

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD73323[REDACTED]	K301510	25,814
JAMICA, NY [REDACTED]		Prod. Date: 9/17/02	Dealer: NY052 Popular Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 04/05/2004 08:13 AM US Mountain Standard Time C'Rountree  
CUSTOMER STTES

1. **GAS** PUMP KEEPS CUTTING OFF.
2. 2X IN DIFFERENT DLRSHIPS
3. VEHICLE IS WITH ME.

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

12/28/2002  
SC031 SORRENTO HOOD CORROSION

\*\*\* NOTES 04/05/2004 08:16 AM US Mountain Standard Time C'Rountree Action Type:Manager review  
CORRECTION  
WRTRS STTES

1. WARRANTY START 12/28/2002
2. RECALL SC031 SORRENTO HOOD CORROSION
3. WHEN YOU TAKE VEHICLE BACK TO DLR. CALL WRTR.
4. WRTR WILL FOLLOW UP WITH SVCE MGR AND THE DPSM.

\*\*\* CASE CLOSE 04/05/2004 08:18 AM US Mountain Standard Time C'Rountree

\*\*\* PHONE LOG 04/23/2004 10:44 AM US Mountain Standard Time C'Rountree Action Type:Incoming call  
CUSTOMER STTES

1. DLR ORDERED THE WRONG PART 2 TIMES.
2. NOW THEY SAY THEY WILL HAVE TO OPEN A CASE ON IT.

MIKE. SVCE MGR. STTES:

1. **FILLER** NECK PUT IN.
2. THEN CHECK VALVE WAS ORDERED.
3. ACCORDING TO PARTS THE # IS RIGHT. BUT. WRONG HOSE.
4. REORDERED A GAIN.

JUAN. PARTS.

1. ORDERED PART FOR HER
2. EVERYTHING CAME IN
3. MECH HAD PROBLEMS INSTALLING PART
4. TECH LINE SAID (MIKE FOR TECHLINE PARTS.) SAYS # IS RIGHT.
5. SECOND HOSE WAS WRONG.
6. TECH LINE NOT RETURNED CALL TO LET US KNOW WHAT IS GOING ON WITH PART.
- 7 SHE HAD CAR WORKED ON SOMEPLACE ELSE.
8. SHE SAYS NOW PROBLEM IS EVEN WORSE.
9. THE DIAMETER OF HOSE WON'T
10. THE # IS RIGHT BUT. THE PARTS MAY BE COMING IN WRONG.

**Kia Motors America**  
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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733235 [REDACTED]	K301510	25,814
JAMICA, NY [REDACTED]		Prod. Date: 9/17/02	Dealer: NY052	Popular Kia

WRTR STTES

1. WORKED ON IN KIA DLR IN VA.
2. THE DLR IN VA REPLACED A CANISTER.
3. VA DLR WAS A KIA DLR
4. TOOK IT TO THEM FOR THE SAME PROBLEM.
5. THIS PROBLEM HAS BEEN GOING ON FOR THE LAST 3 MONTHS.
6. HAD INTO DLR 3 TIMES AND REPAIRED.
7. WRTR STTES WILL CONTACT FACTORY REPRESENTATIVE.

DAN PAWLOWSKI, DPSM STTES

1. THERE IS A LINE PLUGGED UP.
2. WILL CALL AND ASSIST DLR WITH THIS ISSUE.
3. THANK YOU.

\*\*\* PHONE LOG 04/23/2004 10:45 AM US Mountain Standard Time CRountree Action Type:Incoming call  
CUSTOMER STTES

1. DLR SAID WRONG PART SENT TWICE

\*\*\* CASE CLOSE 04/23/2004 04:42 PM US Mountain Standard Time CRountree

\*\*\* PHONE LOG 04/27/2004 07:51 AM US Mountain Standard Time CRountree Action Type:Outgoing call  
CUSTOMER STTES

1. NEED CALL BACK. (VM)

\*\*\* PHONE LOG 04/27/2004 07:54 AM US Mountain Standard Time CRountree Action Type:Outgoing call  
WRTR STTES

1. CLLD CUSTOMER AT 718-990-2747
2. CUSTOMER IN MEETING.
3. OTHER # 347-8325.

\*\*\* PHONE LOG 04/27/2004 08:01 AM US Mountain Standard Time CRountree Action Type:Outgoing call  
WRTR STTES:

1. CLLD KIA SVCE MGR AT BARON'S KIA.
2. CLLD 718-968-2200
3. SPOKE TO SVCE MGR NOT AVAILABLE).
- 4.

NICK. SVCE MGR STTES:

1. HAVE ORDER A **FUEL** TANK AND ORVR VALVE.
2. SHOULD BE IN BY THURS OR FRI

\*\*\* PHONE LOG 04/27/2004 11:47 AM US Mountain Standard Time CRountree Action Type:Outgoing call

Kia Motors America  
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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
		KNDJD733235	K301510	25,814
JAMICA, NY		Prod. Date: 9/17/02	Dealer: NY052	Popular Kia

1. CLLD CUSTOMER
2. ADVISED HER DLR HAS ORDERED A NEW *FUEL* TANK AND ORVR VALVE.
3. THEY SHOULD BE IN THURS OR FRI.
4. ASKED FOR CALL BACK. AFTER REPAIR.

\*\*\* CASE CLOSE 04/27/2004 11:48 AM 11S Mountain Standard Time CRountree

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733935 [REDACTED]	K1400089	139,000
Mission, TX [REDACTED]		Prod. Date: 1/20/03	Dealer: TX086 Bayway Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 01/07/2008 01:14 PM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. I AM HAVING AN ISSUE *FILLING* UP THE CAR WITH *GAS*.
2. I HEARD THIS MAY BE A CONCERN THAT IS NORMAL ON A LOT OF KIAs. IS THERE A RECALL ON THE CAR.
3. ARE THERE ANY RECALLS. THE DEALERSHIP WANTS TO CHARGE A LOT OF MONEY.

WRITER STATES

1. I AM SORRY YOU ARE HAVING THE ISSUES. NO RECALLS AND NO WARRANTY ON THE PART. I AM SORRY

CUSTOMER STATES.

1. THANK YOU ANYWAY

\*\*\* CASE CLOSE 01/07/2008 01:14 PM US Mountain Standard Time SLarez

**Kia Motors America  
Consumer Affairs Department**

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Last name	First name	VIN of	Case Number	Mileage
			K1598210	68,000
Bathville, NC		Prod. Date:	Dealer: NC056 Kia of New Bern	

**Case History**

Complaint: Repair Assistance

\*\*\* PHONE LOG 06/09/2009 12:44 PM US Mountain Standard Time RHall

Herbert Blake stated

- 1 When I **FILL** up the vehicle with **GAS** it **SPIT**s it back out at me
- 2 What is going on here? how do I fix it?

wrt stated

1 apologized

2 wrt is not trained tech

3 wrt has heard of some cases in the past where the **FUEL** tank has been over**FILLED**

4 when that occurs the **FUEL** sensor can get saturated and the vehicle thinks there is already **GAS** in the vehicle so it will start **SPIT**ting it back out

5 advised again- wrt is not trained tech so you will want to take veh to Kia dlr NC056- gave phone#

Mr Blake stated

1 ok I will talk to trained techs at the dlr - please transfer me over

wrt stated

1 ok no problem transferred customer to NC056 to discuss tech questions

6 you can visit tech website [www.kiatechinfo.com](http://www.kiatechinfo.com) or you can speak with trained techs at Kia dlr, closest one is

\*\*\* CASE CLOSE 06/09/2009 12:44 PM US Mountain Standard Time RHall

\*\*\* PHONE LOG 06/09/2009 01:30 PM US Mountain Standard Time WThompson Action Type: Incoming call

Customer called and states:

1. Wanting a telephone number to speak directly with someone who is a tech.

Writer states:

1. Apologize for the problem.
2. Tech Line is not a public contact.
3. Advised to go to the website or to contact the Kia dealer or take the vehicle in for a diagnosis.

**Kia Motors America**  
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<u>Last name</u>	<u>First name</u>	<u>VIN of 2003 SORENTO 4X4 LX</u>	<u>Case Number</u>	<u>Mileage</u>
		KNDJC733235	K1607872	60,000

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Aberdeen, NJ	Prod. Date: 11/7/02	Dealer: ZZ001 Dummy Dealer
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Case History

Complaint Repair Assistance

\*\*\* PHONE LOG 06/29/2009 01:52 PM US Mountain Standard Time JBaty Action Type:Incoming call

Writer called customer and stated:

1. Following up on fuel line problem.

Customer stated:

1. Brought it to a Kia near me.
2. Have set an appointment for next week.

Writer stated:

1. Gave case number
2. Please call if writer can be of help.

Customer stated:

1. Okay.

\*\*\* CASE CLOSE 06/29/2009 01:53 PM US Mountain Standard Time JBaty

Referred to dealer for diagnosis and repair.

\*\*\* PHONE LOG 07/08/2009 01:06 PM US Mountain Standard Time SLarez Action Type:Outgoing call

CUSTOMER CALLED BACK

CUSTOMER STATES.

1. THE DEALERSHIP SAID I OVER FILLED THE GAS TANK AND CAUSED THE CAR TO HAVE THIS PROBLEM.
2. THE GAS TANK WAS FILLED UP, HOW TO OVER A FILL A GAS TANK TO THE POINT WHERE IT WILL NOT ACCEPT GAS ANYMORE, I HAVE NEVER HEARD OF THIS AND NOW THEY WANT TO CHARGE ME OVER \$700.00 FOR THE REPAIR.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. I CANNOT CHANGE OR QUESTION THE DIAGNOSE OF THE DEALERSHIP, YOU CAN SPEAK TO THE SERVICE MGR THERE IF YOU WOULD LIKE IT EXPLAINED CLEARER.
3. IT IS COMING OUT OF YOUR POCKET SO YOU MAY ALSO WANT TO GET A SECOND OPINION.

CUSTOMER STATES.

1. THANK YOU.

\*\*\* CASE CLOSE 07/08/2009 01:06 PM US Mountain Standard Time SLarez

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Last name	First name	VIN of 2003 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733935 [REDACTED]	K1325740	93,000
West Palm Beach, FL [REDACTED]		Prod. Date: 8/27/02	Dealer: FL032 Delray Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 06/22/2007 02:29 PM US Mountain Standard Time JHirshfield  
caller Catina Jordan --friend

- 1 cust has been having a problem with the *FILL*ing the car with *GAS*
- 2 they saw online there were other cars with same problem and a recall as well
- 3 something defective with this part and Kia should pay for this

wtr

1. recall was for the Spectra
- 2 part was covered for 5/60
- 3 Kia will not assist with this repair



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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733035 [REDACTED]	K1495318	81,000
Bridgeton, NJ [REDACTED]		Prod. Date: 10/12/02	Dealer: NJ026 Kia of Vineland	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/04/2008 10:08 AM US Mountain Standard Time JHirshfield  
per e-mail from NCA

**1. Complaint**

for the third time in 1 1/2 months my sorento is at the dealership. the car continues to have the same problem. while driving the speedometer, and tach. fall and i have no power. They have replaced the vacume hose, *FUEL* pump and the throttle positioning sensor. Today, it started to do it again and i had to be towed to the dealership. They are having a problem pinpointing the problem. \$750.00 later, i have no car and the same problem. I also attempted to *FILL* the *GAS* tank and the nozzle from the *GAS* pump was ejected twice to the point where the attendant gave up on putting *GAS* into the car, as it *SPILLED* all over the pavement. It is getting to the point where i am afraid to drive the car. I refuse to pay another cent to have this car repaired, since i have paid and the problem has not been corrected. I love my car but.....My request is:

**2. Request**

please give me or the dealership some insite to what could be going on??????? The stress of this is becoming a health problem! HELP.....

\*\*\* PHONE LOG 09/05/2008 06:35 AM US Mountain Standard Time TShamburger Action Type:Outgoing call  
wrt called customer and LVM to call wrt at KMA w/ rel#  
1. left ext and 1 800

\*\*\* NOTES 09/05/2008 03:06 PM US Mountain Standard Time TShamburger Action Type:Manager review  
One more call out to reach customer \*\*\*\*\*

\*\*\* PHONE LOG 09/08/2008 02:05 PM US Mountain Standard Time LColema Action Type:Outgoing call  
Writer called cust left 2nd VM message stating:  
1. Calling to follow up on email cust sent.  
2. Please call back.  
3. Provided case number & writer's contact info.

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**Consumer Affairs Department**

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733835 [REDACTED]	K1361152	60,081
Altamonte Springs, FL [REDACTED]		Prod. Date: 11/12/02	Dealer: FL069 Holler Kia	

**Case History**

Complaint Repair Assistance

\*\*\* NOTES 09/18/2007 11:53 AM clarify Action Type: Manager review

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

I have a complaint about your **GAS** tank. We had the car for years and never had a problem **FILL**ing the tank. Now when we try to **FILL** the tank it just **OVERFLOW**s and **GASSPEW**s out. I took it to Holler Kia where they told me it wasn't covered under warranty because the car was 81 miles over the limit. When I was in there they said they had another car that was doing the same thing and have to replace the entire tank assembly and they were doing it for free because it was covered under warranty. Now I have to pay \$600-700 for a repair that is obviously defective. I have had many cars over the years and this has never happened to any of them. When asked the Kia dealer if they could still cover it under warranty they said no that since we didn't buy the car from them they were not obligated to go out of their way to help us. I was shocked and angry. They eventually relented and discounted the price of the repair a small amount. I have spent at least three weeks trying to get an answer to the problem. Holler Kia assured me they would call when they found out about it. I have called at least three times and they kept saying they didn't know what was wrong with it. I finally got someone to answer today and they just gave me the news on how much this is going to cost. I am extremely unhappy and upset at your product and service. I feel that this is a part/design defect and not normal wear and tear on a car. I expect transmissions to go bad with use. I expect radiators to go bad, but not the ability to **FILL** a **GAS** tank. I would like to know how often this happens and what type of resolution I can expect with it.

Samson Cadiente

\*\*\* PHONE LOG 09/20/2007 08:30 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR SVC MGR. ANDRE TO CALL WRITER.

\*\*\* PHONE LOG 09/20/2007 09:11 AM US Mountain Standard Time TDonnelly Action Type:Incoming call

DEALER STATES(ANDRE-SVC MGR):

1. LEFT VM MESSAGE @ 9:39 RETURNING WRITERS CALL.
2. PLEASE CALL BACK.

\*\*\* PHONE LOG 09/20/2007 09:25 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. SPOKE TO SVC MGR. ANDRE (FL069)
2. ADVISED CUSTOMER HAS SENT EMAIL COMPLAINT TO KCC
3. HAS DEALER SEEN COMPLAINT?
4. WHAT WRITER IS READING IS THAT CUSTOMER WAS HAVING **FUEL SPIT**BACK CONCERN AND THAT CAR IS 81 MILES PAST BLW AND WAS TOLD NOT COVERED.
5. HE IS LOOKING FOR REPAIR ASSISTANCE FROM KMA
6. WHAT KIND OF SERVICE CUSTOMER IS THIS CUSTOMER?
7. NOT SHOWING ANY REPAIR HISTORY ON THIS VEHICLE SINCE PURCHASE.
8. SHOWING THAT (FL063) IS SELLING DEALER
9. WHEN DID THAT LOCATION CLOSE?
10. IT COULD BE POSSIBLE THAT CUSTOMER HAS BEEN SERVICING CAR THERE. TILL CLOSING?
11. WHEN CAR WAS IN SHOP LAST. DID DEALER RECOMMEND 60K SERVICE. DID CUSTOMER DECLINE?

**Kia Motors America**  
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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733835 [REDACTED]	K1361152	60,081
Altamonte Springs, FL [REDACTED]		Prod. Date: 11/12/02	Dealer: FL069 Holler Kia	

CAN

GET 60K SERVICE CURRENT. KMA AND OR DEALER WILL HELP WITH REPAIRS?

13. ONCE DEALER HAS FOLLOWED UP WITH DPSM. CAN DEALER PLEASE CALL WRITER BACK?

DEALER STATES:

1. DID SEE THE WEB COMPLAINT
2. CUSTOMER HAS NEVER BEEN IN THIS STORE PRIOR
3. WE HAD ANOTHER CAR WITH SAME CONCERN AND WE DID TRY SOME PARTS BUT DID NOT RESOLVE CONCERN
4. WHEN THE REPAIR DOES NOT WORK. THEN NEXT STEP IS TO REPLACE **FUEL** TANK
5. DONT LIKE TO USE GOODWILL MONEY IF CUSTOMER IS NOT GOOD CUSTOMER AT OUR LOCATION.
6. WE DID ADVISE CUSTOMER THAT HE WAS DUE FOR 60K SERVICE. HE DID NOT AUTHORIZE SERVICE.
7. CAN REVIEW WITH DPSM DAN TACKER
8. CAN SEE IF DPSM WOULD BE WILLING TO ASSIST IF CUSTOMER IS WILLING TO DO 60K SERVICE.
9. WILL CALL WRITER BACK AFTER FOLLOW UP WITH DPSM.

\*\*\* PHONE LOG 09/21/2007 11:49 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM. DAN TACKER TO CALL WRITER AT EXT 45099
2. ADVISED CUSTOMER SENT WEB COMPLAINT TO KCC ABOUT **FUEL SPIT** BACK CONCERN
3. CUSTOMER REQUESTING REPAIR ASSISTANCE
4. DEALER SVC MGR TO REVIEW WITH DPSM. THEY DO NOT HAVE SERVICE HISTORY
5. WAS GOING TO REVIEW IF OFFER COULD BE MADE IF CUSTOMER GOT MAINTENANCE CURRENT ON VEHICLE.

\*\*\* NOTES 09/21/2007 11:50 AM US Mountain Standard Time TDonnelly Action Type:Manager review

WRITER STATES:

1. SENDING CASE NOTES TO DPSM. DAN TACKER FOR FOLLOW UP WITH DEALER (FL069)
2. CUSTOMER REQUESTING REPAIR ASSISTANCE FOR **FUEL** TANK.

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

Send to:[DTACKER@KIAUSA.COM]

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

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

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\*\*\* PHONE LOG 09/25/2007 04:41 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR DPSM. DAN TACKER TO CALL WRITER AT EXT 45099.
2. ADVISED WRITER LEFT VM MESSAGE AND SENT EMAIL OF CUSTOMERS REQUEST FOR ASSISTANCE.
3. DEALER (FL069) ADVISED THAT **FUEL** TANK WAS NEEDED FOR **SPIT** BACK CONCERN.

**Kia Motors America**  
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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733835 [REDACTED]	K1361152	60,081
Altamonte Springs, FL [REDACTED]		Prod. Date: 11/12/02	Dealer: FL069 Holler Kia	

4. CAR IS JUST PAST WARRANTY 60081 MILES
5. DEALER SVC MGR. ANDRE WAS GOING TO REVIEW REQUEST FOR ASSISTANCE WITH DPSM
6. CAN DPSM ADVISE IF REVIEWED AND DECISION MADE AND IF SO WHAT WAS THE DECISION?
7. PLEASE EMAIL OR CALL WRITER BACK AND ADVISE SO WRITER CAN ADVISE CUSTOMER.

\*\*\* PHONE LOG 09/26/2007 07:21 AM US Mountain Standard Time TDonnelly Action Type: Incoming call

DPSM DAN TACKER STATES:

1. RETURNING WRITERS CALL
2. DID SPEAK TO SVC MGR. ANDRE ABOUT CUSTOMER
3. THIS CUSTOMER IS 2ND OWNER AND JUST BARELY OUT
4. KNEW THERE WAS SOMETHING ELSE GOING ON
5. DEALERSHIP HAD NEVER SEEN THIS CUSTOMER BEFORE
6. THEY DID ONCE CAR WAS DIAGNOSED ADVISE THAT TIMING BELT AND 60K SERVICE WERE DUE TO BE DONE
7. DEALER STATED THAT CUSTOMER DECLINED SERVICE
8. THEY ADVISED THAT HAD CUSTOMER AUTHORIZED THE 60K OR TIMING BELT. THEY WOULD HAVE TAKEN CARE OF THE REPAIRS. WOULD NOT EVEN NEED TO CALL ME.
9. CUSTOMER REFUSED TO DO ANY SERVICE.
10. ADVISED DEALER TO CALL CUSTOMER AND EXPLAIN TO CUSTOMER THAT THEY HAVE SPOKEN TO ME ABOUT THE VEHICLE AND THAT I HAVE AGREED TO SPLIT THE COST OF REPAIRS WITH CUSTOMER 50/50 IF HE WILL START WORKING ON GETTING MAINTENANCE CURRENT ON VEHICLE. TIMING BELT. 60K
11. TOLD DEALER TO ADVISE CUSTOMER THAT IF TIMING BELT BREAKS WHEN HE DRIVES OFF THE LOT. WOULD BE NOTHING THAT KMA COULD DO TO ASSIST WITH \$5000.00 ENGINE. IT IS THAT IMPORTANT.
12. DEALER IS GOING TO CALL CUSTOMER TODAY AND WILL GO FROM THERE.

WRITER STATES:

1. THOUGHT THIS WOULD BE A GOOD DIRECTION TO TAKE
2. WILL ALLOW DEALER AN OPPORTUNITY TO CONTACT CUSTOMER TODAY
3. WRITER WILL FOLLOW UP WITH CUSTOMER TOMORROW AND REINFORCE WHAT DPSM HAS OFFERED.
4. THANKS FOR THE FOLLOW UP.

\*\*\* PHONE LOG 09/26/2007 02:48 PM US Mountain Standard Time TDonnelly Action Type: Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER TO CALL WRITER.
2. ADVISED WRITER WAS CALLING ABOUT WEB COMPLAINT SENT TO KMA
3. PLEASE CALL THIS WRITER BACK. ADVISED 800#. REFERENCE NUMBER AND WRITERS EXTENSION.

\*\*\* CASE CLOSE 09/26/2007 02:49 PM US Mountain Standard Time TDonnelly  
CLOSED PENDING CALL BACK FROM CUSTOMER.

\*\*\* PHONE LOG 10/18/2007 11:43 AM US Mountain Standard Time SBowyer Action Type: Incoming call

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
		KNDJD733835	K1361152	60,081
Altamonte Springs, FL		Prod. Date: 11/12/02	Dealer: FL069 Holler Kia	

**CUST MR. CADIENTE STATED**

1. i had lost a vm to call you guys back regarding my case
2. provided case id

**WRITER STATED**

1. sorry
2. see case details
3. dpsm had auth a 50/50 split of cost of repairs; this was a goodwill offer because tank was out of 5/60 lbw warranty by 81 miles
4. dpsm wanted to stress that cust needs to bring their veh up to date with the 60k svc. which includes timing belt
5. it is very important to change the timing belt; if there is engine damage due to timing belt breaking after 60k and timing belt hasn't been changed, then warranty will not cover engine repair
6. cust can speak to Andre at the dlr for more details on this authorization

**CUST STATED**

1. whatever

**CUST HUNG UP ON WRITER**

\*\*\* CASE CLOSE 10/18/2007 11:45 AM US Mountain Standard Time SBowyer

**Kia Motors America**  
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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
		KNDJD733235	K1508864	70,707
Tampa Bay, FL		Prod. Date: 8/27/02	Dealer: FL010 Century Kia	

**Case History**

Complaint Dealer

\*\*\* PHONE LOG 10/08/2008 03:47 PM US Mountain Standard Time RBriones

Mr. [REDACTED] stated:

1. Have a complaint with dealer svc dept.
2. Took vehicle into dealer svc dept for Recall Sc073.
3. The complaint is with svc received from Jason Jmler.
4. We took the vehicle into svc dept for problem with vehicle not accepting **FUEL**.
5. He called my wife on her cell phone and was rude to her.
6. She was not sure what the problem was that they advised her of.
7. I called back to speak with Jason and he told me that he had already gone over this with my wife.
8. Didn't understand why we was being so rude with us, he is usually very nice.
9. Told me the a filter needed to be replaced.
10. Later found out that a cracked cannister needed to be replaced as well.
11. Have a feeling that the filter goes into the cannister and that they cracked it.
12. Do you know if the filter goes into that cannister and valve they are talking about?
13. When I go to pick up the parts for the vehicle, will they have a diagram to show me about it?
14. Just wanted to let you guys know about this problem.
15. I usually take my vehicle to dealer for svc because they know what is going on.
16. They gave me a price of \$600 for repairs.
17. It wasn't so much about the price as it was about the svc we received.
18. We paid them the \$85 and took our vehicle out of there.

Writer Stated:

1. Apologized for prob.
2. We do monitor the dealers and how they are conducting themselves.
3. Sorry about the serviced received.
4. Customer complaints with dealer svc will be recorded.
5. Can not advise customer on filter and cannister.
6. Customer can speak with svc dept about that.
7. Or customer can access on line at kiatechinfo.com

\*\*\* CASE CLOSE 10/08/2008 03:47 PM US Mountain Standard Time RBriones  
concerns noted.

\*\*\* NOTES 01/13/2009 01:18 PM US Mountain Standard Time JHirshfield Action Type:Manager review  
notes from Dup case K 1514721

\*\*\* PHONE LOG 10/24/2008 09:59 AM US Mountain Standard Time JBaty

Customer stated:

1. Have a technical question
2. Need to know where canister and valve are in **FUEL** system
3. Had **FUEL** filter changed at Century Kia
4. Did not help
5. Am thinking I can change the canister and valve myself if knew location

Writer stated:

1. Updated/no recalls
2. Adv that writer is not a technician or mechanic
3. Adv of shop manuals online

**Kia Motors America**  
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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
		KNDJD733235	K1508864	70,707
Tampa Bay, FL		Prod. Date: 8/27/02	Dealer: FL010 Century Kia	

Customer stated:

1. Do not have internet access now

Writer put customer on hold and called Century Kia. Spoke to srv. adv Jason and stated:

1. Adv of reason for call

Jason stated:

1. Online shop manuals do not show location of canister and valve
2. It is near the top of the *FILL*er tube

Writer went back to customer and stated:

1. Adv of information from srv. adv Jason

Customer stated:

1. Okay. Thanks.

\*\*\* NOTES 10/27/2008 06:29 AM US Mountain Standard Time JBaty Action Type:Manager review  
Information given. Closing case pending further contact from customer.

\*\*\* CASE CLOSE 10/27/2008 06:30 AM US Mountain Standard Time JBaty

\*\*\* CASE CLOSE 01/13/2009 01:19 PM US Mountain Standard Time JHirshfield  
Tread dup case review --JH

\*\*\* PHONE LOG 05/11/2009 12:31 PM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I HAD THIS RECALL PERFORMED BACK IN 2007 AND TODAY WHEN I WAS DRIVING THE POWER STEERING JUST QUITE ON MY VEH
2. MY VEH COASTED TO MY HOUSE AND I OPENED UP THE HOOD AND FOUND THE CRANK SHAFT PULLEY BOLT CAME OUT AGAIN
3. THE SHAFT WAS NOT DAMAGED IT'S JUST THE BOLT CAME OUT
4. HAVE YOU HEARD OF THIS HAPPENING OR DID THE DLR NOT PERFORM THE RECALL PROPERLY
5. THE DLR HAS BEEN GOOD TO ME AND I DO MY MAINT WITH THEM BUT I HAVE NOT CALLED THEM YET
6. I MAY JUST NEED A NEW BOLT

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. THE WARRANTY ON THE VEH HAS EXPIRED AND SO HAS THE PART WARRANTY SO I CAN'T GUARANTEE SOMETHING LIKE THIS WOULD BE COVERED
3. TECHNICALLY THE RECALL SHOWS IT WAS DONE ON THE VEH
4. I WOULD RECOMMEND CALLING THE DLR AND SEE WHAT THEY SAY

CUST STATED:

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
		KNDJD733235	K1508864	70,707
Tampa Bay, FL		Prod. Date: 8/27/02	Dealer: FL010	Century Kia

I. OK THANKS

\*\*\* CASE CLOSE 05/11/2009 12:32 PM US Mountain Standard Time RSabin



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

Page 1 of 1

Last name	First name	VIN of	Case Number	Mileage
			K1501331	72,000
Plant City, FL		Prod. Date:	Dealer: FL079	Michael Holley Kia

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/19/2008 04:36 AM US Mountain Standard Time ERuiz

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

1. I HAVE A PRINT OUT THAT SAYS THAT I SHOULD BE REPLACE THE TIMING BELT EVERY 120 MILES.
2. I ALSO HAVE **FUEL** PROBLEMS AT WHEN DRIVING ON THE HWY.
3. THE VEHICLE HAS A SLIDE BACK FIRE PROBLEM.
4. THAT TELLS ME THAT I MAY BE HAVING A PROBLEM W/ THE TIMING BELT.
5. THE **FUEL** ALSO **SPILLS** OUT WHEN I AM RE**FUEL**ING MY CAR.

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

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT REFERRED THE CUSTOMER TO THE SCHEDULE 2 INTERVALS ON SECTION 7 OF THE O/M.
3. THE TIMING BELT SHOULD BE REPLACE EVERY 60 K MILES AS PART OF THE PREVENTING MAINTENANCE.
4. WRT ADVISED THE CUSTOMER TO CALL THE KCC BACK W/ THE VIN TO CHECK FOR RECALLS.
5. WRT OFFERED THE CLOSEST KIA DEALER'S PHONE #.

\*\*\* CASE CLOSE 09/19/2008 04:36 AM US Mountain Standard Time ERuiz

\*\*\* CASE CLOSE 09/30/2008 04:15 AM US Mountain Standard Time ERuiz

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

Page 1 of 3

Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733135 [REDACTED]	K1632897	95,000
Mowine, KS [REDACTED]		Prod. Date: 1/16/03	Dealer: K5001 Steven Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/19/2009 04:23 PM US Mountain Standard Time BWilliams

Customer states:

1. Checking on a recall on a KIA.
2. Has to do with **FUEL** tank, that it **SPITs** back at you.
3. I have an older KIA which does the same thing, so I told her it was common.
4. However it has gotten to where she can't put more than \$2 worth of **GAS** and it stops.

Writer states:

1. Advised that vehicle had open recall SC073.
2. Advised that recall can be repaired at any KIA dealer at no cost.

Customer states:

1. How can I get proof of that?

Writer states:

1. No proof necessary, dealership can look it up by VIN number.

\*\*\* CASE CLOSE 08/19/2009 04:23 PM US Mountain Standard Time BWilliams

\*\*\* PHONE LOG 08/25/2009 08:36 AM US Mountain Standard Time AJudson Action Type:Outgoing call

[REDACTED] (grandma) states:

1. Was waiting to receive a letter about a recall from FCM.
2. Wanted to verify how long that should take?
3. Dealer advised that I do not have a recall on my vehicle.

Writer States:

1. Apologized for the problem.
2. Advised customer that the vehicle has open recall SC073, can take to any Kia dealer for repair at no cost.
3. Dealer does not need letter to verify this recall, they would use VIN to confirm.
4. Advised customer that writer/KCA is not able to send customer letter.
5. Gave customer case number, requested callback if additional assistance is needed.

\*\*\* CASE CLOSE 08/25/2009 08:36 AM US Mountain Standard Time AJudson

\*\*\* PHONE LOG 08/26/2009 10:48 AM US Mountain Standard Time ELeon Action Type:Incoming call

[REDACTED] stated:

1. I called before.
2. Provided case number.
3. Grand daughter has been having problems having the recall done.
4. Has to do with **FUEL** tank, that it **SPITs** back at you..
5. The Steven's Kia dealer told her that there isn't any recalls on the vehicle.

Writer stated:

1. sorry.
2. there is one open recall for the JCV (sc0723).

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733135 [REDACTED]	K1632897	95,000
Mowine, KS [REDACTED]		Prod. Date: 1/16/03	Dealer: KS001 Steven Kia	

4. Dealers does not need a recall letter.
5. Writer will contact the Stevens Kai dealers service manager for review.
6. placed [REDACTED] on hold.

Writer contact Lisa McMahon , service manager at Steven's Kia dealer.

Writer stated:

1. Provided customers info.
2. We are showing customer having the recall (sc073).
3. Customer was told by the dealership that there is no recall on the vehicle.
4. Kia is showing recall (sc073).
5. Dealer did the recall (sc073) on 1/10/2008.

Lisa stated:

1. Our Kia system is down.
2. i cannot pull up any warranty.
3. Have the customer call me tomorrow when the system comes back upon.
4. I will call Kia if we have a problem with pulling up recalls on the vehicle.3

Writer stated:

1. Provided case number.
2. Writer will advise the customer.

Writer returned to Linda Stanley.

Writer stated:

1. Writer spoke to Lisa, service manager at Stevens Kia dealer.
2. The dealers computer system is down.
3. Lisa advise to call her tomorrow and review the recall on the vehicle.
4. Provided case number.
5. Lisa will contact us if there is no recall info on their system.
6. We can always call their DPSM and get this straighten out.

[REDACTED] stated:

1. I'll call Lisa at the dealer tomorrow.
2. Thank you.

[!<For Internal Use Only

Writer spoke to lisa the sevenmn>!]

\*\*\* CASE CLOSE 08/26/2009 10:48 AM US Mountain Standard Time ELeon

\*\*\* PHONE LOG 08/27/2009 08:01 AM US Mountain Standard Time MTrem Action Type:Incoming call  
CALLER MRS [REDACTED] STATES:

1. I CALLED THE DLR AND THEY SAID THEY WOULD HAVE TO CHARGED ME TO FIND OUT WHY **FUEL** IS **SPIT** BACK OUT WHEN I **FUEL** THE CAR
2. I TALKED TO 2 OTHER PEOPLE AT YOUR NUMBER AND THEY TOLD ME IT'S THE RECALL
3. I CANNOT BELIEVE THAT EVERYONE IS NOT ON THE SAME PAGE

WTR STATES:

1. APOLOGIZED

2. THE RECALL SC073 IS IN THE AIR INTAKE OF THE ENGINE AND IT NOT RELATED TO THE **FUEL** TANK AREA OF THE VEH

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733135 [REDACTED]	K1632897	95,000
Mowine, KS [REDACTED]		Prod. Date: 1/16/03	Dealer: KS001 Steven Kia	

3. APOLOGIZED FOR ANY MISUNDERSTANDING. THE DLR DOES HAVE A RIGHT TO CHARGED A DIAG FEE TO LOOK AT VEH FOR **FUELING** PROBLEM
4. ONT HE RECALL. KIA TAKES CARE OF RECALLS AT NO COST TO YOU
5. WTR HAS REVIEWED CASE NOTES. WTR DOES NOT SEE ANY INDICATION THAT CST WAS TOLD THE **FUEL** PROBLEM IS BECAUSE OF SC073

\*\*\* CASE CLOSE 08/27/2009 08:02 AM US Mountain Standard Time MTrem

\*\*\* PHONE LOG 10/26/2009 01:43 PM US Mountain Standard Time TShamburger Action Type: Incoming call  
customer [REDACTED] called

1. wanted to know more about the ICV recall
  - 2 the dlr said they need car all day, but than in two hours they were done. im a little fishy about their work.
  - 3 after they did the work seems other things have risen. like my tank keeps **SPIT**ting **GAS** at me.
  - 4 i also here a sound in engine now.
- wrt states
- 1 im sorry. but dlr does show they had sc done. exp what the dlr change out of car.
  - 2 if the pin fell in engine dlr has to diagnose further for SC on car. but if it only took two hours. most likely dlr saw pin was still intact and so the dlr only has to change the ICV on car.
  - 3 writer can check with dlr if this is what happen.
  - 4 advise cust to take veh to dlr and have it check. but they will charge you. veh is out of warranty.
- cust states
- 1 no that is fine. thank you

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

Page 1 of 1

Last name	First name	VIN of 2003 SORENTO LX 4X2	Case Number	Mileage
		KNDJD733935	K1589215	112,678
Lexington, SC		Prod. Date: 11/7/02	Dealer: NC024	Folger Kia

**Case History**

Complaint: Repair Assistance

\*\*\* NOTES 05/18/2009 08:48 AM US Mountain Standard Time KJohnson Action Type: Manager review

{!<For Internal Use Only  
incorrect drop down boxes for status and resolution>!!}

\*\*\* PHONE LOG 05/18/2009 08:48 AM US Mountain Standard Time KJohnson  
Customer stated:

- 1 - When I **FILL** the tank, the **GAS** stops after 1/4 or 1/2 tank and **SPEW**s out
- 2 - The mechanic didn't know what that was but saw there was a recall
- 3 - I'm in Charlotte, NC now

Writer stated:

- 1 - sc073 open
- 2 - Recall must be done by Kia dlr and will be done at no cost to you
- 3 - Recall not related to other complaint, but Kia dlr will be able to diagnose cause of **FUEL**ing issue and repair
- 4 - provided dlr contact info

Customer stated:

- 1 Thank you

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
██████████	██████████	KNDJC733335 ██████████	K1733131	121,811
Port Aransas, TX ██████████		Prod. Date: 1/25/03	Dealer: TX109 Cantwell Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 05/10/2010 07:04 AM US Mountain Standard Time DLyons

**CUST STATES:**

1. I HAVE A PROBLEM WITH THIS VEHICLE
2. I AM THE THIRD OWNER OF IT
3. WHEN I TRY TO *FUEL* THE VEHICLE I HAVE TO GO REALLY SLOW
4. THEN *FUEL* ALWAYS COMES BACK OUT ON ME. I AM COVERED IN *FUEL*
5. I TOOK TO THE DEALERSHIP & THEY ADVISED ME THAT THE FILTER NEEDED TO BE REPLACED
6. I REFUSED THE SERVICE BECAUSE IT WAS GOING TO COST ME \$250
7. THEY CHARGED ME FOR THE DIAGNOSIS \$89.20. IS THAT RIGHT

**WRITER ADVISED:**

1. APOLOGIZED
2. ANYTIME THAT A VEHICLE GOES TO THE KIA DEALERSHIP THERE IS A DIAGNOSIS FEE
3. IF IT IS A WARRANTY REPAIR THEN KIA PAYS FOR THE DIAGNOSIS & THE COST OF THE REPAIR
4. WHEN CUSTOMER IS *FILLING* WITH *FUEL*. DOES CUST STOP WHEN THE PUMP SHUTS OFF

**CUST STATES:**

1. I HAVE TO PUMP IT SLOW. AND THEN IT COMES OUT ON ME

**WRITER ADVISED:**

1. APOLOGIZED. IF CUSTOMER WOULD LIKE TO HOLD. WILL ATTEMPT TO REACH THE DEALERSHIP TO ADVISE CUSTOMER WHY THE FILTER NEEDS TO BE REPLACED

**CUST STATES:**

1. NO. BUT YOU CAN CALL ME BACK

**WRITER ADVISED:**

1. WILL RETURN CALL TO CUSTOMER AS SOON AS FURTHER INFORMATION IS AVAILABLE.
2. UPDATED CUST INFO. NO PREVIOUS CASES. NO SC.

\*\*\* PHONE LOG 05/11/2010 11:08 AM US Mountain Standard Time DLyons Action Type:Outgoing call

WRITER CALLED DEALERSHIP. Cantwell Kia. SPOKE TO BILL CANTWELL:

1. CALLING TO GET THE INFORMATION FROM DIAGNOSIS

**BILL STATES:**

1. CUST WAS HERE AT 121,000 MILES ON 5/4/10 FOR CEL. CAT CONVERTER & THE *FUEL* ISSUE
2. CUST IS OUTSIDE OF WARRANTY FOR ANY OF THESE ISSUES
3. THE CAT CONVERTER IS LEAKING CAUSING THE CEL
4. CUST ALSO STATED THAT *FUEL* COMES BACK OUT WHILE *FILLING*
5. THIS IS BECAUSE OF THE CHARCOAL CANISTER THAT IS AN EMISSIONS COMPONENT - WHAT HAPPENS IS THAT AIR CANNOT GO THROUGH THE SYSTEM WHICH CAUSES A BACK PRESSURE

WRITER THANKED BILL FOR THE INFORMATION. WILL CONTACT CUSTOMER.

\*\*\* PHONE LOG 05/11/2010 11:15 AM US Mountain Standard Time DLyons Action Type:Outgoing call

WRITER CALLED CUSTOMER:

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Kia Motors America  
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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733335 [REDACTED]	K1733131	121,811
Port Aransas, TX [REDACTED]		Prod. Date: 1/25/03	Dealer: TX109 Cantwell Kia	

3. THAT IS WHAT IS CAUSING THE RE *FUEL* ING CONCERNS  
4. APOLOGZIED THAT CUST IS NOT WITHIN ANY WARARNTY TO HAVE THE REPAIR TAKEN CARE OF AT NO CHARGE

CUST STATES:

1. THAT IS OK. THIS HAS OPENED MY EYES TO WHAT THE NEWER VEHICLES NEED
2. I HAVE TO HAVE KNEE SURGERY
3. THEN I WILL LOOK FOR ANOTHER CAR

WRITER ADVISED:

1. IF CUSTOMER NEEDS ASSISTANCE. THIS OFFICE CAN ASSIST WITH THE LOCATION OF A NEW VEHICLE.

CUST STATSE:

1. OH. NO. IT WILL NOT BE A KIA
2. BUT THANK YOU FOR YOUR RETURN CALL.

\*\*\* CASE CLOSE 05/11/2010 11:15 AM US Mountain Standard Time DLyons  
CLOSING CASE PENDING FURTHER CUSTOMER CONTACT.

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO 4X4 EN	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K174334	1,000
Vandalia, OH [REDACTED]		Prod. Date: 2/10/03	Dealer: OH039 Frank Z Kia	

Case History

Complaint Repair Assistance

\*\*\* PHONE LOG 06/05/2003 02:39 PM US Mountain Standard Time SReed

Caller stated

1. Have a brand new 03 Sorento
2. Had it to the dealership 3 times for a CEL problem
3. Each time they fix it the CEL comes on again when I get it home
4. Also it is hard to *FILL* with *GAS* (keeps *SPIT*ting it back up)
5. I feel this veh might be a lemon
6. How would I go about trading it in and getting another one
7. We love the veh and just would like another one with no problems

Wir stated

1. Unfortunately KMA does not buy back veh's unless you go through your states lemon law
2. Your warranty manual gives you info on where to begin that process
3. It is the responsibility of the KMA warranty to fix the veh
4. I would be happy to assist you with this

Caller stated

1. It is my wives veh and I am just trying to make her happy

Wir stated

1. Then lets do this let me make some phone calls to the dealership and find out what the situation is
2. And you investigate as to whether you will begin the Lemon Law process

Caller stated

1. Tht would be fine

\*\*\* PHONE LOG 06/06/2003 09:20 AM US Mountain Standard Time SReed Action Type:Outgoing call

Wir called and spoke to Svc mgr VJ who stated

1. We are currently diagnosing Ms. [REDACTED] veh
2. There is a problem with a *GAS* leak
3. We do not want this veh going through the lemon law so we will find an fix for this veh
4. Can I call you when we have more info

Wir thanked Svc Mgr VJ for his info and requested a call back when he has more info

\*\*\* PHONE LOG 06/11/2003 11:06 AM US Mountain Standard Time SReed Action Type:Outgoing call

Wir called and spoke to Svc Person Hagen who stated

1. Ms. [REDACTED] picked the veh up last Friday
2. We replaced ORVR valve
3. VJ said he left a message for you stating the veh was done

Caller thanked Svc Person Hagen for his info

\*\*\* PHONE LOG 06/11/2003 11:07 AM US Mountain Standard Time SReed Action Type:Outgoing call



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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K174334	1.000
Vandalia, OH [REDACTED]	Prod. Date: 2/10/03		Dealer: OH039 Frank Z Kia	

1. We have picked the veh and everything is fine

Wtr gave name and ext and requested call if further needed

\*\*\* CASE CLOSE 06/11/2003 11:08 AM US Mountain Standard Time SReed  
info given veh fixed and picked up

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
████████	████████	kndjd733735 ██████████	K1735511	122,000
Defuniak Springs, FL ██████████		Prod. Date: 8/24/02	Dealer: FL001 Lee Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 05/14/2010 03:02 PM US Mountain Standard Time KJohnson

Customer:

1 - The dealer replaced the radiator in September 2009 under recall, and now they say it needs to be replaced again, but they want to charge me \$500

Writer:

- 1 - Apologized
- 2 - What you are saying does not match up w/ records wtr has available and dlr closed at this time
- 3 - no sc on radiator
- 4 - wtr will follow up w/ dlr Monday and eb
- 5 - provided case no.

Customer:

- 1 - Thank you

\*\*\* PHONE LOG 05/17/2010 10:12 AM US Mountain Standard Time LSims Action Type:Incoming call

Mr ██████ stated

1. I Karen available
2. she was supposed to call the dealer
3. I also had some other things that I want to tell her about

wtr stated

1. apologized, she is not available right now
2. also wtr does see that the case is open and she is working it
3. wtr will transfer caller to VM

wtr transferred caller to VM of KJohnson

\*\*\* PHONE LOG 05/18/2010 11:21 AM US Mountain Standard Time KJohnson Action Type:Outgoing call

Called dlr and Bob stated:

- 1 - radiator is leaking
- 2 - before customer bought veh last Sept., we did repair on y-pipe for coolant leak, but that was different component
- 3 - confirmed veh at issue

\*\*\* PHONE LOG 05/18/2010 12:13 PM US Mountain Standard Time MTrem Action Type:Incoming call

Caller Mr ██████ states:

1. can I speak with FCM KJohnson?
2. I tried calling her yesterday
3. I'd like to get an update on my case
4. ok thank you, yes I'd like a call back then

WTR states:

1. apologized
2. FCM KJohnson is away from her desk
3. FCM KJohnson did contact DLR today
4. WTR will let KJohnson know CST wants a call back with an update

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	kndjd733735 [REDACTED]	K1735511	122,000
Defuniak Springs, FL	[REDACTED]	Prod. Date: 8/24/02	Dealer: FL001 Lee Kia	

\*\*\* PHONE LOG 05/19/2010 08:13 AM US Mountain Standard Time KJohnson Action Type:Outgoing call  
Called customer and left VM:

- 1 - Rather than continue phone tag, will leave detailed msg and request you call back if you need to discuss
- 2 - once we got VIN, no sc on this veh relating to cooling system
- 3 - part that was replaced last fall was y-hose
- 4 - part that is leaking now is radiator
- 5 - warranty on radiator has expired by mileage and time: it was 5/60
- 6 - Given mileage on veh, Kia will not assist with this repair
- 7 - Regret we could not deliver the news you wanted to hear
- 8 - Please CB if need to discuss further
- 9 - provided 800# and case no.

\*\*\* CASE CLOSE 05/19/2010 08:14 AM US Mountain Standard Time KJohnson

\*\*\* PHONE LOG 05/19/2010 09:41 AM US Mountain Standard Time RSabin Action Type:Incoming call  
CUST STATED:

1. IS KAREN AVAILABLE

WRITER ADVISED:

1. SHE IS NOT AVAILABLE RIGHT NOW
2. SHE JUST LEFT YOU A VM. DID YOU RECEIVE IT?

CUST STATED:

1. NO

WRITER ADVISED:

1. ACCORDING TO HER CASE NOTE'S THE Y-PIPE WAS REPLACED LAST AND NOT THE RADIATOR
2. THE RADIATOR IS WHAT YOUR HAVING A ISSUE WITH NOW
3. YOU HAVE NO OPEN SERVICE CAMPAIGN'S ON THE VEH
4. THE WARRANTY ON THE RADIATOR IS 5/60 AND IT HAS EXPIRED

CUST STATED:

1. OK. I HAVE ANOTHER QUESTION
2. I CAN'T **FILL** UP MY **GAS** TANK ALL THE WAY WITH OUT IT CUTTING OFF
3. I WAS TOLD BY THE DLR ALL KIA'S WERE RECALLED FOR THIS

WRITER ADVISED:

1. YOU HAVE NO OPEN SC ON YOUR VEH AND NON THAT PERTAINED TO THE **GAS** TANK
2. SORRY FOR CONFUSION, SVC CAMPAIGN'S ARE VIN SPECIFIC

CUST STATED:

1. OK THANKS

\*\*\* CASE CLOSE 05/19/2010 09:42 AM US Mountain Standard Time RSabin

\*\*\* CASE CLOSE 07/22/2010 11:17 AM US Mountain Standard Time TMorales

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733035 [REDACTED]	K1479457	65,000
Clearwater, FL [REDACTED]		Prod. Date: 11/15/02	Dealer: FL030 Potomkin Kia	

Case History

Complaint: Repair Assistance

\*\*\* PHONE LOG 07/30/2008 08:08 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. I AM HAVING AN ISSUE WITH THE CAR WHERE I CANNOT GET *GAS* IN THE *GAS* TANK DURING A *FILL* UP
2. I CAN GET IT IN BUT IT TAKES A WHILE.
3. I DID SOME RESEARCH ON LINE AND FOUND A SC053 RECALL HAVING TO DO WITH A *FUEL* LEAK.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. THE RECALL SYMPTOMS FOR SC053 ARE NOT HAVING TROUBLE *FILLING* THE CAR. IT IS FOR A *FUEL* LEAK.
3. WE DID HAVE A RECALL FOR SPECTRAS ON THIS WHICH WAS FOR THE ORVR VALVE HOWEVER THAT MAY NOT BE WHAT IS GOING ON WITH YOUR CAR. I WOULD RECOMMEND GETTING IT INSPECTED.

CUSTOMER STATES.

1. THANK YOU FOR THE INFORMATION.
2. WHEN WAS MY CAR PRODUCED.

WRITER STATES.

11/15/02

\*\*\* CASE CLOSE 07/30/2008 08:08 AM US Mountain Standard Time SLarez

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD733835 ██████████	K1645759	36,000
Pensacola, FL ██████████		Prod. Date: 8/30/02	Dealer: FL062 Kia AutoSport	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 09/17/2009 12:15 PM US Mountain Standard Time JSinclair  
Customer states:

1. Whenever my wife *FILLs* up the *GAS* it *SPILLs* out
2. Is there a recall on this

Wir states:

1. Updated info
  2. Advs customer no open SC
- Thanked and call ended

\*\*\* CASE CLOSE 09/17/2009 12:15 PM US Mountain Standard Time JSinclair

\*\*\* PHONE LOG 09/18/2009 07:45 AM US Mountain Standard Time AJudson Action Type:Incoming call  
Customer States:

1. The ORVR is creating a *SPIT* back when my wife was trying to *FILL* it.
2. A couple times she got soaked with *GAS*oline and wanted to verify if there is information about this?
3. Are there any open recalls on the vehicle?

Writer States:

1. Apologized for the problem.
2. Advised customer that there are no open SC on the vehicle.
3. Customer has 10/100 PTW, covers engine axles and transmission for defects.
4. Gave customer the number to FL062, can contact dealer for repair assistance.

\*\*\* CASE CLOSE 09/18/2009 07:46 AM US Mountain Standard Time AJudson

\*\*\* CASE CLOSE 09/24/2009 02:09 PM US Mountain Standard Time AJudson

\*\*\* NOTES 01/26/2010 09:39 AM US Mountain Standard Time TMorales Action Type:Manager review  
\*\*\*\*\*EMAIL FORWARDED BY NCA\*\*\*\*\*

Name : ██████████

Address : ██████████ Pensacola, FL ██████████

Phone : ██████████

E-Mail : ██████████

Vehicle : Sorento

Dealer/Branch : Pensacola

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD7338350 [REDACTED]	K1645759	36,000
Pensacola, FL [REDACTED]		Prod. Date: 8/30/02	Dealer: FL062 Kia AutoSport	

VehicleNo : Florida [REDACTED]

Mileage : 37,055

Purchasing Date : 01/02/03

content

1. Complaint

I recently took my 2003 Sorento for repair to the dealership's service department due to **FUEL SPIT** back even when the tank is almost empty. The following parts were replaced: canister part number 0K07A-13970, canister close valve part number 31430-29200, and air filter part number 31453-26300. I was told that it was caused by over **FILLing** during re**FUELing** and that pieces of charcoal got into the lines and canister close valve. I re-checked the owner's manual again because I do not remember reading about excess **FUEL** might get in the canister and the charcoal may cause the lines and canister close valve to get clogged. How can an owner or person **FUELing** the vehicle know NOT to put **FUEL** in the canister if the canister is an internal component?

2. Request

I respectfully request reimbursement of total cost incurred (\$515.39) in invoice number K1CS85851 of 01/18/10, customer number 5400. Dealership name: Kia AutoSport, 6637 Pensacola Blvd, Pensacola, Florida 32505. Tel: (850) 457-7772 Advisor's name: Jeff Foster 15456

Sent 2010-01-19 ?? 10:38:42F

\*\*\* PHONE LOG 01/27/2010 10:38 AM US Mountain Standard Time MTrem Action Type:Outgoing call  
WTR LVM for Mr E requesting call back, gave case number, contact info

\*\*\* NOTES 01/27/2010 10:39 AM US Mountain Standard Time MTrem Action Type:Manager review  
OM page 3/80 reviews ORVR **FUELing**

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733X35 [REDACTED]	K1455916	122,000
Shawnee, OK [REDACTED]		Prod. Date: 11/12/02	Dealer: OK019 Big Red Kia	

Case History

Complaint: Repair Assistance

\*\*\* PHONE LOG 06/06/2008 07:43 AM US Mountain Standard Time TShamburger

Mrs [REDACTED] called

1. when putting **GAS** in veh. it will click off like it is full even when I only put 2-3 gallons in. it **SPITs** out

2. is this related to a recall?

wrt stated

1. no this issue is not related to a recall

2. you do have two open recalls SC072 and SC073

3. provided clst dlr and gave ph#

4. advised cust her veh was out of warr

cust thanked wrt call ended

\*\*\* CASE CLOSE 06/06/2008 07:43 AM US Mountain Standard Time TShamburger

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

Page 1 of 3

Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K1036959	34,000
Caldwell, ID [REDACTED]		Prod. Date: 4/29/03	Dealer: ID007	Nampa Kia

**Case History**

Complaint: Quality

\*\*\* PHONE LOG 11/10/2005 01:02 PM Pacific Daylight Time CFurumoto

NCA RECEIVED LETTER FROM CUSTOMER.

1. CUSTOMER UNHAPPY THAT THEIR VEHICLE HAS HAD SO MANY PROBLEMS WITH ONLY 34,220 MILES ON IT.

WRITER CALLED CUSTOMER TO GET VIN. LEFT MESSAGE.

\*\*\* NOTES 11/10/2005 04:07 PM Pacific Daylight Time CFurumoto Action Type: Manager review

WRITER DID NOT RECEIVE CALL BACK FROM CUSTOMER. SENT CUSTOMER A VIN REQUEST LETTER. CASE CLOSED PENDING FURTHER INFO FROM CUSTOMER.

\*\*\* CASE CLOSE 11/10/2005 04:08 PM Pacific Daylight Time CFurumoto

\*\*\* NOTES 11/11/2005 03:31 PM Pacific Daylight Time CFurumoto Action Type: Correspondence rec.

WRITER RECEIVED PHONE CALL FROM ALICE FISCHER.

1. CUSTOMER PROVIDED WRITER WITH VIN NUMBER.
2. CUSTOMER STATED SHE HAD AN ADDITIONAL PROBLEM WITH HER VEHICLE SINCE SHE WROTE LETTER:
3. ON 11/9/05, CUSTOMER STATED THAT **GAS** GAUGE INDICATED THAT IT WAS EMPTY.
4. CUSTOMER WENT TO **GAS** STATION AND COULD ONLY **FILL** UP \$3.00 WORTH OF **GAS**.
5. CUSTOMER TAKING VEHICLE IN TO CORRECT THIS PROBLEM.
6. CUSTOMER ALSO GAVE WRITER HER WORK NO. [REDACTED]
7. WRITER ADVISED CUSTOMER THAT A CASE WOULD BE OPENED UP FOR HER AND FORWARDED TO REGION.

SCANNED AND DISPATCHED TO REGION FOR FURTHER HANDLING.

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

Send to: [Ferdig, Neal]

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

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

File Attachment: \copubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K1036959\_LQmalley\_11-14-2005150912.doc

\*\*\* PHONE LOG 11-15-2005 12:13 PM Pacific Daylight Time LQmalley Action Type: Outgoing call

writer called Svc Director Brian Duplanti who stated:

1. just talked to cust this morning
2. she is faxing me a copy of her letter she sent you
3. I will call her after I receive it
4. the car is here now for a **GAS** gauge concern

writer stated:



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

Page 2 of 3

Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
		KNDJC733835	K1036959	34,000
Caldwell, ID		Prod. Date: 4/29/03	Dealer: ID007 Nampa Kia	

1. I can fax you the letter now

Brian stated:

1. great.
2. I'll call her today and call you back

\*\*\* NOTES 11/15/2005 12:13 PM Pacific Daylight Time LOMalley Action Type:Facsimile sent  
writer faxed cust letter to Brian at dealer

\*\*\* PHONE LOG 11/15/2005 01:06 PM Pacific Daylight Time LOMalley Action Type:Outgoing call  
writer called customer left detailed message stating:

1. recd your letter
2. have contacted dlr SM
3. also have notified DPSM who will be overseeing your repairs
4. dealer will be following up with you tomorrow
5. I will be following up with dealer to ensure veh is repaired.
6. pls call back with any questions

\*\*\* NOTES 11/17/2005 11:10 AM Pacific Daylight Time LOMalley Action Type:E-mail sent  
writer sent email to DPSM of service history

\*\*\* PHONE LOG 11/17/2005 11:11 AM Pacific Daylight Time LOMalley Action Type:Incoming call  
writer recd call from DPSM stating:

1. recd your email
2. I agree cust has had a lot of concerns
3. send cust a goodwill offer letter

writer stated:

1. ok will contact customer
2. and offer goodwill

\*\*\* PHONE LOG 11/17/2005 03:30 PM Pacific Daylight Time LOMalley Action Type:Outgoing call  
writer called customer left message to call back

\*\*\* PHONE LOG 11/18/2005 11:15 AM Pacific Daylight Time LOMalley Action Type:Outgoing call  
writer called customer left message to call back

\*\*\* NOTES 11/23/2005 02:22 PM Pacific Daylight Time LOMalley Action Type:Correspondence sent  
writer sent goodwill offer letter to cust.

\*\*\* CASE CLOSE 11/23/2005 02:32 PM Pacific Daylight Time LOMalley  
closed pending receipt of signed offer letter from customer

Kia Motors America  
Consumer Affairs Department

Page 3 of 3

Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
		KNDJIC733835	K1036959	34,000
Caldwell, ID		Prod. Date: 4/29/03	Dealer: ID007	Nampa Kia

\*\*\* NOTES 12/21/2005 01:11 PM Pacific Daylight Time LOMalley Action Type: Manager review  
writer rec'd signed offer letter from customer  
goodwill request to NCA

\*\*\* CASE CLOSE 12/21/2005 01:11 PM Pacific Daylight Time LOMalley

\*\*\* NOTES 01/19/2006 03:28 PM Pacific Daylight Time LOMalley Action Type: Correspondence sent  
writer sent goodwill ck to dealer SM Craig with release for customer to sign

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

Page 1 of 1

Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733035 [REDACTED]	K1007211	13,700
Key West, FL [REDACTED]		Prod. Date: 6/28/03	Dealer: FL082 Key West Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 08/30/2005 04:42 AM US Mountain Standard Time ERuiz

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

1. THE CEL CAME ON
2. I WOULD LIKE TO KNOW WHERE CAN I TAKE MY CAR TO HAVE IT SVC.
3. WOULD IT BE OK TO DRIVE THE CAR W/ THE CEL ON.

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

1. WRT GAVE THE CUSTOMER THE NAME AND PHONE # OF THE KIA DEALER IN THE NEAR BY AREA.
2. KIA SUGGESTS NOT TO DRIVE THE VEHICLE IF THE CEL IS FLASHING.
3. STEADY CEL COULD BE THE RESULT OF A LOSE **GAS** CAP, OR A CENSOR THAT MAY BE FAILING.
4. CUSTOMER THANKED WRT FOR THE INFO.

\*\*\* CASE CLOSE 08/30/2005 04:42 AM US Mountain Standard Time ERuiz

\*\*\* PHONE LOG 08/31/2005 08:35 AM US Mountain Standard Time TMorales Action Type:Incoming call  
CUST STATED:

1. THERE IS NO DLR HER IN KEY WEST FL
2. AND WE CAN'T PUT **GAS** IN THE CAR: IT **SPITS** IT OUT
3. SO DON'T THINK IT CAN BE DRIVEN TO THE DLR

WRITER ADVISED:

1. APOLOGIZED FOR THE PROBLEM
2. PROVIDED NEAREST DLR INFO
3. VEH HAS 54XX R/A TO HAVE VEH TOWED TO NEAREST DLR IF THE VEH CAN'T BE DRIVEN
4. WILL CALL R/A AND PROVIDE INITIAL INFO AND THEN CONFERENCE CUST IN TO FINISH SET UP

WRITER WARM TRANSFERRED CUST AFTER PROVIDING R/A AGENT MIKE W VIN

\*\*\* CASE CLOSE 08/31/2005 08:35 AM US Mountain Standard Time TMorales

\*\*\* PHONE LOG 08/31/2005 10:16 AM US Mountain Standard Time ERuiz Action Type:Incoming call

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

1. I HAD THE CAR TOWED TO THE DEALER.
2. I WOULD LIKE TO KNOW IF THERE IS ANY RENTAL THAT CAN BE PROVIDED.

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

1. RENTAL VEHICLES ARE NOT A PROVISION OF THE WARRANTY.
2. CUSTOMER THANKED WRT FOR THE INFO.

Kia Motors America  
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2003 SORENTO 4X2 EN	Case Number	Mileage
		KNDJD733X35	K1555480	65,000
Miami, FL		Prod. Date: 2/14/03	Dealer: FL085	Kendall Kia

Case History

Complaint: Repair Assistance

\*\*\* PHONE LOG 02/19/2009 07:34 AM US Mountain Standard Time RHall

Valerie Georgelin stated

1 I have a recall on my Sorento for the *FUEL* lines

2 For the past the 5 months- I have problem putting *GAS* in the car and it will *SPIT* it back at me

wrt stated

1 apologized, you have no open recalls on the vehicle

2 your veh was never affected by any *FUEL* related recalls

3 your veh has only had SC'072 and SC'073 for the crank shaft pulley bolt and the induction control valve

4 apologized, not all recalls affect all models in that year, it also depends on the plant and the production date

5 the *FUEL* may be *SPIT*ting back out if the *FUEL* sensor has been saturated

6 do you top off you *GAS* tank when you *FILL* up for *FUEL*?

Mrs. stated

1 no not really

wrt stated

1 wrt stated advised to take veh to Kia dlr for diagnosis to determine why *FUEL* is *SPIT*ting back out

2 wrt is not trained tech so dlr would be the best to advise on your concern

3 the *FUEL* system is under warranty for 5yr/60k miles which ever comes first, so the *FUEL* system is out of warranty  
apologized

4 gave ph# to FL085

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733135 [REDACTED]	K1705995	123,660
St. Peters, MO [REDACTED]		Prod. Date: 9/4/02	Dealer: M0001 Zeiser Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 03/01/2010 02:21 PM US Mountain Standard Time TMorales

Region : U.S.A

Country : U.S.A

Name : [REDACTED]

Address : [REDACTED] Peters, MO [REDACTED]

Phone : [REDACTED]

E-Mail : [REDACTED]

Vehicle : Sorento

Dealer/Branch : Zeiser Kia, St. Peters, MO

Vin : KNDJC733135 [REDACTED]

VehicleNo : MA5-C1A

Mileage : 220k

Purchasing Date : 10/2005

**content**

**I. Complaint**

February 25, 2010 KIA Motors Customer Relations & Service Department Attn: Investor Relations & Service After Sales Managers, I am a VERY dissatisfied KIA customer with a serious SAFETY and QUALITY problem with my vehicle and after repeated visits to local dealership (Zeiser KIA, St. Peters, MO), several recall notifications I am at my wit's end....having wrestled with this problem for over two years now with NO satisfaction. Unfortunately beyond the "typical warranty period" of the used vehicle I purchased, i.e. 2003 Sorento (VIN # KNDJC733135 [REDACTED]), it developed a "very uncharacteristic problem", so unusual as to essentially "stump" the local service technicians, none of which purportedly have "ever seen anything like it before in many many years experience working on vehicles". Specifically, the symptoms of the problem are...a serious reFUELing problem resulting in unavoidable MASSIVE FUEL SPILLage upon reFUELing. The problem exhibits itself as a repeated, HUGE "GASoline burp EXPULSION" of Liquid FUEL...NOT fumes several times during attempted FILLings. Amount of GASoline EXPELled is estimated as pints to quarts at a time!...routinely resulting in a large puddle of SPILLED GASoline. There are no signs or indications of outward / external damage to any components and internal inspection by mechanics indicates no obvious obstruction in the outermost FILL tube/line. Again, I understand this issue to perhaps (normally) be beyond any warranty coverage by the Dealership and/or KIA Motors proper, however, I must assume, due to a) the "rarity" of this particular symptom problem, i.e. the apparent absence of ANY other examples / cases of this occurrence....and b) severe hazard associated with it, that it logically follows that the expectation that it NOT occur (or be allowed to occur) in the lifetime of the vehicle, is NOT unreasonable or excessive. That said, it follows that either the design is flawed, i.e. not having sufficient redundancy / safety precautions to prevent its occurrence (ever), or that there must be a MANUFACTURING DEFECT of the vehicle system or component thereof, not allowing it to be like ALL other vehicles which do NOT (ever) exhibit this problem..... consequently warranting "special case" consideration. Therefore, I respectfully request that you take special note of this situation and work to understand and rectify it, post haste Beyond the obvious fire danger created, there's the numerous occasions of clothing damage, skin exposure, noxious fumes inhalation, AND considerable \$\$ lost in FUEL cost / SPILL cleanup, left on the station lot. Most especially noted is the adverse effect of repeated exposure to

# Kia Motors America Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733135 [REDACTED]	K1705995	123,660
St. Peters, MO [REDACTED]		Prod. Date: 9/4/02	Dealer: MO001 Zeiser Kia	

has the same or worse results. It happens anywhere. NOTE: A video of the **SPILLage** has been made and can be made available to you upon request if desired. I have on several occasions tried to resolve this issue with ZEISER KIA to NO avail. I've tried invoking various KIA "recall messages" to which I've been told do not apply to this problem. I am not aware of any others (recall notifications) out there that may address this issue or if any are in work. Consequently I'm at your mercy to know if this has or has not been brought to your attention, is being resolved "fleet wide", is pending, or if mine is a "one-off" case. I realize considerable time has passed since the origin of this problem; however initial notification of defect was made reasonably soon after purchase. It is only because of my great necessity for the vehicle for day-to-day activity that I've been unable to take a more aggressive approach to settlement, time-wise. After most recent "near miss" problems with **SPILLage** I am now compelled to have this resolved NOW before any more serious conditions are encountered. It also continues to be a great source of stress / strain, embarrassment, and harassment by / at establishments where copious amounts of **FUEL** is unavoidably "puddled"....not to mention the continuous smell of **GAS** on my clothing, hands, etc. Speculation by various technicians implies there may be a defect with a charcoal filter (? or something) in the re**FUEL**ing line which has apparently, unexpectedly, or unintentionally broken and traveled into either/both the downstream **FUEL** line and/or tank, preventing the free flow of **GAS**oline. Repairs have been estimated at approx. \$1000 for replacement of any/all suspect components. To that end, I respectfully request that KIA immediately consider, and advise me of any of the following options, which would be acceptable to you, as they are me, that you'd like to pursue, to resolve this CRITICAL ISSUE. I would be willing to entertain any other amicable / equivalent alternate settlements as well. 1. Replace IMMEDIATELY this vehicle with equivalent (or better) make, model, year which is free of above defect. (Assuming all other aspects are up to industry standards as well). 2. Arrange and facilitate "no questions asked" (tired of arguing) REPAIR of current vehicle, to include "loaner vehicle" during interim, at ZEISER KIA dealership, no later than the end of 27 FEB 10. 3. Monetary compensation in the amount of \$3000. For correction of the issue by some other responsible agency. While I have not investigated / discussed this matter "publicly" to know how widespread the problem may be, it is apparent / obvious to me, and others who are familiar with my plight/problem that THIS IS AN OBVIOUS MANUFACTURING DEFECT which should be repaired / replaced at KIA's expense. I'm sure you appreciate and value my discretion by bringing this matter FIRST (privately) to your attention, in this manner to allowing you greatest flexibility and containment for its resolution. I decided to allow you the opportunity to "make right" this situation with this likely manufacturing defect, (be it my vehicle alone,...or many (unknown) others?) before taking anymore widespread / public action. I trust you know how important "image" is and public impression of product / brand quality, especially in today's "instant information / technology" world,...and its heightened attention, "recall conscious" consumer / environment. I am confident you'll be plenty motivated to correct this situation quickly and equitably. I anxiously await your positive response to this message, so as not to have to endanger myself and family ANY LONGER. As you would I'm sure, I expected a much more enjoyable "car purchase experience" from KIA and a better experience relative to quality and responsiveness. This being my first buying experience with them....I must admit, I'm not impressed and would like to be "re-convinced" of your commitment to safety, quality, and customer satisfaction. Again, I do not need to be reminded that this issue is not covered by some normal, implied or expressed warranty, but instead am appealing to your better judgment and fairness that one of the above defined options is the best course of action for closure of this issue. Thank you very much for your time and consideration of this serious matter. Darie Gordy 4 Oakview Dr. St. Peters, MO 63376 (636) 698-4154

## 2. Request

I realize considerable time has passed since the origin of this problem; however initial notification of defect was made reasonably soon after purchase. It is only because of my great necessity for the vehicle for day-to-day activity that I've been unable to take a more aggressive approach to settlement, time-wise. After most recent "near miss" problems with **SPILLage** I am now compelled to have this resolved NOW before any more serious conditions are encountered. It also continues to be a great source of stress / strain, embarrassment, and harassment by / at establishments where copious amounts of **FUEL** is unavoidably "puddled"....not to mention the continuous smell of **GAS** on my clothing, hands, etc. Speculation by various technicians implies there may be a defect with a charcoal filter (? or something) in the re**FUEL**ing line which has apparently, unexpectedly, or unintentionally broken and traveled into either/both the downstream **FUEL** line and/or tank, preventing the free flow of **GAS**oline. Repairs have been estimated at approx. \$1000 for replacement of any/all suspect components. To that end, I respectfully request that KIA immediately consider, and advise me of any of the following options, which would be acceptable to you, as they are me, that you'd like to pursue, to resolve this CRITICAL ISSUE. I would be willing to entertain any other amicable / equivalent alternate settlements as well. 1. Replace IMMEDIATELY this vehicle with equivalent (or better) make, model, year which is free of above defect. (Assuming all other aspects are up to industry standards as well). 2. Arrange and facilitate "no questions asked" (tired of arguing) REPAIR of current vehicle, to include "loaner vehicle" during interim, at ZEISER KIA dealership, no later than the end of 27 FEB 10. 3. Monetary compensation in the amount of \$3000. For correction of the issue by some other responsible agency.

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
██████████	██████████	KNDJC733135 ██████████	K1705995	123,660
St. Peters, MO ██████████		Prod. Date: 9/4/02		Dealer: M0001 Zeiser Kia

interim, at ZEISER KIA dealership, no later than the end of 27 FEB 10. 3. Monetary compensation in the amount of \$3000. For correction of the issue by some other responsible agency. While I have not investigated / discussed this matter "publicly" to know how widespread the problem may be, it is apparent / obvious to me, and others who are familiar with my plight/problem that THIS IS AN OBVIOUS MANUFACTURING DEFECT which should be repaired / replaced at KIA's expense. I'm sure you appreciate and value my discretion by bringing this matter FIRST (privately) to your attention, in this manner to allowing you greatest flexibility and containment for its resolution. I decided to allow you the opportunity to "make right" this situation with this likely manufacturing defect. (be it my vehicle alone...or many (unknown) others?) before taking anymore widespread / public action. I trust you know how important "image" is and public impression of product / brand quality, especially in today's "instant information / technology" world...and its heightened attention, "recall conscious" consumer / environment. I am confident you'll be plenty motivated to correct this situation quickly and equitably. I anxiously await your positive response to this message, so as not to have to endanger myself and family ANY LONGER. As you would I'm sure, I expected a much more enjoyable "car purchase experience" from KIA and a better experience relative to quality and responsiveness. This being my first buying experience with them...I must admit, I'm not impressed and would like to be "re-convinced" of your commitment to safety, quality, and customer satisfaction. Again, I do not need to be reminded that this issue is not covered by some normal, implied or expressed warranty, but instead am appealing to your better judgment and fairness that one of the above defined options is the best course of action for closure of this issue. Thank you very much for your time and consideration of this serious matter. ██████████

St. Peters, MO ██████████

Sent 2010-02-26 ?? 2:46:54

\*\*\* PHONE LOG 03/04/2010 09:54 AM Pacific Daylight Time MWirz Action Type:Incoming call  
WRITER RECEIVED EMAIL FROM CUSTOMER

1. SAME AS ABOVE REQUESTING ASSISTANCE
2. WRITER PULLED CARFAX AND THIS CUSTOMER IS THE SECOND OWNER
3. THE VEHICLE HAD AN ACCIDENT WHERE THE AIRBAGS DEPLOYED ON 8/11/2005
4. ON 9/20/2008 THE VEHICLE HAD 101,364 MILES. BASED ON DRIVING HABIT THE VEHICLE SHOULD NOW HAVE APPROXIMATELY 127,227 MILES
5. THERE ARE TWO OPEN RECALLS ON THE VEHICLE THAT THE CUSTOMER HAS NOT COMPLETED.  
RECALL SC072 AND SC073
6. THE CUSTOMER HAS A CURRENT CONCERN WITH **FUEL SPILLING** WHEN **FILLING**
7. ACCORDING TO THE CUSTOMER SHE HAS TAKEN THE CAR TO ZEISER KIA TO NO AVAIL
8. THEY ARE TELLING HER THAT THERE IS NOTHING WRONG WITH THE CAR
9. THE CUSTOMER IS REQUESTING THE VEHICLE BE REPAIRED AT NO COST TO HER
10. MONETARY COMPENSATION OF \$3000 FOR REPAIR OF THE ISSUE BY SOME OTHER RESPONSIBLE AGENCY
11. OR IMMEDIATELY REPLACE THE VEHICLE

\*\*\* NOTES 03/04/2010 10:00 AM Pacific Daylight Time MWirz Action Type:Manager review  
CASE BEING DISPATCHED TO THE REGION FOR THE FOLLOWING

1. PLEASE CONTACT THE CUSTOMER IMMEDIATELY
2. CAR HAS TWO OPEN RECALLS. SC072 AND SC073

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733135 [REDACTED]	K1705995	123,660
St. Peters, MO [REDACTED]		Prod. Date: 9/4/02	Dealer: M0001 Zeiser Kia	

3. CAR NEEDS TO BE TAKEN TO THE DEALERSHIP IMMEDIATELY FOR COMPLETION
4. CUSTOMER IS REQUESTING THAT CAR BE FIXED AT NO CHARGE FOR A **FUELING SPILLING** CONCERN WHICH SHE STATES ZEISER KIA HAS BEEN AWARE OF AND CAN NOT FIX SINCE SHE PURCHASED THE CAR USED WITH 32K ON 3/15/05
5. CUSTOMER IS REQUESTING REPLACEMENT VEHICLE OR COMPENSATION OF \$3000 IF THE CAR CAN NOT BE FIXED BY KIA
6. CUSTOMER IS REQUESTING A RENTAL WHILE THE REPAIRS ARE BEING COMPLETED

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

Send to:[Wirz, Margie [KMA]]

EMAIL

BEING SENT TO MARK HOUKAL, RCAM

PLEASE READ NOTES AND HAVE SOMEONE CONTACT CUSTOMER IMMEDIATELY

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

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

<<File Attachment: \\ccpubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K1705995\_MWirz\_03-04-2010100215.doc>>

\*\*\* NOTES 03/04/2010 11:04 AM US Mountain Standard Time JHirshfield Action Type:Manager review

[!-For Internal Use Only

NCA requests customer contact today-!]

\*\*\* NOTES 03/04/2010 11:08 AM US Mountain Standard Time JHirshfield Action Type:Manager review

[!-For Internal Use Only

case assigned to FCM E Ruiz for customer contact-!]

\*\*\* NOTES 03/04/2010 10:14 AM Pacific Daylight Time MHoukal Action Type:Manager review

[!-For Internal Use Only

Note that per NCA request, CRCA is handling case-!]

\*\*\* NOTES 03/04/2010 10:15 AM Pacific Daylight Time MHoukal Action Type:Manager review  
(RCAM assigned to MGallagher for customer contact as requested by NCA

\*\*\* NOTES 03/04/2010 10:25 AM Pacific Daylight Time MHoukal Action Type:Manager review  
Additional RCAM requests:

- 1) please coordinate tow thru RSA for SC072 and SC073
- 2) Coordinate w/ DPSM for rental



Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733135 [REDACTED]	K1705995	123.660
St. Peters, MO [REDACTED]		Prod. Date: 9/4/02	Dealer: MO001	Zeiser Kia

\*\*\* NOTES 03/04/2010 10:25 AM Pacific Daylight Time MHoukal Action Type:Manager review  
636-698-4154 is number to be used for customer per NCA

\*\*\* NOTES 03/04/2010 10:26 AM Pacific Daylight Time MHoukal Action Type:Manager review  
per NCA - customer is to be contacted today

\*\*\* PHONE LOG 03/04/2010 11:45 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

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

1. WRT CALLED MRS GORDY BACK AT (314) 291-3857.
2. WRT ADVISED. THE KCAC WAS INFORMED ABOUT HER CURRENT CONCERN.
3. WRT APOLOGIZED TO THE CST FOR THE INCONVENIENCE.

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

1. EVERY TIME I GO TO PUT *GAS* IN MY CAR. *FUEL* COMES OUT OF THE TANK.
2. THIS IS REALLY BAD
3. I EVEN HAVE A VIDEO THAT I HAVE TAKEN OF THE ACTUAL *FUEL* COMING OUT
4. I TOOK THE CAR TO THE DLR AND THEY SAID THEY HAD NEVER SEEN ANYTHING LIKE THIS.
5. THE SVC DEPT DIDN'T GET TO SEE THE VIDEO BUT THEY AGREED THIS IS A REALLY UNUSUAL PROBLEM.
6. IT'S REALLY UPSETTING ME BECAUSE I HAVE TO PAY AROUND \$1000 TO GET IT FIX.
7. THE SVC DEPT SAID THAT I WOULD PROBABLY HAVE THE *FUEL* TANK REPLACED.
8. THEY SAID THAT THERE'S SOMETHING WRONG W/ THE CHARCOAL CANISTER.
9. I AM A MOTHER W/ THREE CHILDREN AND EVERY TIME I RE *FUEL* MY CAR I AM PUTTING MY KIDS IN DANGER.
10. I GUESS I CAN JUST TALK TO A LAWYER AND LET HIM HANDLE IT.
11. I WANT TO JUST TAKE MY CAR TO THE DLR AND HAVE THEM REPAIR MY CAR AT KIA'S EXPENSES.

\*\*\*WRITER ADVISED\*\*\*

1. THE VEHICLE IS NOW OUT OF WARRANTY.
2. WRT WILL HAVE NO PROBLEM REVIEWING HER REQUEST W/ THE SVC AND KIA DISTRICT MGR.
3. THERE IS ABSOLUTELY NO GUARANTEE FOR ASSISTANCE AT THIS TIME SINCE THE VEHICLE IS OUT OF WARRANTY.
4. CST MAY NEED TO AUTHORIZE AND PAY FOR THE INSPECTION FEE.
5. WRT WILL CALL THE CST BACK AT WORK OR AT 636 698-4154.

\*\*\* PHONE LOG 03/04/2010 11:50 AM US Mountain Standard Time ERuiz Action Type:Outgoing call

\*\*\*WRITER\*\*\*

1. WRT CALLED MO001.
2. WRT SPOKE TO BRIAN IN SVC.
3. WRT ASKED TO SPEAK TO THE SVC MGR.
4. BRIAN THEN STATED:
  - a) BRED HUBBARD IS AT OUR OTHER STORE.
  - b) HE CAN BE REACH AT 314 831-6500.
5. WRT THANKED BRIAN FOR THE INFO.

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733135 [REDACTED]	K1705995	123,660
St. Peters, MO [REDACTED]		Prod. Date: 9-4-02	Dealer: MO001 Zeiser Kia	

\*\*\* PHONE LOG 03/04/2010 11:51 AM US Mountain Standard Time ERuiz Action Type:Outgoing call  
\*\*\*WRITER\*\*\*

1. WRT CALLED BRAD HUBBARD BACK AT 314 831-6590.
2. WRT SPOKE TO MIKE IN SVC INSTEAD.
3. MIKE STATED:
  - a) BRAD IS CURRENTLY OUT FOR LUNCH AT THIS TIME.
  - b) HE WILL BE BACK IN ABOUT 45 MINUTES.
4. WRT THANKED MIKE FOR HIS ASSISTANCE.

\*\*\* PHONE LOG 03/04/2010 12:01 PM US Mountain Standard Time ERuiz Action Type:Outgoing call  
\*\*\*WRITER STATED\*\*\*

1. WRT CALLED DPSM. JOHN ROPER.
2. JOHN WAS NOT AVAILABLE.
3. WRT LEFT A SHORT BUT DETAILED MESSAGE.
4. WRT TOLD JOHN THAT THE CAR HAS BEEN DISPATCHED FROM NCA TO THE CRCA'S OFFICE.
5. THE CASE PENDING THE RCAM'S REVIEW.
6. PLEASE, CALL ME BACK AND ADVISE IF WRT SHOULD CONTINUE TO GET INVOLVED IN THIS CASE.
7. WRT'S EXT 45605.

\*\*\* PHONE LOG 03/04/2010 01:04 PM US Mountain Standard Time ERuiz Action Type:Incoming call  
\*\*\*CALLER STATED\*\*\*

- DPSM. JOHN ROPER
1. THIS VEHICLE HAS A LOT OF MILES.
  2. IT WAS PURCHASED USED.
  3. I AM NOT GOING TO PARTICIPATE ON ANY G.W.
  4. JUST LET THE REGION HANDLE IT IF THE CASE WAS ALREADY FORWARDED TO THE CRCA'S.

\*\*\*WRITER ADVISED \*\*\*

1. NCA ALREADY FORWARDED THE CASE TO THE CRCA'S OFFICE.
2. WRT THANKED JOHN FOR RESPONDING TO MY MESSAGE.

\*\*\* PHONE LOG 03/04/2010 01:39 PM Pacific Daylight Time MHoukal Action Type:Incoming call  
CRCAM S-W Brian in SVC @ MO001:

- 1) Advised of RSA tow - CRCA coordinating
- 2) Advised DLR to please put cust in rental auth K1705995
- 3) Advised DLR to perform SC072/SC073 and check for **FUEL SPIT**-back concern

DLR advised veh was in in DEC 09 for **SPIT**-back concern; already diagnosed at that time as needing tank/canister/vapor lines...est ~\$75.00...customer declined

RCAM req estimate faxed to CRCA 630-932-8570; will review and advise re: assist determination

DLR advised will be open til 6 PM

RCAM thanked brian and call concluded

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733135 [REDACTED]	K1705995	123,660
St. Peters, MO [REDACTED]		Prod. Date: 9/4/02	Dealer: MO001 Zeiser Kia	

\*\*\* PHONE LOG 03/04/2010 03:39 PM Central Daylight Time MGallagher Action Type:Outgoing call  
WTR S/W CUST @ ALT #:  
1. IN RECEIPT OF CASE AT REGION OFFICE  
2. APOLOGIZED FOR ANY INCONVENIENCE  
3. CUST LEAVING WORK SOON & WILL C/B WTR ONCE MORE TIME TO TALK  
4. WTR PROVIDED C/B #

\*\*\* NOTES 03/04/2010 01:43 PM Pacific Daylight Time MHoukal Action Type:Manager review  
RCD estimate from DLR re: diagnosis performed 2009-12-30 for **FUEL** system concern:

- 1) Customer reports cannot put **FUEL** in tank
- 2) dealer confirmed: found charcoal canister came apart and spread charcoal throughout system
- 3) veh needs tank, canister, vent hoses
- 4) 873.00 plus tax

RO 2 hardfile this DT

\*\*\* NOTES 03/04/2010 03:49 PM Central Daylight Time MGallagher Action Type:E-mail rec.  
CRCA RCVD FROM NCA:  
1. ADDTL LTR FROM CUST

INFO ATTACHED TO CLARIFY CASE

\*\*\* PHONE LOG 03/04/2010 04:09 PM Central Daylight Time MGallagher Action Type:Incoming call  
WTR S/W CUST [REDACTED]  
1. CUST AVAIL TO TALK AS WORK DONE FOR THE DAY  
2. IN VEH NOW & OK TO DRIVE  
3. NO TOW NEEDED  
4. CUST DOES NOT HAVE MONEY FOR REPAIRS WHICH IS WHY ASSIST FROM KIA WAS REQ'D  
5. WTR UNDERSTANDS THERE ARE RECALLS THAT NEED TO BE COMPLETED SO THAT WILL BE 1ST  
6. THEN DIAG WILL TAKE PLACE FOR **FUEL** CONCERN  
7. AT THAT POINT DISCUSSION CAN TAKE PLACE ABOUT COST  
8. CUST ABLE TO DRIVE VEH TO DLR TONIGHT BEFORE 6PM  
9. RENTAL WILL BE MADE AVAIL FOR CUST DURING THIS TIME  
10. CUST THANKED WTR FOR ASSIST & WILL C/B W/ANY FURTHER QUESTIONS

\*\*\* NOTES 03/05/2010 09:05 AM Central Daylight Time MGallagher Action Type:E-mail rec.  
PER EMAIL FROM M WIRZ @ NCA:  
1. PLS ASK DLR FOR ANY RO/INFO ABOUT CUST'S CONCERN SINCE BEGINNING OF OWNERSHIP AT 33K

\*\*\* PHONE LOG 03/05/2010 11:34 AM Central Daylight Time MGallagher Action Type:Outgoing call  
WTR LVM FOR SM BRIAN @ MO001:  
1. INQUIRED ABOUT PREVIOUS VISITS RE: **FUEL** CONCERN

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733135 [REDACTED]	K1705995	123.660
St. Peters, MO	[REDACTED]	Prod. Date: 9/4/02	Dealer: MO001	Zeiser Kia

\*\*\* PHONE LOG 03/08/2010 11:20 AM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W SM BRIAN @ MO001:

1. RECALLS HAVE BEEN COMPLETED
2. CUST WAITING TO SEE IF KIA WILL HELP W/COST OF REPAIRS BEFORE DECIDING WHAT TO DO
3. ONLY TIME VEH AT DLR FOR CONCERN WAS ON 12/09
4. WTR TO REVIEW W/RCAM & DETERMINE POSSIBLE ASSIST
5. RCAM AS 1X GW OFFER ABLE TO DO 50/50 SPLIT W/CUST COVERING COST OF REPAIRS
6. WTR WILL CONTACT CUST TO ADVISE THEN SHE WILL CONTACT DLR TO PROVIDE APPROVAL

WTR LVM FOR CUST @ MAIN #:

1. ADVISED RECALLS COMPLETED
2. KMA ABLE TO PROVIDE 1X GW OFFER OF 50/50 SPLIT W/CUST COVERING COST OF REPAIRS
3. CAN C/B IF QUESTIONS & PROVIDED C/B #

WTR TO CONTACT DLR & DETERMINE IF REPAIRS HAVE BEEN COMPLETED

\*\*\* PHONE LOG 03/09/2010 12:02 PM Central Daylight Time MGallagher Action Type:Incoming call

PER VM FROM PETE PANKRATZ:

1. CALLING ON BEHALF OF CUST
2. REQ'D C/B TO DISCUSS CASE
3. PROVIDED WORK# 314-233-4443

\*\*\* PHONE LOG 03/09/2010 12:22 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR S/W PETE P @ 314-233-4443:

1. RETURNING MSG FROM EARLIER
2. PETE ADVISED HE IS CALLING ON BEHALF OF CUST AS A FRIEND BUT DOES NOT CO-OWN VEH
3. WOULD LIKE TO DISCUSS WHAT KIA'S DECISION IS ON CASE
4. WTR ADVISED AS 1X GW KIA CAN COVER 1/2 COST OF REPAIRS
5. PETE SAID THIS WAS NOT ACCEPTABLE DUE TO SAFETY ISSUE & KIA SHOULD COVER ALL COSTS
6. WHEN WTR S/W CUST SHE DID NOT WANT TOW BUT DROVE IT TO DLR SO SHE MUST NOT HAVE THOUGHT IT WAS TOO MUCH OF A SAFETY ISSUE
7. PETE DISAGREED & WANTED TO S/W ANOTHER PERSON WHO WOULD AGREE W/HIM
8. RCAM IS ALREADY AWARE OF CASE BUT POSSIBLE FOR WTR TO X-FER PETE WHO AGREED ON X-FER

WTR COLD X-FERED CUST TO RCAM PHONE

\*\*\* PHONE LOG 03/09/2010 11:16 AM Pacific Daylight Time MHoukal Action Type:Incoming call

CRAM S/W DPSM John Roper:

1) REQ coverage as WTY Goodwill due to **FUEL-SPIT** back concern/visibility

DPSM agreed - RCAM will discuss w/ dealer

RCAM to notify customer

\*\*\* NOTES 03/09/2010 11:24 AM Pacific Daylight Time MHoukal Action Type:Manager review

CRAM S/W David in svc:

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733135 [REDACTED]	K1705995	123,660
St. Peters, MO [REDACTED]		Prod. Date: 9/4/02	Dealer: MO001	Zeiser Kia

1) advised OK to proceed with repairs under WTY - provided case# as authorization

\*\*\* PHONE LOG 03/09/2010 04:51 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR LVM FOR CUST @ MAIN #:

1. AFTER FURTHER CASE REVIEW, KMA DECIDED TO COVER ENTIRE COST OF REPAIRS AS IN GW OFFER
2. CAN F/U W/DLR TO FIND OUT WHEN VEH IS READY AS DLR ALREADY AWARE OF SITUATION
3. OR CAN C/B IF QUESTIONS FOR WTR
4. PROVIDED C/B #

CASE CLOSED AS NO FURTHER ACTION NEEDED FROM CRCA AT THIS TIME

\*\*\* CASE CLOSE 03/09/2010 04:53 PM Central Daylight Time MGallagher

\*\*\* NOTES 03/29/2010 08:35 AM Central Daylight Time MGallagher Action Type:E-mail rec.

INCLUDED IN EMAIL FROM [REDACTED]

1. LTR FROM CUST
2. **GAS SPILLAGE** SPREADSHEET
3. VEH DAMAGE PHOTOS SHEET
4. VIDS

INFO ATTACHED TO CLARIFY CASE

\*\*\* PHONE LOG 03/31/2010 03:14 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR LVM FOR CUST @ MAIN #:

1. REQ'D C/B TO DISCUSS LTR & COMP REQ
2. PROVIDED C/B #

\*\*\* NOTES 04/06/2010 10:50 AM Central Daylight Time MGallagher Action Type:E-mail rec.

PER EMAIL FROM RCAM VIA MARGIE WIRZ:

1. ADDTL LTR FROM CUST WHICH REQ'D COMP-REIMBURSEMENT

INFO ATTACHED TO CLARIFY

\*\*\* PHONE LOG 04/06/2010 02:46 PM Central Daylight Time MGallagher Action Type:Outgoing call

WTR LVM FOR CUST @ MAIN & ALT #:

1. REQ'D C/B TO DISCUSS LTRS
2. PROVIDED C/B #

\*\*\* NOTES 04/07/2010 09:17 AM Central Daylight Time MGallagher Action Type:E-mail rec.

PER EMAIL FROM RCAM VIA MARGIE WIRZ:

1. ADDTL LTR FROM CUST WHICH REQ'D WRITTEN RESPONSE

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
		KNDJC733135	K1705995	123.660
St. Peters, MO		Prod. Date: 9/4/02	Dealer: M0001 Zeiser Kia	

\*\*\* NOTES 04/08/2010 11:27 AM Central Daylight Time MGallagher Action Type: Meeting  
DENIAL LTR GENERATED & FORWARDED TO RCAM FOR REVIEW PRIOR TO SENDING TO CUST

\*\*\* NOTES 04/08/2010 01:48 PM Central Daylight Time MGallagher Action Type: Correspondence sent  
AFOREMENTIONED LTR SENT TO CUST THIS DATE VIA REG MAIL...COPY OF LTR ATTACHED TO CLARIFY

CASE CLOSED AS NO FURTHER ACTION NEEDED FROM CRCA

\*\*\* CASE CLOSE 04/08/2010 01:48 PM Central Daylight Time MGallagher

\*\*\* NOTES 04/19/2010 11:58 AM Central Daylight Time MGallagher Action Type: Correspondence rec.  
CRCA RCVD FROM CUST:  
1. LTR STATING THANKS FOR RESPONSE  
2. DO NOT AGREE W/DECISION  
3. WILL FORWARD ALL PRIOR CORRESPONDENCE TO MO AG OFFICE FOR FURTHER ASSIST

PER RCAM, SCANNED LTR TO CLARIFY & CLOSED CASE AS NO FURTHER ACTION NEEDED AT THIS TIME

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733135 [REDACTED]	K1409528	73,000
Lake Kiowa, TN [REDACTED]		Prod. Date: 1/25/03	Dealer: TX102 Bob Uiter Kia	

Case History

Complaint: Repair Assistance

\*\*\* PHONE LOG 02/01/2008 09:30 AM US Mountain Standard Time TDonnelly

CUSTOMER STATES(MR [REDACTED])

1. CALLING TO FIND OUT ABOUT A CONCERN I HAVE WITH VEHICLE.
2. WHEN I *FILL* CAR UP WITH *GAS* I CAN ONLY PUT IN ABOUT 3 TO 4 GALLONS OF *FUEL* AND THEN IT SHUTS OFF
3. CAN WRITER ADVISE WHAT MIGHT CAUSE THIS?
4. CALLED DEALER AND THEY RECOMMENDED BRINGING CAR INTO SHOP FOR DIAGNOSIS.
5. WANTED TO KNOW IF KMA WOULD HAVE ANY SPECIFIC INFO AS TO CAUSE?
6. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ADVISED THAT THERE COULD BE FEW DIFFERENT THINGS THAT WOULD CAUSE THIS COMPLAINT.
3. WOULD RECOMMEND GETTING INTO KIA DEALER FOR DIAGNOSIS
4. HAVE HEARD THAT ORVR VALVE COULD CAUSE THIS BUT THERE ARE OTHER CONCERNS THAT COULD CAUSE THIS SAME COMPLAINT AS WELL
5. DEALER WILL NEED TO DIAGNOSE TO DETERMINE EXACTLY.
6. ADVISED WRITER IS NOT A TECHNICIAN AND CAN NOT ADVISE ALL POSSIBILITIES. DEALER WOULD NEED TO DIAGNOSE TO DETERMINE SPECIFICALLY.

\*\*\* CASE CLOSE 02/01/2008 09:30 AM US Mountain Standard Time TDonnelly

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733435 [REDACTED]	K1542280	141,000
Columbus, MS [REDACTED]		Prod. Date: 8/22/02	Dealer:	

Case History

Complaint Repair Assistance

\*\*\* NOTES 01/14/2009 06:45 PM clarify Action Type: Manager review

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

My son's 2003 Sorento *SPEW's GAS* back in your face when *FUEL*ing tank. You must trickle the *FUEL* in to *FILL* tank. It takes 20 mins to *FILL* tank. My local dealer closed and I need some help please. What do I need to look at to fix this dangerous condition. It started about a week ago. If there had been an open flame anywhere close I would have went up in flames. Please help me as soon as you can. Thanks [REDACTED]

\*\*\* NOTES 01/15/2009 09:20 AM US Mountain Standard Time ELeon Action Type: Manager review  
Customer does not have a call back number.

\*\*\* PHONE LOG 01/15/2009 09:41 AM US Mountain Standard Time ELeon Action Type: Outgoing call  
Writer contact customers daughter Megan.  
Writer stated:

1. Writer calling regarding the E-Mail we received regarding the *FUEL* is hard to put in vehicle tank?

Megan stated:

1. Reiterated concern.

Writer stated:

1. Sorry for the concern.
2. The vehicle is out of manufactures warranty.
3. Provided 2nd closest Kia dealer location.
4. The kia dealer can run diagnostics and do the necessary repairs. but it would be customers expense.
5. You have the option to take the vehicle to a local auto shop for repairs since the warranty expired.
6. provided case number and Kcc contact number if need any further assistance?

Megan stated:

1. we'll review our options?
2. Thank you for calling.

\*\*\* CASE CLOSE 01/15/2009 09:42 AM US Mountain Standard Time ELeon



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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
		KNDJD733335	K1483013	80,000
Wilsonville, AL		Prod. Date: 11/12/02	Dealer: AL015 Serra Kia of Gardendale	

Case History

Complaint Repair Assistance

\*\*\* PHONE LOG 08/06/2008 03:04 PM US Mountain Standard Time RChacon

CUSTOMER STATED:

1. I JUST PURCHASED VEH USED FROM A USED CAR LOT
2. I LOCKED MY KEYS IN VEH. DOES MY VEH HAVE KEYLESS ENTRY?
3. ANOTHER PROB I HAVE IS WHEN I PUT **GAS** IN VEH. IT WILL **SPIT** BACK OUT
4. WHAT WOULD CAUSE THIS?
5. IF I BUST THE DOOR LOCKS. WILL IT BE OKAY?

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO
3. ADVISED OF OPEN RECALLS SC072. AND SC073
4. CAN TAKE VEH TO ANY KIA DEALER TO HAVE RECALL WORK DONE (at NO COST TO YOU)
5. ADVISED OF 5/60 BLW WHICH COVERS FACTORY DEFECTS. AND HAS EXPIRED BY TIME. AND MILEAGE
6. DO NOT HAVE TECH INFO HERE
7. RECOMMEND TAKING VEH TO KIA DEALER FOR DIAG. AND REPAIR
8. BEING VEH IS OUT OS WARR. YOU WOULD BE RESPONSIBLE FOR REPAIRS NEEDED
9. I DO SEE VEH CAME STANDARD WITH THE KEYLESS ENTRY SYSTEM
10. RECOMMEND CONTACTING KIA DEALER FOR COST. AND AVAILABILITY ON REPLACEMENT KEY FOB. AND KEY
11. WOULD NOT RECOMMEND BUSTING DOOR LOCKS
12. WOULD PROB BE LESS OF A FEE TO CALL A LOCK OUT SVC
13. ADVISED OF NEAREST KIA DEALER AL015

CUSTOMER STATED:

1. THANK YOU

\*\*\* CASE CLOSE 08/06/2008 03:04 PM US Mountain Standard Time RChacon

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K1060705	114,491
Milwaukee, WI [REDACTED]		Prod. Date: 2/11/03	Dealer: IN007 Butler Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 01/12/2006 02:37 PM US Mountain Standard Time DLyons

cust states: Ms. [REDACTED] daughter

1. the CEL is on with this vehicle
2. cust is very frustrated and might be seeking remedy under the lemon law
3. there is something wrong with the differential AGAIN
4. the last time that I was at the kia dlrsdp the service manager Carl Smith informed that the engine and transmission might be effected
5. cust CEL is on and the vehicle is very sluggish
6. dlrsdp is not able to look at the vehicle until Monday. I have an angagement in Cincinnati OH this weekend and will have to rent a car
7. dlrsdp says that they will have a vehicle for me on Monday, but not before
8. I want a vehicle that I can drive

Writer advised:

1. so sorry to hear of this concern
2. advised that kia will stand behind the warranty & repair the vehicle within the guidelines
3. the warranty does not provide customer with a rental vehicle
4. after the vehicle has been diagnosed we can determine if there is any further assistance that can be provided
5. will attempt to make a call to the kia dlrsdp on Monday although it is difficult, will promise a return call back by Tuesday.
6. apologized for the inconvenience that this is causing.

\*\*\* PHONE LOG 01/13/2006 07:29 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called dlrsdp Butler Kia spoke to Service Advisor Dave:

1. checking to make sure that customer made it to the dlrsdp last night
2. does the dlrsdp anticipate that they will be able to look at the vehicle prior to Monday

Dave states:

1. The vehicle did come in last night
2. we have a full schedule, probably won't get to the vehicle until Monday.

Writer Thanked Dave for the information will contact the dlrsdp next week.

\*\*\* PHONE LOG 01/16/2006 03:07 PM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called dlrsdp Butler Kia, spoke to Carl - Service Advisor

1. calling to get further information on customer's vehicle
2. where are we with the repair

Carl-service advisor states:

1. cust was put into a rental
2. vehicles transmission was replaced & is ready to go
3. have called the customer to advise veh is ready

Writer Thanked Carl for the information.

\*\*\* PHONE LOG 01/16/2006 03:09 PM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called customer-LVM:

1. returning call to customer regarding the repairs for the veh

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Last name	First name	VIN of 2003 SORENTO 4N4 EN	Case Number	Mileage
		KNDJC733835	K1060705	114,491
Milwaukee, WI		Prod. Date: 2/11/03	Dealer: IN007	Butler Kia

2. left name number ext for return call.

\*\*\* PHONE LOG 01/17/2006 09:45 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called customer: left message with Whitney Garner-Daughter:

1. would like to follow up with customer regarding the repairs
2. left name number ext & case# for return call.

\*\*\* PHONE LOG 01/18/2006 07:48 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Writer called customer:-LVM:

1. apologized that we have not been able to reach each other
2. this will be the last call made, if further assistance is needed please call
3. left name number ext & case# for return call.

\*\*\* CASE CLOSE 01/18/2006 07:48 AM US Mountain Standard Time DLyons

\*\*\* PHONE LOG 01/20/2006 07:33 AM US Mountain Standard Time DLyons Action Type:Incoming call  
cust states:

1. recieved your messages
2. calling to advise that I have not heard from the kia dlrshp
- 3.

Writer advised:

1. so sorry to hear of this concern
2. would like to call the dlrshp to confirm the information about the vehicle being ready

Writer called dlrshp Butler Kia spoke to Carl:

1. calling to confirm that the vehicle is ready
2. cust is calling stating that she has not received any information from the kia dlrshp about the vehicle

Carl states:

1. yes, the vehicle is ready & has been since Monday
2. I have called since Monday leaving messages, also called her cell#

Writer advised:

1. I have called & left three messages for customer also
2. can I connect the customer to you.

Carl states sure.

Writer did a three way call with customer, Carl & Writer:

Carl states:

1. Ms. Jordan, your vehicle is ready & has been since Monday
2. The dlrshp has called & left you messages
3. now that the vehicle has been ready since Monday, there will be rental charges that will have to be paid by the customer

Cust states:

1. there are times with my cell phone that my messages are delayed, need to speak to SBSC

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**Consumer Affairs Department**

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Last name	First name	VIN of 2003 SORENTO 4N4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJIC733835 [REDACTED]	K1060705	114,491
Milwaukee, WI [REDACTED]		Prod. Date: 2/11/03	Dealer: IN007 Butler Kia	

Carl states:

1. unfortunately, it is stated in the WICM that rentals are not a provision of the kia warranty
2. as a courtesy cust was put into the rental
3. we dropped the transmission in and had the vehicle ready on Monday to provide you with good customer service knowing the inconvenience this has caused.

Cust states:

1. I don't think it's right that I should have to pay for rental

Carl states:

1. can contact the area rep to determine if KIA will pay for the rental, but usually when the vehicle is ready they will no longer pay for it
2. will be happy to pull the phone records to show customer that Monday a call was made

Cuts states:

1. would like to see the records.
2. will be in today to pickup my vehicle
3. you know it snowed & would have much rather been in my truck than in the camery that was provided

Carl & cust conversation over.

Writer & cust continued to speak.

Cust states:

1. I'm sorry, I didn't know that the vehicle was ready
2. would like our conversation to stay between your office & myself until I pick up the vehicle
3. don't feel that it is right that I'm going to be charged.
4. he never called me, I don't have any problems getting my messages, my cell phone is my lifeline between my kids & myself
5. Carl has so many phone numbers on me, and always knows that if I can't be contacted to get in touch with my mother

Writer advised:

1. so sorry, writer was not provided cell#
2. I have messages that were left at the home number on Monday, Tues. & Wed.
3. the rental arrangements were made between yourself & the dlrshp, this is not something that was approved through this office
4. Rentals are not a provision of the kia warranty
5. will document the conversation that was between customer & dlrshp & writer.
6. apologized for the inconvenience that this has caused.

\*\*\* PHONE LOG 01/20/2006 07:35 AM US Mountain Standard Time DLyons Action Type:Outgoing call  
writer returned call to Carl in service-per Carl's request:  
1. returning call to you

Carl states:

1. you have all the information documented that there were calls made to the customer
2. can I get a copy of the case notes for our records.

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Last name	First name	VIN of 2003 SORENTO 4N4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K1060705	114,491
Milwaukee, WI [REDACTED]		Prod. Date: 2/11/03	Dealer: IN007 Butler Kia	

Writer advised:

1. so sorry, I am not able to send a copy of the case notes to dlrrshp
2. however, you can contact your DPSM to obtain copies of these records
3. writer provided kia case#.

Carl states, thank you.

\*\*\* CASE CLOSE 01/20/2006 07:36 AM US Mountain Standard Time DLyons

\*\*\* PHONE LOG 08/18/2008 11:41 AM US Mountain Standard Time SLarez Action Type:Incoming call  
K1368952 WILL ALSO HAVE TO DO WITH THIS CASE AS WELL.

[REDACTED] CUSTOMERS DAUGHTER.  
CUSTOMER STATES.

1. THE CAR WAS AT THE DEALERSHIP, BUTLER KIA, FOR THIRTY DAYS IN EARLY JAN.
2. I HAVE SPENT OVER \$10,000 IN RENTAL FEES SINCE IT WAS SUPPOSED TO BE FIXED ON JAN 6TH AFTER THE ENGINE WAS REPLACED.
3. NOW FOR THE SEVENTH TIME SINCE I HAVE HAD THE CAR BACK WITH THE REPLACEMENT OF THE ENGINE THE CELL IS ON AGAIN. ANOTHER PROBLEM I HAVE IS THE PROBLEM WITH *GAS SPEW*ING OUT OF THE CAR WHEN I TRY AND *FILL* UP THE *GAS* TANK.
4. I AM VERY FRUSTRATED WITH THIS. I COULD HAVE BOUGHT A NEW CAR FROM NOW WITH ALL THE RENTALS I HAD.
5. I AM VERY FRUSTRATED WITH THIS WHOLE THING AND I WOULD LIKE THE FIXED. THAT IS ALL I WANT.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. WE CAN ASSIST YOU IN FIXING THE CAR HOWEVER THE REPAIRS ARE GOING TO BE AT YOUR COST

CUSTOMER STATES.

1. NO. I HAVE A WARRANTY ON THE ENGINE FOR ONE YEAR.

WRITER STATES.

1. YOU DO AND IF IT IS THE ENGINE THEN WE CAN SEE WHAT WE CAN ASSIST YOU WITH.
2. THE FIRST THING YOU NEED TO DO IS GET THE CAR BACK TO THE DEALERSHIP TO FIND OUT WHAT IS GOING ON NOW. WE HAVE RESOURCES WE CAN USE TO GET THE CAR FIXED

CUSTOMER STATES.

1. CAN YOU SEND SOMEONE OUT SO THEY CAN LOOK AT THE CAR WHEN I DROP IT OFF.

WRITER STATES.

1. WE CAN HOWEVER THE CAR WILL HAVE TO HAVE A DIAGNOSES SO ONCE THERE IS A DIAGNOSES. DEPENDING ON WHAT THE CONCERN IS WE MAY HAVE TO INVOLVE A F.T.R..
2. WITH OUT A DIAGNOSES WE DO NOT KNOW WHAT WE NEED TO DO

CUSTOMER STATES.

1. I HAVE BEEN THERE MANY TIMES FOR THIS. IT HAS TO BE THE ENGINE.
2. I NEED A CAR TO DRIVE. I NEED TO PICK UP MY FAMILY FROM SCHOOL.

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
██████████	██████████	KNDJC733835 ██████████	K1060705	114,491
Milwaukee, WI ██████████		Prod. Date: 2/11/03	Dealer: IN007 Butler Kia	

WRITER STATES.

1. I AM SORRY BUT WE WOULD NOT OFFER A RENTAL IN THIS CASE. HOWEVER, IF IT IS THE ENGINE OR A REPAIR UNDER WARRANTY THEN WE MAY BE ABLE TO CONSIDER SOMETHING.

CUSTOMER STATES.

1. KIA DOES NOT CARE. YOUR TONE IS NOT VERY GOOD WITH ME.
2. I AM A FRUSTRATED KIA CUSTOMER AND I DO NOT FEEL KIA IS TRYING TO HELP ME.

WRITER STATES.

1. WE CAN BE INVOLVED WE CAN CALL THE DEALERSHIP ON YOUR BEHAVE THERE IS A PROCESS FOR CERTAIN SITUATIONS.

CUSTOMER STATES.

1. THAT IS FINE I AM GOING TO DEAL WITH THIS ON MY OWN.
2. THANK YOU FOR LISTENING EVEN THOUGH YOU DO NOT WANT TO.

\*\*\* CASE CLOSE 08/18/2008 11:41 AM US Mountain Standard Time SLarez

\*\*\* NOTES 04/20/2009 03:28 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.

NCA received letter from Ms. ██████████  
Letter is cc'd to the State Attorney General and the US Attorney General.

1. Ms. J states same concerns as above.
2. Ms. J states this correspondence is not the first; however, it will be the last before I pursue a remedy in the courts.
3. Ms. J states I am asking that you replace my car and I will gladly return this one to your company.

Dispatching to the Central Region for customer contact.

\*\*\* PHONE LOG 04/22/2009 11:36 AM Central Daylight Time AnitaMay Action Type:Outgoing call

WTR S W CUST. MS. ██████████

1. WTR REQ'D STATUS OF CUST VEH
2. CUST STATED SHE'S HAVING PROBLEMS WITH THE ENGINE AGAIN
3. WTR ADVISED CUST THAT'S SHE'S OUTSIDE OF WARRANTY FOR KMA TO PROVIDE ANY FURTHER ASSISTANCE
4. CUST STATED THEY EXTENDED MY WARRANTY BY ONE YEAR
5. WTR INQUIRED AS TO WHAT CUST WAS SEEKING AT THIS TIME
6. CUST IS LOOKING FOR KIA TO PROVIDE HER WITH NEW CAR AS SHE'S BEEN EXPERIENCING THIS PROBLEM SINCE 2004
7. WTR ASKED HOW MANY MILES WERE ON THE VEH CURRENTLY
8. CUST STATED ABOUT 116,000. I DON'T DRIVE IT VERY OFTEN ANYMORE
9. I WAS GOING TO GIVE THIS VEH TO MY DAUGHTER. BUT NOT WITH ALL THESE PROBLEMS
10. CUST IS GOING TO HIRE A LAWYER

WTR TO CLOSE CASE PENDING CONTACT FROM CUST ATTORNEY

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KND1C733835 [REDACTED]	K1060705	114,491
Milwaukee, WI [REDACTED]		Prod. Date: 2/11/03	Dealer: IN007 Butler Kia	

\*\*\* CASE CLOSE 04/22/2009 11:53 AM Central Daylight Time AnitaMay  
CASE CLOSED AS NO FURTHER ASSISTANCE REQUIRED. PLEASE NOTE THAT CRCA HARD FILE OF THIS CASE  
IS LOCATED IN "NON-PRIORITY" CABINET in REGION.

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJIC733838 [REDACTED]	K1368952	124,000
Indianapolis, IN [REDACTED]		Prod. Date: 2/11/03	Dealer: WJ009 Russ Darrow Kia	

**Case History**

Complaint: Repair Assistance

\*\*\* PHONE LOG 10/08/2007 11:59 AM US Mountain Standard Time DLyons

cust states:

Tamico Obriegen - co owner states

1. I took the vehicle to my mechanic because I thought that the radiator hose had broke
2. my private tech advised that the resevoir was cracked
3. calling to determine if there is warranty coverage for the vehicle.

writer advised:

1. apologized
2. there is no recall for the water resevoir & cust is outside of the 5/60K mile warranty
3. cust does have SC072 recall on the vehicle

Cust states:

1. there has been a noise coming from the front of the engine
2. maybe that is what is causing the concern

Writer advised:

1. please schedule an appointment for the SC072 recall & this will be taken care of at no charge to customer
2. updated cust info. no previous cases no other recalls.

\*\*\* CASE CLOSE 10/08/2007 11:59 AM US Mountain Standard Time DLyons

\*\*\* PHONE LOG 01/03/2008 08:42 AM US Mountain Standard Time SLarez Action Type: Incoming call

CUSTOMER STATES. [REDACTED]

1. I AM HAVING A PROBLEM WITH THE CAR.
2. THERE IS A KNOCKING NOISE IN THE ENGINE THAT WAS LOOKED AT IN OCT BUT NEVER DUPLICATED
3. I AM NOT SURE EXACTLY HOW TO HANDLE IT. BUT I KNOW KIA NEEDS TO HELP ME.
4. THE CAR HAS BEEN IN THE DEALERSHIP MORE THEN I HAVE OWNED IT.
5. I AM CONSISTENTLY PAYING FOR RENTALS BECAUSE OF THIS.
6. I NEED SOME HELP FROM KIA TO GET THIS FIXED. I AM NOT JUST A CUSTOMER. I AM A V.P. SINGLE AND WITH THREE KIDS. I NEED MY CAR TO WORK.

WRITER STATES.

1. I AM SORRY THIS IS THE CASE.
2. WE CAN ASSIST YOU IN GETTING IT FIXED. WE DO HAVE RESOURCES THAT WE CAN USE TO GET THE CAR FIXED.
3. WHAT I CAN DO IS CALL THE DEALERSHIP FOR YOU AND MAKE SURE THE DEALERSHIP IS AWARE OF THE CONCERNS.
4. WHAT DEALERSHIP WILL YOU BE TAKING IT TO.

CUSTOMER STATES.

1. I AM NOT IN INDIANA NOW. I AM ON VACATION IN A RENTAL CAR.
2. I PLAN TO GO THERE FRIDAY.

WRITER STATES.

1. LET ME CALL THEM NOW TO SEE WHAT WE CAN DO REGARDING THE SITUATION



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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K1368952	124,000
Indianapolis, IN [REDACTED]		Prod. Date: 2/11/03	Dealer: W1009 Russ Darrow Kia	

CUSTOMER STATES.

1. THANK YOU.

WRITER CALLED GARY AT BUTLER KIA AND ADVISED OF SITUATION

WRITER STATES.

1. THIS CUSTOMER HAS A KNOCKING NOISE IN THE ENGINE. SHE WOULD LIKE TO HAVE IT LOOKED AT AND IS REQUESTING REPAIR ASSISTANCE FROM THE FACTORY  
2. I TOLD HER I WOULD CALL YOU TO BE PROACTIVE AND WILL CALL YOU GUYS AGAIN ON FRIDAY. SHE SAID SHE WAS GOING TO TAKE IT IN THAT DAY.

GARY STATES.

1. WE CAN LOOK AT THE CAR BUT FRIDAY IS NOT GOING TO BE A GOOD DAY.

WRITER STATES.

1. LET ME CONNECT HER TO YOU.

CUSTOMER SPOKE TO GARY

GARY STATES.

1. WE HAVE AN APPOINTMENT FOR MONDAY IF YOU WOULD LIKE TO BRING IT IN THEN

CUSTOMER AGREED AND STATED.

1. I WILL DROP THE KEY OFF IN THE NIGHT DROP.

WRITER SPOKE TO CUSTOMER AND ADVISED.

1. I WILL CHECK WITH THEM ON MONDAY.

CUSTOMER STATES.

1. THANK YOU.

\*\*\* PHONE LOG 01/08/2008 06:49 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED DAVE IN SERVICE

DAVE STATES.

1. WE THINK IT IS GOING TO BE THE LOWER INTAKE BUT WE ARE NOT SURE 100 PERCENT.  
2. WE CAN CALL YOU WHEN IT IS DIAGNOSED.

WRITER GAVE NAME AND EXTENSION.

\*\*\* PHONE LOG 01/09/2008 11:56 AM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RETURN CALL.

\*\*\* PHONE LOG 01/09/2008 12:00 PM US Mountain Standard Time SLarez Action Type:Incoming call

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K1368952	124,000
Indianapolis, IN [REDACTED]		Prod. Date: 2/11/03	Dealer: W1009 Russ Darrow Kia	

YVONNE STATES.

1. IT WOULD BE BEST YOU SPEAK TO THE SERVICE MGR BECAUSE HE HAS THE MOST UPDATED INFORMATION

WRITER STATES.

1. THANK YOU.

\*\*\* PHONE LOG 01/10/2008 09:58 AM US Mountain Standard Time SLarez Action Type:Incoming call  
WRITER CALLED GARY IN SERVICE

GARY STATES.

1. THE DIAGNOSES IS AN ENGINE. WE ARE WAITING TO HEAR FROM TOM JOHNSON REGARDING COVERAGE.  
2. HE IS GOING TO CALL ME TO DAY.

\*\*\* PHONE LOG 01/10/2008 09:59 AM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER BACK AND LEFT MESSAGE FOR A RETURN CALL.

\*\*\* PHONE LOG 01-10/2008 02:47 PM US Mountain Standard Time RSabin Action Type:Incoming call  
CUST STATED:

1. I WAS CALLING TO GET A HOLD OF STEVE

WRITER ADVISED:

1. LET ME SEE IF HE'S AVAILABLE  
( PLACED CUST ON HOLD. WARM TRANSFERRED CUST TO SLAREZ )

\*\*\* PHONE LOG 01-10/2008 03:08 PM US Mountain Standard Time SLarez Action Type:Incoming call  
CUSTOMER CALLED BACK

CUSTOMER STATES.

1. HAVE YOU HEARD ANYTHING YET.

WRITER STATES.

1. I DID CALL THE DEALERSHIP AND THEY TOLD ME IT IS THE ENGINE.  
2. THEY WERE WAITING TO HEAR FROM OUR FACTORY REP.

CUSTOMER STATES.

1. CAN I GET A RENTAL.  
2. I REALLY NEED A CAR TO DRIVE.

WRITER STATES.

1. I AM NOT SURE IF THE WARRANTY IS GOING TO COVER THE REPAIRS BECAUSE OUR FACTORY REP MAKES THAT CALL.  
2. IT COULD BE DENIED FOR LACK OF MAINTENANCE  
3. RENTALS ARE NOT PART OF THE WARRANTY BUT COULD BE CONSIDERED ON A CASE BY CASE BASIS.

CUSTOMER STATES.

1. I TURNED IN ALL MY RECORDS TO THEM

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K1368952	124,000
Indianapolis, IN [REDACTED]		Prod. Date: 2/11/03	Dealer: W1009	Russ Darrow Kia

WRITER STATES.

1. LET ME CALL THEM NOW.

WRITER CALLED CAT IN SERVICE

CAT STATES.

1. THEY HAVE NOT HEARD FROM TOM AS OF YET.
2. WE WILL CALL THE CUSTOMER

WRITER GOT BACK TO CUSTOMER

WRITER STATE.

1. I SPOKE TO THE DEALERSHIP AND THEY HAVE NOT HEARD FROM THE KIA REP.
2. I WILL NOT BE BACK UNTIL TUESDAY AND I CAN CHECK ON THE CASE THEN
3. IF THEY TELL YOU IT IS UNDER WARRANTY WE CAN CALL THE REP TO SEE WHAT COULD BE CONSIDERED AS FAR AS A RENTAL GOES.

\*\*\* PHONE LOG 01/16/2008 01:00 PM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED DAVE IN SERVICE

DAVE STATES.

1. WE DID GET AUTHORIZATION FROM THE FACTORY REP AND THE CAR SHOULD BE READY BY MONDAY. HOPEFULLY.
2. WE DID NOT OFFER A RENTAL.

WRITER STATES.

1. THANK YOU.

\*\*\* PHONE LOG 01/16/2008 01:10 PM US Mountain Standard Time SLarez Action Type:Outgoing call

WRITER CALLED TOM J. BACK

WRITER STATES.

1. CUSTOMER REQUESTING A RENTAL UNTIL CAR IS FINISHED.
2. DEALERSHIP SAID AFTER MONDAY.

TOM STATES.

1. I WOULD NOT BE WILLING TO CONSIDER A RENTAL AT THIS TIME.

\*\*\* PHONE LOG 01/16/2008 01:11 PM US Mountain Standard Time SLarez Action Type:Outgoing call  
WRITER CALLED CUSTOMER BACK AND LEFT MESSAGE FOR A RETURN CALL.

\*\*\* PHONE LOG 01/16/2008 01:37 PM US Mountain Standard Time JSinclair Action Type:Incoming call

Customer states:

1. I am calling to speak to Steve

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K1368952	124,000
Indianapolis, IN [REDACTED]		Prod. Date: 2/11/03	Dealer: W1009 Russ Darrow Kia	

1. Let me see if Steve is available  
Wir placed customer on hold  
Wir took customer off hold  
Wir states:  
1. Reviewing notes, showing rental coverage was denied  
Customer states:  
1. So what am I supposed to do  
2. Pay that bill  
3. Kia should pay for the rental  
Wir states:  
1. KMA is responsible for the repair of the vehicle  
2. KMA is not responsible for alternate transportation  
Customer thanked and call ended

\*\*\* NOTES 01/16/2008 01:40 PM US Mountain Standard Time JSinclair Action Type:Manager review

\*\*\*MISSING NOTES\*\*\*

- Customer states:  
1. Tell Steve not to bother calling  
Wir states:  
1. Would you like Steve to follow up on repairs  
Customer states:  
1. He can if he wants to  
Thanked and call ended

\*\*\* CASE CLOSE 01/17/2008 01:28 PM US Mountain Standard Time SLarez  
RENTAL DENIED AND CUSTOMER ADVISED OF THE SITUATION

\*\*\* PHONE LOG 02/28/2008 03:36 PM US Mountain Standard Time ELeon Action Type:Incoming call  
WRITER RECEIVED CALL FROM CUSTOMERS DAUGHTER [REDACTED]

TAMIKO STATED:

1. BACK ON 1/07/2007 THE VEHICLE WAS AT THE Butler Kia FOR REPAIRS.
2. I HAD RENTED A CAR WHILE THE VEHICLE WAS BEING REPAIRED.
3. WHEN I HAD THE AAA TOW THE VEHICLE TO THE Butler Kia THE VEHICLE HAD 98K MILES.
4. WHEN THE VEHICLE WAS RELEASED THE DEALER PUT ON 1K MILES ON THE VEHICLE.
5. SOMEONE AT THE DEALER TOOK A NICE JOY RIDE IN THE VEHICLE.
6. I SPOKE TO SEVERAL MECHANIC AND THEY SAID A VEHICLE SHOULDN'T HAVE BEEN DRIVEN THOSE MANY MILES FOR ANY TEST DRIVES.
7. I WANT AN EXPLANATION AND SOMEONE WILL NEED TO REINBURSE ME FOR THE RENTALS.

WRITER STATED:

1. APOLOGIZED.
2. KIA HAD DECLINED RENTAL ASSISTANCE.
3. SINCE THE VEHICLE WAS AT THE Butler Kia DEALER FOR REPAIRS AND WAS IN THEIR POSSESSION, YOU WILL NEED TO CONTACT THE DEALERS SERVICE MANAGER OR THE G.M. FOR AN EXPLANATION FOR THE MILEAGE PUT ON THE VEHICLE AND THE RENTAL REIMBURSEMENT REQUEST.

CUSTOMER STATED:

1. I'LL DO JUST THAT.
2. THANK YOU.

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K1368952	124,000
Indianapolis, IN [REDACTED]		Prod. Date: 2/11/03	Dealer: W1009 Russ Darrow Kia	

\*\*\* CASE CLOSE 02/28/2008 03:37 PM US Mountain Standard Time ELeon

\*\*\* PHONE LOG 05/05/2008 08:19 AM US Mountain Standard Time LSims Action Type:Incoming call  
Ms [REDACTED]:

1. i want to get a copy of the repair on the veh
2. i want to know the dated that they ordered the parts for my engine repair
3. the dealer said that kia screwed up and didnt get the part to them for 45 days

wtr stated:

1. apologized
2. caller should have been given R/O's for any repairs that were done
3. there is not a way for wtr to give caller copies of the warranty work that has been done
4. if the parts took 45 days then the parts may have been on back order

caller stated:

1. thank you

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

\*\*\* PHONE LOG 05/22/2008 07:07 AM US Mountain Standard Time ERuiz Action Type:Incoming call  
\*\*\*CALLER STATED\*\*\*

DAUGHTER, [REDACTED]

1. I SPOKE TO SOMEONE BEFORE.
2. SHE GAVE ME HER NAME AND OPERATOR NUMBER.
3. I JUST DON'T HAVE IT HERE W/ ME.
4. CAN YOU TELL ME WHAT HER NAME IS AND WHEN I SPOKE TO HER.
5. I AM READY TO GO TO COURT W/ MY MECHANIC SO I NEED THIS INFO.
6. SHE TOLD ME THAT THE DEALER NEEDED TO VERIFY THE MILES ON MY CAR.
7. AND SHE ALSO CHECK TO SEE IF THE PART WAS ON BACK ORDER.

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

1. WRT PROVIDED KINDRA'S NAME AND EXT.
2. THE LAST TIME THE CUSTOMER SPOKE TO THIS DEPT WAS BACK ON 5/05.
3. CUSTOMER THANKED WRT FOR THE INFO.

\*\*\* PHONE LOG 05/22/2008 07:16 AM US Mountain Standard Time ERuiz Action Type:Outgoing call  
\*\*\*WRITER STATED\*\*\*

1. WRT CALLED DPSM, [REDACTED]
2. WRT EXPLAINED THE CUSTOMER'S INTENTIONS TO GO TO COURT.
3. WRT EXPLAINED SOME OF THE INFORMATION PREVIOUSLY DOCUMENTED UNDER THIS CASE.
4. [REDACTED]

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Last name	First name	VIN of 2003 SORENTO 4X4 EN	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K1368952	124,000
Indianapolis, IN [REDACTED]		Prod. Date: 2/11/03	Dealer: W1009 Russ Darrow Kia	

- a) THE VEHICLE HAS 94K MILES.
- b) I DON'T KNOW WHY WOULD SHE GO TO COURT FOR.
- c) I WOULD CALL THE DEALER INSTEAD.
- d) THEY MAY HAVE SOME MORE INFORMATION ABOUT IT.
- 5. WRT THANKED TOM FOR THE INFO.

\*\*\* PHONE LOG 05/22/2008 07:19 AM US Mountain Standard Time ERuiz Action Type: Outgoing call  
\*\*\*WRITER STATED\*\*\*

- 1. WRT CALLED IN007 AND TALKED TO JIM IN SVC.
- 2. WRT ASKED FOR MORE INFORMATION ABOUT THE CUSTOMER'S VEHICLE.
- 3. HE STATED:
  - a) I SEE THE VEHICLE WAS HERE BACK IN JANUARY.
  - b) THEN IT CAME BACK AGAIN ON FEBRUARY
  - c) **GAS**KET ON THE IN-TAKE MANIFOLD
  - d) WE DID A PRESSURE TEST AND FOUND NO MORE PROBLEMS.
  - e) THE VEHICLE WAS IN AND OUT THE SAME DAY. 2/07/08.
- 4. WRT THANKED JIM FOR THE INFO.

\*\*\* CASE CLOSE 05/22/2008 07:20 AM US Mountain Standard Time ERuiz

\*\*\* NOTES 07/03/2008 08:45 AM US Mountain Standard Time TMorales Action Type: Manager review  
WRITER RECEIVED EMAIL FROM MARGIE WIRZ NCA STATING:  
1. THIS CUST CALLED A NON-CONSUMER AFFAIRS DEPT HERE AT KMA IRVINE  
2. PLEASE CONTACT CUST TO SEE IF ASSISTANCE IS NEEDED  
3. CUSTOMER IS [REDACTED]

\*\*\* PHONE LOG 07/03/2008 09:04 AM US Mountain Standard Time TMorales Action Type: Outgoing call  
WRITER CONTACTED CUST [REDACTED] WHO STATED:

- 1. THE ENGINE WAS REPLACED AT BUTLER KIA UNDER WARRANTY IN FEB 2008
- 2. AND NOW THE VEH IS HARD TO START
- 3. AND CEL IS ON
- 4. AND THE **GASSPITS** BACK OUT UNLESS YOU PUMP IT IN VERY SLOWLY
- 5. I WANT THIS VEH REPLACED. IT HAS HAD SO MANY PROBLEMS

WRITER ADVISED:

- 1. SORRY FOR THE PROBLEM
- 2. REFERRED CUST TO WCIM FOR STATE BY STATE CONSUMER RIGHTS INFO: KIA'S OBLIGATION IS TO FIX VEH PER WARRANTY TERMS NOT REPLACE VEH. WRITER DOESN'T BELIEVE ANY STATE LEMON LAWS WOULD QUALIFY A VEH WITH THIS MANY MILES. BUT CUST NEEDS TO VERIFY LEMON LAWS HERSELF AND NOT RELY ON WRITER'S KNOWLEDGE
- 3. EXPLAINED 5 60 LBW AND 5/XX R/A WARRANTIES. EXPIRED
- 4. VEH STILL HAS 10 100 PTW. EXPLAINED.
- 5. EXPLAINED 12 XX PART WARRANTY
- 6. A CASE MGR WILL BE ASSIGNED TO FOLLOW UP WITH THE DLR ON THESE NEW CONCERNS. ENSURE THE DLR USES ALL KIA RESOURCES FOR REPAIR. AND CONTACT CUST BACK

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EN	Case Number	Mileage
		KNDJC733835	K1368952	124,000
Indianapolis, IN		Prod. Date: 2/11/03	Dealer: W1009 Russ Darrow Kia	

CUST STATED:

1. OK THANKS

\*\*\* PRIORITY CHANGE 07/03/2008 09:05:04 AM TMorales

\*\*\* NOTES 07/07/2008 10:56 AM US Mountain Standard Time JHirshfield Action Type:E-mail rec.  
per e-mail. from NCA

1. Complaint

Since I purchased my Kia Sorento, I have had nothing but problems. I have had the differential changed three times. The transmission was replaced. The radiator and all its parts was replaced. The engine was replaced. Still, my car is not operating. It is obvious it is time for a new car. Yet, Kia continues to just replace the parts. I have taken impeccable care of the Sorento, but it is simply not operating properly. In addition, I have spent several thousands of dollars in rental car fees. I have lost so much time away from work and much money. I have been patient and I have worked with Kia, but they have provided no real remedy: just quick fixes.

2. Request

I want a new Sorento and I want to have the cost of the other Sorento (my current car) covered. I implore you to please help me.

[!-For Internal Use Only

Please deny the claim. THIS IS THE SECOND OWNER OF THIS CAR AND WE SHOULD NOT HAVE COVERED REPAIRS ON THIS UNDER THE 10,000. I JUST RAN CAR FAX ON THIS VIN. I will let the warranty dept know.

~!]

\*\*\* PRIORITY CHANGE 07/07/2008 10:57:00 AM JHirshfield

\*\*\* PHONE LOG 07/08/2008 12:24 PM US Mountain Standard Time RChacon Action Type:Outgoing call  
WRITER CALLED CUSTOMER, WHO STATED:

1. I DON'T WANT YOU ALL CALLING ME TO TELL ME YOU ARE SORRY
  2. DONT CALL ME UNLESS KIA IS GOING TO REPURCHASE MY VEHL OR REPAY ME THE \$10K IN RENTAL FEES I HAVE SPENT
  3. I HAVE TURNED THIS OVER TO MY ATTORNEY, AND WILL NOT CHOOSE KIA AGAIN
- \*\*\*\*\*CALL ENDED\*\*\*\*\*

\*\*\* CASE CLOSE 07/08/2008 12:26 PM US Mountain Standard Time RChacon

\*\*\* PHONE LOG 05/12/2009 01:22 PM US Mountain Standard Time SJeon Action Type:Incoming call

M: (daughter) stated:

1. car has been at the dealer for 2 weeks
2. my car has been in the shop once a month since Jan/2008
3. In Feb, I got new engine block

**Kia Motors America**  
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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733835 [REDACTED]	K1368952	124,000
Indianapolis, IN [REDACTED]		Prod. Date: 2/11/03	Dealer: W1009 Russ Darrow Kia	

4. according dealer, current problem is related to pulley bolt recall
5. has been having the same problem and took the Butler Kia and Rayskillman dealer
6. they did not find anything but they could hear the noise
7. Russ Darrow dealer said it is build up from pulley bolt but it is out of warranty now
8. tear down inspection is not covered under warranty
9. I spoke to Dante/SVCM
10. SVCM stated that previous job was not done right
11. previous dealers could not find the problem when my car has warranty
12. I cannot pay for authorization fee

writer stated:

1. updated/ no open recall
2. sorry for situation
3. will call dealer and follow up with customer
4. provided case #, ext #

\*\*\* PHONE LOG 05/12/2009 02:13 PM US Mountain Standard Time SJeon Action Type:Outgoing call  
Dante/SVCM to W1009 stated:

1. Butler dealer did SC072
2. they replaced short block, it seems that it was next step for recall
3. customer is pass 12/12 warranty on recall and short block
4. it is the 3rd car that we have same problem
5. Kia rep was here today before this car comes in
6. we may needs \$400-500 for diagnostic fee but customer does not want to pay for it
7. customer has reasonable background for goodwill
8. it looks like recall again
9. customer has folder of repair

\*\*\* PHONE LOG 05/12/2009 02:14 PM US Mountain Standard Time SJeon Action Type:Outgoing call  
writer left VM for MSwartz/DPSM to call back:

1. left case #, ext #

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

Send to:[mswartz@kiausa.com]

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

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

Hi, Mr [REDACTED]

Ms [REDACTED] who has 03 Sorento with 124k has issue with recall SC072 and car is down at Russ Darrow Kia. Customer is out of 12/12 for recall and short block but she took the car to Kia dealer in Indiana where could not find problem then. Customer is asking for assistance, and I would like to know if there is anything we can do. Dante SVCM has more info, so would you please review with dealer and call me back with your decision? Thank you.



Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJIC733835 [REDACTED]	K1368952	124,000
Indianapolis, IN [REDACTED]		Prod. Date: 2/11/03	Dealer: W1009 Ross Darrow Kia	

Sue 46915

<<File Attachment: W:\pubs\ClarifyOBJ\CA\_Attachments\SendHistory\Case\_K1368952\_SJeon\_05-12-2009150437.doc>>

\*\*\* PHONE LOG 05/13/2009 07:11 AM US Mountain Standard Time SJeon Action Type:Incoming call

MSwartz/DPSM left VM stated:

1. authorized figure out what is wrong and we will start from there
2. I spoke to Dante/SVCM

\*\*\* PHONE LOG 05/13/2009 07:16 AM US Mountain Standard Time SJeon Action Type:Outgoing call

writer stated:

1. area rep authorized diagnostic fee
2. he will see if it can be covered or not after diagnostic

customer stated:

1. thank you

\*\*\* PHONE LOG 05/22/2009 07:21 AM US Mountain Standard Time SJeon Action Type:Outgoing call

Wayne/SVCA stated:

1. diagnosed and advised to replace o2 sensor
2. customer declined to repair
3. R/O was closed 5/14

\*\*\* CALL LOG 05/22/2009 07:21 AM US Mountain Standard Time SJeon Action Type:Outgoing call

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
		KNDJC733235	K1752872	79,000
The Bronx, NY		Prod. Date: 11/19/02	Dealer: NY051 Bronx Kia	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 06/28/2010 01:02 PM US Mountain Standard Time RSabin

CUST STATED:

1. I OWN TWO KIA'S AND THIS ONE WAS GIVEN TO MY SON
2. MY SON WAS HAVING TROUBLE WITH THE **GAS** TANK
3. THE **FUEL** WOULD POP OUT WHEN HE TRIED TO **FILL** IT UP
4. THE DLR FIXED THAT AT NO COST WHICH WAS GREAT
5. THE POWER STEERING RACK IS CRACKED AND THEY WANT 2400.00 BECAUSE IT'S NOT COVERED UNDER WARRANTY
6. HOW IS THIS CRACKED?
7. WE WERE NEVER INVOLVED IN ANY ACCIDENT SO THIS HAS TO BE A DEFECT

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. HOW THIS HAPPENED IS IRRELEVANT
3. WHAT WE WOULD LOOK AT IS IF YOU HAVE WARRANTY ON THIS OR NOT
4. THE PART HAD A 5/60 LBW THAT WILL COVER THE PART FOR DEFECTS
5. THE PART WARRANTY ON THIS EXPIRED OVER TWO YEARS AGO ON 1/31/08
6. I'M SORRY BUT THIS IS WHY THE DLR IS SAYING THIS IS NOT COVERED

CUST STATED:

1. WHAT IS YOUR CORPORATE ADDRESS
2. YOU NEED TO MAKE BETTER QUALITY PARTS
3. THIS IS WHY TOYOTA IS HAVING PROBLEMS
4. TOYOTA IS AFFILIATED WITH YOU RIGHT?

WRITER ADVISED:

1. YOUR ISSUE AND KIA HAS NOTHING TO DO WITH TOYOTA
2. WE ARE NOT AFFILIATE WITH TOYOTA AT ALL

CUST STATED:

1. OK THANKS

\*\*\* CASE CLOSE 06/28/2010 01:02 PM US Mountain Standard Time RSabin

\*\*\* CASE CLOSE 07/20/2010 04:05 PM Pacific Daylight Time ThomasT  
Tread Review Completed

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

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Last name	First name	VIN of 2003 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD733935 ██████████	K1305766	99,070
Miami, FL ██████████		Prod. Date: 8/21/02	Dealer: ██████████	

**Case History**

Complaint Recall

\*\*\* PHONE LOG 05/02/2007 06:31 AM US Mountain Standard Time RSabin

MS ██████████ STATED:

1. I TOOK MY VEH TO A LOCAL R/F AND THEY TOLD ME I HAD A OPEN RECALL SVC CAMPAIGN
2. IT SAY'S KIA WILL FIX MY **FUEL** SYSTEM BECAUSE MINE IS **SPIT**TING OUT **GAS**

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. RECALL'S ARE VIN SPECIFIC AND I DON'T SHOW ANY OPEN RECALL'S ON THIS VEH
3. YOU HAD ONE FOR HOOD CORROSION BUT THAT WAS ALREADY TAKEN CARE OF
4. THERE MAY BE A RECALL FOR 2003 SORENTO'S THAT PERTAIN TO WHAT YOUR DESCRIBING BUT IT DIDN'T EFFECT YOUR VEH

CUST STATED:

1. SO THEN HOW DO I HAVE THIS INFO ON THIS PAPER THAT MY LOCAL R/F GAVE ME
2. ARE YOU SAYING IT'S WORTHLESS

WRITER ADVISED:

1. IF IT'S FROM A NONE KIA DLR THEN YES I CAN'T ACCEPT WHAT THEY GIVE YOU
2. I CAN ONLY TELL YOU THAT RECALL'S ARE VIN SPECIFIC
3. SVC BULLETIN'S ARE FOR TECH'S TO COMMUNICATE AND DOESN'T MEAN KIA WILL TAKE CARE OF THE CONCERN AT NO COST

CUST STATED:

1. OK I'LL CALL THIS OTHER PHONE #

\*\*\* CASE CLOSE 05/02/2007 06:31 AM US Mountain Standard Time RSabin

\*\*\* NOTES 07/16/2007 02:26 PM US Mountain Standard Time TMorales Action Type:Manager review

\*\*\*\*\*TRANSFERRED NOTES FROM DUP CASE K1310359\*\*\*\*\*

\*\*\* PHONE LOG 05/14/2007 03:43 PM US Mountain Standard Time TLarson

CUSTOMER ADVISED

- 1 CALLING TO ADVISE THAT I AM HAVING A HIGH IDLE PROBLEM
- 2 THE BRAKES ARE MAKING NOISES
- 3 THE **GAS** IS **SPIT**TING OUT
- 4 I HAD TO GO INTO THE DEALER 3 TIMES FOR THESE REPAIRS
- 5 CAN YOU HELP ME. DEALER SAYS THAT THEY CAN'T HEAR THE NOISE

WRITER ADVISED

- 1 APOLOGIZED FOR THE CONCERNS
- 2 EXPLAINED THAT THE WARRANTY COVERS DEFECTS
- 3 IF THERE IS A DEFECT IT WILL BE FIXED UNDER THE TERMS OF THE WARRANTY
- 4 THEY NEED TO DIAGNOSE OR DUPLICATE A CONCERN PRIOR TO FIXING IT
- 5 IF YOU ARE UNHAPPY WITH A DEALER OR YOU DISAGREE YOU CAN GO TO ANY KIA DEALER IN THE AREA
- 6 I WILL DOCUMENT THE CONCERNS

CUSTOMER ADVISED

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733935 [REDACTED]	K1305766	99,070
Miami, FL [REDACTED]		Prod. Date: 8/21/02	Dealer:	

1 OK I WILL TAKE IT IN  
2 THANK YOU

\*\*\* CASE CLOSE 05/14/2007 03:43 PM US Mountain Standard Time TLarson

\*\*\* CASE CLOSE 07/16/2007 02:29 PM US Mountain Standard Time TMorales

Kia Motors America  
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Last name	First name	VIN of 2003 SORENTO LX 4X2	Case Number	Mileage
		KNDJD733935	K1310359	99,000
Miami, FL		Prod. Date: 8/21/02	Dealer: FL024	Maroone Kia of

Case History

Complaint Repair Assistance

\*\*\* PHONE LOG 05/14/2007 03:43 PM US Mountain Standard Time TLarson  
CUSTOMER ADVISED

1 CALLING TO ADVISE THAT I AM HAVING A HIGH IDLE PROBLEM  
2 THE BRAKES ARE MAKING NOISES  
3 THE *GAS* IS *SPIT*TING OUT  
4 I HAD TO GO INTO THE DEALER 3 TIMES FOR THESE REPAIRS  
5 CAN YOU HELP ME. DEALER SAYS THAT THEY CANT HEAR THE NOISE

WRITER ADVISED

1 APOLOGIZED FOR THE CONCERNS  
2 EXPLAINED THAT THE WARRANTY COVERS DEFECTS  
3 IF THERE IS A DEFECT IT WILL BE FIXED UNDER THE TERMS OF THE WARRANTY  
4 THEY NEED TO DIAGNOSE OR DUPLICATE A CONCERN PRIOR TO FIXING IT  
5 IF YOU ARE UNHAPPY WITH A DEALER OR YOU DISAGREE YOU CAN GO TO ANY KIA DEALER IN THE AREA  
6 I WILL DOCUMENT THE CONCERNS

CUSTOMER ADVISED

1 OK I WILL TAKE IT IN  
2 THANK YOU!

\*\*\* CASE CLOSE 05/14/2007 03:43 PM US Mountain Standard Time TLarson

\*\*\* CASE CLOSE 07/16/2007 02:27 PM US Mountain Standard Time TMorales  
DUP CASE SEE K1305766 - TREAD REVIEW COMPLETE

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733535 [REDACTED]	K1512230	110,000
Port St. Lucie, CA [REDACTED]		Prod. Date: 8/27/02	Dealer: FL093 Bev Smith Kia	

Complaint Repair Assistance

Case History

\*\*\* PHONE LOG 10/17/2008 07:53 AM US Mountain Standard Time JBaty

Customer stated:

1. My veh spurts out *GAS* when I try to *FILL* it
2. Kia dlr wants to charge diagnostic fee
3. Have looked online, and know this is a recall issue

Writer stated:

1. Updated/SC072, SC073
2. Adv customer that recall work will be done without charge at a Kia dlr.
3. Could ask dlr to address other issue at that time, but will have to pay diag fee

Customer stated:

1. But I read online something about Spectra veh having this problem

Writer stated:

1. Only recalls on your veh have nothing to do with *GAS* regurgitating from *FILL*er pipe.
2. Adv to check with dlr.

Customer stated:

1. Will make appt with Bev Smith Kia

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733035 [REDACTED]	K1746703	109,929
San Antonio, TX [REDACTED]		Prod. Date: 7/19/02	Dealer: TX032 World Car Kia	

Complaint Repair Assistance

**Case History**

\*\*\* PHONE LOG 06/14/2010 09:43 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. WE TOOK THE CAR TO THE KIA DLR. BECAUSE OF A SITUATION WHERE THE **GAS** IS **SPIT**TING BACK AT US WHEN WE ARE PUTTING
2. THIS WAS SATURDAY. THEY GAVE IT BACK TO US AND SAID THEY FIXED IT BUT IT IS STILL GOING ON TODAY
3. I CALLED YOU GUYS FIRST.

WRITER STATES.

1. THE CAR HAS TO GO TO THE KIA DLR TO FIND OUT EXACTLY WHAT THE SITUATION IS.
2. ONCE THE CAR IS THERE THEN WE CAN GO FROM THERE.
3. WE CAN OFFER TECHNICAL ASSISTANCE VIA OUR TECH LINE.
4. I CAN CALL THE DLR NOW TO CONNECT YOU AND ADVISE THEM OF THE SITUATION AND TO CALL TECH LINE IF NEEDED.

CUSTOMER STATES.

1. THANK YOU.

WRITER CALLED JOSE RICO IN SERVICE

WRITER STATES.

1. CUSTOMER INDICATES THEY WERE THERE SATURDAY AND HAD AN ISSUE REPLACED WITH THE VEHICLE.
2. THEY INDICATED SOME WORK WAS DONE BUT THE SITUATION IS NOT REPAIRED. **GAS** IS STILL **SPIT**TING BACK OUT AT THEM
3. I HAVE THEM ON THE LINE SO AN APPOINTMENT CAN BE MADE

JOSE RICO STATES.

1. THAT IS FINE.
2. I DO SEE HE MAY HAVE GONE TO ANOTHER SHOP AND GOT THE DIAGNOSES MADE AND WE JUST REPLACED A PART. BUT I DO NOT HAVE ANYTHING HERE ABOUT **FUEL**. THIS OTHER PART WAS EMISSIONS RELATED.

WRITER STATES.

1. THANK YOU.

WRITER CONNECTED CUSTOMER TO DLR SO AN APPOINTMENT COULD BE MADE  
ADVISED CUSTOMER AND JOE.

CUSTOMER STATES.

1. I CAN BE THERE SATURDAY

WRITER STATES TO CUSTOMER

1. I CANNOT CALL THEM SATURDAY

WRITER STATES TO JOE.

1. IF YOU GUYS NEED ASSISTANCE PLEASE CALL TECH LINE. THAT WOULD BE THE ONLY REASON I WOULD CALL YOU GUYS DURING THE WEEK IF THERE WAS A REPEATED REPAIR ATTEMPT.

CUSTOMER STATES.

1. THANK YOU

WRITER CONNECTED CUSTOMER TO DLR SO IT COULD BE TAKEN CARE OF.

Kia Motors America  
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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733035 [REDACTED]	K1746703	109,929
San Antonio, TX [REDACTED]		Prod. Date: 7/19/02	Dealer: TX032 World Car Kia	

\*\*\* CASE CLOSE 06/14/2010 09:43 AM US Mountain Standard Time SLarez



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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733435 [REDACTED]	K1537466	112,413
Chatanooga, TN [REDACTED]		Prod. Date: 11-15-02	Dealer: AL023 Brewbaker Kia	

**Case History**

Complaint: Repair Assistance

\*\*\* PHONE LOG 01/02/2009 11:36 AM US Mountain Standard Time TDonnelly  
CUSTOMER STATES(DON MOORE-FATHER):

1. CAN NOT PUT **FUEL** IN CAR
2. WHEN WE TRY TO DO SO IT TAKES ABOUT 30 MINUTES.
3. NEED TO KNOW IF THERE IS A RECALL FOR **FUEL SPIT**BACK?
4. THIS SHOULD NOT BE HAPPENING
5. DID SEE A RECALL FOR **FUEL** LINES. WOULD THIS BE RELATED TO **SPIT**BACK?
6. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. NO OPEN RECALLS ON VEHICLE
3. COULD BE MANY CAUSES FOR **SPIT**BACK. WOULD RECOMMEND TAKING INTO DEALER FOR DIAGNOSIS.
4. CUSTOMERS VEHICLE WAS NOT INVOLVED IN RECALL FOR **FUEL** LINES AS WELL.
5. CAR IS CURRENTLY OUT OF KIA WARRANTY.

Kia Motors America  
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Last name	First name	VIN of 2003 SORENTO LX 4X2	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733835 [REDACTED]	K1669260	66,000
Va Beach, VA [REDACTED]		Prod. Date: 3/20/03	Dealer: VA006 Greenbrier Kia	

Case History

Complaint Repair Assistance

\*\*\* PHONE LOG 11/17/2009 02:48 PM US Mountain Standard Time ATorres

\*\*\* PHONE LOG 11/17/2009 03:03 PM US Mountain Standard Time ATorres Action Type: Incoming call

Cst states:

1. The CEL came on Sunday.
2. Before then on Thursday, I put **GAS** and it back **SPLASH**ed at me.
3. I believe it's a charcoal canister valve. That's what INDY told me.
4. I called Greenbrier Kia and they told me it's not covered. They didn't look at the veh.
5. It's going to cost \$1K
6. I can't afford that.

Wrt states:

1. Updated, no SC. Apologized.
2. That would have been covered under 5/60 LBW.
3. Only warr is 10/100 PTW and covers internal transmission, internal engine components and trans axles for manuf defect.
4. That part would not be part of PTW.

Cst states:

1. It only 6 K over the warr.
2. I'm surprised your not going to cover it.
3. I can't pay \$1K.

Wrt states:

1. Apologized but your warr didn't expire 6K ago.
2. It expires on 5/24/08, over a year ago, when the 5 yrs came up.

Cst states:

1. Great, I love how they don't tell you that.
2. So your not going to help.

Wrt states:

1. Since the veh is out of warr.
2. Decision to cover out of warranty repairs is not made in this office.
3. Decision is made by the Kia area rep.
4. Veh would have to be a the Kia dlr with a diagnosis.
5. Writer can then follow up with the Kia rep to see if any assistance could be offered.
6. Can not promise any assistance
7. Cust will have to pay dlr diagnostic fee.
8. Provided file number & writer's ext.
9. Adv cust if decide to take veh to Kia dlr to call back.

Cst states:

1. ok.

\*\*\* CASE CLOSE 11/17/2009 03:03 PM US Mountain Standard Time ATorres  
pending cst call back when at dlrshp.

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

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733435 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohrman Kia	

**Case History**

Complaint Repurchase

\*\*\* PHONE LOG 03/10/2003 01:33 PM US Mountain Standard Time CRountree

**CUSTOMER STATES:**

1. HAD SAME PROBLEM TODAY MADE THE 6TH TIME FOR THIS PROBLEM.
2. ON PAS SIDE REAL BAD COLD AIR COMING IN FROM THE OUTSIDE OF THE VEHICLE.
3. THEY OUTSIDE VENTS ARE CLOSED.
4. THEY HAD A TECH FROM KIA TO LOOK AT IT AND PROBLEM STILL PERSISTS.
5. GENERAL MANAGER, ZIGGY, HAS SAID HE WOULD FILE THE LEMON LAW ON THE VEHICLE.
6. JUST WANTED WANTED TO KNOW HOW THE LEMON LAW WORKS.
7. HAD PAIO 1600 PLUS A TRADE IN: WHAT HAPPENS TO ALL OF THAT.

**WRITER STATES:**

1. HOW MANY TIMES HAS PROBLEM HAPPENED.
2. ARE THE OUTSIDE AIR VENTS CLOSED.
3. DID ANYONE FROM KIA EXAMINE THE VEHICLE.
4. THEY ARE AGENCIES IN THE LOCAL AREA YOU CAN INQUIRE OF SINCE THE LAWS ARE DIFFERENT IN EACH STATE.
5. SINCE THE GEN MGR HAS SAID HE IS GOING TO DO THE LEMON LAW PAPERWORK, ADVISE THAT YOU FOLLOW UP WITH ZIGGY ON THE DETAILS OF WHAT IS GOING TO HAPPEN AND WHAT AND HOW YOUR TRADE AND DOWN PAYMENT IMPACT THIS TRANSACTION.

**ATTN TO REGION:**

**1. CUSTOMER STATES:**

1. THERE IS COLD AIR COMING IN FROM OUTSIDE OF THE VEHICLE.
2. THEY HAD A TECH FROM KIA TO LOOK AT IT AND PROBLEM STILL PERSISTS.
3. GENERAL MANAGER, ZIGGY, HAS SAID HE WOULD FILE THE LEMON LAW ON THE VEHICLE.
4. JUST WANTED WANTED TO KNOW HOW THE LEMON LAW WORKS.
5. HAD PAIO 1600 PLUS A TRADE IN: WHAT HAPPENS TO ALL OF THAT.

2. ADVISED CUSTOMER TO CONTACT THE GENERAL MANAGER SINCE HE SAYS HE IS PROCESSING LEMON LAW PAPERWORK FOR YOU.

\*\*\* PHONE LOG 03/14/2003 09:20 AM US Mountain Standard Time MViola Action Type:Outgoing call  
WTR LVM FOR CUST @ ONLY # REQING C/B

\*\*\* PHONE LOG 03/17/2003 10:30 AM US Mountain Standard Time MViola Action Type:Incoming call  
WTR RCVD VM FROM CUST REQING C/B  
CUST IS [REDACTED]

\*\*\* PHONE LOG 03/17/2003 10:32 AM US Mountain Standard Time MViola Action Type:Outgoing call  
WTR LM W: MALE @ ONLY # REQING C/B

\*\*\* PHONE LOG 03/17/2003 11:54 AM US Mountain Standard Time MViola Action Type:Outgoing call  
WTR CALLED ONLY # & RECVD THIS MESSAGE  
"THE AOL CUSTOMER YOU ARE CALLING IS CURRENTLY ON LINE. THEY WILL CALL YOU BACK"

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

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733435 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohman Kia	

ONCE THEY ARE OFF LINE"

\*\*\* PHONE LOG 03/17/2003 01:37 PM US Mountain Standard Time MViola Action Type:Incoming call

WTR SPOKE W/ CUST THIS DATE

CUST ADVISED:

1. HAS HAD VEH IN SEVERAL TIMES FOR COLD AIR COMING FROM FLOOR AREA
2. DLRSHIP HAS INFORMED ME THAY CALLED KOREA TO GET INFORMATION
3. THEY ALSO SAID THEY HAD A TECHNICIAN COME IN TO REPAIR THE VEH
4. WANT TO KNOW WHAT CAN BE DONE

5. ZIGGY AT THE DEALERSHIP TOLD ME THAT I WOULD BE VERY PLEASED WITH WHAT KIA WILL DO FOR ME
6. I FEEL A LITTLE PUT OFF ESPECIALLY SINCE MY BROTHER-IN-LAW IS A RHORMAN
7. YOU'D THINK THEY WOULD TAKE BETTER CARE OF ME

WTR ADVISED:

1. WTR WILL CONTACT DLRSHIP & REQ ALL DOCS BE FRWDED
2. UPON RECPT. WTR WILL CONTACT CUST W/ ADDD
3. INFORMED CUST OF 10 BUSINESS DAY LEAD FOR ADDD

\*\*\* PHONE LOG 03/17/2003 01:39 PM US Mountain Standard Time MViola Action Type:Outgoing call

WTR SPOKE W/ SMGR ZIGGY in IN003 THIS DATE

WTR ADVISED:

1. REQING ALL SALES DOCS FOR CUST

ZIGGY ADVISED:

1. HAS FORWDED ALL INFO TO SERVICE
- ZIGGY CONNECTED WTR TO SVM DON BOWSER

WTR ADVISED:

1. REQING ALL RO'S, TECH NOTES, PUNCH TIMES, & SALES DOCS FOR CUST
2. PROVIDED CUST & WTR INFO

\*\*\* PHONE LOG 03/20/2003 09:58 AM US Mountain Standard Time MViola Action Type:Incoming call

WTR SPOKE W/ DPSM STEVE PETERSON THIS DATE

DPSM ADVISED:

1. VEH WAS IN LAST FOR COLD AIR COMING FROM FLOOR BOARD

2. FOUND MISSING **GAS**KET AROUND EVAP BOX BOLT COWEL

3. REPAIRED & TEST DROVE VEH - NO COLD AIR

4. RELEASED TO CUST

5. NOW COLD AIR IS COMING FROM BETWEEN CONSOLE & PSGR SEAT

6. DPSM REQING FTR FOR VEH

WTR ADVISED:

1. WTR WILL GENERATE REQ

\*\*\* NOTES 03/20/2003 10:05 AM US Mountain Standard Time MViola Action Type:E-mail sent

WTR SENT FTR REQ VIA EMAIL THIS DATE

**Kia Motors America**  
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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733435 [REDACTED]	K145738	8,231
Reading, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003	Bob Rohrman Kia

\*\*\* PHONE LOG 03/24/2003 10:37 AM Central Daylight Time MViola Action Type: Outgoing call

WTR SPOKE W/ CUST ON 3/21/03

WTR ADVISED:

1. CFE CAPRON AVAILABLE FOR VISIT ON 3/24/03
2. CAN CUST BRING VEH TO IN003 IN MORNING
3. KMA WILL PROVIDE ALT TRANS

CUST ADVISED:

1. CANNOT TAKE ADDTL TIME OFF WORK
2. WILL SPEAK W/ HUSBAND
3. KMA WILL HAVE TO WORK AROUND MY SCHEDULE

WTR ADVISED:

1. CFE & FTR'S SCHEDULED AT LEAST WEEK IN ADVANCE
2. KMA WILL BE MORE THAN HAPPY TO WORK AROUND CUST SCHEDULE
3. HOWEVER, CFE HAS PRE SCHEDULED COMMITMENTS TOO

CUST ADVISED:

1. WILL C/B WTR W/ AVAILABLE DATES

\*\*\* NOTES 03/24/2003 10:38 AM Central Daylight Time MViola Action Type: Meeting  
FILE CLOSED PENDING CUST CONTACT

\*\*\* CASE CLOSE 03/24/2003 10:38 AM Central Daylight Time MViola  
FILE CLOSED PENDING CUST CONTACT

\*\*\* PRIORITY CHANGE 03/31/03 12:03:52 PM MRivas

\*\*\* NOTES 03/31/2003 12:05 PM Central Daylight Time MRivas Action Type: Facsimile rec.  
CRCA RCVD BBB FAX FILE# KIA0337590 WHICH INCLUDES:

1. CCF - DATED 03/31/03

A. AIR COMING THRU PASSENGER SIDE FLOORBOARD - CURRENT YES - 5 N  
RESOLUTION SOUGHT:

1. REPLACEMENT OR REPURCHASE
- HARD FILE CREATED AND FWRD TO MLV FOR HANDLING.

\*\*\* NOTES 03/31/2003 12:05 PM Central Daylight Time MRivas Action Type: Correspondence sent  
CCF LTR SENT TO CUST. VIA MAIL.

\*\*\* PHONE LOG 03/31/2003 12:24 PM Central Daylight Time MRivas Action Type: Outgoing call  
WTR CALLED MIKE KINCAID at IN003 IN LIEU OF MLV ABSENCE.

WTR ADVISED:

1. BBB FILE
  2. REQ SALES JACKET
- WTR PROVIDED FAX# & THANKED FOR ASSISTANCE.

\*\*\* PHONE LOG 03/31/2003 12:26 PM Central Daylight Time MRivas Action Type: Outgoing call

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733435 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohrman Kia	

WTR CALLED DAN BOWSER in IN003 IN LIEU OF MLV ABSENCE.

WTR ADVISED:

1. BBB FILE

2. REQ RO'S, TECH NOTES AND PUNCH TIMES

DAN BOWSER ADVISED:

1. IN PROCESS OF FAXING DOCS TO CUST AND MLV AS REQUESTED BY CUST

WTR VERIFIED FAX# & THANKED FOR ASSISTANCE.

\*\*\* NOTES 03/31/2003 04:14 PM Central Daylight Time MRivas Action Type:Facsimile rec.

CRCA RCVD FROM DLR/IN003. VIA FAX:

1. SALES DOCS

INFO ADDED TO FILE AND FWRD TO MLV FOR HANDLING.

\*\*\* PHONE LOG 04/01/2003 09:48 AM Central Daylight Time MViola Action Type:Outgoing call

WTR SPOKE /W SVM CAN BOWSER in IN003 THIS DATE

WTR ADVISED:

1. REQING ALL RO'S

SVM ADVISED:

1. FAXED YESDTERDAY

2. VERIFIED FAX #

WTR ADVISED:

1. INCORRECT FAX #

2. PROVIDED FAX #

SVM ADVISED:

1. WILL REFAX THIS DATE

WTR REQ TRANSFER TO MIKE KINCAID

WTR ADVISED:

1. INSTALMENT CONTRACT IS BLANK

MR KINCAID ADVISED:

1. WILL OVERNIGHT COY TO WTR THIS DATE

\*\*\* NOTES 04/01/2003 11:49 AM Central Daylight Time MRivas Action Type:Facsimile rec.

CRCA RCVD FROM DLR. VIA FAX:

1. RO

INFO ADDED TO FILE AND FWRD TO MLV FOR HANDLING.

\*\*\* NOTES 04/01/2003 02:16 PM Central Daylight Time MViola Action Type:Meeting

WTR COMPLETED RECAP THIS DATE

WTR EMAILED RECAP TO JSS THIS DATE

HARD FILE TO JSS THIS DATE

\*\*\* CASE CLOSE 04/01/2003 02:19 PM Central Daylight Time MViola  
CLOSED, REOPENED & ASSIGNED TO JSS

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

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733435 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohrman Kia	

\*\*\* NOTES 04/02/2003 08:32 AM Central Daylight Time JShowalter Action Type: Meeting  
WRITER REVIEWED FILE AND WILL CONTACT CUST NO LATER THAN 4/14/03.

\*\*\* NOTES 04/02/2003 12:26 PM Central Daylight Time MRivas Action Type: Correspondence rec.  
CRCA RCVD FROM DLR/IN003. VIA UPS NEXT DAY AIR:  
1. INSTALLMENT CONTRACT  
INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

\*\*\* PHONE LOG 04/11/2003 02:41 PM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER LM FOR CUST AT ONLY # AVAIL TO CB.

\*\*\* CASE CLOSE 04/11/2003 02:25 PM Central Daylight Time JShowalter

\*\*\* PHONE LOG 04/14/2003 03:42 PM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER ATTEMPTED CUST AT ONLY # AVAIL AT 4:07, 4:29 AND 4:41 P.M. ....LINE BUSY.

WRITER TO ATTEMPT CUST AGAIN ON 4/15/03.

\*\*\* CASE CLOSE 04/21/2003 02:57 PM Central Daylight Time JShowalter

\*\*\* PHONE LOG 04/24/2003 10:40 AM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER SPOKE TO CUST AT ONLY # AVAIL AND STATED:

1. REVIEWED RO RECAP
2. HAS BEEN MADE AWARE THAT CUST DIDN'T SHOW UP FOR FTR APPT IN MARCH 2003
3. INQUIRED AS TO WHETHER OR NOT CONCERN IS CURRENT

CUST STATED:

1. CONCERN IS STILL CURRENT
2. HAS BEEN TO DLR ABOUT 7 OR 8 TIMES BUT RO'S WERE NOT GENERATED
3. DLR HAS MESSED UP RO'S AND THE ONE THAT IS OPEN DOESN'T REFLECT ALL THE TIMES SHE'S BEEN IN
4. DLR IS HER BROTHER-IN-LAW BUT HE ISN'T CALLING HER BACK EITHER
5. DIDN'T SHOW UP FOR FTR APPT IN MARCH BECAUSE IT DIDN'T SUIT HER SCHEDULE AT THE TIME
6. CAN STILL FEEL COLD AIR. HOWEVER, NOT AS BAD BECAUSE WEATHER IS WARMING UP.

WRITER STATED:

1. DENIED REPURCHASE/REPLACEMENT REQUEST
2. OFFERED FTR REPAIR AGAIN
3. ONCE REPAIR COMPLETED AND CUST SATISFIED, WRITER AND CUST WILL DISCUSS POSSIBLE GW

COMPENSATION

CUST STATED:

1. AGREES TO THE ABOVE
2. THANKED WRITER FOR CALLING AND TRYING TO WORK WITH HER TO RESOLVE THIS CONCERN.

WRITER STATED:

1. WILL BE IN TOUCH W/CUST IN A FEW DAYS TO ADVISE OF FTR APPT DATE.

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDIC733435 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohrman Kia	

\*\*\* NOTES 04/24/2003 10:41 AM Central Daylight Time JShowalter Action Type:Facsimile sent  
WRITER EMAILED FTR REQUEST THIS DATE. WRITER TO FU W/FTR CAPRON ON 4/28/03 FOR FTR APPT DATE.

\*\*\* NOTES 04/24/2003 03:10 PM Central Daylight Time MRivas Action Type:Facsimile rec.  
CRCA RCVD BBB FAX FILE# KIA0337590 WHICH INCLUDES:  
1. MRF - DATED 04/24/03  
2. CCF - DATED 03/31/03  
3. RO  
INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

\*\*\* NOTES 04/25/2003 01:18 PM Central Daylight Time JShowalter Action Type:E-mail sent  
PER FTR CAPRON:  
1. WILL BE AT IN003 ON 5/6/03 TO REPAIR VEH.

\*\*\* NOTES 04/25/2003 01:19 PM Central Daylight Time JShowalter Action Type:Facsimile sent  
WRITER FAXED MRF TO BBB WHICH STATES:  
1. KMA TO SEND FTR TO INSPECT, VERIFY AND REPAIR CURRENT CONCERN  
2. RENTAL WILL BE PROVIDED  
3. APPT SET FOR 5-6-03  
4. KMA AND CUST TO DISCUSS GW AFTER REPAIRS ARE COMPLETED.

WRITER TO FU W TODD ON 4/28/03 FOR CLOSE LETTER.

\*\*\* NOTES 04/25/2003 04:24 PM Central Daylight Time MRivas Action Type:Facsimile rec.  
CRCA RCVD BBB FAX FILE# KIA0337590 WHICH INCLUDES:  
1. CLOSE LETTER W/FOLLOWING PARAMETERS:  
A. AGREE THAT KMA WILL HAVE FTR DIAGNOSE AND REPAIR ANY VERIFIABLE WARRANTY CONCERN  
B. CUST WILL BE PROVIDED A RENTAL VEH  
C. REPAIR IS SCHEDULED FOR 05/06/03  
D. CUST WILL HAVE A 30 DAY EVALUATION PERIOD  
E. IF REPAIRS REMAIN SUCCESSFUL, KMA WILL FURTHER DISCUSS GW OFFERS WITH CUST  
INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

\*\*\* PHONE LOG 04/28/2003 04:34 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER CONTACTED CUST AND STATED:  
1. FTR AVAIL 5/6/03 AT IN003  
2. CUST CAN BRING VEH TO DLR ON 5/5/03 BEFORE 5:00 OR ON 5/6/03 BEFORE 10:00 A.M.  
PER CUST:  
1. WILL BRING VEH TO DLR ON 5/5/03 BEFORE 5:00  
2. THANKED WRITER FOR ASSISTANCE.

\*\*\* NOTES 04/28/2003 04:35 PM Central Daylight Time JShowalter Action Type:E-mail sent  
WRITER EMAILED FTR CAPRON AND DPSM PETERSON STATING:



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[REDACTED]	[REDACTED]	KNDJC73343 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohman Kia	

1. ADVISED OF CONVERSATION W/CUST
2. CONFIRMED 5/6/03 APPT W/5/5/03 VEH DROP OFF
3. REQUESTED THAT DPSM CONTACT IN003 TO ADVISE OF FTR APPT AND NEEDED RENTAL

WRITER TO FU W/FTR CAPRON ON 5/6/03 FOR UPDATE ON REPAIRS.

\*\*\* CASE CLOSE 04/28/2003 04:36 PM Central Daylight Time JShowalter  
FILE TO BE REOPENED 5/6/03. DATE OF FTR REPAIR VISIT.

\*\*\* PHONE LOG 05/06/2003 11:10 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER CONTACTED FTR CAPRON WHO STATED:

1. HAS VERIFIED AIR LEAK
2. IS WORKING WKMA RE: NECESSARY PARTS TO MAKE REPAIR
3. WILL BE WORKING ON VEH FOR SEVERAL DAYS
4. WILL UPDATE WRITER ACCORDINGLY.

WRITER TO FU W/FTR CAPRON ON 5/7/03.

\*\*\* PHONE LOG 05/07/2003 11:43 AM Central Daylight Time JShowalter Action Type:Incoming call  
PER FTR CAPRON:

1. VERIFIED AIR LEAK UNDER DASH ON PASSENGER SIDE
2. MADE CORRECTIONS AND NO LEAK FOUND ANY LONGER
3. CUST ALSO COMPLAINED THAT VEH PULLS
  - A. STEERING WHEEL OFF CENTER
  - B. DLR TO OUTSOURCE TO ALIGNMENT SHOP TO STRAIGHTEN STEERING WHEEL
4. HAS COPY OF WORK ORDER AND WILL BRING TO WRITER ON 5/9/03.

WRITER THANKED FTR FOR UPDATE AND ASSISTANCE.

\*\*\* PHONE LOG 05/07/2003 11:44 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR CUST AT ONLY 3 AVAIL STATING:

1. ADVISED OF FTR'S FINDINGS AND REPAIRS
2. ADVISED OF ALIGNMENT ISSUE
3. WRITER OUT OF OFFICE ON 5/8/03 BUT WILL FU W/DLR ON 5/9/03 TO ENSURE VEH IS COMPLETED AND RELEASED TO CUST
4. WRITER WILL CONTACT CUST IN THE NEXT WEEK TO DISCUSS POSSIBLE GW COMPENSATION.

WRITER TO FU W/DLR ON 5/9/03 FOR UPDATE ON STATUS OF VEH.

\*\*\* PHONE LOG 05/09/2003 01:58 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER SPOKE TO KEVIN AT IN003 WHO STATED:

1. VEH BACK FROM ALIGNMENT SHOP
  2. WILL CLOSE RO AND FAX TO WRITER THIS AFTERNOON
  3. IS ALSO BRINGING VEH TO CUST AT HER HOUSE AS A GOODWILL GESTURE
- WRITER THANKED DLR FOR ASSISTANCE.

WRITER TO FU W/DLR ON 5-12/03 IF NO RO REC'D.

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]		KNDJC733435 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohrman Kia	

\*\*\* PHONE LOG 05/12/2003 03:20 PM Central Daylight Time JShowalter Action Type:Incoming call  
CUST LM FOR WRITER STATING:

1. REPAIRS NOT COMPLETED THIS DATE
2. WHEN SERVICE MANAGER WAS DRIVING VEH TO CUST'S HOME. CHECK ENGINE LIGHT CAME ON SO DLR DROVE VEH BACK TO DLRSHIP AND IS WORKING ON IT NOW.
3. DOESN'T WANT VEH ANYMORE

WRITER STATED:

1. CUST AND WRITER AGREED TO LET FTR REPAIR AIR LEAK CONCERN AND THEN CUST WOULD TEST DRIVE IT TO MAKE SURE SHE IS SATISFIED W/REPAIRS.
2. WRITER AND CUST WOULD THEN DISCUSS GW COMPENSATION
3. MIL CAN COME ON FOR SO MANY REASONS. NONE OF WHICH WOULD BE RELATED TO THE AIR LEAK

CUST STATED:

1. FORGOT ABOUT AGREEMENT TO TEST DRIVE VEH AFTER REPAIRS
2. THANKED WRITER FOR REMINDING HER

WRITER STATED:

1. WILL FU W/CUST ON 5/15/03 FOR UPDATE ON REPAIRS/TEST DRIVE

WRITER TO CONTACT DLR ON 5/13/03 FOR FAXED COPY OF RO.

\*\*\* NOTES 05/13/2003 08:53 AM Central Daylight Time JShowalter Action Type:Meeting  
PER MLV IN CRCA:

1. MLV SPOKE TO SVM AT IN003 RE: OTHER CASE AND SVM ADVISED MLV THAT HE WILL FAX THIS CUST'S RO TO WRITER ON 5/13 OR 5/14/03.

WRITER TO FU W/SVM ON 5/14/03 IF NOTHING YET REC'D.

\*\*\* CASE CLOSE 05/21/2003 12:52 PM Central Daylight Time JShowalter

\*\*\* NOTES 05/23/2003 12:52 PM Central Daylight Time JShowalter Action Type:Manager review  
ON 5/14/03. CRCA REC'D MISSING REPAIR ORDER FROM DLR. ADDED TO HARD FILE.

\*\*\* PHONE LOG 05/23/2003 01:08 PM Central Daylight Time JShowalter Action Type:Incoming call  
ON 5/16/03. CUST LM FOR WRITER STATING:

1. GOT TRUCK BACK AND AIR LEAK IS STILL THERE
2. VEH HAS TO GO BACK BECAUSE NOW IT'S NOT TAKING **FUEL**
3. DOESN'T WANT VEH ANYMORE
4. WANTS TO KNOW WHAT WRITER WILL DO ABOUT THIS SO SHE CAN ADVISE HER ATTY.

\*\*\* PHONE LOG 05/23/2003 01:09 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR CUST ON 5/19/03 STATING:

1. REC'D CUST'S VM
2. IS WORKING ON RESOLUTION FOR CUST
3. WILL GET BACK TO CUST BY END OF THE WEEK W/UPDATE.

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733435 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohrman Kia	

\*\*\* PHONE LOG 05/23/2003 01:10 PM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER SPOKE TO DSM JOHNSTON AND STATED:  
1. ADVISED OF CUST'S SITUATION AND THAT SHE IS BOB ROHRMAN'S SISTER-IN-LAW  
2. REQUEST THAT DSM CONTACT DLR TO PROMPT DLR PARTICIPATION ON THIS CASE  
DSM TO CONTACT DLR AND WILL ADVISE WRITER ASAP.

\*\*\* PHONE LOG 05/23/2003 01:12 PM Central Daylight Time JShowalter Action Type: Incoming call  
PER DSM JOHNSTON:  
1. SPOKE TO MR. ROHRMAN THIS DATE  
2. MR. ROHRMAN IS GOING TO CALL CUST TO SEE WHAT DLR CAN DO FOR HER  
3. ADVISED DSM TO HAVE WRITER CALL HIM ON 5/28/03 ON HIS CELL #  
WRITER STATED:  
1. THANKED DSM JOHNSTON FOR ASSISTANCE.  
2. WILL FU W/MR. ROHRMAN ON 5/28/03.

\*\*\* PHONE LOG 05/23/2003 01:13 PM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER SPOKE TO CUST AND STATED:  
1. ADVISED OF DSM INVOLVEMENT AND THAT MR. ROHRMAN WILL BE CONTACTING CUST BY 5/28/03  
2. WRITER TO FU W/DLR ON 5/28/03  
3. WILL UPDATE CUST AT THAT TIME  
CUST THANKED WRITER FOR CALLING.

WRITER TO FU W/BOB ROHRMAN ON 5/28/03 FOR DLR ASSISTANCE.

\*\*\* PHONE LOG 05/29/2003 01:04 PM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER SPOKE TO CUST AND STATED:  
1. MR. ROHRMAN NOT RETURNING WRITER'S CALL  
2. IN ORDER TO START PROCESS, WRITER WILL FAX TO CUST A LOAN INFO DOC THAT CUST NEEDS TO  
COMPLETE AND RETURN TO WRITER ASAP  
3. ONCE REC'D, WRITER WILL GENERATE A 3-OPTION OFFER LETTER NO LATER THAN 10 BUSINESS DAYS  
FROM REC'T OF COMPLETED LID  
4. ADVISED THAT WRITER WILL BE ON VACATION NEXT WEEK, THEREFORE NOTHING WILL BE DONE  
W/ CUST'S CASE UNTIL WRITER RETURNS.  
CUST STATED:  
1. THANKED WRITER FOR CALLING  
2. WILL AWAIT FAX

\*\*\* NOTES 05/29/2003 01:05 PM Central Daylight Time JShowalter Action Type: Facsimile sent  
WRITER FAXED LOAN INFO DOC TO CUST THIS DATE.

WRITER TO FU W/CUST WEEK OF 6/9/03 IF COMPLETED LID NOT YET REC'D.

\*\*\* NOTES 05/29/2003 03:01 PM Central Daylight Time MRivas Action Type: Facsimile rec.  
CRCA RCVD FROM CUST, VIA FAX:  
1. COMPLETED LID  
INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

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ast name	First name	VIN of 2003 SORENTO 4N4 LN	Case Number	Mileage
		KNDJC733435	K145738	8,231
readia, IN		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohman Kia	

\*\*\* CASE CLOSE 05/30/2003 07:32 AM Central Daylight Time JShowalter

\*\*\* NOTES 05/30/2003 01:38 PM Central Daylight Time JShowalter Action Type:Facsimile rec.  
WRITER REVIEWED COMPLETED FAXED LID FROM CUST AND ADDED TO HARD FILE.

3-OPTION OFFER LETTER TO BE GENERATED NO LATER THAN 6/12/03.

\*\*\* NOTES 06/11/2003 11:04 AM Central Daylight Time JShowalter Action Type:Correspondence sent  
WRITER GENERATED AND SENT 3 OPTION OFFER LETTER TO CUST THIS DATE VIA FED EX.

\*\*\* NOTES 06/11/2003 02:11 PM Central Daylight Time TDotson Action Type:Correspondence sent  
CRCA SENT FEDEX OF ABOVE TO CUST THIS DATE VIA PRIORITY OVERNIGHT W/TRACKING #454049446299.

\*\*\* NOTES 06/11/2003 02:59 PM Central Daylight Time JShowalter Action Type:Correspondence sent  
WRITER TO FU W/CUST ON 6-18-03 IF NO SIGNED OFFER LETTER REC'D.

\*\*\* CASE CLOSE 06/16/2003 07:53 AM Central Daylight Time JShowalter

\*\*\* PHONE LOG 06/17/2003 10:51 AM Central Daylight Time JShowalter Action Type:Incoming call  
CUST LM FOR WRITER TO CALL BACK.

\*\*\* PHONE LOG 06/17/2003 10:51 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR CUST AT ONLY \* AVAIL REQUESTING CB.

WRITER TO FU W/CUST ON 6/19/03 IF NO RETURN CALL.

\*\*\* PHONE LOG 06/17/2003 02:40 PM Central Daylight Time JShowalter Action Type:Incoming call  
CUST CONTACTED WRITER. WRITER AND CUST DISCUSSED OPTIONS. CUST TO CONSIDER AND WILL GET  
BACK TO WRITER WEEK OF 6-23-03.

WRITER TO FU W/CUST ON 6-25-03 IF NO RESPONSE.

\*\*\* PHONE LOG 06/26/2003 12:44 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR CUST AT ONLY \* AVAIL REQUESTING CB RE: OFFER LETTER DATED 6/11/03.

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last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733435 [REDACTED]	K145738	8,231
readia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohman Kia	

\*\*\* PHONE LOG 06/27/2003 02:21 PM Central Daylight Time JShowalter Action Type: Incoming call  
CUST CONTACTED WRITER W/QUESTIONS RE: 3 OPTION OFFER LETTER. PER CUST:  
1. WILL BE ACCEPTING SOC  
2. WILL RETURN SIGNED LETTER W/VIN FOR NEW VEH  
3. THANKED WRITER FOR ASSISTANCE.

WRITER TO FU W/CUST ON 7/3/03 IF LETTER AND NEW VIN NOT YET REC'D.

\*\*\* CASE CLOSE 07/01/2003 07:59 AM Central Daylight Time JShowalter

\*\*\* PHONE LOG 07/03/2003 09:32 AM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER LM FOR CUST AT ONLY # AVAIL REQUESTING RETURN OF SIGNED OFFER LETTER.

WRITER TO FU W/CUST ON 7/8/03 IF NO SIGNED OFFER LETTER YET REC'D.

\*\*\* PHONE LOG 07/08/2003 12:22 PM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER LM FOR CUST TO CB RE: OFFER LETTER.

WRITER TO FU W/CUST ON 7/11/03 IF NO RESPONSE.

\*\*\* PHONE LOG 07/15/2003 08:26 AM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER LM FOR CUST ON 7/11/03 AT 12:23 P.M. REQUESTING CB.

\*\*\* PHONE LOG 07/15/2003 08:26 AM Central Daylight Time JShowalter Action Type: Incoming call  
DLR GM. BRAD GRAHAM. FROM IN003 LM FOR WRITER TO CB.

\*\*\* PHONE LOG 07/15/2003 08:31 AM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER SPOKE TO BRAD GRAHAM AT IN003 WHO STATED:

1. CUST WANTS ANOTHER SORENTO
  2. DLR DOESN'T CURRENTLY HAVE ONE IN STOCK BUT CAN GET ONE SHORTLY
- WRITER STATED:

1. ADVISED DLR THAT NEW VEH NEEDS TO BE EQUAL TO \$23,935.82.
  2. NEED DLR TO FAX INVOICE TO NEW VEH ONCE AVAIL.
- DLR AGREED.

\*\*\* PHONE LOG 07/15/2003 08:31 AM Central Daylight Time JShowalter Action Type: Incoming call  
CUST LM FOR WRITER STATING:

1. CUST SPOKE TO BANK LAST NIGHT
2. SINCE HER LOAN IS AN INDIRECT LOAN, THEY WILL NOT ALLOW SOC
3. WANTS TO KNOW WHAT WILL HAPPEN NOW.

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Last name	First name	VIN of 2003 SORENTO 4N4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733435 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohman Kia	

\*\*\* PHONE LOG 07/15/2003 08:33 AM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER LM FOR CUST STATING:

1. ADVISED OF REFI OPTION
2. SPOKE TO DLR THIS A.M. AND ADVISED OF NEW VEH PRICE POINT
3. DLR LOCATING NEW VEH AND WILL FAX INVOICE TO WRITER WHEN VEH AVAIL
4. REQUESTED THAT CUST CB TO DISCUSS REFI OPTION IN MORE DETAIL

WRITER TO FU W/ CUST ON 7/16/03 IF NO RESPONSE.

\*\*\* CASE CLOSE 07/16/2003 09:51 AM Central Daylight Time JShowalter

\*\*\* PHONE LOG 07/17/2003 10:02 AM Central Daylight Time JShowalter Action Type: Incoming call  
CUST LM FOR WRITER ON 7/16/03 AT 9:09 P.M. REQUESTING CB.

\*\*\* PHONE LOG 07/17/2003 10:05 AM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER SPOKE TO CUST AND STATED:

1. EXPLAINED REFI AND WHAT DOLLAR AMOUNT SHE IS NEEDING TO STAY NEAR
- CUST STATED:
1. WILL GO TO DLR ON 7/21 OR 7/22 TO TEST DRIVE BOTH THE SEDONA AND ANOTHER SORENTO
  2. WILL ADVISE WRITER WHAT VEH SHE SELECTS

WRITER STATED:

1. WRITER WILL CONTACT BRAD GRAHAM AT IN003 NOW TO ADVISE
  2. ONCE NEW VEH IS SELECTED AND DLR FAXES NEW INVOICE TO WRITER, WRITER WILL GENERATE OFFER LETTER TO CUST ASAP.
- CUST THANKED WRITER FOR ASSISTANCE.

\*\*\* PHONE LOG 07/17/2003 10:06 AM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER LM FOR BRAD GRAHAM AT IN003 REQUESTING CB ASAP.

WRITER TO ATTEMPT DLR AGAIN ON 7/18/03 IF NO RESPONSE.

\*\*\* PHONE LOG 07/18/2003 08:08 AM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER SPOKE TO GM. BRAD GRAHAM AT IN003 AND STATED:

1. ADVISED THAT CUST WILL BE COMING TO DLR ON 7/21 OR 7/22 TO TEST DRIVE SORENTO'S AND SEDONA'S
2. ADVISED OF \$23,935 BENCHMARK FIGURE

BRAD STATED:

1. THANKED WRITER FOR CALLING
2. WILL FAX INVOICE OF NEW VEH TO WRITER ONCE CUST MAKES SELECTION.

WRITER TO FU W/ DLR ON 7/23/03 IF NOTHING YET REC'D.

\*\*\* PHONE LOG 07/24/2003 08:36 AM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER ATTEMPTED TO CONTACT SALES MANAGER, BRAD GRAHAM AT IN003. NICKI AT DLR ADVISED THAT BRAD WAS OFF TODAY. VICKI STATED:

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733435 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]	Prod. Date: 9/25/02		Dealer: IN003 Bob Rohman Kia	

1. CUST WAS IN AND SELECTED NEW VEH
  2. IF SHE CAN FIND THE INVOICE, SHE WILL FAX IT TO WRITER (WRITER PROVIDED FAX #)
  3. IF NOT, SHE WILL MAKE CERTAIN THAT BRAD FAXES IT ON 7/25/03.
- WRITER THANKED NICKI FOR ASSISTANCE.

WRITER TO FU W/BRAD ON 7/25/03 FOR INVOICE IF NOT YET REC'D.

\*\*\* PHONE LOG 07/28/2003 10:21 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR BRAD ON 7/25/03 TO CB ASAP.

\*\*\* PHONE LOG 07/28/2003 10:26 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER SPOKE TO NICOLE AT IN003 WHO STATED:

1. BRAD GRAHAM IS IN OFF-SITE MEETINGS
  2. NEW VEH CUST HAS SELECTED IS ACTUALLY AT ANOTHER DLR NOW AND BRAD HAS TO TRADE FOR IT
  3. NOT SURE WHEN BRAD WILL BE DOING SO.
  4. WILL HAVE BRAD CONTACT WRITER W/INFO
- WRITER THANKED NICOLE FOR ASSISTANCE.

\*\*\* PHONE LOG 07/28/2003 10:27 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER CONTACTED CUST AND STATED:

1. SPOKE TO DLR TODAY
  2. DLR HASN'T YET TRADED FOR NEW VEH YET
  3. ONCE DONE, DLR WILL FAX NEW INVOICE TO WRITER SO WRITER MAY GENERATE OFFER LETTER TO CUST AND ALL PAPERWORK TO DLR.
  4. WILL CONTINUE TO FU W/DLR THIS WEEK IF NEW VEH INVOICE NOT FAXED.
- CUST THANKED WRITER FOR CALLING.

WRITER TO FU W/BRAD AT IN003 ON 7/30/03 IF NO INVOICE FAXED.

\*\*\* PHONE LOG 07/31/2003 08:47 AM Central Daylight Time JShowalter Action Type:Incoming call  
BRAD GRAHAM FROM IN003 CONTACTED WRITER AND STATED:

1. CUST HAS SELECTED VEH, HOWEVER IN003 NEEDS TO TRADE FOR IT
2. DOESN'T HAVE ALL OPTIONS CUST WANTS AND IS LOWER THAN PRICE WRITER NEEDS
3. DLR CAN INSTALL KIA OPTIONS OF TOW HITCH, CARGO HOLDER AND ROOF RACK TO BRING UP TO CORRECT PRICE

WRITER STATED:

1. IF DEALER INSTALLS THOSE PARTS, THEN DLR NEEDS TO WRITER ON INVOICE THE COST SO THAT WRITER CAN BE CERTAIN TO INCLUDE AS PAYMENT TO DLR.
  2. NEED DLR TO FAX ASAP.
- DLR AGREED.

WRITER TO FU W/DLR ON 8/4/03.

\*\*\* CASE CLOSE 07/31/2003 10:10 AM Central Daylight Time JShowalter

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
██████████	██████████	KNDJIC733435 ██████████	K145738	8,231
Arcadia, IN ██████████		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohman Kia	

\*\*\* PHONE LOG 08/05/2003 02:02 PM Central Daylight Time JShowalter Action Type: Outgoing call  
ON 8/4/03 AT 4:28 P.M. WRITER LM FOR BRAD GRAHAM AT IN003 TO CB ASAP.

WRITER TO ATTEMPT DLR AGAIN ON 8/5/03.

\*\*\* PHONE LOG 08/05/2003 02:03 PM Central Daylight Time JShowalter Action Type: Incoming call  
CRAIG GIBSON AT IN003 LM FOR WRITER TO CB AT 10:10 A.M. THIS DATE.

\*\*\* PHONE LOG 08/05/2003 02:03 PM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER LM FOR CRAIG GIBSON AT IN003 REQUESTING CB.

\*\*\* PHONE LOG 08/07/2003 03:48 PM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER SPOKE TO PAM DEAL AT NCA WHO STATED:  
1. DLR CAN ADD KIA ACCESSORIES AS LONG AS THEY LIST THEM AT RETAIL AND WE PAY THEM COST  
WRITER THANKED PAM FOR ASSISTANCE.

\*\*\* PHONE LOG 08/07/2003 03:49 PM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER SPOKE TO CRAIG NELSON AT IN003 AND STATED:  
1. DLR CAN ADD KIA ACCY TO VEH  
2. DLR NEEDS TO WRITER THE OPTION ON THE INVOICE AND THE RETAIL PRICE OF THE OPTION  
3. TOTAL VEH PRICE (MSRP + ACCY) CAN NOT BE GREATER THAN \$23,935  
4. WRITER WILL RETURN TO OFFICE ON 8/18/03  
5. WILL FU W ALL PARTIES THAT WEEK.

\*\*\* PHONE LOG 08/07/2003 03:49 PM Central Daylight Time JShowalter Action Type: Outgoing call  
WRITER CONTACTED CUST AND PROVIDED UPDATE.

WRITER TO FU W ALL PARTIES THE WEEK OF 8/18/03 AS WRITER ON VACATION UNTIL THAT TIME.

\*\*\* CASE CLOSE 08/07/2003 04:08 PM Central Daylight Time JShowalter

\*\*\* PHONE LOG 08/22/2003 09:50 AM Central Daylight Time JShowalter Action Type: Incoming call  
CUST CONTACTED WRITER AND STATED:  
1. WOULD LIKE TO KNOW WHAT PRICES AND OPTIONS ARE FOR THE 2004 SORENTO  
WRITER REVIEWED. CUST TO CB WRITER W COLOR CHOICES.

WRITER WILL THEN CHECK W DIST DEPT FOR ALLOCATION AND SEE IF CUST'S CHOICE CAN BE ALLOCATED  
TO IN003.

WRITER TO FU W CUST WEEK OF 8/25/03 IF NO CB FROM CUST BY THAT TIME.



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**Consumer Affairs Department**

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KND1C733435 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003	Bob Rohrman Kia

\*\*\* PHONE LOG 09/04/2003 03:29 PM Central Daylight Time JShowalter Action Type:Incoming call  
CUST CONTACTED WRITER ON 8/29/03 AND STATED:

1. ADVISED THAT SHE WANTS TO WAIT FOR 2004 SORENTOS
  2. COLOR PREFERENCE IS WHITE/BEIGE, THEN WHITE/GRAY, THEN BLUE/GRAY
- WRITER STATED:

1. WILL HAVE TO CHECK W/DISTRIBUTION DEPT RE: ALLOCATION OF THE ABOVE
2. 2004 STOCK IS EXTREMELY LIMITED
3. WILL UPDATE CUST ASAP.

\*\*\* NOTES 09/04/2003 03:30 PM Central Daylight Time JShowalter Action Type:Meeting  
WRITER MET W/DIST MANAGER, JOHN FRANTZ, WHO PROVIDED WRITER W/NEEDED INFO.

\*\*\* PHONE LOG 09/04/2003 03:31 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER SPOKE TO CUST TODAY AND STATED:

1. ADVISED THAT THERE ARE ONLY 4 2004 SORENTOS IN INDY AREA
2. 2 ARE AT BUTLER KIA

CUST STATED:

1. WILL GO TO BUTLER KIA TONIGHT AND TEST DRIVE BOTH

WRITER STATED:

1. PROVIDE CUST W/LAST 6 DIGITS OF EACH VIN SO CUST WOULD BE CERTAIN SHE IS DRIVING CORRECT VEH'S.

2. CUST WILL NEED TO NOTIFY WRITER IMMEDIATELY OF WHICH VEH SHE LIKES AND WRITER WILL CONTACT IN003 TO ARRANGE FOR THE DLR TRADE.

CUST THANKED WRITER FOR CALLING.

WRITER TO FU W/CUST ON 9/8/03 FOR NEW VIN IF NOT YET REC'D.

\*\*\* PHONE LOG 09/05/2003 09:11 AM Central Daylight Time JShowalter Action Type:Incoming call  
CUST LM FOR WRITER STATING:

1. CUST WENT TO BUTLER KIA LAST NIGHT
2. BUTLER ALREADY SOLD BOTH SORENTOS
3. CUST SPOKE TO JARED AT IN006 WHO STATED HE HAS 1 SORENTO
4. PROVIDED WRITER W/JARED'S CELL # FOR WRITE TO CALL TODAY.

\*\*\* PHONE LOG 09/05/2003 09:13 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER SPOKE TO JARED GETTYS AT IN006 WHO STATED:

1. SPOKE TO CUST LAST NIGHT
2. WILL HOLD VEH FOR CUST/WRITER

WRITER STATED:

1. EXPLAINED SOC AND/OR REFI OPTION TO CUST

2. CUST CONCERNED W/REFI DUE TO HER RECENT "SELF EMPLOYED" STATUS AND HOW THAT WILL AFFECT SECURING FINANCING.

PER JEREMY:

1. THAT SHOULD AFFECT FINANCE AT ALL
2. WILL HOLD VEH UNTIL WRITER ADVISES OTHERWISE.

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
██████████	██████████	KNDJC733435 ██████████	K145738	8,231
Arcadia, IN ██████████		Prod. Date: 9/25/02	Dealer: IN003	Bob Rohrman Kia

WRITER STATED:

1. WILL CONTACT CUST NOW TO FIND OUT IF SHE WANTS SOC OR REFI
2. IF SOC. NEEDS TO OCCUR AT IN003 AND NOT IN006
3. REFI CAN GO TO IN006
4. WRITER WILL STAY IN TOUCH.
5. THANKED DLR FOR ASSISTANCE.

\*\*\* PHONE LOG 09/05/2003 09:15 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR CUST STATING:

1. SPOKE TO JARED AT IN006
2. DLR HOLDING VEH FOR US
3. DLR ADVISED WRITER THAT CUST SHOULDN'T HAVE ISSUE SECURING FINANCING
4. CUST NEEDS TO ADVISE WRITER IF SHE WANTS REFI OR SOC
5. IF SOC. NEEDS TO OCCUR AT IN003 NOT IN006
6. REQUESTED CB ASAP.

WRITER TO FU W/CUST ON 9/8/03 IF NO CB.

\*\*\* PHONE LOG 09/08/2003 11:20 AM Central Daylight Time JShowalter Action Type:Incoming call  
CUST LM FOR WRITER REQUESTING CB.

\*\*\* PHONE LOG 09/08/2003 11:20 AM Central Daylight Time JShowalter Action Type:Incoming call  
JARED AT IN006 LM FOR WRITER REQUESTING CB.

\*\*\* PHONE LOG 09/08/2003 11:20 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR JARED AT IN006 TO CB.

\*\*\* PHONE LOG 09/08/2003 11:25 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER SPOKE TO CUST WHO STATED:

1. WENT TO IN006 THIS WEEKEND AND **FILLED** OUT CREDIT APP.
2. DLR TOLD HER THAT HE COULD GET CUST IN VEH TODAY

WRITER STATED:

1. LM FOR DLR TO CB.
2. WRITER NEEDS DLR TO FAX NEW VEH INVOICE
3. WRITER WILL THEN GENERATE OFFER LETTER TO CUST
4. WRITER WILL ADVISE CUST WHEN TRANSACTION DATE WILL BE
5. KIA REP WILL NEED TO BE THERE TO INSPECT CURRENT VEH AND ALSO CUST WILL HAVE TO SIGN RELEASE ETC.
6. DO NOT ALLOW DLR TO PUT YOU IN VEH UNTIL WRITER ADVISES

CUST STATED:

1. UNDERSTANDS AND WILL WAIT TO HEAR FROM WRITER.

\*\*\* PHONE LOG 09/08/2003 03:21 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LEFT ANOTHER MESSAGE FOR JARED AT IN006 REQUESTING CB ASAP.

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Last name	First name	VIN of 2003 SORENTO 4X4 LX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733435 [REDACTED]	K145738	8,231
Arcadia, IN [REDACTED]		Prod. Date: 9/25/02	Dealer: IN003 Bob Rohman Kia	

\*\*\* PHONE LOG 09/08/2003 03:21 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER ATTEMPTED TO CONTACT CUST 2X TO PROVIDE UPDATE.....LINE BUSY.

\*\*\* NOTES 09/09/2003 03:30 PM Central Daylight Time JShowalter Action Type:Facsimile rec.  
WRITER REC'D FAXED INVOICE FROM IN004 FOR NEW VEH AND ADDED TO HARD FILE.

\*\*\* NOTES 09/09/2003 03:31 PM Central Daylight Time JShowalter Action Type:Correspondence sent  
WRITER GENERATED AND SENT REFI OFFER LETTER TO CUST VIA FED EX #454049458855.

WRITER TO FAX REFI DOCS TO IN004 AND EMAIL DPSM R.A. TO DPSM ON 9/10/03.

\*\*\* NOTES 09/10/2003 03:14 PM Central Daylight Time JShowalter Action Type:Facsimile sent  
WRITER FAXED REFI DOCS TO JARED AT IN006 THIS DATE.

\*\*\* PHONE LOG 09/10/2003 03:15 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER SPOKE TO BECKY AT IN003 SERVICE DEPT AND REQUESTED SHE FAX TO WRITER RO #303066 ASAP.

WRITER TO FU W/BECKY ON 9/11/03 FOR RO IF NOT YET REC'D.

\*\*\* PHONE LOG 09/10/2003 03:16 PM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER LM FOR DPSM PETERSON STATING:

1. NEED TO KNOW WHEN HE CAN BE AT IN006 FOR REFI TRANS
2. REQUESTED CB ASAP TO DISCUSS.

\*\*\* NOTES 09/10/2003 03:52 PM Central Daylight Time MRivas Action Type:Facsimile rec.  
CRCA RCVD FROM CUST. VIA FAX:  
1. FAXED COPY OF SIGNED OFFER LTR W/CHANGES MADE BY CUST  
INFO ADDED TO FILE AND FWRD TO JSS FOR HANDLING.

\*\*\* NOTES 09/11/2003 10:34 AM Central Daylight Time JShowalter Action Type:Facsimile rec.  
WRITER REVIEWED SIGNED OFFER LETTER AND ADDED TO HARD FILE.

\*\*\* PHONE LOG 09/11/2003 10:34 AM Central Daylight Time JShowalter Action Type:Incoming call  
PER DPSM PETERSON:

1. CAN BE AT IN006 ON 9/12/03 TO COMPLETE REFI
- WRITER THANKED DPSM FOR ASSISTANCE.

\*\*\* PHONE LOG 09/11/2003 10:35 AM Central Daylight Time JShowalter Action Type:Outgoing call  
WRITER SPOKE TO SVM MITCH. AT IN003 AND STATED:

1. BECKY WAS TO FAX LAST RO
2. WRITER HAS

\*\*\* THIS FIELD HAS EXCEEDED THE MAXIMUM LIMIT. THE ABOVE ENTRY MAY HAVE BEEN TRUNCATED.  
PLEASE REFER TO THE ACTIVITY LOG FOR COMPLETE INFORMATION.

Kia Motors America  
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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD733235 ██████████	K1541619	57,000
Laurel, MD ██████████		Prod. Date: 2/8/03	Dealer: MD025 - Laurel Kia	

Case History

Complaint Repair Assistance

\*\*\* PHONE LOG 01/13/2009 12:20 PM US Mountain Standard Time KJohnson  
Customer stated:

- 1 - When I try to *FILL* tank, the *GAS SPILL*s out
- 2 - I've never encountered this
- 3 - Is it under warranty?
- 4 - Will this complaint be noted somewhere in case it is a common problem?

Wir stated:

- 1 - Apologized
- 2 - Updated: sc072 and sc073 open
- 3 - Make appt at Kia dlr and recalls will be done at no cost to you
- 4 - Warranty expired last year: repair will be your expense
- 5 - Unfortunately, cars wear out
- 6 - Any complaint made to this office is reported and tracked elsewhere

Customer stated:

- 1 - Thank you.

\*\*\* CASE CLOSE 01/13/2009 12:20 PM US Mountain Standard Time KJohnson

\*\*\* PHONE LOG 01/16/2009 01:00 PM US Mountain Standard Time SLarez Action Type: Incoming call  
CUSTOMER CALLED BACK

CUSTOMER STATES:

1. I AM CALLING BACK BECAUSE I WANTED TO EXPRESS MY DISSATISFACTION WITH THE REPAIR I AM GOING THROUGH.

2. THE CAR WOULD NOT ALLOW ME TO PUT *GAS* SO I WENT TO THE DEALERSHIP AND THEY HAD TO ORDER A PART.

3. TWO DAYS LATER THEY ARE SAYING I NEED A NEW ENGINE. THEY GAVE ME A LOANER CAR BUT IT IS NOTHING LIKE MY SORENTO.

4. IT IS HORRIBLE. I WANT SOMETHING COMPARABLE TO MAY SORENTO.

WRITER STATES:

1. I AM SORRY THIS IS THE CASE.

2. I CAN CALL THE DEALERSHIP AND SPEAK TO THEM ABOUT THE REPAIR AND FIND OUT WHAT THE STATUS OF THE REPAIR IS.

3. THE WARRANTY DOES NOT CONSIDER RENTALS OR LOANERS AS PART OF THE WARRANTY SO YOU ARE FORTUNATE TO GET ONE THROUGH THE DEALERSHIP

CUSTOMER STATES:

1. THE MAIN REASON I CALLED WAS BECAUSE OF THAT SO IF YOU CANNOT DO ANYTHING WITH THAT THEN YOU CAN JUST PUT DOWN YOU HAVE ONE UNHAPPY CUSTOMER.

WRITER STATES:

1. I CAN CALL THE DEALERSHIP REGARDING THE REPAIR.

CUSTOMER STATES:

1. NO THEY HAVE TOLD ME WHAT THE SITUATION WAS. I WANTED A BETTER LOANER CAR.
2. THANK YOU FOR OFFERING.

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733235 [REDACTED]	K1541619	57,000
Laurel MD [REDACTED]		Prod. Date: 2/8/03	Dealer: MD025 Laurel Kia	

\*\*\* CASE CLOSE 01/04/2000 BY 03 DM LIC Manager Standard Time Stamp

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Last name	First name	VIN of 2003 SORENTO 4N2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733735 [REDACTED]	K1655855	70,000
Bham. AL [REDACTED]		Prod. Date: 10/14/02	Dealer: AL015 Serra Kia of Gardendale	

**Case History**

Complaint: Repair Assistance

\*\*\* PHONE LOG 10/13/2009 11:00 AM US Mountain Standard Time TShamburger  
customer [REDACTED] called (daughter)

1. wanted to know if veh still covered for a problem i have

2 the **GAS** pump keeps cutting off.

wrt states

1 apologize, your lhw ended it was 5/60k

2 ptw is 10/100k but its only on driveline, have dlr check veh out, but they will charge you.

3. advise cst if you have ext warr you want to let dlr know this because repair could fall under your ext warr coverage.

4 gave ph# to dlr's in area.

cust states

1 ok thank you.

\*\*\* CASE CLOSE 10/13/2009 11:00 AM US Mountain Standard Time TShamburger

\*\*\* PHONE LOG 10/23/2009 10:39 AM US Mountain Standard Time RBriones Action Type:Incoming call  
Customer (Ms [REDACTED]) Stated:

1. I have been having some problems with my vehicle.

2. Need to get some information.

3. Have been having trouble putting **GAS** in the vehicle.

4. Vehicle comes back out of the **FILLER** neck and **SPILLS** on the ground.

5. Saw a recall online for **FUEL** tank problem.

6. How do I get that taken care of on my vehicle?

Writer Stated:

1. Apoligized for prob.

2. Show no open svc campaigns on the vehicle.

3. We are not techs and can not advise why customer is having that problem.

4. Customer would need to take vehicle to nearest Kia dealer svc dept for diagnosis.

\*\*\* CASE CLOSE 10/23/2009 10:40 AM US Mountain Standard Time RBriones  
concerns noted.

\*\*\* PHONE LOG 11/02/2009 08:09 AM US Mountain Standard Time MTrem Action Type:Incoming call  
Caller Mrs. [REDACTED] states:

1. my car is in the body shop and the problem I'm having is it's \$600 to fix the **FUEL** pump

2. I see there are recalls on the veh but I'm told it doesn't fit mine

3. why can't my car be put under this recall. I don't understands

4. Kia designed this so that the entire assembly has to be replaced

5. I want to speak with a supervisor, please

6. the veh is not at the DLR. I brought it home, he been saying it's familiar with the issue

7. Express oil change told me to keep calling Kia to get this under a recall

8. the DLR refused to fix the veh unless I paid \$600.00

WTR states:

1. apoligized for concerns

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733735 [REDACTED]	K1655855	70,000
Bham, AL [REDACTED]		Prod. Date: 10/14/02	Dealer: AL015	Serra Kia of Gardendale

3. Service campaigns are specific to the VIN, production date, and production facility
4. there is not a way to place this veh under a service campaign that doesn't apply to it
5. WTR's supervisor cannot place the veh under the service campaign

WTR transferred CST to TL Tmorales VMB

\*\*\* CASE CLOSE 11/02/2009 08:11 AM US Mountain Standard Time MTrem

\*\*\* PHONE LOG 11/02/2009 10:03 AM US Mountain Standard Time TMorales Action Type: Incoming call

\*\*\*\*\*SUP CALL FROM M TREM\*\*\*

WRITER CALLED CUST AND ADVISED:

1. REVIEWED CASE NOTES
2. EXPLAINED THAT SERVICE CAMPAIGNS ARE ISSUED BY NHTSA AND MFR
3. BAD LOT OF PARTS COMES INTO FACTORY AND IS INSTALLED ON THE VEHs BEING BUILT AT THAT TIME
4. SO VEHs ARE ID'D EXACTLY AND THERE ARE NO **FUEL** PUMP RECALLS ON THIS VEH
5. CAR MAKERS MUST REPORT TO NHTSA DEFECTS ON VEHs REPORTED BY OWNERS; THIS IS AN AUTOMATED SYSTEM.
6. CUST'S **FUEL** PUMP ISSUE WILL BE REPORTED TO NHTSA
7. BUT THERE IS NO RECALL ON THIS VEH FOR THIS.

CUST STATED:

1. OK THANKS

\*\*\* CASE CLOSE 11/02/2009 10:19 AM US Mountain Standard Time TMorales

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733X35 [REDACTED]	K1448135	83,905
Baltimore, MD [REDACTED]	Prod. Date: 11/20/02		Dealer: MD039 O'Donnell Kia	

**Case History**

Complaint: Repair Assistance

\*\*\* PHONE LOG 05/16/2008 05:11 AM US Mountain Standard Time MTrem

Caller Ms. P states:

1. I have my car now
2. In march my car was at MD039 for brakes and canister
3. I have spent over \$1000 on my repairs
4. they replaced the canister because when I pump *GAS*, it *SPIT*s back out
5. now this is happening again
6. the DLR MD039 said to try a different pump and pump slower
7. I do not top off my tank, once it stops, I stop *FUEL*ing, I know not to top off
8. also I had my front brakes redone, now they need to be redone again
9. I want to know what recourse I have, I do not think my driving habits are that bad
10. My initial repairs were at Antwerpen Kia
11. now I will be going back to MD039

writer states:

1. updated, no recalled
2. apologized
3. the Kia DLR will need to diagnose the vehicle in order to determine if the *FUEL* problem is the same canister they replaced
4. Kia Parts have a 12 months warranty for manufacturing defects or workmanship
5. writer is not able to diagnose the concern over the phone
6. when your brakes are diagnosed at the Kia DLR, they may be able to determine why they would need to be replaced again since March
7. writer gave case number

caller thanked writer and disconnected

\*\*\* CASE CLOSE 05/16/2008 05:11 AM US Mountain Standard Time MTrem



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Last name	First name	VIN of 2003 SORENTO 4N2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733835 [REDACTED]	K1605850	108,000
St Petersburg, FL [REDACTED]		Prod. Date: 1/3/03	Dealer: FL060 Crown Kia	

**Case History**

Complaint: Repair Assistance

\*\*\* PHONE LOG 06/25/2009 08:24 AM US Mountain Standard Time LColema

Cust states:

1. Purchased veh from a wholesaler in my area.
2. Was adv there was nothing wrong with the veh.
3. But the **FUEL** gauge is reading empty & **GAS** is **SPIT**ting back out when I try to put **GAS** in the car.
4. I noticed on line there was a recall on the **FUEL** system for the 2003 Sorentos.
5. Was wondering if that could be causing the problem?

Writer states:

1. Updated, no recalls.
2. Veh never had a recall for the **FUEL** system.
3. Recalls are VIN specific.
4. Adv cust to take veh to a Kia dlr to have it looked at.
5. Or might want to take it back to place where purchased.
6. Show nearest dlr is Crown Kia in St. Pete.

Cust states:

1. OK

\*\*\* CASE CLOSE 06/25/2009 08:24 AM US Mountain Standard Time LColema

No recalls for **FUEL** system

\*\*\* PHONE LOG 01-08-2010 01:23 PM US Mountain Standard Time RSabin Action Type:Incoming call

CUST STATED:

1. I WAS CALLING TO SEE IF I HAVE ANY OPEN RECALL'S ON MY VEH
2. I HAVE HAD A COUPLE PROBLEMS WITH THE VEH SINCE WE BOUGHT IT ABOUT 6 MONTH'S AGO
3. MY HUSBAND HAS HAD TO REPAIR THE SUN ROOF ABOUT FOUR TIMES
4. WE ALSO HAD A PROBLEM WITH THE **GAS** TANK

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. I DON'T SHOW ANY OPEN RECALL'S ON THE VEH
3. I CAN'T VOUCH FOR THE WORKMANSHIP DONE BY YOUR HUSBAND BUT IF YOU HAVE HAD A ONGOING PROBLEM THEN I WOULD RECOMMEND TAKING IT INTO THE DLR

CUST STATED:

1. OK THANKS

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733735 [REDACTED]	K1498329	63,000
Santa Barbara, CA [REDACTED]		Prod. Date: 12/10/02	Dealer: CA139 First Kia	

**Case History**

Complaint: Repair Assistance

\*\*\* PHONE LOG 09/11/2008 09:26 AM US Mountain Standard Time RChacon

CUSTOMER STATED:

1. THE CEL HAS BEEN COMING ON IN VEH
2. WHEN I TOOK TO DEALER IN THE PAST, IT WAS THE *GAS* CAP
3. NOW VEH IS *SPITTING GAS* OUT WHEN I PUT IT IN, AND WILL NOT TAKE *FUEL*
4. SHOULD I TAKE VEH TO A LOCAL MECHANIC, OR A KIA DEALER?
5. DO I HAVE R/S COVERAGE?

WRITER STATED:

1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO
3. ADVISED OF OPEN RECALLS SC072, AND SC073
4. CAN TAKE VEH TO ANY KIA DEALER TO HAVE RECALL WORK DONE AT NO COST TO YOU
5. STRESSED IMPORTANCE OF HAVING RECALLS DONE
6. ADVISED OF 5/60 BLW WHICH COVERS FACTORY DEFECTS, AND HAS EXPIRED BY TIME, AND MILEAGE
7. ADVISED OF 5/YR R/S COVERAGE WHICH AS EXPIRED BY TIME
8. RECOMMEND TAKING VEH TO A KIA DEALER FOR DIAG. AND REPAIR
9. BEING FACTORY WARR HAS EXPIRED, ANY REPAIRS NEEDED WOULD BE AT YOUR EXPENSE
10. ADVISED OF NEAREST KIA DEALER CA139

CUSTOMER STATED:

1. THANK YOU!

\*\*\* CASE CLOSE 09-11-2008 09:26 AM US Mountain Standard Time RChacon

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733935 [REDACTED]	K1413102	70,224
almabay, FL [REDACTED]		Prod. Date: 9/6/02	Dealer: FL021 Boniface-Hiers Kia	

**Case History**

Complaint: Repair Assistance

\*\*\* PHONE LOG 02/12/2008 06:29 AM US Mountain Standard Time ERuiz

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

1. I AM HAVING PROBLEM WHEN PUTTING *FUEL* INTO THE *GAS* TANK.
2. THE *GASSPIT*'S BACK TO ME.
3. I LOOKED UP IN THE E-NET AND FOUND THERE IS A RECALL ON A *FUEL* LINE.

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

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT ADVISED TO TAKE IT TO THE NEAREST KIA DEALER FOR SVC ON RECALL SC072.
3. NO OTHER OPEN RECALLS WERE FOUND.
4. WRT PROVIDED THE CLOSEST KIA DEALER'S PHONE #.

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733535 [REDACTED]	K1424181	85,000
Valrico, FL [REDACTED]		Prod. Date: 2/20/03	Dealer: FL056 Courtesy Kia of Brandon	

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 03/12/2008 01:22 PM US Mountain Standard Time LCoema

Cust states [REDACTED]

1. Husband drives veh for business.
2. The veh will start losing power while driving.
3. He will be trying to accelerate & the veh will just keep losing power.
4. Has to pull over to the side, turn off the veh & restart it.
5. The veh was also not taking **GAS**, would **SPIT** back out.
6. Believe dlr has gotten that fixed.
7. But this losing power is very serious.
8. Has been to dlr Courtesy Kia of Brandon several times for this concern.
9. Dlr is not able to duplicate the concern or find a code.
10. We need to have the veh repaired.
11. I have a baby & this is also our family car.
12. This could cause an accident & scares me.
13. Don't know what I will do if this happens when the baby is in the car.
14. Have appt tomorrow.

Writer states:

1. Updated, no recalls.
2. Dlr does have to be able to duplicate the concern or find the problem in order to repair the veh.
3. Writer will follow up with dlr tomorrow & ensure all Kia's resources are being utilized to repair the veh.
4. There are several resources we can utilize, tech assistance, DPSM & FTR if necessary.
5. Will call cust back after speaking with dlr.

Cust states:

1. Please call my husband directly at [REDACTED]

Writer states:

1. Will call husband.
2. Provided file number & writer's ext.

\*\*\* PHONE LOG 03/13/2008 11:25 AM US Mountain Standard Time LCoema Action Type: Outgoing call

Writer called Courtesy Kia of Brandon, spoke with srvc adv Barbara & stated:

1. Adv of reason for call.

Srvc adv states:

1. We contacted tech line.
2. Was adv to check the **FUEL** pump.
3. **FUEL** pump is below specs.
4. Not covered under warranty.
5. Will need to get authorization from cust.
6. Can overnight the part.
7. Will call cust in about 10 mins.

\*\*\* PHONE LOG 03/13/2008 12:45 PM US Mountain Standard Time LCoema Action Type: Incoming call

Writer called cust & stated:

1. Adv of dlr information.
2. **FUEL** pump is not covered under 10/100 PTW.

Cust states:

**Kia Motors America**  
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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733535 [REDACTED]	K1424181	85,000
Valrico, FL [REDACTED]		Prod. Date: 2/20/03	Dealer: FL056 Courtesy Kia of Brandon	

1. We have had to put out \$1100 recently for this veh.
2. Had the timing belt replaced at independent shop.
3. Dlr had to replace the charcoal cannister because *GAS* was *SPIT*ing back at us.
4. Had to pay for those repairs.
5. Is there anything Kia could do to assist?

Writer states:

1. Decision to cover out of warranty repairs is not made in this office.
2. Decision is made by the Kia area rep.
3. Writer will call the rep.
4. Will call cust back when have more information.
5. Can not promise any assistance, but will try.

\*\*\* PHONE LOG 03/13/2008 12:45 PM US Mountain Standard Time LCoema Action Type:Incoming call  
Writer called DPSM JBramble, left VM message requesting call back.

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

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

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--File Attachment: \\copubs\ClarifyOB\ECA\_Attachments\SendHistory\Case\_K1424181\_LCoema\_03-13-2008134001.doc--

\*\*\* NOTES 03/14/2008 02:00 PM US Mountain Standard Time LCoema Action Type:Manager review  
Writer dispatching file to region:

1. No call back from DPSM.
2. Cust seeking goodwill assistance with repairs.

\*\*\* PHONE LOG 03/19/2008 12:48 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call  
SRCAA attempted customer contact--LM requesting call back

\*\*\* NOTES 04/14/2008 11:04 AM Pacific Daylight Time ELau Action Type:Manager review  
Trend Review Completed

\*\*\* PHONE LOG 04/25/2008 04:03 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call  
SRCAA contacted Ms. Ruiz--Ms. Ruiz states  
1. vehicle is running fine  
2. it has not stalled  
SRCAA thanked customer for update & info.  
Customer was previously advised that no assistance will be provided

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733535 [REDACTED]	K1424181	85,000
Valrico, FL [REDACTED]	Prod. Date: 2/20/03		Dealer: FL056 Courtesy Kia of Brandon	

\*\*\* CASE CLOSED 04/25/2008 04:03 PM Eastern Daylight Time lineSifford

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733935 [REDACTED]	K1742699	105,000
New Town, PA [REDACTED]		Prod. Date: 10/10/02	Dealer: ZZ001	Dummy Dealer

**Case History**

Complaint Repair Assistance

\*\*\* PHONE LOG 06/03/2010 09:47 AM US Mountain Standard Time JSinclair

Customer states:

1. When re**FUEL**ing the vehicle the **FUEL** either **SPRAY**s out or stops before the tank is full
2. This started happening before 105k but people were telling me it was juts air in the tank
3. What do I need to do

Wtr states:

1. Apologized
2. Updated info
3. Adv's customer can take the vehicle to a Kia dealership and they would be able to diagnoses the vehicle
4. The cost of the repair would be customers responsibility
5. **FUEL** issues covered for 5/60 and the warr is expired at this time

Customer states:

1. How do you know what the issue is
2. The I am only 5k past the warr

Wtr states:

1. Customer is welcome to take the vehicle to a Kia dealership and if the issue is diagnosed as a PTW issue then coverage can be reviewed due to customer being 5k past warr
  2. However the PTW only covered internal parts of engine, transmission and axle  
( ( wtr offered dealership #, customer declined ) )
- Thanked and call ended

\*\*\* CASE CLOSE 06/03/2010 09:47 AM US Mountain Standard Time JSinclair

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
██████████	██████████	KNDJD733X35██████████	K1192789	65,000
Miami, FL ██████████		Prod. Date: 8/28/02	Dealer: FL024 Maroone Kia of	

**Case History**

Complaint: Repair Assistance

\*\*\* PHONE LOG 06/19/2006 07:56 AM US Mountain Standard Time CHamilton

Caller states:

1. I had to pay to replace the **FUEL** system about 1 1/2 months ago at Maroone Kia FL024
2. Ever since then, wont let me put **GAS** in, stops before its full
3. Jis back there now, saying it will cost another \$750 **FUEL** sensor and to change a valve
4. I see online **FUEL** system recall on 2003 Sorento 05V353000 at cars.com

Wtr states:

1. Updated, no recalls
2. W/S is 4/19/03
3. 5/60 LBW--expired
4. 10/100 PTW --in internal parts of the engine, transmission and axles
5. SC052 recall does not apply to your car, was some **FUEL** lines that were rubbing on the frame or body of the veh

\*\*\* CASE CLOSE 06/19/2006 07:56 AM US Mountain Standard Time CHamilton

\*\*\* PHONE LOG 07/25/2006 04:47 AM US Mountain Standard Time DLyons Action Type:Incoming call  
cust states:

1. the vehicle has been back to the kia dlrshp since 7/17/06 for the **FUEL** tank concern
2. cust is not able to **FILL** the tank
3. **FUEL** just shoots out of the tank when trying to **FILL**
4. the dlrshp has called kia techs & they don't even know what is wrong with the vehicle.

Writer advised:

1. apologized
2. would like to get further information from the kia dlrshp service manager

Writer placed customer on hold, called dlrshp Maroone Kia of Hollywood spoke to Service Manager Sean Vega:

1. cust is calling regarding the ongoing concern of the **FUEL** tank
2. can see that there is a tech case open
3. cust says the vehicle has been there since last Monday
4. where are we with the repair.

Sean States:

1. I have been out of the office for the past couple of days
2. need to get in touch with my tech and get you an update.
3. the dlr is paying for customer to be in a rental

Writer advised:

1. will return call in a few hours for an update.

Writer advised customer:

1. apologized for the inconvenience
2. need to get further information from Sean service manager
3. once information is obtained will return call to customer.



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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733X35 [REDACTED]	K1192789	65,000
Miami, FL [REDACTED]		Prod. Date: 8/28/02	Dealer: FL024	Maroone Kia of

2. cell 305-[REDACTED]

\*\*\* PHONE LOG 07/25/2006 10:23 AM US Mountain Standard Time DLYons Action Type:Outgoing call  
Writer called dlrshp spoke to Diane in service:  
1. calling to speak to service manager sean

Diane states:

1. he is out of the office, should return in approx 30 minutes.
2. let me give you the number to his office [REDACTED]

Writer advised will return call later. Thanked Diane for the information.

\*\*\* PHONE LOG 07/25/2006 11:56 AM US Mountain Standard Time DLYons Action Type:Outgoing call  
Writer called Sean service manager at dlrshp, spoke to Melissa:  
1. checking to determine if there is further information that can be provided

Melissa advised that Sean was in the shop, but advised:

1. the dlrshp is waiting for a call from John Smith, technical assistance

Writer Thanked Melissa for the information.

\*\*\* PHONE LOG 07/27/2006 05:19 AM US Mountain Standard Time DLYons Action Type:Outgoing call  
Writer called dlrshp to speak to Sean service manager: LVM  
1. calling to get further information in regards to the repairs for this vehicle  
2. requested return call, left name number ext & case#

\*\*\* PHONE LOG 07/27/2006 07:05 AM US Mountain Standard Time DLYons Action Type:Incoming call  
Sean from the kia dlrshp left voice mail:  
1. still trying to contact John Smith-who is on vacation  
2. contacted technical assistance & was advised to try to look at the **FUEL** neck **RESTRICT**ions  
3. we are trying to make this convenient for the customer & have her in a rental  
4. we just need the customer to be patient with us in regards to this concern  
5. we are trying to repair the vehicle for the cusotmer, at no charge to her.  
6. if your have further questions, please call me back.

\*\*\* PHONE LOG 07/28/2006 05:52 AM US Mountain Standard Time DLYons Action Type:Outgoing call  
Writer called cusotmer-LVM:  
1. wanted to touch base with customer to advise that this office is continuing to work with the dlrshp  
2. have been in contact with the kia service manager who has contacted technical assistance  
3. as soon as there is further information will return call to customer  
4. if you have further questions, please call this office  
5. left name number ext & case# for return call.

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733X35 [REDACTED]	K1192789	65,000
Miami, FL [REDACTED]		Prod. Date: 8/28/02	Dealer: FL024 Maroone Kia of	

\*\*\* PHONE LOG 08/01/2006 08:50 AM US Mountain Standard Time DLyons Action Type:Outgoing call  
Writer called dlirshp LVM for Sean Vega:  
1. calling to get further information in regards to needed repairs  
2. would like to get an update  
3. left name number ext & case# for return call.

\*\*\* PHONE LOG 08/03/2006 06:43 AM US Mountain Standard Time DLyons Action Type:Outgoing call  
Writer called dlirshp to speak to Sean service manager:  
1. calling to get further information in regards to the repairs for the vehicle.  
2. had left message & there was no return call.

Sean states:

1. we received inside tip from John Smith
2. we replaced the **FUEL** canister, this resolved the concern
3. cust has been gone for two days.

Writer Thanked Sean for the information.

\*\*\* PHONE LOG 08/03/2006 06:45 AM US Mountain Standard Time DLyons Action Type:Outgoing call  
writer called customer cell#-LVM:  
1. want to determine that the repairs on the vehicle has resolved customer's concern  
2. left name number & case# for return call

\*\*\* PHONE LOG 08/03/2006 06:53 AM US Mountain Standard Time DLyons Action Type:Outgoing call  
Writer called alt# for customer:-LVM  
1. calling to determine that the repair to the vehicle has resolved concern  
2. the dlirshp advised that the vehicle was returned to customer two days ago  
3. left name number ext & case# for return call.

\*\*\* CASE CLOSE 08/03/2006 07:24 AM US Mountain Standard Time DLyons

\*\*\* PHONE LOG 08/07/2006 06:11 AM US Mountain Standard Time ERuiz Action Type:Incoming call  
\*\*\*CALLER STATED\*\*\*

1. I RECEIVED A MESSAGE FROM YOUR DEPT.
2. ON FRIDAY THE VEHICLE STALL AND CUT OFF, AND THE CEL CAME ON.
3. THAT WAS THE FIRST THING THAT HAPPENED TO THE VEHICLE.
4. THE REPLACED THE **FUEL** INJECTOR ASSEMBLY.
5. THEY FINALLY GAVE ME THE CAR BACK ON THURSDAY, AND IT STARTING DOING THE SAME THING AGAIN.
6. CAN YOU CALL THEM TO LET HIM KNOW THE VEHICLE IS GOING BACK FOR SVC.

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

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT SUGGESTED TO TAKE THE VEHICLE FOR INSPECTION TO THE DEALER

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733X35 [REDACTED]	K1192789	65,000
Miami, FL [REDACTED]		Prod. Date: 8/28/02	Dealer: FL024	Maroone Kia of

4. WRT WILL BE GLAD TO CALL THE DEALER ONCE THEY HAVE BEEN ABLE TO DETERMINATE THE CAUSE OF THE PROBLEM.
5. CUSTOMER THANKED WRT FOR THE INFO.

\*\*\* PHONE LOG 08/07/2006 12:35 PM US Mountain Standard Time ERuiz Action Type:Incoming call  
\*\*\*WRITER STATED\*\*\*

1. WRT CALLED FL024
2. WRT SPOKE TO BRIANA
3. WRT EXPLAINED THE REASON OF THE CALL.
4. SHE STATED:
  - a) SHE DROPPED THE VEHICLE HERE THIS MORNING.
  - b) WE PUT HER ON A LOANER.
  - c) WE'LL PROBABLY KNOW WHAT'S GOING ON W/IT BY TOMORROW.
5. WRT THANKED BRIANA FOR THE INFO.

\*\*\* CASE CLOSE 08/07/2006 12:38 PM US Mountain Standard Time ERuiz

\*\*\* PHONE LOG 08/11/2006 12:46 PM US Mountain Standard Time DLyons Action Type:Incoming call  
Writer received vm:

1. veh is back at the kia dlrshp
2. not getting any information, please call me

\*\*\* PHONE LOG 08/11/2006 12:50 PM US Mountain Standard Time DLyons Action Type:Outgoing call  
Writer called dlrshp Maroone Kia of Hollywood spoke to service advisor Diana:  
1. calling in regards to customer's vehicle  
2. she is indicating that it is back to the dlrshp & has not received any information.

Diana advised:

1. there is an evap leak
2. the dpsm has been to the kia dlrshp & we have been advised to do more checking
3. we have attempted to call the customer, left messages for return call
4. we have customer in a loaner vehicle..

Writer Thanked Diana for the information.

\*\*\* PHONE LOG 08/11/2006 12:52 PM US Mountain Standard Time DLyons Action Type:Outgoing call  
Writer called customer:

1. apologized for the concern
2. advised that the Kia dlrshp is addressing the concerns with the vehicle
3. the dlrshp advised that they have attempted to call you
4. the dlrshp will have the most updated information & cust should speak to Diana service advisor
5. the area rep has looked at the vehicle & they are still diagnosing the vehicle
6. cust is in a loaner right??

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733X35 [REDACTED]	K1192789	65,000
Miami, FL [REDACTED]		Prod. Date: 8/28/02	Dealer: FL024	Maroone Kia of

Cust states:

1. I have not received any calls
2. yes the dlrshp has put me in a loaner
3. will call the dlrshp to get more information
4. writer provided the information that was available.

\*\*\* CASE CLOSE 08/11/2006 12:53 PM US Mountain Standard Time DLyons

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733535 [REDACTED]	K1720214	116,000
Coahatchee, FL	[REDACTED]	Prod. Date: 5/8/03	Dealer: FL032 Delray Kia	

Complaint Repair Assistance

Case History

\*\*\* PHONE LOG 04/06/2010 02:46 PM US Mountain Standard Time HReynolds  
Mr. Savage stated:

1. can't **FILL** up the **GAS**
2. it kicks pump out
3. saw recall on **FUEL** tank for sorento on Internet

Writer stated:

1. updated
2. apology for situation
3. vehicle has no open campaign at this time
4. campaign is affected by production date
5. recall on **FUEL** tank is different component than **FUEL** distributor

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
ORNVILLE, AZ		KNDJD733335	K1390753	63,000
		Prod. Date: 7/22/02	Dealer: AZ030 Liberty Kia	

Complaint Repair Assistance

**Case History**

\*\*\* PHONE LOG 12/06/2007 04:33 PM US Mountain Standard Time TDonnelly  
CUSTOMER STATES:

1. I CAN NOT GET **FUEL** INTO CAR
2. WENT TO 2 DIFFERENT STATIONS AND THE **FUEL SPIT**S BACK
3. CALLED CLOSEST KIA DEALER (AZ030) AND THEY TOLD ME TO GET CAR TOWED BY RSA TO DEALER.
4. THIS DOES NOT MAKE GOOD BUSINESS SENSE. DEALER IS AN HOUR AND HALF AWAY.
5. WANTED TO SEE IF COULD GET CAR REPAIRED LOCALLY AND THEN KMA COULD CREDIT ME OR REIMBURSE ME FOR REPAIRS?
6. THE CAR HAS 100K MILE WARRANTY.
7. THANKS FOR INFO.

**WRITER STATES:**

1. APOLOGY FOR SITUATION
2. ADVISED IN SERVICE DATE
3. EXPLAINED THAT VEHICLE DID COME WITH 5/60K MILE BLW. 5/RSA BENEFIT. 10/100K MILE POWER TRAIN WARRANTY.
4. POWER TRAIN COVERS ENGINE, TRANSMISSION, AXLES AND INTERNAL COMPONENTS.
5. CUSTOMER HAS BALANCE OF POWER TRAIN WARRANTY REMAINING
6. **FUEL SPIT** BACK CONCERN WOULD NEED TO BE DIAGNOSED BY DEALER
7. WARRANTY REPAIRS MUST BE COMPLETED BY AUTHORIZED KIA DEALER.
8. KMA CAN NOT CREDIT OR REIMBURSE FOR REPAIRS THAT ARE WARRANTABLE AT NON KIA LOCATION.
9. REPAIRS MAY NOT BE COVERED WITHIN WARRANTY. CUSTOMER IS WELCOME IF NOT WILLING TO GO TO KIA DEALER TO PAY FOR REPAIRS LOCALLY.
10. IF THERE IS CONCERN ABOUT WARRANTY, WOULD NEED TO GO TO KIA DEALER.

\*\*\* CASE CLOSE 12/06/2007 04:34 PM US Mountain Standard Time TDonnelly

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

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Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733435 [REDACTED]	K1755682	77,000
Greer, SC [REDACTED]		Prod. Date: 2/12/03	Dealer: SC020 Kia of Greer	

Complaint Repair Assistance

**Case History**

\*\*\* PHONE LOG 07/06/2010 06:39 AM US Mountain Standard Time APatrick  
CUST STATED:

- 1: MY VEH WHEN *FILL*ING IF YOU GO TOO FAST WILL *SPIT FUEL* BACK.
- 2: KIA OF GREER SAID THEY HAVE SEEN A LOT OF THESE COME THROUGH.
- 3: I WANT TO KNOW WHY THERE HAS NOT BEEN A RECALL.
- 4: WILL YOU PAY FOR THIS.
- 5: I HAVE NOT HAD ANYONE DIAGNOSE THIS.

**WRITER ADVISED:**

- 1: APOLOGIZED.
- 2: IF THERE ARE A SUFFICIENT NUMBERS OF THESE AND NHTSA THINKS IT IS WARRANTED THEY WOULD BUT ARE NOT.
- 3: VEH IS OUT OF WARRANTY FOR THAT SYSTEM.
- 4: REPAIR WOULD BE CONSUMER EXPENSE.
- 5: DO RECOMMEND TAKING THE VEH IN FOR DIAGNOSIS AND REPAIR.

**CUST STATED:**

- 1: I WILL CHECK INTO THIS ON MY OWN.
- 2: THANKS.

\*\*\* CASE CLOSE 07/06/2010 06:39 AM US Mountain Standard Time APatrick

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO LX 4X2	Case Number	Mileage
██████████	██████████	KNDJD733635 ██████████	K1713621	61,000
Bossier City, LA ██████████		Prod. Date: 9/4/02	Dealer: LA038 Kia of Shreveport-Bossier	

Complaint Repair Assistance

Case History

\*\*\* PHONE LOG 03/19/2010 01:13 PM US Mountain Standard Time BWilliams  
Customer states:

1. Having problem with **GAS** tank
2. When I am putting **GAS** in vehicle is **SPRAY**s out after about 15 seconds
3. I went to dealership and they said I am **FILL**ing it up too much
4. I do not think that is the problem.

Writer states:

1. Apologized for problem
2. Advised KCA would like to become involved.
3. Advised if concern persists or customer takes vehicle back to dealership to please call back.
4. Gave case number and 800 number

Customer states:

1. Does not seem like concern has ever been resolved

Writer states:

1. Advised KCA can follow up of vehicle goes back to dealership.

\*\*\* CASE CLOSE 03/19/2010 01:13 PM US Mountain Standard Time BWilliams

\*\*\* PHONE LOG 04/05/2010 06:25 AM US Mountain Standard Time RSabin Action Type: Incoming call  
MRS ██████████ STATED:

1. WE TOOK THE VEH TO THE DLR BECAUSE WHEN WE **FILL** IT UP THE **FUEL** WILL FLOW OUT
2. THE DLR SAID THE VALVE INSIDE WAS NOT WORKING AND THEY NEEDED TO REPLACE THE TANK
3. WE DECLINED TO HAVE THIS DONE AND THEY CHARGED US 110.00 TO HAVE IT DIAGNOSED
4. SHOULD KIA BE PAYING FOR THIS?

WRITER ADVISED:

1. APOLOGIZED FOR PROBLEM
2. KIA WOULD NO LONGER PAY FOR SOMETHING LIKE THIS I'M SORRY
3. THE WARRANTY ON THE **GAS** TANK WAS A 5/60 LBW AND IT EXPIRED ON 12/2/07

CUST STATED:

1. OK THANKS



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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733535 [REDACTED]	K1738857	80,831
Kankakee, IL [REDACTED]		Prod. Date: 11/7/02	Dealer: IL050 Kia of Bradley	

Complaint Repair Assistance

**Case History**

\*\*\* PHONE LOG 05/24/2010 02:42 PM Pacific Daylight Time KWarren  
NCA rec'd letter from customer

1. Cust states when he is putting **GAS** in his car, the **GAS SPIT**s out almost immediately.
2. Cust states IL050 told him the ORVR valve is stuck closed and it would be approx \$375 to replace it.
3. Cust states he does not think this is a normal wear and tear item; he thinks it's an item that needs to be recalled.

Dispatching to the Call Center for customer contact.

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

Send to: [npavithran@hisna.com]

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\*\*\* PHONE LOG 05/25/2010 12:31 PM US Mountain Standard Time TDonnelly Action Type: Outgoing call

**WRITER STATES:**

1. SPOKE TO SVC MGR. RAY (IL050)
2. ADVISED CUSTOMER IS SENDING LETTER TO KMA REGARDING CONCERNS WITH **FUEL SPIT** BACK
3. CUSTOMER STATED CAR WENT INTO DEALER AND DEALER HAD DIAGNOSED CAUSE WAS ORVR VALVE STUCK
4. DID CUSTOMER REQUEST ANY ASSISTANCE WHEN DEALER ADVISED CAUSE AND CORRECTION NEEDED?
5. CUSTOMER THOUGHT KMA MIGHT HAVE SERVICE CAMPAIGN FOR COMPLAINT. THERE ARE NONE FOR ORVR VALVE
6. IS DPSM. CANNON FEARS STILL COVERING DEALERSHIP?
7. DOES CUSTOMER SERVICE CAR AT DEALER ON REGULAR BASIS?
8. THANKED DEALER FOR INFO.

**DEALER STATES:**

1. I SAW THE CONSUMER AFFAIRS COMPLAINT
2. CAR WAS HERE ON 4/14/10 AT 80831 MILES
3. COMPLAINT WAS **FUEL SPIT** BACK
4. WE DIAGNOSED THAT THE ORVR VALVE WAS STUCK AND NEEDED TO BE REPLACED
5. GAVE QUOTE OF \$375.00 PARTS AND LABOR. CUSTOMER PAY RATE FOR REPAIRS.
6. CUSTOMER DID NOT DISCUSS WITH US ANY REQUEST FOR ASSISTANCE OUTSIDE TERMS OF WARRANTY.
7. DPSM. CANNON FEARS IS STILL COVERING THIS AREA
8. CUSTOMER HAS DONE SOME WORK HERE AT THIS LOCATION
9. HE DID DO TIMING BELT

\*\*\* PHONE LOG 05/25/2010 12:40 PM US Mountain Standard Time TDonnelly Action Type: Outgoing call

**WRITER STATES:**

Kia Motors America  
Consumer Affairs Department

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733535 [REDACTED]	K1738857	80,831
Kankakee, IL [REDACTED]		Prod. Date: 11/7/02	Dealer: IL050 Kia of Bradley	

1. SPOKE TO DPSM. CANNON FEARS
2. ADVISED CUSTOMER IS SENDING LETTER TO KMA NCÄ REQUESTING ASSISTANCE
3. VEHICLE WAS PURCHASED PRE-OWNED
4. VEHICLE IS 2003 SORENTO WITH 80831 MILES
5. DEALER (IL050) DIAGNOSED FOR **FUEL SPIT** BACK CONCERN AND FOUND ORVR VALVE STUCK AND NEEDED TO BE REPLACED.
6. CUSTOMERS LETTER STATES HE FEELS COMPONENT IS NOT A WEAR AND TEAR COMPONENT AND SHOULD NOT HAVE FAILED AND DID ALSO STATE HE FELT KMA SHOULD INITIATE A SERVICE CAMPAIGN FOR THIS COMPONENT
7. NO PRIOR COMPLAINTS FOR **FUEL SPIT** BACK WHILE IN WARRANTY
8. DEALER GAVE QUOTE OF \$375.00 PARTS AND LABOR.
9. THANKED DPSM FOR INFO.

DPSM CANNON FEARS STATES:

1. WHAT YEAR IS THE VEHICLE?
2. HOW MANY MILES ARE ON CAR?
3. DID CUSTOMER HAVE ANY PRIOR COMPLAINTS OF **FUEL SPIT** BACK PRIOR TO WARRANTY EXPIRATION?
4. WOULD EXPLAIN TO CUSTOMER THAT BASED ON TERMS OF COVERAGE FOR COMPONENT WARRANTY IS EXPIRED AND THERE IS NO PRIOR COMPLAINT WHEN CAR IS IN WARRANTY FOR **SPIT** BACK. KMA IS UNABLE TO OFFER ANY FURTHER ASSISTANCE ON REPAIRS.

\*\*\* PHONE LOG 05/25/2010 02:24 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call  
WRITER STATES:

1. SPOKE TO CUSTOMER MR SNIPES
2. ADVISED WAS CALLING REGARDING EMAIL SENT TO KCC ABOUT **FUEL SPIT** BACK CONCERNS.
3. ON BEHALF OF KMA, DO APOLOGIZE FOR ANY CONCERNS.
4. EXPLAINED THAT THERE ARE NO SERVICE CAMPAIGNS ON CUSTOMER VEHICLE REGARDING ORVR VALVE
5. WARRANTY THAT WOULD HAVE TRANSFERRED TO CUSTOMER AS 2ND OR SUBSEQUENT OWNER WOULD HAVE BEEN THE BALANCE OF 5/60K MILE BLW. POWER TRAIN COVERAGE
6. BASED UPON HISTORY AND IN ACCORDANCE WITH TERMS OF WARRANTY AND CAR BEING OUT OF WARRANTY  
KMA IS UNABLE TO OFFER ANY ASSISTANCE ON REPAIRS.

CUSTOMER STATES:

1. THANKS FOR REVIEWING AND FOLLOWING UP
2. APPRECIATE KCC EXPLAINING INFORMATION.

\*\*\* CASE CLOSE 05/25/2010 02:24 PM US Mountain Standard Time TDonnelly

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

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Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733335 [REDACTED]	K1381037	52,000
Meadville, PA [REDACTED]		Prod. Date: 8/11/02	Dealer: PA041 New Motors Kia	

Complaint Quality

**Case History**

\*\*\* NOTES 11/10/2007 08:58 AM clarify Action Type: Manager review

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

To Whom It May Concern,

I wanted to inform you of my disappointment of late. I bought a brand new Kia Sorento back in 2003. In fact I think I may have purchased the very first one in the area. I loved everything about it. It was the first time I had found a vehicle that I truly loved. Most times I traded them soon as paid them off or even before. Then I found the Kia. I have had very good luck with it up until this year. Then minor things began going wrong nothing that could not be fixed. Until I began smelling **GAS** fumes whenever you walked past it in fact it got so bad I had to park it outside instead of in the heated garage located in the basement of my house. My husband and I made an apt. to have it checked at the dealership where we purchased it. That is when they gave us the sad news the **GAS** tank was rusted so bad to the point

it would soon begin leaking **GAS** right out of the tank. I was already losing **GAS** by it **SPLASH**ing out and you know how expensive **GAS** has become. They

stated I would most likely need a sending unit also and of course the warrenty had expired just days before plus it would not of covered it due to the elements of the climate we live in. I realize this but my Kia is only 5 yrs. old with 52,000 miles on it and has a **GAS** tank that needs replaced among other things. My husband has three older vehicles with more miles and no such problem. I was so disheartened as I stated I loved my KIA. I would of even bought another one but did not want to risk the same thing happening again in 5 years. Sadly to say I traded it 5 days ago on a 2008 SUV from Pontiac. I have had 3 Pontiacs in the past and a Chrysler. I will truly miss the KIA. Maybe you should consider installing plastic **GAS** tanks to withstand the salt and snow in many areas.

Sincerely  
[REDACTED]

\*\*\* PHONE LOG 11/13/2007 09:04 AM US Mountain Standard Time TDonnelly Action Type: Outgoing call

WRITER STATES:

1. LEFT VM MESSAGE FOR CUSTOMER STATING WRITER WAS CALLING REGARDING EMAIL SENT TO KCC.
2. ON BEHALF OF KMA DO APOLOGIZE FOR ANY CONCERNS.
3. IF CUSTOMER WOULD LIKE TO DISCUSS THIS MATTER FURTHER. PLEASE FEEL FREE TO CALL KCC BACK.
4. ADVISED 800# AND REFERENCE NUMBER.

\*\*\* CASE CLOSE 11/13/2007 09:04 AM US Mountain Standard Time TDonnelly  
CLOSED PENDING CALL BACK FROM CUSTOMER.

Kia Motors America  
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDID733535 [REDACTED]	K1500854	49,000
Sunset Beach, CA [REDACTED]		Prod. Date: 9/15/02	Dealer:	

Complaint: Repair Assistance

Case History

\*\*\* PHONE LOG 09/18/2008 07:32 AM US Mountain Standard Time SJeon

Ms Stiles stated:

1. my defrost does not work
2. *GAS* tank has issue - it *SPILLS GAS* so i takes 20 minutes to *FILL GAS* tank
3. is it common problem?
4. is it covered under warranty?

writer stated:

1. updated/ no open recall
2. sorry for situation
3. customer's 5/60 BLW is expired
4. PTW does not cover the problem

\*\*\* CASE CLOSE 09/18/2008 07:32 AM US Mountain Standard Time SJeon

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

Page 1 of 1

Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733835 [REDACTED]	K1667958	60,000
Coral Springs, FL [REDACTED]		Prod. Date: 8/21/02	Dealer: FL018 Coral Springs Kia	

Complaint Repair Assistance

**Case History**

\*\*\* CASE CLOSE 11/13/2009 12:11 PM US Mountain Standard Time RBriones  
concerns noted.

\*\*\* PHONE LOG 11/13/2009 12:11 PM US Mountain Standard Time RBriones  
Mr Taylor stated:

1. Been having a problem with my **GAS** tank for some time now.
2. Can't put **GAS** in it, without it backing up in the **FILL**er neck.
3. Is there a recall on that?
4. Can Kia satisfy me and repair that?
5. Have talked to at least four other people that have same problem.

**Writer Stated:**

1. Apologized for prob.
2. Do not show any open svc campaigns on customer vehicle.
3. **GAS** tank is out of warranty by almost two years.

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

Page 1 of 1

Last name	First name	VIN of 2003 SORENTO 4X4 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJC733035 [REDACTED]	K1726903	75,353
Bronx, NY [REDACTED]		Prod. Date: 10/10/02	Dealer: NY051 Bronx Kia	

Complaint Repair Assistance

**Case History**

\*\*\* PHONE LOG 04/22/2010 12:51 PM US Mountain Standard Time ERuiz

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

1. I AM CALLING TO SEE IF MY CAR HAS ANY KIND OF RECALLS ON THE **FUEL** SYSTEM OF MY CAR.
2. THE CAR **SPITS GAS** BACK UP.
3. I ALREADY HAD THE SVC DEPT REPLACED THE **FUEL** TANK AT MY EXPENSES.
4. THEY SAID THEY DON'T KNOW WHAT ELSE COULD BE WRONG W/ IT.
5. THE DLR SAID THAT THEY HAD OTHER VEHICLE W/ THE SAME CONCERNS.

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

1. WRT APOLOGIZED FOR THE INCONVENIENCE AND ADVISED.
2. OPEN S/C SC072. (AS-400 SHOWS THAT SC072 WAS ALREADY DONE)
3. WRT ADVISED THE CST TO GET THE DLR TO CLEAR THE S/C OUT OF THE SYSTEM.
4. WRT ALLEGED THAT THE DLR HAS THE CAPABILITY TO CALL KIA TECH LINE FOR ASSISTANCE.
5. WRT ADVISED THE CST TO CALL THE KCAC BACK THE NEXT TIME SHE TAKE THE CAR BACK IN FOR SVC.

\*\*\* CASE CLOSE 04/22/2010 12:51 PM US Mountain Standard Time ERuiz

Kia Motors America  
Consumer Affairs Department

Page 1 of 1

Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733X35 [REDACTED]	K1453718	110,000
Round Rock, TX		Prod. Date: 9/28/02	Dealer: TX072 Capitol Kia	

Complaint: Repair Assistance

Case History

\*\*\* PHONE LOG 06/02/2008 09:01 AM US Mountain Standard Time KJohnson

Customer stated:

- 1 - When I **FILL** the tank, the **GAS** spurts out
- 2 - I found a recall on line, but the dlr says that doesn't apply to my veh
- 3 - I've already made an appt for the recalls

Writer stated:

- 1 - Apologized
- 2 - Updated: sc072 and 073 open
- 3 - No other recall applies to your veh and your veh out of warranty
- 4 - Repair for **GAS FILL**ing complaint will be your responsibility

Customer stated:

- 1 - Thank you.

Kia Motors America  
Consumer Affairs Department

Page 1 of 2

Last name	First name	VIN of 2003 SORENTO 4X2 EX	Case Number	Mileage
[REDACTED]	[REDACTED]	KNDJD733435 [REDACTED]	K1457773	88,000
anford, FL [REDACTED]		Prod. Date: 10/15/02	Dealer: FL106 Orlando Kia East	

Complaint Repair Assistance

Case History

\*\*\* PHONE LOG 06/11/2008 04:45 AM US Mountain Standard Time SLarez  
CUSTOMER STATES.

1. I WOULD LIKE TO KNOW IF THE CAR HAS ANY TYPE OF PROBLEMS WITH **FILLING UP**
2. I AM TRYING TO PUT **GAS** IN BUT IT KEEPS **SPITTING** BACK OUT.

WRITER STATES.

1. ADVISED OF OPEN RECALLS.
2. SC031 SC072 SC073

\*\*\* CASE CLOSE 06/11/2008 04:45 AM US Mountain Standard Time SLarez

\*\*\* PHONE LOG 12/22/2009 03:30 PM US Mountain Standard Time WHarrington Action Type: Incoming call  
Mrs. [REDACTED] states:

1. The vehicle is at the dealer having the service campaigns done on the vehicle.
2. Also we are still having a problem with the vehicle when my 19 puts **GAS** in the vehicle it **SPITS** back onto her.
3. The dealer is telling me that it is 900 to repair the vehicle.
4. Is there a service campaign on the vehicle for this problem.
5. This is a defect Kia should cover the vehicle to be repaired.

Writer states:

1. Apologize
2. The warranty on the vehicle has expired.
3. Warranty was only covered for 5/60 for manufacturer defects.
4. Any repairs to the vehicle will be the customer responsibility.
5. The customer has had the problem since 08 and even back then the customer would have had to pay for the repair.
6. The dealer is telling the customer what is needed to repair the vehicle and the customer is refusing.
7. Writer cannot extend the warranty.
8. There is no service campaign on the vehicle

Customer states:

1. If I pay for the **FUEL** tank to be replaced and later on there is a service campaign will i be reimbursed

Writer states:

1. If there is a service campaign later on.
2. It would be taken into consideration however cannot promise.

Customer states:

1. So will kia be responsible for if someone is smoking near my daughter and she catches on fire.

Writer states:

1. The dealer is telling the customer want is wrong with the vehicle.
2. The customer needs to pay for the repair.
3. Since the customer is refusing that is not kia fault.

\*\*\* PHONE LOG 12/22/2009 04:53 PM US Mountain Standard Time WHarrington Action Type: Outgoing call  
Called dealer and spoke with SMC/A Tom who states:



Kia Motors America  
Consumer Affairs Department

Page 2 of 2

Last name	First name	VIN of 2003 SORENTO 4X2 EX KNDJD733435	Case Number K1457773	Mileage 88,000
Sanford, FL		Prod. Date: 10/15/02	Dealer: FL106 Orlando Kia East	

2. i have also found out that this vehicle has been at firestone for the *FUEL* concern and they were not able to figure out what is wrong and that is when she finally decided to come to us.





**Kia Motors America**  
**Field Product Quality Report**

Case Number: F1216200

Page 1 of 2

Distributor: KMA

Region/District: SO08

Dealer Code: FL032

Dealer City: Delray Beach

Name: Dstevens DSM

Report No.: SO06DS66

Issue Date: 8/9/2006

Dealer Name: Delray Kia

Dealer State: FL

Component Group:

Component Code:

TREAD Code:

Subject/Title: Canister failure

**Vehicle Data**

Model Code: 72242

Model Desc: SORENTO 4X2

Year: 2003

VIN: KNDJD733435 [REDACTED]

Mileage: 57,813

Engine No: G6545171

Trans No:

Trans Type: Automatic

Prod Date: 10/11/2002

Delivery Date: 12/13/2002

Repair Date: 7/5/2006

**Part Information**

Part Number: 0K07A 13970

Part Name: CANISTER

Condition: N89OTHER LEAKING

Cause: C06BROKEN, SPLIT, TORN

Part ID/Lot:

Other Part No:

Other Part No:

**Case History**

**CUSTOMER COMPLAINT**  
-----

Customer claims car is not taking gas, [REDACTED] RO #16071-1.

**ACTUAL CONDITION**  
-----

No DTC codes present.

**INVESTIGATION RESULTS**  
-----

Removed gas tank to inspect ORVR valve. Tank would not take fuel. Canister granules clogged fuel lines.

**POSSIBLE CAUSE**  
-----

Unknown

**CORRECTIVE ACTION**

-----  
Replaced ORVR, canister, and cleaned canister granules from fuel lines..

RECOMMENDATIONS  
-----

Stevens, Donald [KMA]



# Kia Motors America

## Field Product Quality Report

Case Number: F1363974

Page 1 of 2

Distributor: KMA

Region/District: WE08

Dealer Code: WA014

Dealer City: Renton

Name: Mwhite

Report No.: WE07MW00

Issue Date: 9/11/2007

Dealer Name: Renton Kia

Dealer State: WA

Component Group:

Component Code:

TREAD Code:

Subject/Title: UNABLE TO FILL GAS

### Vehicle Data

Model Code: 72422

Model Desc: SORENTO 4X4

Year: 2003

VIN: KNDJC733435

Mileage: 51,480

Engine No: G6554503

Trans No:

Trans Type: Automatic

Prod Date: 10/30/2002

Delivery Date: 1/17/2003

Repair Date: 9/6/2007

### Part Information

Part Number: 31150 3E200

Part Name: PUMP ASSY-FUEL

Condition: N20ENGINE CHECK LAMP

Cause:

Part ID/Lot:

Other Part No:

Other Part No:

### Case History

CUSTOMER COMPLAINT

Customer states gas tank is hard to fill and the check engine light is now on

ACTUAL CONDITION

Verified concern

INVESTIGATION RESULTS

Scan tested and noted p0456. Check the vehicle history in AS400 and noted the fuel tank was replaced 6 months ago. Necessary to remove the gas tank to inspect the tank vent system. Noted the fuel sending unit vent was bent closed at the time the new tank was installed.

POSSIBLE CAUSE

fuel tank vent hose on the top of the sender was bent closed.

#### CORRECTIVE ACTION

-----

Replaced bent vent. Vent is part of the fuel sender unit.

#### RECOMMENDATIONS

-----

White. Mark (KMA)



# Kia Motors America

## Field Product Quality Report

Case Number: F215118

Page 1 of 2

Distributor: KMA

Region/District: CE04

Dealer Code: KY007

Dealer City: Paducah

Name: Carl Webster DPSM

Report No.: CE03CW12

Issue Date: 6/12/2003

Dealer Name: Mike Smith Kia

Dealer State: KY

Component Group: Fuel/Emissions

Component Code: Fuel Tank Filter Pipe

TREAD Code:

Subject/Title: Fuel spitting back when

### Vehicle Data

Model Code: 72222

Model Desc: SORENTO LX

Year: 2003

VIN: KNDJD733135

Mileage: 1,240

Engine No: G6535828

Trans No:

Trans Type: Automatic

Prod Date: 9/25/2002

Delivery Date: 2/24/2003

Repair Date: 4/2/2003

### Part Information

Part Number: 0K32A 42270

Part Name: VALVE-NONE

Condition:

Cause:

Part ID/Lot:

Other Part No:

Other Part No:

### Case History

#### CUSTOMER COMPLAINT

-----

Customer states that vehicle will not accept fuel when attempting to fill gas tank.

#### ACTUAL CONDITION

-----

#### INVESTIGATION RESULTS

-----

Plastic foreign matter caught in valve at base of filler hose where filler hose meets tank. Plastic was a round thin disc that would restrict fuel flow into the gas tank assy.

#### POSSIBLE CAUSE

-----

#### CORRECTIVE ACTION

---

Removed hose to access valve, removed plastic matter which appeared as a circle the same approximate size as tank filler orifice.

#### RECOMMENDATIONS

---

If vehicle experiences a hard to fill condition at time of PDI, remove filler hose to access none return valve and inspect for foreign matter.

\*\*\* CASE CLOSE 09/15/2003 03:17 PM Pacific Daylight Time JTaylor-FS  
Coded





Kia Motors America  
Field Product Quality Report

Case Number: F237823

Page 1 of 2

Distributor: KMA

Region/District: EA04

Dealer Code: NY034

Dealer City: West Islip

Name: DPAWLOWSKI DSM

Report No.: EA03DP07

Issue Date: 9/12/2003

Dealer Name: Atlantic Kia

Dealer State: NY

Component Group: Fuel/Emissions

Component Code:Evaporative Emissions System

TREAD Code:

Subject/Title: CEL ON

Vehicle Data

Model Code: 72442

Model Desc: SORENTO 4X4

Year: 2003

VIN: KNDJC73313

Mileage: 1,015

Engine No: G6626663

Trans No:

Trans Type: Automatic

Prod Date: 3/11/2003

Delivery Date: 6/14/2004

Repair Date: 9/8/2003

Part Information

Part Number:31176 3E200

Part Name: NIPPLE-VENT

Condition:N20ENGINE CHECK LAMP

Cause: C32FOREIGN MATERIAL, CLOGGED

Part ID/Lot:

Other Part No:

Other Part No:

Case History

CUSTOMER COMPLAINT

CEL ON AND FUEL SPITTING BACK WHEN FILLING GAS TANK

ACTUAL CONDITION

AS ABOVE

INVESTIGATION RESULTS

FOUND VENT HOSE SYSTEM BLOCKED

POSSIBLE CAUSE

FOREIGN MATERIAL IN LINE

CORRECTIVE ACTION

-----  
REMOVED VENT NIPPLE, FOUND SPIDER COB WEB COMPLETELY BLOCKED VENT NIPPLE, REPLACED VENT NIPPLE

RECOMMENDATIONS  
-----

SPIDER PROBABLY ENTERED NIPPLE PRIOR TO ASSEMBLY, NESTING AND EVENTUALLY CAUSING COMPLETE BLOCKAGE OF NIPPLE. RECOMMEND INSPECTION PRIOR TO INSTALL

\*\*\* CASE CLOSE 11/04/2003 09:05 AM Pacific Daylight Time ADow-FS  
Coded

\*\*\* CASE CLOSE 11/04/2003 09:16 AM Pacific Daylight Time ADow-FS  
Coded





**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1041225

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** S01

**Model Code:** 72242

**VIN:** KNDJD733035 [REDACTED]

**Mileage:** 77,337

**Prod Date:** 8/23/2002

**Warranty Start Date:** 12/18/2002 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** TX059 Big D Kia

**Phone:** 2146601800

**FAX:** 2146601818

**Contact:** Tony Bates

**Contact Title:** Service

**Service District:** SO06

---

**Case Details:**

**Case Title:** Fuel system - Gas tank wont fill

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

11/22/2005 4:22:24P

**System:** Fuel System

**Component:**

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 11/22/2005 08:29 AM Pacific Daylight Time GLeon-TL

Tech states the fuel tank will not fill properly, the fuel hose will shut off right away. Advised Tech to inspect the CCV, EVAP Canister Vent and the Fuel filler neck check valve/flap for proper operation.

\*\*\* CASE CLOSE 12/09/2005 08:21 AM clarify

\*\*\* Performed by contact: [REDACTED]  
shoestring stuffed down filler neck

\*\*\* CASE CLOSE 12/09/2005 08:35 AM Pacific Daylight Time GLeon-TL

Resolution Code: Auto Closed

---

CLOSING COMMENTS

Tech found a shoestring in the fule filler neck



**Kia Motors America**  
**Technical Assistance Center**

**Case Number: T1053177**

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** G6533180

**Model Code:** 72222

**VIN:** KNDJD733535 [REDACTED]

**Mileage:** 54,130

**Prod Date:** 9/16/2002

**Warranty Start Date:** 12/7/2002 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** CA159 Thomason Kia

**Phone:** 7076517000

**FAX:** 7075588564

**Contact:** Marlowe Respicio

**Contact Title:**

**Service District:**

---

**Case Details:**

**Case Title:** Fuel system - Gas tank wont fill

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

12/23/2005 6:52:17P

**System:** Fuel System

**Component:** Roll Over Valve

**Resolution:** Faulty Component

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 12/23/2005 10:57 AM Pacific Daylight Time GLeon-TL

Tech states the fuel tank will not fill and spits out the filler neck. Advised Tech to replace the ORVR Valve because the system was damaged by the customer overfilling the fule tank. tech already replaced the FTPS, CCV and EVAP Canister.

\*\*\* CASE CLOSE 11/01/2006 09:35 AM clarify

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

REPLACE ORVR VALVE

\*\*\* CASE CLOSE 11/03/2006 02:44 PM Pacific Daylight Time GLeon-TL

Resolution Code: Faulty Component

---

CLOSING COMMENTS

Tech replaced the ORVR



# Kia Motors America Technical Assistance Center

Case Number: T1063219

---

## Vehicle Data

**Model/Year:** 2,003 SORENTO 4X4 EX

**Engine:** G6531206

**Model Code:** 72442

**VIN:** KNDJC733135 [REDACTED]

**Mileage:** 42,078

**Prod Date:** 9/12/2002

**Warranty Start Date:** 3/12/2003 12:00:00AM

---

## Dealer/Contact Data:

**Dealer:** NJ009 Mahwah Kia

**Phone:** 2015293200

**FAX:** 2015293029

**Contact:** Mark Coviello

**Contact Title:**

**Service District:** EA06

---

## Case Details:

**Create Date & Time**

**Case Title:** Fuel system - Gas tank wont fill

**Symptom:** Gas Tank Wont Fill

**DTC:**

1/19/2006 2:34:02P

**System:** Fuel System

**Component:** Fuel Tank

**Resolution:** Auto Closed

---

## Freeze Frame Data

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

## Case History

\*\*\* PHONE LOG 01/19/2006 06:40 AM Pacific Daylight Time DFinkelstein-TL

Tech states customer states vehicle won't fill with fuel intermittently and hard to start after fueling.

Tech has not been able to duplicate the problem at this time.

Advised tech to contact DPSM and see if he wants to approve a ORVR and /or CCV.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:55:20 PM sa





# Kia Motors America Technical Assistance Center

Case Number: T1073145

## Vehicle Data

Model/Year: 2,003 SORENTO 4X4 EX

Engine: G6617452

Model Code: 72442

VIN: KNDJC733935

Mileage: 57,398

Prod Date: 2/25/2003

Warranty Start Date: 7/2/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: UT011 First Choice Kia

Phone: 8014442277

FAX: 8014441166

Contact: SCOTT BAIR

Contact Title:

Service District: WE06

## Case Details:

Case Title: Fuel system - Gas tank wont fill

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

2/15/2006 3:04:59P

System: Fuel System

Component:

Resolution: Foreign Material

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* PHONE LOG 02/15/2006 07:13 AM Pacific Daylight Time DFinkelstein-TL

Tech states the vehicle cannot be refueled. The ORVR has been previously replaced. Tech wanted to know what to look at.

Advised tech to see if the CCV is stuck closed and if the cannister filter is blocked and not allowing the cannister to breathe.

\*\*\* PHONE LOG 02/15/2006 10:55 AM Pacific Daylight Time JBrookes Action Type:Incoming call

Tech stated he removed the hose from ORVR, and blew through it by mouth, and the air came out of the ccv filter,

Advised, there is a valve at the end of the tank fill pipe inside the tank, it is accessible via the fuel pump module hole, it seems this may be the problem, it is replaceable.

\*\*\* CASE CLOSE 02/15/2006 02:39 PM Pacific Daylight Time DFinkelstein-TL.

---

Resolution Code: Foreign Material

CLOSING COMMENTS

Tech found cotton balls in the filler neck. Removed cotton balls and vehicle is now able to be filled with fuel.



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1075703

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6596531

**Model Code:** 72242

**VIN:** KNDJD733X35 [REDACTED]

**Mileage:** 45,452

**Prod Date:** 1/9/2003

**Warranty Start Date:** 6/14/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** FL018 Coral Springs Kia

**Phone:** 9547557400

**FAX:** 9547534955

**Contact:** matthew pearlman

**Contact Title:** tech

**Service District:** SO02

---

**Case Details:**

**Case Title:** Fuel system - Gas tank wont fill

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

2/22/2006 4:59:29P

**System:** Fuel System

**Component:**

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 02/22/2006 09:03 AM Pacific Daylight Time GLeon-TL

Tech states the fuel tank will spit fuel back when filling, Advised Tech to inspect the CCV and the EVAP Canister for fuel contamination. If these components are good then check the fuel filler neck.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:56:05 PM sa



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1203200**

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6522607

**Model Code:** 72242

**VIN:** KNDJD733X35 [REDACTED]

**Mileage:** 66,490

**Prod Date:** 8/28/2002

**Warranty Start Date:** 4/19/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** FL024 Maroone Kia of Hollywood

**Phone:** 9549678991

**FAX:** 9544333311

**Contact:** Sean Vega

**Contact Title:** Tech

**Service District:** SO02

---

**Case Details:**

**Create Date & Time**

**Case Title:** Fuel system - Gas tank wont fill

**Symptom:** Gas Tank Wont Fill

**DTC:**

7/17/2006 6:49:30P

**System:** Emission Control

**Component:** Charcoal Canister

**Resolution:** Restricted

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* NOTES 07/17/2006 10:49 AM clarify Action Type: Manager review

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

THIS VEHICLE CAME IN BECAUSE IT WOULD NOT TAKE FUEL. WE REPLACED THE ORV VALVE AND NO CHANGE. IT TAKES A LITTLE GAS VERY SLOWLY.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/17/2006 11:43 AM Pacific Daylight Time GLeon-TL Action Type: Incoming call

Sean, check the EVAP lines/hose fr any restrictions. Also check the CCV to see if it staying close. Verify the ORVR is working correctly.

\*\*\* NOTES 07/26/2006 05:47 AM clarify Action Type: Manager review

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

CHECKED FOR ANY RESTRICTIONS, NONE. ALSO REPLACED PIRGE AND ORV VALVE. CANT FIND ANYTHING. PLACED A CALL TO JOHN SMITH, HE'S OUT SICK. ANY OTHER IDEAS. CUSTOMER IN RENTAL. THANKS FOR YOUR HELP.

\*\*\* PHONE LOG 07/26/2006 06:19 AM Pacific Daylight Time GLeon-TL Action Type: Incoming call

Sean, disconnect the hose at the ORVR Valve then attempt to refill the tank. Possibly a fuel filler neck restriction..

\*\*\* CASE CLOSE 08/01/2006 10:26 AM clarify

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

REPLACED CANISTER

\*\*\* CASE CLOSE 08/01/2006 11:54 AM Pacific Daylight Time MKeiser

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced canister

\*\*\* CASE CLOSE 08/02/2006 10:29 AM Pacific Daylight Time GLeon-TL

Resolution Code: Restricted

CLOSING COMMENTS

Tech replaced EVAP Canister



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1203606

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** G6511819

**Model Code:** 72222

**VIN:** KNDJD733635 [REDACTED]

**Mileage:** 75,859

**Prod Date:** 8/9/2002

**Warranty Start Date:** 10/1/2002 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** FL085 Kendall Kia

**Phone:** 3052566410

**FAX:** 3052565693

**Contact:** Larry Averhoff

**Contact Title:** Tech

**Service District:**

---

**Case Details:**

**Case Title:** Fuel system - Gas tank wont fill

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

7/18/2006 2:05:30P

**System:** Fuel System

**Component:**

**Resolution:**

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 07/18/2006 06:12 AM Pacific Daylight Time MGoldwasser  
The tech states the fuel tank will not fuel.

Advised the tech to remove the ORVR hose at the charcoal canister and see if the fuel tank will fill.

\*\*\* CASE CLOSE 07/19/2006 10:20 AM clarify

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

INSTALLED NEW CANISTER ASSY. ALL OK



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1206456

Vehicle Data

Model/Year: 2,003 SORENTO 4X4 LX

Engine: G6701642

Model Code: 72422

VIN: KNDJC733235 [REDACTED]

Mileage: 20,055

Prod Date: 6/26/2003

Warranty Start Date: 9/3/2003 12:00:00AM

Dealer/Contact Data:

Dealer: VA027 Parsons Kia

Phone: 5406678400

FAX: 5407223143

Contact: Mike Wesley

Contact Title: Technician

Service District: EA01

Case Details:

Case Title: Fuel system - Gas tank wont fill

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

7/25/2006 1:36:28P

System: Fuel System

Component:

Resolution:

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

\*\*\* PHONE LOG 07/25/2006 05:38 AM Pacific Daylight Time DJackson-TL

Tech states he can not fill up the gas tank.

Advise tech to remove the hose at the ORVR and try to fill up. also confirm the filler neck is ok.

\*\*\* CASE CLOSE 04/03/2008 11:48 AM clarify

\*\*\* Performed by contact: Lisa Hammons, 5406678400

CLOSED



# Kia Motors America Technical Assistance Center

Case Number: T1222486

## Vehicle Data

Model/Year: 2,003 SORENTO 4X2 EX

Engine: G6558843

Model Code: 72242

VIN: KNDJD733935

Mileage: 67,550

Prod Date: 11/7/2002

Warranty Start Date: 1/4/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: FL008 Gatorland Kia

Phone: 3523715801

FAX: 3522482543

Contact: Carl McDaniel

Contact Title: Technician

Service District: S004

## Case Details:

Case Title: Fuel system - Gas tank wont fill

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

9/1/2006 8:48:14PM

System: Emission Control

Component: Charcoal Canister\_CCV Vent Filter

Resolution: Faulty Component

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* PHONE LOG 09/01/2006 12:55 PM Pacific Daylight Time MGoldwasser

The tech states the fuel tank will fill if he removes the ORVR valve hose at the charcoal canister.

Advised the tech to check the charcoal canister, CCV and the vent filter for a restriction and report back.

\*\*\* NOTES 09/18/2006 07:19 AM clarify Action Type: Manager review

\*\*\* Performed by contact: jeff mueller, 3523763262

tech replaced ORVR valve after testing per techline recommendation, worked for a week. Customer returned with same complaint. Tech installed new charcoal canister & filter. Noticed the inside of old canister was broken apart, debris came out of one of the hose openings. Vehicle filled with fuel, works as spec'd.



---

\*\*\* CASE CLOSE 09/18/2006 07:20 AM clarify  
\*\*\* Performed by contact: jeff mueller, 3523763262  
new canister & filter installed

\*\*\* CASE CLOSE 09/18/2006 10:18 AM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component

CLOSING COMMENTS

The tech states he replaced the charcoal canister and the vent filter and the concern has been resolved.



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1242159**

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** S01

**Model Code:** 72242

**VIN:** KNDJD733935 [REDACTED]

**Mileage:** 59,757

**Prod Date:** 8/22/2002

**Warranty Start Date:** 11/30/2002 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** FL088 Longwood Carnival Kia

**Phone:** 4075711234

**FAX:** 4075710316

**Contact:** BRIAN BARKER

**Contact Title:** SERVICE

**Service District:**

---

**Case Details:**

**Create Date & Time**

**Case Title:** Fuel system - Gas tank wont fill

**Symptom:** Gas Tank Wont Fill

**DTC:**

10/27/2006 8:55:03P

**System:** Fuel System

**Component:**

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 10/27/2006 12:58 PM Pacific Daylight Time GLeon-TL

Tech states customer states gas tank wont fill properly. Advised Tech to disconnect the ORVR hose then fill the tank to see if fault was in EVAP Canister.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:52:20 PM sa



# Kia Motors America Technical Assistance Center

Case Number: T1243173

## Vehicle Data

Model/Year: 2,003 SORENTO 4X2 EX

Engine: G6502023

Model Code: 72242

VIN: KNDJD733535

Mileage: 37,561

Prod Date: 10/9/2002

Warranty Start Date: 10/31/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: FL015 Esserman International Kia

Phone: 3054776666

FAX: 3054779331

Contact: Sidney A Hall

Contact Title:

Service District: SO02

## Case Details:

Case Title: Fuel system - Gas tank wont fill

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

10/31/2006 9:25:38P

System: Fuel System

Component:

Resolution: Auto Closed

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* PHONE LOG 10/31/2006 01:34 PM Pacific Daylight Time RLevy-TL

Tech states the fuel tank will only take a few gallons and then shut off.

Advised tech to disconnect the hose at the CCV valve and see if it will take gas. If not check the canister for raw fuel.

\*\*\* PHONE LOG 11/01/2006 07:08 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Tech states disconnected the CCV hose and still will only take 2 gallons of gas and then shut off.

Advised tech to check canister for raw fuel and if so replace the canister.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:52:24 PM sa



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1290891

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**Vehicle Data**

Model/Year: 2,003 SORENTO 4X2 EX

Engine: G6589196

Model Code: 72242

VIN: KNDJD733735 [REDACTED]

Mileage: 48,649

Prod Date: 2/7/2003

Warranty Start Date: 4/17/2003 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: TX010 Joe Myers Kia

Phone: 7139377800

FAX: 7139379316

Contact: Luis Esteves

Contact Title: Technician

Service District: SO05

---

**Case Details:**

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

3/21/2007 8:56:47P

System: Emission Control

Component: Charcoal Canister

Resolution: Faulty Component

---

**Freeze Frame Data**

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

---

**Case History**

\*\*\* NOTES 03/21/2007 12:56 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Luis Esteves, 7139377800

CUSTOMER STATES WHEN FILLING VEHICLE IT SPITS BACK FUEL AND HAS A VERY HARD TIME FILLING ANY GAS. REMOVE FILLER NECK AND HOSE FOUND NO CLOGS

What Reference Materials Have Been Used - What Has Already Been Tried?

-----

\*\*\* PHONE LOG 03/21/2007 01:14 PM Pacific Daylight Time MGoldwasser Action Type: Incoming call

Luis,  
Please remove the ORVR line at the charcoal canister (it is the large hose at charcoal canister) and see if the fuel tank will accept fuel.

\*\*\* NOTES 03/22/2007 07:49 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: Luis Esteves, 7139377800  
REMOVED HOSE AND VEHICLE TOOK 2.3 GALLONS NO PROBLEM

\*\*\* PHONE LOG 03/22/2007 08:13 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call  
Luis,  
This means you have a restriction in the Evap system , please check the Evap charcoal canister, canister close valve and the vent filter for a restriction.

\*\*\* CASE CLOSE 04/02/2007 02:31 PM clarify  
\*\*\* Performed by contact: Luis Esteves, 7139377800  
replace cansistor due to internal faulire carcol came aprat inside causing clog

\*\*\* CASE CLOSE 04/04/2007 10:11 AM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component

CLOSING COMMENTS

The tech replaced cansistor due to internal faulire carcol came aprat inside causing clog



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1308106

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** S00

**Model Code:** 72222

**VIN:** KNDJD733935 [REDACTED]

**Mileage:** 99,701

**Prod Date:** 8/21/2002

**Warranty Start Date:** 3/10/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** FL024 Maroone Kia of Hollywood

**Phone:** 9549678991

**FAX:** 9544333311

**Contact:** MERVIN GERRIE

**Contact Title:** TECH

**Service District:** SO02

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

5/8/2007 7:39:40PM

**System:** Emission Control

**Component:** ORVR Valve

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 05/08/2007 11:51 AM Pacific Daylight Time DFinkelstein-TL  
tech states he cannot put fuel into the vehicle. It spits back out the filler neck.

Advised tech to remove the large hose at the CCV and go back and try to refuel the gas tank. If the tank can be filled without spitting back, then the ORVR is ok and either the CCV is closed or the Cannister filter maybe blocked.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:58:13 PM sa



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1313215**

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** S00

**Model Code:** 72222

**VIN:** KNDJD733935 [REDACTED]

**Mileage:** 99,953

**Prod Date:** 8/21/2002

**Warranty Start Date:** 3/10/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** FL024 Maroone Kia of Hollywood

**Phone:** 9549678991

**FAX:** 9544333311

**Contact:** Sean Vega

**Contact Title:** Tech

**Service District:** SO02

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

5/22/2007 2:29:31P

**System:** Emission Control

**Component:** CCV Vent Filter

**Resolution:** Faulty Component

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* NOTES 05/22/2007 06:29 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Sean Vega, 9549678991

WHEN PUMPING FUEL, WILL ONLY TAKE 3 GALLONS THEN SPILLS FUEL OUT. VEHICLE ORV VALVE HAS BEEN INSTALLED, OK . PURGE VALVE FUNCTIONS CORRECTLY, CLOSE CANISTER VALVE ACTUATED, WORKS OK. PLEASE ADVISE. NO DAMAGE TO FUEL NECK

What Reference Materials Have Been Used - What Has Already Been Tried?

-----

\*\*\* PHONE LOG 05/22/2007 06:43 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Pull the ORVR hose off the cannister and try to fill the vehicle with gas. If it can be filled without any problems then the CCV filter , cannister or the fresh air hose are restricted. (assuming the CCV is open )

---

\*\*\* CASE CLOSE 05/23/2007 03:29 AM clarify  
\*\*\* Performed by contact: Sean Vega, 9549678991  
canister came apart clogging ccv

\*\*\* CASE CLOSE 05/23/2007 04:48 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component  
CLOSING COMMENTS  
canister came apart clogging ccv





**Kia Motors America  
Technical Assistance Center**

**Case Number: T1321810**

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** G6699343

**Model Code:** 72222

**VIN:** knjdj733335

**Mileage:** 58,000

**Prod Date:** 6/21/2003

**Warranty Start Date:** 7/27/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** OH026 Hatfield Kia

**Phone:** 6144650002

**FAX:** 6144654698

**Contact:** Tim Crigger

**Contact Title:** technician

**Service District:** CE02

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

6/14/2007 7:32:19P

**System:** Fuel System

**Component:**

**Resolution:**

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* NOTES 06/14/2007 11:32 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Tim Crigger, 6144650002

cust states sometimes gas gauge reads correctly sometimes wrong yesterday gas gauge read 1/2 tank cust started filling, shut off 5.00 worth of gas today gauge shows just under full

What Reference Materials Have Been Used - What Has Already Been Tried?

checked fuses, checked relays, installed new fuel sender float assm. checked for tsb, bulletins, recalls (none) not sure what else to try

\*\*\* PHONE LOG 06/14/2007 11:36 AM Pacific Daylight Time DJackson-TL Action Type: Incoming call

Are you sure that it is not a filling the gas tank issue?

Can you drain some gas out and see if it is taking a full tank of gas.

---

\*\*\* CASE CLOSE 11/12/2007 05:26 AM clarify  
\*\*\* Performed by contact: Tim Crigger, 6144650002

1



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1325059

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:**

**Model Code:** 72242

**VIN:** KNDJD733635 [REDACTED]

**Mileage:** 67,901

**Prod Date:** 11/18/2002

**Warranty Start Date:** 2/21/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** FL074 Suncoast Kia

**Phone:** 9414120515

**FAX:** 9414120516

**Contact:** Lou Demoss

**Contact Title:**

**Service District:** SO03

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill # spits back after full

**Create Date & Time**

**Symptom:** Improper Operation

**DTC:**

6/21/2007 6:57:44P

**System:** Emission Control

**Component:** Charcoal Canister

**Resolution:** Faulty Component

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* NOTES 06/21/2007 10:57 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Lou Demoss, 9414846424

VEHICLE SPITS FUEL OUT OF FILLER NECK AFTER FILLING TANK. TAKES A FEW SECONDS AFTER STOP PUMPING

What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
REPLACED CONTROL VALVE AND RETURN VALVE. TANK IS STILL BUILDING PRESSURE WHILE FUELING AND SPITTING BACK. CHECKED DIAG CHARTS / TSBS / ETC

\*\*\* PHONE LOG 06/21/2007 11:16 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Lou, disconnect the ORVR valve hose going to the EVAP canister and then go to gas station and see if the concern still exists. If it does replace the ORVR valve. If it does not have the same concern there is a restriction in the canister, canister

close valve or the filter. If there is raw fuel in the canister it will need to be replaced.

---

\*\*\* CASE CLOSE 06/21/2007 11:55 AM clarify  
\*\*\* Performed by contact: Lou Demoss, 9414846424  
REPLACED CANISTER

\*\*\* CASE CLOSE 06/21/2007 12:32 PM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component  
CLOSING COMMENTS  
REPLACED CANISTER



# Kia Motors America Technical Assistance Center

Case Number: T1334876

## Vehicle Data

Model/Year: 2,003 SORENTO 4X2 EX

Engine: G6528072

Model Code: 72242

VIN: KNDJD733835

Mileage: 53,450

Prod Date: 9/7/2002

Warranty Start Date: 11/30/2002 12:00:00AM

## Dealer/Contact Data:

Dealer: FL059 Friendly Kia

Phone: 7278159611

FAX: 7278430881

Contact: Mike Cox

Contact Title: Tech

Service District: SO03

## Case Details:

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Improper Operation

DTC:

7/17/2007 2:31:18P

System: Fuel System

Component:

Resolution: Auto Closed

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* PHONE LOG 07/17/2007 06:40 AM Pacific Daylight Time RLevy-TL

Tech states when filling with fuel after a few dollars fuel spits back through filler neck. States has replaced ORVR valve and concern still exists.

Advised tech to disconnect hose from ORVR to canister and fill with fuel to see if concern still exists. Advised to check for raw fuel in canister and or CCV valve stuck closed or plugged filter.

\*\*\* CASE AUTO CLOSE 02/14/2009 11:59:46 PM sa



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1338753**

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**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** G6584575

**Model Code:** 72222

**VIN:** KNDJD733635 [REDACTED]

**Mileage:** 53,140

**Prod Date:** 2/7/2003

**Warranty Start Date:** 3/10/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** CA170 Valley Kia

**Phone:** 7603362100

**FAX:** 7603528243

**Contact:** Rigoberto Gomez

**Contact Title:**

**Service District:**

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

7/25/2007 9:47:04P

**System:** Emission Control

**Component:** Canister Close Valve (CCV)\_CCV Vent

**Resolution:** Faulty Component

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* NOTES 07/25/2007 01:47 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Rigoberto Gomez, 7603363500

customer states hard to put gas in tank it take alot of time to fill tank

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 07/25/2007 02:07 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call

Rigoberto,

Please remove the ORVR hose coming from the fuel tank at the charcoal canister and see if the vehicle will except fuel. Please report back with you're results.

---

\*\*\* CASE CLOSE 07/27/2007 10:53 AM clarify  
\*\*\* Performed by contact: Rigoberto Gomez, 7603363500  
replaced canister and valve ccv and it fixed concern

\*\*\* CASE CLOSE 07/27/2007 01:32 PM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component

CLOSING COMMENTS

The tech replaced the charcoal canister and the CCV and the concern has been resolved.



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1346979

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6597160

**Model Code:** 72242

**VIN:** KNDJD733635 [REDACTED]

**Mileage:** 57,553

**Prod Date:** 2/6/2003

**Warranty Start Date:** 7/10/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** CA165 Connell Kia

**Phone:** 5105882000

**FAX:** 5105882001

**Contact:** Antonio Murillo

**Contact Title:** Tech

**Service District:**

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

8/13/2007 10:59:31P

**System:** Emission Control

**Component:** Charcoal Canister

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

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**Case History**

\*\*\* PHONE LOG 08/13/2007 03:04 PM Pacific Daylight Time MGoldwasser  
the tech states the gas tank will not fill.

Advised the tech to remove the ORVR hose at the charcoal canister and see if the fuel tank will fill, advised the tech to report back with his results.

\*\*\* CASE AUTO CLOSE 02/15/2009 12:00:31 AM sa





**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1353692

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6597360

**Model Code:** 72242

**VIN:** KNDJD733535

**Mileage:** 58,187

**Prod Date:** 2/6/2003

**Warranty Start Date:** 4/2/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** FL069 Holler Kia

**Phone:** 4076781717

**FAX:** 4076780066

**Contact:** Ebert Rabel

**Contact Title:** Technician

**Service District:** SO03

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

8/29/2007 4:27:19P

**System:** Please Specify

**Component:**

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**DTC: Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* NOTES 08/29/2007 08:27 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Ebert Rabel, 4076781717

can not add fuel to tank

What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
replaced orvrs fill vent valve,canister,ccv

\*\*\* PHONE LOG 08/29/2007 08:33 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

Ebert,

Can we duplicate the incident, if we can disconnect the ORVR line to the evap canister and check if the incident still occurs? If the incident still occur check the shutter valve for sticking or check the ORVR control valve for restriction. If the incident stops after ORVR line disconnected, check the ORVR line back to the canister for restriction. Also interview the customer if

---

the incidents only occur in the same station. Check the refilling rate of the pump is should be less than 10 gallon per min.

\*\*\* CASE AUTO CLOSE 02/16/2000 10:00:50 AM \*\*



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1353718**

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** G6548160

**Model Code:** 72222

**VIN:** KNDJD733035 [REDACTED]

**Mileage:** 58,510

**Prod Date:** 10/16/2002

**Warranty Start Date:** 2/22/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** FL076 Kia of Vero Beach

**Phone:** 7725698000

**FAX:**

**Contact:** GARY RIEDINGER

**Contact Title:**

**Service District:**

---

**Case Details:**

**Case Title:** Fuel System - gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

8/29/2007 4:47:53P

**System:** Fuel System

**Component:**

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 08/29/2007 11:57 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-Tech called back with update after remove the ORVR.

-Up on inspection off the ORVR valve found back debris inside.

-Possible customer is over filling the gas tank.

-Recommend replaces the ORVR and inspect the evap canister and CVV for debris.

-Ask customer no to refill the vehicle and contact the dpsm.

-If customer top off the gas tank and damage the ORVR valve again customer have to pay for the repair.

\*\*\* CASE AUTO CLOSE 02/15/2009 12:00:59 AM sa



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1359689

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6522131

**Model Code:** 72242

**VIN:** KNDJD733335 [REDACTED]

**Mileage:** 68,107

**Prod Date:** 8/28/2002

**Warranty Start Date:** 1/21/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** MS012 Wilson Kia

**Phone:** 6019441114

**FAX:** 6019441306

**Contact:** Broderick Patton

**Contact Title:** Technician

**Service District:** SO11

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

9/14/2007 1:45:04P

**System:** Fuel System

**Component:**

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 09/14/2007 06:03 AM Pacific Daylight Time RHicks

- Advised tech to remove hose from ORVR and add some fuel...
- if fuel can be added then there is a restriction in the EVAP system ( Manual evap test below)
- if fuel can't be added then replace the ORVR
- note: over filling the fuel tank can damage the ORVR Valve.

Manual EVAP System Test / BOB

Ensure Fuel Tank is at least 3/4 full before test or it will not complete properly.

Step 1: Hook up BOB to ECM, monitor FTPS input through BOB with volt meter. Leave the volt meter hooked up because you will be referring back to it through out the test.

Step 2: Check FTPS voltage KOEO with gas cap OFF, it should be 2.3v - 2.7v . If voltage is with in 2.3v - 2.7v go to step 3. If voltage is out of 2.3v -2.7v then go check voltage on all 3 wires at FTPS KOEO gas cap OFF with sensor plugged in.

Step 3: Install gas cap and start the vehicle, Ground the PSV control wire through BOB then monitor volt meter for 25 seconds, voltage should not drop below 1.5v. If it drops below 1.5v then there is a restriction in the EVAP system because we did NOT closed the CCV, If voltage stays above 1.5v then go to step 4.

Step 4: Remove jumper wire for PSV in BOB, unplug the PSV 2 wire connector at PSV (because these do purge at idle), then ground CCV control wire through BOB and monitor for 25 seconds. Does FTPS voltage drop and keep dropping? If voltage stays the same then go to step 5. If volt drops and keeps dropping then PSV is leaking and needs to be replaced (that's why we unplugged PSV).

Step 5: Plug PSV back in, leave jumper wire for CCV grounded through BOB, now take the 2nd jumper wire and TAP the PSV control wire to ground through BOB until FTPS voltage gets down to 1.0v - 1.4v, then unplug the PSV one more time and monitor FTPS voltage again for 1 minute. Voltage should not change more then .300v in 1 minute, If it does then you have leak in the system because we just trapped engine vacuum in the EVAP system by having the CCV closed and PSV unplugged (you have to unplug the PSV because they do purge at idle). You can start pinching hoses till voltage stops climbing or use a smoke machine if available to find the leak.

\*\*\* PHONE LOG 09/14/2007 07:28 AM Pacific Daylight Time RHicks Action Type:Incoming call  
Faxed Evap test to tech

\*\*\* PHONE LOG 02/07/2008 10:18 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call  
The tech states the vehicle is back and will not fill with the ORVR hose disconnected, the tech also state she has replaced the filler neck anti siphon valve.

Advised the tech to replace the ORVR valve and retest.

\*\*\* PHONE LOG 02/12/2008 08:03 AM Pacific Daylight Time RHicks Action Type:Incoming call  
Tech replace ORVR and concern still exist -  
- tech is going to retest by removing hose from ORVR and call back



# Kia Motors America Technical Assistance Center

Case Number: T1363455

## Vehicle Data

Model/Year: 2,003 SORENTO 4X2 EX

Engine: G6590417

Model Code: 72242

VIN: KNDJD733335 [REDACTED]

Mileage: 108,006

Prod Date: 2/13/2003

Warranty Start Date: 8/1/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: FL008 Gatorland Kia

Phone: 3523715801

FAX: 3522482543

Contact: mike perry

Contact Title:

Service District: SO04

## Case Details:

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

9/24/2007 8:34:42P

System: Fuel System

Component: ORVR Valve

Resolution: Auto Closed

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* PHONE LOG 09/24/2007 12:41 PM Pacific Daylight Time MGoldwasser

Advised the tech to remove the ORVR valve line at the charcoal canister and see if the vehicle will accept fuel. Advised the tech to report back with his results.

\*\*\* CASE AUTO CLOSED 09/25/2007 12:01:41 PM \*\*\*



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1363493**

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6566093

**Model Code:** 72242

**VIN:** KNDJD733935 [REDACTED]

**Mileage:** 83,316

**Prod Date:** 11/20/2002

**Warranty Start Date:** 5/17/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** FL069 Holler Kia

**Phone:** 4076781717

**FAX:** 4076780066

**Contact:** peter martinez

**Contact Title:** tech

**Service District:** SO03

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

9/24/2007 9:12:07P

**System:** Fuel System

**Component:**

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 09/24/2007 01:17 PM Pacific Daylight Time DJackson-TL  
Tech pulled off hose and it went away so he replace CCV but is still there.  
Advise tech to check for plugged hoses and canister and filter.

\*\*\* CASE AUTO CLOSE 02/15/2009 12:01:41 AM sa



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1364819

---

**Vehicle Data**

Model/Year: 2,003 SORENTO LX 4X2

Engine: S01

Model Code: 72222

VIN: KNDJD733435 [REDACTED]

Mileage: 50,185

Prod Date: 8/20/2002

Warranty Start Date: 10/17/2002 12:00:00AM

---

**Dealer/Contact Data:**

Dealer: GA030 Kia AutoSport

Phone: 2294464777

FAX: 2294200056

Contact: bobby armstrong

Contact Title:

Service District: SO04

---

**Case Details:**

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

9/26/2007 7:25:36P

System: Emission Control

Component:

Resolution:

---

**Freeze Frame Data**

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

---

**Case History**

\*\*\* NOTES 09/26/2007 11:25 AM clarify Action Type: Manager review

\*\*\* Performed by contact: bobby armstrong, 2294464777

CAR WONT ACCEPT BUT ABOUT 40 CENTS AT A TIME. WE CHECKED THE CANISTER AND CHECKED THE FILLER NECK FRO RESTRICTIONS AND FOUND NONE. WE REMOVED THE HOSE FROM THE ORVR VALVE AND IT STILL WOULD NOT TAKE FUEL. I THINK THE ORVR HAS FAILED?

What Reference Materials Have Been Used - What Has Already Been Tried?

-----

\*\*\* PHONE LOG 09/26/2007 12:09 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Your right.



---

\*\*\* NOTES 09/26/2007 12:11 PM clarify Action Type: Manager review

\*\*\* Performed by contact: bobby armstrong, 2294464777

THANK YOU

\*\*\* CASE CLOSE 10/08/2007 09:51 AM clarify

\*\*\* Performed by contact: bobby armstrong, 2294464777

found paper in flapper valve in tank



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1373542**

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6536440

**Model Code:** 72242

**VIN:** KNDJD733435 [REDACTED]

**Mileage:** 51,963

**Prod Date:** 9/25/2002

**Warranty Start Date:** 12/31/2002 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** TX081 Central Kia of Lewisville

**Phone:** 4696715700

**FAX:** 4696715705

**Contact:** Joshua Porter

**Contact Title:** Technician

**Service District:**

---

**Case Details:**

**Case Title:** Fuel system - Gas tank wont fill

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

10/19/2007 10:37:35

**System:** Fuel System

**Component:** Non Return/Flapper Valve

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 10/19/2007 02:45 PM Pacific Daylight Time JBrookes

Tech stated that fuel spits back from tank neck quickly.

Advised, its probably a sticking one way flapper valve, first try pulling off the ORVR pipe, if that makes no difference, it is the flapper valve.

\*\*\* CASE AUTO CLOSE 02/15/2009 12:02:27 AM sa



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1379578

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6541414

**Model Code:** 72242

**VIN:** knjdj733935 [REDACTED]

**Mileage:** 74,287

**Prod Date:** 10/15/2002

**Warranty Start Date:** 6/9/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** NC024 Folger Kia

**Phone:** 7045369635

**FAX:** 7045358204

**Contact:** Tim Bridges

**Contact Title:**

**Service District:** SO08

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

11/6/2007 8:45:07P

**System:** Fuel System

**Component:**

**Resolution:**

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* NOTES 11/06/2007 12:43 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Tim Bridges, 7045369635

This vehicle will not take fuel when you go to fill your tank it spits it back out at you. We have already installed a new filler neck and a new tank assembly. Anything else that could stop the fuel?

What Reference Materials Have Been Used - What Has Already Been Tried?

-----

\*\*\* PHONE LOG 11/06/2007 12:49 PM Pacific Daylight Time MKeiser Action Type:Incoming call

Disconnect the line that runs from the tank to the canister and see if it still wont fill. If it fill with the line disconnected you would have a restriction in the canister or canister close valve

---

\*\*\* CASE CLOSE 11/15/2007 10:50 AM clarify  
\*\*\* Performed by contact: Tim Bridges, 7045369635  
replace canister assembly



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1423080**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** G6560074

**Model Code:** 72222

**VIN:** KNDJD733X35 [REDACTED]

**Mileage:** 54,759

**Prod Date:** 11/9/2002

**Warranty Start Date:** 7/30/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** GA015 Sunny Kia

**Phone:** 2292423835

**FAX:** 2292411139

**Contact:** Heath Davis

**Contact Title:** TECH

**Service District:** SO04

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

3/10/2008 4:40:28P

**System:** Fuel System

**Component:** ORVR Valve

**Resolution:** Auto Closed

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* PHONE LOG 03/10/2008 09:47 AM Pacific Daylight Time DFinkelstein-TL  
Tech states the vehicle kicks back on the nozzle and shuts off filling the gas tank.

Advised tech to remove the large hose on the cannister and try to refuel the gas tank . If it can be refilled without kicking back then the problem is the CCV is stuck closed or a blockage in the cannister or fresh air hose.

\*\*\* PHONE LOG 03/14/2008 10:31 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call  
Tech replaced ORVR and check filler hose and it still wont take gas.  
Advise to replace gas tank.





**Kia Motors America  
Technical Assistance Center**

**Case Number: T1426940**

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6577434

**Model Code:** 72242

**VIN:** kndjd733935 [REDACTED]

**Mileage:** 91,146

**Prod Date:** 12/10/2002

**Warranty Start Date:** 2/7/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** CA210 Ball Kia

**Phone:** 6194746431

**FAX:** 6194741517

**Contact:** francisco renteria

**Contact Title:** tech

**Service District:**

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

3/20/2008 5:42:38P

**System:** Fuel System

**Component:** ORVR Valve

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* NOTES 03/20/2008 09:42 AM clarify Action Type: Manager review

\*\*\* Performed by contact: francisco renteria, 6194741591

when refueling the pump shuts off i tried a different gas station same situation,  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
i removed the filler tube found no restrictions

\*\*\* PHONE LOG 03/20/2008 10:02 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call  
Francisco,

Remove the ORVR hose at the charcoal canister and see if you can fill the fuel tank.

\*\*\* NOTES 03/25/2008 04:38 PM clarify Action Type: Manager review

\*\*\* Performed by contact: francisco renteria, 6194741591

i removed the charcoal canister assy and hose my servise manager wen to try put gas she stated that it was not possible, is there a possibility tha the orvr valve is the problem?

\*\*\* PHONE LOG 03/26/2008 07:18 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call  
Francisco,

Sounds like the ORVR valve has failed, lets replace the ORVR valve and retest.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:38:26 PM sa





**Kia Motors America  
Technical Assistance Center**

**Case Number: T1459269**

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** G6671357

**Model Code:** 72222

**VIN:** KNDJD733235 [REDACTED]

**Mileage:** 56,369

**Prod Date:** 5/29/2003

**Warranty Start Date:** 7/31/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** AR013 Crain Kia of West Little Rock

**Phone:** 5016041399

**FAX:** 5016041398

**Contact:** SPENCER ROCK

**Contact Title:**

**Service District:**

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**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

6/13/2008 8:49:13P

**System:** Fuel System

**Component:**

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 06/13/2008 12:52 PM Pacific Daylight Time DJackson-TL

Tech states cust. states gauge is not reading correctly.

Advise if it is reading correctly but the tank will not allow fuel into the system?

Advise to try to fill up and then remove hose off ORVR.

\*\*\* PHONE LOG 07/15/2008 01:00 PM Pacific Daylight Time RHicks Action Type:Incoming call

Tech replaced ORVR valve - has appeared to resolve concern

Now, customer states vehicle fuel gauge is inconsistent...

- Advised tech to remove gauge... plug in and manually move float = watch gauge





**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1461871

---

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X4 LX

**Engine:** G6700375

**Model Code:** 72422

**VIN:** KNDJC733335 [REDACTED]

**Mileage:** 73,990

**Prod Date:** 6/24/2003

**Warranty Start Date:** 10/17/2003 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** OH043 Kings Kia

**Phone:** 5136776700

**FAX:** 5137745330

**Contact:** Tim Ryan

**Contact Title:**

**Service District:**

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill # fuel spits back

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

6/20/2008 5:50:40P

**System:** Fuel System

**Component:** ORVR Valve

**Resolution:**

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 06/20/2008 09:55 AM Pacific Daylight Time MKeiser

Tech states that after about 4 gallons of fuel the nozzle shut off and the fuel spit back out.

advised tech to remove the vent line from the tank to the cannister to see if it still spits back if so the ORVR is faulty.

\*\*\* CASE CLOSE 09/22/2008 05:41 AM clarify

\*\*\* Performed by contact: Tim Ryan, 5136834900

tested and found the vehicle was able to fill up after removing the hose. replaced ORVR



# Kia Motors America Technical Assistance Center

Case Number: T1470987

## Vehicle Data

Model/Year: 2,003 SORENTO 4X2 EX

Engine: G6616525

Model Code: 72242

VIN: KNDJD733235

Mileage: 74,121

Prod Date: 2/20/2003

Warranty Start Date: 7/21/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: AR013 Crain Kia of West Little Rock

Phone: 5016041399

FAX: 5016041398

Contact: Wade Skinner

Contact Title: SERVICE

Service District:

## Case Details:

Create Date & Time

Case Title: Fuel System - Gas tank wont fill #

7/11/2008 6:53:50P

Symptom: Gas Tank Wont Fill

DTC:

System: Emission Control

Component: Canister Close Valve (CCV)

Resolution: Auto Closed

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* NOTES 07/11/2008 10:53 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Wade Skinner, 5016041399

When customer fills tank even at slowest pump speed it constantly spits back at them. How do we test the vent valve?

What Reference Materials Have Been Used - What Has Already Been Tried?

Shop manual points to rev valve but don't have a good test.

Thanks - Scotty Maison

\*\*\* PHONE LOG 07/11/2008 12:40 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Wade, perform this manual evap test on the vehicle . Steps 1-3 will tell you if there is a restriction in the system or the maybe the ORVR valve in the tank is stuck closed.

Note : Make sure fuel tank is between 1/4 and 3/4 tank of fuel, we have seen it look like there was a leak when there was not due to very low fuel level.

Step 1 : Hook up BOB to ECM, monitor FTPS input through BOB with volt meter. Leave the volt meter hooked up because you will be referring back to it through out the test.

Step 2 : Check FTPS voltage KOEO with gas cap OFF, it should be 2.3v - 2.7v . If voltage is with in 2.3v - 2.7v go to step 3. If voltage is out of 2.3v -2.7v then go check voltage on all 3 wires at FTPS KOEO gas cap OFF with sensor plugged in.

Step 3: Install gas cap and start the vehicle raise the engine to 2000 RPM, Ground the PSV control wire through BOB then monitor volt meter for 25 seconds, voltage should not drop below 1.5v. If it drops below 1.5v then there is a restriction in the EVAP system because we did NOT closed the CCV, If voltage stays above 1.5v then go to step 4.

Step 4 : Remove jumper wire for PSV in BOB, unplug the PSV 2 wire connector at PSV (because these do purge at idle), then ground CCV control wire through BOB and monitor for 25 seconds. Does FTPS voltage drop and keep dropping ? If voltage stays the same then go to step 5. If volt drops and keeps dropping then PSV is leaking and needs to be replaced (that's why we unplugged PSV).

Step 5 : Plug PSV back in, leave jumper wire for CCV grounded through BOB, now take the 2nd jumper wire and TAP the PSV control wire to ground through BOB untill FTPS voltage gets down to 1.0v - 1.4v, then unplug the PSV one more time and monitor FTPS voltage again for 1 minute. Voltage should not change more then .300v in 1 minute. If it does then you have leak in the system because we just trapped engine vacuum in the EVAP system by having the CCV closed and PSV unplugged (you have to unplug the PSV because they do purge at idle). You can start pinching hoses till voltage stops climbing or use a smoke machine if available to find the leak.

\*\*\* NOTES 07/16/2008 11:57 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Wade Skinner, 5016041399

step two has failed, FTPS voltage with KOEO with gas cap off is 1.8 out of range so i checked votage on all 3 wires of FTPS at the sensor with it plugged in, the brown wire has .021 volts the red wire has 5.03 volts the green wire has 1.827 volts. what is the next step now that i have confirmed that the FTPS is out of range?

\*\*\* PHONE LOG 07/16/2008 01:08 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
That would indicate the FTPS needs to be replaced but it won't be the reason for the gas tank not filling .

\*\*\* CASE AUTO CLOSE 04/22/2009 04:47:47 PM sa



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1491718**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6548540

**Model Code:** 72242

**VIN:** kndjd733235

**Mileage:** 82,363

**Prod Date:** 11/8/2002

**Warranty Start Date:** 1/31/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** NC041 Lifetime Kia

**Phone:** 8288359200

**FAX:**

**Contact:** Edward Bell

**Contact Title:** Technician

**Service District:**

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Improper Operation

**DTC:**

8/26/2008 7:52:31P

**System:** Emission Control

**Component:** Charcoal Canister

**Resolution:** Faulty Component

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* NOTES 08/26/2008 03:52 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Edward Bell, 8288359200

vehicle wont take fuel without blowing back out. vehicle was in before for same thing and another tech had replaced orvr valve and blew throuht lines. what else can cause this in the system?

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 08/26/2008 12:52 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Edward, disconnect the 3/4 inch hose going into the canister from the ORVR valve and go to gas station and fill with gas to see if the concern still exists. If it does not there is a restriction in the canister, CCV valve or CCV filter. If the concern still exists the ORVR valve is bad again.

---

\*\*\* CASE CLOSE 08/27/2008 12:52 PM clarify  
\*\*\* Performed by contact: Edward Bell, 8288359200  
had found canister had come apart

\*\*\* CASE CLOSE 08/27/2008 09:46 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced canister



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1495095**

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**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:**

**Model Code:** 72242

**VIN:** KNDJD733835 [REDACTED]

**Mileage:** 57,905

**Prod Date:** 11/16/2002

**Warranty Start Date:** 4/30/2003 12:00:00AM

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**Dealer/Contact Data:**

**Dealer:** NC049 Johnson Kia of Durham at

**Phone:** 9196885511

**FAX:** 9196838072

**Contact:** Tory Prince

**Contact Title:** Technician

**Service District:**

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

9/4/2008 2:42:02PM

**System:** Fuel System

**Component:**

**Resolution:** Auto Closed

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 09/04/2008 06:48 AM Pacific Daylight Time MGoldwasser

The tech states the gas tank will not fill, advised the tech to pull the ORVR hose at the charcoal canister and see if the vehicle will accept fuel. If the vehicle accepts fuel advised the tech to look for a restriction or failed component in the Evap vent system.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:49:18 PM sa





**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1503922

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6601003

**Model Code:** 72242

**VIN:** kndjd733935

**Mileage:** 45,940

**Prod Date:** 2/11/2003

**Warranty Start Date:** 4/4/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** OK003 Big Red Sports/Imports Kia

**Phone:** 4053644400

**FAX:** 4053640188

**Contact:** Mike Dixon

**Contact Title:**

**Service District:** SO10

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Improper Indication\_Improper

**DTC:**

9/25/2008 8:08:39P

**System:** Fuel System

**Component:**

**Resolution:** Auto Closed

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* NOTES 09/25/2008 12:08 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Mike Dixon, 4053644400

owner states gas is spitting out when tring to fill up. it won't take anymore gas after 1/4 tank:replace non return valve and it still dose same thing.please let what other thing could cause the problem.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 09/25/2008 12:29 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Mike, disconnect the 3/4 inch hose going into the canister from the ORVR valve and go to gas station and fill with gas to see if the concern still exists. If it does not there is a restriction in the canister, CCV valve or CCV filter. If the concern still exists the ORVR valve is bad. Just make sure to replace the canister if there is raw fuel in it.

---

\*\*\* CASE AUTO CLOSE 04/22/2000 04:40:57 PM \*\*



# Kia Motors America Technical Assistance Center

Case Number: T1504151

## Vehicle Data

Model/Year: 2,003 SORENTO 4X2 EX

Engine: S00

Model Code: 72242

VIN: knjdj733x35

Mileage: 80,983

Prod Date: 8/24/2002

Warranty Start Date: 10/28/2002 12:00:00AM

## Dealer/Contact Data:

Dealer: SC012 Quality Kia of Greenwood

Phone: 8642231100

FAX: 8642239441

Contact: rodney o perry

Contact Title:

Service District: SO07

## Case Details:

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

9/26/2008 1:52:09P

System: Emission Control

Component: Charcoal Canister

Resolution: Faulty Component

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* NOTES 09/26/2008 05:52 AM clarify Action Type: Manager review

\*\*\* Performed by contact: rodney o perry, 8642231100

c/s when fueling gas come out of filler neck a few seconds after start fueling

What Reference Materials Have Been Used - What Has Already Been Tried?

no tsb's or codes. tried orvr didn't help any.

\*\*\* PHONE LOG 09/26/2008 06:04 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Pull off the ORVR large hose at the charcoal cannister and see if the vehicle can be refueled ok. If yes, then the problem isn't the ORVR valve in the tank. Look at the CCV being stuck closed or the cannister cannot breathe to the atmosphere.

\*\*\* NOTES 09/26/2008 07:59 AM clarify Action Type: Manager review

\*\*\* Performed by contact: rodney o perry, 8642231100

the canister is got charcol comeing out. i think the canister is stoped up. i can blow air into the orvr tube going to the canister with my mouth and that's when charcol comes outof the tube going to canister. could the check valve at the end of the filler tube be sticking?

\*\*\* PHONE LOG 09/26/2008 08:17 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Rodney , please try replacing the CCV , charcoal cannister and filter . Then see if this fixes the problem.

\*\*\* CASE CLOSE 12/26/2008 05:58 AM clarify

\*\*\* Performed by contact: rodney o perry, 8642231100

replaced ccv,charcol canister and filter

\*\*\* CASE CLOSE 01/02/2009 12:55 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

replaced ccv.charcol canister and filter



# Kia Motors America Technical Assistance Center

Case Number: T1506381

## Vehicle Data

Model/Year: 2,003 SORENTO 4X2 EX

Engine: G6610237

Model Code: 72242

VIN: KNDJD733X35

Mileage: 59,589

Prod Date: 1/29/2003

Warranty Start Date: 12/15/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: LA032 Premier Kia of Kenner

Phone: 5046200000

FAX: 5046201111

Contact: charles napoleon

Contact Title:

Service District:

## Case Details:

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Improper Operation

DTC:

10/2/2008 1:29:37P

System: Emission Control

Component: Canister Close Valve (CCV)\_Charcoal

Resolution: Faulty Component

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* PHONE LOG 10/02/2008 05:35 AM Pacific Daylight Time RLevy-TL

Tech states when filling tank with gas it only takes 2 gallons and shut off.

Advised tech to disconnect the 3/4 inch hose going into the canister from the ORVR valve and go to gas station and fill with gas to see if the concern still exists. If it does not there is a restriction in the canister, CCV valve or CCV filter. If the concern still exists the ORVR valve is bad in tank and needs to be replaced.

\*\*\* CASE CLOSE 10/02/2008 12:21 PM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced canister, ccv and filter.



# Kia Motors America Technical Assistance Center

Case Number: T1508976

## Vehicle Data

Model/Year: 2,003 SORENTO LX 4X2

Engine: S00

Model Code: 72222

VIN: KNDJD733135

Mileage: 44,831

Prod Date: 8/29/2002

Warranty Start Date: 1/9/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: AL014 Locklear Kia

Phone: 2057594421

FAX: 2057223654

Contact: Chip Smitherman

Contact Title: Tech

Service District: SO01

## Case Details:

Case Title: Fuel System - Gas tank wont fill # spits back

Create Date & Time

Symptom: Improper Operation

DTC:

10/9/2008 1:57:09P

System: Emission Control

Component: Canister Close Valve (CCV)\_Charcoal

Resolution: Faulty Component

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* NOTES 10/09/2008 05:57 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Chip Smitherman, 2057594421

WHEN FUELING UP REPEATEDLY CUT OFF AND SPLASHES BACK OUT.

What Reference Materials Have Been Used - What Has Already Been Tried?

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DONT SEE ANY FOREIGN MATERIAL IN THE FILLER HOSE. CANT FIND THE ORVR VALVE IN PARTS. I SEE A R.O.V. VALVE BUT IT LOOKS LIKE ITS IN THE PUMP ASSEMBLY. DOES THIS VEHICLE HAVE ONE OR DOES IT JUST HAVE THE ANTI SPLASH VALVE IN THE FILLER HOSE?

\*\*\* PHONE LOG 10/09/2008 06:29 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Chip, disconnect the 3/4 inch hose going into the canister from the ORVR valve and go to gas station and fill with gas to see if the concern still exists. If it does not there is a restriction in the canister, CCV valve or CCV filter. If the concern still

exists the ORVR valve is bad. Typically the customer tops off the tank and forces raw fuel into the canister and then it can't vent out fast enough. If there is raw fuel in the canister it needs to be replaced and make sure the CCV filter is not restricted as well.

\*\*\* CASE CLOSE 10/29/2008 07:01 AM clarify

\*\*\* Performed by contact: Chip Smitherman, 2057594421

Charcoal canister had came apart and stopped up orvr valve.

\*\*\* CASE CLOSE 10/29/2008 12:24 PM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Charcoal canister had came apart and stopped up orvr valve.



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1511845

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6528078

**Model Code:** 72242

**VIN:** kndjd733x35 [REDACTED]

**Mileage:** 71,405

**Prod Date:** 9/7/2002

**Warranty Start Date:** 2/12/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** GA030 Kia AutoSport

**Phone:** 2294464777

**FAX:** 2294200056

**Contact:** travis hagadone

**Contact Title:**

**Service District:** SO04

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

10/16/2008 5:29:17P

**System:** Emission Control

**Component:** Canister Close Valve (CCV)

**Resolution:** Faulty Component

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* NOTES 10/16/2008 09:29 AM clarify Action Type: Manager review

\*\*\* Performed by contact: travis hagadone, 2294464777

This sorento will not accept gas. Nothing is clogging the filler neck, and already replace the control valve. Is the cannister next or am i going in the wrong direction. Please advise. Thankyou.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 10/16/2008 09:35 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Make sure the cannister can breath to the atmosphere. The fresh air hose may be blocked or the ORVR in the gas tank is closed or bad causing the gas tank to pressurize. Remove the ORVR large hose to the CCV and try to refuel the vehicle. IF it can be refueled without any problems then the ORVR is ok.



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\*\*\* NOTES 10/16/2008 10:05 AM clarify Action Type: Manager review

\*\*\* Performed by contact: travis hagadone, 2294464777

Its take fuel when you disconnect the hose to the ccv. Does not mean something in the cannister is bad.

\*\*\* PHONE LOG 10/16/2008 10:11 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Could be or the CCV is stuck closed or the fresh air hose is blocked.

\*\*\* CASE CLOSE 10/24/2008 12:25 PM clarify

\*\*\* Performed by contact: travis hagadone, 2294464777

ccv bad

\*\*\* CASE CLOSE 10/28/2008 09:50 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS



# Kia Motors America Technical Assistance Center

Case Number: T1513599

## Vehicle Data

Model/Year: 2,003 SORENTO 4X4 LX

Engine: G6506026

Model Code: 72422

VIN: KNDJC733X35 [REDACTED]

Mileage: 108,939

Prod Date: 8/17/2002

Warranty Start Date: 1/20/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: NV005 World Kia

Phone: 8665430414

FAX: 7027396702

Contact: John visperas

Contact Title:

Service District:

## Case Details:

Case Title: Fuel System - Gas tank wont fill # fuel spits back

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

10/22/2008 12:06:40

System: Emission Control

Component: Charcoal Canister

Resolution: Faulty Component

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* NOTES 10/21/2008 04:06 PM clarify Action Type: Manager review

\*\*\* Performed by contact: John visperas, 866 543 0414

c/s vehicle spits fuel back out of fuel neck. I went to gas station and verified complaint. fuel spits back out. I know this is common with amanti but not yet had this happen with sorento. wondering if you ran into this problem?  
What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 10/22/2008 05:34 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
John, disconnect the 3/4 inch hose going into the evap canister from the ORVR valve and go to gas station and fill with gas to see if the concern still exists. If it does not there is a restriction in the canister, CCV valve or CCV filter. If the concern still exists the ORVR valve is bad in tank and needs to be replaced.

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\*\*\* CASE CLOSE 10/27/2008 06:08 AM clarify  
\*\*\* Performed by contact: John visperas, 866 543 0414  
found canister to be the problem replaced canister

\*\*\* CASE CLOSE 10/27/2008 06:10 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

~~found canister to be the problem replaced canister~~



# Kia Motors America Technical Assistance Center

Case Number: T1518127

## Vehicle Data

Model/Year: 2,003 SORENTO 4X2 EX

Engine: G6528078

Model Code: 72242

VIN: kndjd733x35

Mileage: 71,835

Prod Date: 9/7/2002

Warranty Start Date: 2/12/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: GA030 Kia AutoSport

Phone: 2294464777

FAX: 2294200056

Contact: travis hagadone

Contact Title:

Service District: SO04

## Case Details:

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

11/3/2008- 10:11:38P

System: Fuel System

Component: ORVR Valve

Resolution: Auto Closed

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* NOTES 11/03/2008 02:11 PM clarify Action Type: Manager review

\*\*\* Performed by contact: travis hagadone, 2294464777

This 03 sorento will not accept gas. Replace cannister, ccv, cannister filter, control valve. Car also cuts off when traveling about 8 miles. Car will not restart until a 30 mintes. No codes in the system. Will Gas tank pressure cause the car to cut off.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 11/03/2008 02:27 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

When you say you replaced the control valve are you referring to the ORVR valve on the gas tank.? And I don't think gas tank pressure is the problem either. If vehicle will not accept fuel then unplug the ORVR hose (large hose) on the cannister and go try fueling the vehicle. If it can be fueled ok then the ORVR is not the problem. You may want to look at the fuel

pressure for the vehicle dying issue.

\*\*\* NOTES 11/04/2008 06:42 AM clarify Action Type: Manager review

\*\*\* Performed by contact: travis hagadone, 2294464777

The vehicle will accept gas If the orvr hose is unplugged. But the cannister is new and the ccv is new. So what is next? Do you think there is something wrong with the new cannister or ccv.

\*\*\* PHONE LOG 11/04/2008 07:00 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Perhaps the fresh air hose is blocked .

\*\*\* NOTES 11/04/2008 07:19 AM clarify Action Type: Manager review

\*\*\* Performed by contact: travis hagadone, 2294464777

The air hose is not block. I can blow through it with no restriction.

\*\*\* PHONE LOG 11/04/2008 07:27 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Retest the new CCV you installed . Its either that or the cannister isn't breathing

\*\*\* NOTES 11/04/2008 08:05 AM clarify Action Type: Manager review

\*\*\* Performed by contact: travis hagadone, 2294464777

How would you properly test it, Just to make sure I am testing it correctly. Thankyou!

\*\*\* PHONE LOG 11/04/2008 08:21 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Remove the CCV . Apply vacuum to the valve 1st, then apply B+ and ground to close it electronically. Then remove either the B+ or ground and see if the valve pops back open on its own . The other test is a manual evap test which I highly recommend you do . This is the test .

Note : Make sure fuel tank is between 1/4 and 3/4 tank of fuel, we have seen it look like there was a leak when there was not due to very low fuel level.

Step 1 : Hook up BOB to ECM, monitor FTPS input through BOB with volt meter. Leave the volt meter hooked up because you will be referring back to it through out the test.

Step 2 : Check FTPS voltage KOEO with gas cap OFF, it should be 2.3v - 2.7v . If voltage is with in 2.3v - 2.7v go to step 3, If voltage is out of 2.3v -2.7v then go check voltage on all 3 wires at FTPS KOEO gas cap OFF with sensor plugged in.

Step 3: Install gas cap and start the vehicle raise the engine to 2000 RPM, Ground the PSV control wire through BOB then monitor volt meter for 25 seconds, voltage should not drop below 1.5v. If it drops below 1.5v then there is a restriction in the EVAP system because we did NOT closed the CCV, If voltage stays above 1.5v then go to step 4.

Step 4 : Remove jumper wire for PSV in BOB, unplug the PSV 2 wire connector at PSV (because these do purge at idle), then ground CCV control wire through BOB and monitor for 25 seconds. Does FTPS voltage drop and keep dropping ? If voltage stays the same then go to step 5. If volt drops and keeps dropping then PSV is leaking and needs to be replaced (that's why we unplugged PSV).

Step 5 : Plug PSV back in, leave jumper wire for CCV grounded through BOB, now take the 2nd jumper wire and TAP the PSV control wire to ground through

BOB untill FTPS voltage gets down to 1.0v - 1.4v, then unplug the PSV one more time and monitor FTPS voltage again for 1 minute. Voltage should not change more then .300v in 1 minute. If it does then you have leak in the system because we just trapped engine vacuum in the EVAP system by having the CCV closed and PSV unplugged (you have to unplug the PSV because they do purge at idle). You can start pinching hoses till voltage stops climbing or use a smoke machine if available to find the leak.

\*\*\* NOTES 11/05/2008 06:52 AM clarify Action Type: Manager review

\*\*\* Performed by contact: travis hagadone, 2294464777

If the fuel pump has 40 psi but it don't hold when you shut the car off. You can drive about 4 miles and the car dies, but the car does not shut off. You can go about 30mph and it will run fine. but over 30 it spits and sputter and you have no throttle.

\*\*\* NOTES 11/05/2008 06:52 AM clarify Action Type: Manager review

\*\*\* Performed by contact: travis hagadone, 2294464777

If the fuel pump has 40 psi but it don't hold when you shut the car off. You can drive about 4 miles and the car dies, but the car does not shut off. You can go about 30mph and it will run fine. but over 30 it spits and sputter and you have no throttle.

\*\*\* PHONE LOG 11/05/2008 07:03 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Travis, check the TPS and make sure it passes a sweep test and the voltage rises when you step on the accelerator pedal (KOEO) 1st. If the TPS is good then your fuel pressure is too low and it would need a fuel pump due to the low fuel pressure and it doesn't hold pressure with the vehicle shut off. The problem with the vehicle shutting off is not necessarily related to the tank not refueling . I think you have 2 problems on the vehicle.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:51:08 PM sa



# Kia Motors America Technical Assistance Center

Case Number: T1518311

## Vehicle Data

Model/Year: 2,003 SORENTO 4X2 EX

Engine: G6597716

Model Code: 72242

VIN: KNDJD733035

Mileage: 73,357

Prod Date: 2/6/2003

Warranty Start Date: 4/19/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: SC009 Galeana Kia

Phone: 8037797300

FAX: 8032512086

Contact: Gerald White

Contact Title:

Service District: SO07

## Case Details:

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

11/4/2008 3:29:39P

System: Emission Control

Component: ORVR Valve

Resolution: Faulty Component

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* NOTES 11/04/2008 07:29 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Gerald White, 8037797300

VERIFY COMPLAINT, NO DIAG. FOR THIS CONCERN. NO CODES STORED IN ECM. ANY SUGGESTIONS, THANKS GERALD

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 11/04/2008 07:37 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call

Remove the ORVR hose from the charcoal cannister and if the gas tank can be refueled then the problem is either the CCV is stuck closed or the cannister filter /cannister is saturated with fuel or the breather hose from the cannister to the chassis is restricted.

\*\*\* NOTES 11/04/2008 07:57 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Gerald White, 8037797300

R&R CARBON CANSITER AND CCV SENSOR, FOUND SMOE TYPE OF PASTIC BEEDS. POSSIBLE ORVP VAVLE  
CAME APART?

\*\*\* PHONE LOG 11/04/2008 08:08 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call  
Not likely. I have no idea where the beads are coming from. Clean out the CCV, and inspect the ORVR valve.

\*\*\* CASE CLOSE 11/07/2008 10:53 AM clarify

\*\*\* Performed by contact: Gerald White, 8037797300

REPLACE ORVR VAVLE AND CARBON CANISTER

\*\*\* CASE CLOSE 11/07/2008 10:59 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS





**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1519289

**Vehicle Data**

Model/Year: 2,003 SORENTO 4X4 EX

Engine: S01

Model Code: 72442

VIN: KNDJC733135 [REDACTED]

Mileage: 70,000

Prod Date: 9/1/2002

Warranty Start Date: 1/27/2003 12:00:00AM

**Dealer/Contact Data:**

Dealer: MO004 Jack Miller Kia

Phone: 8164742900

FAX: 8164744118

Contact: Todd keown

Contact Title: tech

Service District: CE05

**Case Details:**

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

11/6/2008 3:36:31P

System: Fuel System

Component: ORVR Valve

Resolution: Auto Closed

**Freeze Frame Data**

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

**Case History**

\*\*\* NOTES 11/06/2008 07:36 AM clarify Action Type: Manager review

\*\*\* Performed by contact: CHRIS STROUD, 8164742900

HELLO MY NAME IS TODD KEOWN AND I HAVE A 2003 KIA SORENTO THAT WON'T TAKE GAS. IT SHOOTS THE GAS RIGHT BACK OUT OF THE FILL TUBE WITH LOTS OF PRESSURE. IT HAS NO FAULT CODES. I HAVE RUN ALL OF THE EVAP TESTS AND THEY ALL PASS. WHAT DO YOU RECOMMEND AT THIS TIME  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
GDS AND BOOK EVAP TEST ETC

\*\*\* CHNG CONTACT 11/06/2008 07:40 AM Pacific Daylight Time DFinkelstein-TL

Contact changed from CHRIS STROUD at Jack Miller Kia to Todd keown at Jack Miller Kia. Former primary phone: (816) 474-2900. Former alternate phone: .

\*\*\* PHONE LOG 11/06/2008 07:42 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Remove the large ORVR hose from the charcoal cannister and see if the gas tank can be refueled . If it can then either the CCV is stuck closed , or the cannister filter is dirty , or the fresh air hose from the cannister to the chassis is clogged .If it still cannot be refueled with the ORVR hose off , then the ORVR on the gas tank is faulty.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:51:14 PM



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1531690**

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**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6523299

**Model Code:** 72242

**VIN:** KNDJD733235 [REDACTED]

**Mileage:** 24,582

**Prod Date:** 8/28/2002

**Warranty Start Date:** 10/29/2002 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** NC056 Kia of New Bern

**Phone:** 2526336161

**FAX:** 2526381490

**Contact:** Shem Applegate

**Contact Title:** Technician

**Service District:**

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Improper Operation

**DTC:**

12/12/2008 2:41:38P

**System:** Fuel System

**Component:** ORVR Valve

**Resolution:** Faulty Component

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

---

**Case History**

\*\*\* PHONE LOG 12/12/2008 06:50 AM Pacific Daylight Time RLevy-TL

Tech states can not fill tank with gas. States charcoal is in the bottom of the ORVR valve.  
Advised tech to replace the ORVR, canister,CCV and filter.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:52:14 PM sa

\*\*\* CASE CLOSE 02/24/2010 07:10 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Renlaced ORVR and canister.



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1535964**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** S00

**Model Code:** 72242

**VIN:** KNDJD733135

**Mileage:** 90,938

**Prod Date:** 8/19/2002

**Warranty Start Date:** 11/5/2002 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** LA002 All Star Kia

**Phone:** 3184451486

**FAX:** 3184481828

**Contact:** Brantley Benge

**Contact Title:**

**Service District:** SO11

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

12/29/2008 3:22:30P

**System:** Fuel System

**Component:**

**Resolution:** Auto Closed

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* PHONE LOG 12/29/2008 07:32 AM Pacific Daylight Time SSilavong-TL

-Customer cannot refill the gas tank.

-Can we duplicate the incident, if we can disconnect the ORVR line and check if the incident still occurs? If the incident still occur check the shutter valve for sticking or check the ORVR control valve for restriction. If the incident stops after ORVR line disconnected, check the ORVR line back to the canister for restriction. Also interview the customer if the incidents only occur in the same station. Check the refilling rate of the pump is should be less than 10 gallon per min.





**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1536010

Vehicle Data

Model/Year: 2,003 SORENTO 4X4 LX

Engine: G6557033

Model Code: 72422

VIN: kndjc733835

Mileage: 83,133

Prod Date: 11/1/2002

Warranty Start Date: 5/12/2003 12:00:00AM

Dealer/Contact Data:

Dealer: MO007 Head Motor Company

Phone: 5734429200

FAX: 5738753696

Contact: robert johnson

Contact Title:

Service District: CE04

Case Details:

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

12/29/2008 4:19:43P

System: Emission Control

Component: Charcoal Canister

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

\*\*\* NOTES 12/29/2008 08:19 AM clarify Action Type: Manager review

\*\*\* Performed by contact: robert johnson, 5734429200

customer has problem,s fueling vehicle, it has a new canister filter and the ccv is working properly. With the canister disconnected I cant blow air into the tank from the canister side and when I blow air into the tank through the filler neck it comes out the hose to the canister slowly. I am having trouble finding info on how the system is supposed to work.  
What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 12/29/2008 08:24 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Robert, chances are the ORVR is not working correctly . Its located at the top of the gas tank. Also on this model the CCV

filters can be dirty or clogged causing this condition . If you disconnect the large hose at the cannister and try to refuel the vehicle and it fills ok then the ORVR is working correctly. Also inspect the fresh air hose from the cannister to the chassis for obstructions.

\*\*\* NOTES 01/07/2009 07:41 AM clarify Action Type: Manager review

\*\*\* Performed by contact: robert johnson, 5734429200

found that the orvr was full of charcoal from the canister, replaced orvr and canister. work as designedm now

\*\*\* CASE CLOSE 01/07/2009 07:42 AM clarify

\*\*\* Performed by contact: robert johnson, 5734429200

orvr was full of charcoal from the canister

\*\*\* CASE CLOSE 01/07/2009 08:39 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

orvr was full of charcoal from the canister

\*\*\* CASE CLOSE 01/07/2009 08:55 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

orvr was full of charcoal from the canister



**Kia Motors America**  
**Technical Assistance Center**

**Case Number: T1542859**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6520166

**Model Code:** 72242

**VIN:** KNDJD733535 [REDACTED]

**Mileage:** 82,721

**Prod Date:** 8/23/2002

**Warranty Start Date:** 10/31/2002 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** TX057 Barrett Brothers Kia

**Phone:** 9366395588

**FAX:** 9366348101

**Contact:** DAVID Johnson

**Contact Title:** tech

**Service District:** SO05

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

1/16/2009 3:46:44P

**System:** Fuel System

**Component:** ORVR Valve

**Resolution:** Auto Closed

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* PHONE LOG 01/16/2009 08:06 AM Pacific Daylight Time DFinkelstein-TL

Tech states vehicle kicks back fuel when filling . He tested the CCV and states he believes its working. No codes.

Advised tech to remove the large hose off the cannister and go back to the gas station and see if the vehicle can be refueled easily.  
If yes, then inspect the CCV filters, cannister and breather hose for restrictions.

\*\*\* CASE AUTO CLOSE 04/22/2009 04:56:12 PM ca





**Kia Motors America  
Technical Assistance Center**

**Case Number: T1564854**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X4 LX

**Engine:** G6588347

**Model Code:** 72422

**VIN:** kndjc733535

**Mileage:** 62,305

**Prod Date:** 12/28/2002

**Warranty Start Date:** 5/17/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** CA211 Riverside Kia

**Phone:** 9515091000

**FAX:** 9513430804

**Contact:** Mario Salmon

**Contact Title:**

**Service District:**

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

3/16/2009 4:14:23P

**System:** Emission Control

**Component:** CCV Vent Filter

**Resolution:** Faulty Component

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* NOTES 03/16/2009 08:14 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Mario Salmon, 9515091000

customer states when refueling gas shuts off takes forever to fill. other then the orvr valve is there any other part that can cause this problem?

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 03/16/2009 08:18 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
A bad CCV or the filter for the CCV and a block fresh air line for the cannister. Possibly a blocked cannister.

\*\*\* CASE CLOSE 04/15/2009 09:19 AM clarify  
\*\*\* Performed by contact: Mario Salmon, \*041009220225  
replaced canister filter

\*\*\* CASE CLOSE 04/15/2009 09:38 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component  
CLOSING COMMENTS  
replaced canister filter



# Kia Motors America Technical Assistance Center

Case Number: T1567133

## Vehicle Data

Model/Year: 2,003 SORENTO 4X4 EX

Engine: G6511803

Model Code: 72442

VIN: kndjc733x35 [REDACTED]

Mileage: 68,718

Prod Date: 8/8/2002

Warranty Start Date: 1/11/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: NJ034 Sansone Kia

Phone: 7329221050

FAX: 7329221168

Contact: Joseph Canessa

Contact Title:

Service District:

## Case Details:

Case Title: Fuel System - Gas tank wont fill # fuel spit back

Create Date & Time

Symptom: Improper Operation

DTC:

3/20/2009 7:40:10P

System: Fuel System

Component:

Resolution: Cust Took Vehicle

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* NOTES 03/20/2009 11:40 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Joseph Canessa, 7329221050

customer states when fueling gets about \$5 in gas shuts off and spits out filler neck  
What Reference Materials Have Been Used - What Has Already Been Tried?

replaced orvp valve-found pellet black tiny in it checked ccv valve hoses nothing seems blocked also earlier pump was replaced  
(due to low pressure)filter ok vent to chasis is clear

\*\*\* PHONE LOG 03/20/2009 12:45 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Joseph, disconnect the 3/4 inch hose going into the canister from the ORVR valve and go to gas station and fill with gas to see if  
the concern still exists. If it does not there is a restriction in the canister, CCV valve or CCV filter. If the concern still exists the  
ORVR valve is bad in tank and needs to be replaced. It sounds like the canister needs to be replaced and blow out

the lines.

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\*\*\* PHONE LOG 04/16/2010 05:07 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Customer took vehicle.

\*\*\* CASE CLOSE 04/16/2010 05:08 AM Pacific Daylight Time RLevy-TL

Resolution Code: Cust Took Vehicle

CLOSING COMMENTS

Customer took vehicle



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1589682

**Vehicle Data**

Model/Year: 2,003 SORENTO 4X2 EX

Engine: G6566294

Model Code: 72242

VIN: KNDJD733635 [REDACTED]

Mileage: 95,439

Prod Date: 11/20/2002

Warranty Start Date: 1/27/2003 12:00:00AM

**Dealer/Contact Data:**

Dealer: GA073 Ed Voyles Kia

Phone: 7709528881

FAX: 7707015528

Contact: Jason Brown

Contact Title:

Service District:

**Case Details:**

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

5/19/2009 1:06:02P

System: Fuel System

Component:

Resolution:

**Freeze Frame Data**

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

**Case History**

\*\*\* PHONE LOG 05/19/2009 05:08 AM Pacific Daylight Time RBrown-TL  
Advised tech to check the close valve filter.



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1596654**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6563567

**Model Code:** 72242

**VIN:** KNDJD733435 [REDACTED]

**Mileage:** 37,000

**Prod Date:** 11/15/2002

**Warranty Start Date:** 3/14/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** FL062 Kia AutoSport

**Phone:** 8504577772

**FAX:** 8504573013

**Contact:** Anthony Schuler

**Contact Title:**

**Service District:** SO04

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Improper Operation

**DTC:**

6/5/2009 3:06:02PM

**System:** Emission Control

**Component:** Charcoal Canister

**Resolution:** Faulty Component

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* PHONE LOG 06/05/2009 07:14 AM Pacific Daylight Time RLevy-TL

Tech states fuel spits back when filling with gas.

Advised tech to disconnect the 3/4 inch hose going into the canister from the ORVR valve and go to gas station and fill with gas to see if the concern still exists. If it does not there is a restriction in the canister, CCV valve or CCV filter. If the concern still exists the ORVR valve is bad in tank and needs to be replaced.

\*\*\* CASE CLOSE 07/15/2009 12:13 PM clarify

\*\*\* Performed by contact: ANTHONY SCHULER, \*05282009070004  
canister came apart replaced

\*\*\* CASE CLOSE 07/15/2009 01:03 PM Pacific Daylight Time RLevy-TL

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Resolution Code: Faulty Component

CLOSING COMMENTS

canister came apart replaced



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1602194**

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**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:**

**Model Code:** 72242

**VIN:** KNDJD733935 [REDACTED]

**Mileage:** 79,829

**Prod Date:** 11/16/2002

**Warranty Start Date:** 1/4/2003 12:00:00AM

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**Dealer/Contact Data:**

**Dealer:** AL018 Crown Kia

**Phone:** 2565465276

**FAX:** 2565471723

**Contact:** Kem Jackson

**Contact Title:**

**Service District:** SO01

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**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Improper Operation

**DTC:**

6/18/2009 4:03:24P

**System:** Fuel System

**Component:**

**Resolution:** Information Given

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**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

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**Case History**

\*\*\* PHONE LOG 06/18/2009 08:15 AM Pacific Daylight Time RLevy-TL

Tech states when filling with fuel it spits back before tank is full. States another tech replaced the canister and CCV.

Advised tech to check the canister for raw fuel. Advised with ORVR hose removed from canister to fill with fuel and if it still spits back to replace the ORVR valve.

\*\*\* CASE CLOSE 03/10/2010 06:44 AM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given

CLOSING COMMENTS

Information given.





**Kia Motors America  
Technical Assistance Center**

**Case Number: T1605025**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X4 EX

**Engine:** G6616527

**Model Code:** 72442

**VIN:** kndjc733535

**Mileage:** 91,576

**Prod Date:** 2/20/2003

**Warranty Start Date:** 6/20/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** CT017 Kia of Milford

**Phone:** 2038789989

**FAX:** 2037835893

**Contact:** John Haydusky

**Contact Title:**

**Service District:**

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

6/24/2009 2:08:55P

**System:** Emission Control

**Component:** Charcoal Canister

**Resolution:** Faulty Component

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* NOTES 06/24/2009 06:08 AM clarify Action Type: Manager review

\*\*\* Performed by contact: John Haydusky, \*041009221346

cust. states gas spills back out of filler neck during filling, and takes long time to fill. whht is first step to check this, it has little over 1/2 tank in car now.

What Reference Materials Have Been Used - What Has Already Been Tried?

removed wheel well to inspect neck for cracks, none seen

\*\*\* PHONE LOG 06/24/2009 06:33 AM Pacific Daylight Time DFinkelstein-TL Action Type: Incoming call  
John, remove the large hose going to the charcoal cannister and then see if the gas tank can be refilled? If it can then the ORVR in the gas tank is ok and the problem maybe either the CCV is stuck closed or the CCV filter is dirty or the fresh air hose off the cannister is blocked.

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\*\*\* CASE CLOSE 07/06/2009 09:16 AM clarify  
\*\*\* Performed by contact: John Haydusky, \*041009221346  
charcoal canister broke apart and clogged hoses

\*\*\* CASE CLOSE 07/07/2009 06:19 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

charcoal canister broke apart and clogged hoses



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1611570**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** G6516315

**Model Code:** 72242

**VIN:** KNDJD733935 [REDACTED]

**Mileage:** 136,000

**Prod Date:** 8/15/2002

**Warranty Start Date:** 10/14/2002 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** TX013 Crown Kia

**Phone:** 9035817688

**FAX:** 9035816021

**Contact:** Jesus Gonzalez

**Contact Title:**

**Service District:** SO06

**Case Details:**

**Case Title:** fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

7/7/2009 2:50:56PM

**System:** Emission Control

**Component:** Charcoal Canister

**Resolution:** Faulty Component

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* PHONE LOG 07/07/2009 06:52 AM Pacific Daylight Time RBrown-TL  
Advised tech to replaced the evap filter and check the system for restrictions.

\*\*\* NOTES 07/07/2009 08:04 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: Jesus Gonzalez, \*0410092250\_148789  
replaced vent filter and canister close valve, went to gas station to try to fill up and vehicle still acting up.

\*\*\* PHONE LOG 07/07/2009 08:07 AM Pacific Daylight Time RBrown-TL Action Type: Incoming call  
Jesus,  
Did you null the 3/4 inch hose from the tank to the charcoal canister like I mentioned?

You still have a restriction in the vent system. You will need to locate it and repair. By removing the hose to the canister you will verify the restriction is not in the tank.

\*\*\* CASE CLOSE 08/11/2009 05:20 AM clarify

\*\*\* Performed by contact: Jesus Gonzalez, \*0410092250\_148789  
replaced new canister assy

\*\*\* CASE CLOSE 08/11/2009 07:28 AM Pacific Daylight Time RBrown-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

replaced new canister assy



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1618086**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X4 EX

**Engine:** G6657702

**Model Code:** 72442

**VIN:** KNDJC733535

**Mileage:** 19,019

**Prod Date:** 4/23/2003

**Warranty Start Date:** 5/31/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** WA027 Dick Hannah Kia

**Phone:** 3603141405

**FAX:** 3609443431

**Contact:** Anthony Mannello

**Contact Title:**

**Service District:**

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Improper Operation

**DTC:**

7/20/2009 11:13:14P

**System:** Emission Control

**Component:** CCV Vent Filter

**Resolution:** Contaminated

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* NOTES 07/20/2009 03:11 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Anthony Mannello, \*0410092255\_140190

Customer complained of a check engine light on and vehicle would not take fuel. DTC P0446 Evap. Emission System-Vent Control Circuit. Found CCV sticking. Replaced CCV and code went away. Vehicle still not taking fuel. What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
Tried replacing CCV and Fuel Tank ORV. Still not taking fuel.

\*\*\* PHONE LOG 07/21/2009 04:41 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Anthony, disconnect the 3/4 inch hose going into the canister from the ORVR valve and go to gas station and fill with gas to see if the concern still exists. If it does not there is a restriction in the canister, CCV valve or CCV filter. If the concern still exists the ORVR valve is bad in tank and needs to be replaced.

---

\*\*\* CASE CLOSE 08/03/2009 11:05 AM clarify  
\*\*\* Performed by contact: Steven Mcauslen, 3602565000  
Found clog in canister filter breather elbow. Cleared restriction.

\*\*\* CASE CLOSE 08/03/2009 11:45 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Found clog in canister filter breather elbow. Cleared restriction.

\*\*\* CASE CLOSE 10/05/2009 12:28 PM Pacific Daylight Time MKeiser

Resolution Code: Contaminated

CLOSING COMMENTS

Found clog in canister filter breather elbow. Cleared restriction.



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1621534**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X4 EX

**Engine:** G6565854

**Model Code:** 72442

**VIN:** KNDJC733535 [REDACTED]

**Mileage:** 130,564

**Prod Date:** 11/19/2002

**Warranty Start Date:** 1/31/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** DE006 Selbyville Holly Kia

**Phone:** 3024362700

**FAX:** 3024368821

**Contact:** Andrew Distefano

**Contact Title:**

**Service District:**

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

7/28/2009 2:04:03P

**System:** Fuel System

**Component:**

**Resolution:**

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* PHONE LOG 07/28/2009 06:05 AM Pacific Daylight Time RBrown-TL  
Tech states the vent filter appears plugged.  
Advised tech to replace and retest.



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1626680**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** G6522356

**Model Code:** 72222

**VIN:** KNDJD733235 [REDACTED]

**Mileage:** 71,129

**Prod Date:** 8/27/2002

**Warranty Start Date:** 10/31/2002 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** LA040 Ray Brandt Kia

**Phone:** 5043631405

**FAX:** 5043631420

**Contact:** DWIGHT TOUPS

**Contact Title:**

**Service District:**

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

8/6/2009 9:39:43PM

**System:** Emission Control

**Component:** Canister Close Valve (CCV)

**Resolution:**

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* PHONE LOG 08/06/2009 01:40 PM Pacific Daylight Time DJackson-TL  
Fuel tank will not fill up and have surging issue. Found dirt plugged in EVAP system.  
Manager told him to get a case number.

\*\*\* CASE CLOSE 04/07/2010 02:14 PM clarify  
\*\*\* Performed by contact: DWIGHT TOUPS, 5043631405  
REPLACE CANSTER AND CLOSE VAVLE





**Kia Motors America  
Technical Assistance Center**

**Case Number: T1627855**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X4 EX

**Engine:** G6539148

**Model Code:** 72442

**VIN:** KNDJC733235 [REDACTED]

**Mileage:** 50,222

**Prod Date:** 10/1/2002

**Warranty Start Date:** 1/11/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** PA013 Courtesy Kia

**Phone:** 8149423000

**FAX:** 8149423111

**Contact:** Joshua Shriver

**Contact Title:**

**Service District:** EA04

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Improper Operation

**DTC:**

8/10/2009 3:58:17P

**System:** Emission Control

**Component:** Charcoal Canister

**Resolution:** Faulty Component

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* NOTES 08/10/2009 07:56 AM clarify Action Type: Manager review

\*\*\* Performed by contact: JOSHUA SHRIVER, 8149423000

C/S VEHICLE WILL NOT TAKE FUEL, THEY KNOW IT NEEDS FUEL BUT NOZZLE WILL SHUT OFF WITH IN 3-5 CLICKS, REMOVED CANISTER AND AIR FILTER AND C.C.V. INSPECTED, ALL OKAY, TRIED TO VERIFY CONCERN DIDNT CLICK OFF, WHEN RE-FUELING FOR ME. I KNOW ITS HARD TO DIAGNOIS WITH OUT DUPLICATING JUST WANTED TO KNOW IF YOU HAVE HARD OF ANY ISSUES  
What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 08/10/2009 08:13 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Typically either the canister is full of raw fuel, the CCV valve or filter is restricted or the ORVR valve in the fuel tank is

stuck. If you disconnect the large hose at the canister coming off of the ORVR valve and with it disconnect go to gas station and it take fuel then there is a restriction on the canister side.

---

\*\*\* PHONE LOG 04/21/2010 05:27 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Fuel in canister.

\*\*\* CASE CLOSE 04/21/2010 05:28 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Renlaced canister



# Kia Motors America Technical Assistance Center

Case Number: T1642976

## Vehicle Data

Model/Year: 2,003 SORENTO 4X4 EX

Engine: S00

Model Code: 72442

VIN: KNDJC733135

Mileage: 61,940

Prod Date: 9/1/2002

Warranty Start Date: 7/28/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: KS001 Steven Kia

Phone: 3166522155

FAX: 3166522171

Contact: Cameron Trickey

Contact Title:

Service District: CE05

## Case Details:

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Improper Operation

DTC:

9/11/2009 1:57:36P

System: Emission Control

Component: Charcoal Canister

Resolution: Faulty Component

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* PHONE LOG 09/11/2009 05:59 AM Pacific Daylight Time RBrown-TL  
TEch states the gas tank won't fill.  
Advised tech to check the veny solenoid and the evap sytem for restrictions.

\*\*\* NOTES 09/14/2009 06:38 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Cameron Trickey, \*0410092235\_148389

well i pulled the tank and looked at the orvr valve and found it full of the pellets from the canister so i am replacing the valve and canister and cleaning out the lines.

\*\*\* CASE CLOSE 09/14/2009 12:27 PM clarify

\*\*\* Performed by contact: Cameron Trickey, \*0410092235\_148389

replaced the canister and orvr valve on the gas tank

---

\*\*\* CASE CLOSE 09/14/2009 01:47 PM Pacific Daylight Time RBrown-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

replaced the canister and orvr valve on the gas tank



**Kia Motors America**  
**Technical Assistance Center**

Case Number: T1663592

Vehicle Data

Model/Year: 2,003 SORENTO 4X2 EX

Engine:

Model Code: 72242

VIN: kndjd733335 [REDACTED]

Mileage: 88,883

Prod Date: 11/16/2002

Warranty Start Date: 3/24/2003 12:00:00AM

Dealer/Contact Data:

Dealer: SC025 Kia of Anderson

Phone: 8643280542

FAX: 8643280547

Contact: Chad Norris

Contact Title:

Service District:

Case Details:

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

11/3/2009 2:24:49P

System: Fuel System

Component: ORVR Valve

Resolution: Faulty Component

Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

Case History

\*\*\* NOTES 11/03/2009 06:23 AM clarify Action Type: Manager review

\*\*\* Performed by contact: chad norris, 8643280542

\*\*\* This is a Request for Assistance \*\*\*

cust states that when tring to put fuel in vehicle it spits it back out.dropped canister and found that ccv bad and canister bad.also found that if you shake canister it rattles and charcole falls out.replaced both ccv and canister and tried to put fuel in and still will not take fuel.

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 11/03/2009 06:38 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Chad, disconnect the 3/4 inch hose going into the canister from the ORVR valve and go to gas station and fill with gas to see if the concern still exists. If it does not there is a restriction in the canister, CCV valve or CCV filter. If the concern still exists the ORVR valve is bad.

\*\*\* CASE CLOSE 11/06/2009 01:06 PM clarify  
\*\*\* Performed by contact: chad norris, 8643280542  
found rovr to be full of charcole from canister

\*\*\* CASE CLOSE 11/06/2009 01:26 PM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS



# Kia Motors America Technical Assistance Center

Case Number: T1679788

## Vehicle Data

Model/Year: 2,003 SORENTO 4X4 LX

Engine: G6543577

Model Code: 72422

VIN: KNDJC733035 [REDACTED]

Mileage: 91,600

Prod Date: 10/11/2002

Warranty Start Date: 2/26/2003 12:00:00AM

## Dealer/Contact Data:

Dealer: OH026 Hatfield Kia

Phone: 6144650002

FAX: 6144654698

Contact: KELLEY SPRADLING

Contact Title:

Service District: CE02

## Case Details:

Case Title: Fuel System - Gas tank wont fill #

Create Date & Time

Symptom: Gas Tank Wont Fill

DTC:

12/17/2009 2:13:50P

System: Emission Control

Component: Charcoal Canister

Resolution: Faulty Component

## Freeze Frame Data

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

## Case History

\*\*\* NOTES 12/17/2009 06:13 AM clarify Action Type: Manager review

\*\*\* Performed by contact: KELLEY SPRADLING, \*06022009081004

\*\*\* This is a Request for Assistance \*\*\*

TRYING TO PUT GAS IN ,YOU GOT TO PUMP VERY SLOW OR WILL SPIT GAS BACK OUT..

What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 12/17/2009 07:00 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call  
Kelley , remove the large hose going to the charcoal cannister and try to refuel the vehicle. If the fuel tank can be filled easily then the problem is either the CCV , the CCV filter or the fresh air hose on the cannister is blocked. If the tank still

cannot be refilled easily then the ORVR on the fuel tank is faulty.

\*\*\* NOTES 12/17/2009 07:54 AM clarify Action Type: Manager review

\*\*\* Performed by contact: KELLEY SPRADLING, \*06022009081004

UPON REMOVAL OF LARGE HOSE ON CANISTER ALL THE LITTLE BLACK PELITS COME TUMBLING OUT.... IS THAT ALL THE GUTS INSIDE THE CANISTER?

\*\*\* PHONE LOG 12/17/2009 07:59 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Yes, this is probably due to fuel getting past the ORVR into the cannister. Once that occurs the charcoal contaminates the system and you'll have more problems down the road. You might want to inquire to the customer if they are topping off their gas tank ? This is not something that should be done and can create the problem . You'll still need to confirm the ORVR is functioning correctly and replace the cannister,CCV filter and CCV at this time.

\*\*\* NOTES 12/17/2009 08:04 AM clarify Action Type: Manager review

\*\*\* Performed by contact: KELLEY SPRADLING, \*06022009081004

SO SHOULD I GO AHEAD AND PUT GAS IN AS YOU INSTUCTED ME TO WITH HOSE OFF NOW ?

\*\*\* PHONE LOG 12/17/2009 08:10 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

yes, you need to confirm if the ORVR is faulty. If gas comes out the hose that went to the cannister then the ORVR needs to also be replaced.

\*\*\* NOTES 12/17/2009 08:24 AM clarify Action Type: Manager review

\*\*\* Performed by contact: KELLEY SPRADLING, \*06022009081004

PUT GAS IN AND NO GAS COME OUT OF THE HOSE

\*\*\* PHONE LOG 12/17/2009 08:29 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Then ORVR is ok. Might be a problem with customer forcing fuel into the tank past the ORVR .

\*\*\* CASE CLOSE 12/23/2009 08:57 AM clarify

\*\*\* Performed by contact: KELLEY SPRADLING, \*06022009081004

REPLACED CANISTER

\*\*\* CASE CLOSE 12/23/2009 09:32 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component

CLOSING COMMENTS





**Kia Motors America  
Technical Assistance Center**

Case Number: T1691549

**Vehicle Data**

Model/Year: 2,003 SORENTO 4X4 LX

Engine: G6585528

Model Code: 72422

VIN: KNDJC733735

Mileage: 142,736

Prod Date: 2/12/2003

Warranty Start Date: 5/5/2003 12:00:00AM

**Dealer/Contact Data:**

Dealer: KY001 The Kia Store

Phone: 2707370005

FAX: 2707376540

Contact: Kevin Thomas

Contact Title:

Service District: CE03

**Case Details:**

Case Title: Fuel System - Gas tank wont fill # spits back

Create Date & Time

Symptom: Improper Operation

DTC:

1/21/2010 4:16:55P

System: Emission Control

Component: Charcoal Canister

Resolution: Faulty Component

**Freeze Frame Data**

Fuel Sys Status Bank 1

LTFT Bank 2

Engine Run Time

Fuel Sys Status Bank 2

STFT Bank 2

APS sensor 1

Calculated Load

Engine RPM

APS sensor 2

Engine Coolant

Vehicle Speed

STFT Bank 1

TPS A %

LTFT Bank 1

TPS B %

**Case History**

\*\*\* NOTES 01/21/2010 08:17 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Kevin Thomas, 2707370005

\*\*\* This is a Request for Assistance \*\*\*

while filling with gas, very frequent, gas splashes out. i replace the spring loaded flap valve in filler tube. the only other thing i can think of is pressure building up from a faulty orvr.do u have any other suggestion  
What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 01/21/2010 08:39 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Kevin, A bad CCV or the filter for the CCV and a block fresh air line for the cannister. Possibly a blocked cannister. If you

disconnect the large hose going into the canister and with it disconnected go to gas station and see if the concern still exists.

\*\*\* PHONE LOG 03/19/2010 09:03 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Replaced canister.

\*\*\* CASE CLOSE 03/19/2010 09:04 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

Replaced canister



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1701963**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X4 EX

**Engine:** G6550965

**Model Code:** 72442

**VIN:** KNDJC733235 [REDACTED]

**Mileage:** 94,408

**Prod Date:** 10/22/2002

**Warranty Start Date:** 7/21/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** IN003 Bob Rohrman Kia

**Phone:** 7654481000

**FAX:** 7654477435

**Contact:** Anthony Moyers

**Contact Title:**

**Service District:** CE09

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill # spits back

**Create Date & Time**

**Symptom:** Improper Operation

**DTC:**

2/18/2010 4:18:16P

**System:** Emission Control

**Component:** Canister Close Valve (CCV)

**Resolution:** Faulty Component

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* NOTES 02/18/2010 08:19 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: Anthony Moyers, 7654481000

\*\*\* This is a Request for Assistance \*\*\*

when filling fuel tank fuel spits back out of the fill.

What Reference Materials Have Been Used - What Has Already Been Tried?

roll over valve replaced. no change.

\*\*\* NOTES 02/18/2010 08:28 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Anthony Moyers, 7654481000

performed smoke test and had smoke through all evap systems including vent valve and canister.

\*\*\* PHONE LOG 02/18/2010 08:43 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Anthony, disconnect the large heater sized hose going into the canister and with is disconnected go to the gas station and see if it will fill and or spit back. If it does then you will need to replace the flapper valve at the fuel tank fill neck.

\*\*\* NOTES 02/18/2010 10:29 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Anthony Moyers, 7654481000  
after disconnecting hose fuel did not spit out.

\*\*\* PHONE LOG 02/18/2010 10:43 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Anthony, then there is a restriction on the canister side. Either the canister has raw fuel inside, the CCV is stuck closed or the CCV filter is clogged, wet or dirty.

\*\*\* CASE CLOSE 03/06/2010 07:03 AM clarify

\*\*\* Performed by contact: Anthony Moyers, 7654481000  
replaced cloged ccv

\*\*\* CASE CLOSE 03/08/2010 06:34 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component  
CLOSING COMMENTS



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1713405**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** S00

**Model Code:** 72242

**VIN:** KNDJD733535 [REDACTED]

**Mileage:** 105,681

**Prod Date:** 8/28/2002

**Warranty Start Date:** 4/14/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** TN039 Kia of Chattanooga

**Phone:** 4238551022

**FAX:** 4238947459

**Contact:** Ronald Cranmore jr

**Contact Title:**

**Service District:**

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill # WHEN PUTTING GAS IN

**Create Date & Time**

**Symptom:** Gas Tank Wont Fill

**DTC:**

3/19/2010 3:27:20P

**System:** Fuel System

**Component:** ORVR Valve

**Resolution:** Faulty Component

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* NOTES 03/19/2010 07:28 AM clarify Action Type: Manager review  
\*\*\* Performed by contact: Ronald Cranmore jr, 4238551022

\*\*\* This is a Request for Assistance \*\*\*

WHEN TOU PUTTING GAS I IT SPILLS OR COMES BACK OUT ON YOU LIKE ITS NOT VENTING PULLED GAS TANK AND REPLACED ORVR VALVE AND CANSTER FILTER. THER WAS SOME LITTLE BLACK PELLTES THAT CAME OUT OF THE ORVR VALVE SO REPLACED THE PARTS AND TRIED TO PUT GAS IN IT DID THE SAME THING TOOK ABOUT 1 DOLLAR AND SPILLED OUT WHAT ELSE WOULD MAKE THIS NOT VENT ALSO SHE SAID SHE NOTICE THIS AFTER THE FUEL PUMP WAS REPLACED AND ALSO DID SEE ANY KINKED HOSES AND I ALSO BLEW AIR THREW THE LINE THAT CAME FRON ORVR VALVE  
What Reference Materials Have Been Used - What Has Already Been Tried?

\*\*\* PHONE LOG 03/19/2010 07:43 AM Pacific Daylight Time JSubbot-TL Action Type:Incoming call  
Ronald - First disconnect the large (~3/4 round) hose to the charcoal canister, and try to fuel car. If it takes fuel, then either the canister or the CCV is faulty. If it still will not take fuel, then check the flap valve in the filler neck to see if it's jammed.  
Thanks.

\*\*\* CASE CLOSE 04/01/2010 09:30 AM clarify

\*\*\* Performed by contact: Ronald Cranmore jr, 4238551022

CANISTER CAME APART SO REPLCAED CANSTER CLOSE VALVE AND ORVR VALVE

\*\*\* CASE CLOSE 04/05/2010 07:51 AM Pacific Daylight Time JSubbot-TL

Resolution Code: Faulty Component

CLOSING COMMENTS

CANISTER CAME APART SO REPLACED CANISTER CLOSE VALVE AND ORVR VALVE



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1739342**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** G6569743

**Model Code:** 72222

**VIN:** KNDJD733435 [REDACTED]

**Mileage:** 73,363

**Prod Date:** 11/25/2002

**Warranty Start Date:** 1/24/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** LA009 Barker Kia

**Phone:** 9858765100

**FAX:** 9858724463

**Contact:** Brad Guillot

**Contact Title:**

**Service District:** SO11

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Improper Operation

**DTC:**

5/25/2010 7:25:46P

**System:** Fuel System

**Component:**

**Resolution:**

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* NOTES 05/25/2010 11:25 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Brad Guillot, 9858765100

\*\*\* This is a Request for Assistance \*\*\*

when attempting to fill vehicle with fuel, fuel sprays back out of filler neck. unable to fill vehicle with fuel.  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
checked in shop manual and checked for tsb's, pitstop articles, and recalls. no information found related to problem.

\*\*\* PHONE LOG 05/25/2010 11:29 AM Pacific Daylight Time RLevy-TL Action Type: Incoming call

Brad, disconnect the 3/4 inch hose going into the canister from the ORVR valve and go to gas station and fill with gas to see if the concern still exists. If it does not there is a restriction in the canister, CCV valve or CCV filter. If the concern still

exists the ORVR valve or the flapper valve in the fuel tank inlet is stuck and needs to be replaced.

---

\*\*\* PHONE LOG 05/25/2010 11:37 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call  
Advised tech of the notes above.





**Kia Motors America  
Technical Assistance Center**

**Case Number: T1745140**

**Vehicle Data**

**Model/Year:** 2,003 SORENTO LX 4X2

**Engine:** G6593482

**Model Code:** 72222

**VIN:** KNDJD733235 [REDACTED]

**Mileage:** 196,428

**Prod Date:** 1/5/2003

**Warranty Start Date:** 4/12/2003 12:00:00AM

**Dealer/Contact Data:**

**Dealer:** TN037 Rusty Wallace Kia of Morristown

**Phone:** 4235861441

**FAX:** 8655468382

**Contact:** Donald Forward

**Contact Title:**

**Service District:**

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Improper Operation

**DTC:**

6/9/2010 8:33:57PM

**System:** Emission Control

**Component:** Canister Purge Valve (CPV)

**Resolution:** Information Given

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

**Case History**

\*\*\* NOTES 06/09/2010 12:33 PM clarify Action Type: Manager review

\*\*\* Performed by contact: Donald Forward, 4235861441

\*\*\* This is a Request for Assistance \*\*\*

Customer states when pumping gas pump keeps clicking off as though full no matter how much gas is present.  
What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
Fuel gauge is functioning per customer. Disconnected hose from filler neck and applied air, pressure builds up rapidly. Pulled hose that runs into evap canister with same result. Please advise.

\*\*\* PHONE LOG 06/09/2010 12:47 PM Pacific Daylight Time JBrookes Action Type: Incoming call

There either venting problem with the tank, or the valve in the tank in the neck is sticking. for this go to the parts EPC fuel

tank section, thank you

---

\*\*\* CASE CLOSE 06/30/2010 11:14 AM clarify

\*\*\* Performed by contact: Donald Forward, 4235861441

Check valve seized

\*\*\* CASE CLOSE 07/01/2010 03:40 PM Pacific Daylight Time JBrookes

Resolution Code: Information Given

CLOSING COMMENTS

Renlace valve in tank inlet



**Kia Motors America  
Technical Assistance Center**

**Case Number: T1752107**

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**Vehicle Data**

**Model/Year:** 2,003 SORENTO 4X2 EX

**Engine:** S01

**Model Code:** 72242

**VIN:** KNDJD733335 [REDACTED]

**Mileage:** 73,201

**Prod Date:** 8/20/2002

**Warranty Start Date:** 10/19/2002 12:00:00AM

---

**Dealer/Contact Data:**

**Dealer:** TX041 World Car Kia New Braunfels

**Phone:** 8306064200

**FAX:** 8306064240

**Contact:** Michael Green

**Contact Title:**

**Service District:** SO05

---

**Case Details:**

**Case Title:** Fuel System - Gas tank wont fill #

**Create Date & Time**

**Symptom:** Improper Operation

**DTC:**

6/25/2010 7:46:11P

**System:** Fuel System

**Component:**

**Resolution:**

---

**Freeze Frame Data**

**Fuel Sys Status Bank 1**

**LTFT Bank 2**

**Engine Run Time**

**Fuel Sys Status Bank 2**

**STFT Bank 2**

**APS sensor 1**

**Calculated Load**

**Engine RPM**

**APS sensor 2**

**Engine Coolant**

**Vehicle Speed**

**STFT Bank 1**

**TPS A %**

**LTFT Bank 1**

**TPS B %**

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**Case History**

\*\*\* NOTES 06/25/2010 11:46 AM clarify Action Type: Manager review

\*\*\* Performed by contact: Michael Green, \*09232009055003

\*\*\* This is a Request for Assistance \*\*\*

Customer states when refueling, the fuel flow will instantly stop, sometimes fuel will spray back onto customer.

What Reference Materials Have Been Used - What Has Already Been Tried?

-----  
replace the valve control on top of the gas tank and the ROV valve, which usually corrects this problem, but now you can get 2 gal of gas into the tank before it cuts off and sprays back. I think the canister is stopped up, but will this cause this problem. I don't have another vehicle to compare against.

\*\*\* PHONE LOG 06/25/2010 12:33 PM Pacific Daylight Time RLevy-TL Action Type:Incoming call

Michael, disconnect the 3/4 inch hose going into the canister from the ORVR valve and go to gas station and fill with gas to see if the concern still exists. If it does not there is a restriction in the canister, CCV valve or CCV filter. If the concern still exists the ORVR valve is bad in tank and needs to be replaced. Now if it still spits back with this hose off you need to replace the flapper valve at the fuel filler neck inlet in the fuel tank which is serviceable.

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### NC Code List

#### Nature Code (Depicts Nature of Defect)

Code	DESCRIPTION	Code	DESCRIPTION
N01	HARD STARTING	N43	SLIP&SHOCK WHEN UP-SHIFTING
N02	ROUGH IDLING	N44	IMPOSSIBLE FOURTH DRIVE
N03	SURGE, STUMBLE, HESITATE	N45	SHIFTS TOO LATE AND SHOCK AT N→D SHIFTING
N04	EXCESSIVE KNOCKING	N46	SHIFTS TOO LATE AND SHOCK AT N→R SHIFTING
N05	CHOKE MALFUNCTION	N47	SHIFTS TOO LATE AND DOUBLE SHOCK AT N→R SHIFTING
N06	ENGINE STALLING	N48	IMPOSSIBLE FORWARD AND BACKWARD DRIVING
N07	EXCESSIVE FUEL CONSUMPTION (EXCEPT FUEL LEAK)	N49	IMPOSSIBLE INTERMITTENT FRONT SHIFT & RE-DRIVING
N08	EXCESSIVE OIL CONSUMPTION (EXCEPT OIL LEAK)	N50	DETERIORATION
N09	OVERHEATING	N51	IMPROPER OPENING & CLOSING
N10	ENGINE RUN-ON	N52	DIRTY, STAIN
N11	ABNORMAL TEMPERATURE	N53	COLOR MISMATCH
N12	OVERFLOWING	N54	POOR PAINTING, PLATING
N13	POOR ACCELERATION	N56	RUST, CORROSION
N14	ABNORMAL COMBUSTION	N58	DISTORTED BLURRED
N15	POOR ENGINE POWER	N59	BROKEN, CRACK
N16	PERCOLATION	N61	DEAD BATTERY
N17	IMPROPER EXHAUST GAS	N63	INACCURATE (METER)
N18	BACK-FIRE, AFTER-FIRE	N64	POOR SOUND (HORN, RADIO)
N19	DELAYED STARTING	N66	ELECTRIC MALFUNCTION
N21	SHUDDERING, VIBRATION	N68	BLOWN FUSE
N22	SLIPPING	N69	WARNING LIGHTS ON
N23	FAILS TO DISENGAGE	N70	WHINING NOISE FROM TRANSMISSION
N24	JUMPING-OUT	N71	IMPOSSIBLE FORWARD DRIVING
N25	IMPROPER SYNCHRONIZING	N72	IMPOSSIBLE BACKWARD DRIVING
N26	ABNORMAL SHIFT	N73	AUTOMATIC TRANSMISSION EXCESSIVE SHIFT SHOCK
N27	IMPOSSIBLE SHIFT (3rd HOLD)	N74	AUTOMATIC TRANSMISSION EXCESSIVE SHIFT DELAY
N29	ABNORMAL NOISE (RATTLE, SQUEALING, WHINE, CRASH, DRONE)	N82	WIND NOISE
N30	DRAGGING	N83	POOR RECOVERY
N31	PULLS	N86	FALLING OFF, SAGGED
N32	SPONGY PEDAL	N87	OIL LEAK, ENTERING
N33	UNSTABLE STEERING	N88	WATER LEAK, ENTERING
N34	EXCESSIVE SHOCK	N89	LEAKS-OTHER (AIR, FUEL, GAS, VACUUM)
N35	IMPROPER GAP, CLEARANCE	N90	INTERIOR WATER LEAKING (BODY / TRIM)
N38	UNUSUAL TIRE WEAR	N92	GRABS
N41	SLIP AND SHOCK WHEN STARTING	N93	INTERFERENCE
N42	SHOCK AT KICK-DOWN	N94	INOPERATIVE
		N95	HIGH EFFORT
		N96	POOR MANEUVERABILITY
		N99	OTHERS (RESTRICTED FOR CLAIM TYPE 'R')

#### Cause Code (Depicts Cause of Defect)

Code	DESCRIPTION	Code	DESCRIPTION
C01	BURNT, MELTED	C23	IMPROPER MACHINING
C02	FROZEN (ICING)	C24	IMPROPER CLEARANCE
C03	SCARRED	C26	LACK OF LUBRICANT
C04	PEELING, COME-OFF	C28	IMPROPER WELDING
C05	RUSTY, CORRODED	C29	IMPROPER TIGHTENING
C06	BROKEN, SPLIT, TORN	C31	STICKING, SEIZED
C07	CRACKED	C32	FOREIGN MATERIAL, CLOGGED
C08	POROUS, PINHOLES	C37	DISCOLORATION, STAIN
C09	DEFORMED (BENT, TWISTED etc.)	C38	IMPROPER SEALING
C10	WEAKENED	C40	IMPROPER ADJUSTMENT
C11	ABNORMAL WEAR	C48	VACUUM LEAK
C12	OUT OF BALANCE	C61	INCORRECT PART
C15	POOR CONTACT (OPEN, SHORT)	C62	MISSING PART
C16	WHEEL ALIGNMENT IMPROPER ADJUST	C63	FLAW IN MATERIAL
C17	TIRE ROTATION	C88	WATER ENTERING
C18	TIRE IMPROPER STRUCTURE	C90	LOOSE FITTING
C19	VAPOR-LOCK	C98	NORMALITY
C20	POOR INSULATION	C99	OTHERS (RESTRICTED FOR CLAIM TYPE 'R')
C22	INCORRECT TIRE PRESSURE		



# Kia Motors America Labor Time Standard

Model: BL SORENTO (2003 - 2010)

Search

LTG Forward	DTC Reference	Part Guide	Request For Review	Warranty Publications
<ul style="list-style-type: none"><li>100 MAINTENANCE</li><li>050 ACCESSORIES</li><li>200 ENGINE GROUP</li><li>300 FUEL &amp; ENGINE ELECTRICAL SYSTEM<ul style="list-style-type: none"><li>312 FUEL METERING SYSTEM</li><li>314 EVAPORATIVE CONTROL SYSTEM</li><li>327 ACCELERATOR CONTROL ASSY</li><li>328 BRAKE &amp; CLUTCH PEDAL CONTROL</li><li>361 STARTER MOTOR</li><li>371 BATTERY ASSY</li><li>373 GENERATOR</li><li>391 ENGINE CONTROL MODULE (ECM)</li><li>392 POS CRANKCASE VENT (PCV)</li></ul></li><li>400 TRANSMISSION GROUP</li><li>500 CHASSIS GROUP</li><li>600 BODY GROUP</li><li>900 TRIM GROUP</li></ul>				

View	Labor Op.	Labor Description	Time	Coverage
Detail	13490R00	Fuel Filter Bracket, R&R	0.3	Basic
Detail	13497R00	Fuel Pipe, R&R	0.9	Basic
Detail	13497RP0	Scan Tool, Fuel Pipe	0.3	Basic
Detail	13560R00	Canister Bracket, R&R	0.2	Basic
Detail	13560R00	Canister Air Hose, R&R	0.2	Basic
Detail	13560RP0	Scan Tool, Canister Air Hose	0.3	Basic
Detail	18131R00	Phase Sensor, R&R	0.2	Basic
Detail	18740R00	Position Solenoid Valve, R&R	0.3	Basic
Detail	18740RP0	Scan Tool, Position Solenoid Valve	0.3	Basic
Detail	18741R00	Purge Control Solenoid Valve, R&R	0.2	Basic
Detail	18741RP0	Scan Tool, Purge Control Solenoid Valve	0.3	Basic



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View	Labor Op.	Labor Description	Time	Coverage
Detail	21316R00	Fuel Hose (Fuel Tank-Fuel Filter), R&R	1.4	Basic
Detail	23350R00	Vacuum Hose Assy, R&R	0.2	Basic
Detail	23350R00	Vacuum Pipe Assy, R&R	0.2	Basic
Detail	31010R00	Fuel Tank Cap, R&R	0.2	Basic
Detail	31010RP0	Scan Tool, Fuel Tank Cap	0.3	Basic
Detail	31030R00	Filler Neck & Fuel Hose Assy, R&R	0.6	Basic
Detail	31110R00	Fuel Pump Assy for Gasket, R&R	0.4	Basic
Detail	31110RP0	Scan Tool, Fuel Pump	0.3	Basic
Detail	31150R00	Fuel Tank Assy, R&R	0.8	Basic
Detail	31150RP0	Scan Tool, Fuel Tank	0.3	Basic
Detail	31155R00	Fuel Vent Valve	0.2	Basic
Detail	31155RP0	Scan Tool, Fuel Vent Valve	0.3	Basic



# Kia Motors America Labor Time Standard

Model: BL SORENTO (2003 - 2010)

Search

Group	Part Number	Part Name	Request For Review	Warranty Publications
000 MAINTENANCE				
050 ACCESSORIES				
200 ENGINE GROUP				
300 FUEL & ENGINE ELECTRICAL SYSTEM				
312 FUEL METERING SYSTEM				
327 ACCELERATOR CONTROL ASSY				
328 BRAKE & CLUTCH PEDAL CONTROL				
361 STARTER MOTOR				
371 BATTERY ASSY				
373 GENERATOR				
391 ENGINE CONTROL MODULE (ECM)				
392 POS CRANKCASE VENT (PCV)				
400 TRANSMISSION GROUP				
500 CHASSIS GROUP				
600 BODY GROUP				
800 TRIM GROUP				
900 ELECTRICAL GROUP				
Detail	3115RP0	Scan Tool:Fuel Vent Valve	0.3 Basic	
Detail	31190R00	Vapor Check Valve, R&R	0.3 Basic	
Detail	31190RP0	Scan Tool-Vapor Check Valve	0.3 Basic	
Detail	31210R00	Fuel Tank Band, R&R	0.3 Basic	
Detail	31220R00	Fuel Tank Protector Assy, R&R	1.2 Basic	
Detail	31310R00	Fuel Main Pipe, R&R	1.0 Basic	
Detail	31330R00	Fuel Return Pipe, R&R	0.9 Basic	
Detail	31331R00	Fuel Hose (Fuel Pipe-Fuel Tank), R&R	0.2 Basic	
Detail	31347R00	Fuel Vapor Tube Hose, R&R	0.3 Basic	
Detail	31347RP0	Scan Tool- Fuel Vapor Hose	0.3 Basic	
Detail	31420R00	Canister (Evap) Assy, R&R	0.3 Basic	
Detail	31420RP0	Scan Tool-Canister (Evap) Assy	0.3 Basic	



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Model: BL SORENTO (2003 - 2010)

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000 MAINTENANCE				
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392 POS CRANKCASE VENT (PCV)				
400 TRANSMISSION GROUP				
500 CHASSIS GROUP				
600 BODY GROUP				
800 TRIM GROUP				
900 ELECTRICAL GROUP				
Detail	31420RP0	Scan Tool-Canister (Evap) Assy	0.3 Basic	
Detail	31435R00	Sensor:Fuel Tank Pressure R&R	0.4 Basic	
Detail	31435RP0	Scan Tool- Fuel Pressure Sensor	0.3 Basic	
Detail	31436R00	Sensor:Fuel Tank Temperature, R&R	0.4 Basic	
Detail	31436RP0	Scan Tool- Fuel Tank Temp Sensor	0.3 Basic	
Detail	31450R00	Function Block Assy, R&R	0.7 Basic	
Detail	31951R00	Fuel Filter Hose, R&R	0.3 Basic	
Detail	31910R00	Fuel Filter, R&R	0.3 BASIC 1st SM	
Detail	31974R00	Sensor, Fuel Filter, R&R	0.3 Basic	
Detail	39550R00	Purge Control Valve, R&R	0.2 Basic	
Detail	39550RP0	Scan Tool- Purge Control Valve	0.3 Basic	
Detail	39465R00	Purge Solenoid Valve (PSV), R&R	0.2 Basic	



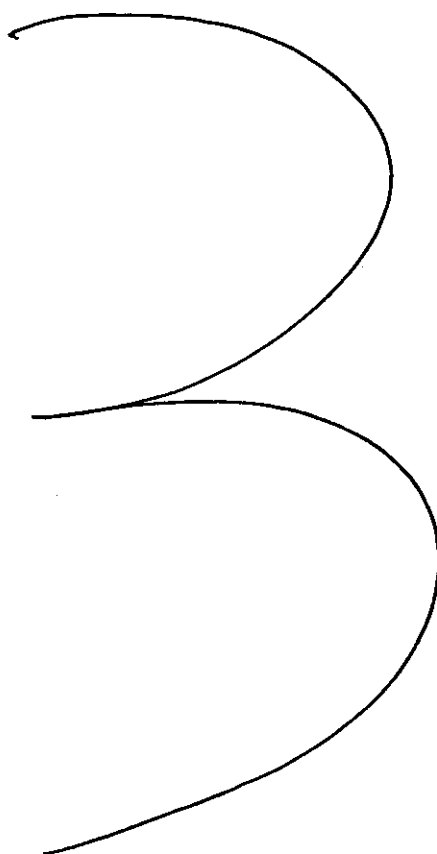
# Kia Motors America Labor Time Standard

Model: BL SORENTO (2003 - 2010)

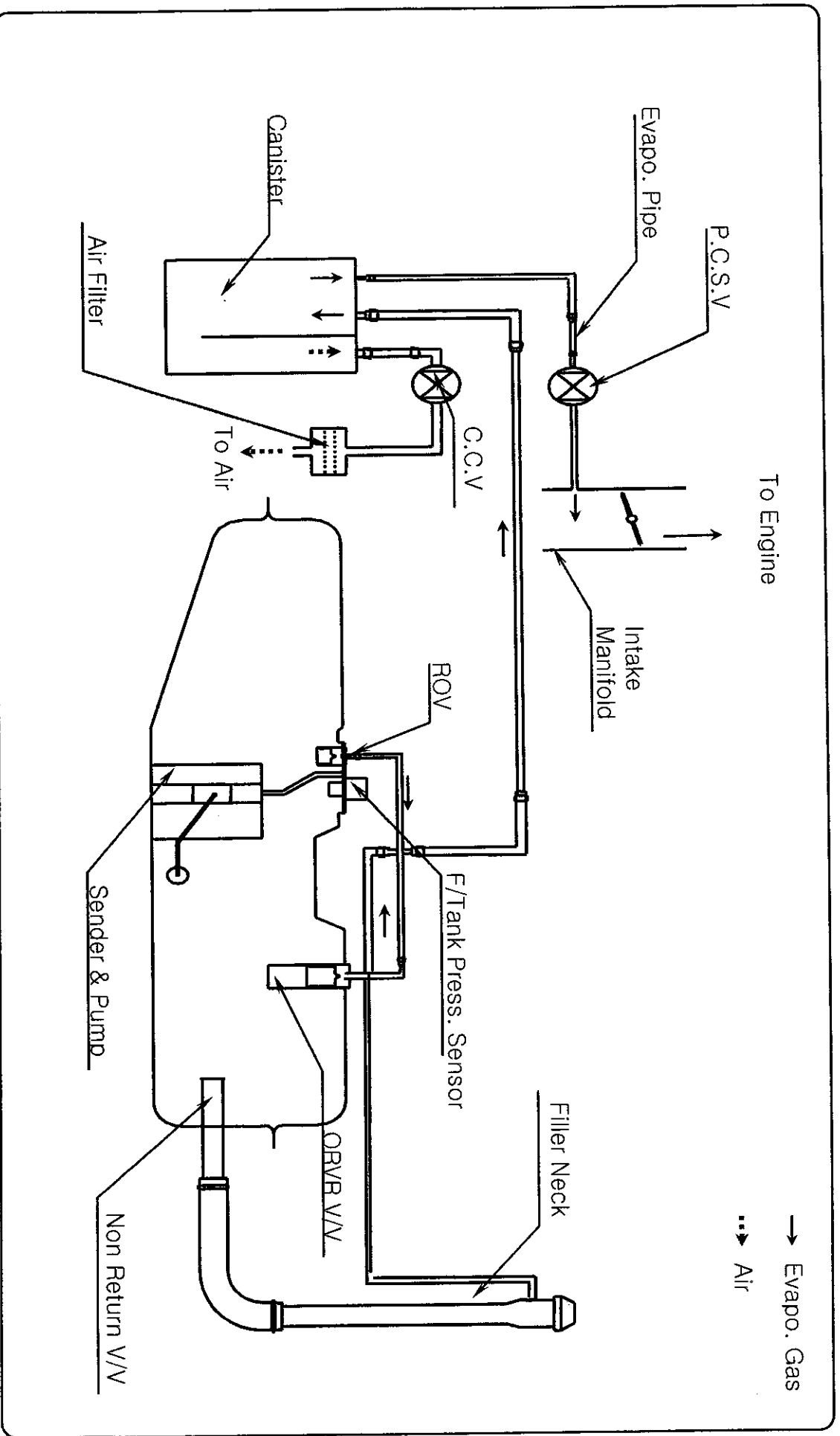
Search

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000 MAINTENANCE				
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Detail	31450R00	Function Block Assy, R&R	0.7 Basic	
Detail	31951R00	Fuel Filter Hose, R&R	0.3 Basic	
Detail	31910R00	Fuel Filter, R&R	0.3 BASIC 1st SM	
Detail	31974R00	Sensor, Fuel Filter, R&R	0.3 Basic	
Detail	39550R00	Purge Control Valve, R&R	0.2 Basic	
Detail	39550RP0	Scan Tool- Purge Control Valve	0.3 Basic	
Detail	39465R00	Purge Solenoid Valve (PSV), R&R	0.2 Basic	
Detail	41910R00	Check for Cut Valve, R&R	0.2 Basic	
Detail	41910RP0	Scan Tool- Check for Cut Valve	0.3 Basic	
Detail	42310R00	Fuel Filter Neck, R&R	0.3 Basic	
Detail	94160R00	Fuel Tank Gauge Unit, R&R	0.4 Basic	
Detail	94160RP0	Scan Tool- Fuel Tank Gauge Unit	0.3 Basic	





# 03MY Sorento Fuel System



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# CONFIDENTIAL DOCUMENTS

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