PERSON SITTING IN SEAT DID WIDEN THE SEAT, WHICH COULD ALSO CAUSE A PROB
4. I HAVE ASKED SVC MGR BUTCH TO CONTACT CUSTOMER TO SET UP APP TO HAVE REFLASH DONE, AND WILL CALL ME BACK WITH AN UPDATE ONCE THIS IS DONE
5. IF YOU HAVE QUESTIONS, CAN CALL ME BACK

\*\*\* PHONE LOG 10/21/2008 09:56 AM US Mountain Standard Time RChacon Action Type:Outgoing call  
WRITER CALLED CUSTOMER, AND STATED:

1. REITERATED INFO FROM DPSM

CUSTOMER STATED:

1. THANK YOU

\*\*\* CASE CLOSE 10/21/2008 09:57 AM US Mountain Standard Time RChacon

\*\*\* PHONE LOG 10/31/2008 06:33 AM US Mountain Standard Time RChacon Action Type:Incoming call  
CUSTOMER LEFT VM STATING:

1. PLEASE CALL BACK
2. LEFT CASE #. AND PHONE # IN CASE

\*\*\* PHONE LOG 10/31/2008 12:16 PM US Mountain Standard Time RChacon Action Type:Incoming call  
CUSTOMER LEFT VM STATING:

1. LEFT CASE #
2. WOULD LIKE TO SPEAK WITH YOU ABOUT REPAIRS TO VEH
3. LEFT PHONE #

\*\*\* PHONE LOG 10/31/2008 12:23 PM US Mountain Standard Time RChacon Action Type:Outgoing call  
WRITER CALLED CUSTOMER, WHO STATED:

1. I SPOKE WITH THE DEALER TODAY, AND THEY TOLD ME THAT THEY WILL DO A REPROGRAM TO **AIRBAG** SYSTEM
2. THEY TOLD ME THAT IF THAT FAILED, NOTHING ELSE WOULD BE DONE, IS THIS TRUE?
3. WHAT IF THE REFLASH DOES NOT WORK, WHAT THEN?

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736875 [REDACTED]	K1481748	15,800
Columbia, MD 21045		Prod. Date: 11/29/06	Dealer: MD025 Laurel Kia	

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. AREA REP FEEL THAT THE REFLASH WILL TAKE CARE OF THE PROB
3. UNTIL YOU HAVE THIS DONE, WE WILL NOT KNOW IF THAT WILL RESOLVE THE PROB
4. IF THE RE FLASH DOES NOT WORK, WE WILL CROSS THAT BRIDGE ONCE WE GET THERE

CUSTOMER STATED:

1. I WILL TAKE IT IN, THANK YOU

\*\*\* CASE CLOSE 10/31/2008 12:23 PM US Mountain Standard Time RChacon

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Consumer Affairs Department**

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<b>Last name</b> [REDACTED]	<b>First name</b> [REDACTED]	<b>VIN of 2007 SORENTO LX 4X2</b> KNDJD736475 [REDACTED]	<b>Case Number</b> K1416439	<b>Mileage</b> 1,000
Collierville, TN 38017		Prod. Date: 6/30/06	Dealer: TN027 Gossett Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 02/20/2008 03:20 PM US Mountain Standard Time SJeon Action Type:Incoming call

Ms Warren stated;

1. I purchased the vehicle and I have issue with Kia dealer
2. I searched for this car and we got it
3. sales persons were nice until I signed on contract
4. sales manager know nothing about the car
5. there was spots and brake was pulsate
6. they said they are going to detail it
7. spot was still there when I picked up the car
8. rotor was resurfaced so there is not vibration any more
9. **PASS**enger side **AIR** bag is off while I am sitting
10. SVCM told me that it does not have any problem but **PASS**enger needs to weigh more than 115 pound
11. I need to transfer tag because we live in different county
12. dealer asked us to give 10 for all marks
13. dealer ordered speaker cover about a couple of weeks ago, but they never called me back
14. they told me 'you can pick another vehicle' or ' what wrong now?' - rude to me

writer stated:

1. updated/ no open recall
2. sorry for situation
3. \*\*\*left VM message for Bruce/SVCM to call writer back
4. provided case #, ext #

\*\*\* PHONE LOG 02/21/2008 09:17 AM US Mountain Standard Time SJeon Action Type:Incoming call

John/SVC @ Gunther Kia left VM:

1. My cell # is 910-808-8298

\*\*\* PHONE LOG 02/21/2008 09:28 AM US Mountain Standard Time SJeon Action Type:Outgoing call

John/SVC stated:

1. customer came in 2/14 for brake vibration
2. it is rep**AIR**ed
3. **OCS** is working fine
4. it will be on for person over 80 pound
5. there is nothing about speaker cover
6. advise customer to come back

\*\*\* PHONE LOG 02/21/2008 09:39 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer left VM message for customer to call writer back:

W/ left case #, ext #

\*\*\* PHONE LOG 02/21/2008 02:16 PM US Mountain Standard Time SJeon Action Type:Outgoing call

writer stated:

1. reiterated what John/SVCM@TN027 stated:
2. they didn't order speaker cover yet
3. sorry for the situation
4. if the dealer is too far, customer can use closer Kia dealer for warranty issue

Ms Warren stated:

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736475 [REDACTED]	K1416439	1,000
Collierville, TN		Prod. Date: 6/30/06	Dealer: TN027	Gossett Kia

1. this dealer is 45 minutes away
2. I still have issue with my tag
3. Kelly/Finance told me that she is going to call me back but she never called me back
4. I end up call her back
5. it is not the customer service I supposed to get
6. If it is not resolved then I will speak to [REDACTED]
7. thank you for calling me back
8. I don't have complaint against Kia at all

\*\*\* CASE CLOSE 02/21/2008 02:17 PM US Mountain Standard Time SJeon

\*\*\* CASE CLOSE 04/10/2008 11:22 AM US Mountain Standard Time JHirshfield

**ATD:** [REDACTED]

**Kia Motors America  
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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
St. Petersburg, FL		KNDJD735585	K1575863	11,000
		Prod. Date: 6/2/07	Dealer: FL060 Crown Kia	

**Case History**

Complaint **RepAIR** Assistance

\*\*\* PHONE LOG 04/13/2009 12:33 PM US Mountain Standard Time HReynolds

Ms. Washington stated:

1. just bought this car used
2. CEL came on
3. already checked the gas cap

Writer stated:

1. updated/no open recall
2. apology for situation
3. advised, make an appt with kia dealer
4. provided # for Crown Kia
5. provided ref# and writer's ext

\*\*\* CASE CLOSE 04/13/2009 12:33 PM US Mountain Standard Time HReynolds

\*\*\* NOTES 04/28/2009 01:36 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA received letter from customer

1. Cust states same concerns as above.
2. Cust states the **AIR** bag light is on also.
3. Cust states she took her vehicle to the dlr and they talked to her like she was uneducated and not able to understand what they were saying.
4. Cust states she has an over priced used car that is a lemon.

Dispatching to the CC for cust contact.

\*\*\* PHONE LOG 04/29/2009 10:01 AM US Mountain Standard Time RHall Action Type:Outgoing call  
wrt called to speak to Cynese Washington - LVM x1

- 1 This is KMA calling in regards to a letter you sent in for CEL and **AIR** bag concern
- 2 Kia would be happy to try to assist you. please cb wrt at 1-800. case. ext

\*\*\* PHONE LOG 04/30/2009 05:30 AM US Mountain Standard Time RHall Action Type:Outgoing call  
wrt called to speak to svc mgr Steve at FL060-- LVM

- 1 calling to get rep**AIR** history and current diagnosis for CEL and **AIR** bag light
- 2 please cb wrt at 1-800. case, ext

\*\*\* PHONE LOG 04/30/2009 06:32 AM US Mountain Standard Time RHall Action Type:Outgoing call  
wrt called to speak to Mrs Washington

- 1 calling to follow up on a letter you sent in regarding the **AIR** bag?

Cynese Washington stated

- 1 I sent in a letter with the rep**AIR** orders and the dlrs business card
- 2 The dlr is acting like the **AIR** bag not working is not big deal
- 3 she said It is just a trip switch - the control panel in dash board and said dlr reset it

--- **AIR** --- --- **DASC** ---



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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735585 [REDACTED]	K1575863	11,000
St. Petersburg, FL [REDACTED]		Prod. Date: 6/2/07	Dealer: FL060 Crown Kia	

7 And I love this car- everyone in my family owns a Kia- mother and sister in law, my husband, now me, everyone  
8 It is just the dlr, they are just trying to pull one over on me  
9 when I bought the car the paperwork said warranty, then after I signed it said no warranty as is- I was really upset!

wrt stated

1. Apologized
2. KMA would like to oversee the rep **AIR** of your veh and help the dlr
3. Exhaust all resources to help rep **AIR** your veh
4. Will follow up with the dlr and contact you with any new information as soon as it is available
5. as a second owner you qualify for remaining balance of 5yr/60k miles which ever comes first- so you will have warranty until 3/25/2013 or 60,000 miles which ever comes first
6. Gave case# and ext # to cb when veh is at the dlr

\*\*\* CASE CLOSE 04/30/2009 06:33 AM US Mountain Standard Time RHall  
cust will call back when veh is at the dlr

\*\*\* PHONE LOG 05/04/2009 06:38 AM US Mountain Standard Time JBaty Action Type:Incoming call  
Customer stated:

1. Got into a fender bender on Friday.
2. Had a **PASS**enger with me.
3. The **AIR** bags did not deploy.
4. We were going under 20 mph.

Writer stated:

1. Apologized.
2. Will take accident report.
3. Took accident report.
4. Seatbelts are your primary restraint device, **AIR** bags are supplemental
5. Side **AIR** bags are designed to deploy in moderate to severe side collisions to the impacted side.
6. The requirement for the **AIR** bags to deploy is determined by the speed & angle of impact.
7. Side **AIR** bags may also deploy during a rollover accident if the side of the veh is struck with sufficient force.
8. There is no way for writer to tell cust if the **AIR** bags should or should not have deployed.
9. Writer will forward the accident report to the appropriate office for a review.
10. Kia will need pictures of the veh & the police report.
11. Provided writer's email address for the pictures.
12. Once Kia receives the pictures & police report. Kia will contact cust

\*\*\* NOTES 05/04/2009 06:52 AM US Mountain Standard Time JBaty Action Type:Manager review  
Dispatching to National CA.

1. Customer had taken vehicle to dealer for **AIR** bag light concern.
2. Customer was not satisfied with dealer's explanation.
3. Customer intended to make another appointment for **AIR** bag light concern this week.
4. Got into a fender bender on 5/1/09 with rep **AIR** estimate of \$926.10 from insurance adjustor.

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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]	KNDJD735585 [REDACTED]	K1575863	11,000
St. Petersburg, FL [REDACTED]		Prod. Date: 6/2/07	Dealer: FL060	Crown Kia

\*\*\* PHONE LOG 05/07/2009 08:59 AM Pacific Daylight Time ELau Action Type:Outgoing call  
Wrt called customer left VM requesting call back

\*\*\* PHONE LOG 05/12/2009 09:40 AM Pacific Daylight Time ELau Action Type:Outgoing call  
Wrt called customer left VM requesting call back

\*\*\* PHONE LOG 05/15/2009 08:45 AM Pacific Daylight Time ELau Action Type:Outgoing call  
Wrt called customer left VM requesting call back

\*\*\* NOTES 05/29/2009 10:02 AM Pacific Daylight Time ELau Action Type:Manager review  
1. Wrt mailed call me letter to customer  
2. Close case pending further contact from customer

\*\*\* CASE CLOSE 05/29/2009 10:02 AM Pacific Daylight Time ELau

\*\*\* CASE CLOSE 07/06/2009 01:02 PM Pacific Daylight Time MWirz  
TREAD REVIEW DONE

\*\*\* NOTES 08/08/2009 03:20 PM Pacific Daylight Time MCameron Action Type:Manager review  
TREAD review.

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736285 [REDACTED]	K1421446	3,084
Travelers rest, SC [REDACTED]		Prod. Date: 5/15/07	Dealer: SC005 Kia of Greenville	

**Case History**

Complaint *Rep AIR Assistance*

\*\*\* PHONE LOG 03/05/2008 09:10 AM US Mountain Standard Time ERuiz

\*\*\*CALLER STATED\*\*\*

1. WE BOUGHT THE CAR BACK IN 1/04/08
2. WE HAVE TAKEN IT TO THE DEALER 4 DIFFERENT TIMES.
3. THE **PASS**enger side **AIR** BAG CAME ON.
4. SO WE TOOK IT TO THE DEALER, AND THEY SAID THAT YOU PEOPLE WILL HAVE TO SEND SOMEONE OUT TO GET IT REPROGRAM.
5. NOW I JUST GOT BACK FROM THE DEALER, AND THEY SAID THAT THEY HAVE TO GET A SPECIAL TOOL TO GET **REPAIR**.
6. I WANT TO KNOW WHAT'S THE REAL STORY ABOUT THIS.

\*\*\*WRITER STATED\*\*\*

1. APOLOGIZED FOR THE INCONVENIENCE.
2. +VIN HASN'T BEEN RDR. WRT WILL CALL DEALER TO ADVISE+
3. WRT EXPLAINED, WILL CALL THE DEALER FOR MORE INFO.
4. WRT WILL CALL THE CUSTOMER BACK JUST AS SOON AS MORE INFO BECOMES AVAILABLE.
5. CUSTOMER CAN BE REACH AT [REDACTED]

\*\*\* PHONE LOG 03/06/2008 03:04 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

\*\*\*WRITER STATED\*\*\*

1. WRT CALLED SC005 AND TALKED TO MARK IN SVC.
2. WRT ASKED FOR MORE INFORMATION ABOUT THE **OCS** REPROGRAM.
3. MARK STATED:
  - a) WE HAVE THE CUSTOMER'S INFORMATION HERE W/ US.
  - b) WE'RE WAITING FOR THE KIA FIELD TECH TO COME.
  - c) WE HAVE FIVE DIFFERENT VEHICLE THAT NEED TO HAVE THE **OCS** REPROGRAM.
  - d) WE TOLD THE CUSTOMER THAT THE KIA FIELD TECH HAS THE SPECIAL TOOL TO REPROGRAM IT.
4. WRT THANKED MARK FOR THE INFO.

\*\*\* PHONE LOG 03/06/2008 03:11 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

\*\*\*WRITER STATED\*\*\*

1. WRT CALLED MRS WATSON.
2. WRT EXPLAINED THE DEALER IS WAITING FOR AN FTR TO REFLASH THE **OCS**.
3. CUSTOMER STATED:
  - a) I WAS NOT CONFUSE WHEN THE TECHNICIAN TOLD ME THAT HE WAS WAITING FOR A TOOL.
  - b) HE TOLD ME THAT AS SOON AS THE TOOL ARRIVED, HE WILL TAKE CARE OF IT HIMSELF.
  - c) LET ME REMIND YOU THAT THIS IS A 2008 VEHICLE.
  - d) I AM NOT DRIVING THE VEHICLE BECAUSE IT'S NOT SAFE!
4. WRT EXPLAINED TO THE CUSTOMER THAT THE PRIMARY SAFETY DEVISE IN THE VEHICLE IS THE SEAT BELT.
5. CUSTOMER STATED:
  - a) I UNDERSTAND THE SEAT BELT WILL PROTECT ME IN THE EVEN OF AN ACCIDENT.
  - b) BUT THE **AIR** BAG IS DESIGNED TO PROTECT THE OCCUPANTS FOR FURTHER INJURIES.
  - c) I'VE BEEN IN AN ACCIDENT AND I KNOW.
  - d) I WANT TO KNOW WHEN THIS KIA FIELD REP IS GOING TO BE AT THE DEALER.
  - e) I'VE BEEN TRYING TO GET THIS DONE SINCE JANUARY.
6. WRT WILL CALL THE KIA DPSM TO FIND OUT THE DATE AND TIME OF THE FTR VISIT.

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736285 [REDACTED]	K1421446	3,084
Travelers rest, SC	[REDACTED]	Prod. Date: 5/15/07	Dealer: SC005	Kia of Greenville

\*\*\* PHONE LOG 03/06/2008 03:12 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

\*\*\*WRITER STATED\*\*\*

1. WRT CALLED DPSM, MATT MYERS
2. MATT WAS NOT AVAILABLE.
3. WRT LEFT HIM A DETAIL MESSAGE.
4. WRT REQUESTED A CALL BACK AT EXT 45605.

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

Send to:[mmyers@kiausa.com]

CC List:[dburke@kiausa.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K1421446\_ERuiz\_03-06-2008150629.doc>>

\*\*\* PHONE LOG 03/10/2008 11:21 AM US Mountain Standard Time SLarez Action Type:Incoming call

CUSTOMER CALLED BACK

CUSTOMER STATES.

1. I AM CALLING TO CHECK THE STATUS OF THE CASE.
2. REITERATED COMMENTS DOCUMENTED BY Z.RUIZ.

WRITER STATES.

1. REVIEWED FILE, UPDATED CASE NOTES INDICATE WE ARE AWAITING FOR A RESPONSE FROM OUR REP.
2. WE MAY SEND THIS CASE TO OUR REGIONAL OFFICE SINCE WE HAVE NOT HEARD ANYTHING.
3. I WILL UPDATE THE FILE AND REQUEST YOU GET A CALL BACK ASAP REGARDING YOUR CONCERN

CUSTOMER STATES.

1. CALL ME ON MY CELL PHONE.

\*\*\* NOTES 03/10/2008 11:22 AM US Mountain Standard Time SLarez Action Type:Manager review

CUSTOMER CELL PHONE [REDACTED]

\*\*\* NOTES 03/10/2008 11:27 AM US Mountain Standard Time ERuiz Action Type:Manager review

\*\*\*WRITER STATED\*\*\*

1. CASE DISPATCHED TO THE SRCA OFFICE BECAUSE:
  - a) **PASS**ENGER'S SIDE **AIR** BAG IS STAYING ON.
  - b) CUSTOMER FEELS THE VEHICLE IS UNSAFE TO DRIVE.
  - c) WRT CALL DPSM TO REQUEST MORE INFORMATION ON FTR.
  - d) WRT RECEIVED NO RESPONSE FROM DPSM.
  - e) PLEASE BE ADVISE. VEHICLE'S THE VEHICLE'S MASTER INQUIRY SCREEN HASN'T BEEN RDR.
  - f) CONTACT CUSTOMER W/ RESOLUTION

**Kia Motors America**  
**Consumer Affairs Department**

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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>
██████████	██████████	KNDJD736285 ██████████	K1421446	3,084
Travelers rest, SC ██████████		Prod. Date: 5/15/07	Dealer: SC005 Kia of Greenville	

\*\*\* NOTES 03/12/2008 01:06 PM Eastern Daylight Time DBurke Action Type:Manager review

Called the customer and stated:

1. I am calling about your Kia vehicle.
2. Your case has been forwarded to me for review.
3. I have read your case and wanted to know if there is anymore information that you would like to give before I start my review process.

Cust states:

1. I am very upset, my husband and I buy brand new vehicle's every year and we pay cash for them.
2. I am very disappointed in Kia and it's product.
3. This vehicle has been to the dlr 4x for the **PASS**enger side **AIR**bag light.
4. Marvin the srv Mngr told me that it is going to take weeks for the tool to come.
5. I do not want to wait weeks this is a safety defect and I am scared to drive the vehicle.

Wtr states:

1. Let me get you documents from the dlr and review your history.
2. There is a tool out there and I am going to find out where it is and have it sent to the dlr I will call you by the time I leave to day with an update.

Cust states:

1. I do not want to drive this vehicle.
2. What if I get into an accident what will you do then?
3. I do not want to drive the vehicle I would like alternate transportation to drive I should not be in this position.

Wtr states:

1. Let me review your case and I will call you back when I have more information.
2. Wtr thanked the customer and ended the call.

\*\*\* NOTES 03/12/2008 01:23 PM Eastern Daylight Time DBurke Action Type:Manager review

Called the dlr and stated:

1. I am calling about Ms. ██████████ vehicle.
2. What is going on with here car.

Marvin Srv Mngr states:

1. We explained to the customer that the tool is not available right now.
2. We should be receiving it in 2 weeks.

Wtr states:

1. Can you please fax me over her srv doc's.
2. Wtr thanked Marvin and ended the call.

\*\*\* NOTES 03/12/2008 01:31 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called Steve Rupert FTR.

2. Called Steve Rupert FTR.

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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]	KNDJD736285 [REDACTED]	K1421446	3,084
Travelers rest, SC	[REDACTED]	Prod. Date: 5/15/07	Dealer: SC005	Kia of Greenville

Steve states:

1. I have an extra tool at my house I can FedEx the tool today for priority delivery tomorrow.
2. Have the customer drop the vehicle off today.

Wtr states:

1. Thank you so much Steve I really appreciate the help.
2. Wtr ended the call.

\*\*\* NOTES 03/12/2008 01:37 PM Eastern Daylight Time DBurke Action Type:Manager review

Called the dlr back and stated:

1. I am calling to let you know that I just spoke to Steve Rupert and he has the tool available and he is going to send it to you through FedEx.
2. You should receive it by tomorrow.
3. The customer is going to need alternate transportation.

Marvin states:

1. We do not have any loaner vehicle's.

Wtr states:

1. Then I will call Matt so that he can approve the rental vehicle.

Marvin states:

1. Sounds like a plan to me.
2. How did you get the part so fast.

Wtr states:

1. I just picked up the phone and called Steve and he had the tool available.

Marvin states:

1. Thank is great.

Wtr states:

1. I will contact the customer and let her know to drop her vehicle off today and that she will be provided with a rental.
2. Wtr thanked Marvin and ended the call.

\*\*\* NOTES 03/12/2008 01:40 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr called Matt Myers DPSM and stated:

1. Matt, I have a customer at SC005 and she has an **OCS** issue.
2. I would like for you to approve a rental.

Matt states:

1. No. Problem and provided the could.

Wtr states:

1. Thanks for the help and ended the call.

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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]	KNDJD736285 [REDACTED]	K1421446	3,084
Travelers rest, SC [REDACTED]		Prod. Date: 5/15/07	Dealer: SC005 Kia of Greenville	

Called the customer and stated:

1. Was calling to let you know that I located a tool that is available and it should be at the dlr tomorrow.
2. Kia will be providing you with a rental vehicle.

Cust states:

1. How did you make everything happen so fast.

Wtr states:

1. Just doing my job.
2. You can take your vehicle to the dlr today and drop it off.
3. When you get there ask for Marvin and he will assist you with the rental.

Cust states:

1. I appreciate everything that you are doing thank you so much for the help!

Wtr states:

1. No, thank you for your patience.
2. Ended the call.

\*\*\* NOTES 03/14/2008 02:10 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called the dlr to see if the customer's rep **AIR** was completed.

Srv Adv stated:

1. It was completed and we have not heard back from the customer.

Wtr states:

1. Thank you so much I really appreciate your help!
2. Ended the call.

\*\*\* NOTES 03/14/2008 02:11 PM Eastern Daylight Time DBurke Action Type:Manager review

Wtr states:

1. Called the customer the line was busy will call customer back by the end of the day.

\*\*\* NOTES 03/14/2008 06:01 PM Eastern Daylight Time DBurke Action Type:Manager review

Called the customer and stated:

1. May I please speak to Mrs. Watson.

This is Mr. Watson.

Wtr states:

1. I was calling to see how the rep **AIR** of the customer's vehicle went.

Mr. Waston states:

1. She is very happy with the rep **AIR**.

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Last name	First name	VIN of 2008 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736285 ██████████	K1421446	3,084
Travelers rest, SC ██████████		Prod. Date: 5/15/07	Dealer: SC005 Kia of Greenville	

Wtr states:

1. When is the best time to call her.

Mr. ██████████ states:

1. You can get her early in the morning.

Wtr states:

1. I will call her first thing Monday morning.
2. Wtr thanked Mr. ██████████ and ended the call.

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

Wtr states:

\*\*\* NOTES 03/17/2008 10:52 AM Eastern Daylight Time DBurke Action Type:Manager review

Cust called wtr and stated:

1. I was calling to talk to you about how I was treated at SC005.
2. You told me to go to the dlr and ask for Marvin when I got there they said that no one named Marvin worked there.
3. I got the rental vehicle that day.
4. I picked my vehicle up that Friday and guess what Marvin was there this time.
5. I asked him why they told me that he did not work there he did not know the answer to that.
6. I dislike this dlr this is my 2nd Kia and we paid cash for both of them.
7. This dlr does not value their customer's.
8. I love this car I really do but the srv at the dlr is unacceptably.
9. The dlr did not have my correct address on my rep **AIR** order.
10. You have been the best so far that I have dealt with.

Wtr states:

1. Thank you so much.
2. I am sure the dlr did not mean any harm I think that there has been a lot of tum over and maybe they just forgot about Marvin or the person that you spoke with was new.
3. I am going to forward your concerns to the DPSM Matt Myers so that he is aware of what is going on at that dlr.
4. We appreciate all of our customers and I hate that you feel that you were lied to.
5. On behalf of Kia I would like to apologize to you.
6. I would like to offer a GW gesture of \$500 for your inconvenience.

Cust states:

1. Oh my goodness that is great I really appreciate that offer.
2. I cannot thank you enough.

Wtr states:

1. I will be forwarding the letter to you today.
2. Once you receive it you can fax it or mail it back to me.
3. Please allow 30-45 days for delivery of the check.
4. Thanked the customer and ended the call.

\*\*\* NOTES 03/17/2008 10:53 AM Eastern Daylight Time DBurke Action Type:Manager review



**Kia Motors America  
Consumer Affairs Department**

<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]	KNDJD736285 [REDACTED]	K1421446	3,084
Travelers rest, SC [REDACTED]		Prod. Date: 5/15/07	Dealer: SC005 Kia of Greenville	

Wir states:

1. Closing case pending receipts of the check.

\*\*\* CASE CLOSE 03/17/2008 10:59 AM Eastern Daylight Time DBurke

\*\*\* CASE CLOSE 04/11/2008 09:53 AM US Mountain Standard Time JHirshfield

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735X85 [REDACTED]	K1523196	6,848
Vancouver, WA	[REDACTED]	Prod. Date: 11/9/07	Dealer: OR008 Ron Tonkin Kia	

**Case History**

Complaint Rep **AIR** Assistance

\*\*\* PHONE LOG 11/17/2008 05:33 PM US Mountain Standard Time RBriones

Mrs Weatherspoon stated:

1. Dealer is saying that there is nothing more they can do with the vehicle.
2. They is nothing more that they can rep**AIR**.
3. TPMS light has been on contantly.
4. Dealer svc dept has said they have replaced everything they can.
5. Also, am having a problem with the engine slipping.
6. When we go up a hill the engine sometimes slips and jerks.
7. As well, have been having an issue with **PASS**enger **AIR** bag light.
8. It is still coming on when there is someone sitting in the **PASS**enger seat.
9. Feel this car is a lemon and have had nothing but problems with it.
10. What do we do with a lemon vehicle?
12. Dealer said there is nothing more to rep**AIR**.
13. What can Kia do if we can't rep**AIR** it?

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty rep**AIR**s.
3. There are other resources we can get involved.
4. We have field techs we can get out to the vehicle if we need to.
5. Can not advise customer on state lemon laws.
6. Referred customer to WACI manual and BBB.
7. Will check on customer probs with svc dept and DPSM.
8. Can call customer back in a day or two.

\*\*\* PHONE LOG 11/18/2008 06:14 PM US Mountain Standard Time RBriones Action Type:Outgoing call  
Writer called OR008 and Adam in svc stated:

1. That veh was brought in for TPMS light being brought in again.
2. Have replaced module, tire pressure sensors, and reprogrammed mult times.
3. Customer also complaint about engine clunking noise/jerking.
4. Weren't able to duplicate that one.
5. Customer has complaint about **PASS**enger **AIR** bag light.
6. All of our tests have showed that is operating as designed.
7. Other than that tail lamps went out on vehicle. and vehicle is only at 6k miles.
8. Have looked at all these problem at least once before.
9. Waiting on call back from techline right now.
10. Techline stated it might be an interference issue.
11. Customer states they don't have anything in the vehicle right now that would cause that.
12. Just waiting for techline to discuss with their engineers.

Writer Stated:

1. Thanks for the info.

\*\*\* PHONE LOG 11/18/2008 06:18 PM US Mountain Standard Time RBriones Action Type:Outgoing call  
Writer called DPSM. Neal Ferdig. and left vm stating:

1. Gave writer's name and ext number

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735X85 [REDACTED]	K1523196	6,848
Vancouver, WA	[REDACTED]	Prod. Date: 11/9/07	Dealer: OR008 Ron Tonkin Kia	

3. Customer vehicle has been in mult times for same problem (TPMS)
4. Also customer states problem with engine/trans slipping.
5. Customer also complaining of problem with **PASS**enger **AIR** bag light.
6. Please give me a call back when you get a chance.
7. Will be dispatching to region.

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

Send to:[nferdig@kiausa.com]

Neal.

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

Thanks,

Richard B, Ext 46059.

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

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

<<File Attachment: \\copubs\ClarifyOBJCA\_Attachments\SendHistory\Case\_K1523196\_RBriones\_11-18-2008181139.doc>>

\*\*\* PHONE LOG 11/20/2008 03:27 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called customer and stated:

1. Felt msg on cust's answering machine.
2. Gave 800 number and ext number.
3. Adv customer we are still working on customer concerns.
4. Will be getting regional office involved.
5. Customer should be getting call back from them.
6. Svc dept is still working with our techline.

\*\*\* NOTES 11/20/2008 03:28 PM US Mountain Standard Time RBriones Action Type:Manager review

Dispatched for:

1. New vehicle, low miles, repeat concern.
2. Svc dept still waiting on techline response.
3. Non response from DPSM.
4. Customer mentioning lemon law.
5. Review of customer concerns and customer contact.

\*\*\* PHONE LOG 11/21/2008 05:37 PM US Mountain Standard Time RBriones Action Type:Incoming call

Ms [REDACTED] stated:

1. Have been talking to you and you called me yesterday.
2. If you could give me a call back at [REDACTED] that would be great.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85 ██████████	K1523196	6,848
Vancouver, WA ██████████		Prod. Date: 11/9/07	Dealer: OR008	Ron Tonkin Kia

3. Dealer is saying my vehicle is ready, and want to make sure we are on the same path.

\*\*\* PHONE LOG 11/21/2008 05:38 PM US Mountain Standard Time RBriones Action Type:Incoming call

Mrs ██████████ left vm stating:

1. Dealer is saying vehicle is ready.
2. Just calling back to follow up with you.
3. Thanks for all you help.
4. Please try and call me back today.

\*\*\* PHONE LOG 11/21/2008 05:40 PM US Mountain Standard Time RBriones Action Type:Incoming call

Ms ██████████ left vm stating:

1. Got call back from dealer.
2. We got a little bit more than halfway home from dealer and light went back on.
3. If you can give me a call back on this, that would be great.
4. Need to figure out what to do.

\*\*\* PHONE LOG 12/04/2008 11:22 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke to Mrs. ██████████
2. Introduced myself and informed her that I was assigned his case and would be assisting them
3. Provided my contact information and asked for the customer to give me a call
4. Informed I would be contacting the dealership to obtain information

\*\*\* PHONE LOG 12/04/2008 11:31 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke to the S.M at OR008 regarding the vehicle

Mike OR008 states:

1. He has been working with the FTR and Techline to rep**AIR** this vehicle
2. Mark White is scheduled to be out the week of the 15th to inspect the car
3. The car has been in several times with various issues

Writer states:

1. I will try to contact Mark and confirm a date

\*\*\* NOTES 12/12/2008 08:49 AM Pacific Daylight Time ThomasT Action Type:Manager review

Writer states:

1. Mark was able to inspect the vehicle
2. The vehicle will be getting a new TPMS receiver for the left rear wheel
3. Once the rep**AIRs** are completed it will be road tested by the service manager
4. Mark will follow up once everything is complete and give me an update

\*\*\* PHONE LOG 12/19/2008 03:21 PM Pacific Daylight Time ThomasT Action Type:Outgoing call

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735X85 [REDACTED]	K1523196	6,848
Vancouver, WA [REDACTED]		Prod. Date: 11/9/07	Dealer: OR008	Ron Tonkin Kia

1. Called and spoke to Mike the service manager at OR008 regarding the repAIRs to the vehicle

Mike at OR008 states:

1. He informed me of the repAIRs that were done on the vehicle
2. Also that Mark test drove the car for 100 miles and the light did not come back on and was operating as designed
3. He also told me the customers called back when they got home from picking the car back up and said the light was back on
4. Mark White was contacted to get his opinion
5. Mark advised Mike that there was nothing wrong with the vehicle and he was not able to find any further issues with the car
6. Mark said it has to be something the customer is doing or electrical device they might be using in the car to trigger the light to go off
7. There is no need to bring the car back in because it's running as designed

Writer states:

1. Thanks for the update
2. I will contact the customer to follow up
3. Called the customer and spoke to his wife

Mrs. [REDACTED] states:

1. They didn't even make it back home before the light went off again
2. They called the dealership to inform them and was told that it was something they were doing or possibly devices that are being used in the vehicle

Writer states:

1. Sorry for the inconvenience
2. I will contact the FTR and see what he has to say about this issue and he would like to do
3. I will keep the customer updated

Mrs. [REDACTED] states:

1. She is on her way to pick up her husband and will have him call me back

\*\*\* PHONE LOG 01/07/2009 11:36 AM Pacific Daylight Time ThomasT Action Type:Outgoing call

Writer states:

1. Called and spoke to the customer regarding the repAIRs that were done to his vehicle
2. Asked if they were still having any issues with their vehicle

Customer states:

1. The vehicle has been running as designed
2. The light has turned on maybe twice since they picked it up from the dealership
3. But the light turns off shortly after turning on
4. Feels like everything is operating as normal
5. Aske if he could contact me if they had any other issues moving further
6. Thank you for all your assistance

Writer states:

1. Yes, you are more then welcome to contact me at any time
2. Closing case

\*\*\* CASE CLOSE 01/07/2009 11:36 AM Pacific Daylight Time ThomasT

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735X85 [REDACTED]	K1523196	6,848
Vancouver, WA	[REDACTED]	Prod. Date: 11/9/07	Dealer: OR008 Ron Tonkin Kia	

Rep**AIR**s completed

\*\*\* CASE CLOSE 01/12/2009 07:07 PM US Mountain Standard Time JHirshfield  
TRADE REVIEW \*\*\*

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
Redding, CA		KNDJC735X85	K1571578	11,000
		Prod. Date: 10/18/07	Dealer: CA206 Redding Kia	

**Case History**

Complaint *RepAIR Assistance*

\*\*\* PHONE LOG 04/01/2009 11:14 AM US Mountain Standard Time HReynolds Action Type:Incoming call

Stated:

1. **PASS**enger side **AIR**bag comes on and off
2. kia dealer said that they can't find the problem
3. dealer told me to sit still the whole time
4. they can't do anything until problem if duplicate it
5. this is very unsafe car to drive it
6. I don't know what to do with it
7. am looking at **AIR**bag brochure which it doesn't make any sense

Writer stated:

1. updated
2. apology for situation
3. order to rep**AIR** anything, kia dealer must duplicate the concern
4. if **AIR**bag malfunctioning due to users misunderstand, it is not factory defect
5. advised, take the vehicle back to kia dealer when **AIR**bag light comes back on
6. more than happy to follow up with dealer for status
7. provided case#, contact#

\*\*\* PHONE LOG 04/01/2009 03:33 PM US Mountain Standard Time HReynolds Action Type:Outgoing call

Writer stated:

1. spoke to Steve - SVCA at Redding Kia

Steve Stated:

1. nothing wrong with **AIR**bag system
2. **AIR**bag operates as designed
3. it works for us every time
4. wife is f**AIR**ly large sized woman
5. **AIR**bag may not activate if person doesn't sit right or heavy bottom person
6. theres nothing we can do at this time
7. occupant sensor detects weight and activate for **AIR**bag
8. that's how it is and system works fine

\*\*\* CASE CLOSE 04/01/2009 03:34 PM US Mountain Standard Time HReynolds

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
Fauke, AR		KNDJD736375	K1319789	9,000
		Prod. Date: 6/24/06	Dealer: LA030 Elkins Kia	

**Case History**

Complaint *Re: AIR Assistance*

\*\*\* PHONE LOG 06/11/2007 07:08 AM US Mountain Standard Time FValdez  
CUST STATED

1. IM CALLING TO FILE A COMPLAINT ABOUT KIA
2. THE **AIR**BAGS ON MY VEH ARE NOT WORKING PROPERLY
3. I HAVE TAKEN THE VEH TO LA030 ABOUT THREE TIMES FOR THE PROBLEM WITH THE **AIR**BAG LIGHT ON THE **PASS**enger side
4. NOW THEY HAVE A NEW MANAGER BUT, THE LAST MANAGER JOHN TOLD ME KIA DOES NOT HAVE A FIX FOR IT
5. CAN YOU HELP ME

WRITER STATED

1. SORRY FOR THE PROBLEM
2. WRITER WILL CALL DLR TO GET INFO ON CASE

GUY SM FROM LA030 STATED

1. YES WE HAVE THE VEH HERE IM A NEW SM
2. THE VEH HAS THE SEAT BELT RECALL, ALIGNMENT TO BE DONE AND A LITTLE DENT BY THE DOOR WHICH THE DLR WILL PAY FOR ALL
3. VEH ALSO MIGHT HAVE A PROBLEM WITH THE **AIR**BAG SENSOR..NOW WE HAVE ONLY SEEN THE VEH FOR 45 MINUTES
4. ILL SPEAK TO CUST ABOUT THE **AIR**BAGS ONCE WE GET TO THAT PART..ILL CONTACT MY DPSM C CURRY IF NECESSARY

CUST STATED

1. OK THANK YOU

\*\*\* CASE CLOSE 06-11-2007 07:08 AM US Mountain Standard Time FValdez



**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC735085 [REDACTED]	K1574126	650
West Newton, PA [REDACTED]		Prod. Date: 10/23/07	Dealer: PA068 Smail Kia	

**Case History**

Complaint Techline Escalation

\*\*\* PHONE LOG 04/08/2009 08:47 AM US Mountain Standard Time JHirshfield  
PA068 contacted TechLine in case T1573976 due to the **OCS** light coming on  
Please contact dealership and customer for possible assistance.

\*\*\* PHONE LOG 04/09/2009 02:11 PM US Mountain Standard Time CCummins Action Type:Outgoing call  
WRITER STATES  
1. LEFT MSG FOR KIA REP TO CALL BACK  
2. CHECKING ON TECH CASE

\*\*\* PHONE LOG 04/10/2009 01:45 PM US Mountain Standard Time CCummins Action Type:Outgoing call  
WRITER STATES  
1. TRIED CALLING DEALERSHIP  
2. RECORDING INDICATED DEALERSHIP CLOSED AT THIS TIME

\*\*\* PHONE LOG 04/14/2009 01:35 PM US Mountain Standard Time CCummins Action Type:Outgoing call  
WRITER STATES  
1. LEFT VM FOR BRIAN, SVC MGR TO CALL BACK  
2. FOLLOWING UP ON TECHLINE CASE

\*\*\* PHONE LOG 04/15/2009 12:58 PM US Mountain Standard Time CCummins Action Type:Outgoing call  
WRITER STATES  
1. SPOKE WITH LEN, SVC ADV (NEW SVC MGR IS OUT THE REST OF THE WEEK)  
2. CHECKING ON THE TECHLINE ESCALATION ON THE **OCS**  
3. WHAT CAN YOU TELL ME?

LEN STATES  
1. THE R/O IS PRETTY VAGUE  
2. WILL NEED TO GET THE SVC TECH (SEAN) AND HAVE HIM CALL YOU  
3. WILL GIVE YOU A CALL TOMORROW

\*\*\* PHONE LOG 04/16/2009 06:15 AM US Mountain Standard Time CCummins Action Type:Incoming call  
LEN, SVC MGR, STATES  
1. SPOKE WITH SEAN, SVC TECH  
2. WAS ADVISED BY TECHLINE TO CHECK THE CONNECTIONS AND IF EVERYTHING IS OKAY, RESET THE CODE  
3. WE RESET THE CODE AND DROVE THE VEHICLE AND EVERYTHING WAS FINE  
4. RELEASED VEHICLE BACK TO CUSTOMER

WRITER STATES  
1. APPRECIATE THE UPDATE AND INFO

\*\*\* PHONE LOG 04/16/2009 06:26 AM US Mountain Standard Time CCummins Action Type:Outgoing call  
WRITER STATES  
1. SPOKE WITH MS WERNER  
2. APOLOGIZED FOR THE SITUATION

**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>
West Newton, PA		KNDJC735085	K1574126	650
		Prod. Date: 10/23/07	Dealer: PA068	Smail Kia

4. IS EVERYTHING OKAY NOW?
5. IS THE LIGHT WORKING PROPERLY?
6. PROVIDED CASE # FOR FURTHER ASSISTANCE AS NEEDED

CUSTOMER STATES

1. EVERYTHING IS WORKING PROPERLY RIGHT NOW
2. MUST HAVE BEEN A LOOSE CONNECTION
3. NO PROBLEMS NOW

\*\*\* CASE CLOSE 04/16/2009 06:26 AM US Mountain Standard Time CCummins

\*\*\* CASE CLOSE 07/06/2009 10:32 AM Pacific Daylight Time MWirz  
TRFAD REVIEW DONE

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
_____	_____	KNDJD736075 _____	K1435426	32,000
Iowa Park, TX _____		Prod. Date: 6/30/06	Dealer: TX112	Patterson Kia

**Case History**

Complaint *RenAIR Assistance*

\*\*\* PHONE LOG 04/14/2008 07:26 AM US Mountain Standard Time TLarson  
CUSTOMER ADVISED

- 1 I HAVE BEEN INTO THE DEALER 2 TIMES FOR THIS ALREADY
- 2 THE DEALER I HAVE GONE TO IS OUT OF BUSINESS
- 3 IM STILL HAVING PROBLEMS, CAN YOU DIRECT ME ON WHERE TO GO
- 4 THE *PASSE*NGER SIDE *AIR*BAG LIGHT IS ON , AND WONT TURN OFF WHEN SOMEONE IS SITTING THERE
- 5 DO I GET A RENTAL ?

WRITER ADVISED

- 1 APOLOGIZED FOR THE CONCERNS
- 2 EXPLAINED THAT THE CLOSEST DEALER YOU HAVE IS NOW IN LAWTON
- 3 PLEASE GIVE THEM A CALL AND THEY WILL SET UP AN APPT FOR YOU
- 4 FROM THERE THEY CAN REVIEW THE ENGINE JERK AND *AIR*BAG CONCERNS
- 5 IF NEEDED RSA WILL BE ABLE TO PICK UP THE VEHICLE AND TAKE IT TO THE DEALER
- 6 FROM THERE WE CAN REVIEW A REQUEST FOR RENTAL AFTER THEY HAVE HAD A CHANCE TO LOOK AT YOUR VEHICLE
- 7 KIA DOESNT HAVE A RENTAL POLICY AS PART OF THE WARRANTY

CUSTOMER ADVISED

- 1 OK I WILL ARRANGE TO TAKE IT IN
- 2 I WILL CALL YOU BACK IF NEEDED

\*\*\* CASE CLOSE 04/14/2008 07:26 AM US Mountain Standard Time TLarson

\*\*\* CASE CLOSE 04/14/2008 07:27 AM US Mountain Standard Time TLarson

\*\*\* PHONE LOG 05/19/2008 06:44 AM US Mountain Standard Time KJohnson Action Type:Incoming call  
Customer stated:

- 1 - Repeated above concerns
- 2 - In addition, the engine shakes hard when you first start in the morning
- 3 - Further detail re: jerking: it takes place at 38-45 mph. feels like engine is shifting repeated
- 4 - This has been going on since 4700 miles
- 5 - What is 800 number for Milo Gordon Kia. ok015?
- 6 - I need a rental

Writer stated:

- 1 - Apologized
- 2 - Updated: no recalls
- 3 - Repeated prior information re: make an appointment and rental assistance
- 4 - Once veh at dlr and diagnosed. this office will seek rental assistance
- 5 - Provided 877-222-7367 as 800- number for Milo Gordon
- 6 - Provided case number

**Kia Motors America  
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736075 [REDACTED]	K1435426	32,000
Iowa Park, TX [REDACTED]		Prod. Date: 6/30/06	Dealer: TX112	Patterson Kia

Customer stated:

1 - Thank you.

Case closed pending customer callback.

\*\*\* CASE CLOSE 05/19/2008 06:44 AM US Mountain Standard Time KJohnson

\*\*\* PHONE LOG 05/19/2008 07:59 AM US Mountain Standard Time AJudson Action Type:Outgoing call

Customer States:

1. Just spoke to FCM KJohnson and she wanted me to let you know when I have a appointment.
2. What happens if they have to keep the vehicle over night?
3. Do I get a loaner/rental?
4. I have appointment for tomorrow around 3:15 pm.
5. Gave case number.

Writer States:

1. Apologized for the problem.
2. Kia does not have a provision for rental assistance.
3. Kia does assist on a case by case basis but the decision would not come from this office.
4. It is dicussed with the SVC MGR of the dealer and possibly our DPSM to determine if that can be provided once there is a diagnosis.
5. Writer will follow up with OK015 tomorrow for more information about diagnosis.

\*\*\* PHONE LOG 05/20/2008 12:37 PM US Mountain Standard Time AJudson Action Type:Outgoing call

Writer called OK015 and SVC MGR Larry states:

1. The vehicle is supposed to be in at 4pm.
2. Still has not arrived yet.
3. We have loaner vehicles but we do not let them go out of town because they are high mileage vehicles for local travel while a vehicle is being rep**AIR**ed.
4. Without a dead line for rep**AIR** we will not be able to make a rental request.

Writer States:

1. Advised to make request for rental through DPSM if vehicle will be there over night.
2. Requested callback after diagnosis.
3. Gave writers name, extension and 800#.

\*\*\* PHONE LOG 05/21/2008 10:45 AM US Mountain Standard Time AJudson Action Type:Incoming call

SVC MGR Larry called and left VM:

1. Gave name and dealer code.
2. Spoke to you yesterday about customer concern.
3. Called Tech line and was advised there is a new TSB to reprogram the TCM.
4. Called customer and made arrangements for her to bring the vehicle in.
5. Requested callback with any questions.

\*\*\* PHONE LOG 05/21/2008 10:55 AM US Mountain Standard Time AJudson Action Type:Incoming call

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736075 [REDACTED]	K1435426	32,000
Iowa Park, TX [REDACTED]		Prod. Date: 6/30/06	Dealer: TX112	Patterson Kia

Writer called customer and states:

1. Advised customer that there was a recent TSB released today for the concern.
2. SVC MGR Larry advised he contacted customer to get appointment scheduled and writer wanted to confirm.

Customer States:

1. They did not seem like it was anything to worry about with the bucking.
2. It has taken a lot of my time to get the vehicle up there again.
3. Will have to callback once I take the vehicle to dealer.
4. Is the vehicle safe to drive with this?

Writer States:

1. If customer does not feel safe driving the vehicle she should contact Kia RSA and have the vehicle towed to nearest Kia dealer.
2. Advised customer to contact KCA once the vehicle is at OK015.

\*\*\* CASE CLOSE 05/21/2008 10:57 AM US Mountain Standard Time AJudson  
PENDING CALLBACK

\*\*\* PHONE LOG 05/22/2008 06:37 AM US Mountain Standard Time SJeon Action Type:Incoming call  
Mr. [REDACTED] stated:

1. my car is getting worse
2. this morning cruise control is stuck
3. RPM went up 4k and tire was spinning
4. car is racing
5. the closest Kia dealer is 64 miles away and have been there twice already
6. I don't want to spend fuel and get no answer
7. it is not safe to drive this vehicle
8. I have a lot of things to do and I need a car

writer stated:

1. sorry for situation
2. will call the dealer
3. writer will check if rental is available

<outgoing call>

Larry/SVCM stated:

1. I need to look at the car
2. can probably give him 5 days rental but need to speak to DPSM first
3. advise customer to call me in 30 minutes

writer stated:

1. reiterated what Larry/SVCM stated
2. advised to call writer back when the car is at the dealer
3. customer can use towing if customer feels unsafe to drive the car

\*\*\* PHONE LOG 05/22/2008 08:19 AM US Mountain Standard Time TLarson Action Type:Incoming call  
CUSTOMER ADVISED

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
lowa Park, TX		KNDJD736075	K1435426	32,000
		Prod. Date: 6/30/06	Dealer: TX112 Patterson Kia	

- 1 I AM BRINGING THE VEHICLE IN ON TUESDAY AT 8AM
- 2 CAN YOU TELL ME IF THE VEHICLE HAS ANY RECALLS
- 3 IVE NEVER GOT ANY NOTICES

WRITER ADVISED

- 1 EXPALINED TO CUSTOMER THAT THE VEHICLE HAD 1 RECALL
- 2 I SHOW IT WAS COMPLETED AS 4/27/07, SC067
- 3 IN THE FUTURE WE WILL SEND YOU RECALLS THAT AFFECT YOUR VEHICLE

CUSTOMER ADVISED

- 1 WELL I HAVE DAY CARE CHILDREN THAT I RIDE WITH
- 2 IF THEY ARE IN A ACCIDENT WHILE IM DRIVING THE VEHICLE KIA WILL BE SUED
- 3 I HAVE BEEN UP TO THE DEALER 5 TIMES FOR THIS CONCERN
- 4 THERE IS ONLY SO MANY TIMES BEFORE WE START TALKING ABOUT LEMON LAW

WRITER ADVISED

- 1 I WOULD NEED TO HAVE YOU DISCUSS THIS SITUATION WITH (SJEON)
- 2 SHE IS CURRENTLY YOUR CASE MGR
- 3 I WILL NOTE THE INFO IN THE CASE FILE
- 4 HOWEVER SHE WILL BE FOLLOWING UP ON YOUR CASE

CUSTOMER ADVISED

- 1 OK THANK YOU
- 2 I WANTED TO MAKE SURE I GET FUTURE RECALLS
- 3 THANKS FOR THE INFO

\*\*\* COMMIT 05/22/2008 08:26 AM US Mountain Standard Time SJeon Action Type:Callback Required

\*\*\* CASE CLOSE 05/22/2008 08:27 AM US Mountain Standard Time SJeon

\*\*\* PHONE LOG 05/22/2008 09:03 AM US Mountain Standard Time RBriones Action Type:Incoming call  
Customer Stated:

1. Just spoke with someone who told me vehicle has a recall on seat belts.
2. Can you tell me what that is about?
3. Also, having a problem with *PASS*enger side *AIR* bag light.
4. Is there a recall on that?
5. Have you been having any problems with that?
6. Do you now know me as the 2nd owner?

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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]	KNDJD736075 [REDACTED]	K1435426	32,000
Iowa Park, TX [REDACTED]		Prod. Date: 6/30/06	Dealer: TX112	Patterson Kia

8. Never got an owner's manual.
9. How do I get one?

Writer Stated:

1. Apologized for prob.
2. Recall was completed on 4/27/07 at OK015.
3. Recall was for a webbing guide on side pillar.
4. Did not impact function of seat belt.
5. Advised customer to review owner's manual for proper seating in **PASS**enger seat.
6. The way **PASS**enger sits in seat can affect sensor.
7. If still having problems, recommend customer take vehicle to dealer.
8. Offered customer ph number for resolve corp to order owner's manual.

\*\*\* CASE CLOSE 05/22/2008 09:04 AM US Mountain Standard Time RBriones concerns noted.

\*\*\* CASE CLOSE 05/23/2008 09:00 AM US Mountain Standard Time JHirshfield commitment set for follow up

\*\*\* CASE CLOSE 05/27/2008 10:06 AM US Mountain Standard Time JHirshfield

\*\*\* CASE CLOSE 07 08 2008 11:11 AM US Mountain Standard Time JHirshfield  
**AIRBAG TREAD REVIEW - JH**

\*\*\* PHONE LOG 04/13/2009 05:54 AM US Mountain Standard Time JSincl**AIR** Action Type: Incoming call  
Customer states:

1. The engine is jerking again except this time it's between 50 and 60mph
  2. I think the master cylinder is out because when I push the brake the headlights dim
- Wir states:
1. Apologized
  2. Updated info
  3. No recalls
  4. Advs customer needs to take vehicle to Kia dealership
  5. Advs rentals not a provision in warr but can be considered on a case by case basis
  6. First vehicle must be taken to the Kia dealership to be diagnosed
  7. Rentals not guaranteed
- Customer thanked and call ended

\*\*\* CASE CLOSE 04/13/2009 05:55 AM US Mountain Standard Time JSincl**AIR**

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<b>Last name</b>	<b>First name</b>	<b>VIN of 2007 SORENTO LX 4X2</b>	<b>Case Number</b>	<b>Mileage</b>
[REDACTED]	[REDACTED]	KNDJD736075 [REDACTED]	K1435426	32,000
Iowa Park, TX [REDACTED]		Prod. Date: 6/30/06	Dealer: TX112 Patterson Kia	

Ms [REDACTED] called and stated:

1. Got notice for recall Sc077.
2. Want to know if other things can be taken care of when I take the vehicle in.
3. Vehicle is bucking again.
4. Had taken vehicle into OK015 awhile back for that problem and they replaced a sensor.
5. Also, brake pedal slinks slowly to the floor when I have my foot on the pedal.
6. When does a vehicle become a lemon?
7. Am also having a problem with radio volume going up and down.
8. Will I get a rental?

Writer Stated:

1. Apologized for prob.
2. Advised customer of nearer dealer in Witchita falls. (TX112).
3. Recommend customer mention the other concerns to svc dept when she takes it in for svc.
4. Vehicle is still under warranty for mfg defects.
5. Rental or loaner is not a provision of Kia warranty.
6. Kia does assist on a case by case basis.
7. Customer would need to speak with svc mgr once veh has diagnosis.
8. Or customer can call us back and we can check on rental.
9. No guarantee that one would be provided.
10. Lemon law is set by each state individually.
11. Customer would need to contact BBB.

\*\*\* CASE CLOSE 07/02/2009 11:19 AM US Mountain Standard Time RBriones  
concerns noted.



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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1570701	12,000
Mt Pleasant, SC [REDACTED]		Prod. Date: 2/21/08	Dealer: SC019	Kia Country

**Case History**

Complaint **RepAIR** Assistance

\*\*\* PHONE LOG 03/30/2009 02:51 PM US Mountain Standard Time MTrem  
800# VMB assigned to WTR:  
1-800-VMB [REDACTED] KNDJD735885 [REDACTED] PLEASE CALL BACK ---TIRED OF WAITING ON  
HOLD

\*\*\* PHONE LOG 03/31/2009 07:32 AM US Mountain Standard Time MTrem Action Type:Outgoing call  
WTR LVM for Mr. W requesting call back, gave case number and contact info

\*\*\* CASE CLOSE 03/31/2009 07:32 AM US Mountain Standard Time MTrem

\*\*\* PHONE LOG 04/01/2009 04:24 PM US Mountain Standard Time JHirshfield Action Type:Incoming call  
cust LVM 1-800 VMB  
still waiting to hear back from someone  
please call [REDACTED]

\*\*\* PHONE LOG 04/02/2009 10:15 AM US Mountain Standard Time CCummins Action Type:Incoming call  
CUSTOMER STATES

1. THE **AIR** BAG LIGHT IS ON
2. HAVE HAD AT THE DEALERSHIP 2X FOR THE LIGHT
3. WAS TOLD BY THE SVC MGR (DO NOT RECALL NAME) THAT THEY COULD NOT DUPLICATE THE NUMBER
4. THEY SAW THAT THE LIGHT WAS ON BUT COULD NOT FIND A PROBLEM WITH THE **AIR**BAG
5. THIS IS A SAFETY HAZARD

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. ADVISED THAT THE VEHICLE NEEDS TO BE AT THE DEALERSHIP
3. ADVISED KIA WILL USE ALL RESOURCES AVAILABLE TO CORRECT THIS ISSUE
4. ADVISED WRITER WILL CONTACT THE SVC DEPT
5. PROVIDED CASE # FOR CALL BACK WHEN AT THE DEALERSHIP

\*\*\* PHONE LOG 04/03/2009 02:25 PM US Mountain Standard Time CCummins Action Type:Outgoing call  
WRITER STATES

1. SERVICE DEPART IS CLOSED
2. SVC MGR DOES NOT HAVE VM
3. WILL HAVE TO CALL MONDAY

\*\*\* PHONE LOG 04/06/2009 07:44 AM US Mountain Standard Time JSincl **AIR** Action Type:Incoming call  
Customer states:

1. I was told to call back once I took the vehicle to the Kia dealership
2. I do not feel safe driving the vehicle to the dealership

Wtr states:

1. If customer feels unsafe driving vehicle then RSA can tow vehicle

Customer states:

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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>
██████████	██████████	KNDJD735885 ██████████	K1570701	12,000
Mt Pleasant, SC ██████████		Prod. Date: 2/21/08	Dealer: SC019 Kia Country	

1. Well we don't want to turn it off because then they won't be able to get it back on  
Wtr states:

1. In order for Kia to rep **AIR** vehicle it must be at a Kia dealership
2. If customer wants vehicle towed it can be done
3. If customer wants to drive vehicle that is also an option
4. This is up to customer at this point

Customer states:

1. Ok, we will drive it in today
2. I will call you when it is there

(( wtr gave ext))

Thanked and call ended

\*\*\* PHONE LOG 04/06/2009 08:55 AM US Mountain Standard Time TLarson Action Type: Incoming call  
CUSTOMER ADVISED

- 1 IM AT THE DEALER
- 2 I NEED TO TALK TO SOMEONE NOW
- 3 JUSTINA IS MY CASE WORKER
- 4 CAN YOU HELP ME

WRITER ADVISED

1 WARM TRANSFERRED CUSTOMER (JSINCL **AIR**)

\*\*\* PHONE LOG 04/06/2009 09:35 AM US Mountain Standard Time JSincl **AIR** Action Type: Incoming call

Customer states:

1. The vehicle is now here at the dealership
2. The sales guy made me get out and he sat down in the seat and the light turned off
3. I new it would do that
4. I could have gotten out and back in and the light would have stayed on
5. I am trying to get them to come out here

Wtr states:

1. Apologized
2. If customer enters the vehicle and the system reads the customer is sitting incorrectly customer must exit the seat and vehicle must be turned off and then back on and assuming customer is sitting correctly light should turn off

Customer states:

1. I should not have to do that on a 2008 vehicle!
  2. Something needs to be done
- (( husband Brad White got on phone and states))
1. If we get into an accident and my wife dies I will own Kia
  2. That **AIR** bag light is on 30% of the time
  3. If it was 1% then I could live with it but not 30%

Wtr states:

1. Wtr will contact dealership

Wtr placed customer on hold called Kia Country spoke to SM Mitch who states:

1. This car has been here three times
2. Eachtime we have not been able to duplicate an issue
3. She is always sitting incorrectly
4. At that time she must exit the vehicle and turn the vehicle off and on again and the light should work assuming she is sitting properly

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1570701	12,000
Mt Pleasant, SC [REDACTED]		Prod. Date: 2/21/08	Dealer: SC019 Kia Country	

5. I will look at it again

Thanked and call ended

Wtr called DPSM Bon Stricklen who states:

1. Because this is the 4th time I want the dealership to call FTR Steve Rooper
2. They need to make him aware this is the 4th time customer has been in
3. There is a re flash they can do
4. Steve Rooper's # is 678-371-6851, just in case they need it

Thanked and call ended

Wtr took customer off hold

Wtr states:

1. Advs customer DPSM has requested dealership contact FTR for assistance

Customer states:

1. If vehicle is going to stay here we need a rental

Wtr states:

1. Rentals are not a provision in the warr but can be considered on a case by case basis
2. Wtr can no guarantee assistance
3. Wtr will need to contact DPSM

Wtr placed customer on hold called DPSM, left VM advising customer req rental, req rtn call

Wtr took customer off hold

Wtr states:

1. Wtr has left VM for DPSM
2. Once wtr speaks to DPSM wtr will contact customer

Thanked and call ended

\*\*\* PHONE LOG 04/06/2009 12:15 PM US Mountain Standard Time JSinclair **AIR** Action Type:Outgoing call

Wtr spoke to SM Mitch who states:

1. We are putting her in a loaner
2. We found the re flash
3. We will be keeping the vehicle until tomorrow

Thanked and call ended

\*\*\* PHONE LOG 04/06/2009 12:17 PM US Mountain Standard Time JSinclair **AIR** Action Type:Outgoing call

Wtr called customer

Customer states:

1. They are putting me in a loaner vehicle now

Wtr states:

1. Wtr will follow up with dealership tomorrow on status of vehicle

Thanked and call ended

\*\*\* PHONE LOG 04/07/2009 11:30 AM US Mountain Standard Time JSinclair **AIR** Action Type:Outgoing call

Wtr called Kia Country spoke to SM Mitch who states:

1. Customer picked up the car
2. We did the re flash

Thanked and call ended

\*\*\* PHONE LOG 04/07/2009 11:30 AM US Mountain Standard Time JSinclair **AIR** Action Type:Outgoing call

Wtr left VM for customer to rtn call

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1570701	12,000
Mt Pleasant, SC [REDACTED]		Prod. Date: 2/21/08	Dealer: SC019 Kia Country	

\*\*\* PHONE LOG 04/07/2009 11:44 AM US Mountain Standard Time JSincl**AIR** Action Type:Incoming call

Customer called and states:

1. So far the problem has not come back
  2. But the loaner they gave us was a Sorento
  3. And that car had the same problem
  4. You might want to push that up the ladder
  5. If I have the issue again I will give you call
- Thanked and call ended

\*\*\* CASE CLOSE 04/07/2009 11:44 AM US Mountain Standard Time JSincl**AIR**

\*\*\* PHONE LOG 06/11/2009 07:46 AM US Mountain Standard Time DDailous Action Type:Incoming call  
CUSTOMER STATES

1. I LEFT A VMAIL ON YOUR MAIN NUMBER AND NOBODY CALLED ME BACK
2. WE HAVE HAD TO TAKE THIS IN THREE TIMES FOR THE **AIRBAG** ISSUES
3. WE HAVE FOUND A TRICK TO TURN IT OFF -WE HAVE TO STOP UNDO THE SEAT BELT AND TURN OFF AND ON THE CAR
4. WE WILL RUIN THE STARTER DOING THAT
5. WE ARE ON OUR WAY TO ATLANTA FOR A CONFERENCE
6. WILL THEY COME PICK UP THE CAR AND BRING IT BACK?
7. WE HAVE LUGGAGE IN THE CAR THAT WE DIDN'T DROP OFF AT THE HOTEL YET

WRITER STATES

1. APOLOGIZED
2. LAST CALL I SEE WAS 04/09 WHEN YOU SPOKE TO JUSTINA AND TOLD HER THE LIGHT WAS OUT
3. THEY FLASHED THE CAR LAST TIME, THAT DIDN'T WORK?
4. PROVIDED PHONE NUMBER TO GA073
5. CAN HAVE IT TOWED IF YOU ARE LEARY ABOUT DRIVING WITH THE **AIRBAG** LIGHT ONE, BUT THEN YOU WOULD HAVE THE ISSUE OF GETTING THE CAR BACK TO YOU
6. PLEASE MAKE APPT AT GA073 AND LET KNOW WHEN IT IS SO I CAN FOLLOW UP WITH THIS FOR YOU
7. PROVIDED CALLBACK INFORMATION

\*\*\* PHONE LOG 06/11/2009 07:54 AM US Mountain Standard Time DDailous Action Type:Outgoing call  
WRITER STATES TO DPSM HARRISONS VMAIL

1. CUSTOMER HAS HAD CAR IN SEVERAL TIMES FOR **AIRBAG** LIGHT CONCERN
2. DEALERSHIP COULD NOT DUPLICATE
3. LAST DEALERSHIP DID CONTACT FTR AND THEY REFLASHED
4. SHE IS OUT OF TOWN TODAY IN GA AND THE LIGHT IS BACK ON
5. SHE IS GOING TO TAKE TO GA073
6. I AM FORWARDING THIS TO REGION DUE TO THE REPEAT ISSUE
7. PLEASE CALL WITH QUESTIONS-PROVIDED CALLBACK INFORMATION

\*\*\* NOTES 06/11/2009 07:55 AM US Mountain Standard Time DDailous Action Type:Manager review  
FORWARDING TO REGION

1. CUSTOMER HAS HAD CAR IN SEVERAL TIMES FOR **AIRBAG** LIGHT CONCERN

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1570701	12,000
Mt Pleasant, SC [REDACTED]		Prod. Date: 2/21/08	Dealer: SC019 Kia Country	

3. LAST DEALERSHIP DID CONTACT FTR AND THEY REFLASHED
4. SHE IS OUT OF TOWN TODAY IN GA AND THE LIGHT IS BACK ON
5. SHE IS GOING TO TAKE TO GA073
6. FORWARDING DUE TO REPEAT ISSUE WITH **AIR**BAG AND NEW CAR

\*\*\* PHONE LOG 06/12/2009 09:14 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call  
 SRCAA contacted FTR and reviewed production date range for vehicle -- FTR states we should do current reflash  
 SRCAA attempted to contact the Delaer--Service Manager is out--LM on VM for Jim advising that FTR indicates we should do current reflash  
 SRCAA LM on VM for DPSM advising of reflash info left on VM for Jim/Service Drive & requested he contact you to discuss

\*\*\* PHONE LOG 06/12/2009 09:16 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call

\*\*\* PHONE LOG 06/12/2009 09:18 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call  
 SRCAA attempted customer contact -- LM on customers VM advising that DPSM & Dlr have been contacted with additional info  
 I will be out of the office for the rest of the day (Forte training) but will follow up next week.

\*\*\* PHONE LOG 06/16/2009 11:03 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call  
 SRCAA rec'd e-mail from DPSM on 6/12/09 indicating he is working with GA073  
 SRCAA contacted Bett at GA073 for status update--Brett states  
 1. I believe Jim was involved in that as I was out  
 2. Jim is out to lunch  
 SRCAA LM on VM requesting call back from Jim

\*\*\* PHONE LOG 06/16/2009 11:06 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call  
 SRCAA contacted DPSM--DPSM states he contacted Bryan Wheeler & authorized dealer to do re-flash

\*\*\* PHONE LOG 06/16/2009 11:08 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call  
 SRCAA attempted customer contact -- LM on VM requesting call back to review concerns/rep**AIR**s.

\*\*\* PHONE LOG 06/24/2009 03:05 PM US Mountain Standard Time WThompson Action Type:Incoming call  
 1-800-VMB [REDACTED]  
 Called the **AIR** bag Indicator for the 10th time and TPMS indicator is on.

\*\*\* PHONE LOG 07/01/2009 03:19 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call  
 SRCAA attempted customer contact -- LM on VM requesting call back to verify location of vehicle  
 SRCAA assisted customer while she was out of town (in GA)

\*\*\* PHONE LOG 07/02/2009 09:04 AM Eastern Daylight Time OSprague Action Type:Outgoing call  
 Writer spoke to Melissa in service at SC019 (Kia Countrv) and stated:

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**Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1570701	12,000
Mt Pleasant, SC	[REDACTED]	Prod. Date: 2/21/08	Dealer: SC019	Kia Country

1. Is this vehicle currently at your dealership?

Melissa stated:

1. She has not been here in quite some time
2. She has come in about 3X with **PASS**enger **AIR**bag light not working
3. The last time she came in, she was sitting in the seat with her feet tucked up under her
4. She said "See it isn't working"
5. We advised her that she needs to sit in the seat properly

Writer stated:

1. The customer will be advised that if she is having a problem, she needs to take it in for inspection

\*\*\* NOTES 07/02/2009 09:08 AM Eastern Daylight Time JuneSifford Action Type:Manager review per SRCAA OS--customer is in SC--case being assigned.

\*\*\* PHONE LOG 07/02/2009 09:40 AM Eastern Daylight Time OSprague Action Type:Outgoing call

Writer spoke to customer (Ms. [REDACTED]) and stated:

1. I am handling your case now
2. Are you having any current concerns with your vehicle?

CST stated:

1. Yes I am
2. The **PASS**enger **AIR**bag light still isn't working
3. The TPMS light comes on and then goes off intermittently
4. The cup holders in the back are stuck and will not open
5. I was in GA but couldn't take it to the dealer there because it was too far away from my hotel
6. Now that I am back in SC, I need to have this vehicle fixed
7. I think we have a lemon and Kia needs to do something about it

Writer stated:

1. I apologize for all your frustration
2. I want to assist you and in order to do that, you need to take your vehicle to the dealer for inspection
3. I know you have been taking your vehicle to SC019 (Kia Country)
4. You might want to consider going to another dealer to allow someone else to inspect your vehicle
5. The next closest dealer is Stokes Kia (SC003)

CST stated:

1. I know where that dealer is
2. I will try to schedule an appt but I don't know when that will be
3. I need my car every day and can't be without transportation
4. Would Kia provide me with a rental if I take the car in?

Writer stated:

1. If a concern is duplicated that would require keeping your vehicle, the dealer will contact the DPSM for rental authorization
2. I can't guarantee a rental, but it shouldn't be a problem if your vehicle needs to be left at the dealer for rep**AIR**s

CST stated:

1. I will decide what to do and let you know
2. I am currently driving in a bad phone reception area so we might get disconnected

PRIOR TO GIVING CUSTOMER CONTACT INFORMATION, PHONE WAS DISCONNECTED  
WRITER COULD NOT GET BACK THROUGH TO CUSTOMER

\*\*\* NOTES 07/06/2009 09:05 AM Pacific Daylight Time MWirz Action Type:Manager review  
TREAD REVIEW DONE

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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]	K1570701	12,000
Mt Pleasant, SC	[REDACTED]	Prod. Date: 2/21/08	Dealer: SC019	Kia Country

\*\*\* PHONE LOG 07/07/2009 09:49 AM Eastern Daylight Time OSprague Action Type:Outgoing call  
Writer left message for customer stating:

1. Please call and advise if you have scheduled an appt at a Kia dealer

\*\*\* PHONE LOG 07/07/2009 10:10 AM Eastern Daylight Time OSprague Action Type:Outgoing call  
Writer spoke to Melissa at SC019 (Kia Country) and stated:

1. Has the customer scheduled an appointment for the *PASS*enger *AIR*bag light and TPMS concerns?

Melissa stated:

1. We haven't seen this vehicle since April 09.

Writer spoke to Lisa at SC003 (Stokes Kia) and stated:

1. Has this customer scheduled an appt at your dealership?

Lisa stated:

1. We have never seen this vehicle and there isn't a current appointment

\*\*\* PHONE LOG 07/09/2009 02:19 PM Eastern Daylight Time OSprague Action Type:Outgoing call  
Writer spoke to customer and stated:

1. Have you taken your vehicle to one of the Kia dealers for inspection and rep*AIR*s?

CST stated:

1. We have not done that yet
2. We are in the process of video taping every time the *AIR*bag light stays on while I'm sitting in the seat
3. Now there are some other things wrong with the vehicle
4. I don't know when we will have time to take the vehicle to the dealer or which one we will go to

Writer stated:

1. I'm sorry you are still having problems
2. We want to assist you once you take your vehicle to the dealer
3. Please take my phone number and your case number
4. When you are ready to take your vehicle to the Kia dealer, please call me

CST stated:

1. That is fine
2. I will let you know when we figure out when we can do this

\*\*\* NOTES 07/09/2009 02:19 PM Eastern Daylight Time OSprague Action Type:Manager review  
CASE BEING CLOSED PENDING CALL BACK FROM CUSTOMER WHEN SHE DECIDES TO SCHEDULE APPT AT DEALER

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<u>Last name</u> [REDACTED]	<u>First name</u> [REDACTED]	VIN of 2008 SORENTO LX 4X4 KNDJC735085 [REDACTED]	<u>Case Number</u> K1514524	<u>Mileage</u> 1,700
Roanoke, AK [REDACTED]		Prod. Date: 9/7/07	Dealer: VA044 Motor Mile Kia	

**Case History**

Complaint **RepAIR Assistance**

\*\*\* NOTES 10/24/2008 05:21 AM clarify Action Type: Manager review

\*\*\* Performed by contact: [REDACTED]

I am writing in regards to cliam# K1503933 to inform you that Shelor finally took the car in for repAIR on Wed. Oct 22, 2008. I would like to further the complaint about this dealer to include the discrimination they show toward homosexual couples who are purchasing a vehicle from them. I should not be ignored due to my sexual orientation, nor should I have had to wait for almost 45 days to have a paint issue resolved. I also have an issue with the **PASSenger AIR** bag system that shuts off with my significant other in the seat (he weighs 185# and is sitting flat in seat), the TPMS is still malfunctioning and I am tired of this dealers excuses for not repAIRing my vehicle. They said they simply forgot me, its funny when I call them they seem to not know anything about the problems. They also do not return phone calls for up to 5 days when they say they will be in touch with me within 15 minutes. I am also being charged for the rental car they gave me (I have a 70 mile round trip to get there) for the repAIR that they should have done the first of 5 times Ive been down there for. I also have found that they lied on the loan application to get the loan to go through. My rent payment is \$475 per month it was \$375 when I went for the vehicle, the salesman Richard Morgan reduced it saying to me and my significant other it would go through that way that he did this all the time. I thought he was putting the rest of the rent amount on my significant other who at this time who is not on the lease agreement nor was he upon signing of the contract. I am very disappointed with my KIA and I do not want this vehicle. I have been treated as if I were a common dog by this company and I cannot believe when I spent \$40000 on a new vehicle I am being treated this way. I will never purchase another KIA and I would hope none of my gay friends will either. I am going to try to sell this car to someone who isnt gay, that way they arent discriminated against by this dealer or a company who allows a dealer to act in this way. I have never hated a vehicle like I hate this one, I truly regret the day I purchased it and I will rejoice when I can sell it to someone else. I do not feel safe in this vehicle as I dont know what else will go wrong with it, ever since I have purchased this vehicle my blood pressure has risen (I have cardiac probs), I have had relationship problems, stress, lost work and wages due to traveling back and forth to Shelor which I have to work 16 hours today so I wont get any sleep. This has been a nightmare, I feel KIA should make Shelor take the vehicle back at purchase price and allow me out of this contract. If I purchase another vehicle it wont be from Shelor and I cannot say it will be a KIA unless I feel KIA doesnt discriminate. Shelor also will not talk to my significant other about repAIRs or anything even though he is on the title as co-owner and they know this. If they dont like to talk to both owners, nor to homosexuals then maybe they shouldnt be in business. in Virginia there are several thousand gay people who would love to hear how bad I was treated and am still being treated. how many cars does Shelor think they can sell if someone finds out they discriminate? Why would KIA want a dealer like this to represent them? I mean most KIA's I have seen are really pretty cars so why have someone this ugly to people represent your company? I honestly can say I have never been this unhappy with a vehicle or a dealer, they are also trying to charge me for the payoff on my trade in that they did not complete. They got the payoff from the bank yet they didnt pay the vehicle totally off like they stated they would, now I am showing bad credit due to their mistake and they are selling my trade in without a title, isnt that illegal?? This dealer is totally unreasonable with its customers and should not represent KIA. I am very unsatisfied and so is my significant other Morgan.

\*\*\* NOTES 10/27/2008 10:40 AM US Mountain Standard Time KJohnson Action Type: Manager review

[writer notes:

Issues:

- 1 - discrimination against homosexuals by Motor Mile Kia. va044
- 2 - **OCS**
- 3 - TPMS [K1502412: consolidated herein]
- 4 - sales issues: payoff and loan application
- 5 - Paint [K1503933]

\*\*\* NOTES 10/27/2008 10:45 AM US Mountain Standard Time KJohnson Action Type: Manager review

NOTES FROM k1502412:

\*\*\* PHONE LOG 09/22/2008 03:18 PM US Mountain Standard Time ATorres

Customer states:



**Kia Motors America**  
**Consumer Affairs Department**

Page 2 of 3

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
Roanoke, AK		KNDJC735085	K1514524	1,700
		Prod. Date: 9/7/07	Dealer: VA044 Motor Mile Kia	

1. The TPMS light came.
2. Doesn't tell you which tire it is?

Writer states:

1. updated, no recalls.
2. Adv If the TPMS light comes on.
3. System is not able to detect which tire has low pressure.
4. When veh cools down about 3 hrs after driving veh, would check tire pressure.

Customer states:

1. OK.

\*\*\* CASE CLOSE 09/22/2008 03:18 PM US Mountain Standard Time ATorres

\*\*\* PHONE LOG 10/27/2008 10:53 AM US Mountain Standard Time KJohnson Action Type:Incoming call

Called customer, who stated:

- 1 - Paint is complete and OK
- 2 - Checked tire pressure on tires; it is OK, but the TPMS light is still on
- 3 - The dealer says they won't work with me on any service issue
- 4 - Friday, the Finance Manager called me a liar
- 5 - At issue is \$305
- 6 - My old Finance company is Capitol 1
- 7 - One way or another the payoff amount was wrong and Capitol 1 deducted \$305 from my Bank of America account
- 8 - They had no right to do that, and Bank of America made them put the funds back
- 9 - Now, Motor Mile Kia is demanding \$305 from me to complete the payoff

Writer stated:

- 1 - Apologize if for difficulties w/ veh and dlrshp
- 2 - It is not Kia's policy to discriminate against any for their sexual orientation
- 3 - Re: sales concerns, this must be resolved at Kia dlr
- 4 - Kia dlrs are independently owned and operated and KMA cannot go in and make them take a certain action in a consumer sales situation
- 5 - Wtr will make call on your behalf and forward to DSM on your behalf
- 6 - No more can be done on sales issues
- 7 - Do you want to continue to work w/ Motor Mile Kia? [no]
- 8 - Provided phone no. for Hart Kia, va007
- 9 - Make appt w/ Hart Kia to address **OCS** and TPMS
- 10 - CB w/ appt time so that this office can be sure all resources are involved
- 11 - Provided case no.

Customer stated:

- 1 - Thank you.

\*\*\* PHONE LOG 10/27/2008 10:56 AM US Mountain Standard Time KJohnson Action Type:Outgoing call  
Called dlr and Jessica stated:

**Kia Motors America  
Consumer Affairs Department**

Page 3 of 3

Last name	First name	VIN of 2008 SORENTO LX 4X4	Case Number	Mileage
Roanoke, AK		KNDJC735085	K1514524	1,700
		Prod. Date: 9/7/07	Dealer: VA044 Motor Mile Kia	

- 1 - 9/25/08 TPMS on and off
- 2 - code 1313 and 1315; reset sensor

\*\*\* PHONE LOG 10/27/2008 11:33 AM US Mountain Standard Time KJohnson Action Type:Outgoing call  
Called dlr and Ken Neal stated:

- 1 - prior veh had automatic automatic debit
- 2 - somewhere through the process, customer stopped debit
- 3 - meantime, it payoff given by Capital 1 reflected one more monthly payment
- 4 - Sorento deal is financed and done
- 5 - Customer stopped payment on debit, so we are out \$305
- 6 - I've asked customer to pay, but they've refused
  
- 7 - Customer has been rude to various dlrshp personnel
- 8 - They insisted on a repaint when most people would have been happy to have the scratch buffed out
- 9 - We did an entire repaint for them

\*\*\* PHONE LOG 10/27/2008 11:38 AM US Mountain Standard Time KJohnson Action Type:Outgoing call  
Called DSM Shirley Gluckenberger and stated:

- 1 - Sending notes FYI

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

Karen @ 46041

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

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

<<File Attachment: \\copubs\ClarifyOBJCA\_Attachments\SendHistory\Case\_K1514524\_KJohnson\_10-27-2008123054.doc>>

\*\*\* CASE CLOSE 10/27/2008 11:42 AM US Mountain Standard Time KJohnson

\*\*\* CASE CLOSE 01/06/2009 08:45 AM US Mountain Standard Time TMorales

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 2

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
Rowlett, TX		KNDJD736675	K1396512	1,500
		Prod. Date: 4/23/07	Dealer: TX097 Southwest Kia-NW	

**Case History**

Complaint **RepAIR** Assistance

\*\*\* PHONE LOG 12/26/2007 01:37 PM US Mountain Standard Time KJohnson

Customer stated:

- 1 - My veh is going in to Southwest Kia, tx097, tomorrow for the second time for the **PASS**enger seat **AIR**bag
- 2 - They did the recall, but it didn't help
- 3 - They say the threshold weight for the system is 130 pounds
- 4 - Is that true?
- 5 - It seems awfully high
- 6 - I can be reached on my cell 972-978-9269

Writer stated:

- 1 - Apologized
- 2 - Limit is set to be certain that **AIR**bag does not deploy if small child sitting in front **PASS**enger seat
- 3 - Unable to locate threshold weight
- 4 - Will follow up w/ dlr tomorrow to get right resources involved to diagnose and rep**AIR**
- 5 - Provided case no. and extension

Customer stated:

- 1 - Thank you.
- 3 -

\*\*\* PHONE LOG 12/27/2007 01:39 PM US Mountain Standard Time KJohnson Action Type:Outgoing call  
Called dlr and spoke w/ SVC M Joe, who stated:

- 1 - Customer has been in twice for this issue
- 2 - We've tried some things that didn't resolve complaint
- 3 - Spoke w/ FTR Richard
- 4 - Waiting for upgrade on software from tech
- 5 - System is actually too sensitive at this time
- 6 - Explained to customer and she is ok w waiting
- 7 - Veh returned to customer
- 8 - Customer and I agreed to stay in touch re: fix that is coming

\*\*\* PHONE LOG 12/27/2007 06:07 PM US Mountain Standard Time KJohnson Action Type:Outgoing call  
Called customer and left VM requesting cb

\*\*\* PHONE LOG 12/28/2007 01:26 PM US Mountain Standard Time KJohnson Action Type:Outgoing call  
Called customer, who stated:

- 1 - SVC M explained situation
- 2 - It's fine
- 3 - I'll just wait for fix to come in

\*\*\* COMMIT 12/28/2007 01:27 PM US Mountain Standard Time KJohnson Action Type:Callback Required

\*\*\* CASE CLOSE 12/28/2007 01:27 PM US Mountain Standard Time KJohnson

**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>
Rowlett, TX		KNDJD736675	K1396512	1,500
		Prod. Date: 4/23/07	Dealer: TX097	Southwest Kia-NW

\*\*\* CASE CLOSE 01/10/2008 01:31 PM Pacific Daylight Time JeffStroup  
tread review complete

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 3

Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735X85 ██████████	K1450378	15,557
Rockledge, FL ██████████		Prod. Date: 5/9/07	Dealer: 41807	Holler Kia

**Case History**

Complaint *RepAIR Assistance*

\*\*\* PHONE LOG 05/22/2008 07:41 AM US Mountain Standard Time HReynolds Action Type:Incoming call  
Pattie Wilkinson stated:

1. have problem with front **PASS**enger side **AIR**bag not working properly
2. kia dealer said that they will have to wait for regional person to come to dealer to use special tool
3. my name has been on waiting list for over three weeks
4. still waiting and not heard anything from dealer yet
5. this is safety issue
6. we can hardly go anywhere as long as this problem exists
7. waiting this long for kia tech to come to solve the problem is not acceptable
8. Kia should spend more money to train the local people to perform this job
9. what is cheaper? train more people or lawsuit

Writer stated:

1. updated/no open recall
2. apology for delay
3. advised, that rep**AIR** is performed by field engineer only at this time
4. will follow up with SVCM for status and check with area rep for schedule
5. very sorry for situation
6. will do best in my ability to assist the customer's request
7. will follow up with customer
8. provided case#, writer's ext#

\*\*\* PHONE LOG 05/23/2008 06:25 AM US Mountain Standard Time LCoema Action Type:Incoming call  
Writer called Holler Kia, dlr listed in the file, spoke with srv mgr Andre & stated:

1. Adv of reason for call.

Srv mgr states:

1. Veh has not been here for an **AIR** bag light.

\*\*\* PHONE LOG 05/23/2008 07:15 AM US Mountain Standard Time LCoema Action Type:Incoming call  
Writer called cust & stated:

1. Adv writer is following up on case for Hun.
2. Which dlr did cust take veh to?

Cust states:

1. Bob Dance Kia.
2. Funny thing happened yesterday after speaking with Hun.
3. Received call from dlr.
4. Was told dlr received the necessary tool to rep**AIR** the veh.
5. Have appt for Tuesday.
6. I am little concerned about dlr now doing the rep**AIR** when I have been told only a field tech could do the rep**AIR**s.

Writer states:

1. Dlr was not able to do the rep**AIR** because the tool was not readily available.
2. Writer will follow up with dlr & call cust back.

\*\*\* PHONE LOG 05/23/2008 09:48 AM US Mountain Standard Time LCoema Action Type:Incoming call  
Writer called Bob Dance Kia spoke with srv mgr AJ & stated:

**Kia Motors America  
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735X85██████████	K1450378	15,557
Rockledge, FL ██████████		Prod. Date: 5/9/07	Dealer: 41807	Holler Kia

AJ states:

1. Tool arrived yesterday.
2. We have been waiting for DPSM to come in with one of the few tools available.
3. We can take care of the reflash, just needed the tool.
4. Cust is scheduled for Tuesday.

\*\*\* PHONE LOG 05/23/2008 09:50 AM US Mountain Standard Time LCoema Action Type:Outgoing call  
Writer called cust & stated:

1. Dlr was not able to do the repAIRs because tool was not available to dlr until recently.
2. Dlr is able to complete the repAIR.
3. Writer will follow up with dlr on Tuesday & call cust back.

Cust states:

1. Great, but do not call me back until Wednesday afternoon.

\*\*\* COMMIT 05/23/2008 09:52 AM US Mountain Standard Time LCoema Action Type:Callback Required

\*\*\* CASE CLOSE 05/23/2008 10:09 AM US Mountain Standard Time LCoema

\*\*\* FUJ.FILL 05/29/2008 05:07 AM US Mountain Standard Time LCoema Action Type:Callback Required

\*\*\* PHONE LOG 05/29/2008 05:10 AM US Mountain Standard Time LCoema Action Type:Incoming call  
Writer called Bob Dance Kia spoke with srv mgr AJ & stated:

1. Adv of reason for call. is cust veh repAIRed.

AJ states:

1. We did the reprogramming on Tuesday.
2. Have not heard back from cust.

\*\*\* PHONE LOG 05/29/2008 05:16 AM US Mountain Standard Time LCoema Action Type:Outgoing call  
Writer called cust & stated:

1. Calling to follow up on repAIRs to veh.

Cust states:

1. AIR bag light has not come back on again.
2. Dlr completed the reprogramming quickly.
3. Kia & the dlr have been great.

Writer states:

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	VIN of 2008 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735X85 [REDACTED]	K1450378	15,557
Rockledge, FL [REDACTED]		Prod. Date: 5/9/07	Dealer: 41807	Holler Kia

\*\*\* CASE CLOSE 05/29/2008 05:22 AM US Mountain Standard Time LCoema

\*\*\* CASE CLOSE 07/07/2008 03:56 PM Pacific Daylight Time ELau  
Tread Review Completed

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 6

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1502898	12,249
Fallbrook, CA [REDACTED]		Prod. Date: 11/14/06	Dealer: CA107	North County Kia

**Case History**

Complaint **Rep AIR Assistance**

\*\*\* PHONE LOG 09/23/2008 01:44 PM Pacific Daylight Time APeckson Action Type:Incoming call  
cust left msg stating:

1. my daughter has an 05 spectra w/ recall SP055
2. its sn **AIR**bag control unit
3. my 07 sorento is having same issue when wife sits in **PASS** seat
4. pls call back thank you

\*\*\* PHONE LOG AND STATUS CHANGE 09/23/2008 01:46 PM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted cust:

1. apologize abt inconvenience
2. who gave you my contact info
3. pls send all paperwork-ro's and sales contract for further review
4. w/ dpsm and dlr
5. so we can get this going

cust states:

1. my daughter had the recall for her spectra
2. when they described recall my sorento was having similar prob
3. stephanie or Monique gave me your number
4. it was a female who gave me the recall #
5. car having same issue as my daughter's spectra w/ **AIR**bag
6. my light will go off then come back right on
7. but dlr cannot duplicate
8. but wife comes in car light comes on
9. I'm over 30 miles fr. the dlr
10. dlr saying nothing wrong w/ it
11. currently around 16k miles purchased brand spanking new

\*\*\* NOTES AND STATUS CHANGE 09/30/2008 03:42 PM Pacific Daylight Time APeckson Action Type:Manager review  
emailed recap to dpsm for review & advisement

\*\*\* PHONE LOG AND STATUS CHANGE 10/02/2008 07:30 AM Pacific Daylight Time APeckson Action Type:Incoming call  
rcaa states:

1. were you able to review recap
2. should we schedule fir
3. mark not available till nov. he's booked oct.

dpsm states:

1. we referenced them to o/m and TSB
2. we can certainly schedule fir

rcaa states:

1. ok i'll talk to mark & check availability in nov. thanks



**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	VIN of 2007 SORENTO LX 4X2	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736775 ██████████	K1502898	12,249
Fallbrook, CA ██████████		Prod. Date: 11/14/06	Dealer: CA107 North County Kia	

\*\*\* PHONE LOG 10/02/2008 08:58 AM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted cust:

1. wanted to update you on case
2. i spoke to dpsm and we are going to set up fir appt
3. for inspection/rep **AIR** of **AIR** bag light
4. i am going to check fir availability first
5. it will prob either be 3rd week of Oct or early Nov

cust states:

1. ok thank you

\*\*\* NOTES AND STATUS CHANGE 10/02/2008 08:58 AM Pacific Daylight Time APeckson Action Type:Manager review  
rcaa emailed mark white fir:

Hi Mark,

I have an **AIR** bag issue on a Sorento over at N. County Kia (CA107) in Escondido. I saw that Friday 10/24 was open. I figured since you were going to be in Carson on Thursday. Escondido's about 1 1/2 hours away and you can inspect/rep **AIR** vehicle on Friday.

Let me know if this works for you. Thanks!

\*\*\* PHONE LOG 10/02/2008 10:36 AM Pacific Daylight Time APeckson Action Type:Incoming call  
RCAA contacted mark white (fir):

mark states:

1. put me down on tues 10/21
2. PM for n. county kia
3. since i have another legal that morning
4. i can work on this one in the afternoon

rcaa states:

1. ok thanks

\*\*\* PHONE LOG 10/02/2008 10:37 AM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted cust:

1. pls drop veh off at n. county kia
2. on tues 10/21 in the morning
3. we will provide you w/ rental for the day
4. i'll let s/m at n county kia know
5. any ques pls give me a call

cust states:

1. ok i'll drop veh off thank you

\*\*\* NOTES AND STATUS CHANGE 10/02/2008 10:40 AM Pacific Daylight Time APeckson Action Type:Manager review  
rcaa emailed fir details to fir, dpsm, and s/m at n. county kia:

FTR DETAILS:  
Michael Will

**Kia Motors America  
Consumer Affairs Department**

Page 3 of 6

Last name	First name	VIN of 2007 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1502898	12,249
Fallbrook, CA [REDACTED]		Prod. Date: 11/14/06	Dealer: CA107	North County Kia

- N. County Kia CA107
- Tuesday October 21st (PM)
- 2007 Sorento - KNDJD736775715193
- **AIR**bag Light concerns
- Customer to be provided with rental

Thank you!

\*\*\* PHONE LOG 10/02/2008 10:43 AM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted tom ryan s/m @ n. county kia & left msg:

1. cust will needs rental provided
2. for ftr appt on tues 10/21
3. i emailed you as well
4. pls confirm that you recv'd msg
5. here is my ph# thank you

\*\*\* NOTES 10/02/2008 10:45 AM Pacific Daylight Time APeckson Action Type:Manager review  
rcaa emailed ftr recap for review

\*\*\* NOTES 10/02/2008 12:03 PM Pacific Daylight Time APeckson Action Type:Manager review  
mark ftr emailed:  
Please find out if the **PASS**enger **AIR**bag has our new update install

\*\*\* PHONE LOG 10/02/2008 12:04 PM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted kia service, spoke to brian s/a

rcaa states:  
1. were any updates performed on veh

brian states:

1. cust didn't understand why **AIR**bag light went off and on
2. no didn't see any reflash or anything done

\*\*\* NOTES 10/02/2008 12:05 PM Pacific Daylight Time APeckson Action Type:Manager review  
rcaa emailed mark ftr:  
nothing was done (updates)

\*\*\* NOTES 10/07/2008 07:18 AM Pacific Daylight Time APeckson Action Type:Manager review  
e-mail chain:

Before I send this in, let's give the dealer a call and determine if they have the updated **OCS** Reflash tool already. I'm pretty sure they do. Call Mike at the dealership (tech call 760-525-0770). The updated tool will say "OC Reflash Tool 6" across the top

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJD736775	K1502898	12,249
Fallbrook, CA		Prod. Date: 11/14/06	Dealer: CA107	North County Kia

949.939.7674

Western Region FTR

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From: Fritzing, Keith [KMA]

Sent: Friday, October 03, 2008 10:01 PM

To: White, Mark [KMA]; Ortiz, Paul [KMA]; Peckson, Anna [KMA]

Cc: Martin, Scott [KMA]; Howells, Dan [KMA]

Subject: RE: FTR appt. 10/21 - Michael Will - BL **OCS** Reflash tool

Sure thing, I will probably be able to get it in the mail (FedEx) within a day or two. I will send it to Paul so he can get it out to the appropriate party.

Keith Fritzing

949.939.7674

Western Region FTR

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From: White, Mark [KMA]

Sent: Friday, October 03, 2008 12:47 PM

To: Ortiz, Paul [KMA]; Peckson, Anna [KMA]; Fritzing, Keith [KMA]

Cc: Martin, Scott [KMA]

Subject: RE: FTR appt. 10/21 -

Keith, will you please send you Sorento re-flash tool, FedX to Scott Martin so he can check it in and then we can send it to this dealer for the needed re-flash on the **PASS**enger seat.

From: Ortiz, Paul [KMA]

Sent: Friday, October 03, 2008 12:43 PM

To: White, Mark [KMA]; Peckson, Anna [KMA]

Cc: Martin, Scott [KMA]

Subject: RE: FTR appt. 10/21 -

If I knew how to get a hold of him.

Scott- Do you know if Keith turned in his re-flash tool?

Paul Ortiz

Regional Consumer Affairs Manager

Kia Motors America

Western Region

P: (949) 468-4512

F: (949) 468-4509

From: White, Mark [KMA]

Sent: Friday, October 03, 2008 12:33 PM

To: Peckson, Anna [KMA]; Ortiz, Paul [KMA]

Subject: RE: FTR appt. 10/21 -

This vehicle has a know update for the **PASS**enger seat. Paul could you have Keith send his **PASS**enger seat re-flash tool to us and then we can send it to the dealer it could save us a trip to the dealer.

From: Peckson, Anna [KMA]

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1502898	12,249
Fallbrook, CA [REDACTED]		Prod. Date: 11/14/06	Dealer: CA107	North County Kia

Sent: Thursday, October 02, 2008 1:04 PM  
To: White, Mark [KMA]  
Subject: RE: FTR appt. 10/21 - [REDACTED]  
Nothing was done.  
Anna Peckson  
Kia Motors America, Inc.  
Western Region

From: White, Mark [KMA]  
Sent: Thursday, October 02, 2008 12:37 PM  
To: Peckson, Anna [KMA]  
Subject: RE: FTR appt. 10/21 - [REDACTED]

Please find out if the **PASS**enger **AIR**bag has our new update install

\*\*\* NOTES 10/07/2008 07:18 AM Pacific Daylight Time APeckson Action Type:Manager review  
rcaa emailed keith fritzinger:  
1. i just spoke to [REDACTED] he did not use the reflash tool

\*\*\* NOTES 10/07/2008 08:28 AM Pacific Daylight Time APeckson Action Type:Manager review  
keith fritzinger emailed:  
Actually, I just talked to [REDACTED] and found out that he's no longer at the dealership . . . news to me. In which case, you may want to talk to Tom, the SM about this.  
Here's a pic of what the label on the **OCS** tool should look like. Again, the important part of the label is where it says "OC\_Repro Tool 6"

\*\*\* PHONE LOG 10/07/2008 08:28 AM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa left msg on vmail of tom ryan s/m at n. county kia:  
1. have u used new **OCS** reflash tool  
2. pls give me a call back thanks

\*\*\* PHONE LOG 10/10/2008 08:25 AM Pacific Daylight Time APeckson Action Type:Incoming call  
rcaa contacted tom ryan s/m at n. county kia & left msg:  
1. pls call back  
2. trying to find out if new **OCS** tool was used

\*\*\* NOTES 10/10/2008 08:25 AM Pacific Daylight Time APeckson Action Type:Manager review  
rcaa emailed tom ryan s/m at n county kia:

Hi Tom, just trying to find out if you the updated **OCS** tool was used on this customer's Sorento at any point...It will say "OC\_Repro Tool 6" across the top of the white sticker on the tool itself. If you can please let me know I'm trying to get an answer back to our FTR. Thanks.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736775 [REDACTED]	K1502898	12,249
Fallbrook, CA [REDACTED]		Prod. Date: 11/14/06	Dealer: CA107	North County Kia

The tool has not been used but it also says its for a 2005 Sorento on the instructions. We do have it

\*\*\* NOTES 10/10/2008 07:44 AM Pacific Daylight Time APeckson Action Type:Manager review  
rcaa emailed keith fritzinger response fr. tom ryan:  
Keith, Tom Ryan's response below. The customer is currently in a 2007. Does it matter that they have a tool that says 2005 Sorento?

\*\*\* NOTES 10/14/2008 02:22 PM Pacific Daylight Time APeckson Action Type:Manager review  
rcaa emailed tom ryan of keith answer:  
As long as the tool says "OC RePro Tool 6" on the top of the label they are good to go. They should use the same procedure as they would for a 05-06 Sorento

\*\*\* PHONE LOG 10/16/2008 07:34 AM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted tom ryan s/m at n. county kia & left msg:  
1. did you receive email regarding correct too "oc repro 6"  
2. is correct one you can use to rep **AIR**  
3. better if you can do this so mark fir does not have to go there next week  
4. pls give me a call back thank you

\*\*\* PHONE LOG 11/11/2008 02:27 PM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted cust:  
1. following up on **AIR** bag light on kia sorento after fir visit  
2. how is veh so far

cust states:  
1. haven't had any problems so far  
2. my wife sits in it and its working  
3. thank you very much

rcaa states:  
1. that's great news  
2. should you have any further questions pls feel free to give either me or dlr a call  
3. thank you have a great day

\*\*\* STATUS CHANGE 11/11/2008 02:30 PM Pacific Daylight Time APeckson

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJD735785	K1611264	5,600
Saint Helens, OR		Prod. Date: 6/8/07	Dealer: OR002 Beaverton Kia	

**Case History**

Complaint **RepAIR** Assistance

\*\*\* PHONE LOG 07/06/2009 03:02 PM US Mountain Standard Time DDailous  
CUSTOMER STATES

1. I HAVE TAKEN IN FOR THE **AIR**BAG LIGHT - IT STAYS ON WHEN WIFE IS IN THE CAR
2. I THOUGHT I HAD IT FIXED BUT GOT THIS LETTER, SO I GUESS

WRITER STATES

1. UPDATED, SC076, APOLOGIZED
2. DEFINETLY TAKE IN FOR THAT RECALL SO THEY CAN GET THAT REPROGRAMMED FOR YOU

CUSTOMER STATES

1. SOMETHING IS LEAKING DOWN THE POST WHEN IT RAINS IN THE **PASS**ENGER DOOR AND ONTO THE STEP THERE
2. AFFRAID SOMETHING WILL START RUSTING THROUGH
3. LOOKS LIKE WATER LEAKING FROM THE ENGINE SOMEWHERE
4. YOU ARE NOT THE DEALERSHIP? THAT IS WHERE I THOUGHT I WAS CALLING

WRITER STATES

1. WHEN YOU TAKE IN FOR RECALL, ASK THEM TO LOOK AT THE OTHER ISSUES YOU ARE HAVING
2. IS IT YOUR **AIR** CONDITIONING SWEATING? (NOT SURE)
3. PROVIDED PHONE NUMBER TO OR002

**Kia Motors America  
Consumer AffAIRs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735485 ██████████	K1549950	450
Leesburg, FL ██████████		Prod. Date: 10/12/07	Dealer: FL091	Kia of Leesburg

**Case History**

Complaint **RepAIR** Assistance

\*\*\* PHONE LOG 02/04/2009 08:33 AM US Mountain Standard Time ERuiz

\*\*\*CALLER STATED\*\*\*

1. I AM HAVING SOME PROBLEMS W/ MY CAR.
2. THE TPMS LIGHT STAYS ON.
3. THE **PASS**ENGER'S SIDE **AIR** BAG LIGHT STAYS ON EVEN WHEN MY HUSBAND IS SITTING ON IT.
4. WE ALSO NOTICED THAT THE HOOD HAD BEEN REPAINTED.

\*\*\*WRITER STATED\*\*\*

1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. WRT TOLD THE CST THAT THE TPMS LIGHT MAY BE ON AS THE RESULT OF LOW TIRE PRESSURE.
3. WRT ADVISED THE CST TO TAKE THE VEHICLE TO THE DLR FOR A TIRE PRESSURE INSPECTION.
4. THE **OCS** LIGHT STAYS ON IF THE **PASS**ENGER IS NOT SITTING ON AN UPRIGHT POSITION.
5. WRT TOLD THE CST TO ALLOW THE DLR TO TAKE A LOOK AT THIS ALSO.
6. WRT ADVISED THE CST TO ASK THE SVC DEPT TO LOOK AT THE HOOD.
7. THE DLR WILL BE ON THE BEST POSITION TO DETERMINATE IF THE HOOD WAS REPAINTED OR NOT.
8. CST THANKED WRT FOR THE INFO.

\*\*\* CASE CLOSE 02/04/2009 08:33 AM US Mountain Standard Time ERuiz

\*\*\* CASE CLOSE 04/10/2009 07:34 AM US Mountain Standard Time DUnderwood

**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]	KNDJD736675 [REDACTED]	K1440092	13,000
KNOXVILLE, TN [REDACTED]		Prod. Date: 4/17/07	Dealer: TN032 Rusty Wallace Kia	

**Case History**

Complaint *Rep AIR Assistance*

\*\*\* NOTES 04/24/2008 08:24 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: [REDACTED]

Back in August I bought a Kia Sorento. From that day, the *PASS*enger *AIR*bag sensor has not worked properly, and the adaptive transmission has had problems. I took it to the dealer several times, then in September, the dealer told me that a new program was being created by Kia to fix the *AIR*bag issue. Then finally in October, they told me that a new program was finally being created by Kia to fix the problem with the transmission. To this day, I have been told that these new programs are not ready. What is the hold up?! I think I have waited patiently enough for you to get these fixes done. Now I want some action! I'm fed up with my NEW car not working right. And what would happen if I got in a wreck and my *PASS*enger *AIR*bag decided to not work because the sensor malfunctions? That's not safe!! Please get these fixes done and sent out, so I can FINALLY like and enjoy my car.  
Thank you, [REDACTED]

\*\*\* PHONE LOG 04/25/2008 07:35 AM US Mountain Standard Time CHart Action Type:Outgoing call  
called dlr TN032 -- spoke w/ SM Rob

1. veh came in -- needed *AIR*bag calibration on 09/21/2007
  2. 09/07/07 -- transmission slips on accelerating
  3. advised could take up to 200 miles to relearn -- reprogramed trans
  4. veh hasn't been in since
  5. there is also a reprogram for the surging
- wrt thanked Rob -- call ended

\*\*\* PHONE LOG 04/25/2008 07:39 AM US Mountain Standard Time CHart Action Type:Outgoing call  
called cust

- wrt states
1. calling regarding web inquiry
  2. spoke w SM at dlr
  3. SM advised rep *AIR*s available for custs concerns
  4. advised to speak w/ SM Rob

cust thanked wrt -- call ended

\*\*\* CASE CLOSE 04/25/2008 07:51 AM US Mountain Standard Time CHart



**Kia Motors America  
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1427789	13,000
Peoria, AZ ██████████		Prod. Date: 6/30/06	Dealer: AZ026 Peoria Kia	

**Case History**

Complaint *RepAIR Assistance*

\*\*\* PHONE LOG 03/24/2008 07:41 AM US Mountain Standard Time KJohnson

Customer stated:

- 1 - I'm taking going to Peoria Kia, az026, to talk to them about the *PASS*enger seat *AIR*bag light
- 2 - I've been working w/ Tim and last time the SVC M
- 3 - The *PASS*enger side *AIR*bag light stays on after the customer sits there
- 4 - Last Thursday they downloaded some software, but it is still not working
- 5 - My cell phone is ██████████

Writer stated:

- 1 - Apologized
- 2 - Updated; no recalls

Writer placed customer on hold, called dlr, and was on hold for > 2 min

Writer returned to customer:

- 3 - Unable to get through to dlr
- 4 - Will follow-up later and call you back
- 5 - Provided case no. and extension

Customer stated:

- 1 - Thank you

\*\*\* PHONE LOG 03/26/2008 09:42 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and SA Valerie stated:

- 1 - 3/20/08 -- download update
- 2 - 1/16/08 -- *OCS* -- CND

\*\*\* PHONE LOG 03/26/2008 09:44 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called DPSM Tom Steinwinter and stated:

- 1 - Summarized case
- 2 - Thinking dispatch

Tom stated:

- 1 - Yeah

\*\*\* PHONE LOG 03/26/2008 09:45 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer and left VM requesting CB

\*\*\* NOTES 03/26/2008 09:47 AM US Mountain Standard Time KJohnson Action Type:Manager review

Writer dispatching to Western Region

(a) for rep*AIR* assistance

Because

- 1 - 2007 Sorento. 6800 miles
- 2 - *OCS* download performed, but *OCS* still not operating as designed
- 3 - DPSM recommends dispatch

**Kia Motors America  
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736X75 ██████████	K1427789	13,000
Peoria, AZ ██████████		Prod. Date: 6/30/06	Dealer: AZ026	Peoria Kia

\*\*\* PHONE LOG 03/26/2008 01:59 PM US Mountain Standard Time KJohnson Action Type:Incoming call  
Customer left VM requesting cb at 623-933-0515

\*\*\* PHONE LOG 03/26/2008 02:02 PM US Mountain Standard Time KJohnson Action Type:Outgoing call  
Called customer and left VM stating:  
1 - Escalated case to region  
2 - Someone should contact you in 3 business days  
3 - Zone rep and wtr agree that as download was not successful, regional office, which has more technical resources than consumer affAIRs, is better suited to assist  
4 - cb if questions

\*\*\* PHONE LOG 04/03/2008 10:10 AM Pacific Daylight Time ARomo Action Type:Incoming call  
Writer called and left a message requesting a call back.  
Writer left name and contact info.

\*\*\* EMAIL OUT \_ ARomo Action Type:External email  
Send to:[romo]  
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 04/03/2008 10:29 AM Pacific Daylight Time ARomo Action Type:Outgoing call  
Writer called dealer and spoke to Kevin who states:  
Im familiar with the customer  
Tom called us this morning and let us know to replace the seat bottom  
Hopefully this rectifies the situation  
Im going to call the customer in a few to make the appointment and he will call writer back  
Writer thanked for the information.

\*\*\* PHONE LOG 04/07/2008 03:47 PM Pacific Daylight Time ARomo Action Type:Outgoing call  
Writer called customer  
Writer left v/m stating:  
Calling from KMA  
Wanted to make sure that the dealer contacted you and advised you  
That they have ordered parts for your vehicle and will call you once they arrive.  
Should you have any questions please feel free to contact me  
Left contact info.

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
		KNDJD736X75	K1427789	13,000
Peoria, AZ		Prod. Date: 6/30/06	Dealer: AZ026	Peoria Kia

\*\*\* NOTES 04/07/2008 03:47 PM Pacific Daylight Time ARomo Action Type:Manager review  
Writer to close case pending further customer contact.

\*\*\* CASE CLOSE 04/07/2008 03:49 PM Pacific Daylight Time ARomo

\*\*\* CASE CLOSE 04/14/2008 09:39 AM US Mountain Standard Time JHirshfield  
*AIR*bag Tread Review --JH

\*\*\* PHONE LOG 04/03/2009 09:48 AM US Mountain Standard Time LCoema Action Type:Incoming call  
Cust states:

1. Last year dlr had to replace the *PASS*enger seat because of the *AIR* bag light would not go off when someone was sitting in the *PASS*enger seat.
2. It was OK until now.
3. Now light is back on when someone is sitting in the seat.
4. I called the dlr & was adv to call KCC to open another case.

Writer states:

1. Updated. no recalls.
2. Apologized for situation.
3. We will use the same case number from last year. provided number.
4. This new concern may be something entirely different.
5. But case was at the region previously.
6. So writer will be sending the case to the region.
7. But need to know when cust is going to take vch to dlr.
8. Please schedule appt & call writer back with appt date.
9. Provided contact info.

\*\*\* PHONE LOG 04/03/2009 09:49 AM US Mountain Standard Time LCoema Action Type:Incoming call  
Writer received VM message from cust stating:

1. Have appt on Tuesday 4/7/09 at 8 AM.

\*\*\* NOTES 04/03/2009 09:50 AM US Mountain Standard Time LCoema Action Type:Manager review  
Writer dispatching file to region:

1. Previously at region for same concern. *PASS*enger *AIR* bag light.
2. Cust has appt for Tuesday 4/7/09.
3. Please review & call cust.

\*\*\* PHONE LOG 04/16/2009 09:46 AM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted cust  
l/m to c/b to follow up  
on rep*AIR*s at dlr

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Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD736X75 [REDACTED]	K1427789	13,000
Peoria, AZ [REDACTED]		Prod. Date: 6/30/06	Dealer: AZ026	Peoria Kia

rca contacted cust  
l/m requesting call back  
regarding rep **AIRs**

\*\*\* NOTES 05/06/2009 08:45 AM Pacific Daylight Time APeckson Action Type: Manager review  
mailed call me letter

\*\*\* CALL BY 05/06/2009 08:45 AM P.D.T. 10:00 AM \*\*\*

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1334650	500
Garland, TX	██████████	Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

**Case History**

Complaint    Repair Assistance

\*\*\* PHONE LOG 07/16/2007 02:13 PM US Mountain Standard Time MTrem

Caller Mr. W states:

1. I have owned a '03, '04, '05, Sorento
2. now I have a '07 Sorento
3. I took the sunroof deflector from my '06 and mounted it on my '07
4. is easy just 4 bolts and some clips
5. the deflector doesn't fit the '07 properly
6. the dealership tells me it's the same part number as the '06
7. so this should fit
8. if I drove like this at 65, it would probably lift it off the vehicle
- 9 the part number UB030AY110

writer states:

1. updated, no recalls
2. apologized
3. writer will need to research the part numbers to see if they are the same
4. gave case number and contact info

\*\*\* PHONE LOG 07/20/2007 07:26 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called TX081 Parts Dept: Eddie States:

1. part number before and finally got it fixed
2. the new part number is UB030 AY110

\*\*\* PHONE LOG 07/20/2007 07:28 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called Parts Hotline: Christian states:

1. the part from 2006 to 2007 is listed as a carry over part UB030 AY110
2. have not heard of the part not fitting

\*\*\* PHONE LOG 07/20/2007 07:29 AM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called Ms. W who states:

1. Mr W will be back in about an hour, please call back then
- Ms. W disconnected

\*\*\* PHONE LOG 07/20/2007 09:25 AM US Mountain Standard Time MTrem Action Type:Incoming call  
VM from Mr. W requesting call back at 9725301677

\*\*\* PHONE LOG 07/23/2007 01:43 PM US Mountain Standard Time MTrem Action Type:Incoming call  
VM from Mr. W requesting call back at 9725301677

\*\*\* PHONE LOG 07/23/2007 01:52 PM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called Mr. W who states:

1. had a new sunroof deflector ordered from the dealership
  2. same part number, it does not fit correctly as well
  3. was tempted to trim it back, but I don't want to destroy the unit just to make it fit
- writer states:

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
Garland, TX		KNDJD736375	K1334650	500
		Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

1. contacted the parts department and the parts distribution resource
2. the part is considered a carry over part from the previous models
3. may not have a solution until more research is done or a new part is determined
4. writer will keep customer Mr. W up to date
5. writer will contact the Kia area rep for further info on the concern

\*\*\* PHONE LOG 07/25/2007 06:30 AM US Mountain Standard Time MTrem Action Type:Outgoing call  
Writer called DPSM SCameron, no Answer, VM did not pick up

\*\*\* PHONE LOG 07/25/2007 09:15 AM US Mountain Standard Time MTrem Action Type:Outgoing call  
Writer LVM for DPSM THiltz requesting call back, gave vin, contact info

\*\*\* EMAIL OUT  MTrem Action Type:External email  
Send to:[thiltz@kiausa.com]  
Michael Trem  
Kia Consumer Assistance  
Ext 45011

1. Carry over Sun Roof Deflector part does not fit 2007 Sorento

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.

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\*\*\* PHONE LOG 07/26/2007 12:42 PM US Mountain Standard Time MTrem Action Type:Outgoing call  
Writer called DPSM THiltz who states:

1. the part really doesn't supercede
2. Contact John Sheeks Parts manager at the dealership
3. let him know we will warranty the part and give the customer his money back
4. any questions he can contact me
5. the part doesn't fit well and tends to crack when bent into position
6. will see if the part for the 2008 model changes, perhaps if it does the customer can use that part

\*\*\* PHONE LOG 07/26/2007 12:51 PM US Mountain Standard Time MTrem Action Type:Outgoing call  
Writer called Mr. W stating:

1. contacted the Kia rep regarding the deflector fit
2. there is no new part that fits the vehicle
3. can take the part back and get a refund
4. perhaps when the 2008 MY deflector comes out, that part will fit

**Kia Motors America  
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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1334650	500
Garland, TX	██████████	Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

customer Mr. W states:

1. ok will take it back when my plates come in
2. will wait to see if the next MY fits

\*\*\* PHONE LOG 07/26/2007 12:54 PM US Mountain Standard Time MTrem Action Type:Outgoing call

Writer called TX081 Parts John Sheeks stating:

1. reiterated conversation with DPSM THiltz

\*\*\* CASE CLOSE 07/26/2007 12:54 PM US Mountain Standard Time MTrem

\*\*\* PHONE LOG 09/17/2007 02:50 PM US Mountain Standard Time RBriones Action Type:Incoming call

Customer Stated:

1. Just checking on status of case.
2. Have had a problem with sunroof wind defector.

Writer Stated:

1. Apologized for prob.
2. Don't show any additional info since 7/26/07.

\*\*\* CASE CLOSE 09/17/2007 02:50 PM US Mountain Standard Time RBriones  
info given.

\*\*\* NOTES 10/19/2007 02:44 PM Pacific Daylight Time CFurumoto Action Type:Correspondence rec.

NCA received letter from customer.

1. Customer wrote letter outlining his opinions and suggestions for his vehicle. (See Case K1372414).
2. Customer states he has had problem with passenger air bag light functioning properly.
3. Customer also states same problem as above with sunroof deflector.

Scanned and dispatched to region for further contact with customer.

\*\*\* PHONE LOG 10/23/2007 03:52 PM Pacific Daylight Time LNavarro Action Type:Outgoing call

wraaa called customer, not available, left vm:

1. gave phone number & case number
2. asked for return phone call

\*\*\* PHONE LOG 10/23/2007 04:39 PM Pacific Daylight Time LNavarro Action Type:Incoming call

customer returned call to wraaa, advised:

1. (same) sunroof deflector used - installed on prev 3 sorentos (04,05, & 06)
2. though p/n is same for current 07 model sorento (ub030ayl10)
3. does not fit
4. roof line curvature does not fit

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
Garland, TX		KNDJD736375	K1334650	500
		Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

5. customer suggests retrofit front seal????
6. wrcaa advised will contact parts dept to find out
7. if anything can be done for customer
8. customer also has 2nd issue
9. a/b light stays on (sys off) intermittently when different
10. size passengers sit on seat
11. customer scheduled to take his veh to dlr this thurs, 10-25
12. for replacement passenger seat cushion

WRCAA CALLED JAMES VAN CURA, X4789 IN PARTS DEPARTMENT:

1. ASKED FOR RETURN CALL REGARDING SUNROOF DEFLECTOR
2. DO WE HAVE A RETROFIT PART - SEAL?
3. OR A DIFFERENT DEFLECTOR FOR THE 07 SORENTO?
4. IF SO, POSSIBLY WE COULD SEND PART TO CUST AT NO COST?

\*\*\* PHONE LOG 10/30/2007 09:37 AM Pacific Daylight Time LNavarro Action Type:Outgoing call  
wrcaa spoke with James Vancura who advised:

1. same part number for 03 to 08 sorento's
2. nothing we can do
3. suggest customer just buy another part
4. wrcaa explained customer's (same) sunroof deflector that was
5. installed from 04 to 05 to 06 sorento does not fit on 07 model
6. in addition, customer purchased new part (again same part number) and
7. that one does not fit 07 sorento
8. james vancura suggests wrcaa discuss case with rcam t.williams since wrcaa
9. wants to offer customer some type of goodwill since customer has already
10. purchased 4 sorentos and wants to buy another one
11. wrcaa discussed case with rcam t.williams who said nothing we can do for this customer

\*\*\* PHONE LOG 10/30/2007 09:40 AM Pacific Daylight Time LNavarro Action Type:Outgoing call  
wrcaa discussed situation with accessory mgr l.simmons who advised:

1. (same) part number sunroof deflector was just installed onto an 08 sorento
2. offered to send (no charge) part to respective dealer for this customer
3. wrcaa thanked l.simmons
4. advised will discuss case with dpsm as wrcaa wants to have part installed by
5. dealer for no cost to customer
6. given mr wolfe is a good kia customer
7. thank you lonnie!

\*\*\* PHONE LOG 10/30/2007 09:48 AM Pacific Daylight Time LNavarro Action Type:Outgoing call  
wrcaa called dpsm t.hiltz, not available, left vm:

\*\*\* PHONE LOG 10/30/2007 12:00 PM Pacific Daylight Time LNavarro Action Type:Outgoing call  
wrcaa reviewed case with dpsm tom hiltz:

1. he agreed with goodwill dlr installation of part
2. asked wrcaa to contact dlr serv mgr charlie smith and



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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736375 [REDACTED]	K1334650	500
Garland, TX	[REDACTED]	Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

3. ask him to personally install the veh sunroof deflector
4. thank you tom hiltz

wrcaa called, spoke with charlie smith - dlr tx081 serv mgr:

1. he agreed to personally install sunroof deflector at no cost to customer
2. any issues, he agreed to contact tom hiltz
3. charlie to call customer when new sunroof deflector arrives at his dealership
4. charlie said installation takes aprox 30 mins so rental veh
5. not necessary - customer can wait

wrcaa called customer, advised him of pertinent information:

1. mr wolfe thanked wrcaa for assistance and phone calls
2. also thanked wrcaa for asking accessory mgr l.simmons to call customer

\*\*\* PHONE LOG 11/05/2007 08:42 AM Pacific Daylight Time LNavarro Action Type:Outgoing call

wrcaa spoke with dlr serv mgr charlie smith who advised:

1. received sunroof deflector on friday
2. has spoken with customer - carl wolfe who plans
3. on bringing veh to dlr sometime this week for installation
4. of the new sunroof deflector
5. all (parts & labor) at no charge to customer
6. serv mgr & shop foreman to install part
7. wrcaa inserted customer's 9-21-07 letter
8. and copy of clarify case into a folder
9. case closed
10. case folder filed at western regional office

\*\*\* CASE CLOSE 11/05/2007 08:43 AM Pacific Daylight Time LNavarro

\*\*\* PHONE LOG 11/14/2007 11:24 AM Pacific Daylight Time LNavarro Action Type:Outgoing call

wrcaa spoke with dlr serv mgr charlie smith who advised:

1. has spoken with customer
2. who plans on bringing veh to dlr very soon for
3. sunroof deflector installation
4. situation delayed because customer ordered some other part for
5. vehicle
6. everything under control
7. charlie thanked wrcaa for the phone call

wrcaa called customer, spoke with mrs wolfe who advised:

1. dlr ordered new veh passenger seat bottom to correct airbag warning light
2. situation
3. mrs wolfe thought they could take veh to dlr to get both issues taken care
4. of on same day
5. wrcaa gave 800# & asked customer to call if any problems
6. otherwise, case closed
7. mrs wolfe agreed - & thanked wrcaa for the phone call

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1334650	500
Garland, TX ██████████		Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

wrcaa called accessory mgr l.simmons to thank him for the (no cost to customer)

1. sunroof deflector again

case folder with customer's letter filed at western regional office:

1. case reclosed

\*\*\* CASE CLOSE 11/14/2007 11:26 AM Pacific Daylight Time LNavarro

\*\*\* PHONE LOG 12/06/2007 11:23 AM Pacific Daylight Time LNavarro Action Type:Outgoing call

wrcaa returned call to customer. customer left vm:

1. customer advised he took veh to dlr yesterday
2. & worked directly with serv mgr charlie smith & lead person
3. both unable to install sunroof deflector
4. states charlie smith offered to cut the molding (which is attached to
5. deflector); however, customer declined - he did not want to cut a perfect,
6. new part
7. although very appreciative, customer seeks assistance on getting deflector
8. installed correctly
9. wrcaa offered to contact kia's accessory mgr (l.simmons) again for additional
10. assistance, suggestions
11. advised customer will call him again when information available
12. note: customer asked dlr to keep the new deflector for now

WRCAA CALLED LONNIE SIMMONS, NOT AVAILABLE, LEFT VM:

\*\*\* PHONE LOG 12/06/2007 05:11 PM Pacific Daylight Time LNavarro Action Type:Incoming call

customer called again,

1. wants reqs assistance - states dlr still waiting for
2. passgr side seat cushion
3. re: airbag system issue

\*\*\* PHONE LOG 12/07/2007 09:26 AM Pacific Daylight Time LNavarro Action Type:Outgoing call

wrcaa called accessory mgr l.simmons, not available, left vm:

1. please call wrcaa back as soon as possible, thank you!

\*\*\* PHONE LOG 12/07/2007 11:00 AM Pacific Daylight Time LNavarro Action Type:Outgoing call

wrcaa called l.o'malley to inquire if l.simmons available at work this week:

1. have left couple of vm's for l.simmons
2. lynn advised will discuss situation with l.simmons
3. he has been in multiple meetings, so has been difficult to reach him
4. lynn advised will call wrcaa with followup information

\*\*\* PHONE LOG 12/07/2007 12:03 PM Pacific Daylight Time LNavarro Action Type:Incoming call

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
		KNDJD736375	K1334650	500
Garland, TX 75040-4827		Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

wrcaa received call from lonnie simmons who advised:

1. both he & other corp people have had no challenges in installing
2. sunroof deflector (including installation onto a 2008 model)
3. same part & same part number for many years
4. wrcaa thanked him for the return phone call
5. advised will contact serv mgr, charlie smyth at dlr
6. thank you lonnie!

\*\*\* PHONE LOG 12/07/2007 12:11 PM Pacific Daylight Time LNavarro Action Type:Outgoing call  
wrcaa called dlr serv mgr, charlie smyth:

1. charlie still has the part (sunroof deflector kit)
2. asked him to please contact dpsm tom hiltz (not available this week)
3. and ftr r.peralta, if necessary, on how to install deflector
4. charlie advised problem is the space amount between roof rack rails
5. charlie agreed to contact kia's outside rep(s) to coordinate appropriate
6. installation of part
7. in addition, wrcaa mentioned to charlie customer had left vm on wrcaa's
8. dlr is waiting for front passenger seat cushion to correct a/bag issue
9. wrcaa asked charlie smyth to also discuss airbag issue with dpsm t.hiltz and
10. ftr r.peralta -- advised him of 2nd version reflash which should be available
11. jan or feb, 2008
12. charlie smyth agreed with wrcaa & thanked wrcaa for the phone call
13. charlie smyth ageeed to followup with customer next week after speaking
14. with dpsm t.hiltz & ftr r.peralta

WRCAA CALLED CUSTOMER:

1. REVIEWED & GAVE CUSTOMER INFO PER PERTINENT FACTS IN PREVIOUS UPDATE
2. CUSTOMER THANKED WRCAA FOR THE FOLLOWUP, ASSISTANCE, AND PHONE CALLS

AGREED TO CLOSE CASE AT THIS TIME:

1. CUSTOMER TO CALL WRCAA SHOULD HE HAVE ANY MORE PROBLEMS, ISSUES

\*\*\* CASE CLOSE 12/07/2007 12:12 PM Pacific Daylight Time LNavarro

\*\*\* PHONE LOG 12/17/2007 10:58 AM Pacific Daylight Time LNavarro Action Type:Outgoing call  
wrcaa reopened case to document wrcaa's conversation with serv mgr -

1. charlie smyth who advised just spoke with customer carl wolfe
2. who does not want dlr to install sunroof deflector the way serv mgr &
3. dpsm tom hiltz suggested (by adjusting roof rack)
4. customer told serv mgr he will wait to hear from kia corp mgr l.simmons
5. for directions on how to install the sunroof deflector
6. wrcaa thanked serv mgr charlie smyth for all of his efforts

\*\*\* PHONE LOG 01/16/2008 02:22 PM Pacific Daylight Time LNavarro Action Type:Outgoing call  
wrcaa called customer, not avail, left vm:

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
Garland, TX		KNDJD736375	K1334650	500
		Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

1. also spoke with customer yesterday who claims has left numerous vm's
2. for lonnie simmons, accessory mgr and is still waiting for return call
3. he last spoke with lonnie on 12-10-07. at that time, customer
4. alleges lonnie promised to send him another (no cost) sunroof deflector
5. assembly
6. wrcaa has left lonnie two vm's s (yesterday and today) and have not
7. heard back from lonnie yet
8. wrcaa sent lonnie an email, copied rcam p.ortiz

wrcaa called dlr, serv mgr charlie smyth not available:

1. spk with serv mgr assist steve lake and asked him to please
2. arrange with charlie smyth...contacting kia tech hotline and dpsm t.hiltz
3. and ftr r.peralta to schedule passenger a/b system reprogram (latest edition)
4. if this does not work, dlr may have to order replacement passenger seat bottom
5. steve agreed to do this and agreed to call wrcaa with update by tomorrow

\*\*\* NOTES 01/16/2008 02:44 PM Pacific Daylight Time LNavarro Action Type:Manager review

wrcaa adds comments per steve lake at dlr:

1. passenger a/b light activates intermittently - only with certain people, ie: carl wolfe
2. a/b system works normal when wife in passenger seat

\*\*\* PHONE LOG 01/17/2008 09:56 AM Pacific Daylight Time LNavarro Action Type:Incoming call

wrcaa received call from lonnie simmons who advised:

1. (clarification) he did not promise to send another sunroof deflector to dlr for customer
2. also, kia has not received a bad batch of parts
3. no probs with deflectors - states last year kia sold aprx 560 parts
4. wrcaa thanked lonnie for the info
5. advised will be calling customer today, also explain calling on lonnie's behalf
6. all in agreement

\*\*\* PHONE LOG 01/17/2008 10:03 AM Pacific Daylight Time LNavarro Action Type:Outgoing call

wrcaa spoke with ftr r.peralta who agreed to personally install sunroof deflector:

1. will go to tx081 on 1-22-08 to install part, also to perform ocs reflash to correct
2. pass a/b issue
3. r.peralta advised has spoken with dlr serv mgr charlie smyth this am re:
4. ocs reflash
5. wrcaa added above info onto richard's ftr calendar for 1-22-08

wrcaa spoke with dlr serv mgr charlie smyth:

1. reiterated info
2. charlie advised also offered to loan cust a vehicle, if he wants,
3. while his veh is being repaired

wrcaa called customer, spoke with sue wolfe (carl wolfe not available):

1. relayed all above info

**Kia Motors America  
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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
Garland, TX		KNDJD736375	K1334650	500
		Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

2. fr will install part, also perform ocs reflash on 1-22-08
3. all at no charge to customer
4. advised wrcaa also calling on behalf of lonnie simmons
5. mrs wolfe thanked wrcaa for the phone call and assistance

\*\*\* CASE CLOSE 01/17/2008 10:25 AM Pacific Daylight Time LNavarro

\*\*\* PHONE LOG 01/17/2008 04:55 PM Pacific Daylight Time LNavarro Action Type:Incoming call

wrcaa reopened case to document comments per customer's vm:

1. mr wolfe thanked wrcaa for assistance and ongoing efforts in getting
2. his problems resolved

\*\*\* CASE CLOSE 01/17/2008 04:56 PM Pacific Daylight Time LNavarro

\*\*\* PHONE LOG 04/10/2008 06:24 AM US Mountain Standard Time SLarez Action Type:Incoming call

WRITER CALLED CUSTOMER BACK PER CASE NOTES ON K1431720, FOUND HISTORY ON CASE.

WRITER STATES.

1. I AM CALLING YOU BACK BECAUSE THE COMPUTER CAME BACK UP AND I AM NOT NOW GETTING BACK TO YOU.
2. I FOUND THE CASE
3. WHAT CAN WE DO FOR YOU.

CUSTOMER STATES.

1. NOTHING REALLY, KIA ALREADY CAME OUT AND THE SUN ROOF DEFLECTOR IS NOT GOING TO GET BETTER THEN IT IS.
2. I WANTED TO LET KIA KNOW THAT IS NOT RESOLVED BUT I AM GOING TO LIVE WITH IT. THERE IS NOT REALLY ANYTHING THAT CAN BE DONE.

WRITER STATES.

1. I AM SORRY

CUSTOMER STATES.

1. IT IS NOT YOUR FAULT, THANK YOU FOR CALLING ME BACK

\*\*\* CASE CLOSE 04/10/2008 06:29 AM US Mountain Standard Time SLarez

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD736375 ██████████	K1452610	12,000
Garland, TX ██████████		Prod. Date: 10/16/06	Dealer: TX081	Central Kia of Lewisville

**Case History**

Complaint *RepAIR Assistance*

\*\*\* PHONE LOG 05/29/2008 08:41 AM Pacific Daylight Time KWarren

NCA received letter from customer

Letter is addressed to KMC

1. Cust states as I will try to illustrated here, our 2007 Sorento has shown a downward trend in vehicle quality control when compared to our previous Sorentos.
2. Cust states I will outline all problems which I have identified to the Kia dealership and/or Kia Motors America thus far; items with an asterisk have not been fully resolved.
3. Cust states all issues have required at least one visit to our Kia dealer, Central Kia of Lewisville, Texas and they have been very attentive in addressing all our concerns so far.
4. Cust states \**PASS*enger *AIR*bag light (and *AIR*bag system) not functioning properly with adult *PASS*enger seated.
5. Cust states noise/ rattle coming from underneath the vehicle.
6. Cust states \*vacuum noise (whistle) emanating from rear of vehicle intermittently.
7. Cust states \*sunroof deflector will not fit our 2007 Sorento (please see case# K1334650).
8. Cust states dome light not working when any door opened.
9. Cust states carpet anchors (around steering column) not holding carpet in place.
10. Cust states as the manufacturer you should be in the best position to address the items in this letter.

Dispatching to the Southern Region for customer contact.

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

Send to:[Williams, Kevin [KMA]]

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer 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:ClarifyOB/CA Attachments SendHistory Case K1452610 KWarren 05-29-2008094007.doc

\*\*\* PHONE LOG 05/29/2008 01:37 PM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA attempted to contact customer

1 No answer, straight to voice mail

2 Mail box full, disconnected

\*\*\* PHONE LOG 05/29/2008 01:43 PM Eastern Daylight Time ABrown Action Type:Outgoing call

SRCAA contacted dlr

Spoke with svc adv Mike

1 Requesting ROs and tech notes to be faxed to the regional office for further review

Mike stated

1 I will fax them today

2 Customer was in yesterday for oil change and differentials

SRCAA stated

1 Did customer address any other concerns with vehicle

Mike stated

1 No they did not

SRCAA thanked Mike and ended call

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
Garland, TX		KNDJD736375	K1452610	12,000
		Prod. Date: 10/16/06	Dealer: TX081	Central Kia of Lewisville

\*\*\* PHONE LOG 05/29/2008 01:37 PM Eastern Daylight Time ABrown Action Type:Outgoing call  
SRCAA attempted to contact customer  
1 No answer  
2 Mail box full

\*\*\* NOTES 05/30/2008 09:35 AM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA sent "Call me letter" to customer

\*\*\* NOTES 05/30/2008 09:35 AM Eastern Daylight Time ABrown Action Type:Manager review  
CASE PENDING CALL BACK FROM CUSTOMER

\*\*\* CASE CLOSE 05/30/2008 09:36 AM Eastern Daylight Time ABrown

\*\*\* PHONE LOG 06/02/2008 02:44 PM Eastern Daylight Time ABrown Action Type:Incoming call  
Customer contacted SRCAA  
Customer stated  
1 I am still having concerns with my 07 Sorento  
2 I sent a letter to Korea and I am waiting for them to contact me  
3 I don't know what happened with someone letting me know what they were going to do about the sun deflector  
4 My mother-in-law who weighs 97 pounds does not turn off the **PASS**enger seat **AIR** bag light  
5 I have sent a letter to Korea and I am waiting for them to contact me  
SRCAA stated  
1 I apologize that you're still having concerns with your vehicle  
2 I will be handling your case from now  
3 I will be gathering further information on your situation  
4 I will be contacting you in the next 24-48 hours as soon as I know where to go from here  
Customer thanked SRCAA and ended call

\*\*\* PHONE LOG 06/02/2008 02:50 PM Eastern Daylight Time ABrown Action Type:Outgoing call  
SRCAA contacted dlr  
Spoke with svc mgr. Stephen Smith  
1 Requesting ROs and tech notes to be faxed to the regional office  
Stephen stated  
1 I will fax them right now  
SRCAA thanked Stephen and ended call

\*\*\* PHONE LOG 06/03/2008 07:49 AM Eastern Daylight Time ABrown Action Type:Incoming call  
SRCAA contacted LNavarro at WRCAA  
Linda stated  
1 There have been no other updates on the sunroof visor  
2 We offered to replace the visor as GW  
3 Customer accepted  
4 He has had a re flash on **OCS**  
5 Contact DPSM for further information

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD736375 [REDACTED]	K1452610	12,000
Garland, TX [REDACTED]		Prod. Date: 10/16/06	Dealer: TX081	Central Kia of Lewisville

\*\*\* PHONE LOG 06/03/2008 07:51 AM Eastern Daylight Time ABrown Action Type:Outgoing call  
SRCAA contacted DPSM  
DPSM stated

- 1 No updates on visor
  - 2 We can re flash his **OCS** again however I believe in the OM there is a statement of weight restrictions
  - 3 I was unaware of the "vacuum noise"
  - 4 He should bring vehicle into dlr for further assistance to that concern
- SRCAA thanked DPSM for information and ended call

\*\*\* PHONE LOG 06/04/2008 06:51 AM US Mountain Standard Time HReynolds Action Type:Incoming call  
Carl Wolfe stated:

1. calling to check for incentive for month of June
2. what is good address for Kia Korea
3. sent a letter to Korea but it came back to me
4. what is there fax#?
5. this is my 4th Sorento and it has most problems out of all of them
6. I'm very happy with dealer service, no complaint whatsoever
7. Your regional office is working with me currently but I'm not sure what they can do

Writer stated:

1. apology for situation
2. advised, writer doesn't have KMC's fax number but can provide main phone #
3. advised, regional office is working hard to resolve the issue at this moment
4. advised, incentive for Sorento is \$3000 till June 30th, \$2000 for Sportage
5. no owner loyalty is offered for June

\*\*\* NOTES 06/04/2008 10:29 AM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA sent e-mail to FTR  
I Need to schedule time with FTR to inspect vehicle

CASE PENDING REPLY

\*\*\* NOTES 06/04/2008 10:57 AM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA received appointment time for 7/8/08 per FTR

\*\*\* PHONE LOG 06/04/2008 11:04 AM Eastern Daylight Time ABrown Action Type:Outgoing call  
SRCAA contacted customer

SRCAA stated

- 1 Concern for deflector has no recent updates
- 2 **OCS** concern referenced in chp 3 pg 50 of OM states those of light



**Kia Motors America  
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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1452610	12,000
Garland, TX ██████████		Prod. Date: 10/16/06	Dealer: TX081	Central Kia of Lewisville

- 3 I am not sure if the updated re flash would be able to resolve that concern
- 4 Spoke with FTR to address vacuum noise in rear of vehicle
- 5 Would like to schedule an appointment with FTR on 7/8/08

Customer stated

- 1 I will just have to live with the deflector concern
- 2 I can't believe that the **OCS** could read my mother-in-law as a child
- 3 Appointment for 7/8/08 would be fine
- 4 I will stay at the dlr that day

SRCAA stated

- 1 I will schedule that appointment at the dlr for you
- 2 I will also be sending you a reminder letter for that appointment
- 3 I will follow up with your rep **AIRs** after that appointment

Customer thanked SRCAA and ended call

\*\*\* COMMIT 06/04/2008 11:08 AM Eastern Daylight Time ABrown Action Type:Callback Required

\*\*\* PHONE LOG 06/04/2008 11:08 AM Eastern Daylight Time ABrown Action Type:Outgoing call  
SRCAA contacted dlr

Spoke with Mike

- 1 Requesting to schedule appointment for customer
- 2 Concern of vacuum noise coming from rear of vehicle
- 3 I will be faxing confirmation information to you

Mike stated

- 1 I have him down for 7/8/08

SRCAA thanked Mike and ended call

\*\*\* CASE CLOSE 06/04/2008 11:11 AM Eastern Daylight Time ABrown

\*\*\* PHONE LOG 07/08/2008 10:00 AM Eastern Daylight Time ABrown Action Type:Outgoing call  
SRCAA contacted dlr  
Spoke with svc mgr

SRCAA stated

I Was Mr. ██████████ able to bring his vehicle in this morning

Svc Mgr stated

I He called us and said he would be here in 30 minutes

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD736375 ██████████	K1452610	12,000
Garland, TX ██████████		Prod. Date: 10/16/06	Dealer: TX081	Central Kia of Lewisville

CASE PENDING

\*\*\* FULFILL 07/08/2008 10:16 AM Eastern Daylight Time ABrown Action Type:Callback Required

\*\*\* NOTES 07/08/2008 07:23 AM Pacific Daylight Time ELau Action Type:Manager review  
Tread Review Completed

\*\*\* PHONE LOG 07/08/2008 01:59 PM Eastern Daylight Time ABrown Action Type:Incoming call  
Stephen, svc mgr contacted SRCAA

Stephen stated

- 1 We order a valv / canister for vacuum noise
- 2 We re flashed **OCS**
- 3 Customer is in rental
- 4 Will hold RO until all rep**AIR**s are completed

SRCAA thanked Stephen for information and ended call

\*\*\* NOTES 07/08/2008 02:10 PM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA reviewed with RCAM

- 1 KMA to offer GW in amount of \$1,500.00 after rep**AIR**s completed

\*\*\* PHONE LOG 07/08/2008 03:24 PM Eastern Daylight Time ABrown Action Type:Outgoing call  
SRCAA contacted customer

SRCAA stated

- 1 Stephen at dlr has followed with me on the status of your vehicle
- 2 In lieu of all your inconveniences, KMA would like to offer GW in the amount of \$1,500.00

Customer stated

- 1 I never expected you to offer me money
- 2 I was looking at buying another Kia
- 3 You can send the offer letter

SRCAA stated

- 1 The offer expires 30days from the date written
- 2 If you accept please return
- 3 I will process check and you should receive a check in 45-60 days

Customer thanked SRCAA and ended call

CASE PENDING GW OFFER BY 8/08/08

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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>
Garland, TX		KNDJD736375	K1452610	12,000
		Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

\*\*\* CASE CLOSE 07/08/2008 03:26 PM Eastern Daylight Time ABrown  
Case pending GW offer by 8/08/08

\*\*\* PHONE LOG 07/15/2008 01:54 PM Eastern Daylight Time ABrown Action Type:Incoming call  
Customer contacted SRCAA

Customer sated

- 1 I received your offer
- 2 I reviewed with my lawyer
- 3 I am going to consider arbitration
- 4 I have been looking at other Sorentos
- 5 I would really like to be put in another vehicle instead of trading mine in
- 6 Could you please run that by your RCAM and let know

SRCAA stated

- 1 I apologize for your situation
- 2 The offer still remains
- 3 If you choose to go arbitration then we will go from there
- 4 I will run this by my RCAM and get back to you

Customer thanked SRCAA and ended call

\*\*\* NOTES 07/15/2008 01:55 PM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA reviewed with RCAM

- 1 GW offer in \$2,500.00
- 2 No SOC at this time

\*\*\* PHONE LOG 07/15/2008 02:21 PM Eastern Daylight Time ABrown Action Type:Outgoing call  
SRCAA contacted customer

SRCAA stated

- 1 Reviewed with RCAM
- 2 Offer remains
- 3 Up offer in the amount of \$2,500.00

Customer stated

- 1 What I want is enough to trade me vehicle in
- 2 If we can come to an amount so that I can do that I will

SRCAA stated

- 1 By law I cannot trade assist
- 2 What you do with this money is up to you
- 3 At this time this is what KIA is offering
- 4 If you choose to arbitrate that is your decision

Customer stated

- 1 Ok

**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>
Garland, TX		KNDJD736375	K1452610	12,000
		Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

2 Run that by your manager and we will speak again

SRCAA thanked customer and ended call

\*\*\* NOTES 07/15/2008 02:22 PM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA sending GW offer in the amount of \$2,500.00  
Offer good through 8/15/08

\*\*\* CASE CLOSE 07/15/2008 02:23 PM Eastern Daylight Time ABrown  
GW OFFER PENDING

\*\*\* NOTES 07/29/2008 08:48 AM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA received BBB claim form  
SRCAA responding to BBB  
1 KMA has offered \$2000 GW  
2 Customer seeking to replace vehicle

\*\*\* CASE CLOSE 08/05/2008 08:56 AM Eastern Daylight Time ABrown  
CASE PENDING GW OFFER OF \$2,500.00 BY 8/15/08 AND BBB

\*\*\* FULFILL 08/14/2008 12:33 PM Eastern Daylight Time ABrown Action Type:Callback Required

\*\*\* NOTES 08/14/2008 01:54 PM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA received G offer to accept SOC  
SRCAA processing SOC package

\*\*\* NOTES 08/15/2008 08:05 AM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA ordering vehicle from port  
Dealer inventory does not have needed model

\*\*\* COMMIT 08/15/2008 09:32 AM Eastern Daylight Time ABrown Action Type:Callback Required

\*\*\* CASE CLOSE 08/15/2008 09:33 AM Eastern Daylight Time ABrown

**Kia Motors America  
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO 4X2 EX</u>	<u>Case Number</u>	<u>Mileage</u>
Garland, TX		KNDJD736375	K1452610	12,000
		Prod. Date: 10/16/06	Dealer: TX081 Central Kia of Lewisville	

\*\*\* NOTES 08/21/2008 12:42 PM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA ordered SOC vehicle from Alicia De Von  
1 Vehicle at port  
2 Vehicle will be transported to TX081 for exchange

\*\*\* CASE CLOSE 08/21/2008 12:43 PM Eastern Daylight Time ABrown

\*\*\* NOTES 09/29/2008 04:04 PM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA received dealer package  
SRCAA processing SOC package to be sent to NCA  
SRCAA processing ISG package

\*\*\* CASE CLOSE 09/30/2008 11:43 AM Eastern Daylight Time ABrown

\*\*\* PHONE LOG 10/13/2008 08:17 AM Eastern Daylight Time ABrown Action Type:Outgoing call  
SRCAA contacted Stephen Smith, svc mgr

SRCAA stated

- 1 Requesting tech notes, punch times and qualifications to be faxed to the regional office

Stephen stated

- 1 I will fax those to you
- 2 I am not sure about the tech qualifications
- 3 But I will see what I can do

SRCAA thanked Stephen and ended call

\*\*\* NOTES 10/13/2008 08:57 AM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA sent e-mail requesting RAF to be completed  
RAF to include tech qualifications

\*\*\* CASE CLOSE 10/13/2008 02:36 PM Eastern Daylight Time ABrown

\*\*\* NOTES 11/07/2008 11:29 AM Eastern Daylight Time ABrown Action Type:Manager review  
SRCAA received payoff check to dealer  
SRCAA sending check to ISG for further processing

**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>
██████████	██████████	KNDJC736275 ██████████	K1464849	8,200
E. Arlington, VT ██████████		Prod. Date: 11/1/06	Dealer: NY054 Lia Kia	

**Case History**

Complaint **RenAIR** Assistance

\*\*\* PHONE LOG 06/26/2008 02:04 PM US Mountain Standard Time TShamburger customer Andrew called ---

- 1 front **PASS**egerside **AIR**bag light, stays on.
  - 2 if someone sits in it the light stays on.
  - 3 the light will not flicker.
  - 4 if you restart engine the light will go off.
  - 5 if the light is off, and park the vehicle running and **PASS**enger returns to the seat it will stay on.
  6. you have to shut off vehicle again to make it work right.
  7. spoke to dlr, and they cant duplicate the concern and found nothing wrong with vehicle.
  - 8 the dlr check out the system about in May 2008
  - 9 it does not happen all the time.
- wrt states
- 1 apologize
  - 2 explain to customer how the system works.
  - 3 advise cust to read the section in owners manual how the **OCS** system works.
  - 4 before you take vch back to dlr. wrt will speak to Svc mgr at dlr.
  - 5 gave cust case# and ext.
- call ended.

\*\*\* PHONE LOG 06/27/2008 09:42 AM US Mountain Standard Time TShamburger Action Type:Outgoing call wrt called Lia Kia and LVM for svc director to call wrt

- 1 left cust name and vin# and reason for call ( **PASS**engerside **AIR**bag light off )
- 2 cust said your dlr check the system in May and found nothing wrong
- 3 customer calling KMA complaining on it. Do you know if the customer sat on the seat with you.
- 4 please call wrt left 1 800 and ext and case#

\*\*\* PHONE LOG 07/02/2008 12:14 PM US Mountain Standard Time TShamburger Action Type:Outgoing call wrt called Lia Kia and spoke to Director wrt states

- I checking to see if you sat customer down in the seat and exp to him how the **OCS** system works.  
Director Robert states:
- 1 exp to customer the system. when cust came in. the system was working as design.
  - 2 if cust wants to he can come in and I will show him the system and see what is he trying to say about it not working.
- wrt states  
I ok thankyou. call ended.

\*\*\* PHONE LOG 07/02/2008 12:16 PM US Mountain Standard Time TShamburger Action Type:Outgoing call wrt called customer and LVM -- please call wrt. left 1 800 and ext and case#

\*\*\* PHONE LOG 07/03/2008 09:34 AM US Mountain Standard Time TShamburger Action Type:Outgoing call wrt called customer and LVM -- please call wrt. left 1 800 and ext and case#

\*\*\* NOTES 07/08/2008 09:25 AM Pacific Daylight Time ELau Action Type:Manager review  
Tread Review Completed

**Kia Motors America  
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736275 ██████████	K1464849	8,200
E.arlington, VT ██████████		Prod. Date: 11/1/06	Dealer: NY054 Lia Kia	

---

\*\*\* PHONE LOG 07/08/2008 10:06 AM US Mountain Standard Time TShamburger Action Type:Outgoing call  
wrt called customer and LVM --

1. the dlr Svc Mgr said the last time he check this for you, it was working as design.
- 2 the svc mgr said you can come in, with the person that the sytem does not work for and he will make sure that person is sitting correctly and see if the Light stays on.
- 3 this is wrt's last msg to you, please call wrt, left 1 800 and ext and case#

\*\*\* CASE CLOSE 07/08/2008 11:30 AM US Mountain Standard Time TShamburger  
close, send call me letter.

**Kia Motors America  
Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735085 ██████████	K1421335	15,000
Crossville, AL ██████████		Prod. Date: 5/9/07	Dealer: AL018 Crown Kia	

**Case History**

Complaint *RepAIR Assistance*

\*\*\* PHONE LOG 03/04/2008 06:20 PM US Mountain Standard Time KJohnson

Customer stated:

- 1 - My veh was at Crown Kia, al018, because the *PASS*enger side *AIR*bag doesn't always work; I don't know who I'm working with
- 2 - They moved the sensor
- 3 - That didn't work
- 4 - They said they'd order a whole new seat, but when I talked to them today, they denied that
- 5 - You can also reach me on my cellphone 256-558-7089

Writer stated:

- 1 - Apologized
- 2 - Updated; no recalls
- 3 - Seatbelts are primary *PASS*enger restraint, but Kia committed to rep*AIR*ing *AIR*bags, as well
- 4 - Will discuss w/ dlr and cb
- 5 - Provided case no. and extension

Customer stated:

- 1 - Thank you.

\*\*\* PHONE LOG 03/05/2008 02:04 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and spoke w/ SA Chris, who stated:

- 1 - Veh last in 2/29 at Fort Payne
- 2 - replaced front driver's speaker
- 3 - *OCS* light on when *PASS*enger sits in seat: CND

\*\*\* PHONE LOG 03/05/2008 02:07 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Dlr Chris also stated:

- 4 - waiting for cb from DPSM on this issue for another veh

\*\*\* PHONE LOG 03/05/2008 02:08 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called DPSM Chris Curry and left VM requesting cb

\*\*\* EMAIL OUT \_ KJohnson Action Type:External email

Send to:[CCurry@kiaus.com]

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

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

<<File Attachment: \\copubs\ClarifyOBJCA\_Attachments\SendHistory\Case\_K1421335\_KJohnson\_03-05-2008140226.doc>>

\*\*\* PHONE LOG 03/06/2008 11:04 AM US Mountain Standard Time KJohnson Action Type:Incoming call



**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD735085 ██████████	K1421335	15,000
Crossville, AL ██████████		Prod. Date: 5/9/07	Dealer: AL018	Crown Kia

- 1 - What is status of my rep **AIR**?
- 2 - Nobody is telling me anything

Writer stated:

- 1 - Appears veh needs software upgrade that only zone rep can perform
- 2 - Wtr has called zone rep and left VM
- 3 - Wtr has not heard back from zone rep yet
- 4 - Hope to hear by end of day
- 5 - Wtr is following up
- 6 - Seatbelts are primary customer restraint system

Customer stated:

- 1 - Alright

\*\*\* PHONE LOG 03/07/2008 03:43 PM US Mountain Standard Time KJohnson Action Type:Outgoing call  
Called customer @ ██████████ and left VM stating:

- 1 - Escalating case to regional office
- 2 - Someone from regional office should contact you within 3 business days
- 3 - If do not hear from regional office in 3 business days, call KCA back and we will put you in touch w/ person handling case.

\*\*\* PHONE LOG 03/07/2008 04:01 PM US Mountain Standard Time KJohnson Action Type:Outgoing call  
Called DPSM Chris Curry and left VM stating:

- 1 - dispatching case
- 2 - customer advised to expect call from region in 3 business days

\*\*\* NOTES 03/07/2008 04:02 PM US Mountain Standard Time KJohnson Action Type:Manager review  
Writer dispatching case to Southern Region

(a) for rep **AIR** assistance

Because

- 1 - 2008 Sorento, 15K miles
- 2 - repeat rep **AIR**s on **OCS**

\*\*\* NOTES 03/10/2008 03:41 PM Eastern Daylight Time CCarroll Action Type:Manager review  
wtr states

- 1. spoke with svca AL018
- 2. chris advised wtr waiting to hear back from DPSM Chris C
- 3. dlr states cust veh not at dlr
- 4. wtr advised will contact dpsm for update and request he contact
- 5. James th SVCM (re AL018)
- 6. wtr spoke with dpsm Chris Curry
- 7. dpsm advised wtr sending FTR request to FTR Hunter Jones
- 8. dpsm will include wtr in request for dates and times
- 9. dlr states has 3 veh in need of this reflash

\*\*\* COMMIT 03/10/2008 03:46 PM Eastern Daylight Time CCarroll Action Type:Callback Required

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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]	KNDJD735085 [REDACTED]	K1421335	15,000
Crossville, AL [REDACTED]		Prod. Date: 5/9/07	Dealer: AL018	Crown Kia

\*\*\* CASE CLOSE 03/10/2008 03:47 PM Eastern Daylight Time CCarroll

\*\*\* PHONE LOG 03/10/2008 03:49 PM US Mountain Standard Time KJohnson Action Type:Incoming call

Notes out of order:

@ 4:46 Friday, customer left VM requesting cb

\*\*\* PHONE LOG 03/10/2008 03:53 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer and left VM stating:

1 - Case has been escalated to region and is being worked by Charisse Carroll

2 - If further questions, call 800-225-3193, southern region, provide case no.

\*\*\* CASE CLOSE 03/10/2008 03:53 PM US Mountain Standard Time KJohnson

\*\*\* PHONE LOG 03/27/2008 01:34 PM US Mountain Standard Time KJohnson Action Type:Incoming call

Customer left VM requesting CB at [REDACTED]

\*\*\* PHONE LOG 03/27/2008 01:37 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called Charisse Carroll and left VM stating

1 - Redispatching case

2 - Apparently customer callbacks interfered with your Commitment

3 - Will advise customer to expect call from you in next 3 business days

\*\*\* PHONE LOG 03/27/2008 01:43 PM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called customer and left VM stating:

1 - Charisse now has responsibility for your case

2 - Can reach her at [REDACTED]

3 - Wtr left her msg indicating that you wanted call

4 - She should call you within 3 business days

\*\*\* NOTES 03/27/2008 01:44 PM US Mountain Standard Time KJohnson Action Type:Manager review

Writer re-dispatching to Southern Region

(a) for rep **AIR** assistance

Because

1 - 2008 Sorento, 15K miles

2 - repeat rep **AIR**s on **OCS**

\*\*\* PHONE LOG 03/28/2008 05:33 AM US Mountain Standard Time AJudson Action Type:Incoming call

Customer called and states:

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO LX 4X2</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735085 [REDACTED]	K1421335	15,000
Crossville, AL [REDACTED]		Prod. Date: 5/9/07	Dealer: AL018	Crown Kia

Writer States:

1. Apologized for the problem.
2. FCM KJohnson has sent customer case to region for further handling.
3. Notes indicate customer is working with SRCAA CCarroll.
4. Writer will transfer customer to her direct extension.

WRITER TRANSFERRED CUSTOMER TO SRCAA CEARROLL VM

\*\*\* PHONE LOG 03/28/2008 10:16 AM Eastern Daylight Time CCarroll Action Type:Outgoing call  
wtr states

1. contacted dpsm Chris Curry
2. wtr req info on FTR request appt date and time
3. wtr to contact cust to f/u

\*\*\* NOTES 03/28/2008 10:30 AM Eastern Daylight Time CCarroll Action Type:Manager review  
wtr states

1. wtr spoke with cust
2. cust very upset his veh has not been rpr
3. wtr apologized and express to cust
4. dist. has limited access to tool needed to reprogram his **OCS**
5. cust did not seem to understand and wants veh rpr'd right away
6. wtr again apologized for cust inconvien.
7. and promised cust c/b today with date and time to bring veh in for necessary update/reprogram
8. cust ack

\*\*\* PHONE LOG 03/28/2008 11:26 AM Eastern Daylight Time CCarroll Action Type:Incoming call  
wtr states

1. spoke with dpsm Chris Curry
2. Chris advised wtr will look into
3. tool for dlr and call wtr back
4. wtr express importance in providing cust date and time for re-flash

\*\*\* PHONE LOG 03/28/2008 02:12 PM US Mountain Standard Time KJohnson Action Type:Incoming call  
@ 6:31 a.m. Friday, customer left VM stating:

- 1 - please cb
- 2 - I got a call from Charisse and she said to call Jimmy. but that's no good, he doesn't answer
- 3 - This is getting real old, real fast
- 4 - I want you to call me

\*\*\* PHONE LOG 03/28/2008 02:13 PM US Mountain Standard Time KJohnson Action Type:Outgoing call  
Called customer and Mrs. [REDACTED] stated:

- 1 - Charisse called today and said she would cb by 5, but we haven't heard from her
- 2 - We have 4 grandchildren under 6 and we need to get this issue taken care of

Writer stated:

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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]	KNDJD735085 [REDACTED]	K1421335	15,000
Crossville, AL [REDACTED]		Prod. Date: 5/9/07	Dealer: AL018	Crown Kia

- 1 - Apologized
- 2 - Charisse is the person you should be working w/
- 3 - Provided 800 number for regions

\*\*\* PHONE LOG 03/31/2008 02:41 PM Eastern Daylight Time CCarroll Action Type:Outgoing call  
wtr states

1. spoke with James svcm @AL018
2. dlr advise tool has arrived to complete **OCS** concern for Sorento
3. wtr ack and advise dwill contact cust to schedule appt.

wtr states

1. lft detailed vmx for cust on both contact#'s
2. wtr informed cust to schedule appt. for reflash
- 3.m wtr provided c/b info

\*\*\* COMMIT 03/31/2008 04:10 PM Eastern Daylight Time CCarroll Action Type:Callback Required

\*\*\* PHONE LOG 03/31/2008 04:10 PM Eastern Daylight Time CCarroll Action Type:Incoming call  
wtr states

1. cust c/b to confirm info wtr left on vmx
2. wtr confirmed cust will schedule an appt asap
3. wtr to close case with commit to f/u in one week

\*\*\* CASE CLOSE 03/31/2008 04:12 PM Eastern Daylight Time CCarroll

\*\*\* CASE CLOSE 04/11/2008 09:38 AM US Mountain Standard Time JHirshfield

**Kia Motors America  
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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]	KNDJD736X75 [REDACTED]	K1493406	10,500
Clover, NC [REDACTED]		Prod. Date: 4/12/07	Dealer: NC052 Kia of Gastonia	

**Case History**

Complaint *RepAIR Assistance*

\*\*\* PHONE LOG 08/29/2008 12:18 PM US Mountain Standard Time TDonnelly

\*\*\* PHONE LOG 08/29/2008 12:24 PM US Mountain Standard Time TDonnelly Action Type:Incoming call  
CUSTOMER STATES:

1. LAST WEEK OR SO HAD THE COMPUTER REPLACED ON VEHICLE.
2. BEEN HAVING ONGOING CONCERNS WITH **PASSENGER AIRBAG** LIGHT
3. HAVE BEEN TO DEALER (NC052) MANY TIMES FOR THIS ISSUE.
4. LAST TIME I WAS THERE WAS LAST WEEK, ALL THEY DID WAS RESET THE LIGHT?
5. THE **PASSENGER** SIDE **AIRBAG** LIGHT IS BACK ON AGAIN
6. I AM TIRED OF TAKING CAR BACK TO SHOP AND DEALER ONLY RESETTING AND TELLING ME TO COME BACK IF LIGHT COMES ON.
7. GOING TO BRING CAR BACK TO SHOP NEXT WEEK ON TUESDAY AFTER 2:30 PM
8. WILL CALL WRITER BACK IF THIS DOES NOT WORK FOR DEALER.
9. WHAT IS WRITERS CONTACT INFO?

WRITER STATES:

1. APOLOGY FOR SITUATION
2. WHEN WAS CAR IN LAST FOR **AIRBAG** LIGHT CONCERN?
3. IF HAVING ONGOING CONCERN, WOULD RECOMMEND GETTING CAR BACK INTO SHOP
4. IF CUSTOMER CAN ADVISE KCC WHEN CAR IS IN SHOP, KCC CAN FOLLOW UP WITH DEALER ON DIAGNOSIS AND

**REPAIRS.**

5. CAN CONFIRM DEALER IS USING ALL RESOURCES TO ADDRESS CONCERNS.
6. EXPLAINED THAT THERE COULD BE MANY CAUSES FOR **AIRBAG** LIGHT TO BE ON. EACH TIME CAR HAS TO BE DIAGNOSED TO DETERMINE CURRENT CAUSE.
7. CAN SEE ONLY ONE **REPAIR** IN WARRANTY HISTORY FOR **AIRBAG** LIGHT CONCERN AND THAT WAS 3/2008 AND CAUSE WAS DUE TO FUSE CONCERN.
8. ADVISED THAT LAST **REPAIR** BY DEALER FOR CEL WAS DUE TO COMPUTER AND THAT WAS TOTALLY DIFFERENT **REPAIR** THAN **AIRBAG** LIGHT **REPAIR**.
9. WRITER WILL FOLLOW UP WITH DEALER WHEN CAR IS IN SHOP.
10. RECOMMEND CUSTOMER CONFIRM WITH DEALER THAT IS **REPAIR** DATE WILL WORK.
11. IF DATE WILL NOT WORK FOR DEALER. PLEASE CALL WRITER BACK AND ADVISE.
12. ADVISED WRITERS CONTACT INFO.

\*\*\* COMMIT 08/29/2008 12:25 PM US Mountain Standard Time TDonnelly Action Type:Callback Required

\*\*\* PHONE LOG 08/29/2008 12:35 PM US Mountain Standard Time TDonnelly Action Type:Incoming call  
CUSTOMER STATES:

1. SPOKE TO DEALER (NC052)

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD736X75 ██████████	K1493406	10,500
Clover, NC ██████████		Prod. Date: 4/12/07	Dealer: NC052 Kia of Gastonia	

ON.

5. SO IF WE ARE IN AN ACCIDENT THE **AIR**BAGS MAY NOT DEPLOY, ISNT THAT A SAFETY ISSUE?
6. WILL WAIT FOR WRITER TO FOLLOW UP WITH DEALER.

WRITER STATES:

1. WHAT DID DEALER ADVISE?
2. EXPLAINED THAT THERE IS NOT A WEIGHT PARAMETER BUT THERE CAN BE AN ISSUE WITH SIZE OF PERSON OR

SHAPE THAT CAN CAUSE THE **AIR**BAG OFF LIGHT TO COME ON.

3. THE **AIR**BAG SYSTEM IS DESIGNED TO ACCOMODATE ABOUT 95% OF THE AVERAGE POPULATION
4. IF WIFE IS BELOW THAT PERCENTILE THERE COULD BE AN ISSUE WITH HER STRUCTURE THAT IS CAUSING THE COMPONENT TO SAY OFF.
5. KMA DOES CLEARLY STATE TO NOT PUT SMALL CHILDREN IN FRONT SEAT.
6. EXPLAINED THAT THE CAUSE WOULD NOT BE RELATED TO DEFECT IN COMPONENT BUT STRUCTURE OF PERSON SITTING IN SEAT, SO DEALER NEEDS TO CONFIRM THAT IS WHY REQUESTING WIFE TO COME IN.
7. WRITER WILL FOLLOW UP WITH DEALER AND CUSTOMER WHEN CAR IS IN SHOP.
8. EXPLAINED THAT THE **AIR**BAG IS A SUPPLEMENTAL RESTRAINT SYSTEM, PRIMARY RESTRAINT IS IN FACT THE SAFETY BELT.

\*\*\* CASE CLOSE 08/29/2008 12:36 PM US Mountain Standard Time TDonnelly  
COMMITMENT TO FOLLOW UP WITH CUSTOMER AND DEALER 9/2/08

\*\*\* FUJ.FII.I. 09/02/2008 11:00 AM US Mountain Standard Time TDonnelly Action Type:Callback Required

\*\*\* PHONE LOG 09/02/2008 01:12 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT MESSAGE FOR SVC MGR. JASON (NC052) TO CALL WRITER WITH RECEPTIONIST.
2. ADVISED 800# AND EXTENSION.

\*\*\* PHONE LOG 09/03/2008 09:32 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SVC MGR. JASON (NC052)
2. ADVISED CUSTOMER CALLED KCC REGARDING ONGOING CONCERNS WITH **OCS** OFF LIGHT ON.
3. CUSTOMER ADVISED WRITER HE WOULD BRING CAR TO DEALER YESTERDAY AFTER 3:30 PM. DID CUSTOMER BRING CAR INTO SHOP YESTERDAY?
4. CUSTOMER ADVISED HE WAS TOLD TO BRING WIFE IN WITH CAR WHEN HE CAME IN?
5. WRITER CALLED DEALER YESTERDAY AND LEFT MESSAGE DID SVC MGR GET MESSAGE?
6. THANKS FOR INFO.

DEALER STATES:

1. LAST TIME CAR WAS IN SHOP WAS 8/19/08

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Last name	First name	VIN of 2007 SORENTO 4X2 AT	Case Number	Mileage
		KNDJD736X75	K1493406	10,500
Clover, NC		Prod. Date: 4/12/07	Dealer: NC052 Kia of Gastonia	

ECT.

3. WAS IN MEETINGS ALL AFTERNOON YESTERDAY.
4. APOLOGIZE DID NOT GET MESSAGE.
5. IF WRITER NEEDS TO REACH ME, WOULD BE BEST TO CALL CELL (904)312-8685
6. CAN NOT SEE CAR HAS BEEN IN SHOP SINCE 8/19/08.

\*\*\* PHONE LOG 09/03/2008 09:44 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

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

\*\*\* PHONE LOG 09/03/2008 02:26 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. PLACED CALL TO CUSTOMER
2. ADVISED THAT WRITER WAS FOLLOWING UP ON **OCS** LIGHT CONCERN.
3. CUSTOMER ADVISED THAT HE WOULD BRING CAR TO DEALER YESTERDAY
4. WRITER CALLED DEALER AND CAR DID NOT GO IN?
5. DO APOLOGIZE FOR CONCERNS.
6. IF CUSTOMER WOULD LIKE TO CALL WRITER BACK WHEN CAR IS IN SHOP, WRITER CAN FOLLOW UP WITH DEALER ON DIAGNOSIS
7. DOES CUSTOMER STILL HAVE WRITERS CONTACT INFO?
8. WILL CLOSE PENDING CALL BACK.

CUSTOMER STATES:

1. DID NOT GET CAR INTO SHOP.
2. SOMETHING CAME UP WITH THE FAMILY
3. NOT SURE WHEN I WILL GET CAR BACK INTO SHOP.
4. WILL CALL WRITER BACK WHEN CAR IS IN SHOP.
5. HAVE WRITERS CONTACT INFO.
6. THANKS FOR FOLLOW UP.

\*\*\* CASE CLOSE 09/03/2008 02:27 PM US Mountain Standard Time TDonnelly  
CLOSED PENDING CALL BACK WHEN CAR IS IN SHOP.

\*\*\* CASE CLOSE 10/09/2008 09:55 AM US Mountain Standard Time JHirshfield  
Tread **AIR**bag review --JH

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1311972	4,000
Murphysboro, IL ██████████		Prod. Date: 6/29/06	Dealer: IL053	Ward Kia

**Case History**

Complaint **RepAIR Assistance**

\*\*\* PHONE LOG 05/17/2007 02:10 PM US Mountain Standard Time RSabin  
CUST STATED:

1. I HAVE A ISSUE WITH THE **PASS**enger side seat **AIR** bag light will stay on even when someone is sitting in it
2. IT WORK'S RANDOMLY
3. THE DLR HAS PERFORMED ALL THERE TEST'S AND WEIGHT TEST'S AND THEY SAY IT'S WORKING AS PER DESIGN
4. THIS IS A NEW VEH AND THIS SHOULD NOT BE HAPPENING

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. IF YOU FEEL IT'S NOT WORKING PROPERLY STILL THEN YOU WILL NEED TO TAKE YOUR VEH BACK TO THE DLR SO THEY CAN DIAGNOSE
3. WHEN YOU MAKE A NEW APPT PLEASE CALL US AND WE CAN FOLLOW UP WITH THE DLR AND VERIFY THEY ARE USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED
4. WE CAN'T CHANGE THE DLR'S DIAGNOSIS BUT WE CAN ASSIST WITH HOW THEY COME UP WITH IT
5. PROVIDED NAME AND EXT #

CUST STATED:

1. OK THANKS

\*\*\* CASE CLOSE 05/17/2007 02:10 PM US Mountain Standard Time RSabin

\*\*\* NOTES 07/05/2007 08:42 AM Pacific Daylight Time ELau Action Type:Manager review  
Tread Review Done

\*\*\* CASE CLOSE 07/05/2007 08:42 AM Pacific Daylight Time ELau

\*\*\* PHONE LOG 07/16/2007 09:56 AM US Mountain Standard Time SLarez Action Type:Incoming call  
CUSTOMER STATES.

1. WE ARE HAVING ISSUES WITH THE **AIR** BAG LIGHT
2. **AIR** BAG LIGHT, OIL LEAKING FROM THE BOTTOM AS WELL.
3. THERE IS ALSO AN ADJUSTMENT THAT NEEDS TO BE MADE WITH THE SIDE BAR.
4. I CALLED HERE BEFORE AND I WAS TOLD TO CALL HIERE TO INVOLVE KIA WHEN THE CAR IS THERE.
5. THE CAR IS THERE NOW.

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 FIX THE CAR AND HONOR THE WARRANTY.



**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736275 ██████████	K1311972	4,000
Murphysboro, IL ██████████		Prod. Date: 6/29/06	Dealer: IL053 Ward Kia	

WRITER CALLED NATHAN SVC ADVISOR, SVC MGR WAS NOT AVAIL  
NATHAN STATES.

1. WE DID VERIFY THE OIL LEAK AND ORDERED AN OIL PRESSURE SENDING UNIT.
2. THE **AIR** BAG LIGHT IS A KNOWN CONCERN AND TECH LINE SAID THERE IS NOTHING THAT CAN BE DONE AT THIS TIME AND WE DID MAKE AN ADJUSTMENT TO THE SIDE STEP BAR.

CUSTOMER STATES.

1. THANK YOU.

\*\*\* PHONE LOG 07/17/2007 07:52 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED JOHN ROPER IN SERVICE  
JOHN STATES.

1. I AM CALLING TO MAKE SURE YOU ARE AWARE OF THIS CAR.
2. THE CUSTOMER CALLED THE CALL CENTER CONCERNED ABOUT THE **AIR** BAG LIGHT AND AN OIL LEAK.
3. THE DEALERSHIP IS TAKING CARE OF THE OIL LEAK HOWEVER THE **AIR** BAG LIGHT CONCERN IS BEING ADDRESSED BY TECH LINE AND ACCORDING TO THE NOTES THEY WERE TO INVOLVE YOU.

JOHN STATES.

1. WE ARE WORKING WITH ENGINEERING TO GET A RESOLUTION WITH THE **AIR** BAG LIGHT
2. MY SORENTO DOES THE SAME THING FOR MY WIFE.
3. I WAS NOT NOTIFIED OF THIS AS OF YET HOWEVER I TRUST THE DEALERSHIP THEY WILL HANDLE IT.

WRITER STATES.

1. WHAT SHOULD I ADVISE THE CUSTOMER REGARDING THE **AIR** BAG.

JOHN STATES.

1. THAT WE ARE WORKING ON IT AND A REPROGRAM SHOULD BE AVAIL SOON.

\*\*\* PHONE LOG 07/17/2007 07:53 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RETURN CALL.

\*\*\* PHONE LOG 07/18/2007 10:27 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER AGAIN AND LEFT A MESSAGE FOR A RETURN CALL.

\*\*\* PHONE LOG 07/20/2007 01:24 PM US Mountain Standard Time SLarez Action Type:Incoming call  
CUSTOMER CALLED BACK AND LEFT WRITER A MESSAGE FOR A RETURN CALL.

**Kia Motors America**  
**Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736275 [REDACTED]	K1311972	4,000
Murphysboro, IL [REDACTED]		Prod. Date: 6/29/06	Dealer: IL053	Ward Kia

\*\*\* PHONE LOG 07/23/2007 07:48 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER BACK AND NUMBER IS DISCONNECTED. WRITER SENT CALL ME LETTER ON THIS DATE.

\*\*\* CASE CLOSE 07/23/2007 07:59 AM US Mountain Standard Time SLarez

\*\*\* PHONE LOG 07/27/2007 12:48 PM US Mountain Standard Time SLarez Action Type:Incoming call  
CUSTOMER CALLED BACK  
CUSTOMER STATE  
1. I GOT YOUR LETTER, I WAS CALLING YOU BACK

WRITER STATES.

1. THANK YOU ,

2. ADVISED OF DPSM COMMENTS, THE DEALERSHIP WILL CALL YOU WHEN THE REPAIR OR THE REPROGRAM IS AVAIL.

CUSTOMER STATES.

1. THANK YOU. THE DEALERSHIP SAID SINCE THERE ARE NO TROUBLE CODES IT SHOULD WORK IN CASE I AM IN AN ACCIDENT. THAT IS ALL I NEED TO KNOW.

2. I AM GLAD TO HEAR WHAT THE DEALERSHIP WAS TELLING ME IS ACTUALLY WHAT IS GOING ON, THANK YOU FOR CALLING ME BACK,

**Kia Motors America  
Consumer Affairs Department**

Page 1 of 10

Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
		KNDJC736375	K1410204	16,628
Snow Hill, MD 21863		Prod. Date: 4/17/07	Dealer: MD029 Sherwood Kia of	

**Case History**

Complaint **RepAIR Assistance**

\*\*\* PHONE LOG 02/04/2008 02:24 PM Eastern Daylight Time OSprague

1. DPSM called and stated:

\* This vehicle was reflashed using the updated tool

\* The customer contacted the dealer and said the light is still on

\* I want to verify this since it was working fine when the customer left the dealer on 1/16/08

\* I will let you know when I am going to this dealer so I can inspect it.

\* Please let the customer know the person who sits in the **PASS**enger seat MUST be present for this inspection  
CASE PENDING DATE OF DPSM'S VISIT TO MD029

\*\*\* NOTES 02/04/2008 02:33 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Writer spoke to customer (Mr. [REDACTED]) and stated:

\* The DPSM will be going out to the dealer sometime this month

\* As soon as I know the date, I will send you a letter with the date and time to meet with him

2. Customer stated:

\* A lady at the dealer already confirmed it

3. Writer stated:

\* I understand that, however a manufacturer's representative needs to verify the concern

\* Please be sure the person who sits in the seat is present for the inspection

4. Customer stated:

\* Fine and disconnected call.

CASE PENDING DATE OF DPSM VISIT

\*\*\* COMMIT 02/13/2008 12:21 PM Eastern Daylight Time OSprague Action Type:Callback Required

\*\*\* NOTES 02/13/2008 12:21 PM Eastern Daylight Time OSprague Action Type:Manager review

1. DPSM and FTR will be at MD029 on 2/20/08

2. Writer sending letter to customer to meet DPSM at 11:30

CASE PENDING INSPECTION BY DPSM & FTR

\*\*\* FULFILL 02/20/2008 11:59 AM Eastern Daylight Time OSprague Action Type:Callback Required

\*\*\* NOTES 02/21/2008 12:04 PM Eastern Daylight Time OSprague Action Type:Manager review

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

\* The customer's concern with the **PASS**enger **AIR**bag light was inspected by DPSM & FTR

\* The concern could not be duplicated

\* The husband and wife sat in the seat and it worked as designed

\* Three employees from the dealership sat in the seat and it worked as designed

\* Customer was advised that Kia will not make a rep**AIR** unless concern can be duplicated

\* There is no further action required at this time

\*\*\* CASE CLOSE 02/21/2008 12:09 PM Eastern Daylight Time OSprague

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1410204	16,628
Snow Hill, MD [REDACTED]		Prod. Date: 4/17/07	Dealer: MD029 Sherwood Kia of	

\*\*\* CASE CLOSE 04/14/2008 09:25 AM US Mountain Standard Time TMorales

**AIR**BAG TREAD REVIEW COMPLETE

\*\*\* PHONE LOG 09/22/2008 07:56 AM US Mountain Standard Time SLarez Action Type:Incoming call  
CUSTOMER CALLED BACK  
CUSTOMER STATE.

1. I AM HAVING ISSUE WITH THE **AIR** BAG LIGHT AGAIN FROM THE **PASS**ENGER SIDE SEAT.
2. THE SEAT BOTTOM WAS REPLACED LAST WEEK AND IT SEEMS TO BE WORSE THEN IT WAS BEFORE.
3. I AM VERY UPSET BECAUSE THIS IS NOT GETTING FIXED, I DID ADVISE THE DEALERSHIP BUT I ALSO WANTED TO ADVISE YOU OF THE SITUATION AS WELL.
4. WHAT IS GOING TO BE DONE.

WRITER STATES.

1. THIS CASE ORIGINATED FROM A DIFFERENT OFFICE SO I WILL SEND THE CASE BACK TO THEM AND HAVE THEM CALL YOU REGARDING THIS CONCERN.
2. IMMEDIATELY I WOULD RECOMMEND GETTING IT BACK TO THE DEALERSHIP FOR ANOTHER DIAGNOSES.

CUSTOMER STATES.

1. I DID AND THEY SAW IT ALREADY, THEY DO NOT KNOW WHAT TO DO.

WRITER STATES.

1. LET ME RESEARCH THE SITUATION AND I WILL RETURN YOUR CALL.

CUSTOMER STATES.

1. THANK YOU.

\*\*\* PHONE LOG 09/23/2008 08:08 AM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER CALLED ELAIN IN SERVICE WHO TRANSFERRED ME TO MARK  
MARK STATES.

1. I AM AWARE OF THE SITUATION. PLEASE HOLD.

MARK THEN PUT ELAIN BACK ON THE LINE

ELAIN STATES.

1. ROBERT JOYCE IS HERE NOW AND HE IS AWARE OF THIS.
2. HE WANTS US TO GET THE CUSTOMER IN HERE AND HAVE THE CUSTOMER SHOW US WHO IS SITTING IN THE SEAT SO WE CAN VERIFY IT IS THE RIGHT SIZE TO TRIGGER THE **PASS**ENGER SIDE **AIR** BAG.

WRITER STATES.

1. MAY I SPEAK TO ROBERT JOYCE.

ROBERT JOYCE. DPSM CAME ON LINE

WRITER STATES.

1. THIS CASE ORIGINATED AT THE REGIONAL OFFICE SO I AM GOING TO SEND IT BACK THERE.
2. I WANTED TO LET YOU KNOW THE CUSTOMER CALLED US AND INDICATES THE **PASS**ENGER SIDE **AIR** BAG IS NOT WORKING RIGHT. UNDERSTANDS HE WILL TAKE IT BACK ALSO YOU CAN VERIFY THE SIZE

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1410204	16,628
Snow Hill, MD [REDACTED]	[REDACTED]	Prod. Date: 4/17/07	Dealer: MD029	Sherwood Kia of

OF THE INDIVIDUAL SITTING IN THE SEAT.

ROBERT STATES.

1. O.K. THANK YOU FOR LETTING ME KNOW.

\*\*\* NOTES 09/23/2008 08:10 AM US Mountain Standard Time SLarez Action Type:Manager review  
FORWARDING TO EASTERN REGION FOR ASSISTANCE DETERMINATION.

1. CASE ORIGINATED AT REGIONAL OFFICE. CUSTOMER IS COMPLAINING OF THE SAME CONCERN. DPSPM AWARE OF THE SITUATION
2. PLEASE CONTACT CUSTOMER

\*\*\* PHONE LOG 09/23/2008 08:12 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER BACK

WRITER STATES.

1. I WANTED TO LET YOU KNOW I SPOKE TO THE DEALERSHIP AND MY REP, THEY ARE GOING TO GET YOU BACK IN THE DEALERSHIP
2. IN THE MEAN TIME I AM FORWARDING YOUR CASE BACK TO OLA S. TO ASSIST YOU SINCE SHE WAS WORKING WITH THIS CASE FROM THE BEGINNING.

CUSTOMER STATES.

1. THANK YOU FOR CALLING ME TO LET ME KNOW.

\*\*\* FORWARD 09/23/2008 01:36 PM Pacific Daylight Time MPfeifer

\*\*\* PHONE LOG 09/24/2008 03:26 PM Eastern Daylight Time SIjames Action Type:Outgoing call  
WRITER CALLED CUSTOMER AND LVM REQUESTING A RETURN CALL

\*\*\* PHONE LOG 09/30/2008 02:29 PM Eastern Daylight Time SIjames Action Type:Outgoing call  
WRITER CALLED CUSTOMER AND LVM STATING

1. YOUR CASE HAS BEEN ESCALATED TO MY ATTENTION
2. PLEASE GIVE ME A RETURN CALL AT 732-565-5115

WRITER CALLED MD029 AND SPOKE WITH TERRI (SVC MANAGER)

1. I AM JUST FOLLOWING UP ON THIS CASE
2. HAVE YOU SPOKEN TO THIS CUSTOMER?
3. THERE IS NOTHING MORE THAT CAN BE DONE IN THIS CASE
4. THE SYSTEM CLASSIFIES MRS. YOUNG AS A SMALL OCCUPANT AND THEREFORE THE **OCS** LIGHT WILL NOT GO OUT
5. THE SYSTEM MUST ERR ON THE SIDE OF CAUTION AND IT DOES APPEAR TO BE OPERATING AS DESIGNED
6. THE SEAT BOTTOM WAS CHANGED PREVIOUSLY JUST IN CASE THERE WAS AN ISSUE WITH THE SYSTEM
7. WE DO NOT BELIEVE THE SYSTEM IS MALFUNCTIONING AND THERE IS NO FURTHER ACTION WE CAN

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1410204	16,628
Snow Hill, MD [REDACTED]		Prod. Date: 4/17/07	Dealer: MD029	Sherwood Kia of

TAKE AT THIS TIME

8. THANK YOU

TERRI STATES

1. NO I HAVE NOT

2. OK I WILL CALL THE CUSTOMER AND LET THEM KNOW

\*\*\* PHONE LOG 10/02/2008 01:12 PM Eastern Daylight Time SIjames Action Type:Outgoing call  
WRITER CALLED CUSTOMER AND LVM REQUESTING A RETURN CALL

\*\*\* CASE CLOSE 10/03/2008 12:40 PM Eastern Daylight Time SIjames  
PENDING CONTACT FROM CUSTOMER

\*\*\* PHONE LOG 10/24/2008 06:31 AM US Mountain Standard Time CCummins Action Type:Incoming call  
CUSTOMER STATES

1. **OCS** IS STILL COMING ON
2. WIFE HAS THE VEHICLE
3. SPOKE WITH SVC MGR (DO NOT RECALL NAME)
4. WAS TOLD THAT NO MORE COULD BE DONE AND WE JUST HAD TO LIVE WITH IT
5. THIS IS AN UNSAFE ISSUE AND WE WANT IT REPA**AIR**ED

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. WILL NEED TO HAVE THE VEHICLE AT THE DEALERSHIP
3. PROVIDED THE CASE # AND CONTACT INFO FOR FOLLOWUP ONCE AT THE DEALERSHIP

\*\*\* CASE CLOSE 10/24/2008 06:32 AM US Mountain Standard Time CCummins

\*\*\* PHONE LOG 01/21/2009 04:40 PM Eastern Daylight Time EDicinti Action Type:Incoming call  
Rec'd call from DPSM Robert Joyce:

1. I wanted to see what your thoughts are on this case.
2. It has been in 5x's for **OCS**.
3. FTR has been involved 2x.
4. A few years ago, customer was involved in a very serious accident and wouldn't be alive if it wasn't for the **PASS**enger **AIR** bag in a Sedona.
5. This concern really hits home for the customer, so I feel we need to do something.

Writer said:

1. I will call MD029 and request the RO's.
2. Then, I'll prepare a RO Recap to assess the case.

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1410204	16,628
Snow Hill, MD [REDACTED]	[REDACTED]	Prod. Date: 4/17/07	Dealer: MD029	Sherwood Kia of

\*\*\* NOTES 01/23/2009 02:38 PM Eastern Daylight Time EDicinti Action Type:Manager review  
Writer rec'd RO's, prepared RO Recap, and reviewed with ERCAM.

Writer then sent the following email to DPSM:

Robert,

I got the RO's for this case and completed a RO Recap. I just reviewed it with Matt, and he wanted me to ask you if you knew the height/weight of the *PASS*enger(s), and if happens for more than 1 person. Thanks

\*\*\* PHONE LOG 01/28/2009 03:39 PM Eastern Daylight Time EDicinti Action Type:Outgoing call  
Writer called Mr Young:

1. Your case was sent to me by the DPSM.
2. I'm really sorry to hear about the troubles you've had with your vehicle.
3. I wanted to see what we could do to make you happy.
4. Are you still having these concerns? What is the current status?

Customer said:

1. Yes, the *OCS* issue still hasn't been fixed.
2. Kia said that they would get back to me. I've been very patient. but I haven't heard anything.
3. This car is not safe. The light will come on while i'm driving and stays on sometimes when my wife sits in the seat.
4. The light stays on for both of us. I weigh 185 lbs. and she weighs 125 lbs.
5. I dont' want to go through the Lemon Law process, but I will if I have to.
6. I've already done that once and had a car bought back.
7. There is no amount of money that I'd take to settle this. I just want it fixed or to get a replacement vehicle.
8. A few years ago, my wife was in a very serious accident and would have been killed if it wasn't for the *PASS*enger *AIR* bag.
9. That's why we bought another Kia.

Writer said:

1. Again, I'm very sorry for your concerns.
2. Would you accept a few thousand dollars as a settlement?
3. I will need to look into this further and see what we can do for you.
4. I will call you back no later than Friday, 1/30/09.
5. Thanks

\*\*\* PHONE LOG 02/02/2009 03:47 PM Eastern Daylight Time EDicinti Action Type:Outgoing call  
Writer called Mr. [REDACTED] and left vm requesting callback

\*\*\* PHONE LOG 02/03/2009 02:23 PM Eastern Daylight Time EDicinti Action Type:Incoming call

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**Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO EX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736375 ██████████	K1410204	16,628
Snow Hill, MD ██████████		Prod. Date: 4/17/07	Dealer: MD029 Sherwood Kia of	

1. Thanks for calling back.
2. I've reviewed your case, and we'd like to send the FTR for one final rep **AIR**.
3. He is available any day next week - what is best for you?
4. Ok, you can drop it off that morning or the night before.
5. I will make sure that a rental is provided.
6. Thanks

Writer said:

1. That would be fine.
2. Tuesday's are the best day for me.
3. I will drop it off in the morning.

\*\*\* NOTES 02/09/2009 08:30 AM Eastern Daylight Time EDicinti Action Type:Manager review  
FTR appointment scheduled for Tuesday, 2/10/09. Customer will be provided w/ rental vehicle

\*\*\* PHONE LOG 02/10/2009 05:06 PM Eastern Daylight Time EDicinti Action Type:Incoming call  
Rec'd call from DPSM:

1. The FTR was there today.
2. He was unable to duplicate the concern.
3. I didn't want to throw anymore money or parts at this vehicle if we don't need to.
4. I'm open to suggestions.
5. I sat in the seat myself before, and the light stayed on
6. No rep **AIR**s have been made since then.

Writer said:

1. We'll have to discuss this with ERCAM Matt Pfeifer
2. Thanks

\*\*\* PHONE LOG 02/12/2009 03:32 PM Eastern Daylight Time EDicinti Action Type:Outgoing call  
Writer called DPSM and left vm stating:

1. I spoke with ERCAM MPfeifer about this case.
2. I'd like to do a conference call with the 3 of us.
3. Give me a call back

\*\*\* PHONE LOG 02/18/2009 05:00 PM Eastern Daylight Time EDicinti Action Type:Outgoing call  
Writer called Mr. ██████████ and said:

1. I understand that the FTR inspected your vehicle.
2. He did not find any codes, and therefore did not attempt a rep **AIR**.
3. Based on your rep **AIR** history, we have decided to replace your vehicle.
4. Would you like to stay in a Sorento, or is than another model that you'd prefer?



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**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1410204	16,628
Snow Hill, MD [REDACTED]		Prod. Date: 4/17/07	Dealer: MD029	Sherwood Kia of

6. I just wanted to touch base with you to advise of our decision.
7. We really appreciate your patience and are very sorry for the problems you've had.
8. This process could take 6-8 weeks, but I will keep you informed as we go along.
9. Call me if you have any questions.

Customer said:

1. That sounds great!
2. My wife was in a very serious accident in a Sedona and would have been killed if it weren't for the *PASS*enger *AIR* bag.
3. That is why we love Kia and wanted another one.
4. There is a 2008 Sorento in the show room at MD029 that we'd like - it's just like our's.
5. Thanks for calling.

\*\*\* PHONE LOG 02/18/2009 05:01 PM Eastern Daylight Time EDicinti Action Type:Outgoing call  
Writer called customer and said:

1. I understand that you met with the

\*\*\* PHONE LOG 02/19/2009 02:23 PM Eastern Daylight Time EDicinti Action Type:Outgoing call  
Writer called MD029 and left message for sales manager Ed Thompson requesting callback

\*\*\* PHONE LOG 02/20/2009 04:07 PM Eastern Daylight Time EDicinti Action Type:Outgoing call  
Writer called MD029 and asked for the GM. Writer was told that he would need to speak with Ed Thompson.

Writer asked if Ed Thompson has been out of the office the last few days (no. just busy).

Writer then held 5 minutes while Ed was being paged.

Receptionist came back on the line and said:

1. Ed Thompson has been getting your messages.
2. He is busy and hasn't had time to call you back.
3. No, you need to speak to Ed Thompson.

Writer said:

1. Could I speak to the GM?
2. Thank you.

\*\*\* PHONE LOG 02/20/2009 04:18 PM Eastern Daylight Time EDicinti Action Type:Outgoing call  
Writer called DSM Jennifer Wilson and said:

1. I've been trying to work with the sales manager Ed Thompson at MD029.
2. For whatever reason, he's not taking my calls.
3. We're doing a buy back at this dealer, and I need to get a few things from him.
4. I need the VIN, first of all.

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1410204	16,628
Snow Hill, MD [REDACTED]		Prod. Date: 4/17/07	Dealer: MD029 Sherwood Kia of	

6. I thought I'd bring this to your attention and hopefully you can assist me.
7. Give me a call back.
8. Thanks

\*\*\* PHONE LOG 02/23/2009 11:27 AM Eastern Daylight Time EDicinti Action Type:Incoming call  
Received call from Sales Manager Ed Thompson, who said:

1. Jennifer Wilson told me to call you back.
2. Can you tell me what you need?
3. I already put the customer in their new vehicle.
4. Are we buying their old one?
5. I will send you a buyer's order.

Writer said:

1. First, I need the VIN.
2. Then, in order to complete a tradeout authorization, I need the fees, taxes, any add-on, etc.
3. I'll then fax you the tradeout authorization.
4. Once I get that back, I can request the check from corporate, which will take approx 4-6 weeks.
5. Please fax the buyer's order to [REDACTED]
6. Thanks

\*\*\* NOTES 02/24/2009 01:52 PM Eastern Daylight Time EDicinti Action Type:Facsimile rec.  
Received invoice and buyer's order from Ed Thompson at MD029:

Replacement VIN: KNDJC736585 [REDACTED]

\*\*\* PHONE LOG 02/25/2009 09:14 AM Eastern Daylight Time EDicinti Action Type:Outgoing call  
Writer called MD029 and left vm for sales manager Ed Thompson:

1. I was calling to talk about a problem with the buyer's order that you sent.
2. You have pin stripe and body side chrome molding listed for \$799.
3. We are not going to pay for this.
4. We will only pay for the exact equipment that was on the original vehicle.
5. There are 2 options: the customer can return the vehicle and we can ship you another 2008 from the port.
6. Or the customer can pay for it.
7. Also, I will need sales d**OCS** from the original vehicle.
8. Please give me a call back.
9. Thanks

\*\*\* NOTES 02/25/2009 11:06 AM Eastern Daylight Time EDicinti Action Type:Facsimile sent  
Writer faxed tradeout authorization to Ed Thompson at MD029 (fax#: 410-546-3239):

Cover sheet said:

Ed,

I attached 2 different tradeout authorizations for the Young exchange. Each has the same amount payable to you. However, one shows the pinstripe and moldings, and one does not. We cannot pay for accessories that were not on the original

**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1410204	16,628
Snow Hill, MD [REDACTED]		Prod. Date: 4/17/07	Dealer: MD029	Sherwood Kia of

vehicle. You can collect the \$799 from the customer, or have the customer return the vehicle, and he can choose a different one, or we'll ship another 2008 Sorento from the port. Please give me a call if you wish to discuss.

Thanks,  
Eric DiCinti  
Kia Motors America

\*\*\* PHONE LOG 02/25/2009 11:08 AM Eastern Daylight Time EDicinti Action Type:Incoming call  
Rec'd call from Ed Thompson at MD029:

1. It makes sense that we should collect the money for the pinstripping from the customer, not Kia.
2. I will send you the sales d**OCS** for the old vehicle later this afternoon.
3. The numbers on the tradeout authorization look ok.

Writer said:

1. Ok, thanks.

\*\*\* NOTES 02/25/2009 04:27 PM Eastern Daylight Time EDicinti Action Type:Facsimile rec.  
Received sales d**OCS** for old vehicle from MD029.

\*\*\* NOTES 02/25/2009 04:28 PM Eastern Daylight Time EDicinti Action Type:Facsimile sent  
Faxed tradeout authorization, offer letter, and release to Ed Thompson w/ a cover sheet stating:

Ed.

As we discussed, here is the revised tradeout authorization with the \$799 pin stripe fee, \$3,290 upgrade fee, and \$245.34 tax. Also, when the customers come in, please obtain the title, a copy of the registration, and have them customer sign the attached offer letter and release.

Thanks,  
Eric DiCinti  
Kia Motors America

\*\*\* PHONE LOG 02/26/2009 02:53 PM Eastern Daylight Time EDicinti Action Type:Incoming call  
Rec'd call from Ed at MD029:

1. The customers are here to sign your paperwork.
2. We're still working out the numbers.
3. How about we do an upgrade of \$3,925 including tax.
4. Please send me the revised d**OCS**, and I return them to you.

Writer said:

1. The upgrade is negotiable.
2. I will make those changes and fax over a new tradeout auth, offer letter, and release.

**Kia Motors America  
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO EX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJC736375 [REDACTED]	K1410204	16,628
Snow Hill, MD	[REDACTED]	Prod. Date: 4/17/07	Dealer: MD029	Sherwood Kia of

\*\*\* NOTES 02/26/2009 02:53 PM Eastern Daylight Time EDicinti Action Type:Facsimile sent  
Writer made changes and faxed tradeout auth, offer letter, and release to MD029 attn: Ed Thompson

\*\*\* NOTES 02/26/2009 02:53 PM Eastern Daylight Time EDicinti Action Type:Facsimile rec.  
Rec'd signed tradeout auth, release, and offer letter, along w/ copy of title and registration

\*\*\* NOTES 02/26/2009 02:54 PM Eastern Daylight Time EDicinti Action Type:E-mail sent  
Writer sent RAF w/ RO recap and RO's to DPSM for completion

Requested training records

\*\*\* NOTES 02/27/2009 05:04 PM Eastern Daylight Time EDicinti Action Type:Manager review  
Writer preparing package. AS400#: 74851

To be sent to NCA on Monday, 3/3/09

\*\*\* NOTES 03/06/2009 02:36 PM Eastern Daylight Time EDicinti Action Type:Correspondence sent  
Package was approved by ERCAM on 3/6/09.

Sent to NCA.

Waiting on RAF from DPSM (sent reminder)

\*\*\* NOTES 03/13/2009 08:48 AM Eastern Daylight Time EDicinti Action Type:Correspondence rec.  
Rec'd RAF from DPSM and forwarded to NCA.

Changing reference date to 4/3/09

\*\*\* NOTES 04/02/2009 01:14 PM Eastern Daylight Time EDicinti Action Type:Manager review  
Received check# 532004 and sent via FedEx to customer. Tracking#: 9712 9281 2709

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736X75 [REDACTED]	K1470600	11,000
Claremore, OK [REDACTED]		Prod. Date: 7/21/06	Dealer: OK016 Primeaux Kia	

**Case History**

Complaint: RepAIR Assistance

\*\*\* PHONE LOG 07/10/2008 04:10 PM US Mountain Standard Time RBriones

Customer Stated:

1. Just got my car from the dealer in Tulsa, Ok.
2. Took the vehicle in because **PASS**enger **AIR** bag only works 50% of the time.
3. Sometimes my wife has to get out of the car, I have to shut it off, she gets back in, and I start the car.
4. When we do that, it works.
5. If I go to the **AIR**port to pick someone up, forget about it working.
6. Took into dealer and they said they would order a seat cushion for it.
7. But they only gave me a 50/50 chance of that working.
8. Just really want to get this fixed.

Writer Stated;

1. Apologized for prob.
2. We are here to try and assist with warranty rep**AIR**s.
3. Gave customer case number.
4. Adv customer to give us a call once vehicle goes back in for rep**AIR**s.
5. We can then work with svc dept to try and resolve problems.

\*\*\* CASE CLOSE 07/10/2008 04:10 PM US Mountain Standard Time RBriones  
concerns noted.

\*\*\* CASE CLOSE 10/08/2008 07:06 AM US Mountain Standard Time IMorales

**Kia Motors America**  
**Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736475 ██████████	K1478500	5,500
Prescott Valley, AZ	██████████	Prod. Date: 11/30/06	Dealer: AZ030	Liberty Kia

**Case History**

Complaint **RepAIR** Assistance

\*\*\* PHONE LOG 07/28/2008 02:17 PM US Mountain Standard Time RBriones

Ms ██████ stated:

1. Have had this problem since I pulled off the lot.
2. This will be my fifth time at the Kia dealer.
3. Now the svc mgr is calling me and saying they have done everything they can do.
4. And they are going to have to get a FTR out to the vehicle.
5. However, am also being told that could take over two months.
6. That is not satisfactory.
7. Don't think Kia would be happy if I said I will make my payment in about two months.
8. This is very frustrating.
9. If Kia can't take care of this, will have to look for other options with the vehicle.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty rep**AIR**s.
3. May not be able to get the FTR to dealer within a couple of days.
4. Normally it does take some time because there are just two FTRs per region.
5. Can see what we can do to expedite the process.
6. Ask customer to allow writer to check into this and will call customer back.

\*\*\* PHONE LOG 07/29/2008 02:46 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called AZ030 and Bill in svc stated:

1. Customer has the vehicle, she doesn't have it here.
2. Sent in a regional svc alert.
3. **PASS**enger seat **AIR** bag light stays illuminated.
4. Reprogrammed it once.
5. Vehicle then came back again, and opened techline case. (11458508).
6. We replaced the **PASS**enger side seat bottom.
7. Problem was duplicated previously.
8. Veh came back the other day, and didn't witness the problem.
9. We checked it for codes and wiring connections.
10. Told customer we would contact tech assistance.
11. They wanted us to take her friend on a ride in like vehicle.
12. Couldn't duplicate the problem with like vehicle on the lot.
13. Working to get FTR out here and sent out alert to region.
14. Told customer would contact here

Writer Stated:

1. Thanks for the info.

\*\*\* PHONE LOG 07/29/2008 02:47 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called DPSM, Tom Steinwiter, and got recording stating vm box is full, can not accept mssgs.

\*\*\* PHONE LOG 07/31/2008 02:30 PM US Mountain Standard Time RBriones Action Type:Outgoing call

Writer called DPSM and stated:

1. Adv of customer vehicle.

**Kia Motors America  
Consumer AffAIRs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
██████████	██████████	KNDJC736475 ██████████	K1478500	5,500
Prescott Valley, AZ ██████████		Prod. Date: 11/30/06	Dealer: AZ030	Liberty Kia

2. Svc dept is stating they are working on getting FTR out to the vehicle.
3. Customer is wanting specific date on FTR
4. Will be forwarding to region.

DPSM, Tom Steinwinter, stated:

1. Am aware of this vehicle.
2. Will be at dealer tomorrow.
3. Send me a copy of case notes.

Writer Stated:

1. Will do that.

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

Send to:[tsteinwinter@kiausa.com]

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

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\_K1478500\_RBriones\_07-31-2008152437.doc>>

\*\*\* NOTES 07/31/2008 02:34 PM US Mountain Standard Time RBriones Action Type:Manager review

Dispatched for:

1. Newer vch, low miles.
2. Mult visits to dealer for same problem.
3. Customer wanting earlier FTR appt.
4. Review of concerns and customer contact.

\*\*\* PHONE LOG 08/04/2008 01:42 PM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted cust & left msg:

1. 07 sorento **AIR**bag light concern
2. i will talk to dist mngr and in house technician to see when fitr will be out at dlr
3. here is my ph#. i will see abt the fitr date

\*\*\* PHONE LOG 08/04/2008 01:45 PM Pacific Daylight Time APeckson Action Type:Incoming call  
rcaa contacted tom (@ liberty kia:

1. how many times has cust brought veh in for **AIR**bag light

tom states:

1. been in 4x, we have reprogrammed it. replaced part of seat w/ new control module
2. light's on again, last time in was to show us light definitely on
3. we're waiting for keith's schedule, he's been informed. tom s. aware of this

\*\*\* NOTES 08/04/2008 01:46 PM Pacific Daylight Time APeckson Action Type:Manager review

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736475 ██████████	K1478500	5,500
Prescott Valley, AZ	██████████	Prod. Date: 11/30/06	Dealer: AZ030	Liberty Kia

rcaa emailed caax regarding fir schedule and when we can send keith out to fix **AIR** bag light

\*\*\* PHONE LOG AND STATUS CHANGE 08/04/2008 03:25 PM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted dpsm & left msg regarding fir appt for **AIR** bag light concern (per case notes0

\*\*\* PHONE LOG AND STATUS CHANGE 08/05/2008 09:02 AM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted dpsm:  
1. per case notes you wanted fir to do reflash  
2. vch was reprogrammed, seat replaced, and they duplicated the problem

dpsm states:

1. talk to bill carpluk and ask if he was able to pout cust in like veh
2. if the light comes on we need keith out there, if there's no light there's no issue
3. talk to bill first then marius if we can schedule keith in

\*\*\* PHONE LOG 08/08/2008 02:56 PM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted bill carpluk & left msg w/ receptionist to call back regarding vickie zeller

\*\*\* PHONE LOG 08/12/2008 03:22 PM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted cust:  
1. have u guys put cust in a like veh to dupe concern  
2. i will ask marius when keith can get out there

tom states:

1. we duplicated the concern
2. we haven't put her in a like veh, it's an intermittent concern
3. only does it when it's hot, concern is most apparant
4. we're waiting for keith to come out and get scheduled
5. we keep her informed, she was in here a week and a half ago

\*\*\* NOTES 08/12/2008 03:48 PM Pacific Daylight Time APeckson Action Type:Manager review  
caax informed rcaa that keith to call dlr tomorrow to discuss **AIR** bag light concern w/ dlr

\*\*\* NOTES WITH COMMITMENT 08/12/2008 03:52 PM Pacific Daylight Time APeckson Action Type:Manager review

[!<For Internal Use Only  
follow up w/ marius regarding keith & dlr>!]

\*\*\* PHONE LOG 08/18/2008 07:46 AM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted tom @ liberty kia:  
1. update on status of veh  
2. i was advised that you guys had tool to fix **OCS** light



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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>
██████████	██████████	KNDJC7364751██████████	K1478500	5,500
Prescott Valley, AZ	██████████	Prod. Date: 11/30/06	Dealer: AZ030	Liberty Kia

tom states:

1. we're waiting for keith to come out and inspect
2. as of now i don't know when he'll be out here

\*\*\* CASE CLOSE 08/18/2008 07:46 AM Pacific Daylight Time APeckson

\*\*\* NOTES 08/18/2008 04:19 PM Pacific Daylight Time APeckson Action Type:Manager review  
per caax, bill had tool to fix **OCS** light

\*\*\* PHONE LOG AND STATUS CHANGE 08/18/2008 04:19 PM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted bill s/m & left msg w/ receptionist to call back

\*\*\* PHONE LOG 08/19/2008 09:56 AM Pacific Daylight Time APeckson Action Type:Incoming call  
rcaa contacted bill s/m:  
1. update on veh

bill states:

1. we do have tool it was done already to veh
2. i was going to talk to tom abt this he'll be here tmrw we have a parts & services meeting here
3. i recv'd call fr. keith who recommended me to do this
4. but this reflash was done already
5. tom my s/a has duplicated concern

\*\*\* PHONE LOG 08/19/2008 10:10 AM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted cust & left msg:

1. is **AIR**bag light still coming back on
2. if so when does it come on?-soon as you start the veh up or after a few min of driving, etc..
3. how does **PASS** sit in seat
4. fir will be there next wed. we can have him take a look at your veh and hook up the scan tool for any codes
5. pls give me a call thanks

\*\*\* PHONE LOG 08/29/2008 08:55 AM US Mountain Standard Time SJeon Action Type:Incoming call  
Ms ██████████ stated:

1. dealer washed off their hands
2. who do I need to speak?

writer stated:

1. advised to call region
2. provided Anna Peckson ext #

\*\*\* PHONE LOG 09/02/2008 07:42 AM US Mountain Standard Time RHall Action Type:Incoming call  
██████████ called

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**Consumer AffAIRs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736475 ██████████	K1478500	5,500
Prescott Valley, AZ ██████████		Prod. Date: 11/30/06	Dealer: AZ030	Liberty Kia

writer stated:

1. advised to call region
2. provided Anna Peckson ext #

Mrs. ██████████ stated

1 when i call that number is says I cant call that area

wrt stated

- 1 apologized
  - 2 allow wrt to transfer you to her ext
- wrt transfered cust to Anna ext

\*\*\* PHONE LOG 09/02/2008 09:58 AM US Mountain Standard Time CCummins Action Type:Incoming call  
CUSTOMER STATES

1. NEED TO SPEAK WITH ANA PECKSON
2. I WILL LEAVE A VM

WRITER STATES

1. PLEASE HOLD AND I WILL TRANSFER YOU TO APECKSON
2. PLEASE LEAVE A VM AND SHE WILL CALL YOU BACK
3. TRANSFERRED CUSTOMER TO APECKSON'S VM

\*\*\* PHONE LOG 09/02/2008 01:11 PM Pacific Daylight Time APeckson Action Type:Incoming call  
rcaa contacted bill carpluk @ liberty kia:

1. latest on cust veh
2. cust left msg stating you guys were done w/ her
3. can you pls fax ro's

bill states:

1. she construed what we told her in the wrong way. veh was here when keith was here
2. he downloaded latest software for **PASS AIR** bag **OCS** light
3. she called back later same day saying it came back on
4. i don't have anywhere to go w/ this now
5. advisor and i discussed this we can't do anything more w/ this and see where they want to go w/ this
6. cust has veh, i'm going to call tom to give him a heads up

\*\*\* PHONE LOG AND STATUS CHANGE 09/02/2008 01:21 PM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted cust:

1. spoke to bill carpluk s/m at liberty kia
2. apologize abt concerns
3. can you fax copy of sales contract
4. bill going to send me your ro's
5. once i have all this i'm going to review w/ dist mngr. we want to help you out
6. i will not be here for next 3 days. i will be in touch w/ you early next wk

cust states:

1. they're rude to me at liberty kia

**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	K1478500	5,500
Prescott Valley, AZ		Prod. Date: 11/30/06	Dealer: AZ030	Liberty Kia

2. i'm mad at them not you
3. they basically told me there's nothing they can do
4. i love the car it does everything i need it to
5. except for this **AIR** bag light issue
6. i will fax over sales contract, thank you

\*\*\* NOTES WITH COMMITMENT 09/02/2008 12:21 PM Pacific Daylight Time APeckson Action Type:Manager review

[!<For Internal Use Only  
paperwork to be reviewed>!]

\*\*\* CASE CLOSE 09/02/2008 12:21 PM Pacific Daylight Time APeckson  
pending paperwork fr. bill @ liberty & cust (s.c.)

\*\*\* PHONE LOG AND STATUS CHANGE 09/10/2008 02:29 PM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted bill carpluk @ liberty kia:  
1. still haven't recv'd ro's for zeller  
2. here's my fax # again

bill states:

1. i'm sorry they were supposed to fax
2. i'll take your fax # again and fax ro's

\*\*\* PHONE LOG AND STATUS CHANGE 09/10/2008 02:39 PM Pacific Daylight Time APeckson Action Type:Outgoing call  
rcaa contacted cust:  
1. recv'd sales contract  
2. bill over at avondale going to send ro's  
3. i need everything for review  
4. so i can further discuss options w/ dpsm  
5. at that point i will contact you and let you know what the next step is

cust states:

1. ok thank you
2. i'll be out the 19th for 3 weeks
3. i just want to know that something is going on w/ my veh, thank you

\*\*\* NOTES WITH COMMITMENT 09/10/2008 02:40 PM Pacific Daylight Time APeckson Action Type:Manager review

\*\*\* CASE CLOSE 09/10/2008 02:40 PM Pacific Daylight Time APeckson

\*\*\* NOTES AND STATUS CHANGE 09/15/2008 08:31 AM Pacific Daylight Time APeckson Action Type:Manager

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Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2007 SORENTO LX 4X4</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJC736475 ██████████	K1478500	5,500
Prescott Valley, AZ ██████████		Prod. Date: 11/30/06	Dealer: AZ030	Liberty Kia

review  
emailed recap to dpsm for review and advisement

\*\*\* PHONE LOG 09/16/2008 12:55 PM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted dpsm

dpsm states:

1. talk to keith first
2. if there's nothing he can do
3. go ahead and soc cust out of veh
4. if she's in a leather pkg try and put her in a fabric one
5. fabric is tighter
6. or put her in sportage or borrego

\*\*\* PHONE LOG 09/16/2008 12:57 PM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted ftr keith & left msg:

1. cust zeller w/ **OCS** light 5x
2. 7600 miles
3. wanted to talk to you as a last resort
4. & see if there's anything you can advise of
5. pls call back thanks

\*\*\* PHONE LOG 09/17/2008 08:34 AM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted keith:

1. **OCS** 5x low mileage
2. dlr reprog **OCS** w/ newest software updates
3. replaced **OCS** pad sensor
4. **AIR** bag module assy
5. anything add'l you can advise of

keith states:

1. not really
2. dlr had used all resources

\*\*\* PHONE LOG AND STATUS CHANGE 09/17/2008 08:59 AM Pacific Daylight Time APeckson Action Type:Outgoing call

rcaa contacted cust & left msg:

1. discussed options with dist mngr
2. would like to trade you out of veh and get you into another one
3. would you be open to going into another model
4. such as sportage or borrego
5. of course this is all contingent upon your lien holder's approval
6. i would send an offer letter to you for review first
7. pls give me a call back w/ your fax @i thank you

\*\*\* PHONE LOG AND STATUS CHANGE 09/18/2008 11:28 AM Pacific Daylight Time APeckson Action Type:Outgoing call

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Consumer Affairs Department**

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Last name	First name	VIN of 2007 SORENTO LX 4X4	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC736475 [REDACTED]	K1478500	5,500
Prescott Valley, AZ [REDACTED]		Prod. Date: 11/30/06	Dealer: AZ030 Liberty Kia	

rcaa contacted cust & left msg to call back

\*\*\* CASE CLOSE 10/03/2008 02:23 PM Pacific Daylight Time APeckson  
Cust agreed to SOC  
rcaa to process paperwork

\*\*\* CASE CLOSE 10/08/2008 12:56 PM US Mountain Standard Time TMorales  
**AIRBAG TREAD REVIEW COMPLETE**

\*\*\* NOTES AND STATUS CHANGE 11/17/2008 02:48 PM Pacific Daylight Time APeckson Action Type: Manager review  
bill carpluk s/m at liberty kia faxed r.o.'s (cust copy) not hard copies  
rcaa requested hard copies w/ tech notes/flag times/tech name fr. mark  
mark to request fr. bill when back in office on tues.

\*\*\* CASE CLOSE 12/23/2008 01:25 PM Pacific Daylight Time APeckson  
mailed dlr check & package to morley

**Kia Motors America  
Consumer AffAIRs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735885 ██████████	K1495930	155
Philadelphia, PA ██████████		Prod. Date: 7/6/07	Dealer: PA006	Northeast Kia

**Case History**

Complaint *Re: AIR Assistance*

\*\*\* COMMIT 09/05/2008 11:22 AM US Mountain Standard Time DLyons Action Type:Callback Required

\*\*\* PHONE LOG 09/05/2008 11:22 AM US Mountain Standard Time DLyons  
CUST STATES:

1. THE VEHICLE WAS SCRATCHED WHEN THE DEALERSHIP PUT THE TAG ON THE BACK
2. THE DEALER ATTEMPTED TO BUFF IT OUT AND IT LOOKS BETTER - I'M NOT GOING TO FUSS ABOUT IT
3. THERE IS A MARK LOOKS LIKE TAR - DEALERSHIP ATTEMPTED TO USE HEAT ON IT, IT'S BETTER - CUST ACCEPTED A HOTEL WEEKEND BECAUSE THEY SAID THERE WAS NOTHING MORE THEY COULD DO
4. **PASSENGER AIR** BAG LIGHT IS ON - NO MATTER WHO SITS IN THE VEHICLE - BUT IT HAPPENS INTERMITTENTLY
5. THE TPMS THE LIGHT COMES ON AFTER DRIVING DOWN THE HIGHWAY FOR A WHILE
6. ON AM THERE IS STATIC NO MATTER WHAT STATION THE RADIO IS ON
7. CUST HAS APOINMENT WITH THE KIA DEALERHSO ON FRIDAY 9/12/08 IN AM

WRITER ADVISED:

1. APOLOGIZED
2. ADVISED OF THE OPERATIONS OF THE TPMS, ALSO REFERRED TO THE KIA DEALERSHIP
3. IT IS POSSIBLE THAT BECAUSE THE TIRE PRESSURE IS CHANGING THAT THE LIGHT WILL COME ON
4. REFERRED TO OWNERS MANUAL TO SEE THE OPERTAIONS OF THE TPMS & ALSO THE **AIR** BAG LIGHT
5. CONFIRMED THAT NO MATTER WHO IS IN THE SEAT TO MAKE SURE THAT THEY ARE SITTING CORRECTLY
6. HOWEVER THE DIAGNOSE THE **AIR**BAG LIGHT, IT WILL NEED TO BE DUPLICATED AT THE KIA DEALERSHIP
7. THIS OFFICE WILL FOLLOW UP WITH THE KIA DEALERSHIP AT THE TIME OF CUSTOMER'S APPOINTMENT
8. ONCE THERE IS DIAGNOSIS INFORMATION WILL CONTACT CUSTOMER TO ADVISE
9. UPDATED CUST INFO. NO PREVIOUS CASES. NO RECALLS. VEHICLE HAS NOT RDR'D
10. CUST HAS NAME NUMBER EXT & CASE# FOR WRITER.

\*\*\* CASE CLOSE 09/05/2008 11:22 AM US Mountain Standard Time DLyons

\*\*\* FULFILL 09/11/2008 11:28 AM US Mountain Standard Time DLyons Action Type:Callback Required

\*\*\* PHONE LOG 09/12/2008 11:39 AM US Mountain Standard Time DLyons Action Type:Outgoing call  
WRITER CALLED DEALERSHIP. Northeast Kia SPOKE TO SERVICE ADVISOR JIM:

1. CALLING TO DETERMINE IF CUSTOMER HAD SHOWN FOR HIS APPOINTMENT TODAY
2. CUST INDICATED THAT THE TPMS/**AIR** BAG LIGHTS WERE ON
3. ALSO HAD POOR RECEPTION ON THE AM RADIO

JIM STATES:

1. WE RESET THE TIRE PRESUURE. THE LIGHT WAS OUT
2. WE LOOKED FOR CODES, NO STORED CODES
3. WE ALSO SHOWED CUSTOMER THE OPERATIONS OF THE RADIO - IT IS OPERATING WITHIN DESIGN

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
██████████	██████████	KNDJD735885 ██████████	K1495930	155
Philadelphia, PA ████████		Prod. Date: 7/6/07	Dealer: PA006 Northeast Kia	

4. THE **AIR**BAG - WE ADVISED OF HOW TO SIT PROPERLY IN THE SEAT AND HOW THE LIGHT WILL COME ON WHEN THERE IS NO ONE PRESENT.

WRITER THANKED JIM FOR THE INFORMATION.

\*\*\* PHONE LOG 09/12/2008 11:43 AM US Mountain Standard Time DLyons Action Type:Outgoing call  
WRITER CALLED CUSTOMER: LEFT MESSAGE

1. RETURNING CALL TO CUSTOMER AFTER VISIT TO THE KIA DEALERSHIP
2. LEFT NAME NUMBER EXT & CASE# FOR RETURN CALL.

\*\*\* PHONE LOG 09/12/2008 12:26 PM US Mountain Standard Time DLyons Action Type:Incoming call  
CUST STATES:

1. I WENT TO THE KIA DEALERSHIP THE **AIR** BAG LIGHT IS STILL ON
2. THEY SAID THAT THERE WERE NO CODES & THEY GAVE ME SOME PRINTED MATERIAL ON HOW IT IS TO WORK
3. IT IS STILL ON. DO I HAVE TO FILE LEMON LAW TO GET THIS RESOLVED
4. THE TPMS IS NO LONGER ON
5. RADIO IS OK

WRITER ADVISED:

1. APOLOGIZED
2. ADVISED THAT CUST WILL NEED TO RETURN TO THE KIA DEALERSHIP TO GET THE **AIR**BAG LIGHT RESOLVED
3. IF CUST IS WANTING TO FILE LEMON LAW, KMA COMPLIES WITH THE LAWS THAT ARE IN HIS STATE
4. REFERRED TO THE WARRANTY AND CONSUMER INFORMATION MANUAL
5. KMA IS HERE TO REPAIR THE VEHICLE WITHIN THE WARRANTY GUIDELINE
6. IF CUSTOMER WILL RETURN TO THE KIA DEALERSHIP & ADVISE THIS OFFICE WHEN THE VEHICLE IS RETURNING WE CAN INVOLVE FURTHER PERSONNEL
7. CUST HAS CASE#

CUST STATE:

1. I WILL LET YOU KNOW.

\*\*\* PHONE LOG 09/12/2008 12:33 PM US Mountain Standard Time DLyons Action Type:Outgoing call  
WRITER CALLED DPSM GKARAS:

1. CUST HAS NEW SORENTO 155 MILES ON IT
2. IT WENT TO THE Northeast Kia FOR TPMS, **AIR** BAG LIGHT & THE RADIO
3. SPOKE TO JIM IN SERVICE WHO ADVISED THAT THEY TOLD CUSTOMER HOW TO OPERATE THE RADIO. ADJUSTED THE TIRE PRESSURE & DID NOT FIND ANY CODES & PROVIDED CUST WITH INFORMATION ON THE **AIR**BAG SYSTEM
4. CUST HAS INDICATED THAT THE **PASS**ENGER **AIR** BAG LIGHT WILL NOT GO OFF EVEN WHEN WIFE IS SITTING IN THE SEAT
5. CUST HAS MENTIONED FILING LEMON LAW TO GET THIS RESOLVED
6. THIS OFFICE REFERRED CUST TO THE WARRANTY & CONSUMER INFORMATION MAUAL.
7. NEED TO GET THIS TO THE REGION. ALL KINDS OF RED FLAGS, NEW VEHICLE, LOW MILEAGE, LEMON LAW

GKARAS DPSM STATES:

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of 2008 SORENTO 4X2 AT	Case Number	Mileage
Philadelphia, PA		KNDJD735885	K1495930	155
		Prod. Date: 7/6/07	Dealer: PA006 Northeast Kia	

2. I WILL FOLLOW UP WITH THE KIA DEALERSHIP
3. AGREE THAT IT NEEDS TO GET TO THE REGION.

WRITER THANKED GKARAS FOR THE INFORMATION.

\*\*\* EMAIL OUT \_ DLyons Action Type:External email  
Send to:[GKARAS@KIAUSA.COM]  
George,

Here is the case regarding new Sorento, with 155 miles on it that went to PA006. The **PASS**enger **AIR** bag light is on, even after being at the kia dealership. The case will be forwarded to the region today. Thank you. Darlene

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

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

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\*\*\* NOTES 09/12/2008 12:38 PM US Mountain Standard Time DLyons Action Type:Manager review  
Dispatching to the regional office:

1. Cust **PASS**enger **AIR** bag light will not go off
2. cust has returned to selling dealership. there were no codes
3. Cust mentioned filing lemon law to get resolved
4. DPSM is aware of concer
5. Please review case to determine if further action is needed.

\*\*\* PHONE LOG 09/24/2008 03:07 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call  
writer calls cust

1. lvm requesting call back
2. provided contact info

\*\*\* PHONE LOG 09/25/2008 11:27 AM Pacific Daylight Time ATrinidad Action Type:Incoming call  
writer receives call from cust

1. retruning your phone call
- writer states
1. case has been escalated
  2. notice you have not been back to dealer
  3. how is vehicle operating
- cust states

1. i still have an intermitent problem with the **OCS**
2. i was told by the last person i spoke to from kia not to bring it back to the same dealer. to bring it somewhere else
3. she said they would probably say the same thing that they can't find any codes and nothing is wrong
4. i don't know why she would tell me that
- 5 i am over 60 yrs old and don't have time to go to a dealer that is further away from me



**Kia Motors America  
Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1495930	155
Philadelphia, PA ██████████		Prod. Date: 7/6/07	Dealer: PA006	Northeast Kia

writer states

1. apologize for inconvenience
2. will contact DPSM to set up appointment for **OCS** at PA006
3. do not understand why writer from CC would tell cust to go to alt dealer
4. will contact cust once writer speaks with DPSM

cust states

1. i am off tuesdays and fridays
2. thank you

\*\*\* NOTES 10/09/2008 10:56 AM US Mountain Standard Time JHirshfield Action Type:Manager review

[!<For Internal Use Only

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

\*\*\* PHONE LOG 10/09/2008 02:21 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call

writer calls cust

1. lvm requesting call back
2. provided contact info

\*\*\* PHONE LOG 10/14/2008 03:23 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call

writer calls cust

1. lvm requesting call back
2. provided contact info

\*\*\* PHONE LOG 10/27/2008 10:18 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call

writer calls DPSM G Karas

1. calling to discuss a date when to meet with Mr. ██████████ at PA006
2. cust has off on tuesdays and wednesdays

DPSM states

1. next available appointment is 11/25/08 at 10 am
2. see if that is good for cust and get back to me

writer states

1. will contact cust
2. thank you

\*\*\* PHONE LOG 10/27/2008 10:19 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call

writer calls cust

1. lvm requesting call back
2. provided contact info

\*\*\* PHONE LOG 11/03/2008 03:40 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call

writer calls cust

1. lvm requesting call back
2. provided contact info

**Kia Motors America**  
**Consumer Affairs Department**

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<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	KNDJD735885 [REDACTED]	K1495930	155
Philadelphia, PA [REDACTED]		Prod. Date: 7/6/07	Dealer: PA006	Northeast Kia

\*\*\* PHONE LOG 11/04/2008 12:15 PM Pacific Daylight Time ATrinidad Action Type:Incoming call

writer received call from cust

1. returning your phone call

writer states

1. appreciate call abck

2. want to inform that DPSM will be at PA006 to meet with you on 11/25/08 at 10 am

cust states

1. that will be fine

2. thank you for calling

\*\*\* PHONE LOG 11/24/2008 05:13 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call

writer calls cust

1. calling to inform that rep can not meet with cust tomorrow

2. apologize for having to reschedule

3. rep is very sorry and will reschedule after holiday

4. di dnot want cust going to dealer and rep not showing

cust states

1. tha is ok

2. appreciate call

3. will wait to hear from you

4. thank you

\*\*\* PHONE LOG 12/18/2008 01:43 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call

writer calls cust

1. lvm requesting call back

2. provided contact info

\*\*\* PHONE LOG 01/05/2009 01:36 PM Pacific Daylight Time ATrinidad Action Type:Incoming call

writer calls cust

1. lvm requesting call back

2. provided contact info

\*\*\* PHONE LOG 01/06/2009 08:51 AM Pacific Daylight Time ATrinidad Action Type:Incoming call

writer calls cust

1. calling to check and see if cust received message yesterday and previous left

2. called to try and set up DPSM appointment for concern with vehicle

cust states

1. my wife said you called yesterday

2. I just started a new job so i can't make it

3. I will be in training for 2 weeks

writer states

1. will follow up in 2 weeks to try and schedule appointment

2. thank you

\*\*\* PHONE LOG 01/26/2009 01:42 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call

writer calls cust

1. lvm requesting call back

**Kia Motors America  
Consumer Affairs Department**

<u>Last name</u>	<u>First name</u>	<u>VIN of 2008 SORENTO 4X2 AT</u>	<u>Case Number</u>	<u>Mileage</u>
██████████	██████████	KNDJD735885 ██████████	K1495930	155
Philadelphia, PA ██████████		Prod. Date: 7/6/07	Dealer: PA006	Northeast Kia

2. provided contact info

\*\*\* CASE CLOSE 01/26/2009 01:43 PM Pacific Daylight Time ATrinidad  
pending cust call back for DPSM appointment.