1

PE10-046

1-27-2011

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]		KNAGE124575[redacted]	K1767401	9,100
Darlington, SC[redacted]		Prod. Date: 3/16/07	Dealer:	

Case History Complaint Accident

*** PHONE LOG 07/30/2010 10:48 AM US Mountain Standard Time LSims
Mr [redacted] stated
1. I had a very crazy accident happen with this car last wed
2. They pulled in the garage and they could not get the garage door opened
3. they sat in the car with the a/c on
4. my wife went there to help with the garaged door
5. then my daughter went to put it in ***PARK*** and it ***ROLL***ed back on its own

wtr stated
1. apologized
2. wtr will have to take an accident report
* took report*
3. gave Irvine address-
4.wtr will forward case to the Appropriate personnel
5. Cust will be contacted

*** NOTES 07/30/2010 04:36 PM US Mountain Standard Time LSims Action Type:Manager review
Wtr dispatching case to NCA for handling
1. Cust alleges that the veh came out of ***PARK*** on its own
2. Kia hit callers other veh (BMW)
3. Cust is requesting kia reimburse the deductibles
4. Cust is requesting kia find out why the veh came out of ***PARK***

*** PHONE LOG 08/04/2010 12:06 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer.
1. Left message requesting call back

*** PHONE LOG 08/09/2010 12:44 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Writer states:
1. Hello Mr.[redacted]
2. I am sorry we have not been able to touch base
3. I did have a couple of questions
4. We were sorry to hear that your daughter was involved in an accident

Customer:
1. Hello, thank you for calling back

Writer:
1. Was the driveway that the vehicle was ***PARK***ed on
2. On an incline?
3. And if so, was the ***PARK***ing brake applied?

Customer:
1. Yes, it was on a slight incline
2. No, the ***PARK***ing brake was not on.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]		KNAGE124575[redacted]	K1767401	9,100

Darlington, SC[redacted] Prod. Date: 3/16/07 Dealer:

1. Have the repairs been completed?

Customer:
1. Yes, we have the vehicle back.

Writer:
1. We trust that by now, the insurance company has inspected the vehicle

Customer:
1. Yeah, I told them and they said that it would be highly unlikely that it would ***ROLL*** back like that

Writer:
1. KMA would not be assisting in paying for any deductibles
2. Should your insurance company feel that there was some sort of defect involved
3. They would contact KMA and subrogate
4. I would recommend, if you do not feel that they inspected the vehicle properly
5. You contact your local Kia dealership for a customer pay inspection.

Customer:
1. Okay, well thank you for calling

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123575[redacted]	K1644418	39,600

Oklahoma City, OK [redacted] Prod. Date: 12/2/06 Dealer: OK008 ***CABLE*** Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 09/15/2009 09:08 AM US Mountain Standard Time RBriones
Mr [redacted] stated:

1. Pulled into ***PARK***ing lot.
2. I put the ***SHIFT***er into ***PARK***.
3. Vehicle stayed in Drive.
4. Let off the brake and vehicle ran up over curb.
5. Vehicle was taken to dealer this morning for diagnosis.
6. Svc dept stated that vehicle needed new bumper cover and some black thing underneath.
7. Was told that it was collision damage and could not fix it without approval.
8. Svc dept had found a problem with ***SHIFT***er.
9. Ended up having to replace ***SHIFT CABLE*** and ***SHIFT***er itself.
10. Was told that it just wouldn't stay on the peg.

Writer Stated:
1. Apologized for prob.
2. Will have to review this with svc mgr and DPSM.
3. Can call customer back in a day or two once we have some more information.
4. Gave customer case number and writer's ext number.

*** PHONE LOG 09/15/2009 09:18 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called OK008 and Justin in svc stated:
1. Customer visited the body shop today.
2. He came to us first and we referred him to body shop.
3. It was possibly caused by outside damage.
4. Customer was in on the 29th of June for problem with transmission.
5. Yes, vehicle was still engaged when customer put vehicle in ***PARK***.
6. Do no show any damage stated on the RO at the time.
7. Terry was working with the customer, but he is at lunch.

Writer Stated:
1. Thanks for the info.

*** PHONE LOG 09/15/2009 09:21 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM and stated:
1. Adv of customer name, vehicle, and dealer.
2. Customer is requesting repair assistance with front end damage due to trans ***SHIFT***er prob.
3. Svc dept stated they have no record of damage on RO when vehicle came in June.

DPSM, Aaron Shoemo stated:
1. Let me call you back on this one.
2. What is your name and ext number?
3. Can call you back in about 10 minutes.
4. Just need to get home to review this.

Writer Stated:
1. Gave writer's name and ext number.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123575[redacted]	K1644418	39,600

Oklahoma City, OK[redacted] Prod. Date: 12/2/06 Dealer: OK008 CABLE Kia

*** EMAIL OUT _ RBriones Action Type:External email
Send to:[ashoemo@kiausa.com]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1644418_RBriones_09-15-2009101320.doc>>

*** PHONE LOG 09/18/2009 07:58 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK
CUSTOMER STATES.
1. I AM CALLING TO SEE IF YOU HAVE ANY INFORMATION ON MY REIMBURSEMENT REQUEST.

WRITER STATES.
1. ACCORDING TO THE NOTES, THE REP IS STILL REVIEWING YOUR REQUEST.
2. RICHARD WILL GET BACK TO YOU WHEN HE GETS AN ANSWER.

CUSTOMER STATES.
1. THANK YOU

*** PHONE LOG 09/18/2009 08:28 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM and stated:
1. Just follow up with DPSM regarding previous customer.
2. Customer requesting repair assistance from damage done due to transmission warranty problem.

DPSM, Aaron Shoemo stated:
1. That really needs to go to the region.
2. Can't reimburse him through the dealer.
3. They will need to evaluate this.
4. Sounds like customer is claiming product liability.

Writer Stated:
1. Thanks for the info.
2. Will forward case to the region.

*** PHONE LOG 09/18/2009 08:31 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and left vm stating:
1. Advised customer will be escalating case from regional office.
2. Someone will be contacting you back from that office.
3. Gave regional 800 number and case number.
4. Customer can call writer with any questions at ext 46059.

*** NOTES 09/18/2009 08:32 AM US Mountain Standard Time RBriones Action Type:Manager review

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123575[redacted]	K1644418	39,600

Oklahoma City, OK[redacted] Prod. Date: 12/2/06 Dealer: OK008 ***CABLE*** Kia

Dispatched for:

1. Customer claiming warranty issues with ***SHIFT***er caused front bumper damage.
2. Please review information for customer request for coverage of damage.
3. Customer contact.

*** PHONE LOG 09/22/2009 08:24 AM US Mountain Standard Time BWilliams Action Type:Incoming call
Customer called writer and states:
1. Have been working with FCM R Briones.
2. Gave case number.

Writer states:
1. Can see that case has been forwarded to region.
2. A regional representative will be contacting you within 72 business hours of the dispatch date.

Customer states:
1. Has been over a week.
2. Phone number I was given does not work.
[redacted]

Writer states:
1. Can see that case was dispatched on 9/18/09.
2. Customer should be contacted by Wednesday for review.
3. Advised phone number is to regions, unsure of why it is not working.

Customer states:
1. So I should be contacted either today or Wednesday?

Writer states:
1. Yes.

*** PHONE LOG 09/23/2009 11:43 AM Eastern Daylight Time DABurke Action Type:Outgoing call
Called the cust and stated:
1. Your case was transferred to me for review.
2. I apologize that your case had to be transferred to me.
3. I see that you are seeking reimbursement for your vehicle.

Cust states:
1. Yes I am.
2. Brought the vehicle from Edmond Kia.
3. After I brought the vehicle the ***SHIFT***er ***CABLE*** came loose then I took it back to the shop.
4. I was in the mountains and the ***SHIFT***er came loose again and I had to have the vehicle towed to Renyolds Lincoln dlr because the Kia dlr is closed.
5. Then it happened 2 more times.
6. I put the car in ***PARK*** and the vehicle stayed in drive.
7. I ran on a curve.
8. The dlr told me that I would need a bumper cover and the black cover that goes underneath the vehicle.
9. The guy at ***CABLE*** Kia told me that this is what I needed.
10. My bumper is still messed up and it was not my fault that is why I calling Kia I want this repaired at no cost to me.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123575[redacted]	K1644418	39,600
Oklahoma City, OK [redacted]		Prod. Date: 12/2/06	Dealer: OK008 CABLE Kia	

1. Let me call the dlr and speak to them and I will call you back in the morning to discuss your case further.
2. Thanked the customer and ended the call.

*** PHONE LOG 09/29/2009 09:50 AM Eastern Daylight Time DABurke Action Type:Outgoing call
Wtr states:
1. Called the DPSM to discuss the case.
2. Asked if he was going to cover the cost of the bumper for the customer.
3. Informed Aaron that there was no proof that the repair was related to the damage done to the vehicle.
4. Also, there was no police report that this was caused by the customer's concern.

Aaron states:
1. You raised a good point.
2. We do not have proof of anything at this point.
3. If the customer cannot provide proof that the damage was done due to the vehicle malfunctioning then I will not assist with the repair.

Wtr states:
1. I will call the customer to let him know.
2. Thanked Aaron and ended the call.

*** PHONE LOG 09/29/2009 10:03 AM Eastern Daylight Time DABurke Action Type:Incoming call
Wtr states:
1. Called the customer to discuss the case.
2. There was no answer LVM for call back.

*** PHONE LOG 09/30/2009 09:49 AM Eastern Daylight Time DABurke Action Type:Incoming call
Wtr states:
1. Called the customer to discuss the case.
2. There was no answer LVM for call back.

*** PHONE LOG 10/05/2009 09:01 AM Eastern Daylight Time DABurke Action Type:Incoming call
Wtr states:
1. Called the customer to discuss the case.
2. There was no answer LVM for call back
3. Sending call me letter closing case pending customer call back.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123675[redacted]	K1347501	26,214
windslow, NJ[redacted]		Prod. Date: 12/5/06	Dealer: NJ038 Atlantic Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/14/2007 12:26 PM US Mountain Standard Time JSinclair
Customer states:
1. I wanted to check to see if my warr included rentals
2. I just had my vehicle towed to the kia dealership
3. I had it in there on Aug 6th and they charged my $50.29
4. Why would they have charged me
Wtr states:
1. Apologized
2. Updated info
3. No recalls
Placed customer on hold called Atlantic Kia NJ038 spoke to Mike SA who states:
1. Vehicle was here on Aug 6
2. We adjusted the linkage
3. The customer was charged because it was only an adjustment
Thanked and call ended
Took customer off hold
Wtr states:
1. Dealership adjusted the linkage
2. Adjustments are not covered under the warr
Customer states:
1. Well now my vehicle is having the same problem
2. I out it in drive and the vehicle will go in reverse
3. I am having it towed now
4. Please give me your contact info and I will call you back the tow truck driver is here
Gave contact info

*** PHONE LOG 08/14/2007 02:29 PM US Mountain Standard Time JSinclair Action Type:Incoming call
Customer left msg for wtr to call back

*** PHONE LOG 08/14/2007 02:35 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Called Mrs.[redacted]

Wtr states:
1. Will follow up on repairs with the kia dealership
Customer states:
1. Ok please
2. Becasue I think this is the third time the vehicle has been to the dealership
3. The ***GEAR***s are all reversed and this needs to be taken care of
Wtr states:
1. Will follow up on repairs
Thanked and call ended

*** PHONE LOG 08/15/2007 11:15 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Called Atlantic Kia NJ038 spoke to ED SM who states:
1. We looked at the vehicle and found the ***SHIFT***er broke and the ***CABLE*** needs to be replaced
2. I am trying to "E" order the parts and have this done by tomorrow
Wtr states:
1. Will follow up with you tomorrow

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123675[redacted]	K1347501	26,214
windslow, NJ [redacted]		Prod. Date: 12/5/06	Dealer: NJ038 Atlantic Kia	

Thanked and call ended

*** PHONE LOG 08/16/2007 11:12 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Atlantic Kia NJ038 spoke to Bob in parts who states:
1. There is an order for a ***SHIFT***er and a ***CABLE***
2. Order number K0815 part numbers 467002g040va, 467902g100
Thanked call ended

*** PHONE LOG 08/16/2007 11:13 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Called Atlantic Kia NJ038 spoke to SA who states:
1. The SM is out today and he is the one working with this vehicle
2. There is nothing I can do for now

*** PHONE LOG 08/16/2007 11:27 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Called DPSM Rob Kealey who states:
1. You need to speak with Jeff Norton the SM
2. ED is a SA
3. Advs Jeff the parts need to be on a "E" order
4. E-Mail me the case notes and I will make sure it gets done
Thanked call ended

*** PHONE LOG 08/16/2007 11:29 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Called Atlantic Kia NJ038 spoke to Jeff Norton SM who states:
1. I don't know why is on a standard order it should be on an "E" order
2. I will take care of this
Thanked and call ended

*** EMAIL OUT _ JSinclair Action Type:External email
Send to:[rkealey@kiausa.com]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.595.5802 AND delete this email.

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*** PHONE LOG 08/17/2007 12:32 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:
1. BEEN WAITING FOR PART ON CAR
2. DEALER ADVISED THEY WOULD PLACE ORDER FOR OVERNIGHT
3. THEY WERE SUPPOSED TO GET IT YESTERDAY AND DID NOT
4. THEY ALSO DID NOT GET IT TODAY
5. EVEN IF THEY PLACED ORDER LATE DAY BEFORE, IT SHOULD STILL BE THERE TODAY.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123675[redacted]	K1347501	26,214
windslow, NJ [redacted]		Prod. Date: 12/5/06	Dealer: NJ038 Atlantic Kia	

6. WHAT IS GOING ON WITH PART?

WRITER STATES:
1. APOLOGY FOR SITUATION
2. ADVISED THAT DEPENDING ON HOW AND WHEN DEALER ORDERED PART WOULD DETERMINE WHEN THEY WOULD GET IT
3. CAN SEE PREVIOUS INFO HERE AND JUSTINA WAS FOLLOWING UP ON THIS
4. IF CUSTOMER CAN HOLD WRITER WILL LOOK AT PARTS ORDER
5. PART WAS ORDERED BY DEALER 8/15/07 ON "S" ORDER
6. WHILE CHECKING INFO CUSTOMER DISCONNECTED.
[!<For Internal Use Only
WRITER STATES:
1. WHILE LOOKING AT PARTS INFO FCM, JUSTINA ADVISED THAT SHE CALLED CUSTOMER SO CUSTOMER ENDED CALL
WITH WRITER. >!]

*** PHONE LOG 08/17/2007 12:36 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Called Atlantic Kia NJ038 spoke to Jeff Norton SM who states:
1. Parts still not here
2. We will have to wait until next week
Call ended

*** PHONE LOG 08/17/2007 12:36 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Left DPSM msg to call wtr back 45161

*** PHONE LOG 08/17/2007 01:32 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Left msg for DPSM to call wtr back

*** PHONE LOG 08/20/2007 10:08 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Left msg for SM Jeff Norton to rtn call

*** PHONE LOG 08/23/2007 10:03 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Called Atlantic Kia NJ038 spoke to SA who states:
1. The vehicle is fixed and ready to be picked up, thanked and call ended

*** PHONE LOG 08/23/2007 10:05 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Called Mrs.[redacted]
Left msg stating vehicle is ready to be picked up

*** CASE CLOSE 08/23/2007 10:06 AM US Mountain Standard Time JSinclair

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123675[redacted]	K1456783	35,600

Troy, NC[redacted] Prod. Date: 1/11/07 Dealer: NC033 Pinehurst Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 06/09/2008 11:00 AM US Mountain Standard Time CCummins
CUSTOMER STATES

1. HAVING ***SHIFT***ING PROBLEMS
2. CANNOT GET IT INTO ***GEAR***
3. VEHICLE IS AT MY HOME
4. CANNOT DRIVE IT TO GET IT TO A DEALERSHIP

WRITER STATES

1. APOLOGIZED FOR THE SITUATION
2. THERE ARE NO RECALLS ON YOUR VEHICLE
3. VEHICLE CAN BE TOWED TO THE CLOSEST DEALERSHIP
4. PROVIDED CASE # FOR FURTHER ASSISTANCE IF NEEDED
5. TRANSFERRED CUSTOMER TO ROADSIDE ASSISTANCE

*** CASE CLOSE 06/09/2008 11:00 AM US Mountain Standard Time CCummins

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1441697	20,000
Middletown, DE[redacted]		Prod. Date: 1/8/07	Dealer: DE005 Martin Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/29/2008 11:03 AM US Mountain Standard Time RSabin
CUST STATED:
1. I HAVE BEEN HAVING PROBLEM'S WITH THIS VEH SINCE I BOUGHT IT
2. I HAVE BEEN TO THE DLR FOUR TIME'S FOR THE SAME ISSUE
3. THE VEH WILL STAY IN REVERSE WHEN YOU PUT IT IN ***PARK***
4. THE DLR SAID IT'S THE ***SHIFT*** INDICATOR MALFUNCTIONING
5. THE DLR CAN'T FIX THIS AND I WANT THE VEH REPLACED

WRITER ADVISED:
1. APOLOGIZED FOR PROBLEM
2. WHAT WE ARE HERE TO DO IS TO FIX THE VEH AND STAND BEHIND THE WARRANTY
3. I CAN'T HELP YOU REPLACE THE VEH, YOU WOULD NEED TO PURSUE THAT LOCALLY
4. I CAN CALL THE DLR AND LOOK INTO YOUR CONCERN'S AND VERIFY THEY ARE USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED

CUST STATED:
1. I NEED THE CORPORATE OFFICE, LIKE A MGR OR A SUP
2. I NEED SOMEONE THAT CAN HELP ME

WRITER ADVISED:
1. I CAN ASSIST YOU ONCE AGAIN IN GETTING THE VEH FIXED BUT WE CAN'T ASSIST WITH REPLACING THE VEH

CUST STATED:
1. OK

*** PHONE LOG 04/29/2008 11:06 AM US Mountain Standard Time RSabin Action Type:Outgoing call
DLR DE005 ANDY SVC MGR ADVISED:
1. THE VEH FIRST CAME IN ON 7/16/07 AND WE FOUND THE ***SHIFT CABLE*** DETACHED SO WE REATTACHED IT
2. THE NEXT TIME WAS ON 7/31/07 AND WE REPLACED THE ***SHIFT*** LOCK ***CABLE*** ASSY
3. THE THIRD TIME WAS ON 8/30/07 AND WE REPLACED THE ***SHIFT*** LOCK INDICATOR
4. NOW'S IT'S BACK AND THE ***CABLE*** IS DETACHED AGAIN
5. WE HAVE A CALL PLACED TO THE DPSM TO SEE IF A FTR IS FAMILIAR WITH THIS TYPE OF CONCERN

WRITER ADVISED:
1. OK THANKS

*** PHONE LOG 04/29/2008 11:09 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED DPSM GKARAS ADVISED:
1. PROVIDED CASE NOTE'S
2. WAS CALLING TO LET YOU KNOW I WOULD BE DISPATCHING THE CASE TO THE REGION

DPSM GKARAS ADVISED:
1. THAT'S FINE WE WILL TAKE CARE OF IT FROM THERE
2. THANKS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1441697	20,000
Middletown, DE[redacted]		Prod. Date: 1/8/07	Dealer: DE005 Martin Kia	

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*** NOTES 04/29/2008 11:11 AM US Mountain Standard Time RSabin Action Type:Manager review
DISPATCHING CASE:
1. CUST HAS BEEN TO THE DLR FOUR TIME'S FOR SAME CONCERN
2. DLR HAS PERFORMED TWO REPAIR'S AND ONE ADJUSTMENT
3. VEH IS CURRENTLY AT THE DLR FOR THE FOURTH TIME
4. DPSM HAS CONTACTED FTR ON CONCERN
5. CUST CALLED REQUESTING THE VEH TO BE REPLACED

*** PHONE LOG 04/30/2008 07:59 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call
WRITER CALLS CUST
1. CASE HAS BEEN ESCALATED TO REGION
2. APOLOGIZE TO CUST FOR AGGRAVATION
3. INFORMED THAT KMA IS HERE TO GET VEHICLE REPAIRED
4. WILL CONTACT DPSM AND FTR TO GET VEHICLE REPAIRED
5. WILL SET UP APPOINTMENT AND CALL BACK WITH ALL INFO
CUST STATES
1. I DON'T EVEN WANT THE CAR NO MORE
2. DO WHAT EVER YOU HAVE TO DO
3. THANK YOU

*** PHONE LOG 04/30/2008 08:04 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call
WRITER CALLS DEALER DE005
1. LVM ON DAN'S VM REQUESTING CALL BACK
2. PROVIDED PHONE#[redacted]

*** PHONE LOG 04/30/2008 08:27 AM Pacific Daylight Time ATrinidad Action Type:Incoming call
WRITER RECEIVES CALL FROM STEPHANIE AT DE005
1. RETURNING YOUR PHONE CALL
2. VEHICLE IS HERE
3. THIS IS THE 5TH TIME FOR SAME CONCERN
4. MADE 2 REPAIRS AND 2 ADJUSTMENTS.
5. ONCE WHEN VEHICLE WAS HERE FTR WAS HERE AND ASSISTED IN REPAIR
6. DON'T KNOW WHY ***CABLE*** KEEPS COMING LOOSE
7. PUT CALL INTO DPSM G KARAS
WRITER STATES
1. IF TECHLINE CASE HAS NOT BEEN OPEN PLEASE OPEN ONE
2. WILL CONTACT DPSM TO FOLLOW UP
3. THANK YOU FOR INFO AND HELP

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123575[redacted]	K1441697	20,000
Middletown, DE [redacted]		Prod. Date: 1/8/07	Dealer: DE005 Martin Kia	

*** NOTES 05/06/2008 03:53 PM Eastern Daylight Time EDicinti Action Type:Manager review
Received ADL from Gorberg & Associates. Sent acknowledgment letter to atty.
Do not speak to customer. Refer back through their atty.
CC: Matt Pfeifer

Writer prepared RO Recap. File given to ERCAM for negotiation.

*** CASE CLOSE 05/12/2008 02:46 PM Eastern Daylight Time EDicinti

*** NOTES 06/13/2008 09:25 AM Eastern Daylight Time EDicinti Action Type:Manager review
ERCAM settled with Gorberg & Assoc on 5/27/08.

Goodwill check request sent to NCA on 6/13/08.

ERCA received release signed by customer on 6/13/08.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1721170	46,000
Sherman Oaks, CA[redacted]		Prod. Date: 3/19/07	Dealer: CA230 Kia Sherman Oaks	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/08/2010 11:00 AM US Mountain Standard Time TLarson
CUSTOMER ADVISED[redacted]

1 CALLING ON BEHALF OF BETH BROWN
2 HER VEHICLE WOULD NOT ***SHIFT*** INTO ***GEAR***S
3 SO SHE TOOK IT IN AND THEY REPLACED THE SLAVE CYLINDER
4 THE DEALER IS NOW ASKING HER TO REPLACE THE CLUTCH
5 SOMETHING DOESNT SEEM RIGHT

WRITER ADVISED

1 APOLOGIZED FOR THE CONCERNS
2 EXPLAINED THAT I WOULD NEED TO TALK WITH THE DEALER TO DETERMINE WHAT YOU WERE ADVISED
3 OVERALL IF IT IS A CLUTCH THAT IS WORN OUT , THEN IT WOULD NOT BE COVERED
(PUT CUST ON HOLD)

WRITER CALLED ALEX @ CA230

1 CALLING TO FOLLOW UP
2 CUSTOMER ALLEN ANDERSON CALLING ON BEHALF OF[redacted]CALLED OUR OFFICE
3 HE IS LOOKING FOR AN EXPLANATION AS TO WHAT IS GOING ON
4 SAID YOU REPLACED A SLAVE CYLINDER NOW ITS THE CLUTCH
5 CUSTOMER DOESNT AGREE WHAT IS THE STATUS?

ALEX @ CA230

1 WE REPLACED THE SLAVE CYLINDER
2 REPAIRS DID NOT RESOLVE THE CONCERNS
3 SO WE ARE SEEKING AUTHORIZATION TO TEAR IT DOWN
4 ONCE WE GET INSIDE WE CAN REVIEW AND DETERMINE WHAT THE PROBLEM IS
5 FROM THERE WE WILL QUOTE THE CUSTOMER A PRICE OR BILL IT UNDER WARRANTY
6 I TOLD HIM IT MAY BE THE CLUTCH BUT I DONT KNOW THAT IS WHY WE NEED TO TEAR IT DOWN
7 I JUST TALKED TO HIM 30 MINS AGO

WRITER ADVISED

1 OK THANK YOU
2 I WILL NOTE THE FILE
3 HE DIDNT MENTION THAT TO ME AT ALL
4 HE SAID YOU WERE REPLACING THE CLUTCH OR WANTED TO
5 I WILL TALK TO HIM FURTHER

WRITER ADVISED CUSTOMER

1 I JUST TALKED TO ALEX
2 HE SAID TO ME THAT THEY HAVE NOT MADE THE DETERMINATION THAT CLUTCH NEEDED TO BE REPLACED
3 HE ADVISED THAT THEY ARE SEEKING AUTHORIZATION FOR A TEAR DOWN FEE
4 THEY NEED TO LOOK INSIDE THE CLUTCH AND TRANSMISSION AREA TO DETERMINE THE CAUSE OF FAILURE
5 IF IT IS DEFECTIVE REPAIRS SHOULD BE COVERED HOWEVER IF A CLUTCH IS WORN OUT OR WAS

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1721170	46,000
Sherman Oaks, CA[redacted]		Prod. Date: 3/19/07	Dealer: CA230 Kia Sherman Oaks	

DAMAGED DUE TO OUTSIDE INFLUENCE REPAIRS WOULD NOT BE COVERED
6 SO IF YOU WANT THE DEALER TO PROCEED PLEASE AUTHORIZE THE TEAR DOWN ,
7 OTHERWISE THEY WILL NOT BE ABLE TO WORK ON YOUR VEHICLE
8 PROVIDED CASE NUMBER, CALL US BACK WITH THE VIN OR IF YOU NEED FURTHER ASSISTANCE

CUSTOMER ADVISED

1 OK THANK YOU
2 THAT IS MUCH CLEARER THEN ALEX EXPLAINED IT
3 THANKS

*** CASE CLOSE 04/08/2010 11:00 AM US Mountain Standard Time TLarson

*** PHONE LOG 04/08/2010 01:59 PM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED 800 VM

1 PROVIDED CUSTOMER NAME AND CASE NUMBER

*** PHONE LOG 04/09/2010 02:08 PM US Mountain Standard Time SBrown Action Type:Outgoing call
Cust[redacted] stated:
1. Is Todd available? I'm returning his call.
2. Provided case #.
3. I am feeling very ripped off and disappointed in Kia.
4. Veh has been at CA230 since 4/2/10 after INDY mechanic told me a slave cylinder is burned out.
5. On Tuesday, Alex @ CA230 said I needed a clutch, but then after talking with Todd, Alex said that he hadn't diagnosed it as the clutch, but that in fact, he still needed to tear it down.
6. I agreed to pay for the diagnositic fee of $400.
7. But then today, I'm being told the repair is going to cost me $2287 to replace the clutch & flywheel and all kinds of other stuff.
8. This is a major repair, and I feel very misled that I wasn't told that the repair would come close to costing this much.
9. I love my Kia, and I've been such a big Kia fan, but I am just flabbergasted over this situation.
10. Now Alex is telling me that I have to return the rental car today, and he just told me a very little bit ago what repairs I needed.
11. I'd really like to speak to Todd about this as he was so helpful last time.

Writer stated:
1. Apologized for confusion surrounding repair.
2. Writer will let Todd know that you've called and ask him to call you back as soon as possible after he speaks with Alex to clarify this situation.

*** PHONE LOG 04/09/2010 02:18 PM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:
1. Request to speak to FCM TLarson.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123475[redacted]	K1721170	46,000
Sherman Oaks, CA [redacted]		Prod. Date: 3/19/07	Dealer: CA230 Kia Sherman Oaks	

2. Gave name and case number.
3. Do not have VIN.
4. On Friday they advised it was the slave cylinder and would be repaired by Monday.
5. Do not even trust the guys at dealer.
6. I dont even want to deal with SVCA Alex at CA230 because he is mad that I contacted KCA.

Writer States:
1. Apologized for the problem.
2. Advised customer that FCM TLarson is currently working on case.
3. He will contact customer once case is reviewed with SVC MGR at CA230.

*** PHONE LOG 04/09/2010 02:23 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED ALEX @ CA230(VM)

1 CALLING TO FOLLOW UP
2 CUSTOMER HAS CALLED OUR OFFICE AND SAID THAT THE CLUTCH AND FLYWHEEL NEED TO BE REPLACED
3 THE CUSTOMER IS ADVISING THAT SHE HAS TO PAY 2200 FOR THE REPAIRS
4 PLEASE CALL ME BACK AND LET ME KNOW WHAT THE CAUSE OF FAILURE IS
5 AND WHAT WE NEED TO DO TO RESOLVE THE ISSUE
6 PROVIDED CALL BACK INFORMATION AND CASE NUMBER

*** PHONE LOG 04/09/2010 02:45 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER RECEIVED CALL FROM ALEX @ CA230

1 CALLING YOU BACK
2 CUSTOMER APPROVED TEARDOWN
3 CLUTCH AND FLYWHEEL ARE WORN OUT
4 THIS CLUTCH COMES AS A WHOLE UNIT
5 1 SIDE OF PRESSURE PLATE IS GONE
6 MY SM REVIEWED THE CASE AND CONFIRMED IT WAS CUSTOMER PAY
7 WE ASKED ROBERT LEAL ABOUT THE CLUTCH AND HE CONFIRMED THAT THIS IS A SPECIAL CLUTCH
8 SHE IS RESPONSIBLE FOR THE RENTAL AFTER TODAY
9 I GAVE HER A 20% DISCOUNT APPROX 170$
10 IF SHE DOES THE REPAIRS WITH US WE WILL APPLY THE 400$ SHE APPROVED FOR THE DIAG TO THE CLUTCH

WRITER ADVISED

1 OK I UNDERSTAND
2 THANKS FOR THE UPDATE

*** PHONE LOG 04/09/2010 02:46 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED DPSM ROBERT LEAL

1 CALLING TO REVIEW THIS CASE WITH YOU

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123475[redacted]	K1721170	46,000
Sherman Oaks, CA[redacted]		Prod. Date: 3/19/07	Dealer: CA230 Kia Sherman Oaks	

2 THIS IS THE CASE WITH THE OPTIMA AT CA230
3 CLUTCH IS WORN OUT , DEALER CHARGING 2300 FOR THE REPAIRS
4 CUSTOMER CALLING US LOOKING FOR ASSISTANCE

DPSM ROBERT LEAL

1 YES I RECALL THE CONVERSATION, THIS IS A DUAL CLUTCH
2 I DID REVIEW
3 CLUTCH IS WORN OUT
4 SHE BOUGHT IT USED
5 I AM NOT WILLING TO COVER THE REPAIRS

WRITER ADVISED

1 OK THANK YOU

*** PHONE LOG 04/09/2010 03:41 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER

1 CALLING TO FOLLOW UP WITH YOU
2 I WANTED TO GET BACK TO YOU REGARDING YOUR CASE
3 I SPOKE WITH ALEX TODAY
4 ALEX ADVISED THAT THEY RECEIVED APPROVAL FOR TEAR DOWN
5 THEY TORE IT DOWN AND FOUND THAT THE CLUTCH AND FLYWHEEL WERE WORN
6 PART OF THE PRESSURE PLATE IS MISSING
7 HE EXPLAINED THAT IT WOULD BE APPROX 2300$
8 I CALLED THE DPSM AND THE DPSM ADVISED THAT HE WAS UNWILLING TO COVER THIS REPAIR DUE TO THE PART BEING WEAR AND TEAR

CUSTOMER ADVISED

1 I DONT AGREE WITH THIS
2 I CANT AFFORD TO PAY FOR IT
3 WHAT ELSE CAN YOU DO TO HELP
4 IM NOT HAPPY ABOUT THIS

WRITER ADVISED

1 APOLOGIZED FOR THE CONCERNS
2 EXPLAINED THAT I HAVE ALREADY REVIEWED THIS CASE WITH THE DPSM AND DEALER
3 AT THIS POINT YOU HAVE TWO OPTIONS, PAY THE 400$ AND TAKE YOUR CAR FROM THE DEALER OR YOU CAN PAY TO HAVE IT REPAIRED
4 IF YOU DONT AGREE WITH THIS DEALER THEN YOU CAN GO TO ANY KIA DEALER
5 HOWEVER IF THE CLUTCH IS FOUND TO BE WORN OUT AND NO DEFECT IS FOUND THEN THE REPAIRS WILL NOT BE COVERED UNDER WARRANTY

CUSTOMER ADVISED

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1721170	46,000
Sherman Oaks, CA[redacted]		Prod. Date: 3/19/07	Dealer: CA230 Kia Sherman Oaks	

1 THEY TOLD ME IT WOULD BE 1400
2 NOW ITS ALMOST DOUBLE
3 CAN YOU FIND OUT IF THEY WOULD BE WILLING TO DO THE REPAIRS FOR 2000$
4 IF THEY CAN DO IT FOR 2000$ I WILL REPAIR IT AT THERE DEALER

WRITER ADVISED

1 I CAN ASK THE QUESTION
(PUT CUST ON HOLD)

WRITER CALLED ALEX @ CA230

1 CALLING TO FOLLOW UP
2 I AM SPEAKING WITH THE CUSTOMER ON MY OTHER LINE
3 SHE SAYS THAT IF YOU CHARGE HER A FLAT 2000$ NO SALES TAX SHE WILL DO THE REPAIRS

ALEX @ CA230

1 I HAVE TO REVIEW THAT WITH MY SM
2 TELL HER I WILL CALL HER BACK IN 15 MINS

WRITER ADVISED

1 OK I WILL DO THAT

WRITER ADVISED CUSTOMER

1 I JUST GOT OFF THE PHONE WITH ALEX
2 HE SAID THAT HE NEEDED TO REVIEW THIS WITH HIS SVC MGR
3 HE SAID HE WOULD CALL YOU IN 15 MINS

CUSTOMER ADVISED

1 OK THANK YOU

*** PHONE LOG 04/13/2010 01:47 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED ALEX @ CA230

1 CALLING TO FOLLOW UP
2 WHAT WAS THE END RESULT OF THIS CASE
3 DID YOU GET APPROVAL FOR THE FLAT 2000$ TO DO THE REPAIR?

ALEX @ CA230

1 YES WE ARE DOING IT FOR 2000$
2 SHOULD BE DONE TODAY
3 HOWEVER IT MAY CARRY OVER AND BE READY BY NOON TOMORROW
4 CUSTOMER AWARE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1721170	46,000
Sherman Oaks, CA[redacted]		Prod. Date: 3/19/07	Dealer: CA230 Kia Sherman Oaks	

WRITER ADVISED

1 THANKS ALOT FOR THE UPDATE

*** CASE CLOSE 04/13/2010 01:48 PM US Mountain Standard Time TLarson

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123X75[redacted]	K1456996	20,433
Ooltewah, TN[redacted]		Prod. Date: 1/27/07	Dealer: TN026 Prebul Kia	

Case History

Complaint Dealer

*** PHONE LOG 06/09/2008 02:40 PM US Mountain Standard Time TDonnelly

*** PHONE LOG 06/09/2008 02:48 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:
1. BEEN HAVING NOTHING BUT BAD SERVICE FROM DEALER (TN026) AND CAR.
2. THE TRANSMISSION ON VEHICLE HAS BEEN REPAIRED 2X AND HAS CURRENT PROBLEM.
3. HAVE PLACED CALL TO ATTORNEY GENERAL IN STATE OF TENNESSEE.
4. HAD CAR IN DEALERSHIP LAST IN ABOUT MARCH AND DEALER HAD CAR FOR A WEEK AND SAID THEY COULD NOT FIND
A PROBLEM.
5. I HAVE AN APPT TOMORROW WITH DEALER TO BRING CAR BACK INTO SHOP.
6. I AM ALSO GOING TO CONTACT THE LOCAL NEWS MEDIA TO SEE ABOUT THE TERRIBLE SERVICE I GET FROM DEALERSHIP.
7. THE ONLY PERSON THAT EVER HELPS ME AT DEALERSHIP IS ADVISOR, TRAVIS
8. EVERY TIME I CALL TO SPEAK TO SVC MGR OR OWNER, CAN NOT GET ANYONE ON LINE.
9. THIS WILL BE 3RD TIME FOR SAME CONCERN AND THIS CAR IS NOT SAFE, DONT WANT TO BE LEFT STARTED WITH MY
10 YEAR OLD SON.
10. THINK THAT THE DEALERSHIP TREATS ME SO POORLY BECAUSE I AM NOT WHITE.
11. NOW IF I WAS A WHITE PERSON AND THIS WAS 2ND TIME WITH SAME CONCERN, THEY WOULD REPLACE THE CAR.
12. THE CAR IS ALSO SHAKING IN FRONT END AND THEY ARE TELLING ME NOTHING WRONG.
13. WOULD LIKE WRITER TO FOLLOW UP WITH DEALER.
14. WHAT IS THE REFERENCE NUMBER?

WRITER STATES:
1. APOLOGY FOR SITUATION
2. WHEN WAS LAST TIME CAR WAS IN SHOP?
3. WRITER IS LOOKING AT WARRANTY REPAIR HISTORY AND LAST WARRANTY REPAIR THAT KMA PAID DEALER TO DO
RELATED TO TRANSMISSION AREA WAS 7/23/07
4. IF CAR WAS IN SHOP IN MARCH AND DEALER STATED NO PROBLEM FOUND, THEY CAN NOT FIX WHAT IS NOT BROKEN.
5. IF CUSTOMER HAS ONGOING CONCERN, WOULD INVITE CUSTOMER TO GET CAR BACK INTO SHOP.
6. KCC CAN FOLLOW UP WITH DEALER WHEN CAR IS IN SHOP
7. ASKED IF CHANNEL 9 NEWS WILL BE ABLE TO REPAIR VEHICLE?
8. WRITER CAN CONFIRM HISTORY AND RESOURCES DEALER IS USING TO ADDRESS CONCERNS.
9. CAN WORK WITH DEALER AND CUSTOMER TO GET VEHICLE REPAIRED.
10. ADVISED THAT CUSTOMER IS CERTAINLY WELCOME TO PURSUE ANY ACTION CUSTOMER DOES DEEM NECESSARY.
11. WRITER WILL FOLLOW UP WITH DEALER WHEN CAR IS IN SHOP.
12. ADVISED CASE FILE REFERENCE NUMBER.

*** PHONE LOG 06/17/2008 01:32 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO SVC MGR, JOHN POOLE (TN026)
2. ADVISED CALLING ABOUT CUSTOMER THAT CALLED KCC STATING REPEAT CONCERNS WITH VEHICLE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123X75[redacted]	K1456996	20,433
Ooltewah, TN[redacted]		Prod. Date: 1/27/07	Dealer: TN026 Prebul Kia	

3. CAN DEALER ADVISE WHEN CAR WAS IN SHOP LAST?
4. WHAT WAS DIAGNOSIS FOR LAST TIME IN SHOP?
5. WHAT IS HISTORY FOR VEHICLE?
6. IS CAR STILL IN SHOP CURRENTLY?
7. THANKS FOR INFO.

DEALER STATES:
1. CAR WAS HERE LAST ON 6/10/08 FOR CEL-SHE HAD CODE (P0455) LARGE EVAP LEAK
2. RESECURED GAS CAP AND TEST DROVE CAR 3X TOTAL OF 137 MILES AND COULD NOT DUPLICATE DEFECT.
3. CAR WAS HERE IN JAN WITH CEL-DROVE CAR 100 MILES-NO CODES-NO PROBLEM FOUND, HAD TPMS LIGHT ON-RESET TPMS
4. BOTH TIMES PROVIDED CUSTOMER A CAR TO DRIVE.
5. CAR WAS HERE 7/23/07-***GEAR SHIFT CABLE*** LOOSE-RECONNECTED ***CABLE***-HAD TO DRILL PEICE INTO ***SHIFT***ER TO KEEP IT SECURE.
6. CAR WAS HERE 7/10/07-***GEAR SHIFT CABLE*** LOOSE-RECONNECTED ***CABLE***.
7. WE NEVER REPAIRED TRANSMISSION WAS THE ***GEAR SHIFT CABLE*** THAT HAD REPEAT ISSUE BUT HAS BEEN REPAIRED.
8. CAR IS NO LONGER IN SHOP.

*** PHONE LOG 06/17/2008 02:09 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. LEFT VM MESSAGE FOR CUSTOMER STATING WAS FOLLOWING UP ON REPAIRS.
2. DEALER DID ADVISE THEY FOUND CEL CONCERN WAS DUE TO EVAP LEAK-GAS CAP NOT ON CORRECTLY.
3. DEALER ADVISED CAR WAS TEST DRIVEN 137 MILES AND COULD NOT DUPLICATE ANY FURTHER CONCERNS.
4. IF ANY FURTHER CONCERNS WITH VEHICLE, PLEASE CALL KCC BACK.
5. ADVISED 800# AND REFERENCE NUMBER.

*** CASE CLOSE 06/17/2008 02:10 PM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123165[redacted]	K1703405	60,772

Washington, DC [redacted] Prod. Date: 5/9/06 Dealer: MD025 Laurel Kia

Case History Complaint Repair Assistance

*** PHONE LOG 02/22/2010 04:23 PM US Mountain Standard Time RChacon

*** PHONE LOG 02/22/2010 04:33 PM US Mountain Standard Time RChacon Action Type:Incoming call
[redacted] (BROTHER) STATED:
1. MY BROTHER TOOK HIS VEH TO MD025 BECAUSE THE VEH HAD A PROB GOING INTO REVERSE
2. THE DEALERSHIP REPLACED AND ***CABLE*** AND CHARGED HIM ALMOST $700.00 FOR THE REPAIR
3. THEY DID NOT EVEN ROAD TEST THE VEH TO MAKE SURE IT WAS OKAY
4. WHEN MY BROTHER PICKED UP THE VEH HE DROVE 3 BLOCKS AND THE VEH WOULD NOT LONGER ***SHIFT*** INTO ***GEAR*** AND THE CEL CAME ON
5. HE CALLED THE DEALER TO ADVISE AND THEY TOLD HIM TO CALL YOU
6. WHAT DO WE DO?
7. CAN YOU ALL TOW THE VEH BACK TO MD025 FOR REPAIR?

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. UPDATED CONTACT INFO
3. ADVISED OF 5/60 BLW WHICH HAS EXPIRED
4. ADVISED OF 10/100 PTW WHICH COVERS ENGINE, TRANNY, AND AXLES FOR FACTORY DEFECTS
5. ADVISED OF 5/60 R/S COVERAGE WHICH HAS EXPIRED
6. RECOMMEND TAKING VEH BACK TO THE DEALER FOR FURTHER DIAG
7. IF A DEFECT IS FOUND WITH THE TRANNY WARR IS IN PLACE TO COVER THAT
8. IF NO DEFECT IS FOUND WITH THE ENGINE, TRANNY, OR AXLES YOU WOULD BE RESPONSIBLE
9. PROVIDED CASE #

CUSTOMER STATED:
1. THANK YOU

*** CASE CLOSE 02/22/2010 04:34 PM US Mountain Standard Time RChacon

*** PHONE LOG 03/23/2010 10:24 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Customer ([redacted]) called and states:
1. My vehicle was at Laurel Kia and they replaced the ***CABLE***
2. Three blocks down the road the CEL came on and the vehicle broke down
3. My brother told me to take it to an independent shop and I paid 2K for the repairs
4. Is there anything I can do to be reimbursed because I still had warr

Wtr states:
1. Apologized
2. Updated info
3. Advs customer vehicle would have had to go to a Kia dealership and they would have had to diagnoses the vehicle
4. Brother called KCC and was advised to take the vehicle to the Kia dealership

Customer thanked and call ended

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1472385	12,590
Fairlawn, OH[redacted]		Prod. Date: 4/18/07	Dealer: OH011 Bill Doraty Kia	

Complaint Replacement

Case History

*** PHONE LOG 07/15/2008 01:04 PM US Mountain Standard Time ERuiz
CALLER STATED
1. I AM HAVING AN ISSUE W/ MY KIA.
2. MY CAR HAS BEEN BACK AT THE DEALER THREE TIMES W/IN 30 BECAUSE OF LINKAGE ***CABLE***.
3. THIS IS ALSO CALLED THE ***SHIFT***ER ***CABLE***.
4. THE FIRST TIME IT CAME APART AND THEY PUT IT BACK.
5. THEN I HAD THE CAR BACK FOR JUST ½ HR AND THE ***CABLE*** CAME OUT AGAIN.
6. THIS TIME THEY SAID THAT THEY REPLACED IT, AND IT CAME OUT AGAIN.
7. THEN I HAD THE SAME PROBLEM AGAIN ON THE 12TH.
8. DAN THE SVC MGR TOLD ME THAT THERE WAS A BRACKET THAT WAS CROOKED AND HE STRAIGHTEN IT UP.
9. AT THAT POINT IN TIME I OFFICIALLY REQUESTED A REPLACEMENT VEHICLE.
10. DAN FORWARD MY REQUEST TO THE STORE MGR.
11. THE STORE MGR, JOE AMARO CALLED ME AND SAID THAT HE TALKED TO DAN AND HE GUARANTEE ME THAT THIS IS NOT GOING TO HAPPEN AGAIN.
12. I DON'T WANT THIS CAR ANYMORE, I WAS ANOTHER CAR.
13. THIS IS A BRAND NEW VEHICLE AND I NO LONGER FEEL SECURE DRIVING IT.
14. THE VEHICLE IS WELL W/IN THE STATE OF OH LEMON LAW.

WRITER STATED
1. APOLOGIZED FOR THE INCONVENIENCE.
2. CUSTOMER ALLEGED THERE'S CURRENTLY NOT PROBLEMS W/ THE VEHICLE.
3. KIA WILL CONTINUE TO STAND BEHIND THE TERMS OF THE WARRANTY TO REPAIR THE VEHICLE.
4. WRT EXPLAINED, THAT THERE IS CURRENTLY NO NEED TO REPAIR THE VEHICLE BECAUSE THE ***CABLE*** WAS FIXED.
5. KIA'S REPURCHASE POLICY IS DONE IN ACCORDANCE TO THE LOCAL STATE LAWS AND REGULATION.
6. WRT ADVISED TO CALL THE KCC BACK IMMEDIATELY SHOULD SHE CONTINUES TO EXPERIENCE AN ISSUE W/ THE ***CABLE***.
7. WRT WILL CALL THE DEALER AND THE KIA REP AND ESCALATE THE CASE TO THE APPROPRIATE PERSONAL FOR CASE REVIEW AND FOLLOW UP.
8. CUSTOMER HAS WRT'S NAME, EXT AND CASE FILE #.

*** PHONE LOG 07/16/2008 01:14 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED OH011 AND SPOKE TO KAREN
2. WRT ASKED TO SPEAK TO SVC MGR, DAN.
3. SHE STATED:
a) MIKE IS THE ONLY ONE IN SVC AT THIS TIME.
b) I CAN PUT YOUR THROUGH HIS V/M.
4. WRT WAS TRANSFERRED TO MIKE'S V/M.
5. WRT LEFT A V/M MESSAGE, REQUESTING SVC HISTORY.
6. WRT REQUESTED A CALL BACK AT EXT 45605

*** PHONE LOG 07/23/2008 09:38 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED OH011 AND ASKED TO SPEAK TO DAN AGAIN
2. FRONT DESK RECEPTIONIST STATED:
a) DAN IS W/ A CUSTOMER AT TIME.
b) WOULD YOU LIKE TO LEAVE A MESSAGE?

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1472385	12,590
Fairlawn, OH[redacted]		Prod. Date: 4/18/07	Dealer: OH011 Bill Doraty Kia	

3. NO, WRT DIDN'T WANT TO LEAVE ANOTHER MESSAGE.
4. WRT WILL CALL JOHN SALVADOR FOR ASSISTANCE INSTEAD.

*** PHONE LOG 07/23/2008 09:40 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED DPSM, JOHN SALVADOR.
2. JOHN WAS NOT AVAILABLE.
3. WRT LEFT A V/M MESSAGE, REQUESTING A RETURN CALL.
4. WRT EXPLAINED THE CUSTOMER'S CONCERN W/ THE ***SHIFT***ER ***CABLE***.

*** EMAIL OUT _ ERuiz Action Type:External email
Send to:[jsalvador@kiausa.com]
CC List:[mgallagher@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.

WRITER
1. JOHN, THIS CUSTOMER HAS BEEN AT OH011 THREE TIMES BECAUSE OF THE ***SHIFT***ER ***CABLE*** GETTING LOSE.
2. CUSTOMER NO LONGER FEELS SAFE DRIVING THE VEHICLE.
3. WRT TRIED TO CONFIRM THE VEHICLE'S REPAIR HISTORY BY CALLING SVC MGR, DAN TWICE
4. WRT LEFT A MESSAGE ON DAN'S V/M AND RECEIVED NOT RESPONSE FROM HIM.
5. CUSTOMER MAY BE LOOKING INTO THE LOCAL STATE LEMON LAW.
6. WRT NEEDS TO FORWARD THE CASE TO CRCA FOR VISIBILITY AND POSSIBLE EARLY INTERVENTION,
7. PLEASE CALL ME BACK AND ADVISE. THANK YOU.

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1472385_ERuiz_07-23-2008103322.doc>>

*** PHONE LOG 07/24/2008 10:30 AM US Mountain Standard Time ERuiz Action Type:Incoming call
WRITER STATED
1. WRT RECEIVED A V/M MESSAGE FROM DPSM, JOHN SALVADOR AT 10:35 AM.
2. JOHN STATED:

a) I AM CALLING ABOUT THE VEHICLE AT OH011 W/ THE ***SHIFT***ER ***CABLE***.
b) I WAS INVOLVED IN THAT REPAIR THE PREVIOUS TIME.
c) I UNDERSTAND YOU ALREADY DISPATCH THE CASE UP TO THE REGIONAL OFFICE.
d) SO I WILL BE SPEAKING TO MATT GALLAGHER ABOUT IT. THANK YOU.

*** PHONE LOG 07/24/2008 10:33 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED [redacted] BACK.
2. WRT ASKED JOHN ABOUT MR [redacted] VEHICLE.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123775[redacted]	K1472385	12,590

Fairlawn, OH [redacted] Prod. Date: 4/18/07 Dealer: OH011 Bill Doraty Kia

ASKED FOR A REPLACEMENT VEHICLE.
4. THE CUSTOMER NO LONGER FEELS SAFE DRIVING IT.
5. JOHN STATED:
a) OH, I UNDERSTAND.
b) THE VEHICLE WAS REPAIR THE LAST TIME WE WORKED ON IT.
c) GO AHEAD AND DISPATCH IT, SO WE CAN SPEAK TO THE CUSTOMER.
6. WRT THANKED JOHN FOR HIS ASSISTANCE.

*** NOTES 07/24/2008 10:35 AM US Mountain Standard Time ERuiz Action Type:Manager review
WRITER STATED
1. CASE DISPATCH TO THE REGIONAL OFFICE BECAUSE:
a) CUSTOMER ALLEGED, THE VEHICLE HAS BEEN AT THE DEALER THREE TIMES FOR A ***SHIFT***ER ***CABLE*** CONCERN.
b) PER DPSM, JOHN SALVADOR THE VEHICLE IS NOW REPAIR.
c) CUSTOMER ALLEGED, SHE NO LONGER FEELS SAFE DRIVING HER VEHICLE.
d) CUSTOMER'S REQUESTING A REPLACEMENT VEHICLE.
e) CASE DISPATCH THE CASE TO THE REGIONAL OFFICE FOR VISIBILITY AND CUSTOMER'S CONTACT.

*** NOTES 07/25/2008 07:50 AM Central Daylight Time MGallagher Action Type:Meeting
ACCEPTED CASE THIS DATE...WTR TO CONTACT CUST NLT 7/28 TO DISCUSS CASE

*** PHONE LOG 07/28/2008 02:24 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @[redacted]
1. IN RECEIPT OF CASE AT REGION LEVEL
2. REQ'D C/B TO DISCUSS CASE
3. PROVIDED C/B #

WTR TO CONTACT CUST NLT 7/31 IF NO RESPONSE BY THAT DATE

*** PHONE LOG 07/31/2008 03:41 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @[redacted]
1. IN RECEIPT OF CASE AT REGION LEVEL
2. REQ'D C/B TO DISCUSS CASE
3. PROVIDED C/B #

WTR TO CONTACT CUST NLT 8/5 IF NO RESPONSE BY THAT DATE

*** PHONE LOG 08/04/2008 01:29 PM Central Daylight Time MGallagher Action Type:Outgoing call
PER VM FROM CUST:
1. RETURNING WTR'S CALL
2. DOES NOT CHECK VM MUCH
3. CAN C/B CUST @ WORK[redacted]

*** PHONE LOG 08/04/2008 02:22 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @[redacted]
1. IN RECEIPT OF CASE AT REGION OFFICE

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1472385	12,590
Fairlawn, OH[redacted]		Prod. Date: 4/18/07	Dealer: OH011 Bill Doraty Kia	

2. REQ'D C/B
3. WILL ATTEMPT TO CONTACT CUST AT OTHER #

WTR S/W CUST @ [redacted]

1. VEH HAS BEEN AT DLR A FEW TIMES ALREADY FOR LINKAGE ***CABLE*** BREAKING
2. CUST HAD TO DELAY VACATION DUE TO NOT FEELING SAFE WHILE DRIVING VEH
3. DLR HAS OFFERED CUST GW IN FORM OF COMPLIMENTARY GAS BUT CUST DIDN'T FEEL THAT WAS ENOUGH
4. VEH IS RUNNING FINE AT THIS TIME BUT CUST WORRIES THE SAME PART WILL BREAK AGAIN
5. CUST SEEKING REPLACEMENT VEH
6. WTR WILL NEED TO OBTAIN SERVICE HISTORY BEFORE MAKING DECISION ON REQ
7. ONCE DOCS ARE OBTAINED, CUST WILL BE NOTIFIED

WTR TO CONTACT DLR NLT 8/6 TO BEGIN OBTAINING DOCS

*** PHONE LOG 08/06/2008 08:06 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SM DAN @ OH011:
1. REQ'D SALES & SERV DOCS BE FAXED
2. SM STATED HE IS ONLY TECH WORKING AT THIS TIME
3. WILL NEED TO C/B WTR TO GET INFO ON WHAT DOCS ARE NEEDED
4. WTR PROVIDED C/B #, VIN #

WTR TO CONTACT DLR NLT 8/7 IF C/B NOT RCVD

*** NOTES 08/07/2008 09:51 AM Central Daylight Time MGallagher Action Type:Meeting
WTR FORWARDED HARD FILE & ASSIGNED CASE TO SLB THIS DATE FOR FURTHER CASE HANDLING

*** NOTES 08/07/2008 04:37 PM Central Daylight Time SBowyer Action Type:Meeting
WTR TO CONTACT DLR NLT 8/8

*** PHONE LOG 08/08/2008 10:24 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR SVC MGR DAN@ BILL DORATY KIA THIS DATE:
1. MJG NOT RCVD C/B RE: DOCS
2. PLS C/B WTR, AS WTR NOW IN POSESSION OF CASE
3. GAVE WTR #

WTR TO CONTACT DAN NLT 8/11 IF NO C/B BY COB THIS DATE

*** PHONE LOG 08/08/2008 01:45 PM Central Daylight Time SBowyer Action Type:Incoming call
SVC MGR DAN @ BILL DORATY KIA C/B WTR THIS DATE:
1. REQ'D FAX # TO SEND DOCS TO
2. REQ'D SALES DOCS FROM DAN
3. DAN ADV MAY TAKE A BIT FOR THE SALES SIDE

WTR TO CONTACT DAN NLT 8/12 IF NO DOCS RCVD BY THAT DATE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1472385	12,590
Fairlawn, OH [redacted]		Prod. Date: 4/18/07	Dealer: OH011 Bill Doraty Kia	

*** PHONE LOG 08/12/2008 09:40 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR SVC MGR DAN @ BILL DORATY KIA THIS DATE:
1. REQ'D C/B
2. PLS GIVE UPDATE TO STATUS OF DOCS
3. GAVE WTR DIRECT #

WTR TO CONTACT DAN NLT 8/13 IF NO CB RCVD BY COB THIS DATE

*** NOTES 08/12/2008 02:00 PM Pacific Daylight Time Alrby Action Type:Facsimile rec.
CRCA REC'D VIA FAX FROM BILL DORATY KIA THIS DATE WHICH INCLUDES:
1. BO, AND ROS

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

*** PHONE LOG 08/13/2008 08:37 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SA CHRISSY @ BILL DORATY KIA THIS DATE:
1. MISSING SALES DOCS, ONLY HAVE BO, ADV OF OTHER NEEDED DOCS
2. CHRISSY ADV WILL GET FAXED TO WTR SOON

WTR TO CONTACT DLR NLT 8/15 IF NO DOCS RCVD BY THAT DATE

*** NOTES 08/13/2008 01:41 PM Pacific Daylight Time Alrby Action Type:Facsimile rec.
CRCA REC'D VIA FAX FROM BILL DORATY KIA WHICH INCLUDES:
1. CONTRACT,CUST CLAIM,DEALER RECAP

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

*** PHONE LOG 08/14/2008 07:55 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SA CHRISSY @ BILL DORATY KIA THIS DATE;
1. Noticed most recent July RO missing, req'd fax of accting copy
2. Chrissy adv will do that soon for you

*** NOTES 08/14/2008 10:03 AM Central Daylight Time SBowyer Action Type:Facsimile rec.
CRCA RCVD VIA FAX FROM BILL DORATY KIA THIS DATE:
1. Ro 71359

INFO ADDED TO HARDFILE THIS DATE

*** NOTES 08/15/2008 07:39 AM Central Daylight Time SBowyer Action Type:Meeting
WTR COMPLETED RECAP THIS DATE & ADDED TO HARD FILE

*** NOTES 08/15/2008 07:41 AM Central Daylight Time SBowyer Action Type:Meeting

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1472385	12,590
Fairlawn, OH[redacted]		Prod. Date: 4/18/07	Dealer: OH011 Bill Doraty Kia	

*** NOTES 08/18/2008 12:19 PM Central Daylight Time SBowyer Action Type:Manager review
WTR REVIEWED CASE W/ RCAM MAH THIS DATE
1. Discussed gw amt to be prov'd to cust
2. Req'd wtr ask cust if problem is current, or if cust req anything from KMA first
3. Then can offr gw if cust req'ing comp

*** PHONE LOG 08/18/2008 12:25 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR CONTACTED CUST @ [redacted] THIS DATE:
1. VM stated: cust on vacation from 7/17-7/24
2. Wtr lvm for cust req'ing c/b
3. Gave wtr direct #

WTR LVM FOR MS. [redacted] THIS DATE:
1. Req'd cust c/b to discuss case
2. Gave wtr direct # for c/b

WTR TO CONTACT CUST NLT 8/19 IF NO C/B BY COB THIS DATE

*** PHONE LOG 08/19/2008 02:03 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W MS. [redacted] THIS DATE:
1. Req'd status of veh
2. Cust adv it is ok, ***SHIFT***s fine, you can feels some tension sometimes, but otherwise ok
3. Apologized for return visits cust had to make, offered cust 1 car payment of $365.85 as GW
4. Cust accepted GW, wtr adv will FedEx paperwork to cust, can either fax or FedEx back (return envelope)
5. Adv cust full warranty still in effect, pls inform wtr if prob returns

*** NOTES 08/19/2008 02:35 PM Central Daylight Time SBowyer Action Type:Correspondence sent
WTR GENERATED & SENT OFFR LTR & RLS VIA FEDEX TO CUST THIS DATE:
1. OUTGOING REF #: 9721 9810 0410
2. RETURNING REF #: 9721 9810 0421

WTR TO CONTACT CUST NLT 8/28 IF LTR/RELEASE NOT RCVD BY THAT DATE

*** PHONE LOG 08/28/2008 02:20 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR MS. [redacted] THIS DATE:
1. Req'd c/b re: FedEx
2. Gave wtr # for return call

WTR TO CONTACT CUST NLT 9/2 IF NO C/B RCVD BY THAT DATE

*** PHONE LOG 09/02/2008 04:34 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR MS [redacted] THIS DATE:
1. Req'd c/b re: FedEx
2. Gave wtr # for return call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1472385	12,590
Fairlawn, OH [redacted]		Prod. Date: 4/18/07	Dealer: OH011 Bill Doraty Kia	

WTR TO CONTACT CUST NLT 9/4 IF NO C/B RCVD BY THAT DATE

*** PHONE LOG 09/04/2008 04:30 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR LVM FOR MS. [redacted] THIS DATE:
1. Req'd c/b re: FedEx
2. Gave wtr # for return call

WTR CLOSING CASE PENDING FURTHER CUST CONTACT

*** CASE CLOSE 09/04/2008 04:32 PM Central Daylight Time SBowyer
PLS NOTE HARD FILE FOR THIS CASE IS LOCATED IN NON PRIORITY CABINET @ REGION

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1334115	2,624

Westmont, IL [redacted] Prod. Date: 1/19/07 Dealer: IL016 Willowbrook Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 07/16/2007 05:17 AM US Mountain Standard Time SLarez
CUSTOMER STATES.
1. I AM HAVING AN ISSUE WITH THE CAR, I THINK THE TRANSMISSION WENT OUT.
2. YOU CANNOT GET IT IN AND OUT OF ***GEAR***.
3. TO TOP IT ALL MY BRAKES ARE SQUEAKING TOO.
4. THIS IS MY FRIST NEW CAR AND THIS HAS NEVER HAPPENED BEFORE, WHAT DO I DO.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE, YOU DO NOT EXPECT THIS TO HAPPEN TO SUCH A NEW CAR.
2. IS THE CAR AT THE DEALERSHIP NOW, HAVE THEY DIAGNOSED IT AS THE TRANSMISSION.

CUSTOMER STATES.
1. NO THIS HAPPENED YESTERDAY
2. WHAT SHOULD I DO, IS THIS GOING TO BE UNDER WARRANTY

WRITER STATES.
1. THE CAR DOES NOT EVEN HAVE 3K MILES, I DO NOT SEE HOW ANY TYPE OF ADJUSTMENT OR REPAIR AT THIS POINT WOULD NOT BE COVERED UNLESS YOU HAD AN ACCIDENT HOWEVER YOU STILL NEED TO GET IT LOOKED AT .
2. GAVE NAME AND EXTENSION.
3. ADVISED RENTAL NOT A PROVISION OF THE WARRANTY HOWEVER SOMETIMES WE DO CONSIDER DEPENDING ON THE SITUATION
4. SINCE YOUR CAR IS SO NEW YOU MAY CALL ME BAC IF YOU HAVE TO AND THEN WE CAN GO FROM THERE.

*** PHONE LOG 07/18/2007 07:25 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK AND LEFT MESSAGE FOR A RETURN CALL.
1. CALLING TO CHECK UP ON THE CAR.
2. CALL ME BACK IF YOU HAVE ISSUES.

*** PHONE LOG 07/18/2007 07:26 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED IDA MARI WITH R/A TO GET TOW TO DESTINATION
R/A STATES.
1. WE TOWED IT TO WILLOWBROOK KIA.

*** PHONE LOG 07/18/2007 07:53 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED MIKE IN SERVICE
MIKE STATES.
1. THE ***SHIFT***ER ***CABLE*** CAME OUT AND WE REINSTALLED IT.
2. THE CAR IS FIXED AND SHE IS GONE.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1334115	2,624
Westmont, Il[redacted]		Prod. Date: 1/19/07	Dealer: IL016 Willowbrook Kia	

*** CASE CLOSE 07/18/2007 07:54 AM US Mountain Standard Time SLarez

*** PHONE LOG 07/30/2007 08:01 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller
1 not very happy at all
2. two weeks after the last repair she is back in with the same complaint
3. this is a brand new car and she understands that things do happen
4. but she is also aware that in the state of IL, she needs to give them 3X to try and fix the problem

wtr
1 generally, they will put the ***CABLE*** back on the 1st time and then replace it the 2nd time
2 that does seem to take care of the problem
3. will need to contact dealership and see what they found

wtr attempt to contact svc dept --no one answered

wtr explained to cust that she could either keep holding or I could call her back

cust request callback [redacted]

wtr LVM for svc mgr Ron Weltler requesting call back

*** PHONE LOG 07/30/2007 09:12 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr attempt to reach svc dept personnel---sv wtr at lunch ---svc mgr not avail

wtr to call back later

*** PHONE LOG 07/30/2007 12:16 PM US Mountain Standard Time RChacon Action Type:Incoming call
Customer stated:
1. I am calling to find out the status of veh
2. Jon was working on case for me, and getting impatient
3. What can I do to get reimbursed for the 1st tow to dealer?

Writer stated:
1. I apologize for the problem
2. Updated contact info, no recalls
3. Reiterated info in case
4. Once your FCM Jon hears back from dealer, he will follow back up with you
5. Gave address to KMA in MA for tow reimbursement
6. Gave case #
::::::::CALL ENDED::::::::::

*** PHONE LOG 07/30/2007 12:31 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with Chris @ IL016 who stated
1 the tech is in contact with TechLine to see what exactly they recommend to repair

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1334115	2,624

Westmont, IL[redacted] Prod. Date: 1/19/07 Dealer: IL016 Willowbrook Kia

*** PHONE LOG 07/30/2007 12:38 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for cust at her work
1. dealership is on contact with Kia TechLine
2. they want to make sure that they are resolving the problem
3. suggest she contact Chris @ IL016 for any tech questions

*** PHONE LOG 07/31/2007 10:17 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
wtr received call from svc mgr Ron W from IL016
1. returning our call
2 TechLine has recommended that they turn the ***CABLE*** upside down
3 that will prevent the clip from coming off

wtr thanked Ron for the info

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1559790	4,700
Sun City, AZ[redacted]		Prod. Date: 3/26/07	Dealer: AZ026 Peoria Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 03/03/2009 08:57 AM US Mountain Standard Time JSinclair
Customer states:
1. We bought a 2007 Kia Optima in Feb 08
2. The car had 8k when we got it
3. Since that time it's been towed to the dealership 5 times including yesterday
4. Yesterday it was towed because she put it in drive and the vehicle went backwards
5. The first time it was towed it was because the steering wheel locked up
6. Then it was towed because the ***SHIFT***er broke
7. I am tried of this so I went to talk to the sales dept about getting a different vehicle and they treated me like any other trade in
8. I don't want this vehicle because of the problems it has
9. I want Kia to replace the vehicle
Wtr states:
1. Apologized
2. Updated info
3. No recalls
4. Advs customer KMA does not replace vehicles
5. Kia as a manufacturer is required to repair vehicle under the terms of the warr
6. Apologized customer has had problems
7. KMA would like the opportunity to get involved and get vehicle repaired
Customer states:
1. I don't want this vehicle
2. I don't trust my wife driving it
3. How about the lemon law
4. I qualify for that
Wtr states:
1. Wtr is not legally trained to give customer advise on lemon law
2. Customer can refer to the WCIM
3. Lemon law is mandated by your local state laws
Customer states:
1. So what can you do !
Wtr states:
1. Wtr can follow up with dealership and contact DPSM to get him involved
2. Wtr will also send customers case to a higher department for review
Customer states:
1. I want this vehicle replaced
2. I no longer trust this vehicle
Wtr states:
1. Wtr will be sending customers case to a higher dept
2. They will contact customer within 24-48 hrs
Customer thanked and call ended

*** PHONE LOG 03/03/2009 09:07 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called Peoria Kia spoke to SA Roger (SM not available) who states:
1. Customer came in on 11/20/08 @ 3,490 miles, the ***SHIFT***er ***CABLE*** popped off and we reconnected it
2. The on 01/21/09 @ 4,281 miles the vehicle came in with a locked steering wheel
3. All customer would have had to do is unlock it by moving it back and forth so that was an operating error
4. The yesterday it was towed in for the vehicle stuck in reverse and we ordered a ***SHIFT***er assembly
5. These are the times I worked with the customer
Wtr states:

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1559790	4,700
Sun City, AZ [redacted]		Prod. Date: 3/26/07	Dealer: AZ026 Peoria Kia	

1. Customer claims vehicle was towed in 5 times
SA states:
1. These are the times I worked with him
2. I don't see anything else
Wtr states:
1. Is SM available ?
SM John states:
1. We only show it was towed in the three times
Thanked and call ended

*** EMAIL OUT _ JSinclair Action Type:External email
Send to:[tsteinwinter@kiausa.com]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

Tom,

07 Optima 4,700 miles. Customer states he will be filing lemon law. Vehicle at AZ026 Peoria Kia. 1st repair on 11/20/08 3,490 miles ***SHIFT***er ***CABLE*** reconnected. 2nd repair on 1/21/09 - operator error- steering wheel locked. 3rd repair, currently at dealership, vehicle would not going into part, dealership has ordered ***SHIFT***er assumably. Dispatching to region due to customers claim to file lemon law.

Thanks,
Justina
EXT 45161

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1559790_JSinclair_03-03-2009104019.doc>>

*** NOTES 03/03/2009 10:53 AM US Mountain Standard Time JSinclair Action Type:Manager review
Dispatching to region, customer demanding replacement vehicle
Customer claims he will be filing lemon law
Please contact customer within 21-48 hrs

*** PHONE LOG 03/04/2009 01:29 PM US Mountain Standard Time JBaty Action Type:Incoming call
Customer stated:
1. Am calling because I was promised a call in 24 hours and it never happened.

Writer stated:
1. Can see from notes that case has been moved to another office.
2. That office has up to 48 hours to respond.
3. Apologize for confusion.

Customer stated:
1. Am calling because dlr stated vehicle is ready to be picked up.
2. Do not want to do that if it will interfere with Lemon Law claim, which I intend to pursue.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1559790	4,700
Sun City, AZ [redacted]		Prod. Date: 3/26/07	Dealer: AZ026 Peoria Kia	

Writer stated:
1. Apologize, but writer does not know if that will cause a problem or not.
2. Can give current case owner's name and contact info.

*** PHONE LOG 03/05/2009 11:01 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & l/m to c/b

*** PHONE LOG 03/06/2009 10:34 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust twice-ph line busy

*** PHONE LOG 03/06/2009 10:38 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust-phone line still busy

*** PHONE LOG 03/06/2009 10:46 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust-ph line still busy

*** PHONE LOG 03/06/2009 11:06 AM Pacific Daylight Time APeckson Action Type:Incoming call
rcaa contacted cust:
1. i think we were calling ea other at the same time
2. i tried calling you but your phone number was busy
3. apologize abt veh concerns
4. would need to review all documentation before getting to point of repurchase or replacement
5. if you can either fax or mail your documentation, here is address
6. once i address all issues w/ dlr and dpsm i will be in contact w/ you regarding next step

cust states:
1. key won't turn in, wheel locks in place
2. ***SHIFT***er doesn't move either
3. last time car started, veh was in drive and it went into reverse
4. dlr replaced ***SHIFT***er mechanism, love car, paid cash but need a dependable veh
5. i have lemon law paperwork in front of me, looks like i qualify for replacement or repurchase
6. approx 4700 miles on veh, veh currently w/ us
7. this happened abt 5x already
8. i can't fax but i will mail docs

*** NOTES 03/10/2009 01:07 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received R/O's, sales contract, and title from customer.

Wtr to attach and dispatch to the Western Region for customer contact.

*** PHONE LOG 03/16/2009 09:14 AM US Mountain Standard Time ASchombert Action Type:Incoming call
[redacted] STATED
1. I AM CONCERNED BECAUSE I HAVE LEFT MULTIPLE VM FOR ANNA PECKSON AND HAVE HEARD NOTHING

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1559790	4,700
Sun City, AZ[redacted]		Prod. Date: 3/26/07	Dealer: AZ026 Peoria Kia	

2. I WOULD RATHER NOT LEAVE ANOTHER VM, YOU CAN IF YOU THINK IT WILL HELP
3. IS THERE ANYONE ELSE THAT CAN ASSIST ME?
4. I AM NOT SURE IF SHE IS EVEN THE PERSON THAT WILL BE ABLE TO ASSIST ME
5. I AM CONSIDERING ON FILING A MISSING PERSONS ON HER

WRITER STATED
1. APOLOGIZED
2. OFFERED VM IS ANNA IS NOT AVAILABLE, OFFERED TO LVM FOR CUSTOMER
3. WILL DOCUMENT THE CASE OF YOUR CALL AS WELL AS YOUR CONCERN
4. ANNA IS THE CASE MANAGER AND WOULD BE ABLE TO BEST ASSIST YOU
CUSTOMER THANKED WRITER AND CALL ENDED

*** PHONE LOG 03/16/2009 09:50 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust-ph line busy

*** PHONE LOG 03/16/2009 09:50 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust-ph line busy

*** PHONE LOG 03/16/2009 10:03 AM Pacific Daylight Time APeckson Action Type:Incoming call
rcaa contacted john serv mngr at peoria
john states:
1. just put ***SHIFT***er in his car on 3/2
2. prob w/ car seems like its cust use
3. everyone is able to ***SHIFT*** properly w/ no prob
4. we show them everytime they come in how to use ***SHIFT***er
5. 1st 2 times, when car was off, she had steering wheel locked the other way
6. cannot find anything wrong w/ veh
7. jim will be here this wed, have cust drop off

*** PHONE LOG 03/16/2009 10:29 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust:
1. apologize that it took me some time to get back to yo
2. i did receive your paperwork in the mail
3. can you drop veh off on wed. 3/18 for ftr inspeciton/repair
4. complimentary rental will be provided
5. if prob comes back will have to talk to dpsm and discuss next step
6. apologize abt inconvenience

cust states:
1. yes i'll drop off btwn 9-10
2.what if prob comes back
3. ok thank you

*** PHONE LOG 03/16/2009 10:52 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted john at peoria kia

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1559790	4,700
Sun City, AZ[redacted]		Prod. Date: 3/26/07	Dealer: AZ026 Peoria Kia	

on wed 3/18 for ftr inspection/repair
john to provide rental

*** PHONE LOG 04/15/2009 12:37 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust:
1. wanted to follow up on repairs on kia optima
2. how is veh running so far
3. pls feel free to call for any further ques, thx have a good day

cust states:
1. the veh is good so far
2. thank you for follow up call

*** CASE CLOSE 04/15/2009 12:38 PM Pacific Daylight Time APeckson

*** PHONE LOG 07/21/2009 08:48 AM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:
1. GAVE CASE #
2. I HAD THE SAME PROB HAPPEN WITH MY VEH YESTERDAY
3. THE ***SHIFT***ER WOULD NOT MOVE, THE KEY WOULD NOT TURN, AND THE STEERING WHEEL WAS LOCKED
4. I HAD THE VEH TOWED BACK TO PEORIA KIA, AND THAT IS WHERE IT IS AT CURRENTLY
5. I AM DONE WITH THIS VEH
6. I WANT KIA TO GIVE ME MY MONEY BACK FOR THIS VEH, OR REPLACE IT WITH ANOTHER VEH
7. I DID LEAVE APECKSON A MSG, AND SHE HAS NOT CALLED BACK
8. SHE IS VERY HARD TO GET A HOLD OF, AND DOES NOT RETURN MY CALLS
9. I WANT TO SPEAK WITH SOMEONE WHO CAN GET ME A NEW CAR OR MY MONEY BACK

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. I DO SEE PREVIOUS CASE WORKED BY RCAA APECKSON
3. WE CANNOT ASSIST YOU IN GETTING YOU INTO ANOTHER VEH, OR GETTING YOU A REFUND
4. I WILL SEND CASE BACK TO REGION FOR FURTHER HANDLING
5. PLEASE ALLOW 24-48 BUSINESS HRS FOR FURTHER CONTACT

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 07/21/2009 08:51 AM US Mountain Standard Time RChacon Action Type:Incoming call
WRITER CALLED RCAA APECKSON, LVM STATING:
1. CUSTOMER CONCERN
2. SENDING BACK TO REGION FOR ASSISTANCE
3. ANY QUESTIONS CALL ME BACK
4. LEFT CASE #, AND WRITER EXT #

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1559790	4,700
Sun City, AZ[redacted]		Prod. Date: 3/26/07	Dealer: AZ026 Peoria Kia	

*** NOTES 07/21/2009 08:51 AM US Mountain Standard Time RChacon Action Type:Manager review
DISPATCH FOR:
1. CUSTOMER STATES HAVING SAME PROB WITH VEH ONCE AGAIN
2. CUSTOMER DOES NOT WANT VEH REPAIRED
3. CUSTOMER WANTS VEH REPLACED, AND REPURCHASED
4. CASE HAS ALREADY BEEN TO REGION
5. CUSTOMER CONTACT

*** PHONE LOG 07/21/2009 10:07 AM Pacific Daylight Time MCameron Action Type:Incoming call
Writer rec'd a call from Mr.[redacted] stating:
1. Prob with his veh has returned
2. The dlr has provided him with a loaner but if the dealer calls back to say the car is repaired, he will not return it
3. He & his wife are in their 70's and the temp in Phoenix now is 114 degrees & he can't risk being stranded with his wife
4. He has been working with Michael Knapp the GM (cell[redacted]

Writer stated:
1. Apologize that cust is having this prob
2. Anna Peckson did exactly the right thing in arranging for an FTR repair & calling cust back in 30 days to confirm the veh is running fine
3. Sorry to hear that repair was not successful
4. APeckson will contact the dealer to get info about what they found, as well as copies of the last RO from FTR repair, and will make cust an offer to resolve his situation
5. Encouraged Mr.[redacted] to work with APeckson toward resolution

Cust agreed. Writer discussed case with APeckson & transferred call.

*** PHONE LOG 07/21/2009 09:11 AM Pacific Daylight Time APeckson Action Type:Incoming call
cust left msg requesting call back

*** NOTES 07/21/2009 09:12 AM Pacific Daylight Time APeckson Action Type:Manager review
cust transferred to rcaa
1. c/s right back to square one w/ the ***SHIFT***er
2. it's frozen in place, mechanics got it loose, freed up the ***SHIFT***er
3. cannot start veh up, veh towed to dlr, currently at peoria
4. tim service advisor might be more knowledgable and michael knapp
5. we're done w/ this car, it was was 114 degrees in ***PARK***ing lot, it takes an hour to get a tow truck to come, this is dangerous
6. i don't want to take veh fr. dlr, i'm in a loaner but don't want to take advantage
7. rcaa apologized for inconvenience
8. rcaa advised will be pulling file and reviewing everything w/ service & dpsm

*** PHONE LOG 07/21/2009 02:51 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm
1. rcaa advised dpsm cust veh concern came back
2. and cust does not want veh, either new veh or repurchase
3. cust veh got towed in to peoria kia
4. dpsm advised will be at peoria today, will call you then
5. rcaa advised dpsm i need to have an answer by today so i can follow up w/ cust

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1559790	4,700
Sun City, AZ [redacted]		Prod. Date: 3/26/07	Dealer: AZ026 Peoria Kia	

*** PHONE LOG 07/21/2009 03:51 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm
1. rcaa asked dpsm for status on cust veh
2. dpsm advised could not make it to peoria today
3. dpsm will be at peoria kia tomorow morning and should have answer by 9:30am

*** PHONE LOG 07/21/2009 03:51 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
1. rcaa advised cust dpsm will be at dlr tomorrow morning
2. once rcaa receives next step from dpsm
3. rcaa will contact cust
4. cust understood and thanked

*** PHONE LOG 07/22/2009 09:51 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm
1. dpsm advised nothing wrong w/ veh
2. ***SHIFT CABLE*** replaced, test drove w/ john serv mngr
3. it went into drive right away
4. we will call cust and advise veh ready and needs to bring loaner back
5. rcaa advised cust does not want veh and will not pick it up
6. dpsm advised will call rcam to discuss

*** PHONE LOG 07/22/2009 09:52 AM Pacific Daylight Time APeckson Action Type:Incoming call
rcam called in
1. rcam advised ftr looked at veh yesterday
2. dpsm inspected & test drove today w/ serv mngr
3. i believe car paid for, offer $500 for inconvenience

*** PHONE LOG 07/22/2009 09:52 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm
1. rcaa asked if cust can do test drive w/ serv mngr
2. dpsm advised yes, and cust can test drive w/ dpsm if still at dlr
3. dpsm will be at dlr for next couple of days

*** PHONE LOG 07/23/2009 09:45 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust (yesterday 7/23)
1. rcaa advised cust veh working to kia specs
2. ftr, dpsm, and serv mngr inspected veh, driving and working fine
3. apologize for inconvenience
4. would like to offer $500 for inconvenience
5. and invited cust to do test drive w/ dpsm who is at dlr today
6. cust advised will test drive w/ dpsm but still does not want veh
7. rcaa to advise dpsm cust will be at dlr

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1559790	4,700
Sun City, AZ [redacted]		Prod. Date: 3/26/07	Dealer: AZ026 Peoria Kia	

*** PHONE LOG 07/23/2009 09:46 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa called dpsm (yesterday 5/22)
1. rcaa advised dpsm cust will be at dlr in 30 min
2. dpsm ok to test drive w/ cust

*** PHONE LOG 07/23/2009 09:48 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm
1. dpsm advised rcaa test drive went fine nothing wrong w/ veh
2. dpsm will be sending rcaa recap tomorrow morning
3. dpsm advised cust he will be in touch by mon. cust ok
4, and will be offering 2 or 3 option once reviewed w/ rcam
pending recap fr. dpsm

*** NOTES 07/24/2009 10:18 AM Pacific Daylight Time APeckson Action Type:Manager review
dpsm forwarded recap to rcaa

*** PHONE LOG 07/24/2009 10:19 AM Pacific Daylight Time APeckson Action Type:Incoming call
cust called & left msg to call back

*** PHONE LOG 07/24/2009 10:27 AM Pacific Daylight Time APeckson Action Type:Incoming call
dpsm called:
1. dpsm advised ftr saw veh twice
2. dpsm advised rcaa to talk to rcam, rcam does not want to buyback
3. but cust will win in arbitraiton should we go to hearing
4. rcaa advised dpsm cust called in and left msg to call back
5. dpsm told rcaa that we will have an answer on mon. as dpsm has already told cust when he met w/ him for test drive

*** PHONE LOG 07/24/2009 10:28 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust;
1. cust asked rcaa if we have anything at this point
2. rcaa advised cust as dpsm told you a couple days ago we will have an answer by Mon.
3. cust asked if he will be getting a new car
4. rcaa does not know

*** NOTES 07/27/2009 01:15 PM Pacific Daylight Time APeckson Action Type:Manager review
rcaa reviewed case w/ rcam
rcam advised to try and have cust drive veh for a month
if prob goes away then possibly offer g/w
if cust not in agreeance offer soc but with full mileage deduction amt at 6900 miles

*** PHONE LOG 07/27/2009 01:39 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm
1. rcaa advisd dpsm rcam's advisement of cust driving veh for 1 mo.
2. dpsm advised it's not husband its wife that doesn't trust veh
3. rcaa to contact cust

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1559790	4,700
Sun City, AZ [redacted]		Prod. Date: 3/26/07	Dealer: AZ026 Peoria Kia	

*** PHONE LOG 07/27/2009 01:41 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
1. rcaa requested cust to drive veh for 1 mo. to test out
2. if prob goes away we can negotiate g/w compensation
3. if prob does not go away we will offer replacement
4. cust advised will take g/w compensation if kma gives $15k
5. c/s does not want money
6. rcaa advised will be sending 2 option offer letter: 1) soc 2) ftr + g/w
7. cust thanked rcaa

*** PHONE LOG 07/27/2009 01:42 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm
1. rcaa advised dpsm cust does not want to test drive veh for 1 mo.
2. dpsm advised will fax or fed ex all ro's and sales contract-got fr. dlr

*** NOTES 07/27/2009 01:46 PM Pacific Daylight Time APeckson Action Type:Manager review
cust also advised tint was put on car windows for $140
rcaa advised tint will not be included in soc transaction

*** NOTES 07/27/2009 03:44 PM Pacific Daylight Time APeckson Action Type:Manager review
mailed 2 option offer letter
1) soc w/ mileage deduction
2) ftr + g/w compensation ($1800)
pending cust signed offer letter

*** PHONE LOG 07/30/2009 01:41 PM Pacific Daylight Time APeckson Action Type:Incoming call
mcameron contacted rcaa
1. mcameron advised rcaa that cust said dpsm can probably waive mileage deduction
2. rcaa is unaware of mileage deduction being waived
3. mcameron advised that cust tried calling
4. rcaa did not receive any messages from cust

mcameron transferred cust to rcaa
1. c/s would like to go w/ option #1 of SOC,
2. and tom said you could probably waive mileage deduction
3. c/s doesn't have documentation from first occurence, thinks it happened somewhere at the 1000 mile mark
4. rcaa advised first occurence we have documented is at 3,487
5. cust wantes soc to happen tomorrow
6. rcaa advised cust need to discuss mileage deduction first with tom
7. then contact gm or sales manager at peoria kia so you have a point of contact
8. from there dlr will fax me an invoice, i will have to balance numbers on dealer's end and kma's end
9. rcaa advised cust more than likely soc will not happen by tomorrow, but will try and process ASAP

*** PHONE LOG 07/30/2009 01:50 PM Pacific Daylight Time APeckson Action Type:Outgoing call

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1559790	4,700
Sun City, AZ[redacted]		Prod. Date: 3/26/07	Dealer: AZ026 Peoria Kia	

rcaa contacted michael knapp-gm at peoria kia
1. rcaa advised michael that cust wants soc done by tomorrow
2. michael stated cust already called him and will be at dlr tomorrow
3. rcaa advised that cust currently in 07 optima lx
4. michael advised cust was thinking of getting into a sportage and can draw up a "borrowed car agreement" to make cust happy
5. rcaa advised that should cust get into sportage he will be responsible for upgrade and sales tax associated w/ upgrade
6. michael understood, and will call rcaa tomorrow
7. rcaa advised michael to fax over invoice once cust chooses veh, rcaa will draw up #'s and get dlr fees from there

*** PHONE LOG 07/30/2009 01:58 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm
1. rcaa spoke to dpsm regarding mileage deduction
2. dpsm advised ok to waive mileage deduction ($541 from first occurrence)

*** PHONE LOG 07/30/2009 02:02 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
1. rcaa advised cust that dpsm waived mileage deduction
2. since cust will be going to dlr tomorrow, rcaa will fax revised offer letter directly there
3. so rcaa does not have to mail it
4. cust states that is perfect, i have appt w/ michael tomorrow at 9:30am

*** PHONE LOG 08/06/2009 08:39 AM Pacific Daylight Time APeckson Action Type:Incoming call
received vmail from cust stating
thank you very much for helping us
thank you for your efforts

*** PHONE LOG 08/06/2009 08:41 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted michael knapp-gm @ peoria
unavailable in meeting now
left msg w/ receptionist to c/b

*** PHONE LOG 08/07/2009 01:18 PM Pacific Daylight Time APeckson Action Type:Incoming call
michael knapp left msg for rcaa to call back

*** PHONE LOG 08/07/2009 01:19 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted michael knapp gm at peoria kia
1. rcaa advised calling abt carragher soc, need fees
2. michael asked if invoice was faxed over, cust went into another optima
3. michael advised will get latonya to fax over invoice and will have her call or email w/ fees
pending invoice/fees fr. peoria kia in order to process paperwork for soc

*** PHONE LOG 08/12/2009 02:31 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted la tonya

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1559790	4,700
Sun City, AZ[redacted]		Prod. Date: 3/26/07	Dealer: AZ026 Peoria Kia	

1. la tonya advised did not know what happened w/ soc
2. will have to talk to michael knapp-unavailable, advised to email for addl info

*** NOTES 08/12/2009 02:38 PM Pacific Daylight Time APeckson Action Type:Manager review
rcaa emailed michael knapp gm for peoria kia
and requested call back to discuss soc transaction that took place the day i was out sick
would like to discuss documents signed, etc..
pending michael knapp response

*** NOTES 08/19/2009 01:19 PM Pacific Daylight Time APeckson Action Type:Manager review
submitted case to morley 8/17/09

*** NOTES 08/19/2009 01:25 PM Pacific Daylight Time APeckson Action Type:Manager review
gave case to rcam for scorecard & submission to nca for dlr check

*** NOTES 08/20/2009 07:37 AM Pacific Daylight Time POrtiz Action Type:Manager review
RCAOM scorecarded case & fwd to NCA for check req.

*** NOTES 10/14/2009 01:15 PM Pacific Daylight Time APeckson Action Type:Manager review
submitted case to morley
mailed via fed ex
case closed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123975[redacted]	K1457722	33,000
Wall, NJ [redacted]		Prod. Date: 10/16/06	Dealer: NJ034 Sansone Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/10/2008 04:58 PM US Mountain Standard Time SHolman
CALLER STATES:

1. I KNOW YOU AREN'T A MECHANIC BUT I WAS WONDERING IF YOU KNEW ABOUT THE ***GEAR***S
2. THE ***SHIFT***ER ***CABLE*** BROKE

WRITER STATES:
1. HAVE YOU TAKEN TO KIA DEALERSHIP?

CALLER STATES:
1. WHAT HAPPENED WAS, I WAS TRAVELLING ON THE ROAD WHEN IT SNAPPED AND I WAS ABLE TO GET MY CAR INTO A GAS STATION
2. THE GAS STATION WAS ABLE TO REPAIR IT, THEY DIDN'T GIVE ME A NEW ***CABLE*** OR ANYTHING BUT I WAS WONDERING SHOULD SOMETHING LIKE THAT HAPPEN AT 33K MILES?

WRITER STATES:
1. I DON'T KNOW WHAT CAUSED THAT, BE BEST TO TAKE TO KIA DEALERSHIP FOR DIAGNOSIS TO SEE WHAT MAY BE WRONG

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123375[redacted]	K1495115	22,417
Baton Rouge, LA[redacted]		Prod. Date: 1/17/07	Dealer: LA001 Kia of Baton Rouge	

Complaint Repair Assistance

Case History

*** PHONE LOG 09/04/2008 07:13 AM US Mountain Standard Time TDonnelly

*** PHONE LOG 09/04/2008 07:22 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:
1. MY CAR HAS BEEN HAVING SAME PROBLEM SINCE PURCHASE.
2. THE TRANSMISSION BELT HAS COME OFF OR GOTTEN LOOSE AND HAS BEEN ADJUSTED ABOUT 4X
3. THIS HAPPENS ABOUT EVERY 4K MILES
4. RIGHT NOW I AM IN BATON ROUGE AND STUCK IN HOME BECAUSE WE COULD NOT DRIVE CAR OUT WHEN THE HURRICANE HIT.
5. CAR IS DOWN AND DEALER (LA001) IS NOT OPEN
6. NOT SURE WHEN DEALER WILL BE OPEN.
7. I KNOW I AM PAST THE PARAMETERS FOR LEMON LAW BUT I NEED HELP FROM KMA.
8. MY NEIGHBOR GOT A GENERATOR AND I WAS ABLE TO GET CELL PHONE CHARGED TO CALL SOMEONE.
9. WANT KMA TO KNOW WHAT IS HAPPENING AND NEED TO GET THIS RESOLVED OR CAR REPLACED.
10. CAN KMA PROVIDE ME A CAR TO DRIVE IN THE MEAN TIME?
11. REALLY NOT SURE WHEN ANYTHING IN AREA WILL BE OPEN BUT WILL CALL KCC BACK WHEN DEALERSHIP OPENS AND I GET CAR TO SHOP.
12. WHAT IS WRITERS CONTACT INFO?

WRITER STATES:
1. APOLOGY FOR SITUATION
2. ADVISED THAT KMA WOULD RECOMMEND GETTING CAR BACK INTO SHOP
3. DO APOLOGIZE BUT WRITER WOULD NOT BE AWARE WHEN DEALER WOULD BE OPENED BASED UPON CONDITIONS IN AREA.
4. WRITER DOES UNDERSTAND THE FRUSTRATION OF THE SITUATION.
5. EXPLAINED THAT THERE ARE MANY RESOURCES AVAILABLE TO GET THE ISSUE ADDRESSED.
6. BASED UPON INFO WRITER CAN SEE, NOT SURE ALL THE AVAILABLE RESOURCES HAVE BEEN USED.
7. WHEN THERE IS A REPEAT REPAIR CONCERN DEALER SHOULD MAKE CONTACT WITH TECHLINE.
8. WRITER CAN SEE NO CONTACT WITH TECHLINE SINCE PURCHASE OF VEHICLE.
9. KCC CAN ENSURE DEALER IS USING ALL RESOURCES TO GET VEHICLE REPAIRED, CAN GET CORRECT PEOPLE INVOLVED IN REPAIRS.
10. RENTAL OR LOANER VEHICLES ARE NOT A PROVISION OF WARRANTY.
11. WHILE NOT A PROVISION OF WARRANTY REQUEST FOR ASSISTANCE CAN BE REVIEWED ON CASE BY CASE BASIS.
12. DECISION DOES NOT COME FROM THIS OFFICE BUT CAN BE REVIEWED WITH SVC MGR AND DPSM ONCE CAR IS IN SHOP.
13. KMA DOES NEED TO CONFIRM THE COMPLAINT AND GET CORRECT PEOPLE INVOLVED THEN REQUEST FOR ASSISTANCE CAN BE REVIEWED WITH APPROPRIATE PEOPLE.
14. CAN PROVIDE CUSTOMER WITH CASE NUMBER, WHEN BUSINESSES IN AREA ARE UP AND RUNNING AND CAR IS IN SHOP PLEASE CALL WRITER BACK FOR FOLLOW UP REGARDING CONCERNS.
15. ADVISED WRITERS CONTACT INFO.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123375[redacted]	K1495115	22,417
Baton Rouge, LA[redacted]		Prod. Date: 1/17/07	Dealer: LA001 Kia of Baton Rouge	

*** CASE CLOSE 09/04/2008 07:22 AM US Mountain Standard Time TDonnelly

*** PHONE LOG 09/09/2008 06:45 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES.
1. I KEEP HAVING THE SAME PROBLEM WITH THE CAR AND THIS IS THE LAST STRAW.
2. THE TRANSMISSION BELT KEEPS COMING LOSE AND FALLING OF THE PULLY INSIDE THE TRANSMISSION
3. DEALERSHIP HAS ADJUSTED IT TWICE BUT IT KEEPS HAPPENING EVERY FEW MONTHS.
4. I DO NOT WANT KIA TO RETURN IT TO ME, I WANT ANOTHER CAR.
5. IF KIA DOES NOT SATISFY THE SITUATION I WILL CALL A LAWYER AND I WILL GO THROUGH THE PROCESS WITH KIA AND MY STATE.
6. THE CAR IS NOT RELIABLE AND I NEED A RELIABLE CAR.
7. I COULD NOT EVACUATE FOR THE HURRICANE BECAUSE OF THE CAR AND IT BEING UNRELIABLE.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. THE WARRANTY IS THERE TO BACK THESE DEFECTS, WE DO NOT ANTICIPATE THESE PROBLEMS BUT IT DOES HAPPEN
3. I DO NOT SEE A HISTORY WITH THE DEALERSHIP AS FAR AS INVOLVING OUR RESOURCES SO THAT DOES NEED TO GET TAKEN CARE OF.
4. I WILL CONTACT THEM, OUR OPTIONS ARE TO FIX THE CAR AND THAT IS WHAT WE ARE GOING TO DO.

CUSTOMER STATES.
1. YOU DO WHAT YOU HAVE TO DO AND I WILL DO WHAT I NEED TO DO.
2. I WILL CALL A LAWYER AND I DO NOT WANT THIS CAR ANYMORE.

WRITER STATES.
1. I WILL RETURN YOUR CALL WHEN I SPEAK TO THE DEALERSHIP ABOUT IT,
2. I WILL THEN ADVISE MY FACTORY REP SO WE CAN INVOLVE HIM AND THEN FORWARD YOUR REQUEST FOR REPLACEMENT TO OUR REGIONAL OFFICE
3. ONCE I SPEAK TO THE DEALERSHIP I WILL CALL YOU BACK.

*** PHONE LOG 09/10/2008 01:23 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED KIA SERVICE AND COULD NOT REACH ANYONE, DEALERSHIP WAS CLOSED,

*** PHONE LOG 09/10/2008 01:25 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK
WRITER STATES.
1. I HAVE NOT BEEN ABLE TO SPEAK TO THE SERVICE DEPARTMENT AS OF YET.
2. I AM GOING ON VACATION AND YOUR NEW CASE MANAGER IS ZEKE, YOU MAY REACH HIM TOMORROW.
3. PLEASE REFER TO HIM WITH REGARDS TO ANY QUESTIONS WITH THE CASE.
4. GAVE CASE NUMBER

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123375[redacted]	K1495115	22,417
Baton Rouge, LA [redacted]		Prod. Date: 1/17/07	Dealer: LA001 Kia of Baton Rouge	

*** PHONE LOG 09/11/2008 09:39 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED LA001 AND SPOKE TO RYAN IN SVC
2. WRT ASKED RYAN FOR INFORMATION ON MR COCHRAN'S VEHICLE.
3. RYAN STATED:

a) WE HAD TO REPLACE THE ***SHIFT***ER ***CABLE***.

b) THE CUSTOMER WAS CONCERN BECAUSE WE HAD REPLACED THE ***SHIFT***ER ***CABLE*** ON THE PASSED.

c) WE'VE ONLY DONE IT ONCE BEFORE BUT HE SAID HE HAD IT REPLACED AT ANOTHER DEALER.

d) THE VEHICLE IS GONE.

4. WRT THANKED RYAN FOR THE INFO.

[!<For Internal Use Only
PER AS-400 WARRANTY REPAIR HISTORY:
11/30/07 W LA033 14180 A 01 Adjustment- Automati ***CABLE*** ASSY-ATM LEVER 9851
8/27/07 W LA033 13708 A 01 Adjustment- Automati ***CABLE*** ASSY-ATM LEVER 5897>!]

*** PHONE LOG 09/11/2008 09:41 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED DPSM, HUNTER JONES.
2. HUNTER WAS NOT AVAILABLE, WRT LEFT A MESSAGE.
3. WRT REQUESTED A CALL BACK AT EXT 45605.

*** EMAIL OUT _ ERuiz Action Type:External email
Send to:[hjones@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.

WRITER
1. HUNTER, THIS IS THE VEHICLE THAT WAS SVC AT LA001.
2. LA001 REPLACED THE ***SHIFT***ER ***CABLE***.
3. PER AS-400, WARRANTY HISTORY:
   6/17/08 W LA001 43249 A 01 Change Lever Assy, R LEVER-COMPLETE 20882
   11/30/07 W LA033 14180 A 01 Adjustment- Automati ***CABLE*** ASSY-ATM LEVER 9851
   8/27/07 W LA033 13708 A 01 Adjustment- Automati ***CABLE*** ASSY-ATM LEVER 5897
4. CUSTOMER ALLEGED HE WILL CALL A LAWYER AND I WILL GO THROUGH THE LOCAL STATE REPURCHASE PROCESS.
5. PLEASE CALL ME BACK AT EXT 45605.

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1495115_ERuiz_09-11-2008103551.doc>>

*** NOTES 09/11/2008 10:23 AM US Mountain Standard Time ERuiz Action Type:E-mail rec.
WRITER STATED
1. WRT RECEIVED AN E-MAIL FROM DPSM, HUNTER JONES.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123375[redacted]	K1495115	22,417
Baton Rouge, LA[redacted]		Prod. Date: 1/17/07	Dealer: LA001 Kia of Baton Rouge	

c) No parts have been changed until now.

d) I advised LA001 to replace the ***CABLE***, as the ***CABLE*** end was coming off of the ***SHIFT***er - the transmission or pulley was never a factor.

e) Reliability is not an issue.

f) You may want to forward the case to Jimmy Wright, if customer is seeking some sort of goodwill; but repurchase is not warranted and is out of the question.

g) Please call with any questions.

*** NOTES 09/11/2008 11:41 AM US Mountain Standard Time ERuiz Action Type:Manager review
WRITER
1. CASE DISPATCH TO THE SRCA'S OFFICE BECAUSE:
a) CUSTOMER ALLEGED HE WILL CALL A LAWYER AND I WILL GO THROUGH THE LOCAL STATE REPURCHASE PROCESS.

b) LA001 REPLACED THE ***SHIFT***ER ***CABLE***.

c) THE ***CABLE*** WAS ADJUSTED TWICE BY LA033 AND THE REPLACED THE LEVER ASSEMBLY ONCE BEFORE.

d) THE VEHICLE IS REPAIR.

e) PLEASE, CALL THE CUSTOMER BACK, IF NECESSARY FOR EARLY INTERVENTION.

*** PHONE LOG 09/15/2008 03:50 PM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer (Aerolyn) and LVM for customer to call writer back and discuss case.

*** PHONE LOG 09/18/2008 08:44 AM Eastern Daylight Time JWright Action Type:Outgoing call
Writer called customer (Brian) on 9/17/08:
writer states:

1. Writer is calling to address your vehicle ***SHIFT***ing concern.
2. Writer is calling to see if vehicle has been repaired?
3. That is your decision.
4. Writer would like to offer you some type of GW for your inconvenience.
5. Writer needs you to fax over all of your service docs of your vehicle.
6. Writer gave fax number.
7. Writer will send out GW offer letter to you once service docs have been received.
8. Thanks for your time.

Brian states:
1. Vehicle has been repaired after being into the dealership 4X for the same issue.
2. I am considering going to get a an attorney over this matter.
3. I might consider GW offer.
4. I will fax over the service docs to you when I get a chance maybe today or tomorrow.

*** NOTES 09/19/2008 11:49 AM Eastern Daylight Time JWright Action Type:Manager review
Notes:
1. Writer rec'd service docs from customer on 9/19/08.
2. Writer sent customer GW offer by Fed-Ex overnight.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123375[redacted]	K1495115	22,417
Baton Rouge, LA[redacted]		Prod. Date: 1/17/07	Dealer: LA001 Kia of Baton Rouge	

See attachment of GW offer.

*** CASE CLOSE 09/19/2008 12:02 PM Eastern Daylight Time JWright
Case closed pending signed GW offer/further response from customer.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123665[redacted]	K1634487	62,000
Huntersville, NC[redacted]		Prod. Date: 6/24/06	Dealer:	

Complaint Repair Assistance

Case History

*** PHONE LOG 08/24/2009 05:40 AM US Mountain Standard Time SLarez
CUSTOMER STATES.
1. I WANTED TO KNOW WHAT THE WARRANY IS ON THIS PART.
2. WE HAD THE CAR BREAK DOWN ON US AND IT WAS THE ***SHIFT***ER ***CABLE***.
3. I WANTED TO KNOW WHAT WE COULD DO ABOUT IT.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. THE WARRANTY WILL COVER DEFECTS IN THE CAR BUT FOR THE ***SHIFT***ER ***CABLE*** IT EXPIRED AT 60K MILES.

CUSTOMER STATES.
1. IS IT STRICT OR WILL KIA SOMETIMES COVER THINGS.

WRITER STATES.
1 .WE CAN ALWAYS CONSIDER THINGS, USUALLY IF YOU ARE A GOOD CUSTOMER AND PAY FOR MAINTENACE AT A KIA DEALERSHIP THEN THEY USUALLY DO OFFER SOME TYPE OF ASSISTANCE BUT NO ONE CAN SAY FOR SURE UNTIL YOU GO THROUGH THE PROCESS.

CUSTOMER STATES.
1. THANK YOU.

*** CASE CLOSE 08/24/2009 05:40 AM US Mountain Standard Time SLarez

*** CASE CLOSE 08/24/2009 05:40 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1329042	3,400

Live Oaks, FL [redacted] Prod. Date: 1/26/07 Dealer: GA015 Sunny Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 07/02/2007 09:27 AM US Mountain Standard Time MTrem
Caller Ms. C states:
1. I had my car towed to GA015 Sunny Kia on Saturday 06/30/2007
2. it's not ***SHIFT***ing, I put it in drive and the car went backwards
3. I need a car rental, I have no other transportation
4. when I called the dealership they told me that I should have had a rental right away
5. the phone number is my sisters
writer states:
1. updated, no recalls
2. apologized
3. rental scripting
4. gave case number and contact info
5. recommend seeking rental at dealership since they told you they should have given you one
6. gave case number and contact info
7. writer will follow up with the dealership regarding repair and rental request

*** PHONE LOG 07/03/2007 07:28 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer called GA015 SM Sunny States:
1. Adjusted ***SHIFT CABLE***, came loose from the ***SHIFT***er
2. customer picked up vehicle yesterday

*** PHONE LOG 07/03/2007 07:30 AM US Mountain Standard Time MTrem Action Type:Outgoing call
Writer LVM at [redacted] for Ms. C requesting call back, gave case number and contact info

*** CASE CLOSE 07/03/2007 07:31 AM US Mountain Standard Time MTrem
case closed pending customer call back

*** PHONE LOG 08/22/2007 12:31 PM US Mountain Standard Time UValencia Action Type:Incoming call
caller states
1.- I am calling about my car, whit in a month or two the car has broken two times
2. you put in and drive and it would not go, put it on Neutral and it goes reverse
3.- you put in reverse and it does not goes
4.- I had this problem last month and it did it again today
5.- this is the second time, that happens, this is ridiculous
wrt states
1.- apologized
2.- wrt advised cst that wrt will have to follow up with svc mgr at GA015
3.- wrt advised cst that once more information becomes available, wrt will follow up with cst
4.- wrt advised that the manufacture will ensure that vehicle is fix properly
5.- wrt provided case # and contact information
6.- cst thanked wrt for information

*** PHONE LOG 08/23/2007 09:17 AM US Mountain Standard Time SJeon Action Type:Incoming call
Ms [redacted] stated:
1. my vehicle is towed to dealer again yesterday

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1329042	3,400

Live Oaks, Fl[redacted] Prod. Date: 1/26/07 Dealer: GA015 Sunny Kia

2. I want brand new vehicle
3. it is new vehicle and it keeps breaking down
4. I miss work and my family is stranded
5. I don't want to get my vehicle back

writer stated:
1. sorry for situation
2. writer does not have authority to replace the vehicle
3. FCM is going to follow up
4. customer can research WCIM for repurchase

*** PHONE LOG 08/23/2007 09:31 AM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called Svc mgr Bob GA015 who states that he was filling in for svc mgr today, stating
1.- It appears that is a retainer clip, that come loose
2.- with out using extraordinary force, it came out of the latch
3.- could not be blame on the cst
4.- i could not guarrantee that it would not happen.
5.- DPSM is Dave Kordek
wrt thanked caller for information

*** PHONE LOG 08/23/2007 09:34 AM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called DPSM Dave Kordek
wrt states
1.- wrt advised caller that is repeated issue in a month
2.- retainer clip has come out twice, Bob svc person unable to explained why this happen
3.- wrt advised cst that cst wants out of the vehicle
4.- wrt provided case# and contact info
caller states
1.- give me case # and contact info I will call you back

*** PHONE LOG 08/23/2007 09:44 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Customer states:
1. I want to speak to UValencia
Wtr states:
1. Showing that UValencia has contacted the DPSM
2. At this point he is waiting to hear back from him
Customer states:
1. Can you please get UValencia on the line
Transferred customer to UValencia

*** PHONE LOG 08/23/2007 09:53 AM US Mountain Standard Time UValencia Action Type:Incoming call
caller states
1.- I purchased the vehicle, and I am not happy and I am not pleased
2.- I want to get out of the car
3.- the only thing that you can do for me is get me out of the car
4.- I don't thrust that this is not going to happen again, because this is the second time that this happen
5.- I didn't buy a car to have it in the shop twice already
6.- I definetelly want out of the car

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1329042	3,400

Live Oaks, FL[redacted] Prod. Date: 1/26/07 Dealer: GA015 Sunny Kia

7.- my phone # is [redacted] house phone, you can leave a message
wrt states
1.- apologized
2.- wrt advised cst that according to Bob at GA015, vehicle was ready
3.- wrt advised cst that wrt had contact it the DPSM, to ensure that vehicle is working properly
4.- wrt advised cst that wrt does not have information on buy back, refer cst to WCIM
5.- wrt advied cst that as soon as more information becomes available from DPSM, wrt will follow up
6.- cst thanked wrt for information

*** EMAIL OUT _ UValencia Action Type:External email
Send to:[DKordek@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.

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1329042_UValencia_08-23-2007105110.doc>>

*** PHONE LOG 08/23/2007 10:09 AM US Mountain Standard Time UValencia Action Type:Incoming call
caller states
1.- There is a technical bulletin for the vehicle
2.- the dealer is going to have to keep the vehicle overnight
3.- if she needs a rental, she can call the svc advisor
4.- if she wants out of the vehicle, she does not qualifies, and she would have to decide to either pick it up or not
wrt thanked caller for information

*** PHONE LOG 08/23/2007 10:28 AM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called Ms [redacted] wrt LVM stating
1.- Per DPSM there is svc bulletin
2.- vehicle will have to stay over night
3.- DPSM will provide rental assistance if need it, call svc advisor
4.- provided case# and contact information

*** PHONE LOG 08/28/2007 09:20 AM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called svc mgr at GA015. wrt was place on hold, wrt will call back again, no vm

*** PHONE LOG 08/28/2007 09:21 AM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called Ms [redacted] who states
1.- vehicle was fixed and we pick it up already
wrt thanked caller for information

*** CASE CLOSE 08/28/2007 09:23 AM US Mountain Standard Time UValencia

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1329042	3,400
Live Oaks, FL[redacted]		Prod. Date: 1/26/07	Dealer: GA015 Sunny Kia	

*** PHONE LOG 08/28/2007 10:23 AM US Mountain Standard Time RChacon Action Type:Incoming call
Customer stated:
1. Gave case #
2. What are they going to do with this prob
3. I just picked veh up from the dealership
4. They made the repairs to it
5. I have taken veh to dealer 3 x's for prob, and should not be having prob's with a new veh
6. I want out of this veh, this is a bunch of bull ****
7. What if this happens and my warr runs out, then what?

Writer stated:
1. I apologize for the problem
2. No one expects to have prob's with new veh's
3. Veh's are made with mechanical parts which do fail, some sooner then others
4. That is why kia has such a great warr
5. We do not assist with a veh repurchase
6. If that is something you are looking for, you will need to pursue your own ave's on that
7. You can refer to your WCIM
8. Advised of 5/60 BLW, 5/60 R/S coverage, and 10/100 PTW's
::::::::CUSTOMER DISCONNECTED CALL::::::::::::::::::

*** CASE CLOSE 08/28/2007 10:23 AM US Mountain Standard Time RChacon
Concerns Noted

*** PHONE LOG 08/31/2007 04:46 AM US Mountain Standard Time CHart Action Type:Incoming call
cust called
1. i'm getting a lawyer
2. i'm afraid to drive the veh
3. give me your name and ext

wrt states
1. apologize for situation
2. advised kia will stand behind the warranty and work to repair any mfr defects
3. inquired to cust -- is veh still exhibiting problem?

cust states
1. i want out of the veh
2. you don't understand i just purchased the veh
3. i'm through talking to you
4. you will speak w/ my lawyer

cust disconected

*** NOTES 08/31/2007 04:48 AM US Mountain Standard Time CHart Action Type:Manager review
forwarding to region for handling
1. veh is 2007 optima w/ 3k miles
2. veh was back into dlrshp for repair two times for ***SHIFT***ing problems
3. previous FCM contacted DPSM for assistance

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1329042	3,400
Live Oaks, FL [redacted]		Prod. Date: 1/26/07	Dealer: GA015 Sunny Kia	

4. cust received veh back on 08/25/2007
5. cust advised veh not exhibiting problem
6. cust states will be getting lawyer to get out of veh
7. forwarding to region for handling -- legal

*** NOTES 08/31/2007 10:24 AM Eastern Daylight Time TFrancis Action Type:Manager review
WRITER STATES:
1. WRITER REVIEWED FILE AND CUST IS NOT EXHIBITING THE CONCERNS-VEH IS OPERATING NORMALLY
2. WRITER WILL SEND CUSTOMER A LETTER STATING KIA WILL CONTINUE TO REPAIR THE VEH UNDER THE TERMS OF THE WARRANTY
3. LETTER TO THE CUSTOMER SENT VIA REGULAR MAIL

*** CASE CLOSE 08/31/2007 10:39 AM Eastern Daylight Time TFrancis

*** NOTES 02/15/2008 02:53 PM Eastern Daylight Time TFrancis Action Type:Manager review
WRITER STATES:
1. WRITER RECVD ADL ON 2/12/08 VIA EMAIL FROM RCAM
2. WRITER IS REVIEWING CASE CURRENTLY AND COMPLETED AN RO RECAP
3. THERE ARE ONLY 2 REPAIRS ON THIS VEHICLE
4. WRITER IN PROCESS OF STILL REVIEWING CASE

*** NOTES 02/18/2008 03:02 PM Eastern Daylight Time TFrancis Action Type:Manager review
WRITER STATES:
1. WRITER HAS DISCUSSED CASE WITH RCAM
2. WRITER HAS SENT OUT A DENIAL LETTER TO THE ATTORNEY
3. KIA WILL REPAIR THIS VEHICLE UNDER THE TERMS OF THE WARRANTY

*** CASE CLOSE 02/18/2008 03:05 PM Eastern Daylight Time TFrancis

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1470022	18,581

Las Vegas, NV [redacted] Prod. Date: 12/1/06 Dealer: NV003 Courtesy Kia

Complaint Quality

Case History

*** PHONE LOG 07/09/2008 04:34 PM US Mountain Standard Time RBriones
Customer Stated:

1. My ***SHIFT***er is going out again.
2. Dealer just fixed this last week.
3. I physically have the ***SHIFT***er in one ***GEAR***, and veh is acting as if it is in a different one.
4. Need to get vehicle towed back to dealer.
5. Is this under warranty?

Writer Stated:

1. Apologized for prob.
2. Trans is under warranty for mfg defects.
3. Transferred customer to Roadside assistance.

*** CASE CLOSE 07/09/2008 04:34 PM US Mountain Standard Time RBriones
concerns noted

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123465[redacted]	K1690999	61,840

Jacksonville, FL [redacted] Prod. Date: 3/17/06 Dealer: FL103 Premier Kia on Atlantic

Case History Complaint Dealer

*** PHONE LOG 01/20/2010 08:30 AM US Mountain Standard Time RChacon
CUSTOMER STATED:
1. WHEN I PURCHASED THIS VEH FROM FL103 I WAS TOLD IT WAS A PROGRAM VEH AND WOULD HAVE A 100K MILE WARR
2. I WAS NOT INFORMED THIS VEH WOULD BE CONSIDERED USED
3. THIS DEALER CLOSED SHORTLY AFTER I PURCHASED VEH AND THEN REOPENED LATER ON
4. I RECENTLY TOOK MY VEH TO FL103 BECAUSE MY VEH WILL NOT ***SHIFT*** INTO ***GEAR***
5. I WAS TOLD MY WARR EXPIRED
6. CAN ANYTHING BE DONE ABOUT THIS?

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. UPDATED CONTACT INFO
3. ADVISED OF 5/60 BLW WHICH HAS EXPIRED
4. ALL KIA DEALERS ARE INDEPENDENTLY OWNED AND OPERATED NOT OWNED BY KMA
5. WE DO CARE ADN MONITOR THE WAY THE DEALERS CONDUCT THEMSELVES
6. I WILL DOCUMENT A COMPLAINT AGAINST DEALER AND FORWARD THAT ON
7. BEING YOUR WARR HAS EXPIRED ***SHIFT*** PROB IS NO LONGER COVERED

CUSTOMER STATED:
1. PLEASE FILE THE COMPLAINT, THANK YOU

*** CASE CLOSE 01/20/2010 08:30 AM US Mountain Standard Time RChacon

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1444798	1,700

Johnson City, TN [redacted] Prod. Date: 3/7/07 Dealer: TN010 Grindstaff Kia of Johnson

Case History Complaint Repair Assistance

*** PHONE LOG 05/07/2008 01:25 PM US Mountain Standard Time DDailous Action Type:Incoming call
Customer States
1. Bought veh Nov 24 2007
2. Having problems with this brand new car
3. Been told the problems are minor
4. This is an aggravation
5. Headlights - one light shines 29ft and the other is 40ft
6. Took in, they said light bulb was put in upside down
7. They changed light bulb
8. Did not take care of issue
9. They were laughing at my 23 year old daughter when she was explaining it
10. Then to tell her the bulb was put in upside down-I think they were messing with her
11. Yes, it sounds funny-but not funny when you are trying to drive at night
12. Passenger seat-there is an airbag light-flashes on and off
13. Dealer said Kia knows about that problem
14. Car didn't have heat-they finally fixed that
15. Took forever to get gas door fixed too
16. Been there every single week since buying car
17. Had accident with veh
18. Was threatened to be sued
19. Could not get car out of drive into ***PARK***
20. Key would not come out
21. Called dealer about not coming out of Drive
22. They advised me to put a screw driver in tiny hole in front of ***GEAR SHIFT***-
23. I think this is what messed up the car-the dealership told me to do this
24. Called Chance Scott from dealer
25. He came out to scene-key came right out
26. Guy I hit was off duty police in the car-told me not to touch anything till police got there
27. I don't know if I want you to get involved with dealer
28. Would rather see if I can get this worked out
29. They are a different bunch of guys over there and I don't want to make them mad
30. Daughter weighs over 110lbs
31. Sometimes light works with her in seat, sometimes not
32. I have read info in book about how to sit
33. Daughter's feet are on floor
34. I am well over 110 and light will not go off
35. Headlights worked before accident

Writer states:
1. Apologized, updated, no recalls
2. Offered to call dealership

Writer put customer on hold-left voice message for Service Manager at Grindstaff Kia of Johnson City stating:
1. Please call back

Writer went back to customer stated:
1. Left message for Service Manager to call back
2. Took accident report for customer
3. Provided with Fax number, case number and ext

Customer states:
1. I really want to see if i can take care of this without writer getting involved with dealer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1444798	1,700

Johnson City, TN[redacted] Prod. Date: 3/7/07 Dealer: TN010 Grindstaff Kia of Johnson

Writer states:
1. If need further assistance with dealer and headlight/airbag issue, feel free to call back

*** PHONE LOG 05/08/2008 01:46 PM US Mountain Standard Time DDailous Action Type:Incoming call
Customer stated:
1. I took car to Grndstaff Kia
2. Ronnie Davis over there was wonderful
3. He knew exactly what I was talking about
4. Said this is pretty serious
5. Really upsets me that the other dealership made such a joke out of it.
6. Very upset

*** PHONE LOG 05/08/2008 02:00 PM US Mountain Standard Time DDailous Action Type:Incoming call
Brian Antrim - Service Manager left vmail for writer stating:
1. Please call back

*** PHONE LOG 05/08/2008 02:01 PM US Mountain Standard Time DDailous Action Type:Outgoing call
Writer spoke to customer stating:
1. Thanked for updated info
2. Advised it was documented
3. Provided mailing address to send police info and pics from accident

*** NOTES 05/09/2008 06:47 AM US Mountain Standard Time DDailous Action Type:Manager review
Writer dispatching file to NCA:
1. Accident
2. Customer claims veh would not go into ***PARK*** from drive and caused accident

*** PHONE LOG 05/09/2008 09:48 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer, no answer, wrt let it ring, no message machine available

*** PHONE LOG 05/12/2008 07:39 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer phone #, operator states due to telephone company trouble your call could not be completed at this time, please try again later

*** PHONE LOG 05/12/2008 03:29 PM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer:
1. Explain to customer who wrt is and reason for calling
2. I understand you were involved in an accident recently.
Customer states:
1. Yes, I was

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1444798	1,700

Johnson City, TN[redacted] Prod. Date: 3/7/07 Dealer: TN010 Grindstaff Kia of Johnson

3. My insurance company has taken care of everything
4. They paid for the repairs and they paid for the repairs to the other vehicle.
5. What I need help with from Kia is prior to the accident the passenger side airbag light would go on though my daughter who meets the weight requirement was sitting in the seat.
6. I have taken my vehicle to TN010 multiple times already for this concern and they say nothing is wrong
7. Also I would like Kia to look at my vehicle regarding the headlights
8. After the accident the headlights spray unevenly.
9. I have brought this up to the dealership as well and they say nothing is wrong
10. Also I hear a loud idle sound which once again the dealership says nothing is wrong

Wrt states:
1. Made sure customer is not claiming a product liability issue
2. Customer is asking for repair assistance
3. Customer had prior concerns with OCS light prior to accident
4. Customer has two current concerns with vehicle headlights and idle noise after the accident
5. Wrt explain to customer that wrt will forward case to the Southern Region for repair assistance.
6. Customer would like vehicle to be repaired for OCS light and for Kia to look at headlight and idle concern
7. Customer would also like compensation for her troubles

*** NOTES 05/12/2008 03:32 PM Pacific Daylight Time ELau Action Type:Manager review
1. Customer is seeking repair assistance
2. Customer has no product liability issues
3. Customer has OCS concern
4. Also customer states after accident headlights do not work correctly and vehicle has a loud idle
5. Customer would like Kia to repair these issues
6. Customer states has gotten no help from TN010
7. Wrt forwarding case to Southern Region for customer contact and repair assistance

*** PHONE LOG 05/14/2008 01:39 PM Eastern Daylight Time CCar***ROLL*** Action Type:Outgoing call
wtr states
1. spoke with 3rd cust mother's
2. wtr provided c/b info
3. to discuss cust concerns with veh

*** PHONE LOG 05/19/2008 08:15 AM Eastern Daylight Time CCar***ROLL*** Action Type:Incoming call
wtr states
1. spoke with cust
2. cust advised wtr she no longer wanted to take veh in TN010
3. cust states she has made several complaints and dlr pretty much laughs at her
4. cust would like to take veh to another location for diag
5. cust scheduled appt to take veh into Harry Lane Kia
6. appt is for 5/23/08
7. wtr to f/u with cust and dlr at that time

*** NOTES 05/19/2008 11:52 AM US Mountain Standard Time DDailous Action Type:Manager review
Writer received fax of timeline, receipts and letter

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1444798	1,700
Johnson City, TN[redacted]		Prod. Date: 3/7/07	Dealer: TN010 Grindstaff Kia of Johnson	

*** PHONE LOG 05/19/2008 11:53 AM US Mountain Standard Time DDailous Action Type:Outgoing call

Writer left vmail for CCar***ROLL*** stating:

1. Got a fax of letter, timeline and receipts
2. Do you need these?
3. How would you like writer to get to you?
4. Please call back
5. Left phone number, ext and case number

*** PHONE LOG 05/20/2008 10:08 AM Eastern Daylight Time CCar***ROLL*** Action Type:Outgoing call

*** CASE CLOSE 05/20/2008 10:12 AM Eastern Daylight Time CCar***ROLL***

wtr to close case pending cust appt

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1744857	61,800
Frankfort, NY [redacted]		Prod. Date: 12/20/06	Dealer: NY030 Cooper Kia	

Complaint Reimbursement

Case History

*** PHONE LOG 06/09/2010 06:05 AM US Mountain Standard Time RSabin
CUST STATED:

1. I HAD A ISSUE WITH MY ***SHIFT***ER ***CABLE*** SO I ATTEMPTED TO CALL MY SELLING DLR BUT THEY WENT OUT OF BUSINESS
2. I THEN DECIDED TO CALL AAA AND HAVE MY VEH TOWED TO A LOCAL R/F WHO IS IN THE PRECESS OF FINISHING UP ON THE REPAIR'S
3. I THEN CALLED A LOCAL KIA DLR AND THEY TOLD ME THIS WAS NO LONGER COVERED
4. I HAVE BOUGHT THREE KIA'S PRIOR AND ONE FORD FROM A FORMER KIA DLR SO I WAS WONDERING BASED ON THAT IF KIA WOULD BE WILLING TO HELP OUT WITH THE COST OF THIS

WRITER ADVISED:
1. APOLOGIZED FOR PROBLEM
2. WE WOULD NOT BE ABLE TO COVER THE COST AT A LOCAL R/F
3. YOU WOULD NEED TO HAVE THIS DIAGNOSED BY A KIA DLR AND IT WOULD NEED TO GO THROUGH OUR PROCESS IN ORDER TO MAKE ANY KIND OF CONSIDERATION OUT SIDE THE WARRANTY

CUST STATED:
1. I'M A GOOD CUST OF KIA'S
2. I HAVE NOT GONE TO THIS DLR FOR MY MAINT BUT I DID BUY THREE PRIOR DLR'S FROM A DLR THAT IS NO LONGER IN BUSINESS
3. IS THERE A MGR I CAN SPEAK WITH OR CAN I TAKE THE ***CABLE*** TO THE DLR AND HAVE THEM DETERMINE IT'S A DEFECT AND THEN BE REIMBURSED?

WRITER ADVISED:
1. IF THAT WAS A OPTION I WOULD OF LISTED IT FOR YOU
2. I'M ONLY TRYING TO SAVE YOU TIME AND MONEY
3. WE DON'T HAVE A REIMBURSEMENT POLICY AND ONCE AGAIN IT NEED'S TO GO THROUGH OUR PROCESS AND NOT A LOCAL R/F
4. IF YOU WANT TO TAKE YOUR ***CABLE*** TO THE DLR AND HAVE THE SVC MGR LOOK AT IT FEEL FREE BUT THIS IS NOT SOMETHING THEY TYPICALLY DON'T ASSIST WITH

CUST STATED:
1. OK I'LL CALL THE DLR AND SEE WHAT HE SAY'S
2. THANKS

*** CASE CLOSE 06/09/2010 06:05 AM US Mountain Standard Time RSabin

*** PHONE LOG 06/09/2010 10:12 AM US Mountain Standard Time RHall Action Type:Incoming call
[redacted] stated

1 It is just barely over the warranty for my ***SHIFT***er ***CABLE***
2 Can anybody help me outside warranty guidelines because I am a good Kia customer?
3 After talking with Richard I asked R/F to keep the part so I can go to local Kia dlr
4 I know of a Kia dlr near me- NY030

wrt stated
1 apologized
2 the warranty has expired on ***SHIFT***er ***CABLE***
3 even if a customer is under warranty Kia does not usually reimburse for work done outside a Kia dlr

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1744857	61,800
Frankfort, NY [redacted]		Prod. Date: 12/20/06	Dealer: NY030 Cooper Kia	

5 wrt understands you are having it repaired at independent repair facility and that you are asking for assistance outside warranty guidelines
6 you can try to submit for evaluation of reimbursement - please take part and receipts into svc mgr at NY030
7 Svc mgr will reveiw your request with DPSM - the process will take several weeks
8 Once Kia has made a determination, the dlr will contact you with the results
9 No promises made because vehicle is out of warranty and the work was done at independent repair facility

Mr[redacted] stated
1 That sounds very fair and very reasonable to me
2 I dont know if this make a difference but I have owned 3 Kia's - two Optima and Rio 5
3 I hope I can continue to be a cheerleader for Kia

*** CASE CLOSE 06/09/2010 10:14 AM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123675[redacted]	K1615805	26,657
San Antonio, TX[redacted]		Prod. Date: 4/17/07	Dealer: TX002 Ancira Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 07/15/2009 08:18 AM US Mountain Standard Time RChacon

*** PHONE LOG 07/15/2009 08:29 AM US Mountain Standard Time RChacon Action Type:Incoming call
[redacted]STATED:
1. I HAVE A PROB WITH MY VEH
2. BACK ON 7/4/08 I HAD A PROB WITH MY VEH, THE LINKAGE FOR THE ***SHIFT***ER POPPED OFF, AND I COULD NOT PUT VEH IN ***GEAR***
3. I HAD IT TOWED TO THE DEALER, AND THEY HAD TO RECONNECT IT
4. I WAS TOLD THERE WAS NO PROB WITH IT, IT JUST POPPED OFF
5. YESTERDAY THE SAME THING HAPPENED, AND LEFT ME, AND MY HUSBAND STRANDED
6. I HAD THE VEH TOWED TO TX002 TO HAVE THIS ADDRESSED
7. I WAS TOLD THAT THE PROB IS THEY WAY IT IS DESIGNED
8. THERE IS NO PIN, OR ANYTHING THAT HOLDS THIS PART
9. I DO NOT FEEL SAFE IN THIS VEH, AND WANT THE VEH REPAIRED CORRECTLY

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. UPDATED CONTACT INFO, NO RECALLS
3. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. IF THIS IS RELATED TO A DESING ISSUE, THERE IS NOTHING WE CAN DO TO CHANGE THE DESIGN
5. I WILL CONTACT DEALER TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE PROB
6. IF THERE IS A DEFECTIVE PART CAUSING THE PROB, WARR IS IN PLACE TO COVER THAT
7. ONCE I HAVE INFO REGARDING VEH I WILL FOLLOW UP WITH YOU
8. PROVIDED CASE #, AND EXT #

CUSTOMER STATED:
1. I WILL LEAVE YOU 2 OTHER #'S
   A. WORK #[redacted]
   B. HOME #[redacted]
2. THANK YOU

*** PHONE LOG 07/16/2009 02:54 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED TX002, SPOKE WITH SVC ADV BOBBY WHO STATED:
1. THE VEH DID COME IN FOR A ***SHIFT***ER PROB
2. WE FOUND THE ***SHIFT***ER ***CABLE*** HAD POPPED OFF VEH
3. WE NOTICED THAT IT WAS PUT TOGETHER INCORRECTLY WHICH MUST HAVE BEEN DONE THE LAST TIME THIS HAPPENED
4. WE DID PUT IT BACK TOGETHER CORRECTLY, AND CHECKOUT OKAY
5. WE HAVE ADVISED THE CUSTOMER VEH IS READY TO GO

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 07/16/2009 03:00 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, AND STATED:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123675[redacted]	K1615805	26,657
San Antonio, TX[redacted]		Prod. Date: 4/17/07	Dealer: TX002 Ancira Kia	

CUSTOMER STATED:
1. THANK YOU

*** CASE CLOSE 07/16/2009 03:00 PM US Mountain Standard Time RChacon

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1356893	2,100

Frederick, MD [redacted] Prod. Date: 1/8/07 Dealer: MD023 Bill Baisey Kia

Case History Complaint Repurchase

*** PHONE LOG 09/07/2007 05:43 AM US Mountain Standard Time KJohnson
caller [redacted] daughter/co-owner, states:
1 - I bought the veh new on August 8, 2007
2 - every week the ***GEAR SHIFT*** breaks
3 - i've heard that this is happening on other Optimas
4 - I put the veh into reverse, back up, and then the ***SHIFT*** gets stuck in neutral and I cannot get the veh into drive
5 - my car was towed into Bill Baisey Kia, md023, yesterday
6 - last time the guy who fixed the veh said he was going to call you and someone from Kia would get back to me; no one ever called
7 [redacted] in sales advised me that I need to have 4 repairs for the lemon law to apply; he gave me a copy of the lemon law
8 - I am driving loaner from the dlrshp
9 - I do not think Kia can fix this; I do want to pursue Lemon Law
Wtr states:
1 - updated; no recalls
2 - apologized
3 - dlrshp did open a tech case
4 - wtr will follow up w/ dlr and zone rep and to work to get all resources involved in repair veh
5 - lemon laws are different in each state; refer to your WCJM for the laws in your state

*** PHONE LOG 09/07/2007 05:51 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
called dlr, spoke w/ SM Andy, who stated:
1 - veh is at dlrshp, but plan to return veh to customer today
2 - ***SHIFT***er ***CABLE*** popped off, techline cannot tell us why this keeps happening
3 - they have re-attached each time
4 - this time, they have pulled on it and it is not coming off
4 - veh was also in for same problem 8/17 and 8/29
5 - DPSM Paul Stapleton is aware of problem

*** PHONE LOG 09/07/2007 05:57 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
C Hamilton called DPSM Paul Stapleton and stated:
1 - adv'd of cust and SM info
2 - cust is looking into Lemon Law
3 - dlr has made 3 repairs to date
DPSM states:
1 - dlr is working w/ techline
2 - go ahead and dispatch case to region for further handling

*** NOTES 09/07/2007 06:01 AM US Mountain Standard Time KJohnson Action Type:Manager review
Case dispatched to region for review, repair assistance, and to call customer based on:
1 - 2007 Optima, 2100 miles, w/s 8/5/2007
2 - Veh has been in 3 times to Bill Baisey Kia, md023, for repairs to ***SHIFT***er ***CABLE***
3 - Cust states she plans to pursue Lemon Law
4 - DPSM advised to dispatch for handling

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

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1356893	2,100
Frederick, MD [redacted]		Prod. Date: 1/8/07	Dealer: MD023 Bill Baisey Kia	

Send to:[PStapleton@kiausa.com]
CC List:[OSprague@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 09/07/2007 11:14 AM US Mountain Standard Time KJohnson Action Type:Incoming call
cust called and wanted to know what was happening w/ her veh
wtr stated:
1 - case escalated to region and someone from that office should contact her within 2 business days
2 - dlr adv'd veh could picked up today

*** NOTES 09/07/2007 03:46 PM Eastern Daylight Time OSprague Action Type:Manager review
1. Writer spoke to service manager (Andy Grisez) and he stated:
* The vehicle has been repaired
* We have contacted the customer to p/u the vehicle
2. Writer spoke to DPSM and he stated
* I know this customer is upset about having this concern 3X
* I would suggest you offer GW due to her inconvenience
3. Writer left message for customer stating:
* Please call to discuss your concerns
* Kia would like to reimburse you one car payment due to your inconvenience
CASE PENDING CALL BACK FROM CUSTOMER

*** NOTES 09/11/2007 09:06 AM Eastern Daylight Time OSprague Action Type:Manager review
1. Customer left voicemail on 9/10/07 stating:
* I would like to accept your offer to make a car payment
* My first payment is due so will you make the payment for me?
2. Writer called customer back and spoke to daughter (co-owner) and stated:
* You will need to make the payment
* Kia is offering to reimburse you for 1 car payment
* Kia will not make the car payment for you
* Please fax me a copy of a payment coupon
* I will send you a letter with the goodwill offer
* After it is signed and sent back, a check request will be sent to our corporate office
* It will take about 30 days to get the check.
3. Customer thanked writer and will send payment coupon.

*** NOTES 09/11/2007 08:40 AM Eastern Daylight Time OSprague Action Type:Manager review
CASE CLOSED PENDING RECEIPT OF PAYMENT COUPON

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1356893	2,100
Frederick, MD [redacted]		Prod. Date: 1/8/07	Dealer: MD023 Bill Baisey Kia	

*** CASE CLOSE 09/11/2007 08:40 AM Eastern Daylight Time OSprague

*** NOTES 09/13/2007 10:29 AM Eastern Daylight Time OSprague Action Type:Manager review
1. Writer received copy of payment coupon
2. Writer will send offer letter to customer

*** CASE CLOSE 09/13/2007 10:36 AM Eastern Daylight Time OSprague

*** NOTES 09/20/2007 03:16 PM Eastern Daylight Time OSprague Action Type:Manager review
1. Writer received signed offer letter
2. Writer will send GW package to NCA for check processing

*** CASE CLOSE 09/20/2007 03:19 PM Eastern Daylight Time OSprague

*** NOTES 10/26/2007 03:56 PM Eastern Daylight Time OSprague Action Type:Manager review
1. Received ck #514846
2. Check sent to customer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123975[redacted]	K1768381	30,000

Chicago, Il[redacted] Prod. Date: 4/11/07 Dealer: IL040 Evergreen Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 08/02/2010 02:50 PM US Mountain Standard Time LSims
y76Mr[redacted] stated
1. My car was towed to IL040
2. the car would n not start
3. also the car would still mover even when I had it in ***PARK***
4. I have called the dealer and I have to gotten

[redacted]

he has got ***SHIFT CABLE*** poped off
we have to re attach - this is an adjustment 12/12
it doesnt know that its in ***PARK***

*** PHONE LOG 08/03/2010 03:46 PM US Mountain Standard Time LSims Action Type:Incoming call
Correction to notes- Clarify crashed
Mr[redacted] stated
1. My car was towed to IL040
2. the car would n not start
3. also the car would still mover even when I had it in ***PARK***
4. I have called the dealer and I have not gotten an answer

wtr stated
1. apologized
2. wtr will have to try to call the dealer

Svc advisor stated
1. he has got ***SHIFT CABLE*** popped off
2. we have to re attach - this is an adjustment 12/12
3. it doesnt know that its in ***PARK*** - that is why it is not starting

wtr stated-- thank you and returned to caller

1. advised that the repair needed is an adjustment to the ***CABLE***
2. this is not covered after 12/12

caller stated
1. thank you - I understand this

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123275[redacted]	K1439469	27,175
Rochester, NY [redacted]		Prod. Date: 11/30/06	Dealer: NY068 Vision Kia	

Complaint Repair Assistance

Case History

*** NOTES 04/23/2008 05:57 AM US Mountain Standard Time DLyons Action Type:E-mail sent to TMorales to notify that the vehilce will be going to Kia dlrshp for transmission concern.

*** PHONE LOG 04/23/2008 05:58 AM US Mountain Standard Time DLyons
cust states:
[redacted] renter

1. the vehicle will not move, we are ***PARK***ed on a hill
2. the ***GEAR SHIFT*** will move, but the vehicle will not - vehicle is on
3. cust is in a safe location.
4. Geniva NY [redacted]

writer advised:
1. apologized
2. asked customer to put foot on the brake and move the ***GEAR SHIFT*** into reverse or drive
3. did the vehicle move.

Cust states:
1. the ***GEAR SHIFT*** is moving
2. but the vehicle is not

Writer advised:
1. apologized, will need to get RSA to come and take the vehicle to the nearest kia dlrshp
2. recommended that the customer call Enterprise to advise.

Writer warm transferred to Beverly in RSA.

*** PHONE LOG 04/23/2008 09:39 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called Fairfield Kia, spoke to Dan Serivce manager:
1. calling to determine if dealer has received tow in.

Dan Service Manager
1. we have not received a vehicle as a tow in today.

Writer Thanked Dan for the information.

*** PHONE LOG 04/23/2008 09:49 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called RSA spoke to Lance:
1. calling to determine if service was provided to customer regarding tow

Lance states:
1. the service was cancelled by customer.

Writer Thanked Lance for the information.

*** PHONE LOG 04/23/2008 09:50 AM US Mountain Standard Time DLyons Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123275[redacted]	K1439469	27,175

Rochester, NY [redacted] Prod. Date: 11/30/06 Dealer: NY068 Vision Kia

2. left name number ext & case# for return call.

*** CASE CLOSE 04/23/2008 09:51 AM US Mountain Standard Time DLyons closing pending further customer contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1765642	65,000
Corona, CA[redacted]		Prod. Date: 1/18/07	Dealer: CA211 Riverside Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 07/27/2010 12:41 PM US Mountain Standard Time AJudson
Customer States:
1. Vehicle is currently at CA211 and working with SVCA Jacob.
2. Took vehicle in because it was stuck in neutral.
3. 2 other times the vehicle would not start and it is something with the transmission.
   - took vehicle in at 20k, 40k and now 60k
4. Was advised that it was something with a ***CABLE*** and has to do with transmission.
5. Currently being advised that this repair is out of warranty and I will have to pay.
6. CA211 advised that they will cover the cost of the part but I will have to pay $300 for labor.
7. Took vehicle in Friday night for diagnosis and they advised they would look at vehicle Saturday.
   - then was advised they did not get to diagnose on Saturday because tech left sick
   - dealer did not contact me, I had to contact the dealer to get that information
8. Requesting repair assistance since I have had a problem with the transmission previously.

Writer States:
1. Apologized for the problem.
2. Advised customer that writer will contact CA211 to verify customer concerns.
3. Customer currently has 10/100 PTW, covers engine axles and transmission for manufacturer defects.
4. If same part was previously replaced, there would be a 12/12 parts warranty.
5. Writer will contact CA211 to review diagnosis and verify what resources have been involved.

WRITER PLACED CUSTOMER ON HOLD AND CALLED CA211
Writer States:
1. Calling to verify diagnosis on customer vehicle?

SVCA Jacob states:
1. Vehicle came in because it was locking into neutral.
2. Will need to have the ***SHIFT***er ***CABLE*** and assembly replaced.
3. We did review customer case with DPSM JHegmann.
   - DPSM authorized coverage of parts for repair
   - will be customer pay for labor $297
   - CA211 did not offer assistance with the labor
4. Provided history of customer transmission concerns as:
   - 8/11/08 with 15k came in for no start, ***SHIFT***er ***CABLE*** mis-aligned, re-aligned ***SHIFT***er ***CABLE***
   - 9/5/09 with 43k came in for no start, ***SHIFT***er linkage mis-aligned, re-aligned ***SHIFT***er linkage
5. Waiting for customer to callback and advise if he wants to authorize repairs.

WRITER TOOK CUSTOMER OFF HOLD
Writer States:
1. Advised that writer reviewed case with SVCA Jacob who advised:
   - will need ***SHIFT***er ***CABLE*** assembly replaced
   - DPSM authorized to cover parts
   - it will be customer pay for labor
   - dealer waiting for customer to callback and provide authorization for repairs

Customer States:
1. Who else can I speak to about this concern?
2. If they would have addressed this under warranty I would not have had to pay.
3. Do I get a loaner vehicle if I take vehicle in for repair?

Writer States:
1. Apologized for the problem.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123575[redacted]	K1765642	65,000
Corona, CA [redacted]		Prod. Date: 1/18/07	Dealer: CA211 Riverside Kia	

2. Advised customer that case has been reviewed with DPSM who has offered to cover the cost for parts.
3. Current labor charges would be paid to dealer, review this request with dealer.
4. Not likely that rental assistance would be provided being the repair is a goodwill repair.
5. If customer is alleging that dealer did not properly diagnose concern, would need to be addressed by dealer.
   - advised customer to speak to SVC MGR or GM if necessary about this concern
6. Writer will contact DPSM to ensure he is aware that customer was in previously for this concern.
7. Gave customer case number, writers name and extension.
8. Will follow up with customer once case is reviewed with DPSM.

*** PHONE LOG 07/28/2010 01:12 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM JHegmann and states:
1. Advised that customer is requesting full coverage of repair because:
   - took vehicle in twice before for same concern and does not feel it was resolved
   - reiterated information from SVCA Jacob

DPSM JHegmann states:
1. I reviewed this already and will only cover parts.

*** PHONE LOG 07/28/2010 01:12 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer main number and there was no answer, no VM

*** PHONE LOG 07/28/2010 01:19 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer alternate number and left VM:
1. Gave name, 800#, extension and case number.
2. Request callback.

*** PHONE LOG 07/29/2010 12:43 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Customer States:
1. Gave name and case number.
2. Returning writers call.

Writer States:
1. Apologized for the problem.
2. Advised customer that case was reviewed with DPSM.
3. DPSM advised he has authorized coverage for parts only.
4. Labor cost would be at customer expense, contact dealer to verify.
   - can speak to SVC MGR/GM at dealer about labor cost
5. Did customer authorize repairs?

Customer States:
1. I did authorize the repairs and repair has been completed.
2. Thanked writer for information.
   - writer request callback if additional assistance is needed

*** CASE CLOSE 07/29/2010 11:45 AM US Mountain Standard Time AJudson

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE124265[redacted]	K1220530	20,150

Edenton, NC[redacted] Prod. Date: 1/16/06 Dealer: VA006 Greenbrier Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 08/28/2006 03:03 PM US Mountain Standard Time TMorales
CUST STATED:

1. SOMETIMES THE VEH WONT ***SHIFT*** RIGHT; VEH DOESN'T RECOGNIZE WHEN I PUT IT INTO CERTAIN ***GEAR***S

WRITER ADVISED:
1. SORRY FOR THE PROBLEM
2. THE DLR NEEDS TO INSPECT VEH; ENSURED CUST KNOWS NEAREST DLR INFO
3. NO RECALLS ON VEH

CUST STATED:
1. OK THANKS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1715186	36,000

Jupiter, FL [redacted] Prod. Date: 2/2/07 Dealer: FL075 Napleton's Kia

Complaint Rental Car

Case History

*** PHONE LOG 03/24/2010 08:53 AM US Mountain Standard Time RChacon

*** PHONE LOG 03/24/2010 09:14 AM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:
1. I TOOK MY VEH TO FL075 ON SAT BECAUSE THE ***GEAR SHIFT***ER WENT OUT
2. IT HAS BEEN @ THE DEALER NOW FOR 5 DAYS
3. I HAVE BEEN PAYING FOR A RENTAL VEH THROUGH ENTERPRISE WHICH I AM NOW UP TO $207.00
4. I WAS TOLD BY THE ASSISTANT MGR CICI THAT THE INCORRECT PART WAS SENT TO THEM AND WAS TOLD THEY MAY NOT SEE IT UNTIL TOMORROW
5. I CANNOT CONTINUE TO PAY FOR THIS RENTAL AS I AM ON UNEMPLOYMENT
6. MY INSURANCE CO WILL NOT COVER A RENTAL AND I NEED A VEH
7. I WANT TO KNOW IF KIA WILL COVER THIS RENTAL UNTIL MY VEH IS REPAIRED?

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. UPDATED CONTACT INFO
3. ADVISED OF 5/60 BLW, AND 5/60 R/S COVERAGE
4. KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS
5. DECISION WILL NOT COME FROM THIS OFFICE
6. REQUEST CAN BE REVIEWED WITH SVC MGR @ DEALER AND DISTRICT MGR
7. I WILL CALL DEALER TO GET MORE INFO, PLEASE HOLD

WRITER CALLED FL075, SPOKE WITH SVC MGR CALVIN WHO STATED:
1. I WILL LET YOU SPEAK WITH CICI AS SHE IS WORKING ON THIS

SVC ADV CICI
1. THE VEH CAME IN LATE SAT (12:00 PM) BUT WE COULD NOT LOOK @ VEH UNTIL MONDAY
2. THE CONCERNS WERE A CEL ON, AIRBAG LIGHT ON, AND A ***GEAR SHIFT***ER NOT MOVING
3. WE DID REPLACE THE SEAT BELT BUCKLE ON VEH AND ORDERED THE ***GEAR SHIFT***ER ON MONDAY (PART # 467002G040V6)
4. THE PART CAME IN TODAY AND IT IS NOT COMPLETE
5. WE ARE CURRENTLY IN THE PROCESS OF CALLING CA TO FIND OUT WHY THE ***SHIFT***ER IS INCOMPLETE
6. WE DID NOT CONTACT OUR DPSM FOR RENTAL AS CUST STATED SHE WOULD GO THROUGH HER INSURANCE

WRITER STATED:
1. THANKS FOR THE INFO

WRITER CALLED DPSM PBAYLESS, LVM STATING:
1. CUSTOMER CONCERN
2. REITERATED INFO FROM SVC ADV CICI @ FL075
3. I WILL SEND YOU COPY OF CASE FOR REVIEW
4. PLEASE CALL BACK TO ADVISE
5. LEFT CONTACT INFO AND CASE #

RETURNED TO CUSTOMER AND STATED:
1. REITERATED INFO FROM CICI
2. I HAVE LEFT MSG FOR DISTRICT MGR TO CALL BACK AND REVIEW
3. ONCE I HAVE INFO I WILL CALL YOU BACK TO ADVISE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1715186	36,000

Jupiter, FL [redacted] Prod. Date: 2/2/07 Dealer: FL075 Napleton's Kia

CUSTOMER STATED:
1. THANK YOU

*** EMAIL OUT _ RChacon Action Type:External email
Send to:[PBAYLESS@KIAUSA.COM]
1. [redacted], SUB OWNER OF A 07 OPTIMA
2. VEH HAS BEEN @ FL075 SINCE SAT FOR REPAIRS NEEDED
3. CUST HAS BEEN IN A RENTAL VEH SINCE SAT
4. CUST REQUESTING KIA ASSIST WITH RENTAL DUE TO VEH STILL BEING IN THE SHOP
5. SVC ADV CICI STATES A ***GEAR SHIFT***ER WAS ORDERED BUT IT CAME IN TODAY INCOMPLETE
6. PLEASE REVIEW AND CALL WRITER BACK TO ADVISE
7. WRITER RCHACON EXT # 45295, THANK YOU

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

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*** PHONE LOG 03/25/2010 01:13 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM PBAYLESS, LVM STATING:
1. CALLING TO FOLLOW UP WITH YOU REGARDING CASE
2. LEFT CONTACT INFO AND CASE #

*** PHONE LOG 03/26/2010 06:52 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM PBAYLESS, LVM STATING:
1. CALLING TO GET UPDATE ON CASE
2. PLEASE CALL BACK WITH INFO
3. IF I DO NOT HEAR BACK FROM YOU TODAY I WILL SEND CASE TO REGION FOR FURTHER HANDLING
4. LEFT CONTACT INFO AND CASE #

*** NOTES 03/26/2010 02:59 PM US Mountain Standard Time RChacon Action Type:Manager review
DISPATCH FOR:
1. CUST REQUESTING RENTAL ASSISTANCE
2. NO DPSM CONTACT
3. CUSTOMER CONTACT

*** PHONE LOG 03/29/2010 11:19 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact -- LM on VM requesting call back

*** PHONE LOG 03/29/2010 11:20 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1715186	36,000

Jupiter, FL [redacted] Prod. Date: 2/2/07 Dealer: FL075 Napleton's Kia

SRCAA contacted Calvin at FL075--Calvin states vehicle is repaired & gone.

*** PHONE LOG 03/29/2010 10:31 AM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:
1. GAVE CASE #
2. WANT TO KNOW STATUS OF CASE

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. I DID LEAVE A MSG FOR MY DISTRICT MGR TO REVIEW YOUR RENTAL REQUEST
3. I DID NOT HEAR BACK FROM HIM SO I HAVE ESCALATED YOUR CASE
4. YOU WILL RECEIVE CONTACT FROM OUR REGION OFFICE TO DISCUSS FURTHER

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 04/08/2010 12:38 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. [redacted] & reviewed rental assistance request. Ms. Fetterman states
1. I have owned 3 Kia's (only one other found in master inquiry)
2. all purchased new (VIN does not indicate Ms. [redacted] as original owner)
3. Dealer was rude & ordered wrong part
SRCAA advised
1. apologize for situation & for error on part order
2. I can not judge what happened where the error occured as I do not have all the records
3. request that you send in copy of finance agreement for this vehicle so we can update our information
4. send copy of rental bill and VIN numbers if you have them.
Ms. [redacted] happy with contact.

*** PHONE LOG 04/26/2010 04:11 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA has not received requested information. SRCAA attempted customer contact -- LM on VM

*** CASE CLOSE 04/26/2010 04:14 PM Eastern Daylight Time JuneSifford
case being closed pending further customer contact or requested documents.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124975[redacted]	K1666848	6,000
Olivette, MO[redacted]		Prod. Date: 1/17/07	Dealer: MO003 Lou Fusz Kia	

Case History Complaint Quality

*** PHONE LOG 11/11/2009 07:16 AM Pacific Daylight Time MHoukal
CRCAM RCD e-mail from Media conatct via KMA Exec this DT:

Hello Michael,
First of all, congratulations on the latest posted sales figures for Kia Motors. What a notable milestone! It was great seeing you at the SEMA show as well last week. I wanted to assure you that I'll plan to be in touch with your agency people in January, in order to advance the opportunity to get you back on my radio show, so we can showcase the new and exciting Sorento. Our timing should coincide nicely with the dealers national ***ROLL***out.
Additionally Michael, if you get a free moment with your busy daily schedule, I'm hoping on behalf of my wife Joyce, that we can perhaps find a way to reassure her that he 2007 Optima EX won't break down again!
The car just has 6,XXXX miles on it and it's left her stranded twice for the same issue. Apparently, there is a factory problem with the automatic transmission ***GEAR*** selector ***CABLE*** assembly becoming dismantled. Each time, it had to be towed back to the dealer and they've explained to her that it's OK. However, she is now very reluctant to get "behind the wheel" any longer, due to the repeat occurrence. The problematic ***GEAR*** selector ***CABLE*** issue, helps to explain the low mileage on her car.
I'm thinking that if maybe a simple phone call or e-mail sent to her from a factory service representative, may help give her the confidence back, so she can drive worry-free once again! Perhaps Kia has issued a re-engineered/up-dated component that's more robust, of which was hopefully installed, during her most recent break-down? It's currently to a point that she is frequently asking me to trade it in, and replace it with yet another new Kia.
Some of the needed details are as follows:
The Dealer in St. Louis is Fusz Kia Automotive, located on Page Ave. Her e-mail is[redacted]
<mailto[redacted]> and her cell number is[redacted]and the vehicles VIN # KNAGE124975[redacted]
Thanks in advance for addressing this when time allows. I'll (we'll) look forward in hearing back from you or one of your associates. Continued success always.
Regards
[redacted]
Auto Writer/New Times Publishing &
On Air Host-Auto Talk 97.1 FM KFTK Radio
Emmis Broadcast Communications/FOX News Radio
Member: Automotive Technicians Association/Automotive Press Association &
Midwest Automotive Media Association
Mailing:
[redacted]
St. Louis, Mo.[redacted]
[redacted]business

*** PHONE LOG 11/11/2009 08:08 AM Pacific Daylight Time MHoukal Action Type:Incoming call
CRCAM L/M for SM Jeff Ferguson this DT:

1) req service file in re: customer vehicle

*** PHONE LOG 11/11/2009 01:51 PM Pacific Daylight Time MHoukal Action Type:Incoming call
CRCAM L/M for customer Joyce Finklestein this DT:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124975[redacted]	K1666848	6,000
Olivette, MO [redacted]		Prod. Date: 1/17/07	Dealer: MO003 Lou Fusz Kia	

1) Calling in regards to concern with vehicle (July 2009; serviced at MO003)
2) REQ C/B [redacted]

*** PHONE LOG 11/13/2009 09:11 AM Pacific Daylight Time MHoukal Action Type:Incoming call
CRCAM RCD VM from customer [redacted] this DT:

1) Returning call made to customer's spouse (Joyce) by RCAM in re: concern with Optima (***SHIFT***er ***CABLE*** coming loose)
2) Thanked RCAM for calling
3) Customers spouse more comfortable with customer speaking to RCAM directly
4) Advised vehicle is working correctly at this time
5) Advised spouse has confidence concerns due to previous repair history
6) Advised plans to keep veh at present - considering trade for another Kia product
7) provided C/B # [redacted]

CRCAM FWD VM to RPSM - will review with RPSM this DT

*** PHONE LOG 11/13/2009 01:22 PM Pacific Daylight Time MHoukal Action Type:Incoming call
CRCAM S/W Customer [redacted] this DT:

1) Returning call
2) Apologized for inconveniences re: trans ***SHIFT CABLE*** concerns

Customer:

1) Thanked CRCAM for returning call
2) reiterated veh is working normal at this time
3) stated to CRCAM that at time of second repair, service advisor was unaware of existing KGIS documentation re: ***SHIFT CABLE*** concern

CRCAM:

1) Apologized
2) Offered FTR to inspect vehicle at a convienent time for customer, with loaner veh, may also be able to arrange pickup & delivery service for convenience

Customer declined at this time, but thanked CRCAM and advised that he would discuss this option with his wife

CRCAM:

1) ensured customer has contact information (phone, email)
2) asked customer to call if additional assistance is needed

Customer thanked CRCAM - customer complimented Kia on the value of its product

CALL CONCLUDED

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124375[redacted]	K1482837	2,950

Commerce City, CO[redacted] Prod. Date: 9/11/06 Dealer: CO022 Shortline Automotive, Inc.

Case History Complaint Rental Car

*** PHONE LOG 08/06/2008 11:06 AM US Mountain Standard Time DDailous
CUSTOMER STATES:[redacted]
1. JUST BOUGHT CAR FOUR MONTHS AGO AT GRAND IN THORNTON, CO
2. TODAY WE ARE IN AURORA, CO AND CAR DECIDED IT DIDN'T WANT TO GO INTO ***GEAR***
3. THEY TOWED IT TO A DIFFERENT DEALERSHIP THAT IS CLOSER
4. THEY CANNOT LOOK AT IT TODAY POSSIBLE TO SEE WHAT IS WRONG WITH THE CAR
5. THEY DON'T OFFER A CAR TO DRIVE AND THIS IS OUR ONLY CAR AND NOW WE ARE STUCK

WRITER STATES:
1. UPDATED, NO RECALLS, APOLOGIZED
2. KIA DOES NOT HAVE A PROVISION FOR RENTALS
3. KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS
4. THE DECISION WILL NOT COME FROM THIS OFFICE
5. WE CAN REVIEW IT WITH THE SERVICE MANAGER AND THE AREA REP TO SEE IF RENTAL ASSISTANCE CAN BE PROVIDED
6. PROVIDED WITH CASE NUMBER AND EXTENSION

CUSTOMER STATES:
1. PLEASE LET US KNOW, WE ARE STUCK HERE AT THE DENTIST OFFICE NOT SURE HOW TO GET HOME NOW!
2. MY PHONE IS ACTING WEIRD SO IF YOU CANNOT HEAR ME, JUST LEAVE ME A MESSAGE
3. [redacted]

*** PHONE LOG 08/06/2008 11:13 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO CO022:
1. REQUESTED TO SPEAK TO SERVICE MANAGER
2. ADVISED OF REASON FOR CALL

GLEN STATES:
1. HAD IT TOWED IN
2. TRYING TO LOOK AT IT AS SOON AS I CAN
3. TWO MECHANICS HERE-BACKED UP
4. GOT THE KEY OUT OF THE CAR BUT THERE IS SOMETHING WITH THE ***SHIFT*** LOCK
5. WON'T CRANK AND CANNOT GET OUT OF ***PARK***
6. SOMETHING WITH THE ***SHIFT***ER AND TRY TO GET SOMETHING OVER NIGHTED HERE

*** PHONE LOG 08/06/2008 11:18 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO COR VALSTAR:
1. ADVISED OF REASON FOR CALL

COR STATES:
1. PUT EM IN A RENTAL FOR COUPLE OF DAYS
2. WILL LET GLEN KNOW

*** PHONE LOG 08/06/2008 11:19 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO GLEN:
1. ADVISED OF CALL WITH COR

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124375[redacted]	K1482837	2,950

Commerce City, CO [redacted] Prod. Date: 9/11/06 Dealer: CO022 Shortline Automotive, Inc.

GLEN STATES:
1. APPRECIATE IT THANKS

*** PHONE LOG 08/06/2008 11:20 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO CUSTOMER VMAIL
1. ADVISED WILL COVER RENTAL FOR COUPLE OF DAYS
2. ADVISED TO GET IN TOUCH WITH GLEN AT DEALERSHIP TO SET UP

*** CASE CLOSE 08/06/2008 11:23 AM US Mountain Standard Time DDailous

*** NOTES 08/06/2008 12:46 PM US Mountain Standard Time DUnderwood Action Type:Manager review

[!<For Internal Use Only
APM DUnderwood
reopened and assigned back to DAILOUS
please call customer 3x w/ vm + call me letter before closing
vehicle not fixed and therefore is a working case >!]

*** PHONE LOG 08/06/2008 03:00 PM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER STATES:
1. JUST WANTED TO TELL YOU THANK
2. AND GLEN WAS MUCH NICER AFTER YOU CALLED HIM
3. WE HAVE THE CAR FOR TWO DAYS, WHAT HAPPENS IF IT IS NOT DONE BY THEN

WRITER STATES:
1. WILL CALL DEALERSHIP ON FRIDAY MORNING TO SEE WHERE WE ARE WITH THE REPAIR
2. THEN WILL CALL YOU BACK WITH AN UPDATE

*** COMMIT 08/06/2008 03:00 PM US Mountain Standard Time DDailous Action Type:Callback Required

*** CASE CLOSE 08/06/2008 03:01 PM US Mountain Standard Time DDailous

*** PHONE LOG 08/08/2008 07:34 AM US Mountain Standard Time DDailous Action Type:Incoming call
WRITER STATES TO CO022:
1. STATUS ON CAR?

GENE STATES
1. THEY HAVE THE CAR AS OF YESTERDAY AFTERNOON

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124375[redacted]	K1482837	2,950

Commerce City, CO [redacted] Prod. Date: 9/11/06 Dealer: CO022 Shortline Automotive, Inc.

*** PHONE LOG 08/08/2008 07:35 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO CUSTOMER:
1. JUST WANTED TO MAKE SURE ALL WAS BETTER WITH THE CAR

CUSTOMER STATES;
1. SO FAR, THANK YOU

*** CASE CLOSE 08/08/2008 07:35 AM US Mountain Standard Time DDailous

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123875[redacted]	K1744976	53,000
Bronx, NY[redacted]	Prod. Date: 12/15/06		Dealer: NY051 Bronx Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/09/2010 08:57 AM US Mountain Standard Time JSinclair
Custome states:
1. I have had to take this vehicle back to Kia multiple times for the ***CABLE*** becoming loose
2. I am tired of this
3. I am broken down on the side of the road waiting for a two truck to get here
4. The vehicle is being towed to Bronx Kia
5. What can be done about this
Wtr states:
1. Apologized
2. Updated info
3. Advs customer wtr will need to follow up with the dealership and if need be get the appropriate people involved
4. Wtr will contact customer once more information is received
Customer thanked and call ended

*** PHONE LOG 06/09/2010 09:04 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer:
1 - What warranty do I have?
2 - I forgot to ask

[midway through call, tow truck arrived]

Writer:
1 - w/s 5/3/07; balance 5/60 LBW/RS and 10/100 PTW
2 - at this time entire veh protected against factory defects except tires, battery, paint, radio, and maintenance items (like belts, windshield wiper blade, brake pads, fuse, light bulbs)
3 - provided case no.

Customer:
1 - Thank you

*** PHONE LOG 06/10/2010 06:31 AM US Mountain Standard Time APatrick Action Type:Incoming call
CUST STATED:
1; I HAVE HAD THE VEH BACK IN FOR THE SAME THING 4 TIMES IN 8 MONTHS.
2: I SPOKE WITH SOMEONE YESTERDAY.
3: I WANT THE ADDRESS FOR CA.

WRITER ADVISED:
1: APOLOGIZED.
2: PROVIDED ADDRESS.
3: I DO SEE AN OPEN CASE IN REGARD TO THIS,

CUST STATED:
1; I SPENT 3 HOURS TRAVELING BACK AND FORTH TO THE DLR YESTERDAY.
2: I DO NOT WANT TO PICK IT UP JUST TO HAVE IT DO THIS AGAIN.
3: WHAT CAN I DO,

WRITER ADVISED:
1: ALLOW FCM TO FINISH INVESTIGATION.
2: SHE WILL FOLLOW UP WITH YOU WHEN DONE.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123875[redacted]	K1744976	53,000

Bronx, NY [redacted] Prod. Date: 12/15/06 Dealer: NY051 Bronx Kia

CUST STATED:
1: OK.

*** PHONE LOG 06/10/2010 10:16 AM US Mountain Standard Time MHaynes Action Type:Incoming call
[redacted] states:
1. I spoke to Justina yesterday.
2. I need to speak to a supervisor, because I need alternate transportation.
3. I have a pin in my knee and two jobs.
4. It costs me $30 to travel the ferry round trip to my 2nd job.
5. I'm having the same part fixed that has been fixed 5 times before, the ***SHIFT CABLE***.
6. The part itself is bad, because the new ones put on go right off again.
7. I called the SVC dept and they don't have a time when it is going to be diagnosed yet.
8. I need some help.

The writer states:
1. Apologized about issues.
2. Confirms case and name.
3. Unfortunately, in order to explore rental assistance, we need a diagnosis.
4. Rental assistance is not a provision of the warranty, but we can certainly explore on a case by case basis.
5. In order for Justina to do that, we do need a diagnosis.
6. We can then go ahead with exploring assistance.

The caller states:
1. I know what the problem is.
2. The ***SHIFT CABLE*** has come off again.
3. I don't want to speak to a rep anymore.
4. Please get me a supervisor.

The writer states:
1. Apologized.
2. I can get you to a supervisor, but they will inform you of the same thing.
3. We need to know what we are looking at with a Kia dealer diagnosis to be able to proceed.
4. We cannot proceed until we have that.
5. Apologized.

The caller states:
1. I just don't want them to put the ***CABLE*** back on and tell me it is fixed.
2. I had this ***CABLE*** replaced 8 months ago and it is off again.
3. The problem is with Kia's ***CABLE*** and it needs to be recalled.
4. I live on the Hudson and you need a car.
5. Plus I'm partially disabled, oh my knee aches so bad.

The writer states:
1. Apologized.
2. The very moment a diagnosis is reached, we can explore assistance.
3. I will document your concerns.
4. We will make sure the factors you wish to be highlighted are done so when we make your request.

The caller states:
1. Gets writer's name.
2. Thank you for listening to me.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000
Bronx, NY [redacted]		Prod. Date: 12/15/06	Dealer: NY051 Bronx Kia	

3. I'll wait for Justina's call.

*** PHONE LOG 06/10/2010 11:25 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called Bronx Kia spoke to SM Jim who states:
1. I have not diagnosed this vehicle yet
2. I won't be able to get to it until this afternoon or tomorrow
Thanked and call ended

*** PHONE LOG 06/10/2010 11:33 AM US Mountain Standard Time ATorres Action Type:Incoming call
Mr.[redacted] states;
1. I need to speak to Justina or Supervisor.
2. I just spoke to the dlrshp and they said it's going into ***SHIFT***.
3. I don't want to take the veh back and for it to do it on my again.
4. I need my car for work and school. I'm a single parent.
5. Kia should get me another car.
6. I missed another day work.
7. The dlrshp is saying it's working ok.
8. I didn't buy the veh used.

Wrt states:
1. Sound like the dlrshp can't duplicate the issue and we need them to duplicate to find where the problem is coming from to repair the veh.

Cst states:
1. That what the dlrshp is saying.
2. They just told me they put the ***SHIFT***er ***CABLE*** back and it works to pick it up.
3. I need to speak to a supervisor, I'm not going to give myself a head ache.

Wrt states:
1. On moment.

Wrt called TL- JHirshtfield and transfer cst.

*** PHONE LOG 06/10/2010 11:47 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called Bronx Kia spoke to SM Jim who states:
1. The vehicle is not done
2. We have not been able to duplicate the concern but we will keep trying
Thanked and call ended

*** PHONE LOG 06/10/2010 11:50 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
sup call transfer from Ana
1. cust very frustrated with her car
2 she has had to have several incidents with her ***SHIFT***er ***CABLE***
3. it left her stranded yesterday

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000

Bronx, NY[redacted] Prod. Date: 12/15/06 Dealer: NY051 Bronx Kia

5. now they are telling her that it is fixed and she can come and get it--
6. they said that they did an interim repair
7. she is very scared of picking it up and the problem leaving her stranded again
8. she is physically disabled --works two jobs and goes to school in order to better her life
9. she cannot do it without a reliable vehicle

wtr
1. understand --
2 Justina had called and was told they had not even looked at it yet
3. i will have her contact them and then depending on their findings, speak with the Kia DPSM regarding possible rental assistance while they resolve her concern
4. Justina will contact her this afternoon with her findings

cust
1. that would be wonderful-and she would be so grateful
2. she will wait to hear back from us

*** PHONE LOG 06/10/2010 12:39 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called Kia of Conyers GA061 spoke to Eric who states:
1. Customer was here in June of 2009 @ 40,132 and we replaced the bearing for the ***SHIFT***er ***CABLE***
2. Then in July on 2009 @ 40,786 we replaced the ***SHIFT***er ***CABLE***
3. That was the last time we saw the customer
thanked and call ended

*** PHONE LOG 06/10/2010 12:42 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr left VM for customer @ phone #[redacted]

*** PHONE LOG 06/10/2010 12:43 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called [redacted], left VM for customer to rtn call

*** PHONE LOG 06/10/2010 12:48 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr left VM for DPSM Dan Pawlowski, left VM req rtn call

*** EMAIL OUT _ JSinclair Action Type:External email
Send to:[dpawlowski@kiausa.com]
Dan,

07 Optima 51,703 miles. Customer has a complaint of the ***SHIFT***er not going into ***PARK***... Vehicle was at a dealership in GA in June and July of 2009, they replaced a bearing and a ***SHIFT***er ***CABLE***. The vehicle is not at Bronx Kia for the same concern and have not been able to duplicate the issues but are still trying. Customer is requesting a rental due to her being disabled and a single mother. Let me know if you would like to offer any assistance.

[redacted]

been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1744976_JSinclair_06-10-2010134848.doc>>

*** PHONE LOG 06/10/2010 01:42 PM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:
1. I WOULD LIKE TO SPEAK WITH JUSTINA, GAVE CASE #

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. I DO SEE OPEN CASE WITH FCM JSINCLAIR WHO IS UNAVAILABLE
3. SHE CURRENTLY HAS A CALL INTO THE AREA REP FOR REVIEW OF YOUR ALT TRANS REQUEST
4. ONCE SHE HEARS BACK FROM REP SHE WILL BE CALLING YOU TO ADVISE

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 06/11/2010 07:39 AM US Mountain Standard Time TLarson Action Type:Incoming call
CUSTOMER ADVISED

1 CAN I SPEAK WITH JON?
2 JUSTINA IS OUT OF THE OFFICE TODAY

WRITER ADVISED

1 READ OVER CASE NOTES, JUSTINA IS WORKING ON YOUR CASE, SHE IS IN THE OFFICE
2 WRITER WARM TRANSFERRED TO (JSINCLAIR)

*** NOTES 06/11/2010 07:44 AM US Mountain Standard Time JSinclair Action Type:Manager review
E-Mail from DPSM stating:
No alternate transportation if vehicle is not demonstrating customer's alleged concern

*** PHONE LOG 06/11/2010 07:50 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Customer states:
1. I am calling in reference to the rental
Wtr states:
1. Wtr spoke with the dealership yesterday and at that point they had not been able to duplicate the concern
2. The DPSM has declined rental assistance due to concern not being able to be duplicated
Customer states:
1. Oh no
2. I don't know what I'm going to do without a vehicle
Wtr states:

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000

Bronx, NY[redacted] Prod. Date: 12/15/06 Dealer: NY051 Bronx Kia

1. If the dealership is able to duplicate the concern a rental can be reconsidered but still wtr can not guarantee a rental
2. Wtr will follow up with dealership on status

Thanked and call ended

*** PHONE LOG 06/11/2010 07:52 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called Bronx Kia spoke to SM Jim who states:
1. We still have not been able to duplicate the concern
2. I will call you when we are done looking at it

Wtr gave 800# name and ext
thanked and call ended

*** PHONE LOG 06/15/2010 01:08 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called Bronx Kia spoke to SM Jim who states:
1. We could not duplicate the concern so we will be releasing the vehicle

Thanked and call ended

*** PHONE LOG 06/17/2010 11:02 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called customer
Wtr left VM for customer to rtn call

*** CASE CLOSE 06/17/2010 11:03 AM US Mountain Standard Time JSinclair

*** PHONE LOG 07/06/2010 03:34 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:
1. I WAS ON PHONE WITH RSA
2. ***SHIFT CABLE*** IS LOOSE
3. CAN LOOK UP RECORDS, THIS IS ONGOING CONCERNS.
4. I HAVE CAR FULL OF GROCERIES AND BATTERY IS DYING
5. WANT KMA TO TOW CAR TO MY HOUSE
6. WANT DEALER TO COME FIX MY CAR
7. I HAVE FILED COMPLAINT WITH BBB AUTO LINE
8. DO NOT CARE WHAT POLICY IS, WANT CAR TOWED TO HOME
9. WHILE WRITER WAS SPEAKING CUSTOMER ENDED CALL.

WRITER STATES:
1. CONFIRMED CALLER INFO.
2. APOLOGY FOR SITUATION
3. RSA BENEFIT WILL COVER TOW TO KIA DEALER
4. IF REQUESTING TOW TO LOCATION OTHER THEN DEALER CUSTOMER WILL NEED TO PAY FOR THAT TOW
5. KCC CAN FOLLOW UP ON REPAIRS
6. CAN SEE PRIOR HISTORY FOR ***SHIFT CABLE*** CONCERN
7. WOULD NEED TO DIAGNOSE CURRENT CONCERN TO DETERMINE CAUSE AND CORRECTION
8. CAN UNDERSTAND THIS CAN BE FRUSTRATING FOR CUSTOMER, HOWEVER KMA CAN NOT COVER TOW TO LOCATION OTHER THAN KIA DEALER.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000

Bronx, NY [redacted] Prod. Date: 12/15/06 Dealer: NY051 Bronx Kia

9. WHILE WRITER WAS SPEAKING CUSTOMER ENDED CALL.

*** CASE CLOSE 07/06/2010 03:35 PM US Mountain Standard Time TDonnelly

*** PHONE LOG 07/07/2010 07:07 AM US Mountain Standard Time DLyons Action Type:Incoming call
CUST STATES:
1. RESTATES THE SAME CONCERNS AS PREVIOUS DAY
2. THE VEHICLE BROKE DOWN AND IT IS 104 DEGREES HERE YESTERDAY
3. I HAVE A HEART CONDITION AND NEED TO HAVE ALTERNATE TRANSPORTATION WHILE THE VEHICLE IS IN FOR REPAIRS
4. I WILL BE CONTACTING RSA TO GET THE VEHICLE TOWED

WRITER ADVISED:
1. APOLOGIZED
2. WE CAN REVIEW CUSTOMER'S REQUEST ONCE THERE IS A DIAGONSIS ON THE VEHICLE
3. WOULD BE HAPPY TO GET WITH RSA
4. PLEASE LET THIS OFFICE KNOW WHEN THE VEHICLE RETURNS TO THE DEALER.

WRITER PLACED CUSTOMER ON HOLD, TO WARM TRANSFER TO CINDY IN RSA
CUSTOMER DISCONNECTED WHILE HOLDING. CINDY WILL CALL CUSTOMER.

*** CASE CLOSE 07/07/2010 07:07 AM US Mountain Standard Time DLyons
CLOSING CASE PENDING FURTHER CUSTOMER CONTACT.

*** PHONE LOG 07/08/2010 12:46 PM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:
1. I TALKED TO YOUR OFFICE YESTERDAY
2. IS DARLENE AVAILABLE

WRITER ADVISED:
1. WAS THERE SOMETHING I CAN ASSIST YOU WITH?

CUST STATED:
1. IS DARLENE AVAILABLE?

WRITER ADVISED:
1. LET ME SEE IF SHE IS AVAILABLE

(WARM TRANSFERRED CUST TO DLYONS)

*** PHONE LOG 07/08/2010 12:53 PM US Mountain Standard Time DLyons Action Type:Incoming call
CUST STATES:
1. THE VEHICLE IS OVER AT THE KIA DEALERSHIP
2. NOT SURE IF THERE IS A DIAGNOSIS AT THIS TIME
3. NEED RENTAL

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000
Bronx, NY [redacted]		Prod. Date: 12/15/06	Dealer: NY051 Bronx Kia	

WRITER ADVISED:
1. APOLOGIZED
2. THIS OFFICE CAN INVOLVE THE DPSM TO REVIEW THE RENTAL REQUEST
3. AT THIS TIME WE WOULD NEED TO DETERMINE IF THERE IS A DIAGNOSIS ON THE VHEICLE TO DETERMINE IF THIS WILL BE A WARRANTY REPAIR OR NOT
4. IF CUSTOMER WILL HOLD, WILL CALL AND DETERMINE THE STATUS.

WRITER PLACED CUSTOMER ON HOLD, CALLED KIA OF THE BRONX SPOKE TO SERVICE ADVISOR NICK:
1. CALLING TO DETERMINE IF THERE IS A DIAGNOSIS ON THE VEHICLE

NICK STATES:
1. VEHICLE WAS A TOW IN YESTERDAY
2. WE DO HAVE IT IN THE SHOP, WE DO NOT HAVE DIAGNOSIS AT THIS TIME

WRITER THANKED NICK, WILL RETURN CALL MID MORNING TOMORROW TO GET FURHTER INFORMATION.

*** NOTES 07/08/2010 01:08 PM US Mountain Standard Time DLyons Action Type:Manager review
WRITER FAILED TO NOTE ON LAST CALL
WRITER ADVISED CUSTOMER:
1. APOLOGIZED, THE DEALER DOES NOT HAVE A DIAGNOSIS AT THIS TIME
2. WE WILL NEED TO WAIT FOR DIAGNOSIS TO GET THE INFORMATION FOR WARRANTY REPAIR OR NOT
3. UNTIL WE GET THE DIAGNOSIS, UNABLE TO INVOLVE FURTHER PERSONNEL TO DETERMINE IF RENTAL CAN BE PROVIDED TO CUSTOMER.

CUST STATES:
1. I AM VERY FRUSTRATED
2. I FEEL THAT I SHOULD HAVE RENTAL
3. I PURCHASED FROM KIA AND SHOULD NOT HAVE TO GO THROUGH THIS.
4. THIS IS THE SAME PART AND IT IS DOING THE SAME THING, IT WILL BE A WARRANTY REPAIR

WRITER ADVISED:
1. APOLOGIZED
2. WE HAVE TO WORK WITH THE SCHEDULE OF THE DEALERHIP
3. WE WILL NEED TO WAIT FOR THE DIAGNOSIS TO DETERMINE IF THIS IS THE SAME PART THAT HAS FAILED OR NOT.
4. FROM THERE WE CAN DETERMINE IF THIS IS A WARRANTY REPAIR FROM THERE WE CAN CHECK ON RENTAL REQUEST.
5. WILL RETURN TO CUSTOMER ONCE THERE IS FURTHER INFORMATION,
6. CONFIRMED PHONE NUMBERS FOR CUSTOMER.

*** PHONE LOG 07/09/2010 08:53 AM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED DEALERSHIP, SPOKE TO NICK SERVICE ADVISOR:
1. CALLING TO DETERMINE IF DIAGNOSIS IS COMPLETE

NICK STATES;
1. NO, JUST GOT OFF THE PHONE WITH THE CUSTOMER
2. WE DO HAVE HAVE DIAGONSIS YET,

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000
Bronx, NY[redacted]		Prod. Date: 12/15/06	Dealer: NY051 Bronx Kia	

3. GIVE ME YOUR NUMBER I WILL CALL YOU WHEN I GET IT.

WRITER ADIVSED:
1. OF NAME NUMBER EXT & CASE# FOR RETURN CALL.

*** PHONE LOG 07/12/2010 07:52 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer:
1 - I want to talk to Darlene
2 - If she is not available, I'll just CB later
3 - Basically, I just want to know what is happening w/ my veh

Writer placed customer on hold: FCM Darlene on another call

Writer returned to customer:
1 - notes show she is still waiting for diagnosis from dlr

Customer:
1 - Thank you

*** PHONE LOG 07/13/2010 11:49 AM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED DEALERSHIP Bronx Kia TO SPEAK TO NICK:
1. CALLING TO GET DIAGNOSIS INFORMATION FOR CUSTOMER

NICK STATES:
1. WE DO HAVE THE DIAGNOSIS FOR CUSTOMER IT WAS THE BRAKE SWITCH THAT WAS THE CAUSE OF NOT ALLOWING THE VEHICLE TO COME OUT OF ***PARK***
2. WE ORDERED THE PART IT CAME IN TODAY
3. WE WILL BE DONE WITH THIS JOB TODAY
4. CUST HAS BEEN ADVISED

WRITER THANKED NICK FOR THE INFORMATION

*** PHONE LOG 07/13/2010 11:50 AM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED CUSTOMER: LEFT VM
1. CALLING TO ADVISE THAT THE CONCERN THAT CAUSED CUSTOMER'S ISSUE WAS NOT RELATED TO THE ***SHIFT CABLE***
2. ADVISED THAT THE BRAKE SWITCH WAS NOT ALLOWING THE VEHICLE TO ***SHIFT***
3. THIS IS A WARRANTY REPAIR FOR CUSTOMER
4. DEALER WILL BE DONE WITH VEHICLE TODAY
5. WILL FOLLOW UP WITH CUSTOMER AFTER THE VEHICLE IS RETURNED TO CUSTOMER.
6. LEFT NAME NUMBER EXT & CASE# FOR RETURN CALL.

*** PHONE LOG 07/14/2010 12:09 PM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED DEALERSHIP, Bronx Kia, SPOKE TO MARIA:
1. CALLING TO DETERMINE IF THE VEHICLE HAS LEFT THE DEALERSHIP

MARIA STATES:

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000
Bronx, NY [redacted]		Prod. Date: 12/15/06	Dealer: NY051 Bronx Kia	

WRITER THANKED MARIA FOR THE INFORMATION.

*** PHONE LOG 07/14/2010 12:14 PM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED CUSTOMER: LEFT MESSAGE
1. RETURNING CALL TO CUSTOMER REGARDING THE REPAIRS COMPLETED ON THE VEHICLE
2. WANTED TO BE SURE THAT THIS HAS RESOLVED CUSTOMERS CONCERNS
3. IF FURTHER ASSISTANCE IS NEEDED, PLEASE CONTACT THIS OFFICE
4. LEFT NAME NUMBER EXT & CASE# FOR RETURN CALL.

*** CASE CLOSE 07/14/2010 12:15 PM US Mountain Standard Time DLyons
CLOSING CASE PENDING FURTHER CUSTOMER CONTACT.

*** PHONE LOG 09/07/2010 06:44 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:
1. Gave name and case number, request to speak to a Supervisor or Manager.
2. When I place the vehicle into ***GEAR***, it shows it is in ***PARK*** but will actually be in ***GEAR***.
3. When they have come out to tow vehicle, they manually ***SHIFT*** vehicle into ***GEAR*** and it will show it is in Drive.
- when they manually ***SHIFT*** vehicle into ***GEAR*** Drive, the indicator stays in Drive
tmentis is the 6th or 7th time I am having this same problem and I no longer want this vehicle.
5. Requesting to trade this vehicle in, would like to keep my business with Kia but do not want this vehicle.

Writer States:
1. Apologized for the problem.
2. Writer is a FCM and is able to assist customer.
3. Advised customer that she would need to refer to WACI manual for details about vehicle replacement/trading in vehicle.
4. Writer will contact NY051 to review history of customer concerns.
5. Will forward customer information to ERCAA to review customer request to trade out of this vehicle.
6. ERCAA will contact customer within 72 business hours to review.

*** PHONE LOG 09/07/2010 07:07 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer left VM:
1. Gave name and case number.
2. Have a general question about Lemon Law, is it based on state where I purchased vehicle?
3. Gave main number on file and alternate callback as [redacted]

*** PHONE LOG 09/07/2010 01:25 PM US Mountain Standard Time ASoto Action Type:Incoming call
Customer states:
1. They are going to tow my veh to Bronx Kia.
2. The ***SHIFT CABLE*** is faulty and it causes the veh to be inoperable.
3. This is the 7th reoccurence of the same issue.
4. Is the Lemon Law for the state I purchased the veh or the state I live in?

Writer states:
1. I see your case is opened with FCM Albert
2. It varies from state to state.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000
Bronx, NY[redacted]		Prod. Date: 12/15/06	Dealer: NY051 Bronx Kia	

[!<For Internal Use Only
give bbb number per jh, dw>!]

*** PHONE LOG 09/09/2010 07:08 AM US Mountain Standard Time SBrown Action Type:Incoming call
Cust stated:

1. ***SHIFT CABLE*** is totally broken.
2. This will be the 2nd ***SHIFT CABLE*** that will need to be replaced.
3. This is the 7th time the veh has been into the dlrship for this concern.
4. I don't have any transportation.
5. Dlrship is indicating it may take 3-4 days before the part is in plus time to install it.
6. Work #[redacted] - until 5PM.
7. Can you please insure that he will call me today?

Writer stated:
1. Provided case #.
2. Apologized for repeat problem with concern.
3. Advised writer will provide info to FCM AJudson.
4. Advised Albert will look into expediting the part and requesting alt transportation.
5. Once he has spoken to the dlr and DPSM, he will be able to provide you with addt'l info.
6. Writer will let him know that you would appreciate a phone call before he leaves today.

Cust stated:
1. Thank you.

*** NOTES 09/09/2010 07:11 AM US Mountain Standard Time SBrown Action Type:E-mail sent
Email sent to FCM AJudson:
1. Please review case notes.
2. Cust requesting alt transportation.

*** PHONE LOG 09/09/2010 07:53 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called NY051 and states:

1. Calling for status of customer vehicle and history of ***SHIFT CABLE*** concern?

SVCA Nick states:
1. SVC MGR not available.
2. Vehicle came in for concern with vehicle not going into ***GEAR*** & customer advising ***SHIFT***er not working.
3. Found the ***SHIFT CABLE*** was disconnect, currently replacing the ***SHIFT CABLE***.
   - do not have the current ETA for repair, may be next week
4. Provided history of customer concern with ***SHIFT CABLE***:
   - 7/30/10 for concern with vehicle not going into ***PARK***, replaced brake light switch
   - 6/11/10 for concern with vehicle not going into ***PARK***, CND concern

*** PHONE LOG 09/09/2010 08:17 AM US Mountain Standard Time AJudson Action Type:Outgoing call

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000
Bronx, NY[redacted]		Prod. Date: 12/15/06	Dealer: NY051 Bronx Kia	

DPSM States:
1. I will have to review this with dealer to verify what they have done.
2. Will follow up with dealer and writer to advise of rental by end of day.

*** EMAIL OUT _ AJudson Action Type:External email
Send to:[DPawlowski@kiausa.com]
FCM: ALBERT

800-333-4542 X45060

CUSTOMER: [redacted]

VEHICLE AT NY051 FOR ***SHIFT CABLE***/VEHICLE NOT GOING INTO ***GEAR*** CONCERN.

MULTIPLE REPAIR ATTEMPTS TO ADDRESS CONCERN AND CUSTOMER REQUESTING VEHICLE REPLACEMENT/LEMON LAW BECAUSE OF MULTIPLE REPAIR ATTEMPTS.

CUSTOMER CURRENTLY REQUESTING RENTAL ASSISTANCE WHILE VEHICLE IS DOWN.

CASE BEING DISPATCHED TO REGION, PLEASE FOLLOW UP WITH WRITER TO ADVISE OF RENTAL AUTHORIZATION DECISION.

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

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*** NOTES 09/09/2010 08:23 AM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:
1. CUSTOMER CONTACT.
2. MULTIPLE REPAIR ATTEMPTS TO ADDRESS CONCERN WITH ***SHIFT CABLE***.
3. CUSTOMER REQUESTING VEHICLE REPLACEMENT/LEMON LAW.

*** PHONE LOG 09/09/2010 08:28 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer states:
1. Advised that writer has sent customer information to DPSM for rental request.
   - DPSM advised he will follow up with writer by end of day with decision for rental
2. Will still be forwarding customer information to ERCAA to review customer request for vehicle replacement.
3. ERCAA will follow up within 72 business hours to review case.
4. Writer wanted to request rental prior to dispatch, apologized for delay in dispatching.
5. Gave writers name, 800#, extension and case number.
6. Request callback for immediate assistance.
   - customer thanked writer for assistance

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000
Bronx, NY [redacted]		Prod. Date: 12/15/06	Dealer: NY051 Bronx Kia	

*** FORWARD 09/09/2010 10:07 AM Pacific Daylight Time MPfeifer

*** NOTES 09/09/2010 12:50 PM Eastern Daylight Time CComfort Action Type:Manager review
Forwarded DPSM Pawlowski email from FTR Fritzinger about to how fix Optima ***SHIFT CABLE***s

*** NOTES 09/10/2010 08:37 AM US Mountain Standard Time AJudson Action Type:E-mail rec.
DPSM DPawlowski sent e-mail stating:
1. I talked with NY051 yesterday late afternoon and there is a repair for this problem.
2. NY051 may have already repaired.
3. Declined rental assistance.

*** PHONE LOG 09/10/2010 08:39 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:
1. Gave name, calling to check the status of my case?
2. Have not heard back from NY051.

Writer States:
1. Apologized for the problems.
2. Advised customer that writer received update from DPSM advising:
   - he spoke with NY051 yesterday and found there is a repair for customer concern
   - he believed NY051 may have already repaired
   - he declined rental assistance
3. Writer has forwarded customer case to ERCAA and case has been accepted.
4. Case is currently being handled by ERCAA CComfort.
   - gave customer ERCAA name, 800# and extension
5. Contact ERCAA to review current concerns.

*** PHONE LOG 09/10/2010 03:02 PM Eastern Daylight Time CComfort Action Type:Incoming call
Customer called in and left message

*** PHONE LOG 09/10/2010 03:02 PM Eastern Daylight Time CComfort Action Type:Outgoing call
Called customer main # (requested call back number) and left message

Writer states:
1. Craig from KMA
2. Returning your call
3. Call me back 800 225 3193 x3

*** PHONE LOG 09/13/2010 09:40 AM Eastern Daylight Time CComfort Action Type:Incoming call
adding notes from late Friday 9/10

DPSM Pawlowski called in and advised writer vehicle was repaired and is ready for pick up

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000

Bronx, NY[redacted] Prod. Date: 12/15/06 Dealer: NY051 Bronx Kia

*** PHONE LOG 09/13/2010 09:59 AM Eastern Daylight Time CComfort Action Type:Outgoing call
adding notes from Friday 9/10

Writer called customer

Writer states:
1. Craig from KMA
2. Calling about your vehicle
3. Understand you've had some concerns with the ***SHIFT CABLE***
4. Apologize for the unscheduled trips to dealer for ***CABLE***
5. Dealer was forwarded a new repair procedure and your vehicle should remain repaired
6. Vehicle is not new, vehicle is 3 years old with 53,000 miles
7. Can offer you cash as a settlement for your concerns but I will not replace your vehicle
8. I am sorry you are not happy about that, but able to offer you cash as a settlement
9. I would urge you to reconsider, lawyers make things take much much longer
10. Would most likely get same settlement I would offer, but instead he gets half for fees
11. You are legally able to pursue what you would like, but decision in final that I will not replace your car
12. Your car is fixed and you can drive it, might as well pick it up and reconsider my offer

Customer states:
1. Thank you for calling me back
2. I don't want that car anymore, I've had to bring it in so many times
3. New cars aren't supposed to have problems, mine has had problems for a few months now
4. It is only 3 years old, it is still considered a new car under the Lemon Law
5. I am just going to leave my car at the dealer and then it's YOUR problem
6. I am going to call a lawyer then and they'll make you keep it
7. I've got nothing but time, so I don't care if it takes 10 years
8. This whole conversation is just frustrating me, I will never accept any your money
9. Last chance, either buyback my car or you'll be talking to my lawyer

*** PHONE LOG 09/13/2010 10:00 AM Eastern Daylight Time CComfort Action Type:Outgoing call
Called DPSM Pawlowski and advised of customer's concerns as well as customer refusal to pick up vehicle and demand for buyback. Writer advised DSPM to make sure dealer documents customer's refusal, and close RO.

*** PHONE LOG 09/13/2010 01:53 PM Eastern Daylight Time CComfort Action Type:Incoming call
DPSM Pawlowski called in:

1. Advised vehicle has been to dealer 3x for ***SHIFT CABLE*** concerns
2. Vehicle is still currently at dealer
3. Requested "Pick-Up" vehicle letter

*** NOTES 09/13/2010 01:54 PM Eastern Daylight Time CComfort Action Type:Manager review
"Pick-up" vehicle letter e-mail to DPSM Pawlowski

*** CASE CLOSE 09/13/2010 02:11 PM Eastern Daylight Time CComfort
Vehicle has been repaired, customer refused pick-up and demanded repurchase. Customer declinded all goodwill dollars and demanded repruchase. NY051 has sent "pick-up" letter to customer.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000
Bronx, NY[redacted]		Prod. Date: 12/15/06	Dealer: NY051 Bronx Kia	

*** NOTES 09/14/2010 10:01 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA rec'd cust letter addressed to Tom Loveless
1. Cust states same concerns as above.

Attaching to case and dispatching to the EA Region for further handling.
Sending case to MPfeifer for visibility

*** PRIORITY CHANGE 09/14/2010 10:01:46 AM KWarren

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

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

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*** PHONE LOG 09/15/2010 02:32 PM Eastern Daylight Time MPfeifer Action Type:Outgoing call
Writer called customer's cell phone on letter -[redacted]and left message for a return call.

*** PHONE LOG 09/20/2010 04:02 PM Eastern Daylight Time MPfeifer Action Type:Incoming call
1. Writer received VM from customer today @ 4:00 PM.
2. Returning call, you will need to contact David Jaroslawicz @ 212 227-2780
3. Contact given is a personal injury lawyer / lawfirm. http://www.jaroslawiczandjaros.com/
4. Writer closing case. No further action. Will await possible ADL.

*** NOTES 09/20/2010 04:03 PM Eastern Daylight Time MPfeifer Action Type:Manager review
Assigned case to C. Comfort to attach RO recap, RO's and FTR repair instructions.

*** NOTES 09/20/2010 03:07 PM Eastern Daylight Time CComfort Action Type:Manager review

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123875[redacted]	K1744976	53,000

Bronx, NY[redacted] Prod. Date: 12/15/06 Dealer: NY051 Bronx Kia

Attached RO Recap to case, closing case.

*** CASE CLOSE 09/20/2010 03:07 PM Eastern Daylight Time CComfort
Vehicle repaired at dealer per FTR instructions.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123165[redacted]	K1682727	28,613
Papillion, NE[redacted]		Prod. Date: 4/20/06	Dealer: 52363 Kia of Omaha	

Complaint Repair Assistance

Case History

*** PHONE LOG 12/28/2009 06:45 AM US Mountain Standard Time SLarez
CUSTOMER STATES.
1. WE HAD A SEVER WINTER STORM
2. WE DUG IT OUT OF THE SNOW AND TURNED ON THE CAR BUT IT WOULD NOT ***SHIFT*** INTO ANY ***GEAR***.
3. WE HAD THE CAR TOWED TO THE KIA DEALERSHIP AND EXPLAINED WHAT THE SITUATION IS AND THEN WANTED TO KNOW WHAT WAS COVERED UNDER THE WARRANTY
4. DO I GET A RENTAL

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. THE WRRANTY WOULD NOT COVER A RENTAL OR LOANER AT THIS TIME, HOWEVER WE DO CONSIDER IT ON A CASE BY CASE BASIS.
3. I WOULD RECOMMEND GETTING THE CAR DIAGNOSED THEN GOING FROM THERE.
4. IF IT TURNS INTO A SITUATION WHERE THE CAR WILL BE DOWN FOR AN EXTENDED PERIOD OF TIME YOU MAY ALWAYS CALL US BACK TO SEE WHAT WE CAN CONSIDER
5. GAVE CASE NUMBER.

CUSTOMER STATES.
1. THANK YOU FOR THE INFORMATION

*** CASE CLOSE 12/28/2009 06:45 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124665[redacted]	K1332586	16,747
Casa Grande, AZ [redacted]		Prod. Date: 3/24/06	Dealer: AZ019 Tempe Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 07/11/2007 08:58 AM US Mountain Standard Time UValencia
caller states
1.- I have my car at AZ019
2.- this is the second time that this has happend, the car only has maybe 2 or 3k miles
3.- The ***CABLE*** for the ***GEAR SHIFT*** broke for the second time
4.- The Svc Mgr Bill, is telling me that the car will be fix today
5.- I want Kia to bring my car back to me for free
6.- SvcMgr Bill is saying that he would bring my vehicle back but that I have to take the mechanic back to Tempe AZ019
7.- When they pick up my vehicle it had a full thank of gas, and it was just recently washed
8.- I don't think it's right
9.- you need to stay behind what you advertise
Wrt States
1.- Apologize
2.- KMA will stand behind the warranty
3.- The warranty doesn't have a provision for reunite vehicles with customer
4.- Wrt advise that cst has to make arrangement to pick up vehicle
5.- Wrt advise customer to call dealer
6.- Wrt would call dealer as a courtesy to see if there is any possible arrengement
7.- wrt will call back customer as soon as more info becames available
wrt called AZ019 and spoke with Bill Ratliff Svc Mgr who states
1.- The vehicle has 16747 k miles not 3k
2.- We have a T#1331961
3.- The car will be fix today
4.- We offer the customer as courtesy to send one of our mechanics to take the car to her
5.- But customer needs to bring mechanic back to AZ019
6.- The ***CABLE*** for the assembly ***SHIFT***er pop off, but is not broke
7.- Tech support gave us a suggestion
wrt thanked Svc Mgr Bill, Wrt Called DPSM Tom Steinwinter who states
1.- if there is a problem it should be a tech case # on it

*** PHONE LOG 07/11/2007 09:07 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT called MS [redacted]
1.- Advise that AZ019 is willing to drive her vehicle to her, but she would then have to drive the mechanic back to the dealer
2.- Other ways customer would have to make own arrangements
3.- Customer is responsible for picking up vehicle
4.- KMA would not pay for alternative transportation
caller states
1.- I would never buy a Kia vehicle again
2.- I don't understand your public relation system
3.- I had always deal with Honda before, and they always deliver their vehicles back to customers
4.- Do you know at what time does the Shop closes on Saturday
5.- I will make my own arrangements
wrt states
1.- apologize
2.- dealers are privately own and operated business
3.- wrt offer to call AZ019 to get schedule for customer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124665[redacted]	K1332586	16,747
Casa Grande, AZ [redacted]		Prod. Date: 3/24/06	Dealer: AZ019 Tempe Kia	

caller states
1.- no thanks I will make arrangements myself

*** CASE CLOSE 07/11/2007 09:08 AM US Mountain Standard Time UValencia

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		K1508552	30,000
Lake Charles, LA [redacted]		Prod. Date:	Dealer: LA036 Sterling Kia	

Case History

Complaint Roadside Assistance

*** PHONE LOG 10/08/2008 07:40 AM US Mountain Standard Time RChacon
CUSTOMER STATED:

1. I RECENTLY HAD MY VEH TOWED TO LA036 FOR A ***SHIFT CABLE*** PROB
2. THE ***SHIFT CABLE*** CAME LOOSE, AND THE VEH HAS BEEN REPAIRED
3. THIS IS THE 3RD TIME THE PROB HAS HAPPENED
4. I AM A FIRE FIGHTER, AND UNABLE TO PICK UP MY VEH
5. BEING THIS IS THE 3RD TIME THIS HAS HAPPENED, I WANT TO KNOW IF YOU CAN GET THE VEH BACK TO ME?
6. I PURCHASED VEH USED, AND DO HAVE A 10/100 WARR

WRITER STATED:
1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO
3. ADVISED OF 5/60 BLW WHICH COVERS FACTORY DEFECTS
4. ADVISED OF 5/60 R/S COVERAGE
5. KMA WARR DOES NOT HAVE A REUNITE PROGRAM
6. IF YOU PURCHASED AN EXT WARR, RECOMMEND CONTACTING THEM WHO MAY BE ABLE TO OFFER FURTHER ASSISTANCE
7. IF YOU ARE UNSURE WHO 3RD PARTY WARR CO IS, RECOMMEND REVIEWING YOUR OG SALES CONTRACT, CONTACT SELLING DEALER, OR FINANCE CO WHO MAY HAVE FURTHER INFO

CUSTOMER STATED:
1. THANK YOU

*** CASE CLOSE 10/08/2008 07:40 AM US Mountain Standard Time RChacon

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		K1777374	62,000

Pt. St. Lucie, FL[redacted]	Prod. Date:	Dealer: FL093 Bev Smith Kia

Case History Complaint Repair Assistance

*** PHONE LOG 08/20/2010 04:40 AM US Mountain Standard Time ERuiz
CALLER STATED
1. WHEN I BOUGHT THE CAR I WAS TOLD THE VEHICLE HAD A 10/100K MILES WARRANTY.
2. THE ***SHIFT CABLE*** WENT OUT ON MY DRIVEWAY
3. I WOULD LIKE TO KNOW IF THAT'S UNDER WARRANTY.
4. THERE HAS BEEN SOME KIND OF NOISE, AS IF SOMETHING IS HITTING THE VEHICLE WHEN I GO OVER BUMPS.
5. I CAN ALSO SEE THE ENGINE MOVING SIDE TO SIDE.

WRITER STATED
1. APOLOGIZED TO THE CST AND ADVISED.
2. THE VIN WILL BE NECESSARY TO HELP ME SEE IF THE VEHICLE IS STILL UNDER THE PTW COVERAGE.
3. THE ***SHIFT***ER ***CABLE*** IS NO LONGER UNDER WARRANTY.
4. THE MOTOR MOUNTS ARE COVER UNDER THE PTW.
5. CALL ME BACK W/ THIS REFERENCE NUMBER AND VIN.

*** CASE CLOSE 08/20/2010 04:40 AM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1582680	34,330

South Windsor, CT [redacted] Prod. Date: 11/9/06 Dealer: CT024 Gary Rome Kia of Enfield

Case History Complaint Accident

*** PHONE LOG 04/30/2009 12:58 PM US Mountain Standard Time LColema Action Type:Incoming call
Cust states [redacted] daughter of owner:
1. On Sunday April 26th, my 6 yr old daughter was in the front passenger seat.
2. She was buckling the seat belt & accidently hit the ***GEAR SHIFT*** with her arm or foot, not sure how it happened.
3. But the ***GEAR SHIFT*** moved into ***GEAR*** from ***PARK*** & started ***ROLL***ing backwards down towards the back yard.
4. The veh was backed in to the driveway on a level spot.
5. Our driveway has a sloped incline that goes towards the garage & house.
6. The veh hit a stone wall that is part of the entrance in to the house.
7. There is damage to driver's side door & front fender.
8. Luckily it hit the wall because if it had kept ***ROLL***ing would have caused a lot more damage.
9. I managed to get in the veh & put my foot on the brake & put it back in ***PARK***.
10. But the ***GEAR SHIFT*** is not suppose to move like that.
11. You have to put the your foot on the brake to move the ***GEAR SHIFT***.
12. I took the veh to a local shop & the guy there stated there is something wrong with the ***GEAR SHIFT***, it is moving freely.
13. My father does not have collision insurance on the veh.
14. We are requesting assistance from Kia with the repairs because there is a defect in the ***GEAR SHIFT***.
15. Want to know what is wrong with the ***GEAR SHIFT***.
16. There were no injuries.
17. Do not know the mileage.

Writer states:
1. Updated, no recalls.
2. Apologized, glad to hear no one was injured.
3. Veh will need to go to a Kia dlrshp for diagnosis.
4. Writer will take an accident report & forward it to the appropriate office for investigation & review.
5. Kia will need to see pictures of the vehicle.
6. Provided writer's email address & Irvine address.
7. Cust will be contacted by someone from the office doing the review.
8. Provided case number & writer's contact info.
9. Adv cust to call writer back if need further assistance.

*** NOTES 04/30/2009 02:21 PM US Mountain Standard Time LColema Action Type:Manager review
Writer dispatching file to NCA:
1. Accident.
2. Child seating in front seat hit the ***GEAR SHIFT*** & moved it out of ***PARK***.
3. No one was in the front driver's seat.
4. Veh ***ROLL***ed down a slope & hit a stone wall.
5. No injuries.
6. Damage to the veh driver's door & front bumper.

*** PHONE LOG 05/04/2009 05:19 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [redacted] and stated:
1. Name, company and reason for calling.
2. Wtr would like to get more detailed information about the incident with your vehicle.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1582680	34,330

South Windsor, CT[redacted] Prod. Date: 11/9/06 Dealer: CT024 Gary Rome Kia of Enfield

4. My 6 year old daughter got into vehicle through front passenger door into front passenger seat.
5. My daughter was in the process of buckling her seat belt when her foot accidentally kicked the ***SHIFT***er and it moved into reverse.
6. I had just turned my head around to talk to my 19 year old son who was on the porch.
7. The car started to ***ROLL*** backwards, so my son dove off the porch and pushed me out of the way.
8. My son tried to stop the car with his hands.
9. Then I opened the front driver's door and jumped in to push on brakes.
10. The front driver's door was still open when I was pushing on the brakes to stop the car.
11. Front driver's door hit wall.
12. Car had ***ROLL***ed backwards from level spot to downhill slope that leads to garage.
13. The E-brake was not on.
14. My daughter is over 50 lbs., tall and chunky.
15. She usually sits in the front seat when we are travelling short distances.
16. We were just going 1/2 mile down the road.
17. I drove my vehicle to Governor's Auto Body in East Hartford, CT (860) 291-8733 on Thursday, April 30, 2009.
18. Either Arthur Burnus or Bill Smith got into the car with both feet outside the car and was able to push ***SHIFT***er into reverse without car being on and without applying brakes.
19. Governor's Auto Body did nothing to the car, they called the Kia dealership and were told to have me call KCC.
20. Governor's Auto Body gave me a basic estimate of damages totalling $2,500 for driver's side front door and front fender.
21. I called KCC on 4/30/09 and spoke with LColeman.
22. LColeman recommended that I have vehicle towed to a Kia dealership because Kia will not pay if vehicle is not at a Kia dealer.
23. I called Gary Rome Kia of Enfield on Friday, 5/1/09 and spoke with SM Maria.
24. SM Maria told me to have vehicle towed to dealership.
25. I called Roadside Assistance on 5/1/09 and had them tow vehicle to Gary Rome Kia of Enfield.
26. I called Gary Rome Kia this morning (5/4/09) and spoke with a guy in service who told me that a part was ordered for a faulty ***SHIFT***er.
27. I was told to call back tomorrow morning and speak with SM Maria to get more information.
28. My dad's insurance company will not pay for the damages because my dad does not have collision insurance on this car.

Wtr stated:
1. We're certainly sorry to hear about the incident but very glad no one was injured.
2. Wtr will update your case and review with wtr's manager.
3. Wtr will contact you and dealership after reviewing case with manager.

*** PHONE LOG 05/05/2009 09:15 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with SM Maria @ CT024 Gary Rome Kia of Enfield and stated:
1. Name, company and reason for calling.
2. Have you spoken to customer, Lisa Irwin today?

SM stated:
1. I haven't spoken to customer,[redacted]
2. I spoke with a gentleman at Governor's Auto Body and I advised him to have customer contact KCC.
3. Vehicle is here and my tech diagnosed that the solenoid for the brake pedal release in ***SHIFT***er assembly is faulty.
4. The solenoid part is on back order and the Parts Dept. should have an ETA later today.
5. I called our DPSM Ken Domingues today and left a VM and am waiting to hear back from him.
6. Wtr will review this information with wtr's manager, contact DPSM and call you back later today.

*** NOTES 05/05/2009 09:18 AM Pacific Daylight Time MHillegas Action Type:Manager review

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1582680	34,330
South Windsor, CT [redacted]		Prod. Date: 11/9/06	Dealer: CT024 Gary Rome Kia of Enfield	

Wtr reviewed case with MWirz and was advised:

1. Wtr to research ***SHIFT***er concern with Legal and PQ.
2. Wtr to contact DPSM and advise him not to authorize any repairs to vehicle until NCA has completed research.

*** PHONE LOG 05/05/2009 09:32 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called DPSM Ken Domingues and left detailed VM stating:

1. Details of case.
2. Advised DPSM not to authorize any repairs until NCA has completed their research.

*** NOTES 05/05/2009 02:18 PM Pacific Daylight Time MHillegas Action Type:Manager review
We have been informed about the operative facts of case K1582680. We believe that there is a reasonable prospect that this case may end up in litigation and request CA perform an inspection to protect the company in the event of litigation. This will confirm that the PL-IR will be subject to the attorney client privilege.

*** NOTES 05/06/2009 08:23 AM Pacific Daylight Time MHillegas Action Type:Manager review
NCA reviewed case with Legal Dept. and was advised:

1. Wtr to advise dealer to replace lever assembly ATM, part # 46700-2G040J6 and ship old part to KMA.
2. KMA engineer to inspect old lever assembly.
3. Upon completion of inspection, KMA will make a decision regarding customer's claim for body damage to vehicle.

*** PHONE LOG 05/06/2009 08:56 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr spoke with SM Maria at CT024 Gary Rome Kia and stated:

1. Wtr advised SM to replace lever assembly ATM, part # 46700-2G040J6 and ship old part to KMA per Legal Dept.

*** PHONE LOG 05/06/2009 09:36 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr spoke with SM Maria @ CT024.
SM stated:

1. We installed new ***SHIFT***er/lever assembly in vehicle.
2. I spoke with customer and she wants vehicle taken to body shop regardless of who is paying for body damage repairs.

Wtr stated:

1. KMA is not going to make a decision regarding customer's claim for body damage to vehicle until KMA engineer inspects old lever assembly.
2. Wtr to discuss this with MWirz and call you back.

*** NOTES 05/06/2009 09:39 AM Pacific Daylight Time MHillegas Action Type:Manager review
Wtr reviewed case with MWirz and was advised:

1. Dealer can release vehicle to customer if customer wants body shop to begin repairs with the understanding that KMA is not taking any responsibility for the body damage.
2. KMA will make a determination on the body damage claim upon completion of inspection of old lever assembly.

*** PHONE LOG 05/06/2009 09:43 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with SM Maria @ CT024 and stated:

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123975[redacted]	K1582680	34,330

South Windsor, CT[redacted] Prod. Date: 11/9/06 Dealer: CT024 Gary Rome Kia of Enfield

2. Wtr will contact customer and advise her that we will not be making a decision on her claim for body damage until we inspect old lever assembly.
3. Wtr requested that old part be overnighted to corporate and gave FedEx account # to SM.
4. Wtr requested a copy of RO (front and back) and gave NCA's fax # to SM.

*** PHONE LOG 05/06/2009 09:44 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer,[redacted]and left VM requesting a call back.

*** PHONE LOG 05/06/2009 04:23 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer,[redacted]and stated:
1. Just wanted to give you an update on your case.
2. Per our request, dealer has installed a new ***SHIFT***er/lever assembly in your car.
3. The old part has been shipped to us today and will arrive here tomorrow.
4. One of our engineers will inspect it to determine cause for it not working properly.
5. Wtr advised customer that KMA is not taking any responsibility for body damage to vehicle until inspection has been completed.
6. Wtr advised customer that KMA will not make a decision on claim for body damage until inspection has been completed.
7. Based on our evaluation of an exemplar vehicle, wtr explained to customer that ***SHIFT***er cannot be kicked out of ***PARK*** from the passenger seat.
8. We do not have a problem with you having vehicle taken to body shop so they can start repairs regardless of who has to pay.

Customer stated:
1. The ***SHIFT***er can't be kicked out of ***PARK*** from passenger seat even if foot is on the brake?
2. ***GEAR SHIFT*** moved out of ***PARK*** whether it was from my daughter kicking it or from a purse hitting it.
3. I understand that you cannot make a decision until you've inspected the old part.
4. Vehicle has to be repaired regardless of your decision and I'd rather have them start on it now because it's going to take a week for them to do the repairs.

Wtr stated:
1. Wtr explained to customer again that ***SHIFT***er cannot be kicked out of ***PARK*** from passenger seat under circumstances given to us by customer.
2. Wtr will call you tomorrow before end of business day with an update.

*** PHONE LOG 05/07/2009 03:26 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, Lisa Irwin and stated:
1. We received the old ***SHIFT***er assembly today that was removed from your vehicle.
2. A KMA engineer is in the process of testing and inspecting the part.
3. Wtr should have an answer for you tomorrow regarding your claim for the body damage.

*** NOTES 05/08/2009 01:28 PM Pacific Daylight Time MHillegas Action Type:Manager review
After KMA Legal review of case, KMA will take responsibility for damages to customer's vehicle.

*** NOTES 05/08/2009 01:32 PM Pacific Daylight Time MHillegas Action Type:Manager review
NCA to review estimates for body repairs from two different body shops.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1582680	34,330

South Windsor, CT [redacted] Prod. Date: 11/9/06 Dealer: CT024 Gary Rome Kia of Enfield

*** PHONE LOG 05/08/2009 01:32 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr left VM for customer, Lisa Irwin requesting a call back.

*** PHONE LOG 05/11/2009 10:13 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called SM Maria at Gary Rome Kia.
1. Receptionist advised wtr that SM was off today.
2. Wtr to contact SM tomorrow, Tuesday, May 12, 2009.

*** PHONE LOG 05/11/2009 10:33 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, [redacted].
Wtr stated:
1. We've completed our inspection of the old ***SHIFT***er assembly from your vehicle.
2. KMA will take responsibility for damages to vehicle and will take care of body repairs.
3. We are in the process of obtaining and reviewing estimates from a few different body shops.
4. SM Maria is off today so wtr will contact her tomorrow morning to discuss body shop repairs.
5. Wtr will contact you after speaking with SM.

Customer stated:
1. Okay, thank you.

*** NOTES 05/13/2009 11:06 AM Pacific Daylight Time MHillegas Action Type:Manager review
NCA received and reviewed estimates from a few body shops.
1. NCA advised SM to use their body shop Bosco's Automotive for the repairs as long as total amount matches $2,588.00 from other body shop.
2. SM to request copy of estimate from Bosco's totalling $2,588.00 for repairs.

*** PHONE LOG 05/13/2009 11:11 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called SM Maria @ Gary Rome Kia.
Wtr stated:
1. What is the ETA for completion of body repairs?
2. Wtr requested copy of estimate totalling $2,588.00 from Bosco's.
3. Wtr gave NCA's fax number to SM.

SM stated:
1. Repairs should be done by next Tuesday or Wednesday, May 19 or May 20, 2009.

*** PHONE LOG 05/13/2009 11:20 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, [redacted].
Wtr stated:
1. Wtr spoke with SM Maria @ Gary Rome Kia.
2. Repairs for body damage will be done at Bosco's Automotive in Enfield, CT which the dealer has used before.
3. Repairs should be done by next Tuesday or Wednesday, May 19 or May 20, 2009.
4. Wtr will follow up with SM next Tuesday and contact you with an update.

Customer stated:
1. Okay, Enfield is about 30 minutes from where I live.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1582680	34,330

South Windsor, CT[redacted] Prod. Date: 11/9/06 Dealer: CT024 Gary Rome Kia of Enfield

*** PHONE LOG 05/21/2009 01:22 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called SM Maria @ Gary Rome Kia.
Wtr stated:
1. Have body repairs been completed?

SM stated:
1. Body shop is finishing up and cleaning vehicle now.
2. I should be able to pick it up tomorrow.
3. I will call customer as soon as I have it back on my lot.

Wtr stated:
1. Okay, I'll call the customer later today and let her know that vehicle should be done by tomorrow and that you will be calling her when vehicle is back on your lot.

*** PHONE LOG 05/22/2009 11:29 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr attempted to call customer, Lisa Irwin on Thursday, May 21, 2009, however customer was not available.

*** PHONE LOG 05/22/2009 11:32 AM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr called customer,[redacted] 3X's.
1. Line busy.

*** PHONE LOG 05/26/2009 10:12 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer,[redacted] and left detailed VM requesting a call back.

*** PHONE LOG 06/10/2009 02:56 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer,[redacted] and left detailed VM.

*** CASE CLOSE 06/10/2009 02:58 PM Pacific Daylight Time MHillegas

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1767198	97,963

Orville, AL[redacted] Prod. Date: 12/7/06 Dealer: FL062 Kia AutoSport

Case History Complaint Repair Assistance

*** PHONE LOG 07/30/2010 05:40 AM US Mountain Standard Time APatrick
CUST STATED:
1: ***GEAR SHIFT*** STUCK IN REVERSE.
2: I HAD THIS WORKED ON 2 TIMES BEFORE WHEN I FIRST BOUGHT IT.
3: IS THIS COVERED UNDER WARRANTY.

WRITER ADVISED:
1: APOLOGIZED.
2: ***SHIFT*** SELECTOR COVERED FOR 5/60 AND HAS EXPIRED.
3: THE LAST REPAIR IS 91K AND 3 YEARS AGO,.
4: AFTER THAT MANY MILES THINGS CAN BREAK ETC.
5:CUST CAN HAVE KIA DLR DIAGNOSE TO SEE WHAT IS WRONG.
6: SHOULD THIS BE PART OF THE PTW AND DEFECTIVE MAY BE COVERAGE.

CUST STATED:
1: I WILL CALL THE DLR.

*** CASE CLOSE 07/30/2010 05:40 AM US Mountain Standard Time APatrick

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124665[redacted]	K1357079	26,000
Port Arthur, TX [redacted]		Prod. Date: 5/18/06	Dealer: TX083 Classic Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 09/07/2007 09:50 AM US Mountain Standard Time TShamburger
customer Ms [redacted] called --
1 the dlr said, the ***SHIFT***er ***CABLE*** came off and its not covered.
wrt states
1 i will have to chk the minor adj is only covered 12/12k
2 put cust on hold and spoke to SA Clint.
SA Clint states:
1. the veh ***SHIFT***er ***CABLE*** came off, dont know why but its a minor adj.
2 if kia wants to cover this we can do this.
wrt staes
1 will have to cal dpsm on it and see, and have him call you.
2 cust just wanted to know if it is under warr or not.
3 and i did exp to her on minor adj.
call ended.

wrt called [redacted]
1. exp cust situation
Jesse states
2 will call the SM at dlr about this cust.
3. but it is a adj if they just have to put it back on.
wrt thanked Jesse.

wrt states to cust:
1 im sorry but kia rep said he will call the SM at dlr and chk on this, to see if any asst can be offerred, no guar.
2 but this is falling under the minor adj but that period for veh has ended. 12/12k
cust understood and thanked wrt.

*** CASE CLOSE 09/07/2007 09:50 AM US Mountain Standard Time TShamburger

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1356530	4,500
Hagerstown, MD[redacted]		Prod. Date: 12/8/06	Dealer: MD006 Hagerstown Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 09/06/2007 08:34 AM US Mountain Standard Time TLarson
CUSTOMER ADVISED

1 MY WIFE WAS DRIVING AND THE VEHICLE WOULDNT ***SHIFT*** OR SOMETHING
2 THEY TOLD US THAT THE ***SHIFT CABLE*** FELL OFF, IT WAS PUT BACK ON AND THE PROBLEM HAS COME BACK 3 WEEKS LATER
3 NOW ITS BEING BROUGHT IN AND THEY ARE GOING TO LOOK AT IT
4 I AM CONCERNED ABOUT WHAT IS GOING TO HAPPEN
5 THE DEALER CANT GUARANTEE I WONT HAVE OTHER PROBLEMS
6 THERE SHOULD BE SOME SORT OF QUALITY CONTROL

WRITER ADVISED

1 APOLOGIZED FOR THE CONCERNS
2 EXPLAINED THAT THE DEALERS WILL FIX THE VEHICLE TO THE BEST OF THERE ABILITY
3 BUT DUE TO HOW MANY COMPONENTS ARE IN THE VEHICLE THEY CANNOT GUARANTEE YOU WONT HAVE ANOTHER PROBLEM
4 WE CAN FOLLOW UP WITH THE DEALER AND MAKE SURE THAT THEY ARE FIXING THE VEHICLE AND DOING THE RIGHT THINGS

CUSTOMER ADVISED

1 THATS WHAT I THOUGHT YOU WOULD SAY
2 IM CONCERNED WITH THE VEHICLE
3 WHAT HAPPENS IF IT HAPPENS 2 MORE TIMES IN THE NEXT 6 MONTHS
4 WHEN WILL YOU GIVE US ANOTHER VEHICLE

WRITER ADVISED

1 OUR OBLIGATION IS TO FIX YOUR VEHICLE
2 IF IT FAILS TWO MORE TIMES THEN WE WILL FIX IT TWO MORE TIMES
3 YOUR RIGHTS AS A CONSUMER ARE DETERMINED BY YOUR STATE
4 WE WILL CONTINUE TO FIX YOUR VEHICLE UNDER THE TERMS OF THE WARRANTY

CUSTOMER ADVISED

1 OK THANK YOU

WRITER CALLED BEN @ MD006

1 WE ARE LOOKING AT IT
2 I WILL TRY TO CALL YOU BACK ONCE WE FINISH THE DIAGNOSIS

WRITER CALLED SM JOE @ MD006

1 I WAS CALLING TO LET YOU KNOW ABOUT A CASE
2 I TALKED TO BEN AND IT DIDNT SOUND LIKE HE WAS THRILLED ABOUT CALLING BACK
3 CAN YOU MAKE SURE I GET A CALL

SM JOE @ MD006

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1356530	4,500
Hagerstown, MD[redacted]		Prod. Date: 12/8/06	Dealer: MD006 Hagerstown Kia	

1 WE ARE LOOKING AT THE VEHICLE
2 THE ***SHIFT CABLE*** POPPED OFF
3 THIS IS THE 2ND TIME
4 WE ARE TRYING TO DUPLICATE THE PROBLEM
5 I WILL GET HIM TO CALL YOU BACK

WRITER ADVISED

1 OK THANK YOU

*** PHONE LOG 09/06/2007 09:25 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED VOICEMAIL FROM BEN

1 WE FOUND THAT THE ***SHIFT CABLE*** DETACHED
2 WE SPOKE WITH THE TECHLINE
3 THEY ADVISED US TO ADD A C CLIP TO THE COMPONENT
4 THIS SHOULD RESOLVE THE ISSUE, WE ARE RETURNING THE VEHICLE TO THE CUSTOMER

*** PHONE LOG 09/06/2007 11:17 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER CALLED CUSTOMER

1 LEFT A MESSAGE REQUESTING CALL BACK
2 PROVIDED CALL BACK INFO AND CASE NUMBER

*** PHONE LOG 09/21/2007 08:17 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER CALLED CUSTOMER(MR HAMMERBECK)

1 IM CALLING TO FOLLOW UP WITH YOU
2 IS THE CAR WORKING , HAVE YOU HAD ANY PROBLEMS

CUSTOMER ADVISED

1 THE CAR IS FINE
2 WORKING THE WAY IT NEEDS TO

WRITER ADVISED

1 OK THATS GREAT
2 CALL US BACK IF NEEDED
3 JUST WANTED TO VERIFY

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1356530	4,500
Hagerstown, MD[redacted]		Prod. Date: 12/8/06	Dealer: MD006 Hagerstown Kia	

*** CASE CLOSE 09/21/2007 08:19 AM US Mountain Standard Time TLarson

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123765[redacted]	K1753312	45,000
Wheeling, IL[redacted]		Prod. Date: 5/16/06	Dealer: IL001 Arlington Kia in Palatine	

Complaint Quality

Case History

*** PHONE LOG 06/29/2010 09:19 AM US Mountain Standard Time RSabin
CUST STATED:
1. I HAVE HAD ALL KIND'S OF PROBLEM'S WITH MY KIA LATELY
2. IT'S BEEN TO THE DLR TWICE FOR A ***SHIFT CABLE*** THAT CAME OFF
3. I HAD TO HAVE MY BRAKE'S DONE AND THEY REPLACED A BRAKE SWITCH
4. I ALSO HAD TO TAKE MY VEH TO THE DLR TO REPLACE A SUN VISOR
5. I'M NOT CALLING TO COMPLAIN ABOUT THE DLR I'M CALLING TO COMPLAIN ABOUT THE VEH
6. WHAT HAPPEN'S WHEN MY WARRANTY RUN'S OUT A YEAR FROM NOW?

WRITER ADVISED:
1. APOLOGIZED FOR PROBLEM
2. I CAN CALL THE DLR AND LOOK INTO THE REPAIR'S FOR YOU
3. YOU STILL HAVE PLENTY OF WARRANTY ON THE VEH

CUST STATED:
1. I DON'T WANT YOU TO DO THAT

WRITER ADVISED:
1. WHAT IS IT THAT I CAN DO FOR YOU?
2. I OFFERED A APOLOGY AND WE ARE COVERING THE REPAIR'S UNDER WARRANTY
3. I CAN DOC A COMPLAINT WITH THE QUALITY OF THE VEH

CUST STATED:
1. I'M NOT SURE I JUST WANTED TO CALL AND TELL YOU ABOUT MY PROBLEM'S
2. I DON'T HAVE A PROBLEM WITH THE DLR, I'M SURE THEY WILL FIX MY VEH

WRITER ADVISED:
1. ONCE AGAIN I WOULD LIKE TO LOOK INTO THE REPAIR'S FOR YOU

CUST STATED:
1. I DON'T WANT YOU TO DO THAT
2. I GUESS I WOULD ALSO LIKE TO MAIL IN MY COMPLAINT
3. CAN YOU GIVE ME YOUR ADDRESS
4. I BET HONDA AND NISSAN DON'T HAVE THESE PROBLEM'S

WRITER PROVIDED KMA ADDRESS

CUST STATED:
1. OK THANKS

WRITER ASKED CUST THREE TIME'S IF SHE WOULD LIKE US TO LOOK INTO THE REPAIR / CUST DECLINED EACH TIME

*** CASE CLOSE 06/29/2010 09:19 AM US Mountain Standard Time RSabin

*** PHONE LOG 07/12/2010 06:36 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:
1. Have had to tow vehicle to IL001 3 times for a concern with my ***SHIFT***er ***CABLE***.

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123765[redacted]	K1753312	45,000

Wheeling, IL[redacted] Prod. Date: 5/16/06 Dealer: IL001 Arlington Kia in Palatine

3. Took vehicle in because it was ***ROLL***ing even when it was ***PARK***ed.
   - their advising that the ***CABLE*** keep coming off and they just keep reattaching ***CABLE***
   - I do not want have to keep taking vehicle back to dealer to have this done
   - just had the vehicle at dealer about 10 days ago for this concern
4. Had to rent vehicle on Friday and was advised to contact KCA about rental assistance.
5. Vehicle is currently at IL001 and working with Shawn in SVC DPT.

Writer States:
1. Apologized for the problem.
2. We do review rental assistance on a case by case basis with the SVC MGR/DPSM.
3. Rental assistance is not a part of the manufacturer warranty.
   - advised customer to save receipts for writer to review reimbursement
4. Writer will contact IL001 to ensure all resources are involved in diagnosis/repair.
5. Gave name, 800#, extension and case number.
6. Will follow up with customer once writer has reviewed case with SVC MGR/DPSM.

*** PHONE LOG 07/13/2010 07:31 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer left VM 7/12/10:
1. Gave name, case number.
2. Spoke to writer about my concerns.
3. Spoke to dealer who advised they reviewed case with the Kia tech.
4. I currently have a rental and ETA for repair is Wed/Thurs.
5. Request callback at work# [redacted] to find out how to proceed.

*** PHONE LOG 07/13/2010 10:17 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer left VM:
1. Gave name and case number.
2. Requesting reasonable accommodations for efforts I have expended.
3. Not sure on your procedure but having to go back 3 times is too much for consumer.
4. Paid $200 for rental and will have to pay $250 for current rental.
5. Requesting to have rental assistance be provided.
6. Gave callback numbers as [redacted] for work and cell [redacted]

*** PHONE LOG 07/13/2010 01:24 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called IL001 and states:
1. Calling to verify diagnosis of customer vehicle?
2. What is history of customer concern?
3. Have we reviewed rental request with DPSM.

SVCA Shawn states:
1. We ordered the ***SHIFT***er assembly to resolve concern.
2. Provided history:
   - came in 6/29/10 and was repaired same day for this concern
     a. ***SHIFT***er ***CABLE*** popped off and we reinstalled the ***CABLE***/clip
3. Vehicle came in 7/10/10 for this concern and was towed in late Friday.
   - have ***SHIFT***er assembly ordered and is supposed to be in tomorrow
4. Customer did ask about rental, advised she would need to contact KCA.
5. Did not contact DPSM to review rental request.
   - vehicle has been down 7 days total for this concern

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123765[redacted]	K1753312	45,000
Wheeling, IL[redacted]		Prod. Date: 5/16/06	Dealer: IL001 Arlington Kia in Palatine	

6. Current ETA for the repair would be tomorrow.

*** PHONE LOG 07/13/2010 01:27 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM MSwartz and states:
1. Reiterated history of customer concern with ***SHIFT***er ***CABLE***.
2. Customer requesting rental assistance (reimbursement) because of multiple repair attempts.

DPSM states:
1. Rental is not a part of the warranty, declined rental assistance.

*** PHONE LOG 07/13/2010 01:55 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer cell#[redacted] and states:
1. Advised customer that writer reviewed case with SVCA/DPSM.
2. SVCA advised that part has been ordered and current ETA for repair is tomorrow.
3. I reviewed rental request/reimbursement with DPSM but he has declined rental assistance.

Customer States:
1. This is not my fault that IL001 did not properly repair my vehicle the first time.
2. I want to speak to your supervisor because I will not stop here.
3. Want to file a complaint about IL001.

Writer States:
1. Apologized, advised customer that writer supervisor cannot change this decision.
2. Complaint has been filed about customer concerns under the case number.
3. If customer is alleging that IL001 did not address concerns properly, this would need to be addressed by KCA.
4. Gave customer KMA PO Box address if she wishes to send in a letter about this concern.

*** PHONE LOG 07/14/2010 01:40 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called IL001 and states:
1. Calling to verify status of customer vehicle?

SVCA Shawn states:
1. Vehicle has been repaired and is ready for pick up.

*** PHONE LOG 07/14/2010 01:41 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and states:
1. Advised vehicle has been repaired and ready for pick up.
   - customer thanked writer for follow up

*** NOTES 07/14/2010 01:41 PM US Mountain Standard Time AJudson Action Type:Manager review
PREVIOUS CALL WAS TO ALTERNATE NUMBER

*** CASE CLOSE 07/14/2010 01:50 PM US Mountain Standard Time AJudson

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123765[redacted]	K1753312	45,000

Wheeling, IL [redacted] Prod. Date: 5/16/06 Dealer: IL001 Arlington Kia in Palatine

*** PHONE LOG 07/23/2010 10:16 AM US Mountain Standard Time ATorres Action Type:Incoming call
Adding notes from dup web case K1762102

*** NOTES 07/20/2010 06:48 AM clarify Action Type: Manager review
*** Performed by contact:[redacted]
07/20/2010

To KIA Motors USA
Attn. CEO Byung-Mo Ahn

Ref: Case#K1753312, VIN # KNAGE123765[redacted]

Dear Mr. Byung-Mo Ahn,

My name is [redacted] and I bought a Kia Optima in 2006(VIN # KNAGE123765[redacted]) in [redacted], IN. My car started having problems in 2007 when I towed the car to the Terre Haute KIA Dealership. They inspected the car and the ***GEAR*** selector was not working properly. The technician found that ***CABLE*** popped off transmission and fixed the car by reattaching the ***CABLE*** to transmission.

- In February 2010 I had to tow my car to the Arlington Kia dealership. The vehicle did not start again.
- On June 29, 2010 I had the same problem and I towed my car to Arlington Kia. Technician inspected the car and verified ***GEAR*** selector that was not working properly, found that ***CABLE*** popped off transmission and reattached the ***CABLE*** to transmission.
- After 11 days on July 10, 2010 I had again to tow the car to the same dealership. I called Kia customer relations twice. I first called on June 29 and second time on July 10th to complain about the fact that the dealership did not take care of my car and I have a recurring problem.

My case # with Kia is K1753312. I have twice talked on the phone with Mr. Albert Judson, Manager for Kia consumer assistance and he mentioned that I will not be reimbursed by Kia for my efforts. This was a repeating problem and the repair has not been done correctly.
I respectfully request reasonable accommodation for the efforts I have expended beyond the normal course a customer is going through. I am not sure on your procedure but having to go back three times in five month is way beyond what a customer should tolerate. In the past I paid over $200 for rental car and now I paid $ 195 for the same reason.
I am out of time and money, have taken time from work to solve this.
I also talked with the general manager from Arlington KIA Mr. Igor Suposnikov and he did not agree to pay my rental car expenses.
There has never been a clear direction given as to how these kinds of situations are remedied, so I feel I was ignored by everyone.
This whole experience has disgusted me to the point that I do not feel that I want to purchase from KIA again.
I will attach the service summary reports and the invoice that I got from enterprise rental car. I would like to be reimbursed for the rental car expenses and I expect a response back..

Sincerely,
[redacted]

*** CASE CLOSE 07/23/2010 10:18 AM US Mountain Standard Time ATorres
pending cst call back

*** PHONE LOG 07/23/2010 10:50 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called cst on [redacted] and stated:
1. Responding to email

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123765[redacted]	K1753312	45,000

Wheeling, Il[redacted] Prod. Date: 5/16/06 Dealer: IL001 Arlington Kia in Palatine

2. Reading thru file and DPSM had been called and not reimb will be given.

Cst states:
1. I don't agree with that.
2. The dlrshp is not repairing the veh right and you

Wrt states:
1. Then we need to be called when you are at the dlrshp so will follow up on repair; make sure all Kia's resources are being utilized in getting the veh repaired.

Cst states:
1. I don't agree with what you are telling me.
Cst hung up.

*** CASE CLOSE 07/23/2010 11:02 AM US Mountain Standard Time ATorres
documented.

*** NOTES 07/28/2010 08:19 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA rec'd letter identical to email sent on 7-20-10.

Attaching to case and dispatching to the Central Region to determine if any assistance can be provided.

*** PRIORITY CHANGE 07/28/2010 08:22:57 AM KWarren

*** NOTES 07/29/2010 09:31 AM Central Daylight Time AnitaMay Action Type:Meeting
WTR ACCEPTED CASE THIS DATE FOR ADDITONAL REVIEW:

*** NOTES 07/29/2010 09:42 AM Central Daylight Time AnitaMay Action Type:Correspondence rec.
WTR RCV'D VIA INTEROFFICE MAIL:
1. LETTER FROM CUSTOMER TO CEO BYUNG-MO AHN:
2. COPY TO HARD FILE

WTR TO FU W/CUST FOR ADDITIONAL CASE REVIEW

*** PHONE LOG 07/30/2010 08:33 AM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST. MR.[redacted]
1. WTR ADVISED CUST THAT CRCA WAS IN RECEIPT OF CORRESPONDENCE SENT
2. REQ'D CB
3. PROVIDED CB #

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

*** PHONE LOG 08/06/2010 10:06 AM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MR[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123765[redacted]	K1753312	45,000

Wheeling, IL[redacted] Prod. Date: 5/16/06 Dealer: IL001 Arlington Kia in Palatine

2. REQ'D CB
3. PROVIDED CB #

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

*** PRIORITY CHANGE 08/13/2010 09:57:23 AM AnitaMay

*** NOTES 08/13/2010 03:28 PM Central Daylight Time AnitaMay Action Type:Correspondence sent
WTR FORWARDED COMPLETED GOODWILL PACKAGE TO NCA FOR ADDITIONAL PROCESSING:

*** NOTES 09/22/2010 10:35 AM Central Daylight Time AnitaMay Action Type:Correspondence sent
WTR SENT CHECK #543885 IN THE AMOUNT OF $194.37 TO CUST VIA FED-EX SAVER TRACKING NUMBER 9721 9818 3005:
1. COPY TO HARD FILE

WTR TO CLOSE CASE THIS DATE

*** CASE CLOSE 09/22/2010 10:36 AM Central Daylight Time AnitaMay
CASE CLOSED AS NO FURTHER ASSISTANCE REQUIRED. PLEASE NOTE THAT CRCA HARD FILE OF THIS CASE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1629287	50,373
Orangegrove, TX[redacted]		Prod. Date: 11/30/06	Dealer: TX109 Cantwell Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 08/12/2009 10:12 AM US Mountain Standard Time ELeon
CUSTOMER STATED:
1. THE VEHICLE, IS AT MY GRANDFATHERS HOME.
2. THE VEHICLE IS NOT ***SHIFT***ING TO ***PARK*** AGAIN LIKE LAST YEAR.
3. THE ***SHIFT***ER MOVES TO THE NEUTRAL POSITION AND NOT UP TO ***PARK***.
4. I CAN ***ROLL*** THE VEHICLE;LE TO A SAFE SPOT.
5. I CANNOT DRIVE THE VEHICLE.
6. I AM NOT SURE IF I HAVE R/A COVERAGE FOR A TOW.

WRITER STATED;
1. SORRY FOR THE CONCERN.
2. THE VEHICLE IS COVERED UNDER THE MANUFACTURE WARRANTY FOR DEFECTS OR WORKMANSHIP.
3. A KIA DEALER WILL NEED TO DO AN INSPECTION AND MAKE THAT DETERMINATION.
4. YOU STILL HAVE THE 5 YEAR KIA R/A FOR THE TOW TO THE CLOSEST KIA DEALER.
5. WRITER CAN TRANSFER CUSTOMER TO THE KIA R/;A LINE?

CUSTOMER STATED:
1. WILL I BE ABLE TO GET A RENTAL??
2. I HAVE SCHOOL AND NEED A VEHICLE TO DRIVE.

WRITER STATED:
1. SORRY.
2. KIA DOES NOT HAVE PROVISIONS FOR RENTALS.
3. KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS.
4. THE DECISION WILL DON'T COME FROM THIS OFFICE, BUT WRITER CAN REVIEW THIS REQUEST WITH THE SERVICE MANAGER AND POSSIBLY OUR AREA REP TO DETERMINE IF RENTAL ASSISTANCE CAN BE PROVIDED.
5. THE VEHICLE MUST FIRST BE DIAGNOSED BEFORE RENTAL ASSISTANCE CAN BE REVIEWED.
6. PROVIDED CASE NUMBER AND WRITERS CONTACT NUMBER.

CUSTOMER STATED:
1. I'LL HAVE TO CALL THE KIA R/A LINE LATER.
2. I WANT TO TALK TO MY GRAND FATHER FIRST BEFORE I DO ANYTHING.
3. THANK YOU.

*** CASE CLOSE 08/12/2009 10:12 AM US Mountain Standard Time ELeon
WRITER CLOSING CASE PENDING CUSTOMER CONTACT.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1596291	39,000
Jacksonville, NC [redacted]		Prod. Date: 12/19/06	Dealer: NC020 Deacon Jones Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 06/04/2009 11:15 AM US Mountain Standard Time RSabin
CUST STATED:

1. I HAVE HAD ISSUE'S WITH THE VEH SENSOR'S AND MY ***SHIFT***ER EVER SINCE I BOUGHT IT
2. THIS IS THE THIRD TIME THAT WE HAVE HAD TROUBLE WITH THE ***GEAR*** BOX
3. I DON'T KNOW WHO I NEED TO CALL TO COMPLAIN ABOUT THIS
4. MY HUSBAND IS IN THE VEH NOW AT WORK AND HE JUST CALLED ME TO TELL ME THE VEH WILL NOT GO OUT OF REVERSE
5. THE LAST TIME IT WOULD NOT GO INTO DRIVE SO WE HAD TO USE A SCREW DRIVE FOR THE ***SHIFT***ER BYPASS
6. THE DOOR LIGHT ALSO COME'S ON SOMETIME'S WHEN THE DOOR ISN'T EVEN OPEN

WRITER ADVISED:
1. APOLOGIZED FOR PROBLEM
2. I'M NOT SURE WHAT WOULD BE CAUSING THIS ISSUE BUT WE CAN ASSIST WITH THE REPAIR'S OR DIAG
3. I WOULD RECOMMEND MAKING A APPT WITH THE DLR AND LET ME KNOW WHEN YOU DO
4. I CAN FOLLOW UP WITH THE DLR AND VERIFY THEY ARE USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED
5. PLEASE CALL ME AND LET ME KNOW WHEN THE VEH IS GOING IN
6. PROVIDED CONTACT INFO

CUST STATED:
1. OK THANKS

*** CASE CLOSE 06/04/2009 11:15 AM US Mountain Standard Time RSabin

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124475[redacted]	K1361047	9,148

Lexington, KY[redacted] Prod. Date: 11/30/06 Dealer: KY011 Car Town Kia, USA

Complaint Repurchase

Case History

*** PHONE LOG 09/18/2007 09:40 AM US Mountain Standard Time HReynolds
[redacted] stated:

1. problem with ***SHIFT***ing
2. this is 4th repair
3. vehicle is at Car Town Kia, USA and it is repaired
4. but i don't want this vehicle
5. the sales manager said that they will trying to find another vehicle for me but he is avoiding me for a week already
6. I want to pursue lemon law
7. already contacted the lawyer
8. I want the address of KMA

Writer stated:
1. updated/no-open recall
2. apology for situation
3. advised, KIA's lemon law policy is accordance of your local state law
4. this office can assist you with repair, not legal issues
5. can't speak to the customer if customer has a lawyer
6. provided address of KMA

*** PHONE LOG 09/18/2007 10:02 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:
1. spoke to Johnny - SVC director at Car Town Kia, USA
2. calling for status

Johnny stated:
1. car is here for transmission won't come out from the ***GEAR***
2. ***SHIFT CABLE*** is broken
3. installed new ***GEAR SHIFT*** and ***CABLE***
4. customer came in to sign the paper and pick up the key then said that they will not pick up the car and pursue lemon law
5. told customer that vehicle is repaired and ready to go, they need to pick it up from lot
6. came in 9/15 @ 9,034 miles with no reverse - reconnected the ***CABLE*** and ordered the ***GEAR SHIFT*** assembly
7. on 7/31 @ 5,188 miles, ***SHIFT*** locked and table had popped out
8. repaired
9. vehicle was originally worked on my non kia dealer in Elizabeth town
10. DPSM/ Don Bauer was here and we report to him

*** PHONE LOG 09/19/2007 10:11 AM US Mountain Standard Time HReynolds Action Type:Outgoing call
Writer stated:
1. Reviewed with DPSM/ Don Bauer
2. Advised, vehicle has multiple repair on ***SHIFT CABLE***
3. Customer stated, doesn't want the vehicle and already spoke to a lawyer
4. Vehicle is repaired, customer refused to pick up the car

DPSM/ Don Bauer stated:
1. Spoke to dealer about this customer
2. They created big scene and almost through en out of the dealer yesterday
3. They picked up the vehicle yesterday afternoon
4. As far as I concern, vehicle is repaired and gone

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124475[redacted]	K1361047	9,148

Lexington, KY[redacted] Prod. Date: 11/30/06 Dealer: KY011 Car Town Kia, USA

*** CASE CLOSE 09/19/2007 10:11 AM US Mountain Standard Time HReynolds

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1504738	42,000
Spring, TX [redacted]	Prod. Date: 2/8/07		Dealer: TX022 DeMontrond Kia	

Complaint Rental Car

Case History

*** PHONE LOG 09/29/2008 06:25 AM US Mountain Standard Time ELeon
CUSTOMER STATED;
1. THE VEHICLE BEEN AT THE DeMontrond Kia FOR 8 DAYS NOW.
2. THE ***GEAR SHIFT*** LEVER NEEDS TO BE REPLACED.
3. THE DeMontrond Kia SEALER DOES NOT KNOW WHEN THE VEHICLE WOULD BE REPAIRED?
4. I NEED A RENTAL.

WRITER STATED:
1. SORRY.
2. KIA DOES NOT HAVE PROVISIONS FOR RENTALS.
3. KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS.
4. THE DECISION WILL DON'T COME FROM THIS OFFICE, BUT WRITER CAN REVIEW THIS REQUEST WITH THE SERVICE MANAGER AND POSSIBLY OUR AREA REP TO DETERMINE IF RENTAL ASSISTANCE CAN BE PROVIDED.
5. WRITER WILL NOT GUARANTEE RENTAL ASSISTANCE.
6. WRITER WILL CONTACT YOU ONCE SPOKEN TO THE KIA REPS.

CUSTOMER STATED;
1. CALL MY CELL AT [redacted]
2. THANK YOU.

*** PHONE LOG 09/30/2008 06:26 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DEE HENDERSON AT DeMontrond Kia.
WRITER STATED:
1. WRITER CALLING REGARDING CUSTOMERS VEHICLE REPAIR.
2. PROVIDED CUSTOMERS INFO.
3. PLEASE CONTACT WRITER WITH AN UPDATE.
4. PROVIDED WRITERS CONTACT NUMBER.
5. THANK YOU.

*** PHONE LOG 10/01/2008 09:50 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT DEE HENDERSON AT DeMontrond Kia.
WRITER STATED:
1. WRITER CALLING REGARDING CUSTOMERS VEHICLE REPAIR.
2. PROVIDED CUSTOMERS INFO.
3. PLEASE CONTACT WRITER WITH AN UPDATE.
4. PROVIDED WRITERS CONTACT NUMBER.
5. THIS IS A SECOND MESSAGE WRITER LEFT.
6. THANK YOU.

*** PHONE LOG 10/02/2008 12:16 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM Ken Kang AND LVM.
WRITER STATED:
1. WRITER CALLING REGARDING CUSTOMERS VEHICLE BEEN AT THE TX022 DEALER FOR OVER 10 DAYS.
2. THE ***GEAR SHIFT*** LEVER HAS TO BE REPLACED.
3. WRITER CALLED THE TX022 TWICE AND LVM , BUT HAVE NOT GOTTEN A RETURN CALL.
4. CUSTOMER IS REQUESTING RENTAL ASSISTANCE.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1504738	42,000
Spring, TX [redacted]	Prod. Date: 2/8/07		Dealer: TX022 DeMontrond Kia	

5. WRITER DOES NOT KNOW THE STATUS OF THE REPAIR?
6. CALL WRITER .
7. PROVIDED WRITER CONTACT NUMBER.

*** EMAIL OUT _ ELeon Action Type:External email
Send to:[Kkang@kiausa.com]
KEN,

CUSTOMERS VEHICLE BEEN AT THE TX022 DEALER FOR OVER 10 DAYS.
THE ***GEAR SHIFT*** LEVER HAS TO BE REPLACED.
I CALLED THE TX022 TWICE AND LVM , BUT HAVE NOT GOTTEN A RETURN CALL.
CUSTOMER IS REQUESTING RENTAL ASSISTANCE.
I DO NOT KNOW THE STATUS OF THE REPAIR?
LET ME KNOW WHAT WE CAN DO?

THANKS.

ED LEON
46396

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1504738_ELeon_10-02-2008131026.doc>>

*** PHONE LOG 10/03/2008 07:48 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT RECEPTIONIST AT DeMontrond Kia.
WRITER STATED:
1. WRITER CALLING REGARDING CUSTOMERS VEHICLE REPAIR.
2. WRITER ALREADY LEFT TWO VM FOR DEE IN SERVCIE TO CALL WRITER, BUT NO RETURNED CALLS.

RECEPTIONIST STATED:
1. THERE ARE ONLY TWO SERVICE ADVISORS AT THE SERVICE DEPT AND WE ARE BUSY.
2. DUE TO THE HURRICANE AND OTHER KIA DEALER CLOSED, AND WE ARE SWAMPPED..
3. I'LL TRANSFER YOU TO HERMAN EXTENSION.

RECEPTIONIST TRANSFERRED WRITER TO HERMAN, SERVICE ADVISOR VM.

WRITER CONTACT HERMAN AT DeMontrond Kia.
WRITER STATED:
1. WRITER CALLING REGARDING CUSTOMERS VEHICLE REPAIR.
2. PROVIDED CUSTOMERS INFO.
3. PLEASE CONTACT WRITER WITH AN UPDATE.
4. PROVIDED WRITERS CONTACT NUMBER.
5. THIS IS A THIRD MESSAGE WRITER LEFT.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1504738	42,000

Spring, TX [redacted] Prod. Date: 2/8/07 Dealer: TX022 DeMontrond Kia

6. THANK YOU.

*** PHONE LOG 10/03/2008 07:54 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOM,ER AND LVM.
WRITER STATED:
1. FOLLOW UP CALL.
2. WRITER HAS BEEN TRYING TO REACH THE DeMontrond Kia DEALER FOR AN UPDATE OF THE VEHICLE.
3. WRITER HAS NOT BE ABLE TO REACH ANYONE AT THE SERVICE DEPT. TO REVIEW ANY POSSIBLE RENTAL ASSISTANCE?
4. PLEASE CONTACT WRITER.
5. PROVIDED WRITERS CONTACT NUMBER.
6. THANK YOU.

*** NOTES 10/03/2008 07:58 AM US Mountain Standard Time ELeon Action Type:E-mail rec.
WRITER RECEIVED E-MAIL MESSAGE FROM DPSM KEN KANG.
KEN STATED:
1. Please call the dealer and patch me on a 3-way conference call.
2. THANKS.

Thanks,

*** PHONE LOG 10/03/2008 08:17 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER VM CALL FROM HERMAN SERVICE ADVISOR AT DeMontrond Kia.
HERMAN STATED;
1. CALLING REGARDING THE CUSTOMERS VEHICLE ***GEAR SHIFT***ER REPAIR.
2. THE VEHICLE WAS REPAIRED .
3. CUSTOMER ALREADY HAD PICKED UP THE VEHICLE LAST TUESDAY.
4. IF ANY FURTHER QUESTIONS YOU CAN CALL ME.

*** PHONE LOG 10/06/2008 06:12 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT AND LVM.
WRITER STATED:
1. FOLLOW UP CALL REGARDING THE VEHICLE SERVICE .
2. CAN CALL BACK WRITER FOR REVIEW.
3. PROVIDED WRITES CONTACT NUMBER.

*** PHONE LOG 10/07/2008 11:27 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT AND LVM.
WRITER STATED:
1. FOLLOW UP CALL REGARDING THE VEHICLE SERVICE .
2. IF YOU HAVE ANY FURTHER CONCERNS YOU CAN CALL BACK WRITER FOR REVIEW.
3. PROVIDED WRITES CONTACT NUMBER.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1504738	42,000

Spring, TX [redacted] Prod. Date: 2/8/07 Dealer: TX022 DeMontrond Kia

*** CASE CLOSE 10/07/2008 11:29 AM US Mountain Standard Time ELeon

WRITER CLOSING CASE PENDING CUSTOMER CALLS BACK WITH FURTHER CONCERNS.

*** PHONE LOG 07/22/2009 04:16 PM US Mountain Standard Time RBriones Action Type:Incoming call
Customer (Mr [redacted]) Stated:

1. I am having a problem with my vehicle.
2. It is still under warranty.
3. Keeps breaking down for the same thing.
4. Have had the vehicle in four times previously.
5. I know the dealer will repair it, but what about lemon law.
6. Does the vehicle qualify?
7. When I put the vehicle in ***PARK***, it slips out in neutral sometimes.
8. Vehicle is broken down at my house right now.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty repairs.
3. Gave customer case number and 800 number.
4. Customer would need to call back while vehicle is at dealer.
5. We can work to involve other Kia resources with svc dept.
6. Can not advise customer of lemon law.
7. Referred customer to WACI and BBB.

*** CASE CLOSE 07/22/2009 04:17 PM US Mountain Standard Time RBriones
concerns noted

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1513497	30,000

Coventry, RI[redacted] Prod. Date: 12/19/06 Dealer: RI002 Metro Kia

Complaint Accident

Case History

*** PHONE LOG 10/21/2008 12:42 PM US Mountain Standard Time RHall
[redacted] stated

1 The linkage gets stuck in ***GEAR***
2 I have taken the veh to RI002 3 times prior to this accident
3 RI002 replaced the ***CABLE*** once and ajusted it two other times
4 but the veh got stuck in reverse, the ***CABLE*** snapped
5 this caused my wife to back into another veh
6 it did not damage the other car but poked two holes in her bumper
7 I feel Kia needs to pay to have this repaired because it is the product that caused this accident

wrt stated
1 apologized
2 wrt will process accident report and forward to appropriate dept for processing, someone from correct dept will contact you
3 wrt gave case# for reference #

*** NOTES 10/21/2008 12:45 PM US Mountain Standard Time RHall Action Type:Manager review
Forward to National for handling and review
1 Product Liability- cust said veh stuck in reverse
2 which caused cust to back into another veh
3 there was only property damage done to customer car- two holes poked in rear bumper
4 Customer wants Kia to pay to repair bumper
5 Please assist determination and contact customer with results

*** PHONE LOG 10/23/2008 08:50 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer left VM with Mother of customer requesting call back from customer

*** PHONE LOG 10/27/2008 12:52 PM US Mountain Standard Time SJeon Action Type:Incoming call
Mr [redacted] stated:
1. I have case #
2. I didn't get the phone # of him

writer stated:
1. provided national phone # to call

*** PHONE LOG 10/28/2008 08:48 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer left message with wrt's contact # with customer's mother.

*** PHONE LOG 11/04/2008 02:28 PM Pacific Daylight Time ELau Action Type:Incoming call
Wrt received call from customer stating:
1. Returning your call
Wrt states:
1. Advise customer who wrt is and reason for calling
2. Please tell me what happened?
Customer states:
1. We've been having an issue with the vehicle where the ***SHIFT***er would stick

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1513497	30,000

Coventry, RI[redacted] Prod. Date: 12/19/06 Dealer: RI002 Metro Kia

2. My wife was in reverse and the ***SHIFT***er stuck and she could not get the vehicle out of reverse.
3. It ***ROLL***ed into another vehicle causing our bumper to have two small dents
4. We had the vehicle towed to Metro Kia
5. They fixed it but not sure if it would happen again.

Wrt states:
1. Will contact dealer
2. Will obtain repair orders for review
3. Do you have a photo of the two dents maybe you can send it to me?

Customer states:
1. Will try to take one and send it to you.

Wrt states:
1. How has the vehicle been operating since you got it back?

Customer states:
1. It's be fine
2. My wife drives at night and I really just don't want anything like this happening again.

Wrt states:
1. Understand

*** PHONE LOG 11/04/2008 02:36 PM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called Metro Kia and spoke with Bruce:
1. Calling about customer

Bruce states:
1. I remember this customer
2. We found the ***SHIFT***er linkage stuck

Wrt states:
1. Advise of situation

Bruce states:
1. You would need to speak to the SM Steve, he is gone for the day.
2. Customer came in two times prior

Wrt states:
1. Will speak with Steve tomorrow.
2. Thank you

*** PHONE LOG 11/05/2008 10:14 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called Metro Kia and spoke with SM Steve:
1. Advise of situation

Steve states:
1. Found ***SHIFT***er linkage unhooked
2. Not sure how this happened.

Wrt states:
1. Request for ROs

Steve states:
1. Will fax that you

*** NOTES 11/12/2008 02:11 PM Pacific Daylight Time ELau Action Type:Manager review
1. Wrt received photos from customer
2. Will review

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1513497	30,000

Coventry, RI [redacted] Prod. Date: 12/19/06 Dealer: RI002 Metro Kia

*** NOTES 11/20/2008 09:09 AM Pacific Daylight Time ELau Action Type:Manager review
1. Wrt reviewed case with MWirz
2. Per MWirz please notify DPSM and Eastern Regional CA Manager of issue

*** NOTES 11/20/2008 09:10 AM Pacific Daylight Time ELau Action Type:Manager review
1. Wrt emailed DPSM KDomingues and MPfeifer advising of situation

*** NOTES 11/20/2008 11:16 AM Pacific Daylight Time ELau Action Type:Manager review
Wrt received email from DPSM KDomingues stating:
1. Dealer will order new ***CABLE***
2. Dealer will contact customer once ***CABLE*** arrives

*** NOTES 11/20/2008 11:16 AM Pacific Daylight Time ELau Action Type:Manager review
1. Wrt reviewed case with MWIRZ
2. Please offer customer good will repair to bumper

*** PHONE LOG 11/20/2008 11:20 AM Pacific Daylight Time ELau Action Type:Outgoing call
Wrt called customer and spoke with Mrs.[redacted]:
1. Calling about case
2. Been speaking with your husband
3. Sorry to hear about incident
4. Kia would like to assist
5. Please have vehicle taken to a body shop for an estimate
6. Please send estimate to KMA
7. KMA will cut you a check for the cost of repairs
8. Also FYI dealership may be calling you to schedule an appointment
Customer states:
1. Great
2. My husband is not in right now
3. I will have him give you a call.

*** NOTES 12/12/2008 02:59 PM Pacific Daylight Time ELau Action Type:Manager review
1. Wrt received estimate for damages
2. Will review

*** NOTES 01/05/2009 11:35 AM Pacific Daylight Time ELau Action Type:Manager review
1. Wrt reviewed case with MWirz
2. Goodwill offer to customer for $920.00
3. Release and offer letter sent to customer for signatures.

*** NOTES 01/12/2009 10:59 AM Pacific Daylight Time ELau Action Type:Manager review
1. Wrt received signed release

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1513497	30,000

Coventry, RI[redacted] Prod. Date: 12/19/06 Dealer: RI002 Metro Kia

3. Wrt submitted check request
4. Pending check

*** NOTES 02/13/2009 03:59 PM Pacific Daylight Time ELau Action Type:Manager review
1. Wrt received check # 00530753 in the amount of $920.00 made payable to Kenneth Jacques

*** CASE CLOSE 02/13/2009 04:07 PM Pacific Daylight Time ELau
Wrt mailed check to customer, close case

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1479086	17,000

Frostproof, FL[redacted] Prod. Date: 2/6/07 Dealer: FL068 Alan Jay Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 07/29/2008 01:14 PM US Mountain Standard Time JSinclair
Customer states:
1. I had a big problem today
2. It is the same problem I have had in the past with my Optima
3. I was out today and I went to get in the vehicle and the ***SHIFT***er would not move
4. I called Michael Holley Kia
5. And told them that I needed a rental and I needed to be picked up
6. I am disabled along with my wife
7. He told me that he would not come and get me, they didn't have people that would do that
8. All he could tell me is to call Kia
9. So I called Kia RSA
10. They took care of picking up the vehicle and taking it to the nearest dealership
11. He said that he did not have a # for Kia
12. But he did take care of towing the vehicle
13. He told me to call the dealership to get a ride and a rental , So I called Alan Jay Kia and the SM
14. Sent someone out to me to pick me up and took my family where they needed to go
15. The shuttle took me to the dealership
16. The SM told me that I should wait or get a rental
17. So I get to the dealership and my car is there and the dealership tells me that the shuttle will take me to get a rental
18. The shuttle takes me down to the rental place and I get a vehicle
19. They put me in a 4 cylinder like I asked
20. But then the rental place tells me that there is a quarter of a tank of gas in the vehicle and that I need to bring it back with a quarter of a tank
21. Let me tell you something!
22. I had just put gas in my vehicle and I will not pay for gas in the rental
23. Kia will pay for my gas
24. And let me tell you something else!
25. The TPSM light comes on whenever it wants to
26. The OCS light always come on and Michael Holley Kia had the nerve to tell my wife that she had to sit in some special position to make the light turn off
27. That light comes and goes when ever it wants to
28. In this state the lemon law requires three repair attempts
29. You need to realize that you are going on repair three
30. I have no problem going lemon law on this
Wtr states:
1. Apologized
2. Updated info
3. No recalls
4. Sounds like Alan Jay Kia went out of there way to asset customer
5. Advs rentals are not a provision in warr
6. Advs Alan Jay Kia good willed a rental
7. Advs they sent shuttle out to pick up customer which was also out of there way
8. Unforentaly KMA does not pay for gas in a rental
9. Advs it states it the WCIM that KMA will repair vehicle under the terms of the warr but will not pay for reimburse any additional cost customer may inquire while vehicle is down
10. Wtr will follow up with dealership on repair and if need be wtr can get additional people involved
11. But first step is to allow dealership to diagnose vehicle
12. Once wtr has additional info wtr will contact customer
Wtr gave name,ext and case#
Thanked and call ended

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1479086	17,000

Frostproof, FL [redacted] Prod. Date: 2/6/07 Dealer: FL068 Alan Jay Kia

*** PHONE LOG 07/31/2008 07:27 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called Alan Jay Kia spoke to SM James who states:
1. We replaced the ***SHIFT***er assy
2. We also reset the TPMS light
3. There was no duplication of the a/b light
4. I have called the customer
Thanked and call ended

*** PHONE LOG 07/31/2008 07:31 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called customer
Wtr states:
1. Advs SM comments
Customer states:
1. This a/b light is an issue
2. I can show them what is happening
Wtr states:
1. Wtr suggest when you get to the dealership to sit in passenger seat and show SM what you are referring to
Customer states:
1. I will !
2. I am also going to go lemon law on this
3. Michael Holley Kia keeps calling wanting to help us, let me tell you something I will not call them back
3. Here talk to my wife
Mrs Johnson states:
1. I am disabled
2. It's not ok for us to brake down
3. We don't feel like the problems have been resolved
4. We will never buy another Kia
5. I am going to the news with this
6. We are eligible for lemon law
7. So want you to know that I am unhappy with the service at Michael Holley Kia
Customer ended call

*** PHONE LOG 07/31/2008 07:40 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called DPSM Jack Bramble
Wtr states:
1. Advs dealership unable to duplicate problem with a/b light
2. Customer states they will be going with lemon law
3. Wtr sending to region
DPSM states:
1. Ok, thanks for the head up
Thanked and call ended

*** EMAIL OUT _ JSinclair Action Type:External email
Send to:[jbramble@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.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1479086	17,000
Frostproof, FL[redacted]		Prod. Date: 2/6/07	Dealer: FL068 Alan Jay Kia	

Sending to region...just talked to you about this case.

Thanks,
Justina
Ext 45161

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1479086_JSinclair_07-31-2008083625.doc>>

*** NOTES 07/31/2008 07:44 AM US Mountain Standard Time JSinclair Action Type:Manager review
Dispatching to region for the following reasons:
1. 07 Optima 16k miles W/S 9/26/2007
2. Vehicle is at Alan Jay Kia, dealership unable duplicate issue with a/b light
3. Customer states he will be filing lemon law
4. Dispatching for early intervention
Please contact customer within 24-48 hrs

*** PHONE LOG 08/01/2008 03:51 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. Johnson--Mr. [redacted] states
1. Alan Jay Kia fixed the ***SHIFT***er
2. very happy with Alan Jay Kia
3. Michael Holley Kia would not assist us
4. so I called RS and they came out promptly
5. Dealer said that the vehicles come from the factory like this (***SHIFT***er issue)
6. Alan Jay fixed the vehicle & I picked it up yesterday
7. veh has about 16,000 miles now
8. the whole ordeal took 1/2 day, it was very time consuming
9. at this time the car is repaired
SRCAA advised
1. apologies for the situation
2. I am happy to hear that the veh is repaired
3. I will call back & leave my info on your phone
4. I will call back in about a week to see if you have had any additional problems.

*** PHONE LOG 08/01/2008 03:52 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL079 & requested service Docs
LM on VM

*** PHONE LOG 08/01/2008 03:54 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Alan Jay Kia & requested service documents--

*** COMMIT 08/01/2008 03:55 PM Eastern Daylight Time JuneSifford Action Type:Callback Required

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1479086	17,000
Frostproof, FL[redacted]		Prod. Date: 2/6/07	Dealer: FL068 Alan Jay Kia	

*** CASE CLOSE 08/01/2008 03:57 PM Eastern Daylight Time JuneSifford

*** FULFILL 08/11/2008 07:49 AM Eastern Daylight Time JuneSifford Action Type:Callback Required

*** PHONE LOG 08/11/2008 09:46 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact -- LM requesting customer call back if any additional questions or concerns.

*** CASE CLOSE 08/11/2008 09:47 AM Eastern Daylight Time JuneSifford

*** PHONE LOG 09/03/2008 04:23 AM US Mountain Standard Time RHall Action Type:Incoming call
Calvin Johnson called
1. This is the 4th time I have had Transmission problems
2. I WANT OUT OF THIS CAR NOW!
3. First car they sold me was a lemon-- it was banged up and had all kinds of problems
4. I brought it back to the dlr and they gave me a brand new one-which is the one I have now
5. Now everything that supposedly gets "fixed" never gets fixed
6. Airbag lights stay on all the time
7. I only have ***PARK*** and drive on my vehicle
8. It is a hassle to me just to get out of my driveway
9. There is no reverse, I have to drive around my house to get out
10. This is the 4th time with only 17,000 miles on the vehicle
11. KIA WILL BUY THIS VEHICLE BACK FROM ME
12. OR I WILL GET BBB, LAWYER, CHANNEL 13 NEWS, EVERYONE I CAN!
13. I HAVE MUST HAVE A LEMON AND I SHOULD PROBABLY PURSUE THE LEMON LAW
14. THIS NEEDS TO BE SOLVED IMMEDIATELY!!!

Wrt stated
1 apologized
2 Kia does not buy back vehicles
3. Each state lemon laws are different and you can find information regarding your state in your WCIM

[redacted] stated
1 you would think that Kia would want to go through all the reports, all the repairs, and the history
2 to see what I have been through with this transmission, 4 times for the same thing
3 and give me a new car- I WANT OUT OF THIS CAR!!!

Wrt stated
1. Kia does want the opportunity to review your case further
2. wrt will forward your case to the regional office
3 and someone from the regional office will contact you regarding your case

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1479086	17,000

Frostproof, FL[redacted] Prod. Date: 2/6/07 Dealer: FL068 Alan Jay Kia

Forward to region for handling and review:
1. Cust has a new veh with very low miles
2. Cust states this is the 4th times for transmission problems
3. Cust is seeking lemon law and wants out of the vehicle
4. Please review and assist determination
5. Please contact customer with results

*** PHONE LOG 09/11/2008 01:11 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA attempted customer contact
[redacted]-not in service
[redacted]-nextell customer not in service
alt number--LM on VM requesting call back

*** PHONE LOG 09/11/2008 01:16 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL079--Tony--Tony states
1. oil change
2. steering & suspension
3. 1x's for trans concern--***SHIFT***er will not move --adjusted ***CABLE***
4. had some body work--not sure if accident or something the dealer agreed to do.
5. he has been in 3x's w/one ***SHIFT***ing concern
SRCAA requested RO's

*** PHONE LOG 09/11/2008 01:18 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL068--requested RO for Mr. Johnson

*** PHONE LOG 09/16/2008 06:37 AM US Mountain Standard Time RChacon Action Type:Incoming call
CALVIN JOHNSON STATED:
1. I AM CALLING ABOUT PROB'S I AM HAVE HAD WITH VEH
2. I TOOK IT TO 2 DIFFERENT DEALER 3 X'S FOR A TRANNY PROBLEM
3. THE LAST TIME I TOOK VEH TO FL068, THEY HAD TO REPLACE A ***SHIFT***ER
4. I HAVE THE VEH NOW, AND AM NOT CURRENTLY HAVING ANY PROB'S WITH VEH
5. I WANT OUT OF THIS VEH, I DO NOT FEEL SAFE IN VEH, AND I WILL BE PURSUING LEMON LAW

WRITER STATED:
1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO, NO RECALLS
3. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. NO ONE EXPECTS TO HAVE PROB'S WITH A NEW VEH, BUT VEH'S ARE MADE WITH MECHANICAL, AND ELECTRICAL PARTS WHICH CAN FAIL
5. THAT IS WHY WE BACK OUR PRODUCT UP WITH SUCH A GREAT WARR, AND WILL REPAIRS ANY VEH PROB'S UNDER THE TERMS OF THE WARR
6. WE DO NOT ASSIST WITH LEMON LAW HERE
7. IF THAT IS SOMETHING YOU WOULD LIKE TO DO, YOU WILL NEED TO PURSUE YOUR OWN AVE'S
8. IF YOU SHOULD HAVE VEH PROB'S IN THE FUTURE, YOU CAN CALL US BACK
9. WE WILL WORK TO ENSURE ANY FUTURE PROB'S WILL BE RESOLVED

CUSTOMER STATED:
1. I CAN'T BELIEVE YOU

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1479086	17,000
Frostproof, FL[redacted]		Prod. Date: 2/6/07	Dealer: FL068 Alan Jay Kia	

::::::::::CUSTOMER DISCONNECTED CALL::::::::::::

*** PHONE LOG 09/16/2008 01:51 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA attempted customer contact--LM advising--
1. I see that you called in and that you are not currently experiencing a concern with the vehicle
2. if you have further questions or concerns I would like the opportunity to talk to you about them
3. please contact me should you have additional questions or concerns.
4. I would be happy to review your case for possible GW assistance.

*** CASE CLOSE 09/16/2008 01:53 PM Eastern Daylight Time JuneSifford

*** CASE CLOSE 10/08/2008 01:31 PM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

*** PHONE LOG 11/14/2008 12:33 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd call from Mr.[redacted]-- Mr.[redacted] states
1. I have not have a problem withthe vehicle since the last repair
2. no current probems with the vehicle
3. this is a lemon
4. everyone wants to know if I am having a problem now and that does not matter,
5. you have reached the 3rd attempts and that means its a lemon
6. I took the vehicle to Alan Jay and to

SRCAA advised
1. if you will send your paperwork I will be happy to look it over and see if there is anything we can do to assist you
2. I will call the dealer also and request a copy of your records.

*** PHONE LOG 11/14/2008 12:34 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA LM on VM for Reggie at FL079 requesting copy of all RO's

*** PHONE LOG 11/14/2008 12:44 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted to contact FL068--spoke to Jay--requested a copy of all service docs.
Jay will have Srv Mgr call.

*** PHONE LOG 11/25/2008 11:35 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:
1 - June is not calling me back
2 - I just want Kia to take this veh back
3 - I faxed the RO's to her

Writer stated:
1 - Apologized
2 - Provided case no.
3 - June is responsible for your case; will try to get her for you

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1479086	17,000
Frostproof, FL[redacted]		Prod. Date: 2/6/07	Dealer: FL068 Alan Jay Kia	

Writer placed customer on hold and left VM for RCAA June requesting she call customer

Writer returned to customer:
4 - Left VM for June requesting she call you

Customer stated:
1 - Who is her boss?
2 - Can you put me through to him?

Writer stated:
1 - Kevin Williams
2 - provided 800 number for regions
3 - Cannot connect you w/ RCAM; too high in organization for wtr to call

Customer stated:
1 - OK

*** PHONE LOG 11/25/2008 11:46 AM US Mountain Standard Time SJeon Action Type:Incoming call
Mr[redacted] stated:
1. I left message for June Sifford and did not receive a call
2.[redacted] gave me th phone # for[redacted] but it was dead phone
3. I want you to call himself

writer stated:
1. sorry for situation
2. **writer left message for June to call customer back
3. writer will let my sup know that customer is requesting Kevin Williams to call him

*** PHONE LOG 11/25/2008 11:52 AM US Mountain Standard Time SJeon Action Type:Outgoing call
writer stated:
1. provided regional phone # to customer

*** PHONE LOG 11/25/2008 04:10 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd customer VM request for call back

*** PHONE LOG 11/25/2008 04:11 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact at the number that the customer left requesting call back [redacted]
LM on VM requesting call back

*** PHONE LOG 12/01/2008 01:44 PM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK
CUSTOMER SATES.
1. I AM TRYING TO GET A HOLD OF KEVIN W.
2. THE NUMBER I HAVE GETS ME NOW WHERE.[redacted]

WRITER STATES

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1479086	17,000
Frostproof, FL [redacted]		Prod. Date: 2/6/07	Dealer: FL068 Alan Jay Kia	

1. I AM SORRY THIS IS THE CASE, IT WOULD BE BEST TO DEAL WITH THEM DIRECTLY, GAVE DIRECT NUMBER TO JUNE AND TO KEVIN.

CUSTOMER STATES.
1. I DO NOT WANT TO DEAL WITH JUNE, THAT IS WHY I WANT TO SPEAK TO KEVIN, BUT I DO CALL THEM AND NO ONE GETS BACK TO ME,
2. WHY CAN'T ANYONE CALL ME BACK

WRITER STATES.
1. LET ME TRY THEM FOR YOU.

WRITER CALLED KEVIN W. AND LEFT MESSAGE FOR HIM TO RETURN CUSTOMERS CALL.
1. CUSTOMER CALLING KCC REQUESTING YOU, PLEASE CALL THE CUSTOMER.

WRITER GOT BACK TO CUSTOMER
1. I COULD NOT REACH HIM BUT I LEFT HIM A MESSAGE TO RETURN YOUR CALL.

CUSTOMER VERIFIED NUMBERS, ALT NUMBER IS THE ONLY NUMBER YOU CAN REACH CUSTOMER AT.

CUSTOMER STATES.
1. I HOPE THEY CALL ME BACK

WRITER STATES.
1. I TRUST THEY WILL.

CUSTOMER STATES.
1. IF NOT I AM CALLING THE NEWS.

*** PHONE LOG 12/04/2008 12:03 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr.[redacted] states
1. no current problems with the vehicle.
SRCAA advised
1. I have not received the information that I requested (RO's) for review
2. I will call the Dealers again as well to request them again.
3. I will do a review once I have the records.

*** PHONE LOG 12/04/2008 12:11 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA found second file with RO's --called back and spoke to Mrs.[redacted]
Both Mr.[redacted] VERY RUDE and MEAN speaking
SRCAA advised
1. I apologize for the error I did fine a second file with your records
2. I will complete a review and contact you
   Mrs.[redacted] states, "I am the one who faxed the documents so I know you have them"
3. SRCAA advised, yes I do have them and I will complete a review
   Mrs.[redacted] states, "So you found the records are you also admitting that you got our messages"
4. SRCAA advised, "I never states or indicated that I did not receive a message from you"

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1479086	17,000

Frostproof, FL[redacted] Prod. Date: 2/6/07 Dealer: FL068 Alan Jay Kia

Mr.[redacted]in background, "and you did not call back"
5. SRCAA advised, "I did call back and I am calling now so I will let you know our decision once I have completed a review"
Mrs.[redacted] states, "Oh, wow wee so you have found our records and you are calling now, YOU GET THE REVIEW COMPLETED AND CALL ME BACK."
6. SRCAA advised, "yes, I will"

*** NOTES 12/04/2008 01:46 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Recap completed
3x's airbag & 3x's ***SHIFT***er/***SHIFT***ing

*** NOTES 12/04/2008 01:47 PM Eastern Daylight Time JuneSifford Action Type:Manager review
GW offer of $500.00 being sent.

*** PHONE LOG 12/04/2008 02:06 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr.[redacted]states
1. the aribag is an issue for us
2. the concern is vehicle not ***SHIFT***ing
3. at this time the vehicle is repaired
4. I do not want this car, I want it bought back
SRCAA advised, " I am not offering to repurchase the vehicle. The vehicle is currently repaired."
5. The Florida law says that this is a lemon
6. I do not want to be stranded as we are both handicap
7. payments are $370.00
8. I will accept the $1,110.00
SRCAA advised
1. I will offer to reimburse you for 3 payments as you have had 3 repairs
2. verified the address
3. sending offer of 3 payments (subject to verification of the payment amount)
4. requested customer send finance agreement.
5. reviewed release for repairs prior to date of signing
6. explained that if customer pursues further action we will request repayment of previous settlements.

*** PHONE LOG 12/09/2008 11:41 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd customer request for call back to review GW offer

*** PHONE LOG 12/09/2008 11:53 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr.[redacted]to review GW offer--Mr.[redacted]states
1. offer indicates TWO (3) payments
SRCAA advised, "apologize, the offer is for 3 payments. I will revise this and resend the offer
2. It does not state a dollar amount
SRCAA advised, "I do not have information to verify the actual payment amount however if you will fax me something that verifies the actual dollar amount of you payment I will put a dollar amount in the letter and resend."
3. I will fax you a payment coupon
4. The 90 days is not acceptable. I want the check within the next 10 days.
SRCAA advised, "It does not typically take that long, however, I can not determine how long it may take as we close for 1 week during the holidays. I can not change this however, again, it does not typically take that long.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1479086	17,000

Frostproof, FL[redacted] Prod. Date: 2/6/07 Dealer: FL068 Alan Jay Kia

5. If you do not provide the check within 10 days we will not accept and we will pursue other process
SRCAA advised, "I can not give you a time period and will not be able to provide a check in 10 days"
Mr. [redacted] states, Thanks anyway.

*** CASE CLOSE 12/09/2008 11:57 AM Eastern Daylight Time JuneSifford

*** NOTES 12/22/2008 10:41 AM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA rec'd acceptance of GW offer with only one signature.

*** PHONE LOG 12/22/2008 10:43 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact to review co-signer information on title as signature of co-signer not provided on acceptance of GW offer letter / release.

*** PHONE LOG 01/29/2009 04:50 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr. [redacted] and advised that his check is being sent.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123875[redacted]	K1344578	4,011

Sevierville, TN [redacted] Prod. Date: 12/15/06 Dealer: TN032 Rusty Wallace Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 08/08/2007 04:52 AM US Mountain Standard Time ERuiz
CALLER STATED

1. TWO WEEKS AGO I HAD A PROBLEM W/ THE ***GEAR SHIFT*** ASSEMBLY.
2. I HAD IT TOWED TO THE DEALER AND REPLACED IT.
3. THE VEHICLE WAS TOWED IN YESTERDAY FOR THE SAME PROBLEM.
4. IT WAS THE SAME PROBLEM, BECAUSE THE ***GEAR SHIFT*** WAS LOCKED.
5. WHEN I GOT BACK FROM WORK I PULLED IN THE ***PARK***ING LOT AND NOTICE THE VEHICLE WAS GOING BACKWARDS.
6. IF IT HAPPENS AGAIN I AM NOT GOING TO KEEP THE CAR.
7. I HAVE THE LEMON LAW INFO HERE.
8. THEY GAVE ME A LOANER VEHICLE THIS TIME.

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL BE GLAD TO CALL THE DEALER FOR MORE INFO.
3. TECH ASSISTANCE IS AVAILABLE FOR ALL KIA DEALER.
4. WRT WILL MAKE SURE THE DEALER CONTACT KIA IF THEY HAVE ANY TROUBLE GETTING IT REPAIR.
5. CUSTOMER THANKED WRT FOR THE INFO.

*** PHONE LOG 08/08/2007 01:07 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT CALLED TN032 AND TALKED TO TONY.
2. WRT REQUESTED THE STATUS OF THE REPAIR
3. HE STATED:

a) THE ***SHIFT***ER IS BROKEN
b) IT LOOKS LIKE THE ***SHIFT***ER ***CABLE*** WAS REPLACED A FEW WEEKS AGO.
c) THIS TIME IT WAS A DIFFERENT PART THAT BROKE.
d) WE HAVE THE PART ON AN E-ORDER.
e) WE'LL HAVE THE PART TOMORROW MORNING.
f) I'LL TAKE ABOUT 1½ HR TO REPAIR IT.

4. WRT THANKED TONY FOR ASSISTING THE CUSTOMER W/ A LOANER [PROVIDED BY THE DEALER].
5. WRT WILL CALL BACK TOMORROW.

*** PHONE LOG 08/09/2007 01:14 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

1. WRT SPOKE TO ROB IN SVC.
2. WRT REQUESTED THE STATUS OF THE REPAIR .
3. HE STATED:

a) THE CAR IS READY NOW.
b) WE REPLACED THE ENTIRE ***SHIFT***ER ASSEMBLY.
c) WE ALREADY CALLED HER AND LET HER KNOW IT WAS READY.
d) WE'RE GOING TO WASH IT AND GIVE IT BACK TO THE CUSTOMER.
e) SHE'S STOPPING BY TO PICK IT UP TOMORROW.

4. WRT THANKED ROB FOR THE INFO.

*** PHONE LOG 08/09/2007 01:14 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123875[redacted]	K1344578	4,011

Sevierville, TN[redacted] Prod. Date: 12/15/06 Dealer: TN032 Rusty Wallace Kia

2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT A V/M MESSAGE.
4. WRT ADVISED TO CALL WRT BACK IF THERE ARE STILL ANY QUESTIONS OR CONCERNS ABOUT THE VEHICLE'S REPAIR.

*** CASE CLOSE 08/09/2007 01:16 PM US Mountain Standard Time ERuiz

*** NOTES 09/25/2007 08:05 AM Pacific Daylight Time TYoung Action Type:Manager review
NCA received certified letter
1. Customer has had 3 repairs on her ***SHIFT***er
2. Customer is requesting repurchase.

Forwarding to region for followup.

*** PHONE LOG 10/03/2007 03:19 PM Eastern Daylight Time CCar***ROLL*** Action Type:Incoming call
wtr states
1. lft vmx for cust at listed #

*** PHONE LOG 10/03/2007 03:21 PM Eastern Daylight Time CCar***ROLL*** Action Type:Outgoing call
wtr states
1. contacted svcm @ TN032
2. req ro's for cust veh

*** PHONE LOG 10/09/2007 11:01 AM Eastern Daylight Time CCar***ROLL*** Action Type:Outgoing call
wtr states
1. spoke with svcm Rob @TN032
2. I'm still waiting for ro's on[redacted]
3. the cust has called back and I need to see what rprs have been made on her veh
dlr states
1. I will fax them again

*** NOTES 10/19/2007 08:58 AM Eastern Daylight Time YEpps Action Type:Manager review
1. Writer called Rob at TN032 and scheduled a final repair for 10/25/07 at 9am.
2. Writer advised Rob of the Pitstop on KGIS for ***SHIFT CABLE*** detachment per the FTR.
3. Writer sent the customer a letter advising of the final repair appointment.
4. Writer sent the MRF to the BBB.

*** NOTES 10/22/2007 11:22 AM Eastern Daylight Time OSprague Action Type:Manager review
1. Customer contacted BBB and stated:
* I cannot take my vehicle to the dealer on 10/25

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123875[redacted]	K1344578	4,011

Sevierville, TN[redacted] Prod. Date: 12/15/06 Dealer: TN032 Rusty Wallace Kia

* The service manager (Rob) is on vacation this week
* Please have the customer bring the vehicle on Monday 10/29.
4. Writer notified BBB with new date for final inspection
5. Writer will send revised letter to customer

CASE PENDING FINAL INSPECTION ON 10/29

*** COMMIT 10/22/2007 11:25 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** CASE CLOSE 10/22/2007 11:28 AM Eastern Daylight Time OSprague

*** FULFILL 10/29/2007 11:09 AM Eastern Daylight Time OSprague Action Type:Callback Required

*** NOTES 11/08/2007 03:50 PM Eastern Daylight Time OSprague Action Type:Manager review

1. Vehicle inspected on 10/29 per certified letter
2. Dealer could not duplicate ***SHIFT*** lever concern

CASE CLOSED PENDING FURTHER CONTACT FROM CUSTOMER

*** CASE CLOSE 11/08/2007 03:53 PM Eastern Daylight Time OSprague

*** NOTES 12/27/2007 04:37 PM Pacific Daylight Time TYoung Action Type:Manager review

1. NCA received ADL from Kahn & Assoc
2. Letter states:
   a. office represents client
   b. do not contact customer directly
   c. alleged defects: transmissioni
3. Attorney requests refund for vehicle, cancellation of contract and attorneys fees
4. Request response within 14 days.

*** PRIORITY CHANGE 12/27/2007 04:38:12 PM TYoung

*** NOTES 01/31/2008 05:23 PM Eastern Daylight Time CCar***ROLL*** Action Type:Manager review

wtr states

1. rec'd adl from atty
2. wtr scheduled final rpr on 1/28/08
3. dlr unable to dup cust concerns
4. wtr sent response to deny response to atty

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1373555	8,916

Pascagula, MS [redacted] Prod. Date: 12/28/06 Dealer: MS010 Kim Beck Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 10/19/2007 03:33 PM US Mountain Standard Time SBowyer
CUST STATED
1.i am going to have my veh towed in tomorrow
2.when you turn the ignition on, it shows that it is in reverse; it was turn on or anything
3.my insurance is going to tow the veh to the dlr tomorrow
4.i just want to know what is covered
5.are rentals covered

WRITER STATED
1.sorry
2.cust has 5/60 lbw 10/100 ptw and 5/60 r/a
3.these warranties cover factory defects which are to be determined by the svc tech at the kia dlr
4.no provision for rental/loaner in warranty: can be reviewed on a case by case basis....callback if this review is needed
5.provided case id

CUST THANKED WRITER--CALL ENDED

*** CASE CLOSE 10/19/2007 03:33 PM US Mountain Standard Time SBowyer

*** PHONE LOG 12/12/2007 07:28 AM US Mountain Standard Time LColema Action Type:Incoming call
Cust states:
1. Veh has broken down for 2nd time.
2. Will start but will not move in ***GEAR***.
3. Last time this happened I had to rent a car.
4. Dlr made some adjustment & car was OK for awhile, but has happened again.
5. I am left stranded at a restaurant, waiting for RS to send tow truck.
6. I want a rental now.
7. I should not have to pay for a rental, this is a new veh.
8. Is there a provision in the warranty for Kia to take this veh back if they can't fix it?

Writer states:
1. Updated, no recalls.
2. Apologized for situation.
3. Adv warranty provides for the repair of the veh.
4. Kia does not have a provision for rentals.
5. However, Kia does assist with rentals on a case-by-case basis.
6. The decision will not come from this office.
7. Must have a diagnosis at the Kia dlr to consider.
8. We can review this request with the srv mgr and possibly our area rep.
to determine if rental assistance can be provided.
9. Writer will call rep now to see if rental assistance can be provided.

Writer put cust on hold & called DPSM SCameron & stated:
1. Adv of situation with veh.
2. Cust is seeking rental assistance.

DPSM states:
1. I will call the dlr & adv srv mgr what to do.
2. Will not be calling writer back.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1373555	8,916
Pascagula, MS[redacted]		Prod. Date: 12/28/06	Dealer: MS010 Kim Beck Kia	

3. Going into a meeting.

Writer went back to cust & stated:
1. Apologized, but not sure about rental yet.
2. Kia rep is going to call dlr with instructions.
3. Writer will call dlr & call cust back.
4. Provided file number & writer's ext.

Cust states:
1. There is a tow truck here from wife's insurance.
2. Have also called Kia RS.
3. Can we just use this tow truck?

Writer states:
1. Cust will need to speak to RS.

Writer transferred cust to RS.

Writer called Kim Beck Kia MS010 spoke with srv mgr Glenn & stated:
1. Adv of reason for call.
2. DPSM was going to call dlr.

Srv mgr states:
1. Yes, DPSM called.
2. We will provide cust with a loaner.

Writer states:
1. Writer will follow up later with dlr on diagnosis.

Writer called cust & stated:
1. Adv dlr will have loaner available for cust when cust arrives at dlrshp.
2. Writer will follow up later with dlr on diagnosis.
3. Will call cust back when have more information.

*** NOTES 12/13/2007 10:15 AM US Mountain Standard Time MTrem Action Type:Manager review
Writer Combining Duplicate Case created by Customer, Pasted Below
*** NOTES 12/12/2007 08:33 AM clarify Action Type: Manager review
*** Performed by contact:[redacted]
This is the SECOND time that my brand new car is in the shop being repaired for the same thing. A ***GEAR SHIFT CABLE***. I am not pleased.
The first time I was argued down about a rental car, I paid $300 or more out of my pocket, while my new car was being repaired.(OCT of this year)
Now, DEC 12, 07, back at the shop, for the same or similar problems. The road shide assistance supervisor did, this time, agree to a rental car. I think I should have had a rental car the first time. I think I should get reimbursed for the first car I had to pay out of my pocket, while my brand new car was being repaired.
Brand new car not over 9000 miles should not have to be in the shop, being repaired. Once , let alone Twice.
contact me:
[redacted]
Pascagoula, MS[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1373555	8,916

Pascagula, MS[redacted] Prod. Date: 12/28/06 Dealer: MS010 Kim Beck Kia

[redacted]
cmjune@*CABLE*one.net

*** PHONE LOG 12/14/2007 10:41 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called Kim Beck Kia spoke with srv mgr Glenn & stated;
1. What is status of repairs to cust veh?
2. What did dlr do?
3. Did cust request rental last time?
4. Cust is requesting rental reimb for last time.

Srv mgr stated:
1. Replaced *SHIFT*er.
2. Veh is ready.
3. Washing veh before calling cust.
4. Doing free oil change & tire rotation for cust.
5. Cust did not request rental last time veh was here.

*** PHONE LOG 12/14/2007 10:42 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called DPSM SCameron & stated:
1. Adv of cust request for rental reimb from prev repair.

DPSM states:
1. No.
2. I have no way of processing reimb.
3. Cust should have requested the rental previously, would have assisted.

*** PHONE LOG 12/14/2007 11:12 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called cust & stated:
1. Adv Kia rep has declined to reimb cust for prev rental.
2. Apologized for situation.

Cust states:
1. Well you tell that rep that if this car breaks down again, I will be filing for lemon law.
2. I have never had a new car before that had to go in for repairs 2 times in same year.
3. There is a lemon law in this state.
4. If this happens again, I will want another car.

Writer states:
1. Apologized
2. Kia will repair the veh according to the terms of the man warranty.
3. Kias buyback policy is in accordance with your states laws.
4. Referred to WCIM for info on laws in callers state.
5. Writer will document cust concerns.

Cust states:
1. You do that & disconnected.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1373555	8,916

Pascagula, MS[redacted] Prod. Date: 12/28/06 Dealer: MS010 Kim Beck Kia

*** NOTES 12/14/2007 11:17 AM US Mountain Standard Time LColema Action Type:Manager review
Writer dispatching file to region:
1. For early intervention.
2. Veh has been to dlr 2 times for ***GEAR SHIFT*** concern.
3. Cust is stating one more time & he will file for lemon law.
4. Cust was requesting reimb for rental from 1st repair.
5. DPSM declined to reimb.
6. Had rental for this repair.

*** PHONE LOG 12/18/2007 10:29 AM Eastern Daylight Time JWright Action Type:Outgoing call
writer called customer ([redacted]
writer states:
1. Writer is calling to address your case.
2. Writer apologizes for your vehicle concerns.
3. KMA will not reimburse for rental accumulation.
4. Rental is not a provision of the warranty.
5. It is based on case-by case basis.
6. Thanks for your time.

Charles states:
1. I was wondering if Kia will reimburse for rental?
2. OK.

*** CASE CLOSE 12/18/2007 10:30 AM Eastern Daylight Time JWright
Case closed pending further contact from customer.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1479151	2,500

Secane, PA [redacted] Prod. Date: 4/2/07 Dealer: PA001 Ryan Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 07/29/2008 02:34 PM US Mountain Standard Time SJeon Action Type:Incoming call
Mr [redacted] stated:
1. my wife put the car at shopping mall because it did not start
2. ***GEAR*** does not move
3. [redacted] can look at the car next Thursday so I canceled towing
4. is there any other dealer who can look at my car earlier?
5. I need a car and it is brand new car

writer stated:
1. updated/ no open recall
2. sorry for situation
3. will call value Kia
4. ***SVCA @value Kia stated that they can look at the car on next Monday or Tuesday
5. ***R/A rep told that Murry Kia and Kia of west Chester is also covered
6. advised to customer to call Kia dealer for appointment and call writer back

*** PHONE LOG 07/30/2008 06:12 AM US Mountain Standard Time SJeon Action Type:Incoming call
Ms [redacted] statewd:
1. where can I tow my car?

writer stated:
1. ** set up appointment with Murray Kia with Katie/ today or tomorrow they can look at the car
2. ** called George Karas/DPSM about situation - advisesd to tow to Murray Kia, cannot authorize rental until diagnostic
3. ** set up towing service

Mr [redacted] stated:
1. where can I renta the car?
2. can we request for reimbursement for rental?

writer stated:
1. usually, rental is from [redacted] but writer cannot gauruntee what the situation will be
2. will wait until diagnostic

*** PHONE LOG 07/30/2008 07:37 AM US Mountain Standard Time HReynolds Action Type:Incoming call
Writer stated:
1. customer left vm on #800 Korean line for call back @ 5:36 am
2. 215-510-9273 (cell)

*** PHONE LOG 07/30/2008 11:10 AM US Mountain Standard Time SJeon Action Type:Incoming call
Mr [redacted] stated:
1. I just called dealer and they didn't tell me the diagnostic yet
2. how can I get reimburse my rental?

writer stated:
1. will call the dealer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1479151	2,500

Secane, PA[redacted] Prod. Date: 4/2/07 Dealer: PA001 Ryan Kia

<outgoing call>

Darius/SVCA stated:
1. car is ready to pick up
2. we replaced ***SHIFT*** er ***CABLE***

Mr [redacted] stated:
1. thank you-

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1639227	23,000

Fullerton, CA[redacted] Prod. Date: 2/23/07 Dealer: CA113 Fullerton Kia

Complaint Repair Assistance

Case History

SURVEY DATE : 09/01/2009
SERVICE DATE : 08/18/2009

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :
Response for Service Survey Question Q6b, What caused the dealer not to complete the work requested?:
- The problem came back after leaving the dealership

Response for Service Survey Question Q7, How many times did you need to return to the dealership before the work was completed to your satisfaction?:
- Problem was not resolved

Customer Comments: None

Case created and dispatched to Kia Consumer Assistance Center for customer contact and assistance.

*** PHONE LOG 09/03/2009 10:10 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer:
1 - Twice in the last few weeks the veh would not ***SHIFT*** from reverse to drive
2 - Fullerton Kia repaired it once, but it had to be towed back again
3 - I want some more assistance; I'm not sure they know how to fix it
4 - This is very stressful

Writer:
1 - Apologized

Writer placed customer on hold and Mark stated:
1 - have ordered another ***SHIFT***er
2 - ***CABLE*** keeps coming off; our techs usually put screw in peg to keep that from happening, but this customer was not satisfied w/ that
3 - have contact techline on previous similar complaints; don't know what they have said
4 - no TSB's
5 - will open techline case and contact DPSM

Writer returned to customer:
2 - dlr has ordered a new part rather than adapting part on veh, which is what they did last time
3 - dlr is contacting national tech support and factory rep for assistance
4 - wtr will continue to follow up
5 - provided contact information

Customer:
1 - Thank you
2 - My husband's cellphone is [redacted]

*** PHONE LOG 09/03/2009 10:52 AM US Mountain Standard Time WHarrington Action Type:Incoming call
Mark from the dealer called and states:
1. I am not ordering another part.
2. I called techline and DPSM and they are happy with the repair that was done on the vehicle.
3. The customer is just not happy with us having to use an extra screw to fix the vehicle.

writer states:
1. Writer does not see that a techline case was opened.

Mark states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1639227	23,000
Fullerton, CA[redacted]		Prod. Date: 2/23/07	Dealer: CA113 Fullerton Kia	

1. Well John must have not opened one.

Writer states:
1. So the vehicle is operating normaly?

Mark states:
1. Yes it is

*** PHONE LOG 09/03/2009 02:34 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Robert Leal requesting CB

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

Karen @ 46041

07 Optima, 23K, orig owner, 2nd repair for inability to ***SHIFT*** out of reverse in 30 days
<>Fullerton Kia states they talked w/ techline, but did not open a case, and talked to you and you OK'd repair
<> please CB; wtr needs to be sure that you were involved w/ this repair

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1639227_KJohnson_09-03-2009152524.doc>>

*** NOTES 09/04/2009 12:10 PM US Mountain Standard Time KJohnson Action Type:E-mail rec.
From DPSM:
1 - checked w/ techline and dealer and approve repair performed

*** PHONE LOG 09/04/2009 12:12 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and Mr. [redacted] stated:
1 - Everything OK w/ veh

*** CASE CLOSE 09/04/2009 12:12 PM US Mountain Standard Time KJohnson

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	knage123x75[redacted]	K1557907	36,562

29 Palms, CA[redacted] Prod. Date: 12/15/06 Dealer: CA211 Riverside Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 02/25/2009 01:49 PM US Mountain Standard Time JSinclair
Customer states:
1. I was in an accident a few weeks ago
2. Two days after the accident the transmission linkage broke
3. When the vehicle was taken to the body shop they where not supposed to work on the linkage because the insurance said it was not related to the accident
4. While they were doing the body work the linkage was untangled
5. A week after I got the vehicle back from the body shop the linkage broke again
6. My insurance company is saying it was not caused by the accident
7. I called the body shop and they said they didn't work on the linkage because it was not caused by the accident
8. Can this be towed to a Kia dealership and covered under warr
Wtr states:
1. Apologized
2. Updated info
3. No recalls
4. Advs customer vehicle can be towed by RSA
5. Can not guarantee coverage
6. If not a defect then customer will be responsible for diagnostic charges
7. Wtr will follow up with dealership on diagnoses
Wtr transferred customer to RSA Robert

*** PHONE LOG 02/25/2009 01:52 PM US Mountain Standard Time JSinclair Action Type:Incoming call
Wtr called RSA spoke to Maxamillion who states:
1. Vehicle was towed to Riverside Kia
Thanked and call ended

*** PHONE LOG 02/26/2009 11:41 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called Riverside Kia, spoke to SM Ben who states:
1. We do not have a diagnoses on it yet
Thanked and call ended

*** PHONE LOG 02/27/2009 11:57 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called Riverside Kia spoke to SM Ben who states:
1. Customer needed a ***SHIFT***er ***CABLE***
2. The part will be in Monday and should be done on Monday
Thanked and call ended

*** PHONE LOG 02/27/2009 11:57 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr left VM for customer to rtn call

*** PHONE LOG 03/02/2009 07:56 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Customer left VM for wtr requesting rtn call

*** PHONE LOG 03/03/2009 11:07 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr left VM for customer to rtn call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	knage123x75[redacted]	K1557907	36,562
29 Palms, CA [redacted]		Prod. Date: 12/15/06	Dealer: CA211 Riverside Kia	

*** PHONE LOG 03/04/2009 09:07 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr left VM for customer to rtn call

*** NOTES 03/04/2009 09:27 AM US Mountain Standard Time JSinclair Action Type:Manager review
Sent call me letter

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123675[redacted]	K1764823	59,000

Newburg, MD [redacted] Prod. Date: 12/27/06 Dealer: SC025 Kia of Anderson

Complaint Dealer

Case History

*** PHONE LOG 07/26/2010 10:09 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. MY DAUGHTER WAS IN CLEMSON THIS WEEKEND AND IT BROKE DOWN BECAUSE THE ***SHIFT***ER ***CABLE*** FAILED.
2. ANDERSON KIA FIXED THE SAME THING LAST YEAR.
3. WE WERE TOLD TO SEE KIA OF GREER THEY COULD NOT SEE IT, SO WE TOOK THE CAR TO BEST KIA IN ASHLEY, S.C.
4. THEY TOLD ME SATURDAY MORNING SOMEONE DRILLED THE ***SHIFT***ER ***CABLE*** AND THAT VOIDED THE WARRANTY
5. ANDERSON TOLD ME THEY NEVER DRILLED IT, THEY SAID THEY ROTATED THE ***CABLE*** BACK AROUND AND REINSTALLED.
6. EASLEY SAID THEY DRILLED IT SO THE WARRANTY WAS VOIDED, I ALSO PAID FOR THE TRANSMISSION SERVICE.
7. THE DLR IN EASLY TOLD ME THEY DRILLED IT NOW SO FOR SURE IT WILL NEVER GET LOOSE. NOW I DO NOT KNOW IF THEY ACTUALLY DRILLED IT OR THE DLR IN ANDERSON REALLY DID IT, I FEEL LIKE I GOT RIPPED OFF.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. LET ME CALL THE DLR THEN WE CAN GO FROM THERE.
3. WITH OUT THE VIN NUMBER I CANNOT REALLY VERIFY ANY TYPE OF WARRANTY HISTORY./
4. GIVE ME AT LEAST 24-48 HOURS TO RETURN MY CALL.

*** PHONE LOG 07/27/2010 05:50 AM US Mountain Standard Time MHaynes Action Type:Incoming call
The writer receives call from Randy Highlander, SVCM at Best Kia.

Randy, SVCM, states:
1. We could not warranty it because of the drilling.
2. ***SHIFT***er case shows signs of drilling, like someone trying to modify it.
3. On the ***SHIFT***er ***CABLE*** where it hooks onto the ***SHIFT***er, the plastic part that comes out looks like someone has been drilling on it.
4. We put a car pin in, as the whole ***SHIFT***er couldn't be covered by warranty.

*** PHONE LOG 07/28/2010 01:15 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED [redacted] AND DID NOT REACH ANYONE, WILL TRY BACK

*** PHONE LOG 07/30/2010 12:51 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK AND ADVISED OF SERVICE MGR COMMENTS.
WRITER STATES.
1. ANDERSON KIA SAID THEY DID NOT DRILL ANYTHING AND THEY WOULD HAVE COVERED IT.

WRITER STATES.
1. I WANTED TO TOUCH BASE WITH YOU TO LET YOU KNOW I SPOKE TO THE DLR NOW I WILL CALL ANDERSON FOR YOU, LET ME DO THAT AND I WILL CALL YOU BACK

CUSTOMER STATES.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123675[redacted]	K1764823	59,000
Newburg, MD [redacted]		Prod. Date: 12/27/06	Dealer: SC025 Kia of Anderson	

WRITER STATES.
1. CAN YOU GO BACK THERE.

CUSTOMER STATES.
1. THEY ARE EIGHT HOURS AWAY,

WRITER STATES.
1. LET ME CALL THEM AND I WILL GET BACK TO YOU.

ANDERSON

*** PHONE LOG 08/02/2010 12:34 PM US Mountain Standard Time RBriones Action Type:Incoming call
Ms [redacted] stated:
1. Was speaking with a Steve.
2. I was supposed to hear back from him in 24-48hours.
3. Have not heard back from him.
4. He was supposed to calling easley to check on this.
5. It has been 7 days since we have gotten a call from him.

Writer Stated:
1. Apologized for prob.
2. Show that Steve did speak with someone on Friday.
3. He had called and spoke with Anderson.

Mrs [redacted] stated:
1. That was my husband.
2. Easley (SC029) charged us $160 for the repairs.
3. SC025 said we shouldn't have been charged at all.
4. Steve was supposed to check on this and get back with us.
5. Have not heard back.

Writer Stated:
1. Steve is on another call right now.
2. Will review this with him and request he follow up with you.

*** PHONE LOG 08/03/2010 09:34 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DLR TO SPEAK ABOUT THE REPAIR AND SPOKE TO DELIA, AT ANDERSON KIA.
DELIA STATES.
1. THE CAR WAS HERE 9/30/09 FOR A ***SHIFT***ER ISSUE.
2. SIFTER ***CABLE*** WAS LOOSE, WE ROTATED ***CABLE*** BACK AROUND AND REINSTALLED ***SHIFT***ER ***CABLE*** NEVER DID ANY DRILLING.
3. WE CAN HAVE THE SERVICE MGR RETURN YOUR CALL.

WRITER STATES.
1. PLEASE DO.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123675[redacted]	K1764823	59,000

Newburg, MD[redacted] Prod. Date: 12/27/06 Dealer: SC025 Kia of Anderson

WRITER CALLED CUSTOMER AT[redacted] AND SPOKE TO JUSTIN.
WRITER LEFT MESSAGE FOR A RETURN CALL FROM KEITH OR MRS LANGLEY

*** PHONE LOG 08/04/2010 07:32 AM US Mountain Standard Time SLarez Action Type:Incoming call
[redacted] THE PERSON WHO DRIVES THE CAR AND SHOWED UP AT THE DLRS
CUSTOMER STTES.
1. I WANTED TO CALL YOU BACK

WRITER STATES.
1. I HAVE SPOKEN TO BOTH DLRS AND ONE SAYS THEY DID NOT DRILL A HOLE AND THE OTHER SAYS THEY DID.
2. I WANT TO INVOLVE MY DPSM TO SEE WHAT WE NEED TO DO IN THIS SITUATION

CUSTOMER STATES.
1. I FEEL KIA NEEDS TO REIMBURSE ME FOR THE REPAIR..
2. I TOOK THE CAR TO TWO KIA DLRS AND I AM CAUGHT IN THE MIDDLE.

WRITER STATES.
1. PLEASE SEND ME THE PAPER WORK OF WHAT TOOK PLACE AT BOTH DLRS SO I CAN HAVE A HARD COPY TO SHOW MY DPSM

CUSTOMER STATES.
1. THANK YOU, I WILL DO THAT.

WRITER GAVE NAME, EXTENSION AND CASE NUMBER.

*** NOTES 08/04/2010 01:15 PM US Mountain Standard Time SLarez Action Type:Manager review
AWAITING RECEIPTS

*** NOTES 08/04/2010 01:23 PM US Mountain Standard Time SLarez Action Type:Manager review
RAY CALLED WRITER BACK AND LEFT MESSAGE FOR A RETURN CALL.

*** NOTES 08/05/2010 12:16 PM US Mountain Standard Time SLarez Action Type:Manager review
recieved receipts, attached to case, will review with dpsm

*** EMAIL OUT _ SLarez Action Type:External email
Send to:[SRupert@KIAUSA.COM]
Pls review case notes and attatched receipts. Customer would like some reimbursement on repairs done at a Kia Dlr. Once you read the case notes you will know what I am speaking of. Too long to type out. or you can just call me Steve X45208

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

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123675[redacted]	K1764823	59,000
Newburg, MD[redacted]		Prod. Date: 12/27/06	Dealer: SC025 Kia of Anderson	

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1764823_SLarez_08-10-2010134006.doc>>

*** PHONE LOG 08/10/2010 12:44 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED JUSTIN AT CUSTOMERS RESIDENCE AND LEFT MESSAGE FOR A RETURN CALL FROM CUSTOMER.

*** PHONE LOG 08/11/2010 01:58 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer, Ms[redacted], mother, stated:
1 - What is status of claim
2 - I prefer Steve call me on my cellphone,[redacted]

Wtr:
1 - provided case no.
2 - we are waiting on decision from dpsm
3 - fcm steve gone for the day
4 - would you like his VM or do you just want this documentation?

Customer:
1 - Documentation ok

*** PHONE LOG 08/12/2010 08:29 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMRE CALLED BACK AND LEFT WRITER MESSAGE FOR RETURN CALL.

*** NOTES 08/12/2010 08:29 AM US Mountain Standard Time SLarez Action Type:Manager review
301 932 3832 OR CELL[redacted]

*** PHONE LOG 08/12/2010 09:03 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER CALLED BACK TO DISCUSS ISSUE.
CUSTOMER STATES.
1. I GET STATIC EVERYTIME I PRESS ON THE BRAKES OR USE THE TURN SIGNALS.
2. I GOT YOUR MESSAGE AND I AM HOPING KIA CAN RESOLVE THIS BECAUSE I REALLY LIKE THE CAR AND WHEN I AM IN IT I LIKE TO LISTEN TO THESE STATIONS.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. ACCORDING TO OUR TECH LINE, THE DLR WAS ADVISE THIS WAS TO BE A NORMAL CONDITION AND BLAMED ON THE FREQUENCY IN YOUR AREA.
3. ACCORDING TO WHAT IS DOCUMENTED THE STATIC ONLY APPEARS ON TWO STATIONS AND ALL THE OTHER STATIONS ARE CLEAR. AFTER INSPECTING GROUND CONNECTIONS AND CONNECTIONS TO THE AUDIO SYSTEM WE HAVE DETERMINED IT IS THE THE STATIONS FREQUENCY AND NOT THE RADIO

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123675[redacted]	K1764823	59,000
Newburg, MD[redacted]		Prod. Date: 12/27/06	Dealer: SC025 Kia of Anderson	

4. CAN YOU GO INTO YOUR CAR NOW AND CHECK THE OTHER STATIONS.

CUSTOMER STATES.
1. I CAN, I NEVER REALLY HAVE DONE THAT. I ONLY LISTEN TO THE TWO STATIONS

CUSTOMER PLACED WRITER ON HOLD TO CHECK STATIONS.
CUSTOMER STATES.
1. I CHECKED ALL THE STATIONS AND THEY ALL HAVE THE NOISE WHEN I PRESS THE BRAKES AND USE THE BLINKER

WRITER STATES.
1. THAT IS NEW INFORMATION SO LET ME CALL THE DLR AND WE CAN GO FROM THERE. I AM SURE IF A PROBLEM IS FOUND WE CAN REPAIR IT.

CUSTOMER STATES.
1. THANK YOU FOR BEING PROACTIVE I WILL WAIT FOR YOU TO CALL ME BACK

*** NOTES 08/12/2010 09:34 AM US Mountain Standard Time SLarez Action Type:Manager review
DPSM CONTACTED WRITER REQUESTING ATTACHMENTS BE SENT AGAIN FOR REVIEW. WRITER FORWARDED E-MAIL RECEIVED FROM CUSTOMER WITH REGARDS TO CASE FOR DPSM TO REVIEW.

*** NOTES 08/16/2010 05:48 AM US Mountain Standard Time SLarez Action Type:Manager review
STEVE R. E-MAILED WRITER BACK AND ADVISED REIMBURSEMENT WOULD BE MADE TO THE CUSTOMER.

*** NOTES 08/16/2010 05:49 AM US Mountain Standard Time SLarez Action Type:Manager review
RANDY WAS THE POINT OF CONTACT AT ANDERSON KIA.

*** PHONE LOG 08/16/2010 07:21 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK
WRITER STATES.
1. I HEARD FROM MY DPSM AND HE IS GOING TO REFUND THE REPAIR EXPENSE.
2. RANDY IS YOUR POINT OF CONTACT FROM ANDERSON KIA, I CAN CONNECT YOU NOW TO HIM

CUSTOMER STATES.
1. NO THANK YOU, I CAN CALL THEM LATER.

WRITER STATES.
1. THE CONTACT IS GOING TO BE RANDY

*** NOTES 08/16/2010 07:21 AM US Mountain Standard Time SLarez Action Type:E-mail rec.
CUSTOMER E-MAILED WRITING STATING RANDY WAS NOT AT THAT DLR AND I MAY HAVE THE WONG

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123675[redacted]	K1764823	59,000
Newburg, MD[redacted]		Prod. Date: 12/27/06	Dealer: SC025 Kia of Anderson	

DLR. PLEASE ADVISE

*** NOTES 08/16/2010 07:22 AM US Mountain Standard Time SLarez Action Type:E-mail sent
WRITER RESPONDED: I WILL GET BACK TO YOU.

*** PHONE LOG 08/16/2010 12:16 PM US Mountain Standard Time SLarez Action Type:Incoming call
STEVE, DPSM CALLED IN
STEVE STATES.
1. RANDY IS AT EASLY KIA, THEY WILL BE REIMBURSING THE CUSTOMER FOR THE REPAIR.
2. I UNDERSTAND THERE MAY BE OTHER WORK THAT NEEDS TO BE DONE WITH REGARDS TO THIS SO PLEASE REFER THE CUSTOMER TO FLORENCE FOR COMPLETION OF THIS WORK

WRITER STATES.
1. THANK YOU, I BELIEVE THE CUSTOMERS DAUGHTER IS GOING TO SCHOOL THERE.
2. I WILL CALL THE CUSTOMER.

*** PHONE LOG 08/16/2010 12:19 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED MRS [redacted] BACK
WRITER STATES.
1. I HEARD FROM MY DPSM AND RANDY FROM BEST KIA WILL REIMBURSE YOU, HE IS IN EASLY.
2. IF THERE IS ANY WORK TO BE DONE TO THE ***SHIFT***ER PLEASE TAKE THE CAR TO ANDERSON.

CUSTOMER STATES.
1. THANK YOU, I WILL CALL RANDY

*** CASE CLOSE 08/16/2010 12:20 PM US Mountain Standard Time SLarez

*** NOTES 09/27/2010 01:07 PM US Mountain Standard Time SLarez Action Type:Manager review
E-MAIL RECEIVED WANTING STATUS ON REIMBURSEMENT.
WRITER REFERRED CUSTOMER TO ANDY, SERVCIE MGR AT DLR. FOR STATUS ON REIMBURSEMENT.

*** NOTES 09/27/2010 01:43 PM US Mountain Standard Time SLarez Action Type:Manager review
CUSTOMER CALLED WRITER BACK AND LEFT MESSAGE FOR A RETURN CALL.
1. CHECKING STATUS OF SITUATION, PLEASE CALL ME BACK
2. YOU SENT ME AN E-MAIL STATING I WOULD GET REIMBURSEMENT.

*** NOTES 09/29/2010 12:39 PM US Mountain Standard Time SLarez Action Type:Manager review
WILL HAVE TO CHECK WITH RANDY IN AM.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123675[redacted]	K1764823	59,000
Newburg, MD [redacted]		Prod. Date: 12/27/06	Dealer: SC025 Kia of Anderson	

WRITER CALLED DLR AND LEFT AND LEFT MESSAGE FOR A RETURN CALL WITH REGARDS TO CUSTOMER.

*** PHONE LOG 10/01/2010 01:06 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND ADVISED I HAVE NOT SPOKEN TO RANDY
1. RANDY STATED THE CHECK IS IN THE MAIL.
2. I WILL SEND YOU AN E-MAIL IF I DO NOT GET IT.
3. I FELT HE LIED TO ME BUT IT IS WHAT IT IS.
4. I WILL LET YOU KNOW, WE REALLY LIKE THE KIA BUT THIS SALESMAN IS VERY FRUSTRATING TO ME.

WRITER STATES,.
1. LET ME KNOW.

*** CASE CLOSE 10/01/2010 01:06 PM US Mountain Standard Time SLarez

*** NOTES 10/07/2010 12:42 PM US Mountain Standard Time SLarez Action Type:Manager review
E-MAIL RECEIVED INDICATING CUSTOMER RECEIVED CHECK

*** CASE CLOSE 10/07/2010 12:42 PM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1486909	25,609
Newport News, VA [redacted]		Prod. Date: 12/29/06	Dealer: VA045 Fredericksburg Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 08/15/2008 05:30 AM US Mountain Standard Time AJudson
Customer States:
1. Vehicle is not currently at VA043.
2. Took in the vehicle yesterday because the ***SHIFT*** linkage malfunctioned
- would not ***SHIFT*** from ***PARK*** to Drive or Reverse
3. Spoke to SVCA William and he advised that they rigged it so that it would work and not to drive for long distance
4. Spoke to SVC MGR Grant today (and he had SVCA William in the background) and he advised they made a minor adjustment until the part comes in.
- SVCA Grant advised since I had roadside I could drive the vehicle long distance and if it breaks down I have roadside assistance
5. Do not feel that this is right, they should keep the vehicle until they repair it and give me a rental.
- I bought that extended service contract as well

Writer States:
1. Apologized for the problem.
2. Advised customer receives the remainder of the LBW and Roadside which is 5/60 whichever occurs first.
3. Advised customer of the warranty start date.
4. Kia does not have a provision for rental/loaner vehicles as part of the warranty.
- we do assist on a case by case basis but will review with SVC MGR/DPSM to determine if that can be provided.
5. Advised customer to contact extended warranty for rental/loaner vehicle.
6. Will call VA043 to get more information on this.

WRITER PLACED CUSTOMER ON HOLD AND CALLED VA043
SVC MGR Grant states:
1. The parts (***SHIFT CABLE***) will be in tomorrow.
2. Has a temporary fix to make the vehicle drive able.
3. If customer feels unsafe driving the vehicle then she should use her discretion and decide if she would like to.
4. The vehicle is safe to drive and the part will be in tomorrow.

WRITER TOOK CUSTOMER OFF HOLD
Writer States:
1. Reiterated information from SVC MGR Grant.
2. Reiterated for customer to contact extended warranty about rental coverage.

Customer States:
1. What do I need to do to return this vehicle?

Writer States:
1. Advised customer that returning vehicles is based on thee laws of VA or the dealer where she purchased it.

*** CASE CLOSE 08/15/2008 05:30 AM US Mountain Standard Time AJudson

*** PHONE LOG 08/02/2010 02:29 PM US Mountain Standard Time UValencia Action Type:Incoming call
**********NOTES FROM DUPLICATE CASE, SEE CASE# K1768291**********
*** PHONE LOG 08/02/2010 11:55 AM US Mountain Standard Time UValencia
800# VM BY ERIC MOTLEY 540-891-7400 VA045
PROVIDED CUSTOMER NAME/VIN
1. VEHICLE DOWN 7/30/10
2. VEHICLE HAS BEEN TO (2) OTHER DEALERS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1486909	25,609
Newport News, VA[redacted]		Prod. Date: 12/29/06	Dealer: VA045 Fredericksburg Kia	

3. SEVERAL VISITS SAME CONCERN
4. ***SHIFT***ER ***CABLE*** BECOMES DETACHED OR BROKEN
5. PLEASE CALL
6. CUSTOMER CONTACT 610-207-4613

*** PHONE LOG 08/03/2010 12:32 PM US Mountain Standard Time UValencia Action Type:Outgoing call
Contact Name: ERIC AT VA045
Year/Model/Mileage of Vehicle: 58000
RO Open Date: 7/30/2010
Days Down at initial Service Alert report: 2
Repair Issue: ***SHIFT***ER ***CABLE*** WAS LOOSE
ETA for completion of repairs: DONE AND GONE
IT WAS RELEASED YESTERDAY 8/2/2010
Repeat Repair (Y/N), if so, how many? Y(3)
Techline Case? If so, #? N
Rental Provided? If so, since when? N
DPSM contacted by dealer? N

MY CONCERN IS THAT THE VEHICLE HAS BEEN AT 2 OTHER DLRS FOR THE SAME REASON
THIS IS THE 3RD TIME THE
FOR EITHER A ***SHIFT***ER ***CABLE***, OR LEVER ITSELF
WHEN WE GOT IT, THE ***SHIFT***ER ***CABLE*** WAS ONLY DETACHED, SO WE JUST ADJUSTED IT IN
I CALLED YOUR OFFICE TO ASK HOW TO PROCEED
PERSON DRIVING THE CAR IS THE BROTHER
THE OWNER IS SERVING IN IRAQ, SO HE DIDN'T REALLY ASKED FOR ANYTHING
MR[redacted]

*** PHONE LOG 08/05/2010 10:51 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MR [redacted](NATE BROTHER)
1.- APOLOGIZED
2.- CALLING TO MAKE SURE THAT VEHICLE IS WORKING OK NOW
3.- PROVIDED CASE# AND CONTACT INFORMATION
4.- IF YOU NEED FURTHER ASSISTANCE PLEASE CALL US BACK

CALLER STATES
1.- YES, IS WORKING FINE
2.- THANKS

*** CASE CLOSE 08/05/2010 10:51 AM US Mountain Standard Time UValencia

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123675[redacted]	K1772687	31,500
Nebo, NC[redacted]	Prod. Date: 2/22/07		Dealer: NC004 Paramount Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 08/11/2010 08:29 AM US Mountain Standard Time SChun

*** PHONE LOG 08/11/2010 08:31 AM US Mountain Standard Time SChun Action Type:Incoming call
Ms[redacted] stated:
1. ***SHIFT***er ***CABLE*** popped
2. Hickory hooked it about a year ago
3. yesterday, called tow truck because of the same problem
4. dealer charges $400 some dollars
5. dealer said it is not covered under warranty because it is sticky
6. I have to stop the car with emergency brake but it does not crank back
7. but it ***ROLL***s
8. I worry if it happen again
9. I want warranty to pay for this

writer stated:
1. updated/ no open SC
2. sorry for situation
3. will check with dealer and call customer back
4. provided case #, ext #

*** PHONE LOG 08/11/2010 11:01 AM US Mountain Standard Time SChun Action Type:Outgoing call
writer left VM fir Nicole/SVC to call back :
1. left case #, ext #

*** PHONE LOG 08/12/2010 09:33 AM US Mountain Standard Time SChun Action Type:Outgoing call
writer left VM fir Nicole/SVC to call back :
1. left case #, ext #

*** PHONE LOG 08/12/2010 10:52 AM US Mountain Standard Time SChun Action Type:Outgoing call
writer left VM for Tim to call back:
1. left cse #, ext #

*** EMAIL OUT _ SChun Action Type:External email
Send to:[RStricklen@kiausa.com]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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Hi, Mr Stricklen

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123675[redacted]	K1772687	31,500
Nebo, NC[redacted]		Prod. Date: 2/22/07	Dealer: NC004 Paramount Kia	

Would you lease help me to get status of the case? Thanks,

Sue 46915

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*** PHONE LOG 08/13/2010 06:52 AM US Mountain Standard Time SChun Action Type:Outgoing call
writer left VM for William Broduer to call back:
1. left case #, ext #

*** PHONE LOG 08/13/2010 06:54 AM US Mountain Standard Time SChun Action Type:Incoming call
Ms[redacted] left VM to call back.
1. Dealer said car is ready and I want to know if you are going to pay for me or not

*** EMAIL OUT _ SChun Action Type:External email
Send to:[rstricklen@kiausa.com]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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Hi, Mr Stricklen

Here is case note again
Thanks,
Sue 46915

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1772687_SChun_08-13-2010081904.doc>>

*** PHONE LOG 08/13/2010 09:29 AM US Mountain Standard Time ATorres Action Type:Incoming call
Ms T[redacted] states:
1. Provided file number.
2. I spoke to Sue yesterday.
3. Calling for an update.

Wrt states:
1. Showing FCM called DPSM.
2. Not showing a response back.
3. Will see if FCM is available.

Wrt put cst on hold when to FCM VM, no message left.

Wrt went back to cst and stated:
1. Will adv FCM you called, she is on a call.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123675[redacted]	K1772687	31,500

Nebo, NC [redacted] Prod. Date: 2/22/07 Dealer: NC004 Paramount Kia

Cst states:
1. I've left 2 message.
2. The dlrshp said the veh is ready but they want to know if I will pay.

Wrt states:
1. Will adv FCM.

Cst states:
1. Thank you.

*** PHONE LOG 08/13/2010 09:35 AM US Mountain Standard Time SChun Action Type:Outgoing call
BStricklen/DPSM stated:
1. spoke to William /SVCD
2. he said coffee or soda was spilt to cause the probelm
3. it is not something Kia can assist

*** PHONE LOG 08/13/2010 09:41 AM US Mountain Standard Time SChun Action Type:Outgoing call
writer reiterated what DPSM stated:
1. sorry but DPSM declined any assistance

Ms [redacted] stated:
1. ok, thank you

*** CASE CLOSE 08/13/2010 09:42 AM US Mountain Standard Time SChun

*** PHONE LOG 09/01/2010 10:12 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:
1. HAD A PROBLEM WITH SHFITER LAST YEAR AND DEALER (NC004) REPAIRED IN WARRANTY
2. ABOUT 3 WEEKS AGO HAD THE SAME PROBLEM AND DEALER ADVISED NOT COVERED BECAUSE SOMETHING
IN ***SHIFT***ER
3. TODAY CAR ***SHIFT***ER IS BROKEN AGAIN
4. I JUST PAID $500.00 FOR REPAIRS AND NOW SAME PROBLEM
5. DOES KMA HAVE RECALL ON THIS PART OR WILL THERE BE ONE?
6. RSA IS PICKING UP CAR
7. WILL SEE WHAT DEALER FINDS OUT.

WRITER STATES:
1. CONFIRMED OWNER INFO
2. APOLOGY FOR SITUATION
3. WHEN CAR WAS IN SHOP COUPLE WEEKS BACK, DID CUSTOMER HAVE VEHICLE REPAIRED?
4. IN REVIEW OF PRIOR NOTES CAN SEE THAT DEALER DETERMINED CAUSE OF FAILURE WAS DUE TO OUTSIDE
SOURCE, SOMETHING GOT INTO ***SHIFT***ER WHICH CAUSED PROBLEM WHICH WOULD NOT BE COVERED BY WARRANTY.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123675[redacted]	K1772687	31,500
Nebo, NC[redacted]	Prod. Date: 2/22/07		Dealer: NC004 Paramount Kia	

6. ADVISED THAT KMA PROVIDES WARRANTY AND IF THERE IS A DEFECTIVE PART KMA WILL COVER WITHIN WARRANTY
7. IF THERE IS AN ISSUE THAT WAS CAUSED BY SOMETHING THAT WAS NOT ADJUSTED WHEN REPAIR WAS COMPLETED
   THIS WILL BE TAKEN CARE OF BY DEALER
8. WILL BE NO WAY TO KNOW WHAT THE CAUSE IS UNTIL DIAGNOSED BY DEALER
9. IF ***SHIFT***ER HAS BEEN PHYSICALLY BROKEN OR SOMETHING GOT INSIDE, WOULD NOT BE COVERED BY WARRANTY.

*** CASE CLOSE 09/02/2010 04:20 PM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124375[redacted]	K1458169	21,000
Wister, MA[redacted]	Prod. Date: 11/3/06		Dealer: MA015 Ragsdale Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 06/11/2008 12:18 PM US Mountain Standard Time RChacon
CUSTOMER STATED:
1. I AM CALLING TO FILE A COMPLAINT
2. LAST NIGHT I WAS DRIVING VEH, AND ***PARK***ED ON A HILL
3. AFTER PUTTING THE VEH IN ***PARK***, THE VEH WENT INTO REVERSE BY ITSELF, AND STARTED ***ROLL***ING BACKWARDS
4. I ALMOST HIT 2 KIDS, BUT LUCKLY I DID NOT
5. I WAS ABLE TO STOP THE VEH WITHOUT HITTING ANYTHING
6. I ***PARK***ED THE VEH IN A ***PARK***ING LOT, AND HAD IT TOWED TO THE DEALERSHIP
7. I THINK THE DEALERSHIP IS GIVING ME THE RUNAROUND, THEY WILL NOT GIVE ME A LONER VEH
8. VEH IS CURRENTLY @ MA015 FOR A PROB WITH VEH NOT COMING OUT OF REVERSE, AND A NO START PROB
9. I AM NOT HAPPY WITH THIS DEALERSHIP
10. I SHOULD HAVE PAID BETTER ATTENTION TO THIS VEH BEFORE I BOUGHT IT, IT HAS BEEN IN A PRIOR ACCIDENT

WRITER STATED:
1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO, NO RECALLS
3. ADVISED OF 5/60 BLW, WHICH COVERS FACTORY DEFECTS
4. ADVISED OF 5/60 R/S COVERAGE
5. A RENTAL, OR LONER VEH IS NOT A PROVISION OF YOUR KIA WARR
6. KIA MAY ASSIST WITH THESE REQUESTS ON A CASE BY CASE BASIS
7. DECISION ON RENTALS DO NOT COME FROM THIS OFFICE, BUT REQUEST CAN BE REVIEWED WITH THE SVC MGR @ DEALER, AND AREA REP
8. I CAN CALL THE DEALER FOR YOU TO GET MORE INFO

CUSTOMER STATED:
1. THATS OKAY, THANK YOU

*** CASE CLOSE 06/11/2008 12:18 PM US Mountain Standard Time RChacon

*** PHONE LOG 08/25/2008 09:20 AM US Mountain Standard Time TLarson Action Type:Outgoing call
SERVICE ALERT/ LEO/MA034

WRITER CALLED SARA @ MA034(MA015 CHANGED TO MA034)

1 CALLING TO CHECK STATUS
2 PROVIDED CALL BACK INFO

*** PHONE LOG 08/25/2008 09:49 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER RECEIVED CALL FROM SARA @ MA034

1 WE REPLACED THE ***SHIFT***ER ***CABLE*** AND ***SHIFT***ER ASSEMBLY

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124375[redacted]	K1458169	21,000

Wister, MA [redacted] Prod. Date: 11/3/06 Dealer: MA015 Ragsdale Kia

WRITER ADVISED

1 OK THANK YOU

*** PHONE LOG 08/25/2008 09:52 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED MAIN NUMBER(VOICEMAIL)

1 LEFT MESSAGE REQUESTING CALL BACK
2 CALLING TO CONFIRM REPAIRS COMPLETED
3 PROVIDED CALL BACK INFO AND CASE NUMBER

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123775[redacted]	K1414998	25,000
North Miami Beach, FL [redacted]		Prod. Date: 11/25/06	Dealer: FL025 Gunther Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 02/18/2008 07:10 AM US Mountain Standard Time LColema
Cust states:
1. I have a problem with my veh.
2. The ***SHIFT***er ***CABLE*** has popped out 2 times now.
3. Had to pay to have veh towed home on Friday night.
4. Then took veh to dlr on Saturday Gunther Kia FL025.
5. Mechanic at gas station I stopped at on Friday stated Kia needed to replace the part.
6. There is an obvious defect in the veh.
7. Had taken veh to Maroone Kia in Hollywood first time it happened.
8. Dlr adjusted the clip & popped gable back into place.
9. Gunther Kia did the same thing on Saturday.
10. Dlr refused to replace the part.
11. I want the part replaced.
12. I became angry with dlr & was told to take my veh back to where I bought it.
13. Was adv not to come back there.
14. I have a call into the GM of dlrshp.
15. I want the piece replaced.
16. Veh not at dlr now, I have it.
17. Currently working.

Writer states:
1. Updated, no recalls.
2. Apologized for situation.
3. Kia does not accept independent mechanics diagnosis.
4. If part is not broken, then Kia is not going to replace.
5. Dlr has right to refuse service, independent businesses.
6. We can look into having part replaced, but veh will have to go back to a Kia dlrshp for diagnosis.
7. Provided location for other dlrs in area.

Cust states:
1. I am not going to a Kia dlr unless have assurance part is going to be replaced.

Writer states:
1. Veh will have to be a Kia dlr before that determination can be made.

Cust states:
1. Kia is going to replace the part before this is all done.
2. I will speak with the GM & will call my attorney.
Cust disconnected.

*** CASE CLOSE 02/18/2008 07:10 AM US Mountain Standard Time LColema

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1314526	4,092
Calexico, CA[redacted]		Prod. Date: 12/12/06	Dealer: CA170 Valley Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 05/24/2007 01:43 PM US Mountain Standard Time ELeon
CUSTOMER STATED:
1. I RECEIVED A LETTER FROM DONALD PIERCE AND BROCHURES FROM HIM.
2. CAN I SPEAK TO HIM BECAUSE I HAVE A PROBLEM WITH MY VEHICLE?
3. I WAS DRIVING THE VEHICLE AND STOPPED AT A STOP SIGN.
4. WHEN I ACCELERATED , THE VEHICLE AUTOMATICALLY WENT INTO REVERSE.
5. I DID NOT TOUCH THE ***SHIFT***ER.
6. I HAD THE VEHICLE TOWED TO THE Valley Kia.
7. I CALLED THEM , BUT THEY SAID THEY WILL GET BACK TO ME.
8. THEY HAVE NOT CALLED ME BACK OR NEVER OFFERED ME A RENTAL.
9. I NEED A RENTAL TO DRIVE WHILE THE VEHICLE IS BEING SERVICED.

WRITER STATED:
1. SORRY FOR THE SITUATION.
2. WRITER CAN CALL THE Valley Kia SERVICE MANAGER AND REVIEW THE CONCERN.
3. KIA DOES NOT HAVE PROVISIONS FOR RENTALS.
4. KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS.
5. THE DECISION WILL DON'T COME FROM THIS OFFICE, BUT WRITER CAN REVIEW THIS REQUEST WITH THE SERVICE MANAGER AND POSSIBLY OUR AREA REP TO DETERMINE IF RENTAL ASSISTANCE CAN BE PROVIDED.
6. WRITER CAN CALL YOU ONCE SPOKEN TO THE KIA REPS.

CUSTOMER STATED;
1.I APPRECIATE YOUR HELP.
2. THANK YOU.

*** PHONE LOG 05/24/2007 01:51 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT ALEX SERVICE ADVISOR AT Valley Kia.
WRITER STATED:
1. WRITER NEEDS AN UPDATE ON THE VEHICLE .
2. ANY RENTAL ASSISTANCE?

ALEX STATED:
1. THE VEHICLE WAS TOWED IN YESTERDAY.
2. WE ARE VERY BOOKED AND WE CANNOT LOOK AT THE VEHICLE UNTIL TOMORROW BY 10:00 AM.
3. WE WILL HAVE TO DIAGNOSED THE CONCERN BEFORE WE CAN AUTHORIZE A RENTAL.
4. I SPOKE TO THE CUSTOMER THIS MORNING.
5. I CAN CALL THE CUSTOMER AND LET HER KNOW IT WILL NOT BE UNTIL TOMORROW UNTIL WE DIAGNOSE THE PROBLEM.

WRITER STATED;
1. WRITER WILL FOLLOW UP WITH YOU TOMORROW.
2. THANK YOU.

*** PHONE LOG 05/25/2007 10:54 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT ALEX SERVICE ADVISOR AT Valley Kia.
WRITER STATED:
1. WRITER NEEDS AN UPDATE ON THE VEHICLE .

ALEX STATED:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1314526	4,092
Calexico, CA [redacted]		Prod. Date: 12/12/06	Dealer: CA170 Valley Kia	

1. THE TECH IS CURRENTLY WORKING ON THE VEHICLE RIGHT NOW.
2. I WILL NEED TO CALL YOU BACK LATER WITH AN UPDATE.

WRITER STATED;
1. PROVIDED WRITERS NUMBER.
2. THANK YOU.

*** PHONE LOG 05/29/2007 05:43 AM US Mountain Standard Time ELeon Action Type:Incoming call
Writer received VM call from Alex from Valley Kia service dept.
Alex stated:
1. Returning your call regarding customer.
2. We got the vehicle running.
3. It was just out of adjustment.
4. For some reason the locking nut on the ***GEAR SHIFT*** fell off into the center console.
5. We got the vehicle back up and running.
6. We have washed the vehicle and called the customer and advised that the vehicle is ready to go.
7. If any questions you can call me.
8. Thanks.

*** PHONE LOG 05/29/2007 02:09 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.
WRITER STATED:
1. WRITER RECEIVED CALL FROM Alex from Valley Kia.
2. ALEX STATED THAT THE VEHICLE WAS INSPECTED AND COMPLETED ON FRIDAY.
3. WRITER CALLING TO CHECK WITH YOU ON THE REPAIR.
4. CALL BACK WRITER.
5. PROVIDED WRITERS NUMBER.

*** PHONE LOG 05/30/2007 12:28 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.
WRITER STATED:
1. WRITER CALLING TO CHECK WITH YOU ON THE REPAIR.
2.CALL BACK WRITER.
3. PROVIDED WRITERS NUMBER.

*** PHONE LOG 05/31/2007 11:23 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.
WRITER STATED:
1. WRITER CALLING TO CHECK WITH YOU ON THE REPAIR.
2. IF YOU HAVE ANY FURTHER CONCERNS YOU CAN CALL BACK WRITER
3. PROVIDED WRITERS NUMBER.

*** CASE CLOSE 05/31/2007 11:24 AM US Mountain Standard Time ELeon
WRITER CLOSING CASE PENDING CUSTOMER CALLS BACK WITH FURTHER CONCERNS.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1314526	4,092

Calexico, CA [redacted] Prod. Date: 12/12/06 Dealer: CA170 Valley Kia

*** PHONE LOG 06/04/2007 10:54 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED VM CALL FROM CUSTOMER.
CUSTOMER STATED:
1. CALL ME.

*** PHONE LOG 06/04/2007 11:56 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER.
CUSTOMER STATED:
1. YESTERDAY THE VEHICLES MOVED FROM THE" D" POSITION TO "R" AGAIN.
2. THIS IS THE SECONDS TIM THIS HAPPEN.
3. I TOOK THE VEHICLE BACK TO VALLEY KIA AND THEY GAVE ME A RENTAL.
4. I NEED THE VEHICLE FIX.
5. I SPOKE TO LUIS AND SAID THEY CAN GIVE ME ANOTHER VEHICLE IF THIS CANNOT BE REPAIRED.
6. THEY SAID THEY WOULD MAKE SURE EVERY IS CHECKED AND REPAIRED.

WRITER STATED;
1. SORRY.
2. WRITER WILL CONTACT THE DEALERS SERVICE MANAGER AND OVER SEE THE REPAIRS.
3. WRITER WILL REQUEST THEY CONTACT THE RESOURCES KIA PROVIDES THE DEALERS FOR REPAIR.
4. WRITER WILL CONTACT LATER WITH AN UPDATE.

CUSTOMER STATED;
1. THANK YOU.

*** PHONE LOG 06/05/2007 01:36 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT Valley Kia SERVICE DEPT.
WRITER PLACED ON HOLD.
NO ONE IN SERVICE DEPT ANSWER PHONE.
WRITER DISCONNECTED AFTER 4 MIN HOLD.

*** PHONE LOG 06/06/2007 09:11 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT LOU PARTS & SERVICE DIRECTOR AT Valley Kia.
WRITER STATED:
1. WRITER NEEDS AN UPDATE ON THE VEHICLE .

LOU STATED:
1. FIRST TIME WHEN THE VEHICLE WAS HERE THE ***CABLE*** FOR THE ***SHIFT***ER WAS LOOSE.
2. WE TIGHTEN THE ***CABLE*** AND RELEASE THE VEHICLE BACK TO THE CUSTOMER.
3. THE ***CABLE*** MUST HAVE CAME LOOSE AGAIN WHEN THE CUSTOMER PICKED UP THE VEHICLE.
4. WE PUT THE CUSTOMER IN A RENTAL .
5. WE ARE GOING TO REPLACE THE WHOLE ***SHIFT***ER AND THE ***CABLE***.
6. THE PARTS ARE ON ORDER AND SHOULD BE IN THIS WEEK.

WRITER STATED:
1. WRITER WILL CALL BACK LATER FOR A FOLLOW UP.
2. THANK YOU.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1314526	4,092
Calexico, CA[redacted]		Prod. Date: 12/12/06	Dealer: CA170 Valley Kia	

*** PHONE LOG 06/06/2007 10:25 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER.
WRITER STATED:
1. WRITER CALLING WITH AN UPDATE.
2. LOU THE SERVICE DIRECTOR IS REPLACING THE WHOLE ***SHIFT***ER AND ***CABLE***.
3. THE SHOULD HAVE THE PARTS THIS WEEK.

CUSTOMER STATED:
1. I SPOKE TO LOU TODAY.
2. HE THINKS THE VEHICLE WILL BE READY TODAY.
3. TO BE HONEST WITH YOU I HAVE NO CONFIDENCE WITH THIS VEHICLE.
4. I AM AFRAID THAT ONCE I GET THIS VEHICLE BACK THE PROBLEM WILL HAPPEN AGAIN.
5. IF THE PROBLEM WILL RE-OCCUR I WILL WANT TO BRING BACK THE VEHICLE .

WRITER STATED:
1. KIA WILL DO EVERYTHING TO HAVE THE VEHICLE REPAIRED TO THE VEHICLE SPECS.
2. WRITER IS OVERSEE THE REPAIRS WITH THE DEALER./
3. YOU CAN GO WHATEVER AVENUES YOU CHOOSE TO AS YOUR RIGHT AS A CONSUMER.
4. WRITER WILL CALL YOU LATER WITH AN UPDATE.

CUSTOMER STATED:
1. I APPRECIATE YOU ATTENTION TO MY CONCERNS.
2. LOU SAID HE WILL TEST DRIVE THE VEHICLES BEFORE HE RELEASES THE VEHICLE BACK TO ME.
3. I'LL CALL YOU IF THE VEHICLES IS READY TODAY OR TOMORROW.
4. THANK YOU.

*** PHONE LOG 06/12/2007 01:51 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CALLED Valley Kia SERVICE DEPT..
WRITER RECEIVED NO ANSWER OR VM.
WRITER DISCONNECTED.

*** PHONE LOG 06/12/2007 02:31 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT ALEX SERVICE ADVISOR AT Valley Kia.
WRITER STATED:
1. WRITER NEEDS AN UPDATE ON THE VEHICLE .

ALEX STATED;
1. THE ***SHIFT***ER CAME IN.
2. WE ARE WAITING ON THE ***CABLE*** .
3. THE ***CABLE*** IS ON BACK ORDER .
4. I CALLED THE CUSTOMER TODAY AND GAVE HER THE UPDATE.
5. THE CUSTOMER IS STILL IN A RENTAL.

WRITER STATED;
1. THANK YOU.

*** PHONE LOG 06/18/2007 01:35 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT Valley Kia SERVICE DEPT.
WRITER RECEIVED NO ANSWER OR VM.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1314526	4,092
Calexico, CA[redacted]		Prod. Date: 12/12/06	Dealer: CA170 Valley Kia	

WRITER HUNG UP LINE AFTER 50 RINGS.

*** PHONE LOG 06/18/2007 01:47 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT CUSTOMER .
WRITER STATED:
1. FOLLOW UP CALL.
2. DO YOU HAVE THE VEHICLE ?

CUSTOMER STATED:
1. I HAVE THE VEHICLE NOW.
2. THE VEHICLE IS DRIVING FINE NOW.
3. I DO NOT FEEL CONFIDENT ON DRIVING TO LOS ANGELES NEXT WEEK?
4. I FEEL THE ***SHIFT*** OR SOMETHING ELSE MIGHT GO WRONG.
5. THIS ORDEAL PUT STRESS TO ME AND MY MIND.

WRITER STATED:
1. THE KIA DEALER FEELS CONFIDENT THAT THEY MADE THE CORRECT REPAIRS.
2. WE CANNOT PREDICT THE FUTURE AND WOULD KNOW IF THERE WILL BE ANOTHER PROBLEM.
3. YOU MAY WANT TO DRIVE THE VEHICLE AS USUAL AND SEE IF THE CONFIDENCE WILL COME BACK TO YOU.
4. IF YOU HAVE ANY PROBLEMS YOU HAVE THE NUMBER TO THE KIA R/A AND WRITER.
5. CALL BACK WRITER IF THE PROBLEM REOCCURS.

CUSTOMER STATED:
1. IT MAY TAKE ME A WHILE TO OVER COME MY FEARS.
2. I MAY TAKE THE BUS TO LOS ANGELES.
3. I WILL CALL YOU IF THERE IS MORE TROUBLE.
4. THANK YOU.

*** CASE CLOSE 06/18/2007 01:47 PM US Mountain Standard Time ELeon

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124775[redacted]	K1660285	11,000

Biscayne ***PARK*** Fl[redacted] Prod. Date: 10/13/06 Dealer: FL077 Bill Seidle Kia

Complaint Repair Assistance

Case History

*** PHONE LOG 10/26/2009 05:40 AM US Mountain Standard Time ELeon
[redacted] (SPOUSE) STATED:

1. THE VEHICLE BEEN HAVING PROBLEMS IN ***PARK*** POSITION.
2. WHEN PUTTING THE VEHICLE TO ***PARK***, THE VEHICLE WOULD START TO ***ROLL*** BACKWARDS.
3. THIS HAPPEN THREE TIMES IN THE PAST THREE MONTHS.
4. WE HAVE TAKEN THE VEHICLE TO THE HOLLYWOOD KIA DEALER AND THEY DID SOME REP[AIR BUT THE PROBLEM IS NOT FIXED.
5. I TOOK THE VEHICLE TO THE Bill Seidle Kia DEALER THIS WEEKEND.
6. I JUST HOPE THE Bill Seidle Kia DOES A BETTER JOB IN MAKING THE REPAIRS.

WRITER STATED:
1. SORRY FOR THE CONCERN.
2. KIA THE RESOURCES THAT THE DEALERS CAN CONTACT FOR REPAIR ASSISTANCE.
3. WRITER VAN CONTACT THE Bill Seidle Kia DEALER AND OVERSEE REPAIR.
4. WRITER CAN CONTACT YOU ONCE HAVE AN UPDATE.
5. PROVIDED WRITERS CONTACT NUMBER, AND CASE NUMBER,.

ELENA STATED:
1. I CAN BE REACHED AT CELL[redacted]
2. I APPRECIATE THE HELP.
3. THANK YOU.

*** PHONE LOG 10/26/2009 05:46 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DIANA SERVICE ADVISOR AT Bill Seidle Kia.
WRITER STATED:

1. CALLING FOR AN UPDATE ON CUSTOMERS VEHICLE REPAIR FOR A ***PARK***ING CONCERN.
2. CUSTOMER STATES THAT THE VEHICLE ***ROLL***S BACK WHEN ***GEAR*** IS ***SHIFT***ED TO ***PARK***.
3. WHAT IS THE STATUS?

DIANA STATED:
1. WE ARE STILL DOING AN INSPECTION.
2. WE WILL NOT HAVE AN ANSWER UNTIL LATER TODAY.

WRITER STATED:
1. WRITER WILL FOLLOW UP LATER.
2. THANK YOU.

*** PHONE LOG 10/27/2009 11:42 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT RUSS SERVICE MANAGER AT Bill Seidle Kia.
WRITER STATED:

1. CALLING FOR AN UPDATE ON CUSTOMERS VEHICLE REPAIR FOR A ***PARK***ING CONCERN.
2. CUSTOMER STATES THAT THE VEHICLE ***ROLL***S BACK WHEN ***GEAR*** IS ***SHIFT***ED TO ***PARK***.
3. WHAT IS THE STATUS?

RUSS STATED:

1. CUSTOMER COMPLAINT ON THE VEHICLE ***ROLL***ING BACK.
2. WE REPAIRED A WIRE .
3. WE TESTED THE VEHICLE,E AND VEHICLE WAS FINE.
4. CUSTOMER PICKED UP THE VEHICLE YESTERDAY

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124775[redacted]	K1660285	11,000

Biscayne **PARK** FL[redacted] Prod. Date: 10/13/06 Dealer: FL077 Bill Seidle Kia

WRITER STATED;
1. WRITER WILL FOLLOW UP WITH THE CUSTOMER.
2. THANK YOU.

*** PHONE LOG 10/28/2009 01:00 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER AND LVM.
1. FOLLOW UP CALL REGARDING THE RECENT REPAIRS DONE BY THE FL077 KIA DEALER.
2. IF CUSTOMER HAS ANY CONCERNS OR QUESTIONS, PLEASE CONTACT KCC.
3. PROVIDED KCC CONTACT NUMBER, AND CASE NUMBER,

*** CASE CLOSE 10/28/2009 01:00 PM US Mountain Standard Time ELeon
WRITER CLOSING CASE PENDING CUSTOMER CONTACT.

*** PHONE LOG 06/21/2010 08:54 AM US Mountain Standard Time BWilliams Action Type:Incoming call
Customer states:
1. I have a 2007 Optima
2. I am having problem with ***SHIFT*er *CABLE***
3. Currently having vehicle towed for the fourth time
4. Want to know why vehicle has not been fixed correctly
5. Is there a svc campaign?

Writer states:
1. Apologized for problem
2. Advised no svc campaign
3. Advised writer can contact dealer to make sure appropriate resources are being used

Customer states:
1. Husband is very angry
2. Vehicle will break down and then we get upset and have to call you
3. Is kia going to give us a new vehicle?
4. Do we have a lemon
5. When vehicle breaks down have to take public transportation
6. Will kia reimburse us for that?

Writer states:
1. Advised no compensation
2. Advised main objective is to get vehicle repaired correctly
3. Writer can contact dealer to make sure resources are being used
4. Writer will follow up with customer

Customer states:
1. When will that be?

Writer states:

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124775[redacted]	K1660285	11,000

Biscayne **PARK** Fl[redacted] Prod. Date: 10/13/06 Dealer: FL077 Bill Seidle Kia

1. Will try for today, may be tomorrow

Customer states:
1. That is not good customer service
2. I would make sure I got my customer an answer by today
3. Can you conference me with dealer?

Writer states:
1. Can do that

WRITER PLACED CUSTOMER ON HOLD AND CALLED FL077
WRITER CONFERENCED CUSTOMER, SVCA DIANA AND WRITER TOGETHER

Writer states:
1. Is there a diagnosis?

SVCA Diana states:
1. Not yet vehicle just got here

Writer states:
1. Will callback for status in a few hours
2. Advised tech to open techline case

SVCA Diana states:
1. Ok

SVCA DISCONNECTS

Customer states:
1. Hope vehicle is done by 4
2. Can I have dealers number?

Writer states:
1. Gave dealers number.

*** PHONE LOG 06/21/2010 11:04 AM US Mountain Standard Time BWilliams Action Type:Outgoing call
Writer called FL077 and states:
1. Calling to check status of vehicle

SVCA Diana states:
1. Vehicle is repaired
2. ***SHIFT***er ***CABLE*** came off we reinstalled it and secured the pin.

*** PHONE LOG 06/21/2010 11:14 AM US Mountain Standard Time BWilliams Action Type:Outgoing call
Writer called customer and states[redacted]
1. Advised of conversation with SVCA
2. Advised repair had been completed

Customer states:
1. Thank you for calling me back

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124775[redacted]	K1660285	11,000

Dealer: FL077 Bill Seidle Kia

Biscayne PARK FL [redacted] Prod. Date: 10/13/06

2. Frustrating because it was the fourth time
3. Still going to file lemon law and see where it goes
4. Appreciate your callback.

*** NOTES 06/21/2010 11:15 AM US Mountain Standard Time BWilliams Action Type:Manager review
Dispatching for:
1. Visibility
2. Customer stating she will be filing lemon law
3. Customer states four repairs made for same concern.

*** PHONE LOG 06/22/2010 01:29 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact -- LM on VM requesting call back

*** PHONE LOG 06/24/2010 12:40 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact -- LM on VM requesting call back.

*** PHONE LOG 07/13/2010 02:13 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr.[redacted] states
1. last time in about a month ago
2. has not had a problem since
3. we should receive some kind of compensation as this is the 4th time
SRCAA advised
1. apologize for the concern
2. understand the frustration of waiting on a tow truck
3. I will request your records for review & possible GW
4. I will need a copy of a payment coupon
Mr.[redacted] states, "no payment"
5. ok, I will call back once I have RO's.

*** PHONE LOG 07/13/2010 02:16 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL077 & requested Service Docs

*** PHONE LOG 07/13/2010 02:20 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted FL105 & requested RO's for review.

*** PHONE LOG 07/30/2010 08:25 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted & spoke to Mr. & Mrs.[redacted]. Both Mr. & Mrs.[redacted] state
1. no problems since last repair
SRCAA advised
1. apologize that you had this concern
2. glad to hear that it is repaired
3. I previously offered to review RO's for possible GW
4. I can offer a 2-year/30,000 mile maintenance contract -- Oil changes at 7500 intervals or
5. cash of $250.00 for your inconvenience in this matter.
Mr. Madar states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124775[redacted]	K1660285	11,000

Biscayne **PARK** FL[redacted] Prod. Date: 10/13/06 Dealer: FL077 Bill Seidle Kia

1. we will take the $250.00
SRCAA advised
1. ok, fine I will process & contact you when funds are received
2. please allow 4 to 6 weeks for processing.

*** PHONE LOG 08/24/2010 11:39 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
GW sent to NCA--received on 8/17

*** PHONE LOG 09/22/2010 10:12 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Mr.[redacted] & verified address to send ck.

*** CASE CLOSE 09/22/2010 10:22 AM Eastern Daylight Time JuneSifford

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123X75[redacted]	K1464150	22,000
Shepherd, TX[redacted]		Prod. Date: 4/10/07	Dealer: TX092 Expo KIA	

Complaint Repair Assistance

Case History

*** PHONE LOG 06/25/2008 02:46 PM US Mountain Standard Time RChacon
CUSTOMER STATED:

1. IN MAY MY VEH HAD TO BE TOWED TO TX092 FOR A ***SHIFT***ING PROBLEM
2. TX092 HAD TO REPLACE A BOLT FOR THE ***SHIFT***ER
3. ON 6/13/08, I EXPERIANCED A ***SHIFT***ING PROB WITH VEH AGAIN
4. AGAIN I TOOK VEH TO TX092, AND AT THAT TIME, THEY HAD TO REPLACE THE COMPLETE ***SHIFT***ER
5. I AM NOT CONFIDENT WITH THE VEH, AND WANT ANOTHER VEH?
6. I DO NOT HAVE ANY CONCERNS WITH VEH, I HAVE IT RIGHT NOW
7. ARE THERE ANY RECALLS ON THIS VEH?

WRITER STATED:
1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO, NO RECALLS
3. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. NO ONE EXPECTS TO HAVE PROB'S WITH A NEW VEH, BUT UNFORTUNATLY VEH'S ARE MADE WITH MECHANICAL, AND ELECTRICAL PARTS WHICH CAN FAIL, SOME SOONER THEN OTHERS
5. THAT IS WHY KIA OFFERS SUCH A GREAT WARR ON VEH
6. WE CANNOT ASSIST YOU WITH REPLACING THE VEH
7. IF YOU HAVE ANY FUTURE PROB'S WITH VEH, WE RECOMMEND TAKING VEH OT KIA DEALER FOR DIAG
8. ONCE IT IS THERE, YOU CAN CALL THIS OFFICE
9. WE WILL FOLLOW UP WITH THE SVC MGR TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE PROB
10. IF A DEFECT IS FOUND, WARR WILL COVER REPAIR

CUSTOMER STATED;
1. THANK YOU

*** CASE CLOSE 06/25/2008 02:46 PM US Mountain Standard Time RChacon

*** NOTES 07/25/2008 10:14 AM US Mountain Standard Time EEscobedo Action Type:Manager review
Dupe case *****K1477201 documentation:
*** PHONE LOG 07/24/2008 03:11 PM US Mountain Standard Time EEscobedo
Cust stated:

1. I have had nothing but ***SHIFT***ing problems with this veh
2. I was told to call you by the sales guy at the DLR
3. This is the third time its in for the ***SHIFT***er locking up! I think this is a Lemon
4. I want OUT of this car, Its sitting at the Expo KIA again, i jsut cant deal with this anymore
5. DLR told me they cant do anything for me about getting me in another car, they said call you that you can, so how do we get this started?

Writer:
1. Sorry
2. Advised cust not sure what DLR mean, we cannot simply give cust another vehicle
3. DLR has the ability to work with cust on getting her into a new vehicle, if they wish to do so
4. Cust does have rights as a consumer however, and she will need to review those rights in her WCIM
5. KMA first and foremost concern is the veh she currently has and it be properly repaired
6. Writer is going to follow up with DLR tomorrow moprning and make sure DLR is using all resources given by KMA (DPSM, Tech Line, Etc)

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123X75[redacted]	K1464150	22,000
Shepherd, TX[redacted]		Prod. Date: 4/10/07	Dealer: TX092 Expo KIA	

7. Writer suggests cust work with KMA and let us follow up with DLR
8. Gave writer info, will call cust back tomorrow with next course of action/resolution

Cust:
1. Ok i will do that ill let you work with me and see what happens, ill wait for your call tomorrow
2. Thanks

*** PHONE LOG 07/25/2008 10:20 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer called Aaron Sm at TX092:
1. Yes she is here we had to adjust the line the first time
2. Second time we tightened up the linkage
3. Last time we replaced the ***SHIFT*** assembly
4. This is her #4 here for this, we are goin to replace the ***SHIFT CABLE*** this time, i should have it done today

Advised Aaron we need to get techline involved due to # of times veh has been in for this.
Please call techline asap, to make sure there is nothing else we need to do
Writer will call back and check with Aaron before end of day

Aaron stated:
1. Sounds good ill make sure and do that.

Thanked Aaron

*** NOTES 07/25/2008 12:00 PM US Mountain Standard Time EEscobedo Action Type:Manager review
TEchline case is now opon this cust vehicle**

*** PHONE LOG 07/25/2008 02:17 PM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer called Aaron DLR sa:
1. Techline told us to flip the ***CABLE*** and not actually replace it
2. So thats what we did, i called her and told her to pick it up

Thanked Aaron

*** PHONE LOG 07/25/2008 02:22 PM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer Called ms[redacted]
1. Advised writer followe dup with repair and DLR
2. Verified Techline has been involved in repair with cust veh
3. Should be good to go, please call Aaron at DLR

Cust:
1. Ok thank you!

*** CASE CLOSE 07/25/2008 02:24 PM US Mountain Standard Time EEscobedo

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123X75[redacted]	K1464150	22,000
Shepherd, TX[redacted]		Prod. Date: 4/10/07	Dealer: TX092 Expo KIA	

*** PHONE LOG 08/25/2008 04:06 PM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER STATES:
1. THIS CAR IS A LEMON
2. I CANNOT EVEN TAKE A ROAD TRIP
3. I CAN'T LET THE CAR GO BACK AS THAT WILL RUIN MY CREDIT
4. I HAVE TO WORK
5. THE MANAGER TOLD ME ABOUT THE LEMON LAW AND THAT WILL NOT WORK, I THINK THAT THE DEALERSHIP CAN SWAP ME CARS
6. IT WAS A NEGATIVE THING THE WAY HE EXPLAINED IT TO ME-HE SAID I WOULD BE OUT MONEY
7. A BRAND NEW CAR-I GO TO MY MAIL BOX TODAY AND HAVE MY CAR PAYMENT DUE AND THE CAR IS
8. AARON IS THE SALES MANAGER AT THE DEALERSHIP-PLEASE FOLLOW UP WITH HIM
9. THIS RENTAL IS COSTING ME MONEY-AND LAST TIME I HAD TO PAY TOO
10. I HAD TO PAY LAST TIME TOO, WITH THIS BEING A REPEAT ISSUE, KIA SHOULD PAY FOR THAT!-I WENT THROUGH ENTERPRISE

WRITER STATES:
1. UPDATED, NO RECALLS, APOLOGIZED
2. KIAS BUYBACK POLICY IS IN ACCORDANCE WITH YOUR STATES LAWS
3. REFERRED TO WCIM FOR INFO ON LAWS IN CALLERS STATE
4. KIA DOES NOT HAVE A PROVISION FOR RENTALS
5. KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS
6. KIA DOES NOT OWN THE DEALERSHIPS, THEY ARE INDEPENDANTLY OWNED AND OPERATED
7. CAN CALL THE DPSM ABOUT THE POSSABILITY OF HELP WITH A RENTAL
8. CAN ALSO CALL THE DSM TO SEE WHAT HE CAN DO TO HELP WITH YOUR REQUEST TO TRADE YOUR CAR
9. CAN FROM THERE CALL THE DEALERSHIP TO SEE WHAT IS GOING ON WITH THE CAR
10. WRITER WILL CALL YOU BACK WITH AN UPDATE TOMORROW
11. CANNOT PROMISE ANYTHING, BUT WILL CERTAINLY ASK FOR YOU
12. PROVIDED WITH CASE NUMBER AND EXTENSION

*** PHONE LOG 08/26/2008 08:53 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO DPSM JESSE HERRERA:
1. JUST WANTED TO RUN THIS CASE BY YOU AND MAKE SURE YOU WANTED WRITER TO SEND TO REGION
2. 07 OPTIMA, 22K MILES ON IT, REPEAT ISSUES, FOURTH TIME GOING IN FOR TRANSMISSION, ***SHIFT***ING ISSUES
3. CUSTOMER DEMANDING BUY BACK

JESSE STATES:
1. YEAH, SEND IT OVER

*** NOTES 08/26/2008 07:54 AM US Mountain Standard Time DDailous Action Type:Manager review
WRITER SENDING TO REGION:
1. 07 OPTIMA 22K MILES
2. REPEAT TRANSMISSION, ***SHIFT***ING ISSUES
3. FOURTH TIME GOING TO TX092-TECHLINE INVOLVED
4. CUSTOMER DEMANDING BUY BACK
5. PER DPSM, SENDING OVER

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123X75[redacted]	K1464150	22,000

Shepherd, TX [redacted] Prod. Date: 4/10/07 Dealer: TX092 Expo KIA

*** PHONE LOG 08/26/2008 07:57 AM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER LEFT VMAIL STATING:
1. HAVE YOU STARTED LOOKING INTO MY ISSUE
2. [redacted] PLEASE CALL ME

*** PHONE LOG 08/26/2008 11:07 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer at [redacted]
1 No answer, LVM for call back

*** PHONE LOG 08/26/2008 11:17 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Aaron at dlr

SRCAA stated
1 Requesting further information regarding customer's vehicle
2 Requesting ROs and tech notes be faxed to the regional office for further review

Aaron stated
1 This is an isolate incident
2 It seems to be the way it was put together at the plant
3 We have been working with tech line
4 There is a TSB out for this
5 After today, we would have replaced everything in the ***SHIFT***ing mechanism
6 We have also put her in a rental vehicle because it was her only car
7 I will fax those to you

SRCAA thanked Aaron for information and ended call

*** PHONE LOG 08/26/2008 11:18 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted FTR

SRCAA stated
1 Explained situation

FTR stated
1 I will follow up with Aaron

SRCAA thanked FTR and ended call

CASE PENDING CUSTOMER CALL BACK

*** PHONE LOG 08/26/2008 08:52 AM US Mountain Standard Time LSims Action Type:Incoming call
Ms [redacted] stated
1 May I speak to Ashley

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123X75[redacted]	K1464150	22,000
Shepherd, TX[redacted]		Prod. Date: 4/10/07	Dealer: TX092 Expo KIA	

*** PHONE LOG 08/26/2008 09:10 AM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER LEFT VMAIL STATING:
1. SOMEONE NAMED ASHLEY CALLED ME
2. I DIDN'T HAVE HER EXTENSION SO LEFT A MESSAGE ON THE MAIN LINE
3. PLEASE CALL ME AND TELL ME WHAT INFORMATION YOU HAVE REGUARDING THIS LEMON OF A CAR OF MINE
[redacted]

*** PHONE LOG 08/26/2008 09:10 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER LEFT CUSTOMER VMAIL STATING:
1. PROVIDED WITH ASHLEY'S PHONE NUMBER

*** PHONE LOG 08/26/2008 01:23 PM Eastern Daylight Time ABrown Action Type:Incoming call
Customer LVM for SRCAA
1 Please call back and leave a detailed message of what is going on with my vehicle
2 I am very frustrated
3 My vehicle has been in the shop 4x now
4 I just don't know what to do

*** PHONE LOG 08/26/2008 01:25 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer
1 No answer, LVM
2 I spoke with Aaron regarding your vehicle
3 I have also contacted our FTR to speak with Aaron regarding concern
4 Please call back at your convenience
5 Left contact number and extension

*** PHONE LOG 08/26/2008 02:54 PM Eastern Daylight Time ABrown Action Type:Incoming call
Customer contacted SRCAA

Customer stated
1 Returning you call
2 I just got a phone call from the dlr to come pick up my vehicle
3 I am taking time off of work to get this lemon of a vehicle
4 I just want another vehicle
5 This is not becoming safe

SRCAA stated
1 I apologize for your situation
2 We definitely want you to pick up your vehicle
3 Please drive it as normal
4 I will continue to follow up on the status of your vehicle over the next few weeks
5 I will look into your request
6 We definitely need to see if the repairs made to the vehicle addressed this concern

Customer stated

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123X75[redacted]	K1464150	22,000
Shepherd, TX [redacted]		Prod. Date: 4/10/07	Dealer: TX092 Expo KIA	

1 Ok, that sounds good

SRCAA thanked SRCAA and ended call

*** PHONE LOG 08/27/2008 12:19 PM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA attempted to contact customer
1 No answer, LVM
2 Following up on the status of your vehicle
3 Call back at your convenience

*** PHONE LOG 08/28/2008 07:48 AM Eastern Daylight Time ABrown Action Type:Incoming call
Customer LVM for SRCAA
1 Thank you for calling to check on the status of my vehicle
2 Last night I stopped to get gas
3 I ***SHIFT***ed the vehicle into reverse and the car wouldn't move
4 My daughter then looked at me and asked if the car was even on
5 She was right, it was not on
6 I turned the car on and everything was fine
7 I am so paranoid of this car
8 I will talk to you soon

*** COMMIT 08/29/2008 09:45 AM Eastern Daylight Time ABrown Action Type:Callback Required

*** NOTES 08/29/2008 09:45 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA sending GW of $500.00 for inconveneicnes
Good through 10/1/08

*** CASE CLOSE 08/29/2008 09:47 AM Eastern Daylight Time ABrown

*** PHONE LOG 08/29/2008 07:45 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(AARON-ADVISOR-TX092):
1. CALLING TO GET CASE NUMBER FOR CUSTOMER.
2. CAR IS REPAIRED AND CUSTOMER HAS CAR.
3. THANKS FOR INFO.

WRITER STATES:
1. ADVISED THAT CASE FILE IS BEING WORKING IN REGIONAL OFFICE.
2. ADVISED CASE NUMBER.
3. CUSTOMER HAS CAR CURRENTLY, IS THAT CORRECT?

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123X7[redacted]	K1464150	22,000
Shepherd, TX [redacted]		Prod. Date: 4/10/07	Dealer: TX092 Expo KIA	

*** CASE CLOSE 08/29/2008 07:46 AM US Mountain Standard Time TDonnelly

*** NOTES 09/08/2008 09:30 AM Eastern Daylight Time ABrown Action Type:Manager review
Customer accepted GW offer
SRCAA processing GW package to be sent to NCA for further processing

*** CASE CLOSE 09/08/2008 09:53 AM Eastern Daylight Time ABrown

*** FULFILL 09/08/2008 02:57 PM Eastern Daylight Time ABrown Action Type:Callback Required

*** PHONE LOG 09/23/2008 08:37 AM Eastern Daylight Time ABrown Action Type:Incoming call
Customer contacted SRCAA

Customer stated
1 I have a problem
2 I have a light on on the dash board
3 I would take my vehicle into the dealer but I cannot today
4 I was about to call Aaron at the dealer

SRCAA stated
1 Can you please tell me the location of the light

Customer stated
1 It is to the right of the speedometer

SRCAA stated
1 Thank you
2 Let me call the dealer and let them know
3 I will call you back

Customer thanked SRCAA and ended call

*** PHONE LOG 09/23/2008 08:42 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted Aaron at dealer

SRCAA stated
1 Explained customer concerns
2 Looking at the 07 owners Manuel the light could either be washer, ABS system of ESC

Aaron stated
1 Let me give her a call

SRCAA thanked Aaron and ended call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123X75[redacted]	K1464150	22,000
Shepherd, TX [redacted]		Prod. Date: 4/10/07	Dealer: TX092 Expo KIA	

*** PHONE LOG 09/23/2008 08:55 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA contacted customer

SRCAA stated
1 Was Aaron able to assist you?

Customer stated
1 Yes, I am looking through my owners manual right now
2 There is some sort of switch to turn the light off
3 I will look for it later
4 These vehicles are so sensitive
5 Thank you for your help

SRCAA thanked customer and ended call

*** CASE CLOSE 09/23/2008 08:58 AM Eastern Daylight Time ABrown

*** PHONE LOG 10/10/2008 09:07 AM Eastern Daylight Time ABrown Action Type:Incoming call
Customer LVM for SRCAA
1 Just wondering if you know where my check is?

*** PHONE LOG 10/10/2008 09:08 AM Eastern Daylight Time ABrown Action Type:Outgoing call
SRCAA LVM for customer
1 Returning your call
2 I am still waiting on your check
3 Please give my National office another 2-4 weeks
4 I hope to have it by then

*** CASE CLOSE 10/10/2008 09:09 AM Eastern Daylight Time ABrown
SRCAA WAITING FOR GW CHECK FROM NATIONAL

*** NOTES 10/27/2008 09:45 AM Eastern Daylight Time ABrown Action Type:Manager review
SRCAA received GW check
SRCAA sending GW check to customer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123175[redacted]	K1787642	54,000
Winder, GA[redacted]		Prod. Date: 1/9/07	Dealer: GA051 Gwinnett Place Kia	

Complaint Repair Assistance

Case History

*** PHONE LOG 09/10/2010 02:40 PM US Mountain Standard Time SBrown
Cust stated:
1. Veh is being towed to GA051 for the 2nd time for the same concern.,
2. A couple of months ago, I had it towed in because it wouldn't come out of neutral.
3. Today it wouldn't come out of reverse.
4. Can your office follow up on the repairs please?

Writer stated:
1. Updated.
2. Apologized for concern.
3. Provided case # and advised writer will follow up with dlr and cust once veh has been diagnosed.

Cust stated:
1. Thank you.

*** PHONE LOG 09/14/2010 01:36 PM US Mountain Standard Time SBrown Action Type:Outgoing call
Writer contacted GA051 Don svc adv stated:
1. Transmission ***SHIFT***er ***CABLE*** pin was loose.
2. Cust picked up veh on Sat.

*** PHONE LOG 09/16/2010 07:54 AM US Mountain Standard Time SBrown Action Type:Outgoing call
Writer called cust, left VM message stating:
1. Calling to follow up on repairs to cust veh.
2. Want to make sure every thing is OK.
3. Please call writer back.
4. Provided case number & writer's contact info.

*** CASE CLOSE 09/16/2010 07:55 AM US Mountain Standard Time SBrown

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1508161	10,465
Gonzales, LA [redacted]		Prod. Date: 4/12/07	Dealer: LA001 Kia of Baton Rouge	

Complaint Repair Assistance

Case History

*** PHONE LOG 10/07/2008 09:17 AM US Mountain Standard Time SLarez
customer states.
1. i am calling because the belt came off of the car again and i am stuck at a sonic.
2. THIS IS GOING TO BE THE SECOND TIME THIS HAS HAPPENED, I NEED SOMEONE TO COME AND PICK ME UP AND GET THE CAR BACK TO THE KIA DEALERSHIP
3. THIS IS THE SECOND TIME I AM GOING TO HAVE TO DEAL WITH THIS.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.,
2. I CAN FOLLOW UP WITH THE DEALERSHIP ON YOUR BEHALF TO AVOID ANOTHER REPAIR ATTEMPT.
3. WARM TRANSFERRED TO R/A AND GAVE NAME AND EXTENSION TO CUSTOMER.

*** PHONE LOG 10/08/2008 01:06 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED DANNY IN SERVICE
WRITER STATES.
1. CUSTOMER CALLED US FOR ASSISTANCE BECAUSE OF THE REPEATED REPAIR ATTEMPT ON THE CAR.
2. WHAT IS THE DIAGNOSES, IS THE CAR STILL THERE.

DANNY STATES.
1. IT IS THE ***SHIFT***ER ***CABLE*** ON THAT CAR, THE PART WE HAVE FOR HER ON ORDER IS DUE HERE THURSDAY, IT IS THE ***CABLE*** IS ASSEMBLY
2. SHE IS IN ONE OF OUR RENTALS TOO AND THE CAR IS STILL HERE. WILL BE UNTIL THE PART COMES IN.

WRITER STATES
1. THANK YOU.

*** PHONE LOG 10/10/2008 12:20 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED [redacted] AND THE NUMBER WAS TEMPORARILY SUSPENDED ACCORDING TO THE AUTO ANSWER.

*** PHONE LOG 10/10/2008 12:22 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP AND SPOKE DANNY
DANNY STATES.
1. THE TICKET IS CLOSED AND THEY ARE GONE.

WRITER STATES.
1.THE NUMBER I HAVE [redacted] IS DISCONNECTED DO YOU HAVE ANOTHER NUMBER.

[redacted]

*** PHONE LOG 10/10/2008 12:23 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED 225 316 2278 AND NUMBER WAS DISCONNECTED, WILL SEND CALL ME LETTER.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1508161	10,465

Gonzales, LA [redacted] Prod. Date: 4/12/07 Dealer: LA001 Kia of Baton Rouge

*** CASE CLOSE 10/10/2008 12:29 PM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1466820	39,000
Moss Point, MS[redacted]		Prod. Date: 1/9/07	Dealer: FL062 Kia AutoSport	

Case History

Complaint Rental Car

*** PHONE LOG 07/01/2008 04:19 PM US Mountain Standard Time DDailous

*** PHONE LOG 07/01/2008 04:36 PM US Mountain Standard Time DDailous Action Type:Incoming call
CUSTOMER STATES:
1. MY NEW VEH BROKE DOWN OVER THE WEEKEND AND HAD TO BE TRANSPORTED FROM ONE STATE TO ANOTHER TO BE FIXED
2. THOUGHT 10/100 WOULD COVER RENTAL
3. DISSAPPOINTED AND IRRATED
4. HAD TO FIND MY OWN WAY TO WORK
5. WANT TO FILE COMPLAINT

WRITER STATES:
1. UPDATED, NO RECALLS, APOLOGIZED
2. WHAT WAS HAPPENING WITH THE VEH?

CUSTOMER STATES:
1. ***GEAR SHIFT*** CAME LOOSE
2. THANK GOD THAT HAPPENED WHILE CAR WAS SITTING STILL
3. THAT COULD OF BEEN A FATALITY
4. CAR BROKE DOWN IN ALABAMA AND WAS TOWED TO FLORIDA
5. AT LEAST 95 MILES FROM ME
6. WAS VISITING MY DAD 142 MILES FROM MY HOUSE

WRITER STATES:
1. ADVISED CUSTOMER KIA DOES NOT HAVE A PROVISION FOR RENTALS
2. KIA DOES ASSIST WITH THEM ON A CASE BY CASE BASIS
3. DECISION WILL NOT COME FROM THIS OFFICE
4. WE CAN REVIEW WITH REQ WITH THE SERVICE MANAGER AND POSSIBLY OUR AREA REP TO DETERMINE IF RENTAL ASSISTANCE CAN BE PROVIDED
5. THAT 10/100 YOU WERE SPEAKING OF IS FOR YOUR PTW-THAT WILL COVER YOUR TRANSMISSION, 6. TRANSAXLE AND INTERNAL EGINE COMPONANTS FOR MANUFACTURING DEFECTS
7. THAT HAS NOTHING TO DO WITH A RENTAL
8. DID YOU PURCHASE AN EXT WARRANTY BY CHANCE? (NO)
9. THE REASON I ASK IS BECAUSE THEY OFTEN WILL HAVE SOMETHING IN THERE FOR A RENTAL
10. WOULD LIKE TO CALL THE DEALERSHIP TO SEE STATUS ON VEH TOMORROW AND THEN CONTACT 11. OUR AREA REP TO SEE IF THERE IS ANYTHING WE CAN DO THERE
12. IF THOSE DON'T WORK OUT, THE OTHER OPTION IS OUR TRIP INTERUPTION PROGRAM
13. EXPLAINED THAT IS A PROG IF YOU ARE ON A TRIP AND ISSUES COME WITH THE CAR THAT YOU HAVE TO HAVE TOWED, IF AT A CERTAIN AMT OF MILES FROM HOME, THEY WILL REIMB FOR EXPENSES
14. PROVIDED WITH CASE# AND EXT

*** PHONE LOG 07/02/2008 09:43 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES TO DEALERSHIP:
1. REQ TO SPEAK TO SERVICE MANAGER (DON SHEPPARD)
SPOKE TO JEFFERY-SERVICE ADVISOR STATING:
1. WHAT IS STATUS ON VEH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1466820	39,000

Moss Point, MS[redacted] Prod. Date: 1/9/07 Dealer: FL062 Kia AutoSport

JEFFERY STATES:
1. I CALLED HER ON 06/30/08 2:57 PM TO LET HER KNOW CAR IS READY
2. HER QUESTION TO ME WAS HOW ARE YOU GOING TO GET CAR TO ME
3. WE HAD CAR FIXED SAME DAY IT WAS TOWED IN
4. DAUGTHER WILL TAKE HER TO GET CAR TODAY
5. CAR WAS TOWED IN WITHOUT OWNER

*** PHONE LOG 07/02/2008 09:45 AM US Mountain Standard Time DDailous Action Type:Outgoing call
WRITER STATES:
1. ADVISED OF CALL WITH JEFFERY
2. CAR IS READY TO BE PICKED UP

CUSTOMER STATES:
1. I ALREADY KNEW THAT
2. I KNEW THAT SINCE MONDAY

WRITER STATES:
1. OH OK, WELL YOU HAD NOT STATED THAT YESTERDAY
2. YESTERDAY YOU STATED THAT YOU WERE WITHOUT A VEH
3. SO NOW IT IS READY FOR YOU TO GO GET

*** CASE CLOSE 07/02/2008 09:45 AM US Mountain Standard Time DDailous

*** CASE CLOSE 07/02/2008 03:58 PM US Mountain Standard Time DDailous

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123875[redacted]	K1506811	29,000

Bentonville, AR[redacted] Prod. Date: 2/1/07 Dealer: AR014 Bill White Kia of

Complaint Repair Assistance

Case History

*** PHONE LOG 10/02/2008 03:38 PM US Mountain Standard Time LSims
Mr [redacted] stated:
1. I just bought the car yesterday
2. I came to the Wal- mart to have them rotate the tires
3. I was sitting there in neutral- then I went to put it in ***PARK***
4. but the car will ***ROLL*** forward - I turned it off and now it will not start
5. it is showing that it is in drive on the dash - but It is obviously in neutral
6. is there something where I can get a rental while it is at the dealer
7. the rsa is on the way now to tow it to the dealer
8. cell [redacted]

wtr stated:
1. apologized
2. advised that rental is not part of the Kia warranty coverage -
3. the veh will have to be at the dealer and diagnosed first- then wtr can contact SM and kia rep to request rental assistance
4. wtr will have to call and follow up tomorrow

*** PHONE LOG 10/06/2008 02:39 PM US Mountain Standard Time LSims Action Type:Incoming call
wtr called AR014- service was closed- wtr will cb

*** PHONE LOG 10/06/2008 02:46 PM US Mountain Standard Time LSims Action Type:Incoming call
wtr called Mr [redacted] and lvm requesting cb

*** PHONE LOG 10/09/2008 11:25 AM US Mountain Standard Time LSims Action Type:Outgoing call
Wtr spoke to Earl - SM is out sick
1. we did a ***SHIFT***er ***CABLE***
2. he took the car

wtr stated:
1. thank you

*** PHONE LOG 10/09/2008 11:29 AM US Mountain Standard Time LSims Action Type:Outgoing call
wtr lvm for [redacted] requesting cb if needed

*** PHONE LOG 10/09/2008 11:32 AM US Mountain Standard Time LSims Action Type:Outgoing call
wtr received VM from caller left @ 6:01 am requesting cb
** wtr got VM after leaving caller a message**

*** CASE CLOSE 10/09/2008 11:33 AM US Mountain Standard Time LSims

*** PHONE LOG 10/10/2008 09:52 AM US Mountain Standard Time LSims Action Type:Incoming call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123875[redacted]	K1506811	29,000

Bentonville, AR [redacted] Prod. Date: 2/1/07 Dealer: AR014 Bill White Kia of

2. they fixed the ***SHIFT***er ***CABLE*** - it is working fine now

wtr stated
1. thank you- wtr was just calling to follow up on the repairs

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124875[redacted]	K1355395	7,100
Poulan, GA [redacted]	Prod. Date: 1/5/07		Dealer: GA030 Kia AutoSport	

Case History Complaint Dealer

*** PHONE LOG 09/04/2007 08:13 AM US Mountain Standard Time CCummins
cust states
1. having severe transmission problems
2. wants kia to buy vehicle back or replace
3. Valdosta Kia service advisor (name unknown) told me to take it back to where I bought the vehicle for the warranty work, they would not do it.
4. have had the vehicle in the dealership 4 times since the purchase of this vehicle (Albany Kia)
5. just got married and was told that because of the name change it is now a used vehicle, Mike, the General Manager at DLR GA030 stated this.

writer states
1. apologized for the inconvenience
2. advised that I will turn over to FCM to investigate
3. will contact within 24 hours
4. provided case # and disconnected after customer

*** PHONE LOG 09/04/2007 10:49 AM US Mountain Standard Time CHart Action Type:Outgoing call
called cust -- VM not set up at this time -- call disconected

*** PHONE LOG 09/05/2007 07:03 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer Mr.[redacted] called ---
1 wanted to know if i can speak to Chuck he is working on my case.
wrt states
1 im sorry but Chris is your FCM.
2 transfered cust to Chris.

*** PHONE LOG 09/05/2007 07:11 AM US Mountain Standard Time CHart Action Type:Incoming call
cust[redacted]called
1. we drove this veh into the dlr -- it ***SHIFT***ed fine
2. the line will be here tommorow
3. we want the veh bought back
4. what is kia going to do to help us?
5. the veh wans't having ***SHIFT***ing problem when it went into the dl
6. now they need to order the line and they want to put a re-built engine into the veh
7. i will not accept that
[redacted]

wrt states
1. apologize
2. advsied kia will stand behind the warranty and work to repair the veh
3. kia's buyback/repurchases go through custs state laws
4. advised wrt can follow up w/ dlr / dpsm for additional assistance
5. can contact cust when additional info is obtained

cust understood -- call ended

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124875[redacted]	K1355395	7,100
Poulan, GA [redacted]	Prod. Date: 1/5/07		Dealer: GA030 Kia AutoSport	

*** PHONE LOG 09/05/2007 06:34 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlrshp -- spoke w/ SM Bobby
1. waiting on parts
2. ***SHIFT***er control ***CABLE***
3. we need to be able to drive the veh first -- veh won't ***SHIFT***
4. veh came in yesterday
5. part will be in tommmorow

wrt thanked Bobby -- call ended

*** PHONE LOG 09/07/2007 05:54 AM US Mountain Standard Time CHart Action Type:Outgoing call
called dlrhsp -- spoke w/ SM Bobby
1. we replaced the ***CABLE***
2. traded veh in in tallahasee
3. cust came and got the veh yesterday
4. we couldn't diagnose the engine concern

wrt thanked bobby -- call ended

*** PHONE LOG 09/07/2007 07:54 AM US Mountain Standard Time CHart Action Type:Outgoing call
called cust
wrt states
1. calling regarding veh
2. understand that cust traded veh out?

cust states
1. this is true
2. i wanted to talk to you anyway about this
3. i believe there is a fraudulent claim on this
4. when i took the veh in, there wasn't a problem with the trans
5. then they told me the linkage is broken
6. i believe they did something to it
7. this is something kia needs to look at
8. we got another 07 optima -- red this time

wrt states
1. apologize
2. will document concerns

cust thanked wrt -- call ended

*** CASE CLOSE 09/07/2007 07:54 AM US Mountain Standard Time CHart

*** CASE CLOSE 10/12/2007 06:23 AM US Mountain Standard Time TMorales

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123365[redacted]	K1307395	6,642

Danville, NC[redacted] Prod. Date: 6/20/06 Dealer: VA037 Blackwell Kia

Case History Complaint Rental Car

*** PHONE LOG 05/07/2007 10:49 AM US Mountain Standard Time JHirshfield
caller

1. the vehicle will not go into ***PARK*** --it just keeps ***ROLL***ing
2. car was towed to VA037 and she was told that they don't really know what kind of downthime this car will have
3. they may have a chance to check it today --call back later
4. she would like to know if there is any provision for a loaner / rental for customers to use while the car is being repaired --they told her no

wtr

1. While Kia does not have a provision for rentals, Kia may assist with rentals on case-by-case basis.
2. The decision will not come from this office, but we can review this request with the service manager and possibly our area rep to determine if rental assistance can be provided.
3. suggest she wait and see what the diagnosis is and what kind of time frame they are looking at for the repair
4. recontact wtr if she needs further assistance

*** CASE CLOSE 05/07/2007 02:26 PM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123975[redacted]	K1615478	38,765
Simpson, IL [redacted]		Prod. Date: 1/17/07	Dealer: KY007 Mike Smith Kia	

Case History Complaint Repair Assistance

*** PHONE LOG 07/14/2009 02:00 PM US Mountain Standard Time AJudson
Customer States:
1. Would like to make a complaint about my 2007 Optima.
2. ***GEARSHIFT CABLE*** has come disconnected three separate times.
3. When put into ***GEAR*** vehicle ***ROLL***s like in neutral doesn't go into ***GEAR***.
4.. Had to have vehicle towed in to dealer but problem keeps happening.
5. Current time had to have vehicle towed to IN008 several hours away.
6. IN008 would not give a loaner car.
7. Vehicle is currently at KY007, has just been repaired a third time.
8. Is there any type of compensation for time or money.
9. Bordering Lemon Law in my state, do not feel safe driving vehicle with this concern.

Writer States:
1. Apologized for problem.
2. Is vehicle currently at dealership?
3. Will contact dealership to make sure all resources are involved.
4. Manufacturer has direct control over warranty no compensation that writer could offer.
5. Referred to WACI manual for information about lemon law, writer could not advise.
6. Gave customer case number, writers name, and extension.
7. Will follow up with customer once writer has more information.

*** PHONE LOG 07/15/2009 02:29 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called KY007 and left VM:
1. Gave name, 800#, ext and case number.
2. Have customer name and last 8 of VIN.
3. Requested callback.

*** PHONE LOG 07/16/2009 01:19 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called KY007 and left message with SVCA Jackie for SVC MGR:
1. Calling to get more information about ***GEARSHIFT CABLE***.
2. Gave name, extension, 800# and case number.
3. Is vehicle currently located at KY007.

*** PHONE LOG 07/16/2009 02:04 PM US Mountain Standard Time AJudson Action Type:Incoming call
SVC MGR called writer and states:
1. Spoke to DPSM JRoper, vehicle has been here twice and once to dealer in IN for concern.
2..Problem is that vehicle would not go into ***GEAR*** and is caused by clip coming off of ***SHIFT***er.
3. Drilled hole to put carter key in so that ***GEAR CABLE*** will not come lose, and would have to physically break to come apart.
4. Customer requesting reimbursement for time and aggravation about vehicle.
5. DPSM declined request for compensation.

Writer states:
1. Open techline case, let them know what was done.
2. I will speak with DPSM to review customer case.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123975[redacted]	K1615478	38,765
Simpson, IL[redacted]		Prod. Date: 1/17/07	Dealer: KY007 Mike Smith Kia	

*** PHONE LOG 07/21/2009 09:02 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM JRoper and states:

1. Advised that customer has been in 3 times for ***GEARSHIFT CABLE*** coming loose.
2. Writer will be dispatching case to region for visibility of the multiple repairs, customer mentioning Lemon Law.
3. SVC MGR advised that they drilled hole to put carter key in so that ***GEAR CABLE*** will not come lose.

DPSM JRoper states:
1. SVC MGR Kevin made a mechanical repair rather than a factory repair to resolve this time.
2. I was aware of the repair and that resolved the problem.

*** EMAIL OUT _ AJudson Action Type:External email
Send to:[JRoper@kiausa.com]
FCM: ALBERT
EXT: 45060

CUSTOMER: DANIEL MONEY

CONCERN: THREE ***GEAR SHIFT*** REPAIRS, CUSTOMER MENTIONING LEMON LAW.

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

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

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*** PHONE LOG 07/21/2009 09:07 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and states:
1. Advised that the vehicle is supposed to be repaired.
2. Reviewed with DPSM and will forward to his office for further review.
3. CRCAA will follow up with customer to review case.

*** NOTES 07/21/2009 09:08 AM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:
1. CUSTOMER CONTACT
2. CUSTOMER MENTIONING LEMON LAW.
3. 3 REPAIRS MADE FOR ***GEARSHIFT CABLE***.

*** NOTES 07/22/2009 07:55 AM Central Daylight Time MGallagher Action Type:Meeting
CASE ACCEPTED THIS DATE...WTR TO CONTACT CUST TO DISCUSS CASE

*** PHONE LOG 07/23/2009 10:29 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @[redacted]
1. IN RECEIPT OF CASE AT REGION OFFICE; APOLOGIZED

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1615478	38,765
Simpson, IL [redacted]		Prod. Date: 1/17/07	Dealer: KY007 Mike Smith Kia	

3. REASON FOR REQ DUE TO VEH BEING DOWN FOR A COUPLE DAYS & REPEAT PROBLEM
4. BESIDES TWO TIMES AT KY007, ONCE AT EVANSVILLE KIA IN MAY, 09 WHEN ***SHIFT CABLE*** BECAME DISCONNECTED
5. LATEST TIME AT DLR CUST WAS PROVIDED W/ALT TRANSPORTATION
6. WTR EXPLAINED THIS IS FORM OF GW AS IT'S NOT ALWAYS PROVIDED
7. F/U CAN TAKE PLACE TO SEE HOW VEH IS DRIVING BUT CUST REJECTED IDEA
8. WTR PROVIDED C/B # TO CUST IF CONCERN SHOULD RETURN IN FUTURE

CASE CLOSED AS NO FURTHER ACTION NEEDED AT THIS TIME

*** CASE CLOSE 07/23/2009 10:29 AM Central Daylight Time MGallagher

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1486005	30,000

Omaha, TX [redacted] Prod. Date: 12/20/06 Dealer: TX053 Crown Kia

Case History Complaint Repair Assistance

*** PHONE LOG 08/13/2008 11:17 AM US Mountain Standard Time APatrick
CUST STATED:
1: R/A IS GOING OUT TO GET MY VEH IT WONT START AGAIN BECAUSE THE ***SHIFT***ER WONT GO INTO ***PARK*** OR DRIVE
2: THIS HAPPENED ON THE 4TH OF JULY AS WELL I HAD IT TOWED AND THE DEALER GAVE ME A LOANER
3: WHAT DO I DO TO GET THIS VEH BOUGHT BACK

WRITER ADVISED:
1: APOLOGIZED FOR THE PROBLEM
2: WHAT WE DO IS OVERSEE THE DIAGNOSES AND REPAIR MAKING SURE THE DLR IS USING ALL THE TOOLS AND RESOURCES THAT KIA PROVIDES TO ADDRESS YOUR CONCERN
3: PLEASE READ YOU WARRANTY MANUAL FOR OTHER GUIDELINES
4: WE WILL FOLLOW UP WITH DLR AND ADVISE YOU WHEN WE HAVE MORE INFORMATION

CUST STATED:
1: OK THANKS

*** PHONE LOG 08/14/2008 12:59 PM US Mountain Standard Time APatrick Action Type:Outgoing call
SVC REP PAUL STATED:
1: ***CABLE*** HAD SLIGHT BULGE IN CASE AND JUST NEEDED TO BE ADJUSTED
2: WE ADJUSTED IT AND IS WORKING PROPERLY
3: WE TRIED TO CALL CUST BUT GOT NO ANSWER

WRITER ADVISED:
1: OK THANKS

*** PHONE LOG 08/14/2008 01:01 PM US Mountain Standard Time APatrick Action Type:Incoming call
WRITER CALLED CUST:
1: PHONE JUST KEPT RINGING
2: SAME RESULT AS DLR
3: COULD NOT LEAVE MESSAGE

*** PHONE LOG 08/15/2008 11:03 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER CALLED CUST:
1: PHONE JUST KEPT RINGING
2: SAME RESULT AS DLR
3: COULD NOT LEAVE MESSAGE

*** PHONE LOG 08/18/2008 09:34 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER CALLED CUST:
1: PHONE JUST KEPT RINGING
2: SAME RESULT AS DLR
3: COULD NOT LEAVE MESSAGE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1486005	30,000

Omaha, TX [redacted] Prod. Date: 12/20/06 Dealer: TX053 Crown Kia

*** PHONE LOG 08/18/2008 09:40 AM US Mountain Standard Time APatrick Action Type:Incoming call
DLR SERV REP LANCE STATED:
1: VEH HAS LEFT THE SHOP DONE

WRITER ADVISED:
1: OK THANKS

*** PHONE LOG 08/18/2008 10:03 AM US Mountain Standard Time APatrick Action Type:Incoming call
CUST STATED:
1: DID GET MY VEH BACK
2: VERY UNHAPPY WITH DLR
3: WHEN I WAS FIRST IN FOR THIS PROBLEM I ALMOST GOT INTO AN ACCIDENT BECAUSE THE BRAKE LIGHTS DID NOT WORK
4: ON THE LOANER THIS TIME IT WAS A SONATA AND IT WAS FILTHY
5: THIS DEALER IS VERY UNPROFESSIONAL
6: I WANT TO MAKE A COMPLAINT ABOUT THEM

WRITER ADVISED:
1: APOLOGIZED FOR THE PROBLEM
2: ADVISED I WILL DOCUMENT THE CONCERNS AND PASS ON

CUST STATED:
1: OK THANKS

*** CASE CLOSE 08/18/2008 10:04 AM US Mountain Standard Time APatrick

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123975[redacted]	K1327888	4,200

Fayetteville, NC[redacted] Prod. Date: 12/7/06 Dealer: NC016 Leith Kia of Fayetteville

Case History Complaint Repurchase

*** PHONE LOG 06/28/2007 08:13 AM US Mountain Standard Time RBriones
Customer Stated:
1. Everytime I put veh in reverse.
2. Problem happens every three weeks.
3. Dealer has fixed it twice.
4. Once at Leith, and again at Southern pines.
5. Happened again this morning, so had to have it towed to Leith Kia.
6. Second time it happened I was in Aberdeen, so had it towed to nearest dealer (Southern pines).
7. Want to know how to get rid of this vehicle under lemon law.

Writer Stated:
1. Apologized for prob.
2. We are here to try and assist with warr repairs.
3. Can follow up with and contact dealer svc dept to see what assistance we can provide.
4. Lemon law is defined by each state individually.
5. Referred customer to WACI manual and BBB.
6. We can not assist customer in filing for lemon law.

*** PHONE LOG 06/29/2007 02:04 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called NC016 and Anthony in stated:
1. We have some parts on order for ***SHIFT***er ***CABLE*** for customer veh.
2. DPSM, has auth us to do that repair.
3. It is a new upgrade component for that car.
4. The ***CABLE*** that runs under the ***SHIFT***er has popped off.
5. And the vehicle won't do anything.
6. But there is upgrade part according to DPSM.
7. Customer had it in here a few months ago for this problem.
8. Then she had carried it over to Pinehurst for same issue.
9. But we are getting it take care of.

Writer Stated:
1. Thanks for the info.

*** PHONE LOG 06/29/2007 03:26 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM, Harrison Baik, and stated:
1. Adv DPSM of customer's veh and problem.
2. Vehicle is in 3rd time for same concern.
3. Customer is talking about lemon law.
4. Dealer said they contacted you.
5. Wanted to make sure you were aware of it.

DPSM Harrison Baik stated:
1. Yes, am aware.
2. Thank you for letting me know.

*** NOTES 06/29/2007 03:26 PM US Mountain Standard Time RBriones Action Type:Manager review
Dispatched for:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123975[redacted]	K1327888	4,200

Fayetteville, NC[redacted] Prod. Date: 12/7/06 Dealer: NC016 Leith Kia of Fayetteville

1. New veh low miles.
2. Third time repair attempt.
3. Customer talking about lemon law.
4. Review of customer concerns and contact.

*** PHONE LOG 07/02/2007 04:02 PM Eastern Daylight Time CCar***ROLL*** Action Type:Incoming call
wtr spoke with Lily at dlr

1. vehicle has only been in once for ***SHIFT*** concern
2. dlr will fax all ro's in regards to cust. concerns

*** PHONE LOG 07/02/2007 04:04 PM Eastern Daylight Time CCar***ROLL*** Action Type:Outgoing call
wtr called cust
1. 3rd party advised customer cell #
2. wtr left voice mail messages advising case rec'd
3. wtr advise will be out of office from 7/3 returning 7/9
4. wtr provide c/b # for questions and concerns

*** PHONE LOG 07/10/2007 12:31 PM Eastern Daylight Time CCar***ROLL*** Action Type:Outgoing call
wrt called cust
1. no answer/ no voice mail at contact number
2. RCAA will try again later today

*** PHONE LOG 07/10/2007 12:34 PM Eastern Daylight Time CCar***ROLL*** Action Type:Outgoing call
wtr called
1. Rick Zola SVCM at Pinehurst Kia NC033 lft vmx for ro's
2. Jon B at Leith Kia lft message with advisor for ro's and return call
3. provided fax and ext. for ro's and return calls

*** PHONE LOG 07/12/2007 11:58 AM Eastern Daylight Time CCar***ROLL*** Action Type:Incoming call
wtr states
1. cust lft vmx w/ cell# as contact
2. lft vmx for cust advising waiting for ro's from dlr
3. will c/b to further discuss customers req.

*** NOTES 07/17/2007 01:53 PM Eastern Daylight Time CCar***ROLL*** Action Type:Manager review
Wtr. states
1. contacted SVCM@ NC033 to again request ro's
2. Matt NC033 not SVCM will fax
3. Spoke with SVCM Jon @NC016 confirmed ro dates and rpr
4. lft vmx for cust @ cell #

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123975[redacted]	K1327888	4,200

Fayetteville, NC[redacted] Prod. Date: 12/7/06 Dealer: NC016 Leith Kia of Fayetteville

1. will close SR pending f/u from cust

*** PHONE LOG 07/18/2007 11:32 AM Eastern Daylight Time CCar***ROLL*** Action Type:Outgoing call
Wtr. states
1. Charlie have you been able to fax the sales docs for the blankenships
2. ok here is my number ..pls call if you locate them

Dlr TN034 Charlie (fin. off.)states
1. I only had your fax number which is why I had not called you back
2. I am unable to locate the sale docs
3. I did find the title info
4. I have my asst. looking into it
5. I will give you call if I am able to locate them

ROLL

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123X75[redacted]	K1794966	41,929

PA, PA Prod. Date: 10/19/06 Dealer: PA040 Sunbury Motors Kia

Case History Complaint Repair Assistance

*** PHONE LOG 09/28/2010 05:53 AM US Mountain Standard Time UValencia
800# VM BY MELANIE FROM PA040
1.- PROVIDED VIN# AND CST NAME
2.- RO#6008459, DTD 9/24
3.- 3RD REPAIR OM A YEAR FOR SAME ISSUE WITH ***SHIFT***ER
4.- 8/13/10 VEHICLE TOWED TO SHOP; ***GEAR SHIFT***ER JAMMED
5.- VEHICLE STUCK IN NEUTRAL
6.- KEYS LOCK IN IGNITION
7.- CUSTOMER USED SPARE KEYS TO LOCK VEHICLE
8.- 2008 ISSUE WITH ***SHIFT***ER AT DE006
9.- WILL CONTACT DPSM AND ORDER ANOTHER ***SHIFT***ER ***CABLE***
10.- T1793830
11.- TECHLINE ADVISED TO REPLACE ***CABLE*** AND RETEST

*** PHONE LOG 09/28/2010 05:55 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT LVM FOR MELANIE AT PA040 REQUESTING A CALLBACK. PROVIDED CASE# AND CONTACT INFORMATION

*** PHONE LOG 09/28/2010 07:20 AM US Mountain Standard Time UValencia Action Type:Outgoing call
Contact Name: MELANIE AT PA040
Year/Model/Mileage of Vehicle: 41929
RO Open Date: 9/24
Days Down at initial Service Alert report: 0
Repair Issue: 3RD REPAIR ATTEMPT FOR ***SHIFT***ER ***CABLE***
PART WAS RECEIVED TODAY
WE ARE WORKING ON IT
ETA for completion of repairs: WILL BE DONE TODAY
Repeat Repair (Y/N), if so, how many? Y (3)
Techline Case? If so, #? T1793830
Rental Provided? If so, since when? N
DPSM contacted by dealer? Y

CST PH# IS [redacted]

*** PHONE LOG 09/30/2010 10:31 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MR MUNCER, WRT LVM REQUESTING A CALLBACK. PROVIDED CASE# AND CONTACT INFORMATION

*** PHONE LOG 10/05/2010 08:23 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MR [redacted]
1.- APOLOGIZED
2.- CALLING TO MAKE SURE VEHICLE IS OPERATING FINE NOW
3.- CST THANKED WRT FOR CALLING

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123X75[redacted]	K1794966	41,929

PA, PA Prod. Date: 10/19/06 Dealer: PA040 Sunbury Motors Kia

1.- YES IT IS
2.- THANKS FOR CALLING

*** CASE CLOSE 10/05/2010 08:24 AM US Mountain Standard Time UValencia

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	knage124275[redacted]	K1623362	36,000
Boise, ID [redacted]	Prod. Date: 11/30/06		Dealer: ID007 Nampa Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 07/31/2009 06:24 AM US Mountain Standard Time MTrem
Caller Mr N states:
1. My car left me stranded
2. as far as rights now, I'm stranded without a car
3. what am I going to do about it broken down
4. it's 3 times, I paid too much money for the veh
5. for some kind of compensation
6. may airbag light is on TPMS, I had a future appointment scheduled for those items
7. I want Kia to give me another car
8. this car is unreliable
9. I want Kia to compensate me
WTR states:
1. updated, no recalls
2. apologized
3. Warranty provides for the repair of the veh
4. While Kia does not have a provision for rentals, Kia does assist with rentals on a case-by-case basis
5. The decision will not come from this office
6. Must have a diagnosis at the Kia Dealership to consider
7. But we can review this request with the SM and possibly our area rep
8. To determine if rental assistance can be provided
9. WTR can call the DLR and get the VIN and see when they will diag the veh
WTR placed CST on hold
WTR called ID007 SA Scott
1. towed in last night
2. he's been dealing with SA Clint
3. may end up having to order a part
4. we only seen it one time July 22nd
5. ***SHIFT***er ***CABLE*** that came loose
6. reattached ***SHIFT***er ***CABLE***
7. we are trying to work the veh in today
WTR returned to CST stating:
1. WTR got VIN from DLR, this DLR has one previous visit
2. Kia will repair the veh according to the terms of the man Warranty
3. Writer will follow up on repair; make sure all Kia's resources are being utilized in getting the veh repaired
4. Kias buyback policy is in accordance with your states laws
5. Referred to WCIM for info on laws in callers state
6. gave case number and contact info

*** PHONE LOG 07/31/2009 10:06 AM US Mountain Standard Time MTrem Action Type:Incoming call
Caller Mr N states:
1. they gave me a rental car
2. how is my car going to get fixed, I do not want it back
3. I want Kia to replace it
4. I never want to get stuck on the side of the road again
5. Now the DLR is going to try something different, now I'm a ginnie pig
6. The DLR said the veh will be done Monday
7. I want to speak with a supervisor or the Kia Rep
8. I want something in writing stating this will never happen again
WTR states:
1. apologized for concerns

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	knage124275[redacted]	K1623362	36,000
Boise, ID [redacted]	Prod. Date: 11/30/06		Dealer: ID007 Nampa Kia	

2. WTR will follow up with the Srv Mgr and the Kia Rep to ensure Kia resources are involved in the repair
3. WTR's supervisor cannot change the repair for the veh or replace CST veh
4. WTR has already offered to contact the Srv Mgr and the Kia rep
5. no one is able to predict the future to know if the concern will ever happen again
6. DLR can only write down the facts of what is known
7. reiterated Kia's buy back policy above

*** PHONE LOG 08/03/2009 11:14 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR called ID007 requested Srv Mgr, line transfer and no one picked up

*** PHONE LOG 08/03/2009 11:18 AM US Mountain Standard Time MTrem Action Type:Outgoing call
WTR LVM for DPSM BSharp requesting call back, will send case notes

*** EMAIL OUT _ MTrem Action Type:External email
Send to:[bsharp@kiausa.com]
Michael Trem
Kia Consumer Affairs
Ext 45011

Hello Bill,
1. veh at ID007
2. multiple repairs for ***SHIFT CABLE***
3. CST demanding rental and veh to be replaced
4. WTR unable to reach Srv Mgr today
5. Jarred Neilson, 07 Optima, purchased used, now has 36k miles
6. knage124275108393
7. CST also requesting to speak with DPSM
8. please advise

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

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*** NOTES 08/03/2009 03:02 PM US Mountain Standard Time MTrem Action Type:E-mail rec.
from DPSM BSharp:
1. Send up to region.
2. I am on a personal day today.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	knage124275[redacted]	K1623362	36,000
Boise, ID[redacted]	Prod. Date: 11/30/06		Dealer: ID007 Nampa Kia	

*** NOTES 08/03/2009 03:05 PM US Mountain Standard Time MTrem Action Type:Manager review
WTR dispatching case to Western Region for handling per DPSM BSharp
1. CST wants Kia to replace veh
2. Multiple repairs for ***SHIFT***er ***CABLE***
3. Contact CST [redacted]

*** PHONE LOG 08/05/2009 02:14 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
1. rcaa advised cust calling in regards to optima ***SHIFT***ing concern
2. c/s this is 3rd time back i go to put it in ***PARK***, gets stuck in drive or reverse
3. after in ***GEAR***, from drive to reverese, it stops ***SHIFT***ing when i go to reverse, ***SHIFT***er won't move anymore
4. veh is w/ me, it's ***SHIFT***ing alright, but when it happens veh is totally disabled, left me stranded 3x
5. it works fine now
6. rcaa asked cust what kma can help out w/
7. c/s i don't know what i want maybe some compensation, not sure
8. rcaa advised cust can look into r.o.'s and see abt a 1 car pmt reimbursement for inconvenience
9. cust advised doesn't have a pen, can rcaa call back to give contact/fax info
10. rcaa to contact cust and leave vmail w/ all pertinent info.
11. cust thanked rcaa and hung up

*** PHONE LOG 08/05/2009 02:26 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
left vmail stating rcaa contact info/fax#
requested for cust to fax ro's and copy of car pmt stub
pending cust ro's

*** PHONE LOG 09/04/2009 02:36 PM US Mountain Standard Time WHarrington Action Type:Incoming call
Customer called and left VM requesting call back did not call customer back since Being handled by FCM.

*** PHONE LOG 09/09/2009 03:33 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust:
1. rcaa called to follow up on ro's and pmt stub
2. c/s ***SHIFT***er ***CABLE*** came disconnected
3. i went to ***SHIFT***, i'd be reversing and it would be stuck so brought back to dlr
4. veh is repaired now, i know i was supposed to fax docs over
5. i deleted your fax# by accident
6. rcaa apologized for veh concerns
7. provided fax# again, cust to fax r.o.'s and pmt stub
8. rcaa thanked cust/pending cust ppwk in order for further review

*** PHONE LOG 09/10/2009 08:21 AM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER LEFT 800 # VM REQUESTING CALL BACK ON 9/9/09

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		knage124275[redacted]	K1623362	36,000
Boise, ID[redacted]		Prod. Date: 11/30/06	Dealer: ID007 Nampa Kia	

1 I am supposed to fax in information to Anna, I dont have the fax #

wrt stated
1 apologized
2 you are working with Anna Peckson, gave fax # and case # to reference on the fax

*** PHONE LOG 10/13/2009 10:06 AM US Mountain Standard Time TShamburger Action Type:Incoming call
[redacted] called
1 trying to see if Ana got my fax.
wrt states
1 Ana is at a different office, will try her for you.
wrt called Ana Peckson and LVm to call cust

wrt states to customer
1 Ana did not answer, LVM for her to call you
2 exp to her, you wanted to make sure she got your fax.
cust states
1 have her call my new number [redacted]
wrt states
1 will give her your new number.
cust thanked wrt. call ended.

*** PHONE LOG 10/13/2009 10:07 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Ana Peckson and LVM
1 cust has a new phone number to call him back cal[redacted]

*** PHONE LOG 10/15/2009 01:56 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust
1. rcaa advised faxes recv'd
2. will go ahead and submit for car pmt reimb
3. reimb check takes 30-60 days
4. cust understood & thanked

*** NOTES 10/22/2009 01:45 PM Pacific Daylight Time APeckson Action Type:Manager review
submitted case to nca for check request
$351.07 payable to cust - 1 car pmt reimb

*** NOTES 10/22/2009 01:59 PM Pacific Daylight Time POrtiz Action Type:Manager review
RCAOM SCC & FWD TO NCA FOR CHK REQ.

*** NOTES 11/19/2009 04:42 PM Pacific Daylight Time POrtiz Action Type:Manager review
WRCA rec'd check.
1. Sending to cust.

*** CASE CLOSE 11/19/2009 04:42 PM Pacific Daylight Time POrtiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1495128	8,800

Clarksville, TN [redacted] Prod. Date: 4/13/07 Dealer: TN021 Gary Mathews Kia

Case History Complaint Repair Assistance

*** PHONE LOG 09/04/2008 07:21 AM US Mountain Standard Time JBaty
Customer stated:
1. On Saturday, I put the veh in reverse to back out of a driveway.
2. I put the veh in Drive, but it stayed in reverse
3. I turned off the engine and veh would not restart
4. A passer-by did something to the ***SHIFT***er, and the veh started
5. The passerby said the ***GEAR SHIFT*** or the linkage was loose

Writer stated:
1. Updated/no recalls
2. Adv. to make appt with dlr
3. Gave case number and writer's name and contact info

*** CASE CLOSE 09/04/2008 07:22 AM US Mountain Standard Time JBaty

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1740515	49,000

Buford, SC [redacted] Prod. Date: 2/27/07 Dealer: GA055 Kia Country of Savannah

Case History Complaint Repair Assistance

*** PHONE LOG 05/27/2010 03:28 PM US Mountain Standard Time TLarson
CUSTOMER ADVISED

1 CALLING TO FOLLOW UP
2 MY VEHICLE IS NOT GOING INTO ***GEAR***
3 THIS WILL BE THE 2ND TIME THAT IT HAS HAPPENED
4 AND THIS IS THE EXACT SAME THING THAT HAPPENED THE LAST TIME IT WAS IN
5 WHAT CAN YOU DO FOR ME
6 WHAT HAPPENS IF THIS GOES OUT A YEAR FROM NOW AND IM OUT OF WARRANTY

WRITER ADVISED

1 APOLOGIZED FOR THE CONCERNS
2 EXPLAINED THAT THE WARRANTY IS IN PLACE FOR THIS VEHICLE UNTIL 4/26/12 OR 60K MILES WHICHEVER COMES FIRST
3 CURRENTLY IF YOU HAVE A PROBLEM WITH THE VEHICLE WE CAN FOLLOW UP ON THE REPAIRS AND DETERMINE WHAT ASSISTANCE WE CAN PROVIDE
4 HOWEVER REVIEWING YOUR WARRANTY HISTORY I SEE THAT THEY DID A REPAIR ABOUT A YEAR AGO
5 HAS IT DRIVEN PROPERLY SINCE THEN?

CUSTOMER ADVISED

1 YES IT DROVE THE WAY IT SHOULD
2 NO PROBLEMS UNTIL NOW

WRITER ADVISED

1 OK, SO IT HAS BEEN A YEAR AND IT HAS BEEN WORKING PROPERLY
2 SO WE CANNOT ASSUME ITS THE EXACT SAME THING

CUSTOMER ADVISED

1 WELL WHAT IF IT IS
2 WHAT AM I SUPPOSED TO DO ABOUT THAT , WAIT ANOTHER YEAR FOR IT TO GO OUT

WRITER ADVISED

1 I CANNOT REALLY ANSWER WHAT IF QUESTIONS
2 I CAN TELL YOU THAT WE WOULD COVER THE REPAIRS UNDER THE TERMS OF THE WARRANTY
3 IF YOU HAVE A PROBLEM OUTSIDE OF THE WARRANTY WE WILL REVIEW THE CASE AT THAT TIME AND A DECISION WOULD BE MADE
4 I AM NOT ABLE TO OFFER TO COVER THIS INDEFINITLY

CUSTOMER ADVISED

1 OK I DONT HAVE ANY FURTHER QUESTIONS

CALL ENDED

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1740515	49,000

Buford, SC[redacted] Prod. Date: 2/27/07 Dealer: GA055 Kia Country of Savannah

*** PHONE LOG 05/28/2010 09:21 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED BEN @ GA055

1 CALLING TO FOLLOW UP
2 WHAT IS THE STATUS OF THE KEITH ONSUM VEHICLE?

BEN @ GA055

1 WE FOUND THAT THE ***SHIFT***ER ***CABLE*** POPPED OFF WHERE IT CONNECTS AT THE ***SHIFT***ER
2 THIS IS THE 2ND TIME HE HAS HAD THIS ISSUE
3 WE RESECURED THE ***CABLE*** AND RECHECKED THE SYSTEM
4 NO FURTHER PROBLEMS FOUND
5 THE CONNECTION IS TIGHT AND SECURE , WE APPLIED FORCE TO IT TO SEE IF IT WOULD POP OFF AGAIN AND IT DID NOT
6 WE GAVE IT BACK TO HIM ALREADY , ITS NO LONGER AT OUR DEALER

WRITER ADVISED

1 OK THANK YOU

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1451315	33,000

Del City, OK [redacted] Prod. Date: 10/26/06 Dealer: OK019 Big Red Kia

Case History Complaint Repair Assistance

*** PHONE LOG 05/27/2008 05:45 AM US Mountain Standard Time ERuiz
CALLER STATED
1. I JUST HAD THE CAR TOWED AND BACK TO THE DEALER OVER THE WEEKEND.
2. I NEED TO FIND OUT WHAT I NEED TO DO TO GET A RENTAL.
3. I GOT IN THE VEHICLE AND PUT THE CAR ON DRIVE AND THE CAR WHEN IN REVERSE.
4. THE CAR WOULD NOT GO OUT OF DRIVE OR NEUTRAL.
5. THE ENGINE DIED AND IT WOULD NOT GO ANYWHERE.
6. I HAVEN'T TALKED TO ANYONE AT THE DEALER YET.
7. YOU ARE THE FIRST ONE I TALKED TO THIS MORNING.

WRITER STATED
1. APOLOGIZED FOR THE INCONVENIENCE.
2. WRT WILL CALL THE DEALER FOR MORE INFO.
3. WRT EXPLAINED, RENTAL VEHICLES ARE NOT A PROVISION UNDER THE TERMS OF THE WARRANTY.
4. WRT ADVISED, RENTAL MAY BE PROVIDED ON THE CASE BY CASE BASIS.
5. WRT WILL CONTACT THE DEALER FOR MORE INFO.
6. WRT ADVISED TO SPEAK TO THE SVC ADVISOR ABOUT A POSSIBILITY OF GETTING A LOANER VEHICLE.
7. CUSTOMER CAN BE REACH AT [redacted].

*** PHONE LOG 05/29/2008 12:12 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED OK019 AND TALKED TO WILLIAM IN SVC.
2. WRT ASKED WILLIAM FOR AN UPDATE ON MR OSBORN'S VEHICLE.
3. WILLIAM STATED:
a) HE HAD AN AFTER MKT RADIO.
b) THE PEOPLE THAT INSTALLED THE RADIO DID NOT REATTACHED ALL THE ***SHIFT***ER MECHANISM.
c) THIS WAS A CUSTOMER PAY REPAIR.
d) HE HAD AN AMP AND WOOFERS INSTALLED ON HIS VEHICLE.
e) THE PEOPLE THAT DID IT DIDN'T REATTACHED THE WIRES CORRECTLY.
f) THE CUSTOMER TOOK THE VEHICLE W/ HIM,
4. WRT THANKED WILLIAM FOR THE INFO.

*** CASE CLOSE 05/29/2008 12:12 PM US Mountain Standard Time ERuiz

*** NOTES 07/18/2008 11:10 AM US Mountain Standard Time JHirshfield Action Type:Manager review
NOTES FROM DUP CASE K1451341

*** PHONE LOG 05/27/2008 06:14 AM US Mountain Standard Time SLarez
CUSTOMER STATES.
1. I AM CALLING BECAUSE I NEED A CAR TO DRIVE.
2. MY LOCAL DEALERSHIP STATED TO CALL YOU AND I COULD GET ONE.
3. THE CAR IS THERE TODAY

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1451315	33,000

Del City, OK [redacted] Prod. Date: 10/26/06 Dealer: OK019 Big Red Kia

2. THE WARRANTY WILL COVER DEFECTS IN THE CAR, IT WILL COVER THE REPAIR AND ALSO THE TOW IF NEED BE, HOWEVER, IT DOES NOT COVER RENTALS OR LOANERS.
3. THERE ARE TIMES WHEN WE CONSIDER IT BUT THE CAR HAS TO BE DOWN FOR A CONSIDERABLE AMOUNT OF DAYS OR THERE HAS TO BE A HISTORY OF REPAIRS
4. IT WOULD NOT BE CONSIDERED FOR A FEW DAYS, I AM SORRY

CUSTOMER STATES.
1. SO I WOULD HAVE TO GET AROUND ON MY OWN.

WRITER STATES.
1. YES, I AM SORRY

CUSTOMER STATES.
1. WHAT IF THEY TELL ME THE CAR IS GOING TO BE DOWN FOR FIVE DAYS.
2. I HAVE TO GET AROUND ON MY OWN FOR THAT.

WRITER STATES.
1. IF THAT IS THE CASE YOU MAY CALL ME BACK AND WE CAN GO FROM THERE.
2. USUALLY A CAR IS NOT DOWN THAT LONG UNLESS THERE ARE BACK ORDERED PARTS OR SOMETHING LIKE THAT.
3. OFFERED NAME AND EXTENSION IN CASE SOMETHING LIKE THAT IS THE SITUATION

CUSTOMER STATES.
1. THANK YOU.

*** CASE CLOSE 05/27/2008 06:14 AM US Mountain Standard Time SLarez

*** CASE CLOSE 07/18/2008 11:11 AM US Mountain Standard Time JHirshfield
DUP TREAD REVIEW --JH

*** PHONE LOG 08/20/2008 12:32 PM US Mountain Standard Time ERuiz Action Type:Incoming call
CALLER STATED
1. I HAD A PROBLEM W/ MY CAR THREE TIMES IN LAST 4 MONTHS.
2. THE ***SHIFT CABLE*** COMES OUT.
3. I HAD THE CAR TOWED TO THE DEALER TO HAVE IT REPAIR.
4. THE CAR IS HERE W/ ME
5. I AM CALLING TO GET A LITTLE BIT OF INFO.
6. THE FIRST TIME IT HAPPENED WAS BACK ON MAY AND PAID A LITTLE OVER 200 MILES TO GET IT REPAIR.
7. THE SECOND TIME IT HAPPENED I HAD IT TOWED TO ANOTHER KIA DEALER.
8. THIS IS PROBABLY AND ISSUE W/ THE ***SHIFT***ER ***CABLE*** AND ACCORDING TO THE DEALER THIS IS A KNOWN CONDITION.
9. THE FIRST TIME I WAS CHANGED FOR THE REPAIR BECAUSE THEY SAID THAT I HAD CAUSE THE PROBLEM AND I DIDN'T.
10. THERE IS OBVIOUSLY A PROBLEM W/ IT AND I WOULD LIKE TO GET REIMBURSE FOR WHAT I PAID THE FIRST TIME.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1451315	33,000

Del City, OK[redacted] Prod. Date: 10/26/06 Dealer: OK019 Big Red Kia

WRITER STATED

1. APOLOGIZED FOR THE INCONVENIENCE.
2. CUSTOMER ALLEGED THAT THERE ARE CURRENTLY NO PROBLEMS W/ THE ***SHIFT***ER ***CABLE***.
3. WRT TOLD THE CUSTOMER THAT WRT CALLED OK019 AND TALKED TO WILLIAM IN SVC BACK IN MAY.
4. THE SVC DEPT INFORMED WRT THAT THE ***CABLE*** WAS DISCONNECTED BY THE PERSON WHO INSTALLED THE AFTER MKT RADIO.
5. CUSTOMER IS WELCOME TO TAKE HIS RECEIPT ALONG W/ A COVER SHEET LETTER TO THE SVC MGR'S ATTENTION.
6. THE SVC MGR WILL THEN REVIEW HIS REQUEST W/ THE KIA DPSM.
7. THE KIA DPSM WILL DETERMINATE IF THE REPAIR COULD BE SUBJECT OF REIMBURSEMENT.
8. WRT ALSO TOLD THAT KIA WOULD ONLY REIMBURSE THE CUSTOMER FOR ANY DEFECTIVE PARTS.
9. CUSTOMER THANKED WRT FOR THE INFO.

*** CASE CLOSE 08/20/2008 12:33 PM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123X75[redacted]	K1352432	17,000
Prattille, AL[redacted]		Prod. Date: 1/5/07	Dealer: AL023 Brewbaker Kia	

Case History Complaint Repair Assistance

*** PHONE LOG 08/27/2007 07:27 AM US Mountain Standard Time CHart
cust gwendolyn called
1. my veh messed up on me yesterday
2. it was towed to the dlr
3. the ***SHIFT***er ***CABLE*** came off
4. the part had to be ordered -- they may/may not have it by tommorow
5. i don't have a veh to drive

wrt states
1. apologize
2. advised cust that kia does not have a provision for rental assistance
3. that decision does not come from this office -- reviewed w/ SM/DPSM
4. advised that wrt can contact appropriate depts -- may not have answer until tommorow

cust states
1. never mind then
2. i'll call back down to the dlr
3. thank you

call ended

*** CASE CLOSE 08/27/2007 07:27 AM US Mountain Standard Time CHart
pending cust call back

*** NOTES 05/07/2008 04:29 PM US Mountain Standard Time LSims Action Type:Manager review
*** NOTES 05/02/2008 03:40 PM clarify Action Type: Manager review
*** Performed by contact: Gwendolyn Owens, 3343610383
May 2, 2008
To Whom It May Concern:
I have had my 2007 Kia Optima for about 1 year. On today when I got home and put the car in ***PARK*** and turned off the ignition my car started to ***ROLL*** back. When I looked at the panel it was in drive even though the ***SHIFT***er indicated ***PARK***. I'm writing this complaint because this is the third time that this has happened to me with this car. I am very dissatisfied. I will not be able to take care of any business over the weekend because I don't have a car. If there is some kind of problem with the ***SHIFT***er in the 2007 Kia Optima's it really needs to be addressed. I don't know if I'm the only customer with this problem but I can tell you that it is very inconvient. I feel that the car should be replaced. I shouldn't have to pay for a car that is going to have to be in service every few months for the same problem. Again this is the THIRD TIME that I have had problems with the ***SHIFT***er ***CABLE***. I love my car but I'm not happy with having to have it towed to the service department every few months. You can contact the Brewbaker Motor Kia service center to verify the dates that the car has been there in regards to the ***SHIFT***er ***CABLE***.
Sincerely,
[redacted]

*** PHONE LOG 05/07/2008 04:32 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr spoke to ms[redacted] and stated:
1. they got the car back to me yesterday

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123X75[redacted]	K1352432	17,000
Prattille, AL[redacted]		Prod. Date: 1/5/07	Dealer: AL023 Brewbaker Kia	

wtr stated:
1. apologized
2. if there are problems again then wtr would like to have caller call when the veh is at the dealer
3. then a fcm can get involved with the repaired when the veh is still at the shop
4. gave case # and ext

*** CASE CLOSE 05/07/2008 04:32 PM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123275[redacted]	K1768082	68,000
Summerville, TN [redacted]		Prod. Date: 8/28/06	Dealer: TN027 Gossett Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 08/02/2010 08:27 AM US Mountain Standard Time RHall
[redacted] stated
1 I would like to make a complaint against Gossett Kia TN027 service department
2 This is the 2nd time I have had to pay a tow truck to tow my car to the dlr
3 First time was 5/18/2010 and TN027 said the ***SHIFT***er ***CABLE*** was loose and reinstalled it
4 This weekend, while ***PARK***ed tried to put in reverse it would not move so the ***SHIFT CABLE*** must be out again
5 Since it was the weekend and TN027 was not open, I had to stay two night in Memphis to get car towed to TN027 this morning
6 It was towed in around 7am and I have not heard back from them yet
7 I need to know what is going on
8 I would like the ***CABLE*** to be replaced for free and I need to know if I need a rental vehicle
9 I spoke to Fred at TN027 and he stated they have not had time to look at the vehicle yet

wrt stated
1 apologized
2 if you had the ***SHIFT***er ***CABLE*** part replaced in May and you paid for it then it would have a 12 months/12,000 miles parts warranty
3 wrt will need to contact the dlr to get the diagnosis before any determination can be made
4 KMA can not dictate scheduling to the dlr or make them look at your vehicle first
5 It is Monday and usually dlrs are very busy on Mondays and may be trying their best to get your vehicle in for diagnosis as quickly as possible
6 Please allow wrt to call over to the dlr

Steve Svc Advisor
1 The ticket has been written up and a tech has been assigned to look at her vehicle
2 We have not diagnosed vehicle yet, it will probably be late this afternoon before we can take a look at it

wrt stated to Mrs [redacted]
1 Wrt got ahold of dlr, a tech has been assigned to look at your vehicle but they probably will not be able to look at it until late this afternoon
2 if you did not have the part replaced in May then it would not qualify under parts warranty
3 if the ***SHIFT***er ***CABLE*** needs to be replaced then it would not be covered because the warranty has expired, it was covered for 5yrs/60k miles which ever comes first for mfr defect which has expired by miles

Mrs [redacted] stated
1 Well I need to know if I need to rent a veh

wrt stated
1 apologized
2 While Kia does not have a provision for rentals in the warranty, Kia does assist on a case-by-case basis.
3 Wrt will be happy to follow up with the dlr once the vehicle is diagnosed and Kia will research your request for rental assistance to determine if rental assistance can be provided.
4 no promises made because it is not part of the warranty
5 if you are not able to wait for diagnosis and Kia's research then you can choose to rent a vehicle at your own expense
6 Wrt will contact you once wrt has the diangosis from the dlr

*** PHONE LOG 08/04/2010 06:55 AM US Mountain Standard Time RHall Action Type:Outgoing call
Fred Svc Advisor stated
1 The ***SHIFT***er ***CABLE*** popped off
2 We reinstalled it once before about 5,000 miles ago
3 So we recommended to have ***SHIFT***er ***CABLE*** replaced

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123275[redacted]	K1768082	68,000
Summerville, TN[redacted]		Prod. Date: 8/28/06	Dealer: TN027 Gossett Kia	

4 Customer declined so we just reinstalled it for her
5 Customer has vehicle back repaired

*** PHONE LOG 08/04/2010 07:02 AM US Mountain Standard Time RHall Action Type:Outgoing call
Wrt called to speak to Mrs [redacted]
1 This is KMA following up to see how veh is performing?
2 any further questions or concerns, please cb wrt at 1-800, case

Mrs[redacted] stated
1 So far it is running good
2 Dlr said it is not going to hold and may pop again
3 Dlr recommended to replace it in order to fix it but they wanted to charge me $1000
4 I dont have that kind of money so I didnt replace it
5 Shouldnt there be a recall on this?

wrt stated
1 apologized
2 There is a lot of factors that play into if a SC is issued or not
3 Kia reports all customer concerns to NHTSA, there is currently no SC on yoru vehicle for this concern
4 the ***SHIFT***er ***CABLE*** was covered for mfr defects for 5yrs/60,000 miles which ever comes first which has expired, repair not covered

Mrs[redacted] stated
1 I will wait to see how long this holds, thanks

*** CASE CLOSE 08/04/2010 07:02 AM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123875[redacted]	K1745905	62,000
Stockton, CA[redacted]		Prod. Date: 2/22/07	Dealer: CA080 Kia Country	

Case History

Complaint Repair Assistance

*** PHONE LOG 06/11/2010 07:43 AM US Mountain Standard Time AJudson
Customer States:

1. My ***SHIFT*** linkage went out for second time last night, vehicle would not go into ***GEAR***.
2. I am 2k miles over the warranty and being advised I have to pay for diagnosis.
3. Was advised since vehicle is over warranty it is $110 and to contact KCA about this concern.
4. The part they ordered/replaced had a 12/12 warranty and I am over the mileage for that as well.
5. Vehicle is currently at CA080 and working with SVC MGR Russ.
   - he advised it will be $110 and I advised I needed my vehicle today
   - he advised it could be down up until Tuesday
   - this is the second time my vehicle has done this so requesting repair assistance
6. I have authorized the diagnosis and need to get my vehicle repaired.

Writer States:
1. Apologized for the problem.
2. Advised customer that the 12/12 warranty and LBW are both out based on mileage.
3. Writer will need to contact CA080 to verify status of customer concern.

WRITER PLACED CUSTOMER ON HOLD AND CALLED CA080
Writer States:
1. Calling to verify status of customer vehicle?

SVC MGR Russ states:
1. We are currently diagnosing customer vehicle.
2. Should have diagnosis by later this afternoon.
3. A guy came in and was getting un-glued so I requested to speak to customer.

Writer States:
1. Customer requesting repair assistance so review diagnosis with DPSM once completed.
   - SVC MGR agreed

WRITER TOOK CUSTOMER OFF HOLD
Writer States:
1. Advised that writer spoke to SVC MGR Russ who advised they should have diagnosis completed by later this afternoon.
2. Writer will review diagnosis with SVC MGR Russ and DPSM to review if assistance can be offered.
3. Cannot guarantee coverage outside of the terms of the warranty but will review.
4. Gave customer case number, writers name and extension.
5. Will contact customer once case is reviewed with dealer.

*** PHONE LOG 06/16/2010 02:52 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called CA080 and states:
1. Calling to verify outcome of customer vehicle?

SVC MGR Russ states:

1. Found a TSB for the concern and reconnected the ***CABLE***.
2. There was no additional problems were found.

*** PHONE LOG 06/16/2010 02:53 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and left VM:
1. Calling to verify customer concerns were resolved?
2. Gave name, 800#, extension and case number.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123875[redacted]	K1745905	62,000
Stockton, CA[redacted]		Prod. Date: 2/22/07	Dealer: CA080 Kia Country	

3. Request callback for additional assistance.

*** CASE CLOSE 06/16/2010 02:53 PM US Mountain Standard Time AJudson
PENDING CALLBACK

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123475[redacted]	K1498565	30,000
Corniles, OR [redacted]		Prod. Date: 12/27/06	Dealer: OR002 Beaverton Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/11/2008 04:44 PM US Mountain Standard Time JSinclair
Mother of [redacted] called and states:
1. I borrowed my daughters car today
2. I pulled it into the drive way and put it in ***PARK*** and took my foot off the break
3. But when I did that the vehicle started ***ROLL***ing backwards
4. I looked on the dash and it showed reverse and the stick showed ***PARK***
5. Now it won't even come out of ***PARK***
6. Can I take it to any Kia dealership
Wtr states:
1. Apologized
2. Updated info
3. Advs customer vehicle can go to any kia dealership and RSA will tow it
Wtr transferred customer to RSA Mandy

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123275[redacted]	K1303402	6,050
DALLAS, TX[redacted]		Prod. Date: 11/14/06	Dealer: NC024 Folger Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/25/2007 11:51 AM US Mountain Standard Time SLarez
CUSTOMER STATES.[redacted]
1. WE RENTED THIS CAR
2. IT IS STUCK IN THE R. BUTTON
3. I AM NOT SURE WHAT WE CAN DO.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. THERE IS A ***SHIFT*** LOCK RELEASE LOCATED ON THE ***GEAR SHIFT***ER, REFERRED TO OWNERS MANUAL FOR INSTURCTIONS.

CUSTOMER STATES.
1. WE TRIED THAT BUT IT DID NOT WORK.

WRITER STATES.
1. THE ONLY OTHER OPTION I HAVE WOULD BE TO OFFER R/A TO GET IT TO THE NEAREST DEALERSHIP, I AM SORRY OR TO CALL [redacted] AND HAVE THEM DELIVER ANOTHER CAR.

CUSTOMER STATES.
1. WE ARE WAITING FOR AAA.

*** CASE CLOSE 04/25/2007 11:52 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1444486	24,900
Akron, OH [redacted]	Prod. Date: 1/16/07		Dealer: OH054 Van Devere Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 05/07/2008 05:14 AM US Mountain Standard Time SLarez
Co/ SIGNER DIONTRE EARL, SON-IN-LAW CALLING IN
CUSTOMER STATES.

1. THE ***GEAR SHIFT***ER PIN KEEP COMING OUT
2. WE HAD AN ISSUE WITH THE SAME THING IN SEPT. OF 07 AND IT IS BACK.
3. I WOULD LIKE TO KNOW WHAT THE LEMON LAW IS IN MY STATE, WE WANT THE CAR BOUGHT BACK
4. I AM NOT HAPPY WITH THE PURCHASE, I PAY MY CAR NOTE ON TIME AND I SHOULD HAVE A RELIABLE CAR.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. WE NEED TO GET THE CAR LOOKED AT BY THE DEALERSHIP AND THEN WE CAN GO FORM THERE.
3. WE CAN BE INVOVLED WITH THE REPAIR.
4. I AM NOT SURE OF YOUR STATE LAWS REGARDING VEHICLES BUT I CAN TELL YOU I AM HERE TO FIX YOUR CAR AND HONOR THE WARRNTY

CUSTOMER STATES.
1. THE R/A IS COMING TO PICK IT UP.
2. WE WILL SEE WHAT WE HAVE TO DO FROM HERE ON OUT REGARDING THE CAR.

*** PHONE LOG 05/07/2008 11:36 AM US Mountain Standard Time TShamburger Action Type:Incoming call
customer Earl called ---
1. i dont want this vehicle
2 just want to know what happens when this repair does not go right.
3 I spoke to a Steve but he said his position is to fix the vehicle.
4 this is the third time in a year veh is back at dlr for the ***GEAR SHIFT CABLE***.
wrt states
1 im sorry but Steve is right.
2 mfr here to support the mfr warranty and repair the vehicle.
3 the only buyback program is through your state laws, see WCIM for procedure.
4 law is there to protect consumers as well as car mfr, the mfr does have the right to repair vehicle.
cust states
1 is there a number I can call for state laws.
wrt states
1 advise cust mfr does not have the number for your state ph#
2 advise cust to read WCIM it has number for BBB Autoline.
cust states
1 do you have that number?
wrt states
1 gave ph# to BBB Autoline.
call ended.

*** PHONE LOG 05/08/2008 06:57 AM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED MIKE IN SERVICE (MIKE SERVICE ADVISOR)
MIKE STATES.

1. THERE IS A TECH TIMES WHERE THE ***SHIFT***ER WAS INSTALLED IN CORRECTLY.
2. IT WORKED ITSELF OFF OF THE DOWL (?) AND WOULD SNAP OFF, WE ROTATED THE ***SHIFT***ER

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1444486	24,900
Akron, OH [redacted]		Prod. Date: 1/16/07	Dealer: OH054 Van Devere Kia	

AND IT FINE NOW.
3. IT WAS DURING A CERTAIN PRODUCTION DATE ON CERTAIN MODELS ACCORDING TO THE TECH TIMES SO WE TOOK CARE OF IT, WE ARE CLOSING THE TICKET AND WILL RELEASE IT TODAY.
4. THE CAR IS FIXED NOW.

WRITER STATES.
1. THANK YOU.

*** PHONE LOG 05/08/2008 12:44 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED JOHN S. TO ADVISE OF CASE.
WRITER STATES.
1. ADVISED OF CURRENT AND PAST REPAIRS, CAR IS REPAIRED NOW.
2. CUSTOMER STILL DOES NOT WANT IT AND HAS CALLED KCC TWICE TRYING TO GET RID OF IT OR TO HAVE KIA BUY IT BACK
3. WE HAVE REFERRED HIM TO THE B.B.B. AND I AM FORWARDING THE CASE TO YOUR REGIONAL OFFICE.

*** PHONE LOG 05/08/2008 12:46 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER AND LEFT MESSAGE FOR A RETURN CALL., [redacted]
1. I UNDERSTAND THE CAR IS FIXED.
2. IF YOU NEED TO CALL ME YOU MAY, I AM SORRY YOU HAVE HAD THE PROBLEMS WIT THE CAR.

*** NOTES 05/08/2008 12:47 PM US Mountain Standard Time SLarez Action Type:Manager review
FORWARDING TO REGIONAL OFFICE FOR REVIEW OF CASE AND TO CALL CUSTOMER TO AVOID A POSSIBLE REPURCHASE OR BUY BACK.
CUSTOMER HAS CALLED KCC TWICE AND HAS REQUESTED REPLACEMENT OR REPURCHASE, CUSTOMER WILL CONTACT B.B.B.

*** NOTES 05/08/2008 03:23 PM Central Daylight Time MGallagher Action Type:Meeting
ACCEPTED CASE THIS DATE...WTR TO CONTACT CUST NLT 5/9

*** PHONE LOG 05/09/2008 02:47 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @ 330-414-7610:
1. IN RECEIPT OF COMPLAINT AT REGION OFFICE
2. REQ'D C/B TO DISCUSS CASE
3. PROVIDED C/B #

WTR TO CONTACT CUST NLT 5/13 IF NO RESPONSE BY THAT DATE

*** PHONE LOG 05/13/2008 02:34 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @[redacted]
1. IN RECEIPT OF CASE AT REGION OFFICE

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1444486	24,900

Akron, OH [redacted] Prod. Date: 1/16/07 Dealer: OH054 Van Devere Kia

2. REQ'D C/B TO DISCUSS CASE
3. PROVIDED C/B #

WTR S/W CUST DIONTRE @ [redacted]
1. ADVISED ABOVE
2. CUST NOT ABLE TO S/W WTR AT THIS TIME
3. WTR PROVIDED C/B #

WTR TO CONTACT CUST NLT 5/15 IF NO RESPONSE BY THAT DATE

*** PHONE LOG 05/14/2008 01:11 PM Central Daylight Time MGallagher Action Type:Incoming call
PER VM FROM CUST DIONTRE:
1. EVERYTHING SEEMS TO HAVE BEEN TAKEN CARE OF
2. ISSUE WAS ***GEAR SHIFT CABLE*** POPPED OUT THREE TIMES
3. DLR ADVISED THE ***CABLE*** WAS ON INCORRECTLY & HAS BEEN REPAIRED
4. IF HAPPENS AGAIN CUST WILL CONTACT KIA SEEKING COMP
5. REQ'D C/B @ [redacted]

*** PHONE LOG 05/14/2008 01:15 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST [redacted]
1. RETURNING CUST'S CALL
2. CUST RE-STATED ABOVE INFO
3. WILL BE CALLING IF CONCERN RE-OCCURS
4. CASE CLOSED PENDING FUTURE CUST CONTACT

*** CASE CLOSE 05/14/2008 01:16 PM Central Daylight Time MGallagher

*** PHONE LOG 06/22/2009 04:02 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES([redacted]SON IN LAW):
1. WE HAVE BEEN HAVING ONGOING CONCERNS WITH THIS VEHICLE
2. WE HAVE BEEN BACK TO DEALER 4X FOR SAME CONCERN.
3. TODAY CAR WAS TOWED TO DEALER (OH054) BECAUSE IT WAS STUCK IN REVERSE
4. DEALER INSPECTED CAR AND STATED NO PROBLEMS FOUND
5. DEALER HAD ME GET THE CAR AND STATED NOTHING WRONG WITH CAR.
6. HAVE CALLED KCC BEFORE ABOUT THIS SAME CONCERN.
7. CAR HAS BEEN REPAIRED AT LEAST 3X FOR THE ***SHIFT***ING PROBLEM.
8. I NEED TO SPEAK TO SOMEONE AT KMA ABOUT THIS SITUATION
9. WANT KMA TO DO SOMETHING FOR ME BECAUSE OF THE REPEAT ISSUES.
10. I WOULD NOT HAVE CAR TOWED TO DEALER IF IT DID NOT HAVE A PROBLEM.
11. KMA NEEDS TO GET SOMEONE WHO CAN DO SOMETHING FOR THESE CONCERNS OR COMPENSATE ME BECAUSE
CAR IS NOT SAFE.
12. WILL WAIT FOR CALL BACK.

WRITER STATES:
1. APOLOGY FOR SITUATION
2. IN ORDER FOR DEALER TO ADDRESS REPAIRS THEY HAVE TO BE ABLE TO VERIFY OR DUPLICATE

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1444486	24,900
Akron, OH [redacted]	Prod. Date: 1/16/07		Dealer: OH054 Van Devere Kia	

COMPLAINT.
3. IF THEY CHECK CAR AND FIND NO PROBLEMS THEN THEY CAN NOT REPAIR WHAT IS NOT BROKEN
4. ADVISED THAT CUSTOMER CALLED KCC OVER A YEAR AGO REGARDING CONCERNS.
5. CAN SEE IN REVIEW OF WARRANTY HISTORY 2 REPAIRS RELATED TO ***SHIFT***ING CONCERN.
6. WHAT IS CUSTOMER REQUESTING FROM KMA?
7. WHAT WRITER CAN DO AT THIS TIME IS FORWARD CASE FILE BACK TO REGIONAL OFFICE FOR FURTHER CONTACT
SINCE ONGOING
8. ADVISED REGIONAL OFFICE WILL EXPLAIN WHAT WRITER HAS STATED THAT KMA WILL REPAIR VEHICLE FOR
ANY VERIFIED DEFECTS WITHIN TERMS OF WARRANTY.
9. ADVISED REGIONAL OFFICE SHOULD BE IN CONTACT WITH CUSTOMER WITHIN 72 BUSINESS HOURS.

*** NOTES 06/22/2009 04:04 PM US Mountain Standard Time TDonnelly Action Type:Manager review
WRITER STATES:
1. DISPATCHING CASE TO REGION FOR CUSTOMER CONTACT
2. CUSTOMER STATES CAR GETS STUCK IN REVERSE
3. STATES CAR IS UNSAFE TO DRIVE
4. TOOK CAR TO DEALER (OH054) THEY COULD NOT VERIFY COMPLAINT THIS DATE.
5. CUSTOMER STATES REPEAT CONCERNS, INQUIRING ABOUT LEMON LAW, COMPENSATION DUE TO REPEAT CONCERNS.
6. WRITER HAS EXPLAINED IN ORDER FOR DEALER TO REPAIR THEY HAVE TO VERIFY DEFECT, IF NO DEFECT FOUND AND
WORKING AS DESIGNED, DEALER CAN NOT REPAIR VEHICLE.
7. CUSTOMER REQUESTING TO SPEAK TO SOMEONE AT KMA WHO CAN MAKE DECISIONS OR OFFER COMPENSATION FOR
TROUBLE.

*** NOTES 06/23/2009 08:33 AM Central Daylight Time MGallagher Action Type:Meeting
CASE ACCEPTED THIS DATE...WTR TO CONTACT CUST TO DISCUSS CASE

*** PHONE LOG 06/24/2009 01:56 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @[redacted]
1. IN RECEIPT OF CASE AT REGION OFFICE
2. APOLOGIZED FOR SITUATION
3. REQ'D C/B TO DISCUSS CASE
4. PROVIDED C/B #

WTR TO CONTACT CUST IF C/B NOT RCVD

*** PHONE LOG 06/29/2009 11:09 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST DIONTRE @[redacted]
1. CUST UNABLE TO S/W WTR DUE TO CURRENTLY BEING AT WORK
2. WTR PROVIDED C/B #

WTR TO CONTACT CUST IF C/B NOT RCVD

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1444486	24,900
Akron, OH[redacted]		Prod. Date: 1/16/07	Dealer: OH054 Van Devere Kia	

*** PHONE LOG 07/02/2009 11:38 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @[redacted]
1. REQ'D C/B TO DETERMINE IF FURTHER ASSIST IS NEEDED
2. PROVIDED C/B #

WTR TO CONTACT CUST IF C/B NOT RCVD

*** PHONE LOG 07/08/2009 02:22 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST[redacted]
1. INQUIRED IF FURTHER ASSIST IS NEEDED
2. CUST STATED VEH CURRENTLY OTS
3. IF CONCERN RETURNS IN FUTURE THEN WTR WILL BE CONTACTED

CASE CLOSED PENDING FURTHER CONTACT FROM CUST

*** CASE CLOSE 07/08/2009 02:22 PM Central Daylight Time MGallagher

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123275[redacted]	K1393313	17,000

Forest PARK GA[redacted] Prod. Date: 1/27/07 Dealer: GA020 Kia of Union City

Case History Complaint Repair Assistance

*** PHONE LOG 12/14/2007 01:41 PM US Mountain Standard Time KJohnson
Customer stated:
1 - I'm afraid to drive this veh
2 - This is the 3rd time it has broken down
3 - Can you just swap this veh out?
4 - Veh is just sitting at house

Writer stated:
1 - Apologized
2 - Believe there is a TSB on this issue
3 - Want to attempt another repair
4 - If you wish to pursue repurchase, consult WCIM
5 - Decision is yours to make
6 - If want to make repair, rs will tow to dlr, wtr will contact dlr and zone rep
7 - Wtr will tell you if wtr wrong about TSB
8 - If want to pursue repurchase, follow directions in WCIM
9 - Wtr will forward to appropriate dept
10 - Permitting another repair will not hurt you if decide to pursue repurchase later

Customer stated:
1 - Lets try one more repair

Writer stated:
1 - Will transfer you to rs to arrange tow
2 - Provided case no. and phone extension

Customer stated:
1 - Thank you

*** PHONE LOG 12/14/2007 03:28 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called rs and spoke w/ Tiffany, who stated:
1 - No tow on record for today

*** PHONE LOG 12/14/2007 03:32 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer at[redacted]and given alternate phone number,[redacted]

Called customer @[redacted]who stated:
1 - Veh towed to Kia of Union City
2 - Use my cell number,[redacted]
3 - This number is also ok; it is my fiance's

*** PHONE LOG 12/14/2007 03:47 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and spoke w/ SVCM David, who stated:
1 - Veh towed in today
2 - Will not have chance to look at it until Monday
3 - Am aware of TechTimes article on this and have given it to technician
4 - Customer stated this has been in for 3 times, but I only found 2

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123275[redacted]	K1393313	17,000

Forest PARK GA [redacted] Prod. Date: 1/27/07 Dealer: GA020 Kia of Union City

Writer stated:
1 - This is third time
2 - Wtr explained to customer that you only have records for your dlrshp
3 - Am contact Clyde because of Lemon Law concern

David stated:
1 - OK

*** PHONE LOG 12/14/2007 03:50 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Clyde Teasley and left VM stating:
1 - Need repair assistance
2 - Summarizied case
3 - Lemon Law concerns
4 - Sending notes
5 - CB @ 46041

*** EMAIL OUT _ KJohnson Action Type:External email
Send to:[CTeasley@kiausa.com]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1393313_KJohnson_12-14-2007154547.doc>>

*** PHONE LOG 12/17/2007 02:29 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and spoke w/ SVCM David:
1 - ***SHIFT***er ***CABLE*** assembly on order
2 - Overnighting parts
3 - Have provided rental for customer
4 - Have not heard from DPSM Clyde
5 - Clyde will be at dlr tomorrow

*** PHONE LOG 12/19/2007 11:50 AM US Mountain Standard Time KJohnson Action Type:Incoming call
DPSM Clyde Teasley left VM stating repair will be complete Tuesday

*** PHONE LOG 12/19/2007 11:52 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM and left VM stating
1 - Please cb @ 46041
2 - Was the problem the one described in tech news?
3 - Leave VM if writer not available

*** PHONE LOG 12/19/2007 12:18 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DLR and spoke w/ SVCM David, who stated:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123275[redacted]	K1393313	17,000

Forest PARK GA [redacted] Prod. Date: 1/27/07 Dealer: GA020 Kia of Union City

1 - Per DPSM entire assembly replaced
2 - Customer notified and we are waiting for customer to pick veh up

*** PHONE LOG 12/19/2007 02:24 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer 3x over 1 hr period @ [redacted] fast busy signal
Called customer @ [redacted] and given [redacted] as current number
Called customer @ [redacted] fast busy signal

*** PHONE LOG 12/19/2007 03:54 PM US Mountain Standard Time KJohnson Action Type:Incoming call
DPSM stated:
1 - Did not look at veh
2 - Aware this is third repair
3 - This should take care of issue

*** PHONE LOG 12/19/2007 04:24 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer 2x: fast busy signal

*** PHONE LOG 12/20/2007 10:31 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer: fast busy signal

*** PHONE LOG 12/21/2007 12:27 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and left VM stating:
1 - Following up on repair
2 - Please cb

*** PHONE LOG 12/24/2007 08:24 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and left VM stating
1 - Following up on veh
2 - Please cb

*** PHONE LOG 12/26/2007 04:51 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and left VM requesting cb

*** NOTES 12/27/2007 05:33 PM US Mountain Standard Time KJohnson Action Type:Correspondence sent
Call Me letter sent

*** CASE CLOSE 12/27/2007 05:34 PM US Mountain Standard Time KJohnson

*** PHONE LOG 04/15/2008 01:06 PM US Mountain Standard Time EEscobedo Action Type:Incoming call
Cust stated:

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123275[redacted]	K1393313	17,000

Forest PARK GA[redacted] Prod. Date: 1/27/07 Dealer: GA020 Kia of Union City

2, Now i have been taking a taxi the past 3 weeks, why? because i was so disgusted with your car
3. I will be filing for Lemon Law now, i spoke to a very nice lady there at your office named Karen
4. I mentioned this to her too and she asked to work with KIA ONE MORE TIME, i did and nothing is fixed same thing happened i almsot drove into my house because the SHIFTer doenst work
5. I have an attorney and i will be filing for Lemon Law, I will be talking to him when he gets back into town
6. Im calling you back to see what you want to do?

Writer:
1. Very sorry for the issue
2. See previous documentation
3. FCM involved DLR and DPSM
4. Based on this information and cust Citing Lemon Law and attorney, writer will need to forward case to SRCA
5. Where is cust veh now?

Cust:
1. Its here sitting in the driveway and it has been for many days

Writer:
1. Please allow 2-3 Business days for SRCA to contact cust
2. In the meantime we need to have cust veh taken back to DLR for repair, KMA ERCA will contact cust directly
3. Please hold will xfer to RSA

Cust:
1. Thank you.

*** NOTES 04/15/2008 01:08 PM US Mountain Standard Time EEscobedo Action Type:Manager review
***Forward to SRCA:
1. Lemon Law cited attorney cited
2. Cust has stated veh SHIFTer is not working again, 4th time
3. KMA had hasked cust to please work with KIA on repair, DPSM was involved last time 12/07
4. Forwarding to SRCA asap for escalated handling.
5. Cust was advised ERCA will contact her in two to three business days

*** NOTES 04/16/2008 08:53 AM Eastern Daylight Time DBurke Action Type:Manager review
Wtr states;
1. Called the customer there was no answer.
2. LVM for customer call back.
3. Will try back later today.

*** NOTES 04/16/2008 01:03 PM Eastern Daylight Time DBurke Action Type:Manager review
Cust called wtr and stated:
1. I am returning your call.

Wtr states:
1. Your case was transferred to me for review.
2. I have requested your documents from Kia of Union so that I can review what was done.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123275[redacted]	K1393313	17,000

Forest PARK GA [redacted] Prod. Date: 1/27/07 Dealer: GA020 Kia of Union City

Cust states:
1. My vehicle is at Kia Atlanta South right now that is where it was towed today.

Wtr states:
1. I will call the dlr and find out what if they have diagnosis it your vehicle.

Cust states:
1. What about the Lemon Law.
2. This will be the third time that the vehicle has broken down.
3. I would like for Kia to Replace my vehicle.

Wtr states:
1. Let me find out what is going on I will call you back when I have an update.
2. Wtr thanked the customer and ended the call.

*** NOTES 04/16/2008 01:05 PM Eastern Daylight Time DBurke Action Type:Manager review
Called Key Martin Srv Mngr and stated:
1. I am calling to get an update on the Roberts vehicle.

Key stated:
1. I we have not had a chance to look at the vehicle as of yet.
2. I will call you back once we have diagnosis the vehicle.

Wtr states:
1. If I do not hear from you by 4 pm I will call you back.
2. Thanked Key and ended the call.

*** NOTES 04/16/2008 01:07 PM Eastern Daylight Time DBurke Action Type:Manager review
Wtr states:
1. Called the customer to give her an update.
2. There was no awnser.
3. Wtr left message explaing that the dlr has not looked at the vehicle.
4. I will call you back when I have more information.

*** NOTES 04/17/2008 04:26 PM Eastern Daylight Time DBurke Action Type:Manager review
Wtr states:
1. Called the customer to discuss the case.
2. Informed her that her vehicle was ready.
3. Wtr offered customer GW.

Cust states:
1. Thank you so much for that I really appreciate it.

Wtr states:
1. I will send you a letter and all you have to do is sign it and mail it back to me.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123275[redacted]	K1393313	17,000

Forest PARK, GA [redacted] Prod. Date: 1/27/07 Dealer: GA020 Kia of Union City

Cust states:
1. Thank you so much for all your help!

Wtr states:
1. Thanked the customer and ended the call.
2. Closing case pending receipt of the GW letter.

*** CASE CLOSE 04/17/2008 03:43 PM Eastern Daylight Time DBurke

*** PHONE LOG 07/08/2008 11:34 AM Pacific Daylight Time KWilliams Action Type:Incoming call
Writer spoke with customer
1. Apologized to customer for inconvience offered customer $1,500
2. Customer accepted lettef and release faxed
3. Once recieved will have analyst process

*** PHONE LOG 08/18/2008 07:48 AM US Mountain Standard Time EEscobedo Action Type:Incoming call
Mika from all checks cashed states:
1. We are doing a advance for Ms [redacted]
2. We want to verify the settlement amount from KIA and the check

Writer:
1. From Documentation shows 1500.00 offer from KMA...

Nike From All checks cashed states:
1. Ok thanks

*** CASE CLOSE 12/12/2008 02:35 PM Eastern Daylight Time KWilliams

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1482562	31,083

Kenosha, WI [redacted] Prod. Date: 2/26/07 Dealer: WI008 Palmen Kia of Kenosha

Case History Complaint Repair Assistance

*** PHONE LOG 08/06/2008 06:02 AM US Mountain Standard Time JSinclair
[redacted] (Husband of Mrs [redacted]) called and states:
1. My vehicle is at Palmen Kia of Kenosha
2. The first time it went in was about 10 days ago
3. The ***SHIFT***er ***CABLE*** disengaged from the transmission
4. We had it towed to Palmen Kia of Kenosha where they replaced the ***SHIFT***er ***CABLE***
5. Now only 10 days later it broke again except this time we could not stop the vehicle
6. It was stuck in drive and the only way to get it to stop was with the e brake
7. I spoke to Chris SM and he told me they are ordering the complete assembly
8. But at this point I am going to file lemon law
9. I do not feel safe in this vehicle
Wtr states:
1. Apologized
2. Updaated info
3. No recalls
4. Advs customer it is the responsibility of the manufacture to fix your vehicle under the terms of the warr
5. Wtr can follow up with dealership on repairs
Customer states:
1. They are ordering the part
2. But I am still going to be filing for lemon law
3. What do I need to do
Wtr states:
1. Each state is different for lemon law
2. Customer would need to research locally
3. Reffered to WCIM
4. Advs wtr will be sending case to a higher dept for customers contact
Customer thanked and call ended

*** PHONE LOG 08/06/2008 06:10 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called WI008 spoke to Chris SA (SM not in) who states:
1. First time vehicle came in the ***SHIFT***er ***CABLE*** had just disconnected
2. We reconnected it and test drove it
3. About 10 days later it came back with the ***CABLE*** again disconnected
4. We are having to order a complete ***SHIFT***er ***CABLE*** assembly
5. Don't think the DPSM has been contacted
Thanked and call ended

*** PHONE LOG 08/06/2008 06:11 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called DPSM Skip Heiser left VM advising will be sending case to region

*** EMAIL OUT _ JSinclair Action Type:External email
Send to:[sheiser@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.

Skip

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1482562	31,083

Kenosha, WI[redacted] Prod. Date: 2/26/07 Dealer: WI008 Palmen Kia of Kenosha

Customer is insistent on filing lemon law. Sending to region for early intervention.

Thanks,
Justina
EXT 45161

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1482562_JSinclair_08-06-2008070504.doc>>

*** NOTES 08/06/2008 06:15 AM US Mountain Standard Time JSinclair Action Type:Manager review
Dispatching to region for the following reasons:
1. W/S 8/17/2007 26k miles
2. ***SHIFT***er ***CABLE*** has disconnected on vehicle twice
3. Vehicle is at WI008 for the 2nd time for same issue
4. Customer insistent on filing lemon law
5. Contact customer for early intervention

*** NOTES 08/06/2008 08:36 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR ACCEPTED CASE THIS DATE:

WTR TO FU W/DPSM AND CUST 8/7/08 FOR CASE REVIEW

*** PHONE LOG 08/07/2008 04:20 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MS. [redacted]
1. WTR ADVISED CUST THAT CRCA WAS IN RECEIPT OF REQ
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/DPSM AND DLR 8/8/08

*** PHONE LOG 08/08/2008 03:59 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM CHRIS KERNS @ PALMEN KIA OF KENOSHA:
1. REQ'D SALES AND SERVICE DOC'S
2. PROVIDED FAX AND CB #

WTR TO FU W/DLR 8/13/08 IF NO DOC'S RCV'D BEFORE THEN

*** PHONE LOG 08/13/2008 03:36 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM CHRIS KERNS @ PALMEN KIA OF KENOSHA:
1. REQ'D SALES AND SERVICE DOC'S
2. PROVIDED FAX AND CB #

WTR TO FU W/DLR 8/19/08 IF NO DOC'S RCV'D BEFORE THEN

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123775[redacted]	K1482562	31,083

Kenosha, WI[redacted] Prod. Date: 2/26/07 Dealer: WI008 Palmen Kia of Kenosha

*** PHONE LOG 08/21/2008 03:44 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM CHRIS KERNS @ PALMEN KIA OF KENOSHA:
1. REQ'D SALES AND SERVICE DOC'S
2. PROVIDED FAX AND CB #

WTR TO FU W/DLR 8/26/08 IF NO DOC'S RCV'D BEFORE THEN

*** NOTES 08/22/2008 01:48 PM Central Daylight Time AnitaMay Action Type:Meeting
WTR TO ADVISE RCAM THAT NO DOC'S RCV'D TO DATE

*** NOTES 08/28/2008 10:29 AM Central Daylight Time AnitaMay Action Type:Meeting
WTR REVIEWED CASE W/RCAM 8/27/08:
1. WTR ADVISED RCAM THAT NO DOC'S HAVE BEEN RCV'D BY DLR TO DATE

WTR TO FU W/RCAM 8/29/08 IF NO DOC'S RCV'D BY COB

*** NOTES 08/29/2008 12:34 PM Central Daylight Time AnitaMay Action Type:Facsimile rec.
WTR RCV'D FROM SM @ PALMEN MOTORS:
1. RO'S THAT WERE REQ'D

WTR TO REVIEW DOC'S RCV'D TO PREPARE FILE FOR RECAP

*** NOTES 09/05/2008 11:00 AM Central Daylight Time AnitaMay Action Type:Meeting
WTR COMPLETED RO RECAP ON 9/3/08:

WTR TO FU W/CUST THIS DATE FOR VEH CASE HISTORY REVIEW

*** PHONE LOG 09/05/2008 11:02 AM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MS.[redacted]:
1. WTR REQ'D STATUS UPDATE ON VEH AFTER REPAIRS
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/CUST 9/10/08 IF NO CB RCV'D BEFORE THEN

*** PHONE LOG 09/10/2008 01:39 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MS.[redacted]:
1. WTR REQ'D STATUS UPDATE ON VEH AFTER REPAIRS
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/CUST 9/16/08 IF NO CB RCV'D BEFORE THEN

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1482562	31,083
Kenosha, WI[redacted]		Prod. Date: 2/26/07	Dealer: WI008 Palmen Kia of Kenosha	

*** PHONE LOG 09/16/2008 11:30 AM Central Daylight Time AnitaMay Action Type:Incoming call
1. WTR REQ'D STATUS UPDATE ON VEH AFTER REPAIRS
2. REQ'D CB
3. PROVIDED CB #

WTR TO CLOSE CASE THIS DATE PENDING FURTHER CONTACT FROM CUSTOMER

*** CASE CLOSE 09/16/2008 11:31 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 @ REGION.

*** PHONE LOG 10/10/2008 10:37 AM US Mountain Standard Time SLarez Action Type:Incoming call
CUSTOMER STATES. MR[redacted], HUSBAND
1. WHEN YOU PUT THE CAR IN ***GEAR***, IT WILL GET STUCK RENDERING THE CAR INOPERABLE.
2. YESTERDAY THIS HAPPENED AGAIN BECAUSE THE CAR WAS STUCK IN REVERSE, THE ONLY WAY TO STOP THE CAR VEHICLE IS TO PUT THE ER. BRAKES ON.
3. I ALMOST HIT TWO KIDS WITH THE CAR YESTERDAY
4. THIS IS A SAFETY ISSUE SO I WAS TOLD TO CALL KIA BY THE DEALERSHIP TO CALL YOU GUYS
5. I WANT TO GO THROUGH THE LEMON LAW PROCESS.
6. I WAS ALSO TOLD TO ASK YOU GUYS FOR A RENTAL CAR SINCE THE RENTAL THE DEALERSHIP GAVE ME IS GOING TO EXPIRE MONDAY. I NEED A CAR LONGER THEN THAT BECAUSE THIS REPAIR ALWAYS TAKES LONGER THEN THAT

WRITER STATES.
1. I AM SORRY THIS IS THE CASE I CANNOT VERIFY ANY HISTORY WITH OUT THE VIN NUMBER
2. I CAN TELL YOU WE ARE HERE TO FIX THE CAR AND HONOR THE WARRANTY
3. THE WARRANTY DOES NOT OFFER RENTALS BUT WE DO CONSIDER THEM ON A CASE BY CASE BASIS
4. IF YOU ARE NOT HAPPY WITH OUR STANCE TO FIX THE CAR THEN YOU CAN READ THE BACK OF THE WARRANTY MANUAL.

CUSTOMER STATES.
1. I AM, IT SAYS TO SPEAK TO THE MANAGEMENT AT THE DEALERSHIP, I DID, NOW IT STATES TO CALL YOU AFTER THAT, AND THAT IS WHAT I AM DOING NOW.
3. THE THIRD PROCESS WOULD BE TO CALL THE BBB AUTO LINE AND THAT IS MY NEXT PHONE CALL.
4. THIS IS A SAFETY ISSUE AND WE ARE NOT GOING TO DRIVE IT ANY MORE.

WRITER STATES.
1. I UNDERSTAND, LET ME CALL THE DEALERSHIP NOW.

WRITER CALLED DEALERSHIP AND STAYED ON HOLD WAITING FOR THE SERVICE MGR HOWEVER HE DID NOT PICK UP, WRITER LEFT MESSAGE FOR MIKE PRESCOTT TO RETURN CALL.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1482562	31,083

Kenosha, WI [redacted] Prod. Date: 2/26/07 Dealer: WI008 Palmen Kia of Kenosha

WRITER FOUND CASE AFTER GETTING VIN NUMBER FROM DEALERSHIP

WRITER CONTACTED ANITA MAY
WRITER STATES.
1. I HAVE THIS CASE AND IT IS CLOSED PENDING CONTACT FROM THE CUSTOMER, HE IS CALLING BACK
2. HE SAID THE CAR IS BACK AT THE DEALERSHIP
3. I AM GOING TO FORWARD THE CASE BACK TO YOU ANYTHING YOU NEED FROM ME JUST CALL ME.

WRITER GOT BACK TO CUSTOMER
WRITER STATES.
1. I FOUND A PREVIOUSE CASE, GAVE CASE NUMBER.
2. YOU HAVE CONTACTED US REGARDING THIS ISSUE IN THE PAST AND WE TRIED CONTACTING YOU ON SEVERAL OCCASIONS BUT NEVER GOT A HOLD OF YOU.

CUSTOMER STATES.
1. I DO NOT REMEMBER CALLING.

WRITER WENT OVER NOTES WITH CUSTOMER
1. YOU HAVE CONTACTED US ALREADY
2.WE DO HAVE A CASE HERE I.

*** PHONE LOG 10/10/2008 10:42 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER ON BOTH [redacted]AND LEFT MESSAGES ADVISING.
1. ANITA MAY IS YOUR POINT OF CONTACT FOR THIS CASE.
2. GAVE ANITA MAY'S CONTACT INFORMATION ALONG WITH THE CASE NUMBER.

*** EMAIL OUT _ AnitaMay Action Type:External email
Send to:[Heiser, LaVerne (Skip) [KMA]]
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.468.4619 AND delete this email.

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

AS REQUESTED....

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1482562_AnitaMay_10-13-2008094940.doc>>

*** PHONE LOG 10/13/2008 09:25 AM Central Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST, MR.[redacted]
1. CUST STATED HE WAS ADVISED BY DLR TO FOLLOW THE THREE STEPS IN THE WARRANTY MANUAL
2. CUST STATED HE AND HIS WIFE ARE SCARED TO DEATH TO DRIVE THIS VEH (AS IT'S A SAFETY HAZZARD)

3. CUST WOULD LIKE EXTENSION ON RENTAL VEH
4. WTR ADVISED CUST THAT DPSM WOULD HAVE TO AUTHORIZE APPROVAL FOR RENTAL EXTENSION
5. WTR ALSO STATED THAT CUST HAS TO BE REVIEW FURTHER TO DETERMINE HOW KMA WOULD PROCEED

WTR TO FU W/DLR THIS DATE TO REQ SERVICE HISTORY

*** PHONE LOG 10/13/2008 09:27 AM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W RANDY @ PALMEN KIA OF KENOSHA AS SM CHRIS KERNS IS OUT UNTIL 10/14/08:
1. WTR REQ'D SERVICE HISTORY FOR CUST VEH
2. RANDY ADVISED WTR THAT HE WOULD SUBMIT REQ TO CHRIS TOMORROW
3. RANDY REQ'D LAST 6 OF VIN AND FAX NUMBER
4. WTR PROVIDED REQ'D INFO

WTR TO FU W/DLR 10/14/08 IF NO DOC'S RCV'D BY 3:00 P.M.

*** NOTES 10/13/2008 09:31 AM Central Daylight Time AnitaMay Action Type:Facsimile rec.
WTR RCV'D FROM TODD EIKENBERRY @ THE BBB:
1. CCF DATED 10/10/08
2. CUST WOULD LIKE MANUFACTURER TO TRADE OUT/REPLACE THE VEHICLE WITH ONE THAT FUNCTIONS PROPERLY
3. THE CUST ALSO STATED THAT THE VEH IS A ROAD HAZARD AND SAFETY ISSUE THAT SHOULD BE RESOLVED QUICKLY
4. CUST ADVISES OF THE FOLLOWING CONCERN W/VEH, ***SHIFT***ER PROBLEM, UNABLE TO REMOVE KEY, GO INTO ***GEAR*** AND BATTERY DRAIN

WTR TO MAINTAIN ORIGINAL FU W/DLR 10/14/08 IF NO DOC'S RCV'D BY 3:00 P.M.

*** PHONE LOG 10/13/2008 08:05 AM US Mountain Standard Time SLarez Action Type:Incoming call
RALPH FROM KENOSHA DEALERSHIP CALLED IN

WRITER STATES.
1. CASE NOW BEING HANDLED BY ANITA MAY SINCE WE RECEIVED SOME B.B.B INFORMATION, BRIEFLY REVIEWED NOTES WITH RALPH.
2. I WOULD RECOMMEND CALLING ANITA

*** NOTES 10/15/2008 01:37 PM Central Daylight Time AnitaMay Action Type:E-mail rec.
WTR RCV'D E-MAIL FROM DPSM SKIP HEISER REQUESTING FTR PHONE ASSISTANCE:
1. FTR JACK FLANAGAN RESPONSED ADVISING THAT HE WOULD CONTACT DLR

WTR TO FU W/FTR JACK FLANAGAN 10/16/08 FOR VEH STATUS UPDATE

*** PHONE LOG 10/16/2008 04:29 PM Pacific Daylight Time MHoukal Action Type:Incoming call
RCAM RCD call from GM Ralph Bellevue:

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1482562	31,083
Kenosha, WI [redacted]		Prod. Date: 2/26/07	Dealer: WI008 Palmen Kia of Kenosha	

1) Customer upset - Does not feel safe in vehicle
2) States that customer is willing to trade vehicle in and purchase another vehicle.
3) DLR REQ assistance w/ trade out
4) GM frustrated that he has not been called back
5) GM states that customer indicated that he will file lawsuit if resolution is not reached.

RCAM:

1) ADV GM that trade assist cannot be provided
2) Apologized re: follow-up call
3) Will F/U re: current vehicle and customer concern
4) ADV that CRCA will review file and make determination re: vehicle disposition
5) ADV that RCAM will Call GM back 2008-10-19 @[redacted]

*** PHONE LOG 10/17/2008 11:55 AM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST, MR.[redacted]
1. WTR PROVIDED STATUS UPDATE ON CUST VEH CONCERN
2. CUST STATED "I'M NOT GOINT TO DRIVE THIS VEH AGAIN
3. DEALER TOLD ME THERE IS SOMETHING WRONG WITH THIS CAR AND THEY CAN'T FIX IT
4. WTR ADVISED CUST THAT DLR DIDN'T FOLLOW PROPER PROTOCOL IN HAVING VEH REPAIRED
5. CUST STATED THIS IS THE THIRD TIME I'VE HAD TO RETURN THE VEH AFTER DLR TOLD ME IT WAS FIXED
6. WTR ASKED CUST TO ALLOW OUR TECH'S THE OPPORTUNITY TO EVAULATE AND REPAIR VEH
7. CUST STATED I NO LONGER WANT THIS VEH, IT'S A SAFETY CONCERN
8. CUST STATED DLR OFFERED TO TRADE HIM OUT OF THE CAR AT A LOSS TO HIM
9. CUST STATED I SHOULDN'T HAVE TO PAY FOR SOMETHING THE DLR CAN'T FIX
10. WTR ADVISED CUST THAT ONCE CASE HAS BEEN REVIEWED BY RCAM WTR WOULD FU W/DECISION

WTR TO REVIEW CASE W/RCAM THIS DATE

*** PHONE LOG 10/17/2008 11:57 AM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR GM RALPH B @ PALMEN KIA:
1. WTR ADVISED GM THAT PHONE CALL WAS MADE ON 10/13/08
2. REQ'D CB
3. PROVIDED CB #

WTR TO MAINTAIN ORIGINAL FU FOR 10/20/08

*** PHONE LOG 10/20/2008 10:29 AM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W DPSM SKIP HEISER:
1. WTR REQ'D STATUS UPDATE ON CUST VEH
2. DPSM ADVISED WTR THAT HE HAVEN'T MADE IT TO THE DLR JUST YET

WTR TO FU W/DPSM LATER TODAY FOR MORE INFO

*** PHONE LOG 10/20/2008 03:52 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM CHRIS KERNS @ PALMEN KIA OF KENOSHA:
1. WTR REQ'D SERVICE HISTORY FOR CUST VEH

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1482562	31,083

Kenosha, WI [redacted] Prod. Date: 2/26/07 Dealer: WI008 Palmen Kia of Kenosha

2. WTR PROVIDED FAX AND CB #

WTR TO FU W/DLR 10/22/08 IF NO DOC'S RCV'D BY COB

*** PHONE LOG 10/21/2008 09:41 AM Central Daylight Time AnitaMay Action Type:Incoming call
WTR RCV'D MESSAGE SM CHRIS KERNS @ PALMEN KIA OF KENOSHA:
1. WTR WAS ADVISED TO CONTACT MIKE PRESCOTT (THE SM FOR ENTIRE FACILITY)
2. SM STATED MIKE AND RALPH ARE WORKING WITH THIS CUSTOMER

WTR TO FU W/MIKE PRESCOTT THIS DATE TO REQ DOC'S

*** PHONE LOG 10/21/2008 09:43 AM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM MIKE PRESCOTT @ PALMEN KIA:
1. REQ'D SALES AND SERVICE DOC'S
2. PROVIDED FAX AND CB #

WTR TO FU W/CUST LATER TODAY ALONG W/RCAM

*** PHONE LOG 10/21/2008 02:11 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR ALONG W/RCAM LM FOR CUST, MR.[redacted] THIS DATE:
1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/CUST LATER TODAY IF NO CB RCV'D BEFORE 4:00 P.M.

*** PHONE LOG 10/21/2008 02:18 PM Central Daylight Time AnitaMay Action Type:Incoming call
WTR RCV'D MESSAGE FROM CUST, MR.[redacted]:
1. CUST STATED HE'S TRAVELING TODAY
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/CUST THIS DATE FOR CASE REVIEW

*** PHONE LOG 10/21/2008 03:21 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST, MR.[redacted]WHILE RCAM MARK HOUKAL LISTENED IN:
1. WTR ADVISED CUST THAT DPSM EVALUATED VEH DURING TEST DRIVE
2. WTR SUGGESTED THAT CUST COMPLETE ROAD TEST W/DPSM TO ENSURE VEH IS OPERATING CORRECTLY
3. WTR ALSO ADVISED THAT WOULD BE A GREAT OPPORTUNITY TO REPLICATE CONCERN DURING ROAD TEST
4. CUST STATED WOULD LIKE TO KNOW WHAT KMA IS WILLING TO DO
5. WTR ADVISED CUST THAT KMA IS COMMITTED TO FIXING VEH SO THAT CUST IS COMFORTABLE DRIVING IT AGAIN
6. CUST STATED I WANT TO TRADE OUT OF VEH BUT NOT AT A GREAT LOST TO ME
7. WTR OFFERED GOOD WILL COMPENSATION FOR INCONVENIENCE
8. WTR ADVISED CUST THAT PROOF OF PAYMENT IS REQUIRED TO PROCESS REQ

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1482562	31,083

Kenosha, WI [redacted] Prod. Date: 2/26/07 Dealer: WI008 Palmen Kia of Kenosha

9. WTR PROVIDED FAX NUMBER

WTR TO FU W/CUST 10/23/08 IF NO PROOF OF PAYMENT RCV'D BEFORE THEN

*** PHONE LOG 10/21/2008 01:46 PM Pacific Daylight Time MHoukal Action Type:Incoming call
RCAM S/W Ralph (GM) @ WI008:

RCAM advised that CRCA has spoken to customer and advised that CRCA will review case for poss GW offer in consideration for customer inconvenience along with road test w/ DPSM.

RCAM notifed DPSM/RPSM

*** PHONE LOG 10/22/2008 02:13 PM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM MIKE PRESCOTT @ PALMEN MOTORS:
1. REQ'D SALES AND SERVICE FILE
2. PROVIDE FAX AND CB INFORMATION

WTR TO FU W/DLR 10/23/08 IF NO DOC'S OR CB RCV'D BY COB

*** NOTES 10/22/2008 01:16 PM Central Daylight Time AnitaMay Action Type:Facsimile rec.
WTR RCV'D VIA FAX FROM CUST, MR.[redacted]:
1. LOAN STATEMENT FROM US BANK ADVISING OF CAR PAYMENT AMOUNT
2. COPY TO HARD FILE

WTR TO ENSURE RO RECAP HAS BEEN PROPERLY UPDATED BEFORE REVIEWING CASE W/RCAM

*** PHONE LOG 10/23/2008 11:16 AM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W DPSM SKIP HEISER:
1. WTR ADVISED DPSM OF OFFER TO BE MADE TO CUST (RIDE WITH AND COMPENSATION)
2. WTR PROVIDED UPDATES AS TO WHAT CRCA WAS GOING TO DO WITH CUST

WTR TO FU W/CUST LATER TODAY FOR CASE REVIEW

*** PHONE LOG 10/23/2008 11:17 AM Central Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MR.[redacted]:
1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/CUST LATER TODAY IF NO CB RCV'D BEFORE 3:00 P.M.

*** PHONE LOG 10/24/2008 09:58 AM Central Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST, MR. [redacted]:
1. WTR CONFIRMED RECEIPT OF FAX
2. WTR EXTENDED GOOD WILL OFFER OF 4 CAR PAYMENTS OF 308.32 EACH TOTALING $1,233.28
3. CUST ACCEPTED OFFER THIS DATE

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1482562	31,083

Kenosha, WI [redacted] Prod. Date: 2/26/07 Dealer: WI008 Palmen Kia of Kenosha

THE DLR FOR $3000
5. CUST WAS HAPPY THAT WTR OFFERED GOOD WILL AS THAT WILL OFFSET HIS LOST TO ONLY ABOUT $1,500
6. CUST STATED HE'S GOING TO TRADE OUT OF VEH TODAY AND DLR WILL AUCTION CAR TOMORROW MORNING (BETWEEN DLR AND CUST)
7. WTR ADVISED CUST OF THE NORMAL PROCESSING TIME FOR GOOD WILL TO BE BETWEEN 6-8 WEEKS
8. CUST ASKED IF DOC'S COULD BE FAXED AND PROVIDED FAX NUMBER [redacted]

WTR TO COMPOSE OFFER LETTER AND RELEASE TO SEND TO CUST THIS DATE

*** NOTES 10/24/2008 10:28 AM Central Daylight Time AnitaMay Action Type:Correspondence sent
WTR FORWARDED OFFER LETTER AND RELEASE TO CUST THIS DATE VIA FED-EX EXPRESS SAVER PACKAGE TRACKING NUMBER 9721 9810 6794 WITH RETURN TRACKING NUMBER UNAVAILABLE TO RECORD AS TICKET DIDN'T PRINT CORRECTLY:

WTR TO FU W/CUST 10/31/08 IF NO SIGNED DOC'S RCV'D ON OR BEFORE THEN

*** NOTES 10/24/2008 10:29 AM Central Daylight Time AnitaMay Action Type:Facsimile sent
WTR FAXED OFFER LETTER AND RELEASE TO CUST AS REQ'D TO [redacted]
1. COPIES TO HARD FILE

WTR TO MAINTAIN ORIGINAL FU W/CUST 10/31/08

*** NOTES 10/27/2008 02:43 PM Central Daylight Time AnitaMay Action Type:Facsimile rec.
WTR RCV'D FROM CUST VIA FAX THE FOLLOWING:
1. SIGNED OFFER LETTER AND RELEASE
2. COPY TO HARD FILE

WTR TO PROCESS GOOD WILL INTO VRS 10/31/08

*** NOTES 10/27/2008 02:44 PM Central Daylight Time AnitaMay Action Type:Facsimile rec.
WTR RCV'D FROM MICHAEL PRESCOTT @ PALMEN MOTORS:
1. SALES AND SERVICE DOC'S
2. COPIES TO HARD FILE

WTR TO PROCESS GOOD WILL INTO AS400 10/31/08

*** NOTES 10/31/2008 02:34 PM Central Daylight Time AnitaMay Action Type:Correspondence sent
WTR FORWARDED GW PACKAGE TO BILL BRADLEY @ NCA VIA FED-EX OVERNIGHT THIS DATE:

WTR TO FU IN AS400 11/7/08 TO CONFIRM RECEIPT

*** NOTES 11/06/2008 09:59 AM Central Daylight Time AnitaMay Action Type:Meeting
WTR CONFIRMED THAT NCA RCV'D GOODWILL PACKAGE ON 11/3/08:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123775[redacted]	K1482562	31,083

Kenosha, WI [redacted] Prod. Date: 2/26/07 Dealer: WI008 Palmen Kia of Kenosha

*** NOTES 12/15/2008 11:42 AM Central Daylight Time AnitaMay Action Type:Correspondence sent
WTR SENT VIA FED-EX SAVER CHECK NUMBER 529144 IN THE AMOUNT OF $1233.28; TRACKING NUMBER 9721 9811 1418:

WTR TO CLOSE CASE THIS DATE

*** CASE CLOSE 12/15/2008 11:43 AM Central Daylight Time AnitaMay
CASE CLOSED AS NO FURTHER ASSISTANCE REQUIRED. PLEASE NOTE THAT CRCA HARD FILE OF THIS CASE IS LOCATED IN "PRIORITY NON-LEGAL" CABINET @ REGION

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123675[redacted]	K1513011	13,449

Gary, IN [redacted] Prod. Date: 5/8/07 Dealer: IN002 Southlake Kia

Case History Complaint Rental Car

*** PHONE LOG 10/20/2008 12:46 PM US Mountain Standard Time APatrick
CUST STATED:
1: I HAD TO HAVE MY VEH TOWED TO SOUTH LAKE KIA IN002
2: IT WOULD NOT ***SHIFT***
3: THE TOW TRUCK GUY FOUND A BROKEN ***SHIFT CABLE***
4: THEY WILL NOT LOOK AT IT UNTIL TOMORROW
5: I WANT TO KNOW IF I CAN HAVE A RENTAL
6: I THINK KIA SHOULD TAKE THIS CAR BACK BECAUSE OF ALL THE PROBLEMS
7: I HAD AN OIL CAP MISSING WHEN NEW AND NOW THIS (CUST CONFIRMED THESE WERE THE ONLY 2)

WRITER ADVISED:
1: APOLOGIZED
2: RENTALS ARE NOT A PROVISION OF KIA WARRANTY BUT CAN BE CONSIDERED ON A CASE BY CASE BASIS WITH EXTENUATING CIRCUMSTANCES SUCH AS NATIONALLY BACK ORDERED PART FOR 2 WEEKS
3: ANY TRADE IN WOULD HAVE TO BE CHECKED INTO AT THE DLR

CUST STATED:
1: DESPITE ALL THE TROUBLES YOU WON'T TAKE IT BACK
2: OK THANKS

*** CASE CLOSE 10/20/2008 12:46 PM US Mountain Standard Time APatrick

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123575[redacted]	K1756894	26,000
DOVER, DE[redacted]		Prod. Date: 11/7/06	Dealer: DE006 Selbyville Holly Kia	

Case History Complaint Repair Assistance

*** PHONE LOG 07/08/2010 04:22 AM US Mountain Standard Time RHall
[redacted] (son)
1 Calling on behalf of my mother because this is the 2nd time this concern has happened
2 The ***SHIFT***er no longer operates, it ***SHIFT***s itself or if you ***SHIFT*** it into neutral or past neutral that stick will move but the drive ***GEAR***s do not engage
3 Called dlr DE006 to see if consistent problem- dlr unaware of concern
4 So I am calling Kia for the same reason
5 First time dlr blamed it on the snow saying it was because of the deep snow in winter
6 However it happened to me the other day in 105 degree weather so it is not the snow
7 Vehicle was towed yesterday to DE006
8 Call home and then cell[redacted]

wrt stated
1. Apologized
2. KMA would like to oversee the repair of your veh and help the dlr exhaust all resources to help repair your veh
3. Kia will follow up with the dlr and contact you with any new information as soon as it is available
4. Gave case# and ext #
5. We will work together to get this concern resolved

Mr [redacted] stated
1 During winter had to have car towed twice
2 She didnt get reimbursed for the towing
3 How can we get that taken care of?

wrt stated
1 apologized
2 RSA covers tows to nearest Kia dlr
3 Has she already submitted for evaluation of reimbursement?

Mr [redacted] stated
1 I dont know

wrt stated
1 if she has not you can try to submit for evaluation of reimbursement - gave Kia Extra Mile Info
2 if she has and you need to check on a claim please call back with case # and you can be transferred to claims

Felton Kia
Mr[redacted]stated
1 Felton Kia couldnt work on the vehicle so it had to go to Shelbyville, it is about 50 miles from here
2 Is there any way to arrange transportation to pick up the vehicle or have it transportated back here

wrt stated
1 apologized
2 RSA does not cover reunites
3 RSA only covers tows to the Kia dlr
4 the consumer needs to make arrangements to pick up vehicle from dlr once completed

*** PHONE LOG 07/08/2010 12:18 PM US Mountain Standard Time RChacon Action Type:Outgoing call
[redacted]STATED:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123575[redacted]	K1756894	26,000
DOVER, DE [redacted]		Prod. Date: 11/7/06	Dealer: DE006 Selbyville Holly Kia	

1. I WOULD LIKE TO SPEAK WITH ROBYN, GAVE CASE #

WRITER WARM TRANSFERRED CUST TO FCM RHALL

*** PHONE LOG 07/08/2010 12:33 PM US Mountain Standard Time RHall Action Type:Incoming call
Mr [redacted] called
1 Dlr called us and said vehicle will not be done until late next week
2 We need alternate transportation

wrt stated
1 apologized
2 While Kia does not have a provision for rentals in the warranty, Kia does assist on a case-by-case basis.
3 Wrt will be happy to follow up with the dlr and DPSM and Kia will research your request for rental assistance to determine if rental assistance can be provided.
4 Wrt will call you once information obtained, research may take a couple of days

*** PHONE LOG 07/08/2010 12:38 PM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Svc Mgr - not available - spoke to Dawn
1 Calling to get diagnosis and repair status

Dawn svc stated
1 We had to order a transmission ***SHIFT***er ***CABLE***- the bushing is worn that holds the ***CABLE*** in
2 Part will not arrive until 7/13/10 Tuesday
3 He doesnt want his mom driving vehicle because she is older lady
4 If you put into ***GEAR*** really hard it will come out but it is driveable
5 DPSM has not been contacted about his request

wrt stated
1 Is it on stock order? can you move to E order?

Dawn stated
1 It is on stock order - too late to E order today
2 We still wouldnt get it until Monday
3 Repair takes about an hour once parts arrive

*** PHONE LOG 07/08/2010 12:41 PM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to DPSM Robert Joyce
1 reviewed case notes
2 customer seeking rental
3 part on stock order to arrive Tuesday 7/13

DPSM Robert Joyce stated
1 Kia will approve Rental
2 I will call dlr and have them move to UPER order

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123575[redacted]	K1756894	26,000

DOVER, DE[redacted] Prod. Date: 11/7/06 Dealer: DE006 Selbyville Holly Kia

*** PHONE LOG 07/08/2010 12:42 PM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Svc Mgr - not available - spoke to Dawn
1 Wrt spoke to DPSM Robert Joyce
2 DPSM approved Rental
3 DPSM will be contacting dlr to move order to more emergency/Uper status

*** PHONE LOG 07/08/2010 12:45 PM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Mr Rucker
1 KMA approved Rental
2 KMA working to move parts to emergency status
3 Parts are expected to arrive the latest Tuesday 7/13
4 Please call Dawn in service to set up rental

Mr[redacted] stated
1 Thank you so much

wrt stated
1 you are welcome, talk to you next week

*** PHONE LOG 07/09/2010 02:19 PM US Mountain Standard Time RHall Action Type:Incoming call
Mr[redacted] called and LVM for FCM (message left before contact made- no calls at this time)
1 We were just advised it would take several days to do work
2 Can we get a loaner vehicle? Please call back

*** NOTES 07/10/2010 03:06 PM clarify Action Type: Manager review
*** Performed by contact:[redacted]
20100706-1630 could not ***SHIFT*** Optima into any ***GEAR*** - same problem as 20100210 (deep snow blamed). NHTSA and research confirm this is a problem with the 2007 Optima. Dealer reported the "as manufactured" design is flawed.

*** PHONE LOG 07/15/2010 07:49 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Svc Dawn
1 Calling to see if vehicle repaired?

Svc Dawn stated
1 Vehicle repaired and customer has vehicle back

*** PHONE LOG 07/15/2010 07:57 AM US Mountain Standard Time RHall Action Type:Outgoing call
Wrt called to speak to [redacted]
1 This is KMA following up to see how veh is performing?
2 any further questions or concerns, please cb wrt at 1-800, case

[redacted] stated
1 I was upset that he tried to say it was her fault before

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123575[redacted]	K1756894	26,000
DOVER, DE[redacted]		Prod. Date: 11/7/06	Dealer: DE006 Selbyville Holly Kia	

3 I am having Service Mgr email and mail me a copy of invoice
4 Vehicle is doing ok so far, thanks for follow up

wrt stated
1 apologized, please cb if any further cocnerns

*** CASE CLOSE 07/15/2010 07:57 AM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124965[redacted]	K1595510	45,000

Bryan, TX [redacted] Prod. Date: 5/30/06 Dealer: TX090 Cowboy Kia of Conroe

Case History Complaint Repair Assistance

*** PHONE LOG 06/03/2009 08:25 AM US Mountain Standard Time RBriones
Ms [redacted] stated:
1. Wanting to know where we can see the warranty online.
2. Mr [redacted] bought the vehicle thinking he had 100k mile warranty.
3. Just spoke with someone who advised me that vehicle just had 5/60 warranty.
4. Trying to find out what is covered under that warranty.
5. Having a problem with the sunvisor.
6. Also, the transmission won't ***SHIFT*** out of neutral.
7. Vehicle is at the shop now.

Writer Stated:
1. Apologized for prob.
2. Vehicle is under 5/60 lbw.
3. Warranty covers vehicle for mfg defects, excluding wear and tear or maintenance items.
4. Stereo and Paint are just covered for 3yrs/36k miles each.
5. Battery is just covered for first two years of vehicle and pro rated for a third.
6. Trans ***SHIFT***er and sunvisor would be covered under warranty for mfg defects.
7. Kia dealer svc dept would need to diagnose vehicle to make final warranty determination.
8. Customer can access WACI manual at Kia.com or under glove box materials at www.kiatechinfo.com

*** CASE CLOSE 06/03/2009 08:25 AM US Mountain Standard Time RBriones
concerns noted.

*** PHONE LOG 07/15/2009 01:13 PM US Mountain Standard Time LColema Action Type:Incoming call
Cust, daughter, [redacted] states:
1. We purchased this veh in March.
2. We had to take it in before for repairs to the transmission, and veh will not ***SHIFT*** from ***PARK***.
3. The problem repeated itself, and we had to have the veh towed in on Saturday.
4. Vehicle is at Cowboy Kia.

Writer states:
1. Update.
2. Apologize.
3. Writer will check with Cowboy Kia to determine what is going on with veh.

Writer placed cust on hold and contacted Kriss @ Cowboy Kia who stated:
1. We are very backed up due to Palmer Kia closing.
2. We will look at this veh this afternoon and get back to cust in the morning with a diagnosis.

Writer returned to cust and stated:
1. Advised cust veh should be diagnosed this afternoon.
2. Writer will call dlr in the morning.
3. Writer will call cust in the morning.

Cust stated:
1. What if this happens again and the veh is out of 5/60K warranty?

Writer stated:
1. This repair will be covered for the remainder of the 5/60K warranty or 12/unlimited whichever is longer.
2. If cust continues to have the same problem, and the warranty has expired, Kia can contact DPSM for assistance.

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE124965[redacted]	K1595510	45,000

Bryan, TX [redacted] Prod. Date: 5/30/06 Dealer: TX090 Cowboy Kia of Conroe

3. Writer will follow up with dlr to ensure all of Kia's resources are being utilized to repair the vehicle.
4. Writer will call dlr and cust in the morning.

*** PHONE LOG 07/16/2009 09:46 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer contacted Kriss @ Cowboy Kia who stated:
1. Have not looked at veh yet.
2. Hopefully later today.

Writer states:
1. Will call back later this afternoon.

*** PHONE LOG 07/16/2009 01:15 PM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called svc mgr Kriss and stated:
1. Have you had a chance to look at this veh. yet?

Svc Mgr stated:
1. Yes. My tech is out driving it right now.
2. I'm not sure what he did, but I believe it's fixed.
3. If all is well, I will call the cust and let them know.

Writer states:
1. Will call back later for the details.

*** PHONE LOG 07/17/2009 06:18 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer called Cowboy Kia of Conroe spoke with srv mgr Kriss & stated:
1. Adv of reason for call.

Srv mgr states:
1. ***SHIFT CABLE*** came off.
2. We reinstalled the ***CABLE***.
3. Cust picked up veh last night.

*** PHONE LOG 07/17/2009 06:20 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called cust & left VM message stating:
1. Calling to follow up on repairs to veh.
2. If need further assistance, please call KCC back.
3. Provided case number & contact info.

*** CASE CLOSE 07/17/2009 06:21 AM US Mountain Standard Time LColema

*** PHONE LOG 07/27/2009 11:34 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES([redacted]DAUGHTER):
1. CAR IS BROKEN DOWN NOW FOR 3RD TIME IN 2 WEEKS

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE124965[redacted]	K1595510	45,000

Bryan, TX [redacted] Prod. Date: 5/30/06 Dealer: TX090 Cowboy Kia of Conroe

3. THE ***SHIFT***ER IS NOT WORKING
4. LAST TIME DEALER HAD CAR FOR ALMOST A WEEK
5. I NEED A CAR TO DRIVE.
6. DEALER WILL NOT PROVIDE CAR TO DRIVE.
7. WE NEED SOMETHING ELSE DONE, WE HAVE BEEN INCONVEINENCED
8. WRITER IS STATING SAME THING AS WHAT WAS STATED LAST TIME I CALLED.
9. NO ONE CALLED ME AND LEFT VM MESSAGE STATING CAR WAS REPAIRED, I HAD TO CALL DEALER.
10. WE CAN NOT KEEP HAVING CAR DOWN, NO CAR TO DRIVE AND CAR NOT BE REPAIRED.
11. WHO ELSE CAN I TALK TO ABOUT THIS CAR?
12. WHAT CAN KMA DO IF CAR KEEPS HAVING SAME PROBLEMS?
13. FINE THEN, WILL WAIT FOR KCC TO CALL BACK.

WRITER STATES:
1. APOLOGY FOR SITUATION
2. CAN SEE PRIOR CALL TO KCC
3. WHERE IS CAR AT CURRENTLY?
4. WHAT HAS DEALER ADVISED?
5. ADVISED THAT WRITER CAN FOLLOW UP WITH DEALER ON REPAIRS
6. CAN CONFIRM DEALER IS USING ALL RESOURCES TO ADDRESS REPAIRS
7. CAN GET CORRECT PEOPLE INVOLVED IN ADDRESSING REPAIRS.
8. IF CUSTOMER IS REQUESTING RENTAL OR LOANER VEHICLE WHICH IS NOT A PROVISION OF WARRANTY WRITER WILL NEED TO FOLLOW UP WITH DEALER AND DPSM TO SEE IF ANY ASSISTANCE OUTSIDE WARRANTY CAN BE PROVIDED.
9. IF REQUESTING REPLACEMENT OF VEHICLE CUSTOMER WILL NEED TO READ INFO IN WARRANTY AND CONSUMER INFO MANUAL AND FOLLOW STEPS IN MANUAL TO PURSUE THE ARBITRATION PROCESS.
10. IF CUSTOMER DOES NOT HAVE THE MANUAL THEN CUSTOMER CAN GO TO KIA.COM WEBSITE AND GET INFO ON LINE.
11. KCC IS HERE TO WORK WITH CUSTOMER AND DEALER ON REPAIRS.
12. WRITER CAN SEE CALL WAS MADE AND VM MESSAGE LEFT ON 7/17/09 STATING CAR WAS REPAIRED.
13. APOLOGIZE CUSTOMER DID NOT GET THE MESSAGE.
14. AFTER FOLLOW UP WITH APPROPRIATE PEOPLE, WILL CALL CUSTOMER BACK.

*** PHONE LOG 07/27/2009 01:30 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO SVC MGR, CHRIS (TX090)
2. ADVISED CUSTOMER CALLING KCC STATING REPEAT CONCERNS WITH ***SHIFT***ER
3. CAN DEALER ADVISE HISTORY?
4. WHAT IS CURRENT DIAGNOSIS?
5. LOOKING AT HISTORY CAN SEE PRIOR CONCERN, SAME COMPLAINT WITH PRIOR OWNER IN FLORIDA.
6. CAN DEALER REVIEW WITH TECHLINE, FTR, DPSM?
7. WILL CHECK BACK WITH DEALER TOMORROW.

DEALER STATES:
1. CUSTOMER HAS CALLED US AS WELL
2. JUST UPDATED OWNER INFO
3. WE CLOSED OUT TICKET ON 7/22/09
4. ***SHIFT CABLE*** CAME OFF
5. WE REINSTALLED ***CABLE*** AND CHECKED OPERATION, ***CABLE*** NEVER CAME OFF AGAIN.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE124965[redacted]	K1595510	45,000

Bryan, TX [redacted] Prod. Date: 5/30/06 Dealer: TX090 Cowboy Kia of Conroe

6. GOING TO REVIEW THIS WITH OUR FTR WHO WILL BE OUT HERE AND SEE WHAT HE RECOMMENDS
7. WE HAVE NO OTHER HISTORY IN OUR STORE FOR THIS COMPLAINT
8. WILL REVIEW PRIOR HISTORY WRITER ADVISED WITH FTR.
9. WILL BE GOOD IF WRITER CAN CHECK BACK TOMORROW.

*** PHONE LOG 07/30/2009 09:58 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO SVC MGR, CHRIS (TX090)
2. ADVISED WRITER AND DEALER SPOKE THE OTHER DAY
3. DEALER WAS TO CALL FTR, CAN DEALER ADVISE OUTCOME?
4. IS CAR STILL IN SHOP?
5. WHEN WAS CAR PICKED UP?
6. THANKS FOR INFO.

DEALER STATES:
1. DID SPEAK TO FTR
2. FTR ADVISED THERE WAS A TSB
3. WE ENDED UP REPOSITIONING ***SHIFT CABLE***
4. CAR IS REPAIRED
5. CUSTOMER PICKED UP CAR YESTERDAY.

*** PHONE LOG 07/30/2009 02:52 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO CUSTOMER JOSE RUIZ
2. ADVISED WRITER HAD BEEN SPEAKING TO DAUGHTER YOLANDA ABOUT CAR
3. WRITER DID SPEAK TO SVC MGR, CHRIS AND DEALER DID WORKNG WITH TECHNICAL ASSISTANCE
4. DEALER DID FIND BULLETIN REGARDING CONCERN AND REPAIRED VEHICLE
5. IS CAR REPAIRED CURRENTLY?
6. IF DAUGHTER HAS ANY FURTHER CONCERNS CAN CALL WRITER BACK.

CUSTOMER STATES:
1. THIS HAPPENED 3X
2. THINK IT IS OK RIGHT NOW
3. THEY KEEP TO CALL ME WHEN THIS HAPPENS, I WORK ALOT
4. WILL TELL HER TO CALL IF ANY FURTHER PROBLEMS.

*** CASE CLOSE 07/30/2009 02:52 PM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123275[redacted]	K1471597	13,600

Coon Rapids, MN[redacted] Prod. Date: 1/4/07 Dealer: MN003 Kia of Brooklyn ***PARK***

Case History Complaint Repair Assistance

*** PHONE LOG 07/14/2008 11:22 AM US Mountain Standard Time LSims
** call came in Friday approx 5:20 pm - clarify was down**
wtr reentered case notes due to clarify down

Ms [redacted] stated
1. I have had numerous problems with the veh and I have not even had it for a year
2. I have had to jump start it 4 times because the battery was dead
3. I took it to the MN010 to have them check the battery and they said that it was fine
4. 2 weeks ago the car wold not start - but the window ***ROLL***ed up and the radio still came on so thought it was weird
5. my son pushed it out into the street- i didnt think about it until later but it ***ROLL***ed back when it was still in ***PARK***
6. it would not jump so we had it taken to MN003
7. they didnt know why but they said that the ***SHIFT CABLE*** came out--so they put it back
8. i asked them why they didnt just replace it and they just said that they would if it happened again
9. I didnt feel safe so i tried to trade it in but i couldn't because of what i owe on this one
10. so today i put my foot on the brake and put it in reverse to back out of the driveway
11. then i put it in drive to pull forward to pull out
12. and the car flew backwards like it was in reverse
13. I immediately slammed on brake
14. I live in townhouses and came within inches from hitting the neighbors garage
15. i took my foot off the brake and the car was sill going backwards
16. now I live on a hill and this car was going up the hill
17. I had to turn the car off and put on the E brake - i couldn't get the key out
18. the rsa came and he used a screwdriver to use the ***SHIFT*** lock to get the veh out of ***GEAR*** so i could get the key out
19. now the car is on the way to the dealer but they cant see it until Monday
20. for my work I need to have something to drive
21. i am beyond angry with and do not feel safe driving the car
22. cell [redacted]

wtr stated:
1. apologized
2. wtr will have to call and follow up with the dealer once the veh is in
3. wtr will also contact Kia rep if needed
4. Kia warranty is designed to replace or repair defective parts
5. so wtr can make sure all of KIA resources are being used to get the veh repaired correctly
6. wtr will cb in Mon

*** PHONE LOG 07/14/2008 11:26 AM US Mountain Standard Time LSims Action Type:Outgoing call
wtr called and spoke to Dan MN003 who stated:
1. we ordered a ***CABLE*** for the ***SHIFT***er assembly
2. she is coming in to pick up a loaner car
3. we over nighted the part and it should be in tomorrow

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123275[redacted]	K1471597	13,600

Coon Rapids, MN [redacted] Prod. Date: 1/4/07 Dealer: MN003 - Kia of Brooklyn PARK

1. ok thank you will call customer

*** PHONE LOG 07/14/2008 11:27 AM US Mountain Standard Time LSims Action Type:Outgoing call
wtr lvm for Ms [redacted] requesting cb

*** PHONE LOG 07/15/2008 08:51 AM US Mountain Standard Time LSims Action Type:Outgoing call
wtr called [redacted] and LVM requesting cb

*** PHONE LOG 07/15/2008 04:18 PM US Mountain Standard Time LSims Action Type:Outgoing call
wtr called [redacted] and lvm requesting cb

*** PHONE LOG 07/18/2008 09:02 AM US Mountain Standard Time LSims Action Type:Incoming call
Marty in service stated:
1. we replaced the rear ***SHIFT*** lever and ***CABLE*** assembly
2 we finished yesterday and she picked up last night

wtr stated:
1. thank you- will call customer

*** PHONE LOG 07/18/2008 09:03 AM US Mountain Standard Time LSims Action Type:Incoming call
wtr called home # and asked to speak to Ms [redacted]
* her son stated:
1. she will call you back

* call ended
* wtr will cb later if no return call

*** PHONE LOG 07/21/2008 08:27 AM US Mountain Standard Time LSims Action Type:Outgoing call
Wtr called and spoke to [redacted] (son) who stated:
1. she's busy right now , can I take a message

wtr stated:
1. wtr is calling again about the veh repairs
2. gave case # and wtr ext for cb

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123275[redacted]	K1471597	13,600

Coon Rapids, MN [redacted] Prod. Date: 1/4/07 Dealer: MN003 Kia of Brooklyn PARK

1. gave veh info and advised of repairs done
2. the veh is currently repaired - but the owner is not returning wtrs call after several attempts
3. caller stated in original call that she no longer wanted the veh and that she didnt feel safe driving the veh
4. veh has low mileage and because of the tone of the conversation with caller in original call wtr will dispatch case to the region for early intervention

*** NOTES 07/21/2008 09:18 AM US Mountain Standard Time LSims Action Type:Manager review
Wtr dispatching case to the region for handling and customer contact
1. the veh is 07 with 13k miles
2. customer stated that the veh has had to be jump started 4 times - and now has 2 repairs on the SHIFTer CABLE
3. customer stated repeatedly that she didnt feel safe in the veh and no longer wanted the veh
4. the veh is repaired and has been picked up by caller - but caller will not return wtr call
5. wtr has called and lvm for dpsm Steve Broom advising of wtr dispatching case for early intervention

*** EMAIL OUT _ LSims Action Type:External email
Send to:[SBroom@kiausa.com]
Here are the case notes that I called you about.
Kendra ext 45698

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

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_K1471597_LSims_07-21-2008101213.doc>>

*** PHONE LOG 07/22/2008 01:29 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W MRS. SCHAAF @ 612-618-7183 THIS DATE:
1. RCVD CASE FROM KCC--HAD TROUBLE REACHING CUST
2. CUST ADV COULDN'T REACH KENDRA BACK, ONLY GOT A COMPUTER
3. VEH IS FINE NOW, NO PROBLEMS SINCE P/U LAST THURS
4. BLESSED THAT NOTHING DID HAPPEN, WAS THINKING OF ALL THE "WHAT IF'S" THAT IS WHY I WAS SO UPSET
5. I WILL NOT LET MY SOON TO BE NEW DRIVER TEEN DRIVE THE CAR JUST BECAUSE OF THE POSSIBLE RISK
6. ADV WARRANTY IS FOR PIECE OF MIND, DLR S/W DPSM & DIRECTION WAS GIVEN TO REPAIR CORRECTLY
7. GAVE WTR DIRECT #- PLS CALL IF CUST NEEDS FURTHER ASSIST
8. CUST AGREED & THANKED WTR

WTR CLOSING CASE AS NO FURTHER ASSIST NEEDED FROM CRCA @ THIS TIME

*** CASE CLOSE 07/22/2008 01:29 PM Central Daylight Time SBowyer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123265[redacted]	K1322458	12,000
Palermo, CA[redacted]		Prod. Date: 3/9/06	Dealer: CA085 Larry Geweke Kia	

Case History Complaint Repair Assistance

*** PHONE LOG 06/15/2007 10:46 AM US Mountain Standard Time LSims Action Type:Incoming call
CALLER[redacted] (SON) STATES
1. THE CAR HAS BEEN IN THEE SHOP 10 TIMES SINCE THEY GOT IT
2. THE TRANSMISSION WILL JUST STOP ***SHIFT***ING
3. SOME TYPE OF LINKAGE BREAKS ALL THE TIME
4. THE CAR JUST GOT TOWED IN TO THE DEALER
5. EACH TIME THE CAR IS IN IT IS THERE FOR 3 OR 4 DAYS
6. # IS [redacted]-

WTR STATES:
1. APOLOGIZED
2. WHAT REPAIRS HAVE BEEN MADE EACH TIME
3. WTR ONLY SEES ONE WARRANTY REPAIR

WTR PLACED CALLER ON HOLD AND SPOKE
** WTR LVM FOR SM REQUESTING CB **

WTR RETURNED TO CALLER AND STATES:
1. WILL HAVE TO CB

*** PHONE LOG 06/15/2007 11:16 AM US Mountain Standard Time LSims Action Type:Incoming call
VINCE SM STATES:
1. THE VEH JUST GOT DROPPED OFF
2. THEY HAVE BEEN HERE 5 TIMES - @ 2,300 MIKES- WE RE CALIBRATED THE TPMS LIGHT
3. ON 8/10/05- OIL CHANGE, 11/9/06- OIL CHANGE AND RESET THE LOW TIRE PRESSURE LIGHTS
4. 12/30/06- WE REPLACED THE ***SHIFT***ER ASSEMBLY- THE VEH WOULD NOT ***SHIFT***, STUCK IN REVERSE
5. 5/23/07 - WE CONTACTED THE TECH LINE AND THEY ADVISED US TO REINSTALL AND ADJUST THE ***CABLE***
6. WE WILL TAKE A LOOK AT THE VEH TO SEE IF IT IS THE SAME PROBLEM
7. WILL CALL YOU BACK AFTER VEH IS DIAGNOSED
8. DONT HESITATE TO CALL ME BACK IF I DONT CALL YOU

WTR THANKED SM FOR INFO

*** PHONE LOG 06/18/2007 07:44 AM US Mountain Standard Time CHart Action Type:Incoming call
cust called
1. i'm wanting something done
2. i called friday and am waiting on the person to call me
3. i know there is a lemon law -- i want something done

wrt states
1. apologize
2. advised FCM LSims is working on case
3. provided case#
4. advised FCM will contact cust when additional info is obtained

cust understood -- call ended

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123265[redacted]	K1322458	12,000

Palermo, CA[redacted] Prod. Date: 3/9/06 Dealer: CA085 Larry Geweke Kia

*** PHONE LOG 06/22/2007 09:17 AM US Mountain Standard Time LSims Action Type:Incoming call
BRAD PARTS AND SERVICE DIRECTOR STATES:

1. WE REPLACED THE ***SHIFT***ER ASSEMBLY
2. IT IS BINDING UP AND STAYING IN REVERSE
3. THIS IS THE 2ND TIME THAT WE HAVE REPLACED THIS PART
4. THEY CONTACTED TECH LINE - BUT NO KNOWN CONCERNS
5. THEY HAVE PICKED UP THE CAR AND IS FINE NOW

WTR THANKED SM FOR INFO

*** PHONE LOG 06/22/2007 09:26 AM US Mountain Standard Time LSims Action Type:Outgoing call
WTR SPOKE TO [redacted] AND STATED:
1. CALLING TO FOLLOW UP ON THE REPAIRS

CALLER STATES:
1.THIS IS THE 9TH TIME THIS HAS BEEN THERE
* 7/12/06- CUST STATES VEH STUCK IN REVERSE - CHECK AND ADVISE
2. 8/10/06- "..."
3. 11/09/06 " "
4. 12/13/06 ".."
5.5/23/07 ".... "
6. 5/27/07- CUST STATES WILL NOT ***SHIFT***....- CHECK AND ADVISE
7. 6/15/07- STUCK IN REVERSE- ***SHIFT***ER ASSEMBLY
8. I CAN GUARANTEE YOU THAT THIS WILL HAPPEN AGAIN

WTR STATES:
1. ADVISED THAT THE PART HAS BEEN REPLACED 2 TIME
2. THE OTHER TIMES SEE TO BE ADJUSTMENTS
3. VERIFIED CALLER HAS CASE # - PLEASE CB IF PROBLEM HAPPENS AGAIN

*** EMAIL OUT _ LSims Action Type:External email
Send to:[PORTIZ@KIAUSA.COM]
Paul,
I am jut sending you these notes as an FYI. I think the problem has
been resolved, but this customer has had multiple problems with the ***SHIFT***er.
Than you, Kendra

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

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1322458_LSims_06-22-2007102317.doc>>

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]		KNAGE124175[redacted]	K1777666	37,300
Vacaville, CA[redacted]		Prod. Date: 3/9/07	Dealer: CA226 Kia of Fairfield	

Case History Complaint Repair Assistance

*** PHONE LOG 08/20/2010 11:04 AM US Mountain Standard Time MHaynes
The caller, [redacted], states:
1. Towed over because it wouldn't start.
2. Previously, I had had a problem when I took the emergency brake off, it would ***ROLL*** on incline at my house.
3. They had to replace ***SHIFT***er control under warranty in 2008.
4. Fairfield Kia said the ***CABLE*** came loose.
5. They said I would have to pay $130 to put it back.
6. Why isn't the warranty covering that.

The writer states:
1. Apologized about issues.
2. Confirms cust info.
3. May I place you on hold while I contact the dealer?

The writer contacts Ray in SVC.
Ray, SVC Advisor states:
1. ***SHIFT***er ***CABLE*** came disconnected
2. Looked for broken clips and assembly defects, found none.
3. Tech found that cust thrust vehicle into ***PARK*** and ***CABLE*** came loose.
4. Everything in ***SHIFT***er assembly is secure, so we cannot process under defect.

The writer connects with caller.

The writer states:
1. ***SHIFT***er ***CABLE*** came disconnected
2. Looked for broken clips and assembly defects, found none.
3. Tech found that vehicle was put into ***PARK*** and ***CABLE*** came loose.
4. Everything in ***SHIFT***er assembly is secure, so the dealer cannot process under defect.
5. 5/60k addresses defects and we have found none.
6. Apologized.

The caller states:
1. I will never buy another Kia.
2. Goodbye.

*** CASE CLOSE 08/20/2010 11:04 AM US Mountain Standard Time MHaynes

*** PHONE LOG 10/28/2010 04:14 PM US Mountain Standard Time LSims Action Type:Incoming call
Ms [redacted] stated
1. I had a repair in Aug and the dealer charged me
2.. now I had to have another repairs and the service advisor said that it was related

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]		KNAGE124175[redacted]	K1777666	37,300
Vacaville, CA [redacted]		Prod. Date: 3/9/07	Dealer: CA226 Kia of Fairfield	

2. caller would have to be reimbursed by the dealer if caller was to get reimbursed
3. caller was charged for the diag fee and the labor to make the adjustment since it was out of the adjustment period
4. advised to speak to the SM

caller stated
1. ok, thank you

*** CASE CLOSE 10/28/2010 04:14 PM US Mountain Standard Time LSims

*** PHONE LOG 10/28/2010 04:27 PM US Mountain Standard Time RBriones Action Type:Incoming call
Ms [redacted] stated:
1. Just spoke with someone about my vehicle.
2. Dealer is telling me they can't reimburse me, because Kia hasn't reimbursed them.
3. Have since had a warranty repair with transmission.
4. I believe the previous work was related to this.
5. Want to be reimbursed for that.

Writer Stated:
1. Apologized for prob.
2. Show that this has been reviewed with svc dept.
3. There was not a warranty issue with the transmission at the time customer paid the $130.
4. Just because customer has currently had a warranty repair doesn't change the previous diagnosis.
5. Would not be able to reimburse customer.

*** CASE CLOSE 10/28/2010 04:27 PM US Mountain Standard Time RBriones
concerns noted.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1570418	47,000
Mecosta, MI [redacted]		Prod. Date: 10/26/06	Dealer: MI007 Keller Kia	

Case History Complaint Repair Assistance

*** PHONE LOG 03/30/2009 09:08 AM US Mountain Standard Time TShamburger
customer Ms [redacted] called

1. my ***SHIFT***er is not going into ***GEAR*** and wanted to know if something like that is under warranty still.
wrt states

1 apologize, advise ***SHIFT***er still under warr for defects, dlr needs to check it.
2 you have RSA for 5/60k RS can tow veh to dlr if veh is not driveable. Offered to transfer cust declined.
3. gave ph# to dlr in area, call back for RSA if you dont want to be transfered to RSA now.
4 RSA is the same number but just hit 1 when you hear the promps.
call ended.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1463925	14,333
Pensacola, FL[redacted]		Prod. Date: 3/26/07	Dealer: FL062 Kia AutoSport	

Case History Complaint Repair Assistance

*** PHONE LOG 06/25/2008 10:17 AM US Mountain Standard Time SLarez
Stephanie Rappold CALLING IN, DAUGHTER OF OWNER
CUSTOMER STATES.
1. MY CAR HAD TO BE TOWED TO THE DEALERSHIP BECAUSE IT DID NOT START.
2. THE DEALERSHIP IS NOT SURE WHAT THE PROBLEM IS BECAUSE THEY HAVE NOT LOOKED AT IT.
3. I NEED A CAR TO DRIVE, I HAVE LOST VALUABLE TIME AND MONEY TODAY BECAUSE OF THIS INCIDENT.
4. I HAVE NEVER OWNED A CAR WHICH HAD A PROBLEM UNDER WARRANTY AND DID NOT GET A RENTAL.
5. I AM FURIOUS, I NEED A CAR TO DRIVE.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. THE WARRANTY DOES NOT OFFER RENTALS HOWEVER SOMETIMES THEY ARE CONSIDERED.
3. THE CAR IS NEWER SO I WOULD HAVE NO PROBLEM INVOLVING OUR REP FOR A RENTAL REQUEST ONCE THERE IS A DIAGNOSES.

CUSTOMER STATES.
1. I NEED A CAR TO DRIVE NOW.

WRITER STATES.
1. IF YOU DO NEED A CAR NOW THEN I WOULD RECOMMEND MAKING OTHER ARRANGEMENTS, WE NEED AT LEAST A DIAGNOSES BEFORE ANYTHING IS CONSIDERED.
2. THE WARRANTY MANUAL WILL EXPLAIN WE ARE NOT RESPONSIBLE FOR ALT. TRANSPORTATION, I AM SORRY

CUSTOMER STATES
1. I HAVE NEVER HEARD OF A CAR CO. DOING THIS,
2. THE CAR IS HAVING A PROBLEM THAT IS UNDER WARRANTY AND I SHOULD HAVE SOMETHING TO DRIVE.
3. I BOUGHT A CAR TO DRIVE, NOT TO HAVE IN SERVICE.

WRITER STATES.
1. LET ME CALL THE DEALERSHIP

WRITER CALLED ESSERMAN INTERNATIONAL AND AFTER BEING HUNG UP ON AND TRANSFERRED TWICE TO A GENERAL MAIL BOX WHICH WOULD ONLY LEAVE MESSAGES FOR EXTENSION NUMBERS I KNEW, DID NOT LEAVE MESSAGE

WRITER CALLED PHILLIP BAYLESS.
WRITER STATES.
1. CUSTOMER HAS CAR AT FL015 AND IS REQUESTING A RENTAL
2. THE CAR HAS NOT BEEN DIAGNOSED AND I HAVE EXPLAINED SEVERAL TIMES WE DO NOT CONSIDER RENTALS UNTIL THERE IS AT LEAST A DIAGNOSES.
3. CUSTOMER IS REQUESTING WE ASSIST.

DPSM STATES.
1 .WE WILL NOT CONSIDER ANYTHING UNTIL THERE IS AT LEAST A DIAGNOSES.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1463925	14,333
Pensacola, Fl[redacted]		Prod. Date: 3/26/07	Dealer: FL062 Kia AutoSport	

WRITER GOT BACK TO CUSTOMER
WRITER STATES.
1. I COULD NOT GET A HOLD OF THE DEALERSHIP BUT I DID GET A HOLD OF THE REP, HE IS NOT GOING TO CONSIDER ANY TYPE OF RENTAL WITH OUT A DIAGNOSES.

CUSTOMER STATES.
1. THANK YOU ANYWAY.

WRITER STATES.
1. I WILL KEEP IN CONTACT WITH THE DEALERSHIP WITH REGARDS TO THE CAR.

CUSTOMER STATES.
THANK YOU.

*** PHONE LOG 07/03/2008 12:32 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DEALERSHIP
DEALERSHIP SATES.
1. ***SHIFT***ER ***CABLE*** CLIP CAME OFF, WE ACTUALLY FIXED IT THE SAME DAY
2. SHE IS OUT OF HERE.

*** PHONE LOG 07/03/2008 12:33 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED FATHER AT MAIN NUMBER, DAUGHTER DOES NOT LIVE THERE WITH THEM.

*** PHONE LOG 07/03/2008 12:45 PM US Mountain Standard Time SLarez Action Type:Incoming call
WRITER CALLED[redacted] AND LEFT MESSAGE FOR [redacted] TO RETURN CALL IF NEEDED.
1. I UNDERSTAND THE CAR IS FIXED.
2. I WANTED TO MAKE SURE EVERYTHING WAS FINE, IF YOU NEED TO CALL ME BACK YOU MAY
3. LEFT NA,E EXTENSION AND CASE NUMBER.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]		KNAGE124075[redacted]	K1753349	34,000
Waco, TX[redacted]		Prod. Date: 11/30/06	Dealer: TX036 Miller Kia	

Case History Complaint Repair Assistance

*** PHONE LOG 06/29/2010 10:03 AM US Mountain Standard Time TDonnelly
CUSTOMER STATES:
1. CAR IS CURRENTLY AT DEALER (TX036) FOR 3RD TIME
2. THE ***SHIFT***ER MECHANISM IS NOT WORKING, GETS STUCK/LOOSE
3. DEALER HAS REPAIRED AND STILL NOT WORKING
4. CALLING TO SEE ABOUT GETTING CAR TRADED, REPURCHASED DUE TO REPEAT CONCERNS.
5. DEALER IS SUPPOSED TO CALL ME BACK THIS AFTERNOON TO ADVISE WHAT THEY WILL DO
6. TIRED OF BRINGING CAR BACK FOR SAME THING
7. WILL WAIT FOR WRITER TO FOLLOW UP.

WRITER STATES:
1. CONFIRMED OWNER INFO.
2. APOLOGY FOR SITUATION
3. ADVISED THAT IN REVIEW OF HISTORY CAN SEE 2 PRIOR REPAIRS THERE WAS NO PART REPLACEMENT, JUST ADJUSTMENT OF THE ***SHIFT CABLE*** DUE TO BEING LOOSE OR STUCK
4. WRITER WOULD LIKE TO FOLLOW UP WITH DEALER AND CONFIRM RESOURCES DEALER IS USING TO ADDRESS REPAIRS.
5. CAN WORK WITH DEALER AND CUSTOMER TO REPAIR VEHICLE
6. SINCE PRIOR VISITS WRITER CAN SEE NO PART REPLACEMENT, WILL NEED TO SEE IF DIFFERENT ACTION SHOULD BE TAKEN
7. IF CAUSE IS DUE TO OUTSIDE SOURCE OR BEING PULLED OUT OF ADJUSTMENT, IT IS NOT COVERED BY WARRANTY AFTER 12/12K MILES.
8. KMA WILL CONTINUE TO REPAIR WITHIN TERMS OF WARRANTY
9. AFTER FOLLOW UP WITH APPROPRIATE PEOPLE, WILL CALL CUSTOMER BACK.

*** PHONE LOG 06/29/2010 02:07 PM US Mountain Standard Time [redacted] Action Type:Incoming call
Ms [redacted] stated
1. I was wondering why I didnt get a call back yet

wtr stated
1. apologized
2. Teri D is still working the case
3. she still needs to call the dealer, normally a fcm will need 24 hrs to work the case

caller stated
1. I go the info from the dealer that I needed
2. they told me that they re ordered the whole part
3. so they have ordered something diffrent this time
4. the car will be ready on Thursday but I will still like for her to give me a call back

wtr stated
1. wtr will update the case notes
2. thank you for the info

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]		KNAGE124075[redacted]	K1753349	34,000
Waco, TX [redacted]	Prod. Date: 11/30/06		Dealer: TX036 Miller Kia	

*** PHONE LOG 06/29/2010 02:24 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
WRITER STATES:
1. SPOKE TO SVC MGR, MAUDEAN (TX036)
2. ADVISED CUSTOMER HAS CALLED KCC STATING REPEAT CONCERNS WITH ***SHIFT***ER
3. CAN DEALER ADVISE HISTORY?
4. WHAT IS CURRENT DIAGNOSIS?
5. WHEN IS DEALER EXPECTING PARTS?
6. THANKED DEALER FOR INFO.

DEALER STATES:
1. CUSTOMER WAS HERE ON 6/7 STATING ***SHIFT*** LEVER WILL NOT GO INTO ***PARK***-THE ***SHIFT***ER WAS NOT SEATED CORRECTLY-RESEATED MECHANISM
2. CURRENTLY THE ***SHIFT***ER WILL NOT GO IN ***GEAR***
3. WE HAD TO ORDER ***SHIFT*** LEVER MECHANISM
4. WE HAVE NO OTHER REPAIR HISTORY FOR THIS CONCERN.
5. WHEN DID PRIOR DEALER DO SERVICE?
6. SOUNDS LIKE THEY DID ADJUSTMENT AS WELL
7. REPLACING MECHANISM SHOULD ADDRESS THE CONCERN.
8. WE ARE EXPECTING PART THURSDAY

*** PHONE LOG 06/29/2010 02:28 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO CUSTOMER [redacted]
2. ADVISED THAT WRITER DID SPEAK TO SVC MGR, MAUDEAN AT (TX036)
3. DID REVIEW REPAIR HISTORY WITH DEALER
4. THIS IS 2ND ATTEMPT ON THIS ISSUE WITH (TX036)
5. PRIOR REPAIR WAS AN ADJUSTMENT REPAIR AS WRITER PREVIOUSLY DISCUSSED
6. BECAUSE OF REPEAT CONCERN WITH THIS DEALER AND ANOTHER DEALER CURRENT DEALER (TX036) IS REPLACING ***SHIFT*** MECHANISM
7. THIS SHOULD RESULT IN BETTER OUTCOME FOR CUSTOMER AND HOPEFULLY NO FURTHER REPEAT CONCERNS.
8. DEALER HAD TO ORDER PART AND EXPECTS TO SEE PART AND HAVE REPAIRS COMPLETED THURDAY.
9. IF FURTHER QUESTIONS, CAN CALL WRITER BACK.

*** CASE CLOSE 06/29/2010 02:29 PM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123475[redacted]	K1587905	33,206

Harvey, LA[redacted] Prod. Date: 12/7/06 Dealer: LA040 Ray Brandt Kia

Case History Complaint Repair Assistance

*** PHONE LOG 05/14/2009 05:39 AM US Mountain Standard Time ERuiz
CALLER STATED
1. MY CAR WAS TAKEN TO THE SHOP YESTERDAY.
2. THERE'S A PROBLEM W/ THE ***SHIFT***ER.
3. DO I GET A RENTAL VEHICLE WHILE MY CAR IS AT THE SHOP?

WRITER STATED
1. APOLOGIZED FOR THE INCONVENIENCE.
2. MANUFACTURE DEFECTS ARE COVERED UNDER WARRANTY.
3. THERE'S NO RENTAL PROVISION UNDER THE TERMS OF THE WARRANTY.
4. RENTAL ASSISTANCE MAY BE PROVIDED ON THE CASE BY CASE BASIS.
5. WRT WILL CALL THE DLR FOR MORE INFO AND POSSIBLE ASSISTANCE.

*** PHONE LOG 05/14/2009 10:51 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED LA040 AND SPOKE TO RONNEY IN SVC
2. WRT EXPLAINED THE REASON OF THE CALL.
3. HE STATED:
a) SHE BROUGHT IT IN THIS MORNING.
b) I HAVEN'T HAD A CHANCE TO LOOK AT IT YET.
c) I TOLD HER THAT I WILL LOOK AT IT THIS AFTERNOON.
d) SHE CLAIMS SHE CAN GET IT OUT OF ***PARK***
e) SHE DROVE THE CAR IN.
4. WRT WILL CALL BACK LATTER.

*** PHONE LOG 05/19/2009 12:58 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED LA040 AND SPOKE TO KEITH IN SVC
2. WRT ASKED KEITH FOR THE STATUS OF THE REPAIR.
3. HE STATED:
a) THE VEHICLE WAS HERE LAST WEEK.
b) WE HAD A TECH TIME REPAIR.
c) THAT WAS FOR THE ***SHIFT***ER ***CABLE*** COMING LOSE
d) IT WAS A VERY SIMPLE REPAIR.
e) IT WAS ALL DONE ON THE SAME DAY.
4. WRT THANKED KEITH FOR HIS ASSISTANCE.

*** PHONE LOG 05/19/2009 12:59 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED MRS[redacted]
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT A VOICE MESSAGE.
4. WRT REQ'D A CALL BACK AT EXT 45605.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123475[redacted]	K1587905	33,206

Harvey, LA [redacted] Prod. Date: 12/7/06 Dealer: LA040 Ray Brandt Kia

*** PHONE LOG 05/20/2009 12:30 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED MRS [redacted] AGAIN.
2. CUSTOMER WAS NOT AVAILABLE.
3. WRT LEFT A SECOND VOICE MESSAGE..

*** CASE CLOSE 05/20/2009 12:31 PM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1491383	23,920
Lowell, MA[redacted]		Prod. Date: 9/16/06	Dealer: NH001 Peters Kia of Nashua	

Case History Complaint Repair Assistance

*** PHONE LOG 08/26/2008 05:14 AM US Mountain Standard Time ELeon
CUSTOMER STATED:
1. I PURCHASED THE VEHICLE USED.
2. TWICE THE ***SHIFT CABLE*** HAS COME OUT AND THE Peters Kia of Nashua & Gervais Kia DEALER MADE THE REPAIRS.
3. THE ***CABLE*** WENT OUT AGAIN FOR THE THIRD TIME , SO I TOOK THE VEHICLE BACK TO THE Peters Kia of Nashua.
4. THE Peters Kia of Nashua DEALER ORDERED ANOTHER ***SHIFT CABLE***.
5. THE DEALER SAID THAT IF THE ***SHIFT CABLE*** BRAKES AFTER THE THIRD TIME FOR THE SAME PROBLEM THAT THIS CAN BE CLAIM AS A LEMON?
6. WHAT CAN I DO IF AFTER THE VEHICLE ***SHIFT CABLE*** BREAKS FOR THE THIRD TIME?
7. WHAT IS THE ARBITRATION LAW IF THIS HAPPENS AGAIN?
8. I AM DRIVING THE VEHICLE NOW AND WILL BRING BACK THE VEHICLE WHEN THE Peters Kia of Nashua CALLS ME WHEN THE PART ARRIVES.

WRITER STATED;
1. SORRY.
2. SHOULD YOU SEEK A REPLACEMENT OR REPURCHASE YOU MUST USE THE BBB AUTO LINE.
3. THE BBB AUTO LINE IS A THIRD PARTY ARBITRATION SERVICE ADMINISTERED BY THE BBB.
4. YOU CAN REVIEW YOUR WCIM FOR INFO.
5. THE KIA DEALER WILL MAKE THE PROPER REPAIRS UNDER THE TERMS OF THE WARRANTY.
6. KIA HAS RESOURCES THAT THE KIA DEALER CONTACT FOR REPAIR ASSISTANCE.
7. YOU CAN CONTACT US BACK ONCE THE VEHICLE IS BACK AT THE Peters Kia of Nashua SO WE CAN CONTACT THE SERVICE MANAGER AND THEIR KIA REP TO INSURE THAT THE ***SHIFT CABLE*** IS PROPERLY REPAIRED.
8. PROVIDED CASE NUMBER.

CUSTOMER STATED:
1. I WILL WAIT AND SEE IF THIS TIME THE ***SHIFT CABLE*** ISSUE HAS BEEN RESOLVED BEFORE I CALL THE BBB AUTO LINE.
2. I'LL LET KIA KNOW FIRST.
3. THANK YOU.

*** PHONE LOG 08/26/2008 06:12 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT VIC SERVICE ADVISOR AT Peters Kia of Nashua .
WRITER STATED:
1. WRITER CALLING REGARDING CUSTOMERS VEHICLE AND PARTS ORDERED?
2. CAN YOU PROVIDE WRITER WHAT THE STATUS IS?

VIC STATED:
1. RAY THE SERVICE ADVISOR WHO IS WORKING WITH THIS CUSTOMER IS NOT HERE TODAY.
2. THE CUSTOMER CAME IN ON 7/11/08 FOR THE ***SHIFT***ER WOULD NOT COME OUT OF ***PARK***.
3. WE FOUND THE ***SHIFT CABLE*** CAME OUT.
4. WE RE-ATTACHED THE ***SHIFT***ER ***CABLE*** AND ROAD TESTED THE VEHICLE AND WAS FINE.
5. CUSTOMER BROUGHT BACK THE VEHICLE WITH THE SAME CONCERN AND YESTERDAY WE ORDERED ANOTHER ***SHIFT CABLE*** ASSEMBLY.
6. WE WILL CONTACT THE CUSTOMER ONCE THE PART COMES IN.

WRITER STATED

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1491383	23,920
Lowell, MA[redacted]		Prod. Date: 9/16/06	Dealer: NH001 Peters Kia of Nashua	

*** PHONE LOG 08/27/2008 11:56 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT RAY SERVICE ADVISOR AT Peters Kia of Nashua AND LVM
WRITER STATED:
1. WRITER CALLING REGARDING CUSTOMERS VEHICLE AND PARTS ORDERED?
2. CAN YOU PROVIDE WRITER WHAT THE PART ORDER?

RAY STATED:
1. PART NUMBER IS 46790-2G100 46700-2G040VA.
2. PARTS ARE HERE.
3. WE NEED TO CONTACT THE CUSTOMER AND BRING BACK THE VEHICLE.
4. THE SERVCIE MANAGER IS WORKING WITH THIS CUSTOMER.

WRITER STATED;
1. THANK YOIU.

*** PHONE LOG 08/28/2008 10:01 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM GARY AIROLDI.
WRITER STATED:
1. CALLING REGARDING CUSTOMER VEHICLE ***SHIFT CABLE***.
2. THIS IS THE THIRD TIME THE ***SHIFT CABLE*** CAME OUT.
3. THE Peters Kia of Nashua SEE THE VEHICLE TWICE AND ANOTHER KIA DEALER ONCE WHO BOTH REATTACHED THE ***CABLE*** BACK TO THE ***SHIFT***ER.
4. THE Peters Kia of Nashua DID ORDER ANOTHER ***SHIFT CABLE*** FOR THE CUSTOMER AND WILL SET UP AN APPOINTMENT WITH THE CUSTOMER.
5. CUSTOMER STATED THAT THIS VEHICLE IS A LEMON AND SAID HE WOULD CONTACT THE BBB AUTO LINE IF THE ***CABLE*** COMES OUT AGAIN.
6. CUSTOMER IS 2ND OWNER, WHICH THIS VEHICLE WAS A Enterprise Rent-a-car.
7. WRITER THOUGHT YOU SHOULD NOW OF THIS CUSTOMERS CONCERN.

GARY STATED:
1. I WILL CONTACT THE Peters Kia of Nashua DEALER AND REVIEW THE ***SHIFT CABLE*** AND WHAT WAS DONE TO SECURE THE ***SHIFT***ER ***CABLE*** ON THE VEHICLE LAST VISIT?
2. I HAVE NOT HEARD OF THE ***SHIFT***ER ***CABLE*** COMING OUT ON THIS MODEL?
3. E-MAIL; CASE HISTORY.
4. I'LL CONTACT YOU LATER WITH AN UPDATE.

WRITER STATED:
1. PROVIDED WRITERS CONTACT NUMBER.
2. THANK YOU.

*** EMAIL OUT _ ELeon Action Type:External email
Send to:[Gairoldi@kiausa.com]
Hey Gary,
Here is the case history on customers case.
You can call me later.
Thank you.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123575[redacted]	K1491383	23,920
Lowell, MA[redacted]		Prod. Date: 9/16/06	Dealer: NH001 Peters Kia of Nashua	

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*** PHONE LOG 08/28/2008 11:08 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER RECEIVED VM CALL FROM DPSM GARY AIROLDI.
GARY STATED:
1. CALL ME BACK REGARDING THIS CUSTOMER.
2. THANKS.

*** PHONE LOG 08/28/2008 01:11 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DPSM GARY AIROLDI.
WRITER STATED:
1. RETURNING YOUR CALL.

GARY STATED:
1. I SPOKE TO THE SERVICE MANAGER AT Peters Kia of Nashua.
2. CUSTOMER CAME IN BEFORE REGARDING THE ***SHIFT***ER ***CABLE*** COMING OUT.
3. UPON INSPECTION, THE TECH FOUND THE INNER CENTER CONSOLE ***SHIFT***ER ***CABLE*** POPPED OUT.
4. IT IS HARD TO EVEN USE A SCREW DRIVER TO POP THE ***CABLE*** OUT.
5. THE DEALER POPPED THE ***CABLE*** BACK INTO PLACE.
6. APPARENTLY THE ***CABLE*** POPPED OUT AGAIN AND ANOTHER KIA DEALER ALSO POPPED THE ***CABLE*** BACK IN PLACE WHEN IT CAME OUT THE SECOND TIME.
7. THIS TIME THE ***CABLE*** AGAIN SEEMED TO POP OUT AND CUSTOMER BROUGHT THE VEHICLE BACK TO THE Peters Kia of Nashua DEALER WHO HAS ORDERED ANOTHER ***SHIFT***ER AND ***SHIFT***ER ***CABLE*** SINCE THEY ARE NOT CERTAIN THAT THERE IS A DEFECT ON EITHER ONE?
8. I JUST DON'T KNOW HOW THE ***SHIFT CABLE*** CAN COME OUT, BECAUSE IT IS VERY HARD TO STICK YOUR FINGERS DOWN INTO THE CONSOLE AND PRY THE ***CABLE*** OUT WITH A SCREW DRIVER?
9. THE DEALER DID MENTION THAT HE DID ASK OUT OF THE VEHICLE ABOUT A MONTH AFTER PURCHASING THE VEHICLE.
10. WE'LL WAIT AND SEE HOW THIS REPAIR GOES?

WRITER STATED:
1. WRITER WILL FOLLOW UP WITH THE CUSTOMER.
2. THANK YOU.

*** PHONE LOG 09/03/2008 11:17 AM US Mountain Standard Time ELeon Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123575[redacted]	K1491383	23,920

Lowell, MA [redacted] Prod. Date: 9/16/06 Dealer: NH001 Peters Kia of Nashua

3. THE DEALER WAS SUPPOSE TO CONTACT YOU ONCE THE PART ARRIVES.

CUSTOMER STATED:
1. THE KIA DEALER SAID THEY WILL CONTACT ME ONCE THE PART COMES IN?
2. I'LL WAIT FOR THEM TO CALL ME AND THEN I"LL FIGURE OUT WHEN TO BRING THE VEHICLE BACK IN?
3. THANK YOU FOR CALLING.

CALL ENDED.

*** NOTES WITH COMMITMENT 09/03/2008 11:19 AM US Mountain Standard Time ELeon Action Type:Manager review WRITER COMMITMENT TO FOLLOW UP WITH THE KIA DEALER AND INQUIRE WHEN PART ARRIVED AND CUSTOMERS VEHICLE WAS SCHEDULED IN?.

*** CASE CLOSE 09/03/2008 11:19 AM US Mountain Standard Time ELeon

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1339179	1,800

Brawley, CA [redacted] Prod. Date: 12/19/06 Dealer: CA109 Shaver Kia

Case History Complaint Rental Car

*** PHONE LOG 07/26/2007 12:08 PM US Mountain Standard Time RSabin
CUST STATED:
1. WE BOUGHT THIS VEH ABOUT THREE WEEK'S AGO
2. THE VEH WOULDN'T START YESTERDAY AND IT KEEP'S REGISTERING THE VEH IS IN REVERSE
3. WE HAD THE VEH TOWED TO THE DLR AND THEY ARE LOOKING INTO IT
4. I CALLED THEM EARLIER AND THEY WERE NOT SURE IF THEY COULD GET TO MY VEH TODAY
5. I CALLED MY SELLING DLR AND THEY SAID I SHOULD CALL YOU BECAUSE MY DAUGHTER IS WITH OUT A VEH RIGHT NOW AND NEED'S SOMETHING TO DRIVE

WRITER ADVISED:
1. APOLOGIZED FOR PROBLEM
2. KIA DOESN'T HAVE A PROVISION FOR RENTAL VEH'S BUT WE CAN REVIEW THEM ON A CASE BY CASE BASIS ONCE THE DLR HAS DIAGNOSED THE PROBLEM
3. I WILL CALL YOU BACK WHEN I GET A DECISION
4. YOU MAY ALSO WANT TO CALL THE DLR WHERE YOUR VEH IS LOCATED TO SEE WHAT THERE POLICY IS ON RENTAL OR LOANER'S SOME DLR'S HAVE THEM BUT SOME DO NOT

CUST STATED:
1. OK THANKS

*** PHONE LOG 07/26/2007 02:59 PM US Mountain Standard Time SBowyer Action Type:Incoming call
CUST STATED
1.this is my daughters car, she needs something to drive
2.we had a ragety old car that at least could get us to where we needed to go
3.now we have a brand new car that cant even do that. that is why i am upset
4.my daughter keeps calling and nobody wants to help

WRITER STATED
1.sorry
2.see that R.Sabin is handling case
3.as soon as diag acheived and review of rental can be done, then he will be calling cust back
4.there is no change in the case from last conversation
5.talk to Jenny in svc at shaver, maybe they have a relationship with enterprise that they could offer a discounted rate on a rental car

CUST THANKED WRITER--CALL ENDED

*** PHONE LOG 07/27/2007 01:02 PM US Mountain Standard Time RSabin Action Type:Outgoing call
DLR CA109 CANDICE SVC MGR ADVISED:
1. WE FOUND THE ***SHIFT***ER ***CABLE*** WAS DISCONNECTED
2. WE ARE STILL LOOKING INTO WHY IT MAY OF COME OFF, WE DON'T KNOW IF IT WAS JUST MANUFACTURED THAT WAY OR IF SOMETHING CAUSED IT TO HAPPEN
3. RIGHT NOW IT'S PUT BACK ON AND RUNNING FINE
4. IF EVERYTHING CHECK'S OUT THEN WE ARE GOING TO GIVE THE VEH BACK TO THE CUST

WRITER ADVISED:
1. OK THANKS

*** PHONE LOG 07/27/2007 01:08 PM US Mountain Standard Time RSabin Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123075[redacted]	K1339179	1,800

Brawley, CA[redacted] Prod. Date: 12/19/06 Dealer: CA109 Shaver Kia

WRITER CALLED CUST ADVISED:

1. I SPOKE WITH THE DLR AND THE FOUND A ***SHIFT***ER ***CABLE*** HAD COME OFF
2. THEY ARE LOOKING INTO WHY IT CAME OFF BUT RIGHT NOW IT'S PUT BACK AND THE VEH IS RUNNING FINE
3. THE VEH SHOULD BE READY TO BE PICKED UP TODAY

CUST STATED:

1. OK THANKS

*** CASE CLOSE 07/27/2007 01:08 PM US Mountain Standard Time R Sabin

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123375[redacted]	K1472203	26,000
Sacramento, CA[redacted]		Prod. Date: 12/1/06	Dealer: CA150 San Leandro Kia	

Complaint Repurchase

Case History

*** PHONE LOG 07/15/2008 09:21 AM US Mountain Standard Time RBriones
Customer Stated:
1. Purchased my vehicle back in May.
2. Having a problem with ***GEAR SHIFT*** sticking in ***GEAR***.
3. Veh has been in three times for this problem.
4. First time they just replaced a ***CABLE*** on the vehicle.
5. Second time dealer replaced the entire ***GEAR SHIFT*** assembly.
6. Now, my cousin was driving it up around San Leandro.
7. Problem reoccurred and vehicle was taken to CA150.
8. Now dealer is telling me I have to pay $145 for them to look at it.
9. And this is third time in for problem.
10. I am already talking to a lawyer about lemon law.
11. Don't think this is right that dealer is giving me the run around.
12. Need address to send paperwork to Kia regarding lemon law.

Writer Stated:
1. Apologzied for prob.
2. We are here to assist with warranty repairs.
3. Can follow up with dealer svc dept regarding repairs with vehicle.
4. We can work to involve other resources from Kia.
5. Most dealers will advise of a diagnostic fee up front but will not be charged if problem is warranty.
6. Gave customer KMA address for any lemon law paperwork.
7. Will check into repair assistance for customer.

*** PHONE LOG 07/15/2008 01:30 PM US Mountain Standard Time LColema Action Type:Incoming call
Cust states:
1. Provided case number.
2. Dlr states veh is fixed.
3. But dlr wants to keep the veh for couple more days to make sure veh is repaired.
4. But I will need a rental.
5. Was given rental last time.

Writer states:
1. Cust was speaking with Richard.
2. He is on lunch, writer will try to assist.
3. Adv warranty provides for the repair of the veh.
4. Kia does not have a provision for rentals.
5. However, Kia does assist with rentals on a case-by-case basis.
6. The decision will not come from this office.
7. We can review this request with the srv mgr and possibly our area rep.
to determine if rental assistance can be provided.

Writer put cust on hold & called San Leandro Kia spoke with srv adv Mike & stated:
1. Requested to speak with srv mgr.
2. Adv of reason for call.

Mike stated:
1. Srv mgr is not here.
2. I am filling in for srv adv who was working with cust.
3. Veh came in stuck in ***PARK***.
4. The ***SHIFT***er ***CABLE*** had snapped out of place.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123375[redacted]	K1472203	26,000
Sacramento, CA[redacted]		Prod. Date: 12/1/06	Dealer: CA150 San Leandro Kia	

5. We snapped it back into place.
6. Srv adv spoke with DPSM.
7. We are keeping veh for couple days to make sure ***SHIFT***er ***CABLE*** is going to stay in place.
8. ***SHIFT***er ***CABLE*** has been repaired prev by another dlr.
9. We did not request rental for cust.

*** PHONE LOG 07/15/2008 01:48 PM US Mountain Standard Time LColema Action Type:Incoming call
* PHONE LOG 07/15/2008 01:33 PM US Mountain Standard Time LColema Action Type:Incoming call
Writer called DPSM DBrown & stated:
1. Adv of situation with veh.
2. Adv of srv adv information.
3. Cust is requesting rental assistance.

DPSM states:
1. I spoke with dlr about this one.
2. Want them to keep veh for a couple of days, do not believe veh is fixed.
3. Will approve rental.
4. Up to $30 per day.

Writer went back to cust & stated:
1. Rental has been approved.

Cust states:
1. I am 80 miles from the dlr.
2. How can we work this out?
3. I can pick up the veh at Sacramento dlr.

Writer states:
1. Will have to work that out with San Leandro.

Writer called San Leandro Kia, spoke with srv adv Mike & transferred cust to Mike.
Provided ext for Richard & writer.

*** NOTES 07/15/2008 02:12 PM US Mountain Standard Time RBriones Action Type:Manager review
Dispatched for:

1. Vehicle in for third time for same ***SHIFT***ing problem.
2. Customer stating has already been talking with lawyer about lemon law.
3. Review of customer concerns and contact.

*** PHONE LOG 07/17/2008 08:40 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called dlr, mark martinenz serv mgr not available:
1. left message w/sandra - requested mark to call wrcaa back

wrcaa called customer at 916-583-2547; not avail, left vm;

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123375[redacted]	K1472203	26,000
Sacramento, CA[redacted]		Prod. Date: 12/1/06	Dealer: CA150 San Leandro Kia	

*** PHONE LOG 07/17/2008 08:56 AM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received incoming call from ms smith who advised:
1. veh currently at san leandro - advisor is "al"
2. states al told her veh has been repaired; however, they want to
3. keep veh for a couple of days to test drive it
4. problem: veh ***SHIFT***er would intermittently get stuck in a ***GEAR***
5. customer states dlr did give her a rental vehicle to drive
6. wrcaa asked customer to please call wrcaa again after she picks
7. up her veh from the dlr
8. customer agreed and thanked wrcaa for calling her
9. NOTE: CUST STATES SHE PURCHASED VEH USED FROM "ACA" CARS
10.IN SACRAMENTO ON 5-14-08 AT APROX 24,500 MILES

*** NOTES 07/17/2008 08:56 AM Pacific Daylight Time LNavarro Action Type:Manager review
note: see tech report opened 7-15-08

*** PHONE LOG 07/22/2008 02:53 PM US Mountain Standard Time LColema Action Type:Incoming call
Writer received VM message from cust stating:
1. Dlr called, veh is ready for pick up.
2. Have rental from Sacramento, can not drive rental to pick up veh.
3. How am I suppose to get veh back.
4. This is not my fault.
5. Please call me back at [redacted]

*** PHONE LOG 07/22/2008 02:56 PM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called cust & stated:
1. Returning cust call.

Cust states:
1. I picked up the veh.
2. Lost a day of pay.
3. And dlr stated may not stay fixed.

Writer states:
1. Apologized.
2. Case is open in the regional office with LNavarro.
3. Adv cust to call LNavarro.

Cust states:
1. I spoke to her last week.
2. She told me to call her after picking up veh.
3. Will call her tomorrow.

*** PHONE LOG 07/28/2008 02:24 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called [redacted] spoke with yolanda smith:
1. who advised dlr fixed veh - was told a ***CABLE*** in ***GEAR SHIFT*** area was

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123375[redacted]	K1472203	26,000
Sacramento, CA [redacted]	Prod. Date: 12/1/06		Dealer: CA150 San Leandro Kia	

2. "upside down" so dlr replaced the part
3. cust seemed unsure of repairs; however, hopes this resolved the problem
4. states she will contact wrcaa directly if she has any more issues with veh
5. again, customer purchased veh used but knows kia will honor the
6. terms of the factory warranty
7. cust thanked wrcaa for the follow up phone call

*** CASE CLOSE 07/28/2008 02:24 PM Pacific Daylight Time LNavarro

*** PHONE LOG 08/19/2008 09:49 AM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received incoming call from yolanda smith who advised:
1. will be driving down to los angeles this friday
2. is nervous about driving her vehicle (though all is okay with its operation)
3. states ***CABLE*** replaced at ca150 san leandro in july 2008
4. wants to make sure all is okay before her trip
5. seeks assistance
6. wrcaa asked cust if veh is due for an oil change, cust said "yes,
7. okay".
8. wrcaa advised will call customer back

*** PHONE LOG 08/19/2008 10:02 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called caa215 florin road, spk with ron sharma in service dept: [redacted]
1. asked him to please inspect customer's vehicle - once over - check
2. all & top fluids, check for appropriate tire pressure, also check entire
3. ***GEARSHIFT*** assembly (recent repairs in june & july 2008)
4. explained customer driving to los angeles this friday
5. wants to bring veh to him tomorrow or thurs & will pay for oil & filter change
6. ron advised his dlr charges $39.99 for oil & filter
7. agreed customer should bring veh to him tomorrow in case he has to order replcmnt parts
8. ron agreed to make sure all okay with vehicle in time for cust's trip set for friday, 8-22-08
9. okay, ron will only charge customer for the oil & filter service (thank you)

wrcaa called cst on her cell [redacted]
1. advised pertinent prev info per conversation with ron sharma at ca215 florin road
2. cst very appreciative of wrcaa's assistance & phone calls
3. wrcaa asked cust to call if any additional concerns - agreed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		K1470510	20,570

Tucson, AZ [redacted]	Prod. Date:	Dealer: AZ001 Royal Kia

Case History Complaint Rental Car

*** PHONE LOG 07/10/2008 01:16 PM US Mountain Standard Time RChacon

*** PHONE LOG 07/10/2008 01:30 PM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:

1. MY VEH IS CURRENTLY @ AZ001 FOR A ***SHIFT***ING PROBLEM
2. ABOUT 3 WEEKS AGO I WAS UNABLE TO ***SHIFT*** VEH INTO ***GEAR***, AND THE DEALERSHIP HAD TO REPLACE THE ***SHIFT CABLE***
3. MY VEH TOWED TO AZ001 TODAY BECAUSE AGAIN I COULD NOT ***SHIFT*** VEH
4. THEY DEALER WILL NOT HAVE A CHANCE TO DIAG VEH UNTIL TOMMORROW
5. IS THERE ANY WAY FOR ME TO GET A RENTAL?
6. I HAVE NOT DISCUSSED ALT TRANSPORTATION WITH THE SVC MGR

WRITER STATED:
1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO
3. AS OG OWNER, VEH WOULD HAVE 2 WARR'S
4. 5/60 BLW WHICH COVERS FACTORY DEFECTS
5. 10/100 PTW WHICH COVERS ENGINE, TRANNY, AND AXLES FOR FACTORY DEFECTS
6. A RENTAL, OR LONER VEH IS NOT A PROVISION OF YOUR KIA WARR
7. KIA MAY ASSIST WITH A RENTAL ON A CASE BY CASE BASIS
8. RENTAL DECISION WILL NOT COME FROM THIS OFFICE, BUT REQUEST CAN BE REVIEWED WITH THE SVC MGR, AND AN AREA REP
9. IN ORDER FOR US TO LOOK INTO A RENTAL, VEH MUST BE @ THE DEALERSHIP, WITH A DIAG
10. ONCE DIAG IS MADE, AND IF VEH NEEDS TO STAY FOR REPAIR, WE CAN PUT IN THE REQUEST
11. ALL KIA DEALERS ARE INDEPENDENTLY OWNED, AND OPERATED
12. SOME DEALERS OFFER LONER VEH'S, OTHERS DO NOT
13. RECOMMEND SPEAKING WITH SVC MGR TO SEE HE CAN ASSIST
14. PROVIDED CASE #

CUSTOMER STATED:
1. THANK YOU

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1587397	17,548
Chattanooga, TN [redacted]		Prod. Date: 3/26/07	Dealer: GA037 Terry Reid Kia	

Case History Complaint Rental Car

*** PHONE LOG 05/13/2009 06:37 AM US Mountain Standard Time LColema
Cust states:
1. The car my son drives is being towed to a Kia dlrshp, reference # is his cell phone [redacted]
2. Not sure which one.
3. Selling dlr has closed, Prebul Kia.
4. Have been on the phone with RSA since before 8 AM trying to get tow authorized.
5. But know dlr is at least 60 miles from here.
6. Veh will not move in ***GEAR***.
7. RSA rep adv us to call you for rental authorization.
8. We will need a rental.

Writer states:
1. Updated, no recalls.
2. Apologized for concerns with veh & situation with having to take veh so far for repairs.
3. Both Prebul dlrshps are closed.
4. Looks like next nearest dlr is Terry Reid Kia in Cartersville.
5. Adv warranty provides for the repair of the veh.
6. Kia does not have a provision for rentals.
7. However, Kia does assist with rentals on a case-by-case basis.
8. The decision will not come from this office.
9. The decision is made by the Kia area rep.
10. Must have a diagnosis at the Kia dlr to consider.
11. We can review this request with the srv mgr and our area rep.
to determine if rental assistance can be provided once veh is at dlrshp & dlr has diagnosed the veh.
12. Need to know which dlr?

Writer put cust on hold & called RSA, spoke with Loretta & stated:
1. Provided reference #. need to know which dlr veh is being towed to.

Loretta stated:
1. Terry Reid Kia in Cartersville.

Writer went back to cust & stated:
1. Adv veh is being towed to Terry Reid Kia.
2. Writer will follow up later with dlr for diagnosis.
3. If dlr has to keep the veh, writer will contact Kia rep about rental assistance.
4. Will call cust back at [redacted] when have more information.
5. Provided case number & writer's contact info.

*** PHONE LOG 05/13/2009 09:55 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer received VM message from cust stating:
1. Please call me back at [redacted]

*** PHONE LOG 05/13/2009 09:56 AM US Mountain Standard Time LColema Action Type:Incoming call
Cust states:
1. Son states the veh is not going to be ready until Friday.

Writer states:
1. Will call dlr & Kia rep.
2. Will call cust back.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1587397	17,548
Chattanooga, TN [redacted]		Prod. Date: 3/26/07	Dealer: GA037 Terry Reid Kia	

*** PHONE LOG 05/13/2009 09:57 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer called Terry Reid Kia spoke with asst srv mgr Sherry & stated:
1. Adv of reason for call.

Sherry states:
1. We have diagnosed the veh yet.
2. Will be this afternoon or tomorrow morning.

*** PHONE LOG 05/13/2009 09:58 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called cust & stated:
1. Adv of asst srv mgr information.

Cust states:
1. I am going to call my son & see who he spoke to.
2. He states he was told they knew the problem & it would be Friday before they could have it repaired.
3. Will call writer back.

*** PHONE LOG 05/13/2009 10:22 AM US Mountain Standard Time LColema Action Type:Incoming call
Cust states:
1. My son states the girl who checked in his veh told him it would not be today.
2. Probably repairs would take until Friday, if they were able to diagnosis the veh tomorrow.
3. My son is in Cartersville & does not have a way to get home.

Writer states:
1. Will call Kia rep to see if he will go ahead authorize rental.
2. Will call cust back.

*** PHONE LOG 05/13/2009 10:43 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called DPSM HBaik & stated:
1. Adv of situation with veh.
2. Adv of dlr information.
3. Cust is seeking rental, from TN.

DPSM states:
1. Will authorize one day for now.

*** PHONE LOG 05/13/2009 10:44 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called Terry Reid Kia spoke with asst srv mgr Sherry & stated:
1. One day rental has been authorized for cust until dlr has veh diagnosed.

Sherry states:
1. Veh is listed under William Latten, the son.

*** PHONE LOG 05/13/2009 10:45 AM US Mountain Standard Time LColema Action Type:Incoming call
Wriiter called cust & stated:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1587397	17,548
Chattanooga, TN [redacted]		Prod. Date: 3/26/07	Dealer: GA037 Terry Reid Kia	

1. 1 day rental has been authorized to give dlr time to diagnosis.
2. Writer will call dlr in AM & call cust back.

*** PHONE LOG 05/13/2009 10:46 AM US Mountain Standard Time LColema Action Type:Incoming call
Cust states:
1. There may be a problem tomorrow with son picking up his veh & returning rental.
2. He works past 5 & then has to drive to dlrshp.

Writer states:
1. May not be picking veh up tomorrow depending on diagnosis.
2. Will speak with dlr about where they leave the veh if done tomorrow.
3. Just need to wait until tomorrow for diagnosis.

*** PHONE LOG 05/13/2009 01:22 PM US Mountain Standard Time LColema Action Type:Incoming call
Writer received VM from cust stating;
1. Dlr was able to fix car today.
2. Son on way home.
3. Thank you for your assistance.

*** PHONE LOG 05/13/2009 01:23 PM US Mountain Standard Time LColema Action Type:Incoming call
Writer called Terry Reid Kia spoke with asst srv mgr Sherry & stated:
1. How did dlr fix cust veh.

Sherry stated:
1. It was the linkage.
2. We were able to get it back together & cust left with the veh.

*** PHONE LOG 05/14/2009 05:05 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer called cust & stated:
1. Calling to make sure everything is OK with the veh?
2. Adv of dlr information about repairs.

Cust states:
1. Yes, and thank you for your assistance.

Writer states:
1. If need further assistance, please call writer back.
2. Provided case number & writer's contact info.

*** CASE CLOSE 05/14/2009 05:05 AM US Mountain Standard Time LColema
Spoke with cust

*** PHONE LOG 06/10/2009 05:19 AM US Mountain Standard Time ERuiz Action Type:Incoming call
CALLER STATED
1. I AM HAVING THE SAME PROBLEM W/ MY CAR.
2. THE CARLE GOT LOSE AGAIN

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123075[redacted]	K1587397	17,548
Chattanooga, TN[redacted]		Prod. Date: 3/26/07	Dealer: GA037 Terry Reid Kia	

3. THE LAST TIME I TOOK IT TO THE DLR THEY FIXED IT OUT ON THEIR ***PARK***ING LOT.
4. THE REPRESENTATIVE WHO I SPOKE TO GAVE A ME RENTAL.
5. I AM GOING TO NEED ANOTHER VEHICLE TO DRIVE BACK HOME.
6. HOW AM I SUPPOSED TO GET BACK HOME.
7. I AM A LOYAL KIA CST.
8. I CALLED RSA LAST NIGHT, BUT THEY COULDN'T TOW IT BECAUSE THE DLR WAS CLOSED.
9. THE LAST TIME I WENT TO THE DLR THE TOW TRUCK DRIVER DIDN'T WANT ME TO RIDE W/ HIM.
10. IF I DRIVE BEHIND HIM ON MY OTHER VEHICLE, HOW THEN AM I SUPPOSED TO DRIVE THE TWO CAR BACK,

WRITER STATED
1. WRT APOLOGIZED FOR THE INCONVENIENCE.
2. WRT ADVISED THE CST TO TAKE THE VEHICLE TO THE DLR FOR INSPECTION.
3. THE DLR MUST GET A CHANCE TO LOOK AT HER VEHICLE FIRST.
4. THERE'S NO RENTAL PROVISION UNDER THE TERMS OF THE WARRANTY.
5. RENTAL ASSISTANCE MAY BE PROVIDED ON THE CASE BY CASE BASIS.
6. WRT ADVISED THE CST TO ASK SOMEONE TO RIDE W/ HER TO THE DLR ONCE THE VEHICLE IS READY.
7. WRT WILL CALL THE DLR ONCE THE VEHICLE GETS THERE.
8. CST CAN BE REACH AT [redacted]
9. CST WAS TRANS'D TO RSA FOR TOWING SVC.

*** PHONE LOG 06/10/2009 11:26 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED GA037 STEPHANIE.
2. WRT ASKED STEPHANIE ABOUT MRS STEGER'S VEHICLE.
3. SHE STATED:

a) SHE CAME AND GO.
b) THE TOW TRUCK BROUGHT IT IN AT 1:15 PM
c) THE ***SHIFT***ER ***CABLE*** CAME OFF.
d) WE PUT A CLIP TO KEEP IT FROM COMING LOSE.
e) THE CST LEFT ABOUT 20 MINUTES AGO.

4. WRT THANKED STEPHANIE FOR THE INFO.

*** PHONE LOG 06/10/2009 11:27 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED MRS STEGER.
2. CUSTOMER WAS NOT AVAILABLE AND WRT LEFT A VOICE MESSAGE.
3 WRT ADVISED THE CST TO CALL THE KCC BACK SHOULD THERE BE ANY MORE QUESTION OR CONCERNS PRETENDING TO HER VEHICLE.

*** CASE CLOSE 06/10/2009 11:27 AM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]			K1462636	14,300

Brunswick, GA [redacted]	Prod. Date:	Dealer: GA032 Ray Carter Kia of

Case History Complaint Repair Assistance

*** PHONE LOG 06/23/2008 10:02 AM US Mountain Standard Time CCummins
800 # voicemail email assigned to writer on 6/23/2008 for follow-up.

*** PHONE LOG 06/24/2008 11:14 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
1. LEFT VM FOR CALL BACK WITH CASE # AND CONTACT INFORMATION

*** PHONE LOG 06/24/2008 01:10 PM US Mountain Standard Time CCummins Action Type:Incoming call
CUSTOMER STATES
1. WOULD NOT ***SHIFT*** IN ***GEAR*** SO WAS TOWED TO RAY CARTER KIA
2. CUSTOMER HAS VEHICLE NOW AND IT IS RUNNING FINE
3. NEEDED A VEHICLE TO DRIVE AND WAS TOLD THEY COULD NOT PROVIDE A LOANER
4. NO ONE EVER CALLED ME FROM RAY CARTER KIA TO ADVISE ME WHAT WAS WRONG WITH THE VEHICLE

WRITER STATES
1. APOLOGIZED FOR THE INCONVENIENCE
2. ADVISED WHILE KIA DOES NOT HAVE A PROVISION FOR RENTALS, KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS.
3. THE DECISION DOES NOT COME FROM THIS OFFICE, BUT WE CAN REVIEW THIS REQUEST WITH THE SERVICE MANAGER AND POSSIBLY OUR AREA REP TO DETERMINE IF RENTAL ASSISTANCE CAN BE PROVIDED
4. ADVISED THAT THE NEXT TIME A PROBLEM ARISES TO PLEASE CALL KCC AND WE WILL DO WHAT WE CAN TO ASSIST
5. DO YOU HAVE THE VEHICLE NOW AND HOW IS IT RUNNING?
6. ADVISED THE CONCERN WOULD BE NOTED

*** CASE CLOSE 06/24/2008 01:12 PM US Mountain Standard Time CCummins

*** PHONE LOG 07/02/2008 08:16 AM US Mountain Standard Time CCummins Action Type:Incoming call
CUSTOMER STATES
1. ***GEAR CABLE*** KEEPS COMING OFF AND THIS IS THE 2X
2. NOTHING HOLDING IT IN PLACE
3. I HAVE THE VEHICLE NOW
4. DO NOT WANT TO TAKE THE VEHICLE ALL THE TIME
5. WILL NOT LEAVE FOR 3-4 DAYS FOR THEM TO FIX
6. WILL NEED A VEHICLE TO DRIVE AS I GO ON VACATION MONDAY

WRITER STATES
1. APOLOGIZED FOR THE SITUATION
2. ADVISED WOULD HAVE TO HAVE AT THE DEALERSHIP TO ASSIST
3. KIA DOES WANT TO GET THE VEHICLE REPAIRED PROPERLY
4. ADVISED AGAIN ABOUT THE RENTAL POLICY FOR KIA BUT WOULD SEE WHAT CAN BE DONE
5. PLEASE CALL ONCE VEHICLE IS AT THE DEALERSHIP

*** CASE CLOSE 07/02/2008 08:16 AM US Mountain Standard Time CCummins

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]			K1462636	14,300
Brunswick, GA[redacted]		Prod. Date:	Dealer: GA032 Ray Carter Kia of	

*** PHONE LOG 07/07/2008 07:26 AM US Mountain Standard Time CCummins Action Type:Incoming call
WRITER RECEIVED VM FROM MS STEVENS
1. CUSTOMER INDICATED VEHICLE IS AT THE DEALERSHIP NOW
2. CALLBACK AT [redacted]

*** PHONE LOG 07/10/2008 11:08 AM US Mountain Standard Time CCummins Action Type:Incoming call
WRITER STATES
1. SPOKE WITH MIKE, SVC MGR, ON STATUS
2. WHAT REPAIRS WERE DONE?

DEALER STATES (MIKE)
1. THIS TIME WE ATTACHED A SMALL SCREW TO THE VEHICLE AND MADE SURE IT WAS SECURE
2. SHOWED THE CUSTOMER WHAT WE DID AND SHE WAS SATISFIED WITH THE REPAIR AND IT WORKED FINE

*** PHONE LOG 07/10/2008 11:11 AM US Mountain Standard Time CCummins Action Type:Incoming call
WRITER SPOKE WITH MS [redacted]
WRITER STATES
1. UNDERSTAND YOU HAVE THE VEHICLE BACK
2. IS EVERYTHING RUNNING OKAY?
3. IF YOU HAVE ANY OTHER CONCERNS PLEASE CALL US

CUSTOMER STATES
1. EVERYTHING IS RUNNING FINE
2. WILL CALL IF ANY OTHER CONCERNS

*** CASE CLOSE 07/10/2008 11:11 AM US Mountain Standard Time CCummins

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123965[redacted]	K1204025	124

EL KENS, AR [redacted] Prod. Date: 3/8/06 Dealer: AR004 Superior Kia

Case History Complaint Rental Car

*** PHONE LOG 07/18/2006 02:02 PM US Mountain Standard Time SLarez
CUSTOMER STATES.
1. THE CAR IS AT THE DEALERSHIP NOW BECAUSE OF A ***CABLE*** THAT SNAPPED NOT ALLOWING ME TO EXTRACT THE KEY
2. THE DEALERSHIP IS ADVISING THEY HAVE ORDERED THE PART AND IT MAY NOT BE UNTIL MONDAY
3. I AM NOT DRIVING ANYTHING SO I AM NOT . HAPPY
4. WHAT CAN KIA DO FOR ME.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. LET ME CALL THE DEALERSHIP, PLEASE HOLD.

WRITER CALLED JOSH IN SERVICE
JOSH STATES.
1. THE ***CABLE*** FROM THE BRAKE TO THE ***SHIFT***ER BROKE AND WE HAVE TO REPLACED THAT.
2. WE HAVE ORDERED IT AND IT MAY NOT COME IN UNTIL MONDAY
3. USUALLY I CAN GIVE THEM A LOANER BUT I CANNOT DO THAT RIGHT NOW.

WRITER STATES.
1. DID YOU THINK ABOUT CALLING THE KIA REP

DEALERSHIP STATES.
1. NO I DID NOT.

CUSTOMER STATES.
1. I WILL CALL HIM AND THEN GO FROM THERE.
2. IF I NEED YOU I WILL CALL YOU.

WRITER GOT BACK TO CUSTOMER WRITER STATES
1. PLEASE CONTINUE TO HOLD WILL BE RIGHT BACK WITH YOU.

*** PHONE LOG 07/18/2006 02:13 PM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CHRIS CURRY
CHRIS STATES.
1. CALL THE DEALERSHIP FOR ME AND HAVE ME ON A THREE WAY WITH JOSH

CHRIS SPOKE TO JOSH IN SERVICE
JOSH STATES.
1. WE CANNOT GET THE PART UNTIL MONDAY , THE ADJUSTMENT DID NOT WORK AND WE DO NOT HAVE LOANER CARS.

CHRIS STATES.
1. I CANNOT HAVE A NEW CUSTOMER LIKE THIS WITH OUT A CAR.
2. GIVE HER A RENTAL AND CONTACT [redacted] WILL GIVE YOU THE AUTHORIZATION CODES.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123965[redacted]	K1204025	124

EL KENS, AR[redacted] Prod. Date: 3/8/06 Dealer: AR004 Superior Kia

1. I WILL CALL THE CUSTOMER AND REFER HER TO JOSH

WRITER GOT BACK TO CUSTOMER
WRITER STATES.
1. GO AND SEE JOSH AT THE DEALERSHIP YOU WILL BE COVERED FOR THE RENTAL.
2. I AM SORRY THIS WAS THE CASE.

CUSTOMER STATES.
1. THANK YOU I WILL CALL THE DEALERSHIPS.

*** CASE CLOSE 07/18/2006 02:13 PM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123275[redacted]	K1611722	47,000
Philadelphia, PA [redacted]		Prod. Date: 12/6/06	Dealer: PA048 Value Kia	

Case History Complaint Repair Assistance

*** PHONE LOG 07/07/2009 09:35 AM US Mountain Standard Time ATorres
Cst states:
1. has some problem with Kia.
took veh in to shop over a week ago.
I had to call RSA and they towed it to dlrshp.
Tow vendor said transmission was the issue.
The veh wouldn't go in to ***GEAR***.
The trans
teh bolts were re routed wrong from manuf.
the a/b light was ont and fixed that.
I took veh home after the repari.
the next had to go back dlr said had to ordere part.
Veh went out on me in the middle of the rd ***GEAR SHIFT*** when out again. I was almost hit.
spoke to srv mgr yesterday. Said would try to look at veh.
Today dlr said they need to order part.
I need a veh to used. I have work.
The problem is not a fault of mine.

*** NOTES 07/07/2009 09:38 AM US Mountain Standard Time ATorres Action Type:Manager review
**** Please disregard last notes. *****

*** PHONE LOG 07/07/2009 10:20 AM US Mountain Standard Time ATorres Action Type:Incoming call
*** PHONE LOG 07/07/2009 09:35 AM US Mountain Standard Time ATorres
Cst states:
1. I have some problem with Kia veh.
2. I took the veh in to shop over a week ago.
3. I had to call RSA and they towed it to Value Kia
4, Tow vendor said the transmission was the issue.
5. The veh wouldn't go in to ***GEAR***.
6. Dlr said the bolts were rerouted wrong from manuf.
7. The air bag light was on and fixed that.
8. I took the veh home after the repair was done the next day.
9. The next day I had to go back dlr for the same issue dlr said had to order a part.
10. I was out on me in the middle of the road and ***GEAR SHIFT***er went out again. I was almost hit.
11. I spoke to srv mgr yesterday. He said they would try to look at veh
12. Today dlr said they need to order part.
13. I need a veh to used. I have work.
14. The problem is not a fault of mine. I didn't have anything to do with the bolt being rerouted.
15. I feel Kia should give me a veh to use.

Wrt states:
1. Updated, no recalls. apologized.
2. Adv warranty provides for the repair of the veh.
3. Kia does not have a provision for rentals.
4. However, Kia does assist with rentals on a case-by-case basis.
5. The decision will not come from this office.
6. Must have a diagnosis at the Kia dlr to consider.
7. We can review this request with the srv mgr and possibly our area rep to determine if rental assistance can be provided.
8. Would like to call dlrshp.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123275[redacted]	K1611722	47,000
Philadelphia, PA[redacted]		Prod. Date: 12/6/06	Dealer: PA048 Value Kia	

Wrt put cst on hold called Value Kia, spoke to Dan srv mgr and states:
1. Adv of cst concern and rental.

Dan states:
1. Veh towed on 6/29, ***SHIFT***er ***CABLE*** was lose there's a TSB on it.
2. We also repaired air bag light
3. We adjusted ***SHIFT***er for TSB.
4. Cst called me yesterday and said veh was saying it was in "N" when it was in ***PARK***.
5. We E-ordered ***CABLE*** to repair issue due to TSB, Should be in tomorrow.
6. Veh is not driveable due to safety concern.
7. No loaner veh.

Wrt called George Karas DPSM left VM message stating:
1. Adv of cst concern and rental request.
2. Adv dlr ordered part.
3. Not driveable for safety concern.
4. Call back wrt.

Wrt went back to cst and stated:
1. Spoke to Srv mgr.
2. Called Kia rep and left VM to call back with decision.
3. Once have more info will call cst back.
4. Provided file number and wrt ext.

Cst states:
1. I work at the hospital, which a little away.
2. I have my grandson and son, that I drop off a daycare before coming to work.
3. This is a reason I have a car. I have to have other people help me.
4. Did srv mgr tell you the air bag light is back on. They guy, Kevin said it may came back on because they have to order a part. I have documentation showing that.
5. This is inconvenient for me.
6. This problem are scary with my children and all.
7. Call my cell phone of [redacted] I'm at the hospital, I'm at working right now.

Wrt states:
1. Ok. I can leave a message if cst doesn't answer.

Cst states:
1. Ok.

*** EMAIL OUT _ ATorres Action Type:External email
Send to:[gkaras@kiausa.com]
Ana ext 45070

1. Veh at dlrshp for for ***SHIFT***er ***CABLE***.
2. Adv dlr ordered part.
3. Not driveable for safety concern.
4. Cst asking for rental assistance.
5. Please call wrt back.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123275[redacted]	K1611722	47,000
Philadelphia, PA[redacted]		Prod. Date: 12/6/06	Dealer: PA048 Value Kia	

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1611722_ATorres_07-07-2009 11023.doc>>

*** PHONE LOG 07/07/2009 11:25 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:
1. I WAS CALLING TO SPEAK WITH ANA

WRITER ADVISED:
1. SHE'S ON ANOTHER LINE ACCORDING TO THE CASE NOTE'S SHE IS WAITING ON A CALL BACK FROM THE DPSM

CUST STATED:
1. CAN I LEAVE HER A VM
(TRANSFERRED CUST TO REP'S VM)

*** PHONE LOG 07/08/2009 12:35 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Value Kia, spoke to Dan srv mgr and stated:
1. Following up on part?

Dan states:
1. Was not e- orderd part will be in tomorrow.
2. Believe we are going to put her in a veh for 1 day.

*** PHONE LOG 07/08/2009 12:36 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called cst and left message with oldest son for cst to call back.

*** PHONE LOG 07/08/2009 12:38 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called GKaras DPSM and stated:
1. Adv of cst request for rental and part delay.

DPSM states:
1. I'll help cst out.
2. I know dlr was having some issues.

*** PHONE LOG 07/09/2009 12:26 PM US Mountain Standard Time ATorres Action Type:Incoming call
Wrt called cst and stated:
1. Wanted to follow up.
2. Did dlr give you a veh to use, wrt received authorization for Kia rep yesterday.

Cst states:
1. yes. Kia will cover $30.

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123275[redacted]	K1611722	47,000
Philadelphia, PA[redacted]		Prod. Date: 12/6/06	Dealer: PA048 Value Kia	

Wrt states:
1. Correct.

Cst states:
1. They said it was going to be done today.
2. Have you heard anything.

Wrt states:
1. Haven't spoken to dlrshp to day but yesterday they did say it should be ready today.

Cst states:
1. haven't heard from dlrshp, I'm going to drive down there and see if it's ready.
2. I'm hoping everything is fixed.

Wrt states:
1. If it's not call wrt back.
2. Will follow up later in the week with cst.

Cst states:
1. Thank you for your help.

*** PHONE LOG 07/09/2009 12:30 PM US Mountain Standard Time ATorres Action Type:Incoming call
Wrt called Value Kia spoke to Dan srv mgr and stated:
1. following up on part and repairs.

Dan states:
1. Part came in today.
2. We are putting the part on and cst should have veh later this afternoon.

Wrt states:
1. Kia rep did authorize rental veh for the day.

Dan states:
1. I will write that down.

*** PHONE LOG 07/09/2009 12:31 PM US Mountain Standard Time ATorres Action Type:Incoming call
wrt called cst and stated:
1. spoke to Dan, that part came in.
2. Cst should have veh back later this afternoon.

Cst states:
1, Thank you.

*** PHONE LOG 07/10/2009 09:46 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called cst and states:
1. did cst pick up veh?
2. How is it running?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123275[redacted]	K1611722	47,000
Philadelphia, PA[redacted]		Prod. Date: 12/6/06	Dealer: PA048 Value Kia	

Cst states:
1. Yes, Only drove it home.
2. Seem to be ok.
3. Thank you for checking.

Wrt states:
1. Call back if have another other questions or concerns.

Cst states:
1. Thank you.

*** CASE CLOSE 07/10/2009 09:54 AM US Mountain Standard Time ATorres
dlr repaired veh.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123565[redacted]	K1318000	26,040

ROELAND PARK KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

Case History Complaint Repair Assistance

*** PHONE LOG 06/05/2007 08:57 AM US Mountain Standard Time EEscobedo
Cust stated:
1. I have been problems with the tranny, DLR has not been able to duplicate
2. When i first got my car i had tranny problems and bad gas mileage about 18-19 MPG
3. I have taken veh into the DLR today Shawnee mission KIA and they finally duplicated the ***SHIFT*** slipping problem
4. So they reprogrammed the TCM and some other stuff and now seems really good, better than before
5. The thing that concerns me, is that the DLR told me that the fluid was very bad on my veh so i want KIA to pay for the flush on this veh it has only 17k miles on it.
6. The second concern i have is that the brakes are worn out more than i would expect at this many miles

Writer stated:
1. Sorry
2. Advised cust veh tranny problem while understandable it could not be duped, must be verified as a defect forst
3. KMA must go by DLR diagnostic as they are the ones inspecting veh, if they have advised that the tranny fluid is not bad because of the defect then KMA will not allow a warranty repair, KMA warranty coveres ONLY factory defects and workmanship
4. Same with brakes, if there is not a part that IS under warranty causing abnormal wear, KMA cannot reapir under warranty
5. Writer will however call DLR to verify diagnostic

Cust :
1. They are going to tell you that the fluid was not ruined do to a factory defect, i already know that

Writer:
1. Sorry but KMA must rely on DLR diagnostic to advised us if something is defective or not
2. Cust is more than welcome to have a different DLR inspect veh on a second opinion for cust if he wishes
3. But for now writer will have to go by DLR diagnostic
4. Please allow writer to call DLR and verify info, after which writer can determine if anything further may be done.

Cust stated:
1. Ok thanks.

*** PHONE LOG 06/05/2007 11:10 AM US Mountain Standard Time RBussey Action Type:Outgoing call
Customer called:
1. I am calling because I am trying to move out of town and need to know what Eddie found out for me.

Writer stated:
1. I am sorry,
2. Doesn't seem that eddie has an anwer for you yet.
3. I do see here that as soon as he does he will be calling you back

*** PHONE LOG 06/05/2007 11:36 AM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer called Valarie Sm at KS007:
1. Ok on the tranny issue
2. Did the TSB for reprogramming the TCM and relearning tranny
3. That was a warranty repair, The fluid, although my technician made it sound worse than it really was is not bad about normal
4. Fluid is not burnt, its a little dark, but its about normal for the amount of miles the veh has, there was just a couple metal

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123565[redacted]	K1318000	26,040

ROELAND **PARK** KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

shavings in the tranny as well nothing out of the ordinary
5. Brakes, well he does not do his service with us, but i think firestone told him he has 10% brakes all around left
6. In reality its 50% in the front and about %10-15 in the rear so he declined that
7. I believe he is a pizza delivery person, if so he does allot of stop and go driving you know

Writer thanked Valarie.

****Will advised cust of DLR findings***

*** PHONE LOG 06/05/2007 02:39 PM US Mountain Standard Time EEscobedo Action Type:Outgoing call
Writer advised cust:
1. Spoke to DLr about cust veh
2. Tranny fluid is normal wear
3. Veh brakes are also considered normal wear.
4. As mentioned before to cust KMA must go by DLR diagnostic,
5. At this time it has been determined that the warranty repair performed for tranny is sufficient

Cust stated:
1. Well i dont accept that , i dont agree with it

Writer stated:
1. Sorry
2. If cust wishes he can go to another DLR for a second opinonion
3. However based on current info, KMA has fulfilled its obligation to repair any defective problem under warranty

Cust:
1. You keep telling me the same thing over and over

Writer:
1. Sorry
2. Writer must repeat the same thing because it is the policy KMA must follow
3. Please understand....

Cust yelled he does nto want to hear it, said goodbye and hung up.

*** CASE CLOSE 06/05/2007 02:39 PM US Mountain Standard Time EEscobedo

*** PHONE LOG 08/02/2007 03:11 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:
1. BEEN HAVING PROBLEMS WITH TRANSMISSION ON CAR SINCE PURCHASE OF VEHICLE
2. HAVE BEEN BACK TO SELLING DEALER (KS007) 10X SINCE PURCHASE
3. DEALER FINALLY FOUND SOMETHING IN SPRING AND RESET COMPUTER
4. ALL TIMES I HAD BEEN IN PRIOR THEY COULD NOT FIND ANYTHING BUT THEY DID NOT LOOK HARD ENOUGH.
5. CAR IS BEING TOWED TO (NV005)

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123565[redacted]	K1318000	26,040

ROELAND PARK KS[redacted] Prod Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

6. FIRST THING IS THAT I WANT A CAR TO DRIVE
7. NEXT THING IS THAT I AM NOT TAKING THIS CAR BACK
8. KMA NEEDS TO REPLACE THIS VEHICLE
9. WENT THROUGH ALL THIS BEFORE WHEN CAR WENT BACK TO DEALER (KS007)
10. NOT GOING TO DO THE PROCESS, WHAT I AM GOING TO DO IS GET AN ATTORNEY INVOLVED.
11. DEALER (KS007) WAS NOT REPORTING ALL VISITS I MADE TO DEALERSHIP WHEN THEY ADVISED NO PROBLEM FOUND.
12. DEALER SVC MGR (NV005) ADVISED ME TO CALL KCC AND ADVISE AND GIVE THEM A CASE NUMBER.
13. NOT GOING TO TAKE THIS CAR BACK, DONT CARE WHAT KMA PROCESSES ARE
14. I WILL BE IN VEGAS NEXT 10 DAYS
15. THE MOVE I WAS GOING TO MAKE DID NOT WORK OUT SO WILL BE GOING HOME IN 10 DAYS OR SO.
16. LETTING KMA KNOW WHAT MY INTENTIONS ARE SO MAYBE KMA WILL DO SOMETHING QUICK SO AS NOT TO MAKE THIS LONG DRAWN OUT PROCESS.

WRITER STATES:
1. APOLOGY FOR SITUATION
2. ADVISED THAT WRITER CAN FOLLOW UP WITH DEALER WHEN CAR IS IN SHOP
3. CAN GET CORRECT PEOPLE INVOLVED IN ADDRESSING REPAIRS.
4. CAN SEE PRIOR CALL TO KCC
5. IN REVIEW OF WARRANTY REPAIR HISTORY, NOT SEEING ANYTHING IN HISTORY REGARDING TRANSMISSION CONCERNS, WAS DEALER PROVIDING CUSTOMER WITH PAPERWORK ALL THE TIMES CUSTOMER TOOK CAR INTO SHOP FOR TRANSMISSION CONCERNS?
6. IF DEALER IS UNABLE TO VERIFY OR DUPLICATE CONCERNS, THEN CAN NOT FIX WHAT CAN NOT BE VERIFIED.
7. ADVISED THAT PROCESSES ARE PUT IN PLACE TO GET CORRECT PEOPLE INVOLVED WITH CONCERNS
8. ADVISED THAT PRIOR CALL TO KCC SHOWS CUSTOMER WAS IN PROCESS OF MOVING HAS CUSTOMER MOVED OR IS ADDRESS PROVIDED WHERE CUSTOMER NOW RESIDES?
9. ADVISED THAT KMA DOES HAVE TRIP INTERRUPTION BENEFIT FOR CUSTOMERS TRAVELING THAT ARE 150 MILES OR MORE FROM HOME ADDRESS WITH WARRANTY RELATED MECHANICAL DISABLEMENT THAT KEEPS CAR IN SHOP 24 HOURS OR MORE
10. BENEFIT WILL REIMBURSE REASONABLE EXPENSES FOR FOOD, LODGING AND ALTERNATE TRANSPORTATION.
11. BENEFIT HAS MAX ALLOWANCE OF $100.00 A DAY FOR A MAX OF 3 DAYS.
12. CUSTOMER CAN USE TRIP INTERRUPTION BENEFIT FOR ALTERNATE TRANSPORATION ASSISTANCE
13. IF REQUESTING VEHICLE BE REPLACED, KMA HONORS LAWS IN CUSTOMERS STATE
14. IF CUSTOMER FEELS VEHICLE MEETS PARAMETERS AS MANDATED BY STATE, CUSTOMER CAN FOLLOW STEPS IN WARRANTY AND CONSUMER INFO MANUAL TO PURSUE ARBITRATION PROCESS.
15. DID WANT TO ADVISE THAT IF CUSTOMER DOES GET AN ATTORNEY INVOLVED, KCC OR REGION WILL NOT BE ABLE TO SPEAK TO CUSTOMER, CONTACT WOULD BE THROUGH ATTORNEY'S
16. WRITER HAS NOTED CONCERNS AND WILL FORWARD TO APPROPRIATE DEPARTMENT.

*** PHONE LOG 08/02/2007 03:16 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123565[redacted]	K1318000	26,040

ROELAND ***PARK*** KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

WRITER STATES:
1. PLACED CALL TO DEALER (NV005) TO SPEAK TO SVC MGR
2. WRITER LEFT ON EXTENDED HOLD FOR SERVICE, NO ONE CAME ON LINE
3. WRITER ENDED CALL, NO MESSAGE LEFT.

*** PHONE LOG 08/02/2007 03:24 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO DPSM, DARRYL TRETTIN
2. ADVISED CAR BEING TOWED TO (NV005)
3. CUSTOMER REQUESTING RENTAL AND REPURCHASE/REPLACEMENT
4. STATED ATTORNEY INVOLVEMENT
5. ADVISED INFO PER PREVIOUS CASE NOTES
6. WANTED TO ADVISE DPSM AND WILL FOLLOW UP WITH DEALER.

DPSM DARRYL TRETTIN STATES:
1. WHAT KIND OF CAR AND YEAR?
2. DEALER IS GOOD ABOUT LETTING ME KNOW WHAT IS GOING ON
3. WILL GET DAIGNOSIS AND GO FROM THERE, THANKS FOR LETTING ME KNOW CUSTOMERS POSITION
4. LETS SEE WHAT DEALER COMES UP WITH ONCE CAR IS IN SHOP.

*** PHONE LOG 08/03/2007 09:22 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. LEFT MESSAGE FOR SVC MGR TO CALL WRITER WITH SHARON IN SERVICE (NV005)

*** PHONE LOG 08/03/2007 09:38 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO SVC MGR, KEVIN (NV005)
2. ADVISED THAT CUSTOMER CALLED KCC
3. REQUESTING REPURCHASE/REPLACEMENT AND CAR BEING TOWED TO DEALERSHIP
4. IS CAR IN SHOP?
5. HAS DEALER DIAGNOSED?
6. REVIEWED PRIOR HISTORY PER NOTES FROM PREVIOUS CALLS WITH DEALER (KS007)
7. ASKED IF DEALER CAN CALL KCC ONCE VEHICLE HAS BEEN DIAGNOSED?

DEALER STATES:
1. CAR IS HERE CURRENTLY
2. WE HAVE NOT DIAGNOSED YET
3. CUSTOMER DID GO ON AND ON REGARDING CONCERNS WITH DEALER IN KANSAS
4. TOLD CUSTOMER WE WOULD WORK HIM IN TODAY
5. WILL CALL WRITER BACK ONCE WE HAVE DIAGNOSIS.

*** PHONE LOG 08/03/2007 09:46 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(KEVIN-NV005):
1. DID GET DIAGNOSIS ON VEHICLE
2. THE PROBLEM WITH TRANSMISSION WAS DUE TO ***SHIFT***ER ***CABLE*** IT CAME OUT OF BRAKET

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123565[redacted]	K1318000	26,040

ROELAND ***PARK*** KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

3. VEHICLE IS NOW REPAIRED AND CUSTOMER IS PICKING UP CAR.

WRITER STATES:
1. HAS CUSTOMER BEEN ADVISED?
2. IS HE PICKING UP CAR?
3. THANKS FOR INFO.

*** PHONE LOG 08/03/2007 10:23 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO CUSTOMER
2. ADVISED THAT WRITER HAD BEEN SPEAKING TO SVC MGR, KEVIN (NV005)
3. DEALER DID ADVISE THEY HAVE REPAIRED VEHICLE
4. FOUND ***SHIFT***ER ***CABLE*** LOOSE
5. DEALER NOT FINDING ANY OTHER CONCERNS WITH TRANSMISSION AND STATES VEHICLE IS REPAIRED.
6. IF CUSTOMER CONTINUES TO HAVE ONGOING CONCERNS, CAN CALL KCC BACK FOR ADDITIONAL FOLLOW UP

CUSTOMER STATES:
1. I AM RETURNING RENTAL VEHICLE NOW
2. NOT REALLY SURE HOW I FEEL ABOUT THIS
3. BEEN HAVING PROBLEMS FOR LONG TIME
4. WILL THINK ABOUT WHAT I WILL DO AND GO FROM THERE.

*** CASE CLOSE 08/03/2007 10:26 AM US Mountain Standard Time TDonnelly

*** PHONE LOG 08/27/2007 10:57 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Customer states:
1. <<<<repeated above info>>>>
2. I would like to know the process on how to get trip interruption
Wtr states:
1. Apologize
2. Advs process of trip interruption
3. Provided Medford address to submit receipts for evaluation of reimbursement
Customer states:
1. Ok thank you
2. I have another issue to address
3. My vehicle is down again and is at the Kia dealership KS007 Shawnee Mission Kia
4. For the transmission again
5. I am going to file for lemon law
6. I have my WCIM and I qualify
7. If kia is willing to replace my vehicle maybe I won't get lawyers involved
8. But I am starting the process
Wtr states:
1. Apologized
2. Advs escalating to high dept
Customer states:
1. Do what you have to do, I am filing for lemon law

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123565[redacted]	K1318000	26,040

ROELAND PARK KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

Customer thanked and call ended

*** PHONE LOG 08/27/2007 11:01 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Called Shawnee Mission Kia KS007 spoke with SM who states:
1. The vehicle is back for the same problem
2. This guy has gone all the way up to the owner
3. We have not got a chance to look at it
4. Hopefully I will get to it today

*** NOTES 08/27/2007 11:01 AM US Mountain Standard Time JSinclair Action Type:Manager review
DISPATCHING CASE TO THE REGION FOR THE FOLLOWING REASONS:
1. Vehicle is back at the dealership for the 3rd time for the same problem
2. Customer is filing for lemon law
3. Contact customer

*** NOTES 08/27/2007 06:46 PM Central Daylight Time MWilliams Action Type:Manager review
FILE ACCEPTED AND ASSIGNED TO AJM FOR HANDLING

*** PHONE LOG 08/29/2007 07:59 AM US Mountain Standard Time TLarson Action Type:Incoming call
CUSTOMER ADVISED

1 CAN YOU CONSOLIDATE MY FILES
2 I HAVE SPOKEN TO THIS OFFICE BUT NOBODY HAS EVER CALLED ME BACK
3 I WANT KIA TO BUY MY CAR BACK

WRITER ADVISED

1 WE HAVE BEEN IN COMMUNICATION WITH YOU SINCE 6/5/07
2 I SEE THAT YOU SPOKE WITH THIS OFFICE ON 8/27/07
3 THE CASE WAS FORWARDED TO OUR REGIONAL OFFICE
4 THE CASE WAS BEING WORKED ON BY ANITA
5 I WILL SEE IF SHE IS AVAILABLE
(PUT CUST ON HOLD)

WRITER CALLED REGIONAL ANALYST ANITA MAY

1 SHE IS ON THE OTHER LINE,
2 WRITER LEFT VOICEMAIL ADVISING OF HEADS UP
3 EXPLAINED THAT YOU WERE JUST ASSIGNED THIS CASE, CUSTOMER SEEKING CALL BACK
4 PLEASE CALL HIM AT THE LISTED NUMBER

WRITER ADVISED CUSTOMER

1 I HAD TO LEAVE A MESSAGE FOR THE REGIONAL PERSONELL ANITA
2 PROVIDED ALL REGIONS 800# AND EXT TO ANITA
3 ADVISED I LEFT ANITA A VOICEMAIL ADVISING HER OF YOUR CALL
4 SHE WILL BE ASKED TO CALL YOU BACK AT THE LISTED NUMBER

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123565[redacted]	K1318000	26,040

ROELAND PARK KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

CUSTOMER ADVISED

I OK THANK YOU

*** PHONE LOG 08/29/2007 12:29 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST, MR. TATE:
1. MR[redacted] WAS AT THE HEALTH CLUB WORKING OUT
2. WTR CALLED CUST BACK TO LEAVE CONTACT INFORMATION
3. CUST STATED HE WILL CONTACT WTR IN THE MORNING TO DISCUSS CASE FURTHER

WTR TO FU W/CUST 8/30/07 IF NO CB RCV'D BEFORE NOON

*** NOTES 08/29/2007 01:02 PM Pacific Daylight Time Alrby Action Type:Facsimile rec.
CRCA RCV'D BBB FAX FILE # KIA0752081 WHICH INCLUDES:
1. CCF - DATED 8/29/07 AND RCV'D 8/29/07
   A. GRABBING IN TRANS -NOT ***SHIFT***ING INTO 3RD ***GEAR*** PROPERLY - CURRENT - YES
   B. POOR GAS MILEAGE - GETTING 18-19 MPH - CURRENT- YES
   C. TRANS FLUID WAS BLACK - CURRENT - YES
   D. VEH WOULDN'T GO INTO ***GEAR*** AND WOULDN'T START - CURRENT - YES

RESOLUTION SOUGHT:
1. THE CUSTOMER WOULD LIKE TO HAVE THE VEHICLE REPLACED OR REPURCHASED WITH A NEW ONE.

All CREATED HARD FILE AND TO REVIEW WITH AJM FOR CCF DECISION FOR ELIGIBLE THIS DATE

*** PHONE LOG 08/30/2007 08:37 AM Pacific Daylight Time Alrby Action Type:Outgoing call
WTR REVIEW CASE WITH RCAM AND TODD @ BBB THIS DATE STATING:
1. CUST DOES NOT QUALIFY FOR LEMON LAW OR NON LEMON LAW ASSISTS AT THIS TIME

All TO CALL FOR DOC'S THIS DATE

*** NOTES 08/30/2007 11:23 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR TO MAKE FU CALL TO DLR 8/31/07 IF NO DOC'S RCV'D BY COB:

*** PHONE LOG 08/31/2007 08:54 AM Pacific Daylight Time Alrby Action Type:Outgoing call
WTR S/W SM KURT @ SHAWENEE MISSION KIA
1. REQ SALES AND SERVICE DOC'S
2. PROVIDED FAX #

WTR FORWARDED HARD FILE TO AJM FOR FURTHER CASE HANDLING

*** NOTES 08/31/2007 09:26 AM Pacific Daylight Time Alrby Action Type:Facsimile rec.

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123565[redacted]	K1318000	26,040

ROELAND ***PARK*** KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

1 HELLO ANITA, THIS IS THE CHRONOLOGY OF ALL OF THE PROBLEMS I'VE HAD WITH MY 06 OPTIMA UP TO THIS POINT:

A. PURCHASED THE AUTO ON 8/17/06, I CAME BACK TO THE DEALER THE VERY NEXT DAY 8/18/06, AND TOLD MANAGER I WAS EXPERIENCING PROBLEMS WITH THE TRANSMISSION

B. I RETURNED TO THE DEALER THE FOLLOWING WEEK, APPX 8/23/06. I TOLD SM, I WAS STILL EXPERIENCING A LURCHING IN 3RD ***GEAR*** AND THAT I WAS ONLY GETTING ABOUT 18 MPG.

C. APP 9/15/06 - RETURNED TO THE DEALER COMPLAINING OF SAME TRANSMISSION PROBLEM, POOR GAS MILEAGE AND NOW THERE WAS A BUZZING SOUND COMING FROM THE DASH.

D. FROM THE TIME PERIOD OF SEPTEMBER TO ABOUT APRIL I CAME IN APPROX ONCE OF TWICE A MONTH TO HAVE THEM TEST DRIVE THE CAR.

E. IN FEBRUARY OF 2007, I TOOK MY CAR TO AN INDEPENDENT AUTO MECHANIC. HE STATED THAT HE FELT A PULLING IN 3RD ***GEAR*** AND THAT HE THOUGHT THERE WAS EXCESSIVE METAL SHAVINGS ON THE MAGNETIC NUT OF THE TRANSMISSION DRAIN PLUG FOR THAT MANY MILES.

G. IN APRIL OR MAY OF 2007 ONE OF THEIR TECHNICIANS DID FINALLY FEEL THE GRABBING SENATION I HAD BEEN DESCRIBING ALL ALONG. THE RESET THE COMPUTER THAT CONTROLS THE TRANSMISSION AND THE CAR DROVE SMOOTHY FOR APPROX. ONE DAY AND A HALF, THEN THE GRABBING AND LURCHING 3RD ***GEAR*** RETURNED.

H. ALSO IN MAY ON 2007 I HAD THE BRAKES CHECKED AT LOCAL FIRESTONE AND THEIR OPINION WAS THAT ONE OF THE CALIPERS WAS HANGING UP AS ONE SIDE BRAKE PADS WERE HALF THE SIZE OF THE OTHER. I TOOK IT TO SHAWNEE MISSION KIA AND THEY REFUSED TO ACKNOWLEDGE THAT THERE WAS A PROBLEM WITH THE CALIPERS. I DROVE THE CAR WITH THE CURRENT SM AND I WAS HEARING THE BUZZING NOISE WHILE D ROVING THE CAR. HE REFUSED TO ACKNOWLEDGE THAT WAS SUCH A NOISE. WE KEPT DRIVING AND I KEPT POINTING IT OUT 5 OR 6 DIFFERENT TIMES-BUT HE SAID COULD NOT HEAR IT.

I IN MAY 2007 SHAWNEE MISSION KIA CHECK THE TRANSMISSION FLUID AND STATED THAT IT WAS BLACK AND NEEDED TO BE REPLACED THAT TIME THERE WAS 17,000 MILES ON THE CAR AND THE RECOMMENDED FLUID CHANGE WAS LISTED AT 30,000.

J. IN EARLY AUGUST ON 2007 I WAS UNABLE TO PUT MY CAR IN ANY ***GEAR***

K. IN LATE AUGUST OF 2007 I WAS AT WORK AND ATTEMPTED TO PUT THE CAR IN ***PARK*** THE CAR STARTED ***ROLL***ING BACKWARDS DOWN A HILL EVEN THOUGH IT WAS IN ***PARK***.

IN SUMMARY , I AM HIGHLY DISAPPOINTED WITH MY 2006 KIA. AT THIS POINT MY ONLY OPTION IS FOR KIA TO DISSOLVE THE DEAL AND RE-PURCHASE MY CAR.

THANK YOU ANITA FOR TAKING THE TIME TO REVIEW THE PROBLEMS I'VE HAD WITH THIS CAR. I HOPE WE CAN SETTLE THIS WITHOUT ME HAVING TO TAKE FURTHER LEGAL ACTION

*** NOTES 08/31/2007 09:27 AM Pacific Daylight Time Alrby Action Type:Correspondence rec.
AFOREMENTIONED TO LTR ABOVE:
1. INFO ADDED TO HARD FILE AND FORWARDED TO AJM FOR FURTHER CASE HANDLING

*** PHONE LOG 09/05/2007 12:09 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
CUST CALLED TO CONFIRM RECEIPT OF FAX THAT WAS SENT LAST WEEK:

WTR TO FU W/DLR FOR STATUS OF DOC'S REQ'D

*** PHONE LOG 09/05/2007 12:15 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SM KURT @ SHAWNEE MISSION KIA:
1. WTR REQ'D SALES AND SERVICE DOC'S

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123565[redacted]	K1318000	26,040

ROELAND PARK KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

2. SM STATED THAT THE WARRANTY CLERK SHOULD HAVE THOSE DOC'S TO ME TODAY

WTR TO FU W/DPSM STEVE LOCKWOOD 9/6/07 IF NO DOC'S RCV'D BY COB

*** PHONE LOG 09/05/2007 12:17 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MR.[redacted]
1. WTR CONFIRMED RECEIPT OF FAX
2. WTR ADVISED CUST THAT SHE WAS IN CONTACT W/DLR FOR SALES AND SERVICE DOC'S

WTR TO FU W/DPSM STEVE LOCKWOOD 9/6/07 IF NO DOC'S RCV'D BY COB

*** NOTES 09/06/2007 04:28 PM Pacific Daylight Time AnitaMay Action Type:E-mail sent
WTR SENT MSG REQUESTING ASSISTANCE IN OBTAINING DOC'S THIS DATE:

WTR TO FU W/DPSM 9/10/07 IF NO DOC'S RCV'D BY COB

*** NOTES 09/11/2007 10:40 AM Pacific Daylight Time Alrby Action Type:Correspondence rec.
WTR REC'D VIA FED FROM SHAWNEE MISSION KIA WHICH INCLUDES:
1. SALES AND SERVICE DOC'S

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

*** NOTES 09/11/2007 02:55 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR TO REVIEW DOC'S RCV'D TO PREPARE FILE FOR RO RECAP 9/14/07:

*** PHONE LOG 09/21/2007 09:05 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR SM KEVIN @ WORLD KIA IN NEVADA NV005:
1. REQ'D RO # 23034
2. PROVIDED CB AND FAX #

WTR TO FU W/DLR LATER TODAY IF NO DOC'S RCV'D AS WTR IS TRYING TO COMPLETE RECAP

*** NOTES 09/21/2007 04:14 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR COMPLETED RO RECAP THIS DATE:

WTR TO REVIEW CASE W/RCAM 9/24/07 FOR DIRECTIVE

*** NOTES 09/24/2007 09:39 AM Pacific Daylight Time Alrby Action Type:Facsimile rec.
WTR REC'D VIA BBB FAX FILE # KIA0752081 WHICH INCLUDES:
1. CLOSE LETTER WITH FOLLOWING PARAMETERS:
A. THANK YOU FOR YOU INTEREST IN BBB AUTO LINE , BUT UNFORTUNATELY, AFTER REVIEWING YOUR CLAIM AND THE PROGRAM , I HAVE DETERMINED THAT YOUR VEHICLE EXCEEDS THE MILEAGE REQUIREMENT FOR FILING WITH THE BBB AUTO LINE PROGRAM.

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123565[redacted]	K1318000	26,040

ROELAND PARK KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

*** PHONE LOG 09/24/2007 11:23 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR RCV'D MSG FROM CUST, MR.[redacted]
1. VEH BROKE DOWN AGAIN THIS WEEKEND
2. JUST LOST TWO MORE DAYS OF WORK BECAUSE OF IT
3. UP ALL NIGHT STRESSING OUT OVER THIS
4. CUST HAD VEH TOWED TO DLR
5. PROVIDED CB #

WTR TO REVIEW CASE W/RCAM THIS DATE

*** PHONE LOG 09/24/2007 11:27 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W JOHN SIMS @ SHAWNEE MISSION KIA:
1. SM STATED HE OFFERED TO TRADE CUST OUT OF VEH THIS DATE
2. SM STATED VEH HAS OVER 27K MILES
3. WTR ADVISED SM THAT CUST FILED CASE W/BBB BUT IS INELIGIBLE TO PROCEED

WTR TO REVIEW CASE W/RCAM THIS DATE

*** PHONE LOG 09/25/2007 07:52 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST, MR. TATE ON 9/24/07 @ 5:07 P.M. AND FAILED TO UPDATE CASE ACCORDINGLY:
1. WTR ADVISED CUST THAT HIS VEH WAS INELIGIBLE TO FILE THROUGH THE BBB AUTO LINE PROGRAM
2. WTR ALSO ADVISED CUST THAT IF VEH WAS TO BE REPURCHASED HE WOULD BE CHARGED A FULL USAGE FEE
3. CUST STATED HE TOOK VEH BACK THE VERY NEXT DAY TO TRADE IT IN BECAUSE OF TRANS PROBLEMS
4. CUST IS GOING TO SEE ASSISTANCE FROM ATTORNEY IF HE DOESN'T GET DESIRED RESULTS

WTR TO FU W/DLR FOR ADDITIONAL INFO ON CUST CONCERN

*** PHONE LOG 09/25/2007 07:56 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W

*** PHONE LOG 09/25/2007 10:26 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SM JOHN SIMS @ SHAWNEE MISSION KIA:
1. WTR ASKED SM WHAT CAN BE DONE TO MAKE CUST HAPPY
2. DLR TO CONTACT CUST TO MAKE OFFER

WTR TO FU W/DLR 9/26/07 IF NO CB RCV'D BEFORE THEN

*** PHONE LOG 09/27/2007 11:11 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
CUST LM FOR WTR:
1. CUST STATED DLR CONTACTED HIM TO MAKE OFFER BUT CUST WASN'T WILLING TO ACCEPT IT
2. CUST IS GOING TO FORWARD VEH HISTORY TO AG'S OFFICE AND HAS CONTACTED A LAWYER
3. CUST STATED $2,700 OUT OF POCKET IS UNACCEPTABLE

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123565[redacted]	K1318000	26,040

ROELAND PARK KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

4. CUST WILL ASK FOR PAIN AND SUFFERING AND LOST WAGES FOR THE STRESS THAT THE OWNERSHIP OF THIS VEH HAS CAUSED
5. CUST IS ASKING FOR STRAIGHT UP TRADE AND WOULD NOT LIKE TO PAY MORE MONEY TO GET INTO A VEH OF LESSER VALUE

WTR TO FU W/CUST LATER TODAY

*** PHONE LOG 09/28/2007 12:31 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MR. [redacted]:
1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/CUST 10/1/07 IF NO CB RCV'D BY COB

*** PHONE LOG 10/02/2007 03:01 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR RCV'D CB FROM CUST THIS DATE:

WTR TO FU W/CUST 10/3/07

*** PHONE LOG 10/04/2007 10:39 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MR. [redacted]
1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/CUST 10/5/07 IF NO CB RCV'D BY COB

*** PHONE LOG 10/08/2007 08:05 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MR. [redacted]:
1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/CUST 10/6/07 IF NO CB RCV'D BY COB

*** PHONE LOG 10/08/2007 09:13 AM Pacific Daylight Time AnitaMay Action Type:Incoming call
CUST LM FOR WTR:
1. REQ'D CB
2. PROVIDED CB #

WTR TO FU W/CUST THIS DATE

*** PHONE LOG 10/08/2007 09:25 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W SM JOHN SYMS @ SHAWNEE MISSION KIA:

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123565[redacted]	K1318000	26,040

ROELAND PARK KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

2. SM STATED CUST IS BLOWING HIM OFF
3. SM WAS WAITING UNTIL CUST COOLED OFF

WTR TO FU W/CUST, MR[redacted] WITH EXISTING GW OFFER

*** PHONE LOG 10/08/2007 04:35 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
CUST IS DISSATISTIED WITH OFFER AND WILL PROCEED OTHERWISE:

*** NOTES 10/09/2007 04:27 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR TO REVIEW CASE W/RCAM UPON RETURN:

*** NOTES 10/10/2007 01:22 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR UNABLE TO REVIEW CASE W/RCAM AS SHE IS OUT OF THE OFFICE THIS DATE:

WTR TO SCHEDULE FU FOR 10/12/07

*** NOTES 10/12/2007 04:30 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR UNABLE TO REVIEW CASE W/RCAM AS SHE IS OUT OF THE OFFICE:

WTR TO FU W/RCAM 10/15/07

*** PHONE LOG 10/16/2007 08:48 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR S/W CUST, MR[redacted]:
1. WTR ASKED CUST WHAT HE THINK A FAIR AMOUNT OF COMPENSATION WOULD BE
2. CUST STATED 4K SINCE HIS VEH IS ONLY WORTH 9K NOW
3. WTR ADVISED CUST TO CONSIDER THE MILEAGE THAT HAS BEEN PUT ON VEH
4. WTR ADVISED CUST TO REVIEW DESIRED AMOUNT AND CONTACT WTR BACK

WTR TO FU W/CUST LATER TODAY IF NO CB RCV'D FOR UPDATED AMOUNT

*** PHONE LOG 10/16/2007 02:42 PM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MR[redacted]:
1. REQ'D CB
2. PROVIDED CB #

WTR TO CLOSE CASE THIS DATE IF NO FURTHER CONTACT IS MADE BY CUST

*** PHONE LOG 10/16/2007 03:46 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST, MR.[redacted]:
1. CUST ADVISED WTR THAT AFTER CAREFUL THOUGHT AND CONSIDERATION HE THOUGHT 4K WAS A FAIR FIGURE
2. WTR IS NOT WILLING TO OFFER THAT MUCH IN GOOD WILL
3. CUST STATED HE WOULD CONTACT LAWYER TO DISCUSS OFFER

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123565[redacted]	K1318000	26,040

ROELAND PARK KS [redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

WTR TO CLOSE CASE THIS DATE

*** PHONE LOG 10/16/2007 03:50 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST, MR. [redacted]
1. CUST ADVISED WTR THAT HIS ATTORNEY WAS OUT OF TOWN AND HE WAS TIRED OF DRAGGING THIS ALONG
2. CUST STATED HE WOULD ACCEPT MY GOODWILL OFFER OF 6 CAR PAYMENTS @ $272.06 EACH

WTR TO SEND OFFER LTR AND RELEASE 10/17/07

*** NOTES 10/17/2007 02:43 PM Pacific Daylight Time AnitaMay Action Type:Correspondence sent
WTR COMPOSED OFFER LETTER AND RELEASE TO SEND TO CUST THIS DATE:

WTR TO FU W/CUST 10/23/07 IF NO SIGNED DOC'S RCV'D BEFORE THEN

*** NOTES 10/17/2007 05:22 PM Central Daylight Time MSandoval Action Type:Correspondence sent
WTR SENDING VIA FED-EX TO CUSTTHIS DATE WHICH INCLUDES:
1.GOODWILL OFFER LETTER
2.SETTLEMENT AGREEMENT & GENERAL RELEASE

TRACKING # OUTGOING 902075131681
TRACKING# INCOMING 902075131692

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

*** PHONE LOG 10/23/2007 11:17 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MR. [redacted]:
1. WTR CALLING TO CONFIRM RECEIPT OF FED-EX PACKAGE
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/CUST 10/25/07 IF NO CB OR SIGNED DOC'S RCV'D BEFORE THEN

*** PHONE LOG 10/25/2007 08:43 AM Pacific Daylight Time AnitaMay Action Type:Outgoing call
WTR LM FOR CUST, MR. [redacted]
1. WTR CALLING TO CONFIRM RECEIPT OF FED-EX PACKAGE
2. REQ'D CB
3. PROVIDED CB #

WTR TO FU W/CUST 10/29/07 IF NO CB OR SIGNED DOC'S RCV'D BEFORE THEN

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123565[redacted]	K1318000	26,040

ROELAND **PARK** KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

WTR S/W CUST, MR. [redacted]
1. WTR INQUIRED AS TO WHETHER CUST RCV'D FED-EX PACKAGE
2. CUST STATED THAT HE HAD NOT RCV'D THE PKG
3. WTR CONFIRMED MAILING ADDRESS
4. CUST ASKED IF HE COULD CALL ME BACK AND END PHONE CALL
5. WTR TRACKED PKG AND FOUND THAT PKG WAS DELIVERED ON 10/18/07 TO ADDRESS ON FILE

WTR TO FU W/CUST 10/29/07 IF NO CB RCV'D BEFORE THEN

*** NOTES 10/26/2007 07:32 AM Pacific Daylight Time Alrby Action Type:Facsimile rec.
WTR REC'D VIA FAX FROM CUST THIS DATE WHICH INCLUDES:
1. SIGNED OFFER LTR

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

*** NOTES 10/26/2007 08:40 AM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR REVIEWED DOC'S RCV'D AND WTR TO ASSIGN CLARIFY CASE TO AII AND FORWARD HARD FILE TO PROCESS GOODWILL:

*** NOTES 10/26/2007 11:04 AM Pacific Daylight Time Alrby Action Type:Correspondence rec.
WTR REC'D HARD FROM AJM FOR GW PROCESSING ON 10/31

*** PHONE LOG 10/30/2007 03:12 PM Pacific Daylight Time AnitaMay Action Type:Incoming call
WTR S/W CUST, MR. [redacted]
1. CUST WAS CALLING TO CONFIRM RECEIPT OF FAXED OFFER LTR AND RELEASE
2. CUST ADVISED WTR OF NEW MAILING ADDRESS

WTR TO ADVISE AII OF CUST'S NEW ADDRESS BEFORE SENDING GOODWILL CHECK

*** NOTES 10/31/2007 04:28 PM Pacific Daylight Time Alrby Action Type:Correspondence sent
CRCA FORWARD HARD FILE TO AJM FOR GW REVIEW ON 11/1

*** NOTES 11/01/2007 05:54 PM Pacific Daylight Time Alrby Action Type:Correspondence sent
GW IN THE AMT OF $ 1632.36 PROCESSED IN AS400 FILE # 71773 MADE PAYABLE TO CUST AND FWRD TO BB @ NCA THIS DATE FOR PROCESSING

CRCA TO F/U WITH AS400 FILE ON 11/5 FOR GW REW DATE

*** NOTES 11/06/2007 08:15 AM Pacific Daylight Time Alrby Action Type:Correspondence rec.
PER AS400 FILE NCA REC'D GW REQ ON 11/5

CRCA TO F/U WITH NCA ON 12/14 IF CHECK IS NOT REC'D BY COB THIS DATE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123565[redacted]	K1318000	26,040

ROELAND PARK KS[redacted] Prod. Date: 5/30/06 Dealer: KS007 Shawnee Mission Kia

*** NOTES 12/04/2007 01:21 PM Pacific Daylight Time Alrby Action Type:Correspondence sent
CRCA SENT GW CHECK TO CUST THIS DATE VIA FED EX TRACKING # 9020 7513 6455

COPIES ADDED TO HARD FILE

*** CASE CLOSE 12/04/2007 01:22 PM Pacific Daylight Time Alrby
NO FURTHER ACTION NEEDED FROM CRCA. CASE FILE IN "PRIORITY -NON LEGAL" CABINET

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123375[redacted]	K1583845	10,000
Philadelphia, PA[redacted]		Prod. Date: 12/6/06	Dealer: PA048 Value Kia	

Case History Complaint Repair Assistance

*** PHONE LOG 05/04/2009 09:29 AM US Mountain Standard Time RChacon

*** PHONE LOG 05/04/2009 09:46 AM US Mountain Standard Time RChacon Action Type:Incoming call
GLADYS TAYLOR STATED:
1. I HAD A PROB WITH MY VEH YESTERDAY, IT WOULD NOT GO FORWARD, OR REVERSE
2. I HAD AAA TOW MY VEH TO PA048
3. THEY WILL NOT BE ABLE TO GET TO MY VEH UNTIL TOMORROW
4. I HAVE ALREADY HAD THIS SAME PROB HAPPEN ONCE BEFORE
5. I TALKED TO MY SALES PERSON @ PA048 TO SEE ABOUT GETTING ME INTO ANOTHER CAR, AND HE TOLD ME I HAD TO PAY THIS VEH OFF, AND MY DAUGHTERS VEH OFF
6. I SHOULD NOT BE HAVING THESE PROB'S WITH MY NEW CAR

WRITER STATED:
1. I APOLOGIZE FOR THE PROBLEM
2. UPDATED CONTACT INFO, NO RECALLS
3. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. WE DO NOT ASSIST WITH TRADING THE VEH
5. WE CAN ASSIST BY ENSURING ALL KIA RESOURCES ARE USED TO RESOLVE VEH PROB'S UNDER THE TERMS OF YOUR WARR
6. I WILL CALL DEALER TO GET MORE INFO ON THE STATUS OF VEH, AND WORK WITH THEM TO GET PROB FIXED
7. ONCE I HAVE INFO REGARDING YOUR VEH, I WILL FOLLOW UP WITH YOU
8. PROVIDED CASE #, AND EXT #

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 05/05/2009 09:52 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED PA048, SPOKE WITH SVC MGR DAN WHO STATED:
1. THE VEH CAME IN AND WE DID FIND A BAD ***SHIFT***ER
2. WE ORDERED THE SIFTER ASSY FOR VEH, AND WE SHOULD SEE IT ON WED

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 05/05/2009 09:54 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER AND STATED:
1. REITERATED INFO FROM SVC MGR DAN

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 05/07/2009 11:57 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER WHO STATED:
1. I DID GET THE VEH BACK, AND IT SEEMS OKAY

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123375[redacted]	K1583845	10,000
Philadelphia, PA [redacted]		Prod. Date: 12/6/06	Dealer: PA048 Value Kia	

WRITER STATED:
1. GREAT, IF YOU NEED FURTHER ASSISTANCE, PLEASE CALL BACK

*** CASE CLOSE 05/07/2009 11:58 AM US Mountain Standard Time RChacon

*** PHONE LOG 06/04/2009 06:13 AM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER RECEIVED CALL FROM CUSTOMER.
CUSTOMER STATED:
1.PROVIDED CASE NUMBER.
2. THE VEHICLE IS BACK AT THE VALUE KIA DEALER FOR ***SHIFT*** PROBLEMS AGAIN.
3. THE VEHICLE WOULD NOT REVERSE.
4. LAST 10/08 I HIT A NEIGHBORS CAR BECAUSE OF THIS PROBLEM.
5. I NEED THE VEHICLE TO DO THINGS FOR ME.
6. I AM AFRAID OF THIS VEHICLE AND I WOULDN'T PURCHASE ON AGAIN.

WRITER STATED:
1. SORRY FOR THE CONCERN.
2. WE CAN ASSIST BY ENSURING ALL KIA RESOURCES ARE USED TO RESOLVE VEH PROB'S UNDER THE TERMS OF YOUR WARR
3. WRITER WILL CALL DEALER TO GET MORE INFO ON THE STATUS OF VEH, AND WORK WITH THEM TO GET PROB FIXED
4. ONCE I HAVE INFO REGARDING YOUR VEH, I WILL FOLLOW UP WITH YOU
5. PROVIDED CASE #, AND EXT #

CUSTOMER STATED:
1. I'LL BE AT HOME.
2. THANK YOU.

*** PHONE LOG 06/05/2009 05:12 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT DAN SERVICE MANAGER AT Value Kia.
WRITER STATED:
1. CALLING FOR STATUS ON CUSTOMERS VEHICLE ***SHIFT*** CONCERNS..
2. PROVIDED CUSTOMERS INFO.

DAN STATED:
1. ON 10/17/08 A BUSHING FELL OFF AND WE REPLACED IT.
2. ON 5/4/09 THE ***SHIFT***ER ***GEAR***S WERE REPLACED.
3. YESTERDAY WE REPLACED THE ***SHIFT***ER ***CABLE*** .
4. WE TEST DROVE THE VEHICLE AND THE VEHICLE WAS ***SHIFT***ING FINE.
5. I PERSONALLY DROVE THE VEHICLE TO THE CUSTOMERS HOME LAST NIGHT.

WRITER STATED:
1. WRITER WILL FOLLOW UP WITH THE CUSTOMER .
2. THANK YOU.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123375[redacted]	K1583845	10,000
Philadelphia, PA [redacted]		Prod. Date: 12/6/06	Dealer: PA048 Value Kia	

*** PHONE LOG 06/09/2009 02:35 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER .
WRITER STATED;
1. WRITER CONTACT DAN SERVICE MANAGER AT Value Kia AND HE SAID THE REPAIRS WERE MADE AND VEHICLE WAS DELIVERED TO YOU.
2. HOW IS THE VEHICLE DRIVING/
3. IF ANY FURTHER PROBLEMS YOU CAN CALL WRITER/

CUSTOMER STATED;
1. THE VEHICLE IS DRIVING BETTER NOW.
2. I'LL HAVE TO WAIT AND SEE IF THE VEHICLE IS FINE AFTER DRIVING FOR A WHILE?
3. I'LL LET YOU KNOW?
4. THANK YOU.

*** CASE CLOSE 06/09/2009 02:35 PM US Mountain Standard Time ELeon

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA EX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123475[redacted]	K1593394	18,000
Rodchester, NY [redacted]		Prod. Date: 4/18/07	Dealer: NY082 Fuccillo Kia	

Case History Complaint Repair Assistance

*** PHONE LOG 05/28/2009 12:37 PM US Mountain Standard Time RSabin
CUST STATED:

1. I HAD ONE OF MY KID'S CLIMB OVER THE SEAT AND ACCIDENTLY HIT MY ***GEAR SHIFT*** AND IT WENT INTO NEUTRAL AND STARTED ***ROLL***ING
2. I'M IN MY VEH NOW AND I CAN PUT MY VEH IN ANY ***GEAR*** WITH OUT HAVING THE KEY IN THE IGNITION
3. I WAS WONDERING IF THIS WAS NORMAL OR IS SOMETHING BROKEN

WRITER ADVISED:
1. APOLOGIZED FOR PROBLEM
2. THIS WOULD NOT BE A NORMAL OPERATION OF THE VEH
3. I WOULD RECOMMEND TAKING THE VEH TO THE DLR SO THEY CAN DIAGNOSE
4. PROVIDED LOCAL DLR INFO

CUST STATED:
1. OK THANKS

*** CASE CLOSE 05/28/2009 12:37 PM US Mountain Standard Time RSabin

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123X75[redacted]	K1469128	6,500
Youngstown, OH [redacted]		Prod. Date: 10/27/06	Dealer: OH044 Taylor Kia of Boardman	

Case History Complaint Repair Assistance

*** PHONE LOG 07/08/2008 09:59 AM US Mountain Standard Time ATorres
Customer states:

1. I cant move the vehicle in to ***GEAR***.
2. This happened to me about 3 months ago.
3. Dlr said it was the tumbler pin.
4. Why do I keep having this problem.
5. My neighbors had to push me back into the driveway.
6. I had the vehicle towed to the dlrshp last time.

Writer states:
1. Updated, no recalls.
2. Apologized.
3. Adv veh would need to back to Kia dlrshp.
4. Will follow up with dlrshp and Kia rep.
5. Adv will repair veh under warranty.
6. Provided file number and writers ext.

Customer states:
1. Ok.
2. Thank you

Transferred customer to RSA.

*** PHONE LOG 07/09/2008 02:27 PM US Mountain Standard Time ATorres Action Type:Incoming call
Writer called dlr Taylor Kia of Boardman left no answer, no VM

*** PHONE LOG 07/10/2008 09:32 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Writer called dlr Taylor Kia of Boardman, spoke to Ken srv mgr and stated:
1. Adv of reason for call.

Ken stated:

1. Customer could not ***SHIFT***.
2. A ***CABLE*** popped off and it doesn't let the vehicle go into ***GEAR***.
3. We have fixed it by adding a pin.
4. The vehicle is finished.
5. I just need to call her.
6. She would be able to pick up later on today.

*** PHONE LOG 07/10/2008 09:33 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Writer called customer and stated:
1. Adv of srv mgr info.

Customer states:
1. Ok, Thanks

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123365[redacted]	K1300257	23,000
Bronz, NY[redacted]		Prod. Date: 2/17/06	Dealer: NY079 Giuffre Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 04/17/2007 06:33 AM US Mountain Standard Time RBussey
Svc Mgr Ricky from NY052 called:
1. I would like to know about getting customer towed to my dlr.
2. R/A said
   a. Cusotmer would be charged $93.00
   b. They wouldn't take veh there anyway.

Writer stated:
1. Sorry
2. Explained R/A coverage.
3. Explained that R/A Servie Providers will not always travel that distance.
4. You should call Vito for further assitance

*** CASE CLOSE 04/17/2007 06:33 AM US Mountain Standard Time RBussey

*** PHONE LOG 06/11/2007 10:58 AM US Mountain Standard Time LColema Action Type:Incoming call
Cust States Mr. Waldlow son:
1. In April, Popular Kia NY052 installed new engine in veh after mother drove thru water.
2. Then the oil leaked out.
3. Veh went back to Popular Kia.
4. Dlr stated they forgot a part & repaired veh.
5. Now there is a knocking noise in the engine.
6. Mother took veh to other dlr in Brooklyn.
7. Dlr stating veh needs new motor, but not a warranty issue.
8. Dlr states veh will have to go back to Popular Kia.
9. Now calling you for assistance.
10. Haven't spoken to Popular Kia.

Writer states:
1. Updated, no recalls.
2. Since Popular Kia did the work on the engine, veh will have to go back to there.
3. Kia dlrshps are independently owned & operated.
4. Kia does not own the dlrshps.
5. If a dlr completed some work & that work was not completed correctly, then not a warranty issue.
6. Another dlr is not going to be able to correct what Popular Kia did or didn't do.
7. Adv cust to take veh back to Popular Kia.
8. Provided file number & writer's ext.
9. Adv cust to call writer back when veh is back at Popular Kia & need further assistance.

*** CASE CLOSE 06/11/2007 10:58 AM US Mountain Standard Time LColema

*** PHONE LOG 06/11/2007 12:50 PM US Mountain Standard Time LColema Action Type:Incoming call
Cust States Mr. Waldlow:
1. Popular Kia will not take veh back.
2. Giuffre Kia states all the oil leaked out.
3. Popular Kia installed new engine.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123365[redacted]	K1300257	23,000
Bronz, NY[redacted]		Prod. Date: 2/17/06	Dealer: NY079 Giuffre Kia	

Writer put cust on hold & called NY052 Popular Kia, spoke with Rick srv mgr who states:
1. This veh was involved in an accident shortly after we installed the veh.
2. There was damage to the front end including the radiator & there was oil on the side of the veh.
3. Driver's side air bag deployed & passenger side tire blew out.
4. Cust drove veh around for 2 days after accident.
5. There were no fluids left in the veh.
6. We are not taking this veh back.

Writer went back to cust & stated:
1. Will need to speak with Giuffre Kia.
2. Will call cust back at[redacted]
3. Was cust in an accident?

Cust States:
1. Small fender bender, no real damage to veh.

Writer called NY079 Giuffre Kia, spoke with Chris srv mgr who stated:
1. Veh was driven without oil.
2. Oil leaked out.
3. There is no damage to this veh from an accident that we can see.

Writer called NY052 Popular Kia spoke to Rick srv mgr & stated:
1. Adv of Giuffre Kia srv mgr information.

Rick stated:
1. We saw veh after accident.
2. Cust must have had veh repaired.
3. We are not taking this veh back.
4. We did not cause oil to leak out of veh.

Writer called cust & stated:
1. Apologized, but srv mgr at Popular Kia is not going to accept responsibility.
2. Would be nothing more writer could do to assist.
3. Dlrs are independently owned & operated.
4. Kia does not own the dlrshps.
5. Cust will have to take this up with dlr.

Writer called DPSM VSampogne, left VM message stating:
1. Adv of situation with dlrs & veh.
2. Will send case.
3. Adv cust nothing more writer could do.

*** EMAIL OUT _ LColema Action Type:External email
Send to:[VSampogne@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 949.595.5802 AND delete this email.

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Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123365[redacted]	K1300257	23,000

Bronz, NY[redacted] Prod. Date: 2/17/06 Dealer: NY079 Giuffre Kia

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*** PHONE LOG 06/13/2007 08:59 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called DPSM VSampogne & stated:
1. Again adv of veh.
2. Writer waiting for call back from DPSM.

DPSM states:
1. I need to inspect veh.
2. Will be at dlr on Monday.
3. Let cust know.

Writer called cust spoke with Mrs.[redacted] & stated:
1. Adv Kia rep will be at dlr on Monday to inspect veh.
2. Writer will call cust back after veh has been inspected.

Writer called NY079, spoke with Chris srv mgr & stated:
1. DPSM will be at dlr to inspect cust veh.

*** PHONE LOG 06/20/2007 06:15 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer called NY079 several times, no answer, then disconnected.

Writer called DPSM VSampogne & stated:
1. Did DPSM look at this veh on Monday.

DPSM states:
1. No, will be at dlr on Friday.

Writer called cust & stated:
1. Adv of DPSM information.

Cust Mr.[redacted] states:
1. Received call from dlr yesterday stating that veh had been looked at & repairs had been approved.

Cust States:
1. Will call dlr.

Writer called NY052, left message with Angelica for Chris srv mgr requesting call back.

*** PHONE LOG 06/25/2007 09:40 AM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called NY052, srv phone rang & rang, no answer, no VM

Writer called DPSM VSampogne & stated:
1. DPSM suppose to look at this veh on Friday.
2. What is status?
3. Please call back.

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123365[redacted]	K1300257	23,000
Bronz, NY [redacted]		Prod. Date: 2/17/06	Dealer: NY079 Giuffre Kia	

*** PHONE LOG 06/28/2007 11:35 AM US Mountain Standard Time LColema Action Type:Incoming call
Cust States:
1. Veh still at dlr.
2. Kia should just give me another veh since having to replace motor again.
3. Dlr stating Kia has not sent parts.

Writer States:
1. Apologized.
2. Will call dlr & call cust back.

Writer called NY079, spoke with Tommy srv adv who stated:
1. Srv mgr at lunch.
2. DPSM approved repairs but waiting for part.
3. Part has been ordered.
4. Don't have part number.

Writer called NY079 spoke with Phillip in parts who stated:
1. Provided part number 123Y125H00, order number CK0620
2. Has been shipped from CA.
3. Should be here any day now.

Writer checked AS400, indicates part is be delivered today.

Writer called cust & stated:
1. Adv of part information.
2. Writer will follow with dlr tomorrow.
3. Will call cust back after speaking with dlr.

*** PHONE LOG 07/03/2007 10:59 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer received VM message from cust stating:
1. Have a big problem.
2. Please call back.

Writer called NY079, spoke with Phillip in parts who stated:
1. Engine came in for veh.

Phillip transferred writer to srv, spoke with John srv mgr who stated:
1. Engine is here but we haven't had time to work on veh.
2. Will have veh ready by next Tuesday.
3. Just haven't had time to start working on the veh.

Writer called cust & stated:
1. Adv of srv mgr information.
2. Apologized for situation.
3. Writer will follow up with dlr on Friday for status.
4. Will call cust back.

*** COMMIT 07/03/2007 11:00 AM US Mountain Standard Time LColema Action Type:Callback Required

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123365[redacted]	K1300257	23,000
Bronz, NY [redacted]		Prod. Date: 2/17/06	Dealer: NY079 Giuffre Kia	

*** CASE CLOSE 07/03/2007 11:05 AM US Mountain Standard Time LColema

*** PHONE LOG 07/05/2007 01:35 PM US Mountain Standard Time LColema Action Type:Incoming call
Cust States Mr.[redacted]son:
1. Mother request that you call dlr to find out status of repairs.

Writer called NY079, spoke with John who stated:
1. Scheduled to have veh done by Monday.

Writer went back to cust & stated:
1. Working on veh now.
2. Stated would have veh ready by Monday.
3. Writer will follow up with dlr on Monday.

*** COMMIT 07/05/2007 01:36 PM US Mountain Standard Time LColema Action Type:Callback Required

*** CASE CLOSE 07/05/2007 01:36 PM US Mountain Standard Time LColema

*** PHONE LOG 07/09/2007 01:14 PM US Mountain Standard Time LColema Action Type:Outgoing call
Writer called NY079, spoke with John srv adv who stated:
1. Veh is ready, just want to test drive to make sure everything is ok.
2. Cust is picking up veh tomorrow.

Writer called cust, left VM message stating:
1. Adv of John's information.
2. If need further assistance, please call writer back.

*** CASE CLOSE 07/09/2007 01:30 PM US Mountain Standard Time LColema

*** PHONE LOG 07/23/2007 06:55 AM US Mountain Standard Time LColema Action Type:Incoming call
Cust states:
1. Picked up veh 2 wks ago.
2. Over weekend veh would not go into ***PARK***, so could not start veh.
3. When trying to put veh in ***PARK***, goes to reverse.
4. Haven't called dlr yet.
5. Didn't know to call RS.

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123365[redacted]	K1300257	23,000

Bronx, NY [redacted] Prod. Date: 2/17/06 Dealer: NY079 Giuffre Kia

2. Veh will need to go back to dlr.
3. RS will tow veh to nearest Kia dlr that can accept veh.
4. Writer will follow up with dlr later for diagnosis.
5. Provided file number & cust has writer's ext, called in to writer.

Writer transferred cust to RS.

*** PHONE LOG 07/24/2007 11:02 AM US Mountain Standard Time LColema Action Type:Incoming call
Cust States:
1. Waiting for call back from cust.
2. Veh at dlr now.

Writer states:
1. Will call dlr & call cust back.

Writer called Giuffre Kia spoke with John srv mgr who stated:
1. Veh is not here.

Writer called cust & stated:
1. Where is veh?

Cust States:
1. At Popular Kia.

Writer States:
1. Will call dlr & call cust back.

Writer called NY052 Popular Kia, spoke with Rick srv mgr who stated:
1. We are not going to look at this veh.
2. Reiterated comments again about veh having been in accident.
3. We have the right to refuse a veh.
4. When cust was here previously caused a scene.
5. Have this veh towed out of here.

Writer called RS spoke with Morgan & set up tow.

Writer called cust & left VM message stating:
1. Veh is being towed to Giuffre Kia.
2. Please call writer back.

Writer called Giuffre Kia, spoke with Kelly & stated:
1. Please let John know veh is being towed to your dlrshp.

Cust States:
1. Just received writer's call.

Writer States:
1. Veh being towed to Giuffre Kia.
2. Writer will follow up with dlr after veh reaches dlrshp, probably will be tomorrow.
3. Will call cust back.

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123365[redacted]	K1300257	23,000

Bronz, NY [redacted] Prod. Date: 2/17/06 Dealer: NY079 Giuffre Kia

*** PHONE LOG 07/24/2007 01:52 PM US Mountain Standard Time LColema Action Type:Incoming call
Cust states:
1. Has veh been towed to dlr yet?

Writer put cust on hold & called NY079 spoke with John srv mgr who stated:
1. Veh has not arrived yet.
2. What is wrong with veh now?

Writer states:
1. Cust states will only go into reverse.

John states:
1. There is some front end damage to veh.
2. If repairs are related to that damage, then won't be covered.
3. DPSM approved repairs last time.
4. Will call DPSM & request he look at veh.
5. Call me back tomorrow.

Writer went back to cust & stated:
1. Not at dlr yet.
2. Writer will follow up with dlr in AM.
3. Adv cust if concern is related to the accident damage, then repairs will not be covered under warranty.
4. Will call cust back when have more information.

*** PHONE LOG 07/25/2007 06:56 AM US Mountain Standard Time LColema Action Type:Incoming call
Cust States Mr. [redacted] son:
1. Is veh at dlr yet?

Writer states:
1. Called dlr, waiting for call back from dlr.
2. Will call cust when have more information.

*** PHONE LOG 07/25/2007 09:18 AM US Mountain Standard Time LColema Action Type:Incoming call
Cust States:
1. Veh is not at dlr yet.

Writer States:
1. Will need to call RS.
2. Will call cust back.

Writer called RS, spoke with Rebecca who stated:
1. Call was put on hold for 2 not successful.
2. We have the address for Popular Kia on Utica.

Writer States:
1. Spoke with Popular Kia srv.
2. The srv dept address is 5725 Foster Ave, Brooklyn 11234.

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123365[redacted]	K1300257	23,000

Bronz, NY[redacted] Prod. Date: 2/17/06 Dealer: NY079 Giuffre Kia

Rebecca stated:
1. Will schedule tow now.

Writer called cust, left VM message stating:
1. Adv RS had incorrect address for srv.
2. Veh will be towed today.

Writer called DPSM JMoutopoulos, left VM message stated:
1. Requesting call back.
2. Need DPSM to inspect veh.
3. Is there accident damage.
4. Gave some of the history.

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

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*** PHONE LOG 07/27/2007 05:24 AM US Mountain Standard Time LColema Action Type:Incoming call
Writer called NY079 Giuffre Kia spoke with Alex who stated:
1. Srv mgr is not in yet.
2. We have not looked at this veh yet.
3. Srv mgr stated veh needs to go back to dlr.
4. We installed engine but there is damage to veh from accident.
5. Believe cust was told about the ***SHIFT***ing concern when here for engine.
6. Not sure what is going on.
7. Will speak with srv mgr & call writer back.

Writer states:
1. Writer is going to call DPSM & dispatch file to region.

Writer called DPSM JMoutopoulos & stated:
1. Provided highlights of case history.
2. Writer dispatching file to region.

DPSM states;
1. I will speak with dlr today & go look at veh on Monday.
2. Go ahead & send file to region.
3. Note I will be inspecting veh on Monday.

Writer dispatching file to region:

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123365[redacted]	K1300257	23,000
Bronz, NY [redacted]		Prod. Date: 2/17/06	Dealer: NY079 Giuffre Kia	

1. Further assistance.
2. Some discrepancies about damage to veh & what will be covered under warranty.
3. DPSM has been contacted.
4. DPSM will be inspecting veh on Monday.

*** PHONE LOG 07/27/2007 09:20 AM US Mountain Standard Time LColema Action Type:Incoming call
Cust States:
1. What is going on.

Writer states:
1. Kia rep will be at dlrshp on Monday to inspect veh.
2. Writer has dispatched the file to region for their assistance.

*** FORWARD 07/27/2007 12:05 PM Pacific Daylight Time MPfeifer

*** PHONE LOG 07/30/2007 08:40 AM Pacific Daylight Time DDrayman Action Type:Incoming call
WRITER SPOKE W/DPSSM JOHN
1. JOHN WILL BE AT NY079 TODAY TO LOOK AT VEH THEN UPDATE ME ON IT SHORTLY AFTER

*** PHONE LOG 07/31/2007 03:38 PM Pacific Daylight Time DDrayman Action Type:Incoming call
DPSM CALLED WRITER BACK ON 7/30
1. VEH WAS FIXED AND CUST ON THERE WAY

*** CASE CLOSE 07/31/2007 03:51 PM Pacific Daylight Time DDrayman

*** PHONE LOG 08/03/2007 01:30 PM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:
1. EVER SINCE APRIL WE HAVE BEEN HAVING PROBLEM'S WITH THE VEH
2. THE VEH WENT THROUGH SOME WATER AND THE ENGINE STOPPED
3. THE DLR SAID THE VEH NEEDED A NEW ENGINE, THREE DAY'S AFTER I NOTICE THERE WAS A LOT OF OIL LEAKING OUT
4. I CHECKED THE OIL AND THERE WAS NO OIL IN IT AT ALL
5. THE DLR SAID THEY FOR GOT TO PUT THE SEAL BACK SO I TOOK IT BACK TO THE DLR
6. THEN TWO OR THREE WEEK'S LATER I HEARD THE ENGINE MAKING A NOISE AND THE DLR HAD TO REPLACE THE ENGINE AGAIN
7. NOW THE VEH IS NOT EVEN GOING INTO ***GEAR*** WHEN YOU PUT IT IN ***PARK*** IT DOESN'T SHOW ***PARK*** OR REVERSE OR NEUTRAL
8. WE ARE TIRED OF THIS AND WE WANT A NEW VEH
9. THE VEH IS AT THE DLR NOW AND WE ARE NOT GOING TO PICK IT UP UNTIL KIA CALL'S US ABOUT WHAT CAN BE DONE

WRITER ADVISED:

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]	[redacted]	KNAGE123365[redacted]	K1300257	23,000

Bronz, NY [redacted] Prod. Date: 2/17/06 Dealer: NY079 Giuffre Kia

2. WHAT WE DO IN THIS OFFICE IS VERY THE DLR IS USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED
3. WE DO NOT HAVE THE AUTH TO MAKE A DECISION LIKE REPLACING THIS VEH
4. YOUR CASE WAS HANDLED BY OUR REGIONAL OFFICE BEFORE SO I'LL FORWARD THIS BACK TO THERE ATTENTION SO THEY CAN ADDRESS YOUR CONCERN'S

CUST STATED:
1. OK THANKS

*** NOTES 08/03/2007 01:33 PM US Mountain Standard Time RSabin Action Type:Manager review
DISPATCHING CASE:
1. VEH HAS HAD TWO ENGINE'S REPLACED SINCE APRIL
2. VEH HAS BEEN TO THE DLR MULTIPLE TIME'S FOR THIS CONCERN
3. VEH IS CURRENTLY BACK AT THE DLR FOR A ***SHIFT***ING ISSUE
4. CUST IS REQUESTING THE VEH TO BE REPLACED
5. CASE WAS JUST HANDLED BY REGION, FORWARDING BACK TO REGION FOR FURTHER HANDLING

*** PHONE LOG 08/06/2007 06:57 AM US Mountain Standard Time RSabin Action Type:Incoming call
WRITER RECEIVED VM FROM CUST:
1. I WAS CALLING TO SEE WHAT'S GOING ON WITH MY CASE
2. PLEASE CALL ME BACK

*** FORWARD 08/06/2007 02:06 PM Pacific Daylight Time MPfeifer

*** PHONE LOG 08/07/2007 01:28 PM Pacific Daylight Time DDrayman Action Type:Incoming call
WRITER LVM MSG FOR CUST

*** PHONE LOG 08/07/2007 01:39 PM Pacific Daylight Time DDrayman Action Type:Incoming call
WRITER S/W DPSM JOHN
1. DPSM WILL FIND OUT WHY VEH BACK
2. BELIEVES THIS VEH WAS IN A ACCIDENT AT SOME POINT BECAUSE LAST TIME WAS AT DLR. DPSM FOUND OUT THAT THERE WAS RTECORDS THAT AIRBAGS WERE DEPLOYED AT SOME POINT

*** PHONE LOG 08/07/2007 03:31 PM Pacific Daylight Time DDrayman Action Type:Incoming call
CUST(SON) MR [redacted]
1. SD VEH WAS TOWED INTO NY079 FOR ***SHIFT***ER VEH WONT MOVE
2. VEH WAS JUST THERE LAST WEEK FOR SAME PROBLEM
3. REQ RENTAL

WRITER
1. HAVE CALL INTO DPSM ALREADY HE WILL SPEAKING W/DLR AND CONTACTING ME ON REPAIR DISGNOSIS/REPAIR ETA OF REPAIR
2. SON SD VEH WAS IN ACCIDENT THAT MADE DRIVER AIR BAG GO OFF BUT COULD NOT UNDERSTAND SON THAT WELL WHEN ASKED WHO FIXED IT?
3. RENTAL CASE BY CASE USALLY ONLY GIVEN IF BACK ORDERED PART WONT KNOW TIL SPEAK

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123365[redacted]	K1300257	23,000
Bronz, NY [redacted]		Prod. Date: 2/17/06	Dealer: NY079 Giuffre Kia	

W/DLR

*** PHONE LOG 08/08/2007 01:50 PM Pacific Daylight Time DDrayman Action Type:Incoming call
WRITER CALLED NY079 SVC #[redacted] N/A SVC MGR IS CHRIS
1. N/A

*** PHONE LOG 08/08/2007 01:50 PM Pacific Daylight Time DDrayman Action Type:Incoming call
WRITER S/W JOHN DPSM
1. JOHN WILL TRY TO GET UPDATE AND CALL ME BACK

*** PHONE LOG 08/09/2007 09:24 AM Pacific Daylight Time DDrayman Action Type:Incoming call
DPSM AUTH RENTAL THROUGH NY079 BUT SVC DEPT GIVING CUST RUN AROUND ABOUT GETTING RENTAL

*** PHONE LOG 08/09/2007 09:29 AM Pacific Daylight Time DDrayman Action Type:Incoming call
S/W ERIC SVC ADVISOR AT NY079
1. WILL GET CUST IN RENTAL TIL PART COMES IN AND WILL CALL CUST BACK

*** PHONE LOG 08/17/2007 09:07 AM Pacific Daylight Time DDrayman Action Type:Outgoing call
WRITER CALLED DPSM JOHN AND EMAILED HIM ALSO
1. JOHN SD EMAIL HIM STAUS SO CAN FIND OUT IF VEH REPAIRED YET..VEH HAS BEEN AT DEALER FOR SOME TIME NOW BECAUSE OF PART ON ORDER.
2. JOHN WILL EMAIL SM

*** PHONE LOG 08/23/2007 08:01 AM Pacific Daylight Time DDrayman Action Type:Incoming call
CUST(SON) MR[redacted]
1. PICKED VEH UP 8/21 IS FIXED AND OPERATING AS NORMAL NOW

*** CASE CLOSE 08/23/2007 08:02 AM Pacific Daylight Time DDrayman

*** FULFILL 06/26/2008 10:33 AM Eastern Daylight Time DDrayman Action Type:Callback Required

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1763680	56,250

9999, CT Prod. Date: 1/10/07 Dealer: CT027 Danbury Kia

Case History Complaint Repair Assistance

*** PHONE LOG 07/22/2010 02:46 PM US Mountain Standard Time UValencia
800# VM BY[redacted]
PROVIDED CUSTOMER NAME/NO VIN

1. ***SHIFT***ING LEVER NOT IN SYNCH WITH THE DISPLAY ON THE INSTRUMENT CLUSTER
2. INTERMITTENT PROBLEM-ONCE VEHICLE IS IN ***PARK*** AND STOPPED, VEHICLE WILL MOVE
3. ANTOHER DEALER REPLACED THE SIFTER LEVER 3-YEARS AGO
4. FTR SET TO INSPECT VEHICLE ON 7/23/10

*** PHONE LOG 07/23/2010 09:49 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED[redacted]

1 LEFT MESSAGE REQUESTING CALL BACK
2 PROVIDED CALL BACK INFO AND CASE NUMBER
3 CALLING TO OBTAIN ADDITIONAL INFO ON CUSTOMERS DARR AND WHITLOCK
4 PLEASE CALL ME BACK IM LOOKING TO FIND OUT RO OPEN DATE, REPAIRS BEING PERFORMED, ETA ON COMPLETION , PHONE # AND MILEAGE

*** PHONE LOG 07/27/2010 11:44 AM US Mountain Standard Time UValencia Action Type:Outgoing call
Contact Name: JOHN
Year/Model/Mileage of Vehicle: 58214
RO Open Date: 7/23/2010
Days Down at initial Service Alert report: 1
Repair Issue: ACCORDING TO FTR
REPAIRED THE ***SHIFT***ER ***CABLE***
INSTALLED ADDITIONAL C CLIPS
ETA for completion of repairs: DONE AND GONE
Repeat Repair (Y/N), if so, how many? Y(3)
Techline Case? If so, #? N
Rental Provided? If so, since when? Y
DPSM contacted by dealer? Y

CST PH# IS 860-350-9990

*** PHONE LOG 07/28/2010 02:03 PM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED CUSTOMER(VM)

1 LEFT MESSAGE REQUESTING CALL BACK
2 PROVIDED CALL BACK INFORMATION AND CASE NUMBER
3 CALLING TO VERIFY THAT YOU HAVE THE VEHICLE BACK AND ITS WORKING PROPERLY

*** PHONE LOG 07/30/2010 06:45 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED MS WHITLOCK
1.- APOLOGIZED
2.- CALLING TO MAKE SURE THAT REPAIRS HAS FIXED YOUR VEHICLE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1763680	56,250

9999, CT Prod. Date: 1/10/07 Dealer: CT027 Danbury Kia

4.- FTR WAS SENT TO INSPECT YOUR VEHICLE
5.- WE ARE CONFIDENT THAT REPAIR MADE WILL RESOLVE THE CONCERN
6.- HOWEVER, IF THE PROBLEM COMES BACK, PLEASE CALL US
7.- THAT IS ONE OF THE REASONS THAT WE CALLED YOU, SO YOU HAVE THE CASE# AND CONTACT INFORMATION
8.- THE RECENT REPAIR WILL CARRY A 1 YR WARRANTY, UNDERSTAND THAT YOU ARE CLOSE TO THE 60K
9.- THE REPAIR WILL STILL BE UNDER WARRANTY FOR 1 YR
10.- PLEASE CALL US BACK IF FURTHER ASSITANCE IS NEED IT

CALLER STATES
1.- I DID GET YOUR VM YESTERDAY
2.- IN ALL HONESTY AM NOT TO HAPPY
3.- THIS WAS THE THIRD TIME, 2 PREVIOUS TIMES I WAS TOLD "YOUR VEHICLE IS FIXED"
4.- AM NOT TO CONFIDENT, SPECIALLY SINCE THE WARRANTY WILL EXPIRE IN A COUPLE HUNDRED MILES
5.- HOW LONG OF A WARRANTY DO I HAVE NOW?
6.- WELL, I DO THANK YOU FOR YOUR CALL

*** NOTES 07/30/2010 06:47 AM US Mountain Standard Time UValencia Action Type:Manager review
CASE FORWARD TO REGION FOR VISIBILITY AND REVIEW AS PER SVC ALERT GUIDELINES
1.- VEHICLE WAS TAKEN TO CT027 FOR THE 3RD TIME FOR SAME CONCERN
2.- VEHICLE WAS REPAIRED BY FTR
3.- CST HAS EXPRESSED CONCERN ABOUT THE FACT THAT 5/60 LBW IS ABOUT TO EXPIRE
4.- PLEASE REVIEW AND FOLLOW UP ACCORDINGLY

*** NOTES 07/30/2010 10:19 AM Eastern Daylight Time CComfort Action Type:Manager review
Vehicle was repaired by FTR on 7/23, has been released to customer. Vehicle is prior rental. No further action needed.

*** CASE CLOSE 07/30/2010 10:21 AM Eastern Daylight Time CComfort
Vehicle was repaired and inspected by FTR on 7/23. Vehicle is operating within specs.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2006 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123965[redacted]	K1786907	32,000
Waynesboro, NC[redacted]		Prod. Date: 6/8/06	Dealer: VA035 Charlie Obaugh Kia	

Case History

Complaint Repair Assistance

*** PHONE LOG 09/09/2010 11:01 AM US Mountain Standard Time LSims
Mr[redacted]stated
1. the ***GEAR SHIFT***er is stuck
2. is there a recall on this
3. where is the clst dealer

wtr stated
1. Apologized
2. no recalls , gave # to VA035
3. warrranty is 5/60
* transferred caller to rsa*

*** CASE CLOSE 09/09/2010 11:01 AM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1323766	5,360
Lawrenceville, GA[redacted]		Prod. Date: 1/27/07	Dealer: GA066 Kia of Chamblee	

Case History Complaint Repair Assistance

*** PHONE LOG 06/19/2007 08:58 AM US Mountain Standard Time JHirshfield
caller: [redacted]--husband --just married

1. last week, while on their honeymoon in Myrtle Beach, SC their ***SHIFT***er ***CABLE*** came off --
2 they took it to Kia of Myrtle Beach where they fixed it
3. now it has happened again
4. the car has been towed today to GA066-
5. they are both extremely upset about this situation
6. everyone asks them if they are going to get another different car?

wtr
1. Kia stands behind its product and will continue to repair the vehicle under the terms of its warranty
2. Kia will do whatever it takes to fix this vehicle correctly -they have many resources to utilize
3. need to make sure that this is the same concern or something different
4. at this point, Kia is not going to replace their vehicle however
5. let me contact the svc mgrs at both dealerships and see what they did and what they have found
6. will recontact after speaking with them

*** PHONE LOG 06/19/2007 09:00 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr contacted SC023 and spoke with Tina in svc

1 they reattached the ***SHIFT***er ***CABLE*** that had come off
2. they put the cust in car while they worked on it
3 she remebers that they were on their honeymoon

*** PHONE LOG 06/19/2007 09:07 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with svc mgr, David, @ GA066 who stated
1 they actually had no info on this car --just a last name
2. it had been dropped off by tow company with a c/o no start --it would make sense if the ***SHIFT***er ***CABLE*** had come off again and it is in the wrong ***GEAR***
3. have wtr speak with the tech Vernon
wtr spoke with Vernon
4. provided customer info
5. explained previous repair to ***SHIFT***er ***CABLE*** -and we may need to look into why this keeps happening
6. customer VERY concerned with the repeat situation
7. request he keep his svc mgr informed and to contact Kia TechLine (if needed) for assistance

wtr to inform DPSM of situation

*** EMAIL OUT _ JHirshfield Action Type:External email
Send to:[cteasley@kiausa.com]
Clyde:
This case could go "sideways" very easily. The customer is just looking for a reason to file for replacement
Jon --KCC X 46635

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1323766	5,360
Lawrenceville, GA[redacted]		Prod. Date: 1/27/07	Dealer: GA066 Kia of Chamblee	

been sent to you in error, please notify the Kia Consumer Affairs Dept. at 949.595.5802 AND delete this email.

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1323766_JHirshfield_06-19-2007100421.doc>>

*** PHONE LOG 06/20/2007 08:14 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with svc mgr David @ GA066 who stated
1 they got it back together, but the were not confident that it would stay
2 DPSM did contact them and authorized rental
3. they have the part ordered overnight and it should be there tomorrow ---they are replacing the entire ***SHIFT***er mechanism
4. they have not yet contacted customer--they tried yesterday afternoon also
5. he would prefer that they contact customer

wtr
1. inform cust that we have spoken and they may contact wtr for further assistance if the need it

*** CASE CLOSE 06/20/2007 08:15 AM US Mountain Standard Time JHirshfield

*** CASE CLOSE 06/22/2007 01:23 PM US Mountain Standard Time JHirshfield

*** PHONE LOG 07/02/2007 02:13 PM US Mountain Standard Time LSims Action Type:Incoming call
CALLER MS [redacted] STATES:;
1.I AM JUST CALLING TO COMPLAIN ABOUT GA051
2. THE CAR HAS BROKEN DOWN 2 OTHER TIMES
3. THEY WANTED TO MAKE ME SIGN A PAPER AND I DIDNT UNDERSTAND WHY BECAUSE I DID NOT HAVE TO DO IT AT THE OTHER 2 TIMES
4. I WENT TO GET THE MANAGER AND HE THOUGHT THAT I WAS TRYING TO BLAME THEM FOR THE PROBLEMS
5. AND THAT WAS NOT THE CASE
6. THEN HE GOT MAD AND SAID THAT THEY DID NOT HAVE TO SERVICE MY CAR
7. HE JUST KEPT TRYING TO IGNORE ME
8. THEN THEY TOLD ME THAT THEY DID NOT HAVE RENTALS
9. THEN MY PARENTS CALLED AND THEY TOLD THEM THAT I COLD COME AND GET A RENTAL
10. BUT THE DAY BEFORE THAT THEY SAID THAT THEY DID NOT HAVE LOANER CARS BECAUSE 2 OF THEM WERE IN AN ACCIDENT
11. THEY SAID THAT THEY HAD THE BEST CUSTOMER SERVICE IN GA
12. WE I DONT CALL THAT CUSTOMER SERVICE

WTR STATES:
1. APOLOGIZED
2. REVIEWED CASE NOTES
3. ADVISED THAT IF THERE IS ANOTHER PROBLEM WITH THE VEH
4. WTR WOULD LIKE TO GET INVOLVED WHEN THE VEH IS AT THE DEALER

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 OPTIMA LX	Case Number	Mileage
[redacted]		KNAGE123175[redacted]	K1323766	5,360
Lawrenceville, GA[redacted]		Prod. Date: 1/27/07	Dealer: GA066 Kia of Chamblee	

5. GAVE CASE # AND EXT
6. WTR WILL ALSO DOCUMENT COMPLAINTS AGAINST DEALER

*** CASE CLOSE 07/02/2007 02:15 PM US Mountain Standard Time L Sims

Kia Motors America
Technical Assistance Center

Case Number: T1197584

Vehicle Data

Model/Year: 2,006 OPTIMA LX | **Engine:** G4277884 | **Model Code: 53222**

VIN: knage123265[redacted] | **Mileage:** 2,373

Prod Date: 3/11/2006 | **Warranty Start Date:** 4/28/2006 12:00:00AM

Dealer/Contact Data:

Dealer: SC005 Kia of Greenville

Phone: 8642869990 | **FAX:** 8642869159

Contact: Mark Lightner | **Contact Title:** Tech | **Service District:** SO07

Case Details:

Case Owner Leon | **Create Date & Time** 6/30/2006 3:31:23P

Case Title: Electrical System - Sports Mode and ATM Shift Lock

Symptom: Improper Operation | **DTC:**

System: Body Electrical

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 06/30/2006 07:31 AM clarify Action Type: Manager review
*** Performed by contact[redacted]
i am checking wiring from controle mod to shifter assy/will not go into park or reverse....have you sean this before
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 06/30/2006 07:57 AM Pacific Daylight Time MHorey-TL Action Type:Incoming call
[redacted]

Check for the shift cable binding. We had a run of these last summer in the heat. Let me know what you find.

Mark Horey
Technical Communications Manager

*** PHONE LOG 06/30/2006 08:04 AM Pacific Daylight Time GLeon-TL Action Type:Incoming call
drive or neutral will not move

*** PHONE LOG 06/30/2006 08:06 AM Pacific Daylight Time GLeon-TL Action Type:Incoming call
Advised Tech to trace from TRS Pin 1 to Pin 87 JC-01 E/R Junction then to Pin 6 JC-02 then Pin 9 at sports Mode Switch and then to MC12 Pin 4 and then Pin 1 at ATM Lock Control Module.

*** PHONE LOG 06/30/2006 08:06 AM Pacific Daylight Time BNelson-TL Action Type:Incoming call
Hello [redacted]
I would start by disconnecting any shift lock cables and see if the trans will shift.

*** CASE CLOSE 07/18/2006 08:58 AM clarify
*** Performed by contact:[redacted]
reverse light fuse blown/short to ground at b pillar

Kia Motors America
Technical Assistance Center

Case Number: T1212357

Vehicle Data

Model/Year: 2,006 OPTIMA LX
Engine: G4240447
Model Code: 53222
VIN: knage123065[redacted]
Mileage: 2,142
Prod Date: 1/17/2006
Warranty Start Date: 6/30/2006 12:00:00AM

Dealer/Contact Data:

Dealer: OK016 Primeaux Kia
Phone: 9186223160
FAX: 9183672603
Contact: Vince Ede
Contact Title: Technician
Service District:

Case Details:

Case Owner Leon
Create Date & Time 8/8/2006 3:00:30PM

Case Title: Shift lock - Key stuck in ignition
Symptom: Improper Operation
DTC:
System: Automatic Transmission
Component: Shift Linkage
Resolution: Elec Open Circuit

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 08/08/2006 07:00 AM clarify Action Type: Manager review
*** Performed by contact:[redacted]
at times you cant remove the ignition key. i cant find anything to tell or show how system works.
What Reference Materials Have Been Used - What Has Already Been Tried?

*** NOTES 08/08/2006 10:27 AM clarify Action Type: Manager review
*** Performed by contact:[redacted]
hello anyone out there?

*** NOTES 08/08/2006 11:54 AM clarify Action Type: Manager review
*** Performed by contact: [redacted]
We have a customer that just bought this car, we can't find schematics (I'm looking now). Please reply.

*** PHONE LOG 08/08/2006 01:43 PM Pacific Daylight Time GLeon-TL Action Type:Incoming call
Vince refer to adjustable pedal and shift lock control system SD452-1 Verify power and ground to the ATM Key Lock Control Module and then the transaxle range switch inputs. Check connector EM31 and MC12

*** CASE CLOSE 08/10/2006 06:51 AM clarify
*** Performed by contact: [redacted]
park posion switch open

*** CASE CLOSE 08/10/2006 09:06 AM Pacific Daylight Time GLeon-TL

Resolution Code: Elec Open Circuit
CLOSING COMMENTS
Park Position Switch open

Kia Motors America
Technical Assistance Center

Case Number: T1280065

Vehicle Data

Model/Year: 2,006 OPTIMA LX
Engine: G4298352
Model Code: 53222
VIN: KNAGE123265[redacted]
Mileage: 13,586
Prod Date: 4/7/2006
Warranty Start Date: 5/30/2006 12:00:00AM

Dealer/Contact Data:

Dealer: NJ034 Sansone Kia
Phone: 7329221050
FAX: 7329221168
Contact: Matt Zucaro
Contact Title: Tecj
Service District:

Case Details:

Case Owner Silavong
Create Date & Time 2/20/2007 4:06:20P

Case Title: Shift lock - Key stuck in ignition
Symptom: Stuck or Seized
DTC:
System: Body Electrical
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 02/20/2007 08:23 AM Pacific Daylight Time SSilavong-TL
-Key stuck in ignition.
-No other work or diagnosis.

-Check brake light operation and check the brake switch output.
-Check the shift cable adjustment.
-Inspect the shifting housing for liquid.

*** CASE AUTO CLOSE 02/14/2009 11:54:35 PM sa

Kia Motors America
Technical Assistance Center

Case Number: T1284005

Vehicle Data

Model/Year: 2,006 OPTIMA EX
Engine: G4350348
Model Code: 53242
VIN: KNAGE123365[redacted]
Mileage: 1,167
Prod Date: 5/30/2006
Warranty Start Date: 1/21/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MO001 Zeiser Kia
Phone: 6369262110
FAX: 6369260683
Contact: John Daniels
Contact Title: technician
Service District: CE04

Case Details:

Case Owner Finkelstein
Create Date & Time 3/2/2007 2:18:57PM

Case Title: Shift lock - Key stuck in ignition #
Symptom: Improper Operation
DTC:
System: Body Electrical
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 03/02/2007 06:40 AM Pacific Daylight Time DFinkelstein-TL
Tech states key is stuck in ignition.

Advised tech check for B+ at M45 pin 7. If no voltage there, go to Je01 pin 50 and JC01 pin 50 and check there for B+. Advised tech to get back with his test results if nec.

*** PHONE LOG 03/02/2007 07:15 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Could not find it on KGIS.
Helped him navigate to ETM.

*** CASE AUTO CLOSE 02/14/2009 11:54:48 PM sa

Kia Motors America
Technical Assistance Center

Case Number: T1284376

Vehicle Data

Model/Year: 2,006 OPTIMA LX
Engine: G6A59642
Model Code: 54222
VIN: KNAGE124265[redacted]
Mileage: 16,963
Prod Date: 2/6/2006
Warranty Start Date: 3/23/2006 12:00:00AM

Dealer/Contact Data:

Dealer: WA014 Renton Kia
Phone: 4252046600
FAX: 4252046639
Contact: JOE WALKER
Contact Title:
Service District: WE08

Case Details:

Case Owner Goldwasser
Create Date & Time 3/3/2007 12:50:42AM

Case Title: Shift lock - Wont come out of park #
Symptom: Improper Operation
DTC:
System: Body Electrical
Component:
Resolution: Blown Fuse

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 03/02/2007 04:50 PM clarify Action Type: Manager review
*** Performed by contact:[redacted]
VEHICLES SHIFT LOCK IS ENGAGED AND CANNOT BE SHIFTED OUT OF PARK WITHOUT INSERTING A LONG SMALL SCREWDRIVER INTO SLOT.
What Reference Materials Have Been Used - What Has Already Been Tried?

I CANNOT FIND ANY DIAGRAMS THAT PORTRAY THE MECHANICAL SHIFT LOCK MECHANISM AND I AM NOT FAMILIAR AT ALL WITH HOW IT WORKS. IF YOU COULD PLEASE POINT ME IN A DIRECTION TO START DIAGNOSING THIS THING I WOULD GREATLY APPRECIATE IT

*** PHONE LOG 03/05/2007 07:16 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Joe,

Can you hear the shift solenoid click when you depress the brake pedal?

*** CASE CLOSE 03/09/2007 02:52 PM clarify
*** Performed by contact: [redacted]
FOUND MULTIPLE BLOWN FUSES WHEN FURTHER DIAGNOSED. REPLACED, AND NOW VEHICLE SHIFTS PROPERLY

*** CASE CLOSE 03/13/2007 11:13 AM Pacific Daylight Time MGoldwasser

Resolution Code: Blown Fuse
CLOSING COMMENTS
The replaced the blown fuses and the concern has been resolved.

Kia Motors America
Technical Assistance Center

Case Number: T1333673

Vehicle Data

Model/Year: 2,006 OPTIMA LX
Engine: G4366601
Model Code: 53222
VIN: KNAGE123065[redacted]
Mileage: 12,822
Prod Date: 6/14/2006
Warranty Start Date: 8/28/2006 12:00:00AM

Dealer/Contact Data:

Dealer: MO013 Anderson Kia
Phone: 8162790354
FAX: 8163838017
Contact: Chuck Day
Contact Title: tech
Service District: CE05

Case Details:

Case Owner Silavong
Create Date & Time 7/13/2007 2:14:44P
Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Operation
DTC:
System: Automatic Transmission
Component: Shift Linkage
Resolution: Improper Adjustment

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 07/13/2007 06:39 AM Pacific Daylight Time SSilavong-TL
-Shifter cable came loose at the shifter under center console.

-Recommend tech rotate the cable head 180° or rotate to less tension side and reinstall.

*** NOTES 07/16/2007 11:40 AM clarify Action Type: Manager review
*** Performed by contact: Chuck Day, 8162790354
ROTATED CABLE END AND REINSTALLED.
CUSTOMER STATED POPPED BACK OFF WHEN THEY GOT HOME.....NOW WHAT????? NEW CABLE??

*** NOTES 07/17/2007 08:04 AM clarify Action Type: Manager review
*** Performed by contact: [redacted]
I NEED TO KNOW SOMTHING ON THIS PLEASE....

*** PHONE LOG 07/17/2007 05:56 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Advised tech to flip both sides of cable 180 degrees and reinstall.

*** CASE CLOSE 08/02/2007 10:24 AM clarify
*** Performed by contact: [redacted]
REPLACE SHIFT CABLE-POPED OFF TOO MANY TIMES EVEN THE NEW CABLE HAD THE STUD THAT CONNECTS TO TRANNY UPSIDE DOWN HAVE TO REMOVE COTTER PIN AND FLIP STUB 180 DEGREES

*** CASE CLOSE 08/02/2007 09:12 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Improper Adjustment
CLOSING COMMENTS
REPLACE SHIFT CABLE-POPPED OFF TOO MANY TIMES EVEN THE NEW CABLE HAD THE STUD THAT CONNECTS TO TRANNY UPSIDE DOWN HAVE TO REMOVE COTTER PIN AND FLIP STUB 180 DEGREES.

Kia Motors America
Technical Assistance Center

Case Number: T1337025

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4H01421
Model Code: 53222
VIN: KNAGE123X75[redacted]
Mileage: 5,033
Prod Date: 1/27/2007
Warranty Start Date: 4/26/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TN026 Prebul Kia
Phone: 4238551022
FAX: 4235984841
Contact: ronald cranmore
Contact Title:
Service District:

Case Details:

Case Owner Silavong
Create Date & Time 7/23/2007 11:52:19A

Case Title: Automatic Transmission - Shift Lock Inop # Shift cable
Symptom: Shift Lock Inop
DTC:
System: Please Specify
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 07/23/2007 04:52:19 AM clarify Action Type:Manager review
*** Performed by contact[redacted]
FOUND SHIFTER CABLE OFF AT THE SHIFTER
What Reference Materials Have Been Used - What Has Already Been Tried?

THIS IS THE 3RD TIME CABLE HAS CAME OFF OF THIS CAR. BUT WE HAVE HAD A COUPLE OF CARS THAT HAVE CAME IN WITH SAME PROBLEM ,IS THERE A PROMLEM OF THESE AND IS THERE A FIX

*** PHONE LOG 07/23/2007 06:09 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

Ronald,

Please call in to Kia tech Line and Ask for Souri, 800-494-4542.

*** PHONE LOG 07/23/2007 07:32 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Recommend tech perform this procedure.
-Disconnect the gear selector cable from the gear selector dowel.
-Inspect bushing and confirm there is not a large amount of abnormal wear on the bushing (Replace if necessary).
-Rotate the cables 180 degree's and confirm that there is less tension in the new installed position.
-If the tension feels equal, disconnected the gear selector linkage from the transmission and retest.
-Reinstall cable and center console.

*** CASE CLOSE 09/27/2007 10:52 AM clarify
*** Performed by contact: [redacted]
DRILLED SMALL HOLE IN SHIFTER AND PUT A PIN TO HOLD CABLE IN PLACE

Kia Motors America
Technical Assistance Center

Case Number: T1348912

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4H00382
Model Code: 53222
VIN: KNAGE123575[redacted]
Mileage: 25,135
Prod Date: 10/26/2006
Warranty Start Date: 11/29/2006 12:00:00AM

Dealer/Contact Data:

Dealer: OK008 Cable Kia
Phone: 4057870433
FAX: 4057893317
Contact: Melvie Gray
Contact Title: Technician
Service District: SO10

Case Details:

Case Owner Jackson
Create Date & Time 8/17/2007 2:39:21P
Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Operation
DTC:
System: Automatic Transmission
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 08/17/2007 06:42 AM Pacific Daylight Time DJackson-TL
Tech states the calbe comes off.
Having him rotate 180 degrees.

*** CASE AUTO CLOSE 02/15/2009 12:00:38 AM sa

Kia Motors America
Technical Assistance Center

Case Number: T1349370

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4H01476
Model Code: 53222
VIN: KNAGE123475[redacted]
Mileage: 866
Prod Date: 1/8/2007
Warranty Start Date: 8/5/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MD023 Bill Baisey Kia
Phone: 3016961200
FAX: 3016962014
Contact: Dusty Duke
Contact Title: Tech
Service District:

Case Details:

Case Owner Jackson
Create Date & Time 8/20/2007 1:26:07P
Case Title: Automatic Transmission - Shift Lock Inop # - no start
Symptom: Improper Operation
DTC:
System: Automatic Transmission
Component:
Resolution: Improper Assembly

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 08/20/2007 09:26 AM clarify Action Type: Manager review
*** Performed by contact:[redacted]
SHIFTER CABLE IS NOT CONNECTED TO SHIFTER.WAS INFORMED BY DPSM TO LET TECH LINE KNOW OF PROBLEM.
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 08/20/2007 05:36 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Rotate the cable 180 degrees so that way the force is pushing towards the box

*** CASE CLOSE 09/03/2007 08:15 AM clarify
*** Performed by contact: [redacted]
rotated cable 180 degrees could not pull cable off. returned to cust

*** CASE CLOSE 09/04/2007 09:03 AM Pacific Daylight Time DJackson-TL

Resolution Code: Improper Assembly
CLOSING COMMENTS
Adjusted cable 180 deg.

Kia Motors America
Technical Assistance Center

Case Number: T1356517

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4H00948
Model Code: 53222
VIN: knage123175[redacted]
Mileage: 4,909
Prod Date: 12/8/2006
Warranty Start Date: 4/28/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MD006 Hagerstown Kia
Phone: 3017397283
FAX: 3017336720
Contact: jeffery youngblood
Contact Title:
Service District: EA02

Case Details:

Case Owner Jackson
Create Date & Time 9/6/2007 3:52:15PM
Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Operation
DTC:
System: Automatic Transmission
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 09/06/2007 07:52 AM clarify Action Type: Manager review
*** Performed by contact:[redacted]
Shifter cable has come off twice at the shifter. I have reinstalled it, it appears tight. According to pitstop article dated 8/20 it is on correctly. It appears to be routed correctly. Any ideas?
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 09/06/2007 08:10 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Put a C clip on it and it will confirm it is held in place.

*** CASE CLOSE 09/12/2007 03:48 AM clarify
*** Performed by contact: [redacted]
don't know why i didn't think of that

Kia Motors America
Technical Assistance Center

Case Number: T1361269

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4H00831
Model Code: 53222
VIN: KNAGE123175[redacted]
Mileage: 16,543
Prod Date: 11/30/2006
Warranty Start Date: 1/16/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AR013 Crain Kia of West Little Rock
Phone: 5016041399
FAX: 5016041398
Contact: Greg Tucker
Contact Title: tech
Service District:

Case Details:

Case Owner Silavong
Create Date & Time 9/18/2007 10:08:32P
Case Title: Automatic Transmission - Shift lock Inop # Cable popping
Symptom: Shift Lock Inop
DTC:
System: Automatic Transmission
Component:
Resolution: Improper Adjustment

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 09/18/2007 02:17 PM Pacific Daylight Time SSilavong-TL
-Shifter cable kept popping out.
-No other work or diagnosis performed.
-Tech just found Pitstop on this concern.

-Tech can also follow the recommendation in Tech Time Volume 10, issue 4.

*** CASE CLOSE 09/18/2007 02:17 PM Pacific Daylight Time SSilavong-TL

Resolution Code: Improper Adjustment
CLOSING COMMENTS

-Refer Tech to Tech Time 10, issue 4.

Kia Motors America
Technical Assistance Center

Case Number: T1412493

Vehicle Data

Model/Year: 2,006 OPTIMA LX
Engine: G6A60913
Model Code: 54222
VIN: KNAGE124965[redacted]
Mileage: 6,605
Prod Date: 3/3/2006
Warranty Start Date: 12/23/2006 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 Owner Finkelstein
Create Date & Time 2/11/2008 2:51:15P
Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Binding
DTC:
System: Automatic Transmission
Component: Shift Linkage
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 02/11/2008 07:10 AM Pacific Daylight Time DFinkelstein-TL
Customer states that intermittently the ignition key will not turn in the ignition. Tech has not been able to duplicate this concern.

Advised tech to check the shift cable to see if it can be adjusted forward to push the cable into park postion a little better. If necessary , the cable may have to be replaced .

*** CASE CLOSE 02/20/2008 06:06 AM clarify
*** Performed by contact: [redacted]
adjusted shift cable

Kia Motors America
Technical Assistance Center

Case Number: T1430502

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4G4KC7H
Model Code: 53222
VIN: KNAGE123575[redacted]
Mileage: 478
Prod Date: 3/5/2007
Warranty Start Date: 3/14/2008 12:00:00AM

Dealer/Contact Data:

Dealer: AZ033 Desert Kia
Phone: 4808137729
FAX:
Contact: Eric Barnes
Contact Title: tech
Service District:

Case Details:

Case Owner Brown
Create Date & Time 3/31/2008 6:18:14P

Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Operation
DTC:
System: Automatic Transmission
Component: Shift Linkage
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 03/31/2008 10:30 AM Pacific Daylight Time RBrown-TL
Tech states the shift lock is inop at times. This is the third reoair attempt.
Tech states that when he touches connector C48 the interlock starts working properly.
Advised tech to replace the connector and switch as he retensioned it last time.

*** CASE CLOSE 04/14/2008 02:33 PM clarify
*** Performed by contact:[redacted]
REPLACED SHIFTER

*** CASE CLOSE 04/14/2008 03:00 PM Pacific Daylight Time RBrown-TL

Resolution Code: Faulty Component
CLOSING COMMENTS

REPLACED SHIFTER

Kia Motors America
Technical Assistance Center

Case Number: T1469476

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4418797
Model Code: 53222
VIN: KNAGE123875[redacted]
Mileage: 25,677
Prod Date: 9/6/2006
Warranty Start Date: 7/14/2007 12:00:00AM

Dealer/Contact Data:

Dealer: KS009 Frontier Kia
Phone: 6202273171
FAX: 6202278596
Contact: LUKE CRUZ
Contact Title: Tech
Service District:

Case Details:

Case Owner Jackson
Create Date & Time 7/9/2008 12:58:30PM
Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Operation
DTC:
System: Automatic Transmission
Component: Shift Linkage
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 07/09/2008 04:58 AM clarify Action Type: Manager review
*** Performed by contact: LUKE CRUZ, 6202273171
when inside car temp is hot the gear shifter cable comes off the shifter.
What Reference Materials Have Been Used - What Has Already Been Tried?
---
i have put 2 shifter assemblies in this car and 1 cable.the cable still comes off the shifter at times.

*** PHONE LOG 07/09/2008 05:23 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
We have rotated the cable so that way the pressure is against the pivot is snaps on to, as well as add a C clip to hold it in place.

*** CASE CLOSE 08/04/2008 04:52 AM clarify
*** Performed by contact: LUKE CRUZ, 6202273171
installed new shifter and clip cable on

Kia Motors America
Technical Assistance Center

Case Number: T1485190

Vehicle Data

Model/Year: 2,006 OPTIMA LX
Engine: G4335200
Model Code: 53222
VIN: KNAGE123X65[redacted]
Mileage: 27,359
Prod Date: 5/16/2006
Warranty Start Date: 10/30/2006 12:00:00AM

Dealer/Contact Data:

Dealer: MI009 Dick Scott Kia
Phone: 7343979900
FAX: 7343972684
Contact: DESART DINKOLLARI
Contact Title: tech
Service District: CE06

Case Details:

Case Owner Jackson
Create Date & Time 8/12/2008 3:18:23P
Case Title: Automatic Transmission - Shift Lock Inop # Key stuck
Symptom: Improper Indication_Improper
DTC:
System: Automatic Transmission
Component: Trans. Shift Cont. Solenoids (General)
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 08/12/2008 07:18 AM clarify Action Type: Manager review
*** Performed by contact: DESART DINKOLLARI, 7343979900
WORKING ON A 06 KIA OPTIMA THE KEY IS STUCK IN THE IGNITION. DICONTCTED THE SOLENOID AT THE KEY IGNITIONAND I WAS ABLE TO REMOVE THE KEY. ALSO WITH THE SOLENOID CONNECTED DISCONNECTED THE KEY MODULE AND THE KEY CAME OUT. FOLLOWED THE WIRING DIAGRAM AND FOUND THAT THERE IS POWER PRESENT AT THE KEY SELENOID AND COMING OUT OF THE MODULE. BUT AT THE SHIFTER ASSY DO NOT HAVE POWER COMING OUT IN SPORT MODE. IM STUCK UP TO THIS POINT
What Reference Materials Have Been Used - What Has Already Been Tried?

TEST LIGHT. GDS

*** PHONE LOG 08/12/2008 07:25 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Are you having any shifter issue's? Unable to move out of park?
Are you setting codes?
When you put the car in park does the GDS show in the TCM that it is in park?

*** NOTES 08/12/2008 10:12 AM clarify Action Type: Manager review
*** Performed by contact: DESART DINKOLLARI, 7343979900
NO SHIFTING PROBLEMS AND GETTING OUT OF PARK IS NOT AN ISSUE THERE WERE NO CODES IN THE TCM WHEN CAR FIRST CAME IN.

*** PHONE LOG 08/12/2008 10:22 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
So when you put the car into drive is that when you get B+to pin 1 of the ATM key lock control module.

*** NOTES 08/12/2008 12:28 PM clarify Action Type: Manager review
*** Performed by contact: DESART DINKOLLARI, 7343979900
AT PIN #1 WHICH IS A RED WITH A BLACK LINE AT CONNECTER M45 IM GETTING B+ ALSO GETING B+ AT CONNECTER M14 WHITE WIRE WITH BLACK LINE

*** PHONE LOG 08/12/2008 12:50 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Pin 1 of the M14 connector should go to ground GR wire.

*** NOTES 08/12/2008 01:02 PM clarify Action Type: Manager review
*** Performed by contact: DESART DINKOLLARI, 7343979900
YOU ARE RIGHT PIN #1 AT CONNECTER M14 IS GR AND IS GROUND

*** PHONE LOG 08/12/2008 01:14 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Then key solenoid is bad

*** NOTES 08/14/2008 05:29 AM clarify Action Type: Manager review
*** Performed by contact: DESART DINKOLLARI, 7343979900
REPLACED THE KEY SOLENOID AND THE KEY STILL WONT COME OUT

*** PHONE LOG 08/14/2008 06:46 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
But you have full B+ and full ground to the solenoid?

*** NOTES 08/14/2008 07:32 AM clarify Action Type: Manager review
*** Performed by contact: DESART DINKOLLARI, 7343979900
THAT IS RIGHT I HAVE FULL B+ AND GROUND AT THE CONNECTER. FROM WHAT UNDERSTAND IS THAT SOLENOID WORKS NORMALY.

*** PHONE LOG 08/14/2008 07:34 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call

*** NOTES 08/14/2008 09:56 AM clarify Action Type: Manager review
*** Performed by contact: DESART DINKOLLARI, 7343979900
IF I SUPPLY MY OWN B+ AND GROUND TO THE SOLENOID IS THE KEY GOING TO COME OUT IS THAT WHAT YOU ARE SAYING

*** PHONE LOG 08/14/2008 10:10 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Yes sir.

*** NOTES 08/15/2008 05:43 AM clarify Action Type: Manager review
*** Performed by contact: DESART DINKOLLARI, 7343979900
WHEN I APPLY MY OWN POWER AND GROUND TI THE SOLENOID THE KEY WONT COME OUT

*** PHONE LOG 08/15/2008 05:47 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
How many pins does your key solenoid have? Do you have a cable to it?

*** NOTES 08/15/2008 06:01 AM clarify Action Type: Manager review
*** Performed by contact: DESART DINKOLLARI, 7343979900
IT HAS 2 PINS AND NO CABLE GOING TO IT BUT IM GET READY TO PUT A SHIFTER ASSY IN IT AND SEE WHAT HAPPENS BECAUSE FROM WHAT I UNDERSTAND FROM LOOKING AT THE WIRING DIAGRAM IS THAT THE SHIFTER IS NOT GOING IN TO PARK EVEN THOUGH IT READS PARK IN THE COUNCLE AND LOOKS LIKE IT GOING IN PARK BUT SOME THING IS BAD ELECTRONECLY

*** PHONE LOG 08/15/2008 06:08 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Sounds good.

*** CASE CLOSE 08/15/2008 06:24 AM clarify
*** Performed by contact: DESART DINKOLLARI, 7343979900

Kia Motors America
Technical Assistance Center

Case Number: T1488403

Vehicle Data

Model/Year: 2,006 OPTIMA EX
Engine: G6A63209
Model Code: 54242
VIN: KNAGE124965[redacted]
Mileage: 12,017
Prod Date: 4/24/2006
Warranty Start Date: 7/2/2007 12:00:00AM

Dealer/Contact Data:

Dealer: SC018 Farrell Kia
Phone: 8646999090
FAX: 8645853573
Contact: Adam Thornburg
Contact Title: tech
Service District:

Case Details:

Case Owner Jackson
Create Date & Time 8/19/2008 4:04:09P
Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Indication_Improper
DTC:
System: Body Electrical
Component: Fuse Box
Resolution: Elec Connection Poor

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 08/19/2008 08:04:07 AM clarify Action Type:Manager review
*** Performed by contact: Adam Thornburg, 8646999090
VEHICLE TOWED IN. GEARSHIFTER WAS IN NUETRAL AND WOULD NOT GO INTO REVERSE OR PARK.
What Reference Materials Have Been Used - What Has Already Been Tried?

GEARSHIFTER ASSY. AND BRAKE LIGHT SWITCH HAVE ALREADY BEEN REPLACED

**** PHONE LOG 08/19/2008 08:06:06 AM DJackson-TL
Is it the transmission it self that will not go into gear>?

**** NOTES 08/19/2008 11:16:14 AM clarify Action Type:Manager review
*** Performed by contact: Adam Thornburg, 8646999090
NO THE TRANSMISSION IS OK. THE GEAR SELECTER WILL NOT COME OUT OF PARK, OR IT WILL BE IN

DRIVE AND WILL NOT GO INTO REVERSE OR PARK.

**** PHONE LOG 08/19/2008 11:26:35 AM DJackson-TL
Do you have any brake codes in any system at all?

**** NOTES 08/20/2008 11:37:19 AM clarify Action Type:Manager review
*** Performed by contact: Adam Thornburg, 8646999090
NO CODES

**** PHONE LOG 08/20/2008 12:04:36 PM DJackson-TL
Ok, what is the pint out of the shift lock with and with out the brake applied?

**** NOTES 08/21/2008 09:35:14 AM clarify Action Type:Manager review
*** Performed by contact: Adam Thornburg, 8646999090
WHAT EXACTLY ARE YOU LOOKING FOR?

**** PHONE LOG 08/21/2008 09:40:16 AM DJackson-TL
Back probe each pin of the interlock connector and check all votlage reading and again with the brake applied.

**** PHONE LOG 08/21/2008 09:41:06 AM DJackson-TL
This is checking missing inputs.

**** NOTES 08/21/2008 10:35:58 AM clarify Action Type:Manager review
*** Performed by contact: Adam Thornburg, 8646999090
ON THE INTERLOCK SOLENOID, WITH THE BRAKE OFF THE RED WIRE HAS 12.5V AND THE BLACK WIRE HAS 12.5V. WITH THE BRAKE ON THE RED WIRE HAS 12V AND THE BLACK WIRE HAS 0.23V.

**** PHONE LOG 08/21/2008 11:30:15 AM DJackson-TL
Does th button pushin at that time of the brake applied?

*** NOTES 08/21/2008 12:50 PM clarify Action Type: Manager review
*** Performed by contact: Adam Thornburg, 8646999090
WHAT BUTTON

*** PHONE LOG 08/21/2008 01:34 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Perhaps we are not on the same page.
You are not able to get out of gear correct? what part is not moving, are you able to bypass?

*** NOTES 08/22/2008 03:49 AM clarify Action Type: Manager review
*** Performed by contact: Adam Thornburg, 8646999090
YES WON'T COME OUT OF GEAR, BUTTON ON SIDE OF GEAR SHIFTER DOESN'T MOVE. YES IT CAN BE BYPASSED

*** NOTES 08/22/2008 03:49 AM clarify Action Type: Manager review
*** Performed by contact: Adam Thornburg, 8646999090
YES WON'T COME OUT OF GEAR, BUTTON ON SIDE OF GEAR SHIFTER DOESN'T MOVE. YES IT CAN BE BYPASSED

*** PHONE LOG 08/22/2008 07:32 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Ok at the ATM key lock control module, pin 6 should have B+ then when brake is applied and vehicle in park. Pin 6 should go to ground. Pin 12 should go to ground when brake is applied, pin 11 should be ground. Pin10 B+ and pin 2 B+ Pln 4 other brake swithc, pin 7 for park, pin 8 for neutral and pin 1 for Drive. See page SD452-1

*** NOTES 08/25/2008 09:08 AM clarify Action Type: Manager review
*** Performed by contact: Adam Thornburg, 8646999090

	BRAKE ON	BRAKE OFF
PIN6	12.3	12.0
PIN12	0.0	0.0
PIN11	GROUND	
PIN10	12.3	12.2
PIN2	12.3	12.2
PIN4	12.3	0.0
PIN7	IN "P" 12.3	OUT "P" 0.0
PIN8	IN "N" 12.3	OUT "N" 0.0
PIN1	IN "D" 12.3	OUT "D" 0.0

*** PHONE LOG 08/25/2008 09:23 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Pin 12 should go to ground pin park.
Do you have continuity from pin 3 of sprots mode switch to pin 12.

*** NOTES 08/25/2008 11:14 AM clarify Action Type: Manager review
*** Performed by contact: Adam Thornburg, 8646999090
YES 0.2 OHMS RESISTANCE FROM PIN3 TO PIN12

*** PHONE LOG 08/25/2008 11:38 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
But you are not getting a ground signal to pin 12.

*** NOTES 08/25/2008 11:45 AM clarify Action Type: Manager review
*** Performed by contact: Adam Thornburg, 8646999090
PIN12 STAYS GROUND IT DOESNT CHANGE WHETHER THE BRAKE IS APPLIED OR NOT.

*** PHONE LOG 08/25/2008 11:51 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
If you disconnect the C48 sport mode switch is that wire still grounded as if harness is shorted to ground.

*** NOTES 08/25/2008 12:19 PM clarify Action Type: Manager review
*** Performed by contact: Adam Thornburg, 8646999090
WITH THE SPORT SWITH UNPLUGGED THE GROUND GOES AWAY. SO NOT SHORTED THROUGH THE HARNESS.
IF I PULL IT OUT OF PARK THE GROUND GOES AWAY, BUT THAT IS THE PARK POSTION CIRCUIT.

*** NOTES 08/26/2008 09:35 AM clarify Action Type: Manager review
*** Performed by contact: Adam Thornburg, 8646999090

anything new?

*** PHONE LOG 08/26/2008 09:39 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
I'm sorry again that is a mis under standing. I thought you checked it out of park. So you have all the correct inputs, which would lead to a shift lock assy. but you have a new one it correct?

*** NOTES 08/26/2008 10:14 AM clarify Action Type: Manager review
*** Performed by contact: Adam Thornburg, 8646999090
yes, replaced the whole shifter assy. 2,000 miles ago.

*** PHONE LOG 08/26/2008 11:16 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
It is bad again. Does there appear to be any liquod or anything wrong with it?

*** NOTES 08/26/2008 12:45 PM clarify Action Type: Manager review
*** Performed by contact: Adam Thornburg, 8646999090
no nothing looks bad. dont see anything spilt and no signs of liquid. should i replace the shifter again?

*** PHONE LOG 08/26/2008 12:57 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Yes please.

*** CASE CLOSE 01/27/2009 09:14 AM clarify
*** Performed by contact: Adam Thornburg, 8646999090
bad connection at fuse, replaced inside fuse block

*** CASE CLOSE 02/10/2009 06:43 AM Pacific Daylight Time DJackson-TL

Resolution Code: Elec Connection Poor
CLOSING COMMENTS

Kia Motors America
Technical Assistance Center

Case Number: T1540431

Vehicle Data

Model/Year: 2,006 OPTIMA LX
Engine: G4290683
Model Code: 53222
VIN: KNAGE12386[redacted]
Mileage: 42,698
Prod Date: 3/28/2006
Warranty Start Date: 5/3/2006 12:00:00AM

Dealer/Contact Data:

Dealer: NY023 Dorschel Kia
Phone: 5853349440
FAX: 5853348316
Contact: TODD DUGAN
Contact Title:
Service District: EA07

Case Details:

Case Owner Jackson
Create Date & Time 1/9/2009 7:09:22PM

Case Title: Electrical System - Short circuit # shift lock
Symptom: Electrical Short
DTC:
System: Body Electrical
Component: Shift Lock Actuator
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 01/09/2009 11:09 AM clarify Action Type: Manager review
*** Performed by contact: TODD DUGAN, 5853349440
THIS '06 OPTIMA WILL NOT COME OUT OF PARK (KEY ON OR ENGINE RUNNING) WHEN BRAKE IS DEPRESSED. SEARCHING THE ETM I SEE THE KEY LOCK CONTROL MODULE INPUTS BUT I CAN NOT FIND THE OUTPUTS. I REMOVED THE CONSOLE TO ACCESS THE SHIFTER RELEASE SOLENOID. THERE IS A 2 PIN CONNECTOR WITH RED AND BLK WIRES WHICH SHOW 12V AT THE RED LEAD AND OPEN CIRCUIT ON THE BLACK TERMINAL (CONNECTOR DISCONNECTED) WHEN THE BRAKE IS DEPRESSED I GET 44 OHMS ON THE BLACK TERM. FOR RESISTANCE. WHEN I USE A TEST LIGHT ACROSS THE TERMINALS IT WILL LIGHT WHEN THE BRAKE IS DEPRESSED. YET WHEN THE CONNECTOR IS PLUGGED IN IT WILL NOT FUNCTION. I TRIED REPLACING THE SOLENOID WITH A NEW PART AND STILL IT WONT FUNCTION. IF I USE DIRECT BATTERY V+ TO THE SOLENOID (DISCN.) IT WORKS? NAY IDEAS
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 01/09/2009 11:17 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
See page SD452-1 and -2.

There is a brake signal at pin 4.
Then the out put comes out of the module for the key solenoid at pin 6.

*** NOTES 01/09/2009 12:36 PM clarify Action Type: Manager review
*** Performed by contact: TODD DUGAN, 5853349440
HMM, FRUSTRATING? THAT ANSWER DOES NOT CONCUR WITH MY FINDINGS. IF I'M NOT MISTAKEN PIN 6 OF THE MODULE IS A IGN KEY INPUT, BUT EVEN THAT DATA DOES NOT INVOLVE THE REASON FOR SHIFT LOCK SOLENOID MALFUNTION. AS I SAID THE SOLENOID AT THE FLOOR SHIFT ASSEM WHICH ALLOWS THE SHIFTER TO DISENGAGE FROM PARK HAS IGN VOLTAGE (12V) AT THE RED TERMINAL OF THE 2 PIN CONNECTOR. THE BLACK TERMINAL OF THE 2 PIN CONNECTOR AT THE SOLENOID SHOWS INF OHMS AT REST AND 44 OHMS WITH THE BRAKE DEPRESSED. NOW ASSUMING THE KEY LOCK CONTROL MODULE PROVIDES POWER AND GROUND I CAN ONLY BELIEVE IT TO BE FUNCTIONING AS DESIGNED. PROVIDING THE POWER WITH KEY ON AND GROUND WHEN BRAKE IS DEPRESSED. KNOWING THIS, I STILL HAVE NO OPERATION OF THE SHIFT LOCK SOLENOID WHEN PLUGGED IN

*** PHONE LOG 01/09/2009 02:13 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Pin 6 is the control side of the key solenoid not the key input. pin two is the "on" input. The ATM solenoid is of the big sports mode switch, so I'm afraid I'm not sure what you have on the car compared to what I have in the book. I'm trying to see if we have an 06 here.

*** NOTES 01/13/2009 08:42 AM clarify Action Type: Manager review
*** Performed by contact: TODD DUGAN, 5853349440
AS STATED PREVIOUSLY, I CAN SEE THE ETM DATA FOR SHIFT LOCK INPUTS BUT THE MANUAL DOES NOT SHOW THE OUTPUTS. AGAIN, I HAVE MEASURED VOLTAGE AND SWITCHED GROUND READINGS AT THE SOLENOID WHICH SHOULD ALLOW THE UNIT TO FUNCTION, BUT IT DOES NOT WHILE IN THE CAR. IF I BENCH TEST THE SOLENOID IT WORKS. IF YOU NEED I WILL SEND YOU PICS OF MY SET UP AND TEST READINGS

*** PHONE LOG 01/13/2009 08:46 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
That would be great, because I see the outputs in the ETM. Pin 6 is the out put from the controller to the solenoid. So perhaps we are not on the same page.

Djackson@kiausa.com

Thanks,

*** NOTES 01/13/2009 09:04 AM clarify Action Type: Manager review
*** Performed by contact: TODD DUGAN, 5853349440
I HAVE A 2.5V VOLTAGE DROP READING AT THE SOLENOID

*** PHONE LOG 01/13/2009 09:05 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
At which pin?

*** NOTES 01/13/2009 09:58 AM clarify Action Type: Manager review
*** Performed by contact: TODD DUGAN, 5853349440
WHEN READING ACROSS THE TERMINALS OF THE SHIFT LOCK SOLENOID AT THE SHIFTER. I HAVEN'T SEEN THIS SOLENOID LISTED IN THE ETM SO I CANT GIVE YOU PIN #'S BUT I SAID EARLIER IT IS 1 RED AND 1 BLACK WIRE

*** PHONE LOG 01/13/2009 10:12 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Ok, could you send me a picture so I can see what is missing from what I have and what you actually have on the car?

Thanks.

*** NOTES 01/13/2009 10:33 AM clarify Action Type: Manager review
*** Performed by contact: TODD DUGAN, 5853349440
I'LL WORK ON THAT, BUT, FOR NOW CAN YOU SEE PIN 10 AND 11 ON C48 AT THE SPORT MODE SWITCH, I FOUND THIS TO BE THE FEED TO THE SH LK SOL. I WILL SEE IF I CAN TRACE THE SOURCE

*** PHONE LOG 01/13/2009 10:55 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Pin 11 B+ feed from ADJ pedal fuse control at pin 10 from pin 5 of the ATM controller.
The controller grounds that solenoid when theat other conditions are meet. In park, with brake switch.

*** NOTES 01/13/2009 11:43 AM clarify Action Type: Manager review
*** Performed by contact: TODD DUGAN, 5853349440
UNDERSTOOD, WHICH IS WHAT I'VE BEEN SEEING, 12V AT PIN 11 AND A BRAKE ACTIVATED GROUND SIGNAL AT PIN 10. HENCE MY CONFUSION, IF THE READINGS ARE 12V CONSTANT ON PIN 11 AND GROUND WHEN BRAKE IS ON AT PIN 10, WHY WONT THIS THING WORK?
MY VOLTAGE DROPS ARE
2.5V AT PIN 10-11 AT C48
2.5V AT PIN 12 CF22 TO MC12
I WILL CK ADDL VOLTAGE DROPS

*** NOTES 01/13/2009 11:52 AM clarify Action Type: Manager review
*** Performed by contact: TODD DUGAN, 5853349440
VOLTAGE DROP IS 13V AT PIN 12 OF CF22 TO PIN 11 M45

*** NOTES 01/13/2009 12:02 PM clarify Action Type: Manager review
*** Performed by contact: TODD DUGAN, 5853349440
HOPEFULLY I HAVE GIVEN ENOUGH INFO SO FAR, PERSONALLY I AM A BIT IN OVER MY HEAD

*** PHONE LOG 01/13/2009 12:52 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call
So with out the brakes applied does pin 10 go to ground less then 1 volt? I went back and found one case of pin 11 of the M45 not a trong ground due to poor connection at M52

*** NOTES 01/19/2009 08:36 AM clarify Action Type: Manager review
*** Performed by contact: TODD DUGAN, 5853349440
AFTER BYPASSING THE VOLTAGE AND GROUND PORTION OF THE CROSS DASH HARNESS I FOUND THE SOLENOID STILL WOULD NOT FUNCTION. SO ELIMINATING 99% OF THE WIRING I FOUND THAT IF I PROVIDE GROUND AT THE A.T. LOCK MODULE WITH IT CONNECTED THAT THE SOLENOID WOULD WORK. ORDERED AND REC. NEW MODULE. INSTALLED AND NOW THE SOLENOID WORKS.

*** CASE CLOSE 01/19/2009 08:38 AM clarify
*** Performed by contact: TODD DUGAN, 5853349440
SHIFT LOCK MODULE INTERNAL GROUND CIRCUIT FAILURE

Kia Motors America
Technical Assistance Center

Case Number: T1591897

Vehicle Data

Model/Year: 2,007 OPTIMA LX | **Engine:** G4H00248 | **Model Code: 53222**

VIN: KNAGE123375[redacted] | **Mileage:** 28,987

Prod Date: 10/13/2006 | **Warranty Start Date:** 11/30/2006 12:00:00AM

Dealer/Contact Data:

Dealer: NH003 Rountree Kia

Phone: 6033525900 | **FAX:** 6033528213

Contact: David Gates | **Contact Title:** | **Service District:** EA11

Case Details:

Case Owner Silavong | **Create Date & Time** 5/26/2009 2:10:33P

Case Title: Automatic Transmission - Shift Lock Inop # Shifter calbe

Symptom: Shift Lock Inop | **DTC:**

System: Automatic Transmission

Component: Shift Linkage

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 05/26/2009 06:10 AM clarify Action Type: Manager review
*** Performed by contact: DAVID GATES, *04212009195003
THIS IS THE 3RD TIME THAT THE SHIFT CABLE HAS POPPED OFF OF THE SHIFT LEVER ,THE LAST TIME WE REPLACED THE SHIFT CABLE. THE DOES NOT APPEAR TO BE ANY VISABLE PROBLEM WITH EITHER THE SHIFT CABLE OR THE SHIFTER,BUT IF YOU POP THE CABLE ON YOU CAN NOT PRY IT OFF WITH A BAR, BUT THIS CUSTOMER IS ABLE TO MAKE THIS CABLE POP OFF AND THE CAR ROLLS.
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 05/26/2009 06:23 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-David,

-Follow this procedure in Pitstop: Optima (MG) Shift Cable Detachment / KT2007082001
-Thank you,

*** NOTES 05/26/2009 07:49 AM clarify Action Type: Manager review
*** Performed by contact: DAVID GATES, *04212009195003
I HAVE READ THE PITSTOP ARTICLE AND THE SHIFT CABLE IS PROPERLY ORIENTED AND WHEN IT IS REMOVED THERE IS NO ABNORMAL TENSION ON THE CABLE.

*** PHONE LOG 05/26/2009 08:48 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-David, if you have a minute please call in to Tech Line so we can talk about this shifter cable.
-Tech Line Phone# 800-494-4542.

-Thank you,

*** PHONE LOG 05/26/2009 09:39 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-David, calls in and we review the shifter cable adjust and alignment per as Pitstop and everything seem to work normal.
-Shifter cable replaced with no change.

-After review information with Service Engineer, DH. Recommend tech replace the shifter assembly with dpsm authorizes and recheck.

*** CASE CLOSE 06/24/2009 05:45 AM clarify
*** Performed by contact: DAVID GATES, *04212009195003
replace transmission shift control

*** CASE CLOSE 06/24/2009 06:14 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS

*** CASE CLOSE 06/24/2009 05:45 AM clarify
*** Performed by contact: DAVID GATES, *04212009195003

Kia Motors America
Technical Assistance Center

Case Number: T1600449

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4H00015
Model Code: 53222
VIN: KNAGE123675[redacted]
Mileage: 30,796
Prod Date: 9/15/2006
Warranty Start Date: 10/13/2006 12:00:00AM

Dealer/Contact Data:

Dealer: ID007 Nampa Kia
Phone: 2084427454
FAX: 2084616099
Contact: Wendell Stout
Contact Title:
Service District:

Case Details:

Case Owner Jackson
Create Date & Time 6/15/2009 5:53:40P

Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Shift Lock Inop
DTC:
System: Please Specify
Component: Please Specify
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 06/15/2009 09:53 AM clarify Action Type: Manager review
*** Performed by contact: Wendell Stout, *0410092233_137471
Vehicle was stuck in reverce.
What Reference Materials Have Been Used - What Has Already Been Tried?

Shift cable is popping off shifter, this will be the second repair attempt. Shifter has ben replaced. Recc. replaceing shifter cable and drilling hole in shifter and installing a cotter pin to secure shift cable to shifter.

*** PHONE LOG 06/15/2009 09:59 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Or you can use a C clip and lock it into place. Whatever is needed.

*** NOTES 06/15/2009 11:56 AM clarify Action Type: Manager review
*** Performed by contact: Wendell Stout, *0410092233_137471
Did not replace shift cable, ended up installing retaining screw and washer on to shifter to secure shift cable to shifter.

*** CASE CLOSE 06/15/2009 11:58 AM clarify
*** Performed by contact: Wendell Stout, *0410092233_137471
Installed retaining washer and screw into shifter to correct problem

Kia Motors America
Technical Assistance Center

Case Number: T1604278

Vehicle Data

Model/Year: 2,006 OPTIMA EX
Engine: G6A65545
Model Code: 54242
VIN: knage124665[redacted]
Mileage: 40,365
Prod Date: 6/5/2006
Warranty Start Date: 5/31/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC027 Sale Kia
Phone: 2525223611
FAX: 2525224441
Contact: Larry Pease
Contact Title:
Service District: SO07

Case Details:

Case Owner Keiser
Create Date & Time 6/23/2009 1:19:29P

Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Indication_Improper
DTC:
System: Automatic Transmission
Component: Shift Linkage
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 06/23/2009 05:19 AM clarify Action Type: Manager review
*** Performed by contact: Larry Pease, *0410092241_115934
vehicl will not shift from (N).found shift cable popped off at shift assy.this vehicle warranty history shows shift assy. was replaced 8/11/08 at 24,316.second repair.
What Reference Materials Have Been Used - What Has Already Been Tried?
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checked shift cable installation per pitstop article...cable installed properly.cable does not appear to be twisted,and the serrated end is up.refer to kt2007082001.

*** PHONE LOG 06/23/2009 05:21 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
And a "C" clip or drill small hole and put a cotter pin to hold it in place.

*** CASE CLOSE 06/23/2009 05:38 AM clarify
*** Performed by contact: Larry Pease, *0410092241_115934
installed c clip on outside of shift cable end.

*** CASE CLOSE 07/14/2009 08:54 AM Pacific Daylight Time MKeiser

Resolution Code: Information Given
CLOSING COMMENTS

Kia Motors America
Technical Assistance Center

Case Number: T1618325

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4G4KC7H
Model Code: 53222
VIN: KNAGE123075[redacted]
Mileage: 6,904
Prod Date: 3/26/2007
Warranty Start Date: 2/20/2008 12:00:00AM

Dealer/Contact Data:

Dealer: AZ026 Peoria Kia
Phone: 6239336900
FAX: 6238154483
Contact: Damon Bosak
Contact Title:
Service District:

Case Details:

Case Owner Silavong
Create Date & Time 7/21/2009 2:28:59P

Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Shift Lock Inop
DTC:
System: Automatic Transmission
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 07/21/2009 06:34 AM Pacific Daylight Time SSilavong-TL
-Customer states key stuck in the ignition.
-Shifter cable pops out of the shifter.
-Shifter assembly was replaced about 3 months ago.

-Refer tech to Pitsotp and fallow the procedure of cable installation.
-If no change replace the cable and recheck.

Kia Motors America
Technical Assistance Center

Case Number: T1620354

Vehicle Data

Model/Year: 2,006 OPTIMA LX
Engine: G4374527
Model Code: 53222
VIN: KNAGE123665[redacted]
Mileage: 52,879
Prod Date: 6/22/2006
Warranty Start Date: 3/31/2007 12:00:00AM

Dealer/Contact Data:

Dealer: VA045 Fredericksburg Kia
Phone: 5408917400
FAX: 5408912442
Contact: Thomas Tucker
Contact Title:
Service District:

Case Details:

Case Owner Brown
Create Date & Time 7/24/2009 8:34:32P

Case Title: Autiomatic Transmission -Shift lock inop #
Symptom: Warning Light On
DTC:
System: Body Electrical
Component: Switch (General)
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 07/24/2009 12:43 PM Pacific Daylight Time RBrown-TL
Advised of open campaign.
Tech states the shift interlock is inop.
Tech satets the connector to the solenoid is different.
Advised tech to double check the connector he is looking at.

*** CASE CLOSE 03/26/2010 10:25 AM clarify
*** Performed by contact: Thomas Tucker, *0410092254_157713
found shift lock controller not applying ground

*** CASE CLOSE 03/26/2010 01:43 PM Pacific Daylight Time RBrown-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
found shift lock controller not applying ground

Kia Motors America
Technical Assistance Center

Case Number: T1621634

Vehicle Data

Model/Year: 2,006 OPTIMA EX | **Engine:** G6A59932 | **Model Code: 54242**

VIN: KNAGE124365[redacted] | **Mileage:** 17,000

Prod Date: 2/8/2006 | **Warranty Start Date:** 7/17/2006 12:00:00AM

Dealer/Contact Data:

Dealer: MA038 Central Kia of Norwood

Phone: 7817628100 | **FAX:** 7812555829

Contact: RON WEINER | **Contact Title:** | **Service District:**

Case Details:

Case Owner Finkelstein | **Create Date & Time** 7/28/2009 3:45:25P

Case Title: Automatic Transmission - Shift Lock Inop #

Symptom: Improper Operation | **DTC:**

System: Body Electrical

Component: Shift Lock Actuator

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 07/28/2009 08:04 AM Pacific Daylight Time DFinkelstein-TL
Tech states the vehicle will not come out of park. He can ground C48 pin 10 and the shifter moves out of park.

Advised tech to see if when he steps on the brakes if there is no voltage at M45 pin 4 ? Possible brake switch problem or adjustment.

*** CASE CLOSE 09/04/2009 05:43 AM clarify
*** Performed by contact: RON WEINER, 7817628100
replaced electrical interlock module

*** CASE CLOSE 09/04/2009 05:54 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced electrical interlock module

Kia Motors America
Technical Assistance Center

Case Number: T1633358

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G6A78658
Model Code: 54222
VIN: KNAGE124275[redacted]
Mileage: 36,363
Prod Date: 1/16/2007
Warranty Start Date: 4/2/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OH057 Byers Kia
Phone: 7402015550
FAX: 7402015222
Contact: James Mcdowell
Contact Title:
Service District:

Case Details:

Case Owner Jackson
Create Date & Time 8/20/2009 6:49:18P

Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Shift Lock Inop
DTC:
System: Automatic Transmission
Component: Shift Linkage
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 08/20/2009 10:47 AM clarify Action Type: Manager review
*** Performed by contact: James McDowell, *0410092246_139670
FOUND SHIFTER CABLE DISCONNECTED AT THE SHIFTER
AND HAVE ALREADY PERFORMED TSBKT2007090712.

THIS IS THE SECOND TIME IT HAS COME LOOSE, NOTHINGS APPEARS BROKEN
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 08/20/2009 11:29 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
But a C clip in place to confirm it holds and does not come off.

*** CASE CLOSE 08/21/2009 07:24 AM clarify
*** Performed by contact: James McDowell, *0410092246_139670
installed a e clamp on the shifter cable mount. then tried to remove and could not remove

Kia Motors America
Technical Assistance Center

Case Number: T1633366

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4H01643
Model Code: 53222
VIN: knage123775[redacted]
Mileage: 22,347
Prod Date: 1/16/2007
Warranty Start Date: 6/8/2007 12:00:00AM

Dealer/Contact Data:

Dealer: IA001 Kia of Des Moines
Phone: 5152700706
FAX: 5157272121
Contact: GREG ANDREW
Contact Title:
Service District: CE05

Case Details:

Case Owner Silavong
Create Date & Time 8/20/2009 7:00:36P
Case Title: Automatic Transmission - shift Lock Inop #
Symptom: Shift Lock Inop
DTC:
System: Automatic Transmission
Component: Shift Linkage
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 08/20/2009 10:58 AM clarify Action Type: Manager review
*** Performed by contact: GREG ANDREW, *0410092233_155263
2nd time in cable pops off shifter in n position both times no damage apparent pops back on and seems tight any ideas
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 08/20/2009 11:30 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Put a C clip on and it will hold it in place.

*** PHONE LOG 08/20/2009 12:42 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-Greg, we want to check if the cable is installing correctly per as Pitsop.
-If the cable install correctly we will need to replace the shifter cable and recheck.
-Thank you,

*** CASE CLOSE 08/24/2009 12:04 PM clarify
*** Performed by contact: GREG ANDREW, *0410092233_155263
installed c clip over shaft

Kia Motors America
Technical Assistance Center

Case Number: T1653868

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4G4KC7H
Model Code: 53222
VIN: knage123875[redacted]
Mileage: 22,680
Prod Date: 3/28/2007
Warranty Start Date: 10/27/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC047 Kia of Monroe
Phone: 7042258283
FAX: 7042835326
Contact: Glen Shaffer
Contact Title:
Service District:

Case Details:

Case Owner Jackson
Create Date & Time 10/7/2009 8:43:16P
Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Operation
DTC:
System: Automatic Transmission
Component: Shift Linkage
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 10/07/2009 12:41 PM clarify Action Type: Manager review
*** Performed by contact: Glen Shaffer, *0410092241_155237

*** This is a Request for Assistance ***
was in on 10/15/09 with problem and had a tech case # t1643528 was told to replace shifter. shift cable came back off
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 10/07/2009 01:24 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Did it come off the pivot it self, or is the bracket bent where the cable fasten on?

*** NOTES 10/08/2009 03:36 AM clarify Action Type: Manager review
*** Performed by contact: Glen Shaffer, *0410092241_155237
came off pivot,bracket does not look bent

*** PHONE LOG 10/08/2009 06:05 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Ok, reotate cable 180 degrees to have the force going towards pivot and put a C-clip to hold it.

*** CASE CLOSE 11/10/2009 05:33 AM clarify
*** Performed by contact: Glen Shaffer, *0410092241_155237
installed E-clip on shifter to hold cable on

Kia Motors America
Technical Assistance Center

Case Number: T1666833

Vehicle Data

Model/Year: 2,007 OPTIMA EX
Engine: G6A78789
Model Code: 54242
VIN: KNAGE124975[redacted]
Mileage: 6,000
Prod Date: 1/17/2007
Warranty Start Date: 9/15/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MO003 Lou Fusz Kia
Phone: 3145954900
FAX: 3149655367
Contact: Andrew Stumm
Contact Title:
Service District: CE04

Case Details:

Case Owner Jackson
Create Date & Time 11/11/2009 2:36:53P

Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Indication_Improper
DTC:
System: Automatic Transmission
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 11/11/2009 06:51 AM Pacific Daylight Time DJackson-TL
TSB was performed.
Will contact dealer back.

Kia Motors America
Technical Assistance Center

Case Number: T1673028

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4G4KC7H
Model Code: 53222
VIN: KNAGE123275[redacted]
Mileage: 44,201
Prod Date: 2/23/2007
Warranty Start Date: 4/20/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NH005 Bonneville & Son Kia
Phone: 6036249270
FAX: 6032960381
Contact: Chistopher Vitale
Contact Title:
Service District: EA11

Case Details:

Case Owner Keiser
Create Date & Time 11/30/2009 4:38:59P

Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Indication_Improper
DTC:
System: Automatic Transmission
Component: Shift Linkage
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 11/30/2009 08:38 AM clarify Action Type: Manager review
*** Performed by contact: Chistopher Vitale, 6036249270

*** This is a Request for Assistance ***
had problems with the shifter cable poping of the shifter. had the shifter replaced on 6/30/09
will be repacing with new cable this time. unless there is another fix?
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 11/30/2009 09:04 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Replace and put a C clip on to confirm that it is holding in place.

*** CASE CLOSE 12/01/2009 06:17 AM clarify
*** Performed by contact: Chistopher Vitale, 6036249270
c clip

*** CASE CLOSE 12/28/2009 09:58 AM Pacific Daylight Time MKeiser

Resolution Code: Faulty Component
CLOSING COMMENTS
c clip

Kia Motors America
Technical Assistance Center

Case Number: T1675793

Vehicle Data

Model/Year: 2,007 OPTIMA EX
Engine: G4G4KC7H
Model Code: 53242
VIN: KNAGE123375[redacted]
Mileage: 36,056
Prod Date: 3/12/2007
Warranty Start Date: 11/20/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NY022 Northtown Kia
Phone: 7168399600
FAX: 7168391996
Contact: John Bass
Contact Title:
Service District: EA07

Case Details:

Case Owner Hicks
Create Date & Time 12/7/2009 7:23:30P

Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Operation
DTC:
System: Body Electrical
Component: Shift Lock Actuator
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 12/07/2009 12:40 PM Pacific Daylight Time RHicks
Shift lock inop
tech states no B+ at solenoid
having tech recheck B+ and B-
- ground parking position switch Pin 3 and see if concern is ok

*** CASE CLOSE 12/15/2009 05:38 AM clarify
*** Performed by contact: John Bass, *0410092244_91252
shifter assemble

Kia Motors America
Technical Assistance Center

Case Number: T1710205

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G6A70901
Model Code: 54222
VIN: KNAGE124475[redacted]
Mileage: 455,579
Prod Date: 9/28/2006
Warranty Start Date: 9/29/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC032 Auto Park Kia
Phone: 9193663666
FAX: 9193658317
Contact: Mike Fowler
Contact Title:
Service District: SO08

Case Details:

Case Owner Finkelstein
Create Date & Time 3/11/2010 3:39:28P

Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Operation
DTC:
System: Body Electrical
Component: Shift Lock Actuator
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 03/11/2010 07:40 AM clarify Action Type: Manager review
*** Performed by contact: Mike Fowler, 9193663666

*** This is a Request for Assistance ***
Customer states that the shifter has been unable to move from park at times. Also from nuetral through reverse at times.
What Reference Materials Have Been Used - What Has Already Been Tried?

GDS. Shop manual, and ETM. Tested components and circuits, grounds etc... No problems found and problem has not shown up while in shop two times. Any known issues or suggestions?

*** PHONE LOG 03/11/2010 07:56 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Mike, you'll need to verify there is B+ on PCM pin C201-1 pin 23 with the brakes on ? Then C201-1 pin 3 in park should

have B+ and the same for pin 5 as well in neutral. Could be just a brake switch input problem as a suspect component problem.

*** NOTES 03/11/2010 08:26 AM clarify Action Type: Manager review
*** Performed by contact: Mike Fowler, 9193663666
all pcm circuits ok 12.5v in correct positions. No shorts found. Tried different brake switch when concern first appeared and did not help.

*** PHONE LOG 03/11/2010 09:00 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Have you actually been able to duplicate the concern ? If yes , when the shifter won't come out of Park , is there B+ at C201-1 pin 23 ?

*** PHONE LOG 03/12/2010 07:50 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Tech states the vehicle is back and still having problems intermittently with the shift interlock not releasing and preventing the vehicle from coming out of park.

Advised tech if the B+ is removed from M45 pin 4 when the brakes are applied then the ATM solenoid should release. See if the solenoid is grounding at C48 pin 10 with the brakes applied . If yes, then replace the ATM solenoid.

*** CASE CLOSE 03/15/2010 04:32 AM clarify
*** Performed by contact: Mike Fowler, 9193663666
Replace faulty / Intermitant shift lock solenoid

*** CASE CLOSE 03/15/2010 06:27 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Replace faulty / Intermitant shift lock solenoid

Kia Motors America
Technical Assistance Center

Case Number: T1710681

Vehicle Data

Model/Year: 2,006 OPTIMA LX
Engine: G4254867
Model Code: 53222
VIN: KNAGE123965[redacted]
Mileage: 51,191
Prod Date: 2/9/2006
Warranty Start Date: 3/30/2006 12:00:00AM

Dealer/Contact Data:

Dealer: AL014 Locklear Kia
Phone: 2057594421
FAX: 2057223654
Contact: Chip Smitherman
Contact Title:
Service District: SO01

Case Details:

Case Owner Finkelstein
Create Date & Time 3/12/2010 3:37:06P

Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Operation
DTC:
System: Manual Transmission
Component: Gear Shift Lever
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 03/12/2010 07:38 AM clarify Action Type: Manager review
*** Performed by contact: Chip Smitherman, *06162009191512

*** This is a Request for Assistance ***
Key is getting stuck in the ignition. Cant turn to the off position. Like the vehicle is still in gear instead of park. Don't see a interlock cable for the ignition on the shifter. There any common problems with the system? If you go from park to drive a few times and keep trying the key it will eventually turn off and you can get the key out.
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 03/12/2010 08:11 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call

Chip , the issue is the shift interlock system needs to see a brake switch input and the vehicle is in Park for the ATM solenoid and the key solenoid to release so the key can be turned completely to the OFF position.
Go to M45 pin 12 and see if there is ground voltage or continuity to ground at that pin in Park ? Then see if there is B+ in park at M45 at pin 7 . In park, there should be ground voltage at M45 pin 6 to release the key solenoid to get it out.

*** CASE CLOSE 04/07/2010 12:10 PM clarify
*** Performed by contact: Chip Smitherman, *06162009191512
replaced shifter

Kia Motors America
Technical Assistance Center

Case Number: T1751000

Vehicle Data

Model/Year: 2,007 OPTIMA LX
Engine: G4H00088
Model Code: 53222
VIN: KNAGE123275[redacted]
Mileage: 71,854
Prod Date: 9/22/2006
Warranty Start Date: 10/23/2006 12:00:00AM

Dealer/Contact Data:

Dealer: MI023 Kia of Lansing
Phone: 5173935700
FAX: 5173947633
Contact: Dennis Snyder
Contact Title:
Service District:

Case Details:

Case Owner Finkelstein
Create Date & Time 6/23/2010 7:25:36P

Case Title: Automatic Transmission - Shift Lock Inop #
Symptom: Improper Operation
DTC:
System: Automatic Transmission
Component: Shift Linkage
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 06/23/2010 11:25 AM clarify Action Type: Manager review
*** Performed by contact: Dennis Snyder, 5173935700

*** This is a Request for Assistance ***
Shifter wont uolock with brake pedal pushed
What Reference Materials Have Been Used - What Has Already Been Tried?
---
hi, i have a 07 optima, the shift lock wont unlock with brake pedal pushed . you can manually get out of park using access hole and screwdriver.
Ive checked brake lights ok , brake switch is ok.
ive also taken apart console and checked shifter lockout solnoid, it works when applied your own power and ground. also the lock out solonoid has power on its red pwr wire and also ground wire.
I assume the black goes back to control module .

the service info is severly lacking on how to test this system and in fasct does not exist. As far as i can tell the atm keylock control module controls this?? is so where is it located? so i can check inputs and outputs to it

*** PHONE LOG 06/23/2010 12:00 PM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Go to the ATM Key Lock Control Module located on left side of heater box area. Check M45 pin 4 for B+ with brakes applied . Then check Pin 7 in Park for B+ ? Pin 2 = B+ KOEO and same for pin 10 at M45.

*** CASE CLOSE 07/26/2010 07:49 AM clarify
*** Performed by contact: Dennis Snyder, 5173935700
replaced atm lock control module

*** CASE CLOSE 07/26/2010 08:18 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced atm lock control module

Kia Motors America
Field Product Quality Report

Case Number: F1545415

Distributor: KMA

Region/District: SO04 | **Report No.:** SO08SR97

Dealer Code: SC018 | **Issue Date:** 11/25/2008

Dealer City: Spartanburg | **Dealer Name:** Farrell Kia

Name: Srupert | **Dealer State:** SC

Component Group: Please Specify

Component Code: Please Specify

TREAD Code:

Subject/Title: no reverse or drive Optima

Vehicle Data

Model Code: 54242 | **Model Desc:** OPTIMA EX | **Year:** 2006

VIN: KNAGE124965[redacted] | **Mileage:** 12,017

Engine No: G6A63209 | **Trans No:** | **Trans Type:** Automatic

Prod Date: 4/24/2006 | **Delivery Date:** 7/2/2007 | **Repair Date:** 7/2/2007

Part Information

Part Number: | **Part Name:**

Condition: | **Cause:**

Part ID/Lot: | **Other Part No:** | **Other Part No:**

Case History

CUSTOMER COMPLAINT

Customer states that the shifter will not go into reverse or drive sometimes.

ACTUAL CONDITION

Found that the shift interlock is intermittently not getting a signal to release the shifter.

INVESTIGATION RESULTS

Found that the brake switch wiring harness to have a bad connection at the switch.

POSSIBLE CAUSE

CORRECTIVE ACTION

Repaired the connection and tested. Vehicle is operating correctly.

RECOMMENDATIONS

Rupert, Steven [KMA]

Kia Motors America
Field Product Quality Report

Case Number: F1580070

Distributor: KMA

Region/District: WE06 | **Report No.:** WE09JS40

Dealer Code: AZ026 | **Issue Date:** 3/25/2009

Dealer City: Peoria | **Dealer Name:** Peoria Kia

Name: Jskomski | **Dealer State:** AZ

Component Group:

Component Code:

TREAD Code:

Subject/Title: Shifter does not always

Vehicle Data

Model Code: 53222 | **Model Desc:** OPTIMA LX | **Year:** 2007

VIN: KNAGE123075[redacted] | **Mileage:** 4,962

Engine No: G4G4KC7H | **Trans No:** | **Trans Type:** Automatic

Prod Date: 3/26/2007 | **Delivery Date:** 2/20/2008 | **Repair Date:** 3/18/2009

Part Information

Part Number: | **Part Name:**

Condition:N23FAILS TO DISENGAGE | **Cause:** C15POOR CONTACT

Part ID/Lot: | **Other Part No:** | **Other Part No:**

Case History

CUSTOMER COMPLAINT

Shifter does not always release

ACTUAL CONDITION

Shifter does not always release

INVESTIGATION RESULTS

Test drove car & sat in parking lot moving shifter & checking that release solenoid is working, found 1 time brake light switch did not work

POSSIBLE CAUSE

Poor conection in brake light switch

CORRECTIVE ACTION

Replaced brake light switch

RECOMMENDATIONS

Skomski, Jim {KMA]

Kia Motors America
Field Product Quality Report

Case Number: F1797836

Distributor: KMA

Region/District: EA04 | **Report No.:** EA2010KF00760

Dealer Code: CT027 | **Issue Date:** 7/23/2010

Dealer City: Danbury | **Dealer Name:** Danbury Kia

Name: Keith Fritzinger FTR | **Dealer State:** CT

Component Group:

Component Code:

TREAD Code:

Subject/Title: shift cable comes loose

Vehicle Data

Model Code: 53222 | **Model Desc:** OPTIMA LX | **Year:** 2007

VIN: KNAGE123175[redacted] | **Mileage:** 58,214

Engine No: G4H01525 | **Trans No:** | **Trans Type:** Automatic

Prod Date: 1/10/2007 | **Delivery Date:** 7/2/2007 | **Repair Date:** 7/23/2010

Part Information

Part Number: | **Part Name:**

Condition:N24OTHERS | **Cause:** C99OTHERS

Part ID/Lot: | **Other Part No:** | **Other Part No:**

Case History

CUSTOMER COMPLAINT
---

c/s shift cable comes losoe from shifter assembly

ACTUAL CONDITION
---

unable to duplicate, shift bezel was removed by customer and on the passenger seat

INVESTIGATION RESULTS
---

found shift cable firmly attached to shift lever assembly and that cable was not twisted nor did it slide off easily - installed "c" clip onto shift lever assembly for positive retention of shift cable - verified that instrument cluster display matches actual gear position selected and shift cable is properly adjusted

POSSIBLE CAUSE
---

unknown

CORRECTIVE ACTION
---

installed "c" clip onto shift lever assembly for positive retention of shift cable

RECOMMENDATIONS

THE COUNTY COURT OF THE SEVENTH JUDICIAL CIRCUIT
IN AND FOR ST.JOHNS COUNTY, STATE OF FLORIDA
CIVIL DIVISION

NICOLE COOKS,

Plaintiff,

v

KIA MOTORS AMERICA, INC.

Defendant

CASE NO. CA08-0408
55

#4/9
3/11/08
1:00P

SUMMONS

THE STATE OF FLORIDA:
To Each Sheriff of the State:

YOU ARE COMMANDED to serve this summons and a copy of the complaint or petition, in this action on:

KIA MOTORS AMERICA, INC.
By serving its Registered Agent:

C T CORPORATION SYSTEM
1200 S. PINE ISLAND ROAD
PLANTATION FL 33324

Each Defendant is required to serve written defenses to the complaint or petition on Consumer Legal Services, P.C., Plaintiff's attorney, whose address is 1915 N. Dale Mabry Highway, Suite 303, Tampa, Florida 33607, within twenty (20) days after service of this summons on that Defendant, exclusive of the day of service, and to file the original of the defenses with the clerk of this court either before service on Plaintiff's attorney or immediately thereafter. If a Defendant fails to do so, a default will be entered against that Defendant for the relief demanded in the complaint or petition.

DATED on FEB 25 2008, 2008.

Clerk of the Court

By: _____
Deputy Clerk

ALDO BOLLIGER, ESQ.
Consumer Legal Services, P.C.
1915 N. Dale Mabry Higway
Suite 303
Tampa, Florida 33607
(813) 870-2525
Florida Bar # 486973

IN THE CIRCUIT COURT OF THE SEVENTH JUDICIAL CIRCUIT
IN AND FOR ST.JOHNS COUNTY, FLORIDA
CIVIL DIVISION

NICOLE COOKS,

Plaintiff, Case No.:

v.

KIA MOTORS AMERICA, INC.

Defendant.
_____/

COMPLAINT AND JURY DEMAND
INTRODUCTION

The Plaintiff, NICOLE COOKS, (Hereinafter "PLAINTIFF"), through CONSUMER LEGAL SERVICES, P.C., and the undersigned counsel, files this Complaint and sues defendant, KIA MOTORS AMERICA, INC. (Hereinafter MANUFACTURER) for violations of the Magnuson Moss Warranty Act 15 U.S.C. 2301 et. al. for defects associated with a 2007 Kia Optima VIN # KNAGE123175126858 (Hereinafter "VEHICLE") warranted by the MANUFACTURER PURCHASED from STOFF MOTOR COMPANY d/b/a FAMILY KIA an agent of the MANUFACTURER.

JURISDICTION AND PARTIES

1. PLAINTIFF is a resident of the city of ST.AUGUSTINE, ST. JOHNS County, Florida.
2. MANUFACTURER is a Foreign Corporation authorized to do business in the State of Florida and, at all times relevant hereto, and was engaged in the business of selling and servicing automobiles in ST.JOHNS, County Florida.
3. The property that is the subject of this litigation is located in the city of ST.AUGUSTINE, ST. JOHNS County, Florida.
4. The amount in controversy **DOES** exceed FIFTEEN THOUSAND DOLLARS ($15,000.00), exclusive of interest and costs.

FACTS COMMON TO ALL COUNTS

5. On or about May 1, 2007 the PLAINTIFF purchased the VEHCILE from the MANUFACTURER'S seller/agent STOFF MOTOR COMPANY d/b/a FAMILY KIA (See EX.A)

6. Along with the PURCHASE of the VEHICLE, PLAINTIFF received written warranties and other express and implied warranties from the MANUFACTURER. ** A copy of the warranty is not available to attach, however is referenced and incorporated herein. Additionally, the existence on the warranty is not in dispute and unnecessary documents need not be attached. (Especially when the document is not unique and already in the possession on the Defendant.)

7. PLAINTIFF has taken the VEHICLE to the MANUFACTURER'S seller/agent on at least TWO (2) separate occasions (EX.B)
   a. PLAINTIFF has provided MANUFACTURER with notice by taking the vehicle to MANUFACTURER'S authorized service agent for warranty repairs, as set forth in the MANUFACTURER'S own written warranty.

8. By way of example, and not by way of limitation, the defects with PLAINTIFF'S VEHICLE include the following:

DATE	DAYS	MILEAGE	ORDER#	COMPLAINT
7/2/07	2	3490	33745	**Transmission:** Customer concern vehicle stays in neutral no matter where shifter position at. (Shifter cable lose from shifter linkage.)
8/22/07	2	5499	35010	**Transmission:** Customer concern vehicle is in reverse when the shifter is in park or neutral. (Correct shift cable installation at shift console. Correct shift cable end installation.)

9. The EXPRESS and IMPLIED warranties given part of the PURCHASE have failed their essential purpose due the MANUFACTURER'S failure to remedy the defects of the VEHICLE. Furthermore, MANUFACTURER'S inability or

unwillingness to properly repair the vehicle is tantamount to a refusal to honor its warranty.

ALLEGATIONS OF APPARENT AGENCY

10. Upon information and belief MANUFACTURER made representations the DEALER had authority to act as the MANUFACTURER'S agent by allowing it or requiring it to:

    (a) Call itself "authorized dealer"

    (b) Display MANUFACTURER'S logo and other MANUFACTURER materials in its showrooms and on salesperson's business cards;

    (c) Receive technical bulletins detailing potential car problems from MANUFACTURER;

    (d) Create an impression that DEALER sells cars for MANUFACTURER; and

    (e) Train its technicians with MANUFACTURER;

    (f) Use only MANUFACTURER-trained technicians to repair and maintain cars under MANUFACTURER warranties;

    (g) Hold itself out as the seller of cars and provider of car repair services without informing its patron the DEALER, whom MANUFACTURER considers to be a non-agent, provides those goods and services.

    (h) Requiring the PLAINTIFF to first seek redress of warranty issues from the authorized dealer.

    (i) Requiring the DEALER to present; explain and honor the express warranty given by the MANUFACTURER.

11. PLAINTIFF reasonable concluded the DEALER was an agent of MANUFACTURER, in that PLAINTIFF had reason to believe that the transaction took place between PLAINTIFF and MANUFACTURER and/or the MANUFACTURER controlled the transaction.

(a) Based on this reliance the PLAINTIFF purchased the VEHICLE from the MANUFACTURER thus undertaking a large financial expenditure.

12. PLAINTFF'S reliance was justified, and PLAINTFF suffered harm as a result of the actions or inactions of DEALER as an agent of MANUFACTURER.

FACTS ALLEGING ACTUAL AGENCY RELATIONSHIP BETWEEN MANUFACTURER AND DEALER

13. Upon information and belief and pursuant to the franchise agreement between DEALER AND MANUFACTURER, MANUFACTURER exercises control over DEALER with respect to:

(a) Reporting of sales;

(b) Computer network connection with MANUFACTURER;

(c) Training of DEALER'S sales and technical personnel;

(d) Use of the MANUFACTURER-supplies computer software;

(e) Participation in MANUFACTURER'S training programs;

(f) Other areas, as enumerated in the franchise agreement;

(g) Reporting to MANUFACTURER with respect to the car delivery, including reporting PLAINTIFF'S name, address, preferred title, primary and business phone numbers, e-mail address, car's VIN number, delivery date, type of sale, lease/finance terms, factory incentive coding, if applicable, car's odometer reading, extended service contract sale designation, if any, MANUFACTURER contact language preference, and names of delivering dealership employees; and

(h) Displaying MANUFACTURER logos upon signs, literature, products, and brochures within the dealership.

14. DEALER binds MANUFACTURER with respect to:

(a) Warranty repairs on the cars DEALER sells; and

(b) Issuing service contracts administered by MANUFACTUER.

15. MANUFACTURER further exercises control over DEALER with respect to:

(a) Financial incentives given to DEALER'S employees;

(b) Prizes given to DEALER'S employees;

(c) Number of bathrooms DEALER must make available to the public;

(d) Location of DEALER;

(e) Size and number of DEALER'S logos bearing MANUFACTURER'S name;

(f) Testing and certification of the sales and service personnel to ensure compliance with MANUFACTURER'S policies and procedures;

(g) Customer satisfaction surveys, pursuant to which MANUFACTURER allocates the number of cars to DEALER, thus directly controlling DEALER'S profits.

16. DEALER is not an independent merchant who buys cars from MANUFACTURER and resells them the third parties; rather, DEALER sells cars on MANUFACTURER'S behalf, pursuant to a "floor plan", and MANUFACTURER does not receive payment for its cars until DEALER sells them.

17. DEALER bears MANUFACTURER'S brand name, uses its logo in advertising and on its warranty repair orders, posts its sign for the public to see, and enjoys a franchise to sell MANUFACTURER'S products, including the subject car.

18. MANUFACTURER required DEALER to follow the rules and policies of MANUFACTURER in conducting all aspects of its business, including the delivery of the MANUFACTURER'S warranties described above, and the servicing of defective vehicles such as the PLAINTIFF'S vehicle.

19. MANUFACTURER required DEALER to post MANUFACTURER'S name, logo, and signs at DEALER'S location, including its service department, and to identify itself and to the public as an authorized dealer and servicing outlet for MANUFACTURER'S cars.

20. MANUFACTURER required DEALER to use service and repair forms the contained MANUFACTURER'S name and logos.

21. MANUFACTURER required DEALER to perform MANUFACTURER'S warranty diagnoses and repairs, and to do the diagnoses and repairs according to the procedures and policies set forth in writing by MANUFACTURER.

22. MANUFACTURER required DEALER to use parts and tools either provided by MANUFACTURER, or approved by MANUFACTURER, and to inform MANUFACTURER when DEALER discovered that unauthorized parts had been installed on one of MANUFACTURER'S car.

23. MANUFACTURER required DEALER'S service and repair employees to be trained by MANUFACTURER in the methods of repair of MANUFACTURER'S cars.

24. MANUFACTURER audits DEALER'S sales and service department and directly contacts the customers of DEALER to determine their level of satisfaction with the sale and repair services provided by the DEALER.

    (a) DEALER is then granted financial incentives or reprimanded depending on the level of satisfaction.

25. MANUFACTURER required DEALER to provide it with monthly statements and records pertaining, in part, to DEALER'S sales and servicing of MANUFACTURER'S vehicles.

26. MANUFACTURER reserved the right at all times to enter upon DEALER'S business premises and to audit the records and operations of DEALER'S sales and service department.

27. MANUFACTURER provides DEALER with, or requires it to obtain, computer programs that would display the title history of MANUFACTURER cars.

28. MANUFACTURER provides technical service bulletins and messages to DEALER detailing chronic defects present in product lines, and repair procedures to be followed for chronic defects.

29. MANUFACTURER provides DEALER with specially trained service and repair consultants with whom DEALER is required by MANUFACTURER to consult when DEALER is unable to correct a defect on its own.

30. MANUFACTURER requires its customers to go to DEALER or other authorized dealers to obtain servicing under its warranties.

31. MANUFACTURER requires DEALER to consult with MANUFACTURER before voiding a customer warranty or making a decision to decline a warranty repair.

32. DEALER is required to notify MANUFACTURER whenever a car is sold or put into warranty service.

33. MANUFACTURER requires in its owners manual, furnished to PLAINTIFF by DEALER, that any questions first be referred to DEALER, not MANUFACTURER, and that if warranty service is required, the car should be taken to DEALER or other authorized MANUFACTURER dealership; as opposed to notifying or presenting vehicle to MANUFACTURER directly.

COUNT I
VIOLATION OF MAGNUSON MOSS WARRANTY ACT EXPRESS WARRANTY MANUFACTURER ONLY

34. PLAINTIFF incorporates paragraphs 1-9 as though fully restated as realleged.

35. PLAINTIFF is a "consumer" as defined in the Warranty Act 15 U.S.C. 2301(3).

36. The MANUFACTURER is a "supplier" and "warrantor" as defined by the Warranty Act 15 U.S.C. 2301 (4) and (5).

37. The VEHICLE is "consumer product" as defined in the Warranty Act 15 U.S.C. 2301 (1).

38. The VEHICLE was manufactured, sold and purchased after July 4, 1975.

39. The express warranty given by the MANUFACTURER pertaining to the VEHICLE is a "written warranty" as defined in the Warranty Act 15 U.S.C. 2301 (6).

40. The above described actions (failure to repair and/or properly repair the above-mentioned defects, etc.), including failure to honor the written warranty, constitute a breach of the written warranty by the MANUFACTURER under the Warranty Act 15 U.S.C. 2310 (d)(1) and (2).

WHEREFORE, PLAINTIFF prays for judgment against MANUFACTURER:

A. For the difference in value of VEHICLE as promised and as actually delivered;

B. For consequential, incidental and actual damages;

C. For costs, interest and actual attorneys' fees; pursuant to 15 U.S.C. 2310(d)(2).

D. Such other relief this Court deems appropriate.

COUNT II
VIOLATION OF EXPRESS WARRANTY
FLA.STAT. 672.101 et seq.
MANUFACTURER ONLY

41. PLAINTIFF incorporates herein paragraphs 1-9 as though fully restated and realleged.

42. PLAINTIFF is a "Buyer" under the Florida Uniform Commercial Code, Fla. Stat. 672.103.

43. MANUFACTURER is "Seller" under the Florida Uniform Commercial Code, Fla. Stat. 672.103.

44. The VEHCILE constitutes "goods" under the Florida Uniform Commercial Code, Fla. Stat. 672.105.

45. This is a "transaction", to which Fla. Stat. 672.102. is applicable.

46. PLAINTIFF'S purchase of the VEHICLE was accompanied by an express warranty, written and otherwise offered by the MANUFACTURER. Whereby said warranty was part of the basis of the bargain of the contract, upon which PLAINTIFF relied, between PLAINTIFF and MANUFACTURER for its sale of the vehicle.

47. In this express warranty, the MANUFACTURER warranted that if any defects were discovered within certain periods of time, the MANUFACTURER

would provide repair of the VEHICLE free of charge to PLAINTIFF under specific terms as stated in the express warranty.

48. The PLAINTIFF discovered the VEHICLE has defects and problems after PLAINTIFF purchased the vehicle as set forth above.

49. PLAINTIFF notified MANUFACTURER of the aforementioned defects.

50. PLAINTIFF has provided the MANUFACTURER with sufficient opportunities to repair or replace the VEHICLE.

51. PLAINTIFF has reasonably met all obligations and pre-conditions as provided in the express warranty.

52. The MANUFACTURER has failed to adequately repair the VEHICLE and/or has not repaired the VEHICLE in a timely fashion, and the VEHICLE remains in a defective condition.

53. Even though the express warranty provided to PLAINTIFF limited PLAINTIFF'S remedy to repair and/or replace defective parts, the VEHICLE'S defects have rendered the limited warranty ineffective to the extent that the limited remedy of repair and/or replacement of defective parts failed of its essential purpose pursuant to Fla. Stat. 672.719(2); and/or the above remedy is not the exclusive remedy under Fla. Stat. 672.719(1)(b).

54. The VEHICLE continues to contain defects, which substantially impair the value of the automobile to the PLAINTIFF.

55. These defects could not be reasonably have been discovered by the Plaintiff prior to PLAINTIFF'S acceptance of the VEHICLE.

56. The MANUFACTURER induced PLAINTIFF'S acceptance of the VEHICLE by agreeing, by means of the express warranty, to remedy, within a reasonable time, those defects which had not been or could not have been discovered prior to acceptance.

57. As a result of its many defects the PLAINTIFF has lost faith and confidence in the VEHICLE and PLAINTIFF cannot reasonably rely upon the vehicle for the ordinary purpose of safe, efficient transportation.

58. If the finder of fact finds revocation and/or rejection was improper, then in the alternative, PLAINTIFF alleges that as of the date of revocation, the

VEHICLE was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear. Therefore, PLAINTIFF is entitled to damages for breach of warranty calculated by the difference at the time and place of acceptance between the value of the goods accepted and the value they would have had if they had been as warranted.

59. The MANUFACTURER has refused PLAINTIFF'S demands and have refused to provide PLAINTIFF with the remedies to which PLAINTIFF is entitled pursuant to Fla. Stat. 672.313, 672.714 and 672.715.

WHEREFORE, PLAINTIFF prays for judgment against the MANUFACTURER:

A. For the difference in value of VEHICLE promised and as actually delivered;

B. For consequential, incidental and actual damages;

C. For costs, interest and actual attorney' fees; pursuant to 15 U.S.C. 2310(d)(2)

D. Such other relief this Court deems appropriate.

COUNT III
VIOLATION OF MAGNUSON MOSS
WARRANTY ACT IMPLIED WARRANTY
MANUFACTURER ONLY

60. PLAINTIFF incorporates paragraphs 1-33 as though herein fully restated and realleged.

61. PLAINTIFF is a "consumer" as defined in the Warranty Act 15 U.S.C. 2310(3).

62. The MANUFACTURER is a "supplier" and "warrantor" as defined by the Warranty Act 15 U.S.C. 2301(4) and (5).

63. The VEHICLE is a "consumer product" as defined in the Warranty Act 15 U.S.C. 2301(1).

64. The VEHCILE was manufactured, sold and purchased after July 4, 1975.

65. The MANUFACTURER supplied the PLAINTIFF with an implied warranty as defined in 15 U.S.C. 2301(7).

66. The above-described actions (failure to repair and/or properly repair the above- mentioned defects, etc.), including failure to honor the implied

warranty, constitute a breach of warranty by the MANUFACTURER because the vehicle is not fit for its ordinary purpose under the Warranty Act 15 U.S.C 2310 (d)(1) and (2).

WHEREFORE, PLAITIFF prays for judgment against MANUFACTURER:

A. For the difference in the value of the VEHICLE as promised and as actually delivered

B. For consequential, incidental and actual damages;

C. For costs, interest and actual attorneys' fees; pursuant to 15 U.S.C. 2310(d)(2)

D. Such other relief this Court deems appropriate.

COUNT IV
VIOLATION OF IMPLIED WARRANTY
FLA. STAT. 672.101 et seq.
MANUFACTURER ONLY

67. PLAINTIFF incorporates herein paragraphs 1-33 as though herein fully restated and realleged.

68. The MANUFACTURER is a "merchant" with respect to automobiles under the Florida Uniform Commercial Code, Fla. Stat. 672.104.

69. The VEHICLE was subject to implied warranties of merchantability under Fla. Stat. 672.314, running from the Manufacturer and the Seller to the benefit of PLAINTIFF.

70. The VEHICLE was not fit for the ordinary purpose for which such goods are used.

71. The defects and problems herein before described rendered the VEHICLE unmerchantable.

72. The MANUFACTURER failed to adequately remedy the defects in the VEHICLE, and the VEHICLE continues to be in an unmerchantable condition at the time of revocation.

WHEREFORE, PLAINTIFF prays for judgment against to MANUFACTURER:

A. For the difference in the value of VEHICLE as promised and actually delivered;

B. For consequential, incidental and actual damages;

C. For costs, interest and actual attorneys' fees; pursuant to 15 U.S.C. 2310 (d)(2)

D. Such other relief this Court deems appropriate.

COUNT V
REVOCATION OF ACCEPTANCE
MAGNUSON MOSS 15 U.S.C. 2304 (4)
MANUFACTURER ONLY

73. PLAINTIFF incorporates herein paragraphs 1-33 as though herein fully restated and realleged.

74. PLAINTIFF is a "consumer" as defined in the Warranty Act 15 U.S.C. 2301(3).

75. The MANUFACTURER is a "supplier" and "warrantor" as defined by the Warranty Act 15 U.S.C 2301(4) and (5) Specifically:

    (a) The MANUFACTURER is in the business of placing consumer products into the stream of commerce thus making the consumer product directly or indirectly available to consumers.

76. The VEHICLE is a "consumer product" as defined in the Warranty Act 15 U.S.C. 2301 (1).

77. The VEHICLE was manufactured, sold, and purchased after July 4, 1975.

78. The MANUFACTURER'S express written warranty extended to the PLAINTIFF pertaining to the VEHICLE and subsequently adopted and assigned by the MANUFACTURER to the PLAINTIFF is a "written warranty" as defined in the Warranty Act 15 U.S.C. 2301(6).

79. The above-described actions (failure to repair and/or properly repair the above-mentioned defects. etc.), including failure to honor the written warranty, constitute a breach of the written warranty by the MANUFACTURER under the Warranty Act 15 U.S.C. 2310 (d)(1) and (2).

80. The PLAINTIFF has given the MANUFACTURER a reasonable number of attempts to remedy the defects and MANUFACTURER has failed pursuant to 15 U.S.C. 2304(4).

81. The PLAINTIFF is entitled to a refund pursuant to 15 U.S.C. 2304(4).

WHEREFORE, PLAINTIFF prays for judgment against the MANUFACTURER:

A. For revocation of the sales contract and refund of purchase price

B. For consequential, incidental and actual damages;

C. For costs, interest and actual attorneys' fees pursuant to 23 U.S.C. 2310(d)(2);

D. Such other relief this Court deems appropriate.

COUNT VI
REVOCATION OF ACCEPTANCE PURSUANT TO SECTION 2310(d) OF THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER ONLY

82. PLAINTIFF incorporates paragraphs 1-33 as though herein fully restated and realleged.

83. PLAINTIFF accepted the VEHICLE without discovering the above defects because PLAINTIFF was reasonably induced to accept the vehicle by the difficulty of discovery of above defects.

84. In the alternative, PLAINTIFF reasonably assumed, or the MANUFACTURER represented, that all of the aforesaid defects and/or nonconformities would be cured within a reasonable time.

85. After numerous attempts by Defendants to cure, it has become apparent the nonconformities could not be seasonably cured.

86. The nonconformities substantially impaired the value of the VEHICLE to the PLAINTIFF.

87. PLAINTIFF notified the MANUFACTURER of the revocation acceptance pursuant to Fla. Stat. 680.517(2) thus making the revocation effective.

WHEREFORE, PLAINTIFF prays for judgment against MANUFACTURER:

A. Declaring acceptance has been properly revoked by Plaintiff and for damages incurred in revoking acceptance;

B. For a refund of the purchase payments and security deposit paid by Plaintiff for the VEHICLE;

C. To cancel the purchase contract and pay off the balance on the contract;

D. For incidental, consequential and actual damages;

E. For costs, interest and actual attorneys' fees pursuant to 23 U.S.C. 2310(d)(2);

F. For such other relief this Court deems appropriate.

JURY DEMAND

88. PLAINTIFF hereby demands trial by jury of Counts I-IV only.

Respectfully submitted,

ALDO BOLLIGER
Fla. Bar. No. 486973
KENNETH LOCKWOOD
Fla. Bar. No. 0016722
CONSUMER LEGAL SERVICES, P.C.
1915 N. Dale Mabry Hwy. Ste. 303
Tampa, FL 33607
Phone: 813-870-2525/ Fax: 813-870-2524

EXHIBIT A

NICOLE ANDERSON COOKS
675 N MCLAUGHLIN STREET
ST AUGUSTINE, SAINT JOHNS, FL 32084
Buyer's Month of Birth: AUGUST

STOFF MOTOR COMPANY DBA FAMILY KIA
2665 SOUTH US1
ST AUGUSTINE, FL 32084

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure the finance charge on a daily basis at the Base Rate of 15.30% per year. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2007	KIA OPTIMA		KNAGE123175126858	☐ personal, family or household ☐ business ☐ agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 2500.00 is
15.30 %	$ 10044.61	$ 18470.99	$ 28515.60	$ 31015.60

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	396.05	Monthly beginning 15 JUN 2007

Or As Follows: N.A.

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, prepayment penalties, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

2 Total Downpayment =

Trade-In N.A. (Year) (Make) (Model)

Trade-In N.A. (VIN)

Gross Trade-In Allowance	$ N.A	
Less Pay Off Made By Seller	$ N.A.	
Equals Net Trade In	$ N.A	
+ Cash	$ 1000.00	
+ Other REBATE	$ 1500.00	
(If total downpayment is negative, enter "0" and see 4I below)		$ 2500.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2) $ 18196.89 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.		
Life	$ N.A.	
Disability	$ N.A.	$ N.A.
B Vendor's Single Interest Insurance Paid to Insurance Company		$ N.A.
C Other Insurance Paid to Insurance Company or Companies		$ N.A
D Official Fees Paid to Government Agencies MVUFA		$ 2.00
E Government Documentary Stamp Taxes		$ 64.75
F Government Taxes Not Included in Cash Price		$ N.A
G Government License and/or Registration Fees		176.85
TIRE FEE(5.00)/BATT FEE(1.50)		$ 6.50
H Government Certificate of Title Fees		$ 22.00
I Other Charges (Seller must identify who is paid and describe purpose)		

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

If any insurance is checked below, our policies or certificates from the insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

Term

☐ Credit Disability (Buyer Only)

Term

Premium:

Credit Life $ N.A.

Credit Disability $ N.A.

Insurance Company Name N.A.
N.A.

Home Office Address N.A.
N.A.

required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

X _____ Buyer _____ Date

X _____ Co-Buyer _____ Date

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgement if the proposed credit life insurance policy does not contain this restriction.)

X _____ Buyer _____ Date

X _____ Co-Buyer _____ Date

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

X _____ Buyer _____ Date

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 2500.00 is
15.30 %	$ 10944.61	$ 16470.99	$ 28615.60	$ 31015.60

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	396.05	Monthly beginning 15 JUN 2007

Or As Follows: N.A.

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, prepayment penalties, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

2 Total Downpayment =

Trade-In N.A. (Year) (Make) (Model)

Trade-In N.A. (VIN)

Gross Trade-In Allowance	$ N.A.	
Less Pay Off Made By Seller	$ N.A.	
Equals Net Trade In	$ N.A.	
+ Cash	$ 1000.00	
+ Other REBATE	$ 1500.00	
(If total downpayment is negative, enter "0" and see 4I below)		$ 2500.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)		$ 18196.89 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):		
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.		
Life $ N.A.		
Disability $ N.A.	$ N.A.	
B Vendor's Single Interest Insurance Paid to Insurance Company	$ N.A.	
C Other Insurance Paid to Insurance Company or Companies	$ N.A.	
D Official Fees Paid to Government Agencies MVWEA	$ 2.00	
E Government Documentary Stamp Taxes	$ 64.75	
F Government Taxes Not Included In Cash Price	$ N.A.	
G Government License and/or Registration Fees	176.85	
TIRE FEE(5.00)/BATT FEE(1.5)	$ 6.50	
H Government Certificate of Title Fees	$ 24.00	
I Other Charges (Seller must identify who is paid and describe purpose)		
to for Prior Credit or Lease Balance	$ N.A.	
to for	$ N.A.	
to for	$ N.A.	
to for	$ N.A.	
to for	$ N.A.	
to for	$ N.A.	
to for	$ N.A.	
to for	$ N.A.	
Total Other Charges and Amounts Paid to Others on Your Behalf		$ 274.10 (4)
5 Loan Processing Fee Paid to Seller (Prepaid Finance Charge)		$ N.A. (5)
6 Amount Financed (3 plus 4)		$ 18470.99 (6)

Payment Schedule: 72 installments of $ 396.05 each, monthly beginning 15 JUN 2007

or as follows N.A.

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

If any insurance is checked below, policies or certificates from the insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

Term

☐ Credit Disability (Buyer Only)

Term

Premium:

Credit Life $ N.A.

Credit Disability $ N.A.

Insurance Company Name N.A.

Home Office Address N.A.

required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

X Buyer Date

X Co-Buyer Date

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgement if the proposed credit life insurance policy does not contain this restriction.)

X Buyer Date

X Co-Buyer Date

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

X Buyer Date

X Co-Buyer Date

Other Insurance

☐ N.A. Type of Insurance N.A. Term

Premium $ N.A.

Insurance Company Name N.A.

Home Office Address

I want the insurance checked above.

EXHIBIT B

52704 33745

INVOICE

PAGE 1

SUNNY AUTOMOTIVE
HONDA MITSUBISHI KIA
1508 NORTH ASHLEY STREET
VALDOSTA, GEORGIA 31602
(229) 242-3835
www.sunnyautomotive.com

NICOLE COOK

LIVE OAK, FL 32060
HOME: 386-364-9924 BUS:

SERVICE ADVISOR: 131 DREW ARNWINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
	07	KIA OPTIMA	XNAGE123175126858		3490/3490	

DR. DATE	PROM. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
01JAN07 IS			18:00 02JUL07		0.00	CASH	03JUL07

RO OPENED	READY	OPTIONS: ENG: 2.4 Liter DOHC
07:57 02JUL07	08:34 03JUL07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER CONCERN: VEHICLE STAYS IN NEUTRAL NO MATTER WHERE SHIFTER POSITION IS AT			
CAUSE: SHIFT CABLE LOOSE FROM SHIFTER LINKAGE			
0 43001A00 ADJUSTED SHIFT CABLE			
126 [illegible]			(N/C)
FC: N48/C40			
PART#:			
COUNT:			
CLAIM TYPE:			
AUTH CODE:			
**********			
B 27-POINT COURTESY INSPECTION			
27P 27-POINT COURTESY INSPECTION			
126 [illegible]	0.00		0.00
**********			

SUNNY AUTOMOTIVE IS NOT RESPONSIBLE FOR DAMAGES THAT OCCUR DUE TO LACK OF MAINTENANCE.

WE NOW SELL ALL [illegible]
ASK YOUR SERVICE [illegible] FOR DETAILS.
THANKS FOR YOUR BUSINESS!

Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

A finance charge of 1.75% per month or 21% Annually may be charged on outstanding balances.

Storage charges of $5.00 per day will be incurred 3 working days after you have been notified repairs have been completed.

CUSTOMER SIGNATURE
X

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

52704 35010

INVOICE

PAGE 1

1508 NORTH ASHLEY STREET
VALDOSTA, GEORGIA 31602
(229) 242-3835
www.sunnyautomotive.com

NICOLE COOK

LIVE OAK, FL 32060
HOME: 386-364-9924 BUS:

SERVICE ADVISOR: 131 DREW ARNWINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
	07	KIA OPTIMA	KNAGE123175126858		5499/5499	

DEL DATE	PROM DATE	WARR END	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN07 DD			18:00 22AUG07		0.00	CASH	23AUG07

RO OPENED	READY	OPTIONS: ENG: 2.4 Liter DOHC
17:22 22AUG07	14:55 23AUG07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST CONCERN; VEHICLE IS IN REVERSE WHEN THE SHIFTER IS IN PARK OR NEUTRAL

CAUSE: CORRECT SHIFT CABLE INSTALLATION AT SHIFT CONSOLE.

0 43920R00 CORRECT SHIFT CABLE END INSTALLATION
PER TSB-KU2006062001-8/20/07.
120 WKSA 0.40 (N/C)

FC: N27-C06
PART#:
COUNT:
CLAIM TYPE:
AUTH CODE:

****

B 27-POINT COURTESY INSPECTION
27P 27-POINT COURTESY INSPECTION
126 CPK 0.00 0.00 0.00

****

SUNNY AUTOMOTIVE IS NOT RESPONSIBLE FOR DAMAGES THAT OCCUR DUE TO LACK OF MAINTENANCE.

WE NOW SELL ALL TOYOTA/LEXUS PARTS. ASK YOUR SERVICE ADVISOR FOR DETAILS.
THANKS FOR YOUR BUSINESS!

Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

A finance charge of 1.75% per month or 21% Annually may be charged on outstanding balances

Storage charges of $5.00 per day will be incurred 3 working days after you have been notified repairs have been completed.

CUSTOMER SIGNATURE
X

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Customer Claim Form

Contact Date: 09/27/07 Start Date: 9-30-07 Case Number: KIA0754753

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO
If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

[redacted]
SEVIERVILLE, TN [redacted]
Day Phone: [redacted] Evening Phone: Cell Phone: [redacted]
Fax Number: E-mail Address: [redacted]
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Cathy Jones
Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles owned or leased by the business:
Make: Kia Model: Optima Model Year: 2007 Current Mileage ~~6000~~ 5515
Vehicle Identification Number: KNAGE123875 [redacted]
Servicing Dealer/City/State : Prebul Kia of Dalton, and Rusty Wallace KIA, Louisville, TN
Selling Dealer/City/State : Rusty Wallace Kia, Louisville, TN
Insurance Carrier : Encompass Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :

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

Purchase Date: 02/27/07 Mileage at purchase:
Purchased As : ☒ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: Capital One Auto
Address: PO Box 390907
City/St/Zip: Minneapolis, MN 55439-0907
Phone: (800) 946-0332
Lienholder Acct # [redacted]

Lease Date: Mileage at lease:
Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession?
Leasing Company's Name:
Address:
City/St/Zip:
Phone:
Leasing Company's Acct #:

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

Customer would like Kia to buy it back. The dealership cannot guarantee that the problem will not happen again.

Signature of Titled Owner(s)/Lessee(s): [redacted] Date 9-30-07
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

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

Customer Name: [redacted]

Case Number: [redacted]

First Repair Attempt (any reported problem) Date: 07/20/07 Mileage: ~~0~~ 3632

Last Repair Attempt (last reported problem) Date: 9-7-07 Mileage: 5016

Total Days out of Service: 7

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. shift lever assembly malfunction (shift lever cable)	no	Rusty Wallace	7-24-07	3632	5
2. shift lever assembly malfunction	no	Rusty Wallace	8-9-07	4311	2
3. shift lever assembly malfunction	no	Prestwl Auto Dealers	9-7-07	5016	0

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

Sept 16th 2007

Sevierville, TN

2007 KIA Optima
VIN KNAGE123875

This letter is to inform you that I will be contacting BBB Auto Line concerning the ongoing problem I have been experiencing with my car. Due to the inferior quality and unreliabability of this vehicle, it is my intention to have the car returned under the provisions provided by the State of Tennessee's Lemon Law, using whatever measures are necessary.

On July 21, 2007 I stopped at a store on my way to work. When I got back into my car, it was locked in park. I had to have it towed to Rusty Wallace KIA in Louisville, TN to be repaired. The car had only 3632 miles on it at that time. I was denied a loaner car from the dealership, so I was without a car for five days. The gear shift lever's plastic cable had come apart.

On August 8th, 2007 when returning home from work the car would not go into park and when I turned it off, I was unable to restart the vehicle. Once again, I had to have it towed to Rusty Wallace Kia. I called Kia customer assistance and was told that they would contact Rusty Wallace to see if they could get the problem taken care of. Rusty Wallace did agree to give me a loaner this time. When my husband and I arrived there and were talking to some of the reps, one of them said that they had been having problems with some of the cars but not enough for a recall yet. They replaced the shift lever assembly and this time when my husband picked it up for me he was told that this should correct the problem. The mileage at this time was 4311.

On Sept. 7th, while on our way to Atlanta GA to catch a flight for our vacation, we stopped in Dalton GA for lunch. As soon as we pulled into the parking spot we knew there was a problem. The R was showing on the dash after we had parked and it was rolling and would not start again. Once again, we had to have it towed, this time to Prebul Auto Group in Dalton GA. They looked at it and had to reinstall the shifter cable as it had come off. The mechanic stated that he could not guarantee that it was fixed at this time. The mileage this time was 5016.

Due to the ongoing problem and the inability to fix this problem I want to return this vehicle and be reimbused for the full amount that I paid. I bought a new car for the reliablity factor and this has been anything but that. I will no longer trust or be comfortable driving this car.

Enclosures:

3 Kia Service Invoices

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 08/09/10
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]
Mailing address: [redacted]
City: Somerville State: TN Zip code: [redacted]
Day phone [redacted] Evening phone [redacted]
Fax: E-mail address: lperry8700@aol.com

SECTION 2: VEHICLE INFORMATION

Make: Kia Model: Optima Year: 2007 Current mileage: 69000
Name(s) that appears on the vehicle title: [redacted]
Selling dealer/city/state: Memphis - Gosset Kia, , TN
Primary Servicing dealer/city/state: Gosset Kia,
Acquired as ☐ new ☐ used ☒ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no
Purchase/lease date: 08/15/07 Mileage at purchase/lease:
First repair attempt date: 05/17/10 First repair attempt mileage: 65000
How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: 1 Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:
Description of damage:

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

This vehicle must be re-called regarding the shift cable. I understand that if it breaks again, there will be a $1,000+ to have it replaced. Repairs should be under warranty.
made

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

VEHICLE INDENTIFICATION NUMBER KNAGE123275 [redacted]
Lienholder/Leasing Company Wells Fargo **Phone Number** 1-877-246-1015
Account Number [redacted]

CCF

Case Number: KIA1022445

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Shift Cable Broke		2	5/14/10 64,525 miles 3 dys 8/2/10 67,000 miles 3 dy (No Charge to 2nd repair)	yes ~~yes~~ NO

Total days out of service for all problems: 6

Signature of Titled Owner(s) [redacted] Date 8/17/10

Printed Name of Titled Owne[redacted]

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

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

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

Customer Claim Form

Contact Date: 08/29/07 Start Date: 9/11/07 Case Number: KIA0752081

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO
If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

[redacted]

ROELAND PARK, KS [redacted]
Day Phone: [redacted] Evening Phone: Cell Phone: [redacted]
Fax Number: E-mail Address:
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Iyagke Tate
Vehicle Use: ☒Personal ☐Business[redacted] Percentage of time vehicle used for business purposes: [redacted]
Transmission Type: Automatic Number of vehicles owned or leased by the business: 0
Make: Kia Model: Optima Model Year: 2006 Current Mileage: 26000
Vehicle Identification Number: KNAGE123565[redacted]
Servicing Dealer/City/State : SHAWNEE MISSION KIA,
Selling Dealer/City/State : SHAWNEE MISSION KIA, Overland Park, KS
Insurance Carrier : Farmer's Insurance Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes X No Date of accident:
Description of Damage : Dent in rear bumper - someone backed into me in a parking lot. minimal damage has been repaired.

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

Purchase Date: 08/17/06 Mileage at purchase:
Purchased As : ☒ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: _____
Address: _____
City/St/Zip: _____
Phone: ( ) -
Lienholder Acct # : _____

Lease Date: Mileage at lease:
Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession?
Leasing Company's Name:
Address:
City/St/Zip:
Phone:
Leasing Company's Acct #:

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

The customer would like to have the vehicle repurchased or replaced

I would like Kia to re-purchase the car at the original sale price.

Signature of Titled Owner(s)/Lessee(s) [redacted] Date 9/11/07

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

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

Customer Name: [redacted] Case Number: [redacted]

First Repair Attempt (any reported problem) Date: 08/18/206 Mileage: 40
Last Repair Attempt (last reported problem) Date: 8/[illegible]/07 Mileage: Appx 25,900
Total Days out of Service: 15-20

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Grabbing in trans-not shifting into 3rd gear properly	yes	Shawna Mission	multiple	~50	4-7
		Kia	9-1-6		total
		not repaired	through 8-30-7		last Days
		After 10 visits to Kia			checking problem
2. Poor gas mileage-getting 18-19mpg possibly due to transmission problems	yes	continuing problem			
		not repaired			
3. Trans. fluid was black fluid was black after 17,000 miles - recommended mileage to change fluid is 30,000 miles could be caused by faulty trans.	yes	S.M. Kia	spring '07	Appx 17,000	1
4. Veh wouldn't go into gear and wouldn't start Dealer said repair of cable should fix transmission grabbing in 3rd gear - it did not	yes ?	Las Vegas Kia	8/7/7 Appx		2
5. veh sliding, rolling down hill, while in park	?	S.M. Kia	8/30/7		3

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

			Days
6	reset transmission computer. This fixed ~~[illegible]~~ grabbing problem for 1½ days then the problem returned	S.M. Kia	2
7.	Buzzing noise in Dash possible electrical problem	S.M. Kia	1
8.	Rear Bulb replaced 4 times possibly related to electrical problem	S.M. Kia	1
9.	Calipers hanging off kia refused to acknowledge this problem even though firestone checked brakes & said pads were wearing unevenly	S.M. Kia	2

NOT fixed

2

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	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 FRONT, REAR SHIFT
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, CRACKED
N16	PERCOLATION	N61	DEAD BATTERY
N17	IMPROPER EXHAUST GAS	N63	INACCURATE (METER)
N18	BACK-FIRE. AFTER-FIRE	N64	POOR SOUND (HORN, RADIO)
N21	SHUDDERING, VIBRATION	N66	ELECTRICAL MALFUNCTION
N22	SLIPPING	N68	BLOWN FUSE
N23	FAILS TO DISENGAGE	N69	WARNING LIGHTS ON
N24	JUMPING-OUT	N82	WIND NOISE
N25	IMPROPER SYNCHRONIZING	N83	POOR RECOVERY
N26	ABONRMAL SHIFT	N86	FALLING OFF, SAGGED
N27	IMPOSSIBLE SHIFT (3rd HOLD)	N87	OIL LEAK, ENTERING
N29	ABNORMAL NOISE(RATTLE,SQUEALING....)	N88	WATER LEAK, ENTERING
N30	DRAGGING	N89	LEAKS-OTHER (AIR, FUEL, GAS, VACUUM)
N31	PULLS	N92	GRABS
N32	SPONGY PEDAL	N93	INTERFERENCE
N33	UNSTABLE STEERING	N94	INOPERATIVE
N34	EXCESSIVE SHOCK	N95	HIGH EFFORT
N35	IMPROPER GAP, CLEARANCE	N96	POOR MANEUVERABILITY
N38	UNUSUAL TIRE WEAR	N99	OTHERS
N41	SLIP AND SHOCK WHEN STARTING		
N42	SHOCK AT KICK-DOWN		

Cause Code (Depicts Cause of Defect)

Code	DESCRIPTION	Code	DESCRIPTION
C01	BURNT, MELTED	C24	IMPROPER CLEARANCE
C02	FROZEN (ICING)	C26	LACK OF LUBRICANT
C03	SCARRED	C28	IMPROPER WELDING
C04	PEELING, COME-OFF	C29	IMPROPER TIGHTENING
C05	RUSTY, CORRODED	C31	STICKING, SEIZED
C06	BROKEN, SPLIT, TORN	C32	FOREIGN MATERIAL
C07	CRACKED	C37	DISCOLORATION, STAIN
C08	POROUS, PINHOLES	C38	IMPROPER SEALING
C09	DEFORMED	C40	IMPROPER ADJUSTMENT
C10	WEAKENED	C48	VACUUM LEAK
C11	ABNORMAL WEAR	C61	INCORRECT PART
C12	OUT OF BALANCE	C62	MISSING PART
C15	POOR CONTACT	C63	FLAW IN MATERIAL
C19	VAPOR-LOCK	C88	WATER ENTERING
C20	POOR INSULATION	C98	NORMALITY
C23	IMPROPER MACHINING	C99	OTHERS

3

KIA MOTORS *The Power to Surprise®*	GROUP **Automatic Transaxle**	MODEL **Optima 2006-2007**
	NUMBER **PS061**	DATE **August 20, 2007**

PITSTOP [redacted]

SUBJECT:

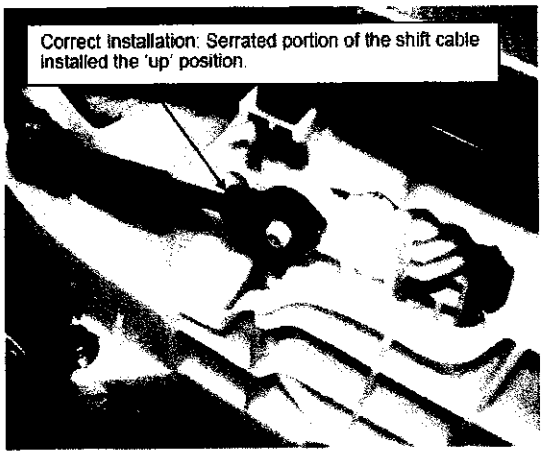
PITSTOP: OPTIMA (MG) SHIFT CABLE DETACHMENT

In some 2006.5 – 2007 MY Optima's built between 12/09/05 and 4/10/07, Customers may experience a condition in which it is impossible to select or engage drive gears. If so, the shift cable may have been installed incorrectly, this over time could cause the cable end to detach from the shifter assembly's dowel pin.

The cable end is designed to be installed on the dowel pin with the serrated portion of the cable end in the 'up' position. See photo below. If cable is disconnected and the serrated portion of the cable end is pointing down, the cable end will have to be rotated 180 degrees before re-installing. Follow repair procedure below. Note: vehicles build after 4/10/07 are equipped with a feature on cable and shifter assembly that prevent incorrect installation.

Repair Procedure:

1. Remove center console
2. Inspect cable end and bushing for damage or abnormal wear. Replace cable assembly only if necessary; otherwise proceed with cable end re-installation.
3. Position cable end so that serrated portion is "up". Do not twist or "wind up" cable. To rotate cable end, first disconnect the cable from the gear selector linkage on the transmission.
4. Reinstall cable onto dowel, reconnect other end to transmission linkage and verify adjustment and function.
5. Reinstall center console.



Correct installation: Serrated portion of the shift cable installed the 'up' position.

The Power to Surprise™

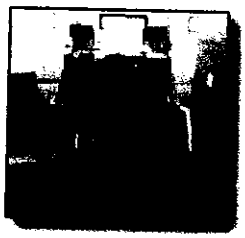
TECH TIMES

The Professional Publication for Kia Dealership Technicians & Service Staff

2007 Volume 10, Issue 4

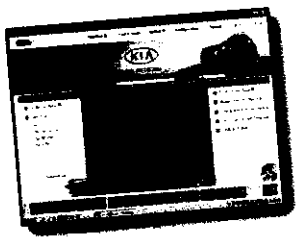
Keeping the GDS Up-to-Date

In today's world, there are few electronic devices that do not occasionally require some type of software or firmware update. Personal computers, vehicle Electronic Control Units (ECUs), even this author's Pocket PC phone all receive periodic updates to add features or to resolve operational issues.
The Kia Global Diagnostic System (GDS) is no exception. The GDS Development Team is constantly working to add diagnostic functionality, service information, and vehicle reprogram events to this powerful, scalable platform. The current GDS update strategy consists of the following software and firmware:



Internet Updates (minor revisions; also known as "Smart Updates"):

- Internet Updates are deployed as needed to add or revise diagnostic software, ECU reprogram events, and TSB/Campaign/Tech Times/Pitstop documents.
- Internet Updates normally consist of several software files; VCI firmware updates may also be included if required.
- Downloads vary in size; most are less than 50MB in size for a single minor revision.
- Update DVD (major revisions; also known as "Update Packs")
- Update DVDs are deployed as needed to add major blocks of content (Shop Manual, ETM, DTC content).
- Update DVDs may also include large blocks of diagnostic software and/or internet update strategy changes. The Vehicle Measurement Interface (VMI) DVD release in May 2007 is an example.
- Update DVDs contain large volumes of data that cannot be effectively supported via an Internet Update.



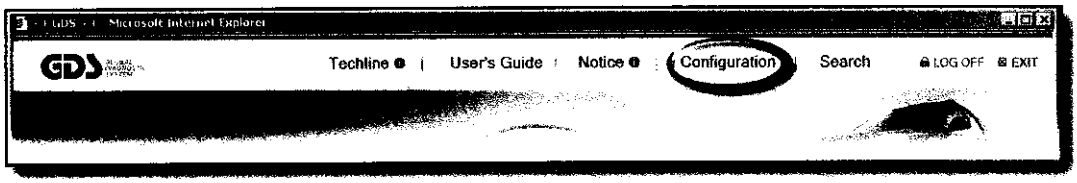
Statistics

Kia released the following updates since the March 2006 launch:

- 2006 calendar year: 9 Internet Updates
- 2007 year-to-date: 2 Update DVDs and 7 Internet Updates as of August, 2007
- ....more updates are on the way!

Version Check

The latest software/firmware versions available for the GDS are as follows (access the "Configuration" link from the GDS main screen to verify):



- Software: N-K-01-02-0003
- Contents: N-K-01-02-0003
- ECU: N-K-01-02-0003
- VCI Firmware: 1.48
- VMI Firmware: 1.64

Continued on Page 5 inside

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Inside this issue...

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2 TechLine FAQs
3 MASTERSPlus Certification Program
4 GDS "Print Screen" Function Enhancement
4 KGIS – Your Source For The Latest Information
5 Keeping Your GDS Dealer Information Current
5 Keeping The GDS Up-To-Date *(Continued)*
6 Have You Seen The Noise? An Introduction To The Oscilloscope
7 Correction For Stuck Climate Control Knob Concern in 06-07MY Rio Vehicles
7 CAN Resistor Replacement For 06-07MY Spectra Vehicles
8 PDI Worksheet Availability
8 Sorento Ambient Temperature Display – Update
9 TPMS Exciter Update
10 TPMS Fault Code Decryption (TPMS DTC With LF/RF On The FL)
11 Optima (MG) Shift Cable Detachment
11 Focus on KGIS: Tools & Equipment
12 TechTimes Feedback Form

TechLine FAQs

The TechLine Frequently Asked Questions (FAQs) information is on KGIS under the *Tech Times* link located on the Home Page.

Vehicle/Year	Concern	Recommendation Before Calling TechLine
2001-2006 Optima MS 2.4L engine	False Overheat Condition	Poor connections at the negative battery ground cable may cause the engine temperature gauge in the dash to read hot even though the engine is not running hot. This usually occurs when the engine is at normal operating temperature and the headlights are on. To repair this concern please follow directions provided in the article from page 6 of Tech Times Volume 6 Issue 2, which is also available on KGIS (KGIS document no. KT2005022883).
General information	High Beams Inoperative	High beams are designed to not turn on while headlight operation is set to "auto" mode (provided there is sufficient daylight). This is normal operation, do not attempt to repair.

- **VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN INJURY TO THOSE PERSONS OR TO OTHERS.**
- **THE KIA TECHNICIAN NEWSLETTER (TECHNICIAN TIMES) IS INTENDED FOR USE BY PROFESSIONAL KIA AUTOMOTIVE TECHNICIANS ONLY. IT IS WRITTEN TO INFORM TECHNICIANS OF CONDITIONS THAT MAY OCCUR ON SOME VEHICLES. TRAINED KIA TECHNICIANS HAVE THE EQUIPMENT, TOOLS, SAFETY INSTRUCTIONS, PUBLICATIONS AND EXPERTISE TO PERFORM THE JOB CORRECTLY AND SAFELY.**

⚠ CAUTION

VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN DAMAGE TO THE VEHICLE.

*NOTICE

The topics covered in this newsletter are designed to assist you with the diagnosis and repair of specific vehicle conditions. Just because a condition is described in this newsletter, do not assume that it applies to your vehicle, or that your vehicle will have that condition.

In all cases, the procedures in the applicable Service Manual and/or Electrical Troubleshooting Manual or KGIS should be performed first.

The Power to Surprise™

David Wobst

Mark Houkal

Sherif Salama

Karen Nguyen
Mark Keiser
Deric Unoura
Barry Nelson

Neem Van der Reest
Mark Houkal

Mark Houkal
Neem Van Der Reest
Dan Howells
James Subbot
Joshua Vella
Alan Dow

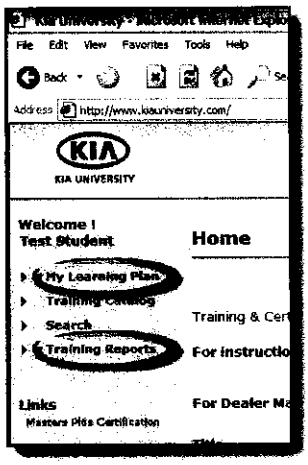
Certification Program

Are you on track towards your certification?

Don't miss out!

You have until December 31, 2007!

Simply log on to **www.KiaUniversity.com** and click on **"My Learning Plan"** in the left menu bar. You'll find your 2007 certification plan displayed for you based on your job title. Click on the **"+"** sign and complete all of the required learning activities in order to meet your Level I and/or Level II certification.



Another way to track your certification progress is to click on **"Training Reports"** in the left menu bar, then **"Web Reports"**. Once you are on the web report screen, click on the Certification tab to view your progress.

And stay tuned for the launch of these upcoming tests in September:

- Web: Sales Update, 2007 Fall Test (SLS-04-054-1)
- Web: Parts Update, 2007 Fall Test (PRT-04-054-1)
- Web: Technical Update, 2007 Fall Test (TEC-04-032-1)
- Web: Service Update, 2007 Fall Test (SRV-04-074-1)
- Web: Warranty Update, 2007 Fall Test (SRV-04-076-1)
- ILC: A/T External Diagnosis Instructor-led Course (TEC-03-027-1)

Bulletins

- [illegible] (Engine - 033) 6/20/2007
- [illegible] Heated Oxygen Sensor Related DTCs: P0030, P0031 AND P0032 (Engine - 030)
- [illegible] (Engine - 029)
- [illegible] (VQ) Driver Seat Lumbar Support Inoperative (Body - 033) 7/13/2007
- [illegible] (BL) Compressor Disc & Hub Replacement (Climate Control - 011) 7/19/2007
- [illegible] Rear End of Life-Cycle Support (SST- 014) 8/3/2007
- Sorento (BL) Coolant reservoir Replacement (Engine - 034) 8/3/2007
- Sedona (VQ) PCM Reprogram (DTC P0441/P0128) (Engine - 025) **(UPDATED 8/16/2007)**
- 2006 Fuel Economy Information - All Models (General - 017) 8/17/2007
- Amanti (GH) retightening of Front Upper Arm Mounting Nuts (Chassis - 017) 8/17/2007
- 2003-2006 Sorento (BL) Manual HVAC Head Bulb (Climate Control - 009) 8/17/2007
- A/C compressor Disc & Hub/Pulley/Field Coil Assembly Inspection and Replacement Procedure (All Models) (Climate - 012) 8/17/2007

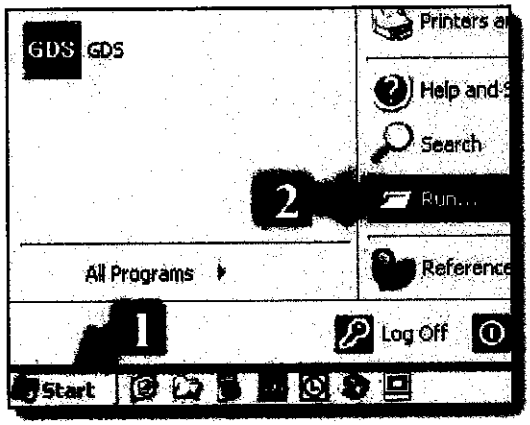
Need More Copies of *Tech Times*?

Additional copies are available through Kia Fulfillment Center call toll free 1 866-542-6268 or fax orders to 1 562-698-2788

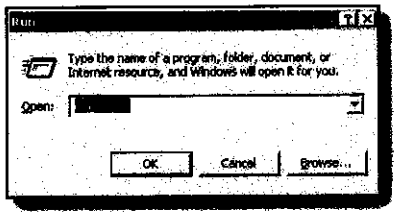
"Print Screen" Function Enhancement

The GDS currently provides a "Print Screen" link that is accessible only from specific areas of the GDS software. To enhance this function, an option was created as a way to print from ALL areas of the GDS program as well as the rest of the operating system by creating a "Print Screen Capture" icon in the Quick Launch Bar. By following the simple steps below, your GDS can have this enhancement to print from ANY screen at the touch of a button.

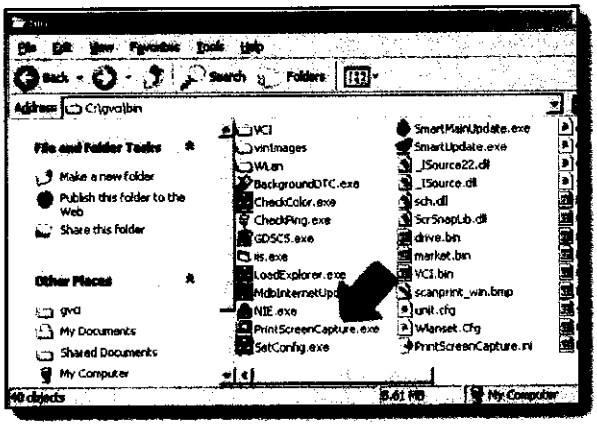
From the Windows Desktop, click **"Start"**, then **"Run"**.



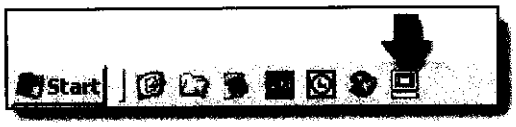
In the **"Run"** box, type *"c:\gvci\bin"* as shown below, then click **"OK"**.



Left-click on the **"PrintScreenCapture.exe"** Icon and ***hold the left mouse button down.***



Drag the **"PrintScreenCapture.exe"** icon over the Quick Launch Bar (The lower-left side of the screen, just to the right of the Start button), then release the left mouse button. A shortcut to the PrintScreenCapture utility will be created.



Close the **"bin"** folder.

Now you can Print ANY screen just by clicking on the new **"PrintScreenCapture"** Icon on the Quick Launch Bar.

For more detailed information, please refer to the "Notice" area on the GDS and KGIS.

Source For The Latest Information

When looking for up-to-the-minute information on recent Technical Service Bulletins, Tech Times, Campaigns, or Pitstops, make sure to refer to the Kia Global Information System (KGIS). The KGIS front page will always list the 5 most recently released/updated content for each of these areas.

New content is always posted to KGIS first; that new data is then compiled for download to the Global Diagnostic System (GDS) via the built-in *Internet Update* feature.

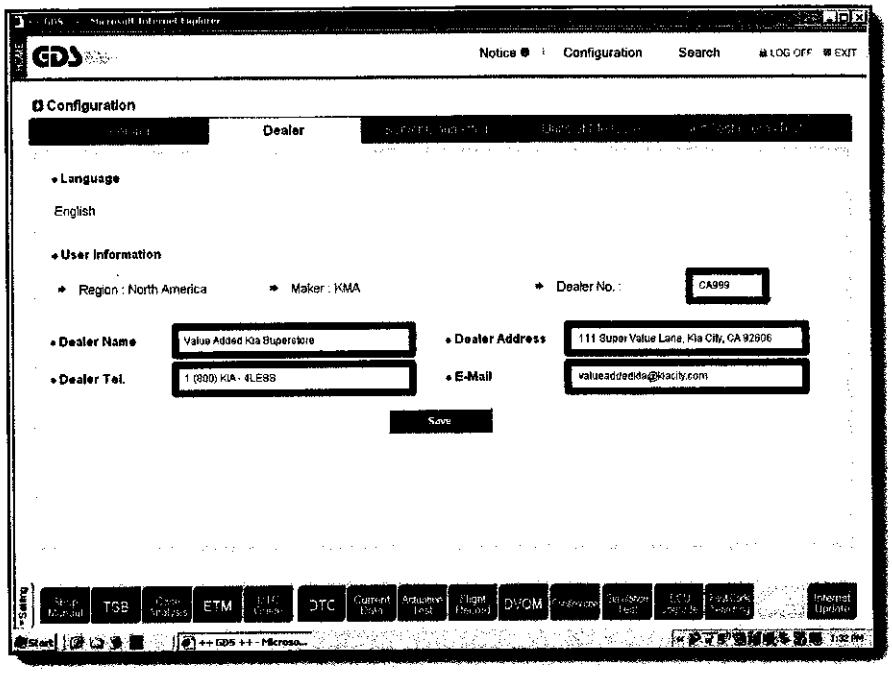
Using KGIS as the first stop in your information search will ensure that the latest information is always available. Take a minute now and check out what's new!

Dealer Information Current

To further enhance your use of the Global Diagnostic System, we're asking that you keep your dealer information up to date. This will help us to quickly expedite the resolution of possible GDS software or hardware issues.

Starting from the **Main Menu**, Click on **"Configuration"**, and then click the **"Dealer"** tab.

Fill in ***Dealer Code, Dealer Name, Dealer Address, Dealer Telephone,*** and ***E-Mail***. Click the **"Save"** button when finished.



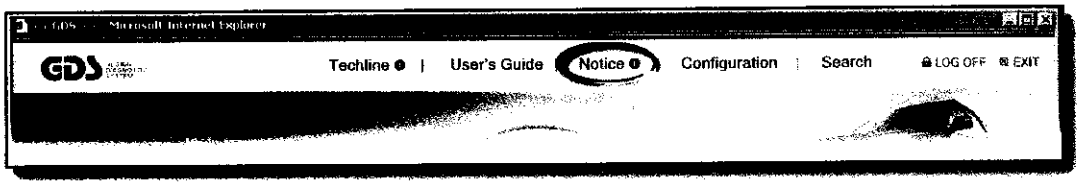
(Continued from front page)

Making it Happen

The amount of work required to update the GDS depends on the version that is currently installed. If the current software version is N-K-01-02-0000 or higher, an Internet Update will do the trick. If the Software version is 1.14 or earlier, the VMI DVD Update must be installed before any Internet Updates can be performed.

Available Resources

Need help? Check the GDS Notice area first for Internet Update and Update DVD installation instructions.



In addition, the GDS Technical Support Center is available toll-free at (888) 542-4371.

The GDS Development Team would like each Kia Retailer Service Department to take a few minutes to verify their current GDS software version. Keeping the GDS up-to-date helps ensure that the resources are available to accomplish that First-Visit Fix!

An Introduction To The Oscilloscope

With the launch of KIA's Vehicle Measurement Interface (VMI) more techs are using the Oscilloscope when checking problem cars. An O-Scope is one of those tools that you'll find invaluable once you've put it to use. As more techs are looking at waveforms, it may be time to review some interesting facts about using O-Scopes.

An Oscilloscope [O-Scope or Lab Scope] is basically a volt and time meter. The O-Scope draws out a picture of the changing voltage over time. If you were to take the leads from your voltmeter and, while holding the black lead on the negative post, start tapping the red lead on the positive post, the voltmeter will jump from zero to battery voltage, then back to zero. By doing the same thing with your O-Scope you can see how it draws out the voltage change over time. With all the different signals used on our cars, the O-Scope is a valuable tool. Your VMI turns your GDS into a 4 trace Oscilloscope.

Both figures 1 and 2 below show the varying voltage signal from an O2 sensor. In both figures you can see the upward and downward waveform produced by the O2 Sensor as the air fuel mixture is adjusted.

Figure 1 shows noise on a waveform. This noise is interference caused by any number of things from the ignition to the charging system. This noise is actually on the vehicle ground system. Let's see how the noise on the vehicle ground shows up on the O-Scope waveform.

Because voltage is a measure of electrical pressure, the voltmeter compares the pressure differential between two different points. Any voltage difference between the two voltmeter or O-Scope leads is displayed. With the black lead on the battery negative post and the red lead attached to the O2 signal wire, the meter is comparing the voltage at the two points. As a sensor signal increases by .5 volt, you will see the voltage increase on the O-Scope display.

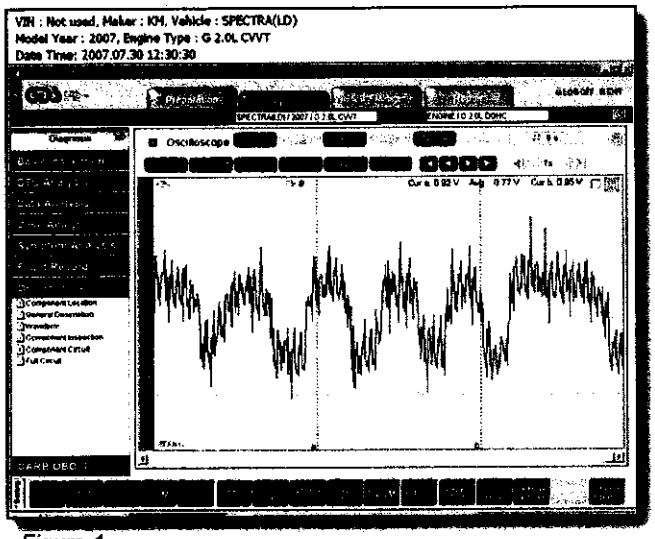


Figure 1

What happens if the voltage on the vehicle ground increases .5 volts? Because the O-Scope displays the difference in voltage between the 2 leads, the voltage displayed will drop by .5 volt. So if the voltage on the vehicle ground voltage is varying, the signal waveform will vary. Think of it this way, you are measuring your little son's bedroom before putting in some flooring. Your son is bouncing around with the end of the tape against one wall while you measure the size of the room. You can still see that the room is about 10' by 12' in size. But if you want a more precise measurement you will need to stabilize the end of the tape against the other wall. In the same sense, by getting away from the moving ground you can steady the waveform.

Figure 2 shows the same O waveform without the ground noise. This is a cleaner signal that is easier to look at and allows you to see a more precise picture of what is happening in the circuit.

How do you get away from the noisy vehicle ground? You can attach the VMI's ground lead up to one of the ECM's sensor grounds. If you are looking at the O2 sensor signal try using that sensor's ground line. These grounds are isolated from the noise in the vehicle ground system.

Because many of the ECM connectors are not easy to back-probe, use your BOB Pro. The BOB Pro and the VMI make a good team when checking sensors and actuators with the Scope. With many of our ECMs being placed under the hood, the BOB can be a snap to hook up.

The four ground pins on the BOB pro are attached to the Vehicle ground which work good in most cases. For a cleaner pattern, try picking a sensor ground for one of the selections on the BOB. Then put the black lead from your scope in the red pin on the BOB for that selection. Using a sensor ground should clean up the waveforms and allow you to get a more precise measurement.

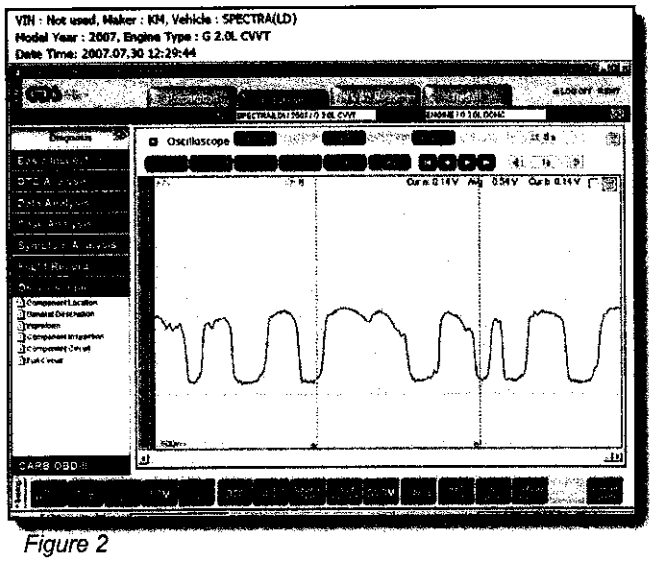
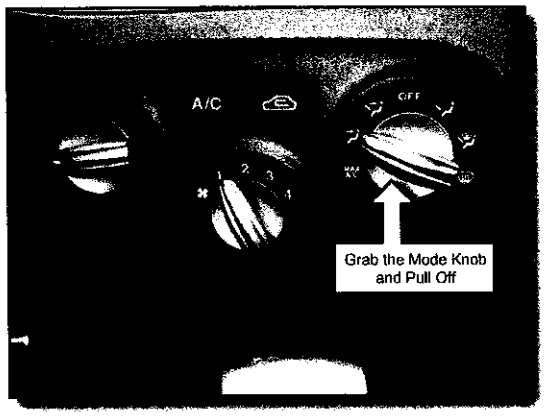


Figure 2

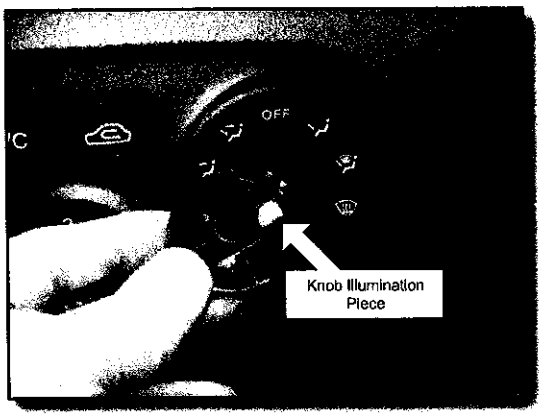
Stuck Climate Control Knob Concern in 06-07MY Rio Vehicles

Some 2006 and 2007 MY Rio vehicles may have an HVAC mode knob that is stuck or won't turn smoothly. To correct this condition, follow the mode control knob replacement procedure below.

1. Grab the mode knob (P/N 97266 1G200VA / PH) and pull it straight out to remove.



2. Look at the cavity where the knob fits into the HVAC head to make sure the small plastic knob illumination piece did not fall down inside.

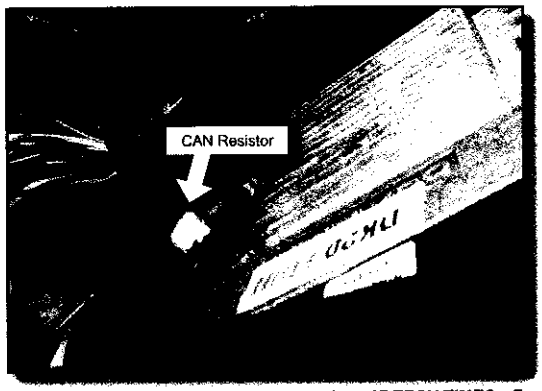


3. Install the new mode control knob in the reverse order of removal.

Replacement For 06-07MY Spectra Vehicles

The 2006 and 2007 MY Spectra vehicles are equipped with a CAN communication circuit resistor that is clipped to the PCM mounting bracket. If the CAN resistor burns out there will be several CAN communication DTC codes for the PCM and ABS computers. If you have a vehicle with CAN DTCs in the engine, and / or ABS systems, follow the procedure below to test and replace the CAN resistor.

1. The CAN resistor is clipped to the PCM bracket as shown. Pull the CAN resistor out and check the resistance value. If the resistor is open, replace the CAN resistor with P/N 93657 51AS.



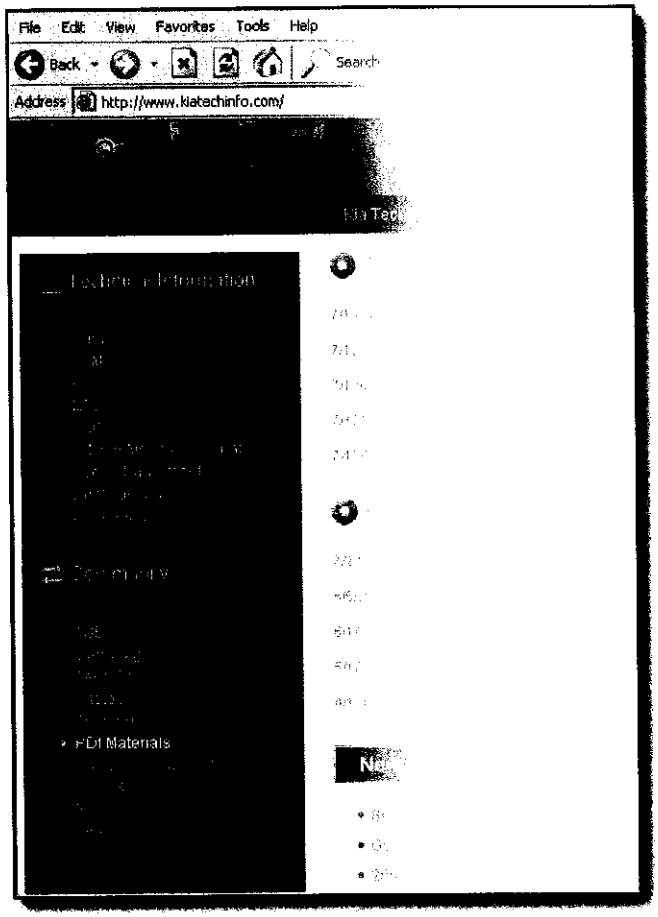
PDI Worksheet Availability

During a Pre-Delivery Inspection (PDI), it is essential that the correct forms are used to document the inspection and delivery process. The following PDI forms are applicable to 2008MY vehicles:

Rio (JB):	UR080-PS-005 (25/pack)
Spectra (LD):	UC080-PS-005 (25/pack)
Optima (MG):	UT080-PS-005 (25/pack)
Amanti (GH):	UH080-PS-005 (10/pack)
Rondo (UN):	UA080-PS-005 (25/pack)
Sedona (VQ):	UV080-PS-005 (25/pack)
Sportage (KM):	UL080-PS-005 (25/pack)
Sorento (BL):	UK080-PS-005 (25/pack)

Call 1-866-542-6268 to order PDI folders. Electronic versions of the forms are available in the **"PDI Materials"** section of the Kia Global information System (**KGIS – www.kiatechinfo.com**). Check **KGIS** frequently for updated information and 2008 PDI form availability.

NOTE: ***Please discontinue the use of previous versions of PDI forms. Older versions do not contain information that is applicable to the current model year; these forms should be discarded.***



Ambient Temperature Unit - Update

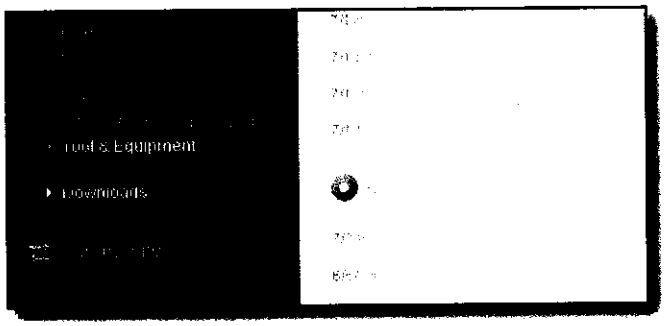
Some Sorento models have been built with the wrong multi-meter installed in the overhead console. If you encounter a Sorento with Fully Automatic Temperature Control (FATC) that also shows the ambient temperature in the overhead display, replace the unit with a non-FATC multi-meter in the overhead display. Only Sorento vehicles equipped with manual HVAC should have a temperature display in the overhead console. Replace the multi-meter with the correct part or refer to the appropriate parts catalog.

Have any feedback for the TechTimes staff?

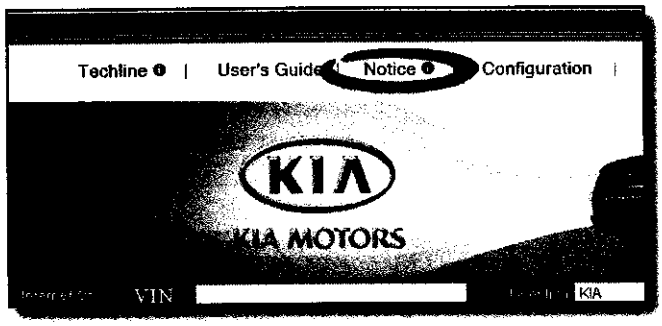
If you do, we want to hear it! Please email your comments & suggestions to ssalama@kiausa.com or fax to (949) 468-4905 to have your voice heard.

TPMS Exciter Update

Kia's Tire Pressure Monitoring System (TPMS) Exciter has a new software version for the 2008MY. Software version TK710 is now available via the Kia Global Information System (KGIS) "Downloads" and "Tool & Equipment" areas. Retailer technicians may also access this update via the Global Diagnostic System (GDS) "Notice" area.



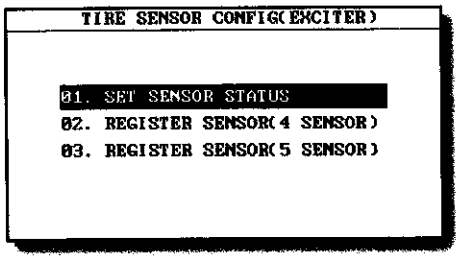
"Downloads" and "Tool & Equipment" area links on KGIS.



"Notice" area link on GDS.

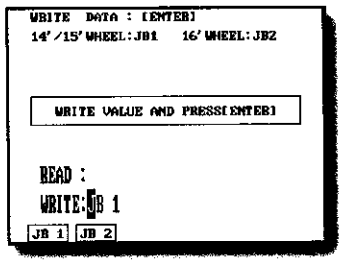
Sorento

- "Register Sensor" function now accomodates 4- and 5-TPMS sensor configurations.
- Manual sensor registration is no longer required.



Rio

- 2008MY Rio TPMS functions are now available.
- "Vehicle Name" screen accepts two different configurations depending on wheel size ("JB1" for 14/15" wheels; "JB2" for 16" wheels). ***Verify the wheel size before performing "Vehicle Name" configurations***



Designate a Driver

The correct driver files should be installed before downloading TK710. Select the correct driver for the operating system in use. For best results, Kia Retailers should use their GDS to perform TPMS Exciter updates. Installation instructions are included with the driver file and will automatically display once the download is installed. If drivers were previously installed, proceed with the TK710 download.

- **TPMS Exciter**
  - TPMS Exciter USB Drivers
    - Windows 98, ME, 2000
    - Windows XP

Get the Software

Download and install TK710 after installing the correct drivers. Installation instructions are included with the software file and will automatically display once the download is installed. Follow the included instructions to complete the software update.

- TPMS Exciter Update Software
  - TPMS Exciter Software (TK710 - 2008MY Update)

Prepare for the 2008MY by updating the TPMS Exciter today!

[redacted] Fault Code Decryption: [redacted] DTC with LF/RF on the FL)

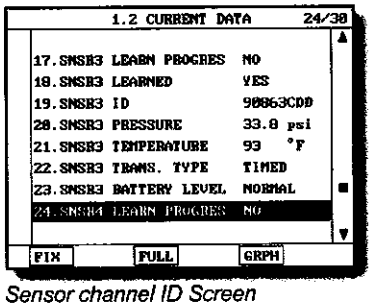
When reading Tire Pressure Monitoring System (TPMS) Diagnostic Trouble Codes (DTCs), many acronyms may be found throughout the data content. This article will explain these acronyms in detail to help eliminate confusion when addressing TPMS DTC concerns.

Low-Line TPMS

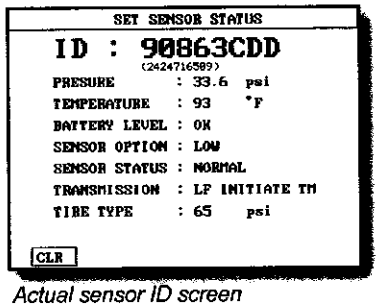
Low-line TPMS configurations do not differentiate between wheel positions. The TPMS Electronic Control Unit (ECU) in a low-line system only recognizes sensors by channels designated Sensor 1 through Sensor 4. With this in mind, consider the following DTCs:

- C1312 Sensor 1 **RF** Channel Failure
- C1313 Sensor 2 **RF** Channel Failure
- C1314 Sensor 3 **RF** Channel Failure
- C1315 Sensor 4 **RF** Channel Failure

In this case, the acronym "RF" means *Radio Frequency*. Remember, a low-line system cannot determine wheel position. Use the TPMS Exciter to determine the sensor ID of a particular channel, then locate that sensor ID on the car using the "Set Sensor Status" function on the TPMS Exciter.



Sensor channel ID Screen



Actual sensor ID screen

High-Line TPMS

High-line TPMS configurations use a low-frequency initiator (LFI) to determine wheel position. Sensor channels are designated using the appropriate wheel position. Therefore, the DTC structure for some models is significantly different as shown below:

- C1312 **FL** Sensor **RF** Channel Fail
- C1313 **FR** Sensor **RF** Channel Fail
- C1314 **RL** Sensor **RF** Channel Fail
- C1315 **RR** Sensor **RF** Channel Fail

Once again, the acronym "RF" means *Radio Frequency*. Tire positions are designated as follows:

- **FL**=FRONT LEFT
- **FR**=FRONT RIGHT
- **RL**=REAR LEFT
- **RR**=REAR RIGHT

Due to the addition of the Low-Frequency Initiators (LFI) in the High-line system, there is another acronym to consider:

- C1337 **FL LF** Pulse Fail Detect
- C1338 **FR LF** Pulse Fail Detect
- C1338 **RL LF** Pulse Fail Detect
- C1339 **RR LF** Pulse Fail Detect

The acronym **"LF"** is referring to the design of the initiator; this component operates at a ***Low Frequency***.

Keeping these acronyms in mind will help eliminate confusion the next time that TPMS ***"FR LF"*** DTC chart is pulled up on the GDS or KGIS.....OK?

[illegible] (MG) Shift Cable Detachment

In some 2006.5 – 2007 MY Optima vehicles built between 12/09/05 and 4/10/07, customers may experience a condition in which it is impossible to select or engage drive gears. If so, the shift cable may have been installed incorrectly. Over time, this condition could cause the cable end to detach from the shifter assembly's dowel pin.

The cable end is designed to be installed on the dowel pin with the serrated portion of the cable end in the 'up' position, as in this photo. If the cable is disconnected and the serrated portion of the cable end is pointing down, the cable end will have to be rotated 180 degrees before re-installing. Follow the repair procedure below.

Note: ***Vehicles built after 4/10/07 are equipped with a feature in the cable and shifter assembly that prevents incorrect installation.***

Gear Sector Assembly

Repair Procedure:

1. Remove center console.
2. Inspect cable end and bushing for damage or abnormal wear. Replace cable assembly only if necessary; otherwise proceed with cable end re-installation.
3. Position cable end so that serrated portion is "up". **Do not twist or "wind up" cable.** To rotate cable end, first disconnect the cable from the gear selector linkage on the transmission.
4. Reinstall cable onto dowel, reconnect other end to transmission linkage and verify adjustment and function.
5. Reinstall center console.

[illegible] KGIS: Tools & Equipment

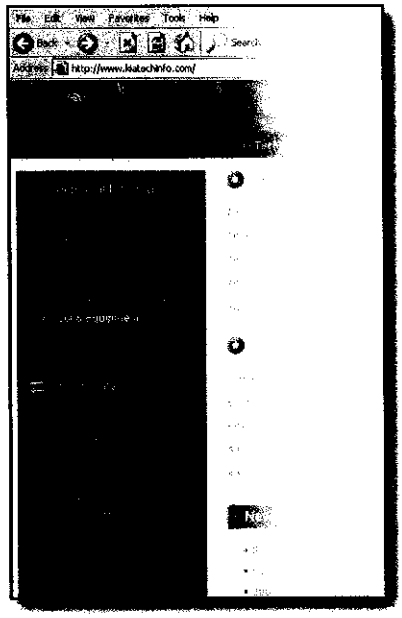
The Kia Global Information System (KGIS) contains much more than just Shop Manuals, Electrical Troubleshooting Manuals (ETMs) and Technical Service Bulletins (TSBs). In this article, the Tool & Equipment section of KGIS will be covered.

From the KGIS home page, click on the ***"Tool & Equipment"*** link. The Tool & Equipment section provides the following content:

- Special Service Tool Ordering Information
- Special Service Tool Inventory Listings ("Master Index")
- SST Kit detail information for 2005 and later
- Manuals for AT Tester Pro, Micro 570 and BOB Pro
- Cross-Reference for Air Bag Deployment Adapters
- And more...

The Tool & Equipment section uses the same format as the TSB section; text content is fully searchable.

Refer to the KGIS "Tool & Equipment" section first for the answers to your SST questions.



KIA MOTORS
The Power to Surprise™

Your Input is Valuable

Please use this form to provide input for future issues of *Tech Times*. Copy the page below and then write in your information and fax to (949) 468-4907 Attn: Kia University - S. Salama or send an email to ssalama@kiausa.com

Model: Year:

Condition/Incident:

Solution/Repair/Suggestion*:

*If necessary, include a sketch and/or page reference for the applicable Service Manual or Electrical Troubleshooting Manual.

Print Your Name Signature

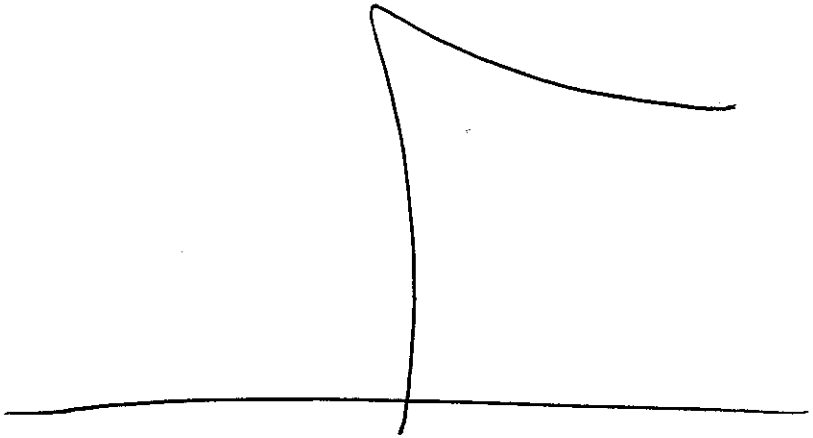
Dealer Code Dealer Name

City/Town State Zip Code

Date Phone

All information received by Kia Motors America (KMA), becomes the property of KMA. All respondents consent to allow KMA to publish their name and suggestions.

Fax Number: (949) 468-4907, Attn: Kia University - S. Salama
Email: ssalama@kiausa.com



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CONFIDENTIAL DOCUMENTS

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KMA Parts Sales By Year For Selected Part Numbers Thru 12/31/2010

Sum of Ship Qty	Column Labels					
Part Number	2006	2007	2008	2009	2010	Grand Total
46700 2G040J6	7	61	70	90	84	312
46700 2G040VA	13	113	125	146	175	572
46700 2G080J6		11	12	12	19	54
46700 2G080VA		15	15	16	30	76
46700 2G120A0		8	10	4	7	29
46700 2G120J6		9	7	1	6	23
46700 2G120VA	12	26	15	24	32	109
46790 2G100	7	143	153	112	79	494
Grand Total	39	386	407	405	432	1669