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

Kia #	Category	Owner Name	Owner Address	Owner Phone	Vin	Make	Model	Year	Mileage	Contact Date	Crash	Property Damage	Injury	Death	Kia Assessment of Case
KIA0838203	Arbitration-BBB Auto Line	[redacted]	[redacted] Palmyra VA [redacted]	[redacted]	KNAFE161775[redacted]	Kia	Spectra	2007	8500	14-Apr-2008	NO	NO	NO	NO	**Facts:** Customer filed with BBB on 4/14/08 regarding multiple repair issue, including intermittent passenger airbag OFF light issues. Dealer unable to duplicate. **Analysis:** BBB inspector could not duplicate concern. Interium repair decision to reflash vehicle.
KIA0936412	Arbitration-BBB Auto Line	[redacted]	[redacted] Russellville TN [redacted]	[redacted]	KNAFE12137 [redacted]	Kia	Spectra	2007	29000	17-Apr-2009	NO	NO	NO	NO	**Facts:** Customer filed with BBB on 4/17/2009. Seat cushion replaced on 3 occassions. Subsequent airbag complaints could not be duplicated. Kia agreed to exchange for another vehicle. **Analysis:** Intermittent issue indicates that this was an out of position issue. Complaints continued as support for BBB claim.
KIA0949605	Arbitration-BBB Auto Line	[redacted]	[redacted] Leesville LA 71446	[redacted]	Not identified [redacted]	Kia	Spectra	2008	65000	31-Mar-2015	NO	NO	NO	NO	**Facts:** Customer filed with BBB on 3/31/15. Customer accepts 50/50 split goodwill offer. BBB claim denied since ineligible to participate due to mileage. **Analysis:** Complaint driven by cost of repair since vehicle out of warranty. Vehicle repaired. No further issues identified.
K1489387	Arbitration-AG Office	[redacted]	[redacted] Waipahu, Hawaii 9[redacted]	[redacted]	KNAFE12198 [redacted]	Kia	Spectra	2008	12,633	6/23/2009	NO	NO	NO	NO	CAPTION: In re n the arbitration of Rose M. Fruin v. Kia PARTIES: Rose M. Fruin & Kia Motors America, Inc. File Date: 6/23/09 Court: Hawaii Attorney General's Office Department of Commerce & Consumer Affairs State Certified Arbitration Program State of Hawaii **Facts** Multiple passenger airbag light issues regarding intermittent illumination of passenger airbag off light. Repairs conducted on 4 separate occassions. Continued to experience issue. **Decision** Kia required to repurchase vehicle. Vehicle subject to repair at least three times and thus determined to fail to conform to the vehicle's warranty.

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