

PE09-034

HYUNDAI-KIA

9/25/2009

ATTACHMENT

ARBITRATION - BBB

AUTO LINE

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0934557  
Contact Date: 03/17/09  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Mooresville	State: IN	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	
Fax: [REDACTED]	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2008	Current mileage: 12464
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: INDIANAPOLIS - BUTLER KIA, , IN			
Primary Servicing dealer/city/state: BUTLER KIA,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 06/21/08		Mileage at purchase/lease: 40	
First repair attempt date: 07/15/08		First repair attempt mileage: 1000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: [REDACTED]	
		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Manufacturer to repurchase automobile

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	<u>KNDJC735185</u>	[REDACTED]
Lienholder/Leasing Company	<u>None</u>	Phone Number _____
Account Number	_____	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0934557

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Intermittent Airbag Passenger Light	Butler Kia	13	6/23/08, 120 miles, 0 days 7/12/08, 1004 miles, 4 days 7/21/08, N/A, 0 days 8/17/08, N/A, 0 days	yes
Brakes	Butler Kia	2	6/23/08, 120 miles, 0 days 7/12/08, 1004 miles, 4 days 11/3/08, 6980 miles, 5 days	yes no
Engine Noise	Butler Kia	1	6/23/08, 120 miles, 0 days 11/3/08, 6980 miles, 5 days 2/18/09, N/A, 0 days 3/9/09, N/A, 5 days	yes
Intermittent electrical problem	Butler Kia	3	1/8/09, 10032 miles, 2 days 2/18/09, N/A, 0 days 3/9/09, N/A, 0 days	yes
Intermittent Airbag Passenger Light Continued			8/26/08, N/A, 0 days 9/10/08, N/A, 0 days 9/29/08, N/A, 0 days	
			10/14/08, N/A, 0 days 10/29/08, N/A, 0 days 11/3/08, 6980 miles, 5 days	
			11/13/08, N/A, 0 days 1/8/09, 10032, 2 days 2/18/09, N/A, 0 days	
			3/9/09, N/A, 5 days	

Total days out of service for all problems: 16 days

Signature of Titled Owner(s) \_\_\_\_\_ 4-9-09

Printed Name of Titled Owner(s) \_\_\_\_\_ 4-9-09

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700  
 Page 2

Date	Pick-up Date	Problem with vehicle	Servicing Dealer(s)	Service performed	Days out of service	Mileage	Still exist
6/21/2008		purchased vehicle	Butler Kia			40	
6/23/2008		Wrote check for purchase, #3214 for \$23,000	Butler Kia				
6/23/2008		air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	was assured it just needed to be reset, but didn't have tool to do so at this time	were told to check back in a couple of weeks to see if they had the tool to reset		yes
6/23/2008		brakes/rotors out of round	Butler Kia	adjusted but thought it was due to setting on lot for sale			yes
6/23/2008		engine noise	Butler Kia	was told that was normal for the first 1000 miles until it is broke in	they changed oil		yes
6/27/2008		had window tint completed	Wax Werks				
7/12/2008	7/15/2008	brakes/rotors out of round	Butler Kia	resurfaced front rotors and turned rear rotors	4 days	1004	yes
7/12/2008		air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	needs reprogramming, oil was changed	still doesn't have tool to do the reprogramming	1004	yes
7/12/2008		1000 mile oil change due	Butler Kia			1004	
7/12/2008		didn't receive 2nd remote due to theft at dealership of spare keys	Butler Kia	programmed new remote		1004	
7/21/2008		air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	reflashing needed	were told to check back in a couple of weeks to see if they had the tool to reset	na	yes
8/7/2008		air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	reflashing needed	were told to check back in a couple of weeks to see if they had the tool to reset	na	yes
8/26/2008		air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	reflashing needed	were told to check back in a couple of weeks to see if they had the tool to reset	na	yes

9/10/2008	air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	reflashing needed	were told to check back in a couple of weeks to see if they had the tool to reset	na	yes
9/12/2008	oil change due	performed myself	changed oil		3988	
9/29/2008	air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	reflashing needed	were told to check back in a couple of weeks to see if they had the tool to reset	na	yes
10/14/2008	air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	reflashing needed	were told to check back in a couple of weeks to see if they had the tool to reset	na	yes
10/29/2008	air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	reflashing needed	were told to check back in a couple of weeks to see if they had the tool to reset	na	yes
11/3/2008	air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	reflashing needed	were told to check back in a couple of weeks to see if they had the tool to reset	na	yes
11/3/2008	brakes/rotors out of round	Butler Kia	reprogrammed ocs and cleared codes		6980	yes
11/3/2008	oil change due	Butler Kia	replaced front rotors	5 days	6980	yes
11/3/2008	requested tire rotation for wear	Butler Kia	completed oil change		6980	
11/3/2008	engine noise	Butler Kia	rotated tires		6980	
11/3/2008	creaking noise coming from running boards	Butler Kia	A/C clutch sticking	replace A/C clutch	6980	yes
11/13/2008	air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	replaced running board hardware		6980	
11/13/2008	air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	replacement of sensor which is in bottom of passenger seat	dealership to order parts and call when they are in for repair	na	yes
1/8/2009	air bag passenger light intermittently remains on when passenger is in seat	Butler Kia	replacement of sensor which is in bottom of passenger seat	replaced seat bottom/sensor	10032	yes
1/8/2009	oil change due	Butler Kia	completed oil change		10032	
1/8/2009	rotate and balance tires	Butler Kia	rotated and balance tires		10032	
1/8/2009	electrical problem inside vehicle	Butler Kia	checked and found no problem on this date		10032	yes

1/8/2009	engine noise	Butler Kia	was told all v6 kia's are this way	dealership didn't address problem on invoice	10032	yes
1/9/09	called dealership from my driveway	Butler Kia				
1/12/2009	after picking up vehicle noticed damage on the way home to the console, pillar moulding on passenger side, carpet, and passenger rear door scratch	Butler Kia	dealership to order new parts to replace damage	will call when parts are in for replacement		yes
1/28/2009	took vehicle in to show damage	Butler Kia		will call when parts are in for replacement		yes
2/18/2009	called to ask if parts in yet showed them air bag light intermittently remains on when passenger is in seat	Butler Kia	possibly needs reflashed again to clear	reflash vehicle		yes
2/18/2009	engine noise	Butler Kia	states this is the way this vehicle is			yes
2/18/2009	electrical problem inside vehicle	Butler Kia	lights dim, console light go out			yes
2/18/2009	speaker going out on drivers side air bag passenger light	Butler Kia	heard speaker	will order speaker		yes
3/9/2009	intermittently remains on when passenger is in seat	Butler Kia			5 days	yes
3/9/2009	replacement of damage console, pillar moulding on passenger side	Butler Kia				yes
3/9/2009	engine noise	Butler Kia				yes
3/9/2009	electrical problem inside vehicle	Butler Kia				yes
3/9/2009	speaker noise	Butler Kia				yes
3/13/2009	picked up vehicle from dealership because nothing had been done to vehicle, parts not all in and didn't want to damage vehicle again.					
3/13/2009	called Kia offices to report problems					
3/16/2009	filed claim with BBB					
3/18/2009	heard from Kia, Matt, Central Region Office					



**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0839323  
Contact Date: 04/28/08  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]	
Mailing address: [REDACTED]	
City: <del>SAN ANTONIO</del> CHINA GROVE	State: TX Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2007	Current mileage: 13000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: LEGEND KIA, SAN ANTONIO, TX			
Primary Servicing dealer/city/state: LEGEND KIA,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: <del>07/14/07</del> 09/14/07		Mileage at purchase/lease: 24	
First repair attempt date: <del>10/02/07</del> 09/28/07		First repair attempt mileage: 1083	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

The customer would like the manufacturer to trade out / replace the vehicle with one that functions properly. Kia case number: K1385556

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	<u>KNDJD736475</u>	[REDACTED]
Lienholder/Leasing Company	<u>KIA MOTORS FINANCE</u>	Phone Number <u>866 331 5632</u>
Account Number	[REDACTED]	



**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0839323

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Passenger side air bag light won't turn off, when someone		4	9-28-07 1083 miles 5day 10-27-07 3133 miles 1day 3-6-08 4987 miles 3day	yes
sits in the seat			4-25-08 13056 miles 1day	yes

Total days out of service for all problems: 10

Signature of Titled Owner(s)  Date 5-5-08  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0835551  
Contact Date: 03/11/08  
Start Date: 03/11/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]	
Mailing address: [REDACTED]	
City: Longwood	State: FL Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED] Cell phone:
Fax:	E-mail address:

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2007	Current mileage: 8349
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: KIA OF LONGWOOD, LONGWOOD, FL			
Primary Servicing dealer/city/state: HOLLER KIA OF LONGWOOD,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 10/01/07		Mileage at purchase/lease:	
First repair attempt date: 10/10/07		First repair attempt mileage: 308	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Customer would like to have the vehicle Replaced or Repurchased.

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> KNDJD736875 [REDACTED]
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<p><b>Example:</b> A/C won't cool properly.</p>	<p>Any Dealer, Inc.</p>	<p>2</p>	<p>4/23/06: 3-500 miles, 3 days 6/10/07: 12-700 miles, 1 day</p>	<p>yes</p>
<p>Passenger Airbag Sensor does not detect passenger.</p>		<p>4</p>		<p>yes</p>
<p>Check Engine light on.</p>		<p>1</p>		<p>yes</p>

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700**

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0942334  
Contact Date: 08/03/09  
Start Date: 08/03/09

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:		[REDACTED]	
Mailing address:		[REDACTED]	
City:	Leesburg	State:	FL
		Zip code:	[REDACTED]
Day phone:	[REDACTED]	Evening phone:	[REDACTED]
		Cell phone:	[REDACTED]
Fax:		E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make:	Kia	Model:	Sorento	Year:	2008	Current mileage:	4490
Name(s) that appears on the vehicle title: [REDACTED]							
Selling dealer/city/state: Bill Brtan Kia, Leesburg, FL							
Primary Servicing dealer/city/state: Bill Bryan,							
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased				Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no			
Purchase/lease date: 02/28/09				Mileage at purchase/lease:			
First repair attempt date: 03/10/09				First repair attempt mileage: 317			
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual			
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no						Date of accident:	
Description of damage:							

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Customer wants the manufacturer to repair the vehicle or replace it. Kia MFG file #K1611962.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNDJD735985	[REDACTED]
Lienholder/Leasing Company	CAMPUS USA CREDIT UNION	Phone Number 352-237-9060
Account Number	[REDACTED]	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
* Whining noise in the differential	KIA OF LeesBURG	4	3-10-09 317 miles WAIT 3-31-09 684 " WAIT 6-03-09 3088 "	yes
Passenger air bag light on	KIA OF LeesBURG	3	6-18-09 3260 " WAIT	1-DAYS yes
Tire pressure light on	KIA OF LeesBURG	3	3-31-09 684MI WAIT 7-31-09 4463 JERKS PARTS ORDERED!	yes
* CONTINUED FROM ABOVE (NOISE)	KIA OF LeesBURG		6-18-09 3260 mi 1-DAYS 7-31-09 4463 2-DAYS	

Total days out of service for all problems: 3 DAYS + WAITING TIME

Signature of Titled Owner(s) [Redacted] Date 8-6-09

Printed Name of Titled Owner [Redacted]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0836083  
Contact Date: 03/18/08  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Chicago	State: IL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	
Fax: [REDACTED]	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2008	Current mileage: 3500
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: FORT WAYNE - FORT WAYNE KIA, , IN			
Primary Servicing dealer/city/state: FORT WAYNE - FORT WAYNE KIA,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 11/21/07		Mileage at purchase/lease:	
First repair attempt date: 11/28/07		First repair attempt mileage: 346	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

vehicle repurchase plus attorneys fees

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> _____
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0836083

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example</b> A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
airbag/electrical		4		yes

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700**

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0940617  
Contact Date: 07/03/09  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:		[REDACTED]			
Mailing address:		[REDACTED]			
City:	Arlington	State:	TN Zip code:	[REDACTED]	
Day phone:	[REDACTED]	Evening phone:	[REDACTED]	Phone:	[REDACTED]
Fax:	[REDACTED]	E-mail address:	[REDACTED]	[REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make:	Kia	Model:	Sorento	Year:	2008	Current mileage:	5400			
Name(s) that appears on the vehicle title:								[REDACTED]		
Selling dealer/city/state:								Memphis - Gosset Kia, , TN		
Primary Servicing dealer/city/state:								Gosset Kia,		
Acquired as	<input checked="" type="checkbox"/> new	<input type="checkbox"/> used	<input type="checkbox"/> demo	<input type="checkbox"/> leased	Is the vehicle in your possession?			<input type="checkbox"/> yes <input checked="" type="checkbox"/> no		
Purchase/lease date:	04/16/09	Mileage at purchase/lease:								
First repair attempt date:	04/18/09	First repair attempt mileage:						200		
How often is the vehicle used for business purposes (percentage):	0 %	Number of vehicles owned or leased by the business:		Transmission type:				<input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual		
Has the vehicle been in an accident/had body damage?								<input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Date of accident:	
Description of damage:										

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

We would like to have another exact vehicle. This vehicle has met the criteria of a lemon. I want the exact same car. I have no problem with Kia or the make of the car. Just this particular car was put together unacceptably.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KUDJD735X85	[REDACTED]
Lienholder/Leasing Company	Fifth Third Bank	Phone Number 800-972-3030
Account Number	[REDACTED]	



**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Air Conditioner not working		5		yes
Air bag sensor in passenger seat		4		no
Car hesitating to start		3		no
Damaged Running Board		1		no
Damaged Back Seat Plastic Cover		1		no
Rattle in Tail Gate		1		yes
Molding on rear passenger door off				yes

Total days out of service for all problems: 55

Signature of Titled Owner(s) \_\_\_\_\_  
 Printed Name of Titled Owner(s) \_\_\_\_\_

Date July 6, 2009

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0930916  
Contact Date: 01/16/09  
Start Date: 01/23/09

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]					
Mailing address: [REDACTED]					
City:	Spring Hill	State:	FL	Zip code:	[REDACTED]
Day phone:	[REDACTED]	Evening phone:	[REDACTED]	Cell phone:	
Fax:		E-mail address:	[REDACTED]		

**SECTION 2: VEHICLE INFORMATION**

Make:	Kia	Model:	Sorento	Year:	2008	Current mileage:	510
Name(s) that appears on the vehicle title: [REDACTED]							
Selling dealer/city/state: , , FL							
Primary Servicing dealer/city/state: JOHNSONS' KIA,							
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased				Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no			
Purchase/lease date: 12/15/08				Mileage at purchase/lease: 48			
First repair attempt date: 12/18/08				First repair attempt mileage: 160			
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual			
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no						Date of accident:	
Description of damage:							

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Adapt system to allow the passenger airbag to deploy or buy the car back. We have made 4 trips to the dealer. The dealer has been most cooperative but has no acceptable remedies. Please note that your dealer Listing for Crystal River FL is Johnson's Kia .. our dealer is Citrus Kia in Crystal River

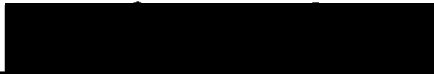
Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNDJD735885	[REDACTED]
Lienholder/Leasing Company	CHASE AUTO FINANCE	Phone Number 1-800-336-6675
Account Number	[REDACTED]	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Pass. air bag won't arm. Wife weighs 100 lbs	CITRUS KIA CRYSTAL RIVER, FL	3	purchased 12/15/08 48 miles took in for service 12/18/08 160 miles " " " " " " " "	yes
<p>only received work order for the first service on 12/18/08 but they continued the same work order until we picked it up after 3 trips - service order dated 12/31/08 on 3rd pick up.</p> <p>they have performed two downroads to try to correct the problem &amp; also have replaced the seat.</p> <p>we have made 7 trips (60 miles round trip) to the dealer to try to correct this problem to no avail.</p> <p>if I'm sure the system is performing as designed. The design, however, is flawed.</p> <p>we have tested seven small to mid sized SUVs from seven different manufacturers &amp; they all worked fine.</p> <p>we are in negotiations with the manufacturer but wanted to complete this claim form to meet your 10 day response in case negotiations break down.</p>				

Total days out of service for all problems: 1

Signature of Titled Owner(s)  Date 1/28/09  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**Customer Claim Form**

Contact Date: 10/13/07

Start Date:

Case Number: KIA0756093

Have you contacted the mfr regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?

YES  NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_

Case Number: \_\_\_\_\_

**Titled Owner(s) Name&Address**

[Redacted]

PIEDMONT, SC [Redacted]

Day Phone: [Redacted]

Evening Phone: [Redacted]

Fax Number:

E-mail Address: [Redacted]

Customer Contact Info:

**Vehicle Information**

**Name(s) of individual(s) or business that appear on vehicle title:** Paula Duffell

Vehicle Use:  Personal  Business  Both

Percentage of time vehicle used for business purposes:

Transmission Type:

Number of vehicles owned or leased by the business:

Make: Kia Model: Sorento Model Year: 2007 Current Mileage: 4200

Vehicle Identification Number: KNDJD736975 [Redacted]

Servicing Dealer/City/State : Greer - Kia of Greer,

Selling Dealer/City/State : , ,

Insurance Carrier : Central Insurance Companies

Policy Number: [Redacted]

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X

Date of accident:

Description of Damage :

**Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)**

Purchase Date: 08/02/07 Mileage at purchase: 29

Lease Date: Mileage at lease:

Purchased As :  New  Used  Demo

Leased As :  New  Used  Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: Citi Financial Auto

Leasing Company's Name:

Address: PO Box 183036

Address:

City/St/Zip: Columbus, OH 43218

City/St/Zip:

Phone: (614) 800-486-1750

Phone:

Lienholder Acct #: [Redacted]

Leasing Company's Acct #:

**Customer's Desired Outcome (Describe what you want done to resolve your concern)**

Because I was told by the Customer Assistant that this is a "flaw" with the KIA, I want them to buy this vehicle back and give me the money for my trade in so I can purchase a reliable vehicle. KIA advertises largely regarding their safety features, but unfortunately they do <sup>not</sup> always work.

[Redacted Signature]

Date 10/22/07

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

**Customer Claim Form**

Customer Name: ██████████

Case Number: KIA0756093

**Vehicle Concerns**

First Repair Attempt Date: 08/06/07 Mileage: 0  
 Last Repair Attempt Date: 8/22/07 Mileage:             
 Total Days out of Service: 1

Problems - Please list your primary concern first	Servicing Dealer(s)	Current? Yes / No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
1. Passenger side air bag doesn't always work	KIA Green	yes	yes	see attached		
2. BACK DOOR AIR BAGS - will they work?						
3. Head Rests tilt too far IN						
4. Rattle	KIA Green	NO	1	8/20		1

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0844377  
Contact Date: 07/10/08  
Start Date: 07/10/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:		[REDACTED]	
Mailing address:		[REDACTED]	
City:	Pikeville	State:	NC
		Zip code:	[REDACTED]
Day phone:	[REDACTED]	Evening phone:	[REDACTED]
		Cell phone:	[REDACTED]
Fax:		E-mail address:	[REDACTED]

**SECTION 2: VEHICLE INFORMATION**

Make:	Kia	Model:	Sorento	Year:	2007	Current mileage:	18449
Name(s) that appears on the vehicle title:		[REDACTED]					
Selling dealer/city/state: DEACON JONES KIA, GOLDSBORO, NC							
Primary Servicing dealer/city/state: DEACON JONES KIA,							
Acquired as		<input checked="" type="checkbox"/> new	<input type="checkbox"/> used	<input type="checkbox"/> demo	<input type="checkbox"/> leased	Is the vehicle in your possession?	
						<input checked="" type="checkbox"/> yes	<input type="checkbox"/> no
Purchase/lease date:		08/23/07		Mileage at purchase/lease:		1,379	
First repair attempt date:		First repair attempt mileage: 0					
How often is the vehicle used for business purposes (percentage):		0 %		Number of vehicles owned or leased by the business:		Transmission type:	
						<input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage?		<input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:			
Description of damage:							

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Replace the vehicle

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNDJD736675	[REDACTED]	
Lienholder/Leasing Company	_____	Phone Number	_____
Account Number	_____		

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0844377

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<i>Example:</i> A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
transmission shifting hard into low when slowing down				✓
passenger air bag off lit when passenger is in seat				✓
slapping noise back in wheel wells <i>Front wheel wells</i>				
<i>transmission shifting in and out of overdrive to drive trembling</i>				✓
<i>AC quit cooling</i>				
<i>Brake Rotors shaking &amp; grabbing</i>				
<i>Dash lights working intermittently</i>				
<i># see attached work order list which shows dates &amp; work done to vehicle.</i>				

Total days out of service for all problems: 

Signature of Titled Owner(s)  Date 7/15/08  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

## Customer Claim Form

Contact Date: 06/18/07

Start Date: 06/18/07

Case Number: KIA0745299

Have you contacted the mfr regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  YES  NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

MELBOURNE, FL \_\_\_\_\_

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Earl Hagenbaumer

Vehicle Use:  Personal  Business  Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Kia Model: Sorento Model Year: 2007 Current Mileage: 2686

Vehicle Identification Number: KNDJD736475 \_\_\_\_\_

*Servicing Dealer/City/State* : BONIFACE-HIERS KIA,

*Selling Dealer/City/State* : BONIFACE-HIERS KIA, MELBOURNE, FL

Insurance Carrier : Auto Owners Ins. Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

### Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 12/05/06 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As :  New  Used  Demo

Leased As :  New  Used  Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #: \_\_\_\_\_

### Customer's Desired Outcome (Describe what you want done to resolve your concern)

The customer would like to have the vehicle fixed.

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838



Customer Name: Mr. [REDACTED]

Case Number: KIA0745299

First Repair Attempt (any reported problem)

Date: 12/15/06 Mileage: 143

Last Repair Attempt (last reported problem)

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

Total Days out of Service: \_\_\_\_\_

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Pass. side airbag system doesn't work properly	yes				

If you need additional space, please attach a separate sheet of paper following the above outline.

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0836235  
Contact Date: 03/19/08  
Start Date: 03/19/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Melbourne	State: FL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2007	Current mileage: 2700
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Bob Dance Kia, Merritt Island, FL			
Primary Servicing dealer/city/state: Bob Dance Kia,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 08/20/07		Mileage at purchase/lease: 31	
First repair attempt date: 11/23/07		First repair attempt mileage: 1205	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

1. The customer would like the manufacturer to repurchase the vehicle and refund his money. Kia case number: K1411670

2. A SETTLEMENT AGREEMENT

Please complete the missing information in the box below and on page 2.


<b>VEHICLE IDENTIFICATION NUMBER</b> KNDJD736775 [REDACTED]
Lienholder/Leasing Company <u>NONE</u> Phone Number _____
Account Number _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0836235

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Passenger side air bag system keeps malfunctioning		3		yes
Seat re-programmed, but the problem still exist		1		yes
ON 12/13/07 CALLED BOB DANCE KIA FOR APPOINTMENT. TALKED TO SERVICE ADVISOR. ABOUT AIR BAG PROBLEM.				
HE SAID THEY WERE AWARE OF THE PROBLEM, BUT COULD DO NOTHING UNTIL KIA HAS A FIX. WOULD DO NO GOOD TO BRING THE KIA IN. THEY WOULD CALL WHEN THEY HAVE A FIX. NEVER HEARD FROM THEM SO TOOK IT IN 1/29/08		1		YES
SAME STORY. I THEN FILED THE DEFECT NOTIFICATION ON 2/4/08				

Total days out of service for all problems: 0

Signature of Titled Owner(s)  Date 3/24/2008  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0931551 Contact Date: 01/27/09 Start Date:
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Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: San Clemente	State: CA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone: [REDACTED]
Fax:	E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2008	Current mileage: 2300
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: North Country Kia, , CA			
Primary Servicing dealer/city/state: NORTH COUNTY KIA,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 11/21/08		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

The customer would like the manufacturer to replace the vehicle with a brand new one that functions properly. The customer also stated ,the air bag system will work fine for two-three hours after the car is picked up from the Dealership, but the problem continues to re-occur.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	<u>KNDJD735X85</u>	[REDACTED]
Lienholder/Leasing Company	<u>Mission federal</u>	Phone Number <u>1800 500 6828</u>
Account Number	[REDACTED]	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Passenger side air bag light won't go off		5		yes

Total days out of service for all problems: \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_

Date 01/30/09

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
4200 Wilson Blvd., Suite 800  
Arlington VA, 22203-1838  
Fax: 703-247-9700**

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0761763  
Contact Date: 12/23/07  
Start Date: 12/26/07

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: plantation	State: FL	Zip code: [REDACTED]	
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]	
Fax: [REDACTED]	E-mail address: [REDACTED]		

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2007	Current mileage: 5204
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: CORAL SPRINGS - CORAL SPRINGS KIA, , FL 33091			
Primary Servicing dealer/city/state: CORAL SPRINGS - CORAL SPRINGS ,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 08/03/07	Mileage at purchase/lease: 30		
First repair attempt date: 08/09/07 <sup>WSTH</sup>	First repair attempt mileage: 246	1051 <sup>WSTH</sup> 774	
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input checked="" type="checkbox"/> yes <input checked="" type="checkbox"/> no <sup>WSTH</sup>	Date of accident: Not sure		
Description of damage: slight dent in passengers door drivers side <sup>WSTH</sup>			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

the loan note on the 2007 kia sorento paid off in full, downpayment refunded, all loan payments refunded, all milage to and from dealership for repairs refunded, ~~all other expenses for repairs~~

*WSTH*

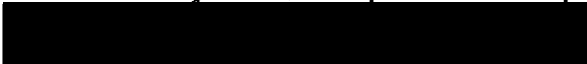
Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER KNDJD736975 [REDACTED]
Lienholder/Leasing Company <i>state Farm Bank</i> Phone Number <i>1-877-734-7265</i>
Account Number [REDACTED]

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b> A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 3 days 5/10/07 12,700 miles 1 day	yes
pass. side airbag indicates airbag is not working	9330 W. Atlantic Blvd. Coral Springs Fl. 33071 Coral Springs Auto	5	8/21/07 774 miles 1 day 8/30/07 1,051 miles 1 day 9/5/07 1,051 miles 11/18/07 3,629 miles	yes
radio volume decreases upon acceleration	9330 W. Atlantic Blvd. Coral Springs Fl. 33071 Coral Springs Auto	5	8/9/07 746 miles 1 day 8/30/07 1,051 miles 1 day 9/5/07 1,051 miles 11/13/07 3,629 miles	yes
Air bag is not working indicates pass. side airbag	9330 W. Atlantic Blvd. Coral Springs Fl. 33071 Coral Springs Auto	5	11/17/07 3,763 miles	yes
radio volume decreases upon acceleration	9330 W. Atlantic Blvd. Coral Springs Fl. 33071 Coral Springs Auto	5	11/24/07 4,014 miles	yes

Total days out of service for all problems: 3 days

Signature of Titled Owner(s)  Date 01/13/08  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

# Customer Claim Form

Contact Date: 06/01/07

Start Date:

Case Number: KIA0744066

Have you contacted the mfr regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  YES  NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

## Titled Owner(s) Name & Address

WASHINGTON COURT HOUSE, OH

Day Phone:

Evening Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

## Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Danny / Jeanie Jones

Vehicle Use:  Personal  Business  Both Percentage of time vehicle used for business purposes:

Transmission Type: Automatic Number of vehicles owned or leased by the business:

Make: Kia Model: Sorento Model Year: 2007 Current Mileage: 1173

Vehicle Identification Number: KNDJG736179

Servicing Dealer/City/State : HATFIELD KIA,

Selling Dealer/City/State : HATFIELD KIA, COLUMBUS, OH

Insurance Carrier : Progressive Insurance Policy Number:

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident:

Description of Damage :

## Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: Mileage at purchase:

Lease Date: 05/26/06 Mileage at lease: 0

Purchased As :  New  Used  Demo

Leased As :  New  Used  Demo

Is the vehicle in your possession?

Is the vehicle in your possession? yes

Lienholder's Name:

Leasing Company's Name: AMERT Credit

Address:

Address: Po Box 740724

City/St/Zip:

City/St/Zip: CINN OH 45274-0724

Phone:

Phone: ( ) 1-800-429-5572

Lienholder Acct # :

Leasing Company's Acct #:

## Customer's Desired Outcome (Describe what you want done to resolve your concern)

The customer would like the manufacturer to provide him with an explanation of why the problem continues to re-occur. The customer also stated that he would like the manufacturer to trade out / replace the vehicle with one that functions properly.

Signature of Titled Owner(s)/Lessee(s):

Date 6-12-07

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838



Customer Name: Mr. [REDACTED]

Case Number: KIA0744066

First Repair Attempt (any reported problem)

Date: 05/16/07 Mileage: 672

Last Repair Attempt (last reported problem)

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

Total Days out of Service: \_\_\_\_\_

Problems - describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Passenger side air bag light keeps coming on-indicates	yes	Hatfield Kia PO Box 25248 1455 Auto Mall DR Columbia OH 43228	5/16/07	672	1
2. that it's off-warning light (air bag off / inoperable  <i>do not know if AIR BAG works at all when light is ON</i>	yes		5/25/07	1172	8

If you need additional space, please attach a separate sheet of paper following the above outline.

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0833169  
Contact Date: 02/08/08  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Marion	State: NC	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone: [REDACTED]
Fax:	E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2007	Current mileage: 10960
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Kia of Greer, Greer, SC			
Primary Servicing dealer/city/state: Kia of Greer,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 08/17/07		Mileage at purchase/lease: 68 miles	
First repair attempt date: <del>7/17/07</del> 11/30/07		First repair attempt mileage: 7,175	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

The customer would like the manufacturer to repurchase the vehicle and refund their money. The customer also stated that they no longer want this vehicle, she's tried to allow the Dealer enough time to repair the vehicle, but they don't know how to fix it. The customer also stated that the vehicle is causing her to take time off from work and she boss is keeps making comments like (How many times do you have to take off for your vehicle) she doesn't want to get fired, and she's also concerned about the vehicle experiencing constant problems.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNDJD736475	[REDACTED]
Lienholder/Leasing Company	[REDACTED]	Phone Number (828) 460-5062
Account Number	[REDACTED]	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Veh. vibrates at speeds between 20-40 mph	Paramount kia kia of Greer	4	11/30/07 7,175 1 day 1/14/08 9,883 1 day 1/26/08 10,563 10 days	yes
Veh. sounds real loud, running rough	kia of Greer	1	2/4/08.	yes
Sulfur smell at times	Paramount kia kia of Greer		11/30/07 7,175 1 days 1/14/08 9,883 1 days 1/26/08 10,563 10 days	yes
passenger airbag light or seat cushion doesn't work properly no matter how much you weigh or how you sit	Paramount kia kia of Greer	2	11/30/07 7,175 1 day 1/14/08 9,883 1 day 1/26/08 10,563 10 days	yes
passenger door will not unlock from outside with a key.	Paramount kia kia of Greer	2	11/30/07 7,175 1 day 1/14/08 9,883 1 day 1/26/08 10,563 10 day	NO
Car outlets stopped working just a few days of having my New Car	Paramount kia	1	11/30/07 7,175 1 day	NO yes

Total days out of service for all problems: 12

Signature of Titled Owner(s)  Date 2/15/08  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0941044  
Contact Date: 07/11/09  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]	
[REDACTED] Kealahou, HI. 96750	
City: Honolulu	State: HI Zip code: [REDACTED]
Day phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2007	Current mileage: 60000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: <del>HONOLULU</del> - ALOHA KIA, HI of Kona 74-5025 Queen Kailua-Kona HI 96740			
Primary Servicing dealer/city/state: ALOHA KIA, Kailua-Kona, & HILO, HI			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 11/27/07		Mileage at purchase/lease: 22	
First repair attempt date: 03/14/08		First repair attempt mileage: 4940	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

HAVE THE COMPANY BUY THE CAR BACK. OR ALLOW ME TO GET ANOTHER CAR OR TRUCK ON THE LOT THAT WOULD ALLOW ME TO SERVICE AND REPAIR ON THIS SIDE OF THE ISLAND. KIA IN HILO IS JUST A BIG PROBLEM BEING A SINGLE PARENT OF 5 AND WITH ONLY 1 CAR. MY CAR PURCHASE WAS DONE IN KAILUA-KONA, AND NOW IT'S IN HILO.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNDJL736772 [REDACTED]	
Lienholder/Leasing Company	KIA Motors Finance Co. PO Box 102299 Atlanta, GA. 30348-5299	Phone Number 1-800-833-9000
Account Number	[REDACTED]	529293

↑  
Dealer #

↑  
Customer #

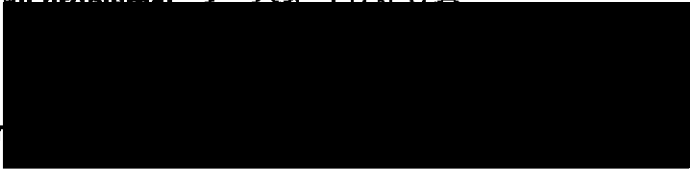
**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0941044

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
TPMS LIGHT ON	Palani Road & Koroed-VA Ave	5	7/24/08 - 9,445 miles 11/24/08 - 13,073 miles 2/20/09 - 14,623 miles 6/4/09 - 24,288 miles	yes
CAR WON'T SHIFT TO 4TH WHILE IN DRIVE HI REV.	" "	6	3/4/08 - 4,440 miles 4/15/08 - 3,802 miles 7/24/08 - 9,445 miles 2/20/09 - 14,623 miles	yes
PSGR. AIR BAG LIGHT ON WHEN HEAVY PERSON ON	" "	3	7/24/08 - 9,445 miles 11/24/08 - 13,073 miles 2/20/09 - 14,623 miles	yes
( ALL PROBLEMS STILL OUT OF SERVICE!! )				

Total days out of service for all problems: 254 days

Signature of Titled Owner(s)



7/13/09

Printed Name of Titled Owner

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0932263  
Contact Date: 02/06/09  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:		
Mailing address:		
City: Allegan	State: MI	Zip code:
Day phone:	Evening phone:	Cell phone:
Fax:	E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2008	Current mileage: 25099
Name(s) that appears on the vehicle title:			
Selling dealer/city/state: KALAMAZOO - SEELYE-WRIGHT KIA, , MI			
Primary Servicing dealer/city/state: SEELYE-WRIGHT KIA,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 06/14/08	Mileage at purchase/lease:		
First repair attempt date: 11/06/08	First repair attempt mileage: 0		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Date of accident:		
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

I have grave concerns due to the fact that if the light is on, the bag will not deploy. They have told us it is the way passenger is sitting, but this is not the case. The light goes off and on regardless if someone is sitting there or not. I want to have the electrical system checked.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	<u>KNDJ1C735785</u>		
Lienholder/Leasing Company	<u>Ameri Credit</u>	Phone Number	<u>877-867-9292</u>
Account Number			

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0932263

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Intermittent issues with passenger airbag off lamp	SEELYE WRIGHT KIA	3	N/A	yes

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner ( [redacted] ) Date 12/20/09  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700**

Case number: KIA0932263

[REDACTED]  
Allegan, MI [REDACTED]

Intermittently, the light on the console will stay on indicating the air bag will NOT deploy. This is the third KIA we have owned and it is the only one with this problem. I believe the problem could be in the electrical system or possibly a faulty sensor in the seat. I want the system to work correctly for the safety of my wife and other passengers. I suggested that the service technician bypass the seat sensor so the air bag was always on but he said that cannot be legally done.

The first time I took the vehicle in was November 06, 2008 for an oil change and informed them about the intermittent safety problem. They said they could find no problem. I have taken it in twice since then but have no paper work. The last time I took the vehicle in my wife was sitting in the seat and the indicator light was on indicating that the air bag would not deploy. The service writer at Seelye did not seem interested in writing up a service order. He stated that was the way the system worked. If that is the way the system works, I would consider it a design flaw. I was never informed when I purchased the vehicle that the air bag would work only randomly. I paid for the safety system and I expect it to work.

It was the end of January or first part of February, 2009, that we contacted Ed a customer service representative at KIA Motors and got no satisfaction. After filling out the BBB form, we were contacted by Spencer, a KIA district manager. He promised to take care of the problem so I held off on sending this form to you to see what would happen. He promised to get back with me within 24 hours but that was about a week ago. I have not heard anything since then.

With the amount of recalls on vehicles for safety issues, it seems that an air bag that will only randomly deploy would be a serious concern. Anything you can do to resolve this problem would be greatly appreciated.



**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0932406  
Contact Date: 02/09/09  
Start Date: 02/09/09

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]	
Mailing address: [REDACTED]	
City: Loveland	State: OH Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED] Cell phone:
Fax:	E-mail address: [REDACTED]

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2008	Current mileage: 9700
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: BATAVIA - JEFF WYLER KIA, , OH			
Primary Servicing dealer/city/state: JEFF WYLER KIA,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 04/16/08		Mileage at purchase/lease:	
First repair attempt date: 07/22/08		First repair attempt mileage: 3214	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

repurchase

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> KNDJC736185 [REDACTED]
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
pass airbag off light is on while seat is occupied				yes

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
4200 Wilson Blvd., Suite 800  
Arlington VA, 22203-1838  
Fax: 703-247-9700**

TO: Mr Alejandro J Morad COMPANY:

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0849432  
Contact Date: 09/20/08  
Start Date: 09/23/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:			[REDACTED]
Mailing address:			[REDACTED]
City:	Coral Gables	State:	FL Zip code: [REDACTED]
Day phone:	[REDACTED]	Evening phone:	[REDACTED] Cell phone:
Fax:	[REDACTED]	E-mail address:	[REDACTED]

**SECTION 2: VEHICLE INFORMATION**

Make:	Kia	Model:	Sorento	Year:	2007	Current mileage:	21200
Name(s) that appears on the vehicle title: [REDACTED]							
Selling dealer/city/state: FT. LAUDERDALE - GUNTHER KIA, , FL							
Primary Servicing dealer/city/state: GUNTHER KIA,							
Acquired as	<input checked="" type="checkbox"/> new	<input type="checkbox"/> used	<input type="checkbox"/> demo	<input type="checkbox"/> leased	Is the vehicle in your possession?	<input checked="" type="checkbox"/> yes	<input type="checkbox"/> no
Purchase/lease date: 08/23/07				Mileage at purchase/lease:			
First repair attempt date: 11/30/07				First repair attempt mileage: 5441			
How often is the vehicle used for business purposes (percentage):		0	%	Number of vehicles owned or leased by the business:		Transmission type:	
						<input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage?						<input type="checkbox"/> yes	<input checked="" type="checkbox"/> no
						Date of accident:	
Description of damage:							

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Replacement or Buyback

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNDJD736175	[REDACTED]
Lienholder/Leasing Company	<i>Sovereign Bank</i>	Phone Number _____
Account Number	[REDACTED]	_____

O: Mr [Redacted]

COMPANY:

Case Number: KIA0849432

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Passenger Air Bag does not Activate	Gunther	4	11/30/07 5641 miles - 1 day 5/8/08 14691 miles - 1 day 8/22/08 19780 miles - 5 days	yes
"Passenger Air Bag Off" Light remains on	Gunther	4	11/30/07 5641 miles - 1 day 5/8/08 14691 miles - 1 day 8/22/08 19780 miles - 5 day	yes
(AIRBAG stays on) FINAL Inspection	Gunther		8/16/08 21125 miles - 1 day	Yes

Total days out of service for all problems: 8

Signature of Titled Owner(s) [Redacted] Date 9/24/08

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE  
4200 Wilson Blvd., Suite 800  
Arlington VA, 22203-1838  
Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0839467  
Contact Date: 04/29/08  
Start Date: 04/29/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:		[REDACTED]	
Mailing address:		[REDACTED]	
City:	New Port Richey	State:	FL
		Zip code:	[REDACTED]
Day phone:	[REDACTED]	Cell phone:	
Fax:		E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make:	Kia	Model:	Sorento	Year:	2007	Current mileage:	8703
Name(s) that appears on the vehicle title:		[REDACTED]					
Selling dealer/city/state: FRIENDLY KIA, NEW PORT RICHEY, FL							
Primary Servicing dealer/city/state: FRIENDLY KIA,							
Acquired as	<input checked="" type="checkbox"/> new	<input type="checkbox"/> used	<input type="checkbox"/> demo	<input type="checkbox"/> leased	Is the vehicle in your possession?	<input checked="" type="checkbox"/> yes	<input type="checkbox"/> no
Purchase/lease date:	09/24/07	Mileage at purchase/lease:	14				
First repair attempt date:	10/04/07	First repair attempt mileage:	596				
How often is the vehicle used for business purposes (percentage):	0	%	Number of vehicles owned or leased by the business:	Transmission type:	<input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage?	<input type="checkbox"/> yes	<input checked="" type="checkbox"/> no	Date of accident:				
Description of damage:							

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Customer would like to have the vehicle Repurchased.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNDJD736075	[REDACTED]
Lienholder/Leasing Company	Grow Financial	Phone Number 1-800-839-6328
Account Number	[REDACTED]	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: KIA0839467

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
"Airbag OFF" light stays on when passenger in seat		6		yes
Passenger air bag light stays on while driving with passenger in the seat	Fiambly Kia	7	10-4-07 - 596 - 1day 10-11-07 799 - 1day 3-4-08 6032 1day 3-11-08 6908 2days	yes
Noise under vehicle	Fiambly Kia	11	10-4-07 596 1day 10-11-07 799 1day 3-4-08 6032 1day 3-11-08 6908 2days 3-29-08 7032 1day 4-1-08 785 3days 4-22-08 8689 - 2days	no
			4-22-08 8689 - 2days After Final Repair	
			Bring to Kia to show light still on 4-23-08 5:48pm	

Total days out of service for all problems: 11

Signature of Titled Owner(s) \_\_\_\_\_ Date 5-3-08  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

REG. TAX	INIT. REG. FEE	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$43.10	\$	\$2.50	\$0.65	\$	\$
PLATE ISSUED	DATE	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL	
	02/26/08	\$0.00	\$	\$48.25	

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 02/26/08  
 TAG#: [REDACTED] DECL#: 02753220 EXP: 03/08/08  
 VIN: KNDJ0736076 [REDACTED] TC [REDACTED] TR/YR: 2007 KIA

[REDACTED]

NEW PORT RICHEY, FL [REDACTED]

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0931499  
Contact Date: 01/27/09  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Ferrum	State: VA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address: allamerican71@aol.com	

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2008	Current mileage: <del>7210</del> 7800
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: SALEM <del>HART KIA, VA</del> Shelor Motor Mile, Christianburg, VA			
Primary Servicing dealer/city/state: HART KIA, Shelor Motor Mile			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 09/12/08		Mileage at purchase/lease:	
First repair attempt date: 11/05/08		First repair attempt mileage: 2929	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

i would like a refund of what i paid for my kia its only 6 months old and taken it to be repaired 3 times now with the problem never being fixed. the front rotator were wore out in 6000 miles they did fix that but thats it we have been letting shelor motor mile working on the car

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNDJG735285	[REDACTED]
Lienholder/Leasing Company	Huntington Bank	Phone Number 1-800-445-8460
Account Number	[REDACTED]	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0931499

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
passenger air bag light saying its off when sitting	Hart Kia Shelor Motor Mile	3	11-5-08 2922 miles 1 Day 1-12-09 6775 miles 1 Day 1-20-09 7230 miles 3 Days	yes
tranmission slipping when in a pull	Shelor Motor Mile	2	1-12-09 6775 miles 1 Day 1-20-09 7230 miles 8 Days	yes
front rotors wore out	Shelor Motor Mile	1	1-12-09 6775 miles 1 Day	no

Total days out of service for all problems: 5

Signature of Titled Owner(s)  Date 2-4-09  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700



**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0846063  
Contact Date: 08/03/08  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:		[REDACTED]	
Mailing address:		[REDACTED]	
City:	Lubbock	State:	TX
		Zip code:	[REDACTED]
Day phone:	[REDACTED]	Evening phone:	[REDACTED]
Fax:	[REDACTED]	E-mail address:	[REDACTED]

**SECTION 2: VEHICLE INFORMATION**

Make:	Kia	Model:	Sorento	Year:	2008	Current mileage:	719
Name(s) that appears on the vehicle title: [REDACTED]							
Selling dealer/city/state: , , Gene Messer KIA Lubbock, TEXAS							
Primary Servicing dealer/city/state: GENE MESSER KIA,							
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased				Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no			
Purchase/lease date: <del>07/01/08</del> 6/17/08				Mileage at purchase/lease: 48			
First repair attempt date: <del>07/15/08</del> 7/16/08				First repair attempt mileage: 2800			
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual			
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no						Date of accident:	
Description of damage:							

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

To fix the vehicle. A serious safety problem exists. Passengers are not protected by an air bag 50% of the time due to this problem.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNPJD735P85	[REDACTED]
Lienholder/Leasing Company	Amarillo National Bank	Phone Number 806-378-8220
Account Number	[REDACTED]	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0846063

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Passenger Air Bag Sensor not working	Gene Messer KIA	2	7/16/08 - 7/17/08 7/26/08 - 8/2/08	yes

Total days out of service for all problems: 9

Signature of Titled Owner(s) \_\_\_\_\_ Date 8-9-08

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0835225  
Contact Date: 03/06/08  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: Joshua	State: TX	Zip code: [REDACTED]	
Day phone: [REDACTED]	Evening phone:	Cell phone:	
Fax:		E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2007	Current mileage: 4000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Van Griffith Kia, Granbury, TX			
Primary Servicing dealer/city/state: Van Griffith Kia,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 10/13/07	Mileage at purchase/lease:		
First repair attempt date: 01/15/08	First repair attempt mileage: 2		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage: <i>Problem (Air Bags)</i>			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Customer wants the manufacturer to fix the Air Bag problem & make sure the vehicle is safe to drive. *The rep. from Kia manufactor called today April 1, 08 Linda Navarro she can not guarantee that the Sorento will have future problem. She told me we have have our warranty. Three times the air bag light come on telling us (no air bags), the third time the dealership does not know (quote how to fix it) this is wrong. I should not have to drive across town, and worry about a child falling off any thing else going wrong. The passenger seat (air bag light is on all the time, telling us no air bag. We want our money back. Please help us BBB*  
Please complete the missing information in the box below and on page 2. *Robert, Franca Nance*

VEHICLE IDENTIFICATION NUMBER	<i>KNDJD736075</i>	[REDACTED]
Lienholder/Leasing Company	<i>Citizen Financial Auto</i>	Phone Number <i>1800 4861750</i>
Account Number	<i>P.O. Box 3449 Cobble Hill TX 75019</i>	[REDACTED]

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0835225

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<i>Example</i> A/C won't cool properly	<i>Any Dealer</i>	<i>2</i>	<i>4/23/08 - 5,500 miles - 5 days 6/10/07 - 12,700 miles - 1 day</i>	<i>yes</i>
Air bag light on	<i>Van Driffith</i>	<i>3</i>	<i>1/30/08 - 5,019 miles - 5 days 3/17/08 - 6,209" - 4 days 3/17/08 - 6,800" - 5 days</i>	<i>yes</i>
Tear in the upholstery <i>(seams)</i>	<i>Van Driffith Dealer sent to upholstery shop for repair</i>	<i>1</i>	<i>1/30/08 - 5,019 - 3 days</i>	<i>no</i>
Gear Shifter Keeps Coming Loose	<i>Van Driffith</i>	<i>1</i>	<i>1/30-08 - 5,019 miles - 3 days</i>	<i>no</i>
Seat belt assy repair	<i>Van Driffith</i>	<i>1</i>	<i>1/30/08 - 5,019 miles - 3 days</i>	<i>?</i>
Interior trim, right front door panel has a rattle	<i>Van Driffith</i>	<i>1</i>	<i>1/30/08 - 5,019 miles - 3 days</i>	<i>yes? left side door as well</i>
Water leak - Comes in when rains	<i>Van Driffith</i>	<i>1</i>	<i>1/30/08, 5,019 miles 3 days</i>	<i>no</i>
Pulls to the right	<i>Van Driffith</i>	<i>1</i>	<i>1/30/08 - 5,019 miles 3 days</i>	<i>no</i>
Cruise does not work	<i>Van Driffith</i>	<i>1</i>	<i>1/30/08 - 5,019 mile 3 days</i>	<i>no</i>

Total days out of service for all problems: 18 days

Signature of Titled Owner(s)  Date 3/31/08

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

[REDACTED]  
Joshua, Inc. [REDACTED]  
817 6452516

B&B auto line  
4200 Wilson Blvd., Suite 800  
Arlington, Va, 22203-1838  
Fax 703-2479700

We are writing to notify the  
BBB of ~~a~~ problems we are having  
with our new 07 Kia Sorento, that  
we purchase from Van Griffith  
Dandrury Inc a beautiful auto,  
so very proud of it but disappointed  
after finding our passenger seat  
torn in the seat, Van Griffith,  
tells us it is too costly to put a  
new seat cover in, Van Griffith  
sends it down to the upholstery  
shop to get it repaired. Gear shifter  
loose, seat belt repair, right  
front door has a rattle, and left  
door as well, cruise had to  
have a new switch. Taking  
the Sorento in 3 times for air  
bags not working. The third  
time we were told by Van

Driffith, they did not know what was causing the problem, or how to fix it. They would have to call the manufacturer, to find out what to do. Manufacturer tells them to spray with Dielectric Lubricant, and test drive for 300 miles, and tell us to pick up the Dorents, Van Driffith can't get the lights to come back on.

We put the Dorents in the shop with 6,800 miles, and when we picked it up the Dorents had 7,100. The passenger seat air bag light is on all the time, even when it is fasten. Sometimes it is on and sometimes it is off. Telling us no air bag.

All of the above we cannot except. I called the manufacturer on March 26, and was told, quote they can not predict what happens with the Dorents. He said that it could catch on fire that he can not do anything about it. At that time I asked for a representative to call me back. He said he could not guarantee a call from them. We want our money back. We are



**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0942777  
Contact Date: 08/10/09  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Glendale	State: AZ	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2008	Current mileage: 9100
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Peoria Kia, Peoria, AZ			
Primary Servicing dealer/city/state: Peoria Kia,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 01/15/09		Mileage at purchase/lease:	
First repair attempt date: 04/01/09		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

They are tired of dealing with the car and would like it repurchased.  
*we would like our money back if possible.*

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	<u>KNDJ D 7 3 5 3 8 5</u>	[REDACTED]
Lienholder/Leasing Company	<u>M&amp;I BANK</u>	Phone Number <u>1-888-464-5463</u>
Account Number	[REDACTED]	



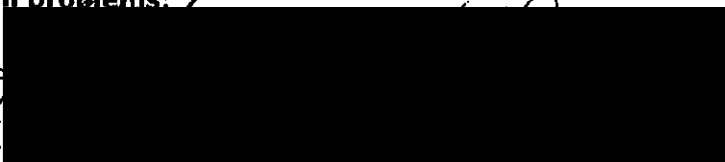
**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0942777

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
TPMS light keeps coming on	KIA DEALER	4	4/1/09 3566 miles 4/6/09 3634 miles 5/27/09 5866 miles 7/23/09 8323 miles	yes
airbag light comes on		2		yes

Total days out of service for all problems: 7

Signature of Titled Owner(s)



8/26/09

Printed Name of Titled Owner(s)

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0931968  
Contact Date: 02/03/09  
Start Date: 02/03/09

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:		[REDACTED]	
Mailing address:			
City:	Tallahassee	State:	FL
		Zip code:	[REDACTED]
Day phone:	[REDACTED]	Evening phone:	[REDACTED]
Fax:	[REDACTED]	E-mail address:	[REDACTED]

**SECTION 2: VEHICLE INFORMATION**

Make:	Kia	Model:	Sorento	Year:	2007	Current mileage:	27985
Name(s) that appears on the vehicle title: [REDACTED]							
Selling dealer/city/state: TALLAHASSEE - KIA AUTOSPORT, , FL							
Primary Servicing dealer/city/state: KIA AUTOSPORT,							
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased				Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no			
Purchase/lease date: 04/23/07				Mileage at purchase/lease:			
First repair attempt date: 10/19/07				First repair attempt mileage: 8868			
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual			
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no						Date of accident:	
Description of damage:							

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Since I have had my vehicle it's been one problem after another. I bought a new car to deal with less problems but I got the opposite. I would like a car that I have to pay for each month to be reliable and trustworthy. I don't have it with my current vehicle. Replacement or Refund is idea.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNDJD736875	[REDACTED]
Lienholder/Leasing Company	Regions	Phone Number 1 877 430 4562
Account Number	[REDACTED]	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0931968

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
A/C not cooling/knocking noise when in use	Kia Auto Sport Tallahassee, FL	6	10/19/07 8868 miles 1 day 11/5/07 9856 miles 1 day 12/13/07 12389 miles 4 days 3/6/08 16185 miles 1 day 3/22/08 16,616 miles 3 days 4/9/08 17,212 miles 6 days	no
Skipping in aceleration/Pulsation felt under brake	"	3	4/20/07 10676 miles 2 days 3/6/08 12,398 miles 1 day 4/9/08 17,212 miles 6 days	yes
Check engine light flashes w/ noise under hood	"	3	4/9/08 17,212 miles 6 days 10/22/08 23,707 miles 6 days 12/19/08 26,480 miles 1 day	no
Brake noise/squeaking when stopping vehicle	"	5	7/7/08 20,292 miles 1 day 9/12/08 22,510 miles 1 day 9/16/08 22,657 miles 1 day	yes
Air bag light stays on while passenger in seat	"	8	10/22/08 23,707 miles 6 days 1/15/09 27,606 miles 8 days 1/2/09 13,641 miles 1 day 3/22/08 16,616 miles 7 days 4/9/08 17,212 miles 6 days 9/12/08 22,510 miles 1 day 10/22/08 23,707 miles 6 days	yes
			10/24/08 23,770 miles 1 day 12/19/08 26,480 miles 1 day 1/15/09 27606 miles 8 days	

Total days out of service for all problems: 30 days

Signature of Titled Owner(s) \_\_\_\_\_ Date 2/9/09  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0842209-2R  
Contact Date: 07/21/08  
Start Date: 07/21/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Casselberry	State: FL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2007	Current mileage: 6095
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: WINTER PARK - HOLLER KIA, , FL			
Primary Servicing dealer/city/state: East Orlando Kia,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 09/15/07		Mileage at purchase/lease:	
First repair attempt date: 09/29/07		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: _____	
		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident: _____
Description of damage: _____			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Repurchase or possibly replace.

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> KNDJD736775 [REDACTED]
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0842209-2

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
There is a shutter/vibration/shake in vehicle				yes
Passenger AirBag malfunction				yes

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
4200 Wilson Blvd., Suite 800  
Arlington VA, 22203-1838  
Fax: 703-247-9700**

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0846220  
Contact Date: 08/05/08  
Start Date: 08/05/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Saint Marks	State: FL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone: [REDACTED]
Fax:	E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2008	Current mileage: 6815
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: KIA AUTOSPORT, TALLAHASSEE, FL			
Primary Servicing dealer/city/state: KIA AUTOSPORT,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 06/09/08		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

The customer would like the manufacturer to repurchase the vehicle and refund their money.

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> KNDJD735X85 [REDACTED]
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Passenger side front headlight continues to fail		2		yes
Air bag warning light keeps coming on		1		yes
Driver's side head-light went out		1		yes
Wiring harness ordered, electrical issues		1		yes

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700**

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0762113  
Contact Date: 12/31/07  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:		[REDACTED]			
Mailing address:		[REDACTED]			
City:	Gastonia	State:	NC	Zip code:	[REDACTED]
Day phone:	[REDACTED]	Evening phone:	[REDACTED]		
Fax:	[REDACTED]	E-mail address:	[REDACTED]		

**SECTION 2: VEHICLE INFORMATION**

Make:	Kia	Model:	Sorento	Year:	2007	Current mileage:	14024
Name(s) that appears on the vehicle title: [REDACTED]							
Selling dealer/city/state: <u>Charlotte - Folger KIA South</u>							
Primary Servicing dealer/city/state: <u>CHARLOTTE - FOLGER KIA,</u>							
Acquired as	<input checked="" type="checkbox"/> new	<input type="checkbox"/> used	<input type="checkbox"/> demo	<input type="checkbox"/> leased	Is the vehicle in your possession?	<input checked="" type="checkbox"/> yes	<input type="checkbox"/> no
Purchase/lease date:	06/11/07			Mileage at purchase/lease:	230		
First repair attempt date:	06/20/07			First repair attempt mileage:	833		
How often is the vehicle used for business purposes (percentage):	60	%	Number of vehicles owned or leased by the business:	0	Transmission type:	<input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage?	<input checked="" type="checkbox"/> yes	<input checked="" type="checkbox"/> no	Date of accident:	11-6-07			
Description of damage: <u>damage rear bumper - repair info attached - \$925.48</u> <u>in mailing</u>							

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Buy Back.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	<u>KNDJD736X75</u>	[REDACTED]
Lienholder/Leasing Company	<u>Allegacy Federal Credit</u>	Phone Number <u>800-782-4670</u>
Account Number	[REDACTED]	

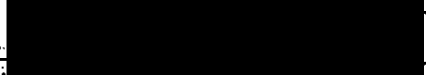


SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: KIA0762113

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<i>Example:</i> A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 2 days 6/10/07 12,700 miles 2 days	yes
Passenger Airbag will not activate w pass in seat - <i>Cont baby</i>	Folger Kia South	7	6/12/07 833 miles 7 days 7/26/07 2814 miles 2 days 7/30/07 2814 miles 5 days 8/7/07 3129 miles 2 days	yes
Heating/AC System fails intermittenly <del>intermittenly</del>	Folger Kia South	4	7/26/07 2814 miles 2 days 7/30/07 2814 miles 5 days 8/7/07 3129 miles 2 days 8/20/07 4242 miles 2 days	yes
Failed to start/stranded/required jump or tow	Folger Kia South	4	10/1/07 7083 miles 1 day 10/11/07 7863 miles 2 days 11/3/07 12,472 miles 1 day	12/04/07 no 12/5/07 no 10 days
Popping/thumping from underbody	Folger Kia South	6	6/20/07 833 miles 7 days 7/16/07 2149 miles 3 days 7/26/07 2814 2 days 8/20/07 4242 2 days	9/18/07 6650 2 days 10/11/07 7863 no
Knocking in engine w AC on	Folger Kia South	1	10/01/07 7863 2 days	yes
Damaged interior trim	Folger Kia South	2	9/25/07 6650 1 day 8/30/07 4748 2 days	no
Damaged exterior paint	Folger Kia South	1	6/20/07 833 7 days	no
<i>Air bag Cont</i>			8/30/07 4748 miles 2 days 9/25/07 6,650 miles 2 days 10/11/07 7,863 2 days	
<del>XXXXXXXXXX</del>				

Total days out of service for all problems: 37 days 7-3-2-5-2-2-2-1-2-1-10

Signature of Titled Owner(s)  Date 01/27/08  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0758682  
Contact Date: 11/12/07  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: Dalton	State: GA	Zip code: [REDACTED]	
Day phone: [REDACTED]	Evening phone:	Cell phone: [REDACTED]	
Fax:	E-mail address:		

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2007	Current mileage: 6200
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Prebul Kia of Dalton, Dalton, GA			
Primary Servicing dealer/city/state: Prebul Kia of Dalton,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 08/11/07	Mileage at purchase/lease: 32		
First repair attempt date: 10/24/07	First repair attempt mileage: 6055		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Customer wants the manufacturer to buy the vehicle back & refund her money.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	<u>KNDJD736375</u>	[REDACTED]
Lienholder/Leasing Company	<u>Sovereign Bank</u>	Phone Number <u>1-877-890-7187</u>
Account Number	[REDACTED]	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0758682

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<i>Example</i>	<i>Any Dealer</i>	<i>2</i>	<i>7/23/07 - 500 miles - 5 days 08/10/07 - 12,700 miles - 1 day</i>	<i>Yes</i>
Jerking in the vehicle at 40/55 MPH	Prebul Pontiac Buick GMC	5	9/6/07 - 2027 miles - 2 days 9/14/07 - 2533 miles - 1 day 9/19/07 - 2833 miles - 1 day 10/5/07 - 5436 miles - 1 day 10/24/07 - 7605 miles - 1 day	yes
Air bag off light is when passenger in seat	Prebul Pontiac Buick GMC	5	Same as above	yes
Too much play in the brake pedal	Prebul Pontiac Buick GMC	2	9/6/07 - 2027 miles 2 days 10/24/07 - 6065 miles 1 day	yes
High oil consumption	Prebul Pontiac Buick GMC	1	9/6/07 - 2027 miles - 2 days	no
			Vehicle has sat in driveway several times due to mistrust of Airbag system	

Total days out of service for all problems: 14-25

Signature of Titled Owner(s)  Date 11/26/07  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0758638  
Contact Date: 11/12/07  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:		[REDACTED]	
Mailing address:		[REDACTED]	
City: Apex	State: NC	Zip code: 27539	
Day phone: [REDACTED]	Evening phone: [REDACTED]	ne: [REDACTED]	
Fax:	E-mail address: [REDACTED]		

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2007	Current mileage: 5800
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: WAKE FOREST - CHRIS LEITH KIA, , NC			
Primary Servicing dealer/city/state: WAKE FOREST - CHRIS LEITH KIA,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 07/04/07	Mileage at purchase/lease: NEW ~ 50 MILES		
First repair attempt date: 07/25/07	First repair attempt mileage: 600		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

I would like to have Kia purchase back my vehicle including reimbursement for taxes, tags etc. Kia has attempted to fix vehicle multiple times (especially transmission and passenger airbag) and say there are no fixes. They have had my car in service for approximately a month since purchase in July

Please complete the missing information in the box below and on page 2.


VEHICLE IDENTIFICATION NUMBER	<u>KNDJD736175</u>	[REDACTED]
Lienholder/Leasing Company	<u>N/A</u>	Phone Number <u>N/A</u>
Account Number	<u>N/A</u>	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0758638

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b> A/C won't cool properly	Any Dealer, Inc.	2	4/23/06: 3,500 miles: 5 days 6/10/07: 12,700 miles: 1 day	yes
Transmission Shuddering and bucking at all speeds		4		yes
Passenger Air Bag Off when passenger in seat		3		yes
High Pitch vibration/whine at about 45 MPH		4		yes
Hesitation when starting from dead stop		3		yes

Total days out of service for all problems: ≈ 30

Signature of Titled Owner(s) 

Date 11/29/07

I am submitting this dispute for resolution  the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE  
4200 Wilson Blvd., Suite 800  
Arlington VA, 22203-1838  
Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0840956  
Contact Date: 05/20/08  
Start Date: 05/20/08

Please make any necessary corrections to the information below, **print** or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: Sebring	State: FL	Zip code: [REDACTED]	
Day phone: [REDACTED]	Evening phone:	Cell phone: [REDACTED]	
Fax:	E-mail address:		

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2008	Current mileage: 4225
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: ALAN JAY KIA, SEBRING, FL			
Primary Servicing dealer/city/state: ALAN JAY KIA,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 10/12/07	Mileage at purchase/lease:		
First repair attempt date:	First repair attempt mileage:		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Date of accident:		
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

The customer would like the manufacturer to replace the vehicle, but not with another Sorento.

*It must be a 2008 (new) of our choice, i.e. a 2008 Sedona. If we traded in our this Sorento would be acceptable otherwise we want a full refund of what we paid for the Sorento including the amount of our trade-in.*

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER KNDJD735585 [REDACTED]
Lienholder/Leasing Company <u>None</u> Phone Number _____
Account Number _____


**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0840956

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Ps side air bag light comes on & stays on- intermittent	Alan Jay	6	11/7/07-640 miles 11/16/07-785 miles 12/10/07-1005 miles	yes
			1/9/08-1562 miles 4/9/08-3504 miles 5/14/08-4141 miles	yes

\* Please note that the above dates are the dates that the service department actually wrote up reports. There were other dates that we took our parents in with me in the passenger seat with my feet on the floor and my seat belt on" per Kia's instruction, and the light showed that my air bag was not available. The service manager and even some mechanics looked in the vehicle and saw the light was on. They stated that everything had been done that they know to try to fix the problem.

Total days out of service for all problems: 6

Signature of Titled Owner(s)  Date 5/28/08  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0830446  
Contact Date: 01/07/08  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:		[REDACTED]	
Mailing address:		[REDACTED]	
City:	Phoenix	State:	NY
		Zip code:	[REDACTED]
Day phone:	[REDACTED]	Evening phone:	[REDACTED]
Fax:		E-mail address:	[REDACTED]

**SECTION 2: VEHICLE INFORMATION**

Make:	Kia	Model:	Sorento	Year:	2007	Current mileage:	4520
Name(s) that appears on the vehicle title:		[REDACTED]					
Selling dealer/city/state: Legacy Kia, East Syracuse, NY							
Primary Servicing dealer/city/state: Legacy Kia,							
Acquired as		<input type="checkbox"/> new	<input type="checkbox"/> used	<input type="checkbox"/> demo	<input checked="" type="checkbox"/> leased	Is the vehicle in your possession?	
						<input checked="" type="checkbox"/> yes	<input type="checkbox"/> no
Purchase/lease date:		09/22/07		Mileage at purchase/lease:		18	
First repair attempt date:		10/09/07		First repair attempt mileage:		0	
How often is the vehicle used for business purposes (percentage):		0 %		Number of vehicles owned or leased by the business:		Transmission type:	
						<input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage?				<input type="checkbox"/> yes	<input checked="" type="checkbox"/> no	Date of accident:	
Description of damage:							

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Customer wants the vehicle replaced.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	<u>KNDJC736475</u>	[REDACTED]
Lienholder/Leasing Company	<u>AMERICREDIT</u>	Phone Number <u>800-429-5512</u>
Account Number	[REDACTED]	

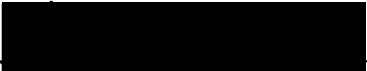


**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0830446

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Intermittently passenger air bag light comes on with someone in the seat	LEGACY KIA E. Syracuse, NY	4	10/9/07 294 1 DAY 10/13/07 435 1 DAY 10/31/07 761 1 DAY	yes
			12/10/07 3075 2 DAYS	

Total days out of service for all problems: 5

Signature of Titled Owner(s)  Date 1-9-08  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0934124  
Contact Date: 03/10/09  
Start Date: 03/10/09

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:		[REDACTED]	
Mailing address:		[REDACTED]	
City:	Merritt Island	State:	FL
		Zip code:	[REDACTED]
Day phone:	[REDACTED]	Evening phone:	[REDACTED]
Fax:		E-mail address:	[REDACTED]

**SECTION 2: VEHICLE INFORMATION**

Make:	Kia	Model:	Sorento	Year:	2008	Current mileage:	18539
Name(s) that appears on the vehicle title:		[REDACTED]					
Selling dealer/city/state: Merritt Island - Bob Dance Kia, , FL							
Primary Servicing dealer/city/state: Bob Dance Kia,							
Acquired as		<input type="checkbox"/> new	<input checked="" type="checkbox"/> used	<input type="checkbox"/> demo	<input type="checkbox"/> leased	Is the vehicle in your possession?	
						<input checked="" type="checkbox"/> yes	<input type="checkbox"/> no
Purchase/lease date:		05/24/08		Mileage at purchase/lease:		7953	
First repair attempt date:		01/30/09		First repair attempt mileage:		17863	
How often is the vehicle used for business purposes (percentage):		0 %		Number of vehicles owned or leased by the business:		Transmission type:	
						<input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage?						Date of accident:	
<input type="checkbox"/> yes <input checked="" type="checkbox"/> no							
Description of damage:							

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

We have, and will continue to bring this vehicle for repair until they correct the problem. All I want is for the Passenger Airbag to work when I have a passenger. All Kia has done to this point is update the computer. The service manager Ron Bowers told us during a phone call that they will not fix. All they do is look at the light on while I am positioned in the seat and give us a service ticket that states: "Customer states passenger Airbag light stay on".

Please complete the missing information in the box below and on page 2.


VEHICLE IDENTIFICATION NUMBER	KNDJD735885	[REDACTED]
Lienholder/Leasing Company	BB+T Loan Services	Phone Number 1-888-562-6228
Account Number	[REDACTED]	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0934124

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Passenger Airbag stays in off position	Marriott Island, Bob Dance Kia	5	1-30-09 17863 Miles 2-3-09 17886 Miles 2-10-09 18658 Miles	yes
			2-18-09 18241 Miles 3-07-09 18505 Miles	
			Ben Bower - Service Manager Noted incorrect Mileage on 2-10-09	

Total days out of service for all problems: 1/2

Signature of Titled Owner(s) 

Date 3-10-09

Printed Name of Titled Owner \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**BBB AUTO LINE  
Customer Claim Form**

Case number: KIA0932177  
Contact Date: 02/05/09  
Start Date: 02/05/09

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner:	[REDACTED]
Mailing address:	[REDACTED]
City: Spring Hill	State: FL Zip code: [REDACTED]
Day phone:	[REDACTED]
Fax:	[REDACTED]

**SECTION 2: VEHICLE INFORMATION**

Make: Kia	Model: Sorento	Year: 2007	Current mileage: 29800
Name(s) that appears on the vehicle title:	[REDACTED]		
Selling dealer/city/state:	Vallejo - Barber Kia, , CA		
Primary Servicing dealer/city/state:	Century Kia of Wesley Chapel,		
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 10/27/06	Mileage at purchase/lease:		
First repair attempt date: 11/07/06	First repair attempt mileage: 310		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Date of accident:		
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Fix all that was promised Paint job and the stuff that broke later like the Windshield seal/CD player. CD player they tell me to replace it at a dealer and pay for it and they'll only reimburse me 1/2. They claim because they never had someone report this before they won't cover it.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	KNDJD736375 [REDACTED]
Lienholder/Leasing Company	Golden 1 Credit Union Phone Number: 877-Golden-1
Account Number	[REDACTED]

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: KIA0932177

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Passenger Air bag	Kia-Vallejo @ 300 mile mark @ time of purchase	2 10/06		no
Tire Pressure light kept coming on for no reason	Kia-Vallejo @ 300 mile mark @ time of purchase	1 10/06		no
Scratches on doors/hood/top front of car	Kia-Vallejo, Ca @ 300 mile @ time of purchase	1 10/06	Per Kia I have tyos back to California Dealer ← 2/6/09	yes
Front Windshield seal	13,000 mile and the same for CD player	9/08	Per Kia they will resolve only time make my appt. ← 2/6/09	yes
CD player broke my cd and it stuck in there	Out of all am willing to give up but this one and windshield seal needs to be corrected.		Per Kia they will will stand for the next 30 days they will only pay 1/2 for radio replacement if done @ a Kia dealership.	yes
			① Why would I pay 300 <sup>00</sup> tax to repair radio/CD player. why I didn't cause it to break.	
			② alt cheaper to get radio replaced any where outside of Kia, I've proceed anywhere from 69 <sup>00</sup> up.	
			③ I put a cd in player it (CD) play broke my cd and broke down it should not be held accountable for that and this what Kia is saying because no one else has reported this issue it's my fault!	

Total days out of service for all problems: 5 mos.

Signature of Titled Owner(s) \_\_\_\_\_ Date 2/9/09  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE**  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700

**Customer Claim Form**

Contact Date: 10/19/07

Start Date:

Case Number: KIA0756675

Have you contacted the mfr regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  
 YES  NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_

**Titled Owner(s) Name & Address**

PICKERINGTON, OH

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

**Vehicle Information**

**Name(s) of individual(s) or business that appear on vehicle title:** Babette Ward

Vehicle Use:  Personal  Business  Both

Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic

Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Kia Model: Sorento Model Year: 2007 Current Mileage: 6630

Vehicle Identification Number: KNDJD736575

Servicing Dealer/City/State: RICART KIA,

Selling Dealer/City/State: RICART KIA, COLUMBUS, OH

Insurance Carrier: Progressive

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X

Date of accident: \_\_\_\_\_

Description of Damage: \_\_\_\_\_

**Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)**

Purchase Date: 06/03/07 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As:  New  Used  Demo

Leased As:  New  Used  Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: MOBSAN BANK

Leasing Company's Name: \_\_\_\_\_

Address: 178 STREETBORO ST

Address: \_\_\_\_\_

City/St/Zip: HUDSON, OH 44123

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct #: \_\_\_\_\_

Leasing Company's Acct #: \_\_\_\_\_

**Customer's Desired Outcome (Describe what you want done to resolve your concern)**

Customer wants the manufacturer to buy the vehicle back & refund her money.

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_

Date: 10-29-2007

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: Ms. Babette M. Ward

Customer Claim Form

Case Number: KIA0756675

**Vehicle Concerns**

First Repair Attempt Date: 06/19/07 Mileage: 1019  
Last Repair Attempt Date: 10/12/07 Mileage: 6460  
Total Days out of Service: \_\_\_\_\_

VIN # KNDJD736575 [REDACTED]

Problems - Please list your primary concern first	Servicing Dealer(s)	Current? Yes / No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
1. Transmission slipping (replaced once)	RICART AUTO	Yes	yes			
2. Passenger air bag light says off when person in seat	RICART AUTO	Yes	yes			
3. Stepping bars keep coming loose	RICART AUTO	Yes	yes			
4. A/C vent passenger side replaced	RICART AUTO	NO	no			
* PLEASE SEE NEXT PAGE WITH LIST OF PROBLEMS						

October 29, 2007

**CUSTOMER CLAIM FORM CONTINUED**

1) Transmission Slipping - When I took the vehicle in the first time on June 19<sup>th</sup>, I explained to the Service Advisor Russ Viering that the vehicle was jerking when I would slow down to come to a stop. They stated could not verify. The vehicle has been in the service shop on five separate occasions for several different things. I asked several different times about the jerking. They kept saying it was normal. During the 5<sup>th</sup> time it was in for service problems they found that it did have a bad transmission and replaced it. As of this date I am still trying to get it back into the shop because the new transmission is slipping more than the one they replaced.

2) Passenger Airbag - Same situation several times I voiced concern about the airbag light staying on when a passenger is in the seat. When the light stays on it indicates the airbag is off. Again they said they were not able to duplicate. I was then told it was the way I was sitting in the vehicle. Then they finally on September 4, 2007 spoke to a Kia Tech person and was told that they are working on a reprogram for the Air bag. Every time I am in the passenger seat or someone else is in that seat and the light stays on we are risking our safety. I feel the passenger airbag is not safe and could be a liability in an accident if this was not working properly. How can I be sure any of the airbags are in proper working order. I have yet to be notified from anyone on this problem. I was able to pull information from other Kia owners with the same vehicle in different states that are having the same problem as I am. Yet no one has addressed this safety issue.

3) Bolts on stepping boards - The vehicle has been in the shop for this problem 5 times. The first time it was taken in on June 19<sup>th</sup> they indicated could not verify. I was in contact with Russ Viering several times to let him know it was not fixed and I needed to get it back into the shop. July 25<sup>th</sup> it was back in and they found bolts that were loose. They indicated to me at that time that all of the bolts on the stepping boards were loose and that they tightened all of them. This happened 3 more different times. The bolts kept stripping out and coming lose. Kia did not seem to think this was a problem. My question and concern about this is if the bolts keep coming loose. what happens when I am driving this vehicle on the freeway 65 miles per hour in traffic and the bolts come loose on the board. To me it seems that this could be a safety issue for me or someone driving by me if that board flies off the vehicle because the bolts came loose again and there was nothing to keep it from coming off of my vehicle.

I purchased this vehicle brand new with the intention of having a safe and reliable vehicle for a long time. It has been in the shop over and over again. I do not feel safe in this vehicle and I do not feel that my family is safe in this vehicle. To say the least I am very disappointed in the way I have been treated with my concerns through Kia Motors. When I contacted Kia the first time I was told they are sorry for the inconvenience, but they can fix it as many times as I need them to.

I have had to take time off work to deal with this problem. Not to mention the stress it has caused me.

I would appreciate any help I could get with this matter.

Thank you

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