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

CONSUMER COMMUNICATIONS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12187[redacted]	[redacted]	2,000

Arlington, TX 76017 Prod. Date: 11/27/06 Dealer: TX010 Joe Myers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** NOTES 07/09/2007 01:28 PM US Mountain Standard Time CHamilton Action Type:Manager review
Linda Walton / mom states:

1. Pass side ***AIRBAG*** off light stays on all the time, no matter who sits there
2. Was last at the Kia dlr 3 weeks ago to Joe Myers Kia
3. SM spent 1/2 hour with us, all of us tried to get the light to go off, would not
4. he said was an issue that Kia has and does not know what to do about it yet
5. Said there is a sensor that you have to be on perfectly to get the light to go off
6. Said this is an issue that Kia is looking at, dont know what to do about this
7. Said it will be under recall and they will notify us
8. Said that it means the ***AIRBAG*** is disabled all the time

Wtr states:

1. Updated, no recalls
2. Apologized
3. ***OCS AIRBAG*** off light on means the ***AIRBAG*** is deactivate at that time
4. Will research and call you back
5. Gave case#, call back info

*** PHONE LOG 07/09/2007 01:29 PM US Mountain Standard Time CHamilton Action Type:Outgoing call
Called Joe Myers, David transferred to VM for SM Rick Kidd
LVM requesting call back X45370

*** PHONE LOG 07/10/2007 05:35 AM US Mountain Standard Time CHamilton Action Type:Incoming call
VM from SM Rick requests call back on cell 281-748-3733

*** PHONE LOG 07/11/2007 10:44 AM US Mountain Standard Time CHamilton Action Type:Outgoing call
called and LVM for SM Rick requesting call back

*** PHONE LOG 07/11/2007 01:32 PM US Mountain Standard Time CHamilton Action Type:Outgoing call
called and LVM for SM Rick requesting call back (on his cell #)

*** PHONE LOG 07/12/2007 01:10 PM US Mountain Standard Time CHamilton Action Type:Outgoing call
LVM for DPSM JHerrera

*** EMAIL OUT _ CHamilton Action Type:External email
Send to:[JHerrera@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.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121875[redacted]	[redacted]	2,000

Arlington, TX 7[redacted] Prod. Date: 11/27/06 Dealer: TX010 Joe Myers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case[redacted]doc>>

*** PHONE LOG 07/13/2007 08:33 AM US Mountain Standard Time RChacon Action Type:Outgoing call
Customer Linda Walton stated:
1. Gave case #
2. Calling to find out status of veh

Writer stated:
1. FCM has not been able to reach dealer for info
2. Regional rep has been contacted about prob
3. Once FCM has more info, you will be contacted
4. I will document your call

Customer stated:
1. I can be reached at phone #[redacted]
2. Thank you
:::::::::CALL ENDED:::::::::

*** NOTES 07/13/2007 01:15 PM US Mountain Standard Time CHamilton Action Type:Manager review
case dispatched to region for customer call back and repair assistance, based on
1. 2007 Spectra, w/s 3/30/2007, 2000 miles
2. ***OCS AIRBAG*** off light stays on all the time, no matter who sits in that ***SEAT***
3. Unable to reach SM, no call back from DPSM

*** PHONE LOG 07/13/2007 12:20 PM US Mountain Standard Time CHamilton Action Type:Outgoing call
Called [redacted]/mother at #[redacted]
LVM for Ms Walton advising:
1. Have dispatched your case to our regional office for them to contact your
2. Left call back info

*** PHONE LOG 07/13/2007 12:49 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called customer ashley wolf, not available:
1. left vm 1:35pm pst
2. has veh been at kia dealership recently for inspection/repairs?
3. asked customer to call wrcaa back

wrcaa called dler, left message for serv mgr -

*** PHONE LOG 07/13/2007 12:52 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called ftr r.perralta, left vm 1:45pm pst:
1. isn't there an tool to adjust sensitivity of ***AIRBAG*** sensor?
2. if available, when are you able to send one to this dealership tx010?

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121875[redacted]	[redacted]	2,000

Arlington, TX [redacted] Prod. Date: 11/27/06 Dealer: TX010 Joe Myers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 07/13/2007 03:02 PM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received vm from ftr r. peralta who advised:
1. is aware of 2007 Spectra - ***OCS*** problem with ***PASSENGER AIRBAG*** light activation
2. no update on resolution to date - should know more information sometime next week
3. ftr r. peralta to contact wrcaa with update when available (soon)

*** NOTES 07/16/2007 12:18 PM US Mountain Standard Time CHamilton Action Type:Manager review
EMail from DPSM JHerrera:
1. Sorry, I was not able to get to this one sooner -- I was on vacation Friday.
2. I just spoke with Rick, svc mgr – TX010
3. SM spoke with the technician and tech indicated that they were unable to duplicate this customer concern.
4. I spoke with Rick and making sure that he was involved next time this customer comes in.
5. DPSM recommendation would be to have the customer contact Rick to set up an appointment to come in to have the vehicle inspected and for the customer to demonstrate this condition.

Should you have any questions please let me know.

*** PHONE LOG 07/16/2007 03:13 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa spoke with ftr-r.peralta who asked wrcaa to put inspection appt on calendar:
1. inspection arranged for tues, 7-31-07
2. customer to leave vehicle at dlr night prior (7-30-07)
3. r.peralta okayed one day rental vehicle for customer should she require one

wrcaa called customer ashley e. wolf at only listed phone number [redacted] (4:10pm pst)
1. no answer, left detailed vm - relayed pertinent inspection information
2. asked customer to please return call to wrcaa

*** PHONE LOG 07/16/2007 03:15 PM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa called tx010 joe myers kia to advise serv mgr rick kydd of 7-31-07 ftr inspection:
1. rick kydd - serv mgr not available, left detailed voice message

*** NOTES 07/16/2007 03:16 PM Pacific Daylight Time LNavarro Action Type:E-mail sent
wrcaa sent email to ftr r.peralta & dpsm j.herrera:
1. unable to send cc: email to tx010 serv mgr - wrcaa does not have his email address

*** PHONE LOG 07/16/2007 03:26 PM Pacific Daylight Time LNavarro Action Type:Incoming call
wrcaa received return phone call from customer ashley wolf:
1. thanked wrcaa for assistance and phone calls
2. making arrangements to have ftr inspect her vehicle on 7-31-07

Last name	First name	VIN of 2007 SPECTRA EX		Mileage
[redacted]	[redacted]	KNAFE121875[redacted]	[redacted]	2,000

Arlington, TX [redacted] Prod. Date: 11/27/06 Dealer: TX010 Joe Myers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

4. understands ftr okayed one day rental if needed
5. wrcaa explained kia will not approve extra insurance, gasoline, etc

*** PHONE LOG 08/14/2007 10:53 AM Pacific Daylight Time LNavarro Action Type:Outgoing call
wrcaa spoke with dpsm - j herrera:
1. said this vehicle has been repaired
2. ***SEAT*** bottom cushion swapped from another vehicle
3. and installed into this vehicle
4. all okay to close this file

wrcaa spoke with tx010 serv mgr - rick kydd:
1. confirmed dlr installed ***PASSENGER SEAT*** bottom cushion (swapped from another new vehicle on dealer lot)
2. repairs done approximately 8-1-2007
3. serv mgr states ms wolf was happy with the repair
4. advised will be contacting dpsm - j herrera on instructions on how to document this repair

*** CASE CLOSE 08/14/2007 10:54 AM Pacific Daylight Time LNavarro

*** CASE CLOSE 10/02/2007 01:05 PM Pacific Daylight Time ELau

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe121x75[redacted]	[redacted]	5,964

Newport News, VA [redacted] Prod. Date: 10/18/06 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 09/12/2007 08:59 AM US Mountain Standard Time UValencia
caller states
1.- I purchased a 07 spectra on may of this year
2.- and my car is at the shop for almost
3.- I took my car, even with the car dealer, and the ***AIRBAG*** light states on
4.- and the ***AIRBAG*** on the ***PASSENGER*** side, states on
5.- the odomoter you should always be able to know how many miles is on the car
6.- when you want to keep up with for the oil change, it just keeps switching to the trip odometer
7.- when I called the person, he told me that is normal
8.- they put me on a rental, but the car has been there for two weeks, and the clutch was already replaced
9.- I want to get out of this contract [redacted]
wrt states
1.- apologized
2.- wrt advised cst that wrt will have to follow up with svc mgr at VA043 to find information about diagnose
3.- wrt advised cst that the manufacture wants to ensure that vehicle is working properly
4.- wrt advised cst that wrt could not help cst with information about how to get out of contract
5.- wrt advised cst that wrt will contact dealer
6.- wrt refer cst to WCIM about getting out of the vehicle

wrt place cst on hold, wrt called Grant svc mgr at VA043. operator stated that svc mgr did not answer pager, wrt request it to be transfer to svc department to obtain VIn# info. wrt was transfer to svc department VM

wrt LVM requesting a callback. wrt returned to cst
wrt states
1.- wrt advised cst that VM has been left for SVC mgr
2.- wrt advised cst that wrt could not provide information about getting out of contract
3.- wrt advised cst to revise WCIM
4.- wrt provided case# and contact information
5.- wrt advised cst that as soon as more information was available, wrt will follow up with cst
6.- cst thanked wrt for information

*** PHONE LOG 09/13/2007 12:52 PM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called svc mgr at Grant at VA043, who states
1.- she had an ***AIRBAG*** light on when fisrt came in
2.- we found code B1346 replacement of the ***AIRBAG*** module
3.- cst states that the odometer would not state code was b1348, replaced
4.- the ***PASSENGER*** side ***AIRBAG*** ligh on on the ***PASSENGER*** side is on now, we test drive it and
5.- it will be test it tomorrow again
6.- cst is on a rental
wrt thanked caller for information

*** PHONE LOG 09/13/2007 12:56 PM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called Ms [redacted]

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe121x75[redacted]	[redacted]	5,964

Newport News, VA [redacted] Prod. Date: 10/18/06 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1.- wrt provided information given my Grant svc mgr at VA043
2.- wrt advised cst that wrt will follow up again as soon as more information becomes available
3.- cst thanked wrt for information

*** PHONE LOG 09/17/2007 11:31 AM US Mountain Standard Time UValencia Action Type:Incoming call
wrt called Willian svc mgr at VA043, who states
1.- we are still diagnosing the issue,
2.- vehicle came back
wrt thanked caller for information

*** PHONE LOG 09/19/2007 09:35 AM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called svc ad at Va043 Keith.
1.- we still waiting for the part
2.- the part is in backorder, no ETA, i called her yesterday
3.- the # 88202-2f701293, cusshion assembly

*** PHONE LOG 09/21/2007 08:41 AM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called Grant svc mgr at VA043, who states
1.- the svc advisor is at lunch right now, as soon as ge gets back I will call you
wrt states
1.- wrt provided contact information

*** PHONE LOG 09/25/2007 08:35 AM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called svc mgr at Va043, wrt LVM requesting a callback
1.-

*** PHONE LOG 09/25/2007 09:11 AM US Mountain Standard Time UValencia Action Type:Incoming call
Ed Williams from VA043, LVM requesting a callback

*** PHONE LOG 09/25/2007 09:18 AM US Mountain Standard Time UValencia Action Type:Incoming call
wrt called William at VA043,
1.- she has her car back, she pick it up yesterday
2.- we replaced the ***PASSENGER*** side ***SEAT*** cushion
3.- because the sensor was not working properly
wrt thanked caller for information

*** PHONE LOG 09/25/2007 09:20 AM US Mountain Standard Time UValencia Action Type:Outgoing call
wrt called Ms [redacted] wrt LVM stating
wrt states
1.- wrt advised cst to callback if any further assistance was need it
2.- wrt provided case# and contact information

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX		Mileage
[redacted]	[redacted]	knafe121x75[redacted]	[redacted]	5,964

Newport News, VA[redacted] Prod. Date: 10/18/06 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** CASE CLOSE 09/25/2007 09:22 AM US Mountain Standard Time UValencia
closed pending cst callback

*** CASE CLOSE 10/03/2007 06:01 AM Pacific Daylight Time JeffStroup
tread review complete

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5		Mileage
[redacted]	[redacted]	KNAFE1615750[redacted]	[redacted]	4,000

DELHI, IA [redacted] Prod. Date: 12/15/06 Dealer: IA009 Kia of Cedar Rapids

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

Case History

SURVEY DATE : 09/18/2007
SERVICE DATE : 09/10/2007

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :
Response for Service Survey Question Q6b, What caused the dealer not to complete the work requested?:
- Other(specify)
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 09/19/2007 12:59 PM US Mountain Standard Time CCummins Action Type:Incoming call
writer called David Smith, who states

1. Concerned about the ***PASSENGER*** side ***AIR BAG*** light staying on
2. dealer IA009 indicated the weight factor for it to go off is 120Lbs and
3. my wife only weighs 117 Lbs
4. Dealer found a loose connection which they fixed, light was still on
5. also dealer installed a new ***PASSENGER*** side ***SEAT*** which did not fix the problem either
6. I'm concerned that this is a safety issue
7. had thin ***SEAT*** covers on the ***SEAT***s and dealer recommended those be removed
8. removed the ***SEAT*** covers but that still did not turn the light off
9. don't get me wrong, I love my kia and the dealership
10. Just concerned for my wife's safety

writer states

1. apologized for the situation
2. advised writer would have to research this and call cust back
3. advised it would be a couple of days but would get back in touch with cust
4. provided case # and contact info

*** PHONE LOG 09/25/2007 06:56 AM US Mountain Standard Time CCummins Action Type:Outgoing call
writer spoke with Svc Mgr, Doug, who states

1. have repaired vehicle for a loose wire connection the first time
2. have also replaced the ***SEAT*** module
3. last time in was 9/18 complaint of ***PASSENGER AIRBAG*** light intermittently not going off
4. we found no problem or codes but wife not here to sit in ***SEAT***
5. maybe it needs reprogramming like the Sorento
6. only the FTR can do the programming
7. will check with DPSM, Peter Shin, and call back

*** PHONE LOG 09/25/2007 09:46 AM US Mountain Standard Time CCummins Action Type:Incoming call
VM from Doug Myers, who states

1. advised that there is a bulletin KT205062701 which states that the Spectra 2007 are not reprogramable for the

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5		Mileage
[redacted]	[redacted]	KNAFE1615750[redacted]	[redacted]	4,000

DELHI, IA [redacted] Prod. Date: 12/15/06 Dealer: IA009 Kia of Cedar Rapids

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

*** PHONE LOG 09/25/2007 12:45 PM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM for DPSM, Peter Shin to please callback at ext 46410

*** EMAIL OUT _ CCummins Action Type:External email
Send to:[PShin@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.

[redacted]

*** PHONE LOG 09/25/2007 01:28 PM US Mountain Standard Time CCummins Action Type:Outgoing call
DPSM called and LVM for callback

writer spoke with Peter Shin, who states
1. I am going to call Svc Mgr Doug and have him get the cust in there with wife
2. government standards to have a grid on ***PASSENGER*** side ***SEAT***s that sense size, shape, and ***SEAT***ing position
3. will have to see if we can duplicate the concern or if this is normal ops for this vehicle

*** PHONE LOG 09/26/2007 01:28 PM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM for Svc Mgr, Doug to call back regarding ***PASSENGER*** side ***AIR BAG***

*** PHONE LOG 09/27/2007 01:07 PM US Mountain Standard Time CCummins Action Type:Outgoing call
LVM (2nd time) for svc mgr, Doug to call back

*** PHONE LOG 09/28/2007 08:39 AM US Mountain Standard Time CCummins Action Type:Outgoing call
writer spoke with Doug Myers, svc mgr, who states
1. have tried multiple times to contact Mr. Smith
2. left messages on his voice mail
3. am sending him a bulletin explaining proper ***SEAT***ing position in the ***SEAT***

writer states
1. okay and will leave in your hands
2. if and when customer calls back KMA will then see if anything else can be done

*** CASE CLOSE 09/28/2007 08:39 AM US Mountain Standard Time CC[illegible]

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161575[redacted]	[redacted]	4,000

DELHI, IA[redacted] Prod. Date: 12/15/06 Dealer: IA009 Kia of Cedar Rapids

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

*** PHONE LOG 09/28/2007 10:06 AM US Mountain Standard Time CCummins Action Type:Incoming call
VM from Doug Myers, Svc Mgr, who states
1. spoke with Mr[redacted]
2. everything is fine
3. Mr[redacted] indicated any problems and he would call back

*** CASE CLOSE 09/28/2007 10:08 AM US Mountain Standard Time CCummins

*** CASE CLOSE 10/03/2007 06:42 AM Pacific Daylight Time JeffStroup

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121975[redacted]	[redacted]	6,595

Brookpark, OH 4[redacted] Prod. Date: 12/13/06 Dealer: OH048 Spitzer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Replacement
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 11/19/2007 07:26 AM US Mountain Standard Time SLarez
CUSTOMER STATES/.
1. I FEEL LIKE I BOUGHT A LEMON
2. FIRST THE ***PASSENGER*** SIDE ***AIR BAG*** WAS NOT WORKING RIGHT AND STILL DOES NOT WORK RIGHT TO THIS DAY AFTER THE DEALERSHIP HAS TRIED TO FIX IT.
3.THE CAR WOULD NOT GET OUT OF PARK OVER THE WEEKEND AND HAD TO BE TOWED
4. THE DEALERSHIP HAS THE CAR RIGHT NOW AND SAID THEY WOULD CALL ME WHEN THEY GET A DIAGNOSES, THEY ARE ALSO GETTING ME A RENTAL CAR.
5. I DO NOT WANT THE CAR, I DID NOT BUY IT FOR IT TO BE IN THE SHOP
6. I NEED TO GET TO WORK, WHO IS GOING TO PAY FOR THAT.
7. I DO NOT WANT THE CAR ANYMORE.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. THE WARRANTY WILL BACK THE PRODUCT AND WE WILL FIX THE CAR IF IT CONTINUES TO HAVE PROBLEMS
3. WE DO NOT EXPECT IT TO HAVE PROBLEMS BUT WE DO HAVE THE WARRANTY TO BACK THE CAR.
4. I CAN FOLLOW UP WITH THE DEALERSHIP REGARDING THESE REPAIRS.
5. THE REPLACEMENT POLICIES AND RETURN POLICIES ARE IN ACCORDANCE WITH YOUR STATE LAW.
6. I CAN HELP YOU GET IT FIXED.

CUSTOMER STATES.
1. I WANT TO SPEAK TO SOMEONE ELSE, WHO CAN GET ME OUT OF THE CAR.

WRITER STATES.
1. THAT IS UP TO YOUR STATE.
2. WE ARE HERE TO FIX THE CAR.

CUSTOMER STATES.
1. SO THE ONLY WAY TO HANDLE IT IS TO GO TO COURT.

WRITER STATES.
1. I CAN ESCALATE THE CALL TO ANOTHER DEPARTMENT AND THEY CAN CALL YOU BACK
2. I WOULD NEED TO FOLLOW UP WITH THE DEALERSHIP AND THE DISTRICT REP, ONCE I DO I CAN CALL YOU BACK TO LET YOU KNOW I HAVE DONE SO

CUSTOMER STATES.
1. THANK YOU.

*** PHONE LOG 11/20/2007 07:26 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED DUSTIN IN SERVICE (PARTS AND SERVICE DIRECTOR)
DUSTIN STATES.
1. WE DO HAVE A SHIFTER AND THE INTERLOCK CABLE ON ORDER FOR HER.
2. THE CAR WILL BE HERE UNTIL TOMORROW.
3. THE ***AIR BAG*** IS FINE, IT IS WEIGHT SENSITIVE AND WE HAVE EXPLAINED THAT TO HER, THERE IS NOTHING DEFECTIVE WITH THE ***SEAT*** OR THE SENSORS.
4. WE ARE DOING EVERYTHING WE CAN TO GET THE BACK TO HER AS SOON AS POSSIBLE, I WANT TO MAKE SURE IT IS ALL FIXED BEFORE I RETURN THE CAR TO HER.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121975[redacted]	[redacted]	6,595

Brookpark, OH[redacted] Prod. Date: 12/13/06 Dealer: OH048 Spitzer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Replacement
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

5. WE DID GET YOUR PRINT OUT.

*** PHONE LOG 11/20/2007 07:33 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED JOHN S. AND ADVISED OF SITUATION

1. CUSTOMERS CAR DOES NOT COME OUT OF PART AND SHE HAS EXPRESSED CONCERNS WITH THE ***AIR BAG*** SYSTEM FOR THE ***PASSENGER*** SIDE.
2. HE DAUGHTER SITS IN THAT ***SEAT*** AND THERE MAY BE A WEIGHT ISSUE.
3. THE SYSTEM IS WORKING AS DESIGNED.
4. WE ARE ALSO GOING TO REPLACE THE SHIFTER AS WELL BECAUSE IT DOES NOT GO OUT OF PARK, CAR SHOULD BE REPAIRED TOMORROW.
5. SHE WANTS IT REPLACED, I TOLD HER WE WILL FIX THE CAR, I WANTED TO GIVE YOU A HEADS UP BECAUSE I WILL BE FORWARDING THE CASE TO THE REGION.
6. IF YOU NEED TO CALL ME BACK YOU MAY .

*** EMAIL OUT _ SLarez Action Type:External email
Send to:[JSalvador@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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*** PHONE LOG 11/20/2007 07:57 AM US Mountain Standard Time SLarez Action Type:Outgoing call
WRITER CALLED CUSTOMER BACK
WRITER STATES.
1. REITERATED COMMENTS FROM PARTS AND SERVICE DIRECTOR.
2. REFERRED CUSTOMER TO OWNERS MANUAL FOR SITTING POSTURES AND ***SEAT*** SENSOR LOCATIONS.
3. I DID NOTIFY THE FACTORY REP AND I WILL FORWARD THE CASE TO HIS OFFICE SO THEY CAN CONTACT YOU REGARDING THE REPLACEMENT.
4. IT SHOULD BE WITH IN THREE BUSINESS DAYS, IF NOT YOU MAY CALL ME BACK AND I MAY HAVE A DIFFERENT POINT OF CONTACT FOR YOU

CUSTOMER STATES.
1. THANK YOU.

*** NOTES 11/20/2007 07:59 AM US Mountain Standard Time SLarez Action Type:Manager review
FORWARDING TO REGIONAL OFFICE
1. CUSTOMER REQUESTING REPLACEMENT OR REPURCHASE.
2. CAR IS GOING TO BE FIXED TOMORROW, DPSM IS AWARE OF THE SITUATION

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121975[redacted]	[redacted]	6,595

Brookpark, OH[redacted] Prod. Date: 12/13/06 Dealer: OH048 Spitzer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Replacement
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** NOTES 11/20/2007 04:15 PM Pacific Daylight Time AnitaMay Action Type:Meeting
WTR ACCEPTED AND ASSIGNED CLARIFY CASE TO MJG TO BEGIN PROCESSING:

*** NOTES 11/20/2007 05:42 PM Central Daylight Time MGallagher Action Type:Meeting
WTR CREATED HARD FILE THIS DATE & WILL CONTACT DLR TO OBTAIN D***OCS*** 11/21

*** PHONE LOG 11/21/2007 11:34 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W OFFICE MANAGER BETH @ SPITZER KIA THIS DATE:
1. REQ SALES & SERVICE D***OCS***
2. PROVIDED VIN #, C/B #, FAX #
3. BETH STATED WILL FAX D***OCS*** BY COB THIS DATE

WTR TO F/U W/DLR 11/26 IF D***OCS*** NOT RCVD BY COB THIS DATE

*** NOTES 11/21/2007 03:36 PM Central Daylight Time MGallagher Action Type:Facsimile rec.
WTR RCVD FROM OFFICE MANAGER BETH @ SPITZER KIA THIS DATE:
1. SALES & SERVICE D***OCS***
2. STILL MISSING FIRST PAGE OF RO 33360

WTR TO F/U W/DLR 11/26 TO OBTAIN DOC

*** PHONE LOG 11/21/2007 04:07 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LISTENED AS AJM LVM FOR CUST @[redacted] THIS DATE:
1. IN RECEIPT OF COMPLAINT
2. WILL CONTACT DLRS TO OBTAIN D***OCS*** FOR CASE
3. PROVIDED C/B #

WTR TO OBTAIN REMAINING D***OCS*** 11/26

*** PHONE LOG 11/26/2007 09:47 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W SM DUSTIN @ SPITZER KIA THIS DATE:
1. REQ FIRST PAGE OF RO[redacted]
2. SM STATED RO WAS VOIDED, NO REASON SHOWN IN SYSTEM

WTR TO COMPLETE RECAP NLT COB 11/27

*** PHONE LOG 11/27/2007 03:10 PM Central Daylight Time MGallagher Action Type:Outgoing call

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121975[redacted]	[redacted]	6,595

Brookpark, OH[redacted] Prod. Date: 12/13/06 Dealer: OH048 Spitzer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Replacement
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

WTR TO F/U W/SM 11/28 IF D***OCS*** NOT RCVD BY COB THIS DATE

*** NOTES 11/27/2007 03:31 PM Central Daylight Time MGallagher Action Type:Facsimile rec.
WTR RCVD FROM SM DUSTIN @ SPITZER KIA THIS DATE:
1. AFOREMENTIONED REQ ROS
2. ADDED TO HARD FILE & FWRD TO MCS FOR COMPLETION OF RECAP & RETURN TO WTR NLT NOON 11/28

WTR TO F/U W/MCS ON 11/28 IF RECAP NOT RCVD BY NOON SAME DATE

*** COMMIT 11/27/2007 03:33 PM Central Daylight Time MGallagher Action Type:Callback Required

*** NOTES 11/28/2007 12:08 PM Central Daylight Time MSandoval Action Type:Meeting
WTR COMPLETED RECAP THIS DATE & FORWARDED TO MJG FOR FURTHER CASE HANDLING

*** PHONE LOG 11/30/2007 06:43 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @[redacted] THIS DATE:
1. IN RECEIPT OF ALL D***OCS***
2. WTR TO MAKE DECISION RE: REPLACEMENT REQ & C/B CUST NLT 12/14
3. PROVIDED C/B #

WTR TO DISCUSS GW W/RCAM 12/12

*** NOTES 12/10/2007 07:25 PM Central Daylight Time MWilliams Action Type:Meeting
CASE DISCUSSED W/MJG:
1. GW TO BE OFFERED ON 12/13
2. HARD FILE TO MCS TO VERIFY DAYS OUT OF SERVICE ON 2 REPAIR ORDERS AND RETURNED TO MJG NLT COB ON 12/12

*** NOTES 12/11/2007 09:44 AM Central Daylight Time MGallagher Action Type:Meeting
WTR TO CONTACT CUST NLT 12/13 TO DISCUSS GW

*** NOTES 12/11/2007 04:30 PM Central Daylight Time MSandoval Action Type:Meeting
WTR VERIFIED DAYS OUT OF SERVICE, UPDATED RECAP THIS DATE & FORWARDED TO MJG FOR FURTHER CASE HANDLING

*** NOTES 12/11/2007 04:31 PM Central Daylight Time MSandoval Action Type:Meeting
CORRECTION TO ABOVE:

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12197[redacted]	[redacted]	6,595

Brookpark, OH[redacted] Prod. Date: 12/13/06 Dealer: OH048 Spitzer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Replacement
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 12/13/2007 06:14 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @[redacted] THIS DATE:
1. REQ C/B IN ORDER TO S/W CUST RE: VEH
2. PROVIDED C/B #

WTR TO F/U W/CUST NLT 12/17 IF NO RESPONSE BY COB 12/14

*** PHONE LOG 12/17/2007 08:02 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @[redacted] THIS DATE:
1. REQ C/B TO DISCUSS CASE W/CUST

WTR TO C/B CUST 12/19 IF NO RESPONSE BY THAT DATE

*** PHONE LOG 12/19/2007 08:54 AM Central Daylight Time MGallagher Action Type:Incoming call
WTR RCVD VM FROM CUST 11/18:
1. REQ'D C/B

WTR TO C/B CUST NLT COB THIS DATE

*** PHONE LOG 12/19/2007 04:07 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @[redacted] THIS DATE:
1. REQ'D C/B TO DISCUSS CASE
2. PROVIDED C/B #

WTR TO F/U W/CUST 12/21 IF NO RESPONSE BY THAT DATE

*** NOTES 12/21/2007 05:31 PM Central Daylight Time MGallagher Action Type:Meeting
WTR TO CONTACT CUST 12/27 TO DISCUSS CASE IF NO RESPONSE BY THAT DATE

*** PHONE LOG 12/28/2007 11:57 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST THIS DATE:
1. REQ'D C/B TO DISCUSS CASE
2. PROVIDED C/B #

MESSAGE LEFT ON FOLLOWING NUMBERS:

[redacted]
[redacted]
[redacted]

WTR TO TRY CONTACTING CUST AGAIN NLT 1/3 IF NO RESPONSE BY THAT DATE

Last_name	First_name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121975[redacted]	[redacted]	6,595

Brookpark, OH 44142 Prod. Date: 12/13/06 Dealer: OH048 Spitzer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Replacement
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

WTR S/W CUST THIS DATE:
1. CUST RETURNING WTR'S CALL TO DISCUSS CASE
2. VEH CURRENTLY OTS
3. WTR OFFERED 2 CAR PAYMENTS WHICH CUST ACCEPTED
4. WTR WILL RETURN IN OFFICE 1/2 & PAPERWORK TO BE SENT TO CUST NLT 1/4
5. CUST TO CONTACT WTR IF ANY QUESTIONS RE: PAPERWORK

WTR TO GENERATE OFFER LTR/RELEASE NLT 1/3

*** NOTES 01/03/2008 01:39 PM Central Daylight Time MWilliams Action Type:Manager review
OFFER LTR AND RELEASE GENERATED AND FWRD TO CUST VIA FEPO W/TRACKING #[redacted] AND RETURN TRACKING #[redacted]

HARD FILE RETURNED TO MJG FOR CUST F/U ON 1/10 IF SIGNED D***OCS*** HAVE N0T BEEN RC'D BY THAT TIME

*** PHONE LOG 01/04/2008 12:47 PM Central Daylight Time MGallagher Action Type:Incoming call
WTR RCVD VM FROM CUST THIS DATE:
1. HAS NOT RCVD PAPERWORK YET
2. REQ'D C/B

*** PHONE LOG 01/04/2008 12:48 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @[redacted] THIS DATE:
1. PAPERWORK WAS SENT YESTERDAY PM
2. CALL WTR IF NOT RCVD IN NEXT DAY OR SO

WTR TO F/U W/CUST IF NO RESPONSE NLT 1/10 AS STATED ABOVE

*** PHONE LOG 01/08/2008 10:58 AM Central Daylight Time MGallagher Action Type:Incoming call
WTR RCVD VM FROM CUST 1/7:
1. REQ'D C/B @ OFFICE #[redacted]
2. HAD QUESTIONS RE: LTR/RELEASE

*** PHONE LOG 01/08/2008 10:59 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR LVM FOR CUST @[redacted] THIS DATE:
1. RETURNING CUST'S CALL
2. PROVIDED C/B #

WTR TO F/U W/CUST NLT 1/18 IF NO RESPONSE BY THAT DATE

*** PHONE LOG 01/10/2008 09:43 AM Central Daylight Time MGallagher Action Type:Incoming call
WTR RCVD VM FROM CUST 1/9:
1. REQ'D C/B TO DISCUSS QUESTIONS RE: RELEASE

Last_name	First_name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121975[redacted]	[redacted]	6,595

Brookpark, OH 44142 Prod. Date: 12/13/06 Dealer: OH048 Spitzer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Replacement
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 01/10/2008 09:48 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @[redacted] THIS DATE:
1. INFORMED CUST AFTER RELEASE PREVIOUS REPAIRS NO LONGER COUNT AGAINST KMA
2. ALL FUTURE CONCERNS WOULD STILL BE COUNTED
3. WARRANTY WOULD STILL BE IN FULL EFFECT
4. CUST TO LOOK OVER RELEASE & RETURN TO WTR BY 1/17

WTR TO F/U W/CUST NLT 1/18 IF RELEASE NOT RCVD BY THAT DATE

*** NOTES 01/15/2008 08:19 AM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** NOTES 01/17/2008 11:31 AM Pacific Daylight Time AIrby Action Type:Facsimile rec.
WTR REC'D VIA FAX FROM CUST THIS DATE WHICH INCLUDES:
1. SIGNED OFFER AND RELEASE

INFO ADDED TO HAD FILE AND FORWARDED TO MJG FOR FURTHER CASE HANDLING

*** PHONE LOG 01/18/2008 05:48 PM Central Daylight Time MGallagher Action Type:Incoming call
WTR RCVD VM FROM CUST THIS DATE:
1. HAD SENT SIGNED OFFER LTR & RELEASE
2. WOULD LIKE TO KNOW IF WTR RCVD D***OCS***
3. PLS C/B

*** PHONE LOG 01/18/2008 05:50 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @[redacted] THIS DATE:
1. RCVD FAX FROM CUST
2. WILL NOW PROCEED TO PROCESS GW OFFER
3. CUST CAN CONTACT WTR IF ANY ADDTL QUESTIONS

WTR FORWARDED HARD FILE & ASSIGNED CLARIFY CASE TO AII THIS DATE FOR GW PROCESSING

*** NOTES 01/19/2008 03:43 PM Central Daylight Time MWilliams Action Type:Manager review
WTR PROCESSED GW IN AS400 CASE # 72302..HARD FILE RETURNED TO AII TO COMPOSE REST OF GW PACKAGE AND FWRD TO NCA ON 1/22

*** NOTES 01/22/2008 10:31 AM Pacific Daylight Time AIrby Action Type:Correspondence sent
GW IN THE AMT OF $538.42 PROCESSED IN AS400 FILE # 72302 MADE PAYABLE TO CUST AND FWRD TO BB @ NCA THIS DATE FOR FURTHER HANDLING

CRCA TO F/U WITH AS400 FILE ON 1/25/08 FOR GW REC'D DATE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121975[redacted]	[redacted]	6,595

Brookpark, OH [redacted] Prod. Date: 12/13/06 Dealer: OH048 Spitzer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Replacement
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** NOTES 01/25/2008 12:07 PM Pacific Daylight Time AIrby Action Type:Correspondence rec.
PER AS400 FILE NCA REC'D GW REQ ON 1/23/08

CRCA TO F/U WITH NCA ON 2/29/08 IF CHECK IS NOT REC'D BY THAT DATE

*** NOTES 02/11/2008 02:05 PM Pacific Daylight Time AIrby Action Type:Correspondence rec.
CRCA REC'D CHECK # [redacted] IN THE AMOUNT OF $538.42 MADE PAYABLE TO [redacted]

INFO ADDED TO HARD FILE AND AII TO PROCESS CHECK THIS DATE

*** NOTES 02/11/2008 02:13 PM Pacific Daylight Time AIrby Action Type:Correspondence rec.
CRCA REC'D CHECK # [redacted]7 IN THE AMOUNT OF $538.42 MADE PAYABLE TO [redacted]

INFO ADDED TO HARD FILE AND AII TO PROCESS CHECK THIS DATE

*** NOTES 02/11/2008 04:06 PM Pacific Daylight Time AIrby Action Type:Correspondence sent
CRCA SENT GW TO CUST THIS DATE VIA FED EX TRACKING # [redacted]

COPIES ADDED TO HARD FILE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121075[redacted]	[redacted]	5,400

OVERLAND, MO[redacted] Prod. Date: 12/15/06 Dealer: MO003 Lou Fusz Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

Case History

SURVEY DATE : 02/17/2008
SERVICE DATE : 02/04/2008

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :
Response for Service Survey Question Q6b, What caused the dealer not to complete the work requested?:
- Dealership did not have the parts
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 02/19/2008 11:37 AM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER .
WRITER STATED;
1. WRITER CALLING REGARDING THE JD POWER SURVEY.
2. DO YOU ANY QUESTIONS OR CONCERNS REGARDING THE VEHICKE OR DEALER?

CUSTOMER STATED:
1.

*** NOTES 02/19/2008 01:00 PM US Mountain Standard Time ELeon Action Type:Manager review
WRITER'S CLARIFY SYSTEM WENT DOWN DURING CALL AND DOCUMENTATION.

*** PHONE LOG 02/19/2008 01:33 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CONTACT CUSTOMER .
WRITER STATED;
1. WRITER CALLING REGARDING THE JD POWER SURVEY.
2. DO YOU ANY QUESTIONS OR CONCERNS REGARDING THE VEHICLE OR DEALER?

CUSTOMER STATED:

1. THE PROBLEM IS THAT THE ***AIR BAG*** LIGHT COMES ON WHEN MY WIFE SITS ON THE FRONT ***PASSENGER SEAT***.
2. THE LIGHT GOES OFF WHEN I SIT ON THE ***SEAT***, BUT COMES BACK ON WHEN SHE SITS ON THE ***SEAT***. WE JUST HAD THE ***SEAT*** REPLACED AND BROUGHT THEW VEHICLE HOME.
3. AGAIN THE ***AIR BAG*** LIGHT COMES BACK ON WHEN SHE SITS ON THE FRONT ***PASSENGER SEAT*** AND NOT WHEN I SIT ON THE ***SEAT***,3
4. THERE IS NOTHING WRONG WITH HER SITTING ON THE ***SEAT***.
5. THIS WILL BE THE THIRD TIME THIS IS HAPPENING.

WRITER STATED;

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]"	KNAFE121075[redacted]	[redacted]	5,400

OVERLAND, MO[redacted] Prod. Date: 12/15/06 Dealer: MO003 Lou Fusz Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

4. WRITER WILL ALSO CONTACT THE DPSM AND GET HIM INVOLVED.
5.3 WRITER WILL CALL YOU ONCE SPOKEN TO THE KIA REPS.

CUSTOMER STATED:
1. I'LL CALL THE KIA DEALER AS WELL.
2. THANK YOU.

*** PHONE LOG 02/20/2008 03:38 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT JEFF SERVICE MANAGER AT Lou Fusz Kia .
WRITER STATED:
1.CUSTOMER WAS CONTACTED BY JD POWERS FOR THE SURVEY.
2. CUSTOMER HAS A PROBLEM WITH THE ***AIR BAG*** LIGHT AGAIN.
3. THE ***AIR BAG*** LIGHT IS STILL COMING ON WHEN WIFE SITS ON FRONT ***PASSENGER SEAT***.
4. THIS HAPPEN WHEN THE ***SEAT*** CUSHION WAS ALREADY REPLACED.
5. HAS THE CUSTOMER CONTACTED ?.

JEFF STATED;
1. WE DID REPLACED THE FRONT ***PASSENGER SEAT*** ON 2/18/08.
2. WE HAD THE SPOUSE SIT IN THE ***SEAT*** TO MAKE SURE SHE WAS SITTING CORRECTLY.
3. THERE WERE NO PROBLEMS WHEN CUSTOMER LEFT THE DEALER.
4. CUSTOMER HAS NOT CALLED US BACK .
5. YOU CAN CALL THE CUSTOMER AND HAVE THEM CALL ME TO SET UP ANOTHER APPOINTMENT.
6. WE'LL INSPECT THE CONCERN.

WRITER STATED;
1. WRITER WILL CONTACT THE CUSTOMER.
2. WRITER WILL DO A FOLLOW UP LATER NEXT WEEK.
3. THANK YOU.

*** PHONE LOG 02/20/2008 03:43 PM US Mountain Standard Time ELeon Action Type:Outgoing call
WRITER CONTACT CUSTOMER.
WRITER STATED:
1. WRITER CONTACT WRITER CONTACT JEFF SERVICE MANAGER AT Lou Fusz Kia REGARDING THE ***AIR BAG*** LIGHT CONCERN.
2. JEFF SAID TO CALL THE DEALER AND SCHEDULE AN APPOINTMENT.
3. ONCE THE VEHICLE IS BACK AT THE DEALER THEY'LL INSPECT THE ***AIR BAG*** CONCERN.

CUSTOMER STATED;
1. I WILL CALL THE KIA DEALER AND SEE IF THEY CAN SEE THE VEHICLE FRIDAY?
2. I DON'T KNOW WHY THE ***AIR BAG*** LIGHT COMES ON.

WRITER STATED;
1. WRITER WILL BE OFF FRIDAY
2.WRITER WILL CONTACT YOU MONDAY OR TUESDAY WITH A FOLLOW UP.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121075[redacted]	[redacted]	5,400

OVERLAND, MO[redacted] Prod. Date: 12/15/06 Dealer: MO003 Lou Fusz Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

2. THANK YOU.

*** NOTES WITH COMMITMENT 02/20/2008 03:43 PM US Mountain Standard Time ELeon Action Type:Manager review
WRITER COMMITMENT TO FOLLOW UP WITH THE KIA DEALER ON TUESDAY 2/26/2008.

*** CASE CLOSE 02/20/2008 03:46 PM US Mountain Standard Time ELeon

*** NOTES 04/10/2008 08:56 AM US Mountain Standard Time JHirshfield Action Type:Manager review
Tread Review - JH

*** CASE CLOSE 04/10/2008 08:56 AM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161775[redacted]	K1422573	7,125

Palmyra, VA[redacted] Prod. Date: 1/20/07 Dealer: VA039 Price Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 03/07/2008 11:17 AM Pacific Daylight Time ELau
NCA received letter from customer
1. Cust states that this letter is a notification of remedies sought under the Commonwealth of Virginia Lemon Laws.
2. Cust states he has 3 issues that have gone unresolved since he has purchased this vehicle: when the ***PASSENGER SEAT*** is occupied the ***PASSENGER AIRBAG*** light does not go out indication the ***AIR BAG*** has not armed, the parking and interior dashboard lights do not always turn off, which causes the battery to die, and a very noticeable noise in front wheel well area.

Dispatching to the Southern Region for customer contact.

*** PHONE LOG 03/11/2008 10:23 AM Eastern Daylight Time TFrancis Action Type:Outgoing call
WRITER STATES:
1. WRITER SPOKE WITH DPSM PAUL LEGOOD (WRITER SEES DPSM WILL BE AT PRICE KIA ON FRIDAY)
2. PAUL STATES HE MAY BE ABLE TO GET FTR (REFLASH) FOR THAT DAY
3. STATES HE WILL CALL WRITER BACK
4. WRITER TO CONTACT CUSTOMER TO ADVISE

*** PHONE LOG 03/11/2008 10:27 AM Eastern Daylight Time TFrancis Action Type:Outgoing call
WRITER STATES:
1. WRITER CALLED THE CUSTOMER
2. ADVISES CUSTOMER TO EXPECT A CALL BACK IN REF TO TAKING VEH TO PRICE KIA
3. CUST THANKED WRITER FOR CALLING

*** PHONE LOG 03/12/2008 10:38 AM Eastern Daylight Time TFrancis Action Type:Outgoing call
WRITER STATES:
1. WRITER CALLED DLR TO GET A DATE FOR CUSTOMER TO BRING VEH IN
2. AN APPT IS SET UP FOR 3/19/08
3. WRITER SENT CONFIRMATION TO DPSM AND SVC MGR
4. WRITER CONTACTED CUSTOMER TO ADVISE
5. CUSTOMER IS EXTREMELY HAPPY FOR THE ASSISTANCE
6. THIS IS NOT A FINAL REPAIR ATTEMPT-JUST AN APPT FOR RESOLUTION

*** CASE CLOSE 03/12/2008 10:39 AM Eastern Daylight Time TFrancis

*** CASE CLOSE 04/11/2008 12:01 PM US Mountain Standard Time JHirshfield
AIRBAG Tread Review - JH

*** PHONE LOG 05/05/2008 02:46 PM Eastern Daylight Time MVelez Action Type:Outgoing call
WRTR STATES
1. LEFT MESSAGE FOR CUSTOMER REQUESTING A CALLBACK

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161775[redacted]	[redacted]	7,125

Palmyra, VA 22963 Prod. Date: 1/20/07 Dealer: VA039 Price Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 05/06/2008 11:04 AM Eastern Daylight Time MVelez Action Type:Incoming call
CUSTOMER STATES
1. I AM RETURNING YOUR CALL
2. THREE ISSUES WITH VEH
3. MY FIRST ISSUE WAS A NOISE IN THE FRONT LEFT WHEEL WELL AREA
4. WAS TOLD THAT SOME OF THE BOLTS WERE NOT PROPERLY TORKED
5. KIA DETERMINED IT WAS FRONT LEFT STRUT
6. IT WAS REPLEACED AFTER FOUR TIMES OF BEING CHECKED
7. IF THEY HAD TAKING THE TIME TO DRIVE THE VEH WITH ME IN THE BEGINNING THEY WOULD HAVE NOTICED
8. I HAVE AND ISSUE WITH THE TIME IT TOOK THEM TO FIND THE PROBLEM
9. THE 2ND ISSUE IS AN INTERMINT PROBLEM WITH THE ELECTRICAL SYSTEM
10. WHEN I STOP VEH AND TURN OFF IGNITION AND LEAVE VEH THE LIGHTS DO NOT TURN OFF AUTOMATICALLY
11. THEY ARE SUPPOSE TO TURN OF AUTOMATICALLY
12. I HAVE TAKEN MY VEH IN 3 TIMES
13. FIRST TWO TIMES I HAVE BEEN QUESTIONED ABOUT LEAVING KEYS
14. 1ST TIME SM KEPT VEH AND KEPT IT OVERNIGHT TO TEST IT BUT COULD NOT DUPLICATE IT
15. 2ND TIME I BROUGHT IT IN THE TECH SAID THERE HAD BEEN NO REPORTS AND THAT IT COULD BE DOOR JAM SWITCH
16. AT THAT TIME SM SAID HE WILL CALL KIA AND ASKED IF THEY HAVE BEEN EXPERIENCING ANY PROBLEMS WITH THAT ISSUE
17. I NEVER RECEIVED CALL BACK IN REGARDS TO OUTCOME OF CALL TO KIA
18. KIA FINALLY SAID TO REPLACE IGNITION SWITCH
19. KIA SENT LETTER SAYING THEY BELIEVES ISSUES SHOULD BE HANDLED BY DLR
20. AFTER THE IGNITION SWITCH WAS REPLACED I DROVE CAR AND PARKED VEH AND AFTER ABOUT 4 HRS FOUND LIGHTS STILL ON
21. 3RD ISSUE IS THE ***SEAT*** BELT ISSUES
22. P/S ***AIRBAG*** DOES NOT GO OFF
23. WHEN I BROUGHT THE VEH BACK TO KIA THE FIRST TIME I WAS TOLD THEY HAD OTHER REPORTS OF THIS PROBLE
24. SM SAID THIS IS A KNOWN SOFTWARE ISSUE WITH KIA
25. IN PAST THEY HAVE REPLACED SENSOR PAD IN ***SEAT*** AND IN ANOTHER CASE THE ***SEAT*** BUT SAID THIS IS NOT KNOWN TO FIX THE PROBLEM
26. WAYNE (SM) DID NOT PUT ***AIRBAG*** ISSUE ON THE REPORT THE 2ND TIME WITH GOT MY UPSET
27. HE SAID UNTIL KIA RELEASES THE SOFTWARE PATCH, THERE IS NOTHING THEY CAN DO
28. HE ALSO STATED KIA HAS NOT ISSUED SERVICE BULLETINS IN ORDER TO FIX THE ISSUE
29. KIA DIRECTED SM TO REPLACE THE PAD BUT I DON'T KNOW IF IS FIX OR NOT BECAUSE IT'S AN INTERMITENT PROBLEM
30. WOULD LIKE VEH REPLACED
31. I LIKE THE VEH BUT BELIEVE THIS KIA HAS PROBLEMS
32. I WOULD LIKE TO GIVE KIA ANOTHER CHANCE
33. I WOULD LIKE TO HAVE A KIA THAT I BE ABLE TO TELL PEOPLE THAT IT'S A GREAT VEH
34. THANK YOU VERY MUCH FOR YOUR TIME AND YOUR COURTESY

WRTR STATES
1. HI MR [redacted]
2. MY NAME IS MINNIE AND YOUR CASE HAS BEEN ESCALATED TO ME

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161775[redacted]	[redacted]	7,125

Palmyra, VA[redacted] Prod. Date: 1/20/07 Dealer: VA039 Price Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

3. I SEE THAT YOUR HAVE OPENED A CASE THROUG H THE BBB
4. KIA IS HERE TO ASSIST WITH THE REPAIR OF YOUR VEH THROUGH THE TERMS OF YOUR WARRANTY
5. CAN YOU PLEASE TELL ME WHAT YOUR CONCERN WITH THE VEH?
6. SO SINCE THEY REPLACED THE PAD IN THE P/S ***SEAT*** HAVE YOU HAD ANY PROBLEMS?
7. SO THUS FAR YOU THE NOISE IN THE FRONT HAS BEEN FIXED?
8. THEN THAT ONLY LEAVES THE ISSUE WITH THE LIGHTS
9. OK THEN, I WILL GIVE YOU A CALL BACK AFTER I SPEAK TO THE THE DLR AND THE DPSM
10. YOU ARE VERY WELCOME

*** PHONE LOG 05/12/2008 11:43 AM Eastern Daylight Time MVelez Action Type:Incoming call
Customer Stated

1. Hi, Minnie I just wanted you to know that a had a few people sit in the p/s ***SEAT*** and the ***AIRBAG*** light did not go off
2. I am faxing over to you a memo of the recorded ***AIRBAG*** events
3. May I have your fax number
4. I can't have anyone sitting in the p/s ***SEAT*** any longer because I do not trust the ***AIRBAG*** not operating properly
5. Thank you

Wrtr Stated
1. I apologize for the inconvenience
2. My fax number is 732-565-5132
3. You are welcome

*** NOTES 05/12/2008 11:45 AM Eastern Daylight Time MVelez Action Type:Correspondence rec.
Wrtr States

1. Received faxed memo of record from customer pertaining to ***AIRBAG*** issue

*** PHONE LOG 05/16/2008 11:00 AM Eastern Daylight Time MVelez Action Type:Outgoing call
Wrtr States
1. Left message for customer requesting a callback

*** PHONE LOG 05/19/2008 09:26 AM Eastern Daylight Time MVelez Action Type:Incoming call
SENT REQUESTED MRF RESPONSE TO BBB ON 5-16-08

*** PHONE LOG 05/19/2008 09:39 AM Eastern Daylight Time MVelez Action Type:Outgoing call
WRTR SPOKE TO CUSTOMER AND STATED
1. I JUST WANTED TO INFORM YOU
2. I SENT IN THE MRF TO THE BBB
3. KMA WILL CONTINUE TO REPAIR YOUR VEH WITHIN THE GUIDELINES OF THE WARRANTY
4. WE ARE ALSO OFFERING YOU A GOODWILL GESTURE FOR YOUR INCONVENIENCE
5. THE BBB WILL NOTIFY YOU OF OUR OFFER
6. YOU ARE ENTITLED TO TAKE WHATEVER STEPS YOU NEED TO
7. YOU ARE VERY WELCOME

CUSTOMER STATED

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161775[redacted]	[redacted]	7,125

Palmyra, VA[redacted] Prod. Date: 1/20/07 Dealer: VA039 Price Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2. I KNOW YOU ARE ONLY DOING YOUR JOB
3. BUT I THINK I WILL CONTINUE TO GO THROUGH THE BBB
4. I JUST WANT TO GO TO ARBITRATION AT THIS POINT
5. THANK YOU

*** NOTES 05/20/2008 09:49 AM Eastern Daylight Time MVelez Action Type:Manager review
Closing case pending further response from customer or BBB

*** CASE CLOSE 05/20/2008 09:50 AM Eastern Daylight Time MVelez

*** NOTES 11/03/2008 02:20 PM Eastern Daylight Time DDrayman Action Type:Manager review
CASE WAS BEING HANDLED BY ER CA REP M.VELEZ WHO IS NO LONGER W/KMA.
1. THIS CASE WENT TO BBB ARBITRATION ON 6/5/08 AND AN INTERM REPAIR DECSION WAS MADE BY THE BBB ARBITRATOR AND KIA HAD 30 DAYS TO REPAIR THE VEH FROM THE CUSTOMERS ACCEPTANCE OF THE DECISION.
2. CUST DID NOT ACCEPT THE DECSION BUT VA039 DID FIX VEH ON 9/9/08.
3. CUST WAS VERY PERSISTENT W/OWNER OF MR PRICE OF VA039 AND THE DLR PRINCIPAL MR PRICE WAS IN CONTACT W/FORMER DIST 10 DPSM PAUL LEGGOD WHO IS ALSO NO LONGER W/KMA.
4. DPSM DID AGREE W/MR PRICE TO GIVE THE CUST 1500.00 GW SETTLEMENT BECAUSE EVEN THOUGH THE BBB DID NOT MAKE KIA REPURCHASE OR REPLACE CAR THE CUST DID HAVE LEGIT PROBS W/VEH AND THEY JUST GOT NOT BE DUPLICATED IN FRONT OF THE DEALER OR BBB INSPECTION BECAUSE THEY WERE INTERMITTENT ISSUES W/***OCS*** AND HEAD LAMPS STAYING ON.
5. THIS CASE WAS ORIG HANDLED BY THE SOUTHERN REGION CA JUST PRIOR TO THE EASTERN REGION TAKING OVER DIST 10(VA).
6. OWNER OF VA039 FELT KMA SHOULD OFFER CUST SOME GW BECAUSE HE IS A VERY GOOD CUST OF HIS AND HAS OWNED OTHER KIA'S.
7. EVENTUALLY DPSM NO LONGER WORKED FOR KIA & ERCAM GOT INVOLVED AND AGREED TO OFFER CUST GW ASSISTANCE BASED ON VA039 OWNER'S INFORMATION ABOUT THE CUST AND CASE.

*** PHONE LOG 11/03/2008 02:23 PM Eastern Daylight Time DDrayman Action Type:Outgoing call
CUST
1. WILL EMAIL OFFER LET AND REALSE BACK
2. VA039 OWNER MR PRICE SAID YOU WOULD BE CONTACTING ME.

WRITER
1. I HAVE TAKEN OVER YOUR CASE NOW
2. WE HAVE BEEN IN CONTACT W/VA039 OWNER ABOUT YOUR CASE
3. I WILL EMAIL YOU THE RELEASE AND OFFER LET NEED TO SIGN THEM AND SEND BACK TO ME

*** CASE CLOSE 11/06/2008 11:08 AM Eastern Daylight Time DDrayman

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	4,132

San Diego, CA[redacted] Prod. Date: 7/11/07 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

Case History

*** PHONE LOG 05/12/2008 08:15 AM US Mountain Standard Time TMorales
CA198 CONTACTED TECHLINE IN T1445482
PLEASE CONTACT DEALER, THEN CUSTOMER

*** PHONE LOG 05/12/2008 09:22 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and Jose stated:
1 - Customer reported ***OCS*** light stayed on when husband sits in ***PASSENGER SEAT***
2 - Per techline, had customer come in and sit in another veh
3 - ***OCS*** operated as designed in other veh
4 - Parts on order

Writer was transferred to Martine in Parts, who stated:
1 - These are parts on order for this customer:
SEAT back -- 88303 2f280390
bolt -- 81919 31000
lock assembly, steering -- 81900 2fg00
2 - Do not know order number or eta

Writer left VM for Parts Manager Gary, stating:
1 - Please cb w/ order number and eta for parts for this customer

order number

*** PHONE LOG 05/12/2008 10:09 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and [redacted] wife, stated:
1 - Sometimes when I turn the car off, the lights stay on
2 - If I restart the car and turn it off again, the lights will go off

3 - The ***PASSENGER SEAT AIRBAG*** light indicates the system is off, even when my granddaughter, who weighs 150 pounds, sits there

4 - The ***PASSENGER SEAT*** is pilling/shredding, both on the back of the ***SEAT*** and on the part you sit on

5 - We were at Kerney Mesa Kia, ca198, and they have parts on order

Writer stated;
1 - Apologized
2 - Updated; no recalls
3 - This office was contacted when learned you had difficulty with veh
4 - Will follow up to do what can to see that everything goes smoothly
5 - Provided case no. and extension

Customer stated:
1 - Thank you.

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	4,132

San Diego, CA[redacted] Prod. Date: 7/11/07 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

1 - Having difficulty matching everything up here
2 - Jose didn't mention pilling or headlight issue
3 - Martine in parts did not mention any part that was relevant to the ***OCS*** system
4 - Red IQS case
5 - Can you get involved and be sure that all the parts that need to be ordered are being ordered?

SD Paul stated:
1 - Sounds like too many people are involved
2 - Will follow up

*** PHONE LOG 05/12/2008 10:30 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Parts Manager Gary stated:
1 - Order number 6657 will be placed tomorrow
2 - If all goes well, parts should arrive Thursday
3 - Techline gave us wrong part number, so order got delayed when they called back Friday
4 - Do we need to e-order this? [no, not for these concerns]

Writer stated:
1 - Red IQS case
2 - Thank you

*** PHONE LOG 05/12/2008 10:43 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Darryl Trettin, who stated:
1 - Will follow up w/ Paul re: parts on order
2 - Will check into upholstery issue
3 - Maybe something can be done there

*** PHONE LOG 05/16/2008 07:51 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and SD Paul stated;
1 - Repair complete; customer has come and gone

*** PHONE LOG 05/16/2008 07:53 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and Mr.[redacted] stated:
1 - My wife is not here right now
2 - The dlr hasn't called to tell us the parts are all in
3 - Her phone number is 6[redacted]8 and she should be back in about 10 minutes

*** PHONE LOG 05/16/2008 08:31 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and Rick in Parts stated:
1 - still waiting for ***SEAT*** back
2 - should be here monday or tuesday

*** PHONE LOG 05/16/2008 08:35 AM US Mountain Standard Time KJohnson Action Type:Incoming call

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	4,132

San Diego, CA[redacted] Prod. Date: 7/11/07 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

1 - We have two parts on dock, one in air
2 - Probably will be to dlr end of next week
3 - Will see if can be expedited in light of Red IQS

*** PHONE LOG 05/16/2008 08:40 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer at [redacted] and customer stated:
1 - I have not heard anything
2 - How long will the repair take?

Writer stated:
1 - Apologized for lapse in communication
2 - 2 parts have been received by dealer
3 - 1 part was delayed and should be to dealer by end of next week
4 - Wtr will follow up next week to be sure you are notified when part has arrived
5 - Believe this will be a 1 day repair, but will check w/ dlr to be sure

Customer stated;
1 - Thank you.

*** PHONE LOG 05/16/2008 09:29 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Darryl Trettin and stated:
1 - Not confident w/ dlr handling of this repair
2 - Summarized events of today
3 - Not clear what is being done for ***OCS*** complaint
4 - Please CB @ 46041 to discuss

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

Ext. 46041
kjohnson@kiaconsumeraffairs.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[redacted]_KJohnson_05-16-2008102349.doc>>

*** NOTES WITH COMMITMENT 05/16/2008 03:11 PM US Mountain Standard Time KJohnson Action Type:Manager review

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	4,132

San Diego, CA[redacted] Prod. Date: 7/11/07 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

*** CASE CLOSE 05/16/2008 03:12 PM US Mountain Standard Time KJohnson

*** PHONE LOG 05/22/2008 02:33 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and Tom stated:

1 - ***SEAT*** back has not arrived

*** NOTES 05/22/2008 02:52 PM US Mountain Standard Time KJohnson Action Type:Manager review
Writer dispatching case to Western Region
(a) for repair assistance
(b) to contact customer
Because
1 - RED IQS Case
2 - 2008 Spectra, 4100 miles
3 - Part backordered and not received by dlr when Parts Hotline projected
4 - Dlr not on top of repair
5 - DPSM consulted and said he would talk to Service Director of Dlr
6 - No CB from DPSM in 5 days

*** PHONE LOG 05/28/2008 01:41 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & left message:
1. calling regarding 08 spectra
2. i do understand it is at dlr w/ parts on backorder
3. i am in contact w/ dlr and district manager to get this problem resolved as soon as possible
4. here is my contact info pls give me a call back thank you

*** PHONE LOG 05/28/2008 01:50 PM Pacific Daylight Time APeckson Action Type:Outgoing call
cainen @ kearny mesa states:
1. veh in on 5/9 for SOP
2. waiting on parts or waiting for cust to come back
3. looks like we've got all parts in, tech is going to double check
4. it's a complete ***SEAT*** replacement, it might take a day or so

*** PHONE LOG 05/28/2008 02:54 PM Pacific Daylight Time APeckson Action Type:Incoming call
dpsm states:
1. i've been waiting on cb fr. cainen
2. i'm going to call him again
3. they did not put on vdr

*** PHONE LOG 06/02/2008 12:04 PM US Mountain Standard Time KJohnson Action Type:Incoming call
On 5/30, customer left VM requesting CB @ [redacted]

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	4,132

San Diego, CA[redacted] Prod. Date: 7/11/07 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

Called custome[redacted] and left VM stating:
1 - Apologize for any lapse in communication
2 - Wtr had escalated case to regional office
3 - Please CB at 800-333-4542, option 3, ext 46041

*** PHONE LOG 06/02/2008 01:49 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted kearny mesa kia:
jose states:
1. veh not done yet
2. we had to order parts

rcaa states:
1. what part are we waiting on
2. when should veh be completed

jose states:
1. should be done tomorrow

*** PHONE LOG 06/02/2008 01:50 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & left msg on[redacted] vmail

*** PHONE LOG 06/03/2008 09:38 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:
1 - Took veh in last Thursday for repairs
2 - Dlr said it would be 1 or 2 days
3 - Friday they called and said the repair would not be complete and to come in and pick up a rental
4 - They said they broke some clips and had to order more
5 - I am paying $11/day for insurance on the rental because they said if there was even one scratch I'd have to pay $500
6 - My husband and I have trouble rolling the windows up and down; we had to get our granddaughter to help adjust the outside mirrors
7 - He is going in for surgery tomorrow
8 - The car is still not ready, so it's another $11
9 - For my new car! (customer in tears)

Writer stated:
1 - Apologized; empathized
2 - Anna is definitely in a position to be of most help to you
3 - Let me try to get her for you

Writer left VM for RCAA Anna stating:
1 - Please call cutomer a[redacted]
2 - Red IQS

Writer returned to customer:
4 - Left msg for Anna; she will call as soon as she gets message
5 - Ask Anna for a rental that includes power windows, no cost to you, and for help expediting repair
6 - She may be able to offer other assistance, but those were the two things wtr heard that were most likely where Anna can

Last_name	First_name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	4,132

San Diego, CA 92116 Prod. Date: 7/11/07 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

assist
7 - Hope your husband's surgery goes well
8 - Confirmed cellphone number

Customer stated:
1 - Thank you.

*** PHONE LOG AND STATUS CHANGE 06/03/2008 09:56 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust:
1. kia spectra
2. apologize abt situation
3. in contact w/ dlr and district manager
4. we will try to get this situation resolved asap

cust states:
1. dlr said clips broke
2. they had to reorder
3. i took it in last thurs. morning, maybe one or 2 day thing
4. he told me to get a rental car, right now my husband having surgery right now
5. to get the car free is not comparable, no power windows, i'm partially disabled, i'm paying $11 or $12 for insurance should be free
6. initially went on for ***AIRBAG*** light

*** PHONE LOG 06/03/2008 10:10 AM Pacific Daylight Time APeckson Action Type:Incoming call
dpsm states:
1. i haven't been able to get a hold of cainen yet
2. if veh was in on thurs
3. and they order part on fri after 3 for ex. part comes in mon
4. its only tues

rcaa states:
1. understand, it hasn't been down that long
2. all i can do is contact dlr to see what status is

*** PHONE LOG 06/04/2008 09:11 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted jose @ kearny mesa kia & left message:
1. status on vasquez veh
2. cust was pretty upset yesterday
3. but i do understand it was due to a b/o part
4. if u can pls call me back thank you

*** PHONE LOG 06/04/2008 03:09 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dlr:
stacy states:
1. clip is still on backorder, they emergency ordered it

Last_name	First_name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	4,132

San Diego, CA[redacted] Prod. Date: 7/11/07 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

2. veh is drivable if cust needs it

*** PHONE LOG 06/04/2008 03:11 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust @[redacted]recording stating "call cannot be completed as dialed please try again later"

*** PHONE LOG 06/04/2008 03:20 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust on home # & left message:
1. spoke to stacy at dlr
2. still waiting on clips for lumbar part of ***SEAT***
3. veh is drivable if you need it
4. pls call dlr if you would like to pick veh up

*** PHONE LOG 06/04/2008 03:26 PM Pacific Daylight Time APeckson Action Type:Incoming call
cust called back:
1. sorry phone died

rcaa states:
1. i spoke to stacy at dlr and veh is drivable at this time if you need it
2. they had put emergency order on those clips
3. whatever you choose to do pls give a call to the dlr to make sure they aren't working on it if you decide to pick it up

cust states:
1. ok thank you
2. i don't think i could pick veh up today

*** PHONE LOG 06/10/2008 01:52 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted stacy @ dlr & left message:
1. status on cust veh
2. clips were on b/o last time we spoke
3. pls give me a call back thank you

*** PHONE LOG AND STATUS CHANGE 06/12/2008 08:10 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dlr:
megan states:
1. cust picked veh up
2. veh gone, sop part in

*** PHONE LOG 06/12/2008 08:17 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust:
1. doing follow up
2. how is veh
3. sorry to hear about inconvenience
4. i will have district manager involved to get problem resolved asap

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	4,132

San Diego, CA[redacted] Prod. Date: 7/11/07 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

cust states:
1. veh not ok
2. when i got veh back, on the inside when they were putting ***SEAT*** back in, inside door scratched, near buttons silver, inside panel ling scratched (silver part replaced) other part sublet panel ling
3. manager said he was going to order parts and get fixed
4. i called service guy on Tues. and he didn't know anything about it
5. ***SEAT*** still isn't right, fabric put together, but its uneven-one side is back farther than the other, not leveled
6. it clicks in the back still when stopping
7. upsetting me, first brand new car I bought in my life

*** PHONE LOG AND STATUS CHANGE 06/12/2008 08:24 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cainen wong-s/m at kearny mesa & left message:
1. cust picked up veh and not happy
2. scratches on inside panelling and silver part where buttons at
3. ***SEAT*** not leveled, one side is farther back
4. clicking noise when she comes to a stop
5. pls give me or[redacted] a call back

*** PHONE LOG 06/12/2008 08:26 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dpsm, explained situation & requested call back

*** PHONE LOG AND STATUS CHANGE 06/23/2008 08:04 AM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa left msg on jose vmail:
1. trying to get status of veh
2. cust stated scratches on inside panelling
3. ***SEAT*** is not leveled
4. pls call back thank you

*** PHONE LOG 06/26/2008 12:43 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:
1 - Dealer has not repaired scratches and is no longer returning my calls
2 - Two new issues:

-- can feel sensors in ***SEAT*** and I think it will wear through upholstery

-- back ***SEAT***, dr ***SEAT***, some of upholster is coming undone

3 - Jose said I ripped it, but I did not
4 - That dlrshp just doesn't want to work with me; I'm beginning to wish I'd bought a Scion
4 - I've lost Anna's number; VM is OK if she is not available

Writer stated:
1 - RCAA Anna has responsibility for your case
2 - Provided Anna's direct phone no.

Wtr transferred customer to RCAA Anna's VM

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE1624850[redacted]	[redacted]	4,132

San Diego, CA[redacted] Prod. Date: 7/11/07 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

*** PHONE LOG AND STATUS CHANGE 06/26/2008 03:32 PM Pacific Daylight Time APeckson Action Type:Incoming call
rcaa contacted cust
cust states:
1. sensors are sticking out they are going to wear through upholstery
2. pass door driv side back ***SEAT*** where plastic is for hand to go in to open/close door, upholstery is coming out of plastic
3. i haven't had veh back to dlr, been waiting since they fixed ***SEAT***, manager said parts would be there in 3 days
4. went down to dlr today mngr not in today , been almost 3 weeks

rcaa states:
1. sorry about that
2. i do know everyone was in training today
3. i'll call and see why it's taking so long thank you

*** PHONE LOG 06/30/2008 12:56 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted dlr:
stacy states you need to talk to jose

jose states:
1. door panel on b/o
2. should be done today

*** PHONE LOG 07/03/2008 01:24 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust:
1. have you picked veh up yet
2. i'll call dlr to see what's going on

cust states:
1. yes i picked up veh
2. but they ordered wrong part
3. not sure if part is here or not, thank you

*** PHONE LOG 07/03/2008 01:25 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted ca198 kearny mesa spoke to cainen
rcaa states:
1. cust was a little confused as to when she is supposed to bring veh back in
2. i just spoke to her 5 min ago thank you

cainen states;
1. kia catalog is wrong, that's why we had wrong part ordered
2. part is in she has appt on mon. to come in
3. i'll call cust so she's not confused

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	4,132

San Diego, CA[redacted] Prod. Date: 7/11/07 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

*** NOTES WITH COMMITMENT 07/03/2008 01:26 PM Pacific Daylight Time APeckson Action Type:Manager review

[!<For Internal Use Only
call cust to do follow up on veh-supposed to bring veh back on 7/7
veh interior panel should have been installed by now>!]

*** CASE CLOSE 07/03/2008 01:26 PM Pacific Daylight Time APeckson

*** PHONE LOG 07/10/2008 01:38 PM Pacific Daylight Time APeckson Action Type:Incoming call
rcaa contacted cainen @ kearny mesa
cainen states:
1. rear arm rest on b/o
2. we are going to call her when it's in
3. she understands that this might take a little longer due to her car being older
4. she was happy when she picked up veh
5. we washed it and cleaned it up for her

*** PHONE LOG 07/10/2008 02:01 PM Pacific Daylight Time APeckson Action Type:Outgoing call
rcaa contacted cust & left message:
1. follow up call
2. spoke to cainen and was advised you picked veh up
3. rear arm rest part on b/o, they are to notify you when it's in
4. should you have any further questions pls give me a call

*** CASE CLOSE 07/10/2008 02:01 PM Pacific Daylight Time APeckson

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

**** PHONE LOG 05/19/2008 02:02:18 PM TLarson
CUSTOMER ADVISED

1 CALLING GO FIND OUT ABOUT THE ***OCS***
2 I AM 110 LBS. AND WHEN I SIT IN THE ***SEAT*** THE LIGHT WILL NOT TURN OFF
3 SO THAT MEANS THAT THE ***AIRBAG*** IS DISABLED
4 MY MOTHER WHO IS 130 LBS CAN SIT IN THE VEHICLE BEFORE I START THE VEHICLE AND THE ***SEAT*** WILL RECOGNIZE HER AND THE LIGHT WILL TURN OFF
5 IF SHE GETS OUT OF THE VEHICLE AND THEN GETS BACK IN THEN THE ***SEAT*** WILL NOT RECOGNIZE HER AND THE LIGHT WILL STAY ON
6 THE FEDERAL REGULATIONS SAYS IT HAS TO BE SET UP FOR 90 LBS.
7 WHAT IF I DRIVE MY 100 LBS GRANDMOTHER , IF THAT ***AIRBAG*** DOES NOT DEPLOY THEN KIA WILL BE IN A LOT OF TROUBLE

WRITER ADVISED

1 APOLOGIZED FOR THE CONCERNS
2 EXPLAINED THAT THE ***PASSENGER*** SIDE ***AIRBAG*** SYSTEM RECOGNIZES THINGS IN THE ***SEAT*** BASED ON MANY DIFFERENT FACTORS
3 I WOULD NEED TO SPEAK WITH THE DEALER AND FIND OUT WHAT THEY HAVE DONE AND WHO THEY HAVE SPOKEN TO
4 FROM THERE WE CAN REVIEW AND DETERMINE WHAT OPTIONS ARE AVAILABLE
5 WE DEPEND ON THE DPSM TO MAKE OUR FINAL DECISON AS TO HOW A CASE WILL BE HANDLED
6 I WILL CALL THE DEALER

CUSTOMER ADVISED

1 THEY SAID THAT THEY SPOKE WITH THE DPSM AND THEY SAY THAT THERE IS NOT A PROBLEM
2 I BOUGHT A NEW VEHICLE TO AVOID PROBLEMS

WRITER ADVISED

1 I DO APOLOGIZE
2 I WILL CALL THE DEALER
(PUT CUST ON HOLD)

WRITER LEFT MESSAGE FOR ANDY THE SVC MGR REQUESTING A CALL BACK

1 PROVIDED CALL BACK INFO AND CASE NUMBER

WRITER ADVISED CUSTOMER

1 I WILL SPEAK WITH THE DEALER
2 FROM THERE I WILL DETERMINE WHAT OPTIONS ARE AVAILABLE
3 PROVIDED CASE NUMBER

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1 OK THANK YOU

**** PHONE LOG 05/19/2008 03:19:32 PM TLarson
WRITER RECEIVED CALL FROM LEN @ TN003 (VOICEMAIL)

1 CALLING YOU BACK ABOUT K1448996
2 CALL ME BACK AT [redacted]

**** PHONE LOG 05/20/2008 09:18:40 AM TLarson
WRITER CALLED LEN @ TN033(VOICEMAIL)

1 LEFT MESSAGE REQUESTING CALL BACK
2 PROVIDED CALL BACK INFO AND CASE NUMBER

**** PHONE LOG 05/21/2008 12:12:24 PM TLarson
WRITER CALLED LEN SVC MGR @ LIFETIME KIA

1 IM CALLING TO TOUCH BASE WITH YOU
2 THE CUSTOMER CALLED US SEEKING ASSISTANCE
3 WHAT IS THE STATUS

SVC MGR LEN @ LIFETIME KIA ADVISED

1 WE LOOKED AT THE VEHICLE
2 THE ***OCS*** IS OPERATING AS DESIGNED
3 THE CUSTOMER TENDS NOT TO SIT IN THE CENTER OF THE ***SEAT***
4 IF THEY SIT IN THE CENTER OF THE ***SEAT*** IT WILL WORK PROPERLY
5 BECAUSE OF HER SIZE SHE SHOULD REALLY BE SITTING IN THE BACK ***SEAT***, BUT SHE WOULD BE UPSET IF WE TOLD HER THAT

WRITER ADVISED

1 I UNDERSTAND
2 I JUST WANTED TO REVIEW WITH YOU
3 I WILL CALL THE DPSM TO DETERMINE THE BEST COURSE OF ACTION
4 WILL CALL YOU BACK IF ANYTHING CHANGES

**** PHONE LOG 05/21/2008 01:52:37 PM TLarson
WRITER CALLED DPSM CHRIS CURRY

Last_name	First_name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN 3[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

4 CALLING TO FIND OUT HOW TO PROCEED
5 CALL ME BACK, PROVIDED CALL BACK INFO

**** EMAIL OUT 05/21/2008 02:36:33 PM TLarson Sent to:CCURRY@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[redacted]_TLarson_05-21-2008143003.doc>>

**** PHONE LOG 05/22/2008 02:31:47 PM TLarson
WRITER RECEIVED EMAIL FROM DPSM CHRIS CURRY

1 THE SVC MGR LEN WOLFE WILL NEED TO ADVISE CUSTOMER ON HOW TO SIT PROPERLY IN THE ***SEAT***
2 DEPENDING ON BODY TYPE IF THEY DONT SIT CORRECTLY THEN THE SENSORS WILL NOT DETECT THE OCCUPANT PROPERLY
3 THE SYSTEM RESETS WHEN CUSTOMERS GET IN AND OUT OF THE VEHICLE
4 ASK THE SVC MGR LEN WOLFE TO DESCRIBE PROPER ***SEAT***ING POSITIONING TO THE CUSTOMER BASED ON HER SIZE
5 THE CUSTOMER MAY NEED TO ADJUST THE ***SEAT*** POSITION TO ACHIEVE PROPER ***SEAT***ING

**** PHONE LOG 05/22/2008 02:51:32 PM TLarson
WRITER CALLED CUSTOMER (VOICEMAIL)

1 LEFT MESSAGE REQUESTING CALL BACK
2 PROVIDED CALL BACK INFO AND CASE NUMBER

**** PHONE LOG 05/22/2008 03:25:16 PM TLarson
WRITER RECEIVED CALL FROM CUSTOMER (VOICEMAIL)

1 CALL ME BACK IM AT 4[redacted]

**** PHONE LOG 05/22/2008 03:57:59 PM TLarson
WRITER CALLED CUSTOMER

1 I WANTED TO FOLLOW UP WITH YOU
2 I SPOKE WITH THE DPSM AND THE SVC MGR
3 THE SVC MGR ADVISED THAT THEY DO NOT FEEL THAT THE ***AIRBAG*** SYSTEM IS WORKING ABNORMALLY , THEY FEEL ITS WORKING AS DESIGNED
4 OUR DPSM ADVISED THAT THE SVC MGR OF THE DEALER SHOULD EXPLAIN THE ***SEAT***ING POSITION TO YOU , SVC MGR IS LEN WOLFE

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1 WHO IS THAT
2 IVE NEVER SEEN HIM OR SPOKEN TO HIM

WRITER ADVISED

1 HE IS THE SVC MGR OF THE DEALER
2 PLEASE SPEAK WITH LEN ABOUT THIS VEHICLE AND THE ***SEAT***ING POSITION
3 IF HE LOOKS AT YOUR VEHICLE AND FINDS THAT THE SYSTEM IS DEFECTIVE THEN HE SHOULD BE ABLE TO FIX IT UNDER WARRANTY

CUSTOMER ADVISED

1 OK THANK YOU
2 I WILL CALL YOU BACK IF NEEDED

**** PHONE LOG 01/13/2009 12:55:57 PM RHall
Mrs Setsor called
1 I have 3 problems wrong with my car right now
2 The guard on the front has the screws flying out
3 The front axle is popping
4 The ***PASSENGER*** side ***AIRBAG*** says OFF when someone is sitting in the ***SEAT***
5 dlr in TN033 tried to tell me that I am sitting in it wrong- that is not true! I am 115 lbs!
6 I am really upset that I have to travel 60 miles to Johnson Kia because Morristown Kia closed!
7 When I call Johnson Kia that will not guarantee me that I can have a loaner!
8 I need a car to drive, I have kids!

wrt stated
1. Apologized
2. KMA would like to oversee the repair of your veh and help the dlr
3. Exhaust all resources to help repair your veh
4. Will follow up with the dlr and contact you with any new information as soon as it is available
5. Gave case# to cb when veh is at the dlr
6. While Kia does not have a provision for rentals, Kia does assist on a case by case basis.
7. 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.
8. the vehicle needs to be diagnosed first and then wrt can work with dlr and factory rep to see if loaner assistance can be provided

Mrs Setsor stated
1 I want a guarantee that I can have a loaner!
2 Morristown Kia always gave me a loaner!

wrt stated
1 apologized
2 Loaners are not part of the Kia warranty
3 you are asking for accomadations outside of the warranty guidelines
4 there are no guarantees that even after the vehicle is diagnosed that you will be given a loaner

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

5 it is not covered under the warranty but wrt would be happy to check on your request
6 the factory rep has 24 hours to respond

Mrs S[redacted]r stated
1 what am I supposed to do in that 24 hours

wrt stated
1 apologized, advised if you are in need of alternate transportation and you are unable to wait to see if Kia is willing to provide loaner assistance
2 then you will probably have to secure you own alternate transportation
3 even after the vehicle is diagnosed there is still no guarantee that any loaner assistance can or will be provided
4 again, wrt will be happy to check for you

Mrs[redacted] stated
1 what if I get it fixed locally - what happens then?

wrt stated
1 all warranty work must be done at an authorized Kia dlrship
2 if you choose to take your vehicle locally and pay to repair it yourself
3 you will not be reimbursed from Kia because all warranty work has to be done at Kia dlr
4 Apologized
5 All the dlrs are independently owned and operated
6 Kia has no control over when and where Kia dlrs open and close
7 Kia has not control over where you live in proximity to the open dlrs
8 Rest assured that Kia is actively working to ensure that there is a Kia dealer in a location that may be more convenient for you as soon as possible

Mrs[redacted]r stated
1 Dlr wanted me to call the RSA people to get my vehicle towed in
2 I dont feel safe driving the vehicle

wrt stated
1 you do have RSA for 5yr/60k miles which ever comes first
2 RSA will cover you for a tow for mechanical disablements to the closest Kia dlr from where vehicle is disabled

Mrs[redacted] stated
1 the closest one to me is Johnson City

wrt stated
1 gave ph# to Johnson City
2 would you like wrt to follow up on the repair with the dlr and transfer you to RSA to get your vehicle towed

Mrs[redacted] stated
1 no I will need to try to work out alternate transportation first and I also want to talk to the dlr first

wrt stated
1 apologized, please call back KMA, gave case# once vehicle is at the dlr so KMA can work on your case with you

Mrs[redacted] stated

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1 ok thank you very much

**** PHONE LOG 01/19/2009 09:58:04 AM SLarez
CUSTOMER CALLED BACK
CUSTOMER STATES.
1. THE CAR IS AT RUSTY WALLACE NOW, I WAS TOLD TO CALL BACK
2. THE ***SEAT*** HAD TO BE REPLACED AGAIN AND NOW THE DEALERSHIP IS TELLING ME THEY ARE NOT SURE WHEN IT WOULD BE IN
3. THEY GAVE ME A REALLY BAD ATTITUDE AND DID NOT ACT LIKE THEY WANTED TO HELP ME.
4. THIS ***AIR BAG*** LIGHT HAS BEEN AN ISSUE SINCE I HAVE OWNED THE CAR AND THIS IS GOING TO BE THE THIRD ***SEAT*** THE DEALERSHIP HAS REPLACED.
5. NOW THEY ALSO HAVE TO REPLACE THE SWEY BAR AS WELL.
6. I AM VERY FRUSTRATED WITH THIS WHOLE SITUATION
7. THEY TOLD ME THEY COULD RENT ME A CAR FOR 25.00 A DAY BUT I FEEL KIA SHOULD HELP ME WITH IT NOW BECAUSE OF ALL THESE CONCERNS I HAVE HAD WITH THE ***SEAT***.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE.
2. THE WARRANTY DOES NOT OFFER A RENTAL HOWEVER SOMETIMES WE DO CONSIDER IT.
3. I CAN SPEAK TO THE SERVICE DEPARTMENT AND ADVISE THEM TO SUBMIT THE RENTAL RECEIPTS TO THE FACTORY REP FOR EVALUATION OF REIMBURSEMENT.
4. LET ME CALL THEM TO ALSO FIND OUT ABOUT THE PART TOO, I CAN FIND OUT HOW MUCH LONGER BEFORE WE SEE THE PART THERE AND TRACK IT IF NECESSARY.

CUSTOMER STATES.
1. THANK YOU.

WRITER CONTACTED DEALERSHIP AND SPOKE TO PARTS.
JEFF STATES.
1. THE PART WAS ORDERED AS A REGULAR STOCK ORDER, WE WERE NOT MADE AWARE THE CAR WAS HERE.
2. WE HAVE THE PARTS ON THE WAY AND IT SHOULD BE HERE TOMORROW.

WRITER STATES
1. VERIFIED INFORMATION ON PARTS SCREEN VIA ORDER NUMBER 0116ST1

WRITER GOT BACK TO CUSTOMER
WRITER STATES.
1. I DID SOME RESEARCH ON THE PARTS, IT WAS ORDERED AS A REGULAR STOCK ORDER SO IT WAS NOT RUSHED.
2. THE PART IS EXPECTED TO BE THERE TOMORROW.
3. I WILL SPEAK TO THE SERVICE DEPARTMENT NOW TO SEE WHAT THEY CAN CONSIDER AS FAR AS RENTAL.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
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Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

CUSTOMER STATES.
1. THANK YOU, I AM NOT SURE WHY THE DEALERSHIP COULD NOT JUST TELL ME THAT.

WRITER STATES.
1. I AM SORRY

WRITER CALLED DEALERSHIP BACK AND SPOKE TO DENNIS IN SERVICE
WRITER STATES.
1. CUSTOMER WOULD LIKE ASSISTANCE WITH A RENTAL.
2. I AM GOING TO ADVISE HER TO SUBMIT THE RECEIPTS TO YOU SO YOU CAN SEE WHAT CAN BE DONE ABOUT ASSISTANCE WITH A RENTAL.

WRITER GOT BACK TO CUSTOMER
WRITER STATES.
1. I SPOKE TO SERVICE AND THEY WILL GET THE RECEIPTS TO SEE WHAT THE KIA REP WILL REIMBURSE IF ANYTHING.
2. THE PARTS SHOULD BE THERE TOMORROW, IF YOU NEED TO CALL ME BACK YOU CAN, GAVE NAME AND EXTENSION.

**** PHONE LOG 01/21/2009 08:39:26 AM HReynolds
[redacted] Stated:
1. have major problem with car
2. dealer fixed the sway bar so theres no more popping noise
3. the ***AIRBAG*** light is still not engaged
4. dealer said that they replaced the sensor but it still not working
5. my boss weights 189 lbs and it didn't activate the ***AIRBAG***
6. had piece of paper under the ***PASSENGER SEAT*** and it was still there when I picked it up
7. they didn't touch the ***SEAT*** at all but invoice says it was work on
8. when I picked it up, everything was exactly the same way it was when I drop it off
9. dealer is 60 miles away
10. I already pay $165 for rental
11. I will not spend more money for rental and gas on this
12. I want kia to come pick my car up to fix it and deliver back to me after repair

Writer stated:
1. apology for situation
2. kia dealer must duplicate the concern for any repair
3. it's hard to narrow down when vehicle only works intermittently
4. will follow up with dealer for more info
5. will follow up with customer

**** PHONE LOG 01/23/2009 09:21:03 AM HReynolds
Writer stated:
1. spoke to Joel - SVCA at Rusty Wallace Kia

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12137[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Joel stated:
1. couldn't duplicate the concern this time
2. replaced both front end in links (sway bar)
3. she was very rude
4. she is no longer welcome back here

**** PHONE LOG 01/26/2009 07:31:07 AM JBaty
Customer stated:
1. Need to speak to a manager.
2. No one there is helping me.
3. The ***AIR BAG*** light is still a problem.
4. I told the srv. mgr. that the sensor was not working, because the ***SEAT*** cushion was not replaced.
5. They fixed the vehicle once before by replacing the bottom part of the ***SEAT***.
6. It took me five months to get it fixed.
7. I live 60 miles from the dealer.
8. Had it towed in Thursday afternoon the week before last.
9. They told me they ordered the parts on Friday.
10. Picked up the vehicle on Tuesday of last week.
11. The next morning, it wasn't working right.
12. My boss sat in the ***SEAT*** and it didn't go off.
13. Had another person sit in the ***SEAT*** over the weekend.
14. The light went off for a while, but it came back on.
15. Every time I got to a Kia dealer, the "b---s---" me around.
16. I have already taken enough time off work to deal with this.
17. I have already spent enough money on a rental car.
18. There are a lot of other customers in the same boat.

Writer stated:
1. Apologized.
2. Have noted concerns.
3. Case is already owned by FCM Hun.

Customer stated:
1. Can expect to here from case owner today?

Writer stated:
1. Yes.
2. Verified phone number.

Customer stated:
1. That is my cell phone.
2. It is always with me.
3. Can call at any time.

**** PHONE LOG 01/26/2009 10:06:46 AM HReynolds
Writer reviewed with DPSM/Chris Curry whom stated:
1. let's conference call with SVCM

Writer stated:

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1. conference call with Rob - SVCM

Rob Stated:
1. she is using bad language
2. she is not happy with we can't duplicate the problem
3. we not willing to help her unless she treat us in professional manner
4. she can bring it back and demonstrate us

DPSM/ Chris Curry stated:
1. can dealer look at the vehicle to diagnose again?
2. appreciated it

**** PHONE LOG 01/26/2009 10:23:09 AM HReynolds
Writer stated:
1. spoke to Ms.[redacted]r
2. reviewed with dpsm & SVCM
3. dealer has agreed to look at the vehicle once again

Customer stated:
1. I have no day off and budget to drop the car off at dealer
2. I want kia to come out to my house and diagnose the car
3. dealer told me that they order the sway bar and sensor for the bottom ***SEAT***
4. they didn't even touch it
5. how can they say that they couldn't duplicate the concern
6. I had a papers under the ***SEAT*** and it was never moved

Writer stated:
1. understand your frustration
2. order to fix anything, kia dealer must duplicate the concern
3. advised, all warranty claim has to be done at kia dealership only
4. writer is unable to assist with customer's request
5. can follow up with kia dealer once vehicle is at the service

Customer stated:
1. I want to speak to some one higher who can authorize for send some one out to my house to diagnose the car
2. I can't afford to take it to kia dealer for same complaint

**** PHONE LOG 01/27/2009 09:21:06 AM LSims
Ms[redacted] stated
1. I need to get a copy of all of the work that has been done to my veh under warranty
2. I didnt know that I was going to have to file Lemon Law when I first went in so I dont have them all
3. sometimes they just had me sign and didnt give me anything
4. do you have the copies of the times that I went in and they didnt found anything

wtr stated
1. Apologized
2. wtr does not have a way to get caller copies of past RO's
3. This is something that caller would have been given at the time of the veh repairs

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

4. KMA does not have access to the dealers computer system in order to access this info
5. Wtr can only see the warranty parts that have been replaced

caller stated
1. well then I need you to give me the dates that I had parts replaced
2. I need to know what I do next in order to file Lemon Law

wtr stated:
1. Gave dates and parts from AS400
2. Referred to WCIM - Wtr cannot assist in filing Lemon Law
3. Caller will have to research and find that info on her own

caller stated
1. Hun has been very helpful, but I just need to know what to do next

wtr stated
1. Wtr does see the open case with HReynolds
2. wtr suggests allowing Hun to contact caller and continue handling case

caller stated
1. Ok, thank you

**** PHONE LOG 01/27/2009 11:25:44 AM HReynolds
Writer stated:
1. left vm for DPSM/ Chris Curry
2. customer now refusing to take the vehicle back to dealer
3. she demands Kia to send some one out to her house for diagnose
4. customer stated, will pursue lemon law
5. will forward to region for customer contact

**** NOTES 01/27/2009 11:27:55 AM HReynolds Action Type:Manager review
Dispatching to Southern region for customer contact
1. customer has issue with ***PASSENGER*** side ***AIRBAG*** light not working intermittently
2. can't duplicate the concern at TN032
3. customer refused to take the vehicle back to dealer
4. stated, will pursue lemon law

**** PHONE LOG 01/27/2009 04:14:50 PM HReynolds
DPSM/ Chris Curry stated;
1. returning writer's call

Writer stated:
1. customer is pursuing lemon law
2. she demanding for kia to come to her house for repair
3. case has been forwarded to regional office for customer contact

**** PHONE LOG 01/28/2009 03:25:53 PM JWright
Writer called customer ([redacted]):
writer states:

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN 3[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1. Writer calling to address your vehicle concerns.
2. Writer apologizes for your concerns.
3. Writer does not have accessibility to customer records.
4. If customer has been in that many times, writer can address with DPSM and advise to meet with him to diagnose concern.
5. Writer will contact DPSM and see if meeting is possible and call you back tomorrow.
6. Thanks for your time.

Kimberly states:
1. Customer reiterated all concerns noted above.
2. Customer says vehicle has been in 12X for A/B concern.
3. I want to meet with Kia and show them this problem.
4. Dealership says they cannot duplicate, but they replaced a part.
5. The light is on now.
6. Let me know what he says.
7. Thanks for following up with me.

**** PHONE LOG 02/02/2009 07:32:03 AM JBaty
Customer stated:
1. Have case number, but can't find it now.
2. Calling back on ***AIR BAG*** light issue.

Writer stated:
1. Case is now owned by JWright in another office.
2. Gave number.

Customer stated:
1. Thanks.
2. Will call there.

**** PHONE LOG 02/03/2009 09:33:27 AM JWright
Writer called customer ([redacted]
writer states:
1. Writer has discussed issue with DPSM.
2. DPSM can meet customer on 2/19/09 at 1:00pm.
3. Is this a good time for customer to meet DPSM?
4. Customer needs to write down all issues and discuss with DPSM at meeting.
5. Writer will send out confirmation letter to customer, dealership and DPSM.
6. Customer may take vehicle to dealership anytime for warranty or service repairs if needed.
7. Thanks for your patience.

Kimberly states:
1. That is a good time.
2. I will need to be out of there by 3:00pm.
3. I have other issues with the vehicle too that I want him to know.
4. Thanks for the call.
[!<For Internal Use OnlyWriter sent confirmation letter by Fed-Ex (2nd day) to customer.(See attachment).
1. Writer sent fax to dealership (Attn: Rob) confirmed faxed received.
2. E-mailed DPSM with confirmation of date.>!]

**** PHONE LOG 02/06/2009 08:48:12 AM JSinclair

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Customer states:
1. I need to add something to my case
2. My battery died last Saturday and I had to get RSA to come and jump start my vehicle
3. It did it again this morning
4. I am going to be adding this to my list to discuss with the DPSM
Wtr states:
1. Apologized
2. Will document customer issue with battery dying
Thanked and call ended

**** NOTES 02/18/2009 03:01:29 PM JWright Action Type:Manager review
Writer received letter from State of Tenn. (Consumer Affairs) Dept:
1. Customer has complain concerning air-bag.

**** NOTES 02/18/2009 03:02:21 PM JWright Action Type:Manager review
Writer responded by Fed-Ex overnight letter:
1. Customer is scheduled to meet with DPSM on 2/19/09.
2. Will verify concerns and repair under terms of warranty.
(See attached letter).

**** PHONE LOG 02/19/2009 11:33:05 AM DDailous
CUSTOMER STATES
1. I HAD A 1PM APPT TO MEET THE AREA REP
2. HE WAS SUPPOSE TO BE HERE TO LOOK AT MY CAR
3. HE IS NOT HERE YET
4. I HAVE A LIFE OUTSIDE OF HERE

WRITER STATES
1. SEE THAT JIMMY WRIGHT HAS YOUR CASE IN OUR REGIONAL OFFICE
2. HAVE YOU ASKED THE SERVICE MANAGER IF HE HAS SPOKE TO THE AREA REP YET?

CUSTOMER STATES
1. YES, I HAVE TALKED TO THEM, THEY ARE NOT HELPFUL AT ALL
2. THEY ACT LIKE THEY DIDN'T EVEN KNOW HE WAS COMING TODAY
3. I CANNOT EVER GET AHOLD OF JIMMY

WRITER STATES
1. WILL BE HAPPY TO SEE IF CAN REACH THE REP TO SEE WHERE HE IS

WRITER LEFT VMAIL FOR CHRIS CURRY STATING
1. CUSTOMER HOLDING ON OTHER LINE
2. SHE SAYS THAT SHE WAS TO BE MEETING YOU THERE AT 1PM
3. SHE CLAIMS TN032 HAS NOT BEEN HELPFUL AND ACTED LIKE THEY DIDN'T KNOW YOU WERE COMING TODAY
4. PLEASE CALL AND ADIVSE
5. PROVIDED 800# AND EXTENSION

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN 3[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

WRITER LEFT VMAIL FOR JWRIGHT
1. CUSTOMER HOLDING ON OTHER LINE
2. SHE WAS SUPPOSE TO MEET CHRIS CURRY 35 MINUTES AGO AND HE IS NOT THERE
3. PLEASE CALL CUSTOMER TO ADVISE
4. PROVIDED 800# AND EXTENSION

WRITER STATES TO TN032
1. REQUESTED TO TALK TO SERVICE MANAGER-ROB DELORUM
2. CUSTOMER HOLDING ON OTHER LINE STATES THAT SHE WAS TO BE MEETING CHRIS CURRY THERE AT 1PM
3. GETTING CHRIS'S VMAIL WHEN I CALL HIM

ROB STATES
1. NO MA'AM, I GET HIS VMAIL WHEN I CALL HIM TOO
2. SORRY

WRITER STATES TO CUSTOMER
1. HAD TO LEAVE A VMAIL FOR CHRIS THE REP AND JIMMY BOTH
2. SPOKE TO SERVICE MANAGER WHO SAYS HE HAS TRIED TO CALL CHRIS AS WELL AND HE GETS HIS VMAIL
3. THIS IS NOT LIKE HIM, NOT SURE WHAT IS GOING ON....

CUSTOMER INTERUPTS
1. I DON'T CARE WHATS GOING ON
2. I HAVE KEPT MY END OF THE BARGAIN
3. I AM GOING HOME AND FINDING SOMEONE ELSE TO FIX THE CAR AND I WILL BE SENDING YOU ALL THE BILL
4. THIS IS A SAFETY ISSUE THAT YOUR COMPANY WILL NOT BE WILLING TO FIX
5. I WANT THE INFORMATION FOR WHO TO CALL ON LEMON LAW

WRITER STATES
1. APOLOGIZED
2. NOT FAMILIAR WITH THE LEMON LAW
3. YOU CAN FIND THAT INFORAMTION IN THE BACK OF YOUR WCIM BY STATE

CUSTOMER STATES
1. I AM FAMILIAR WITH IT
2. I HAVE ALREADY CALLED THE STATE CONSUMER AFFAIRS
3. I WILL DO WHAT THE BOOK SAYS
4. SINCE HE IS NOT HERE I AM NOT WAITING ON HIM
5. I WILL GIVE HIM TO 2PM
6. I AM NOT THE TYPE OF PERSON TO TAKE OFF WORK TO BE JERKED AROUND
7. THIS IS THREE DAYS NOW THAT I HAVE HAD TO MISS FROM WORK FOR THIS ISSUE
8. FROM NOW ON HE HAS TO COME TO ME I DON'T CARE WHAT HE HAS TO DO
9. HE HAS TILL TWO TO GET HERE, IF HE IS NOT HERE, THEN THAT IS YOUR COMPANIES WAY OF TELLING ME YOU DON'T CARE ABOUT ME AND I WILL FIND SOMEONE WHO DOES

WRITER STATES
1. APOLOGIZED
2. WILL BE SURE TO GET CALL DOCUMENTED FOR YOU

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

**** PHONE LOG 02/19/2009 12:10:14 PM JBaty
Customer stated:
1. Want the phone number of my current case owner.
2. Don't have case number.

Writer stated:
1. Located case.
2. Owner is JWright.
3. Gave number and extension of case owner.

Customer stated:
1. Okay.
2. Thank you.

**** PHONE LOG 02/19/2009 12:19:30 PM RChacon
CUSTOMER STATED:
1. I HAVE AN OPEN CASE WITH JIMMY WRIGHT
2. I HAD AN APPT WITH A REGION MGR TODAY NAMED CHRIS, AND HE NEVER SHOWED UP
3. I WANT TO SPEAK WITH JWRIGHT'S BOSS

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. I DO SEE OPEN CASE WITH JWRIGHT @ REGION OFFICE
3. IF YOU WOULD LIKE TO SPEAK WITH JWRIGHT'S BOSS, YOU CAN REQUEST THAT BY CONTACTING THAT OFFICE
4. I WILL DOCUMENT YOUR CALL IN CASE

CUSTOMER STATED:
1. THANK YOU

**** PHONE LOG 02/19/2009 12:37:30 PM DDailous
CCURRY STATES
1. I CHANGED MY SCHEDULE ON TUESDAY
2. SORRY ABOUT MISSING HER
3. DID TALK TO THE SERVICE MA

*** PHONE LOG 12/18/2009 12:08 PM US Mountain Standard Time UValencia Action Type:Incoming call
MRS[redacted] STATES
1.- I AM TRYING TO GET A HOLD OF YOUR CFO (CHIEF FINANCIAL OFFICER)
2.- I SIGNED A CONTRACT WITH YOUR COMPANY IN NOV
3.- MY ISSUE HAS NOT BEEN RESOLVED
4.- I HAVE SPOKEN WITH JWRIGHT, HE TOLD ME THAT CALIFORNIA WAS TAKING THE TIME TO PROCESS MY CHECK
5.- I NEED TO HAVE THIS RESOLVE, WANT TO SPEAK WITH YOUR CFO
6.- I WORK IN AN OFFICE, WHEN PEOPLE WANTS TO HAVE A FINANCIAL ISSUE RESOLVE, THEY SPEAK

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	26,339

Russellville, TN[redacted] Prod. Date: 10/28/06 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

WITH THE CFO
7.- I AM TIRED OF CALLING JWRIGHT, HE IS ALWAYS OUT FOR LUNCH
8.- HAVE HIM CALL ME AT[redacted]

WRT STATES
1.- YOUR CASE HAS BEEN HANDLED BY JWRIGHT
2.- APOLOGIZED, BY WRT CAN'T PROVIDE YOU WITH PH# FOR CFO
3.- YOU ARE WELCOME TO SEND A LETTER
4.- WRT WILL GLADLY LET JWRIGHT KNOW THAT YOU WANT TO SPEAK WITH HIM
5.- WILL DOCUMENT YOUR CALL, AND SEND CASE TO JWRIGHT

*** NOTES 12/18/2009 12:09 PM US Mountain Standard Time UValencia Action Type:Manager review
CASE FORWARD TO REGION FOR REVIEW AND CST CONTACT
1.- CST IS DEMANDING WITH CFO
2.- HE IS REQUESTING A PHONE CALL WITH UPDATE
3.- PLEASE REVIEW AND FOLLOW UP ACCORDINGLY
4.- PLEASE CALL HER AT[redacted]

*** CASE CLOSE 12/18/2009 02:45 PM Eastern Daylight Time JWright
Refer to case K1638020

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122675[redacted]	[redacted]	3,321

Lindenhurst, NY [redacted] Prod. Date: 10/17/06 Dealer: NY066 Auto World Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 05/23/2008 08:40 AM US Mountain Standard Time JSinclair
Husband of Mrs.A[redacted] called and states:
1. I have been having issues with this vehicle that the dealership can not fix
2. The ***OCS*** light stays on, even when someone is sitting in the ***SEAT***
3. I have had the worse treatment from the dealership (see case[redacted] for dealership complaint)
4. I want this problem resolved
5. Can I take the vehicle to another Kia dealership
6. I have taken it in three times for this issue
Wtr states:
1. Apologized
2. Updated info
3. No recalls
4. Advs customer can take vehicle to another kia dealership
5. Advs at that time call this office so a FCM can follow up on repairs
Customer thanked and call ended

*** COMMIT 05/23/2008 11:19 AM US Mountain Standard Time JSinclair Action Type:Callback Required

*** CASE CLOSE 05/23/2008 11:19 AM US Mountain Standard Time JSinclair

*** COMMIT 05/30/2008 10:02 AM US Mountain Standard Time JSinclair Action Type:Callback Required

*** CASE CLOSE 05/30/2008 10:02 AM US Mountain Standard Time JSinclair

*** FULFILL 06/05/2008 10:06 AM US Mountain Standard Time JSinclair Action Type:Callback Required

*** PHONE LOG 06/12/2008 01:31 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called customer
Wtr left VM for customer to rtn call

*** PHONE LOG 06/13/2008 01:28 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called customer
Wtr left VM for customer to rtn call

*** PHONE LOG 06/18/2008 07:46 AM US Mountain Standard Time JSinclair Action Type:Outgoing call

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122675[redacted]	[redacted]	3,321

Lindenhurst, NY [redacted] Prod. Date: 10/17/06 Dealer: NY066 Auto World Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Thanked and call ended

*** PHONE LOG 06/18/2008 07:47 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Type:Outgoing call
Wtr called customer
Wtr left VM for customer to rtn call

*** NOTES 06/18/2008 07:51 AM US Mountain Standard Time JSinclair Action Type:Manager review
Dispatching case to the region for the following reasons:
1. Customer has taken vehicle to the dealership twice for the a/b light
2. First time ***SEAT*** cushion was replaced 2nd time no dup
3. Wtr has made several attempts to contact customer
Dispatch for visibility and early intervention
Determination and assist

*** EMAIL OUT _ JSinclair Action Type:External email
Send to:[hschauer@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.

Dispatching case to region for visibility.

Thanks,
Justina
Ext 45161

<[redacted]

*** FORWARD 06/18/2008 12:06 PM Pacific Daylight Time MPfeifer
Herman may need to meet with customer and review TSB 022 - operation of ***OCS*** system.

*** PHONE LOG 06/19/2008 07:40 AM Pacific Daylight Time ATrinidad Action Type:Incoming call
writer calls cust
1. lvm requesting call back
2. provided phone #

*** PHONE LOG 06/23/2008 08:12 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call
writer calls cust
1. lady answer phone and states no one there by cust name

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122675[redacted]	[redacted]	3,321

Lindenhurst, NY [redacted] Prod. Date: 10/17/06 Dealer: NY066 Auto World Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

lady hangs up

*** PHONE LOG 06/23/2008 10:54 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call
writer calls alt# ([redacted]
1. lvm requesting call back
2. provided phone #

*** PHONE LOG 06/24/2008 02:13 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call
writer calls cust at alt# - phone busy

*** PHONE LOG 06/25/2008 02:36 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call
writer calls cust
1. lnm requesting call back
2. provided name and phone #

*** PHONE LOG 06/26/2008 01:10 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call
writer calls cust
1. lvm requesting call back

*** PHONE LOG 07/03/2008 08:08 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call
Writer calls Cust
1. LVM requesting call back
2. Provided name and phone #

*** NOTES 07/07/2008 04:34 PM Pacific Daylight Time ELau Action Type:Manager review
Tread Review Completed

*** PHONE LOG 07/10/2008 01:03 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call
writer calls cust
1. lvm requesting call
2. provided name and phone #

*** NOTES 07/18/2008 01:12 PM Pacific Daylight Time ATrinidad Action Type:Manager review
writer sent attempt to contact letter

*** CASE CLOSE 07/18/2008 01:20 PM Pacific Daylight Time ATrinidad
closing case pending further contact from cust

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122675[redacted]	[redacted]	3,321

Lindenhurst, NY [redacted] Prod. Date: 10/17/06 Dealer: NY066 Auto World Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

cust receives call from cust
1. i'm calling you back
2. you people have the wrong #
3. my correct # is [redacted]
4. i am fed up with you dealer(NY066)
5. they do not know how to do bus and don't care about their cust
6. i have been in the hospital for 6 weeks
7. i do not want to deal with this from them
8. i purchased 3 kia vehicle from them in the past 2 1/2 years
9. i thought i had a good relationship with the SM but i guess not
10. they told me that they wish i never bought the cars from them
11. that i am a thorn in their side
12.they should not treat a cust who sent over 80,000 dollars with them
13 i am not taking my vehicle their anymore
14. it puts a bad taste in my mouth with kia
15. i just want my vehicles fixed
writer states
1. apologize for all concerns and treatment from NY066
2. dealerships are individually owned and operated
3. will inform DPSM
4. will set up appointment at alt. dealer to meet with DPSM
5. will follow up with cust
cust states
1. appreciate you letting me vent
2. thank you

*** EMAIL OUT _ ATrinidad Action Type:External email
Send to:[Schauer, Herman [KMA]]
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[redacted]

*** PHONE LOG 08/21/2008 09:39 AM Pacific Daylight Time ATrinidad Action Type:Outgoing call
writer calls cust
1. lvm requesting call back
2. provided name and phone #

*** PHONE LOG 08/21/2008 06:42 AM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER MR. [redacted] STATED:
1. I WOULD LIKE TO SPEAK TO A SUPERVISOR
2. I OWN 3 KIA VEH'S, AND THEY ARE ALL GIVING ME PROBS
3. I HAVE TAKEN VEH TO AUTO WORLD KIA, AND ALL THEY DO IS MESS UP MY VEH

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122675[redacted]	[redacted]	3,321

Lindenhurst, NY [redacted] Prod. Date: 10/17/06 Dealer: NY066 Auto World Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

4. THEY HAVE NO PEOPLE SKILLS, THEY TRASHED THE INTERIOR ON MY WIFES SEDONA, AND THEY DON'T FIX THE PROB'S
5. I AM GETTING REALLY TIRED OF THIS
6. I SPOKE WITH A GUY BY THE NAME OF ATRINIDAD WHO WAS GOING TO CALL ME BACK, AND HAS NOT
7. THIS WAS 3 WEEKS AGO!!
8. IT SEEMS LIKE NO ONE CARES ABOUT THE PROB'S I AM HAVING WITH THIS VEH!!
9. IF THIS DOES NOT GET RESOLVED, I WILL CONTACT MY LAWYER
10. I AM ALREADY GOING TO SUE THE DEALERSHIP
11. ALL I WANT IS MY VEH'S REPAIRED CORRECTLY

WRITER STATED:
1. I APOLOGIZE FOR THE PROBLEM
2. I DO SEE AN ESCALATED CASE OPEN WITH OUR REGION OFFICE
3. LOOKS LIKE ATRINIDAD DID CONTACT THE AREA REP TO ADVISE, AND JUST WAITING TO HEAR BACK
4. I WILL CALL ATRINIDAD @ OUR REGION OFFICE TO FIND OUT WHAT IS GOING ON, AND REQUEST A RETURN CALL, PLEASE HOLD

WRITER CALLED RCAA ATRINIDAD, LEFT VM STATING:
1. CUSTOMER CONCERN
2. CUSTOMER STATES LEGAL ACTION IF PROB'S ARE NOT RESOLVED
3. PLEASE CALL CUSTOMER WITH UPDATE ON CASE
4. CAN CALL ME BACK IF YOU NEED TO
5. LEFT EXT #

RETURNED TO CUSTOMER, AND STATED:
1. I HAVE LEFT MSG FOR ATRINIDAD IN REGION OFFICE FOR A RETURN CALL
2. WE WILL WORK TO MAKE SURE VEH CONCERNS ARE RESOLVED
3. YOU SHOULD RECEIVE A CALL BACK SOON TO GET PROB'S RESOVLED

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 09/12/2008 02:17 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call
writer calls cust spoke with Daughter
1. calling to speak with Mr. [redacted]
2. had tried to contact cust to set up appointment with FTR
Daughter states
1. i can give him the message and have him call you
2. can i have you name and #
writer provided contact info
thank you

*** PHONE LOG 09/17/2008 02:14 PM Pacific Daylight Time ATrinidad Action Type:Outgoing call
writer calls cust
1. lvm requesting call back
2. provided contact info

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12267[redacted]	[redacted]	3,321

Lindenhurst, NY[redacted] Prod. Date: 10/17/06 Dealer: NY066 Auto World Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** CASE CLOSE 09/17/2008 02:15 PM Pacific Daylight Time ATrinidad
pending contact from cust

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122975[redacted]	[redacted]	8,000

Tucson, AZ[redacted] Prod. Date: 2/1/07 Dealer: AZ036 Desert Kia of Tucson

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Benefit
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 07/07/2008 01:50 PM US Mountain Standard Time RSabin
CUST STATED:

1. WE HAVE TAKEN OUT VEH BACK TO THE DLR THREE TIME'S BECAUSE THE ***SEAT*** BELT LIGHT ON THE ***PASSENGER*** SIDE WILL NOT GO OFF
2. THE DRIVER'S SIDE BELT WILL ALSO SNAP TIGHT
3. THE VEH WILL NOT SHIFT OUT OF NEUTRAL
4. I DON'T FEEL SAFE IN THIS VEH
5. CAN WE BE TRADED OUT OF THIS VEH
6. MY VEH IS IN MY DRIVE WAY RIGHT NOW

WRITER ADVISED:
1. APOLOGIZED FOR PROVISION
2. WHAT WE DO HERE IS OVERSEE THE REPAIR'S ON YOUR VEH AND VERIFY THE DLR IS USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED
3. I WOULD RECOMMEND MAKING A APPT WITH THE DLR AND WHEN YOU DO PLEASE LET US KNOW AND WE CAN FOLLOW UP
4. I WILL CREATE A CASE FOR FUTURE REFERENCE

CUST STATED:
1. OK THANKS

*** CASE CLOSE 07/07/2008 01:50 PM US Mountain Standard Time RSabin

*** NOTES 07/08/2008 03:24 PM US Mountain Standard Time DUnderwood Action Type:Manager review

[!<For Internal Use Only
Reopened case - please call dealer and confirm history - if needed set commitment and offer RSA if caller feels unsafe >!]

*** PHONE LOG 07/09/2008 01:09 PM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED DLR:
1. NO ONE WAS AVAILABLE IN SVC

*** PHONE LOG 07/11/2008 01:36 PM US Mountain Standard Time RSabin Action Type:Outgoing call
DLR AZ036 TONY SVC ADV ADVISED:
1. THE VEH HAS BEEN INTO US FOUR TIME'S
2. ONCE FOR A SHIFTER BUTTON STICKING SO WE REPLACED THE CABLE
3. THE OTHER TIME WAS FOR THE ***AIR BAG*** LIGHT AND WE REPLACED THE ***SEAT*** CUSHION
4. SHE ALSO MENTIONED THE ***SEAT*** BELT LOCKING UP AND GETTING TIGHT BUT WE COULD ON DUP
5. SHE HAS NOT CALLED US BACK TO MAKE A APPT

WRITER ADVISED:
1. OK THANKS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122975[redacted]	[redacted]	8,000

Tucson, AZ [redacted] Prod. Date: 2/1/07 Dealer: AZ036 Desert Kia of Tucson

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Benefit
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

WRITER SET COMMITMENT ON CALENDAR FOR JULY 17

*** CASE CLOSE 07/11/2008 01:41 PM US Mountain Standard Time RSabin

*** CASE CLOSE 10/07/2008 01:03 PM US Mountain Standard Time TMorales

AIRBAG TREAD REVIEW COMPLETE

*** CASE CLOSE 10/09/2008 04:18 PM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162985[redacted]	[redacted]	3,301

NEWBERRY SPRINGS, CA[redacted] Prod. Date: 8/23/07 Dealer: CA144 Hi-Desert Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 07/23/2008 08:19 AM US Mountain Standard Time SLamp
CUST STATED

1 DURING THE DAY, THE ***PASSENGER*** SIDE ***AIRBAG*** LIGHT IS OFF AT NIGHT BUT ON DURING THE DAY
2 WHEN THE LIGHT IS ON DURING THE DAY, I ALSO GET THE WARNING LIGHT ON MY DASH
3 THE LIGHT IS INTERMITTENT
4 IS THIS NORMAL OR A PROBLEM

WRITER ADVISED

1 THE ***PASSENGER*** SIDE ***AIRBAG*** LIGHT WILL GO OFF IF SOMEONE IS SITTING IN THE ***SEAT***
2 IF THE ***SEAT*** IS EMPTY, IT SHOULD BE ON'
3 SINCE YOU'RE GETTING A DASHBOARD WARNING LIGHT COMING ON, I'D RECOMMEND TAKING IT TO YOUR DLR

CUST STATED
1 OK. THANKS

*** CASE CLOSE 07/23/2008 08:19 AM US Mountain Standard Time SLamp

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	4,510

Plymouth, FL[redacted] Prod. Date: 10/19/07 Dealer: FL083 Orlando Kia West

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 08/18/2008 02:45 PM US Mountain Standard Time TDonnelly
CUSTOMER STATES([redacted]-DAUGHTER):

1. THE ***PASSENGER*** SIDE ***AIRBAG*** OFF LIGHT KEEPS COMING ON.
2. THIS HAPPENS WHEN ANYONE SITS IN ***SEAT***.
3. PEOPLE ARE TELLING ME THERE SHOULD BE A WAY TO TURN THIS OFF.
4. I HAVE PUT ONE PERSON AND 2 PERSONS IN ***SEAT*** AND LIGHT WILL STAY ON
5. HAVE NOT TAKEN CAR TO DEALER
6. SHOULD I MAKE AN APPT TO GET THIS TAKEN CARE OF?
7. THANKS FOR INFO.

WRITER STATES:

1. APOLOGY FOR SITUATION
2. ASKED IF SOMEONE IS SITTING IN ***PASSENGER SEAT*** WHEN LITE COMES ON?
3. ADVISED THAT IF PERSON IS NOT SITTING IN ***SEAT*** WITH BOTH FEET PLANTED ON GROUND AND SITTING FACING FORWARD THAT LIGHT CAN COME ON.
4. IF CUSTOMER IS SITTING IN ***SEAT*** CORRECTLY AND NOT MOVING AROUND AND LIGHT STILL COMES ON, WOULD RECOMMEND TAKING INTO KIA DEALER.
5. THERE IS NOT A KEY THAT USED TO MAKE THAT LIGHT GO OFF.
6. DEALER WILL NEED TO DIAGNOSE TO DETERMINE CAUSE OF PROBLEM AND ADDRESS ANY DEFECTS WITHIN TERMS OF WARRANTY.
7. WOULD RECOMMEND SCHEDULING APPT WITH DEALER TO BRING CAR INTO SHOP.

*** CASE CLOSE 08/18/2008 02:46 PM US Mountain Standard Time TDonnelly

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121985[redacted]	[redacted]	10,000

Waipahu, HI[redacted] Prod. Date: 7/3/07 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 08/20/2008 03:36 PM US Mountain Standard Time KJohnson
Customer stated:

1 - I have had my veh into Aloha Kia, hi001, 3 times to fix the ***PASSENGER SEAT AIRBAG***
2 - When my daughter sits there, the light does not always go off
3 - She weighs about 110 pounds
4 - The last repair was last week and they said they put in a new part, but it is the same
5 - The dealer said to call you

Writer stated:
1 - Apologized
2 - Updated; no recalls

Writer placed customer on hold and SA Kyle stated:
1 - SVCM not here
2 - relevant repair history:
8/14 removed and replaced ***SEAT*** map per techline
8/7 road-tested w/ ***PASSENGER***; ***SEAT*** map sensors ordered per techline
8/5 daught right at weight where might flicker

Writer returned to customer and stated:
3 - Will discuss w/ DPSM to see next step
4 - Provided case no.
5 - CB maybe tomorrow

Customer stated:
1 - All right. My cell is [redacted]

*** PHONE LOG 08/22/2008 12:43 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and SVCM John stated:
1 - This is at Waipahu dlr
2 - Will transfer to you that dlr; ask for Jason

SVCM Jason stated:
1 - Called techline and DPSM, first time
2 - Threshhold for flickering
3 - In new veh, light stayed off
4 - In her veh, light flickers
5 - Per techline, replaced ***SEAT*** mat
6 - ***OCS*** works for larger adult
7 - FTR Keith states operating as designed

*** PHONE LOG 08/22/2008 12:46 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called DPSM Joe Hegmann: cellphone cut wtr off after 3 seconds

Called DPSM and left VM stating
1 - Please CB @ 46041

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE1219854[redacted]	[redacted]	10,000

Waipahu, HI[redacted] Prod. Date: 7/3/07 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

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

Karen @ 46041

Please review case notes
Do you agree that veh operating as designed or should there be further attempts to address customer concerns?

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

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory[redacted]_KJohnson_08-22-2008133937.doc>>

*** PHONE LOG 08/22/2008 02:34 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and stated:

1 - Everything wtr has learned so far indicates that ***OCS*** operating as designed
2 - Wtr has call into DPSM, however, and is waiting for response
3 - Wtr will be on vacation Mon or Tuesday
4- Is it acceptable that wtr follow up Wed, or would you like another FCM involved Monday? [wed is fine]

Customer stated:
1 - I am just worried whether the veh is safe to drive
2 - We tested another Spectra and it worked just fine
3 - But this system doesn't always come on when I sit in the ***PASSENGER SEAT*** and I weigh 121 pounds

Writer stated:
1 -Veh is safe to drive
2 - There are dozens of safety features in any Kia, and this is just one of them
3 - Priimary restraint is ***SEAT*** belts
4 - If truly uneasy, ask ***PASSENGER*** to sit in back ***SEAT*** until issue resolved

Customer stated:
1 - I already do that.

*** NOTES 08/22/2008 02:40 PM US Mountain Standard Time KJohnson Action Type:E-mail rec.
From DPSM:
1 - Operating as designed

To DPSM:
1 - Wanting to confirm
2 - Customer reports that ***OCS*** does not come on sometimes even w/ heavier ***PASSENGER***s.

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121985[redacted]	[redacted]	10,000

Waipahu, HI[redacted] Prod. Date: 7/3/07 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** NOTES WITH COMMITMENT 08/22/2008 02:40 PM US Mountain Standard Time KJohnson Action Type:Manager review

*** CASE CLOSE 08/22/2008 02:41 PM US Mountain Standard Time KJohnson

*** PHONE LOG 09/02/2008 11:16 AM US Mountain Standard Time APatrick Action Type:Incoming call
CUST CALLED:
1: TRANSFER TO KJOHNSON

*** NOTES 09/02/2008 11:19 AM US Mountain Standard Time KJohnson Action Type:E-mail rec.
From DPSM:
1 - Based on dlr's information, system is operating as designed

*** PHONE LOG 09/02/2008 11:23 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer called

Writer stated:
1 - Discussed w/ DPSM
2 - Everything that can be checked out, has been
3 - As far as dlr can tell, system working as designed
4 - Need to get system to act up at dlrshp so that we know where to look next

Customer stated:
1 - I have already had the veh at the dlrshp 3 times
2 - I cannot go in over and over again; I have to work
3 - The car is there now for an oil change
4 - This needs to be fixed

Writer stated:
1 - As far as writer can tell, veh is operating as designed
2 - Apologize for frustration and inconvenience, but ***OCS*** must malfunction while at dlr so that Kia can see that/how system is not working

Customer stated:
1 - They told me to call you
2 - You tell me to call them
3 - I want the car fixed

*** PHONE LOG 09/02/2008 11:26 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and SVCM Jason stated:
1 - DPSM states OK

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121985[redacted]	[redacted]	10,000

Waipahu, HI[redacted] Prod. Date: 7/3/07 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2 - Will rescan; not re-testdrive

*** NOTES 09/02/2008 11:29 AM US Mountain Standard Time KJohnson Action Type:Manager review
Writer dispatching to Western Region
(a) for early intervention
(b) to evaluate again customer complaint that ***OCS*** is not working consistently
(c) to contact customer
Because
1 - 2008 Spectra, 2600 miles
2 - Customer has taken veh in 3x for ***OCS*** complaint
3 - Customer is adament that she weighs at least 120 pounds and that ***OCS*** sometimes does not come on when she sits in ***PASSENGER SEAT***
4 - DPSM aware of complaint and has indicated that per information provided by dlr system is operating as designed
5 - Customer states ***OCS*** intermittently does not work as designed

*** PHONE LOG 09/11/2008 08:46 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer left message inviting customer
To call back to discuss further.

*** PHONE LOG 09/25/2008 08:31 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Left voice message requesting call back to discuss further
Writer to send call me letter.

*** NOTES 10/07/2008 01:24 PM US Mountain Standard Time JHirshfield Action Type:Manager review

[!<For Internal Use Only
Tread ***AIRBAG*** review -JH>!]

*** NOTES 10/07/2008 03:37 PM Pacific Daylight Time ARomo Action Type:Manager review
Call me letter sent on this date
Writer to close case pending further customer contact.

*** CASE CLOSE 10/07/2008 02:38 PM Pacific Daylight Time ARomo

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121985[redacted]	[redacted]	10,000

Waipahu, HI[redacted] Prod. Date: 7/3/07 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

3. I HAVE CALLED KCC BEFORE AND NO HELP
4. DO NOT WANT TO TALK TO KCC ABOUT THIS ANY MORE
5. HAVE BEEN BACK MANY TIMES FOR ***OCS*** LIGHT OFF ON AND DEALER CAN NOT FIX CAR.
6. WANT TO SEND SOMETHING IN WRITING TO KMA ABOUT THESE PROBLEMS, WHAT IS THE ADDRESS?
7. DO NOT WANT ANY FURTHER ASSISTANCE FROM WRITER, WILL SEND LETTER.

WRITER STATES:
1. ADVISED CUSTOMER HAS CONTACTED KMA NCA, HOW CAN WRITER ASSIST?
2. ADVISED THAT ANY LETTER SENT TO KMA WOULD COME TO KCC IS THERE SOMETHING WRITER CAN HELP WITH NOW?
3. ADVISED THAT WRITER CAN PROVIDE ADDRESS BUT WRITER CAN HELP AS WELL.
4. PROVIDED NCA ADDRESS, DO APOLOGIZE FOR CONCERNS.
5. IS THERE SOMETHING WRITER CAN ASSIST WITH AT THIS TIME?
6. KCC WILL CONTACT CUSTOMER WHEN LETTER IS RECEIVED.
7. THANKED CUSTOMER FOR CONTACTING KMA.

*** CASE CLOSE 05/08/2009 10:35 AM US Mountain Standard Time TDonnelly
CUSTOMER REFUSED ANY ASSISTANCE FROM KCC. ADVISED NCA ADDRESS.

*** NOTES 05/27/2009 08:33 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received MVDN
MVDN states:
1. 3 or more repair attempts have been made to repair the same defect or condition
2. Alleged defects: ***PASSENGER AIR BAG*** light is on intermittently.
3. This is a notification of the final opportunity to correct the continuing substantial defect or condition.

Writer to scan into case and forward to the Western Region for further handling.

*** PRIORITY CHANGE 05/27/2009 08:33:16 AM KWarren

*** PHONE LOG 05/29/2009 09:16 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Left message requesting call back to discuss further.

*** PHONE LOG 06/05/2009 04:08 PM Pacific Daylight Time ARomo Action Type:Incoming call
Writer received message from customer
Customer requests call back.

*** NOTES 06/23/2009 12:07 PM Pacific Daylight Time ARomo Action Type:Manager review
Received notification from HLAG

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121985[redacted]	[redacted]	10,000

Waipahu, HI[redacted] Prod. Date: 7/3/07 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

HI requesting 200 filing fee.

*** PHONE LOG 06/23/2009 12:59 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called and spoke to SM-Jason
Writer states:
Customer filed for ARBS on this one
Wanted to get all the service file sent to me
I need to send some information to the AG office.
Has the customer come in or complained about this issue
Since last year?

SM:
Hey there
Really this customer filed for arbs?
She has been back a couple of times
And she has not complained about it
We provided her the information in the owners manual
About proper ***SEAT***ing and stuff and we thought she was okay.

Writer:
Can you send me everything
I will touch base with Joe and he will have to call.

*** NOTES 06/25/2009 06:47 AM Pacific Daylight Time ARomo Action Type:Manager review
Writer submitted check request to NCA as a Rush
Writer to send RO's to state per request.

*** NOTES 06/29/2009 03:26 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received letter from the State of Hawaii Regulated Industries Complaints Office
Letter states:
1. Receipt is acknowledged of a Demand for Arbitration under the State Certified Arbitration Program (SCAP).
2. At this time, we request that the Manufacturer's Statement and its $200.00 filing fee be submitted to the Administrator within 10 days from the date of receipt of this letter.
3. The manufacturer is also requested to supply the Administrator with three (3) copies of the following:
- The applicable warranty of the subject vehicle and
- The service history of the subject (include complete copies of work orders).

Dispatching to the Western Region for further handling.

*** NOTES 07/02/2009 02:42 PM Pacific Daylight Time ARomo Action Type:Manager review
Sent $200 check and 3 copies of warranty and repair orders on this date.
Writer to review case and submit KMA position.

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121985[redacted]	[redacted]	10,000

Waipahu, HI[redacted] Prod. Date: 7/3/07 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** NOTES AND STATUS CHANGE 07/06/2009 10:47 AM Pacific Daylight Time ARomo Action Type:Manager review
Received notification from State
Requesting to set up hearing
Writer requested date of 7-20-09(per DPSM request)
DPSM will participate via phone.

*** NOTES 07/14/2009 09:56 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received notice from the State of Hawaii Regulated Industries Complaints Office.
Letter is addressed to arbitrator, Ms. Hu.
Letter states:
1. This will confirm your appointment as arbitrator for the above-entitled matter.
2. We have not yet received the Manufacturer's documents.
3 . The hearing in this matter has been scheduled for Monday, July 20, 2009, commencing at 9:00 a m. in the offices of the Regulated Industries Complaints Office at 235 S. Beretania Street, 9th Floor, Honolulu, Hawaii 96813.
4. The consumer has not yet elected if this will be a binding or non-binding arbitration.

Wtr to attach and assign to ARomo for further handling.

*** NOTES 07/17/2009 04:32 PM Pacific Daylight Time ARomo Action Type:Manager review
Writer sent position to State of HI

*** NOTES 07/28/2009 08:54 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received notice from the State of Hawaii Regulated Industries Complaints Office.
Letter states:
1. By direction of the Arbitrator, we hereby transmit to you the duly executed Decision in this matter.
2. Enclosed to both parties is a Compliance With Arbitrator's Decision form which should be signed by both parties and returned to this office as soon as compliance with the Arbitrator's Decision has been completed.
3. Decision: Repurchase

Wtr to attach to case and assign to ARomo for further handling.

*** NOTES 08/17/2009 11:10 AM Pacific Daylight Time ARomo Action Type:Manager review
While writer was gone
Writer had assistance from TThomas
THomas sent out request to release loan figures
Obtained loan payoff information
Writer to draft letter to the AG office and CC customer wit final numbers

*** NOTES AND STATUS CHANGE 08/17/2009 11:39 AM Pacific Daylight Time ARomo Action Type:Manager review
Drafted letter

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121985[redacted]	[redacted]	10,000

Waipahu, HI[redacted] Prod. Date: 7/3/07 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Writer to review with JStroup to ensure numbers are correct.

*** NOTES 08/17/2009 11:51 AM Pacific Daylight Time ARomo Action Type:Manager review
RAF REQUEST SENT ON THIS DATE.

*** NOTES 08/17/2009 02:08 PM Pacific Daylight Time ARomo Action Type:Manager review
Writer confirmed number
Sent letter via mail to customer and emailed to WA AG

*** STATUS CHANGE 08/17/2009 02:08 PM Pacific Daylight Time ARomo

*** NOTES AND STATUS CHANGE 08/19/2009 11:36 AM Pacific Daylight Time ARomo Action Type:Manager review
Writer processed VRS and forwarded to RCAOM for scorecard and to be forward to NCA
Writer also received RAF from DPSM which was CC'ed to RPSM
Case pending further review by RCAOM.
Case was forwarded as a RUSH!

*** NOTES 08/20/2009 08:03 AM Pacific Daylight Time POrtiz Action Type:Manager review
RCAOM SCC- Fwd to NCA for check.

*** NOTES 08/28/2009 03:19 PM Pacific Daylight Time ARomo Action Type:Manager review
Sent email to HI-AG advising that check still has not been cut
Writer advised that he will contact them once it gets cut

*** PHONE LOG 08/28/2009 03:20 PM Pacific Daylight Time ARomo Action Type:Incoming call
Received call from customer
Customer states:
Calling to check status
Compliance was supposed to be 8/28/09
Just want to know what is going on.

*** NOTES 08/28/2009 03:21 PM Pacific Daylight Time ARomo Action Type:Manager review
Reviewed case with JStroup
Check should be cut on Monday.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121985[redacted]	[redacted]	10,000

Waipahu, HI[redacted] Prod. Date: 7/3/07 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 08/28/2009 03:22 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Advised that writer will contact the lender to make a note that KMA
Will be paying off the loan.
Advised that check is set to be cut on Monday
Also advised that he will call customer on Monday.

*** NOTES 09/03/2009 02:44 PM Pacific Daylight Time POrtiz Action Type:Manager review
WRCA rec'd checks.
1. Fwd to Morley for surrender.
2. Case closed.

*** CASE CLOSE 09/03/2009 02:44 PM Pacific Daylight Time POrtiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121985[redacted]	[redacted]	3,000

Waipahu, HI[redacted] Prod. Date: 7/3/07 Dealer: HI002 Aloha Kia - Waipahu Oahu

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Dealer
Kia Case Type Lvl3: Sales
Kia Case Type Lvl4:

Case History

*** PHONE LOG 09/18/2008 01:16 PM US Mountain Standard Time TShamburger
customer called
1 veh ***AIRBAG*** light concern me on ***PASSENGER*** side goes on/ off.
2 I called the finance guy in Honolulu said he would give me warranty program and gap
3 I didnt know I had to pay for that.
4 I called there many times and they dont call me back, I wanted to be reimbursed for that, I thought that was free.
5 the guy at dlr John said the finance guy would call me but they dont call me so i want to make a complaint on them
wrt states
1 im sorry wrt can foward complaint to dlr.
2 we do have a case here already for your ***AIRBAG*** light
3 but wrt will document your sales complaint, mfr has no dealings with the gap and ext warranty dlr sold to you.
4 you will have to deal with them directly to address reimbursement, wrt can call the GM/SM for for you and let him know your looking for a call from there financial dept.
cust states
1 I wll call the GM or SM at dlr.
2 thank you. call ended.

*** CASE CLOSE 09/18/2008 01:16 PM US Mountain Standard Time TShamburger

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	12,000

Kingsland, TX[redacted] Prod. Date: 8/7/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 10/23/2008 06:38 AM US Mountain Standard Time MTrem
Caller Ms. C states:
1. I am angry
2. we have the car now, the nearest Kia DLR is 50 miles away
3. when we fuel the car, it spits out gas instead of clicking off
4. the ***PASSENGER*** side ***AIRBAG*** light is on when I'm in the ***SEAT***
5. We got the car used at a GM DLR
6. do I have to take it to a Kia DLR for this
7. we do not have alternate transportation
8. the Kia DLR doesn't have Saturday hours, I'm very upset about this
writer states:
1. updated, no recalls
2. apologized
3. Many DLR's do not offer any Saturday hours
4. Warranty provides for the repair of the vehicle
5. While Kia does not have a provision for rentals, 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 Dealership to consider
8. But we can review this request with the SM and possibly our area rep
9. To determine if rental assistance can be provided
10. gave case number; request call back when vehicle is at DLR
CST thanked writer and disconnected

*** CASE CLOSE 10/23/2008 06:38 AM US Mountain Standard Time MTrem
Case closed pending CST call back when vehicle at DLR

*** PHONE LOG 10/29/2008 02:43 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:
1 - We live at least 1.25 hours from nearest Kia dlr
2 - Is there any give on the loaner policy?
3 - How long does a diagnosis take? Chri said a diagnosis could take from 6 minutes to 60 days
4 - The ***OCS*** system doesn't always work when I sit in the ***PASSENGER SEAT***
5 - Chris said they sat 4 people there and it worked for them
6 - He said to call you
7 - We are picking up the car about 10 am our time

Writer stated:
1 - Apologized
2 - Usually a diagnosis is done in between 1/2 to 1 day; if the dlr has the part, most repairs can be completed that same day
3 - If a dlr is having trouble w/ a diagnosis and it is taking more than a day or 2, we work on a case by case basis for rental assistance
4 - It is not part of the Kia warranty; the decision is not made at this office; we do not guarantee rental assistance
5 - But we work case by case when repair issues fall outside the norm
6 - ***OCS*** is a very sophisticated set of sensors and programming
7 - Would like to see if dealer can duplicate w/ you sitting in ***SEAT***
8 - Wtr will call dlr tomorrow morning and discuss
9 - We will talk tomorrow

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	12,000

Kingsland, TX[redacted] Prod. Date: 8/7/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Customer stated;
1 - Thank you.

*** PHONE LOG 10/30/2008 07:51 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and SA Gene stated:
1 - Chris is not in until 11; SVCM Carlos is at Kyle
2 - Customer has already picked up veh

*** PHONE LOG 10/30/2008 10:52 AM US Mountain Standard Time RBriones Action Type:Incoming call
Ms[redacted]e stated:
1. Spoke with Karen yesterday.
2. She was supposed to contact the dealer.
3. Dealer told me yesterday that they couldn't duplicate the problem.
4. However, when I went to pick up the vehicle, I duplicated it for them.
5. They saw the problem then but said I would have to make another appt.
6. Can I speak with Karen?

Writer Stated:
1. Apologized for prob.
2. Karen is on another line right now.
3. Will document customer additional info and transfer to KJohnson's vm.

*** PHONE LOG 10/30/2008 02:59 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer left VM stating:
1 - Picked up veh and Mason observed that OSC would not activate when I sat in car
2 - Please CB on cellphone[redacted]

*** PHONE LOG 10/30/2008 03:48 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer called

Writer stated:
1 - Got message
2 - Called dlr, but after you picked up veh
3 - Chris not in, SVCM out for day
4 - Need to talk to SVCM at dlrshp to learn what they have already done other than sitting 4 people in vehicle
5 - From there, we will know next step

Customer stated:
1 - Mason, who works desk where we check in, said he's seen three or four of these
2 - They have to replace the entire ***SEAT***
3 - It doesn't work w/ child ***SEAT***s and everything
4 - Is this really a problem?

Writer stated:

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	12,000

Kingsland, TX[redacted] Prod. Date: 8/7/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2 - ***AIRBAG***s deploy at 150-200 mph and they can injure an adult, and kill a small child

3 - This is an extremely sophisticated system discerning whether it is safe for the person sitting in the ***SEAT*** to be hit w/ the ***AIRBAG***

4 - Govenment mandated and safety is Kia's middle name

5 - Truthfully, we would have liked another year for development and we have more issues w/ OSC than we have with systems in the veh that have been in production for a longer time

6 - There is a very small percentage of people who have experienced complaints about the ***OCS*** system, and for those we work w/ individually to make sure the ***OCS*** also works properly for them

7 - Writer needs to find out from SVCM to see what diagnostics have already been done, and from that will know what need to do next

*** PHONE LOG 11/03/2008 04:05 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and left VM requesting CB @ 46041

*** PHONE LOG 11/03/2008 04:07 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and stated:
1 - waiting to hear from SVCM
2 - will call
3 - you are not forgotten

*** PHONE LOG 11/05/2008 09:58 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and SVCM Carlos stated:
1 - have customer come in wed, thurs, or fri and ask for me
2 - I need to see this directly

*** PHONE LOG 11/05/2008 11:25 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and stated:
1 - Work w/ SVCM Carlos
2 - He says he is there all day, but given your time constraints recommend talking to him before you go in
3 - cannot guarantee repair will be completed at that time
4 - might need to take veh in another time

Customer stated:
1 - We work 5 am - 8:30 am and then 2 pm - 5pm driving buses
2 - It takes 1.5 hours to get to the dlrshp
3 - My mother kicked my [redacted]-year-old father, who uses a walker, out of the house
4 - I'm trying to get him to medical appointments
5 - my son is getting married in a couple of months
6 - My time is very limited

Writer stated:
1 - Apologize for all you are going through
2 - You decide on when you want to work on this issue
3 - Check w/ Carlos before you go in
4 - CB when you go in and wtr will follow up

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE1217855[redacted]	[redacted]	12,000

Kingsland, TX[redacted] Prod. Date: 8/7/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Customer stated:
1 - Thank you.

*** NOTES 11/05/2008 11:26 AM US Mountain Standard Time KJohnson Action Type:Manager review
Case closed pending customer CB

*** CASE CLOSE 11/05/2008 11:26 AM US Mountain Standard Time KJohnson

*** PHONE LOG 11/21/2008 12:00 PM US Mountain Standard Time RChacon Action Type:Incoming call
CUSTOMER STATED:
1. I NEED TO GET THE PHONE # TO TX072
2. I TOOK MY VEH TO THEM FOR A PASS SIDE ***AIRBAG*** LIGHT, AND A PROB WITH THE VEH SPITTING FUEL
3. THEY THOUGHT THEY FIXED THE SPITTING FUEL PROB, BUT IT HAS COME BACK
4. WHEN I WENT IN FOR MY ***AIRBAG*** LIGHT, THEY COULD NOT DUP THE PROB
5. I SAT IN ***SEAT***, AND DID DUP IT FOR THEM
6. ALL THEY DID WAS WRITE ON THE RO THAT THE PROB WAS DUP, BUT DID NOTHING TO FIX IT
7. I CALLED KAREN @ YOUR OFFICE, AND SHE GOT THE SVC MGR INVOLVED
8. I WAS TOLD TO CALL THE SVC MGR TO SET UP AN APPT TO HAVE THIS TAKEN CARE OF

WRITER STATED:
1. I APOLOGIZE FOR THE PROBLEM
2. RECOMMEND TAKING VEH BACK TO KIA DEALER FOR VEH CONCENRS
3. ONCE VEH IS @ DEALER CALL US BACK TO ADVISE
4. WE WILL FOLLOW UP WITH SVC MGR TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE PROB
5. PROVIDED CASE #, AND PROVIDED PHONE # TO TX072

CUSTOMER STATED:
1. THANK YOU

*** CASE CLOSE 11/21/2008 12:01 PM US Mountain Standard Time RChacon

*** PHONE LOG 11/21/2008 03:29 PM US Mountain Standard Time CCummins Action Type:Incoming call
CUSTOMER STATES
1. I HAVE AN APPOINTMENT WITH THE DEALERSHIP ON WEDNESDAY
2. APPOINTMENT IS AT 10 AM

WRITER STATES
1. APOLOGIZED FOR SITUATION
2. WILL FOLLOWUP WITH THE SVC MGR ON WEDNESDAY
3. ADVISED WHILE KIA DOES NOT HAVE A PROVISION FOR RENTALS, KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	12,000

Kingsland, TX[redacted] Prod. Date: 8/7/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

4. 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

*** COMMIT 11/21/2008 03:30 PM US Mountain Standard Time CCummins Action Type:Callback Required

*** CASE CLOSE 11/21/2008 03:31 PM US Mountain Standard Time CCummins
COMMITMENT SET

*** PHONE LOG 11/26/2008 10:28 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
1. SPOKE WITH GENE, SVC ADV (SVC MGR NOT AVAILABLE)
2. IS THE VEHICLE THERE?
3. WHAT IS THE PROBLEM?
4. WHEN WILL IT BE READY?

GENE STATES
1. VEHICLE IS HERE
2. ***AIR BAG*** LIGHT AND FUEL SPITTING OUT
3. REPLACING ***PASSENGER*** CUSHION AND THE FUEL NECK FILTER IS BEING REPLACED
4. SHOULD BE DONE TODAY

*** PHONE LOG 11/28/2008 07:29 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
1. SPOKE WITH JIMMY, SVC ADV (SVC MGR NOT AVAILABLE TODAY)
2. CHECKING ON STATUS OF THE VEHICLE

JIMMY STATES
1. VEHICLE WAS PICKED UP WEDNESDAY AFTERNOON

*** COMMIT 11/28/2008 08:38 AM US Mountain Standard Time CCummins Action Type:Callback Required

*** PHONE LOG 11/28/2008 08:39 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
1. SPOKE WITH MS[redacted]
2. ASKED IF VEHICLE WAS PICKED UP WEDNESDAY
3. ASKED CUSTOMER TO TAKE BACK TO THE DEALERSHIP IF PROBLEM PERSIST

CUSTOMER STATES
1. STILL SPITTING GAS AND THE ***AIRBAG*** LIGHT CAME YESTERDAY

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	K1514177	12,000

Kingsland, TX[redacted] Prod. Date: 8/7/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

4. PUT GAS IN THE VEHICLE THURSDAY AND IT STILL SPIT BACK AT US AND THEN THE LIGHT CAME ON FOR THE ***AIRBAG***
5. GOING TO DRIVE IT AND SEE IF THINGS CHANGE OVER THE WEEKEND
6. WILL TAKE IT BACK MONDAY IF THERE IS NOT A CHANGE AND WE WILL CALL YOU

*** CASE CLOSE 11/28/2008 08:40 AM US Mountain Standard Time CCummins

*** PHONE LOG 12/01/2008 10:34 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
1. SPOKE WITH MS CERCONE
2. STILL HAVING THE SAME PROBLEM?
3. ADVISED WHILE KIA DOES NOT HAVE A PROVISION FOR RENTALS, KIA DOES ASSIST WITH RENTALS ON A CASE BY CASE BASIS.
4. 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
5. ADVISED CUSTOMER TO CALL KCC BACK ONCE VEHICLE IS AT THE DEALERSHIP

CUSTOMER STATES
1. STILL HAVING THE SAME PROBLEMS
2. DO NOT KNOW WHAT THEY DID BUT THEY DID NOT FIX THE PROBLEM
3. ALSO THE ***SEAT*** THAT WAS REPLACED IS REALLY HARD, UNLIKE THE DRIVER'S ***SEAT*** THAT SEEMS TO FIT YOU WHEN YOU SIT IN IT
4. DO NOT KNOW WHEN I WILL BE TAKING IT BACK BUT I WILL NEED A VEHICLE TO DRIVE
5. WILL CALL WHEN BACK AT THE DEALERSHIP

*** CASE CLOSE 12/01/2008 10:35 AM US Mountain Standard Time CCummins

*** PHONE LOG 12/17/2008 08:09 AM US Mountain Standard Time SLamp Action Type:Incoming call
CUST STATED
1 I CALLED IN BEFORE BUT I DON'T HAVE MY CASE # OR MY VIN WITH ME
2 THIS IS THE 3RD TIME OUR CAR HAS BEEN TO THE DLR, TX072, FOR THE SAME PROBLEM
3 THE ***AIRBAG*** LIGHT KEEPS COMING ON AND THE GAS SPITS OUT WHEN WE FILL THE TANK
4 WE LEARNED LONG AGO NOT TO OVER-FILL THE TANK, SO WHEN THE PUMP CLICKS, WE STOP
5 I'D RATHER NOT DEAL WITH CARLOS, THE SVC MGR AT THE DLR
6 HE DISRESPECTS ME BY NEVER CALLING ME BACK OR ANSWERING MY MESSAGES
7 GLENN, THE ASSISTANT SVC MGR HAS BEEN VERY NICE AND SEEMS KNOWLEDGEABLE
8 I CAN CALL YOU BACK IN A LITTLE WHILE WITH MY VIN # AND THE OTHER CASE #

WRITER ADVISED
1 APOLOGIZED
[TRIED TO FIND THE OTHER CASE BY ALL METHODS AVAILABLE; TO NO AVAIL]

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	12,000

Kingsland, TX[redacted] Prod. Date: 8/7/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

3 PROVIDED CURRENT CASE # AND EXTENSION

CUST STATED
1 THANK YOU

*** PHONE LOG 12/17/2008 08:09 AM US Mountain Standard Time SLamp Action Type:Incoming call
CUST STATED
1 PROVIDED VIN #

WRITER ADVISED
1 THANK YOU

*** PHONE LOG 12/17/2008 08:38 AM US Mountain Standard Time SLamp Action Type:Outgoing call
CARLOS, SVC MGR TX072 STATED
1 BOTH OF THE PROBLEMS HAVE COME BACK?
[WRITER CONFIRMED]
2 CAN SHE DUPLICATE THE ***AIRBAG*** LIGHT?
3 PLEASE HAVE HER BRING THE CAR IN AND WE'LL TAKE ANOTHER LOOK AT IT
4 I ALWAYS RETURN MESSAGES, IF NOT THE DAY I GET THEM, BY THE NEXT DAY
5 I APOLOGIZE, I DON'T RECALL GETTING ANY MESSAGES FROM HER

WRITER ADVISED
1 WHEN THE CUST SAT IN THE ***SEAT*** LAST TIME THE CAR WAS IN FOR THIS PROBLEM, THE LIGHT CAME ON
2 IT WILL PROBABLY HAPPEN AGAIN
3 THE CUST KNOWS TO STOP FILLING THE TANK WHEN THE PUMP CLICKS AND YOU'VE ALREADY REPLACED THE NECK
4 PERHAPS THE TECH LINE WOULD BE ABLE TO ASSIST

CARLOS STATED
1 WE'LL TAKE CARE OF IT

*** PHONE LOG 12/17/2008 08:43 AM US Mountain Standard Time SLamp Action Type:Outgoing call
WRITER STATED
1 I SPOKE WITH THE DLR
2 THEY'LL GET OUR TECH LINE INVOLVED TO SEE IF WE CAN CORRECT THESE PROBLEMS
3 CARLOS TOLD ME HE ALWAYS RETURNS HIS CALLS AND CAN'T REMEMBER GETTING YOUR MESSAGES
4 HE APOLOGIZED

CUST STATED
1 NO PROBLEM
2 I HAVE AN APPT ON MONDAY AT 10:00 AM
3 THEY NEVER GIVE US A CAR BECAUSE THEY SAY IT WON'T TAKE THAT LONG TO FIX

WRITER STATED

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	12,000

Kingsland, TX[redacted] Prod. Date: 8/7/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1 APOLOGIZED
2 I'LL PUT YOU ON MY MONDAY SCHEDULE AND FOLLOW UP WITH THE DLR

CUST STATED
1 OK. THANKS

*** COMMIT 12/17/2008 08:44 AM US Mountain Standard Time SLamp Action Type:Callback Required

*** PHONE LOG 12/23/2008 08:25 AM US Mountain Standard Time SLamp Action Type:Outgoing call
CARLOS, SVC MGR TX072 STATED
1 THE CAR IS HERE BUT WE HAVEN'T HAD TIME TO REALLY LOOK AT IT
2 GIVE ME A CALL BACK ABOUT 1:00 AND I SHOULD KNOW SOMETHING

WRITER STATED
1 OK. I'LL TALK WITH YOU THEN

*** PHONE LOG 12/23/2008 01:01 PM US Mountain Standard Time SLamp Action Type:Outgoing call
CARLOS, SVC MGR TX072 STATED
1 LET ME CALL YOU BACK IN 10 MINUTES

WRITER STATED
1 PROVIDED EXT AND CASE #

*** PHONE LOG 12/23/2008 01:06 PM US Mountain Standard Time SLamp Action Type:Incoming call
CARLOS, SVC MGR TX072 STATED
1 WE'RE REPLACING THE GAS TANK
2 THE CAR SHOULD BE DONE BY 5 PM
3 THE CUST WILL PICK IT UP TOMORROW

WRITER STATED
1 THANK YOU

*** PHONE LOG 12/23/2008 01:34 PM US Mountain Standard Time SLamp Action Type:Outgoing call
CUST STATED
1 I'M GLAD TO FINALLY BE ABLE TO PICK UP THE CAR
2 IT WAS VERY INCONVENIENT TO BE WITHOUT IT FOR 2 DAYS
3 I'M STILL CONCERNED BECAUSE THEY CAN'T SEEM TO FIX THE ***AIRBAG***
4 THE ***PASSENGER SEAT*** IS INCREDIBLY HARD AND I HAVE TROUBLE SITTING FOR ANY LENGTH OF TIME WHEN WE TRAVEL
5 WITH THE ***AIRBAG*** NOT FUNCTIONING, I HAVE TO SIT IN THE BACK ***SEAT***

WRITER ADVISED
1 APOLOGIZED

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	12,000

Kingsland, TX[redacted] Prod. Date: 8/7/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

ESTIMATES THE WEIGHT, BUT ALSO MONITORS THE NUMBER OF ACTIVATED CELLS, MAKES CALCULATIONS (BASED ON SIZE AND LOCATION) AND DETERMINES IF THE FRONT ***PASSENGER AIR BAG***S SHOULD BE ENABLED OR NOT. WHEN A PREDETERMINED NUMBER OF THESE CELLS HAVE BEEN DETECTED, THE ***PASSENGER AIR BAG*** (PAB) AND ***PASSENGER*** SIDE ***SEAT*** BELT PRE-TENSIONER (PSBT) CIRCUITRY IS ACTIVATED AND THE "***PASSENGER AIR BAG*** OFF" LIGHT IS TURNED OFF.
3 IT IS IMPORTANT TO KNOW THAT WEIGHT ALONE CANNOT BE USED AS CRITERION FOR EVALUATING THE FUNCTIONALITY OF THE ***OCS***. IF THE ***OCS*** SENSES THAT THE ***SEAT*** IS OCCUPIED BY SOMEONE OF LIGHT WEIGHT OR THE ***PASSENGER*** IS OUT OF POSITION, THE SYSTEM WILL ILLUMINATE THE "***PASSENGER AIR BAG*** OFF" LAMP.
4 FOR SMALL STATURE ADULTS, THE ***PASSENGER*** SENSING SYSTEM MAY TURN OFF THE ***PASSENGER***'S ***AIRBAG***S, DEPENDING ON THE PERSON'S ***SEAT***ING POSTURE AND BODY BUILD. IF THIS HAPPENS, TURN THE VEHICLE OFF, PLACE THE ***SEAT*** BACK IN THE FULL UPRIGHT POSITION, AND SIT UPRIGHT IN THE ***SEAT***, CENTERED ON THE ***SEAT*** CUSHION WITH LEGS COMFORTABLY EXTENDED. RESTART THE VEHICLE AND HAVE THE PERSON REMAIN IN THIS POSITION FOR ABOUT 30 SECONDS. THIS WILL ALLOW THE SYSTEM TO DETECT THE PERSON AND ENABLE THE ***PASSENGER***'S ***AIRBAG***S.

CUST STATED
1 WE'VE TRIED ALL THAT AND IT'S OK FOR A WHILE BUT THEN GOES BACK ON

WRITER ADVISED
1 I'LL CONTACT THE DLR AND HAVE HIM SIT WITH YOU IN THE ***PASSENGER***'S ***SEAT*** TOMORROW WHEN YOU GO TO PICK UP THE VEHICLE
2 I'LL ALSO SPEAK WITH HIM ABOUT THE FIRMNESS OF THE ***PASSENGER SEAT***

CUST STATED
1 OK. THANKS

*** PHONE LOG 12/23/2008 01:42 PM US Mountain Standard Time SLamp Action Type:Outgoing call
WRITER ADVISED CARLOS, SVC MGR, TX072
1 THE CUST IS GLAD THE GAS TANK PROBLEM IS FIXED
2 SHE'S UPSET, HOWEVER ABOUT THE ***AIRBAG*** LIGHT
3 I SEE YOU'VE HAD TROUBLE DUPLICATING THE PROBLEM
4 WHEN SHE PICKS UP THE CAR TOMORROW, PLEASE SIT WITH HER IN THE CAR WITH HER IN THE ***PASSENGER SEAT***
5 MAYBE WE CAN DUPLICATE THE PROBLEM
6 IS A SOFTER ***PASSENGER SEAT*** AVAILABLE? [CARLOS SAID HE DIDN'T THINK SO]
7 THE CUST HAS A BAD SCIATIC AND THE ***SEAT*** IS TOO HARD FOR ANYTHING LONGER THAN A SHORT TRIP

CARLOS STATED
1 I'LL TALK TO HER ABOUT THESE THINGS TOMORROW

WRITER STATED
1 OK. THANKS

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	12,000

Kingsland, TX[redacted] Prod. Date: 8/7/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1. have case with Susan

Writer stated:
1. warm transferred to FCM/Susan

*** PHONE LOG 12/24/2008 10:32 AM US Mountain Standard Time SLamp Action Type:Incoming call
CUST STATED
1 WE WEREN'T ABLE TO PICK THE CAR UP BECAUSE THEY FOUND SOMETHING ELSE WRONG
2 THEY HAD TO ORDER A GAS CANISTER, AND THEY'RE WAITING FOR THE FED EX DELIVERY
3 I'M SUPPOSED TO BE IN CALIFORNIA RIGHT NOW
4 IT IS MY LAST CHANCE TO SEE MY SON BEFORE HE DEPLOYS TO IRAQ
5 IT IS MY LAST CHANCE TO SEE MY GRANDSON, TOO
6 I DON'T WANT THIS VEHICLE ANY MORE
7 THIS IS A NEW CAR AND I DON'T TRUST IT
8 I HAVEN'T ASKED FOR COMPENSATION FOR THE 2 DAYS I'VE LOST AT WORK, ALL THE MINUTES WASTED ON MY CELL PHONE, THE MILES DRIVEN TO THE DLR AND BACK EVERY TIME I'VE HAD TO TAKE IT BACK
9 THEY CAN'T EVEN FIX THE ***AIRBAG***, THE ***SEAT*** IS SO HARD I CAN'T PHYSICALLY SIT IN IT
10 I HAVE TO RIDE IN THE BACK ***SEAT*** OF MY OWN CAR
11 I WANT THIS CAR FIXED TODAY OR I DON'T WANT IT BACK

WRITER ADVISED
1 APOLOGIZED
2 I HAVE NO CONTROL OVER FED EX
3 I'LL CALL CARLOS AND LET HIM KNOW THE SITUATION AND TO REPAIR THE CAR AS SOON AS THE PART COMES IN
4 I CAN ALSO FORWARD YOUR CONCERNS ON TO A HIGHER OFFICE
5 KIA WILL DO ALL WE CAN TO HELP YOU

CUST STATED
1 YEAH, GOOD BYE

*** PHONE LOG 12/24/2008 10:36 AM US Mountain Standard Time SLamp Action Type:Outgoing call
CARLOS, SVC MGR TX072 STATED
1 THE PART CAME IN AND THE CAR IS DONE

WRITER STATED
1 THANK YOU

*** PHONE LOG 12/24/2008 10:38 AM US Mountain Standard Time SLamp Action Type:Outgoing call
WRITER ADVISED MR CERCONE
1 I JUST SPOKE WITH CARLOS AT THE DLR
2 THE PART CAME IN AND THE CAR IS DONE

MR[redacted] STATED
1 THAT'S WHAT THEY SAID YESTERDAY AND THEN THEY FOUND SOMETHING ELSE WRONG
2 WHY HASN'T THE DLR CALLED US?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	12,000

Kingsland, TX[redacted] Prod. Date: 8/7/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

3 WE'RE VERY UNHAPPY WITH KIA

WRITER ADVISED
1 APOLOGIZED

CUST STATED
1 THANK YOU FOR YOUR CALL

*** CASE CLOSE 12/24/2008 10:39 AM US Mountain Standard Time SLamp

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	282

Fredericksburg, VA [redacted] Prod. Date: 9/8/08 Dealer: VA045 Fredericksburg Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

Case History

*** PHONE LOG 12/08/2008 02:35 PM US Mountain Standard Time TMorales

VA045 CONTACTED TECHLINE IN CASE [redacted] FOR ***OCS*** PROBLEM.
PLEASE CONTACT DEALER, THEN CUSTOMER

*** PHONE LOG 12/09/2008 08:37 AM US Mountain Standard Time TMorales Action Type:Incoming call
WRITER CALLED VA045 SVC MGR ERIC
1. WE ORDERED THE MODULE
2. TECHLINE HAD US SWITCH THE ***SEAT***; THAT VERIFIED THAT THE MODULE WAS THE PROBLEM
3. THE PART IS SUPPOSED TO COME IN ON THURSDAY

*** PHONE LOG 12/09/2008 08:39 AM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED MS. T[redacted] AND LVM STATING"
1. KIA IS AWARE THAT ***PASSENGER AIRBAG*** DETECTION WAS A PROBLEM
2. WRITER CALLED VA045 WHO STATED THEY HAVE THE MODULE TO FIX THAT ON ORDER; IT WILL BE IN AT THE DLR ON THURSDAY OR SO
3. WRITER WILL FOLLOW UP WITH THE DEALER AND CUST BY FRIDAY
4. VERIFIED WRITER CONTACT INFO

*** NOTES 12/10/2008 01:06 PM US Mountain Standard Time TMorales Action Type:Manager review
JD Powers survey response (Q16):
Customer responded "YES" on their survey when asked if there were problems at delivery. Please contact customer regarding any unresolved issues.

*** PHONE LOG 12/12/2008 08:35 AM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED SVC MGR ERIC VA045 WHO STATED:
1. WE RECEIVED THE PART YESTERDAY (***SEAT*** BOTTOM) BUT IT WAS DAMAGED.
2. WE REORDERED THE PART AND SPOKE WITH THE PDC; THEY SAID THEY WILL EXAMINE THE PART BEFORE SHIPPING , OVERNIGHT IT.
3. WE EXPECT TO HAVE THE PART TOMORROW
4. WE CALLED THE CUST AND TOLD HER ABOUT THIS

*** PHONE LOG 12/12/2008 08:36 AM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED MS. [redacted] AND LVM STATING
1. WRITER SPOKE WITH THE DEALER TODAY; WRITER AWARE THAT PART CAME IN BUT HAD SOME SHIPPING DAMAGE
2. DEALER HAS REORDERED AND PART SHOULD BE IN TOMORROW AM
3. WRITER WILL FOLLOW UP WITH THE DEALER AND CUST ON MONDAY
4. SORRY ABOUT THE DELAY
5. VERIFIED WRITER CONTACT INFO

*** PHONE LOG 12/16/2008 09:53 AM US Mountain Standard Time TMorales Action Type:Outgoing call
SVC MGR ERIC VA045 STATED:
1. THE ***SEAT*** BOTTOM CAME IN, WAS INSTALLED, AND CUST PICKED UP VEH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	282

Fredericksburg, VA [redacted] Prod. Date: 9/8/08 Dealer: VA045 Fredericksburg Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

*** PHONE LOG 12/16/2008 09:54 AM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED CUST AND LVM STATING:
1. WRITER UNDERSTANDS REPAIR COMPLETE, WANTED TO VERIFY WITH CUST THAT ISSUE IS RESOLVED.
2. PLEASE CALL BACK WRITER; VERIFIED WRITER CONTACT INFO AND CASE NUMBER

*** PHONE LOG 12/18/2008 01:26 PM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED CUST AND LVM STATING:
1. WRITER UNDERSTANDS REPAIR COMPLETE, WANTED TO VERIFY WITH CUST THAT ISSUE IS RESOLVED.
2. PLEASE CALL BACK WRITER; VERIFIED WRITER CONTACT INFO AND CASE NUMBER

*** PHONE LOG 12/19/2008 03:00 PM US Mountain Standard Time TMorales Action Type:Outgoing call
WRITER CALLED CUST AND LVM STATING:
1. WRITER UNDERSTANDS REPAIR COMPLETE, WANTED TO VERIFY WITH CUST THAT ISSUE IS RESOLVED.
2. PLEASE CALL BACK WRITER; VERIFIED WRITER CONTACT INFO AND CASE NUMBER

CAll me letter sent

*** CASE CLOSE 12/19/2008 03:00 PM US Mountain Standard Time TMorales

*** NOTES 12/30/2008 11:31 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
Apology letter and $25 gift card sent to customer 12/30/08 due to problems early in ownership.

*** CASE CLOSE 12/30/2008 11:31 AM Pacific Daylight Time KWarren

*** CASE CLOSE 01/06/2009 03:22 PM US Mountain Standard Time JHirshfield
Tread ***AIRBAG*** review -- JH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122775[redacted]	[redacted]	11,397

Staten Island, NY[redacted] Prod. Date: 6/21/07 Dealer: NY079 Giuffre Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 03/05/2009 02:49 PM US Mountain Standard Time DDailous
CUSTOMER STATES
1. MY ENGINE LIGHT IS ON AND I DON'T KNOW WHY
2. THE LIGHTER IS NOT WORKING EITHER
3. THE THING IN THE TRUNK TO PULL ***SEAT***S DOWN IS NOT ATTACHED, IT IS HANGING
4. THE ***PASSENGER*** SIDE ***AIRBAG*** LIGHT IS BLINKING WHEN SOMEONE IS IN THE CAR
5. I AM THINKING THAT IS DANGEROUS

WRITER STATES
1. UPDATED, NO RECALLS, APOLOGIZED
2. IS THE LIGHT FLASHING OR SOLID (SOLID)
3. IF IT STARTS FLASHING AT YOU, PLEASE DO PULL OVER AND CALL RSA
4. YOU VERY MUCH SO HAVE WARRANTY ON THE CAR
5. RECOMMEND YOUR TAKING IN AND HAVING THEM TAKE A LOOK AT THIS FOR YOU

CUSTOMER STATES
1. IS THIS GOING TO COST ME?

WRITER STATES
1. DEPENDS ON WHAT THEY FIND
2. YOUR WARRANTY WILL NOT COVER NORMAL MAINTENANCE ITEMS OR NORMAL WEAR AND TEAR ITEMS

CUSTOMER STATES
1. THANK YOU
2. WHAT IS THE NUMBER TO RSA FOR FUTURE REFERANCE?

WRITER STATES
1. THIS NUMBER TO REACH ME AND OPTION ONE

*** CASE CLOSE 03/05/2009 02:49 PM US Mountain Standard Time DDailous

*** CASE CLOSE 04/09/2009 01:50 PM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122085[redacted]	[redacted]	12,000

Pennsville, NJ [redacted] Prod. Date: 7/13/07 Dealer: DE003 NuCar Connection Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 04/08/2009 12:02 PM US Mountain Standard Time UValencia
CALLER STATES [redacted] (WIFE)
1.- I HAD TO TAKE IT TO THE SHOP YESTERDAY, I AM GOING OUT OF TOWN, I NEED A VEHICLE TO DRIVE I THINK THAT KIA SHOULD PAY FOR A RENTAL
2.-THE ***AIR BAG*** LIGHT WOULD NOT GO OFF
3.- I HAD THIS ISSUE BEFORE, I TOOK IT TO THE DLR FOR AN OIL CHANGE LAST TIME,THEY RESET IT
4.- THE LIGHT CAME BACK ON AGAIN, SO I TOOK IT BACK, BECAUSE I AM TAKING A TRIPP AND I NEED TO MAKE SURE THAT I HAVE ***AIR BAG***S
5.- I NEED A VEHICLE TO GO IN THAT TRIP
6.- I WOULD LIKE TO KNOW IF KIA CAN COVER THE EXPENSE
7.- I DON'T THINK THAT I SHOULD HAVE TO PAY FOR THAT
8.- I NEED TO LEAVE TOWN TOMORROW NIGHT OR EARLY FRIDAY MORNING
9.- THE PERSON THAT I AM WORKING WITH IS JENT. THAT IS HIS NAME
10.- YOU CAN CALL ME BACK AT 8[redacted]

WRT STATES
1.- UPDATE NO RECALLS
2.- APOLOGIZED
3.- KIA DOESN'T HAVE A PROVISION FOR RENTAL VEHICLES
4.- KIA MAY ASSIST ON A CASE BY CASE BASIS
5.- WRT WILL CONTACT DLR, AND DPSM
6.- WRT CAN'T GUARANTEE ASSISTANCE, BUT WILL BE HAPPY TO CHECK FOR YOU
7.- WHO IS THE PERSON THAT IS WORKING WITH YOU AT THE DLR
8.- WRT WILL CONTACT DLR NOW FOR DIAGNOSE
9.- AS SOON AS MORE INFORMATION BECOMES AVAILABLE, WRT WILL FOLLOW UP WITH YOU
10.- PROVIDED CASE# AND CONTACT INFORMATION
11.- CST THANKED WRT FOR INFORMATION

*** PHONE LOG 04/08/2009 12:05 PM US Mountain Standard Time UValencia Action Type:Incoming call
WRT CALLED ED JENT AT DE003, WRT LVM REQUESTING A CALLBACK, PROVIDED CASE# AND CONTACT INFORMATION

*** PHONE LOG 04/08/2009 12:28 PM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED ED
1.- CALLING FOR DIAGNOSE
2.- DO YOU THINK THAT WILL HAVE A DIAGNOSE TODAY?
3.- WILL CALL FIRST THING TOMORROW MORNING
4.- NEED DIAGNOSE TO CONTACT DPSM FOR RENTAL APROVAL

ED JENT STATES
1.- CAME IN WITH AN AB LIGHT
2.- THE LAST TIME SHE HAD IT ON WAS 7/1/08
3.- SCANNED CODES NEEDED TO REPLACED OC ***SEAT*** SENSOR, DID THAT
4.- CODE # B1449 CAME BACK ON, INTERNAL SRCM FAILURE, NEED TO REPLACED MODULE
5.- REPLACED MODULE, LIGHT CAME BACK ON
6.- WE HAVE AN OPEN CIRCUIT NOW, WITH NO CODES
7.- WE WILL KNOW MORE ABOUT THIS TOMORROW MORNING

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122085[redacted]	[redacted]	12,000

Pennsville, NJ [redacted] Prod. Date: 7/13/07 Dealer: DE003 NuCar Connection Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** EMAIL OUT _ UValencia Action Type:External email
Send to:[GKARAS@KIAUSA.COM]
GEORGE,

MS [redacted] VEHICLE IS AT DE003 FOR AN AB LIGHT CONCERN. PER ED JENT VEHICLE DIAGNOSE WILL BE COMPLETED TOMORROW, CST IS REQUESTING RENTAL ASSISTANCE , AS SHE IS GOING OUT OF TOWN. PLEASE LET ME KNOW IF YOU ARE WILLING TO PROVIDE RENTAL ASSISTANCE.

UZZIEL EXT 45248

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.

[redacted]

*** PHONE LOG 04/09/2009 09:22 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED ED AT DE003, WRT LVM REQUESTING A CALLBACK, PROVIDED CASE# AND CONTACT INFORMATION

*** PHONE LOG 04/09/2009 10:09 AM US Mountain Standard Time UValencia Action Type:Incoming call
ED JENT FROM DE003 LVM STATING THAT TECHNICIAN IS CURRENTLY WORKING WITH TECH LINE

*** PHONE LOG 04/09/2009 10:14 AM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT CALLED ED JENT AT DE003, WRT LVM REQUESTING A CALLBACK, PROVIDED CONTACT INFORMATION

*** PHONE LOG 04/09/2009 10:52 AM US Mountain Standard Time AJudson Action Type:Incoming call
SVCA Ed from DE003 States:
1. Trying to reach extension 45248.
2. Gave customer name and VIN.

Writer States:
1. Advised that FCM UValencia is working on case.
2. Will transfer SVCA to his extension, if not available, leave a VM.

WRITER TRANSFERRED CUSTOMER TO FCM UVALENCIA VM

*** PHONE LOG 04/09/2009 12:17 PM US Mountain Standard Time UValencia Action Type:Incoming call
EDJENT LVM STATING

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE1220854[redacted]	[redacted]	12,000

Pennsville, NJ[redacted] Prod. Date: 7/13/07 Dealer: DE003 NuCar Connection Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1.- STILL WORKING WITH TECH LINE
2.- VEHICLE WILL NOT BE DONE TODAY
3.- SHE WANTS HER VEHICLE BACK, WILL CALL CST

*** PHONE LOG 04/09/2009 12:25 PM US Mountain Standard Time UValencia Action Type:Incoming call
ED JENT FROM DE003 STATES
1.- HE IS GOING BACK AND FORT WITH TECH LINE (E-MAILLING)
2.- I COULD NOT LET THAT CAR GO WITH AN ***AIRBAG*** MODULE CONCERN
3.- I STILL DON'T HAVE A DIAGNOSE
4.- DID NOT CALLED DPSM FOR RENTAL SINCE WE DON'T HAVE A DIAGNOSE
5.- I CALLED CST AND EXPLAINED THAT TO HER

WRT STATES
1.- CALLING FOR UPDATE
2.- ANY DIAGNOSE YET?
3.- DID YOU CONTACTED DPSM FOR RENTAL ASSISTANCE?
4.- WILL CALL GKARAS
5.- THANKED CALLER FOR INFORMATION

*** PHONE LOG 04/09/2009 12:27 PM US Mountain Standard Time UValencia Action Type:Outgoing call
WRT LVM FOR GKARAS STATING
1.- THIS CAR IS STILL BEING DIAGNOSE
2.- DLR HAS BEEN WORKING WITH TECH LINE, CASE T1574650
3.- THERE IS STILL NO DIAGNOSE, OR ETA FOR COMPLETION OF REPAIRS
4.- CST HAS REQUESTED RENTAL ASSITANCE
5.- I KNOW THAT A DIAGNOSE IS NEEDED, BUT WILL LIKE TO SEE IF YOU'RE WILLING TO ASSIST
6.- CST NEEDS TO GO OUT OF TOWN TOMORROW
7.- PLEASE LET ME KNOW

*** EMAIL OUT _ UValencia Action Type:External email
Send to:[GKARAS@KIAUSA.COM]
GEORGE,

1.- THIS CAR IS STILL BEING DIAGNOSE
2.- DLR HAS BEEN WORKING WITH TECH LINE, CASE[redacted]
3.- THERE IS STILL NO DIAGNOSE, OR ETA FOR COMPLETION OF REPAIRS
4.- CST HAS REQUESTED RENTAL ASSITANCE
5.- I KNOW THAT A DIAGNOSE IS NEEDED, BUT WILL LIKE TO SEE IF YOU'RE WILLING TO ASSIST
6.- CST NEEDS TO GO OUT OF TOWN TOMORROW
7.- PLEASE LET ME KNOW

HERE ARE THE NOTES FROM TECH LINE CASE
FOLLOWED PROCEDURE TO FOUND PROBLEM UPTO THE HARNESS BECAUSE I HAVE CHECKED WIRES FROM F48 TO F45 AND THEY ARE GOOD I CHECKED POWER AND GROUND THEY ARE GOOD BEFORE I GO ORDERING A SRS MAIN HARNESS I WOULD LIKE TO UNDERSTAND WHAT I AM MISSING THE LIGHT ON

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122085[redacted]	[redacted]	12,000

Pennsville, NJ[redacted] Prod. Date: 7/13/07 Dealer: DE003 NuCar Connection Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

THE P/***SEAT AIR BAG*** TO INDICATE OFF STAYS ON UNTILL THEY CODE COMES UP THEN THAT LIGHT GOES OUT IF THAT HELPS IN ANY WAY I DON'T REALLY SEE WHAT IS CAUSING COMM. ERROR B1449 BUT IT IS A HARD FAILURE WON'T CLEAR.
LET ME KNOW IF YOY HAVE ANY IDEAS
THANKS
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 04/09/2009 08:33 AM Pacific Daylight Time RHicks Action Type:Incoming call
Al,

To start with lets try disconnecting and applying some stabilant to SRS connector and ***OCS*** connector
- reset system and see if COMM can be reinstated.
- if concern is not present now... inspect pin tension and add stabilant.
- Do you have COMM with the SRS module

*** NOTES 04/09/2009 08:50 AM clarify Action Type: Manager review
*** Performed by contact: Al Pagano,[redacted]
HAVE COM TO SRS MODULE THAT IS OK JUST DON'T HAVE COMM. FORM ***OCS*** TO SRS MODULE
CHECKED PIN TENSION AND CHECKED NO CORROSION
ANY CONECTORS AND IT IS A HARD FAILURE B1449
WILL COME BACK EVERYTIME AFTER A/B RUNS SELF DIAG. ADD STAB TO COMTACTS STILL THE SAME ALL IS POINTING TO THE HARNESS BUT WHEN PARTS DEPT LOOKED FOR HARNESS WE WERE NOT SURE IF HE WAS LOOKING UP CORRECT 1 SO I WANTED TO MAKE SURE IF THE HARNESS IS THE PROBLEM THAT WE ORDER CORECT 1

*** PHONE LOG 04/09/2009 11:57 AM Pacific Daylight Time RHicks Action Type:Incoming call
Al,

I need you to inspect the resistance between the ***OCS*** and the SRSCM
- OC Senor F48 p 2 <--> SRS Module F45 p 70
- Stabilant can be use on this circuit
- inspect circuit for short to BATT and short to B-
- if alls Ok there - swap a known good OC Sensor(complete ***SEAT*** would be easy and fast)
-swap SRS module

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.

[redacted]

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122085[redacted]	[redacted]	12,000

Pennsville, NJ [redacted] Prod. Date: 7/13/07 Dealer: DE003 NuCar Connection Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** NOTES 04/09/2009 01:05 PM US Mountain Standard Time UValencia Action Type:Manager review
PLEASE CONTACT DPSM FOR RENTAL ASSISTANCE, THEN FOLLOW UP WITH CST ABOUT DECISION. I HAVE LVM FOR GKARAS

*** PHONE LOG 04/10/2009 03:07 PM US Mountain Standard Time TLarson Action Type:Incoming call
SERVICE ALERT VOICEMAIL RECEIVED FROM ED @ DE003

1 PROVIDE CUSTOMERS NAME
2 PROVIDED VIN
3 PROVIDED MILEAGE
4 NO PROBLEM NOTED

*** PHONE LOG 04/14/2009 01:31 PM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
1. SPOKE WITH STEVE, SVC MGR
2. WHAT IS THE STATUS ON THE REPAIRS OF THE VEHICLE?
3. ANY ETA ON COMPLETION?

STEVE STATES
1. WE ARE INSTALLING A COMPLETE BODY HARNESS ON THE VEHICLE
2. WE HAVE TO GUT THE WHOLE VEHICLE TO DO THE INSTALLATION
3. SHOULD HAVE IT COMPLETED TOMORROW OR THURSDAY

WRITER STATES
1. WILL CHECK ON THURSDAY

*** PHONE LOG 04/16/2009 12:57 PM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
1. SPOKE WITH ED, SVC MGR
2. CHECKING ON STATUS OF THE REPAIRS

ED STATES
1. GKARAS IS HERE RIGHT NOW
2. WE ARE CHECKING ON THE VEHICLE
3. THE WIRING HARNESS DID NOT REPAIR THE VEHICLE
4. WE ARE GETTING READY TO CALL MS LACOUNT NOW, SO PLEASE DO NOT CALL
5. CALL STEVE IN THE AM

*** PHONE LOG 04/17/2009 12:36 PM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
1. SPOKE WITH STEVE, SVC ADV
2. ADVISED WAS TOLD TO SPEAK WITH YOU ABOUT THE LACOUNT VEHICLE
3. WHAT IS THE STATUS ON THE REPAIRS?

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122085[redacted]	[redacted]	12,000

Pennsville, NJ[redacted] Prod. Date: 7/13/07 Dealer: DE003 NuCar Connection Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

4. HAS THE CUSTOMER BEEN CONTACTED?

STEVE STATES
1. VEHICLE IS DONE
2. WE DID HAVE AN ISSUE BUT THE FACTORY REP HELP SOLVE IT
3. BELIEVE THE CUSTOMER HAS BEEN CONTACTED

*** PHONE LOG 04/21/2009 10:29 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
1. SPOKE WITH ED JENT, SVC DIR
2. CHECKING ON THE REPAIR STATUS OF THE VEHICLE
3. WHAT PHONE # DO YOU HAVE FOR THE CUSTOMER?

ED STATES
1. THE VEHICLE IS GONE
2. PICKED UP LAST WEEK
3. PHONE # WE HAVE IS[redacted]

*** PHONE LOG 04/21/2009 10:30 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
1. TRIED CALLING CUSTOMER
2. PHONE RINGS 4 TIMES AND THEN DISCONNECTS

*** PHONE LOG 04/22/2009 10:53 AM US Mountain Standard Time CCummins Action Type:Outgoing call
WRITER STATES
1. LEFT VM FOR CALL BACK
2. FOLLOWING UP ON REPAIR COMPLETION
3. PROVIDED CASE # AND CONTACT INFO

*** CASE CLOSE 04/23/2009 10:29 AM US Mountain Standard Time CCummins
TRIED CALLING CUSTOMER 2 TIMES

*** CASE CLOSE 07/06/2009 10:34 AM Pacific Daylight Time MWirz
TREAD REVIEW DONE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,058

Crystal River, FL[redacted] Prod. Date: 8/13/08 Dealer: FL094 Citrus Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 05/07/2009 08:40 AM US Mountain Standard Time AJudson
Mrs. [redacted] (wife) States:

1. Called dealer because I have a problem with the ***PASSENGER AIRBAG*** indicator being on.
2. The vehicle was pulling to the left as well, took it back the day after I purchased it.
3. The AC was not blowing well, had a problem with that as well.
4. The knob for the window fell off in my hand just now so I have to take it back again.
5. I just rolled the window up, driving back from Tampa currently.
6. I was upset and irate, was scared that the ***AIRBAG*** would not deploy, my pregnant daughter was in the vehicle, she weighs 125 pounds.
7. I spoke to the salesman Al who sold me the vheicle, I feel like I should be able to get out of the contract because the vehicle is a Lemon.
8. I told them to make sure that I have Gap coverage, they did not give me the Gap coverage, advised I could pay $400 now to get added.
9. SVCA advised me that they CND concern with the ***AIRBAG*** indicator, they resolved the pulling concren.
10. On my paperwork it says that I should be getting 28 MPG but am only getting about 23 MPG.
11. I am taking the vheicle back currently for a concern with the knob for the window roller handle.
12. Behind the front wheel well, there was black stuff on there, they advised that it was black dust, I asked SVCA if she thought it may be brake dust.
13. I feel that I am being taken for a ride by the dealer.

Writer States:
1. Apologized for the problem.
2. Advised customer that FL094 is independently owned and operated, any problems with customer service, speak to a manager at the dealer.
3. Writer will follow up wit the dealer to address customer concerns with the repairs on the vehicle.
4. Gave customer case number, writers name, 800# and extension.
5. Requested callback for immediate assistance.

*** PHONE LOG 05/07/2009 11:33 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called FL094 and SVC MGR Paul states:
1. Vehicle is not currently here, customer did come in.
2. We ordered a new handle with knob for the window concern.
3. We CND the AC or ***AIRBAG*** indicator concern, ***AIRBAG***
4. The window handle assembly should be in on Monday.

*** PHONE LOG 05/07/2009 11:38 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and left VM:
1. Gave name, 800#, extension and case number.
2. Advised that part is ordered, supposed to arrive Monday.
3. Writer will follow up with dealer and customer on Monday.
4. Advised that AC/***AIRBAG*** indicator concern could not be duplicated.
5. Writer will be out of the office tomorrow 5/8/09, give case# to any FCM for immediate assistance.

*** PHONE LOG 05/11/2009 12:08 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called FL094 and states:
1. Calling to get update of customer part order?

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,058

Crystal River, FL 3[redacted] Prod. Date: 8/13/08 Dealer: FL094 Citrus Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

SVC MGR Paul states:
1. Part number for window crank is 82630-22001GN.
2. Do not have order#, should be in tomorrow.

*** PHONE LOG 05/12/2009 08:53 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called FL094 and states:
1. Calling to get update of customer part order?

SVCA Michelle states:
1. The part has arrived and left VM for customer to advise.

*** PHONE LOG 05/12/2009 08:55 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and states to Jimmy:
1. Advised that customer part arrived at dealer.
2. Contact dealer to make appointment to go in for repair.

*** PHONE LOG 05/13/2009 10:38 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and left VM:
1. Advised that the part has arrived at dealer.
2. Contact FL094 to schedule appointment for concern.
3. Gave name, 800#, extension and case number.
4. Requested callback if additional assistance is needed.

*** CASE CLOSE 05/13/2009 10:40 AM US Mountain Standard Time AJudson

*** PHONE LOG 06/24/2009 07:29 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd customer VM request for call back indicating that the ***OCS*** is not functioning properly in her 2009 Spectra

*** PHONE LOG 06/24/2009 08:14 AM US Mountain Standard Time CCummins Action Type:Incoming call
MS KIRKLAND, SPOUSE, STATES
1. THE ***AIRBAG*** LIGHT IS INTERMITTENLY COMING ON AND GOING OFF
2. I HAVE CALLED JSIFFORD EVERYDAY FOR A RESOLUTION
3. I AM NOT GETTING ANYTHING DONE ON THIS SITUATION
4. LET ME SPEAK WITH YOUR SUPERVISOR BECAUSE YOU ARE GIVING ME AN ATTITUDE

WRITER STATES
1. APOLOGIZED FOR THE SITUATION
2. EXPLAINED THAT JSIFFORD IS HANDLING THE CALL
3. EXPLAINED THAT NOT EVERY VEHICLE COMING OFF THE FACTORY FLOOR IS PERFECT AND KIA WANTS TO GET THE VEHICLE REPAIRED PROPERLY
4. OFFERED TO TRANSFER CUSTOMER TO JSIFFORD'S VM OR CALL JUNE FOR THE CUSTOMER (DECLINED)
5. TRANSFERRED CUSTOMER TO TL (JON) VM

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,058

Crystal River, FL 34428 Prod. Date: 8/13/08 Dealer: FL094 Citrus Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 06/24/2009 08:24 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust LVM sup call transfer from Chuck
1. she thinks that she is being made to feel like an idiot --she cannot get any answers or assistance
2. she has been LVM for June Sifford with no call back
3. she is unable to get any satisfaction on this vehicle
4. please call back --cell# 3[redacted]

*** PHONE LOG 06/24/2009 09:05 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with customer and stated
1 returning her message
2 case has been escalated to our SRCA and June S is handling it
3. i will contact June and make her aware of the need for her to contact you
cust
1. the knob for the window (which they just fixed), has fallen off again
2 she is scared to death of the ***PASSENGER*** side ***AIRBAG*** not operating if needed
3. she feels that people are treating her like an idiot, which she is not
4. dealership acts like they sold her the car and now they don't care anymore
5. she is really "over this car"

wtr
1. will contact SRCA and request that June contact her @ [redacted]

*** NOTES 06/24/2009 09:14 AM US Mountain Standard Time JHirshfield Action Type:E-mail sent
e-mail sent to SRCAA June S requesting she contact customer

*** PHONE LOG 06/24/2009 12:28 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact at the number she provided [redacted]

*** NOTES 06/29/2009 05:26 PM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA in LL training all day 6/29/09

*** NOTES 06/29/2009 05:26 PM Eastern Daylight Time JuneSifford Action Type:Manager review
Received cusotmer request for call back at [redacted]

*** PHONE LOG 06/29/2009 05:28 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact at number requested by customer [redacted]

*** PHONE LOG 06/30/2009 10:58 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd customer request for call back from receptionist

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,058

Crystal River, FL 34428 Prod. Date: 8/13/08 Dealer: FL094 Citrus Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

SRCAA attempted contact at [redacted] as indicated in Clarify--LM on VM apologizing for missing her call. I will try again in a short while.

*** PHONE LOG 07/02/2009 12:53 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA contacted Ms. [redacted] and reviewed her concerns -- Ms [redacted] states
1. last time in on 6/16/09
2. I have had it in many times for this problem
3. I had to fight to get your number and threaten LL or they would not give me your number
4. I have to drive back and forth to Tampa and do not have time to keep taking it in for this
5. do not know if the Drivers ***AIRBAG*** will work if the other will not work properly
SRCAA advised
1. apologize for the situation
2. understand your concern ,
3. the drivers ***AIRBAG*** has different sensors unrelated to the ***PASSENGER*** system
4. i will contact the Deale & gather the documents for review
5. i will contact the Dist. Mgr and FTR
6. if necessary we will have FTR inspect the car

ms. Kirkland states that the Dealer says the Tech already looked at the ***AIRBAG*** & that is when the did a connector (6/9/09)
once I have more info I can get back with you.
ms. [redacted] states, "yea, thanks for the help"

*** PHONE LOG 07/02/2009 12:56 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Service Manager & requested sales and service doc's

*** NOTES 07/06/2009 09:37 AM Pacific Daylight Time ELau Action Type:Manager review
TREAD REVIEW DONE

*** PHONE LOG 07/06/2009 02:07 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA contacted FL094 & requested RO's. Kerry will give Paul a message.

*** NOTES 07/08/2009 03:31 PM Eastern Daylight Time JuneSifford Action Type:Manager review
RO's received

*** NOTES 07/14/2009 07:47 AM Pacific Daylight Time ThomasT Action Type:Manager review
Tread review completed

*** PHONE LOG 07/17/2009 01:18 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
reviewed w/FTR-- if ***SEAT*** bottom fails it will set a code for ***SEAT*** bottom failure. Not aware of any 09 Spectra ***OCS*** concerns.

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,058

Crystal River, FL 34428 Prod. Date: 8/13/08 Dealer: FL094 Citrus Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Replaced ***SEAT*** bottom to ensure that there was not connection/wire problem. replacement ***SEAT*** functions the same Cusotmer was in today for the aux plug. Did not mention ***OCS***.

*** PHONE LOG 07/17/2009 01:45 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. [redacted] states
1. still having ***AIRBAG*** concern
2. having trouble with aux lighter
3. also the Dealer put a screw in the door handle and it is starting to rub the door
4. the RPM's race but the trans does not seem to catch up
SRCAA advised
1. I will see if I can have my FTR inspect the vehicle.
2. you will need to discuss the other concern with the Dealer as they have not seen the vehicle for these concerns before

*** PHONE LOG 07/17/2009 03:46 PM Eastern Daylight Time JuneSifford Action Type:Incoming call
Review with FTR--SRCAA to schedule FTR on 8/13/09

*** PHONE LOG 07/22/2009 09:14 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms [redacted] and reviewed the FTR inspection
[redacted] will deliver the vehicle for the inspection.

*** PHONE LOG 08/12/2009 04:51 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. [redacted] and advised that I will follow up with her next week.

*** PHONE LOG 08/14/2009 07:39 AM US Mountain Standard Time JSinclair Action Type:Incoming call
Customer states:
1. My ***AIR BAG*** won't turn off and I just picked it up from the dealership again and again they told me nothing was wrong
2. I have video of the light being on!
Wtr states:
1. Apologized
2. Updated info
3. Advs customer wtr will document call
4. Customer must speak with JuneSifford
Customer states:
1. She is going to call me on Monday
2. I will wait
Thanked and call ended

*** PHONE LOG 08/20/2009 03:07 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. [redacted] states
1. the ***PASSENGER AIRBAG*** is still not working
2. I want the car replaced
3. I have pictures and witnesses that it does not work properly
SRCAA advised

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,058

Crystal River, FL 34428 Prod. Date: 8/13/08 Dealer: FL094 Citrus Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

[redacted] states thats fine.

*** PHONE LOG 08/20/2009 03:11 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. [redacted] & requested a copy of her pictures
[redacted] states she will figure out how to do it as the pictures are on her cell phone and call me back

*** PHONE LOG 08/27/2009 07:37 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
e-mail from customer received. video of OSC light on w/person in ***SEAT***. Forwarded to FTR for review.
videos appear to have person sitting with legs crossed, leaning to side & not sitting properly
videos do not show what happened to cause light to come on.

*** PHONE LOG 08/31/2009 02:03 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Ms. [redacted] & advised-- received video and sent them for review.

*** NOTES 09/11/2009 11:30 AM Eastern Daylight Time JuneSifford Action Type:Manager review
SRCAA reviewed case with RCAM--
1. offer to replace or cash settlement
2. non-LL offer

*** PHONE LOG 09/11/2009 11:30 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact--LM on VM advising that I will be sending an offer next week

*** PHONE LOG 09/11/2009 11:31 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted Jane at FL094 & requested sales documents.

*** PHONE LOG 09/24/2009 09:56 AM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA contacted [redacted] and advised that I am sending a goodwill settlement offer letter with release today.
request customer call back if any questions.

*** PHONE LOG 09/28/2009 11:50 AM US Mountain Standard Time RHall Action Type:Incoming call
Mrs [redacted] called
1 I AM SO MAD! I am going to file lemon law- how do I do it?

wrt stated
1 apologized, you would need to reference your WCIM on page 63 for Flordia
2 Each states laws are different so you would have to research who to contact for your area

[redacted] stated
1 The lady I am working with June, she is saying that there is nobody above her
2 She is jerking me around - making me wait months and months
3 Now she sends something out to me and tells me I have 15 days to decide what to do with this piece of crap!

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,058

Crystal River, FL 34428 Prod. Date: 8/13/08 Dealer: FL094 Citrus Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

5 I have videos that I have sent her of the vehicle still not working
6 I am filing lemon law!

*** PHONE LOG 09/28/2009 03:08 PM Eastern Daylight Time JuneSifford Action Type:Outgoing call
SRCAA attempted customer contact to review GW offer again as customer is upset regarding the offer.
LM on VM requesting call back to review offer.

*** PHONE LOG 10/07/2009 10:35 AM Eastern Daylight Time JuneSifford Action Type:Incoming call
SRCAA rec'd customer message requesting call back to discuss extension of GW offer.
SRCAA attempted customer contact -- LM advising that I will extend the offer for another week.
Requested customer call back to discuss GW offer if she has additional questions.

*** NOTES 10/19/2009 10:54 AM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA received MVDN and letter from customer's attorney, Landt, Wiechens, LaPeer, and Ayres
Letter states:
1. This correspondence, along with the enclosed MVDN, is intended to serve as our client's formal notice pursuant to section 681.104, Florida Statutes, that they are invoking the protections provided by the Florida "lemon laws".
2. In that regard, Kia has ten (10) days from receipt of this correspondence within which to respond to this correspondence and provide a reasonable time when our client can bring the subject vehicle to a Kia repair facility to have the necessary repairs performed.
3. Please contact me directly as I represent the above-listed individuals in their Lemon Law action against your company.
4. Alleged defects: ***PASSENGER*** side ***AIRBAG*** indicator light stays on even with ***PASSENGER*** in vehicle.
5. Three or more repair attempts have been made to repair the same substantial defect or condition.

Writer to scan into case and forward to the Southern Region for further handling.

*** CASE CLOSE 10/21/2009 03:57 PM Eastern Daylight Time JuneSifford

*** NOTES 10/23/2009 10:03 AM Eastern Daylight Time JuneSifford Action Type:Manager review
Per review with SRCAA OS--case being forwarded to OS

*** PHONE LOG 10/23/2009 11:00 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer sending acknowledgement letter to atty stating:
1. Per MVDN, scheduling final repair opportunity on Tuesday 11/3/09

*** PHONE LOG 11/03/2009 10:23 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to Michele in service and she stated:
1. The vehicle came in this morning

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,058

Crystal River, FL 34428 Prod. Date: 8/13/08 Dealer: FL094 Citrus Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

3. You will need to talk to the service manager but he isn't available right now
Writer stated:
1. I will call back later today for a status

*** PHONE LOG 11/03/2009 02:02 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to Michelle in service and she stated:
1. Service manager had to leave early today
2. This vehicle has been given back to the customer
Writer stated:
1. Please fax the RO w/tech notes

*** PHONE LOG 11/05/2009 03:09 PM Eastern Daylight Time OSprague Action Type:Incoming call
Received last RO
Will review with RCAM to determine how to respond to attorney

*** PHONE LOG 11/09/2009 09:57 AM Eastern Daylight Time OSprague Action Type:Outgoing call
RCAM sending denial letter to attorney

*** CASE CLOSE 11/09/2009 10:20 AM Eastern Daylight Time OSprague

*** PHONE LOG 11/10/2009 02:50 PM Eastern Daylight Time OSprague Action Type:Incoming call
Attorney sent letter to RCAM stating:
1. Kia needs to reconsider buying this vehicle back
RCAM resending denial letter to attorney stating "case has been closed"

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	7,000

HARRISBURG, NC 28075 Prod. Date: Dealer: NC047 Kia of Monroe

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

Case History

SURVEY DATE : 05/27/2009
SERVICE DATE : 05/26/2009

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :
Response for Service Survey Question Q6b, What caused the dealer not to complete the work requested?:
- Dealership did not have the parts
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 06/01/2009 09:08 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to [redacted] stated
1. This is KMA calling to follow-up on a survey taken about your Kia veh
2. Do you have any questions/ or comments you want kia to know about.

Mr Bennett
1 I bought a Sorento and a Spectra at the same time in 2007
2 I get all maintenance done at the Kia dlr
3 Most recently that I received a letter for recall SC076
4 I was not experiencing that with my Sorento but I am with my Spectra
5 When I got the letter I scheduled a appt for both cars because dlr is so far away
6 The dlr completed the recall on Sorento and dlr went through similar test and they found problem with Spectra
7 Dlr said they had to order a part for the car and could not get the light to go out
8 Dlr said part would be in two to three days and it has been two weeks
9 The dlr is doing great - you dont supply enough parts to the dlr on safety parts!
10 The cars are great! I just dont like the fact this part is on backordered
11 I am not saying the dlr did anything wrong- I love the dlr!
12 This is the neatest car I have every owned- I love the luxury!

wrt stated
1 apologized
2 the dlrs orders the parts and then KMA ships the parts to the dlr
3 the dlr can not possibly keep all parts in their parts warehouse because it is only so big
4 wrt can follow up with the dlr and find out where the part is and when it will come into the dlr and call you back

*** PHONE LOG 06/01/2009 09:11 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Parts Mgr- Patrick - not available- spoke to Samantha
1 calling to get order # and part # for this customer's backordered part

Samantha stated
1 You will have to talk to Patrick-= gave 1-800, ext for cb

*** PHONE LOG 06/01/2009 09:12 AM US Mountain Standard Time RHall Action Type:Incoming call

[!<For Internal Use Only

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	7,000

HARRISBURG, NC 28075 Prod. Date: Dealer: NC047 Kia of Monroe

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

KNDJC736875[redacted]is VIN for Sorento- but customer is having a problem with his Spectra- no VIN available>!]

*** PHONE LOG 06/01/2009 12:03 PM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to Parts- Patrick
1 calling to get order # and part # for Spectra for[redacted]?

Patrick stated
1 I dont show anything on order for this customer
2 We ordered on 5/23 and got on 5/27- we have the part here- it was not on backorder
3 The part ordered was a ***SEAT*** cushion for ***PASSENGER*** side

*** PHONE LOG 06/01/2009 12:05 PM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to M[redacted]
1 calling to let you know the dlr got the part on 5/27
2 all you need to do is make appt to have the ***SEAT*** cushion installed

M[redacted]t stated
1 why thank you very much
2 I will do that and thanks for your help

*** CASE CLOSE 06/01/2009 12:06 PM US Mountain Standard Time RHall

*** CASE CLOSE 07/06/2009 02:21 PM Pacific Daylight Time ThomasT

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121385[redacted]	[redacted]	9,500

Missouri City, TX 77459 Prod. Date: 12/3/07 Dealer: TX106 Archer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case_History

*** PHONE LOG 05/29/2009 06:42 AM US Mountain Standard Time JSinclair
Emmanual Williams, son called and states:
1. When I use the battery saver function to turn of the parking lights off the light will come on again and drain the battery
2. This has never happened long enough to kill the battery but I know it is not supposed to operate this way
3. The ***AIR BAG*** light off sometimes stays on with someone is sitting the ***SEAT***
4. I have taken may car in for these problems but they have never been able to duplicate a problem
5. I am getting worried because the warr is going to expire soon
Wtr states:
1. Updated info
2. No recalls
3. Advs customer LBW 5/60 and PTW is 10/100
4. Advs customer dealership must be able to duplicate the concern before a repair can be made
5. This may require customer leaving vehicle over night
6. The ***OCS*** light is only designed to activate when an average size adult is sitting in the ***PASSENGER SEAT*** properly
7. The dealership must also be able to duplicate that concern before being able to make a repair
8. Customer is welcome to contact this office for follow up with the dealership once the vehicle is at the dealership
Thanked and call ended

*** CASE CLOSE 05/29/2009 06:42 AM US Mountain Standard Time JSinclair

*** CASE CLOSE 07/06/2009 02:27 PM Pacific Daylight Time ThomasT
Tread Report Completed

*** PHONE LOG 07/28/2009 03:29 PM US Mountain Standard Time WThompson Action Type:Incoming call
Mr[redacted](son) states:
1. I have had nothing but problems.
2. I have taken it to the dealer and they have not been able to duplicate the problem.
3. I would like the vehicle repaired.

Writer states:
1. APologize for the problem.
2. Dealer needs to be able to duplicate the problem with the vehicle.
3. Writer can ensure that all resources are involved in the repair of the vehicle however the vehicle needs to be at the dealer.

Customer states:
1. I will see what I can do

*** CASE CLOSE 07/28/2009 03:29 PM US Mountain Standard Time WThompson

*** PHONE LOG 07/31/2009 02:29 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer ([redacted]-Son) and states:

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121385[redacted]	[redacted]	9,500

Missouri City, TX 77459 Prod. Date: 12/3/07 Dealer: TX106 Archer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Customer States:
1. I did take the vehicle in for repair.
2. So far so good, I am testing the repair out.
3. Thanked writer for callback.

*** CASE CLOSE 07/31/2009 02:29 PM US Mountain Standard Time AJudson

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	2,288

Boise, ID 83703 Prod. Date: 5/31/08 Dealer: ID010 Dennis Dillon Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

Case_History

*** PHONE LOG 08/17/2009 04:09 PM US Mountain Standard Time JHirshfield
ID010 contacted TechLine in case T1631050 due to ***OCS*** light on
Please contact dealership and customer for possible assistance.

*** PHONE LOG 08/20/2009 12:15 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Dennis Dillon Kia, left VM for Joe srv Mgr to call back

*** PHONE LOG 08/27/2009 07:02 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Dennis Dillon Kia, spoke to Dillion srv adv and stated:
1. Following up on tech line case, can you help?

Dillion states:
1. Came in for ***PASSENGER AIR BAG*** off light says on when cst in the ***SEAT***.
2. Let me Larry our srv mgr for you.

Dillion put wrt on hold.

Dillion came back and stated:
1. I will have to call you back.

Wrt states:
1. provided file number and wrt ext.

*** PHONE LOG 08/28/2009 10:14 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Dennis Dillon Kia, left VM for srv mg to call back.

*** PHONE LOG 08/28/2009 10:24 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called cst and left VM stating:
1. Following up on repair to ***OCS*** light.
2. Call wrt back.
3. Provided 800# and file number.

*** CASE CLOSE 08/28/2009 10:27 AM US Mountain Standard Time ATorres
pending call back.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	35,000

Rio Rancho, NM 87144 Prod. Date: 8/27/07 Dealer: nm010 Garcia Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 08/18/2009 11:32 AM US Mountain Standard Time RBriones
Mr[redacted] stated:

1. Have had a couple of problems that I have had with veh since I bought it.
2. ***PASSENGER*** side ***AIR BAG*** light stays on when my wife sits in the vehicle.
3. Vehicle has been at the dealer many times for this problem.
4. Last time dealer said there was nothing they could do.
5. Worry about that because we did lose a dear friend last year in an auto accident because their ***AIR BAG*** did not deploy.
6. Also, the CEL keeps coming on in the vehicle.
7. Have had the vehicle back into dealer mult times for that problem as well.
8. Keep being told by svc dept that I am no putting the gas cap on correctly.
9. Being told that I don't know how to put that gas cap on is getting old.
10. Also, when I was in Denver I took the vehicle to dealer in Pueblo while I was visiting my mom.
11. I was sitting in the ***PASSENGER SEAT*** while we were there, and light was off.
12. My son also had sat in the ***PASSENGER SEAT*** and the light was off.
13. Was told by dealer in Pueblo, CO, that I might try jiggling the key for CEL problem.
14. Said it might be a loose connection.

Writer Stated:

1. Apologized for prob.
2. We are here to assist with warranty repairs.
3. Due to the force with which ***AIR BAG***s deploy, there is a sensor in the ***PASSENGER*** to differentiate between adults and children.
4. Small adults may not trip the sensor.
5. ***AIR BAG***s can cause injuries in and of themselves.
6. Can look into this for customer and follow up once I have some more information.
7. Will call customer back in a couple of days.

*** PHONE LOG 08/20/2009 03:00 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer NM010 and Jeff in svc stated:

1. Customer had work done.
2. Had ***AIR BAG*** light, CEL, and fuel tank flap.
3. Just replace a part last month.
4. Replaced ***PASSENGER*** side cushion.
5. Rechecked and found operating as designed.
6. Can't tell what the history on the vehicle is with the system I am looking at.
7. Ed is the svc mgr and he is not here right now.
8. Am familiar with this customer and did overhear Ed telling customer that if ***PASSENGER*** is under 150 lbw light won't go off.

Writer Stated:

1. Thanks for the info.
2. Will call back and speak with ED if I need more info.

*** NOTES 08/21/2009 04:27 PM US Mountain Standard Time RBriones Action Type:Manager review

Last_name	First_name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	35,000

Rio Rancho, NM 87144 Prod. Date: 8/27/07 Dealer: nm010 Garcia Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2. Follow up with customer after DPSM.

*** PHONE LOG 08/26/2009 03:22 PM US Mountain Standard Time ELeon Action Type:Outgoing call
Writer contact DPSM Tom Steinwinter .
Writer stated;

1. Writer following up with your retarding customers ***AIR BAG*** concern?
2. provided customers info.
3. FCM RBriones has notes to contact DPSN to verify ***PASSENGER SEAT AIR BAG*** is operating as designed.

Tom strated;
1. You should call the customer and see if they are satisfied?
2. Call the dealer to see If customer returned for the same issue?

Writer stated;
1. thank you.

*** PHONE LOG 08/27/2009 02:07 PM US Mountain Standard Time ELeon Action Type:Incoming call
WRITER CALLED CUSTOMERS CONTACT NUMBER.
CUSTOMERS TELEPHONE HAS BEEN DISCONNECTED.

*** CASE CLOSE 08/27/2009 02:08 PM US Mountain Standard Time ELeon
WRITER CLOSING CASE PENDING CUSTOMER CONTACT.

*** CASE CLOSE 10/12/2009 10:36 AM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

*** PHONE LOG 11/10/2009 03:40 PM US Mountain Standard Time ATorres Action Type:Incoming call
Cst states:
1. How can I file a complaint against Kia.
2. I have ongoing problem since a month or 2 after got the veh.
3. The ***PASSENGER AIR BAG*** light will stay on when my wife in ***SEAT***ing in it.

Wrt states:
1. Updated, no SC, Apologized.
2. Does you wife go with you when go went to the dlrshp.

Cst states:
1. Yes. Dlr said she doesn't weight enough to active it and they couldn't do any till Kia puts a recall on it.
2. It will not work 90% of the time.
3. That's not the only problem.
4. The CEL will come on and off
5. Dlr said I didn't put my gas cap on right.
6. The CEL has come on twice and today and turned off.
7. The dlrshp ever told me to giggle the key in the ignition and that has never worked

Last_name	First_name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	35,000

Rio Rancho, NM 87144 Prod. Date: 8/27/07 Dealer: nm010 Garcia Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Cst states:
1. CEL can come on for many different reasons
2. If on solid, no symptoms, check gas cap
3. If starts to flash, stop driving and have Kia RSA tow to Kia dlr.
4. Most common cause is loose gas cap
5. OK to drive for short period of time with CEL on solid, no symptoms
6. If was loose gas cap, will not go off immediately after tightening
7. Will have to wait until computer runs that diagnostic again and finds OK

Cst states:
1. The veh will act different but the light never flash.

Wrt states:
1. Apologized.
2. Will follow up and see if there is anything new that may help.
3. Will call you back.
4. Provided file number and wrt ext.

Cst states:

1. So you are going to call me back about the ***PASSENGER AIR BAG***.

Wrt states:
1. Yes.

*** PHONE LOG 11/19/2009 03:03 PM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called Garcia Kia spoke to Ed srv mgr and stating:

1. Following up on cst concern with CEL and ***PASSENGER AIR BAG***.

Ed states:

1. Found code when it was last in. We replace passenge ***SEAT*** 7/31/09
2. Back in twice, first was for diagnosis and 2nd time was to put in part.
3. It has a weight sentive issues.
4. No sure what else we can do. We need to find a bad part.
5. Been in here once for CEL and the gas cap was lose.
6. I'll be happy to help him but we can't do anything when it's the gas cap.

*** PHONE LOG 12/01/2009 10:22 AM US Mountain Standard Time ATorres Action Type:Outgoing call
Wrt called cst and it was a fast busy signal.

*** PHONE LOG 12/02/2009 03:29 PM US Mountain Standard Time ATorres Action Type:Outgoing call

Last_name	First_name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	35,000

Rio Rancho, NM 87144 Prod. Date: 8/27/07 Dealer: nm010 Garcia Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** NOTES 12/02/2009 03:30 PM US Mountain Standard Time ATorres Action Type:Manager review
Wrt sent call me letter

*** CASE CLOSE 12/02/2009 03:42 PM US Mountain Standard Time ATorres
pending cst call back.

*** PHONE LOG 02/01/2010 09:31 AM US Mountain Standard Time RHall Action Type:Incoming call
[redacted] stated
1 The ***PASSENGER*** hand ***AIRBAG*** does not work, it always says off
2 We have been to the dlr NM010 about 4 times
3 Dlr states there is nothing they can do about it, we will have to wait to see if others call in and complaint about the situation
4 But my concern is that we travel a lot and if we have an accident we dont know if the ***AIRBAG*** is going to inflate and protect us
5 I have a legitimate complaint here from 2008
6 I am concerned about driving in my car safetly - what if another car hits me, what if ***AIRBAG*** doesnt open up, and injuries may occur
7 I feel that with the car production going the way it is, this is something that I feel I am getting the brush off- dlr doesnt want to take accountability for it

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. Please take vehicle into Kia dlr for diagnosis and call back KMA once the vehicle is at the dlr
5. Gave case# to cb when veh is at the dlr
6. We will work together to get this concern resolved

Customer put Mr Armijo on the line

[redacted] stated
1 This has been going on since 2 weeks after we bought it
2 We have been to the dlr NM010 3-4 times for this same problem
3 Dlr has replaced the harness but it still doesnt work
4 Last week dlr NM010 svc mgr said there is nothing else we can do because Kia has not given us some kind of code
5 We need this repaired

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. Please take vehicle into Kia dlr for diagnosis and call back KMA once the vehicle is at the dlr
5. Gave case# to cb when veh is at the dlr
6. We will work together to get this concern resolved

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	35,000

Rio Rancho, NM[redacted] Prod. Date: 8/27/07 Dealer: nm010 Garcia Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** CASE CLOSE 02/01/2010 09:32 AM US Mountain Standard Time RHall

*** PHONE LOG 03/03/2010 12:16 PM US Mountain Standard Time MTrem Action Type:Incoming call
Caller Mrs A states:
1. the ***PASSENGER*** side ***AIRBAG*** light isn't working
2. we had a death in the family so haven't been back to the DLR
3. ok, my husband will try and get the veh in this week

WTR states:
1. apologized
2. Request veh be taken back to DLR for diagnoses
3. request callback when veh at DLR so KCA can follow and assist with concerns
4. gave case number and contact info

CST thanked WTR and disconnected

*** CASE CLOSE 03/03/2010 12:17 PM US Mountain Standard Time MTrem

*** PHONE LOG 04/12/2010 08:29 AM US Mountain Standard Time SChun Action Type:Incoming call
[redacted] stated:
1. been to dealer 3 times
2. the last time was a few months ago
3. it is on again after wiring harness was replaced
4. I got a call for appointment from dealer but my wife was in hospital
5. I made appointment tomorrow
6. [redacted]

writer stated:
1. sorry for situation
2. will follow up with dealer tomorrow and call customer back

*** PHONE LOG 04/14/2010 08:47 AM US Mountain Standard Time SChun Action Type:Outgoing call
Mac/SVC stated:
1. it was here yesterday
2. ***PASSENGER AIR BAG*** does not come on
3. it is working just fine and no repairs done
4. SVCM is on doctors appointment now
5. will ask him to call you

*** PHONE LOG 04/14/2010 02:08 PM US Mountain Standard Time SChun Action Type:Incoming call
Tom/SVCM stated:
1. we had done something while back

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	35,000

Rio Rancho, NM[redacted] Prod. Date: 8/27/07 Dealer: nm010 Garcia Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

3. explained about proper position
4. we did all diagnose the car and check code, but everything pass the test

*** PHONE LOG 04/14/2010 02:16 PM US Mountain Standard Time SChun Action Type:Outgoing call
writer stated:
1. reiterated what dealer stated
2. sorry but Kia dealer needs to duplicate the problem

[redacted] stated:
1. it does not work today when my wife sits in
2. it works fine for me but the light is on for my wife
3. my wife's friend died in auto accident and ***AIR BAG*** did not deploy
4. you should pass on the info to corporate
5. because it is major concern
6. can Kia send field tech?
7. she is 123 pound

writer stated:
1. will send this case to region for further review

*** PHONE LOG 04/14/2010 02:24 PM US Mountain Standard Time SChun Action Type:Outgoing call
Tom/SVCM stated:
1. 4/13 - 36k , no duplicate the problem
2. 7/31/-09 - 23k, repalced passsenger side ***SEAT*** cousion
3. 7/10 /09 -22k - we ordered the aparts

*** PHONE LOG 04/14/2010 04:02 PM US Mountain Standard Time SChun Action Type:Outgoing call
BHolt/DPSM stated:
1. it is not abnormal, the sensor is in the center of the ***SEAT***, so it is sensitive for the posture
2. will visit the dealer next week
3. send e-mail me, then I will send schedule to you
4. I can meet customer there to explained things

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

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

Hi Mr Holt

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	35,000

Rio Rancho, NM[redacted] Prod. Date: 8/27/07 Dealer: nm010 Garcia Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Mr[redacted] who has 08 Spectra with 35k has issue with ***OCS***. I would appreciate if you send schedule to visit NM010. Thanks,

Sue 46915

[redacted]

*** PHONE LOG 04/19/2010 10:48 AM US Mountain Standard Time SChun Action Type:Outgoing call
writer elft VM for SVCM to call customer for DPSM visit
1. left ext #

*** PHONE LOG 04/19/2010 10:54 AM US Mountain Standard Time SChun Action Type:Outgoing call
writer stated:
1. DPSM will be at the dealer this week
2. advised to call dealer to find out when he is going to visit the dealer
3. and make appointment
4. writer will close the case for the time being

Mr[redacted] stated:
1. ok, thank you

*** CASE CLOSE 04/19/2010 10:54 AM US Mountain Standard Time SChun

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122285[redacted]	[redacted]	9,000

Roy, WA [redacted] Prod. Date: 5/8/08 Dealer: WA008 Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 09/23/2009 11:27 AM US Mountain Standard Time RChacon

*** PHONE LOG 09/23/2009 11:38 AM US Mountain Standard Time RChacon Action Type:Incoming call
LOUIS ARIES STATED:
1. I SENT IN A LETTER 3 WEEKS AGO TO YOU AND HAVE NOT HEARD BACK FROM ANYONE
2. I AM CALLING ABOUT AN ONGOING PROB WITH MY VEH WHICH I HAVE TAKEN TO WA008 NUMEROUS TIMES
3. THEY DO NOT KNOW HOW TO FIX THIS PROB
3. I TOOK MY VEH IN 9/15/09, 9/17/09, AND 9/22/09
4. EACH TIME I TOOK THE VEH IN THEY SAY THEY CANNOT DUP THE PROB
5. I HAVE HAD VARIOUS PEOPLE SIT IN THE ***SEAT*** AND IT DOES NOT WORK
6. I WANT THIS PROB FIXED

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. UPDATED CONTACT INFO
3. ADVISED OF 5/60 BLW, 5/60 R/S COVERAGE, AND 10/100 PTW'S
4. INTERMITTENT PROB'S ARE DIFFICULT TO DIAG
5. IN ORDER FOR A DEALER TO MAKE A REPAIR PROB MUST BE DUPLICATED
6. IF PROB IS NOT DUPLICATED NO REPAIR IS MADE
7. RECOMMEND TAKING VEH TO KIA DEALER FOR FURTHER DIAG
8. ONCE VEH IS @ DEALER CALL US TO ADVISE
9. WE WILL FOLLOW UP WITH DEALER TO ENSURE ALL KIA RESOURCES ARE USED TO RESOLVE PROB
10. CAN ALSO RECOMMEND GOING TO DEALER AND DUP THE PROB FOR THEM SHOULD THEY NOT BE ABLE TO DUP THE PROB
11. IF PROB CAN BE DUPLICATED I AM CONFIDENT A REPAIR CAN BE MADE
12. PROVIDED CASE #

CUSTOMER STATED:
1. THANK YOU

*** CASE CLOSE 09/23/2009 11:39 AM US Mountain Standard Time RChacon

*** NOTES 09/28/2009 02:27 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA rec'd letter from customer
1. Cust states same concerns as above.
2. Cust states he has taken his car to the dlr 4 times for the ***AIRBAG*** light issue.
3. Cust states this is a serious problem and the next letter he writes will be to NHTSA.

Dispatching to the Call Center for customer contact.

*** PHONE LOG 09/29/2009 08:11 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. LEFT VM MESSAGE FOR SVC MGR. TOM EVANS (WA008) TO CALL WRITER

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122285[redacted]	[redacted]	9,000

Roy, WA [redacted] Prod. Date: 5/8/08 Dealer: WA008 Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2. ADVISED 800# AND EXTENSION.

*** PHONE LOG 09/29/2009 08:39 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(SVC MGR-TOM EVANS-WA008):
1. RETURNING WRITERS CALL.
2. I AM AWARE OF THIS CUSTOMER
3. CUSTOMER MAY HAVE BEEN IN ON THE DATES LISTED, 9/15, 9/17, 9/22 AND NO RO WRITTEN BUT WE NEVER COULD DUPLICATE THE CONCERNS.
4. PRIOR HISTORY 9/1-***OCS*** OFF LIGHT ON-COULD NOT DUPLICATE
5. 7/21-***OCS*** OFF ON-COULD NOT DUPLICATE
6. 5/21-***OCS*** OFF ON-COULD NOT DUPLICATE
7. CUSTOMER STATES IT HAPPENS WHEN WIFE IS SITTING IN ***SEAT***
8. WE HAVE CHECKED SYSTEM AND IT IS OPERATING AS DESIGNED
9. WE HAVE NEVER DUPLICATED.
10. NOT SURE IF WIFE HAS COME IN AND REPLICATED THE CONCERN.
11. WE HAVE GONE OVER SERVICE INFO ABOUT ***OCS***
12. HE STATES HIS WIFE SITS SQUARELY ON ***SEAT*** AND DOES NOT MOVE AROUND.
13. WOULD BE FINE TO ASK HIM TO BRING CA[redacted] INTO SHOP WITH WIFE OR PERSON WHO SITS IN ***SEAT*** AND ***OCS*** OFF LIGHT COMES ON.
14. WHAT HAPPENS IF HE COMES IN AND WE CAN NOT DUPLICATE IT?
15. WILL BE FINE TO REFER THEM BACK IN.

WRITER STATES:
1. THANKS FOR RETURNING CALL.
2. CALLING REGARDING CUSTOMER THAT CALLED KCC LAST WEEK AND HAS WRITTEN LETTER TO NCA REGARDING ONGOING CONCERNS WITH ***OCS*** OFF LIGHT COMING ON
3. CAN DEALER ADVISE HISTORY?
4. HAS DEALER ASKED CUSTOMER TO HAVE PERSON WHO SITS IN ***SEAT*** WHEN ***OCS*** OFF LIGHT IS COMING ON COME IN AND REPLICATE THE CONCERN?
5. WOULD THIS BE NEXT THING TO RECOMMEND TO CUSTOMER?
6. KCC WILL REITERATE THE ***OCS*** SYSTEM OPERATION
7. KCC WILL INVITE CUSTOMER TO BRING ***PASSENGER*** INTO SHOP WITH CAR AND DUPLICATE COMPLAINT TO DEALER
8. DEALER THEN CAN DETERMINE CAUSE AND CORRECTION IF NEEDED.
9. WILL EXPLAIN TO CUSTOMER THAT IF COMPLAINT CAN NOT BE DUPLICATED, KMA AND OR DEALER CAN NOT REPAIR WHAT IS NOT BROKEN.

*** PHONE LOG 09/29/2009 10:08 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO CUSTOMER MR[redacted]
2. ADVISED WAS CALLING REGARDING EMAIL SENT TO KCC REGARDING ***OCS*** OFF LIGHT COMING ON

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122285[redacted]	[redacted]	9,000

Roy, WA [redacted] Prod. Date: 5/8/08 Dealer: WA008 Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

SYSTEM IS OPERATING AS DESIGNED.

6. DEALER HAS ALSO EXPLAINED THEY HAVE GONE OVER THE OPERATION OF ***OCS*** SYSTEM AND EXPLAINED

IT IS A SMART SYSTEM AND IF CUSTOMER IS NOT SITTING IN ***SEAT*** WITH FEET SQUARELY ON GROUND OR MOVING

AROUND IT WILL MAKE ***OCS*** OFF LIGHT COME ON.

7. IN ORDER FOR KMA TO REPAIR THEY DO NEED TO VERIFY OR DUPLICATE THE CONCERN.
8. WOULD RECOMMEND CUSTOMER TO BRING CAR TO SHOP WITH WIFE OR DAUGHTER AND SEE IF CAN GET THE

COMPLAINT TO REPLICATE WITH ***PASSENGER*** IN ***SEAT***.

9. IF CAN REPLICATE DEALER CAN DETERMINE CAUSE AND CORRECTION.
10. IF NOTHING CAN BE REPLICATED THEN UNFORTUNATELY KMA AND OR DEALER CAN NOT REPAIR WHAT IS NOT

VERIFIED.

11. THERE HAS TO BE CONFIRMATION OF COMPLAINT AND CAUSE OF PROBLEM DETERMINED
12. DEALER HAS NEVER CONFIRMED THIS COMPLAINT.
13. THIS WOULD BE RECOMMENDATION TO TAKE IN REGARDS TO ADDRESSING THIS CONCERN.

CUSTOMER STATES:

1. CAN NOT JUST TAKE CAR INTO SHOP ANY TIME, THIS DOES NOT HAPPEN ALL THE TIME.
2. IT WILL HAPPEN AT RANDOM TIMES, LIKE ON SUNDAY WHEN GOING TO CHURCH
3. THIS WILL HAPPEN WITH WIFE OR DAUGHTER SITTING IN ***SEAT***.
4. THEY DO NOT MOVE AROUND.
5. WE HAVE BEEN GIVEN BULLETIN ABOUT OPERATION AND THEY SIT IN ***SEAT*** CORRECTLY.
6. THIS WILL HAPPEN AT TIMES WHEN GOING PLACES, DOCTOR, CHURCH, ECT AND I CAN NOT JUST STOP GOING TO SCHEDULED APPT TO GET CAR OVER TO DEALER.
7. THERE IS SOMETHING GOING ON AND KMA NEEDS TO THINK OF BETTER WAY TO RESOLVE THIS.
8. IF WE ARE INVOLVED IN ACCIDENT AND ***AIRBAG***S DO NOT DEPLOY BECAUSE LIGHT IS ON, THEN I WILL HAVE

TO SUE KMA.

9. I NEED TO GO NOW, CUSTOMER ENDED CALL.

*** CASE CLOSE 09/29/2009 10:09 AM US Mountain Standard Time TDonnelly

*** NOTES 10/05/2009 04:10 PM Pacific Daylight Time KWarren Action Type:Correspondence rec.
NCA rec'd letter from customer
Letter is addressed to President/CEO

1. Cust states same concerns as above.
2. Cust states he is still experiencing the same problem with his ***AIRBAG*** light and the dlr is unable to diagnose it and fix it.

Dispatching to the Western Region for customer contact.
Sending case to POrtiz for further handling.

*** PRIORITY CHANGE 10/05/2009 04:11:27 PM KWarren

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122285[redacted]	[redacted]	9,000

Roy, WA [redacted] Prod. Date: 5/8/08 Dealer: WA008 Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** 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.

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.

[redacted]

*** PHONE LOG 10/14/2009 04:08 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Writer states:
Calling from KMA
Wanted to touch base
Let you know that your letter was received
Also, to apologize for the issues that you have been having thus far.
Please take down my number and information and I will touch base
With the Dealership & DPSM then touch base again.
Is that okay?

Customer:
Great thanks for calling.
Yes that sounds fine

Writer:
Great, lets plan on speaking on Monday.

Customer:
Sounds great

*** PHONE LOG AND STATUS CHANGE 12/11/2009 05:09 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Writer states:
Calling to touch base
I apologize for the lack of contact thusfar
Are you still having issues with the ***OCS***?

Customer:
Hello Angel
Every now and then

Writer:
I wanted to send out our FTR to tack a look at it
Would you be interested?

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122285[redacted]	[redacted]	9,000

Roy, WA[redacted] Prod. Date: 5/8/08 Dealer: WA008 Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Customer:
That would be great
What day?

Writer:
12/15/09 at WA008
I will confirm with the dealership
And call you back with the contact information.

*** PHONE LOG 12/11/2009 05:12 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called dealership WA008 spoke to SM-Tom Evans
Writer states:
Calling from KMA
Wanted to advise you of an appointment for 12/15/09
Gino Leon will be out there to take a look at this customer ***OCS***
Can you make sure that they are placed in a rental?

Tom:
Sure, so Gino is the new FTR
Writer yes, you know him
Yep, thats great, we will see him here on 12/15/09

Writer:
I will tell the customer to come in and ask for you

*** PHONE LOG AND STATUS CHANGE 12/23/2009 03:56 PM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Writer states:
Calling to touch base
Wanted to see how everything went at your appointment

Customer:
Everything went well
They checked everything and everything was operating to specs
i sure do appreciate you sending someone down to take a look at it.
We feel much better.

Writer:
No problem, Mr.[redacted]
I am glad to hear that you were satisfied with the visit.
You have a great holiday

Customer:
Thank you, you too.

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122285[redacted]	[redacted]	9,000

Roy, WA[redacted] Prod. Date: 5/8/08 Dealer: WA008 Kia of Puyallup

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** CASE CLOSE 12/23/2009 03:57 PM Pacific Daylight Time ARomo

*** PHONE LOG 03/31/2010 09:00 AM US Mountain Standard Time ERuiz Action Type:Incoming call
WRITER STATED
1. I WOULD LIKE TO SPEAK TO ANGEL ROMO.
2. I SENT HIM A LETTER A WHILE BACK.
3. HE CALLED ME BACK AND I SPOKE TO HIM SEVERAL TIMES.
4. HE TOLD ME NOT HESITATE TO CALL HIM BACK IF I EVER HAD A PROBLEM.
5. WELL, I JUST WANTED TO TELL HIM THAT THE PROBLEM CAME BACK.
6. THE ***AIR BAG*** LIGHT CAME ON AGAIN FOR THE 3RD TIME.
7. THE VEHICLE HAS BEEN THERE FOR A WEEK.
8. THEY SAID IT WAS GOING TO BE READY ON TOMORROW, THURSDAY.

WRITER STATED
1. WRT APOLOGIZED TO THE CST AND ADVISED.
2. THE CASE WAS CLOSED ON DECEMBER 2009.
3. WRT WILL BE GLAD TO CALL THE DLR FOR MORE INFO.
4. WRT WILL THEN REVIEW THE CASE W/ THE DISTRICT MRG, IF NEEDED.
5. CST INSISTED TO GET ANGEL'S PHONE NUMBER.
6. WRT GAVE THE WRCA'S 800# TO THE CST.
7. WRT WILL CALL THE CST BACK,
8. CST CAN BE REACH AT[redacted]

*** PHONE LOG 04/01/2010 02:26 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED WA008.
2. WRT SPOKE TO KEGAN
3. WRT ASKED KEGAN ABOUT MR ARIES' VEHICLE.

a) THE CAR WAS FIXED AND PICKED UP YESTERDAY.
b) WE GOT THE NEW ***SEAT*** BACK AND GOT EVERYTHING WORKING AGAIN.

4. WRT THANKED KEGAN FOR HIS ASSISTANCE.

*** PHONE LOG 04/01/2010 02:27 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
WRITER STATED
1. WRT CALLED MR[redacted] BACK.
2. WRT ASKED THE CST ABOUT THE CONDITION OF HIS VEHICLE.
3. MR ARIES THEN STATED:

a) THE CAR IS FINE NOW.
b) SO FAR SO GOOD.
c) THANK YOU FOR CALLING ME BACK.

4. WRT ADVISED THE CST TO CALL THE KCAC BACK IF HE NEEDS FURTHER ASSISTANCE.

*** CASE CLOSE 04/01/2010 02:28 PM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	28,000

tampa, FL [redacted] Prod. Date: 8/16/07 Dealer: FL010 Century Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 10/07/2009 11:52 AM US Mountain Standard Time ATorres
Cst states:
1. The ***PASSENGER AIR BAG*** is not working right.
2. Century Kia need to order back ***SEAT*** sensor.
3. Dlr said they need to call Kia rep and get authorization and he will not be available all week.

Wrt states:
1. Updated, no SC, Apologized.
2. Only Kia rep can authorized part due to cost of part.
3. If part was a few dollars no need for dlr to call Kia rep.
4. Kia rep's are in a meeting all week.
5. We can contact them via VM and email.
6. When they are on a break they will contact us back.

Cst states:
1. There is no one else that can be contacted?

Wrt states:
1. Apologized.
2. He is the only one that can authorize the part.

Cst states:
1. I guess we will have to just wait then.

*** CASE CLOSE 10/07/2009 11:52 AM US Mountain Standard Time ATorres
gave info

*** PHONE LOG 10/13/2009 01:18 PM US Mountain Standard Time APatrick Action Type:Incoming call
MRS [redacted] STATED:
1: AM REALLY UPSET WITH KIA RIGHT NOW.
2: JAMIE AT THE DLR IS DOING GREAT.
3: IS THERE NOT ONE WHEN DPSM IS GONE WHO CAN HELP IN AN EMERGENCY.
4: WE HAVE BEEN WAITING 2 WEEKS ON THIS.
5: JAMIE SAID HE HEARD FROM DPSM TODAY AND HAD TO GET THE COST OK'D.
6: WE HAVE NO ***PASSENGER AIR BAG*** CAUSE A PART UNDER WARRANTY HAS TO HAVE COST'S SUPPLIED FOR DPSM.
7: WHEN DPSM IS IN MEETINGS OR TRAINING HE HAS THAT WEEK OF WORK AND TRIES TO KEEP UP WITH WORK FLOW.

WRITER ADVISED:
1: APOLOGIZED.
2: PUT CUST ON HOLD CALLED DPSM.
3: WHEN DPSM IS IN MEETINGS OR TRAINING HE HAS THAT WEEK OF WORK AND TRIES TO KEEP UP WITH WORK FLOW.
4: PUT CUST ON HOLD.

AARON SHOEMO DPSM STATED:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	28,000

tampa, FL[redacted] Prod. Date: 8/16/07 Dealer: FL010 Century Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1: I WILL CALL DLR RIGHT NOW TO GET THIS TAKEN CARE OF.

WRITER ADVISED:
1: TOOK CUST OFF HOLD.
2: WE TRY TO HANDLE THINGS IN A TIMELY MANOR.
3: WHILE DPSM IS THE RIGHT PERSON IF THERE IS AN EMERGENCY SITUATION THERE ARE OTHER PEOPLE WHO MAY BE CONTACTED IN THE EVEN DPSM CAN NOT BE REACHED.
4: DLR MAY NOT BE AWARE OR HAD TO CALL THIS NUMBER ETC.
5: I WILL FOLLOW UP AGAIN IN THE MORNING TO MAKE SURE THIS HAS BEEN TAKEN CARE OF.
6: I WILL CALL YOU WHEN I HAVE THE INFO.

CUST STATED:
1: OK THANKS
2: PLEASE CALL[redacted]

*** PHONE LOG 10/14/2009 08:01 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER ADVISED:
1; WENT OVER CUST COMPLAINT.

JOSE SVC REP STATED:
1: ORDER IN NAME WE SHOW AS OWNER CHAMPION.
2: JOSE ASKED JAMIE IN BACKGROUND IF HE HAD FAXED THE INFO TO DPSM RESPONSE IS NO.

WRITER ADVISED:
1: CUST HAS CONTACTED THIS OFFICE WITH COMPLAINT ABOUT HOW LONG IT IS TAKING.
2: PLEASE RESPOND TO AND CONTACT DPSM FOR AUTHORIZATION.
3: WOULD LIKE TO HAVE THIS DONE TODAY SO I CAN ADVISE CUSTOMER.
4: PROVIDED CASE AND CONTACT NUMBER.
5: PLEASE CALL WRITER WITH THE INFO.

JOSE SVC REP STATED:
1: WE WILL CALL WHEN WE HAVE THAT.

*** PHONE LOG 10/14/2009 01:03 PM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER ADVISED:
1: NEED TO SEE IF PART HAS BEEN AUTHORIZED AND ORDERED.

JAMIE SVC REP STATED:
1: PART HAS BEEN ORDERED.

*** PHONE LOG 10/14/2009 01:06 PM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER ADVISED:
1; MAKING SURE YOU ARE AWARE PART HAS BEEN OK'D AND IS ON ORDER.
2: DLR WILL CALL WHEN IN.

MRS[redacted] STATED:
1: YES JAMIE DID CALL FROM THE DLR.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	28,000

tampa, FL [redacted] Prod. Date: 8/16/07 Dealer: FL010 Century Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2: THANKS FOR YOU HELP.

*** CASE CLOSE 10/14/2009 01:06 PM US Mountain Standard Time APatrick

*** CASE CLOSE 01/06/2010 05:26 PM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121175[redacted]	[redacted]	58,872

Newport News, VA[redacted] Prod. Date: 10/12/06 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 11/02/2009 10:27 AM US Mountain Standard Time BWilliams
Customer states:

1. Kia spectra cannot get state inspection because ***AIR BAG*** light is on.
2. Had it looked into and there is a short in ***PASSENGER SEAT*** sensor.
3. Telling me I would have to go to dealership in order to get it fixed.

Writer states:
1. Advised KIA recommends taking vehicle to dealership because if there is a defect it will be covered under warranty.
2. Advised writer would not know if independent shops would have equipment to repair vehicle.

Customer states:
1. Spoke to dealership in area, they said they could not do it because I did not purchase vehicle there.
2. Have oil changes for life at selling dealership.

Writer states:
1. Advised maintenance packages are not mandated to be honored at other dealerships.
2. Advised dealership should be able to take car of ***AIR BAG*** light.

Customer states:
1. Said they could look at vehicle on Wednesday.
2. I go to school and Monday is only day off.

Writer states:
1. Gave number to Williamsburg Kia to see if they could look at vehicle.

Customer states:
1. How much longer am I under warranty?

Writer states:
1. Gave date of expiration or when vehicle hits 60k miles.

*** CASE CLOSE 11/02/2009 10:27 AM US Mountain Standard Time BWilliams

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,025

West Fargo, ND 580783144 Prod. Date: 9/3/08 Dealer: MN009 Muscatell Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 11/03/2009 08:48 AM US Mountain Standard Time AJudson
Customer States:
1. I had my ***SEAT*** replaced to address ***PASSENGER AIRBAG*** off concern.
2. The ***PASSENGER AIRBAG*** off indicator stays on even when my daughter is sitting in the ***SEAT***.
3. Problem is not being resolved and want to see what I need to do to resolve?

Writer States:
1. Apologized for the problem.
2. Advised customer to take the vehicle to dealer for diagnosis.
3. Contact writer once vehicle is at dealer, FCM will ensure all resources are involved in diagnosis.
4. Gave customer case number, writers name and extension.
5. Requested callback.

*** CASE CLOSE 11/03/2009 08:48 AM US Mountain Standard Time AJudson

*** PHONE LOG 11/03/2009 04:19 PM US Mountain Standard Time AJudson Action Type:Incoming call
SVC MGR Al left VM:
1. Gave name, case number.
2. Customer came in previously with ***AIRBAG*** concern, we replaced ***SEAT*** cushion.
3. DPSM declined to perform any additional repairs.
4. Gave callback# as [redacted]

*** PHONE LOG 11/03/2009 04:23 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called MN009 and SVC MGR Al states:
1. Spoke to DPSM about customer concern already.
2. He declined to perform any additional repairs.
3. I have contacted him about customer concern, left VM and waiting for callback.

*** PHONE LOG 11/04/2009 01:30 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM SBroom and left VM:
1. Gave name, extension and case number.
2. Gave customer name and last 8 of VIN.
3. Advised of customer concerns and requested callback.

*** EMAIL OUT _ AJudson Action Type:External email
Send to:[SBroom@kiausa.com]
FCM: ALBERT
EXT: 45060

CUSTOMER [redacted]

CONCERN: HAS ***PASSENGER AIRBAG*** INDICATOR CONCERN, WE REPLACED ***SEAT*** CUSHION BUT DID NOT RESOLVE

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,025

West Fargo, ND [redacted] Prod. Date: 9/3/08 Dealer: MN009 Muscatell Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

CUSTOMER REQUESTING REPAIR ASSISTANCE, DEALER ADVISING THAT DPSM DECLINED ANY FURTHER DIAGNOSIS/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.

[redacted]

*** PHONE LOG 11/05/2009 09:18 AM US Mountain Standard Time AJudson Action Type:Incoming call
DPSM SBroom left VM:
1. Gave name and case number.
2. Returning call about customer vehicle at MN009.
3. Have agreed to meet with customer before we make any other repairs.
4. Believe the appointment is for next Thursday afternoon.

*** PHONE LOG 11/05/2009 11:45 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called MN009 and left VM for SVC MGR Al:
1. Gave name, extension and case number.
2. Gave customer name and requested callback.

*** PHONE LOG 11/05/2009 11:46 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer main number and left VM:
1. Gave name, 800#, extension and case number.
2. Requested callback.

*** PHONE LOG 11/05/2009 12:24 PM US Mountain Standard Time AJudson Action Type:Incoming call
SVC MGR Al left VM:
1. Spoke to DPSM and he will visit with customer and daughter.
2. Will have to contact DPSM tomorrow to verify his schedule.
3. Will be about 430 PM next Tuesday/Thursday.

*** PHONE LOG 11/05/2009 04:26 PM US Mountain Standard Time AJudson Action Type:Incoming call
Customer left VM:
1. Gave name, requested callback.
2. Gave main number on file and cell# as [redacted]

*** PHONE LOG 11/06/2009 08:42 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Customer States:
1. Returning writer call from VM receive.
2. Spoke to SVC MGR Al and he advised that they have scheduled the appt with DPSM.

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,025

West Fargo, ND[redacted] Prod. Date: 9/3/08 Dealer: MN009 Muscatell Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

3. Thanked writer for follow up.

Writer States:
1. Wanted to verify that SVC MGR contacted customer.
2. Requested callback if additional follow up is needed.

*** CASE CLOSE 11/06/2009 08:44 AM US Mountain Standard Time AJudson

*** PHONE LOG 11/12/2009 01:14 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called MN009 and states:
1. Calling to verify if DPSM met with customer?

SVC MGR Al states:
1. DPSM is here today and has appointment to meet with customer at 430 PM.

*** PHONE LOG 11/12/2009 04:02 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM SBroom and left VM:
1. Gave name, extension and case number.
2. Gave customer name and last 8 of VIN.
3. Calling to verify DPSM met with customer.
4. Requested callback.

*** PHONE LOG 11/12/2009 05:05 PM US Mountain Standard Time AJudson Action Type:Incoming call
DPSM SBroom called and states:
1. Verified that the system is operating as designed, had no codes in the system.
2. Explained to customer proper ***SEAT***ing operations.
3. SVC MGR Al will follow up with customer.
4. Requested writer callback on Monday to update case.

*** PHONE LOG 11/17/2009 10:16 AM US Mountain Standard Time AJudson Action Type:Incoming call
DPSM SBroom left VM:
1. Gave name, customer name and DPSM callback#
2. Requested callback.

*** PHONE LOG 11/17/2009 12:17 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called DPSM SBroom and states:
1. Returning call from VM received.

DPSM SBroom states:
1. Customer was comparing this vehicle with the Trailblazer system on her other vehicle.
2. Explained that it is similar type of material that is in the side of ***SEAT***.
3. Depending on ***SEAT***ing position determines how system works

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,025

West Fargo, ND [redacted] Prod. Date: 9/3/08 Dealer: MN009 Muscatell Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 11/17/2009 12:18 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. Requested callback.

*** PHONE LOG 11/17/2009 12:19 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer main number and left VM:
1. Gave name, 800#, extension and case number.
2. Requested callback.
[!<For Internal Use Only
DPSM SBROOM ADVISED THAT SYSTEM IS OPERATING AS DESIGNED ON CALL TO DPSM>!]

*** NOTES 11/17/2009 12:22 PM US Mountain Standard Time AJudson Action Type:E-mail sent
WRITER SENT DPSM SBROOM E-MAIL ADVISING THAT VM WAS LEFT FOR CUSTOMER

*** PHONE LOG 11/17/2009 03:27 PM US Mountain Standard Time AJudson Action Type:Incoming call
Customer left VM:
1. Gave name, main number on file and case number.
2. Returning writers call and requested callback.

*** PHONE LOG 11/18/2009 03:34 PM US Mountain Standard Time AJudson Action Type:Incoming call
Writer called customer alternate number and states:
1. Calling to follow up with customer on concerns.

Customer States:
1. The ***PASSENGER AIRBAG*** Indicator sometimes works and sometimes does not.
2. DPSM basically said because mine and my daughter's butt is too little to activate the ***AIRBAG***.
- customer advised DPSM did not say "butt" directly but this is her interpretation
3. In the OM it says if a small adult is sitting there, ***AIRBAG*** may not activate if a small adult is sitting in the ***SEAT***.
4. I dont feel safe driving the vehicle and disagree with DPSM diagnosis.

Writer States:
1. Apologized for the problem.
2. Advised customer that writer will forward information to CRCAA for additional review.
3. Customer can contact writer for immediate assistance.

*** EMAIL OUT _ AJudson Action Type:External email
Send to:[SBroom@kiausa.com]
FCM: ALBERT
EXT: 45060

CUSTOMER: [redacted] EYI DISPATCHING CASE TO CRCAA

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,025

West Fargo, ND[redacted] Prod. Date: 9/3/08 Dealer: MN009 Muscatell Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case[redacted]_AJudson_11-18-2009152213.doc>>

*** NOTES 11/18/2009 03:38 PM US Mountain Standard Time AJudson Action Type:Manager review
DISPATCHED FOR:
1. CUSTOMER CONTACT.
2. CUSTOMER DISAGREE WITH DPSM DECISION AFTER APPOINTMENT WITH DPSM.
3. NEW VEHICLE LOW MILEAGE, CUSTOMER DOES NOT FEEL SAFE.

*** NOTES 11/19/2009 03:44 PM Central Daylight Time SBowyer Action Type:Manager review
CASE ACC THIS DATE; WTR TO CONTACT CUST THIS DATE

*** PHONE LOG 11/19/2009 03:53 PM Central Daylight Time SBowyer Action Type:Incoming call
DPSM BROOM CB WTR THIS DATE;
1. do you have this case? has been involved for a while
2. DPSM expl he met w/ cust- explained syt to cust
3. cust is refusing to accept syst is operating as designed
4. cust falls w/in small adult category, as does her daughter
5. verified system will turn off ***OCS*** light once cust is ***SEAT***ed in ***SEAT***
6. cust was educated about ***SEAT***ing position and how this affects the system
7. cust very adament that system is not working correctly- DPSM could not convince cust otherwise
8. wtr adv will call cust today- do have case- thanked DPSM for FYI

*** PHONE LOG 11/19/2009 05:24 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W MRS.[redacted] THIS DATE:
1. apologized to cust
2. aware of case & meeting w/DPSM
3. adv cust system is operating as designed- no changes/repairs can be made
4. cust continues to disagree- believes a "small adult" such as her daughter & her should be able to activate the ***OCS***
5. wtr adv cust if a/b light on drivers side illuminates to bring veh in as this is a MIL- which the ***OCS*** is not
6. cust attempted to discuss diff accident situations, wtr simply stated to cust same as above, and that ***SEAT***belt is primary restraint
7. cust unhappy w/syst- wtr adv is same syst as in all cars- mandated by GOVT- veh meets all requirements by the GOVT
8. cust believes this call was a waste of time and wishes she never bought the car
cust then hung up on wtr

CASE CLOSED- NO FURTHER ACTION NEEDED FROM CRCA

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	3,025

West Fargo, ND [redacted] Prod. Date: 9/3/08 Dealer: MN009 Muscatell Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** CASE CLOSE 01/08/2010 10:15 AM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121575[redacted]	[redacted]	63,000

Del Ray Beach, FL [redacted] Prod. Date: 10/27/06 Dealer: FL114 Grieco Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 01/06/2010 01:18 PM US Mountain Standard Time KJohnson
Customer:

1 - The drivers ***AIRBAG*** light is on; the ***PASSENGER*** side ***AIRBAG*** light never goes off, even when someone is sitting there

2 - The dealer already repaired the ***AIRBAG*** once
3 - how long is the warranty?
4 - even with that repair?

Writer:
1 - Apologized

2 - warranty for ***AIRBAG***s expired at 60K

3 - no record of prior ***AIRBAG*** repair, if done w/in 12/12, part would still be under warranty
4 - only possible assistance outside warranty is from dpsm; no guarantees
5 - to seek that, make appt w/ kia dlr, authorize diagnostic, cb to tell us you are at dlr
6 - once diagosis complete, will ask DPSM for assistance
7 - he can say yes, say no, or offer partial assistance
8 - no assurance of help with this repair
9 - provided case no.

Customer:
1 - Thank you

*** CASE CLOSE 01/06/2010 05:48 PM US Mountain Standard Time KJohnson

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE22279[redacted]	[redacted]	8,000

Beacon Falls, CT[redacted] Prod. Date: 11/7/08 Dealer: CT017 Kia of Milford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

Case History

*** PHONE LOG 01/13/2010 01:21 PM US Mountain Standard Time JHirshfield

CT017 contacted TechLine in case T1688821 due to ***OCS*** light on
Please contact dealership and customer for possible assistance.

*** PHONE LOG 01/14/2010 12:17 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CT017, SPOKE WITH SVC ADV JENNIFER WHO STATED:
1. THE SVC MGR TONY IS UNAVAILABLE
2. THE CUST BROUGHT VEH IN FOR A PASS SIDE ***AIRBAG*** LIGHT ON @ TIMES WITH HER DAUGHTER AND HUSBAND IN THE ***SEAT***
3. HER DAUGHTER WEIGHS ABOUT 90 LBS, AND HER HUSBAND WEIGHS ABOUT 150 LBS
4. WE DID DUP THE PROB WITH THE DAUGHTER SITTING IN THE ***SEAT***
5. WE DID CONTACT TECH LINE AND THEY ADVISED US TO HAVE THE DAUGHTER SIT IN ANOTHER SPECTRA TO SEE IF THE SAME PROB HAPPENS
6. MY SVC MGR SAT IN THE ***SEAT*** AND THERE WAS NO PROB WITH IT
7. MY SVC MGR WEIGHS ABOUT 190 LBS
8. WE DID HAVE TO ORDER A SPARE TIRE FOR THE CUST AND WHEN IT COMES IN WE WILL DO WHAT TECH LINE HAS ADVISED
9. I WEIGH ABOUT 150 LBS SO I WILL ALSO SIT IN THE ***SEAT*** AND SEE WHAT HAPPENS
10. WE EXPECT TO HAVE THE VEH BACK IN NEXT MONDAY OR TUES

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 01/14/2010 04:06 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, AND STATED:
1. CALLING TO FOLLOW UP WITH YOU REGARDING RECENT SVC DONE ON VEH

CUSTOMER STATED:
1. THE CONCERN I HAVE IS WITH THE PASS ***AIRBAG***
2. WHEN MY 15 YR OLD DAUGHTER WHO WEIGHS 109 LBS SITS IN THE ***SEAT*** THE LIGHT WILL NOT GO OFF
3. WHEN MY HUSBAND WHO IS 155 LBS SITS IN THE ***SEAT*** THE LIGHT WILL INTERMITTENTLY STAY ON

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. WE DID SPEAK WITH THE DEALER ABOUT THE PROB
3. REITERATED INFO FROM SVC ADV JENNIFER
4. ONCE THE VEH GOES BACK IN WE WILL BE WORKING WITH THE DEALER TO RESOLVE THIS CONCERN
5. IF YOU HAVE ANY QUESTIONS OR CONCERNS BEFORE WE FOLLOW BACK UP WITH YOU CALL ME BACK DIRECT
6. PROVIDED CASE #, AND EXT #

CUSTOMER STATED:

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE22279[redacted]	[redacted]	8,000

Beacon Falls, CT[redacted] Prod. Date: 11/7/08 Dealer: CT017 Kia of Milford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

*** PHONE LOG 01/19/2010 01:45 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CT017, SPOKE WITH SVC ADV JENNIFER WHO STATED:
1. THE SVC MGR TONY IS UNAVAILABLE
2. TONY WAS GOING TO CONTACT THE CUST TO HAVE HER BRING THE VEH BACK IN
3. I DO NOT HAVE ANY MORE INFO ON THIS
4. I WILL TAKE A MSG AND HAVE TONY CALL YOU WITH INFO

WRITER STATED:
1. PLEASE HAVE SVC MGR TONY CALL BACK
2. LEFT CONTACT INFO AND CASE #

*** PHONE LOG 01/20/2010 02:42 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CT017, SPOKE WITH SVC MGR TONY WHO STATED:
1. WE HAD TO ORDER A SPARE TIRE FOR THIS CUST WHICH DID COME IN
2. I WILL BE CALLING HER TO SET UP AN APPT TO LOOK INTO THE ***AIRBAG*** LIGHT PROB
3. I WILL CALLL YOU ONCE I SET UP THE APPT TO ADVISE

WRITER STATED:
1. PROVIDED WRITER CONTACT INFO
2. PLEASE CALL ONCE APPT IS SET

*** PHONE LOG 01/22/2010 09:47 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CT017, SPOKE WITH JENNIFER IN SVC WHO STATED:
1. THE SVC MGR TONY IS NOT AVAILABLE
2. WE DID CONTACT THE CUST AND HAVE AN APPT SET FOR HER ON 1/28/10 @ 8:00 AM

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 01/28/2010 01:24 PM US Mountain Standard Time RChacon Action Type:Incoming call
WRITER CALLED CT017, SPOKE WITH SVC ADV JENNIFER WHO STATED:
1. THE SVC MGR TONY IS UNAVAILABLE
2. THE CUST DID BRING THE VEH IN TODAY FOR THE CONCERN
3. OUR DPSM KDOMINGUES WAS HERE AND WENT ON A TEST DRIVE WITH THE CUST
4. HE WAS UNABLE TO DUP THE PROB
5. OUR DPSM DID SAY HE WOULD CONTACT THE FTR LOU FOR FURTHER ASSISTANCE

WRITER STATED:
1. THANKS FOR THE INFO

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222795[redacted]	[redacted]	8,000

Beacon Falls, CT[redacted] Prod. Date: 11/7/08 Dealer: CT017 Kia of Milford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

*** PHONE LOG 01/28/2010 01:30 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES WHO STATED:
1. I WAS @ THE DEALERSHIP TODAY AND MET WITH THE CUST
2. WE DID TEST DRIVE VEH AND UNABLE TO DUP THE PROB
3. THE DAUGHTER WEIGHS 109 LBS WHICH IS A CUT OF WEIGHT
4. I WILL BE CALLING THE FTR TO SEE IF ANYTHING FURTHER NEEDS TO BE DONE
5. ONCE I HAVE INFO I WILL CALL YOU TO ADVISE
6. SEND ME THE CASE HISTORY

WRITER STATED:
1. WILL DO, THANK YOU

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

1. JANET LANCI, OWNER OF 09 SPECTRA WITH ***AIRBAG*** LIGHT ON
2. THIS IS VEH YOU TEST DROVE @ CT017
3. PLEASE CALL BACK TO ADVISE ONCE YOU HAVE FURTHER INFO
4. RCHACON EXT # 45295, THANK YOU

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*** PHONE LOG 02/02/2010 01:34 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES WHO STATED:
1. I AM TRYING TO SET UP AN APPT WITH THE FTR LOU TO LOOK @ THIS VEH TO DETERMINE IF ANYTHING ELSE NEEDS TO BE DONE
2. ONCE I HAVE FURTHER INFO I WILL CALL YOU TO ADVISE

WRITER STATED:
1. THANK YOU

*** PHONE LOG 02/05/2010 12:51 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUEZ, RECEIVED RECORDING STATING:
1. THE MAIL BOX IS FULL AND CANNOT ACCEPT MSG'S @ THIS TIME

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222795[redacted]	[redacted]	8,000

Beacon Falls, CT[redacted] Prod. Date: 11/7/08 Dealer: CT017 Kia of Milford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

*** EMAIL OUT _ RChacon Action Type:External email
Send to:[KDOMINGUES@KIAUSA.COM]
1. LOOKING TO GET UPDATE ON CASE
2. TRIED TO CALL YOU BUT YOUR MAILBOX IS FULL
3. PLEASE CALL BACK TO ADVISE
4. WRITER RCHACON EXT # 45295, THANKS KEN

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*** NOTES 02/09/2010 08:05 AM US Mountain Standard Time RChacon Action Type:Manager review
DPSM KDOMINGUES SENT E-MAIL 2/6/10 STATING:
1. I WILL BE @ THE DEALERSHIP FOR 2 DAYS NEXT WEEK AND WILL HAVE THE SVC MGR CONTACT THE CUSTOMER

*** PHONE LOG 02/09/2010 12:20 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES WHO STATED:
1. I WAS SUPPOSED TO BE @ THIS DEALERSHIP THIS WEEK TO LOOK @ VEH
2. WE HAVE A MAJOR SNOW STORM HEADED OUR WAY SO WE WILL NOT BE ABLE TO DO IT THIS WEEK
3. WE ARE EXPECTED TO GET 10-20 IN OF SNOW
4. I WILL BE SCHEDULED TO GO OUT TO THIS DEALER DURING THE LAST WEEK OF FEB
5. TELL THE CUST WE HAVE NOT FORGOTTEN ABOUT HER AND WILL BE LOOKING INTO THIS FURTHER

WRITER STATED:
1. I WILL ADVISE THE CUST, THANK YOU

*** PHONE LOG 02/10/2010 12:36 PM US Mountain Standard Time RChacon Action Type:Incoming call
WRITER CALLED CUSTOMER AND STATED:
1. REITERATED INFO FROM DPSM

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 02/18/2010 09:03 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES, WHO STATED:
1. I AM STILL TRYING TO SET UP A DAY NEXT WEEK TO HAVE FTR LOOK @ VEH
2. NO DATE HAS BEEN SET UP YET BUT WORKING ON IT

WRITER STATED:

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE22279[redacted]	[redacted]	8,000

Beacon Falls, CT[redacted] Prod. Date: 11/7/08 Dealer: CT017 Kia of Milford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

1. THANK YOU

*** PHONE LOG 02/22/2010 01:18 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES, LVM STATING:
1. CALLING TO FIND OUT IF APPT HAS BEEN SET
2. PLEASE CALL BACK TO ADVISE
3. LEFT CONTACT INFO AND CASE #

*** PHONE LOG 02/24/2010 12:51 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES WHO STATED:
1. I AM STILL WORKING ON TRYING TO GET AN FTR OUT BUT THEY ARE BOOKED OUT UNTIL THE MIDDLE/ END OF MARCH
2. I WILL BE SETTING SOMETHING UP TO MEET WITH THE CUST
3. I WOULD LIKE HER TO BRING HER DAUGHTER IN SO WE CAN SEE EXACTLY WHAT IS GOING ON
4. WHEN WE DO SET THIS UP I WILL GIVE THE CUST A LONER
5. SEND ME AN E-MAIL ON THIS AS A REMINDER

WRITER STATED:
1. WILL DO, THANKS FOR THE INFO

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

1. [redacted] OWNER OF 09 SPECTRA WITH PASS ***AIRBAG*** LIGHT ON
2. THIS IS VEH YOU TEST DROVE @ CT017 AND LOOKING TO GET AN FTR OUT
3. PLEASE CALL BACK TO ADVISE ONCE YOU HAVE FURTHER INFO
4. RCHACON EXT # 45295, THANK YOU

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*** PHONE LOG 03/03/2010 10:03 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES WHO STATED:
1. THE DEALER CALLED CUST AND HAD HER COME IN TO DO A REFLASH TO THE SYS
2. THERE IS NO REFLASH THAT CAN BE DONE ON VEH
3. FROM WHAT I UNDERSTAND THE DAUGHTER WEIGHS 90-100 LBS WHICH WILL CAUSE A PROB WITH THE SYS NOT WORKING RIGHT
4. THE SVC MGR TONY WILL BE GIVING ME A CALL WITH INFO
5. IF THE PROB IS RELATED TO A WEIGHT ISSUE I WILL CALL CUST DIRECTLY TO ADVISE
6. ONCE I HAVE INFO I WILL CALL YOU TO UPDATE

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222795[redacted]	[redacted]	8,000

Beacon Falls, CT[redacted] Prod. Date: 11/7/08 Dealer: CT017 Kia of Milford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 03/10/2010 08:58 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES WHO STATED:
1. I WILL BE @ THE DEALERSHIP IN 2 WEEKS TO MEET WITH CUST
2. THE CUST IS AWARE OF THIS
3. I SHOULD HAVE A DATE SET BY THE END OF THE WEEK ON MY VISIT TO DEALER TO MEET WITH CUST

WRITER STATED:
1. I WILL FOLLOW UP WITH YOU @ THE END OF THE WEEK TO CONFIRM APPT DATE
2. THANK YOU

*** PHONE LOG 03/12/2010 09:47 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES WHO STATED:
1. THE DEALER PRINCIPAL THINKS HE CAN FIX THIS VEH
2. HE HAS REPLACED THE ***SEAT*** ON VEH FROM ANOTHER VEH AND WILL BE GETTING BACK TO ME TODAY WITH THE RESULTS
3. ONCE I HAVE THE RESULTS I WILL CALL YOU TO ADVISE

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 03/15/2010 11:47 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES, LVM STATING:
1. CALLING TO GET UPDATE ON CASE
2. PLEASE CALL BACK TO ADVISE
3. LEFT CONTACT INFO AND CASE #

*** PHONE LOG 03/16/2010 08:21 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES, RECEIVED RECORDING STATING MAILBOX FULL AND CANNOT ACCEPT MSG'S @ THIS TIME

*** EMAIL OUT _ RChacon Action Type:External email
Send to:[KDOMINGUES@KIAUSA.COM]
1. GOOD DAY KEN, WANT TO KNOW STATUS OF THIS CASE.
2. THIS IS THE 09 SPECTRA WITH THE ***AIRBAG*** LIGHT CONCERN.
3. YOU WERE GOING TO GET BACK WITH ME ON THIS AFTER SPEAKING WITH DEALER PRINCIPAL

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222795[redacted]	[redacted]	8,000

Beacon Falls, CT[redacted] Prod. Date: 11/7/08 Dealer: CT017 Kia of Milford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

4. PLEASE CALL BACK TO ADVISE
5. WRITER RCHACON EXT # 45295, THANK YOU

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*** NOTES 03/17/2010 06:56 AM US Mountain Standard Time RChacon Action Type:Manager review
DPSM KDOMINGUES SENT E-MAIL 3/16/10 STATING:
1. THE SVC MGR WILL BE CONTACTING THE CUST TO SEE IF THE VEH IS REPAIRED

*** PHONE LOG 03/18/2010 08:50 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES, WHO STATED:
1. HAVE NOT HEARD FROM DEALER
2. LETS CALL THEM ON 3 WAY

WRITER CALLED CT017 ON 3 WAY, GOT DEALER GENERAL VM

DPSM STATED:
1. I WILL CALL DEALER AGAIN AND CALL YOU BACK TO ADVISE
2. WHAT IS YOUR EXT #?

WRITER STATED:
1. ADVISED OF EXT #
:::::CALL ENDED::::

*** PHONE LOG 03/22/2010 07:26 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES, LVM STATING:
1. CALLING TO GET AN UPDATE ON CASE
2. PLEASE CALL BACK TO ADVISE
3. LEFT CONTACT INFO AND CASE #

*** PHONE LOG 03/23/2010 07:17 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES WHO STATED:
1. THE DEALER PUT ANOTHER ***SEAT*** IN THIS VEH FROM ANOTHER VEH
2. WHEN THE DAUGHTER SITS IN THE ***SEAT*** THE PROB IS STILL THERE
3. AT THIS POINT I HAVE REQUESTED CUST TO MEET WITH ME WITH HER DAUGHTER TO SEE WHAT IS GOING ON
4. I WILL PROB BE GOING OUT TO THIS DEALER NEXT WEEK

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222795[redacted]	[redacted]	8,000

Beacon Falls, CT[redacted] Prod. Date: 11/7/08 Dealer: CT017 Kia of Milford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

5. I WILL BE SETTING UP AN APPT TO MEET WITH CUST AND WILL LET YOU KNOW WHEN THAT IS SET FOR

WRITER STATED:
1. THANK YOU

*** PHONE LOG 03/26/2010 06:39 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES WHO STATED:
1. I AM TRYING TO SET THIS UP FOR NEXT WED
2. I HAVE NOT RECEIVED A CONFIRMATION ON THIS YET
3. I WILL BE TALKING TO THE SVC MGR THIS MORNING
4. ONCE I DO I WILL CALL YOU TO ADVISE

WRITER STATED:
1. THANK YOU

*** PHONE LOG 03/30/2010 07:22 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES WHO STATED:
1. I HAVE NOT HEARD BACK FROM THE DEALER
2. LETS CALL THE SVC MGR TONY ON 3 WAY TO GET INFO

WRITER CALLED CT017 ON 3 WAY, SPOKE WITH SVC MGR TONY WHO STATED:
1. CUST HAS NOT CALLED ME BACK

DPSM STATED:
1. I WILL BE @ CT017 NEXT TUES (4/6/10) BETWEEN 7:30 AM AND 8:45 AM TO MEET WITH CUST

WRITER STATED:
1. I WILL CALL CUST TO ADVISE
2. THANK YOU

*** PHONE LOG 03/30/2010 07:24 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, LVM STATING:
1. PLEASE CALL BACK
2. LEFT CONTACT INFO AND CASE #

*** PHONE LOG 03/31/2010 07:12 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, AND STATED:
1. REITERATED INFO FROM DPSM

CUSTOMER STATED:
1. I NEED MORE THEN A FEW DAYS NOTICE
2. I AM VERY UPSET AS THIS PROB HAS BEEN GOING ON SINCE THE DAY I GOT THE VEH AND IT HAS

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222795[redacted]	[redacted]	8,000

Beacon Falls, CT[redacted] Prod. Date: 11/7/08 Dealer: CT017 Kia of Milford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

NOT BEEN RESOLVED
3. I CANNOT MAKE THE TUES APPT AS I WORK AND HAVE KIDS TO TAKE TO SCHOOL
4. THE BEST TIME FOR ME TO TAKE THE VEH IN WOULD BE ON A FRIDAY AFTER 8:30 AM AND BEFORE 12:00 PM

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. I WILL CONTACT MY REP AND SEE IF WE CAN ARRANGE A FRIDAY APPT
3. ONCE I HAVE INFO I WILL CALL YOU BACK TO ADVISE

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 03/31/2010 07:20 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES AND STATED:
1. CUSTOMER CANNOT MAKE THE TUES APPT
2. BEST DAY/ TIME FOR CUST IS ON A FRIDAY BETWEEN 8:30 AM AND 12:00 PM

DPSM STATED:
1. WE HAVE REPLACED 2 ***SEAT*** BOTTOMS ON THIS VEH
2. I FEEL THE PROB MAY BE RELATED TO THE DAUGHTERS WEIGHT
3. I AM WILLING TO MEET WITH THE CUST ON A FRIDAY 4/16/10

WRITER STATED:
1. I WILL CALL CUST TO ADVISE
2. THANK YOU

*** PHONE LOG 03/31/2010 07:22 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, LVM STATING:
1. DPSM CAN MEET WITH YOU ON FRIDAY 4/16/10
2. PLEASE CALL ME BACK TO LET ME KNOW IF THIS WILL WORK FOR YOU
3. LEFT CONTACT INFO AND CASE #

*** PHONE LOG 04/01/2010 07:21 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, LVM STATING:
1. DPSM CAN MEET WITH YOU ON FRIDAY 4/16/10
2. PLEASE CALL ME BACK TO CONFIRM APPT
3. LEFT CONTACT INFO AND CASE #

*** PHONE LOG 04/02/2010 07:07 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER, AND STATED:
1. REITERATED INFO FROM DPSM

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222795[redacted]	[redacted]	8,000

Beacon Falls, CT[redacted] Prod. Date: 11/7/08 Dealer: CT017 Kia of Milford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

CUSTOMER STATED:
1. I CAN MAKE THIS APPT
2. I NEED A DEFINITE TIME BECAUSE I DO NOT WANT TO WAIT AROUND @ THIS DEALERSHIP FOR 4 HRS UNLESS YOU ARE GOING TO PAY ME FOR MY TIME

WRITER STATED:
1. WE WILL NOT PAY YOU FOR YOUR TIME
2. I WILL CALL MY REP AND CONFIRM YOUR FRIDAY APPT
3. WILL ALSO LOOK @ GETTING YOU A DEFINITIVE TIME

CUSTOMER STATED:
1. THANK YOU

*** PHONE LOG 04/02/2010 07:09 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES, LVM STATING:
1. CUST HAS CONFIRMED APPT FOR FRIDAY 4/16/10
2. CUST WANTS A DEFINITIVE TIME
3. PLEASE CALL BACK TO ADVISE
4. LEFT EXT # AND CASE #

*** PHONE LOG 04/08/2010 11:37 AM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED DPSM KDOMINGUES, WHO STATED:
1. I MET WITH THIS CUST ON TUESDAY AS SHE SHOWED UP @ THE DEALERSHIP
2. I WENT FOR A TEST DRIVE WITH THIS CUSTOMER AND THERE IS NOTHING WRONG
3. THE VEH IS OPERATING AS DESIGNED
4. THE PROB ONLY HAPPENS WITH HER DAUGHTER THAT WEIGHS 112 LBS AND DOES NOT HAPPEN WITH ANYONE ELSE
5. SHE WAS NOT HAPPY WHEN I ADVISED HER IT WAS WORKING AS DESIGNED

WRITER STATED:
1. THANKS FOR THE INFO

*** PHONE LOG 04/08/2010 01:18 PM US Mountain Standard Time RChacon Action Type:Outgoing call
WRITER CALLED CUSTOMER AND STATED:
1. UNDERSTAND YOU MET WITH THE FACTORY REP ON TUES
2. REITERATED INFO FROM DPSM

CUSTOMER STATED:
1. THE LIGHT WILL STILL COME IN INTERMITTENTLY NO MATTER WHO SITS IN THE ***SEAT***
2. I HAVE GIVEN UP ON THIS PROB
3. THERE IS ANOTHER PROB I AM HAVING WITH VEH WITH I THINK MAY BE MY ENGINE OR TRANNY
4. WHEN DRIVING THE VEH FOR AN HOUR AND 1/2 IT SEEMS AS IF THE VEH KICKS OUT OF GEAR WHEN I FLOOR THE GAS PEDAL
5. I HAVE TO LET OFF THE GAS THEN PUSH IT AGAIN FOR IT TO KICK BACK IN

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222795[redacted]	[redacted]	8,000

Beacon Falls, CT[redacted] Prod. Date: 11/7/08 Dealer: CT017 Kia of Milford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Techline Escalation
Kia Case Type Lvl3: JD Power Survey Customer
Kia Case Type Lvl4:

6. I WILL TAKE THE VEH BACK TO THE DEALER FOR THIS PROB WHEN THEY SWITCH OUT THE ***SEAT***S
7. I AM UNHAPPY WITH ALL THE PROB'S I HAVE HAD WITH THIS VEH

WRITER STATED:
1. I APOLOGIZE FOR THE PROB
2. I DO RECOMMEND TAKING VEH BACK TO THE DEALER FOR THEM TO ADDRESS CURRENT CONCERN
3. WE CAN CONTINUE TO FOLLOW UP WITH DEALER ONCE YOU TAKE IT BACK IN TO ENSURE ALL KIA TOOLS AND RESOURCES ARE USED TO RESOLVE CONCERN

CUSTOMER STATED:
1. THANK YOU

*** CASE CLOSE 04/08/2010 01:18 PM US Mountain Standard Time RChacon

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 02/09/2010 02:15 PM US Mountain Standard Time MTrem Action Type:Incoming call
Caller Mr & Mrs L states:
1. we are in the veh now
2. the problem with the veh stems back to when we bought the veh as a left over in 2008
3. we had to have the veh in for service for the ***AIRBAG*** light on the ***PASSENGER*** side
4. the light would come on when my wife sat in the ***SEAT***
5. she doesn't like to me discuss her weight but she is over 125lbs
6. I know the veh is set for around 50lbs
7. we had the veh in 3x early on
8. they replaced a sensor and the entire ***SEAT***
9. they greased the contacts
10. they said they didn't know if it would fix it and that Kia is telling them what to do to fix it
11. for a while we lived with the problem and I'd drive the veh without my wife in the car
12. or I'd sit in the ***PASSENGER SEAT***
13. we changed our whole way of using the veh
14. part of the problem is that it's intermittent
15. it malfunctioned for a week or two and then it may malfunction every other time we get in the veh, then it may not for 2 months
16. regardless, we recently took the veh in for anther safety related issue
17. the gas peddle stuck in the wide open on position
18. this was about 2 months ago,
19. I ended up calling Kia RSA to tow the veh because I was too afraid to drive it
20. it was the 1st week of January I think
21. I was driving on a small side road, I live in a rural area
22. I was able to put on the brakes and eventually go to a point and turn the key off and get to the side of the road
23. I took it to my mechanic who does tires and brakes and other things
24. he looked at the veh and it's mechanically in the on position
25. there is a direct link from the gas peddle to engine, not electronic on this car
26. it was stuck and he freed it and lubricated it
27. I tried it again and it stuck open again
28. I eventually called RSA for a tow and I drove is 15 miles to get a tow back to MA008 Father and Sons
29. This was the end of December, they had the veh for 7 days
30. Their Kia rep told them to take the throttle off, and look at it
31. if it looked ok, put it back on the veh and that's that.
32. I was just beside myself, that they'd be willing to put the veh back on the road without a repair
33. They also investigated the ***AIRBAG*** problem
34. they looked at it and drove the veh around for over 100 miles, the DLR CND, NPF
35. it was nice they had the veh for 7 days and did no work and didn't put gas in it
36. I consider these to be paramount safety issues
37. at that point I'm very angry and frustrated
38. I called District attorneys office and BBB in MA
39. they referred me to local office at the Franklin County attorneys office in Greenfield MA
40. they agreed to arbitrate the dispute with MA008
41. Fathers and Sons position is KMA won't let them do anything
42. my take on this is that Fathers and Sons sold me the veh and they are the local representative of Kia, I expect them to back the veh
43. I also expect DLR to be more proactive to get to get the veh repaired
44. I know this is long winded
45. to cut to the chase, the district attorney office recommended I call Fathers and Sons
46. Gabe told the woman from the DA's office they would do their best to fix it

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

47. I just thought it was ridiculous response, they had the veh 4x with out curing the problem
48. The only way I'd take the veh back is if they guarantee a throttle replacement and ***AIRBAG*** fix
49. the DLR is 40 miles away and I want the use of the veh the way it's designed to work and the way it's sold to us
50. I'm not looking for money or someone job
51. the Rep of Fathers and Sons, said to bring the car to DLR so they can see the light on when my wife is in the veh
52. while we where out of town I had my camera with me a while ago I was able to take a small video of that to Fathers and Sons and the Attorneys office
53. he told me he will forward the video to the Kia Rep
54. that is all I can think of at the moment
55. we need action, we cannot get it from the DLR at this point
56. as long as someone will call me back wiht a positive answer I'll accept a call back within 48 hours
57. if this thing turns into another week or longer, not acceptable
58. they said they would happily take the veh and fix it and I'll have to drive it to the DLR and then be without a veh
59. I'm sure we've driven about a 1,000 miles back and forth to the DLR and then all the gas money involved and time

WTR states:
1. updated, no SC's
2. apologized
3. when did the gas peddle stick?
4. where was CST driving?
5. WTR will research CST concerns and someone will contact CST in 24 to 48 hours
6. gave case number and contact info

CST thanked WTR and disconected

*** NOTES 02/09/2010 03:23 PM US Mountain Standard Time MTrem Action Type:Manager review
Writer dispatching case to National for Handling:
1. CST currently driving veh
2. Customer alleges gas peddle got stuck in open position and caused veh to accelerate
3. CST states the ***PASSENGER*** side ***AIRBAG*** light is intermittent when his wife sits as a ***PASSENGER*** in the ***SEAT***
4. CST states he has contacted the District attorneys office and BBB in MA and has an arbitration with the DLR
5. CST states they have a video of the ***AIRBAG*** light being on and have provided it to the DLR and sent a copy to attorney
6. Determine Assistance
7. Contact CST[redacted]

*** NOTES 02/10/2010 11:14 AM Pacific Daylight Time MHillegas Action Type:Manager review
NCA TO REVIEW CASE WITH KMA LEGAL DEPARTMENT.

*** PHONE LOG 02/10/2010 11:23 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with Gabe, SM at MA008 Father and Sons.
Wtr stated:
1. Name, company and reason for calling.
2. Wtr requested copies of RO's for acceleration and ***AIRBAG*** light concerns.
3. Gave wtr's e-mail address and NCA's fax number to SM.

SM stated:
1. I will try to e-mail the RO's to you, if not I will fax them to you

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Wtr stated:
1. Thanks, I appreciate it.

*** NOTES 02/11/2010 04:46 PM Pacific Daylight Time MHillegas Action Type:Manager review
NCA received RO's from SM Gabe at Fathers & Sons.
1. Wtr scanning documents into case.

*** NOTES 02/12/2010 05:04 PM Pacific Daylight Time MHillegas Action Type:Manager review
PER MWIRZ:
1. Wtr to confirm details of incident when throttle stuck.
2. Wtr to inquire about cases with BBB and District Attorney's Office.

*** PHONE LOG 02/12/2010 05:38 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer[redacted] and stated:
1. Name, company and reason for calling.
2. Wtr apologized for the concerns customer is having with his vehicle.
3. Wtr would like to confirm details of the incident that occurred with your vehicle concerning the throttle getting stuck.
4. Wtr received copies of RO's from dealer.
5. It looks like your vehicle was towed to dealer on 12/29/09, is that correct?

Customer stated:
1. The incident with the throttle sticking occurred on 12/29/09.
2. I had to turn the vehicle off to get the car to stop.
3. I had my friend who is a mechanic take a look at it.
4. He put some WD40 on it and manually worked it out of the stuck position.
5. He did not take anything apart.
6. I drove vehicle 10 miles with my foot lightly on the gas pedal and halfway on the brake with my hand hovering over the e-brake in case throttle stuck again.
7. I got to my destination which was near my house and called RSA to have them tow vehicle to Fathers & Sons.
8. Vehicle was towed to dealer that same day on 12/29/09.
9. Fathers & Sons couldn't duplicate concern after test driving approx. 100 miles so they didn't do a repair.
10. We've also been having an ongoing concern with the ***PASSENGER*** A/B light staying on while my wife is sitting in the front ***SEAT***.
11. The concern with the throttle sticking supersedes any other concern we've had with the vehicle.

Wtr stated:
1. Wtr advised customer that if no trouble codes are found and dealer cannot duplicate concern then they cannot do a repair.
2. Wtr inquired about cases filed with BBB and District Attorney's Office.

Customer stated:
1. I contacted the Attorney General's Office and a mediation case was opened up between Attorney General's Office and the dealer.
2. I'm not looking for money and I'm not asking for my car to be bought back.
3. I just want the vehicle fixed and want to have a safe vehicle for me and my wife to drive.
4. Customer made reference to Toyota customers having similar acceleration concerns.
5. We don't seem to be getting anywhere with the dealer.
6. It's 40 miles to and from dealer so I asked dealer to send a flatbed truck to pick up vehicle and drop off a rental vehicle

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

for me to drive.
7. They said that shouldn't be a problem then they called back and said they couldn't do that.
8. I took a 45 second video of my wife who weighs 135 lbs sitting in the front ***PASSENGER SEAT*** and the A/B light coming on.
9. A copy of video was sent to the dealer and they were going to forward it to their rep.
10. I'm looking for positive concrete results.

Wtr stated:
1. Wtr understands your concerns will document them accordingly.
2. Wtr will review your case with wtr's manager and one of our engineers.
3. Wtr will contact you upon completion of our review.

Customer stated:
1. Can you get back to me by Wednesday, February 17, 2010.

Wtr stated:
1. Wtr should be able to back to you on or before Wednesday, February 17, 2010.

*** NOTES 02/18/2010 11:10 AM Pacific Daylight Time MHillegas Action Type:Manager review
Wtr reviewed case with MCameron, MWirz & Legal and was advised:
1. Wtr to review proper operation with customer (TSB, OM, brochure).
2. Wtr to obtain RO from independent mechanic and/or obtain contact info for ind. mechanic due to KMA engineers needing more info as to his findings.
3. NCA may consider GW to customer for inconvenience (i.e. distance to/from dealer, test drives and gas.

*** PHONE LOG 02/18/2010 02:00 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called customer, [redacted].
Wtr stated:
1. Wtr apologized for not getting back to customer yesterday, however, was reviewing your case late in the evening EST.
2. Wtr reviewed your case with wtr's manager, Director of CA and one of our engineers.
3. Regarding throttle concern, our engineers need more info as to your mechanic's findings.
4. Wtr requested a copy of the RO and mechanic's contact info.
5. Have you had any throttle concerns since picking up vehicle from dealer on January 4, 2010?
6. What is the current mileage on your vehicle?
7. With respect to the ***PASSENGER AIRBAG*** light concern, wtr would like to suggest reviewing owner's manual & brochure for proper operation of ***OCS*** to ensure customer understands completely how it works.
8. Being that dealer has already replaced ***SEAT*** cushion and you are still experiencing ***AIRBAG*** light concern, it may be a good idea to review this information.
9. Director of CA is willing to consider goodwill for customer's inconvenience of taking vehicle back and forth to dealer which is 40 miles away, test drives and gas.

Customer stated:
1. My mechanic did not give me an RO.
2. I will call him to see if it is okay that someone from your company contacts him.
3. Since picking up vehicle from dealer on 1/4/10, I had another incident with the throttle sticking briefly.
4. It happened a couple thousand miles ago.
5. I was driving on a highway at about 60 mph when the throttle stuck briefly 2-3 seconds after I took my foot off of the gas pedal then it went back to normal.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

7. Current mileage on vehicle is 28,023.
8. As far as reviewing the proper operation of the ***OCS*** system, that is not an acceptable resolution.
9. We know how the system works and understand it completely.
10. My wife sits properly in the front ***SEAT*** while riding in the vehicle.
11. I can send you a copy of the video.
12. My wife is 5' 6" tall and weights 135 lbs.
13. As I told you before, I'm not looking for money, however, you can tell your manager that a goodwill offer would be acceptable.
14. A goodwill offer helps and it shows that Kia cares.
15. I will let you know whether or not it's okay to contact my mechanic.
16. I would like to know a dollar amount for goodwill from you next time we speak.

Wtr stated:
1. Wtr will pass along your requests to wtr's manager.
2. Wtr will look out for the video on wtr's e-mail and will wait to hear back from you regarding your mechanic's contact info.

*** NOTES 02/18/2010 02:02 PM Pacific Daylight Time MHillegas Action Type:Manager review
NCA received video of ***PASSENGER*** a/b light on and mechanic's contact info.
1. Wtr attaching to case.

*** PHONE LOG 02/19/2010 08:45 AM US Mountain Standard Time SLarez Action Type:Incoming call
JENNIE FROM MA. CONSUMER PROTECTION CALLED IN
CUSTOMER STATES.
1. CALLING ON BEHALF OF[redacted]

WRITER REFERRED TO MICHELE H. FOR ANY ASSISATNCE.

*** PHONE LOG 02/19/2010 05:57 PM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr received a VM from Jennie at District Attorney's Office, Consumer Protection Division in Greenfield, MA stating:
1. I'm calling in regard to a case you have open for[redacted].
2. Please call me back at[redacted]

*** PHONE LOG 02/19/2010 06:18 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
MWIRZ, ALAN DOW AND WTR HAD CONFERENCE CALL WITH CUSTOMER'S INDEPENDENT MECHANIC, RICK BARANOWSKI.
RICK BARANOWSKI STATED:
1. I FOUND THE THROTTLE WAS STUCK ABOUT 1/4 OF THE WAY OPEN.
2. I SPRAYED SHAFT AND PLATE AREA.
3. IT WAS NOT A CABLE CONCERN, I NEVER TOOK HOSE OFF.
4. IT WAS AN EXTERNAL REPAIR ONLY.
5. I WOULD RECOMMEND THAT THE THROTTLE PLATE BE REPLACED.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** NOTES 02/19/2010 06:19 PM Pacific Daylight Time MHillegas Action Type:Manager review
PER LEGAL DEPARTMENT:
1. THROTTLE BODY TO BE REPLACED BY A KIA DEALER.

*** PHONE LOG 02/23/2010 12:55 PM Pacific Daylight Time MHillegas Action Type:Incoming call
Wtr spoke with Jennie Keniston, District Attorney's Office, Consumer Protection Division.
Wtr stated:
1. We are in the process of working with the customer directly to address acceleration and ***PASSENGER*** a/b light concerns.
2. Based on our review and research on this case, KMA will be authorizing dealer to replace throttle body per independent mechanic's diagnosis.
3. A Kia Rep will also be inspecting vehicle for ***PASSENGER*** a/b light concern.
4. Wtr will be in contact with customer to set up appointment with dealer for repair and inspection.
5. You are more than welcome to follow up on this case later in the week.

Jennie Keniston stated:
1. Thank you for your time.

*** PHONE LOG 02/23/2010 03:17 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with DPSM Ken Domingues (845) 216-1147 and stated:
1. Wtr discussed details of case with DPSM.
2. Wtr advised DPSM that KMA Legal Dept. has authorized the replacement of the throttle body.
3. Wtr requested that DPSM inspect vehicle for ***PASSENGER*** a/b light concern while customer's wife is present and sitting in front ***PASSENGER SEAT***.
4. Wtr will forward you a copy of customer's video showing a/b light on while customer's wife is sitting in front ***PASSENGER SEAT***.

DPSM stated:
1. DPSM suggested scheduling appointment for Monday, March 1 or Tuesday, March 2, 2010 between 11 am and 1 pm.
2. DPSM suggested keeping vehicle overnight for inspection and repair and putting customer in a rental car.

Wtr stated:
1. Wtr will send you an e-mail with case history once wtr has confirmed appointment with all parties involved.

*** PHONE LOG 02/24/2010 12:22 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [redacted]t and stated:
1. We have completed our review of your case for all concerns noted and can offer the following resolutions.
2. Based on the diagnosis and findings given to us by your mechanic friend, Rick Baranowski, we would like to replace the throttle body on your vehicle.
3. Regarding the ***PASSENGER*** light on concern, we would like our Kia Rep/DPSM to inspect the vehicle with your wife present.
4. Our DPSM can meet you at the dealership next Monday, March 1 or Tuesday, March 2, 2010 between 11 am - 1 pm.
5. Do either of these dates and times work for you?
6. We will be providing you with a rental vehicle while vehicle is being repaired and inspected.
7. We also would like to offer you $172.20 goodwill for mileage to/from dealer and mileage for test drives (4 times total at 80 milers per trip = 320 miles x .41 per mile = $172.20).

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1. I'm very happy with your decision to replace the throttle body, dealership should still have part in inventory since they already ordered it in January 2010.
2. I can bring vehicle to dealer on Tuesday, March 2, 2010 at 11 am and I will bring my wife with me for the inspection regarding the ***PASSENGER AIRBAG*** light on concern.
3. I will need a rental or loaner vehicle.
4. I believe I've taken vehicle to dealer 4 times previously so March 2 appointment will be 5 times.
5. Please send me an e-mail of goodwill offer and breakdown.

Wtr stated:
1. Wtr will schedule appointment with DPSM at 11 am on Tuesday, March 2, 2010 at Fathers & Sons in West Springfield, MA.
2. Wtr will make arrangements with dealer to have a rental car available for you.
3. If we calculate mileage for 5 trips to dealer and 100 test drive miles, our goodwill offer would be $205.00.
4. Wtr will send you an e-mail with goodwill offer and breakdown for mileage.

*** NOTES 02/24/2010 02:23 PM Pacific Daylight Time MHillegas Action Type:Manager review
Wtr sent breakdown of mileage calculation to customer via e-mail.

Wtr sent e-mail to Ken Domingues requesting inspection date of March 2, 2010 at 11 am at MA008 along with case history and RO's

*** PHONE LOG 02/24/2010 02:26 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called SM Gabe at MA008 and left a detailed VM stating:
1. Advised SM of DPSM's inspection of vehicle on 3/2/10 at 11 am.
2. Advised SM that per KMA Legal Dept., we are authorizing MA008 to replace throttle body.
3. Wtr requested a rental vehicle for customer.
4. Wtr requested a return phone call and gave wtr's phone number.

*** PHONE LOG 02/25/2010 01:40 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called DPSM Ken Domingues and LVM requesting a call back.

*** PHONE LOG 02/25/2010 01:57 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with SM Gabe Sullivan at MA008 (860) 420-8107.
SM stated:
1. Received your voicemail in regard to customer's appointment with DPSM on Tuesday, March 2, 2010 at 11 am.
2. We've ordered the throttle body part and should receive it on Monday, March 1, 2010.
3. I will also have a nice loaner car available for the customer.
4. I have not spoken to the customer or DPSM yet.

Wtr stated:
1. Wtr left VM for DPSM to confirm inspection date and time.
2. Wtr spoke to the customer to schedule the appointment.
3. Wtr will call you back after wtr receives confirmation from DPSM.

*** PHONE LOG 02/25/2010 04:47 PM Pacific Daylight Time MHillegas Action Type:Incoming call

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Wtr received VM from DPSM Ken Domingues stating:
1. I will be at MA008 on Tuesday, March 2.
2. I will be talking to the dealer about it tomorrow.

*** PHONE LOG 03/01/2010 01:15 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with DPSM Ken Domingues and stated:
1. Wtr confirmed with DPSM that he will be inspecting vehicle at 11 am on Tuesday, March 2, 2010 at MA008.

DPSM stated:
1. I have discussed this inspection with the dealer.

*** PHONE LOG 03/01/2010 01:40 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with SM Gabe Sullivan at MA008 and stated:
1. Wtr just spoke with DPSM Ken Domingues and confirmed he will inspect customer's vehicle at 11 am on Tuesday, March 2, 2010 at your dealership.
2. Wtr confirmed that SM will have rental vehicle available for customer.

*** PHONE LOG 03/02/2010 11:13 AM Pacific Daylight Time MWirz Action Type:Incoming call
WRITER RECEIVED CALL FROM DPSM, KEN DOMINGUEZ
1. MEET WITH CUSTOMER TO INSPECT THE VEHICLE
2. THE INSPECTION OF THE THROTTLE BODY REVEALED THAT IT IS WORKING CORRECTLY AND THERE IS NOTHING WRONG WITH IT
3. THERE WERE NO CODED STORED AND CUSTOMER COULD NOT DUPLICATE THE CONCERN
4. FOR CUSTOMER SATISFACTION THE THROTTLE BODY WILL BE REPLACED
5. THE CUSTOMER ALSO DISCUSSED THE ***OCS*** SYSTEM
6. THE SYSTEM DOES NOT WORK WITH HIS WIFE, SHE WAS NOT PRESENT AND WEIGHS APPROXIMATELY 125
7. THE SYSTEM DOES WORK FOR HIM AND HIS DAUGHTER WHO WEIGHS 180 POUNDS
8. DSPM INSTRUCTED CUSTOMER ON THE USE OF THE ***OCS*** BUT CUSTOMER DID NOT WANT TO HEAR IT
9. NO REPAIR WILL BE MADE TO THE ***OCS***
10. VEHICLE WILL BE LEFT AT THE DEALERSHIP OVER NIGHT TO ENSURE THAT THE NEW THROTTLE IS WORKING CORRECTLY BEFORE RELEASE TO CUSTOMER

*** PHONE LOG 03/04/2010 11:57 AM Pacific Daylight Time MWirz Action Type:Incoming call
PER DEALERSHIP PART IS BEING SENT TODAY

*** PHONE LOG 03/05/2010 11:06 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with Sonya in Service Dept. and stated:
1. Name, company and reason for calling.
2. Wtr requested a copy of RO and gave NCA's fax number.

*** PHONE LOG 03/08/2010 01:24 PM US Mountain Standard Time RHall Action Type:Incoming call
Jenny called from Consumer Protection Agency District Attorney in Greenfield MA
1 I am calling to speak to Michele Hillegas in regards to Eric Light

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2 I spoke with her a couple of weeks ago but have left messages on 2/22, 3/1, 3/5, and 3/8 with no calls back

wrt stated
1 apologized
2 Michele Hillegas is in a different department
3 Wrt can trasnfer you to front desk to see if Michele or anyone else is available

wrt warm transferred customer to front desk Raymond

*** PHONE LOG 03/08/2010 04:53 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr called Jennie Keniston, District Attorney's Office, Consumer Protection Division.
Wtr stated:

1. Jennie was not in the office so wtr spoke with Janice, Director instead.
2. Wtr advised Director that customer's vehicle was inspected on 3/2/10 by DPSM.
3. Dealer replaced throttle body based on findings from independent mechanic.
4. DPSM could not duplicate concern with ***PASSENGER AIRBAG*** light on.
5. Customer's wife was not present during inspection.
6. ***SEAT*** cushion has already been replaced once.
7. Per customer, [redacted], ***PASSENGER AIRBAG*** light concern only occurs when wife sits in the front ***PASSENGER SEAT***.
8. The a/b light concern does not occur when customer and customer's daughter is sitting in front ***PASSENGER SEAT***.
9. Wtr advised Director that customer should bring vehicle to dealer when ***AIRBAG*** light comes on so dealer can inspect and duplicate concern.
10. Customer would no go through detailed instructions for ***OCS*** system with DPSM or wtr.

Janice, Director stated:

1. Thank you, I will advise customer to take vehicle to dealer next time ***PASSENGER AIRBAG*** light comes on.

*** EMAIL OUT _ MWirz Action Type:External email
Send to:[Wirz, Margie [KMA]]
CC List:[mhillegas@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[redacted]_MWirz_03-15-2010113159.doc>>

*** NOTES 03/15/2010 11:05 AM Pacific Daylight Time MHillegas Action Type:Manager review
WTR RECEIVED E-MAIL FROM CUSTOMERS, ERIC AND BRENDA LIGHT ON 3-12-10 STATING:

1. We are still working with AG's office with regard to solution for ***PASSENGER AIRBAG*** light concern

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

4. We are leaning towards pushing for a recall through the NHTSA and publicizing our problems as much as possible through the local media and Internet.
5. If you have a different solution to our safety problem, we would be happy to explore that.
6. Wtr attaching document to case.

*** NOTES 03/15/2010 11:16 AM Pacific Daylight Time MHillegas Action Type:Manager review
WTR SENT E-MAIL REPLY TO CUSTOMER'S E-MAIL THIS DAY STATING:
1. As a goodwill gesture, we replaced the throttle body even though our dealership was never able to duplicate the concern.
2. Regarding ***OCS/AIRBAG*** light you stated that the concern only happens when your wife sits in vehicle, it does not happen when you or your daughter sit in vehicle.
3. We requested that your wife be present during the inspection by our DPSM on March 2, 2010, however, your wife was not there for this inspection.
4. The video you provided does show the light on with your wife in the ***SEAT***, however, she is jumping up and down which is an improper sitting position and would cause the light to stay on.
5. For us to further investigate the situation with the ***OCS/AIRBAG*** light, we need your wife to be present during the inspection.
6. The ***SEAT*** works properly when you and your daughter sit in the ***SEAT***, that is why we have asked you repeatedly that your wife come to the dealership for this inspection.
7. Please contact wtr se we can set up an appointment with the dealership and your wife for the ***OCS/AIRBAG*** light inspection.

*** NOTES 03/15/2010 11:28 AM Pacific Daylight Time MHillegas Action Type:Manager review
Wtr received RO #[redacted]8 from Fathers & Sons.
1. Wtr scanning documents into case.

*** NOTES 03/25/2010 12:59 PM Pacific Daylight Time MHillegas Action Type:Manager review
WTR RECEIVED TWO E-MAILS FROM CUSTOMER[redacted] DATED MARCH 15 AND MARCH 25, 2010.
CUSTOMER STATES:
1. "***PASSENGER AIRBAG*** OFF" LIGHT CAME ON WHILE MY WIFE WAS SITTING IN FRONT ***PASSENGER SEAT*** ON THE WAY TO HER DOCTOR'S APPOINTMENT.
2. I CONTACTED SM GABE AT FATHERS & SONS TO SEE IF I COULD TAKE VEHICLE TO ONE OF THEIR OTHER DEALERSHIPS THAT'S CLOSER AND WAS ADVISED THAT I WOULD HAVE TO BRING IT TO FATHERS & SONS KIA DEALERSHIP 40 MILES AWAY FOR DIAGNOSIS.
3. I AM CALLING THE DISTRICT ATTORNEY'S OFFICE AGAIN TODAY TO REPORT THAT WE ARE AGAIN GOING TO GREAT LENGTHS TO HAVE A DEFECTIVE CAR FIXED BUT ARE GETTING NOWHERE.
4. WE ARE WILLING TO SELL VEHICLE BACK TO FATHERS AND SONS FOR $10,000 WHICH IS CLOSE TO WHAT THEY CAN SELL IT FOR.
5. KIA COULD CALL FATHERS AND SONS AND TELL THEM YOU WOULD REIMBURSE THEM THE DIFFERENCE, IF ANY, AFTER THEY RE-SELL THE CAR.
6. WTR ATTACHING DOCUMENTS TO CASE.

*** PHONE LOG 03/25/2010 01:31 PM Pacific Daylight Time MHillegas Action Type:Outgoing call
WTR SPOKE WITH SM GABE AT FATHERS & SONS AND STATED:
1. WTR DISCUSSED DETAILS OF CUSTOMER, ERIC LIGHTS E-MAIL WITH SM.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

SITTING IN FRONT ***PASSENGER SEAT***.
2. CUSTOMER WANTED TO TAKE VEHICLE TO OUR FORD OR TOYOTA DEALERSHIP (BOTH ARE NON-KIA DEALERSHIPS) FOR A DIAGNOSIS.
3. I ADVISED CUSTOMER THAT VEHICLE WOULD HAVE TO BE INSPECTED BY OUR KIA DEALERSHIP ONLY.
4. I SPOKE TO DPSM KEN DOMINGUES TODAY ABOUT THIS MATTER.

WTR STATED:
1. WTR WILL BE DISPATCHING CASE TO ERCA OFFICE FOR FURTHER HANDLING.

*** NOTES 03/25/2010 01:34 PM Pacific Daylight Time MHillegas Action Type:Manager review
WTR REVIEWED CASE WITH MWIRZ AND WAS ADVISED:
1. NCA WILL BE RESCINDING GOODWILL OFFER OF $205.00 DUE TO CUSTOMER'S REQUEST FOR REPURCHASE.
2. WTR TO DISPATCH CASE TO EASTERN REGION FOR FURTHER HANDLING FOR ***OCS*** CONCERN.

*** NOTES 03/25/2010 01:52 PM Pacific Daylight Time MHillegas Action Type:Manager review
WTR DISPATCHING CASE TO EASTERN REGION FOR FURTHER HANDLING WITH FOLLOWING CALL TO ACTION:
1. CASE WAS DISPATCHED TO NCA ON 2-9-10 DUE TO ACCELERATION/THROTTLE CONCERN.
2. PER LEGAL THROTTLE BODY WAS REPLACED ON 3-2-10.
3. DPSM INSPECTED VEHICLE ON 3-2-10 FOR ONGOING ***OCS*** LIGHT CONCERN BUT WAS UNABLE TO DUPLICATE ***OCS*** CONCERN.
4. CUSTOMER IS REQUESTING REPURCHASE OF VEHICLE FOR ***OCS*** LIGHT CONCERN WHEN WIFE SITS IN FRONT ***PASSENGER SEAT***.
5. ***OCS*** OPERATES AS DESIGNED WHEN CUSTOMER[redacted] AND CUSTOMER'S DAUGHTER SIT IN FRONT ***PASSENGER SEAT***.
6. CUSTOMER REFUSES TO BRING WIFE TO DEALER FOR INSPECTION OF ***OCS*** LIGHT CONCERN.
7. CUSTOMER IS WILLING TO SELL VEHICLE BACK TO DEALER FOR $10,000 WHICH IS CLOSE TO KBB RETAIL VALUE OF $10,465.
8. KBB CURRENT MARKET VALUE IS $8,015 (PRIVATE PARTY/GOOD CONDITION).
9. CUSTOMER HAS AN OPEN CASE FILED WITH DISTRICT ATTORNEY'S OFFICE, CONSUMER PROTECTION DIVISION.
10. DEALER AND DPSM ARE AWARE OF CUSTOMER'S REQUEST.
11. DEALER, DPSM AND CUSTOMER CONTACT.

*** FORWARD 03/26/2010 11:31 AM Pacific Daylight Time MPfeifer

*** PHONE LOG 03/26/2010 03:41 PM Eastern Daylight Time SIjames Action Type:Outgoing call
RCAA CALLED CST AND SPOKE TO MAN WHO ADVISED I HAD THE WRONG NUMBER

*** PHONE LOG 03/26/2010 03:43 PM Eastern Daylight Time SIjames Action Type:Outgoing call

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** CASE CLOSE 04/01/2010 01:17 PM Eastern Daylight Time SIjames

*** CASE CLOSE 04/09/2010 08:26 AM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW

*** CASE CLOSE 04/14/2010 11:00 AM US Mountain Standard Time JHirshfield
Tread speed control review -JH

*** NOTES 04/20/2010 09:12 AM Pacific Daylight Time MHillegas Action Type:Manager review
We have been informed about the operative facts of case[redacted] 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 04/20/2010 09:20 AM Pacific Daylight Time MHillegas Action Type:Manager review
WTR RECEIVED E-MAIL DATED APRIL 12, 2010 FROM CUSTOMER[redacted] STATING:
1. WE HAVE YET TO RECEIVE $205.00 FOR THE MILEAGE BACK AND FORTH TO FATHERS AND SONS.
2. ALSO, WE CALLED FATHERS AND SONS WHEN THE LIGHT ISSUE FOR THE ***AIRBAG*** CAME UP.
3. WE WERE ON OUR WAY TO A DOCTORS APPOINTMENT IN GREENFIELD AT THE TIME.
4. WE IMMEDIATELY CALLED FATHERS AND SONS AND ASKED THEM IF THEY COULD HAVE SOMEONE AT THEIR SISTER DEALERSHIP LOOK AT THE PROBLEM.
5. WE SPOKE WITH GABE AND HE STATED THAT IT WOULD NOT DO ANY GOOD TO SEE MY WIFE SITTING IN THE CAR WITH THE LIGHT ON.
6. WE ARE STILL WORKING WITH JANICE AT CONSUMER PROTECTION TO FIX THIS PROBLEM.
7. SHE SAID THAT WE DEFINITELY SHOULD REPORT THIS TO NHTSA.
8. ALONG WITH THAT, WE SHOULD STILL PURSUE KIA AND FATHERS AND SONS.
9. WE JUST WANT A SAFE VEHICLE!
10. I WOULD LIKE A CALL FROM YOU AT YOUR EARLIEST CONVENIENCE PLEASE, SO THAT WE CAN DISCUSS THIS FURTHER.
11. MY CELL NUMBER IS[redacted].
12. WTR ATTACHING DOCUMENT TO CASE.

*** PHONE LOG 04/20/2010 09:29 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
WTR SPOKE WITH ERCAA SIJAMES AND STATED:
1. WTR ADVISED ERCAA OF CUSTOMER'S E-MAIL DATED 4-12-10.
2. WTR ADVISED ERCAA THAT WTR WILL ATTACH E-MAIL TO CASE AND RE-DISPATCH TO REGION FOR FURTHER HANDLING AND CUSTOMER CONTACT.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	28,670

S. Deerfield, MA[redacted] Prod. Date: 6/11/07 Dealer: MA008 Kia of West Springfield

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1. IT WAS MY UNDERSTANDING THAT CUSTOMER AND DEALER WERE IN THE PROCESS OF WORKING OUT A DEAL.
2. ERCAA TO CONTACT CUSTOMER.

*** NOTES 04/20/2010 09:29 AM Pacific Daylight Time MHillegas Action Type:Manager review
WTR RE-DISPATCHING CASE TO REGION FOR FURTHER HANDLING AND CUSTOMER CONTACT.

*** FORWARD 04/20/2010 11:31 AM Pacific Daylight Time MPfeifer

*** PHONE LOG 04/21/2010 02:15 PM Eastern Daylight Time SIjames Action Type:Outgoing call
RCAA spoke with customer who stated
1. I was calling to check on my goodwill reimbursement
2. Oh I didn't know it was hush money
3. This is not right, I was offered that money as goodwill and I should be given it
RCAA states
1. This office did not offer g

*** THIS FIELD HAS EXCEEDED THE MAXIMUM LIMIT. THE ABOVE ENTRY MAY HAVE BEEN TRUNCATED. PLEASE REFER TO THE ACTIVITY LOG FOR COMPLETE INFORMATION.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	15,000

Ceder Park, TX[redacted] Prod. Date: 1/29/08 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 02/10/2010 10:16 AM US Mountain Standard Time ATorres
Cst states:
1. I have a complaint with a defect.
2. I hadn't two ***SEAT*** replaced when my wife sits in the ***SEAT***.
3. She weight just over 100 lbs.
4. Carlos Rodriguez said you had a recall about this.
5. It's costing you $1300 each time to replace it.

Wrt states:
1. Updated, no SC, Apologized.
2. Would like to call dlr and Kia rep.

Wrt put cst on hold called Capitol Kia spoke to Carlos srv mgr and states:
1. Mr. Blair is calling

Carlos states:
1. I told cst to call you.
2. His complaint is the ***PASSENGER AIR BAG*** light will not go away when his wife sit in it that was on 8/6/09 .
3. We replaced the ***SEAT*** cushion 8/31/09
4. Cst came back with the same complaint on 11/3 we ordered another ***SEAT*** cushion and replace 2/2/10.
5. Now his complaint is it's doing the same thing.
6. I asked cst what is your wife weight and is she small frame? Cst said yes. She just over 100 lbs.
7. I told him due his wife frame and the computer is getting confused.
8. I don't beleive it's a defect.
9. I'm 5'4 and about 180-190 and I got in the veh and it went off. I lifted my self up and it turned off.
10. The problem is not his ***SEAT***, the car is fine, It's her size and shape.
11. We didn't ask the right question the first time around that was our fault.

Wrt went back to cst and stated:
1. Spoke to Carlos.
2. He is saying he can sit in the veh and the light will go away and when he lifts himself up it will come back on.
3. Dlr said it's the frame of your wife.
4. In the OM on page 3-56 it talks about the ***PASSENGER AIR BAG*** and what not to do in the ***SEAT***.

Cst states:
1. We have read OM 5 times.
2. Most of the time we can get it to go off.
3. But it has to be a defect or you are going to be liable.
4. If we are in accident and that bag doesn't go off you are liable

Wrt states:
1. Will call Kia rep.
2. See what suggestion he may have.
3. Will call you back.
4. Provided file number and wrt ext.

Cst states:
1. It is a defect and you are liable if something happens.
2. I don't car what the OM says.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	15,000

Ceder Park, TX[redacted] Prod. Date: 1/29/08 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 02/10/2010 10:21 AM US Mountain Standard Time ATorres Action Type:Incoming call
Wrt called Frank Krause DPSM and stated:

1. Cst is calling about ***PASSENGER AIR BAG***.
2. Dlr had replaced 2 ***SEAT***s.
3. Dlr now had determined it was wife's frame.
4. Light will go away when Carlos at dlr ***SEAT***s in it.
5. Cst is saying it a defect and that we are liable if something happens.

DPSM states:

1. If it's only happening with the wife and no one else.
2. It's working at designed.

*** EMAIL OUT _ ATorres Action Type:External email
Send to:[FKrause@kiausa.com]
Ana ext 45070

FYI-

1. Here is that case info about ***PASSENGER AIR BAG*** light.

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[redacted]_ATorres_02-10-2010100833.doc>>

*** PHONE LOG 02/10/2010 11:07 AM US Mountain Standard Time ATorres Action Type:Incoming call
Wrt called cst and stated:

1. Spoke to Kia rep.
2. If the dlrshp can't find an issue when you went in.
3. Kia rep said the veh is working as designed.
4. Your wife if the variable.

Cst states

1. I don't want to drive the car if she is not going to have an ***AIR BAG***.
2. In my Toyota you can turn the key and the bag will turn off.

Wrt states:

1. We don't want it to turn off, it's there for safety.

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	15,000

Ceder Park, TX[redacted] Prod. Date: 1/29/08 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1. Exactly. it a defect and that we are liable if something happens and it doesn't go off.
2. Take back the car and give me my money back then.

Wrt states:
1. We can't do that.

Cst states:
1. You can't do much of anything.
2. I need something done about this.

Wrt states:
1. Kia will repair the veh according to the terms of the man warranty. So far the dlrshp hadn't find an issue.
2. Kias buyback policy is in accordance with your states laws.
3. Referred to WCIM for info on laws in callers state.
4. Writer will follow up on repair; make sure all Kia's resources are being utilized in getting the veh repaired.
5. Will forward your info to another office for review and the will call you back in 48-72 business hours.

Cst states:
1. Ok.

*** NOTES 02/10/2010 11:11 AM US Mountain Standard Time ATorres Action Type:Manager review
Dispatching case to Region.
Cst claims the ***PASSENGER AIR BAG*** is defective.
Cst can get it to work most of the time.
This issue only occurs with his wife.
Dlr found no defect, didn't duplicate concern.
DPSM said if it only happens with his wife then it working as designed.

*** PHONE LOG 02/10/2010 02:24 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer left message for customer requesting call back

*** PHONE LOG 02/10/2010 02:27 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to service manager (Carlos) and he stated:
1. The only person the ***PASSENGER AIRBAG*** light doesn't work for is the wife
2. I have never seen the wife, but her husband says she is small and weighs about 100 lbs
3. I explained to him that the ***SEAT*** is showing her as a small person (child)
4. I got in and out of the ***SEAT*** and it worked every time
5. It also works for the husband

Writer stated:
1. I left a message for the customer
2. If necessary, I will have them come back to your dealer with the wife so she can sit in the ***SEAT***
3. This will be the only way to determine why it doesn't work for her
4. I'll let you know if they will come back in

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	15,000

Ceder Park, TX[redacted] Prod. Date: 1/29/08 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 02/10/2010 04:13 PM Eastern Daylight Time OSprague Action Type:Incoming call
CST called and stated:
1. I am returning your call

Writer stated:
1. Your case was forwarded to the regional office
2. I understand you are not happy with the ***PASSENGER AIRBAG*** light not working for your wife
3. If she is too small, the ***SEAT*** will classify her as a small occupant and the ***AIRBAG*** light will stay on

CST stated:
1. That is not acceptable
2. We can make the light come on with her in the ***SEAT*** and then it will go back off

Writer stated:
1. I apologize for your frustration
2. I would suggest you take the vehicle back to the dealer with your wife
3. Have her sit in the ***SEAT*** and let the service manager and/or technician see her sit in the ***SEAT***

CST stated:
1. I might do that but I'm not sure
2. Kia needs to step up and write me a letter stating the ***AIRBAG*** won't work for my wife
3. I want something in writing to take to the BBB or an attorney

Writer stated:
1. The owner's manual explains how the ***AIRBAG*** light works
2. There is no need for Kia to write a letter for you to give to the BBB or an attorney
3. I will be out of the office for a few days so I will follow-up with you next week to see if you went back to the dealer

CST stated:
1. Ok, whatever....Customer disconnected call

*** PHONE LOG 02/10/2010 04:17 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to service manager (Carlos) and stated:
1. The customer might come in with his wife
2. Please have the wife sit in the ***SEAT*** and determine if she is too small to make the ***AIRBAG*** light work
3. I will call you next week to see if they came in

*** PHONE LOG 02/16/2010 11:47 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to service manager (Carlos) and he stated:
1. Customer came in with his wife
2. I sat in the ***SEAT*** and showed him it worked properly
3. When his wife sat in the ***SEAT***, the light did not go out
4. I explained to him that this is due to her being small
5. He didn't really like that answer and doesn't understand why Kia doesn't have a switch to turn it on and off
6. He left understanding Kia's position in this matter that his wife is too small for the light to go out

*** PHONE LOG 02/16/2010 11:57 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer (Ms[redacted] stated:
1. I was told by Carlos in service that you went to the dealer
2. They showed you that the ***AIRBAG*** light worked properly for someone of larger statue and weight

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	15,000

Ceder Park, TX[redacted] Prod. Date: 1/29/08 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2. We still don't like the way the system works
3. Sometimes it works for me if I sit real hard on the ***SEAT*** when I first get in

Writer stated:
1. I apologize that you are frustrated with the system and how it works
2. If there is anything else we can do for you, please let us know

CST stated:
1. I think Kia needs to rethink this system and install a switch to turn the ***AIRBAG*** on and off
2. Since you won't do that, we will probably sell the car as soon as we can
3. Thank you for calling

CASE CLOSED PENDING FURTHER CONTACT FROM CUSTOMER

*** CASE CLOSE 02/16/2010 11:59 AM Eastern Daylight Time OSprague

*** CASE CLOSE 04/09/2010 08:32 AM US Mountain Standard Time TMorales

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121775[redacted]	[redacted]	32,000

Pinells Park, FL[redacted] Prod. Date: 5/18/07 Dealer: FL060 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 02/18/2010 07:51 AM US Mountain Standard Time ERuiz
CALLER STATED
1. LAST YEAR ON 12/28 I TOOK THE VEHICLE TO CROWN KIA.
2. THE ***PASSENGER***'S SIDE ***SEAT*** IS NOT DETECTING ANYONE SITTING THERE.
3. THE ***AIR BAG*** LIGHT CONTINUED TO COME ON.
4. THERE WAS ALSO A PROBLEM W/ THE CD PLAYER AND THE TPMS.
5. THEY SAID THEY WERE GOING TO ORDER THE PART.
6. THEY FINALLY GOT THE ***SEAT*** BUT IT WAS A DIFFERENT COLOR.
7. THE RADIO WAS NOT WORKING EITHER.
8. I ENDED UP GOING TO THE DLR TWO TIMES AND THEY FINALLY REPLACED THE ***SEAT*** AND RESET THE RADIO.
9. AT THE SAME TIME I ALSO GOT ANOTHER KEYLESS REMOTE.
10. THE RADIO WAS NOT EJECTING THE CD.
11. THE GUY IN SVC WHO WAS VERY RUDE SAID TO ME THAT THEY HAD TO DUPLICATE THE CONCERN OTHERWISE THEY COULDN'T DO ANYTHING TO HELP ME.
12. I AM STILL HAVING A PROBLEM W/ MY CAR.
13. I WANT TO TAKE MY CAR TO ANOTHER DLR AND I WANT YOU TO MAKE THE ARRANGEMENTS SO I CAN HAVE THE RADIO REPLACE.

WRITER STATED
1. WRT APOLOGIZED TO THE CST AND ADVISED.
2. CST IS WELCOME TO TAKE THE VEHICLE TO ANY KIA DLR FOR SVC.
3. WRT IS SURE THE DLR WILL HAVE NO PROBLEMS REPLACING ANY PARTS UNDER WARRANTY.
4. HOWEVER, THE DLR MUST BE ABLE TO DUPLICATE THE CONCERN BEFORE ANY ATTEMPTS TO REPLACE THE RADIO.
5. CST MUST ALLOW THE DLR TO LOOK AT HIS VEHICLE FIRST.
6. CST THEN STATED -YOU'RE NOT HELPING...
7. CST ENDED THE CALL.

*** CASE CLOSE 02/18/2010 07:51 AM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221695[redacted]	[redacted]	37,000

Darnestown, MD[redacted] Prod. Date: 6/20/08 Dealer: MD032 King Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 03/08/2010 06:35 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:

1. WE PURCHASED A USED KIA AND WE HAVE BEEN HAVING A PROBLEM WITH THE ***PASSENGER*** SIDE ***AIR BAG*** LIGHT
2. THE LIGHT DOESN'T AL WAY'S GO OUT WHEN MY DAUGHTER IS SITTING IN THE ***SEAT***
3. MY DAUGHTER WEIGH'S ABOUT 110 LBS
4. THIS ALSO HAPPENED WHILE I WAS SITTING IN THE ***SEAT***
5. THE DLR HAS SEEN THE LIGHT STAY ON AND THEY HAVE BEEN NICE ABOUT THE WHOLE ISSUE BUT THE LIGHT IS STILL NOT FIXED
6. WHAT CAN YOU DO?

WRITER ADVISED:
1. APOLOGIZED FOR PROBLEM
2. THE ***AIR BAG*** SYS WOULD BE COVERED FOR DEFECT'S UNDER YOUR 5/60 LBW
3. I WOULD RECOMMEND ONCE AGAIN MAKING A APPT WITH THE DLR BUT THIS TIME LET US KNOW WHEN YOU TAKE IT IN
4. WE CAN FOLLOW UP WITH THE DLR AND VERIFY THEY ARE USING THE TOOL'S AND RESOURCE'S KIA HAS PROVIDED
5. I'M SURE THE DLR IS DOING EVERYTHING THEY CAN BUT SOMETIME'S IT CAN HELP GETTING OTHER RESOURCE'S INVOLVED
6. PLEASE CALL US WHEN YOU MAKE A APPT
7. PROVIDED CONTACT INFO

CUST STATED:
1. OK THANKS

*** CASE CLOSE 03/08/2010 06:35 AM US Mountain Standard Time RSabin

*** CASE CLOSE 04/07/2010 09:18 AM US Mountain Standard Time JHinkfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE1227855[redacted]	[redacted]	21,415

Riverside, CA [redacted] Prod. Date: 1/23/08 Dealer: CA211 Riverside Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 03/12/2010 01:41 PM US Mountain Standard Time LSims
Caller Ms Espino stated

1. I have taken the car in about 4 times for the pass ***AIRBAG*** light
2. it says ***AIRBAG*** off when ***PASSENGER***s are in the ***SEAT***
3. they said that they cant find a problem with it
4. they say that it is working when they have it, they said that they cant do anything because they dont know what it is
5. Took it in 3/10 and picked it up 3/11 - they also replaced the battery because it was low

wtr stated
1. apologized
2. wtr will need to speak to the SM

wtr placed caller on hold and SM stated
Ben SM stated

1. 3/10 @ 21,415 pass ***AIRBAG*** light does not go off
2. we did not duplicate and no fault codes
3. 2/16/20 @ 20,871 pass ***AIRBAG*** turns on and off while driving
4. 1/5/2010- no mention of light ** veh will not start - also brake and head light stay on when veh is off - there was no problem found
5. also complained of a cooling system noise - we had to bleed the system
6. I think they are just not registering in the ***SEAT***

wtr stated thank you and returned to caller
1. spoke to SM
2. wtr only got info on 2 visits to the dealer for ***AIRBAG*** light concerns
3. does caller have record of more?

caller stated
1. Yes on 2/16 I took it and got back the same day
2. On 2/17- I took it right back and they gave it to me on the 18th
3. I heard the noise with the coolant system again and they asked me to leave it overnight so the air bubbles will go out
4. Jan there was a problem but I didnt report it
5. I had the problem for a while but I did not think it was a big deal
6. my parents drove the car and told me that it was a big deal
7. it is a safety issue

wtr stated
1. apologized
2. wtr will have to call the Kia DPSM and review the case
3. wtr will call back to give further instructions on what can be done

caller stated:
1. ok, thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122785[redacted]	[redacted]	21,415

Riverside, CA [redacted] Prod. Date: 1/23/08 Dealer: CA211 Riverside Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Wtr called Robert Leal and LVM requesting cb

*** EMAIL OUT _ LSims Action Type:External email
Send to:[RLeal@kiausa.com]
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[redacted]LSims_03-16-2010130317.doc>>

*** PHONE LOG 03/16/2010 02:56 PM US Mountain Standard Time LSims Action Type:Incoming call
Robert Leal stated
1. I will be at the dealer on the 25th
2. around 9-10:30
3. tell her I will drive the car with her
4. if that is ok then also call the dealer to let them know

wtr stated:
1. thank you, will call the customer

*** PHONE LOG 03/16/2010 02:56 PM US Mountain Standard Time LSims Action Type:Outgoing call
Wtr called [redacted] and PVM requesting cb

*** PHONE LOG 03/19/2010 11:30 AM US Mountain Standard Time LSims Action Type:Incoming call
Ms [redacted] called back
wtr stated
1. Kia dpsm would like to drive the car with caller on 3/25

caller stated
1. yes that is ok

wtr stated
1. ok I will let them know

*** PHONE LOG 03/23/2010 10:02 AM US Mountain Standard Time LSims Action Type:Incoming call
wtr spoke to Bobbie in service and stated

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12278[redacted]	[redacted]	21,415

Riverside, CA [redacted] Prod. Date: 1/23/08 Dealer: CA211 Riverside Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1. Calling about Ms [redacted]
2. Robert Leal is going to look at the veh on Thursday
3. just wanted to let you know

Bobbie in service stated
1. Ok, the SM is not in this week
2. we will call the customer to verify

*** EMAIL OUT _ LSims Action Type:External email
Send to:[RLeal@kiausa.com]
Hello, I just wanted to let you know that the cust will be able to make it to the dealer this week. I spoke to Bobbie in service and he will call the customer to set the appointment.

Thanks, 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.

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_LSims_03-23-2010112142.doc>>

*** NOTES 03/24/2010 09:49 AM US Mountain Standard Time LSims Action Type:Manager review
Wtr dispatching case to the region for handling
1. the veh is 08 with 21k
2. cust states the veh has been in 4 times for the pass ***AIRBAG*** light off light on when someone was in the ***SEAT***
3. the dealer has not been able to duplicate the concern
4. the dpsm will be at the dealer 3/25 and will look at the veh

*** PHONE LOG AND STATUS CHANGE 03/31/2010 08:04 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Left message requesting call back.

*** NOTES 04/07/2010 10:48 AM US Mountain Standard Time JHirshfield Action Type:Manager review

[!<For Internal Use Only
Tread ***AIRBAG*** review -- JH
>!]

*** PHONE LOG 04/12/2010 09:52 AM US Mountain Standard Time ER Action Type:Incoming call

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122785[redacted]	[redacted]	21,415

Riverside, CA [redacted] Prod. Date: 1/23/08 Dealer: CA211 Riverside Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

CALLER STATED
1. I HAD CALLED BEFORE.
2. I'VE BEEN TRYING TO GET A HOLD OF ANGEL.
3. I NEED HIM TO CALL ME BACK AS SOON AS POSSIBLE.
4. I CAN BE REACH EITHER AT HM[redacted]

WRITER STATED
1. THE CASE IS BEING HANDLE BY ANGEL.
2. WRT WILL DOCUMENT HER REQUEST TO SPEAK TO HIM.
3. CST THANKED WRT FOR THE INFO.

*** PHONE LOG 04/14/2010 09:34 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST STATED:
1. I WAS CALLING TO GET A HOLD OF ANGEL

WRITER ADVISED:
1. LET ME SEE IF I CAN GET HIM ON THE LINE FOR YOU
(PLACED CUST ON HOLD, WARM TRANSFERRED CUST TO AROMO)

*** PHONE LOG 04/14/2010 12:42 PM Pacific Daylight Time ARomo Action Type:Incoming call
Spoke to customer
Customer states:
Still having ongoing issues
The dealership(Sal)
Stated that I should be speaking to you at KMA now

Writer:
I am sorry to hear that you are still experiencing issues with your vehicle
I would like to set up an appointment so that you are able to meet with our FTR
I have an appointment open for 4/19
Would that work?

Customer:
It should

Writer:
Can you send me the Ro's and sales contract for your vehicle.
You can fax them

Customer:
Sure(writer provided fax)

Writer:
I will touch base with the FTR and give you a call back
To confirm the appointment

Customer:
Okay thanks

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122785[redacted]	[redacted]	21,415

Riverside, CA[redacted] Prod. Date: 1/23/08 Dealer: CA211 Riverside Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

I will gather the info and send it.

*** PHONE LOG 04/19/2010 08:57 AM Pacific Daylight Time ARomo Action Type:Outgoing call
Called customer
Left message requesting call back

*** NOTES 04/19/2010 09:00 AM Pacific Daylight Time ARomo Action Type:Manager review
Customer did not go to appointment
Writer advised FTR that is customer does not show up.
Please go to second appointment in 1 hour.

*** NOTES 04/29/2010 08:48 AM Pacific Daylight Time POrtiz Action Type:Manager review
WRCA rec'd ADL.
1. No further contact with cust. per ADL.
2. See K1729186.

*** CASE CLOSE 04/29/2010 08:48 AM Pacific Daylight Time POrtiz

*** NOTES 07/06/2010 03:43 PM Pacific Daylight Time APeckson Action Type:Manager review
sub'd case to rcaom for scorecard/nca for chk req

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE241895[redacted]	[redacted]	11,200

LOUISVILLE, KY[redacted] Prod. Date: 7/3/08 Dealer: KY012 Kia Store East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

Per Enprecis survey feedback from customer, customer states:

Question :Please tell us how many miles are currently on your KIA.
Answer/Comment :
- 11200

Question :How far does the vehicle pull within 100 feet? For example: Drifts 2 ft to the right in 100 ft path
Answer/Comment :
- drifts 2feet to right in 200 ft path

Question :Additional Comments:
Answer/Comment :
- During normal driving

Question :If, you answered No to either question above, please tell us what information you were looking for and/or why the materials were not helpful.
Answer/Comment :
- Why does the ***PASSENGER AIR BAG*** light stay in the off position when there is a ***PASSENGER*** in the ***SEAT***? This is an intermittent problem (50%).Turning the igition off the on doesn't always solve the problem

Question :If you replaced a previous vehicle, please indicate the Make and Model of the vehicle
Answer/Comment : Make
- Mazda
- Model
- Protoge
- Model Year
- 1997

Please contact customer (and dealership if needed) to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

*** PHONE LOG 05/04/2010 02:06 PM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER LVM FOR CUST:
1: CALLING ON SURVEY.
2: PLEASE CALL.
3: PROVIDED CASE AND CONTACT NUMBERS.,

*** PHONE LOG 05/05/2010 07:14 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER LVM FOR CUST:
1: CALLING ON SURVEY.
2: PLEASE CALL.
3: PROVIDED CASE AND CONTACT NUMBERS.,

*** CASE CLOSE 05/05/2010 07:18 AM US Mountain Standard Time APatrick
CALL ME LETTER SENT.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE241895[redacted]	[redacted]	11,200

LOUISVILLE, KY[redacted] Prod. Date: 7/3/08 Dealer: KY012 Kia Store East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 05/07/2010 05:52 AM US Mountain Standard Time APatrick Action Type:Incoming call
CUST LVM X2 05-0609:
1: COMPUTER IN SHOP AND DID NOT GET E-MAILS.
2: PLEASE CALL.

*** PHONE LOG 05/07/2010 01:53 PM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER LVM FOR CUST:
1: CALLING ON SURVEY.
2: PLEASE CALL.
3: PROVIDED CASE AND CONTACT NUMBERS.,

*** PHONE LOG 05/11/2010 08:18 AM US Mountain Standard Time APatrick Action Type:Outgoing call
WRITER ADVISED:
1; APOLOGIZED.
2: SOME RIGHT DRIFT IS NORMAL.

MRS F. STATED:
1: WE HAD TAKEN IT IN FOR A TIRE AND IT WENT AWAY.
2: NOW IT IS BACK.

WRITER ADVISED:
1; DO RECOMMEND HAVING DLR DRIVE WITH YOU ON THIS.
2: WILL ASSIST IF NEEDED.
3: CONFIRMED CUST HAS CASE AND CONTACT.

MRS F. STATED:
1; OK WE APPRECIATE THAT.
2: THANKS.
3: WILL LET HIM KNOW YOU CALLED AND SEE DLR.

*** CASE CLOSE 05/11/2010 08:19 AM US Mountain Standard Time APatrick

*** CASE CLOSE 07/20/2010 05:01 PM Pacific Daylight Time MHillegas
Tread reviewed.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121575[redacted]	[redacted]	73,995

Rhododendron, OR[redacted] Prod. Date: 10/23/06 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 06/16/2010 05:44 AM US Mountain Standard Time SLarez
CUSTOMER STATES.

1. I HAVE A WARNING LIGHT FOR THE ***AIR BAG*** AND ACCORDING TO THE KIA DLR IT IS A B1448 ***OCS*** MAT DEFECT.

2. I HAVE HAD ISSUES WITH THE ***PASSENGER*** SIDE ARE BAG IN THE PAST AND I WONDERING WHAT KIA CAN DO FROM ME.

WRITER STATES.
1. I AM SORRY THIS IS THE CASE,
2. THE CAR IS OUT OF WARRANTY BUT WE CAN CONSIDER THINGS ON A CASE BY CASE BASIS DEPENDING ON YOUR SITUATION
3. LET ME CALL THE DLR THEN I CAN GO FROM THERE.
4. I AM OFF TOMORROW AND FRIDAY SO I YOU DO NOT GET AN ANSWER FROM ME TODAY I WILL GIVE YOUR CALL TO ANOTHER CASE MANAGER FOR FOLLOW UP.

CUSTOMER STATES.
1. THANK YOU
2. THE CAR WAS AT THE DLR ON THE 14TH

*** NOTES 06/16/2010 01:42 PM US Mountain Standard Time SLarez Action Type:Manager review
CUSTOMER LOOKING FOR ASSISTANCE OUTSIDE WARRANTY, PLEASE CALL DLR THEN DPSM FOR CONSIDERATION

*** PHONE LOG 06/17/2010 03:20 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called OR012 and stated:
1

Chris in svc stated:

1. Vehicle was in for ***AIR BAG*** warning light.
2. Code that we got was error for the ***OCS*** sensor.
3. Vehicle is going to need a ***SEAT*** bottom.
4. Did not piece together an estimate.
5. Customer took vehicle home
6. She has done timing belt at 56k miles.
7. Also, she did rear brake job at that time.
8. Customer has done oil changes with us as well.

Writer Stated:
1. Thanks for the information.

*** PHONE LOG 06/17/2010 03:22 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM and stated:
1. Advised of customer concern with vehicle.
2. Customer asking for repair assistance.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121575[redacted]	[redacted]	73,995

Rhododendron, OR[redacted] Prod. Date: 10/23/06 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1. No, she is out of warranty.
2. Will not offer assistance with repairs.

Writer Stated:
1. Thanks for info.

*** PHONE LOG 06/17/2010 03:24 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and left vm stating:
1. Have reviewed concerns with svc mgr and DPSM.
2. In accordance with guidelines in warranty manual, repairs would not be covered.
3. No assistance can be provided with repairs at this time.
4. Gave 800 number, case number, and writer's ext number.
5. Please call back with any questions.

*** CASE CLOSE 06/17/2010 03:24 PM US Mountain Standard Time RBriones
closed pending cust call back.

*** PHONE LOG 07/06/2010 09:25 AM US Mountain Standard Time RBriones Action Type:Incoming call
Ms[redacted] left vm (at 9:55am July 5th, 2010) stating:
1 . Need to speak with a manager.
2. Dealer is telling me ***AIR BAG*** is out of warranty.
3. Everytime I had gone into dealer before, they said it was the way I was sitting.
4. If this does not get covered, will get a lawyer.
5. Call me back at ([redacted]

*** PHONE LOG 07/07/2010 01:30 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and stated:
1. Advised customer that decision has been reviewed.
2. Writer has spoke with svc mgr and other Kia resources.
3. After review, unfortunately, repair assistance was declined.

Ms[redacted] stated:
1. This is unacceptable.
2. I will just take the vehicle over the dealer and claim lemon law.
3. Will let my lawyer deal with it from here.
4. This is not right.
5. I need to speak to your manager.
6. Am not going to let this go away.

Writer Stated:
1. Understand customer frustration.
2. Customer has the right to pursue what action she feels is necessary.
3. Would be happy to let you speak with my supervisor.
4. He would not be able to change the decision that has already been made.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]t	[redacted]	KNAFE12157[redacted]	[redacted]	73,995

Rhododendron, OR[redacted] Prod. Date: 10/23/06 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

5. Show that my supervisor is away from his desk.
6. Offered his voicemail.

Ms Gerhardt stated:
1. Will not just be given the run around.
2. This dealer just treated me like a dumb woman.
3. Because I was nice and didn't throw a fit, it didn't get fixed.
4. Now I am getting screwed.
5. Svc dept kept telling me it was just the way I was sitting in the ***SEAT***.

Writer Stated:
1. Not trying to give customer the run around.
2. This is the procedure we follow when supervisor is unavailable.
3. Transferred customer to JHirshfield's vm.

*** PHONE LOG 07/07/2010 04:28 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
sup call transfer from Richard B
cust LVM stating
1. she has had a long history of problems with their ***AIR BAG*** light
2. she had been told that it was all depending on how they sat in the ***SEAT*** and that there was nothing that could be done
3. now, the car is out of warranty and they are telling her that she needs a new ***SEAT*** cushion
4. she is not going to stand for this--she will file with the BBB or with a lawyer if Kia doesn't make this right
5. please call back

*** PHONE LOG 07/07/2010 03:54 PM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with cust and stated
1. returning her call
2 do not see any past history of concerns with

cust
1 reiterated the same complaint as above
2. every time she went in for oil changes or her timing belt replacement, she would complain about the ***AIR BAG*** light and it not working
3. they never sat another person in the vehicle to show her that the system is working properly--just would tell her it is because she is not sitting correctly

wtr
1. the decision was made that Kia would not assist
2. i will need to speak with svc mgr @ OR012 regarding past complaints
3. based on that, I will then speak with DPSM again and then recontact

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121575[redacted]	[redacted]	73,995

Rhododendron, OR[redacted] Prod. Date: 10/23/06 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

wtr asked if cust had ever complained about her pass ***AIR BAG*** light not working properly

Derek stated

1. cust has had concerns with the proper operation of the ***OCS*** system since she had bought the car
2. they had never been able to duplicate a concern
3. he understands that she is out of warranty and upset
4. he is planning on speaking with his DPSM this afternoon when he is at dealership

wtr thanked Derek for his assistance

*** EMAIL OUT _ JHirshfield Action Type:External email
Send to:[bsharp@kiausa.com]

Bill: This customer has 07 Spectra and an ***OCS*** concern. I spoke with Derek @ OR012 and he told me you would be there this afternoon to review this customer's concern. She is at 73K and now needs a ***SEAT***. She has had many complaints in the past about the operation of the ***OCS*** but OR012 CND problem
Thanks
Jon Hirshfield -Team Lead
1-800-333-4542 x 46635

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.

[redacted]

*** PHONE LOG 07/08/2010 10:54 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr spoke with cust and updated her on case status

*** NOTES 07/08/2010 01:08 PM US Mountain Standard Time JHirshfield Action Type:E-mail rec.
e-mail received from DPSM Bill Sharp:

1. Kia is going to pay for the ***SEAT*** bottom and customer / dealer will pay the labor
2. Svc mgr will contact customer

*** PHONE LOG 07/09/2010 10:31 AM US Mountain Standard Time JHirshfield Action Type:Outgoing call
wtr LVM for cust stating

1. wanted to touch base and make sure that OR012 had contacted her
2. Kia agreed to pay for the ***SEAT*** cushion and dealership and she would pay for the labor
3. any questions, please contact wtr

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121575[redacted]	[redacted]	73,995

Rhododendron, OR[redacted] Prod. Date: 10/23/06 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** CASE CLOSE 07/09/2010 11:49 AM US Mountain Standard Time JHirshfield

*** CASE CLOSE 07/10/2010 09:42 AM Pacific Daylight Time MWirz
TREAD REVIEW DONE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122985[redacted]	[redacted]	46,000

Dunbarton, NH[redacted] Prod. Date: 7/3/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

Per Enprecis survey feedback from customer, customer states:

Question :If you replaced a previous vehicle, please indicate the Make and Model of the vehicle
Answer/Comment : Make
- audi
- Model
- a4
- Model Year
- 1998

Question :We want to hear what's on your mind. What do you like or dislike about your KIA? What can we do to improve our products and your ownership experience? Please feel free to share any comments or suggestions with us in the box below.
Answer/Comment :
- The dealership has been unable to resolve my issues. Nice people but fixing this issue and communication when things go wrong are not their strong suit!

Question :Please indicate what type of trouble was experienced with the ***AIRBAG***/SRS light (check all that apply):
Answer/Comment : ***AIRBAG***/SRS warning light is on
- ***AIRBAG*** off light is on 80% of the time that an adult is sitting in the front ***PASSENGER SEAT***.

Question :Please indicate what type of trouble was experienced with the tire pressure monitoring system (check all that apply):
Answer/Comment : Warning light/display does not work properly
- Warning light for tire pressure monitoring system is periodically on - KIA dealership has unsuccessfully tried to fix this 3 seperate times.

Question :Please describe conditions when this trouble occurs:
Answer/Comment :
- any
- any time

Question :Please tell us how many miles are currently on your KIA.
Answer/Comment :
- 46000

Please contact customer (and dealership if needed) to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

*** PHONE LOG 08/13/2010 03:28 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. LEFT VM MESSAGE FOR CUSTOMER STATING WAS CALLING REGARDING SURVEY INFO RECEIVED.
2. ON BEHALF OF KMA, DO APOLOGIZE FOR ANY CONCERNS
3. IF CONCERNS HAVE NOT BEEN RESOLVED BY KIA DEALER AND CUSTOMER REQUIRES FURTHER ASSISTANCE FROM KMA, PLEASE CALL KCC BACK
4. ADVISED 800#, REFERENCE NUMBER.

*** CASE CLOSE 08/13/2010 03:29 PM US Mountain Standard Time TDonnelly
CLOSED PENDING CALL BACK FROM CUSTOMER.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122985[redacted]	[redacted]	46,000

Dunbarton, NH[redacted] Prod. Date: 7/3/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** CASE CLOSE 10/07/2010 11:50 AM US Mountain Standard Time TMorales

AIRBAG TREAD REVIEW COMPLETE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162085[redacted]	[redacted]	0

Vienna, WV[redacted] Prod. Date: 12/13/07 Dealer: WV003 Warner Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

Case History

SURVEY DATE : 08/31/2010
SERVICE DATE : 08/27/2010

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :
Response for Service Survey Question Q6b, What caused the dealer not to complete the work requested?:
- One or more items requested was not done

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: I TRIED TO GET ON THE WEBSITE TO CONTACT KIA. WHEN I CLICK CONTACT USA, IT TAKES ME RIGHT BACK OUT. IT KEEPS ON KICKING ME OUT AND SAYS, NOT FOUND. WE WERE TREATED WELL, BUT KIA NEEDS TO RESPOND TO OUR ISSUE WITH OUR CAR CONCERNING SAFETY. OUR LOCAL DEALER CONTACTED KIA AND FROM WHAT I UNDERSTAND, THEY DO NOT WANT TO DO ANYTHING ABOUT IT. I AM VERY DISSATISFIED WITH THE COMPANY. THERE IS AN ISSUE WITH THE ***AIR BAG***S. I WISH THEY WOULD FIX THE PROBLEM, BUT THEY SAY THAT IT CANNOT BE FIXED. KIA SHOULD TAKE RESPONSIBILITY FOR HAVING A BAD CAR. I DO NOT THINK THAT DON WARNER SHOULD HAVE TO CUT THEIR LOSSES BECAUSE OF A BAD CAR. THEY HAVE DONE ALL THAT THEY CAN AND ARE TIED DOWN TO A POINT BY THE COMPANY. WE ARE LOOKING AT A SAFETY ISSUE. IF MY GRANDKIDS AND I ARE SITTING IN THAT ***PASSENGER SEAT*** AND WE GET IN AN ACCIDENT AND THEN THE ***AIRBAG*** FAILS, IT IS GOING TO COST THEM MORE THAN THE PRICE OF THE CAR. MANY TIMES WHEN YOU SIT IN THE ***PASSENGER SEAT***, IT SHOWS THAT THE ***AIRBAG*** IS OFF WHEN IT SHOULD BE ON. KIA'S ANSWER IS THAT I NEED TO GAIN WEIGHT. ABOUT 90 TO 100 POUNDS IS SUPPOSED TO TRIGGER THE ***AIRBAG*** TO COME ON. I AM VERY UPSET. I HAVE BEEN CONTACTING THEM FOR A WEEK AND A HALF. ALL WE WANT IS FOR THINGS TO BE MADE RIGHT. DON WARNER HAS BEEN AS GOOD AS HE CAN BE, AND HE HAS CONTACTED THEM. WE ALL MAKE MISTAKES. THIS MIGHT BE A BLUNDER CAR. WE HAVE HAD AIR IN THE WATER LINES NUMEROUS TIMES. ALSO, LOTS OF LIGHTS ARE COMING ON AND DRAINING THE BATTERY. I CAN LIVE WITH THOSE KIND OF THINGS BECAUSE THEY ARE NOT LIFE THREATENING, BUT THE ***AIR BAG*** IS A WHOLE DIFFERENT ISSUE. MY CELL PHONE NUMBER IS [redacted] FOR ANY KIND OF CALLBACK.

Case created and dispatched to Kia Consumer Assistance Center for customer contact and assistance.

*** NOTES 09/07/2010 03:01 PM US Mountain Standard Time DWojciechowski Action Type:Manager review
WTR REVIEWED CASE AND WILL CONTACT DLR AND CUST ON 9/8

*** PHONE LOG 09/08/2010 06:56 AM US Mountain Standard Time ATorres Action Type:Incoming call
[redacted] states:
1. We got a call about a survey and was told I would hear from Kia and I have not.
2. We have a safety issue involved.
3. I went online but it kicked us out of the site. so you have a problem there.
4. When someone sits in the ***PASSENGER SEAT*** the light will stay on saying the ***AIR BAG*** is off.
5. I weight over 100 lbs and it should turn it off.
6. We have been in 3 times for this.
7. The dlrshp has told me to sit stright, I'm not a child. They have said they couldn't find anything wrong.
8. I've been in for the battery 3 times for running down because for some reason the light will come on at night on it's own or the horn will honk.
9. I'm frustrated going in so many times
10. We don't go on trips with the car because we may be stranded.
11. They want to give us 1/2 for the veh.

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162085[redacted]	[redacted]	0

Vienna, WV[redacted] Prod. Date: 12/13/07 Dealer: WV003 Warner Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

12. I would think it would be easier to switch out the veh.
13. I feel Don has done what he can't for the other issue but his is a safety issue.

Wrt states:
1. Apologized for situation.
2. Dlr does need to be able to duplicate issue for them to fix. it.
3. We were not aware you where having problem.
4. When you go back into dlr for this if you can call us and let us know.
5. Writer will follow up on repair; make sure all Kia's resources are being utilized in getting the veh repaired.
6. The warr is for the repairs to veh. Kia will repair the veh according to the terms of the manuf warranty.
7. No where in the warr does it have where we can switch out veh.
8. Kias buyback policy is in accordance with your states laws.
9. Referred to WCIM for info on laws in callers state.
10. Provided file number and wrt ext to call back on when veh is at dlrshp.

Cst states:
1. Ok. Will call you when we are in.
2. Thank you.

*** NOTES 09/08/2010 06:56 AM US Mountain Standard Time ATorres Action Type:Manager review

[!<For Internal Use Only
Follow up with dlr on concerns. >!]

*** CASE CLOSE 09/08/2010 02:48 PM US Mountain Standard Time DWojciechowski
FILE CLOSED PENDING RETURN CALL FROM CUST

*** CASE CLOSE 10/06/2010 10:28 AM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

*** PHONE LOG 12/15/2010 09:40 AM US Mountain Standard Time ATorres Action Type:Incoming call
3 VM from cst stating:
1. ***AIR BAG*** light is back on again.
2. Dlr just did a repair.
3. If you can call me back at [redacted]

*** PHONE LOG 12/15/2010 12:10 PM US Mountain Standard Time ATorres Action Type:Incoming call
Ms. Johnson stated:
1. The ***PASSENGER AIR BAG*** light is on when I sit it in.
2. My husband took a trip and it was off for him.
3. Dlr always kids with me saying I need to gain weight or I'm not sitting right.
4. Should I go back in?
5. Dlr put in a sensor last time.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162085[redacted]	[redacted]	0

Vienna, WV[redacted] Prod. Date: 12/13/07 Dealer: WV003 Warner Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

Wrt states:
1. Veh would need to go back in.
2. Call wrt when you are there to follow up.

Cst states:
1. Ok.

*** CASE CLOSE 12/15/2010 12:10 PM US Mountain Standard Time ATorres
pending cst call back.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222695[redacted]	[redacted]	17,000

Hony Brook, PA[redacted] Prod. Date: 12/18/08 Dealer: PA081 Kia of Coatesville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Dealer
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

Case History

*** PHONE LOG 10/27/2010 11:23 AM US Mountain Standard Time RHall
Mrs Thompson stated

1 The passener ***AIRBAG*** light was on so I took to PA081 in May
2 I was working with Paul at PA081
3 PA081 had to take out pass ***SEAT*** to get to ***AIRBAG*** sensor
4 I just now noticed there is a scratch on the bottom on inside door where you open it by footstep on the metal
5 Me and my baby son are the only ones who ride in the vehicle so we didnt do it and I only take my car to PA081
6 Called PA081 and they said there is nothing they can do about it
7 This needs to be fixed and if dlr is not willing to fix it I will have to take into legal hands

Wrt stated
1 Apologized
2 Kia dlrs are independently owned and operated; KMA does not own the dlr
3 Wrt can document a complaint against the Kia dlr for you
4 This case will be brought to the attention of the dealership
5 Warranty only covers mfr defects and scratches are not mfr defects and therefore would not be covered by Kia
6 Wrt can not make the dlr cover it for you but would be happy to advise them of your request
7 Research may take a couple of days and wrt will callyou back with information as soon as it is obtained

*** PHONE LOG 10/29/2010 12:31 PM US Mountain Standard Time RHall Action Type:Outgoing call
Wrt called to speak to Svc Mgr - not available - left message for call back with Kyle in service

*** PHONE LOG 11/01/2010 07:45 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(PAUL-ACTING SVC MGR-PA081):
1. RETURNING CALL ABOUT CASE NUMBER, GIVEN
2. CUSTOMERS VEHICLE WAS HERE LAST WEEK FOR US TO TAKE LOOK AT THE SCRATCH ON THE INSIDE OF THE DOOR ON THE SILL PLATE
3. THE WORK DONE ON VEHICLE WAS WELL OVER 6 MONTHS AGO
4. CUSTOMER WAS HERE 10/5/2010 FOR OIL CHANGE AND TIRE ROTATION AND MARK WAS NOT MENTIONED
5. FIND IT VERY ODD THIS MUCH TIME LATER THAT THEY ARE ALLEGING WE CAUSED THE PROBLEM.
6. CUSTOMER DOES DO NORMAL MAINTENANCE HERE AT OUR LOCATION
7. THIS WILL HOWEVER REQUIRE PAINT WORK AND WILL BE COUPLE HUNDRED DOLLARS TO FIX
8. CAN NOT SAY AFTER THIS MUCH TIME THAT WE HAVE CAUSED THE CONCERN.
9. WILL REVIEW WITH DPSM, ROBERT JOYCE AND SEE WHAT HE WANTS TO DO.
10. AFTER FOLLOW UP WITH DPSM, WILL CALL KCC BACK.

WRITER STATES:
1. WHAT IS THE REFERENCE NUMBER PLEASE?
2. IS CALLER THE SVC MGR?
3. CALLER IS ACTING SVC MGR?
4. CUSTOMER WAS CALLING KCC FOR REPAIR ASSISTANCE
5. CUSTOMER ALLEGES CAR HAD GONE INTO SHOP BACK ON 5/25/10 AND DEALER DID REPAIR FOR ***SEAT*** CUSHION
6. CUSTOMER ALLEGES SINCE REPAIR THERE WAS SCRATCH ON INSIDE DOOR AREA THAT DEALER DID WHEN DOING REPAIR FOR ***OCS*** AND IS REQUESTING REPAIR.

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE2226956[redacted]	[redacted]	17,000

Hony Brook, PA[redacted] Prod. Date: 12/18/08 Dealer: PA081 Kia of Coatesville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Dealer
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

7. HAS CUSTOMER BEEN INTO SHOP ANY OTHER TIMES FOR REPAIR SINCE DEALER DID REPAIR ON 5/25?
8. WAS THE COMPLAINT MENTIONED PRIOR?
9. CUSTOMER HAS ADVISED KCC IF THIS IS NOT RESOLVED THEN CUSTOMER WILL NEED TO PURSUE LEGAL ACTION
10. HAS DEALER REVIEWED WITH DPSM, ROBERT JOYCE TO SEE WHAT HE MIGHT BE WILLING TO DO?
11. CAN DEALER PLEASE REVIEW WITH DPSM AND EXPLAIN HISTORY, CURRENT CONCERNS AND REQUEST FOR ASSISTANCE?
12. AFTER FOLLOW UP WITH DPSM, CAN DEALER CALL KCC BACK AND ADVISE WHAT DPSM WILL DO?

*** PHONE LOG 11/03/2010 06:57 AM US Mountain Standard Time RHall Action Type:Outgoing call
Wrt called to speak to Paul Svc Mgr
1 Calling to follow up on case

Paul Svc Mgr stated
1 I gave all information to DPSM
2 Waiting to hear back from DPSM

*** NOTES 11/04/2010 08:01 AM US Mountain Standard Time RHall Action Type:Manager review
EMAIL STATES DPSM ROBERT JOYCE IS OUT OF OFFICE UNTIL MONDAY 11/8/10

*** PHONE LOG 11/09/2010 10:37 AM US Mountain Standard Time RHall Action Type:Outgoing call
wrt called to speak to DPSM Robert Joyce- LVM
1 Brian Thompson original owner of 2009 Spectra with 17000 miles
2 Customer had ***AIRBAG*** sensor replaced 5/25/10 by PA081
3 Customer states she just now noticed there is a scratch on the bottom on inside door where you open it by footstep on the metal
4 Customer states only her and baby ride in the car so she states she knows she didnt do it
5 Paul Acting Svc Mgr for PA081 stated they cant confirm if they did the scratch or not because the repair was so long ago
6 Paul Acting Svc Mgr for PA081 stated he would contact you to see if any assistance can be offered to customer
7 Paul Acting Svc Mgr for PA081 stated customer does all maintenance at the dlr
8 Can you please look into this case and see if any assistance can be offered to the customer for this concern?
9 Please call back Robyn 1-800-333-4542 x46422 or email response

*** EMAIL OUT _ RHall Action Type:External email
Send to:[RJoyce@kiausa.com]
1 Brian Thompson original owner of 2009 Spectra with 17000 miles
2 Customer had ***AIRBAG*** sensor replaced 5/25/10 by PA081
3 Customer states she just now noticed there is a scratch on the bottom on inside door where you open it by footstep on the metal
4 Customer states only her and baby ride in the car so she states she knows she didnt do it
5 Paul Acting Svc Mgr for PA081 stated they cant confirm if they did the scratch or not because the repair was so long ago
6 Paul Acting Svc Mgr for PA081 stated he would contact you to see if any assistance can be offered to customer
7 Paul Acting Svc Mgr for PA081 stated customer does all maintenance at the dlr
8 Can you please look into this case and see if any assistance can be offered to the customer for this concern?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222695[redacted]	[redacted]	17,000

Hony Brook, PA[redacted] Prod. Date: 12/18/08 Dealer: PA081 Kia of Coatesville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Dealer
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

9 Please call back Robyn 1-800-333-4542 x46422 or email response

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[redacted]

*** NOTES 11/09/2010 01:23 PM US Mountain Standard Time RHall Action Type:Manager review
EMAIL FROM DPSM ROBERT:
1 This is not a KMA issue, rather a dealer concern
2 Therefore this will not be covered by KMA

*** NOTES 11/10/2010 10:07 AM US Mountain Standard Time RHall Action Type:Manager review
EMAIL FROM DPSM ROBERT JOYCE:
1 There is no obligation from the dealer or KMA at this point

*** PHONE LOG 11/10/2010 10:25 AM US Mountain Standard Time RHall Action Type:Outgoing call
Wrt called to speak to Mrs Thompson - LVM
1 Calling to give status on case - please call back
2 Provided contact info

*** PHONE LOG 11/16/2010 08:34 AM US Mountain Standard Time RHall Action Type:Outgoing call
Wrt called to speak to Mrs[redacted] - not available spoke to Mr[redacted]
1 Calling to give status on case - please call back
2 Provided contact info

Mr T[redacted] stated
1 I will have my son call you back if he has any further concerns

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121885[redacted]	[redacted]	60,611

Satsuma, FL 32189 Prod. Date: 7/2/07 Dealer: FL072 Family Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case_History

*** PHONE LOG 11/08/2010 03:04 PM US Mountain Standard Time MHaynes
The caller, [redacted] states:
1. Our worst nightmare came true today.

The writer states:
1. Apologized.
2. Confirms info.
3. Probes trouble.

The caller states:
1. The car is at 60611 miles.
2. The dealer has informed us that the fuel pump is gone.
3. ***AIRBAG*** sensors in ***SEAT***s need to be replaced.
4. $500 for pump
5. $900 for the ***AIRBAG***s
6. We still owe three years on this
7. This will sink us.
8. Just spent $400 for timing belt
9. I have been disabled for 8 years
10. We have three children.
11. We can barely cover food and bills monthly.
12. There will be no Christmas if we have to pay this.

The writer states:
1. Apologized.
2. Car is outside of warranty for these concerns.
3. However, I can make a request for assistance outside of warranty with district manager.
4. I will need to confirm issue with dealer and get the factors you brought up into the request.
5. Assistance is not guaranteed and may take up to 24 business hours to get a ruling.
6. Gives case number and contact info.
7. I will call back either 11/9 or 11/10 with ruling.

The caller states:
1. Thank you so much.

*** PHONE LOG 11/08/2010 03:40 PM US Mountain Standard Time BBauer Action Type:Incoming call
Customer states:
1. Just spoke with Michael
2. Wanted to tell him that daughter is also disable and we use vehicle to get to her appointments

Writer states:
1. Will add to notes
2. Apologized for problem.

*** PHONE LOG 11/09/2010 02:43 PM US Mountain Standard Time LSaulls Action Type:Incoming call
[redacted] called in:
1 Calling to check on case status. gave case#

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121885[redacted]	[redacted]	60,611

Satsuma, FL[redacted] Prod. Date: 7/2/07 Dealer: FL072 Family Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2 Is FCM Mike available?

Wrt stated:
1 Will check to see if Mike available
2 -- wrt put customer on hold --
3 Apologize, FCM Mike is not currently available
4 FCM Mike did inform wrt that he is waiting to hear back from some contacts
5 FCM Mike stated if he gets an update within next few hours he will call you back to inform
6 If no update by today- FCM Mike will contact you tomorrow to inform of status.

[redacted] stated:
1 Ok. Thank you.

*** PHONE LOG 11/09/2010 02:50 PM US Mountain Standard Time MHaynes Action Type:Outgoing call
The writer leaves message with case number with receptionist for SVC to callback.

*** PHONE LOG 11/09/2010 02:58 PM US Mountain Standard Time MHaynes Action Type:Incoming call
Carl in SVC leaves VM for writer with case number for callback.

*** PHONE LOG 11/09/2010 03:07 PM US Mountain Standard Time MHaynes Action Type:Outgoing call
The writer contacts Darren, SVC Advisor.

Darren, SVC Advisor states:
1. It was towed in for no start.
2. It needs a fuel pump, no pressure.
3. It has an ***AIRBAG*** light on.
4. Needs ***PASSENGER SEAT*** cushion assembly.
5. It also had a CEL on with a code for an O2 sensor.
6. I told him we should replace the fuel pump first before re-looking at sensor.
7. He's only done one oil change here at 2800 miles.

*** PHONE LOG 11/10/2010 07:06 AM US Mountain Standard Time MHaynes Action Type:Outgoing call
The writer contacts Paul Stapleton, DPSM.

Paul Stapleton, DPSM states:
1. Send me the cases notes for review.
2. I will get back to you with a response.

*** EMAIL OUT _ MHaynes Action Type:External email
Send to:[pstapleton@kiausa.com]
Paul,

These are the notes for the FL072 08 Sedona at 60611 for the first owner asking assistance on fuel pump and ***PASSENGER SEAT*** assembly for an ***AIRBAG*** light.

Thanks

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121885[redacted]	[redacted]	60,611

Satsuma, FL[redacted] Prod. Date: 7/2/07 Dealer: FL072 Family Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

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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[redacted]>

*** NOTES 11/10/2010 09:32 AM US Mountain Standard Time MHaynes Action Type:E-mail rec.
The writer receives e-mail from Paul Stapleton, DPSM.

Paul Stapleton, DPSM states:
1. Just spoke with the service manager Carl Davis regarding the customer's request for gw.
2. The customer has declined all service recommendations in the past except for the first oil change at 2800 miles.
3. The car was last seen at the dealer at 58K
6. They recommended he change the timing belt.
7. He declined and sent it to aftermarket shop for repairs.
8. The only GW KMA will provide is to the ***AIR BAG***.
9. KMA will cover the cost of the part but the customer would be responsible for the labor.
10. The dealer is not willing to participate in this GW.
11. As stated KMA will only cover the cost of the part to repair the ***AIRBAG***.
12. Nothing else.
13. Any additional parts needed the customer would be responsible for.

*** PHONE LOG 11/10/2010 09:39 AM US Mountain Standard Time MHaynes Action Type:Outgoing call
The writer tries to reach [redacted] Gets message that number is invalid.

*** PHONE LOG 11/10/2010 09:40 AM US Mountain Standard Time MHaynes Action Type:Outgoing call
The writer tries to reach [redacted]. Phone rings and rings with no answer or VM.

*** PHONE LOG 11/10/2010 09:41 AM US Mountain Standard Time MHaynes Action Type:Outgoing call
The writer tries to reach [redacted]. Gets message that number is invalid.

*** PHONE LOG 11/10/2010 12:49 PM US Mountain Standard Time RHall Action Type:Incoming call
David Gravue stated
1 I have been trying to get ahold of Michael and I have been leaving him messages and no call backs

Wrt stated
1 apologized, Michael tried to call you 3 times today, verified phone number
2 Michael was able to get ahold of DPSM
3 Kia will only cover the part to repair the ***AIR BAG***, all other parts and labor are at your expense

Mr Gravue stated

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121885[redacted]	[redacted]	60,611

Satsuma, FL [redacted] Prod. Date: 7/2/07 Dealer: FL072 Family Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1 We are barely getting by - this is crazy that Kia wont help more
2 This is the 2nd Kia that we have purchased and I will never purchase another Kia vehicle again
3 In the past the vehicle didnt start because of an air bubble
4 It just seems weird that it just brakes down after I it passed the 60,000 miles, is that because Kia says that is how long the part is good for?

Wrt stated
1 apologized
2 No that is not because Kia is saying that is how long the part is good for
3 Kia has the best and the longest warranty in the auto industry today
4 Most mfr warranty these concerns for 3yrs/36,000 miles whereas Kia warranties them for 5yrs/60,000 miles which ever comes first for mfr defects
5 No vehicle in the industry today comes with lifetime warranty but Kia has the best warranty available
6 Unfortunately your concerns happened outside the warranty guidelines which have expired
7 Kia is offering you some assistance ven though the warranty expired to cover the part only for the ***AIRBAG*** repair

Mr Garvue stated
1 That is it- I will never buy another Kia vehicle again
2 I will have to tell my wife we have no car or nothing
3 THANKS KIA!

CUSTOMER HUNG UP ON WRT

*** CASE CLOSE 11/10/2010 01:51 PM US Mountain Standard Time MHaynes

*** CASE CLOSE 01/13/2011 12:29 PM US Mountain Standard Time TMorales
AIRBAG TREAD REVIEW COMPLETE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121475[redacted]	[redacted]	61,000

Kenner, LA [redacted] Prod. Date: 6/5/07 Dealer: LA032 Premier Kia of Kenner

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 12/02/2010 01:51 PM US Mountain Standard Time TDonnelly
CUSTOMER STATES:
1. CAR IS IN SHOP RIGHT NOW (LA032)
2. HAVING ABOUT $200.00 WORTH OF WORK DONE ON CAR
3. THE ***AIRBAG*** LIGHT IS ON AND THEY ARE STATING THERE IS DEFECT IN ***AIRBAG*** AND WILL COST $900.00 TO REPAIR.
4. SPOKE TO JASON IN SERVICE, ASKED ABOUT HELP
5. DEALER ADVISED ME TO CALL KCC
6. THIS CAR IS ONLY 3 YEARS OLD, I SHOULD NOT HAVE TO SPEND THIS KIND OF MONEY ON REPAIRS.
7. WOULD LIKE KMA TO COVER THE COST TO REPAIR.
8. WILL HOLD.

WRITER STATES:
1. CONFIRMED OWNER INFO
2. APOLOGY FOR SITUATION
3. ADVISED IN SERVICE DATE
4. EXPLAINED VEHICLE DID COME WITH 5/60K MILE BLW, 10/100K MILE POWER TRAIN WARRANTY COVERAGE
5. CURRENTLY VEHICLE HAS BALANCE OF POWER TRAIN WHICH COVERS ENGINE, TRANSMISSION, AXLES
6. EXPLAINED THAT ***AIRBAG*** SYSTEM IS IN BLW, WHICH IS CURRENTLY EXPIRED.
7. THIS IS REASON DEALER IS ADVISING CUSTOMER WOULD HAVE TO PAY FOR REPAIRS.
8. WHAT IS CUSTOMER REQUESTING FROM KMA?
9. DID CUSTOMER REVIEW THIS REQUEST WITH DEALER?
10. WHO DID CUSTOMER SPEAK TO AT DEALER REGARDING REQUEST?
11. WRITER CAN CONTACT DEALER AND CONFIRM IF REQUEST HAS BEEN REVIEWED WITH SVC MGR AND DPSM
12. ASKED CUSTOMER TO HOLD.

WRITER STATES:
1. LEFT MESSAGE FOR SVC MGR, CHAD (LA032) TO CALL WRITER WITH SERVICE RECEPTIONIST, [redacted]
2. ADVISED 800#, EXTENSION.

WRITER STATES:
1. ADVISED CUSTOMER THAT SVC MGR, CHAD WAS WITH CUSTOMER
2. WRITER HAD TO LEAVE MESSAGE REQUESTING CALL BACK
3. ONCE WRITER HAS REVIEWED WITH APPROPRIATE PEOPLE, WILL CALL CUSTOMER BACK.

CUSTOMER STATES:
1. WILL WAIT FOR CALL BACK.

Last_name	First_name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12147[redacted]	[redacted]	61,000

Kenner, LA 70062 Prod. Date: 6/5/07 Dealer: LA032 Premier Kia of Kenner

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 12/02/2010 03:09 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(SVC MGR-CHAD-LA032):
1. RETURNING WRITERS CALL
2. I AM AWARE OF THIS CUSTOMER BUT WAS NOT AWARE OF AN ESTIMATE OF $900.00 FOR ***AIRBAG*** LIGHT CONCERN.
3. REPAIRS WE ARE DOING RIGHT NOW ARE DRIVE BELTS AND LIGHTS
4. WE RECOMMENDED 60K SERVICE AND CUSTOMER DECLINED
5. LOOKING BACK AT MAINTENANCE HISTORY CUSTOMER HAS DONE COUPLE FREE OIL CHANGES, AC REPAIR IN WARRANTY
6. THIS CUSTOMER DOES NOT HAVE GOOD HISTORY HERE FOR MAINTENANCE
7. WILL FIND OUT WHAT EXACTLY IS GOING ON WITH ***AIRBAG*** AND REVIEW REQUEST WITH DPSM.
8. AFTER FOLLOW UP, WILL CALL WRITER BACK.

WRITER STATES:
1. THANKED DEALER FOR RETURNING CALL
2. CUSTOMER STATES WAS REFERRED TO CALL KCC BY JASON IN SERVICE
3. CUSTOMER STATES SHE IS PAYING ABOUT $200.00 FOR SERVICE NOW AND THAT ***AIRBAG*** LIGHT CONCERN WAS GIVEN QUOTE OF $900.00 FOR REPAIR
4. CUSTOMER REQUESTING REPAIR ASSISTANCE, WHAT KIND OF SERVICE CUSTOMER IS THIS CUSTOMER?
5. NOW SHE IS CALLING KCC CAN DEALER REVIEW REQUEST FOR ASSISTANCE WITH DPSM?
6. AFTER FOLLOW UP WITH DPSM, CAN DEALER CALL WRITER BACK?
7. WILL WAIT FOR CALL BACK.

*** PHONE LOG 12/07/2010 02:05 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. LEFT MESSAGE FOR SVC MGR, CHAD (LA032) TO CALL WRITER WITH ADVISOR, JASON
2. ADVISED 800#, EXTENSION.

*** PHONE LOG 12/07/2010 04:35 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
DEALER STATES(SVC MGR-CHAD-LA032):
1. LEFT VM MESSAGE AT 4:48 PM RETURNING WRITERS CALL
2. PLEASE CALL BACK.

*** PHONE LOG 12/07/2010 04:47 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO SVC MGR, CHAD (LA032)
2. CALLING TO FIND OUT IF DEALER HAD CHANCE TO REVIEW REQUEST FOR ASSISTANCE ON ***AIRBAG*** REPAIR WITH DPSM?
3. IS CAR STILL IN SHOP?
4. DEALER ADVISED CUSTOMER DECLINED 60K SERVICE AND HAS DONE VERY LIMITED MAINTENANCE AT DEALER,

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE1214754[redacted]	[redacted]	61,000

Kenner, LA[redacted] Prod. Date: 6/5/07 Dealer: LA032 Premier Kia of Kenner

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

CORRECT?
5. CAN DEALER ADVISE DPSM DECISION ONCE RECEIVED?
6. DEALER CAN CC WRITER ON EMAIL TO DPSM THEN WRITER WILL GET DECISION
7. WRITER WILL NEED TO FOLLOW UP WITH CUSTOMER.
8. ADVISED WRITERS EMAIL ADDRESS.

DEALER STATES:
1. THE CAUSE IS DUE TO SENSOR IN ***PASSENGER SEAT*** HAS AN OPEN WIRE
2. DPSM WANTED TO KNOW IF WE HAD PICTURES AND CUSTOMER HISTORY WHICH I AM SENDING NOW.
3. ***SEAT*** NEEDS TO BE REPLACED, CAR IS NOT IN SHOP CURRENTLY
4. SENDING ALL DETAILS TO DPSM NOW
5. CAN I COPY WRITER ON EMAIL SO WHEN DPSM RESPONDS WRITER WILL GET DECISION?
6. WHAT IS WRITERS EMAIL ADDRESS?

*** PHONE LOG 12/09/2010 04:22 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. LEFT VM MESSAGE FOR DPSM COR VALSTAR TO CALL WRITER
2. CUSTOMER HAS 2007 SPECTRA WITH 61K MILES WITH ***AIRBAG*** LIGHT CONCERN
3. DEALER NEEDS TO REPLACE ***SEAT*** BOTTOM-WIRE SHORTED
4. CUSTOMER REQUESTING REPAIR ASSISTANCE
5. SVC MGR CHAD (LA032) SENT EMAIL TO DPSM 12/7/10
6. CUSTOMER HAS DONE LITTLE TO NO SERVICE AT DEALERSHIP
7. WOULD DPSM CONSIDER ANY ASSISTANCE?
8. NEED TO KNOW IF DECISION HAS BEEN MADE, WRITER NEEDS TO ADVISE CUSTOMER.

*** EMAIL OUT _ TDonnelly Action Type:External email
Send to:[CVALSTAR@KIAUSA.COM]
COR,
LEFT VM MESSAGE FOR DPSM COR VALSTAR TO CALL WRITER
CUSTOMER WANDA WILSON-ORIGINAL OWNER HAS 2007 SPECTRA WITH 61K MILES WITH ***AIRBAG*** LIGHT CONCERN
DEALER (LA032) NEEDS TO REPLACE ***SEAT*** BOTTOM-WIRE SHORTED
CUSTOMER REQUESTING REPAIR ASSISTANCE DUE TO COST GIVEN OF $900.00
SVC MGR CHAD (LA032) SENT EMAIL TO DPSM 12/7/10, NEED TO KNOW IF DETERMINATION WAS MADE
CUSTOMER HAS DONE LITTLE TO NO SERVICE AT DEALERSHIP AND THEY ARE SELLING DEALER
WOULD DPSM CONSIDER ANY ASSISTANCE?
NEED TO KNOW IF DECISION HAS BEEN MADE, WRITER NEEDS TO ADVISE CUSTOMER.

THANKS,
TERI
1-800-333-4542 X 45099
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 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121475[redacted]	[redacted]	61,000

Kenner, LA [redacted] Prod. Date: 6/5/07 Dealer: LA032 Premier Kia of Kenner

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

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*** PHONE LOG 12/09/2010 05:01 PM US Mountain Standard Time TDonnelly Action Type:Incoming call
DPSM COR VALSTAR STATES:
1. DID REVIEW WITH CHAD
2. BEEN REALLY BUSY
3. CUSTOMER HAS NOT BEEN GOOD SERVICE CUSTOMER
4. HE IS NOT REALLY IN POSITION TO WANT TO ASSIST
5. NOT GOING TO BE ABLE TO ASSIST DUE TO BEING OUT OF WARRANTY.

WRITER STATES:
1. THANKED DPSM FOR CALLING BACK
2. DO UNDERSTAND DPSM IS BUSY
3. THANKS FOR CALLING BACK
4. WAS AWARE CUSTOMER HAS NOT DONE ANY SERVICE AT DEALER
5. WANTED TO ADVISE IF ANY ASSISTANCE COULD BE PROVIDED.
6. THANKED DPSM FOR INFO.

*** PHONE LOG 12/09/2010 05:05 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. LEFT VM MESSAGE FOR CUSTOMER STATING WAS FOLLOWING UP ON REQUEST FOR ASSISTANCE OUTSIDE TERMS OF WARRANTY REGARDING ***AIRBAG*** LIGHT CONCERNS.
2. ON BEHALF OF KMA, DO APOLOGIZE FOR THE CONCERNS.
3. DID SPEAK TO SVC MGR, CHAD (LA032) AND DPSM
4. HISTORY FOR CONCERN WAS REVIEWED-NO PRIOR CONCERNS
5. HISTORY REGARDING MAINTENANCE DONE AT DEALER REVIEWED AS WELL
6. BASED ON HISTORY AND FACT CAR IS OUT OF WARRANTY, DO APOLOGIZE KMA IS NOT GOING TO BE ABLE TO OFFER ANY ASSISTANCE ON REPAIRS.
7. IF FURTHER QUESTIONS, CAN CALL WRITER BACK
8. ADVISED 800#, EXTENSION.

*** CASE CLOSE 12/09/2010 05:06 PM US Mountain Standard Time TDonnelly
CLOSED PENDING CALL BACK FROM CUSTOMER.

*** CASE CLOSE 01/11/2011 01:03 PM US Mountain Standard Time JHirshfield
Tread ***AIRBAG*** review - JH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	24,000

Tullahoma, TN[redacted] Prod. Date: 10/7/08 Dealer: TN024 Russell Barnett Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

Case History

SURVEY DATE : 12/23/2010
SERVICE DATE : 12/01/2010

PER SURVEY CONDUCTED, CUSTOMER FEEDBACK IS :
Response for Service Survey Question Q6b, What caused the dealer not to complete the work requested?:
- Dealership said that they could not find the problem I described

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 12/27/2010 04:14 PM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED CUSTOMER:
1. CALLING REGARDING THE SERVICE SURVEY
2. WHAT IS THE PROBLEM WITH THE VEHICLE.

WRITER ADVISED:

1. THE VEHICLE AFTER IT WAS PURCHASED THE ***PASSENGER AIR BAG*** LIGHT IS NOT COMING ON
2. I TOOK THE VEHICLE BACK TO THE DEALER AND THEY HAD FOR A COUPLE OF DAYS
3. THEY REPLACED SOME SENSOR IN THE ***SEAT***,
4. A FEW DAYS LATER SOMEONE CAN SIT IN THE VEHICLE IN THE ***PASSENGER SEAT*** AND THE LIGHT WILL NOT GO OFF.
5. SO WE RETURNED TO THE DEALER AGAIN, AND WAS ADVISED THAT THEY DID NOT REPLACE THE ***SEAT***
6. WE HAVE ONE ON ORDER FOR CUSTOMER, THEN WILL CALL WHEN IT COMES IN.
7. THE DEALER NEVER CALLED US, SO WHEN I CALLED THEM I WAS ADVISED THAT THE PART WAS IN.
8. WE RETURNED TO THE DEALER AND THEY REPLACED THE ***SEAT*** CUSHION
9. WHN I PICKED UP THE VEHICLE, I SHOWED THE DEALER WHAT WOULD HAPPEN.
10. THE DEALER CONFIRMED THIS AND THEY WERE SUPPOSE TO FIX THE VEHICLE
11. I CALLED THE DEALER BACK AGAIN AND THEY SAID THAT THEY DID NOT KNOW WHAT WAS WRONG WITH THE VEHICLE.
12. THE DEALER GAVE A LIST OF SOME OF THE REASONS FOR THE LIGHT TO COME ON
13. WE DON'T DO ANY OF THOSE THINGS, THE SERVICE MANAGER CONFIRMED THAT THE LIGHT WAS ON
14. WHEN I GET INTO THE VEHICLE, I HAVE TO BOUNCE ON THE ***SEAT*** A FEW TIME AND THEN THE LIGHT WILL GO OFF.
15. I DO NOT HAVE ANY PLANS TO RETURN TO THE KIA DEALER
16. THE DEALER SAID THAT THERE WAS NOTHING MORE THAT COULD BE DONE.

WRITER ADVISED:
1. APOLOGIZED
2. IF CUSTOMER RETURNS TO THE KIA DEALER PLEASE CONTACT THIS OFFICE
3. PROVIDED THE CONTACT INFORMATION, CASE# FOR RETURN CALL.

*** CASE CLOSE 12/27/2010 04:15 PM US Mountain Standard Time DLyons
CLOSING CASE PENDING FURTHER CUSTOMER CONTACT.

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	24,000

Tullahoma, TN[redacted] Prod. Date: 10/7/08 Dealer: TN024 Russell Barnett Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

*** CASE CLOSE 01/12/2011 11:14 AM US Mountain Standard Time JHirshfield
Tread ***AIRBAG*** review - JH

*** PHONE LOG 06/01/2011 10:43 AM US Mountain Standard Time BBauer Action Type:Incoming call
Customer states: Mr.[redacted]
1. Wife and I purchased a vehicle in 2009
2. The ***AIRBAG*** light stays off all of the time
3. I have taken it in three times and they changed parts but it was never fixed
4. One time I took it in I heard from your office and they said to call when I take it back in so you can follow up
5. At one point they said wife was sitting in ***SEAT*** wrong

Writer states:
1. Advised writer can follow up-when is appt?

Customer states:
1. Do not have an appt yet
2. Wanted to call you first

Writer states:
1. Gave case number
2. Advised KCA would need appt to follow up
3. Requested callback with appt information

*** CASE CLOSE 06/01/2011 10:43 AM US Mountain Standard Time BBauer

*** PHONE LOG 06/01/2011 11:06 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust LVM stating
1 he was told to call back when he had an appt
2. he made it for next Tuesday 6/7/11
3. they said that they want to coordinate it with someone to check the vehicle
4. he can be reached on his cell phone --[redacted]

*** PHONE LOG 06/06/2011 01:03 PM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer stated:
1 - I have an appt. for tomorrow morning
2 - I justwant to be sure you got the message

Writer:
1 - Bonnie has this noted in her case notes

Customer:
1. Thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	24,000

Tullahoma, TN[redacted] Prod. Date: 10/7/08 Dealer: TN024 Russell Barnett Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

*** PHONE LOG 06/07/2011 05:49 AM US Mountain Standard Time BBauer Action Type:Outgoing call
Writer called TN024 and states:
1. Calling to see if customer brought vehicle in

SVC MGR John states:
1. We have had vehicle in this morning
2. Vehicle has had a ***SEAT*** detection problem
3. We have swapped ***SEAT*** with another vehicle and even replaced ***SEAT*** prior to this
4. It did not come on with tech this morning
5. It worked when tech was sitting in it and it worked while customer was sitting with tech there
6. Called techline at a different appt who sent me some information on how system works which I gave to customer
7. Nothing else I can do.

*** PHONE LOG 06/07/2011 11:01 AM US Mountain Standard Time BBauer Action Type:Outgoing call
Writer called customer and states: [redacted]
1. Following up on appt
2. Does customer have vehicle back?
3. Advised tech not able to duplicate concern

Customer states:
1. Happens that way every time-do not have vehicle back yet
2. Gave us paperwork that kia gave them which said we were sitting in ***SEAT*** wrong
3. Wife weighs 160 lbs don't know how you can sit in ***SEAT*** wrong
4. Going to write a letter-do you have an address?

Writer states:
1. Gave KMA address

Customer states:
1. Not going to complain but just say that we have evidence that we have been trying to get this fixed
2. If ***AIRBAG*** does not deploy in an accident I will sue the daylights out

Writer states:
1. Apologized, dealer has to be able to duplicate concern

Customer states:
1. Will go pick up vehicle and it will work and then when we drive it will go off and will have to go back to dealer

Writer states:
1. Advised customer to call back if vehicle goes back to dealer.

*** CASE CLOSE 06/07/2011 11:01 AM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	24,000

Tullahoma, TN[redacted] Prod. Date: 10/7/08 Dealer: TN024 Russell Barnett Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Survey
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

1. Gave case number
2. The ***AIR BAG*** is always off when my wife gets in the car
3. We found out what the problem was
4. The ***AIR BAG*** never deploys
5. The last time we took it in they still could not find the problem but they suggest we put a cushion in the front ***SEAT***
6. So now when my wife sits in the ***SEAT*** she sits in a cushion and the ***AIR BAG*** light goes off
7. This might save you a lawsuit

Writer states:
1. Apologize
2. Advise writer is documenting concerns
3. Request call back for future assistance

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121475[redacted]	[redacted]	90,152

Topkea, KS[redacted] Prod. Date: 11/24/06 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** CASE CLOSE 02/03/2011 04:44 PM US Mountain Standard Time RBriones
concerns noted.

*** PHONE LOG 02/03/2011 04:44 PM US Mountain Standard Time RBriones
Ms[redacted]y stated:

1. My ***AIR BAG*** light is on the vehicle.
2. Has been on for some time now.
3. What do I do about that?
4. The ***AIR BAG*** on the ***PASSENGER*** side has a little hunch in it.
5. I haven't been in an accident.
6. Almost looks like it was trying to deploy.

Writer Stated:

1. Apologized for problem.
2. The ***AIR BAG*** system is just covered up to 60k miles on customer vehicle.
3. It would be out of warranty by 30k miles.
4. To determine why ***AIR BAG*** light is on, customer would have to take veh to Kia dealer for diagnosis.

*** CASE CLOSE 04/06/2011 03:07 PM US Mountain Standard Time Winkfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122585[redacted]	[redacted]	31,929

Granada Hills, CA[redacted] Prod. Date: 1/24/08 Dealer: CA230 Kia Sherman Oaks

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 05/10/2011 04:13 PM US Mountain Standard Time ARuss
Customer states:
1. When I have a ***PASSENGER*** in the car sometimes it says ***AIR BAG*** is not on
2. I took it to CA230 and they could not duplicate

Writer states:
1. Apologized

Customer states:
1. It didn't happen when it was there so they didn't find a problem with it
2. It happened Sunday and happened a couple weeks ago
3. It just doesn't happen all the time
4. I know it's probably a sensor, but the dealership wont fix it

Writer states:
1. Advised writer understands it is frustrating to have interment concern
2. Advised a KIA dealership must diagnose a problem with the vehicle to cover repairs under warranty
3. Advised writer would like to give customer case # to follow up with this office once an appointment is made
- To insure KIA resources are used to try to assist in determining customer concerns

Customer wife states:
1. If this is not working and my grand daughter if I get into an accident the bag will not work?
2. You and the dealership do not care about our safety

Writer states:
1. Advised write can not say what will happen in the future
2. Advised writer would like to get additional information to advise customers properly

Customer states:
1. Ok what is your name

Writer states:
1. Gave writer name

**Placed customers on Hold

Writer states:
1. Advised ***OCS*** Off light means the ***AIR BAG***s will not deployed at that time
2. Are ***PASSENGER***s of adult size?

Customer wife states:
1. I know that
2. Yes, they're of adult size
3. Can I have a copy of what you're documenting?
4. I am going to go to the High Way people and have them look into this
5. CA230 did not even hook the vehicle up to the computer to see if it has a problem
- They just drove it around

Writer states:
1. Advised writer is unable to provide customer with documentation

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122585[redacted]	[redacted]	31,929

Granada Hills, CA[redacted] Prod. Date: 1/24/08 Dealer: CA230 Kia Sherman Oaks

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2. Advised writer is not a technician and limited in technical knowledge
- Advised writer aware CA230 must duplicate to determine concerns
3. Advised writer would like to look up information in OM
4. Advised OM section 3 page 55 explains OSC may not function properly under certain circumstances
5. Advised failing to sit up right, leaning against door or center console, sitting towards the front or ....

Customer cut right off

Customer wife states:
1. I[redacted] years old and I know how to sit in a vehicle!!
- My husbands older than me and this happens to all of us
2. You don't want to give me the documentation because it's incriminating to you
3. I do not like where this conversation is going!!
4. Did we tell you this call is being recorded?

Writer states:

1. Advised writer is just trying to insure customer has full understanding of ***OCS*** functions
2. Advised customer does not have permission to record this call
- Advised if customer continues to record this conversation will need to end
3. Advised concerns documented
4. Advised writer would like to give customer case #

Customer wife states:
1. I am going to go to the High Way Patrol and have them look into this
2. What would a case # do for us?

Writer states:
1. Advised customer welcome to contact this office once an appointment is made with a KIA dealership
2. Advised this office can work with the dealership to insure proper steps are taken
- Concern must be duplicated
3. Gave customer case #

Customer states:
1. OK

*** PHONE LOG 05/10/2011 04:15 PM US Mountain Standard Time ARuss Action Type:Outgoing call
Writer called CA230 and was disconnected holding for SVC MGR

*** NOTES 05/13/2011 05:23 PM US Mountain Standard Time ARuss Action Type:Manager review

[!<For Internal Use Only
F/U W/ CA230 FOR VECH DIAGNOSIS>!]

*** PHONE LOG 05/17/2011 01:59 PM US Mountain Standard Time DFerrick Action Type:Incoming call
800# VM BY MANNY GONZALES 818-670-7450 CA230
PROVIDED CUSTOMER NAME/VIN
1. RO OPEN DATE 05/16/11

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122585[redacted]	[redacted]	31,929

Granada Hills, CA[redacted] Prod. Date: 1/24/08 Dealer: CA230 Kia Sherman Oaks

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2. THIS IS A REPEAT REPAIR
3. THE ***AIRBAG*** LIGHT SHOW OFF EVEN WHEN SOMEONE IS SITTING IN THE ***SEAT***
4. WE HAVE NOT DIAGNOSED IT YET
5. VEHICLE MILEAGE: 32210
6. CUSTOMER CONTACT [redacted]
7. CUSTOMER CONTACT: [redacted]

*** PHONE LOG 05/20/2011 08:37 AM US Mountain Standard Time TLarson Action Type:Incoming call
WRITER CALLED MANNY @ CA230

Dealership Contact Name: MANNY @ CA230
Year/Model/Mileage of Vehicle: 08 SPECTRA 32210
RO Open Date: 5/16/11
Days Down at initial Service Alert Report: 1
Repair Issue: ***OCS***
ETA for completion of repairs: DONE 5/17
Repeat Pair (Y/N) if so, how many? YES
Techline Case? If so, #? NO
Rental provided? If so, since when? NO
DPSM contacted by dealer? NO

WRITER REVIEWED CASE WITH MANNY @ CA230

1 WE BROUGHT IT IN
2 FOUND NO CODES
3 WE ROADTESTED 3-4 X
4 HAD SOMEONE SITTING IN THE ***SEAT*** AND COULD NEVER GET THE PROBLEM TO OCCUR
5 PROVIDED CUSTOMER CALL BACK [redacted] , VERIFIED MAIN #

[!<For Internal Use Only
FOLLOW UP WITH CUSTOMER >!]

*** PHONE LOG 05/23/2011 10:48 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED CUST ADVISED:
1. I WAS CALLING TO SEE IF THE ***AIR BAG*** LIGHT CAME ON SINCE YOU PICKED IT UP?

CUST STATED:
1. NO IT HAS NOT
2. IT'S INTERMITTENT AND IT MAY BE A MONTH BEFORE IT DOES IT AGAIN

WRITER ADVISED:
1. IF IT DOES COME BACK ON PLEASE CALL ME BACK AND LET ME KNOW
2. PROVIDED CONTACT INFO

CUST STATED:
1. OK THANKS

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122585[redacted]	[redacted]	31,929

Granada Hills, CA 91344 Prod. Date: 1/24/08 Dealer: CA230 Kia Sherman Oaks

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** CASE CLOSE 05/23/2011 10:48 AM US Mountain Standard Time RSabin

*** PHONE LOG 05/31/2011 11:24 AM US Mountain Standard Time LSims Action Type:Incoming call
[redacted] stated
1. I am calling back
2. the other day my wife was sitting in the car and the light popped on
3 I was told to call back if it came on again

wtr stated
1. apologized
2. wtr will update case notes and cust will be contacted

caller stated
1. ok, thank you

*** NOTES 05/31/2011 11:25 AM US Mountain Standard Time LSims Action Type:Manager review
Per Todd in service alert
Dispatch case to WRCA due to multiple repair attempts

*** NOTES 05/31/2011 07:06 PM US Mountain Standard Time LSims Action Type:Manager review
wtr dispatching case to WRCA per Service Alert guidelines
1. Veh in for multiple repair attempts for ***OCS AIRBAG*** inop/ intermittent problem
2. Cust called back and stated that the veh is still having the same concern

*** PHONE LOG 06/07/2011 03:08 PM Pacific Daylight Time CValenti Action Type:Outgoing call
rcaa called CA230 and spoke with Manny
1. CND, no codes found
2. Tested ***SEAT*** with multiple people @ different weights, normal vehicle operation

*** PHONE LOG 06/07/2011 04:29 PM Pacific Daylight Time CValenti Action Type:Outgoing call
rcaa called customer
1. Rcaa introduced self to customer
2. Apologized for the inconvenience
3. Reviewed over conversation with dlr
4. Customer states when we brought the vehicle in the dealer was able to see the light on
5. After we took the vehicle home it has been on a few times
6. Rcaa advised would possibly like to get an FTR to look at the vehicle, will review for available dates and contact customer
7. Further advised of ***OCS*** weight requirements
8. Customer understood, thanked rcaa

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122585[redacted]	[redacted]	31,929

Granada Hills, CA[redacted] Prod. Date: 1/24/08 Dealer: CA230 Kia Sherman Oaks

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 06/09/2011 10:21 AM Pacific Daylight Time CValenti Action Type:Outgoing call
rcaa called customer
1. Requested customer to bring vehicle to CA140 on 6/13 for FTR appointment
2. Mrs. Characky to forward request to husband, he will contact rcaa later today

*** PHONE LOG 06/10/2011 04:28 PM Pacific Daylight Time CValenti Action Type:Outgoing call
rcaa called CA140 and spoke to Bruce
1. Advised of appointment
2. Rental ok

*** PHONE LOG 06/10/2011 04:29 PM Pacific Daylight Time CValenti Action Type:Outgoing call
rcaa called customer
1. Confirmed appointment @ CA140
2. Customer to drop off vehicle before 10am

*** PHONE LOG 06/16/2011 09:35 AM Pacific Daylight Time CValenti Action Type:Outgoing call
rcaa called CA140 and spoke with SVD
1. NVO, customer needs to make sure she is sitting in the ***SEAT*** correctly

*** PHONE LOG 06/16/2011 09:40 AM Pacific Daylight Time CValenti Action Type:Outgoing call
rcaa called customer
1. Rcaa calling to follow up
2. Rcaa explained FTR findings, NVO.
3. Rcaa explained proper procedure for sitting in the ***SEAT***
4. Customer states well I don't like that but okay, my wife moves around on some drives. Anyways thanks for the call
5. Rcaa advised customer to contact KMA with any future questions or concerns.

*** CASE CLOSE 06/16/2011 09:40 AM Pacific Daylight Time CValenti

*** NOTES 07/06/2011 04:16 PM Pacific Daylight Time MHillegas Action Type:Manager review
Tread review complete.

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122585[redacted]	[redacted]	74,257

VA, VA Prod. Date: 7/28/07 Dealer: VA056 Priority Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Backordered Parts
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case_History

*** PHONE LOG 05/19/2011 01:14 PM US Mountain Standard Time DFerrick
800# VM BY RYAN 804-526-5800 VA056
PROVIDE LAST NAME ONLY/VIN
1. THE VEHICLE HAS BEEN DOWN SINCE THE BEGINNING OF MAY
2. THE ***AIRBAG*** LIGHT IS ON
3. PARTS ARE ON B/O
4. CUSTOMER CONTACT 804-733-8754

*** PHONE LOG 05/24/2011 06:20 AM US Mountain Standard Time TLarson Action Type:Outgoing call
WRITER CALLED RYAN @ VA056

Dealership Contact Name: RYAN @ VA05
Year/Model/Mileage of Vehicle: 08 SPECTRA 74257
RO Open Date: 5/3/11
Days Down at initial Service Alert Report: 0
Repair Issue: AB LIGHT
ETA for completion of repairs: DONE
Repeat Pair (Y/N) if so, how many? NO
Techline Case? If so, #? NO
Rental provided? If so, since when? NO
DPSM contacted by dealer? NO

WRITER REVIEWED CASE WITH RYAN @ VA056

1 PART ARRIVED YESTERDAY
2 VEHICLE CAME BACK TODAY
3 WE ARE REPLACED THE ***OCS*** MAT
4 REPAIRS WILL BE DONE TODAY
5 PROVIDED CUSTOMER CALL BACK 804-733-8754

[!<For Internal Use Only
FOLLOW UP WITH CUSTOMER >!]

*** PHONE LOG 05/25/2011 08:53 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED CUST ADVISED: PH # 8[redacted]
1. I WAS CALLING TO SEE IF THE REPAIRS WERE TAKEN CARE OF ON THE VEH?

WRITER ADVISED:
1. I JUST GOT IT BACK TODAY BUT SO FAR IT SEEMS FINE
2. THANKS

*** CASE CLOSE 05/25/2011 08:53 AM US Mountain Standard Time RSabin

Kia Motors America
Consumer Affairs Department

[redacted]

VIN of 2008 SPECTRA EX
KNAFE122585[redacted]

[redacted]

Mileage
74,257

VA, VA | Prod. Date: 7/28/07 | D[redacted]ler: VA056 Priority Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Backordered Parts
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

TREAD review completed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	43,000

Houston, TX [redacted] Prod. Date: Dealer: TX106 Archer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 05/25/2011 12:05 PM US Mountain Standard Time AJudson
Customer States:

1. Being advised that the ***AIRBAG*** sensor is broken and ***SEAT*** cushion needs to be replaced.
2. Was advised to contact KCA because supposedly you guys need to see it to repair it.
3. Spoke to SVCA David in SVC DPT who advised me that they needed to have the part inspected to replace it.
4. I went to get tires last Thursday and advised of my concern with ***AIRBAG*** indicator and they advised me what was going on.
5. Do not have VIN, gave TX010 contact number as [redacted]

Writer States:
1. Apologized for the problem.
2. Advised customer that writer will need to contact TX010 to review case.

WRITER PLACED CUSTOMER ON HOLD AND CALLED TX010

Writer States:
1. Calling to verify diagnosis of customer vehicle?

SVCA David states:
1. SVC MGR is not available.
2. Vehicle came in because the ***OCS*** indicator came on and needs the ***SEAT*** cushion replaced.
3. Sent the PWA to the DPSM SWebster who advised he needed to inspect the ***SEAT*** cushion before authorizing repair.
4. Vehicle is not currently here at dealer, customer advised he was terrified driving vehicle like this.

-- CALL ENDED --

Writer called DPSM SWebster and states:
1. Customer took vehicle to TX010 and writer spoke to SVCA David who advised:
   - SVC MGR is not available
   - vehicle came in because the ***OCS*** indicator came on and needs the ***SEAT*** cushion replaced
   - he the PWA to the DPSM SWebster who advised he needed to inspect the ***SEAT*** cushion before authorizing repair
   - customer advised he was terrified driving vehicle like this
2. Calling to verify when DPSM will be at TX010?

DPSM states:
1. Do not know when I am going to be there yet, I have to inspect the part to authorize repair under warranty.
2. This is something that the SVC MGR needs to be involved in so SVCA David is not able to authorize repair.
3. Customer can take vehicle to another dealer who is able to authorize repairs, verified TX106 is able to authorize repair.

WRITER TOOK CUSTOMER OFF HOLD

Writer States:
1. Apologized for the problem.
2. Advised customer that writer reviewed case with SVCA David and DPSM.
3. DPSM has advised:
   - does not know when he will be at TX010 again
   - he does have to inspect the part to authorize repair under warranty at TX010
   - TX010 SVC MGR needs to be involved in diagnosis so SVCA David is not able to authorize repair
   - customer can take vehicle to another dealer who is able to authorize repairs

Last name	First nam	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	43,000

Houston, TX[redacted] Prod. Date: Dealer: TX106 Archer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

5. Request callback for additional assistance if needed.

*** PHONE LOG 05/25/2011 12:17 PM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:
1. Gave name and case number.
2. Called TX106 and spoke to SVCA Gary who advised he was not sure why writer told me to go to them.
3. Calling to verify what I should be doing, not sure why I am being referred to different dealer.

Writer States:
1. Apologized, writer will contact TX106 and advise what writer advised customer.

WRITER PLACED CUSTOMER ON HOLD AND CALLED TX106

Writer States:
1. Apologized for the problem.
2. Customer took vehicle to TX010 for diagnosis of ***OCS*** concern.
3. TX010 is not able to authorize repair under warranty at this time without DPSM inspection.
4. DPSM recommended customer take vehicle to another dealer (TX106) for diagnosis/repair.

SVCA Catherine states:
1. SVCA Gary/SVC MGR Richard Jones are not available.
2. Request writer callback information for SVC MGR to return call.

Writer States:
1. Gave name, 800#, extension and case number.

WRITER TOOK CUSTOMER OFF HOLD

Writer States:
1. Apologized for the problem.
2. Advised customer that writer spoke to SVCA Catherine at TX106.
3. SVC MGR is Richard Jones and Gary is SVCA, they were not available.
4. Writer explained to SVCA Catherine that customer was referred there by DPSM.
5. Advised customer to contact dealer again to schedule appointment.

Customer States:
1. So I need to call them back again and schedule appointment?
2. Still do not understand why I am having to do all of this.

Writer States:
1. Apologized for the inconvenience.
2. Concern is that this concern is something that the SVC MGR needs to be involved according to DPSM.
3. SVCA David is not able to authorize/process claim for warranty.
4. This is why customer was advised to take vehicle to another dealer who is able to authorize repairs.
5. Writer will transfer customer back to TX106 to schedule appointment.

WRITER PLACED CUSTOMER ON HOLD AND CALLED TX106
WRITER WARM TRANSFERRED CUSTOMER TO TX106 SVCA CATHERINE TO SCHEDULE APPOINTMENT

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	43,000

Houston, TX [redacted] Prod. Date: Dealer: TX106 Archer Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 05/25/2011 01:16 PM US Mountain Standard Time AJudson Action Type:Incoming call
SVC MGR Richard called and states:
1. Gave customer name and case number.
2. Calling to verify what is going on with this customer?

Writer States:
1. Customer took vehicle to TX010 and writer spoke to SVCA David who advised:
   - SVC MGR was not available
   - vehicle came in because the ***OCS*** indicator came on and they diagnosed that it needs the ***SEAT*** cushion replaced
   - SVCA sent the PWA to the DPSM SWebster who advised he needed to inspect the ***SEAT*** cushion before authorizing repair
2. Writer contacted DPSM SWebster who advised:
   - did not know when he would be going to TX010 yet
   - he would have to inspect the part to authorize repair under warranty
   - this was something that TX010 SVC MGR needed to be involved in so SVCA David is not able to authorize repair
   - requested customer take vehicle to another dealer who is able to authorize repairs
   - writer located your dealer and DPSM verified TX106 was able to authorize repair
3. Advised SVC MGR to proceed and review customer issue as new concern, address under terms of warranty.
4. Gave writers name, extension and customer case number, request callback if additional assistance is needed.

*** CASE CLOSE 05/25/2011 01:16 PM US Mountain Standard Time AJudson

*** CASE CLOSE 07/06/2011 01:58 PM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221195[redacted]	[redacted]	28,600

Kalamazoo, MI[redacted] Prod. Date: 11/25/08 Dealer: MI008 Seelye Kia of Kalamazoo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 05/27/2011 09:42 AM US Mountain Standard Time JKim
Customer states:
1. I need to speak to someone for major safety concern
2. My ***PASSENGER AIR BAG*** is not working
3. It worked fine when I purchased it
4. Several months ago, it wouldn't turn off when someone rode in ***PASSENGER SEAT***
5. We took it to dealer and it worked for short bit but it stopped working again
6. Took it back to dealer and the warranted whole sensor unit a month ago
7. It is not working again
8. It works 80% of time when other people rides it and doesn't work for me at all
9. I'm a small person, but heavy enough for it to recognize me
10. I just want this to get fixed
11. Dealer said they can't do anything anymore
12. If we get an accident, it is not good for Kia

Writer states:
1. Apologized
2. Updated info/no open SC
3. Writer sees TL case open, which means when dealer needs further assistance, they contact Kia technicians
4. They have been working till an hour ago, try to find how to resolve situation
5. Writer will contact dealer for more info and will follow up
6. Since it is Friday and long weekend, writer might be able to get back after Tuesday
7. Gave case # and writer's information

*** PHONE LOG 05/27/2011 12:08 PM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called MI008 and states:
1. Called to follow up

Brian/SVCA states:
1. Customer didn't have problem before
2. Kia technicians had been blown us off by telling us that customer might not sit properly or her butt shape is not right
3. Which is 100% lie
4. I'm in this business for many years and worked for Hyundai too but this is not right
5. We replaced whole ***SEAT*** and weight sensor too
6. Customer is regular lady who weights about 130lb
7. It is a safety issue
8. We are fully aware of situation but Kia tech is not giving us right direction for us to follow
9. DPSM was here last week with his boss to visit owner
10. I don't think he knows this situation

Writer states:
1. Writer will contact DPSM for further assistance

*** EMAIL OUT _ JKim Action Type:External email
Send to:[cfears@kiausa.com]
Mr. Fears,

Customer, [redacted], who has 2009 Spectra with 28k mileage has ***PASSENGER*** side's ***AIR BAG*** doesn't work.

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE22119[redacted]	[redacted]	28,600

Kalamazoo, MI[redacted] Prod. Date: 11/25/08 Dealer: MI008 Seelye Kia of Kalamazoo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

customer rides in ***PASSENGER SEAT***, ***AIR BAG*** off light is still on. She is about average size lady. She didn't have problem when she purchased the vehicle, but came up recently. Dealer replaced whole ***SEAT*** and repaired weight sensor too, but problem is still there. They contacted Kia technician, but not getting proper help. Customer and dealer believe it is safety issue. Please review this case and let me know if there is any assistance we can get from you. Thank you.

Jess/ext.46033

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.

[redacted]c>>

*** PHONE LOG 05/31/2011 09:00 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called CFears/DPSM and states:
1. Reiterated situation

CFears/DPSM states:
1. I have case notes here
2. We might have to have FTR involved with it
3. Is customer driving the car?- Yes
4. I'll check with dealer and call or e-mail you back on our planning

*** PHONE LOG 05/31/2011 09:02 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called customer and left VM:
1. Called to follow up
2. Advised DPSM will follow up after contacting dealer
3. Might have FTR involved with situation
4. Gave case # and writer's information

*** NOTES 05/31/2011 01:05 PM US Mountain Standard Time JKim Action Type:E-mail rec.
CFears/DPSM states:
1. Spoke with the SVCM today
2. They are currently working with Kia TL for additional guidance
3. They will update me on their progress

*** PHONE LOG 06/01/2011 08:55 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called customer and states:
1. Called to follow up
2. Advised DPSM, KCC, and Kia TL are involved with situation
3. Will keep follow up
4. Requested to call back for any question/concern before writer gets back

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221195[redacted]	[redacted]	28,600

Kalamazoo, MI[redacted] Prod. Date: 11/25/08 Dealer: MI008 Seelye Kia of Kalamazoo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Customer states:
1. Ok, Thank you

*** PHONE LOG 06/03/2011 09:53 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called MI008 and states:
1. Called to follow up

Greg/SVCA states:
1. Customer has an appt. on Monday to drop it off for us to look at it
2. We have car to give it to customer to drive

*** PHONE LOG 06/03/2011 09:55 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called customer and left VM
1. Called to follow up
2. Writer will follow up with dealer after Monday
3. Requested to call back for further assistance
4. Gave case # and writer's information

*** PHONE LOG 06/07/2011 09:14 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called MI008 and states:
1. Called to follow up

Brian/SVCA states:
1. We got the car on Monday
2. Put customer on rental by Kia
3. We are going through everything that Kia TL is asking to do now
4. Call me back on Friday for follow up

*** PHONE LOG 06/07/2011 09:17 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called customer and states:
1. Called to follow up
2. Writer will keep follow up until repair gets done successfully
3. Requested to call back for further assistance

Customer states:
1. Ok, Thank you

*** PHONE LOG 06/10/2011 08:58 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called MI008 and states:
1. Called to follow up

Brian/SVCA states:
1. Your technician told us to not to touch it anymore
2. They said it is working as it is designed

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE2211956[redacted]	[redacted]	28,600

Kalamazoo, MI[redacted] Prod. Date: 11/25/08 Dealer: MI008 Seelye Kia of Kalamazoo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

3. Congratulation, you guys did good job and now customer will no longer have your vehicle
4. Customer didn't have issue before and it came up
5. And they are saying it is working right and don't need to touch anymore
6. I guess Kia likes law suits
7. DPSM was involved with it
8. Customer will be notified within an hour

*** PHONE LOG 06/10/2011 09:00 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called CFears/DPSM and left VM:
1. Called to follow up
2. Requested to call back
3. Gave case # and writer's information

*** PHONE LOG 06/10/2011 11:57 AM US Mountain Standard Time JKim Action Type:Incoming call
CFears/DPSM called and states:
1. Mark Houkal/MGR for customer assistance was at the dealer for diagnostic
2. He is former of training center, will give right diagnostic
3. He checked ***SEAT*** bottom and it was working normal and as it is designed
4. Can I put you on hold? I have someone calling me

WRITER WAS ON HOLD FOR LONG TIME, HAD TO HANG UP

*** PHONE LOG 06/13/2011 08:00 AM US Mountain Standard Time JKim Action Type:Incoming call
CFears/DPSM called and left VM:
1. Apologized
2. I have update information from SVCM
3. Call me back

*** PHONE LOG 06/13/2011 09:19 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called CFears/DPSM and left VM:
1. Requested to call back
2. Gave case # and writer's information

*** PHONE LOG 06/13/2011 12:52 PM US Mountain Standard Time JKim Action Type:Incoming call
CFears/DPSM called and states:
1. Sorry we got cut off last Friday
2. As I explained to you, Mark, who has an opportunity to inspect is 100% said it is working perfectly as designed
3. No other performance can be made from Kia
4. Maybe suggest customer to ***SEAT*** in different position
5. Not sure if customer is putting children in the front ***SEAT***

*** PHONE LOG 06/13/2011 01:00 PM US Mountain Standard Time JKim Action Type:Outgoing call

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221195[redacted]	[redacted]	28,600

Kalamazoo, MI[redacted] Prod. Date: 11/25/08 Dealer: MI008 Seelye Kia of Kalamazoo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1. Reiterated situation
2. Apologized

Customer states:
1. I already knew that they wouldn't be able to find the problem
2. That's why dealer and we decided to call you
3. I'm the one who's having this issue
4. What if something happens?
5. I want either DPSM call me and explain to me or take it further
6. I've been trying with sitting in different position, that wasn't my case

Writer states:
1. DPSM is not a public contact, writer will put request for call back

*** NOTES 06/13/2011 01:02 PM US Mountain Standard Time JKim Action Type:E-mail sent
Writer sent e-mail to CFears/DPSM and states:
1. Customer asked to be contacted
2. Gave customer's phone #

*** NOTES 06/14/2011 08:01 AM US Mountain Standard Time JKim Action Type:E-mail rec.
CFears/DPSM states:
1. I just finished speaking with the customer
2. She is not able to meet with me tomorrow, but I offered to take a test drive with her on a future visit
3. SVCM will coordinate the appointment

*** PHONE LOG 06/14/2011 08:04 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called customer and left VM:
1. Called to follow up
2. SVCM will help customer to set up an appt with DPSM
3. Requested to call back for further assistance
4. Gave case # and 800 #

*** CASE CLOSE 06/14/2011 08:05 AM US Mountain Standard Time JKim
Pending customer to call back

*** CASE CLOSE 07/06/2011 02:09 PM US Mountain Standard Time JHirshfield
Tread ***AIRBAG*** review - JH

*** PHONE LOG 07/27/2011 12:22 PM US Mountain Standard Time JKim Action Type:Incoming call
Customer states:
1. I have case with you
2. Finally met up with DPSM and did test drive
3. But today was one of very rare day that it did not act up
4. I'm not satisfied with it and want to see what's my next step is

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221195[redacted]	[redacted]	28,600

Kalamazoo, MI[redacted] Prod. Date: 11/25/08 Dealer: MI008 Seelye Kia of Kalamazoo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

5. I can't wait another 2 months to have him come out

Writer states:
1. Apologized
2. Writer will escalate case to regional office for further handling
3. Customer will be contacted within 24-48 business hours

*** NOTES 07/27/2011 12:24 PM US Mountain Standard Time JKim Action Type:Manager review
Dispatch case to regional office due to:
1. ***PASSENGER AIR BAG*** off light stays on when customer sit on it
2. Been to dlr and TL was contacted, but nothing was found wrong
3. DPSM test drove with customer but didn't act up
4. Customer is not satisfied, wants to take it higher
5. Customer believes it's safety issue
6. Please contact customer

*** NOTES 07/28/2011 10:18 AM Central Daylight Time MGallagher Action Type:Meeting
CASE ACCEPTED THIS DATE

*** PHONE LOG 07/28/2011 10:30 AM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W DPSM CANNON FEARS:
1. ADVISED CASE AT REGION OFFICE
2. WANTED DPSM TO BE AWARE OF SOME OF DLR COMMENTS ESPECIALLY ON 5/27/11 & 6/10/11
3. WILL SEND CASE NOTES FOR DPSM REVIEW
4. DPSM ADVISED ADDTL MEETING W/CUST TOOK PLACE YESTERDAY
5. NO ISSUES W/***OCS*** SYSTEM WERE FOUND
6. DPSM WILL MAKE SURE TO REVIEW COMMENTS W/SERVICE MANAGER
7. WTR THANKED DPSM FOR ASSIST

*** EMAIL OUT _ MGallagher Action Type:External email
Send to:[Fears, Cannon [KMA]]
Cannon,

Per our conversation, here are the case notes on the 2009 Spectra at MI008.

Thank you,
Matt

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.

[redacted]>

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221195[redacted]	[redacted]	28,600

Kalamazoo, MI[redacted] Prod. Date: 11/25/08 Dealer: MI008 Seelye Kia of Kalamazoo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 07/29/2011 04:05 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @ MAIN #:
1. IN RECEIPT OF CASE AT REGION OFFICE
2. APOLOGIZED FOR FRUSTRATIONS
3. WILL BE WORKING CASE FROM THIS POINT ON
4. CUST UPSET ABOUT ***OCS*** ISSUE
5. LIGHT USED TO NOT COME ON BUT NOW DOES FOR CUST ALL THE TIME
6. ALTHOUGH ***OCS*** DID NOT COME ON WHEN DPSM WAS MEETING W/CUST
7. DURING PHONE CONVERSATION, CUST FELT DPSM WAS RUDE IN EXPLANATION OF PRIMARY VS. SECONDARY SAFETY RESTRAINTS
8. CUST WOULD LIKE TO KNOW WHAT OTHER ASSIST WILL BE PROVIDED TO RESOLVE CONCERN
9. WTR ADVISED IF NO VERIFIABLE DEFECTS THEN NO REPAIRS WILL BE PERFORMED
10. ENCOURAGED CUST TO MAKE APPT SO PROPER F/U CAN TAKE PLACE
11. CUST DID NOT LIKE THAT IDEA BECAUSE DLR STATED THEY DID ALL THEY COULD DO AT THIS POINT
12. WTR THEN WILL REVIEW AT REGION OFFICE & C/B CUST SOMETIME NEXT WEEK
13. CUST ACCEPTED PLAN & WILL BE WAITING FOR C/B

*** NOTES 08/08/2011 03:47 PM Central Daylight Time MGallagher Action Type:Meeting
REVIEWED CASE W/RCAM

*** NOTES 08/10/2011 04:57 PM Central Daylight Time MGallagher Action Type:E-mail sent
FTR REQ SENT TO ALL APPROPRIATE PARTIES

*** PHONE LOG 08/10/2011 05:01 PM Central Daylight Time MGallagher Action Type:Outgoing call
WTR S/W CUST @ MAIN #:
1. ADVISED UPDATE ON CASE THAT FTR WILL BE INVOLVED FOR ADDTL INSPECTION
2. WILL LET CUST KNOW AVAIL OF FTR
3. CUST UNDERSTOOD & WILL WAIT FOR C/B

*** NOTES 08/16/2011 10:54 AM Central Daylight Time MGallagher Action Type:E-mail rec.
FROM FTR FLANAGAN:
1. NEXT AVAIL DATE IS WEEK OF 10/3
2. CAN TRY TO SCHEDULE EARLIER DATE PENDING ON CANCELATION OR OTHER CIRCUMSTANCES BUT IT WILL BE ON SHORT NOTICE
3. PLS ADVISE

PER RCAM:
1. DPSM & RCAM HAVE INSPECTED VEH
2. AGREE THAT IT IS OTS
3. GIVEN CIRCUMSTANCES & CUST'S INSISTENCE THAT CONCERN EXISTS, (ALSO STATED IT DID NOT EXIST AT TIME OF PURCHASE) MEETING SHOULD TAKE PLACE

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221195[redacted]	[redacted]	28,600

Kalamazoo, MI[redacted] Prod. Date: 11/25/08 Dealer: MI008 Seelye Kia of Kalamazoo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** NOTES 09/27/2011 09:42 AM Central Daylight Time MHoukal Action Type:Manager review
assigned to sbowyer for customer contact 9-28

*** PHONE LOG 09/28/2011 10:52 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W MS. [redacted]
1. FTR avail week of 10/3- what day works for you?
2. FTR is traveling from CHICAGO on 10/3, so pls allow time for travel
3. cust stated 10/4 (tues) is avail at 3pm would be earliest
4. any other day is ok- WED she is dropping her son off @ 12:30, picking him up @ 3pm; any other time before or after that
5. wtr thanked cust- will confirm w/ FTR & get back to cust w/confirmation
6. cust thanked wtr

*** NOTES 09/28/2011 11:00 AM Central Daylight Time SBowyer Action Type:E-mail sent
WTR EMAILED FTR FLANAGAN:
1. cust avail 10/4 @ 3pm
2. pretty open any other subsequent day excep 12:30pm and 3pm on WED
3. let me know what works for you

*** PHONE LOG 09/28/2011 03:38 PM Central Daylight Time SBowyer Action Type:Incoming call
FTR CB WTR:
1. i am ok w/ 10/4 @ 3pm @ MI008
2. wtr thanked FTR

SENT CONFIRMATION TO FTR VIA EMAIL

*** PHONE LOG 09/28/2011 03:39 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W CUST:
1. ftr confirmed for 10/4 @ 3pm
2. cust asked if this is the DPSM? wtr adv no- FTR- Jack Flanagan
3. you can check in w/the svc dpt- wtr will notify them ahead of time so they are aware
4. cust thanked wtr

*** PHONE LOG 09/28/2011 03:43 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W SVC ADV SHANE @ MI008:
1. FYI- FTR onsite for 10/4 to meet w/ cust @ 3pm
2. pls notify your svc dir Jeff and make sure this is notated in your system
3. Shane agreed- wtr thanked Shane

*** PHONE LOG 10/03/2011 10:14 AM Central Daylight Time SBowyer Action Type:Incoming call
CUST LVM FOR WTR ON 10/1:
1. i need to change the time of my meeting w/the FTR
2. i can still meet on TUES, but it will have to be in the AM
3. let me know if that can work, thanks

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221195[redacted]	[redacted]	28,600

Kalamazoo, MI[redacted] Prod. Date: 11/25/08 Dealer: MI008 Seelye Kia of Kalamazoo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 10/03/2011 10:15 AM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W FTR FLANAGAN THIS DATE;
1. FTR is traveling during AM on Tues
2. can see if he can rearrange his schedule to accomodate
3. asked to cb wtr later today- wtr agreed

*** PHONE LOG 10/03/2011 01:24 PM Central Daylight Time SBowyer Action Type:Incoming call
FTR CB WTR:
1. earliest would be about 10am
2. wtr adv will check w/ cust and let FTR know

*** PHONE LOG 10/03/2011 01:27 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W CUST THIS DATE:
1. FTR's earliest is 10am tomorrow?
2. cust stated that is great. she will be there
3. wtr thanked cust, will notify FTR

*** NOTES 10/03/2011 01:45 PM Central Daylight Time SBowyer Action Type:E-mail sent
EMAIL SENT TO FTR FLANAGAN:
1. cust confirmed for 10am appt tomorrow @ dlr
2. thank you for your cooperation

*** PHONE LOG 10/04/2011 10:51 AM Central Daylight Time SBowyer Action Type:Incoming call
FTR FLANAGAN CB WTR:
1. met w/ the cust this morning
2. veh operated correctly
3. explained basics of system to cust- is not dependent upon "weight" of occupant
4. cust understood- did not replicate the concern
5. did notice when cust leaned to left side while in that and was turned around to reach her child, that the light came on, then went off after she returned
6. explained to cust this was due to her ***SEAT***ing position
7. no repairs are necessary, veh is operating corectly
8. FYI- cust has some cosmetic damage to a door panel (speaker grill) that she was quoted $300 to replace the panel
9. wtr thanked FTR for the info

*** PHONE LOG 10/04/2011 04:33 PM Central Daylight Time SBowyer Action Type:Outgoing call
WTR S/W MRS. S[redacted] THIS DATE;
1. calling to follow up on FTR visit
2. cust stated she was explained more of how system works and understands more now
3. FTR gave her some tips on what to do when the "off" light comes on, so she will try those in the upcoming trip this weekend
4. she hopes that it will be ok, but she will let wtr know if anything changes
5. wtr thanked cust, pls feel free to call us if you need further assist

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE22119[redacted]	[redacted]	28,600

Kalamazoo, MI[redacted] Prod. Date: 11/25/08 Dealer: MI008 Seelye Kia of Kalamazoo

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

CASE CLOSED PENDING FURTHER CUST CB

*** CASE CLOSE 10/04/2011 04:35 PM Central Daylight Time SBowyer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122275[redacted]	[redacted]	85,000

Blairstown, NJ[redacted] Prod. Date: 4/11/07 Dealer: NJ060 Motion Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 05/27/2011 11:22 AM US Mountain Standard Time RBriones
Ms L[redacted] Stated:
1. I bought a Kia back in 2007.
2. Dealer that I bought the vehicle closed.
3. Reaons that I am calling, is I had gone back to them with door locks.
4. Also, the ***PASSENGER SEAT*** belt sign kept coming on.
5. Dealer svc kept telling me that they reset the computer.
6. Recently paid, $1200 to get the ***PASSENGER SEAT*** belt issue.
7. Also, own a Rio (KNADH4A32B69[redacted].
8. Had NJ060 do the work.
9. They gave me a quote of $500 for the door locks.
10. Wanted to see if Kia can help with the repairs.

Writer Stated:
1. Apologized for prob.
2. Vehicle it out of warranty by 25k miles.
3. No assistance we could offer at this time.

Ms Lyng stated:
1. Just feel that NJ029 did do their job well.
2. They are representing Kia.
3. Just bought another new Kia.
4. Any help or discount that Kia could offer would be appreciated.

Writer Stated:
1. Can review diagnosis with svc mgr and DPSM.
2. Will check and see if there is any help with repairs we can offer.
3. Due to amount of mileage past warranty, it is not likely.
4. Gave case number and writer's ext number.
6. Will call customer back next week.

*** PHONE LOG 05/31/2011 11:10 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer stated:
1. Advised of customer name and vehicle.
2. Checking on vehicle diagosis.

Wayne in svc stated:
1. ***AIR BAG*** light was on.
2. Had a faulty ***PASSENGER*** front ***SEAT*** mat.
3. Removed and replaced the mat.
4. Had a code B1448.
5. We found both front door lock actuators and latches.
6. No maintenance history at dealer.
7. She did buy a new Rio from us.
8. Cost estimate is $510.00 parts and labor.

Writer Stated:
1. Thanks for the information.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122275[redacted]	[redacted]	85,000

Blairstown, N[redacted] Prod. Date: 4/11/07 Dealer: NJ060 Motion Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

2. Will run past DPSM, Robert Speer, for possible assistance.

*** PHONE LOG 05/31/2011 11:14 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM, Robert Speer, and left vm stating:
1. Gave writer's name and ext number.
2. Advised of customer name, veh, and dealer.
3. Customer asking for repair assistance with door locks.
4. Reviewed dealer diagnosis and cost repair estimate.
5. Customer owns to Kias, both bought new.
6. Please call back.

*** EMAIL OUT _ RBriones Action Type:External email
Send to:[rspeer@kiausa.com]
Robert,
Give me a call back on this case when you get a chance.

Thanks,

Richard Briones
Full Case Manager,
Kia Consumer Affairs.
1-800-333-4542 ext# 46059
rbriones@kiaconsumeraffairs.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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[redacted]

*** PHONE LOG 06/01/2011 11:07 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called DPSM and stated:
1. Following up regarding customer vehicle and repair.

DPSM, Robert Speer stated:
1. Svc mgr stated that customer didn't purchase Rio there.

Writer Stated:
1. I have customer vin.
2. She did purchase veh at NJ060.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122275[redacted]	[redacted]	85,000

Blairstown, NJ[redacted] Prod. Date: 4/11/07 Dealer: NJ060 Motion Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

DPSM, Robert Speer, stated:
1. I will offer 50% of the cost of parts.

Writer Stated:
1. Thanks for the info.

*** PHONE LOG 06/01/2011 11:13 AM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called NJ060 and stated:
1. Advised of customer name and vehicle.
2. DPSM, auth 50% of cost of parts.

Wayne in svc stated
1. Will call customer right now and let her know.
2. We will try and help her out with the labor.

Writer Stated:
1. Thanks for the help.

*** PRIORITY CHANGE 06/01/2011 11:13:34 AM RBriones

*** PHONE LOG 06/01/2011 12:59 PM US Mountain Standard Time RBriones Action Type:Outgoing call
Writer called customer and stated:
1. Advised customer that DPSM has offered to cover 50 % of parts cost.
2. Wayne at the dealer is aware.

Ms Lyng stated:
1. Can you e-mail that to me?

Writer Stated:
1. Advised customer to hang on to case number.
2. If any concerns arise, all the information is documented in there.

Ms Lyng stated:
1. I don't have a pin.
2. Can you e-mail me the case number?

Writer Stated;
1. Will e-mail the case number to customer.

*** CASE CLOSE 06/01/2011 01:01 PM US Mountain Standard Time RBriones
concerns noted.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122275[redacted]	[redacted]	85,000

Blairstown, N[redacted] Prod. Date: 4/11/07 Dealer: NJ060 Motion Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** CASE CLOSE 07/06/2011 02:11 PM US Mountain Standard Time JHirshfield

Tread AIRBAG review - JH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122775[redacted]	[redacted]	124,000

Worcester, MA[redacted] Prod. Date: 2/9/07 Dealer: MA034 Wagner Kia of Shrewsbury

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 07/07/2011 07:43 AM US Mountain Standard Time JSinclair
Customer states:
1. The ***PASSENGER AIR BAG*** sensor is needed and I saw online this is a common problem
2. Is this under warr or is there an SC
Wtr states:
1. Apologized
2. Updated info
3. Advs customer warr on ***AIR BAG*** expired at 5/60 and there is no SC
4. If an SC comes out for this customer will be notified by mail
Customer states:
1. I know people with this same problem, this is bull s****
Customer hung up

*** CASE CLOSE 07/07/2011 07:43 AM US Mountain Standard Time JSinclair

*** PHONE LOG 07/08/2011 08:12 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES:
1. CALLING ABOUT A SAFETY DEFECT WITH MY VEHICLE
2. THERE IS A KNOWN ISSUE WITH THE ***AIRBAG*** ON ***PASSENGER SEAT***
3. DEALER (MA034) IS ADVISING NOT COVERED
4. THE MILEAGE SHOULD HAVE NO BEARING ON SAFETY ISSUE
5. CAR WILL NOT PASS INSPECTION BECAUSE OF THIS PROBLEM
6. WAS GIVEN COST OF $1200.00 TO REPAIR
7. I DO NOT FEEL I SHOULD HAVE TO PAY FOR THIS KIND OF SAFETY PROBLEM
8. DID NOT REVIEW THIS REQUEST WITH DEALER YET
9. SO FINE I WILL REVIEW WITH SVC MGR AND SEE WHAT HAPPENS
10. IS THERE A WAY TO DISCONNECT SO ***AIRBAG***S DO NOT DEPLOY BECAUSE MY GRANDSON SITS IN THE FRONT ***SEAT*** AND LIGHT DOES NOT GO OFF
11. WILL FOLLOW UP WITH DEALER
12. WILL CALL BACK IF DEALER DOES NOT DO ANYTHING AND IF NECESSARY WILL CONTACT THE ATTORNEY GENERAL.

WRITER STATES:
1. CONFIRMED CALLER INFO
2. APOLOGY FOR SITUATION
3. VEHICLE HAS NO OPEN SERVICE CAMPAIGNS OR ACTIONS RELATED TO THE ***SEAT***
4. CAN SEE CUSTOMER CALLED KCC YESTERDAY
5. ADVISED THAT WARRANTY IS BASED UPON TIME OR MILEAGE WHICH EVER COMES FIRST
6. THE TERMS OF COVERAGE ARE EXPRESSED THIS WAY IN THE WARRANTY AND CONSUMER INFO MANUAL
7. UNFORTUNATELY WARRANTY HAS A BEGINNING END END
8. CAR IS 80K MILES OUTSIDE TERMS OF COVERAGE
9. BASED ON CONVERSATION YESTERDAY AND THIS DATE CUSTOMER IS REQUESTING ASSISTANCE FROM KMA

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122775[redacted]	[redacted]	124,000

Worcester, MA[redacted] Prod. Date: 2/9/07 Dealer: MA034 Wagner Kia of Shrewsbury

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

10. HAS CUSTOMER REVIEWED THIS REQUEST WITH SVC MGR AT DEALERSHIP?
11. THE PROCESS PUT IN PLACE WOULD BE CUSTOMER WOULD NEED TO STATE REQUEST TO SVC MGR WHO WILL THEN CONTACT DPSM AND ADVISE HISTORY, DIAGNOSIS AND COST TO REPAIR ALONG WITH CUSTOMER REQUEST FOR ASSISTANCE
12. DEALER WILL THEN GET A DECISION FROM DPSM THAT COVERS THAT DEALERSHIP IF KMA WILL BE WILLING TO OFFER ANY ASSISTANCE
13. BASED ON MILEAGE WRITER WOULD HAVE TO SAY IT IS DOUBTFUL ANY ASSISTANCE WILL BE PROVIDED
14. WRITER WILL CONTACT SVC MGR AND ENSURE DEALER TAKES THE APPROPRIATE STEP TO REVIEW REQUEST WITH DPSM
15. THERE IS NO ONE IN THIS OFFICE THAT CAN MAKE THE DECISION IT IS MADE BY DPSM AND SVC MGR WILL NEED TO GIVE ALL THE FACTS REGARDING SITUATION.
16. CUSTOMER IS WELCOME TO PURSUE ANY ACTION CUSTOMER DOES DEEM NECESSARY.

*** PHONE LOG 07/08/2011 08:23 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO SVC MGR, MANNY (MA034)
2. CALLING REGARDING CUSTOMER THAT TOOK CAR INTO SHOP ON 7/1/2011 FOR SERVICE CAMPAIGN AND ***AIRBAG*** LIGHT CONCERN
3. CUSTOMER IS REQUESTING REPAIR ASSISTANCE FROM KMA
4. WRITER DID EXPLAIN CAR IS 80K MILES OUTSIDE TERMS OF COVERAGE
5. CUSTOMER IS INSISTENT AND SO WRITER DID INQUIRE IF CUSTOMER REVIEWED REQUEST WITH DEALER SVC MGR WHICH HE SAID NO
6. WRITER DID INVITE CUSTOMER TO CONTACT SVC MGR AND REVIEW REQUEST FOR ASSISTANCE
7. DID EXPLAIN THAT SVC MGR WOULD NEED TO CONTACT DPSM FOR FINAL DECISION
8. CAN DEALER REVIEW WITH DPSM?
9. WRITER WILL CONTACT DPSM, ROBERT SPEER WHO IS COVERING
10. IF HE SAYS ANYTHING OTHER THAN NO, WILL ADVISE DEALER.

DEALER STATES:
1. THIS CAR IS 80K MILES OUTSIDE WARRANTY
2. CUSTOMERS HISTORY SINCE NEW IS 2 OIL CHANGES AND SERVICE CAMPAIGN AND THE ***AIRBAG*** LIGHT ISSUE
3. HE NEEDS ***SEAT*** BOTTOM
4. DID GIVE AN ESTIMATE OF $1200.00
5. THIS CUSTOMER IS NOT A GOOD SERVICE CUSTOMER
6. DPSM GARY AIROLIDI IS ON VACATION
7. WELL I AM SURE HE WOULD SAY NO
8. IF WRITER CAN REVIEW WITH COVERING DPSM THAT WOULD BE GREAT
9. IF HE SAYS ANYTHING DIFFERENT ASK HIM TO EMAIL OR CALL ME.

*** PHONE LOG 07/08/2011 08:28 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
WRITER STATES:
1. SPOKE TO DPSM, ROBERT SPEER
2. CUSTOMER IS CALLING KCC FOR REPAIR ASSISTANCE ON ***AIRBAG*** LIGHT CONCERN

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122775[redacted]	[redacted]	124,000

Worcester, MA[redacted] Prod. Date: 2/9/07 Dealer: MA034 Wagner Kia of Shrewsbury

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

3. CUSTOMER IS ORIGINAL OWNER, 2007 SPECTRA WITH 124K MILES
4. DEALER (MA034) WHICH DPSM IS COVERING FOR GARY AIROLDI STATED CUSTOMER HAS DONE 2 OIL CHANGES AND SERVICE CAMPAIGN AT DEALERSHIP THAT IS ALL, NO GOOD SERVICE CUSTOMER
5. CUSTOMER VERY INSISTENT ON COVERAGE STATING SAFETY CONCERN AND CAR WILL NOT PASS INSPECTION
6. WOULD DPSM CONSIDER ANY ASSISTANCE?
7. THANKED DPSM FOR INFO.

DPSM ROBERT SPEER STATES:
1. HE IS WELL PAST TERMS OF COVERAGE FOR ANY ASSISTANCE
2. THE ANSWER WOULD BE NO TO ANY ASSISTANCE.

*** CASE CLOSE 07/08/2011 08:29 AM US Mountain Standard Time TDonnelly

*** CASE CLOSE 10/08/2011 12:34 PM Pacific Daylight Time JeffStroup
tread review complete

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121085[redacted]	[redacted]	139,000

Slidell, LA [redacted] Prod. Date: 9/13/07 Dealer: LA047 Lakeshore Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 08/12/2011 07:37 AM US Mountain Standard Time TDonnelly

*** PHONE LOG 08/12/2011 07:54 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
CUSTOMER STATES(MS WAY-MOTHER):
1. THIS CAR IS MY DAUGHTERS CAR AND SHE HAD BEEN HIT IN REAR END A YEAR AGO
2. THE ***AIRBAG*** LIGHT IS ON
3. INSURANCE COMPANY, STATE FARM IS TELLING HER THAT THE IMPACT FROM REAR END DID NOT CAUSE THE ***AIRBAG*** LIGHT ISSUE
4. DEALER (LA047) HAS CAR RIGHT NOW AND INSURANCE COMPANY HAS SENT OUT AN ADJUSTER AND DEALER ADVISED THAT IF CAR IS IN ACCIDENT IT IS POSSIBLE NONE OF THE ***AIRBAG***S WILL WORK
5. DEALER HAS RECOMMENDED TO REPLACE ***SEAT*** BOTTOM FOR THE ***AIRBAG*** LIGHT CONCERN
6. STATE FARM HAS REFUSED TO COVER THIS AND ONLY WANTS TO REPLACE THE SWITCH
7. THE DRIVER SIDE ***AIRBAG*** LIGHT IS ON, WILL THIS CAUSE ALL THE ***AIRBAG***S TO NOT WORK?
8. DEALER HAS ADVISED THAT ***PASSENGER*** SIDE ***SEAT*** BOTTOM NEEDS REPLACEMENT, IS THIS CORRECT DIAGNOSIS?
9. SO NO ONE CAN SAY FOR SURE ***AIRBAG***S WILL WORK OR NOT WORK WITH LIGHT ON?
10. DEALER ADVISED CAR HAS RECALL FOR SIDE ARM, NEVER GOT ANY KIND OF NOTICE?
11. SO CAR HAS NO RECALLS?
12. THANKED WRITER FOR INFO.

WRITER STATES:
1. CONFIRMED OWNER INFO
2. APOLOGY FOR SITUATION
3. ADVISED THAT IF ***AIRBAG*** LIGHT IS ON THAT IS WARNING STATING SYSTEM SHOULD BE CHECKED
4. ADVISED THAT DEALER DOES DIAGNOSIS TO DETERMINE CAUSE, CORRECTION
5. ADVISED THAT WITH THE WARNING LIGHT ON ***AIRBAG***S MAY OR MAY NOT WORK, DEPENDS ON SITUATION
6. WHAT DID DEALER DIAGNOSE?
7. ALL THE SYSTEMS CAN BE CONNECTED TO SAME HARNESS, SCAN TOOL POINTS DEALER IS DIRECTION TO DETERMINE REASON WHY LIGHT IS ON AND CORRECTION NEEDED
8. THIS IS INDEPENDENT ISSUE BETWEEN DEALER AND INSURANCE COMPANY
9. ADVISED THAT CAR HAS NO OPEN SERVICE CAMPAIGNS
10. WHO AT DEALERSHIP TOLD CUSTOMER THERE WAS A RECALL?
11. ADVISED THERE IS AN UPGRADE NEEDED, NOT RECALL
12. THIS IS DONE DURING TERM OF WARRANTY BECAUSE KMA HAS FOUND SOMETHING THAT NEEDS UPGRADE IS NOT SAFETY CAMPAIGN INITIATED BY NHTSA
13. WHILE SPEAKING CUSTOMER ENDED CALL.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121085[redacted]	[redacted]	139,000

Slidell, LA[redacted] Prod. Date: 9/13/07 Dealer: LA047 Lakeshore Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** PHONE LOG 08/22/2011 12:57 PM US Mountain Standard Time TLarson Action Type:Outgoing call
COPYING DUP CASE NOTES

800# VM BY DARCY HINES LA047
PROVIDED CUSTOMER NAME/VIN
1. WE ARE WAITING ON PARTS FOR SA 039
2. THERE IS ALSO AN INSURANCE CLAIM FOR THE ***AIRBAG*** LIGHT
3. THE INSURANCE COMPANY WANTED US TO REPLACE A SPECIFIC SWITCH
4. THE SWITCH DID NOT FIX THE PROBLEM
5. THEY ARE NOW TELLING US THAT THEY ARE NOT GOING TO HELP THE CUSTOMER ANY FURTHER

WRITER CALLED D'ARCY @ LA047

Dealership Contact Name: D'ARCY @ LA047
Year/Model/Mileage of Vehicle: 08 SPECTRA 136586
RO Open Date: 7/28/11
Days Down at initial Service Alert Report: 15
Repair Issue: AB LIGHT
ETA for completion of repairs: DONE 8/12
Repeat Pair (Y/N) if so, how many? NO
Techline Case? If so, #? NO
Rental provided? If so, since when? NO
DPSM contacted by dealer? NO
Service Campaign ? NO

WRITER REVIEWED CASE WITH D'ARCY @ LA047

1 WE REPLACED A SWITCH
2 IT DIDNT FIX THE PROBLEM
3 INSURANCE DECLINED FURTHER REPAIRS
4 SAID IT WAS NOT RELATED TO THE ACCIDENT
5 CUSTOMER DECLINED ANY FURTHER WORK
6 CUSTOMER CALL BACK[redacted]

[!<For Internal Use Only
CLOSING CASE , NON WARRANTY REPAIRS
>!]

*** CASE CLOSE 08/22/2011 12:57 PM US Mountain Standard Time TLarson

*** CASE CLOSE 10/07/2011 11:11 AM Pacific Daylight Time ThomasT

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	64,000

Hamburg, NY[redacted] Prod. Date: 10/10/08 Dealer: NY044 West-Herr Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 08/16/2011 06:52 AM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED DPSM DPOWLOWSKI COVERING FOR DPSM GVETZIKIAN:

1. CUST IS REQUESTING ASSISTANCE WITH THE REPLACEMENT OF THE ***SEAT*** CUSHION WHICH HAS AN INTERNAL SHORT PER DEALER
2. THEY ARE REQUESTING THE REPLACEMENT OF THE ***SEAT*** CUSHION
3. ADVISED OF CUSTOMER SERVICES AT THE DEALER
4. CUST HAS BEEN ADVISED THAT AS 2ND OWNER THE WARARNTY EXPIRED AT 60K MILES

DPSM STATSE:
1. UNFORTUANTELY, WITH CUSTOMER BEING 2ND OWNER THE WARRANTY HAS EXPIRED
2. THERE IS NO FURTHER ASSISTANCE FOR CUSTOMER

WITER THANKE DPSM:
1. WOULD YOU LIKE E MAIL

DPSM STATES:
1. YES, & PLEASE CC GVETZIKIAN

WRITER THANKED DPSM FOR THE INFORMATION.

*** PHONE LOG 08/16/2011 06:52 AM US Mountain Standard Time DLyons
CUST STATES:
[redacted]- CO OWNER
1. CALLING TO DETERMINE IF THERE IS ANY ASSISTANCE FOR - RICH IN SERVICE - ADVISED THE VEHICLE IS OUT OF WARRANTY
2. THAT IT COST $1800 FOR THE REPLACEMENT OF THE ***SEAT*** CUSHION FOR ***PASSENGER*** SIDE
3. THEY GOT A CODE OF B1488 - COULD BE FROM SOMEONE STUFFING SOMETHING UNDER THE ***SEAT***
4. WE DON'T USUSALLY PUT THINGS UNDER THE ***SEAT***
5. THE DEALER IS NOT WILLING TO ASSIST US FOR THIS REPAIR.

WRITER ADVISED:
1. APOLOGIZED
2. WILL NEED TO GET IN TOUCH WITH THE DEALER
3. BUT WITH THE MILEAGE THE ***AIRBAG*** SYSTEM IS SOMETHING COVERED BY L/B WARRANTY

WRITER PLACED CUSTOMER ON HOLD, CALLED DEALERSHIP, West-Herr Kia, SPOKE TO RICH SERVICE ADVISOR, SERVICE MANAGER ON VACATION:
1. CALLING TO GET REPAIR HISTORY FOR CUSTOMER FOR ***AIRBAG*** LIGHT

RICH STATES:
1. WE FEEL THAT THE ***PASSENGER SEAT*** CUSHION NEEDS TO BE REPLACED
2. FEEL THAT THERE IS AN INTERN SHORT IN THE SENSOR
3. WHICH IS TRIGGERING A FALSE SIGNAL AND CALUGINS THE ***AIRBAG*** LIGHT TO COME ON
4. AND SOMETIMES THE DRIVERS ***AIRBAG*** LIGHT TO COME ON
5. CUST IS OUT OF WARRANTY & ADVISED OF THE COST OF THE REPAIR
6. CUST WAS HERE 3/9/11 AT 53K MILES FOR STATES INSPECTION

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	64,000

Hamburg, NY [redacted] Prod. Date: 10/10/08 Dealer: NY044 West-Herr Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

VACATION.

WRITER THANKED RICH FOR THE INFORAMTION, WILL CONTACT COVERING DPSM.

WRITER ADVISED CUSTOMER:
1. THANK YOU FOR THE HOLD.
2. ADVISED THAT THE DEALER HAS INDICATED THAT THE FEEL THAT THERE IS AN INTERNAL SORT IN THE SENSOR THAT IS CAUSEING THE CONCERN
3; THE RESOLUTION IS TO REPLACE THE ***SEAT*** CUSHION
4. THE ***AIR BAG*** SYSTEM IS COVERED BY L/B WARRANTY OF 5/60K MILES
5. CUST IS THE 2ND OWNER AND THE WARRANTY HAS EXPIRED
6. THE BEST WE CAN DO FOR CUSTOMER IS TO INVOLVE THE DPSM FOR FINAL WARRANTY DECISION.
7. PROVIDED CONTACT INFO

*** EMAIL OUT _ DLyons Action Type:External email
Send to:[DPAWLOWSKI@KIAUSA.COM]
CC List:[GVETZIKIAN@KIAUSA.COM]
Hi Dan,

Here is a copy of the case for customer, Christopher Terpin, 2nd ownre of 09 spectra with 64k miles on it is calling for assistance with the ***PASSENGER SEAT*** cushion replacement. Dealer has indicated that there is an internal short in the ***SEAT*** chushion & advised that it should be replaced. Dealer, West-Herr Kia, service advisor (service manager on vacation) states that the customer has been to the dealer 3 times, the last time service was provided to customer on the vehicle was 6/2010 at 36k miles. This office advised that there is no longer any warranty, this was covered by 5/60k. DPSM declined any assistance at this time. Thank you DLyons 800-333-4542 x 46252

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.

[redacted]

*** PHONE LOG 08/22/2011 03:57 AM US Mountain Standard Time DLyons Action Type:Incoming call
CLARIFY DOWN, UNABLE TO LOG VM FROM CUSTOMER RECEIVED 8/19:
1. I AM CALLING REGARIND THE OSC SENSOR ON ***SEAT***
2. I LOOKED UNDER THE ***SEAT*** AND THERE SEEMS TO BEEN TENSION IN THE WIRES
3. I WOULD LIKE THE DPSM TO CALL ME
4. MY NUMBER IS [redacted]

*** PHONE LOG 08/23/2011 03:57 AM US Mountain Standard Time DLyons Action Type:Incoming call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	64,000

Hamburg, NY[redacted] Prod. Date: 10/10/08 Dealer: NY044 West-Herr Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

1. PLEASE CALL ME REGARDING THE OSC SENSOR ON MY SPECTRA
2. I HAVE RECEIVED NO INFOMRATION FROM THE DEALER
3. I HAVE BEEN OUT ON THE INTERNET AND SEE THAT THIS IS A PROBLEM WITH THE KIA & THE HYUNDAI
4. I HAVE ALSO BEEN ON THE NTSHA WEBSITE AND WILL FILE A COMPLIANT WITH THEM IF THIS IS NOT RESOLVED
5. CALL ME AT HOME [redacted]

*** PHONE LOG 08/23/2011 04:41 AM US Mountain Standard Time DLyons Action Type:Outgoing call
WRITER CALLED CUSTOMER:
1. CALLING TO ADVISE THAT THE DPSM WAS CONTACTED TO DETERMINE IF THERE WAS ANY ASSISTANCE OUTSIDE OF WARRANTY
2. UNFORTUNATELY THAT DECISION WAS DECLINED

CUST STATES:
1. WE DON'T UNDERSTAND
2. THE VEHICLE IS ONLY THREE YEARS OLD

WRITER ADVISED:
1. APOLOGIZED, THE ***OCS*** SYSTEM IS COVERED BY WARRANTY FOR 5/60K MILES
2. CUST IS OVER THE MILEAGE
3. WE CONTACTED THE PERSONNEL WHO IS ABLE TO ASSIST OUTISDE OF WARRANTY AND THE REQUEST WAS DECLINED

CUST STATES:
1. WE WILL BE CONTACTING THE NTSHA TO REPORT THIS

WRITER ADVISED:
1. WILL BE SURE THAT THIS IS NOTED FOR CUSTOMER.

*** CASE CLOSE 08/23/2011 04:43 AM US Mountain Standard Time DLyons
CLOSING CASE PENDING FURTHER CUSTOMER CONTACT.

*** CASE CLOSE 10/07/2011 11:41 AM Pacific Daylight Time ThomasT
TREAD review done

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122785[redacted]	[redacted]	61,680

E Stroudsburg, PA[redacted] Prod. Date: 4/30/08 Dealer: PA013 Altoona Courtesy Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 11/29/2011 11:53 AM US Mountain Standard Time SMorley
[redacted] states:
1. My boyfriend and I bought this car together
2. The sales person has been fired since I bought this car because they lied to me
3. There was no cruise control when we bought this car and they said they could add it for us
4. We later found out it could not be added on
5. The door speakers on the ***PASSENGER*** side blew out and was replaced
6. Now the other one is blown out and they won't replace it
7. The interior handle on the driver back door is cracked and broken
8. The material on the ***SEAT*** is rotting
9. There is a slice on the driver ***SEAT***
10. Is there a recall for the ***AIR BAG*** sensor on the ***PASSENGER*** side?
11. I took it to my regular mechanic and he said there is with a code of B1448
12. The dealer wants to charge me $700!
13. This is a safety item!
14. I have been ripped off from the beginning with this vehicle!

[redacted] states:
1. I bought 2 vehicles at this dealership in the same week
2. They are bold faced liars!
3. They lied about the cruise control!
4. The ***AIR BAG*** is a safety issue and needs to be fixed before someone is killed!

Writer states:
1. Apologize
2. Advise Kia does not own or operate the dealerships but does monitor the business
3. Advise 5/60 lbw is expired / no SC on vehicle
4. Writer offers to file complaint but sales person is already fired
5. Advise vehicle will need to be diagnosed at Kia dealership
6. Once vehicle is diagnosed, writer will call DPSM for possible assistance - cannot guarantee
7. Gave case number
8. Request call back for future assistance

*** CASE CLOSE 11/29/2011 11:53 AM US Mountain Standard Time SMorley

*** PHONE LOG 11/29/2011 02:55 PM US Mountain Standard Time SMorley Action Type:Incoming call
DPSM JStetz states:
1. This customer came into the dealership saying you said this would be covered
2. I am not willing to offer any goodwill
3. They have had no maintenance done here at all

Writer states:
1. Advise writer clearly explained to customer that vehicle will need to be diagnosed and then a decision will be made
2. Writer will update notes that no assistance from DPSM

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122785[redacted]	[redacted]	61,680

E Stroudsburg, PA[redacted] Prod. Date: 4/30/08 Dealer: PA013 Altoona Courtesy Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Customer Steven O'donald, partner stated

1 Spoke to Shannon about my ***AIRBAG***.
2 Told that I took the veh to my mechanic.
3 She said that I need to take the veh to Kia dealership to have the veh diagnosed.
4 She said to call back once this was done.
5 The veh was seen at Courtesy Kia.

Wtr stated
1 Sorry for the trouble.
2 Will call the service manager for the diagnosis.
3 Will request assistance from the DPSM on your behalf.
4 Once the needed respnse is received will call you.

Placed customer on hold and called PA013
Autum stated

1 Veh needs new ***OCS*** sensor.
2 Part is 1430.80.
3 Labor 74.75.

Wtr returned to the customer and stated
1 Thank you for holding.
2 Have the needed diagnosis.
3 As soon as the needed response from the DPSM is received will call you.

Customer stated
1 Call me a[redacted] on cell.

Wtr gave contact info.

*** PHONE LOG 11/29/2011 06:27 PM US Mountain Standard Time NVizzo Action Type:Outgoing call
Wtr called the customer M[redacted] and stated
1 have received the needed info.
2 GW has been declined.
3 the repair will be owner expense.

Customer stated
1 Fine.
2 You lost a customer , bye.
Customer ended the call.

*** CASE CLOSE 11/29/2011 06:27 PM US Mountain Standard Time NVizzo

*** NOTES 01/06/2012 12:43 PM US Mountain Standard Time UValencia Action Type:Manager review
AIR BAG Tread review complete - UV

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122785[redacted]	[redacted]	61,680

E Stroudsburg, PA[redacted] Prod. Date: 4/30/08 Dealer: PA013 Altoona Courtesy Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** CASE CLOSE 01/06/2012 12:44 PM US Mountain Standard Time UValencia

AIR BAG Tread review complete - UV

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122075[redacted]	[redacted]	40,000

Stockton, CA[redacted] Prod. Date: 10/11/06 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 01/03/2012 09:02 AM US Mountain Standard Time DWojciechowski
CUST STATES (MS. SHULL)

1. HAVING CONCERN W/ ***AIR BAG*** LIGHT ON & PASS SIDE ***OCS*** LIGHT DOESN'T ALWAYS GO ON OR OFF
2. CAN YOU TELL ME IF THAT IS COVERED BY WARRANTY
3. OKAY THANK YOU

WTR STATES
1. VERFIED OWNER INFO
2. APOLOGY FOR SITUATION
3. NO OPEN CAMPAIGNS
4. EXPLAINED THAT ***AIR BAG*** COMPONENTS ARE COVERED AGAINST DEFECTS IN MATERIAL/WORKMANSHIP FOR 5/60 - VEH STILL W/N THAT WARRANTY
5. WOULD RECOMMEND CUST TAKE VEH TO DLR FOR FURTHER DIAG

*** CASE CLOSE 01/03/2012 09:02 AM US Mountain Standard Time DWojciechowski

*** CASE CLOSE 04/09/2012 05:09 PM Pacific Daylight Time DUnderwood

*** NOTES 04/10/2012 10:34 AM US Mountain Standard Time UValencia Action Type:Manager review
AIR BAG Tread review complete - UV

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222195[redacted]	[redacted]	36,000

Wayne, NJ[redacted] Prod. Date: 11/6/08 Dealer: NJ006 Maroon Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 01/27/2012 10:17 AM US Mountain Standard Time ASoto
Cust called and states:

1. The ***AIRBAG*** sensor ***PASSENGER*** side needs replacing
2. The dlrshp states they dont have it in stock and they will not get it until next Tuesday
3. I was told it makes all the ***AIRBAG***s inop
4. I want a loaner for my daughter

Writer states:
1`. Apologize
2. Verified cust infol
3. Adv cust that writer will call dlrshp to get info

Writer called NJ006
1. Explained situation

T. SVCA states:

1. Needs an ***AIRBAG*** sensor on the ***PASSENGER*** side, the ***SEAT*** sensor
2 When the light is on the entire system is inop
3. Under guidelines the veh has to be down or unsafe to drive
   - she still has ***SEAT***belts so the veh does not fit that criteria
4. We do not have loaners

Writer states to cust:
1. Summarized what SVCA states:
2. Writer can still talk to DPSM but can not guaranty

Cust states:
1[redacted]
2. You know I cant wait for an answer
3. Put me on hold while you call the DPSM

Writer called DPSM Bob Speer and states:
1. Summarized concern

DPSM states:
1. Put her in a rental and tell T. to call me if he has any questions

Writer states to cust:
1. The DPSM has ok'd the rental

Cust states:
1. A rental?, my daughter is only 21

Writer states:
1. I have done what writer can do in getting a veh
2. At this point cust would have to work out the other details with the dlrshp

Writer called NJ006 and states to T.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222195[redacted]	[redacted]	36,000

Wayne, NJ[redacted] Prod. Date: 11/6/08 Dealer: NJ006 Maroon Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Writer warm transferred cust to SVCA T.

*** CASE CLOSE 01/27/2012 10:17 AM US Mountain Standard Time ASoto

*** PHONE LOG 02/02/2012 07:10 AM US Mountain Standard Time RSabin Action Type:Incoming call
NJ006 TONY SVC DIRECTOR STATED:
1. I WAS CALLING TO UPDATE THE CASE NOTES
2. WE DID REPLACE THE ***SEAT*** MAT FOR THE ***AIR BAG*** LIGHT
3. THE VEH HAS A ELEC DRAW THAT WE ARE TRYING TO PINPOINT
4. I TRIED TO EXPLAIN THIS TO THE CUST AND SHE STARTED YELLING, SCREAMING AND HUNG UP THE PHONE
5. HER HUSBAND CAME IN AND ACCUSED ME OF BEING DRUNK
6. I TAKE THIS VERY PERSONAL, I DON'T EVEN DRINK
7. THE CUST HAS BEEN EXTREMELY DIFFICULT TO DEAL WITH
8. I HAD TO TAKE OVER THE VEH FROM THE SVC ADV BECAUSE HE WAS UNABLE TO TALK TO HER
9. THE CUST WAS UPSET THAT ENT RAC DOESN'T ALLOW ANYONE UNDER 25 TO RENT A VEH
10. WE DID PUT THE CUST IN A RENTAL
11. WE ARE WORKING WITH TECH LINE TO DETERMINE THE CAUSE OF THE DRAW

WRITER ADVISED:
1. OK THANKS I'LL UPDATE THE CASE NOTES

*** PHONE LOG 02/07/2012 12:00 PM US Mountain Standard Time RSabin Action Type:Outgoing call
NJ006 JOHN SVC ADV ADVISED:
1. THIS VEH WAS DONE AND PICKED UP ON 2/3
2. TONY IS NOT HERE RIGHT NOW AND THE R/O IS NOT CLOSED OUT YET
3. I'M NOT SURE OF THE REPAIR BUT I DO KNOW IT WAS FIXED AND PICKED UP

WRITER CLOSING CASE PENDING FURTHER CONTACT / NO NEED TO FOLLOW UP WITH CUST / WRITER FOLLOWED UP WITH DLR TO CONFIRM ISSUE WAS TAKEN CARE OF

*** CASE CLOSE 02/07/2012 12:00 PM US Mountain Standard Time RSabin

*** NOTES 04/12/2012 12:51 PM US Mountain Standard Time UValencia Action Type:Manager review

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222195[redacted]	[redacted]	36,000

Wayne, NJ[redacted] Prod. Date: 11/6/08 Dealer: NJ006 Maroon Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 04/12/2012 12:51 PM US Mountain Standard Time UValencia

AIR BAG Tread review complete - UV

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	55,530

Maryville, TN [redacted] Prod. Date: 8/7/07 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

Case History

*** PHONE LOG 02/03/2012 09:09 AM US Mountain Standard Time CJohnsen
CALLER STATES:
1. I AM JUST NOW LEAVING THE DEALERSHIP
2. I AM BEING TOLD THAT I NEED THE ***PASSENGER*** SIDE ***SEAT*** BASE REPLACED
3. I AM BEING TOLD THAT I NEED TO WAIT TO HAVE THIS WARRANTY WORK AUTHORIZED
4. I WAS GIVEN THIS INFORMATION FROM THE SVC MGR

WRITER STATES:
1. APOLOGIZED FOR THE ISSUES
2. ADVISED WRITER WOULD LIKE TO CALL AND SPEAK TO THE SVC MGR

WRITER PLACED CUSTOMER ON HOLD AND CALLED TN032 AND STATES:
1. GAVE WRITERS INFORMATION
2. CALLING TO GET SOME INFORMATION

SVC MGR ROB STATES:
1. WE DIAGNOSED THAT IT NEEDS A ***SEAT*** BASE
2. ANY REPAIR OVER $800 HAS TO BE APPROVED THROUGH MY DPSM
3. I COMMUNICATE WITH MY DPSM VIA

WRITER THEN CALLED DPSM JHollis AND STATES:
1. GAVE WRITERS INFORMATION
2. CALLING TO INFORM OF A CUSTOMERS CASE
3. GAVE CUSTOMER, VEHICLE, AND CASE HISTORY

DPSM JHollis STATES:
1. ROB IS JUST TRYING TO FOLLOW PROCEDURES
2. I WILL PHONE HIM NOW AND TELL HIM THAT IT IS APPROVED
3. TELL THE CUSTOMER THAT IT HAS BEEN APPROVED AND ROB WILL ORDER THE PART
4. PLEASE SEND ME AN E-MAIL OF THE CASE NOTES AS WELL

WRITER CAME BACK ON THE LINE WITH THE CUSTOMER AND STATES:
1. APOLOGIZED FOR THE HOLD
2. ADVISED WRITER HAS SPOKE TO THE DEALERSHIP AND THE DPSM
3. ADVISED THE SVC MGR IS FOLLOWING THE PROCEDURES
4. ADVISED WRITER HAS GOT THE APPROVAL AND THE PART WILL BE ORDERED TODAY

CUSTOMER STATES:
1. OK THANKS FOR THE HELP
2. DO YOU KNOW HOW LONG THAT WILL TAKE FOR THEM TO RECEIVE THE PART

WRITER STATES:
1. ADVISED THE CUSTOMER WRITER IS NOT SURE WHEN THE DEALERSHIP GETS THEIR DELIVERIES
2. WRITER WOULD THINK THE PART SHOULD BE THERE SOME TIME NEXT WEEK
3. ADVISED THE DEALERSHIP WILL CONTACT THE CUSTOMER AS SOON AS THE PART COMES IN

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	55,530

Maryville, TN[redacted] Prod. Date: 8/7/07 Dealer: TN032 Rusty Wallace Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Repair Assistance
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4:

*** EMAIL OUT _ CJohnsen Action Type:External email
Send to:[JHollis@kiausa.com]
FCM COLBY JOHNSEN
1-800-333-4542 X46961

SENDING YOU THE CASE NOTES PER REQUEST

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

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory[redacted]_CJohnsen_02-03-2012090507.doc>>

*** PHONE LOG 02/07/2012 10:00 AM US Mountain Standard Time CJohnsen Action Type:Outgoing call
WRITER CALLED TN032 AND STATES:
1. GAVE WRITERS INFORMATION
2. CALLING TO FOLLOW UP ON A CUSTOMERS VEHICLE

SVC MGR ROB STATES:
1. THEY ARE TELLING ME IT SHOULD BE HERE TOMORROW

*** PHONE LOG 02/09/2012 10:26 AM US Mountain Standard Time CJohnsen Action Type:Outgoing call
WRITER CALLED TN032 AND STATES:
1. GAVE WRITERS INFORMATION
2. CALLING TO FOLLOW UP ON A CUSTOMERS VEHICLE

SVC MGR ROB STATES:
1. WE GOT THE PART AND NOTIFIED THE CUSTOMER YESTERDAY THAT WE HAD RECEIVED IT

*** PHONE LOG 02/09/2012 10:38 AM US Mountain Standard Time CJohnsen Action Type:Outgoing call
WRITER CALLED CUSTOMER AND STATES:
1. GAVE WRITERS INFORMATION
2. CALLING TO FOLLOW UP

CUSTOMER STATES:
1. I GOT THE CALL FROM THE DEALERSHIP
2. THANKS FOR ALL THE HELP

*** CASE CLOSE 02/09/2012 10:41 AM US Mountain Standard Time CJohnsen

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162X85[redacted]	[redacted]	45,000

Phila, PA[redacted] Prod. Date: 9/17/07 Dealer: NJ003 Cherry Hill Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Dealer
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

Case History

*** PHONE LOG 02/29/2012 10:12 AM US Mountain Standard Time JSinclair
Customer states:
1. I would like to file a complaint against Cherry Hill Kia
2. I went there because the CEL was on
3. I do not feel like they are ever friendly
4. They told me I needed a sensor and they would need to order a part
5. I called them a few days later and the part was still not in
6. I called a week later and they had the part so I made an appointment
7. When I got there for the appointment they told me the part that came in was wrong
8. Why wouldn't that have been checked before I came in?
9. Tehy said they would over night a new one and now three days later it just came in
10. Now I have to take time off work to have this done today because I need to pass inspection tomorrow
Wtr states:
1. Apologized
2. Updated info
3. Advs customer wtr will file customers complaint in reference to the dealer
4. Advs customer the dealers are independently owned and operated
5. Wtr will also follow up on the repair
Customer thanked and call ended

*** PHONE LOG 03/02/2012 12:36 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called Cherry Hill Kia spoke to SA Diane who states:
1. The repair is complete and customer has the vehicle back
thanked and call ended

*** PHONE LOG 03/02/2012 12:36 PM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called customer, left VM req rtn call

*** CASE CLOSE 03/02/2012 12:38 PM US Mountain Standard Time JSinclair

*** PHONE LOG 03/13/2012 05:11 AM US Mountain Standard Time ERuiz Action Type:Incoming call
CALLER
1. I AM CALLING IN REFERENCE TO MY CASE[redacted]
2. I NORMALLY DO SIT ON THE BACK ***SEAT***.
3. YESTERDAY I WENT OUT TO PUT SOMETHING ON THE BACK ***SEAT***.
4. I NOTICED THAT UNDERNEATH THE ***PASSENGER***'S ***SEAT*** SOME KIND OF PANEL WAS OPENED.
5. THE CAR IS FINE AND I PASSED THE INSPECTION, BUT I AM NOT GOING TO PUT THIS BACK ON.
6. I AM SUPPOSED TO GO BACK TO KIA AGAIN.
7. I AM REALLY DISAPPOINTED ABOUT THE CHERRY HILL KIA.
8. I AM DEALING W/ A BUNCH OF INCOMPETENT PEOPLE.
9. THEY DON'T APPRECIATE MY TIME.
10. I AM NOT HAPPY W/ THE SVC THEY PROVIDED TO ME.

WRITER
1. I AM SORRY FOR THE INCONVENIENCE.

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162X85[redacted]	[redacted]	45,000

Phila, PA[redacted] Prod. Date: 9/17/07 Dealer: NJ003 Cherry Hill Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Dealer
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

2. I WILL MAKE NOTE OF YOUR COMMENTS.
3. PLEASE, TAKE THE CAR TO ANY KIA DLR FOR INSPECTION.
4. ANY KIA DLR WILL BE ABLE TO ASSIST YOU W/ ANY WARRANTY RELATED CONCERN.
5. THE CLOSEST KIA DLR IS LOCATED IN JENKINTOWN.

*** CASE CLOSE 03/13/2012 05:11 AM US Mountain Standard Time ERuiz

*** PHONE LOG 03/13/2012 06:33 AM US Mountain Standard Time ERuiz Action Type:Incoming call
WRITER
1. I WOULD LIKE TO SEND A LETTER TO THE REGIONAL OFFICE.
2. I WOULD LIKE TO HAVE THEIR MAILING ADDRESS.

WRITER
1. I WILL BE GLAD TO GIVE YOU NCA'S ADDRESS.
2. YOU CAN SEND A LETTER TO KMA
- GAVE KMA ADDRESS

CALLER
1. SO THIS IS WHERE I CAN SEND A LETTER TO ROBERT JOYCE?

WRITER
1. YOU CAN SEND IT TO THE ATTENTION OF THE CUSTOMER RELATIONS.
2. THANK YOU.

*** CASE CLOSE 03/13/2012 06:33 AM US Mountain Standard Time ERuiz

*** PHONE LOG 04/02/2012 12:39 PM US Mountain Standard Time UValencia Action Type:Web Contact
NCA RECEIVED CST LETTER
1.- CST STATES SAME CONCERNS AS ABOVE:
A.- ***AIR BAG*** LIGHT ISSUES (SOLVED)
B.- BAD SVC FROM NJ003
C.- BACK ***SEAT*** PANEL IS LOOSE
2.- CST IS NOT HAPPY WITH DLR, AND WILL LIKE TO SPEAK W/DPSM RJOYCE

PLEASE READ ATTACHED LETTER

*** NOTES 04/09/2012 09:15 AM US Mountain Standard Time NKulow Action Type:Manager review
NOTES FROM DUP CASE

*** PHONE LOG 04/06/2012 03:35 PM US Mountain Standard Time UValencia
NCA RECEIVED LETTER FROM CUSTOMER:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162X85[redacted]	[redacted]	45,000

Phila, PA[redacted] Prod. Date: 9/17/07 Dealer: NJ003 Cherry Hill Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Dealer
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

2 At first I only got one key, they tried to charge me $250 for second key - I never got the 2nd key that should come with a brand new vehicle
3 Their waiting room was horrible and stressful so I will not go there for maintenance
4 My ***AIRBAG*** light came on and I have been dealing with this since early February
5 Dlr had to order part and they said it was in - after dealing with the waiting room again I was told it was the wrong part
6 Because I didn't want to waste a trip - I bought a key only for $5
7 Dlr states they will overnight part, that was Saturday, it showed up Wednesday so nobody overnighted part- finally sensor was installed
8 I still don't have the second key to my car that has keyless lock and unlock
9 I noticed some odd paneling below the ***PASSENGER SEAT*** of my car that was not there before I took my vehicle in for repair
10 I learned sensors are under ***SEAT***s so after all this my car still is not fixed
11 I need some help and I called on case [redacted] and I was told is it would be documented
12 I am trying to get a hold of Robert Joyce DPSM - I need someone to contact me and assist me

*** PHONE LOG 04/10/2012 12:25 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and left VM:
1. Gave name, 800# and case number.
2. Calling in response to letter received.
3. Request callback.

*** PHONE LOG 04/13/2012 12:28 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and left VM:
1. Gave name, 800# and case number.
2. Calling in response to letter received.
3. Request callback.

*** CASE CLOSE 04/13/2012 12:29 PM US Mountain Standard Time AJudson

*** PHONE LOG 05/25/2012 07:27 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
Customer States:
1. Calling regarding reference number, given
2. I was really hoping to speak to dealer management or kma management about complaint
3. Dealer (NJ003) has never responded
4. I was advised that I could go to another location but logistically it is not possible
5. Not understanding why I am not getting follow up from whom I requested?
6. Well dealer did not call me back?
7. So kma has reviewed complaint internally but can not make the dealer call me back?
8. So kma has asked dealer to respond to me but they did not?
9. Well I do appreciate that info and I will contact them again because I do not want to go to different location?
10. Thanked writer for the info.

Writer States:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162X85[redacted]	[redacted]	45,000

Phila, PA[redacted] Prod. Date: 9/17/07 Dealer: NJ003 Cherry Hill Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Dealer
Kia Case Type Lvl3: Service
Kia Case Type Lvl4:

2. Do apologize kma has reviewed customers complaint
3. Kma can not make dealer owner return call
4. Kma has reviewed complaint internally and advised dealer of customers concerns
5. However kma can not make the independently owned business call customer
6. We have reviewed concerns internally and asked dealer to contact customer, however we can not make dealer return call
7. There are other dealers in surrounding area that customer may find better service
8. Customer is welcome to bring car back into shop and advise kcc when there and we can follow up with customer and dealer while car is in shop
9. However, can not make dealer call customer.

*** CASE CLOSE 05/25/2012 07:30 AM US Mountain Standard Time TDonnelly
Closed pending call back from customer.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121175[redacted]	[redacted]	49,000

Martinez, GA[redacted] Prod. Date: 3/15/07 Dealer: GA008 Kia of Augusta

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 03/22/2012 09:09 AM US Mountain Standard Time RHall
[redacted] stated
1 I had a problem with one of the dealers- GA008
2 My ***AIRBAG*** light came on my dashboard
3 Bobby Owens Svc Mgr said he would charge me to come look at it
4 I told him I didnt have money and he said bring it in and he will look at it no charge
5 Everytime my son got in and out on vehicle it made light go on and off
6 Puncture hold in ***SEAT*** that went into bottom of ***SEAT*** that hits ***AIRBAG*** light to go on and off
7 Dlr states it will cost $1000 to repair it
8 Two weeks after I purchased the car I put ***SEAT*** covers on it and there is no hole in the ***SEAT*** covers
9 He is saying there is a whole in the ***SEAT*** but the light didnt come on a year
10 I feel like this should be covered under warranty

Wrt stated
1 apologized
2 The ***SEAT***s and ***AIRBAG*** system are covered under warranty for 5yrs/60,000 miles which ever come sfirst for mfr defects
3 Damage from outside influence is not covered
4 The vehicle was purchased use so the damage could have been prior to you owning it but it would still not be covered because damage is not a mfr defect
5 Wrt will be happy to contact the dlr and get diangosis and review with DPSM to see if any assistance can be offered in the situation
6 research will take a couple of days and wrt will call you back once information obtained
7 gave case # and ext #

*** PHONE LOG 03/23/2012 10:36 AM US Mountain Standard Time RHall Action Type:Outgoing call
Wrt called to speak to Svc Mgr Bobby
1 Calling to obtain diagnosis?
2 Customer is stating he put ***SEAT*** covers on and there is no hole in ***SEAT*** covers
3 Customer alleges he did not put a hole in or punture ***SEAT***
4 Could the hole have been caused by anything in the vehicle or was it caused by outside influence?

Svc Mgr Bobby stated
1 Customer came in with ***AIRBAG*** light on 11/10/2011
2 Customer has ***SEAT*** covers on the ***SEAT - PASSENGER*** side assembly was the code we found for ***AIRBAG***
3 Looks like something put a hole in the ***SEAT***- some kind of outside influence penetrated
4 Looks like something that went from outside in, can stick finger and stick it down in it and dont feel anything in the ***SEAT*** that is causing the hole
5 I remember DPSM Steve offered some kind of goodwill assistance but I cant remember what it was - might have been a 50/50 split
6 We gave customer Kia's offer and customer declined - advised customer the ***AIRBAG*** would not deploy in case of accident
7 Customer understood and stated he would continue to drive vehicle that way
8 The part cost $958.35 plus labor and have to remove whole ***SEAT*** cushion- like $1200 tax

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121175[redacted]	[redacted]	49,000

Martinez, GA[redacted] Prod. Date: 3/15/07 Dealer: GA008 Kia of Augusta

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

14 2/25/2011 and the ***AIRBAG*** light was not on then - reinstalled weather stripping around windshield

*** EMAIL OUT _ RHall Action Type:External email
Send to:[SRupert@kiausa.com]
1 [redacted] with 2007 Spectra with 49000 miles- 2nd owner
2 Customer states ***AIRBAG*** light is on
3 Took to GA008 and they state there is a hole in ***SEAT*** cushion
4 Customer alleges he put ***SEAT*** covers on vehicle 2 weeks after owning it
5 Customer alleges they have never put a hole in the ***SEAT***
6 Customer is seeking for Kia to cover the repair?
7 GA008 states they seem to remember the DPSM offering some goodwill but they cant remember
8 Is Kia willing to assist? Please contact Robyn 1-800-333-4542 x46422 or EMAIL - THANK YOU

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case[redacted]_RHall_03-23-2012114606.doc>>

*** NOTES 03/23/2012 02:33 PM US Mountain Standard Time RHall Action Type:Manager review
EMAIL FROM DPSM STEVE
1 DAMAGE TO ***SEAT*** IS NOT A WARRANTIABLE REPAIR
2 HOWEVER KIA IS WILLING TO OFFER 50/50 SPLIT @ WARRANTY COST

*** PHONE LOG 03/23/2012 02:33 PM US Mountain Standard Time RHall Action Type:Incoming call
DPSM STEVE CALLED AND LVM FOR FCM
1 DAMAGE TO ***SEAT*** IS NOT A WARRANTIABLE REPAIR
2 HOWEVER KIA IS WILLING TO OFFER 50/50 SPLIT @ WARRANTY COST

*** PHONE LOG 03/27/2012 09:37 AM US Mountain Standard Time RHall Action Type:Outgoing call
Wrt called to speak to[redacted] LVM
1 calling to provide updated status

*** PHONE LOG 03/27/2012 11:16 AM US Mountain Standard Time NVizzo Action Type:Incoming call
Customer stated
1 returning Robin's call.

Wtr tried ext# for Robin, not available

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE1211754[redacted]	[redacted]	49,000

Martinez, GA[redacted] Prod. Date: 3/15/07 Dealer: GA008 Kia of Augusta

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

3 a 50/50 split has been approved.

Customer stated
1 how much will it cost.

Wtr stated
1 the dealership's each set their own pricing.
2 you will need to contact the dealership for that info.

*** PHONE LOG 04/03/2012 05:38 AM US Mountain Standard Time RHall Action Type:Outgoing call
Gail Svc stated
1 I just talked to Svc Mgr Bobby and he stated the customer has not contacted him back

*** PHONE LOG 04/04/2012 08:50 AM US Mountain Standard Time RHall Action Type:Outgoing call
Wrt called to speak to Joseph Novellino - LVM
1 This is KMA calling to advise status on case
2 Case notes indicate you were advised of KMA offer
3 Dlr states they have not heard back from you in regards to setting appointment
4 please call back KMA once going into the dlr so KMA can continue to follow up
5 Provided contact information

*** CASE CLOSE 04/04/2012 08:50 AM US Mountain Standard Time RHall
close case pending customer call back

*** CASE CLOSE 04/12/2012 11:55 AM US Mountain Standard Time RHall
AIRBAG

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	61,299

Easton, PA[redacted] Prod. Date: 9/19/07 Dealer: PA005 Brown-Daub Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 03/22/2012 03:32 PM US Mountain Standard Time ASoto
Cust states:
1. The drivers side door will not open from the inside
2. The ***AIRBAG*** sensor is on and the leather on the ***SEAT*** is broken
3. They are stating nothing is covered under the warranty

Writer states:
1. Apologized
2. Verified cust info
3. Cust veh is out of warranty
4. What writer can do is talk to DPSM to see if assistance outside the warranty can be granted
5. Explained the 5/60 and 10/100 warranty

*** PHONE LOG 03/23/2012 05:42 AM US Mountain Standard Time GRomero Action Type:Outgoing call
Customer states:
1. I've been having a lot of issues with my car.
2. My ***AIRBAG*** light has been going on and off
3. My ***SEAT*** has come off the track.
4. I got that fixed and it came off again
5. My driver's side door will not open from the inside.
6. The whole handle just stopped working.
7. I did mention it to the dealer before my warranty expired, but I was told it was fine.
8. I went to go get it fix, and now I'm told that it's not under my warranty.
9. I have to know if there are other options for me.
10. I feel that's a huge safety issue.

Writer states:
1. Apologized for the problem.
2. Advised that follow up could be done with the dealer.
3. Advised that assistance could be requested, but not guaranteed.

Customer states;
1. The dealer suggested that I call Kia
2. They said because I was over my warranty there was nothing they could do.

Writer states:
1. Apologized again.
2. Advised that even should we ask for assistance, it is not guaranteed.
3. Inquired if the vehicle was currently at the dealer.

Customer states:
1. Vehicle isn't currently at the dealer.
2. They're aware of the problems though.
3. They've known that I've been complaining about the door handle.
4. I guess without it being broken they really couldn't do much about it.

Writer states
1. Advised that we ask that the vehicle be at the dealer.
2. Advised that assistance won't likely be given unless the vehicle is at the dealership.

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	61,299

Easton, PA[redacted] Prod. Date: 9/19/07 Dealer: PA005 Brown-Daub Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Customer states:
1. If needed, we can get the vehicle there.
2. The door was never broken at the time.

Writer states:
1. Advised of open case.
2. Advised FCM ASoto was currently working case.
3. Advised FCM was scheduled to call the dealer for the customer.

Customer states
1. I wasn't aware of an open case
2. My biggest concern is the door.
3. I understand that the ***AIRBAG*** light goes on and off.
4. I just would like some assistance with the cost for the door.

Writer states:
1. Gave case number.
2. Reiterated that assistance was not guaranteed.
3. Advised to call back for further assistance.

*** PHONE LOG 03/23/2012 07:53 AM US Mountain Standard Time ASoto Action Type:Outgoing call
Writer called PA005 and states:
1. Calling regarding cust
2. Summarized cust concerns

Troy SVCA states:
1. ***AIRBAG*** light - need a ***PASSENGER SEAT***
2. Need more time to diagnose the door since she came in late
3. She never mentioned the ***SEAT*** track
4. She hasnt been here in 4 yrs
   - in 2008 11k we did a drivers side ***SEAT*** track
5. She needs brakes all the way around and she said she is going to have someone else do them.

*** PHONE LOG 03/23/2012 09:19 AM US Mountain Standard Time ASoto Action Type:Outgoing call
Writer called DPSM Jerry Toscani and states:
1. Gave writers info, cust info, dlrshp info, veh info
2. Veh is out of warranty by 1300 miles
3. Stated what was wrong with veh and what dlrshp stated
4. Would like to know if you want to give assistance outside the warranty

DPSM states:
1. She is not a good cust
   - I am going to have to decline

*** PHONE LOG 03/23/2012 09:22 AM US Mountain Standard Time ASoto Action Type:Outgoing call

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	61,299

Easton, PA[redacted] Prod. Date: 9/19/07 Dealer: PA005 Brown-Daub Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. Spoke with dlrshp and DPSM
2. At this time the DPSM has denied assistance

Cust states;
1. Oh really
2. OK, thank you.

*** CASE CLOSE 03/23/2012 09:23 AM US Mountain Standard Time ASoto

*** PHONE LOG 03/27/2012 07:49 AM US Mountain Standard Time GRomero Action Type:Web Contact
Customer states:
1. I had a case open previously.
2. I'm calling back because there has to be other kind of assistance.
3. I can't get out of my driver's side door
4. The ***AIRBAG*** light is going to be 1200 to fix.
5. All of this happened when the 60K warranty expired.
6. I'm being told these are safety issues, but there won't be any assistance.
7. There were three different recalls that I wasn't told about
8. They said that they fixed the tire sensor malfunction
9. Now I have a new light that's come on.
10. The whole ***SEAT*** came off the track and slides back and forth
11. I went back to get my ***SEAT*** fixed, I had to wait a month for the parts.
12. Now It's broken again.
13. There's no way that I'm not going to get assistance.
14. There has to be someone that can give me some sort of assistance.
14. I'm only a little bit over the warranty.

Writer states:
1. Apologized for the problem.
2. Advised that the DPSM did decline the assistance.
3. Advised that if she is disputing the DPSM's decision that the case would have to be sent to the regional office.
4. Advised that Assistance is not guaranteed.

Customer states:
1. I absolutely want this escalated.
2. I'll be damned if I'm going to pay $500 a month for not getting any help.
3. If no one is able to help me, I will get a lawyer.
4. It is going to be reported that I asked for assistance.
5. These defects are, in my mind a safety issue.
6. I could see if I was 10K miles over my warranty.
7. The dealer was the one that told me to call you and now they've declined the goodwill.

Writer states:
1. Apologized again for the problem.
2. Advised that the once escalated the regional office would need 2 working days to review case.

Customer states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	61,299

Easton, PA[redacted] Prod. Date: 9/19/07 Dealer: PA005 Brown-Daub Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. All of this happened a Thousand miles over.
2. I would think my situation would be applicable for assistance.

Writer states;
1. Apologized again.
2. Advised that Assistance was not guaranteed.

Customer states:
1. Once they did the recalls, now I'm having more problem.
2. I wasn't informed of any 'recalls on my vehicle.
3. I was told that I should be informed of recalls immediately.
4. Now I have different lights flashing on my dash

Writer states:
1. Advised that the vehicle was not showing any service campaigns.
2. Gave case number.
3. Advised to call back for further assistance.

*** EMAIL OUT _ GRomero Action Type:External email
Send to:[JToscani@kiausa.com]
FCM GINA ROMERO
1-800-333-4542 x 46786

FYI.. The customer is disagreeing with the denial of assistance. She is requesting a call back from a higher office. Wanted to send a email and let you know that this case is being escalated to the Region.

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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[redacted]

*** NOTES 03/27/2012 07:52 AM US Mountain Standard Time GRomero Action Type:Manager review
Escalating to Region For:
1. Customer is disputing DPSM's denial for assistance.
2. Customer insistent to escalate the case higher.
3. Customer mentioned that if she had to, she would get a lawyer.
4. Assist determination
5. Contact customer back

*** FORWARD 03/28/2012 09:27 AM Eastern Daylight Time SIjames

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	61,299

Easton, PA[redacted] Prod. Date: 9/19/07 Dealer: PA005 Brown-Daub Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** NOTES 04/02/2012 11:21 AM US Mountain Standard Time TShamburger Action Type:Manager review
email from dpsm *******

1 dont remember denying this ***AIRBAG*** repair, will do ***AIRBAG*** repair as goodwill, the cust has to pay for her handle repair.

*** PHONE LOG 04/02/2012 11:40 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called Brown-Daub Kia and spoke to Troy
Troy states

1 did not know kia rep covering the ***AIRBAG*** repair, let me check with Frank svcm
2 Frank said he knew about it, but cust had to leave on family emergency for about 2 or 3 wks and so we will not order part until she is back in town again.

3 she understands kia only covering the ***AIRBAG*** repair, but not the door repair.
wrt thanked Troy for info. call ended.

*** PHONE LOG 04/02/2012 11:56 AM US Mountain Standard Time TShamburger Action Type:Outgoing call
wrt called customer and lvm
1 this is Tammy from Kia's eastern region office, you case foward to my office

2 my dist mgr willing to cover your ***AIRBAG*** light concern as a goodwill but the door repair is your repair, veh out of warranty.

3 dlr said you had to leave town and will repair ***AIRBAG*** light when you get back, dont wait too long for repair to be done since this is a goodwill offer out of warranty.
4 call writer back w/ any questions.
5 left contact info. with case#

*** NOTES 04/02/2012 11:58 AM US Mountain Standard Time TShamburger Action Type:Manager review

[!<For Internal Use Only

04/18 CALL CUSTOMER AND SEE IF SHE IS BACK IN TOWN AND WILLING TO DO HER ***AIRBAG*** REPAIR . >!]

*** NOTES 04/13/2012 08:17 AM US Mountain Standard Time RHall Action Type:Manager review

[!<For Internal Use Only

Tread ***AIRBAG*** review RH>!]

*** PHONE LOG 04/19/2012 09:32 AM US Mountain Standard Time ERCATShamburger Action Type:Outgoing call
wrt called [redacted] and stated
1 This is Tammy from Kia

2 are you back from vacation, calling as a reminder to get your ***AIRBAG*** light repair done at dlr.
cust states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162X85[redacted]	[redacted]	0

Phila, PA[redacted] Prod. Date: 9/17/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 04/06/2012 03:35 PM US Mountain Standard Time UValencia
NCA RECEIVED LETTER FROM CUSTOMER:

1 Customer states very upset with treatment from the Cherry Hill Kia in NJ
2 At first I only got one key, they tried to charge me $250 for second key - I never got the 2nd key that should come with a brand new vehicle
3 Their waiting room was horrible and stressful so I will not go there for maintenance
4 My ***AIRBAG*** light came on and I have been dealing with this since early February
5 Dlr had to order part and they said it was in - after dealing with the waiting room again I was told it was the wrong part
6 Because I didn't want to waste a trip - I bought a key only for $5
7 Dlr states they will overnight part, that was Saturday, it showed up Wednesday so nobody overnighted part- finally sensor was installed
8 I still don't have the second key to my car that has keyless lock and unlock
9 I noticed some odd paneling below the ***PASSENGER SEAT*** of my car that was not there before I took my vehicle in for repair
10 I learned sensors are under ***SEAT***s so after all this my car still is not fixed
11 I need some help and I called on case[redacted] and I was told is it would be documented
12 I am trying to get a hold of Robert Joyce DPSM - I need someone to contact me and assist me

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221X95[redacted]	[redacted]	67,000

Stark, FL [redacted] Prod. Date: 6/25/08 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 04/10/2012 07:44 AM US Mountain Standard Time SLarez
CUSTOMER STATES.
1. THE VEHICLE IS HAVING AN ISSUE.
2. THE ***AIR BAG*** LIGHT IS ON AND THE VEHICLE IS HAVING AN ISSUE WITH THE ***AIR BAG*** LIGHTS.
3. THE ***PASSENGER*** SIDE DOES NOT GO OUT AND THE ONE THE DASH STAYS ON.
4. WHAT COULD IT BE.

WRITER STATES.
1. I AM SORRY, IT COULD BE A COUPLE OF THINGS.
2. THE ONLY WAY TO KNOW FOR SURE IS TO TAKE IT TO THE KIA DLR.
3. ONCE THE VEHICLE IS THERE THEN WE CAN FIND OUT EXACTLY WHAT WE NEED TO DO TO REPAIR IT. I AM SORRY BUT THE VEHICLE IS OUT OF WARRANTY AT THIS TIME.

CUSTOMER STATES.
1. THANK YOU FOR THE INFORMATION

*** CASE CLOSE 04/10/2012 07:44 AM US Mountain Standard Time SLarez

*** CASE CLOSE 07/21/2012 11:11 AM Pacific Daylight Time JeffStroup

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	63,500

Houston, TX[redacted] Prod. Date: 12/25/07 Dealer: TX010 Joe Myers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: SEAT/SEAT Belt
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 04/13/2012 07:23 AM US Mountain Standard Time JKim
[redacted]/grand mother states:
1. This is my grand daughter's vehicle
2. I went to TX010 for oil change
3. Troy/SVCA said I need new ***SEAT*** sensor and cushion
4. Told repair would be $1400
5. I want to speak to someone in corporate office who can authorize the repair
6. Troy's direct # is 713-482-5624
7. Can I get your direct #?
8. How long will this take?
9. Thank you

Writer states:
1. Apologized
2. Updated info/no open SC
3. Advised customer as 2nd owner gets remainder of 5/60k whichever comes first for BLW and PTW
4. Customer's warranty is still valid until 4/40/13 or 60k miles whichever comes first- covers manufacturer defect only
5. Will speak to dealer to verify diagnostic info
6. Will follow up
7. Writer will be out of the office on Monday
8. It might be another FCM who will follow up
9. Gave case # to call back with if customer needs to reach KCAC before follow up

*** NOTES 04/13/2012 01:04 PM US Mountain Standard Time JKim Action Type:Manager review
Dispatch case to call center:
1. Customer was asked to replace ***SEAT*** cushion and sensor
2. Customer is still under 5/60k warranty
3. Dealer told it's customer pay repair
4. Customer is asking for assistance on repair- $1400 worth repair
5. Please contact dealer to verify info and follow up with customer

*** PHONE LOG 04/16/2012 10:02 AM US Mountain Standard Time KJohnson Action Type:Incoming call
Customer, Mrs. [redacted] grandmother, stated:
1 - Can I speak to Jess?
2 - If she is not available, I'll talk to you

Writer:
1 - Apologized
2 - Jess is out of office today
3 - wtr showing veh mileage at 57K; that would be within warranty
4 - did dealer say why this was not covered?

Customer:
1 - I didn't have the veh when she asked that question
2 - It is actually 63500
3 - I just think this should be a lifetime warranty

Writer:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	63,500

Houston, TX[redacted] Prod. Date: 12/25/07 Dealer: TX010 Joe Myers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: ***SEAT/SEAT*** Belt
Kia Case Type Lvl4: Other

1 - Apologized
2 - it is not a lifetime warranty, but wtr will follow up to see if kia can assist with this repair

Customer:
1 - Thank you

*** PHONE LOG 04/17/2012 01:33 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and Troy stated:
1 - ***PASSENGER SEAT*** bottom needed; about $1700
2 - cust does pretty good maintenance
3 - she has done 60K, but not timing belt

Gordon in Parts stated:
1 - retail price for ***SEAT*** bottom is $1490.10

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

Karen @ 46041
KJohnson@kiaconsumeraffairs.com

Goodwill request

<>08 Spectra, 63K, Not original owner
<>cust needs ***PASSENGER SEAT*** bottom because of ***AIRBAG*** light
<>part retail price cost is $1490.10
<>customer does maintenance at tx010; she has done her 60K service, but not her timing belt

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[redacted]

*** NOTES 04/18/2012 05:53 AM US Mountain Standard Time KJohnson Action Type:E-mail rec.
From DPSM:
This is a customer pay issue.

*** PHONE LOG 04/18/2012 05:57 AM US Mountain Standard Time RSabin Action Type:Incoming call
CUST GRANDMOTHER MRS[redacted] STATED:
1. I WAS CALLING ABOUT MY CASE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	63,500

Houston, TX[redacted] Prod. Date: 12/25/07 Dealer: TX010 Joe Myers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: SEAT/SEAT Belt
Kia Case Type Lvl4: Other

HEARD FROM ANYONE
3. I WOULD LIKE TO SPEAK WITH THE HEAD OF CUST SVC

WRITER ADVISED:
1. APOLOGIZED FOR DELAY
2. I'M A CASE MGR
3. ACCORDING TO THE NOTES JESS HAD THE CASE AND WENT ON VACATION SO THAT IS WHAT LEAD TO THE DELAY
4. KJOHNSON IS THE REP WHO HAS YOUR CASE AND HAS BEEN WORKING ON IT FOR YOU
5. PROVIDED CASE NOTES / PLACED CUST ON HOLD TO ATTEMPT TO REACH KJOHNSON AND SEE IF SHE RECEIVED A DECISION FROM DPSM / REP WAS NOT AVAILABLE
6. I'LL LET HER KNOW YOU CALLED AND I'M SURE SHE WILL BE IN TOUCH WITH THE DECISION FROM THE DPSM

CUST STATED:
1. YOU WOULD THINK THE ***AIR BAG*** SYS WOULD BE COVERED LIFETIME

WRITER ADVISED:
1. OUR WARRANTY IS LONGER THEN MOST CAR MANUFACTURERS AND UNFORTUNATELY IT DOES EVENTUALLY COME TO A TIME WHEN OUR WARRANTY DOES EXPIRE
2. AT THIS TIME IT HAS EXPIRED BUT WE ARE TRYING TO SEE IF SOME ASSISTANCE CAN BE OFFERED
3. KJOHNSON WILL BE IN TOUCH WITH THE DECISION

CUST STATED:
1. OK THANKS
2. HAVE HER CALL ME ON MY HOME PH / 7[redacted]

*** PHONE LOG 04/18/2012 02:51 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer at [redacted] and left VM requesting CB

*** PHONE LOG 04/18/2012 02:54 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and stated:
1 - regret that kia will not participate in repair

Customer:
1 - well, we have 3 hondas and this part has not worn out on any of them

Writer:
1 - wtr understands disappointment
2 - kia has best warranty in business
3 - once that warranty expires, it is rare that we are able to assist

Customer:
1 - Well, you may have the best warranty, but you don't have the best product
2 - I'll never buy another Kia
3 - Thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	63,500

Houston, TX[redacted] Prod. Date: 12/25/07 Dealer: TX010 Joe Myers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: SEAT/SEAT Belt
Kia Case Type Lvl4: Other

*** CASE CLOSE 04/18/2012 02:54 PM US Mountain Standard Time KJohnson

*** CASE CLOSE 07/19/2012 07:16 AM Pacific Daylight Time ThomasT
TREAD review completed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	71,000

Hopewell, VA[redacted] Prod. Date: 10/9/07 Dealer: VA001 Pence Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** PHONE LOG 04/23/2012 08:01 AM US Mountain Standard Time KJohnson
Customer:
1 - We bought this veh brand new; it is under my wife's maiden name, [redacted]
2 - We had to replace the brake lamp switch a year or two back; we didn't pay for the part, but we did pay for the diagnostic
3 - when we were using cruise control, if we stepped on the brake, the car would accelerate
4 - we had to turn the cruise control off to get control of the veh
5 - and then we had no brake lights
6 - the same thing has happened now and the veh is back at the dlr; i am working w/ Gary
7 - from time to time the headlights will not turn off like they should at night and the next morning the battery is dead
8 - when we took it there for that, they cnd
9 - and the ***PASSENGER SEAT AIRBAG*** off light stays on even when someone is sitting there
10 - they've checked that out and say it is working fine
11 - I'd like kia to pick up the cost of the new brake lamp switch

Writer:
1 - Apologized
2 - warranty on part is 12/12, but wtr will review w/ dlr and dpsm to see if assistance possible
3 - provided case no.

Customer:
1 - Thank you

*** PHONE LOG 04/26/2012 06:56 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called dlr and Gary stated:
1 - we replaced brake light switch
2 - This is under taylor leonard
3 - cnd cruise control complaint
4 - cust did not want us to address headlight or ***OCS*** concern
5 - customer has done no maintenance at dlr and has veh at this time

*** PHONE LOG 04/26/2012 06:59 AM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called customer and left VM:
1 - following up to be sure everything all right with your spectra
2 - regret we were unable to assist with brake lamp switch
3 - please cb if you wish to discuss

*** CASE CLOSE 04/26/2012 06:59 AM US Mountain Standard Time KJohnson

*** CASE CLOSE 07/16/2012 04:46 AM US Mountain Standard Time RHall
Tread review completed speed control RH

*** CASE CLOSE 07/21/2012 10:29 AM Pacific Daylight Time ThomasT
TREAD review completed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	71,000

Hopewell, VA[redacted] Prod. Date: 10/9/07 Dealer: VA001 Pence Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

*** PHONE LOG 05/09/2013 07:01 AM US Mountain Standard Time LuciaPaz Action Type:Incoming call
M[redacted] stated
1. Had the brake switch replaced last year
2. This is the third time it has been replaced
3. Saw that Kia has a recall for the switch
4. We started having the same problems with both veh again
5. The brake lights stay on and the battery dies
6. The cruise control is not working correctly again
7. Every time we take the veh to the dlr it costs us $200 - $300
8. We did take it to a different dlr and they told us we had to take it to purchasing dlr

wrt stated
1. Apologized
2. Updated cust info
3. Verified no open SC's
4. Has veh been to dlr for diag?
5. Can take veh to different dlr
6. When veh has been diaged can req for assistance outside of warranty

Mr[redacted]s stated
1. That is the same thing I was told last time and still had to pay out of pocket
2. Thank you

*** CASE CLOSE 05/09/2013 07:12 AM US Mountain Standard Time LuciaPaz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	60,020

Franklin, NC[redacted] Prod. Date: 11/23/07 Dealer: NC041 Lifetime Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 04/26/2012 09:07 AM US Mountain Standard Time JIsaac
Ms [redacted] stated
1. ***PASSENGER*** a/b light came on
2. dealer stated need new ***SEAT*** pad
3. will cost 1300.00
4. why won't the warranty cover this, it is a safety feature

wtr stated
1. apologized, understand your concern
2. a/b would fall under LBW which has expired by miles
3. would be happy to contact DPSM to see what assistance can provide
4. no guarantee
5. please allow 1-2 days for research

caller stated
1. thank you

*** PHONE LOG 05/01/2012 07:27 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called NC041, spoke with service advisor Pete
1. need service history for cust

Pete stated
1. only seen the vehicle once at 61000 miles
2. ab/ light and CEL on at that time in Nov 2011

wtr stated
1. thank you for the information

*** PHONE LOG 05/01/2012 07:36 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called DPSM George Edrington
1. advised calling regarding good will assistance
2. cust looking for assistance as this is a safety issue

DPSM stated
1. had already spoke with cust about this
2. she got my direct # and discussed this with me
3. advised will be able to on a one time basis to good will the ***SEAT*** pad
4. sent e-mail to SM at dealership to take care of this for cust
5. was advised by SM that cust never had service done at dealer
6. will still honor what I told her
7. she did say she had issues with the call center
8. she tol dme she asked to speak with a sup and wa just connected to the person in the next cube
9. please call the cust to advise of the good will
10. please call me back to advise of her reaction and send me the case notes

wtr stated
1. thank you, will do

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	60,020

Franklin, NC[redacted] Prod. Date: 11/23/07 Dealer: NC041 Lifetime Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 05/01/2012 07:36 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called[redacted], LVm to call back

*** PHONE LOG 05/03/2012 09:45 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
Ms[redacted] stated
1. called the dealer and they told me do not have any notes regarding covering the cost of repair

wtr stated
1. will call dealer now to verify and call you back

caller stated
1. thank you

*** PHONE LOG 05/03/2012 09:48 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called NC041, spoke with SM Perry
1. need to know if received message from DPSM regarding the good will for cust[redacted]

Perry stated
1. spoke with DPSM on monday about an AIRBAG for another cust
2. I will give DPSM a call to verify and order the parts
3. will call Ms Shelton once parts are in

wtr stated
1. thank you

*** PHONE LOG 05/03/2012 09:50 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called Ms[redacted]
1. advised spoke with SM Perry at dealer
2. he will contact DPSM to verify assistance outside of warranty
3. will need to order part
4. once part in will call you to come in for service

Ms[redacted] stated
1. thank you

*** CASE CLOSE 05/11/2012 08:40 AM US Mountain Standard Time JIsaac

*** CASE CLOSE 07/21/2012 10:54 AM Pacific Daylight Time ThomasT

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122485[redacted]	[redacted]	61,650

Winuski, VT[redacted] Prod. Date: 12/13/07 Dealer: VT001 Berlin City Kia, Burlington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel system
Kia Case Type Lvl4: Engine Performance

Case History

*** PHONE LOG 05/09/2012 07:24 AM US Mountain Standard Time JIsaac
Mr[redacted] stated
1. when purchased vehicle was told have 10/100 warranty that would cover everything
2. now O2 sensor out which is cutting my gas mileage in half
3. called the dealer and they told me not covered under warranty
4. very disappointed in Kia right now

wtr stated
1. apologized
2. reviewed 5/60 LBW, RSA and 10/100 PTW
3. advised O2 sensor most likely covered under LBW which has expired
4. will be happy to call dealer to get more info
5. please allow 1-2 days for call back

caller stated
1. thank you

*** PHONE LOG 05/10/2012 07:28 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called VT001, spoke with service advisor Meagan
1. need service history for cust vehicle
2. what was last diagnosis for cust

Meagan stated
1. cust called in yesterday to see if O2 sensor was covered
2. advised the LBW is 5/60, out of warranty now
3. previous to that call cust had been in 05/06/2011 for the ***PASSENGER SEAT*** to be replaced under warranty
4. also in 4/26/2011 for warranty repair, advised of 60k timing belt replacement, cust refused
5. all visits to this dealer where warranty issues, no maintainence done at dealer

wtr stated
1. thank you

*** PHONE LOG 05/10/2012 07:31 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called DPSM Jeremy Trotta, left VM to call back
1. advised cust seeking good will assistance
2. cust has 2008 Spectra 61000 miles
3. O2 sensor out, looking for coverage under 5/60
4. mostly warranty repair at dealer

*** PHONE LOG 05/14/2012 09:02 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called Mr[redacted] to advsie status of case, mail box full, unable to leave message

*** EMAIL OUT _ JIsaac Action Type:External email
Send to:[JTrotta@kiausa.com]
Jeremy,

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122485[redacted]	[redacted]	61,650

Winuski, VT[redacted] Prod. Date: 12/13/07 Dealer: VT001 Berlin City Kia, Burlington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel system
Kia Case Type Lvl4: Engine Performance

Customer is requesting good will assistance for O2 sensor replacement. Please review the case note and advise if assitance will be provided.

Thank you
Joseph EXT 45038

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case[redacted]_JIsaac_05-17-2012092255.doc>>

*** PHONE LOG 05/17/2012 08:31 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called Mr[redacted]n, mail box full, unable to leave VM

*** PHONE LOG 05/21/2012 07:41 AM US Mountain Standard Time JIsaac Action Type:Web Contact
wtr received e-mail from DPSM

1. This is not something we will assist on.
2. Thank you

*** PHONE LOG 05/21/2012 07:42 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called Mr[redacted] unable to leave VM, mail box is full

*** PHONE LOG 05/22/2012 09:04 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called Mr[redacted] unable to leave VM, mail box is full
call me letter sent

*** CASE CLOSE 05/22/2012 09:09 AM US Mountain Standard Time JIsaac

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162875[redacted]	[redacted]	58,000

Rensselaer, AK[redacted] Prod. Date: 1/18/07 Dealer: NY078 Lazare Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** NOTES 05/31/2012 10:51 AM clarify Action Type: Manager review
*** Performed by contact: [redacted]
Good Afternoon,

I drive a 2007 Kia Spectra5. Since I purchased the vehicle, I would notice the "***PASSENGER AIRBAG*** light off" Light would be on, even when a ***PASSENGER*** is in the ***SEAT***. This has me really worried about the safety of my ***PASSENGER***, which most times is my girlfriend. The light remains on when someone is in the ***SEAT*** about 50% of the time. That is too often for me. It should never be on while someone is in that ***SEAT***. I tried getting the issue resolved at my area Kia dealer where I purchased the vehicle, but they could not help me. What can be done to fix this. I hate feeling like I am putting my girlfriend at risk each time we drive and that light stays on.
Thank you
[redacted]

*** PHONE LOG 06/01/2012 08:31 AM US Mountain Standard Time BBauer Action Type:Outgoing call
Writer called customer and states:
1. Following up on e-mail
2. Apologized for problem
3. Advised KCA can be involved
4. Advised warranty on ***AIRBAG*** components was for 5-60k miles and expired yesterday
5. Advised in this situation customer can make appt at dealership-dealer will have to be able to duplicate concern in order to make repair
6. Advised DPSM can be contacted for assistance-not a guarantee

Customer states:
1. Ok
2. Why wasn't; warranty for 10 years?

Writer states:
1. Advised of 10-100k PTW for defect in engine, axles and transmission
2. Gave case number
3. Advised customer to callback with appt information to continue follow up

*** CASE CLOSE 06/01/2012 08:32 AM US Mountain Standard Time BBauer

*** PRIORITY CHANGE 07/23/2012 10:59:53 AM LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162775[redacted]	[redacted]	59,000

Sunnyvale, CA[redacted] Prod. Date: 1/23/07 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 06/12/2012 02:34 PM US Mountain Standard Time TLarson Action Type:Web Contact
CUSTOMER ADVISED

1 CALLING TO FIND OUT THE WARRANTY ON MY VEHICLE
2 HAVING PROBLEMS WITH THE ***PASSENGER*** SIDE AB WARNING LIGHT TURNING ON WHEN MY GIRLFRIEND SITS IN THE ***SEAT***
3 SHE IS APPROX 105 LBS
4 ALSO MY DRIVERS AB LIGHT COMES ON
5 IS THAT COVERED?

WRITER ADVISED

1 UPDATED OWNER INFO
2 ADVISED CUSTOMER THAT THE FACTORY FOR THIS VEHICLE IS 5YRS OR 60K MILES
3 IT INCLUDES THE LBW, PTW, AND RSA COVERAGES
4 PROVIDED INSERVICE DATE AND EXPIRATION DATE
5 ADVISED CUSTOMER THAT THE ***PASSENGER*** AB SYSTEM IS DESIGNED TO TURN ON AND OFF
6 PEOPLE OF SMALLER STATURE CAN HAVE PROBLEMS WITH THE ***OCS*** BECAUSE THE SENSORS ARE DETECTING THAT ITS NOT SAFE FOR THE AB TO DEPLOY
7 SO WE NEED TO DETERMINE IF A DEFECT IS PRESENT OR IF THE SYSTEM IS WORKING AS DESIGNED
8 THE AB SYSTEM IS COVERED FOR 5YRS OR 60K MILES FOR DEFECTS
9 PLEASE TAKE IT IN PRIOR TO THE WARRANTY EXPIRATION AND WE WILL ADDRESS UNDER THE TERMS OF THE WARRANTY

CUSTOMER ADVISED

1 OK THANK YOU

TRANSFERRED TO SURVEY

*** CASE CLOSE 06/12/2012 02:35 PM US Mountain Standard Time TLarson

*** CASE CLOSE 07/21/2012 06:28 PM US Mountain Standard Time JHirshfield
Tread ***AIRBAG*** review -- JH

*** PHONE LOG 07/27/2012 10:18 AM US Mountain Standard Time LSims Action Type:Web Contact
*** PHONE LOG 06/14/2012 08:29 AM US Mountain Standard Time NVizzo
Customer stated

1. Had issue with ***AIRBAG***.
2. The dealership Premier Kia telling me that they are not sure if under warranty.
3. They have not given a solid no.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162775[redacted]	[redacted]	59,000

Sunnyvale, CA[redacted] Prod. Date: 1/23/07 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

7. They were uncertian about whether under 3/36 or 5/60.
8. What is or is not under 3/36?

Wtr stated
1. Sorry for the trouble.
2. No sC.
3. The veh is still under LBW good through 8/26/12 or 60k miles whichever comes first.
4. The only items under 3/36 is the radio unit and the paint on the veh.
Wtr offered to call the service department and clear up any confusion regarding warranty items.
Customer stated
1. That is not necessary.
2. If there are concerns when I go back will call again.

Wtr stated
1. Gave case# and contact info.
Connected to Csi.

*** CASE CLOSE 06/14/2012 08:29 AM US Mountain Standard Time NVizzo

*** CASE CLOSE 07/21/2012 07:07 PM US Mountain Standard Time JHirshfield

Tread ***AIRBAG*** review -- JH
[!<For Internal Use Only
dup case tread review/ RS>!]

*** CASE CLOSE 07/27/2012 10:10:10 AM US Mountain Standard Time JSi

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121785[redacted]	[redacted]	63,000

Granbury, TX [redacted] Prod. Date: 11/1/07 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 06/27/2012 08:39 AM US Mountain Standard Time GRomero
Customer states:
1. I thought my vehicle was covered bumper to bumper for 100K miles
2. I have an ***AIRBAG*** light that's come on
3. We had to pay for the diagnostic.
4. They told us that it was not covered.
5. The ***AIRBAG*** sensor.
6. I called back to reconfirm for a safety issue.
7. I've got 63K miles on my vehicle.
8. I can't believe that, for a safety issue it isn't covered.

Writer states:
1. Apologized for the problem.
2. Advised the vehicle was out of warranty
3. Advised all repairs would be an out of pocket expense.

Customer states;
1. That doesn't make any sense
2. I can understand wear and tear.
3. That warranty doesn't make any sense
4. Someone needs to go back and review that
5. I'll never buy another Kia.
6. I don't want anyone to ride in the ***PASSENGER SEAT***.

Writer states:
1. Apologized for the problem
2. Advised the vehicle was still out of warranty

Customer states:
1. I'm going to bad mouth Kia as much as I can
2. That is not right.
3. I appreciate your information

Writer states;
1. Advised to call back for further assistance

*** CASE CLOSE 06/27/2012 08:39 AM US Mountain Standard Time GRomero

*** CASE CLOSE 07/23/2012 06:46 AM US Mountain Standard Time LSims

*** CASE CLOSE 07/23/2012 06:47 AM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122X75[redacted]	[redacted]	54,000

Orange, CA[redacted] Prod. Date: 3/9/07 Dealer: CA246 Car Pros Kia of Huntington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Noise(Brake)

Case History

*** PHONE LOG 07/02/2012 03:34 PM US Mountain Standard Time MHaynes
The caller, [redacted], states:
1. In April 2011, we took car in to Citrus Kia for new tires in Ontario CA
2. Citrus Kia said rear brakes worn out, so we replaced rear brake pads
3. Front pads were in perfect condition
4. A year and 20k miles later, Car Pros Kia of Huntington Beach says the rear pads are worn out again, front pads are like new.
5. Rear brakes are making a noise
6. Indie mechanic said front brakes should be replaced before rear ones.
7. I think there is something wrong if the rear brakes are wearing like that.
8. Kia dealer did not diagnose brake noise, as they felt the source was the worn down pads.

The writer states:
1. Apologizes issues.
2. Confirms and updates info. Adds #[redacted]
3. Kia's warranty usually doesn't address brakes, as those are wear and tear.
4. However, I do show your 5/60k BLW is still active for defects.
5. If the Kia dealer determines this brake wear is being caused by a defect, then it may be addressed under that BLW.
6. Gives case #.
7. Please let the Kia dealer know when the rear brakes were last changed and your concerns.
8. If after dealer diagnosis there are still issues, call us with case #.

The caller states:
1. We will need to bring it to the dealer again soon to have some more work done anyway.
2. When you sit in ***PASSENGER SEAT***, ***AIRBAG*** light doesn't work
3. AC issue with wiring harness needs replacing
4. We will bring this up with them then.
5. Other than these issues, the car has been spectacular
6. Two other children both drive Kias as well.

The writer states:
1. Apologizes issues.
2. Thank you for your loyalty to Kia.
3. Please call us if we can be of any further help.

The caller states:
1. I will.
2. Thank you.

*** CASE CLOSE 07/02/2012 03:34 PM US Mountain Standard Time MHaynes

*** PHONE LOG 07/06/2012 11:13 AM US Mountain Standard Time BBauer Action Type:Incoming call
Customer states father[redacted]
1. Calling to get case number
2. Called previously about brake concern
3. Vehicle currently at dealer who is going to look at brakes
4. Rear brakes are wearing out but not the front brakes

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122X75[redacted]	[redacted]	54,000

Orange, CA[redacted] Prod. Date: 3/9/07 Dealer: CA246 Car Pros Kia of Huntington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Noise(Brake)

Writer states
1. Gave case number
2. Requested call back for further assistance

*** PHONE LOG 07/10/2012 01:27 PM US Mountain Standard Time BBauer Action Type:Outgoing call
Writer called CA246 and states:
1. calling to follow up on vehicle

SVCA Denise states:
1. We opened techline case
2. We replaced rear brakes
3. Did not find anything wrong with calipers

*** CASE CLOSE 07/10/2012 01:27 PM US Mountain Standard Time BBauer
Pending customer callback

*** NOTES 10/08/2012 10:03 AM US Mountain Standard Time BBauer Action Type:Manager review
AIRBAG Tread Review Complete-BB

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121075[redacted]	[redacted]	90,000

Chester, VA[redacted] Prod. Date: 10/31/06 Dealer: VA057 Colonial Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 07/06/2012 08:09 AM US Mountain Standard Time JSinclair
Customer states:
1. I would like to file a complaint
2. The ***AIR BAG*** light is on
3. We took the vehicle to Colonial Kia and they told me the sensor in the ***PASSENGER SEAT*** needs to be replaced
4. Online there are a lot of people having this issue
5. This should be a recall and I do not feel I should have to pay for this
Wtr states:
1. Apologized
2. Updated info
3. Advs customer ***AIR BAG*** system is covered for 5/60
4. That warr is expired at this time
5. Wtr can contact the DPSM to review customers request for GW but coverage is not guaranteed
Customer thanked and call ended

*** CASE CLOSE 07/06/2012 08:09 AM US Mountain Standard Time JSinclair

*** PHONE LOG 07/06/2012 02:01 PM US Mountain Standard Time ARuss Action Type:Incoming call
Customer[redacted] states:
1. ***PASSENGER AIR BAG*** light on
2. Saw that there are SCs

Writer states:
1. Apologized
2. Advised no open SC if SC released in the future customer will be advised by mail

Customer states:
1. Who do I make a complaint to about this?
2. Its hardly been used and it's already broken there's no reason for that

Writer states:
1. Advised concern will be documented at this time
2. Advised KMA reports to NHTSA quarterly
- Advised if SC released in the future customer may be able to submit for reimbursement
3. Advised customer is out of BLW at this time

Customer states:
1. Ok thanks

*** CASE CLOSE 07/06/2012 02:01 PM US Mountain Standard Time ARuss

*** NOTES 10/08/2012 10:38 AM US Mountain Standard Time BBauer Action Type:Manager review

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121075[redacted]	[redacted]	90,000

Chester, VA[redacted] Prod. Date: 10/31/06 Dealer: VA057 Colonial Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 10/08/2012 10:38 AM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	44,124

OR, OR Prod. Date: 2/24/09 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case_History

*** PHONE LOG 08/03/2012 07:09 AM US Mountain Standard Time ATorres
800# VM by Chris[redacted] OR012
Provided Customer/VIN

1. RO date 8/2/12
2. RO[redacted]2
3. Vehicle in previously on 4/16/12
4. ***AIRBAG***, ***OCS*** not detecting someone who was 160lbs in the ***SEAT***
5. Unable to duplicate at that time
6. Today, same concern
7. Again all systems working ok
8. Customer number is[redacted]

*** PHONE LOG 08/06/2012 01:54 PM US Mountain Standard Time BHernandez Action Type:Outgoing call

Writer called OR012 regarding service alert

SVCA Jordan states
Customer address: [redacted] Portland OR[redacted]
Year/Model/Mileage of Vehicle:
RO# and Open Date: [redacted] 8/2
Days Down at initial Service Alert report: 1
Repair Issue: ***PASSENGER*** side ***AIRBAG*** does not turn off when 160
ETA for completion of repairs: unable to duplicate concern
Repeat Repair (Y/N), if so, how many? Yes - repeat concern could not duplicate 4/16
Techline Case: no
Rental Provided? If so, since when? no
DPSM contacted by dealer? unknown

*** PHONE LOG 08/06/2012 01:57 PM US Mountain Standard Time BHernandez Action Type:Outgoing call
Writer called customer and states:
1. Verified that problem could not be duplicated

Customer states:
1. Had wife go to dealership and tried 8 times and could not duplicate issue

Writer states:
1. Requested call back for further assistance if needed

*** CASE CLOSE 08/06/2012 01:57 PM US Mountain Standard Time BHernandez

*** CASE CLOSE 10/08/2012 10:11 AM US Mountain Standard Time RHall
AIRBAG Tread Review Completed RH

Last_name	First_name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	44,124

OR, OR Prod. Date: 2/24/09 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** NOTES 10/19/2012 09:16 AM US Mountain Standard Time LSims Action Type:Manager review
DUP CASE

*** PHONE LOG 09/19/2012 10:30 AM US Mountain Standard Time TDonnelly

*** PHONE LOG 09/19/2012 10:38 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
Customer States:
1. Purchased car from Enterprise rent a car about 8 months ago
2. The ***PASSENGER SEAT AIRBAG*** is not always working says off when someone sits in ***PASSENGER SEAT***
3. Have been to kia dealer (OR012) 2x and they could not fix the problem
4. When at dealer they could not verify complaint it worked fine for them
5. This does happen about 20% of the time with my wife
6. Would like kma to replace the ***SEAT*** the next time we take car into shop
7. I do not want to keep coming back if complaint is not verified
8. This is a safety concern.
9. I know that before car was purchased from Enterprise they was repair because wiring by ***SEAT*** belt was loose and they had to adjust
10. So there are ***AIRBAG*** on the car for a reason and want them to work
11. Fine, will take back to dealer and let kcc know when car is there
12. What is reference number?

Writer States:
1. Confirmed owner info
2. Apology for situation
3. What kia dealer did customer take car to?
4. Do apologize in order for dealer to repair they have to be able to verify or duplicate complaint
5. If they check car and everything is working, they can not repair
6. Kma will be unable to replace the ***SEAT*** if complaint is not verified
7. Dealer would have to confirm complaint and determine cause, correction
8. What we can do is if customer will let us know when car is in shop we can follow up with customer and dealer on concerns
9. Can ensure dealer is using all resources to address concerns
10. If this happens with wife in ***SEAT*** would also recommend to bring her to dealer so they can verify complaint
11. Would also advise that it is important to sit in ***SEAT*** squarely with both feet on ground
12. If person in ***PASSENGER SEAT*** leans to one side or on door handle or crosses leg it can cause the ***OCS*** off light to come on
13. Advised that the primary restraint on vehicle is safety belt, ***AIR BAG*** is supplemental
14. If customer can advise when at dealer we will follow up
15. Advised case reference number.

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	44,124

OR, OR Prod. Date: 2/24/09 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** CASE CLOSE 10/09/2012 03:39 PM US Mountain Standard Time RHall
AIRBAG Tread Review Completed RH

*** PHONE LOG 10/12/2012 11:12 AM US Mountain Standard Time JATaylor Action Type:Incoming call
800 # VM by Chris OR012 5[redacted]
Provided Customer/VIN

1. Repeat Repair
2. Passanger side ***AIRBAG*** will not turn off - even with customer in the ***SEAT***
3. Dealership asking customer to duplicate issue - customer unable to duplicate
4. Computer shows everything is good
5. RO #[redacted]
6. RO Open Date 10/12/12
7. Customer phone number[redacted]

*** PHONE LOG 10/18/2012 09:34 AM US Mountain Standard Time LStreenz Action Type:Outgoing call
Contact Name: [redacted]
Year/Model/Mileage of Vehicle: 09 / Spectra / 42000
RO Open Date: 10/12
Days Down at initial Service Alert report: 0
Repair Issue: Cst sts ***AIR BAG*** light will not turn off
ETA for completion of repairs: Unknown
Repeat Repair (Y/N), if so, how many? N
Techline Case? If so, #? N
Rental Provided? If so, since when? N
DPSM contacted by dealer? Y

1 We ordered the right front ***SEAT*** bottom
2 Veh is not down
3 Once we get the part we will set an appointment
4 Part should arrive 10/18
5 Verifiy Cust contact[redacted]

Wtr Advised

1 Ok Thank You

*** NOTES 10/19/2012 09:25 AM US Mountain Standard Time LSims Action Type:Manager review
Dup case tread reveiw complete- LS

*** PHONE LOG 10/23/2012 12:47 PM US Mountain Standard Time LStreenz Action Type:Outgoing call
Wtr called Jordan @ OR012

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	44,124

OR, OR Prod. Date: 2/24/09 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

2 Ordered ***OCS*** for the veh
3 We are waiting for the cust to come in for the repair

Wtr Advised

1 Ok Thank You

*** PHONE LOG 10/23/2012 12:49 PM US Mountain Standard Time LStreenz Action Type:Outgoing call
Wtr called [redacted] LVM

1 Calling to follow up on the case
2 The part is at the dlr
3 Please callback with further concerns
4 Provided contact info and case number

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12187[redacted]	[redacted]	69,000

Dayton, OH[redacted] Prod. Date: 12/22/06 Dealer: OH029 Matt Castrucci Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 08/07/2012 07:28 AM US Mountain Standard Time NKulow
Customer states:
1. We have a concern with our Spectra and are hoping you can help
2. We have an ***AIR BAG*** light that has been on persistantly
3. OH029 said that the ***PASSENGER SEAT*** assembly is coding bad and wants to replace it
4. Vchl is currently at OH029
5. This is a dangerous thing someone could die
6. There is something every wrong it isnt our fault it is defective
7. This is chornic problem with Kias

Writer states:
1. Confirmed contact info
2. No SCs
3. Apologized
4. Advised vchls warranty has expired and any repairs out of pocket
5. Advised writer will need to contact OH029 for more info
6. Advised writer will then contact DPSM for repair assistance
6. Assistance is not guaranteed
7. Gave case number, writer's name/ext and request callback if needed
8. Customer can expect to hear back from writer about this within 3 working days
9. Customer declined CSI

*** PHONE LOG 08/08/2012 08:01 AM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called OH029 and states:
1. Calling for diagnosis
2. Repair history related to this issue
3. Is customer good maintenance customer?

SVC A Bob states:
1. Last time vchl was in was 60k mile service on 08/09/2011

*** PHONE LOG 08/08/2012 08:03 AM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called customer and states:
1. Called OH029 and they are stating vchl has not been in since 2011
2. Just wanted to verify dlr info

Customer states:
1. No that is correct
2. My vchl is at OH029
3. SVC A Brandon is who we are working with
4. He is at extention 335

Writer states:
1. Will try that thanks

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121875[redacted]	[redacted]	69,000

Dayton, OH 45419 Prod. Date: 12/22/06 Dealer: OH029 Matt Castrucci Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 08/08/2012 08:04 AM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called OH029 and LM for SVC A Brandon:
1. Gave customer and vchl info
2. Gave writers name, ext, 800# and case#
3. Request cb with diagnosis

*** PHONE LOG 08/09/2012 08:08 AM US Mountain Standard Time NKulow Action Type:Outgoing call
Writr called OH029 and states:
1. Requested to speak with SVC A Brandon

SVC A Brandon states:
1. Code B1448 for ***OCS*** mat
2. Spectra is for ***SEAT*** bottom
3. Whole ***SEAT*** bottom needs to be replaced on Spectra
4. Customer is good maintenance customer
5. First time concern for ***AIR BAG***
6. First service 6/10/2009 with 42k miles

*** EMAIL OUT _ NKulow Action Type:External email
Send to:[srupert@kiausa.com]
FCM NIKKI KULOW
1-800-333-4542 X 46486

CUSTOMER REQUESTING REPAIR ASSISTANCE OUTSIDE WARRANTY
1. [redacted]
2. 2007 Spectra with 69k miles
3. KNAFE121875[redacted]
4. Vchl currently at OH029
5. Customer states ***AIR BAG*** light on
6. OH029 confirmed needs ***SEAT*** bottom assembly
7. OH029 states customer is good maintenance customer
   - just had 60k service done
8. Assist determination

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[redacted]_NKulow_08-09-2012090056.doc>>

*** NOTES 08/09/2012 09:35 AM US Mountain Standard Time NKulow Action Type:E-mail rec.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121875[redacted]	[redacted]	69,000

Dayton, OH[redacted] Prod. Date: 12/22/06 Dealer: OH029 Matt Castrucci Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

I have just spoke with John over at OH029 and he states that this customer has done no CP work with them to date and that the vehicle is a second owner. I am not going to ask the dealer to participate in the repair except for doing it at warranty rate. I am willing to participate at a 50% goodwill due to it being a safety issue. Please let me know if that is acceptable to the customer.

*** NOTES 08/09/2012 12:51 PM US Mountain Standard Time NKulow Action Type:Manager review
OK I will goodwill the part OH029 get the labor.
SR2GWP7757
Steve Rupert

*** PHONE LOG 08/09/2012 01:47 PM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called customer and LM:
1. Request callback
2. Gave 800# and case#

*** PHONE LOG 08/10/2012 06:52 AM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called customer and states:
1. Spoke to DPSM and has agreed to goodwill cost of part
2. OH029 has agreed to goodwill cost for labor
3. So repair will be at no cost to customer
4. Customer will need to contact SVCM John at OH029 to schedule appointment
5. Request cb for assistance

Customer states:
1. Thank you so much
2. You have no idea how much that means to us
3. This really puts Kia in a good light for us
4. Praise the Lord
5. This is the best news
6. Thank you again

*** CASE CLOSE 08/10/2012 07:22 AM US Mountain Standard Time NKulow

*** CASE CLOSE 10/08/2012 11:17 AM US Mountain Standard Time RHall

AIRBAG Travel Review Completed RH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221895[redacted]	[redacted]	42,800

Parksville AFB, LA [redacted] Prod. Date: 7/1/08 Dealer: LA048 Orr Kia of Shreveport

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** PHONE LOG 08/10/2012 09:52 AM US Mountain Standard Time ERuiz
Caller
1. I am having a problem w/ my car.
2. The brake light are about.
3. It's not the light bulb, there is some kind of electrical problem w/ my car.
4. Unfortunately I haven't been able to get a hold of anyone in svc.

Writer
1. I am sorry for the inconvenience.
2. I can call the svc dept for you.
3. Please hold.
- Wrt put the cst on hold and called LA048.
4. No one in svc was available to take the call.
5. Wrt lvm requesting a call back at ext 45605.
- Wrt put the cst back on the line and advised.
6. I just lvm for the svc dept.
7. I will get back to you as soon as I am able to speak to the svc dept.

*** PHONE LOG 08/10/2012 09:54 AM US Mountain Standard Time ERuiz Action Type:Incoming call
Writer
1. This is Jack calling from LA048.

Writer
1. Thank you for calling back.
2. Mrs[redacted] is looking for assistance.
3. Non of the brake lights are working.
4. Is there a way you can see her vehicle soon?

Caller*
1. I can take a look at it on Monday.
2. I will be glad to call the cst.
3. What's her number.

Writer*
1. Cst can be reach at[redacted] .

*** PHONE LOG 08/16/2012 08:49 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Wrt called LA048
2. Wrt spoke to Beth in svc
3. Wrt asked Beth for an update.
4. She then stated:
a) Cst came in for a defective brake switch.
b) The mat sensor for the ***PASSENGER***'s ***SEAT***.
c) That part has been order.
d) Cst picked the car up the same day.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221895[redacted]	[redacted]	42,800

Parksville AFB, LA [redacted] Prod. Date: 7/1/08 Dealer: LA048 Orr Kia of Shreveport

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

5. Thank you.

*** PHONE LOG 08/16/2012 08:50 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Wrt called [redacted]z
2. Cst was not available.
3. Wrt left a v/m message and advised.
4. Please give us call back if you need further assistance.
5. The number is 800 333-4542 in reference to [redacted].

*** CASE CLOSE 08/16/2012 08:50 AM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]L	KNAFE121575[redacted]	[redacted]	39,549

BLOOMINGTON, IN [redacted] Prod. Date: 6/19/07 Dealer: IN004 Ray Skillman Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

Dealer :Ray Skillman Kia
Technician :Jerold Challis
Service Manager :N/A
Dealer Phone :3178889500
DPSM :Fred Lind
Vehicle Model :SPECTRA
Model Year :2007
Mileage :394549
Initial comments by Technician found in TL Case [redacted] :

*** Performed by contact: Jerold Challis, [redacted]
*** This is a Request for Assistance ***

Problem Description :
code b1449, when hot out light is on but when ac gets the car cooled insidethe light will go out

Diagnostics Performed :
SEAT bottom haqs been replaced and stabilant 22 has been added

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** PHONE LOG 08/29/2012 12:53 PM US Mountain Standard Time MCorrales Action Type:Outgoing call
WTR called IN004 SRV Jeff states
1. this [redacted]
2. thank you

Contact Name: [redacted]
Customer phone #: [redacted]3
Customer address: Same as above
Year/Model/Mileage of Vehicle: 07 Spectra
RO# and Open Date: [redacted] 08/15/12
Days Down at initial Service Alert report: none
Repair Issue: ***AIR BAG*** warning light came on
ETA for completion of repairs: done same day
Repeat Repair (Y/N), if so, how many? 2x

1.08/10/12 came in order part
2. 08/15/12 ***SEAT*** bottom was put in

Techline Case: [redacted]
Rental Provided? If so, since when? no
DPSM contacted by dealer?no

WTR states
1. advised calling regarding [redacted]
2. thank you

*** PHONE LOG 08/29/2012 12:54 PM US Mountain Standard Time MCorrales Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121575[redacted]	[redacted]	39,549

BLOOMINGTON, IN [redacted] Prod. Date: 6/19/07 Dealer: IN004 Ray Skillman Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

WTR called [redacted] LVM
1. Calling to follow up on your visit to the KIA dealer
2. We are trying to verify that the repairs performed resolved your vehicle concerns
3. Provided callback information and case number; requested a callback

*** CASE CLOSE 08/29/2012 12:55 PM US Mountain Standard Time MCorrales

*** CASE CLOSE 10/08/2012 04:37 PM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161985[redacted]	[redacted]	94,000

Salisbury, MA[redacted] Prod. Date: 1/25/08 Dealer: NH013 Portsmouth Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Warranty
Kia Case Type Lvl4: Warranty Condition/Coverage

Case History

*** PHONE LOG 08/31/2012 06:33 AM US Mountain Standard Time HSanchez Action Type:Outgoing call
Writer called NH013 and states:
1. Calling to get diagnosis of vehicle?
2. Provided customer name.

SVCA Brian states:
1. Customer had vehicle in here today
   - vehicle needs and ***OCS*** sensor.
2. This only comes in one part with the entire ***SEAT***.
   - the entire ***SEAT*** will need to be replaced
3. Customer is out of warranty by mileage.

*** PHONE LOG 08/31/2012 06:34 AM US Mountain Standard Time HSanchez
Customer states:
1. ***AIRBAG*** light is on I took vehicle to NH013
   - they advised me that entire ***SEAT*** needs to be replaced.
   - repairs estimated to be 2000.00
2. I am just a lowley consumer and have not had a problem like this before.
3. I disagree with the fact that NH013 does not want to cover this.
4. I feel that mileage on the vehicle has nothing to do with the ***SEAT***.

Writer States:
1. Apologize for the trouble.
2. s subsequent owner of the vehicle customer will receive the remainder of the 5/60 (whichever occurs first) LBW/PTW/RSA. has expired.
   - mileage does indicate usage
   - information is outlined in customers WACIM
3. Advised customer writer may contact NH013 to verify repair history.
4. Customer may pursue further with SVC MGR who in turn can follow chain of command process.

Customer states:
1. They told me to call and take this up with you.

Writer states:
1. I can certainly document your concern, provide case info.

Customer states:
1. May I have your supervisor.

Writer states:
1. My supervisor is not available currently.
2. Is VM suitable?

Customer states:
1. Yes that is fine.

WRITER TRANSFERRED CUSTOMER TO TEAM LEAD LSIMS VM

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161985[redacted]	[redacted]	94,000

Salisbury, MA[redacted] Prod. Date: 1/25/08 Dealer: NH013 Portsmouth Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Warranty
Kia Case Type Lvl4: Warranty Condition/Coverage

*** CASE CLOSE 08/31/2012 06:36 AM US Mountain Standard Time HSanchez

*** PHONE LOG 08/31/2012 03:39 PM US Mountain Standard Time LSims Action Type:Incoming call
***** Sup call from Hector Sanchez*********

Cust LVM stating
[redacted]
I am having an issue with major part of the car that is not related to mileage
I get an ***AIRBAG*** light off and the warranty is 5/60
I am over 60k and the car is 4 yrs old and I have to replace an entire ***SEAT***
I believe this needs to be covered by kia
Call me at [redacted]

*** PHONE LOG 09/04/2012 11:49 AM US Mountain Standard Time HSanchez Action Type:Outgoing call
Writer called NH013 and states:
1. Calling to verify repair history

SVCA Steve states:
1. 8/31/12 ***AIRBAG*** light is on
- diagnostic determined vehicle needs a new ***SEAT*** cushion.

2. No other visits.

*** EMAIL OUT _ HSanchez Action Type:External email
Send to:[JTrotta@kiausa.com]
FCM: HECTOR SANCHEZ

800-333-4542 X46051

CUSTOMER:[redacted]

VIN: KNAFE161985[redacted]

MILEAGE: 94,000

FORWARDING CASE FOR FURTHER REVIEW OF POSSIBLE GW ASSISTANCE OF COST OF ***SEAT*** THAT NEEDS TO BE REPLACED TO RESOLVE ***AIRBAG*** PROBLEM.

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161985[redacted]	[redacted]	94,000

Salisbury, MA[redacted] Prod. Date: 1/25/08 Dealer: NH013 Portsmouth Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Warranty
Kia Case Type Lvl4: Warranty Condition/Coverage

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_HSanchez_09-04-2012124219.doc>>

*** PHONE LOG 09/04/2012 11:56 AM US Mountain Standard Time LSims Action Type:Outgoing call
********** SUP CALL FROM HSANCHEZ**********

Wtr called Ms [redacted] and stated
1. Returning your call

caller stated
1. Reiterated comments from call with HSanchez
2. I just dont feel that this part should have failed
3. I think this is a defect

wtr stated
1. apologized
2. the warranty is for "defects" but only for a certain time period- 5/60 time or miles whatever comes first
3. this is why caller is being told that the repairs will not be covered
4. advised that HSanchez can call the dpsm to see if he will offer any assistance then call cust back
5. Wtr cannot make any guarantees since the veh is well outside the warranty terms

caller stated
1. I appreciate that
2. Thank you

*** NOTES 09/05/2012 01:34 PM US Mountain Standard Time HSanchez Action Type:E-mail rec.
Writer recieved email from DPSM JTrotta stating:
1. This vehicle is well outside of warranty coverage (over by 34,000 miles). No extended service contract purchased. Because this is a safety issue I will offer to assist in the amount of $355 (1/3 of the cost of the part). I understand that she does not have any service history at the dealer and will leave it up to them regarding additional contribution from the dealership.

*** PHONE LOG 09/05/2012 01:35 PM US Mountain Standard Time HSanchez Action Type:Outgoing call
Writer called customer and left VM:
1. Gave name, 800# and case number.
2. Request callback.

*** PHONE LOG 09/07/2012 06:49 AM US Mountain Standard Time HSanchez Action Type:Web Contact
Writer called NH013 and states:
1. Calling to advise SVC DEPT. of DPSM decision.
2. Provided customer name & vehicle info.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161985[redacted]	[redacted]	94,000

Salisbury, MA[redacted] Prod. Date: 1/25/08 Dealer: NH013 Portsmouth Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Warranty
Kia Case Type Lvl4: Warranty Condition/Coverage

3. Reiterated DPSM decision to only cover 1/3 of the cost (355.00) as GW since vehicle is well outside of the warranty & is a saftey issue.

SVCA Steve states:
1. Yes I can make note of that.

Writer states:
1. Thanked SVCA for assistance

*** PHONE LOG 09/07/2012 06:51 AM US Mountain Standard Time HSanchez Action Type:Incoming call
Writer called and left VM stating:
1. Calling to follow up customer case.
2. Advised customer of DPSM decision regarding GW assistance.
3. Provided case/800# if additional assistance is needed

*** CASE CLOSE 09/07/2012 06:52 AM US Mountain Standard Time HSanchez

*** CASE CLOSE 10/09/2012 11:10 AM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221495[redacted]	[redacted]	51,737

Williamsburg, VA[redacted] Prod. Date: 6/25/08 Dealer: VA028 Williamsburg Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

Dealer :Williamsburg Kia
Technician :Frank Pascucci
Service Manager :N/A
Dealer Phone :7572291050
DPSM :Tom Nassar
Vehicle Model :SPECTRA
Model Year :2009
Mileage :51737
Initial comments by Technician found in TL Case[redacted]

*** Performed by contact: Frank Pascucci, *01122012135032
*** This is a Request for Assistance ***

Problem Description :
code 1448 ***OCS*** mat defect

Diagnostics Performed :
checked wiring for goog connection, disconnected battery for 1 min disconnected oc stps connector and light still on solid yesterday code was history , when i sat on pass ***SEAT*** and got up code went active and i cant clear it , component inspection tells me to subbstitute with known good ***OCS*** mat dont have one how do i conferm a bad mat ps this mat was replaced 2 years ago

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** PHONE LOG 09/14/2012 08:34 AM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called VA028 and LM
1. Gave cst and vchl info
2. Gave writers contact
3. Calling for SA info
4. Request CB

*** PHONE LOG 09/18/2012 06:01 AM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called VA028 and states:
1. Calling for information on SA Escalation.

SVC A Phil states:
Contact Name:[redacted]
Customer phone #: same
Customer address: same
Year/Model/Mileage of Vehicle: 2009 Spectra with 51,737 miles
RO# and Open Date: RO#[redacted] Opened: 09/13/12
Days Down at initial Service Alert report: 1
Repair Issue: Customer states aig bag light on we found ***OCS*** mat has defect. Ordered ***OCS*** mat. Vchl has been released pending part arrival. Expect part tomorrow morning
ETA for completion of repairs: pending part and customer follow up
Repeat Repair (Y/N), if so, how many? Not really
Customer came in on 09/10/12 we could not diagnose bc we had no time.
Techline Case:[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221495[redacted]	[redacted]	51,737

Williamsburg, VA[redacted] Prod. Date: 6/25/08 Dealer: VA028 Williamsburg Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Rental Provided? If so, since when? No
DPSM contacted by dealer? No

*** NOTES 09/18/2012 06:01 AM US Mountain Standard Time NKulow Action Type:Manager review
Does not meet Service Alert Specs
Closing Case

*** CASE CLOSE 09/18/2012 06:02 AM US Mountain Standard Time NKulow

*** CASE CLOSE 10/10/2012 05:45 AM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121575[redacted]	[redacted]	80,000

Hendersonville, TN[redacted] Prod. Date: 1/19/07 Dealer: TN030 Universal Kia of Rivergate

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 09/18/2012 09:41 AM US Mountain Standard Time ARuss
Customer Emil states:
1. What warranty is left on my vehicle?
2. ***PASSENGER SEAT AIR BAG*** light stays on
3. TN030 advised we have to replace the whole ***SEAT*** cushion

Writer states:
1. Apologized
2. Advised ***AIR BAG*** system is 5/60 BLW
- Customer out of warranty by time/mileage
3. Advised PTW remains for 10/100 whichever comes first
4. Advised case will be documented if any SC/Recall released in the future customer would be notified by mail

Customer states:
1. Ok thanks anyway

*** CASE CLOSE 09/18/2012 09:41 AM US Mountain Standard Time ARuss

*** CASE CLOSE 10/09/2012 03:05 PM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122485[redacted]	[redacted]	90,107

Dayton, NV[redacted] Prod. Date: 5/13/08 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** NOTES 09/19/2012 03:22 PM clarify Action Type: Manager review
*** Performed by contact: [redacted]
I am very dissatisfied with the quality of my 2008 Kia Spectra. Within six months of purchasing my vehicle brand new the Tire Pressure Monitoring System Warning light (NOT the Low Pressure light) began remaining illuminated after starting my vehicle and remains on at all times while operating the vehicle. I have taken the vehicle into the Dealership where purchased only to be told that there was nothing wrong with it. However to this day (four years later) it still remains illuminated while driving the vehicle. Recently my SRS light remained on after started my vehicle and remained on while operating the vehicle. Another problem we are having with the vehicle is that when shutting the car off the ignition gets stuck and won't turn all the way to the lock position to remove the key. We have to try several times before we are able to actually remove the key. On September 19, 2012 I took the vehicle into the local dealer service center to have these items diagnosed. I was informed by the service personnel that the ***AIR BAG*** in the driver's ***SEAT*** is defective and not covered under warranty, one of the TPMS sensors is defective and the "possibly" the tumbler in the iginition is worn and needs to be replaced. This car is not even five years old and we haven't even finished paying it off. I feel that we should not be having these kinds of problems with a vehicle that was purchased brand new. We were quoted $900 to replace the "defective ***AIR BAG***" which we cannot afford at this time. We were not quoted a price for the TPMS sensor or the ignition tumbler. If the ***AIR BAG*** is "defective" it should be replaced with out charge to the consumer as should the TPMS sensor. I am very dissatisfied with the quality of this vehicle and would not recommend purchasing one in the future.

*** PHONE LOG 09/24/2012 01:55 PM US Mountain Standard Time KJohnson Action Type:Outgoing call
Called cst and Mr. [redacted] stated:
1 - we took it in about 6 - 12 mos. after we got the car
2 - TPMS was never fixed
3 - ***PASSENGER SEAT AIRBAG*** light came on recently even when someone was sitting there
4 - When we put the veh in park, we cannot always get the key out of the ignition
5 - she just went the other day about the ***AIRBAG*** and the ignition

Writer:
1 - Apologized
2 - regret unable to assist
3 - all systems' warranties expired at 60K
4 - we are just too far out of warranty

Customer:
1 - All right
2 - I'll let her know

*** CASE CLOSE 09/24/2012 01:55 PM US Mountain Standard Time KJohnson

*** CASE CLOSE 10/09/2012 03:50 PM US Mountain Standard Time RHall
AIRBAG Tread Review Completed RH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE241695[redacted]	[redacted]7	42,686

Ft.pierce, FL [redacted] Prod. Date: 6/26/08 Dealer: FL076 Kia of Vero Beach

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 10/04/2012 10:04 AM US Mountain Standard Time CLeon
800# VM Randy Hailigman FL076 7725698000
Provided Customer/VIN

1. RO#[redacted] open 10/3/12
2. Repeat repair
3. SRS light
4. 4/2/12 Ro#[redacted] was the last time veh was in for same light.
5. We replaced the ***PASSENGER SEAT*** bottom.
6. I now have a driver sit back on order, different code.
7. Cst declined rental.
8. DPSM has not been contacted.
9. Customer Phone is[redacted]

*** PHONE LOG 10/10/2012 06:36 AM US Mountain Standard Time ARuss Action Type:Outgoing call
Writer called FL076 and LVM for SVCA Matt:
1. Request SA info
2. Gave 800# and case #

*** PHONE LOG 10/11/2012 07:23 AM US Mountain Standard Time ARuss Action Type:Incoming call
SVC MGR Randy states:
1. Gave case #
2. Contact Name: Same as above
Customer phone #: Same as above &[redacted]
Customer address: Same as above
Year/Model/Mileage of Vehicle: mileage @ 42686
RO# and Open Date: RO#[redacted] Open 10/3
Days Down at initial Service Alert report: Next day
Repair Issue: shattered front head lamp -- Customer is[redacted] years of age and unsure of the status of her driving at this point -- ***AIR BAG*** light on -- ***SEAT*** back replacement
ETA for completion of repairs: ***SEAT*** back completed today
-- Body shop issues being addressed too (Monday)
Repeat Repair (Y/N), if so, how many? Previously in April replaced driver ***SEAT*** bottom
Techline Case: No
Rental Provided? If so, since when? No
DPSM contacted by dealer? No

Writer states:
1. Thanked SVC MGR for CB

*** PHONE LOG 10/12/2012 11:36 AM US Mountain Standard Time ARuss Action Type:Outgoing call
Writer called customer and received fax machine
[!<For Internal Use Only
Alt ph#s[redacted]>!]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE241695[redacted]	[redacted]	42,686

Ft.pierce, FL[redacted] Prod. Date: 6/26/08 Dealer: FL076 Kia of Vero Beach

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** NOTES 10/12/2012 12:46 PM US Mountain Standard Time ARuss Action Type:Manager review
Next FCM-- Please attempt to contact customer at alt ph# above to insure concerns resolved

*** PHONE LOG 10/18/2012 11:16 AM US Mountain Standard Time RSabin Action Type:Outgoing call
WRITER CALLED CUST ADVISED MR[redacted]:
1. I WAS CALLING TO SEE HOW THE RECENT REPAIR TURNED OUT?

CUST STATED:
1. IT'S BEEN TAKEN CARE OF
2. THANKS

*** CASE CLOSE 10/18/2012 11:16 AM US Mountain Standard Time RSabin

*** CASE CLOSE 01/07/2013 09:20 AM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case	Mileage
[redacted]	[redacted]	KNAFE161885[redacted]	K2380845	80,552

Indianapolis, IN[redacted] Prod. Date: 9/17/07 Dealer: IN007 Butler Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 10/31/2012 06:33 AM US Mountain Standard Time ERuiz
Caller

1. The ***PASSENGER***'s side ***AIR BAG*** has been on.
2. I called the svc dept.
3. I spoke to Jeremy who said that he will need to replace the whole entire ***SEAT*** to replace the sensor.
4. He said that I would have to pay $1900
5. I don't have that kind of money.
6. I don't believe the sensor should go out this soon.
7. I feel this should still be cover under warranty.

Writer

1. I am sorry for the inconvenience.
2. The vehicle is now out of the 5/60k miles.
3. You're now asking for assistance beyond the warranty coverage.
4. There's a step by step process that needs to be follow in order for us to participate on a g/w repair.
5. The veh must be look at by the Kia svc dept.
6. Once they diagnose the problem I can call the Dpsm for assistance.
7. I can be reach at 800 333-4542 x 45605.
8. Reference number is [redacted]

Caller

1. I have an extended warranty.

Writer

1. I would suggest to contact your extended warranty first.
2. Then call us back should you still need assistance.

*** CASE CLOSE 10/31/2012 06:33 AM US Mountain Standard Time ERuiz

*** CASE CLOSE 01/07/2013 01:10 PM US Mountain Standard Time BBauer
AIRBAG Tread Review Complete-BB

*** NOTES 11/19/2013 02:12 PM US Mountain Standard Time HHill Action Type:Manager review
Case notes from duplicate case[redacted]

*** PHONE LOG 11/19/2013 01:58 PM US Mountain Standard Time HHill
Customer states:

1. I had called up there to check on a price and tax to get my car fixed
2. I was talking to a guy named Joe
3. He gonna tell me HOLD ON A MINUTE
4. I thought excuse me, you're on the phone with me, am I less than that you're gonna put me on hold
5. Everytime I go to one of your dealers I have issues
6. I bought a piece of[redacted]
6. The guy at Ray Skillman told me that I shouldn't have bought a car that I couldn't pay to get fixed
7. They don't have to be rude about it
8. I'm scared to take my car up there cause I'm scared that they are gonna mess up my car

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161885[redacted]	[redacted]	80,552

Indianapolis, IN[redacted] Prod. Date: 9/17/07 Dealer: IN007 Butler Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

9. Yes because when I took my car to Ray Skillman to have it repaired they screwed up my car so bad, they broke my TPMS sensors on my rims
10. Those are $250 a piece
11. They are saying that if they put it up on a diagnostic machine that they would have to charge me
12. Another thing is that when I go to back up I hear a whining noise
13. They are saying it's from the accidents
14. They said they fixed my rim and I'm saying no they did not
15. Then a guy named Dave is rude
16. I mean nothing really, I just wish that you guys would be nicer to your customers
17. No is there I did have an issue before about my ***SEAT***
18. My ***PASSENGER SEAT***, the whatchamacallit light is on
19. They told me that it would cost me $1900 to fix the problem
20. It's on this paper that I got from Butler the other day
21. I took it in there the other day and got the diagnosis
22. I understand that
23. I can't always get out to Butler Kia
24. Can you please let them know that I get a disability check
25. Thank you

Writer states:
1. Confirm customer information
2. Apology
3. How can writer help customer?
4. What dealer?
5. Writer can file complaint against Kia dealer
6. What is customer requesting of Kia?
7. Writer can look into customers request
8. Customer is out of warranty request may not be granted
9. Provided customer with case number
10. Allow two - three business days
10. Thanked customer for calling Kia

*** PHONE LOG 11/21/2013 07:44 AM US Mountain Standard Time ACitrin Action Type:Outgoing call
Writer called IN007 spoke to Svc Mgr John:
1. Calling in regards to customer complaints.
2. Advised of cust complaints.

John std:
1. Cust came in 11/15/13 for CEL, trans was jerking in gear, found trans overfilled with fluid, improper fluid in it, we need to flush trans and is maintenance and is cust pay.
2. Trech advised to replace cabin air filter and brake pads, engine sludged up, ***AIRBAG*** light is on, ***OCS*** mat defect, gave price on that.
3. TPMS light is on, tech advised need time to diag, channels 1 and 4 are not operational.
4. Customer declined everything.
5. She did call the other day, they put her on hold to talk to me and she hung up.
6. ***AIRBAG*** light $1500.

Wtr std:
1. Thank you for your assistance.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161885[redacted]	[redacted]	80,552

Indianapolis, IN[redacted] Prod. Date: 9/17/07 Dealer: IN007 Butler Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 11/21/2013 07:47 AM US Mountain Standard Time ACitrin Action Type:Outgoing call
Writer called customer:
1. Following up on your DLR complaint.
2. Complaint forwarded to the DLR.

Cust std:
1. Did you get the ***SEAT*** taken care of?

Wtr std:
1. Advised you are outside of warranty.
2. DLR declined coverage.
3. Was there anything else wtr can assist with?

cust std:
1. I guess not, whatever.

Wtr std:
1. Thank you for your time.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	52,400

Lafayette, IN[redacted] Prod. Date: 1/14/09 Dealer: IN003 Bob Rohrman Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: ***SEAT/SEAT*** Belt
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 11/13/2012 10:48 AM US Mountain Standard Time LLClark
Customer states:

1. We just happened to notice that the ***SEAT*** belt light for the ***PASSENGER*** side would not go off when my 135 pound wife is sitting in the ***SEAT***
2. I took it into the dealer today, and the service person sat in that ***SEAT*** and I sat in the driver ***SEAT*** and the light went off
3. The service man is about 230 pounds, and I am about the same
4. I asked if there was any kind of adjustment that can be made for varying weights of people sitting in that ***SEAT***, and he didn't believe so
5. My wife doesn't feel real safe with it
6. She wants to make sure that the ***SEAT*** recognizes her when she sits in it, so that the ***AIRBAG*** and ***SEAT*** belt works correctly

Writer states:
1. Apologized
2. Advised service advisor is correct to writer's knowledge, that there is no adjustment to the sensor
3. Writer believes that the sensor may need to be replaced altogether

Customer states:
1. Is this something that can be repaired under my warranty?

Writer states:
1. As second owner, customer is under remainder of 5y/60k mile warranty
2. Advised as long as replacement of the sensor is deemed defect in parts or workmanship, it certainly should be covered under the LBW
3. Writer recommended taking the vehicle back to the dealer, possibly with his wife along to show that the light stays on with her in the ***SEAT***

Customer states:
1. OK, I will probably take it back there tomorrow

Writer states:
1. Gave case number
2. Advised once vehicle is back to the dealer, call back so that KCA can track the repairs
3. Requested callback for further assistance

*** CASE CLOSE 11/13/2012 10:48 AM US Mountain Standard Time LLClark

*** PHONE LOG 12/10/2012 06:16 AM US Mountain Standard Time LEDavis Action Type:Incoming call
Customer states:
1. I have had the vehicle in two times for the same concern, and will be going in a third time today.
2. They have changed the ***SEAT*** mat and it still goes on.
3. They told me that my wife is not sitting in the ***SEAT*** correctly.
4. I really think they need assistance I don't think they know what they are tracking.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	52,400

Lafayette, IN[redacted] Prod. Date: 1/14/09 Dealer: IN003 Bob Rohrman Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: SEAT/SEAT Belt
Kia Case Type Lvl4: Other

4. FCM will ensure that all resources are involved in diagnosis.
5. Gave case number, name and 800#.

Customer states:
1. I love my car.
2. I if I could get this fixed, I would have a Merry Christmas.

*** CASE CLOSE 12/10/2012 06:16 AM US Mountain Standard Time LEDavis

*** CASE CLOSE 01/09/2013 04:18 PM Pacific Daylight Time ThomasT
TREAD Review completed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221595[redacted]	[redacted]	49,000

Cypress, CA[redacted] Prod. Date: 10/16/08 Dealer: CA245 Garden Grove Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 11/26/2012 09:02 AM US Mountain Standard Time ERuiz
Caller
1. We bought the car from the used car dlr.
2. The ***PASSENGER***'s side ***AIR BAG*** off light stays on.
3. I would like to know if this is under warranty.

Writer
1. I am sorry for the inconvenience.
2. The vehicle is under warranty.
3. You can take the vehicle to the nearest Kia dlr for svc.
4. The 5/60k miles warranty expires on 6/14/2014 or 60k miles.

Caller
1. Thank you.

*** CASE CLOSE 11/26/2012 09:02 AM US Mountain Standard Time ERuiz

*** CASE CLOSE 01/07/2013 01:36 PM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121285[redacted]	[redacted]	115,666

ST MARYS, WV [redacted] Prod. Date: 8/16/07 Dealer: WV003 Warner Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 12/06/2012 02:26 PM US Mountain Standard Time GRomero
Customer states:

1. My ***PASSENGER*** side ***AIRBAG*** light keeps coming on when I'm driving.
2. Even when there is no one in the car on the ***PASSENGER*** side.
3. I took it to the dealership this afternoon.
4. They said that there is a scan code on it.
5. Isn't that ***AIRBAG*** a safety feature?

Writer states
1. Apologized for the problem
2. Advised the ***AIRBAG***s are a safety feature.
3. Advised, however, all components of the vehicle fall under a warranty
4. Advised second owner warranty was the remainder of 5y/60K miles.
5. Advised writer did check for SCs and none were available.
6. Advised the vehicle was out of warranty.

Customer states:
1. So when I got the vehicle I didn't even get 60K miles
2. I haven't had any trouble with the vehicle.
3. Now when I have trouble, now no one is going to stand behind it.
4. It's a safety feature and I feel you should be standing behind it.
5. I'll not deal with kia again.
6. Thank you.

--CUSTOMER DISCONNECTED THE LINE--

*** CASE CLOSE 12/06/2012 02:26 PM US Mountain Standard Time GRomero

*** CASE CLOSE 01/07/2013 06:36 PM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	104,040

Thibodaux, LA[redacted] Prod. Date: 8/7/07 Dealer: LA044 Barker Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 12/19/2012 02:03 PM US Mountain Standard Time SLarez
Customer states.

1. The ***AIR BAG*** light is on.
2. I took the vehicle to the Kia dlr who told me this is not part of the warranty
3. I cannot understand why a defective part is something I have to pay for.
4. When my husband sit in the ***PASSENGER*** side ***SEAT*** it will say ***AIR BAG*** light off.
5. The dlr at first stated it was defective, now they say it is normal wear and tear.
6. Why do I have to pay for it. It is almost $2000.00

Writer states.
1. I am sorry this is the case.
2.The warranty will cover parts for a certain amount of time and mileage. At this point of ownership you would be responsible to pay for the repair since the warranty is expired on the ***AIR BAG*** components.
3. i am sorry this the situation however the dlr is right, you would have to pay for the repair.

*** CASE CLOSE 12/19/2012 02:03 PM US Mountain Standard Time SLarez

*** CASE CLOSE 01/08/2013 11:16 AM US Mountain Standard Time BBauer
Aibag Tread Review Complete-BB

*** PHONE LOG 03/18/2013 09:20 AM US Mountain Standard Time JIsaac Action Type:Web Contact
notes from duplicate case[redacted]
Dealer :Barker Kia
Technician :Greg Blake
Service Manager :Daniel Chauvin
Dealer Phone :9858791990
DPSM :Rick Kydd
Vehicle Model :SPECTRA
Model Year :2008
Mileage :104040
Initial comments by Technician found in TL Case[redacted]:

*** Performed by contact:[redacted]
*** This is a Request for Assistance ***

Problem Description :
customer complains of sometimes when ***PASSENGER*** sitting in front ***SEAT PASSENGER*** off light doesnt go out. have been able to duplicate complaint. customer was in for SRS light bieng on with ***OCS*** mat code in the system in december of 2012. we changed the ***SEAT*** assy at that time. customer is back, no code but light wont go out at times.

Diagnostics Performed :
scanned for codes, none found. inspected connector for ***OCS*** mat, in good shape. did apply stabilant 22 to connector. still got it to set up. undid connector at SRS module that has ***OCS*** wires going to it and applied stabilant 22 and reconnected. still got it to

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	104,040

Thibodaux, LA[redacted] Prod. Date: 8/7/07 Dealer: LA044 Barker Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** PHONE LOG 03/18/2013 09:26 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called LA044, spoke with service advisor Roxanne

Contact Name: [redacted]
Customer phone #: verified
Customer address: verified
Year/Model/Mileage of Vehicle: 2008 Spectra 104040
RO# and Open Date: [redacted] opened 03/12/2013, closed same day
Days Down at initial Service Alert report: 1 day total
Repair Issue: cust states when ***PASSENGER*** in front ***SEAT***, ai bag ligh does not indicate on all the time, e-mailed DPSM, advised to open tech line case, tech line advised to bring customer back in for additional tests, customer has not scheduled to date
ETA for completion of repairs: pending custome4r appointment
Repeat Repair (Y/N), if so, how many? yes
came in Dec for ***AIR BAG*** light on and ***PASSENGER AIR BAG*** light not coming on, replaced ***OCS*** mat
Techline Case: [redacted]
Rental Provided? If so, since when? no
DPSM contacted by dealer? yes

*** PHONE LOG 03/18/2013 09:29 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called Ms [redacted] left VM to call back
1. calling in regards to recent visit to dealer
2. dealer will have you bring vehicle back in to do additional testing
3. please call KCA when app made, will follow up with dealer while vehicle is there
4. provided call back # and case # to reference

*** CASE CLOSE 03/18/2013 09:29 AM US Mountain Standard Time JIsaac

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	94,000

Cypress, TX[redacted] Prod. Date: 7/18/08 Dealer: TN044 Universal Kia of Franklin

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 12/20/2012 02:14 PM US Mountain Standard Time ERuiz
Caller

1. We got a code for the ***AIR BAG***s.
2. We took the car to the local Kia dlr.
3. We were told the car is going to need two ***AIR BAG***s.
4. I don't understand the ***AIR BAG***s have never deployed
5. I don't want to have to pay $1600 for two ***AIR BAG***s.
6. I want Kia to pay for them, specially when Kia has issued a/b recalls on other vehicles

Writer
1. I am sorry for the inconvenience.
2. The vehicle is 34k miles out of the Blw.
3. There are currently no opened recalls.
4. I can check w/ the svc dept and talk to my Dpsm for more info.
5. Repair assistance is not guarantee.

Caller
1. You can call me back a[redacted]

*** PHONE LOG 12/28/2012 08:39 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Wrt called TN044
2. Wrt spoke to Tannya in svc
3. Wrt asked S/a for an update.
4. She then stated:

a) It needs a new ***SEAT*** mat.
b) We recommended to be replace.
c) Veh had 94k miles, out of warranty.
d) Cst left here upset because he only owned the car for three years.
e) This is the first time the car has ever been here.
f) The R/O is [redacted], open on 12/20/12

*** EMAIL OUT _ ERuiz Action Type:External email
Send to:[JHollis@kiausa.com]
Writer
1. Hi Johna.
2. Cst bought vehicle used three years ago.
3. 2009 Spectra w/ 94k miles. Vin : KNAFE221395[redacted]
4. Cst took car to TN044.
5. Veh needs the ***PASSENGER***'s side ***OCS*** mat.
6. Cst is looking for G/w repair assistance. Please advise. Ext 45605.

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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Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]1	94,000

Cypress, TX[redacted] Prod. Date: 7/18/08 Dealer: TN044 Universal Kia of Franklin

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

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*** PHONE LOG 01/03/2013 01:10 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Wrt called TN044
2. Wrt spoke to Linda in svc
3. Wrt asked Linda for information concerning [redacted] vehicle
4. She then stated:
a) Sean would like to speak to you regarding this vehicle.
b) He's on a meeting.
c) He will be calling you back.
d) What's the best number to get a hold of you.
5. I can be reach at 800 333-4542 x 45605.

*** PHONE LOG 01/04/2013 02:26 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Wrt called TN044
2. Wrt spoke to Kendra in svc
3. Wrt asked Kendra for an update.
4. She then stated:
a) We didn't received a call back from Johna (Dpsm)
5. Thank you.

*** PHONE LOG 01/04/2013 02:27 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Wrt called [redacted]
2. Cst was not available.
3. Wrt left a v/m message and advised.
4. Just calling to follow up on your vehicle.
5. Please call us back if you still have any questions.

*** CASE CLOSE 01/04/2013 02:29 PM US Mountain Standard Time ERuiz

*** EMAIL OUT _ ERuiz Action Type:External email
Send to:[gedrington@kiausa.com]
Writer
1. Hi George.
2. 2009 Kia Spectra w/ 94k miles. Vin: KNAFE221395[redacted]
3. Cst said veh needs an ***OCS***.
4. Please advise. Ext 45605. - 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.

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	94,000

Cypress, TX[redacted] Prod. Date: 7/18/08 Dealer: TN044 Universal Kia of Franklin

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case[redacted]_ERuiz_01-17-2013135515.doc>>

*** PHONE LOG 01/17/2013 02:01 PM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Mrs.[redacted] called back for an update (Cst talked to FCM, B. Sherrick)
2. Wrt called DPSM, George Edrington.
3. George stated:
a) Send me a copy of the case.
b) I am here at the dlr, TN044.
c) I will get back to you in 10 minutes.
4. Thank you.
5. Cst is looking for g/w - Please advise.

*** PHONE LOG 01/17/2013 02:03 PM US Mountain Standard Time BSherrick Action Type:Web Contact
Cust stated:
1. I had called a couple weeks ago and didn't get a call back on the DPSM decision
2. I was wondering what was happening with this

Writer stated:
1. Apologize
2. I see in the notes that ERuiz contacted the DPSM but i don't see a decision
3. If you don't mind holding, I will go see if he got an answer back from her

Put customer on hold

Writer stated:
1. Apologize for the wait
2. I talked to ERuiz who called the DPSM
3. There was a change in districts and caused a delay
4. He talked to the new DPSM and he is going to let ERuiz know shortly
5. ERuiz will contact you back in about 20 min

Customer stated:
1. OK Thank you

*** NOTES 01/17/2013 03:06 PM US Mountain Standard Time ERuiz Action Type:E-mail rec.
Writer
1. Wrt received an email back from Dpsm, George Edrington.
2. George's email stated:
a) This vehicle is too far out of warranty for consideration.

*** PHONE LOG 01/17/2013 03:10 PM US Mountain Standard Time ERuiz Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE22139[redacted]	[redacted]	94,000

Cypress, TX[redacted] Prod. Date: 7/18/08 Dealer: TN044 Universal Kia of Franklin

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer
1. Wrt called[redacted] and advised.
2. The Dpsm reviewed your request and no g/w repair assistance will not be provided.

Caller
1. Thank you for returning my call.

*** CASE CLOSE 01/17/2013 03:10 PM US Mountain Standard Time ERuiz

*** PHONE LOG 01/22/2013 11:31 AM US Mountain Standard Time NKulow Action Type:Incoming call
Customer states: Spoke to[redacted]
1. I do not have my case number
2. I was previously working with ERuiz
3. No, if you don't mind I would like to speak with ERuiz
   - he already knows what is going on

Writer states:
1. Found case
2. How can writer assist?
3. Advised writer is able to help as well.
4. No, problem writer can see if FCM ERuiz is available

Writer warm transferred customer to ERuiz

*** PHONE LOG 01/22/2013 01:08 PM US Mountain Standard Time ERuiz Action Type:Incoming call
Call trans'd to wrt
Caller
1. I am calling regarding my case.
2. I wanted to know the decision.

Writer
1. I am sorry for the inconvenience.
2. The Kia Dpsm reviewed your request.
3. At this time Kia will not participate on the cost of the repair.

Caller
1. I want to know why.
2. I also want the name and phone number of the person who made the decision.

Writer
1. The vehicle is too far out of warranty.
2. The Kia Dpsm is George Edrington.
3. I am not on the position to give out his phone number.
4. He's not on a public contact list.

Caller

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	94,000

Cypress, TX[redacted] Prod. Date: 7/18/08 Dealer: TN044 Universal Kia of Franklin

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Thank you, I will get this further.

*** CASE CLOSE 01/22/2013 01:08 PM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE22289[redacted]	[redacted]	90,000

Oakville, CT[redacted] Prod. Date: 1/21/09 Dealer: CT021 Shaker's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Attitude
Kia Case Type Lvl4: Carrying Out Promise

Case History

*** PHONE LOG 12/20/2012 02:57 PM US Mountain Standard Time NKulow
Customer states:
1. I am extremely frustrated
2. I bought this car at CT021
3. A little while ago my daughter was told that sensor on the ***PASSENGER*** side needed to be replaced
   - this cost $1700
4. The owner of the dlr,[redacted] is a friend of mine and said that he would call Kia to see what I can do for me
   - He got Kia to pay for the part and would charge me $200 for labor
   - he told me that he would only do this repair at the discounted rate if I replaced the timing belt
5. I told[redacted] that I would replace the timing belt somewhere else bc that was my right, but I ended up getting it done at CT021
6. I've been told that it is standard for the water pump to be replaced when the timing belt was replaced CT021 did not do it
7.[redacted] told me that the water pump was checked and it did not need to be replaced and then hung up on me
8[redacted] told me that I was totally unreasonable and that I am never allowed to set foot on his dealership again
9. I've purchased two vchls from this dlr and I am very annoyed and upset
10. I want CT021 to replace the water pump

Writer states:
1. Updated contact
2. No SCs
3. Apologized
4. Advised that dlrs are independently owned and operated
   - KMA does monitor the way business is conducted and takes complaints seriously
   - Howver KCA cannot force dlr to do anything
5. Writer not technically trained and will need to get more information
6. Writer will contact DPSM to see if replacing water pump is standard with timing belt replacement
7. Gave case number
8. Request cb for assistance gave writers ext

*** EMAIL OUT _ NKulow Action Type:External email
Send to:[KDomingues@kiausa.com]
FCM NIKKI KULOW
1-800-333-4542 X 46486

1[redacted]
2. 2009 Spectra with 90k miles
3. KNAFE22289[redacted]
4. Customer previously needed ***PASSENGER AIR BAG*** sensor replaced
   - CT021 agreed to goodwill cost of part if customer paid $200 labor and did timing belt replacement at CT021
   - Cst agreed
5. Cst is upset bc when timing belt was replaced water pump was not
   - cst sts this is standard throughout auto industry
6. Should water pump have been changed out?
7. Please advise

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Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	90,000

Oakville, CT[redacted] Prod. Date: 1/21/09 Dealer: CT021 Shaker's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Service Attitude
Kia Case Type Lvl4: Carrying Out Promise

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_NKulow_12-21-2012070053.doc>>

*** PHONE LOG 12/21/2012 07:15 AM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called CT021 and states:
1. Calling bc cst had timing belt replaced
2. Customer under impression it is automotive industry standard to replace water pump with timing belt
3. Customer is also upset states was treated very poorly

SVCM Tom states:
1. No it is not standard procedure
2. We did not quote her to replace water pump ever
3. We did not recommend water pump replacement to her ever
4. Both myself and the owner (dlr principal) have talked to her about this

*** PHONE LOG 12/21/2012 12:20 PM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called customer and message states cst not available
unable to leave message

*** PHONE LOG 12/26/2012 11:35 AM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called customer and message states cst not available
unable to leave message phone just rang and rang

Sent call me letter

*** CASE CLOSE 12/26/2012 11:37 AM US Mountain Standard Time NKulow

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121675[redacted]	[redacted]	71,700

Bennington, NE[redacted] Prod. Date: 12/27/06 Dealer: NE005 H & H Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 12/21/2012 03:08 PM US Mountain Standard Time SLarez
Customer states.
1. I have a registered on line and it states my vin is not valid.
2. The ***PASSENGER*** side ***SEAT*** sensor has failed and the ***AIR BAG*** light is on.
3. The dlr told me I would have to pay, 1400.00
4. I feel I should get assisance especially because this has been the case with other vehicles.
5. Dlr told me to call your office.

Writer states.
1. I am sorry this is the case.
2. the warranty will cover defects in the vehicle and your warranty is expired, I am sorry
3. The dlr does have the ability to call our DPSM for assistance and that is what I can do for you.
4. I would allow me through the holiday to get back to you, It may be by Friday of next week

*** PHONE LOG 01/03/2013 07:30 AM US Mountain Standard Time SLarez Action Type:Outgoing call
Writer called Dlr and spoke to Katie in service
Katie states.
1. In Nov. she did have some concerns with the vehicle.
2. They spent over 500.00 with us at the time we diagnosed the ***PASSENGER*** side ***SEAT*** cushion We had a shifter knob we replaced and some adjustments to the cable we also did.
3.. In 2010 she came in for a fuel concern. and we also did a transmission service along with replacing a cabin air filters.

Writer states.
1. Thank you for the information.

*** EMAIL OUT _ SLarez Action Type:External email
Send to:[MHoukal@kiausa.com]
Customer is looking for assistance with a ***PASSENGER*** side ***SEAT*** cushion because of an ***OCS*** code the dlr diagnosed. Dlr did indicate she does go there for some maintenance service. Would you be willing to consider any assistance.

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[redacted]_SLarez_01-03-2013073823.doc>>

*** NOTES 01/03/2013 03:27 PM US Mountain Standard Time SLarez Action Type:Manager review
DPSM emailed writer advising we would participate in 50 percent of the repair as a good will gester.

*** PHONE LOG 01/03/2013 03:38 PM US Mountain Standard Time SLarez Action Type:Outgoing call
Writer called customer and left message for a return call regarding the repairs and good will offer from dpsm at 50 percent.
1. Please communicate with the Kia dlr and call us back if you have any questions.
2. Left name, extension and case number.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121675[redacted]	[redacted]	71,700

Bennington, NE[redacted] Prod. Date: 12/27/06 Dealer: NE005 H & H Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 01/03/2013 03:40 PM US Mountain Standard Time SLarez

*** CASE CLOSE 01/08/2013 02:47 PM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161X85[redacted]	[redacted]	46,226

KIHEI, HI[redacted] Prod. Date: 12/13/07 Dealer: VA039 Price Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

Dealer :Price Kia
Technician :Larry Houchens
Service Manager :Christine Dobson
Dealer Phone :8882385550
DPSM :Tom Nassar
Vehicle Model :SPECTRA
Model Year :2008
Mileage :46226
Initial comments by Technician found in TL Case #[redacted] :

*** Performed by contact: Larry Houchens, 8882385550
*** This is a Request for Assistance ***

Problem Description :
customer states ***PASSENGER AIR BAG*** light wont go out when someone sits in ***SEAT*** weighing 140 lbs.

Diagnostics Performed :
vehicle came in last week with ***SEAT*** mat defect code replaced ***SEAT*** mat have had several persons sit in ***SEAT*** and light goes out

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** PHONE LOG 12/27/2012 12:40 PM US Mountain Standard Time RChacon Action Type:Outgoing call
Writer called VA039, spoke with svc adv Wayne who stated:

Contact name: [redacted]
Customer phone #: [redacted]
Customer Address: [redacted] Charlotsville VA[redacted]
Year/ Model/ Mileage of veh: 2008 Spectra, 46,226 miles
RO # and date open [redacted], Opened 12/21/12
Days down @ initial svc alert report: 0
Repair issue: Pass ***AIRBAG*** light on, CND the problem
ETA for completion of repairs: Complete as of 12/21/12
Repeat repair/ How many?: Yes 2 x's
Techline Case: Yes
Rental provided/ If so when?: No
DPSM contacted by dealer: Unsure

1. 12/12/12, ***AIRBAG*** light on, replaced pass ***SEAT*** mat

*** PHONE LOG 12/27/2012 12:51 PM US Mountain Standard Time RChacon Action Type:Outgoing call
Writer called customer @ [redacted] and stated:
1. Calling to follow up with you regarding recent svc
2. Want to make sure everything is okay

Customer stated:
1. Everything is okay
2. Thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161X85[redacted]	[redacted]	46,226

KIHEI, HI[redacted] Prod. Date: 12/13/07 Dealer: VA039 Price Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 12/27/2012 12:52 PM US Mountain Standard Time RChacon

*** CASE CLOSE 01/08/2013 02:48 PM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121675[redacted]	[redacted]	67,000

Ft walton beach, FL[redacted] Prod. Date: 3/29/07 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 01/07/2013 02:05 PM US Mountain Standard Time JHirshfield
caller stated

1. he needs to replace the ***PASSENGER*** side ***AIR BAG*** sensor
2. he has read online that there are many others with the came concern
3. he would to initiate a recall for this

wtr stated
1. apologize, but that is not how a svc campaign is created
2. Kia along with the NHTSA review repairs on all components
3. if they find a problem affecting many vehicles, they will release a svc camign
4. at this point there are none

cust
1. so should I contact the NHTSA?
2 and if it is repaired, will he be reimbursed?

wtr
1. he would be reimbursed
2. he may contact NHTSA--that is his right as a consumer

*** CASE CLOSE 01/07/2013 02:05 PM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222X95[redacted]	[redacted]	89,000

Rifle, CO[redacted] Prod. Date: 2/24/09 Dealer: CO027 Grand West Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 01/08/2013 04:32 PM US Mountain Standard Time LLClark
Customer states:

1. I bought the car, and shortly after I took it in to have it looked at for the ***AIRBAG*** sensor
2. It was giving me problems with the ***AIRBAG*** light coming on, even if there is someone sitting in the ***SEAT***
3. I was told at 45k miles that I needed to have my ***PASSENGER*** adjust the way they are sitting, that they were getting no codes, the car was operating as designed.
4. That didn't work
5. I took the car back at around 49k miles for the same thing, and was given the same information
6. It still didn't work
7. Now, the driver's side light is starting to come on, so I took the car to an independent mechanic who tested it, and was able to find a code
8. I was told that the MAT sensor was bad and needed replaced, and that the ***PASSENGER*** side shares a ground with the driver's side, which is likely why the driver's side came on.
9. So I took the car back to the dealership, because this repair is $1700.
10. The dealership is now saying that because the vehicle is out of warranty, there is nothing that they can do to help

Writer states:
1. Apologized
2. Advised with the customer being subsequent owner of the vehicle that she was under the remainder of 5y/60k mile warranty
3. Advised with the initial concerns being reported before the warranty expired, the dealer should be able to offer coverage
4. Advised writer will call dealership and speak with SVC MGR and make request of DPSM for assistance
5. Advised with the mileage being almost 30k miles beyond warranty, writer cannot guarantee a yes or no
6. Gave case number
7. Advised writer will call back once more information becomes available
8. Where is the car currently?

Customer states:
1. The vehicle is at the dealership.
2. They did go ahead and put me in a loaner vehicle

Writer states:
1. Will callback with more info
2. Requested callback for further assistance

*** PHONE LOG 01/09/2013 03:32 PM US Mountain Standard Time LLClark Action Type:Outgoing call
Writer called CO027 and states:
1. Gave writer's name and case info
2. Calling for history on ***AIRBAG*** light complaint

Fixed operations manager Kerry states:
1. We have already spoken with the DPSM, and he declined replacement
2. The problem is, when she was in before the car went out of warranty, there were no codes
3. Anytime you have a hard component failure, a code will be stored and we have a printout that shows no codes, and the light was not on at that time.

Writer states:
1. Customer states that the MAT sensor needs replace at this time
2. Is there any chance it's related?

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222X95[redacted]	[redacted]	89,000

Rifle, CO[redacted] Prod. Date: 2/24/09 Dealer: CO027 Grand West Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

FOM Kerry states:
1. Not likely.
2. As I explained to the customer, just because the light is on, even if twice in a years time, does not mean it's the same problem both times
3. It's that way with any warning light that comes on
4. The biggest thing we were looking at is we have the one report showing no codes at 47k miles.
5. Now, we are two years and another 40k miles down the road, and the light is back on.
6. She bought the car used, has not come to our dealership for any maintenance, no service of any kind.
7. She has an independent mechanic that she works with, and he quoted her a price, and told her that if the light is on that the ***AIRBAG*** could deploy with the light on
8. When we told her that wasn't possible, that the ***AIRBAG*** light coming on disables the system completely, and that the ***AIRBAG*** simply won't deploy with the light on, she sided with her mechanic and told us we didn't know what we were talking about
9. I did offer to take some off for the repairs and do them at warranty cost, which cuts a few hundred off the walk-in rate.

Writer states:
1. Will update the case notes

*** PHONE LOG 01/09/2013 03:35 PM US Mountain Standard Time LLClark Action Type:Outgoing call
Writer called customer and left VM:
1. Gave writer's name and case info
2. Calling to advise of dealership and DPSM decision
3. Gave 800 number and case number
4. Requested callback for further information

*** PHONE LOG 01/09/2013 03:46 PM US Mountain Standard Time MOtteson Action Type:Incoming call
Customer states
1. Just got a VM from LLClark

Writer states
1. Let writer see if he is available
Got LLClark VM

Writer states
1. He is currently unavailable is there something writer can help you with or would you like LLClark VM?

Customer states
1. No his VM please

** LLCLark answered when transferring to VM**

*** PHONE LOG 01/09/2013 03:57 PM US Mountain Standard Time LLClark Action Type:Incoming call
Customer called writer and states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222X95[redacted]	[redacted]	89,000

Rifle, CO[redacted] Prod. Date: 2/24/09 Dealer: CO027 Grand West Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Writer states:
1. Thanked customer for calling back
2. Advised of decision from dealership and DPSM that replacement of the MAT sensor has been declined, based on the time frame between the original complaints and now and that it is not likely that the two are related

Customer states:
1. You were told that I reported it once?
2. I have documentation that I reported the problem twice, once at 45k and once at 47k
3. As far as the dealership saying there were no codes at that time, my independent mechanic told me that he had a conversation with the dealership over the phone where they said that they did get a code, but imagine that, it's nowhere on the documentation

Writer states:
1. Apologized
2. Advised writer cannot get involved in that dispute
3. Reiterated decision
4. Advised FOM Kerry told writer that he had offered customer discount on the repair

Customer states:
1. Did he tell you how much of a discount?
2. He told me that it would cost $1785 to repair, and he would do it for $1685
3. Not much of a discount, if you ask me.

Writer states:
1. Apologized

Customer states:
1. Well, I'm not surprised, but I am disappointed
2. OK, thank you.

*** CASE CLOSE 01/09/2013 03:58 PM US Mountain Standard Time LLClark

*** CASE CLOSE 04/10/2013 10:55 AM US Mountain Standard Time RHall

AIRBAG Tread Review Completed RH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161X85[redacted]	[redacted]	74,000

Corpus Christi, TX[redacted] Prod. Date: 11/23/07 Dealer: TX119 Mike Shaw Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 02/07/2013 11:33 AM US Mountain Standard Time HSanchez
Customer states:
1. I have a questions on parts/warranty.
- vehicle was bought used
2. About two weeks ago one of the ***AIRBAG*** lights came on.
- (in dash light)
3. Also the ***PASSENGER AIRBAG*** light has stopped working as well.
4. I have brought vehicle to TX119 for diagnosis.
5. I was advised that the entire ***SEAT*** track needs replacement.
6. The price quote was 1400.00 and I feel that is very costly for a 2008 vehicle.

Writer states:
1. Apologized.
2. Verified contact info.
3. Verified no open SC's.
4. Advised customer of 5/60 PTW LBW RSA coverage for subsequent owners.
- warranty applies to defects only
5. Explained that vehicle is 14,000 miles outside the warranty period.
6. Any repairs would be customers responsibility.
7. Explained that SVC MGR & DPSM for that dealer do have the discretion on offering anything outside the terms of the warranty.

Customer states:
1. So I would have to contact them?

Writer states:
1. Customer can do so although this is not something Kia would typically cover.

Customer states:
1. I was thinking about buying a new car, and have been considering Kia but no I am not sure.

Writer states:
1. Apologized.
2. Explained that warranty is very specific.
3. Reiterated that KMA will stand by the product under the terms of the warranty.
4. Offered additional assistance.

Customer states:
1. No additional questions.

*** CASE CLOSE 02/07/2013 11:33 AM US Mountain Standard Time HSanchez

*** CASE CLOSE 04/09/2013 04:44 PM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	73,930

Herndan, VA[redacted] Prod. Date: 11/29/08 Dealer: VA051 Ourisman Chantilly Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 02/15/2013 01:26 PM US Mountain Standard Time HHill
Customer states:
1. I went in to get a state inspection
2. The light on the dash for the ***AIRBAG*** was on, code B1448
3. The ***PASSENGER*** sensor mat is defective
4. The Kia dealer says the part is anywhere from 1700-1800 dollars
5. I have an issue with this cause no one ever sits in that ***SEAT***
6. I didn't take it the dealer I called the Chantilley Kia
7. I took it to the inspection station and they informed me about the code
8. I spoke to Carlos, I think he's the service manager
9. That they fix the problem and clear the code so that I can pass inspection at no charge to me
10. I can do that
11. Yes, I will take it to Ourisman Chantilly Kia
12. Okay, thank you

Writer State:
1. Confirm customer information
2. Apologize for the situation that customer is facing
3. What dealer did customer take vehicle to?
4. How did customer find out about the code?
5. Who did customer speak with when customer called dealership?
6. What is customer requesting of Kia?
7. Writer advised customer that vehicle needs to be taken to the Kia dealer to be diagnosed
8. Informed customer that customer will be responsible for paying the fee of the diagnosis
9. Provided customer with case number, FCM name, and extension
10. Advised customer to call KCA once vehicle is at the dealer so that further assistance can be given
11. Informed customer that once vehicle is at the dealer writer will be able to gain diagnosis from the dealer and then approach the DPSM with customer request

*** CASE CLOSE 02/15/2013 01:27 PM US Mountain Standard Time HHill

*** PHONE LOG 02/15/2013 03:18 PM US Mountain Standard Time MOtteson Action Type:Incoming call
Customer states
1. I was trying to reach an extension and it wouldnt get me to her

Writer states
1. Advised will see if FCM is available

Customer states
1. If not ill take her VM

Transferred to FCM

*** PHONE LOG 02/15/2013 03:22 PM US Mountain Standard Time HHill Action Type:Incoming call
Customer states:

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	73,930

Herndan, VA[redacted] Prod. Date: 11/29/08 Dealer: VA051 Ourisman Chantilly Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. Dropped the vehicle off about a hour ago
2. Dealer said they would more than likely get to it tomorrow
3. Okay thank you

Writer states:
1. Was customer able to drop off vehicle?
2. Writer will call dealer Monday Morning, 2/18/13 to get diagnosis
3. Once writer receives the diagnosis, writer will approach DPSM with customer request
4. Should have an answer for customer shortly after

*** PHONE LOG 02/18/2013 09:53 AM US Mountain Standard Time HHill Action Type:Outgoing call
Writer called Ourisman Chantilly Kia:
1. Calling in regards to customer
2. What diagnosis did dealer come up with?
3. Does customer get maintenance done at the dealer?
4. Will approach DPMS with request
5. Thanked dealer for the information

Carlos, service manager, at Ourisman Chantilly Kia:
1. ***PASSENGER SEAT*** mat sensor
2. $2200 parts, labor and taxes
3. Customer does not have history with this dealer
4. Customer said she does not take vehicle to Kia dealers

*** PHONE LOG 02/18/2013 09:56 AM US Mountain Standard Time HHill Action Type:Outgoing call
Writer called DPSM Ryan Christiansen and left voicemail:
1. Calling in regards to customer
2. Customer is requesting goodwill assistance with repairs
3. Writer will send case notes to DPSM
4. Please review and reply via e-mail or telephone
5. Provided case number

*** EMAIL OUT _ HHill Action Type:External email
Send to:[rchristiansen@kiausa.com]
Customer name is[redacted]
Owns 2009 Spectra with 73,930 miles
VIN KNAFE22289[redacted]
Customer is requesting goodwill assistance with the ***PASSENGER*** mat sensor
Please review case notes
Thank you,
Hesany Hill
1-800-333-4542 ext 45544

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 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	73,930

Herndan, VA[redacted] Prod. Date: 11/29/08 Dealer: VA051 Ourisman Chantilly Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_HHill_02-18-2013095538.doc>>

*** NOTES 02/18/2013 10:12 AM US Mountain Standard Time HHill Action Type:E-mail rec.
E-mail received from Ryan Christiansen stating:
1. She bought the vehicle used, rental vehicle, she does not use Kia dealers for any service.
2. Not going to offer assistance with this vehicle

*** PHONE LOG 02/18/2013 10:15 AM US Mountain Standard Time HHill Action Type:Outgoing call
Writer called customer and left voicemail:
1. Calling in regards to recent request made to Kia
2. Writer has an answer for the customer
3. Requesting a return phone call
4. Provided 800 number, extension, and case number

*** PHONE LOG 02/18/2013 01:18 PM US Mountain Standard Time ERuiz Action Type:Incoming call
Caller
1. I am trying to get a hold of ext 45544

Writer
1 Hesany is you FCM
2. I will transfer you over to her ext.

Caller
1. Thank you.

*** PHONE LOG 02/18/2013 01:28 PM US Mountain Standard Time HHill Action Type:Incoming call
Writer states:
1. Thank you for returning my phone call
2. Customers request was reviewed and at this time Kia is not going to assist customer with repairs
3. Writer can transfer customer to supervisors voicemail, supervisor will inform customer of what writer informed customer

Customer states:
1. I want to speak to your manager I spent ten thousand dollars on this car and now I have to spend two grand to get a ***PASSENGER*** sensor mat
2. Another thing when I try to get in touch with you by putting in your extension it won't let me get to you, that function is not working

****TRANSFERRED CUSTOMER TO BBAUER VOICEMAIL*****

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	73,930

Herndan, VA[redacted] Prod. Date: 11/29/08 Dealer: VA051 Ourisman Chantilly Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 02/18/2013 02:57 PM US Mountain Standard Time BBauer Action Type:Incoming call
Customer left VM for writer:
1. Gave name case number
2. Requested callback at [redacted]

*** PHONE LOG 02/18/2013 03:10 PM US Mountain Standard Time BBauer Action Type:Incoming call
Writer called customer and states:
1. Received VM, returning call

Customer states:
1. Want to know why assistance was declined

Writer states:
1. Advised vehicle had remainder of 5/60k warranty which had expired.
2. Followed process for assistance outside of warranty which was denied

Customer states:

1. So when I look at the information available I see that 2009 ***AIRBAG***s and sensors not working is a reoccurring problem
2. Not even willing to help out a little on a problem?
3. Light going on and off
4. No one has sat in the ***PASSENGER SEAT*** 73,000 miles vehicle has been driven
5. I know I am second owner but still feel like I should get some assistance

Writer states:
1. How long has concern been occurring?

Customer states:
1. We got it inspected last year and before that there was some issues with light
2. When you take it in to the dealer the light was off so it could not be diagnosed

Writer states:
1. At this point vehicle is almost 14k outside of warranty
2. Unfortunately assistance has been declined

Customer states:
1. Can I get partial assistance?

Writer states:
1. Can review request with DPSM however answer would be final

Customer states:
1. I understand
2. Will not be telling people I like my kia anymore.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	73,930

Herndan, VA[redacted] Prod. Date: 11/29/08 Dealer: VA051 Ourisman Chantilly Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Send to:[rchristiansen@kiausa.com]
Writer spoke to customer, informed customer that assistance was declined. Customer spoke to supervisor because answer was not sufficient for the customer, customer is now requesting partial assistance. Customer has been told that writer will make request but the decision that comes back is final
Customer name is[redacted]
Owns 2009 Spectra with 73,930 miles
VIN KNAFE222895[redacted]
Customer is requesting goodwill assistance with the ***PASSENGER*** mat sensor
Please review case notes
Thank you,
Hesany Hill
1-800-333-4542 ext 45544

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

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_HHill_02-19-2013080625.doc>>

*** NOTES 02/19/2013 08:45 AM US Mountain Standard Time HHill Action Type:E-mail rec.
E-mail received by DPSM RChristiansen stating:
1. Not going to provide any assistance at this time

*** PHONE LOG 02/19/2013 08:48 AM US Mountain Standard Time HHill Action Type:Outgoing call
Writer called customer and left voicemail:
1. Calling in regards to request of partial assistance
2. Writer approached DPSM with customer request
3. Assistance will not be provided at this time
4. If customer has any questions please call KCA
5. Provided 800 number, and case number

*** CASE CLOSE 02/19/2013 08:48 AM US Mountain Standard Time HHill

*** PHONE LOG 02/19/2013 10:14 AM US Mountain Standard Time BHernandez Action Type:Web Contact
Customer states:
1. Calling to speak to FCM H Hill
2. I spoke to her manager TL B Bauer and was informed that FCM H Hill would see if partial assistance can be given

Writer states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]0	[redacted]	73,930

Herndan, VA[redacted] Prod. Date: 11/29/08 Dealer: VA051 Ourisman Chantilly Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

2. Advised that request was processed and declined

*** CASE CLOSE 02/19/2013 10:15 AM US Mountain Standard Time BHernandez

*** CASE CLOSE 04/09/2013 12:37 PM Pacific Daylight Time JMoore

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	51,008

Escondido, CA[redacted] Prod. Date: 7/11/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 02/22/2013 03:44 PM US Mountain Standard Time MBurgess Action Type:Incoming call
Mrs. [redacted] stated
1. I was calling about the veh
2 The ***PASSENGER AIRBAG*** light is on
3. I went to the veh for service
4 They had to replace the ***SEAT*** before
5 I went in today and they said the warranty expired on that
6 they said it would be a couple of 100.00 to replace it
7. so i have to pay for the diag?
8 Do you have records when it was first repaired?
9 Ok thanks
10 No survey

wtr stated
1. Apologized
2. Advised of 1st owner info PT 10/100K blw/ra-5/60k for kia defects
3. Advised if requesting assistance outside of the warranty KIA can review case for possible assistance although would need Veh diagnosed
4 Advised of case #
5 Advised to contact KCA if taking back to dlr w/date
6 Offered survey- declined

*** CASE CLOSE 02/22/2013 03:46 PM US Mountain Standard Time MBurgess

*** CASE CLOSE 04/09/2013 02:10 PM Pacific Daylight Time JMoore
Tread review complete

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222495[redacted]	[redacted]	66,000

Plattsburgh, NY[redacted] Prod. Date: 10/31/08 Dealer: NY101 Durocher Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 02/25/2013 09:02 AM US Mountain Standard Time TLarson
Customer States

1 Calling to find out what assistance we can get
2 We took the vehicle in for a AB light being on
3 The Dealer diagnosed it needed 1300$ worth of repairs
4 Not sure what it is exactly, I think its a Sensor ,
5 They talked about replacing the ***SEAT***

Writer Advised

1 Ok I understand
2 I do apologize
3 Overall from a Dealer Standpoint they are only able to cover the vehicle under the terms of the warranty
4 At this point the Vehicle has exceeded the basic warranty which covers the AB , ***SEAT***s , and Sensors
5 I would need to call them and find out what steps that they took to address the concerns
(Put cust on hold)

Writer Called Jamie @ Durocher KIA

1 Calling to find out what has been diagnosed
2 Did you call the DPSM?

Jamie @ Durocher KIA

1 Vehicle was last here on 10/2012
2 We did a NY State Inspection
3 Has not been here since for AB
4 I may have told the customer what we might be dealing with and quoted a price
5 But since we have not diagnosed I dont know for sure what is causing this issue

Writer Advised

1 OK I understand

Writer Advised Customer

1 I spoke with Jamie
2 He advised that his records show that the last visit was from October of 2012
3 So he couldnt tell me what was wrong with the vehicle or what it would take to fix it
4 So due to this we cannot review the request until a KIA dealer performs a diagnosis and determines what is wrong with the vehicle and what it will take to fix it
5 From there we can review a request
6 Please Call us back and let us know what date and time you will return

Customer Advised

1 OK Thank you
2 I have the Case #

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222495[redacted]	[redacted]	66,000

Plattsburgh, NY[redacted] Prod. Date: 10/31/08 Dealer: NY101 Durocher Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

3 Will call you back

*** CASE CLOSE 02/25/2013 09:02 AM US Mountain Standard Time TLarson

*** PHONE LOG 02/27/2013 08:22 AM US Mountain Standard Time MBurgess Action Type:Incoming call
Mr[redacted] stated
1. I was calling about the veh
2. They did not tell me there was a charge to look at the veh
3 The total is 1061.31
4. KIA says they only can cover it for 60k
5 Im very disatisfied w/ this
6 After looking online it seems theres others w/ this problem
to
7 i can not pay 1600 for a ***SEAT*** a ***PASSENGER SEAT***

wtr stated
1. Apologized
2. Advised if requesting assistance outside the blw/5;60k
wtr can send case to Dpsm for review for possible assistance
3 Advised KIA can only cover certain parts for certain period of time
4 Advised wtr will contact Cust as soon as there
is an update from Dpsm advised usually within 24-48hrs

*** PHONE LOG 02/27/2013 08:24 AM US Mountain Standard Time SMcgraw Action Type:Outgoing call
Customer states
1. I would like something annotated
2. I cannot justify this amount for one ***SEAT/AIRBAG*** light
3. In the state I live in, I cannot get my vehicle passed for inspection
4. I just want this notated

Writer states
1. Thank you
2. Will notate in case

*** PHONE LOG 02/28/2013 09:08 AM US Mountain Standard Time MBurgess Action Type:Outgoing call
Contacted NY101
wtr stated
1. Calling to get info on diagnostics
2. Anything duplicated?
3. Advised cust requesting matinence

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222495[redacted]	[redacted]	66,000

Plattsburgh, NY[redacted] Prod. Date: 10/31/08 Dealer: NY101 Durocher Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Sarah stated
1. The last visit was 2/27/13 @ 66.423 miles
2 Cust stating ***AIRBAG*** light on
3. Needs ***OCS*** matt replaced whole ***SEAT*** bottom replaced
4 The estimate is 1637.31
5 Hes still owes us for bill for the diagnostics
6 No service

*** PHONE LOG 02/28/2013 09:11 AM US Mountain Standard Time MBurgess Action Type:Outgoing call
Contacted Jeremy Trotta Dpsm
wtr stated LVM
1. Advised customer requesting assistance w/repair
2 Advised customer veh at NY101 - W/ ***AIRBAG*** light on
3. Dlr states Needs ***OCS*** matt replaced whole ***SEAT*** bottom replaced
4 Advised customer is first owner
5 No matinence on veh
6 Advised to contact wtr /by phone or email w/ decision
7 Advised of Veh info - miles

*** EMAIL OUT _ MBurgess Action Type:External email
Send to:[JTrotta@kiausa.com]
Hello Mr. Trotta,

I lvm regarding case 2/28/13, any update?

Thank you
Marianne
45039
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 03/01/2013 09:11 AM US Mountain Standard Time MBurgess Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222495[redacted]	[redacted]	66,000

Plattsburgh, NY[redacted] Prod. Date: 10/31/08 Dealer: NY101 Durocher Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

wtr stated
1. Calling regarding case
2. Advised case sent to DPSM for review
3. Advised as soon as wtr has update will contact customer

Mr. [redacted] stated
1. Ok thanks

*** NOTES 03/01/2013 10:55 AM US Mountain Standard Time MBurgess Action Type:Manager review
Received email from JTrotta Dpsm
-KIA will assist with a goodwill gesture that will cover the cost of the parts; $798.48 (dealer cost should not be disclosed to the customer).
-The customer will be responsible for the labor and any outstanding bills for diagnosis that are owed to the dealer.

*** PHONE LOG 03/01/2013 11:00 AM US Mountain Standard Time MBurgess Action Type:Outgoing call
Contacted Mr[redacted]
wtr stated
1. Calling regarding case
2. Advised Dpsm did agree to cover parts for repair
3 Advised customer would be responsible for labor and diag fee
4 Advised Dlr can set up appointment

Mr. [redacted] stated
1. Ill agree to that
2. I took it on wednesday they did the diag
3. They gave me a bill for 86.00
4 I would end up paying for labor and the diagnostics fee?
5 Im fine with that
6 Sure transfer me
- Transfered to NY101 for appointment
Advised Sarah in service Dpsm agrees to pay for parts cust pays labor and diag fee

*** PHONE LOG 03/07/2013 11:49 AM US Mountain Standard Time MBurgess Action Type:Outgoing call
Contacted NY101
wtr stated
1. Calling regarding veh
2. Did customer come in for appointment?
3. Thanked for info

Jamie stated
1. Yes veh repaired today
2. Veh released

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222495[redacted]	[redacted]	66,000

Plattsburgh, NY[redacted] Prod. Date: 10/31/08 Dealer: NY101 Durocher Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 03/07/2013 11:50 AM US Mountain Standard Time MBurgess Action Type:Outgoing call
Contacted [redacted]
LVM
-Advised calling regarding veh repairs
- Left 800# and info
- Advised to contact KCA regarding case

*** PHONE LOG 03/11/2013 08:47 AM US Mountain Standard Time MBurgess Action Type:Outgoing call
Contacted [redacted]
wtr stated
1. Calling regarding veh repairs
2 Were issues resolved?
3. Advised if has further questions or concerns contact KCA

Mr[redacted] stated
1. Yes they were
2 Thank you

*** CASE CLOSE 03/11/2013 08:47 AM US Mountain Standard Time MBurgess

*** CASE CLOSE 04/09/2013 02:13 PM Pacific Daylight Time JMoore
Tread review complete

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121675[redacted]	[redacted]	26,500

Wentzville, MO [redacted] Prod. Date: 6/14/07 Dealer: MO001 Zeiser Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 03/04/2013 09:01 AM US Mountain Standard Time MBurgess

*** PHONE LOG 03/04/2013 09:07 AM US Mountain Standard Time MBurgess Action Type:Incoming call
Mrs. [redacted] stated
1. I was having trouble w/ the ***PASSENGER AIRBAG***
is always says it off
2. The dlr said its normal
3 They said nothings wrong and its because im small
4.I went on a trip and the person riding with me was 200 pds and it was off
5 Ive taken to the Dlr 2x

wtr stated
1. Apologized
2. Advised of pt 10/100k blw/ra-5/60k for defects of KIA
3. Advised w/ warranty Dlr must dup there is an issues in order for KIA to change part or repair
veh

Contacted MO001
wtr stated
1. Calling regarding customer veh
2. Needed veh history

Jerry stated
1. 2/13/13-@26.706 miles No codes tested no issue/CND
2. 9/9/2011- @17.231 miles-Scanned no codes/Tech and s/a sat in ***SEAT*** and it was working as designed/CND
3. 7/21/2011 @ 16.616miles- ***AIRBAG*** light on - Replaced sensor

wtr returned to customer
1.Advised Dlr states CND
2. Advised cust can take back to Dlr and KIA call follow up to make sure they are utlizing all resources to get issues resolved
3 Advised wtr will also send case to Regional office for handling
4. Advised customer can also go to another KIA dlr if chooses to get diagnostics
5 Advised office will get involved and contact within 2 business days
6 Offered survey- declined
7. Provided # to Jim Butler KIA

Mrs. [redacted]r stated
1. Ok i just want this resolved its a safety issue
2. Ok thanks wheres that dlr?
3. Ill do the survey

*** PHONE LOG 03/04/2013 09:21 AM US Mountain Standard Time MBurgess Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121675[redacted]	[redacted]	26,500

Wentzville, MO [redacted] Prod. Date: 6/14/07 Dealer: MO001 Zeiser Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Contacted CWebster Dpsm
- Advised calling regarding case being sent to regional office
- Advised cust has repeat concern 3x w/ ***PASSENGER AIRBAG*** light being off when someone is sitting in ***SEAT***
- Advised cust has been to dlr MO001
- Advised of last visit 2/13/13- dlr can not duplicate issues
-Left veh and case info

*** EMAIL OUT _ MBurgess Action Type:External email
Send to:[CWebster@kiausa.com]
Dispatching to CRCA for handling

- Repeat concern 3x

1.2007 Spectra w/26.500 miles
2 Repair issue- ***PASSENGER AIRBAG*** light indicates off
when someone is sitting in ***SEAT***
3. History:
2/13/13-@26.706 miles No codes tested no issue/CND
9/9/2011- @17.231 miles-Scanned no codes/Tech and s/a sat in ***SEAT*** and it was working as designed/CND
7/21/2011 @ 16.616miles- ***AIRBAG*** light on - Replaced sensor

Thank you
Marianne
45039

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*** NOTES 03/04/2013 09:24 AM US Mountain Standard Time MBurgess Action Type:Manager review
Dispatching to CRCA for handling

- Repeat concern 3x

1.2007 Spectra w/26.500 miles
2 Repair issue- ***PASSENGER AIRBAG*** light indicates off
when someone is sitting in ***SEAT***
3. History:

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121675[redacted]	[redacted]	26,500

Wentzville, MO [redacted] Prod. Date: 6/14/07 Dealer: MO001 Zeiser Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

working as designed/CND

7/21/2011 @ 16.616miles- ***AIRBAG*** light on - Replaced sensor

*** NOTES 03/05/2013 07:50 AM Central Daylight Time RMerel Action Type:Manager review
Case accepted on this date for additional review @ the regional level.

Wtr will contact cust on 3/6/13

*** PHONE LOG 03/06/2013 10:34 AM Central Daylight Time RMerel Action Type:Web Contact
Wtr contacted cust on this date.

1. Wtr apologized to customer for inconvenience.
2. Wtr introduced himself and advised the cust that their case has been escalated to the regional level for review because of ***OCS*** Light On
3. Is this still correct? Yes
4. Cust stated that the light is on 95% of the time, no matter the size of the person.
5. Cust stated that when she was at the dealer it duplicated, but the dealer did nothing.
6. Cust. requesting repair of ***OCS***
7. RCAA will contact cust. after reviewing with Dealer with proposed resolution.
8. Commitment: 10 days
9. Next Steps: Spoke to SBowyer, stated this is a known issue, the ***SEAT***s cause a hammock effect and cradle the ***PASSENGER*** therefore the pressure is not being applied to the sensor mats, known issue, no repairs can be made. Cust can either cycle ignition off and on, or the ***PASSENGER*** can change positioning to trigger sensor, or pass can get out and get back in. This may resolve the issues, but no guarantees

*** NOTES 03/06/2013 10:40 AM Central Daylight Time RMerel Action Type:Manager review
Notes from TSB Spectra ***OCS***, March 2005, TSB Bod-028

The ***OCS*** is designed to detect the presence of a properly ***SEAT***ed occupant (sitting upright with the ***SEAT*** in an upright position, centered on the ***SEAT*** cushion, with legs comfortably extended) and determine if the ***PASSENGER***'s ***AIR BAG***s and ***SEAT*** belt pre-tensioners should be enabled or not.

When a ***PASSENGER*** of appropriate size is ***SEAT***ed in the proper position, the indicator lamp will turn off. A momentary illumination of the lamp with a ***PASSENGER*** in the right front ***SEAT*** may indicate the system briefly sensed less weight in the ***SEAT*** than the specification, or the ***PASSENGER*** was temporarily out-of-position, and does not necessarily indicate a malfunction of the system.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121675[redacted]	[redacted]	26,500

Wentzville, MO [redacted] Prod. Date: 6/14/07 Dealer: MO001 Zeiser Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 03/28/2013 12:44 PM Central Daylight Time RMerel Action Type:Outgoing call
Wtr spoke to Jerry, SVCA @ Dlr

1. Cust is scheduled to go in fro ***SEAT*** repair on 4/1/13.

*** PHONE LOG 04/02/2013 08:24 AM Central Daylight Time RMerel Action Type:Web Contact
Wtr spoke to Jerry, SVCA @ Dlr

OCS SEAT bottom replacement has been completed.

*** PHONE LOG 04/02/2013 08:25 AM Central Daylight Time RMerel Action Type:Outgoing call
Wtr called customer and left vm

*** PHONE LOG 04/03/2013 08:49 AM Central Daylight Time RMerel Action Type:Incoming call
Wtr recieved call from customer on this date:

1. Advised issue is resolved.
2. Cust is satisfied with repairs.
3. Wtr thanked customer and advised closing case.

*** CASE CLOSE 04/03/2013 08:50 AM Central Daylight Time RMerel
Case closed, Customer had ***OCS*** sensor and ***SEAT*** bottom replaced at dealership. No GW Provided. Customer is satisfied.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161575[redacted]	[redacted]	79,097

GAYLORD, M[redacted] Prod. Date: 4/25/07 Dealer: OK007 Ferguson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel System
Kia Case Type Lvl4: Engine Warning Light

Case History

Dealer :Ferguson Kia
Technician :Robert Gelner
Service Manager :Jim Crews
Dealer Phone :9182581800
DPSM :Sally Hall
Vehicle Model :SPECTRA
Model Year :2007
Mileage :79097
Initial comments by Technician found in TL Case[redacted]

*** Performed by contact: Robert Gelner, 9182581800
*** This is a Request for Assistance ***

Problem Description :
AIRBAG lite on

Diagnostics Performed :

found code b1448, replaced complete ***PASSENGER SEAT*** assy with a used one and still have same code. i do have power and grounds,but when i ckeck resitance of the harness from pin2 of the oc connector to to pin 70 of the srscm connector my resistance is 2.9 ohms and the specs are 1 ohm or below. do you think this is where the problem is, or would you think the srscm is badPlease contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** PHONE LOG 03/05/2013 05:38 PM US Mountain Standard Time HSanchez Action Type:Outgoing call
Writer called OK007 and left VM for SVC MGR :
1. Gave name, 800#, extension and case number.
2. Gave last 8 of VIN.
3. Calling to obtain information for SVC Alert report.
4. Request callback.

*** PRIORITY CHANGE 03/05/2013 05:39:05 PM HSanchez

*** PHONE LOG 03/06/2013 11:00 AM US Mountain Standard Time HSanchez Action Type:Incoming call
Writer received VM from SVCA Alan (OK007) stating:
1. This vehicle is not a customers vehicle.
2. It is a trade in that is now part of our used car inventory/stock.
3. Replacement ***SEAT*** mat for ***AIRBAG*** has been ordered.
4. Reiterated that this is not a customer vehicle.

*** CASE CLOSE 03/06/2013 11:15 AM US Mountain Standard Time HSanchez

*** CASE CLOSE 04/10/2013 11:41 AM Pacific Daylight Time JMoore
Tread review complete

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162785[redacted]	[redacted]	56,091

El Segundo, CA[redacted] Prod. Date: 11/25/07 Dealer: CA186 Car Pros Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 03/08/2013 10:43 AM US Mountain Standard Time DLyons
800# vm by Martha 310-221-9100
provided cust/vin

1. Vehicle there more than 5 days, and Cst want to pick it up 3/11/13.
2. Cust phone#[redacted]

*** PHONE LOG 03/11/2013 09:16 AM US Mountain Standard Time MCorrales Action Type:Outgoing call
Wtr states
1. Advised calling regarding SA case
2. Thank you

CA186 Martha SRV ADV states
1. The customer vehicle was repaired and we called them
2. The vehicle is down only because the vehicle has not been picked up
3. They let us know they will pick it up today
4. The ***AIR BAG SEAT*** assembly was replaced for the front ***PASSENGER SEAT***, we replaced the lock regulators on the front ***PASSENGER*** and driver doors, the high pitch noise that the customer was hearing was due to the after market Spoiler

Contact Name: [redacted]
Customer phone #:[redacted]
Customer address: Same as above
Year/Model/Mileage of Vehicle: 08 spectra 56,091
RO# and Open Date: [redacted] 02/26/13
Days Down at initial Service Alert report: 13 days
Repair Issue: ***AIR BAG*** warning light on, door in front not locking, high pitch body noise in rear of veh
ETA for completion of repairs: done customer has been called but has not picked up
Repeat Repair (Y/N), if so, how many? no
Techline Case: none
Rental Provided? If so, since when: no
DPSM contacted by dealer: no

*** PHONE LOG 03/11/2013 09:19 AM US Mountain Standard Time MCorrales Action Type:Outgoing call
WTR states
1. Apologized
2. Advised calling regarding your recent visit at CA186
3. WTR gave case # and KCAC contact #
4. Advised WTR aware vehicle is ready for pick up at CA186
5. Please feel free to call KCAC with any questions after picking up from service

[redacted] states
1. I am picking the vehicle up today
2. Thank you

*** CASE CLOSE 03/11/2013 09:19 AM US Mountain Standard Time MCorrales

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162785[redacted]	[redacted]	56,091

El Segundo, CA[redacted] Prod. Date: 11/25/07 Dealer: CA186 Car Pros Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 04/11/2013 08:16 AM Pacific Daylight Time JMoore
Tread review complete

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221895[redacted]	[redacted]	49,467

Miami Spring, FL [redacted] Prod. Date: 10/6/08 Dealer: FL015 Esserman International Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 03/08/2013 01:22 PM US Mountain Standard Time ATorres
800# VM by Fred 305-477-6666 FL015
Provided Customer/VIN

1. RO open date 3/6/13.
2. Vehicle in for special order part for a ***AIR BAG*** light.
3. Vehicle was completed and released today 3/6/13.
4. Customers number is [redacted].

*** PHONE LOG 03/11/2013 06:38 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Spoke to svc mgr, Francisco (FL015)
2. Calling to get info on service alert opened by dealer
3. Asked the following questions:
Contact Name-[redacted]
Customer phone #-[redacted]
Customer address-on file
Year/Model/Mileage of Vehicle-2009 Spectra/49467 miles
RO# and Open Date-Ro #[redacted]/3-6-2013
Days Down at initial Service Alert report-same day
Repair Issue-***AIRBAG*** light on-replaced ***OCS*** sensor
ETA for completion of repairs-repaired
Repeat Repair (Y/N), if so, how many?-No
Techline Case-[redacted]
Rental Provided? If so, since when?-No
DPSM contacted by dealer?-No
4. Thanked dealer for info.

*** PHONE LOG 03/11/2013 07:32 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Left vm message for customer stating was calling because kma was made aware car was taken to dealer (FL015) for ***AIRBAG*** light concerns.
2. On behalf of kma do apologize for any concerns
3. Do understand dealer has repaired vehicle.
4. If concerns have not been resolved by dealer and further assistance is needed, please call back
5. Advised 800#, reference number.

*** CASE CLOSE 03/11/2013 07:33 AM US Mountain Standard Time TDonnelly
OCS sensor replaced-closed pending call back from customer.

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221895[redacted]	[redacted]	49,467

Miami Spring, FL[redacted] Prod. Date: 10/6/08 Dealer: FL015 Esserman International Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 04/11/2013 08:28 AM Pacific Daylight Time JMoore
Tread review complete

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161375[redacted]	[redacted]	73,983

San Antonio, TX[redacted] Prod. Date: 1/19/07 Dealer: TX002 Ancira Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 03/12/2013 03:58 PM US Mountain Standard Time LStreenz
Cust States

1 Calling because the ***AIRBAG*** light kept coming on
2 I was told the ***AIRBAG*** is rotten
3 I havent used the ***AIRBAG***s before in this veh
4 I dont understand why it would be bad

Wtr Advised

1 Apologized
2 Provided 5/60k LBW that covers the ***AIRBAG***s is expired
3 What are you requesting of KMA

Cust States

1 I am requesting to have it repaired
2 I can not pay for the repair

Wtr Advised

1 Will contact the dlr to goet the diag info
2 Once I have that I will inform the DPSM to see if he is willing to provide assistance
3 Provided case number

Cust States

1 Ok Thank You

*** PHONE LOG 03/13/2013 01:56 PM US Mountain Standard Time LStreenz Action Type:Outgoing call
Wtr called Bobby @ TX002

1 Veh had code of B148
2 Veh needs ***OCS*** mat sensor replaced
3 Veh returned back to cust same day

Wtr Advised

1 Ok Thank You

*** PHONE LOG 03/13/2013 01:59 PM US Mountain Standard Time LStreenz Action Type:Outgoing call
Wtr called DPSM SChildrey @ 6786847645

1 Dlr has authority to authorize if he deems necessary

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE1613750[redacted]	[redacted]	73,983

San Antonio, TX[redacted] Prod. Date: 1/19/07 Dealer: TX002 Ancira Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1 Ok Thank You
2 Will send email 3/13/13

*** EMAIL OUT _ LStreenz Action Type:External email
Send to:[schildery@kiausa.com]
Stormy,

Here are the case noteas you requested. Cust requesting assistance with OCS mat sensor replacement. TX002 is where the veh was diaged.

Thank You,

Louisa
ext 46514

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

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_LStreenz_03-13-2013135631.doc>>

*** NOTES 03/19/2013 01:05 PM US Mountain Standard Time LStreenz Action Type:E-mail rec.
Received email from DPSM SChildery States

1 Offering goodwill parts
2 Cust pays the labor

*** PHONE LOG 03/19/2013 03:30 PM US Mountain Standard Time LStreenz Action Type:Outgoing call
Wtr called[redacted] LVM

1 Calling to follow up on case
2 Got info form the DPSM
3 Informed he will cover the parts and you cover the labor
4 Any futher concern please callback
5 Provided contact info and case number

*** CASE CLOSE 03/19/2013 03:30 PM US Mountain Standard Time LStreenz

*** CASE CLOSE 04/11/2013 09:56 AM Pacific Daylight Time JMoore

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	104,040

Thibodaux, LA[redacted] Prod. Date: 8/7/07 Dealer: LA044 Barker Kia

Kia Case Type Lvl1: Duplicate Case
Kia Case Type Lvl2: Not Applicable
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4: Not Applicable

Case History

Dealer :Barker Kia
Technician :Greg Blake
Service Manager :Daniel Chauvin
Dealer Phone :9858791990
DPSM :Rick Kydd
Vehicle Model :SPECTRA
Model Year :2008
Mileage :104040
Initial comments by Technician found in TL Case[redacted]

*** Performed by contact: Greg Blake, 9858791990
*** This is a Request for Assistance ***

Problem Description :
customer complains of sometimes when ***PASSENGER*** sitting in front ***SEAT PASSENGER*** off light doesnt go out. have been able to duplicate complaint. customer was in for SRS light bieng on with ***OCS*** mat code in the system in december of 2012. we changed the ***SEAT*** assy at that time. customer is back, no code but light wont go out at times.

Diagnostics Performed :
scanned for codes, none found. inspected connector for ***OCS*** mat, in good shape. did apply stabilant 22 to connector. still got it to act up. undid connector at SRS module that has ***OCS*** wires going to it and applied stabliant 22 and reconnected. still got it to act up. doesnt act up all the time.

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** CASE CLOSE 03/18/2013 09:21 AM US Mountain Standard Time JIsaac

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Hollywood, FL[redacted] Prod. Date: 12/15/07 Dealer: FL025 Gunther Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 03/18/2013 04:09 PM US Mountain Standard Time JIsaac
Mr[redacted] stated
1. took my vehicle in for service
2. have an a/b light on
3. the dealer is stating to repair it is 2200.00
4. need to replace the ***OCS*** mat
5. there is no way I can afford that
6. seems outrageous that this is not covered under warranty

wtr stated
1. apologized
2. advised a/b covered under 5/60, that has expired
3. will be happy to follow up with dealer and DPSM to see if any assistance can be provided

caller stated
1. thank you

*** PHONE LOG 03/20/2013 08:09 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called FL025, spoke with service advisor Chad
1. calling for diag on customer vehicle
2. does customer have a service history with dealer

Chad stated
1. 03/15/2013, need to replace ***OCS*** mat
2. majority of maintenace done here
3. customer does all oil changes, 45k and 60k service done here
4. transmission service here as well as brakes

wtr stated
1. thank you

*** EMAIL OUT _ JIsaac Action Type:External email
Send to:[mmulligan@kiausa.com]
Micahel,

customer owns 2008 Spectra 82k miles. VIN KNAFE161585[redacted], customer is original owner. customer had vehicle diagnosed at FL025, needs to replace ***OCS*** mat for a/b light on. vehicle is out of warranty by mileage. customer has good service history at dealer, all maintenance done at dealer. is there any assistance Kia can provide?

thanks
Joseph EXT 45038

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Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	93,982

Hollywood, FL[redacted] Prod. Date: 12/15/07 Dealer: FL025 Gunther Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_JIsaac_03-20-2013080657.doc>>

*** PHONE LOG 03/20/2013 08:12 AM US Mountain Standard Time JIsaac Action Type:Outgoing call
wtr called Mr [redacted] left VM to call back
1. calling back on this case
2. have forwarded request for assistance to DPSM
3. will call back once have answer from DPSM

*** PHONE LOG 03/21/2013 06:22 AM US Mountain Standard Time JIsaac Action Type:Web Contact
wtr received e-mail from DPSM
1. does customer own multiple Kias
2. what is cost of parts

*** PHONE LOG 03/21/2013 06:25 AM US Mountain Standard Time JIsaac Action Type:Web Contact
wtr sent e-mail to DPSM

Customer owns 2 Kias, the Spectra and also a Sportage. The vehicle needs an OCS mat replaced, parts cost $1524.70

*** EMAIL OUT _ JIsaac Action Type:External email
Send to:[mmulligan@kiausa.com]
Michael,

do yuo have an update on this GW request?

thanks
Joseph EXT 45038

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

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*** PHONE LOG 03/26/2013 07:47 AM US Mountain Standard Time JIsaac Action Type:Web Contact
wtr received e-mail from DPSM
1. Would consider warranty parts cost.
2. Customer labor

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	93,982

Hollywood, FL[redacted] Prod. Date: 12/15/07 Dealer: FL025 Gunther Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

wtr called Mr[redacted]
1. calling back on this case
2. reviewed with DPSM
3. will cover cost of parts to complete repairs
4. you will be responsible for labor
5. please call dealer to make appointment

Mr[redacted] stated
1. thank you

*** CASE CLOSE 03/26/2013 07:58 AM US Mountain Standard Time JIsaac

*** CASE CLOSE 04/11/2013 11:50 AM Pacific Daylight Time JMoore
Tread review complete

*** PHONE LOG 05/02/2013 08:54 AM US Mountain Standard Time QJones Action Type:Incoming call
DPSM Michael Mulligan called in:
1. Req decision made on case and date of decision

wtr states:
1. It appears that you (Michael Mulligan) agreed to pay parts
2. Cust pay labor

Michael states:
1. Thank you

*** CASE CLOSE 05/02/2013 08:55 AM US Mountain Standard Time QJones

*** PHONE LOG 06/17/2013 10:07 AM US Mountain Standard Time ASoto Action Type:Incoming call
Gunther SVCA FL025:
1. Cust finally came in for the 50/50
2. Is it just for the ***SEAT*** or for the clock spring too

Writer states:
1. Adv that all we have in the documentation is the ***OCS*** mat to be replaced Kia pays for parts and cust for labor
2. Nothing mentioned regarding the clock spring
3. Adv SVCA to call DPSM to see if clock spring can be added on same deal, if not have cust call KCA for further assistance.

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	93,982

Hollywood, FL[redacted] Prod. Date: 12/15/07 Dealer: FL025 Gunther Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 10/21/2013 06:55 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
Customer States:

1. I have ongoing concerns with ***AIRBAG*** light being on
2. I had called consumer affairs before and got some assistance for ***SEAT*** mat to be replaced
3. The ***AIRBAG*** light has been on since the ***SEAT*** mat was replaced at (FL025)
4. Dealer has stated when they did this repair that I also need a sensor and clock sprling
5. Total repair cost would be over $2200.00 for the ***AIRBAG*** system to possibly work
6. This is an excessive amount of money to pay for safety system that quits working right after I make the last payment on my car
7. Think dealer did not do full diagnosis to begin with and they should have covered all the repairs when they did ***SEAT*** mat replacement
8. I understood that kia would cover the parts if I paid the labor and I thought it would be for all the parts but dealer said it was only for ***SEAT*** mat
9. I can not afford to pay all the cost and think there was miscommunication between dealer, consumer affairs and dpsm
10. I would like to kia to give me the offer that I will cover the labor if kia will cover parts cost for the sensor and the clock spring
11. Will wait for further follow up.

Writer States:

1. Confirmed owner info
2. Apology for situation
3. Advised that the offer made for ***SEAT*** mat was goodwill offer outside coverage several months back
4. This was a one time goodwill gesture
5. Advised that kma can not keep extending goodwill on repairs
6. ***AIRBAG*** light can come on for multiple reasons and car is 33k miles outside terms of coverage at this time
7. Writer can review with svc mgr and dpsm to see if any additional assistance can be provided
8. Can see if dpsm would be willing to cover parts cost for the additional parts if customer pays labor but can make no guarantee
9. After follow up with appropriate people will call customer back.

*** PHONE LOG 10/21/2013 01:14 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:

1. Spoke to svc mgr, Danny (FL025)
2. Calling regarding customer who alleges ongoing ***AIRBAG*** light concerns since ***SEAT*** mat replacement
3. Prior case notes indicate that we asked dealer to follow up with dpsm to see if the clock spring and sensor can be added to repair order and additional assistance reviewed.
4. Will follow up with dealer further tomorrow
5. Thanked dealer for info.

Dealer States:

1. First day at this location so still not able to get full access to all info
2. Can see last repair order was 6/17/2013 with ***AIRBAG*** light complaint

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	93,982

Hollywood, FL[redacted] Prod. Date: 12/15/07 Dealer: FL025 Gunther Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

4. Do not see anything about clock spring and or sensor
5. Currently I can not access all info because just started at this location
6. If writer can check back tomorrow I should be able to look at repair order and see what else might be on the ticket
7. Can also review with advisor, Chad who is still here.

*** PHONE LOG 10/23/2013 06:19 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Left vm message for svc mgr, Danny (FL025) to call writer
2. Advised 800#, extension.

*** PHONE LOG 10/24/2013 08:48 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Spoke to svc mgr, Danny (FL025)
2. Calling to see if svc mgr reviewed information with tech to confirm if the clock spring and sensor had been diagnosed at same time as ***SEAT*** mat?
3. Advised customer name, vin
4. Advised contact info.
5. Will call dealer back tomorrow if writer has not heard back from dealer.

Dealer States:
1. Apologized did not review with tech yet
2. Can only see info on ***SEAT*** mat on the repair order
3. Will have to reseach and get back with writer
4. Will also need to confirm with dpsm, Michael Mulligan what he may have authorized
5. What is writer contact info?
6. Will get back to writer later today.

*** PHONE LOG 10/25/2013 06:29 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Left vm message for svc mgr, Danny (FL025) to call writer
2. Advised 800#, extension.

*** PHONE LOG 10/28/2013 07:13 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Left vm message for svc mgr, Danny (FL025) to call writer
2. Advised 800#, extension.
3. Advised 2nd request for call back since Friday, please call as soon as possible.

*** PHONE LOG 10/30/2013 10:03 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Spoke to dpsm, Michael Mulligan

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	93,982

Hollywood, FL[redacted] Prod. Date: 12/15/07 Dealer: FL025 Gunther Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

2. Calling regarding customer who called about ongoing concerns with ***AIRBAG*** light taken to (FL025)
3. Customer had called 3/15/2013 and diagnosis was ***SEAT*** mat sensor and was out of warranty
4. Dpsm was contacted and goodwill was given that kia will cover parts if customer paid labor
5. Customer alleges at same time diagnosis for ***SEAT*** mat sensor was made there was also diagnosis that clock spring and another sensor was needed
6. Customer understood all the parts would be covered if customer paid labor
7. Customer alleges run around from dealer
8. Writer contacted Danny (FL025) and requested repair order be pulled to confirm what was on repair at the time car came in with ***AIRBAG*** light complaint and what parts had been recommended for replacement
9. Dealer advised he would get info and call writer back
10. Writer has left 3 vm messages requesting call back and did not get one
11. We do not have copy of the exact email from dpsm, we put in brief discription what dpsm has stated
12. Can give name of rep who emailed dpsm he no longer works here or I would check his email
13. Customer is multiple kia owner and is requesting the clock spring and other sensor be covered parts only if he pays labor.
14. Will send email with all details

Dpsm Michael Mulligan States:
1. I am driving right now
2. So Danny was not there when this happened
3. What is customers name?
4. I do not remember this customer
5. Does writer have the copy of my email?
6. Can writer send me an email with customer info and vin along with name of person who would have emailed me?
7. I will go through my email's to see what I can find
8. Please give writer contact info and I will respond by email or call back.
9. Will be at dealer within next 30 minutes.

*** EMAIL OUT _ TDonnelly Action Type:External email
Send to:[MMulligan@kiausa.com]
Michael:

Here are the notes for customer requesting additional goodwill for ***AIRBAG*** light concern (FL025) who had misunderstanding regarding what was authorized when ***SEAT*** cushion was replaced 6/17/2013
Customer name:[redacted]
Vin: KNAFE16158[redacted]
MY and Mileage: 2008 Spectra/93982 miles
Selling Dlr: (FL025)
Original Owner: yes

Current issue and diagnosis: ***AIRBAG*** light on-clock spring/sensor
Repeat concern: ongoing
Able to Duplicate: yes
Repair History of current concern with dates and mileage:

6/17/2013-***AIRBAG*** light on-***SEAT*** cushion replaced-goodwill parts customer paid labor
Customer Request: customer alleges clock spring and another sensor also diagnosed and understood would be covered at same

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	93,982

Hollywood, FL[redacted] Prod. Date: 12/15/07 Dealer: FL025 Gunther Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Justification for goodwill Assistance: Customer does also indicate lack of follow up from dealer and is a repeat kia owner. He also owns a sportage
Maintenance history: n/a
Dpsm did authorize goodwill and email sent to JIsaac@kiaconsumeraffairs.com
Please advise if any further assistance can be provided or if authorization had been given when ***SEAT*** cushion was replaced.

Thanks,
Teri
1-800-333-4542 x 45099
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 10/31/2013 07:50 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Spoke to dpsm, Michael Mulligan
2. Following up on case spoke about yesterday?
3. Will call back in 15 minutes.

Dpsm Michael Mulligan States:
1. I am in meeting currently
2. Can writer call back in 15 minutes?

*** PHONE LOG 10/31/2013 09:00 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Spoke to dpsm, Michael Mulligan
2. Calling to follow up on case for customer with (FL025)
3. Will call back around 11:30 dpsm time or shortly after.

Dpsm Michael Mulligan States:
1. I am getting ready to leave one dealer and go over to (FL025)
2. Can writer call back when I am there it will be around 11:30 my time
3. We can then get all involed on same page and make a determination.

*** PHONE LOG 11/04/2013 09:11 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Spoke to dpsm, Michael Mulligan
2. Calling to see if dpsm made determination regarding customer request for additional goodwill for sensor & clock spring?
3. Writer had asked svc mgr, Danny to pull file when ***OCS*** mat sensor was replaced to see if any additional info on other parts

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	93,982

Hollywood, FL[redacted] Prod. Date: 12/15/07 Dealer: FL025 Gunther Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

4. Dealer did not follow up
5. Need to get a decision based on customer request and allegation that he understood all parts to be covered if customer paid labor?
6. Advised vin, extension.

Dpsm Michael Mulligan States:
1. I did advise I would take care of this with a phone call
2. Asked writer to hold.
3. Getting vm for svc mgr, Danny
4. Writer on line with dpsm who left vm requesting call back
5. Advised dealer to get parts cost and what was noted on prior repair order
6. Asked svc mgr to call dpsm and writer back.

*** PHONE LOG 11/04/2013 10:42 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
Dealer States(Svc mgr-Danny-FL025):
1. Returning call from writer, dpsm
2. When car came in here for ***AIRBAG*** light concern we had code B1448-replaced ***OCS SEAT*** mat which was goodwill for parts
3. After the part was installed the ***AIRBAG*** light was still on and new codes B1481, B1361 which was for sensor and clock spring
4. Customer inquired if clock spring was damaged due to prior accident
5. Customer was advised not able to confirm
6. Customer declined additional repairs
7. He was in shop this year for brakes, lube, oil, filter, transmission service, wiper blades
8. He does not do all recommended maintenance here.

Writer States:
1. Thanked dealer for returning call
2. Need to know if dealer as able to confirm if diagnosis for sensor and clock spring same time car went in for the ***OCS SEAT*** mat
being replaced?
3. Customer alleges all diagnosed at same time and thought he would pay labor for all repairs and kma would cover parts?
4. What kind of service customer is customer?
5. Thanked dealer for info.

*** PHONE LOG 11/04/2013 11:49 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Advised dpsm that svc mgr called writer
2. Dealer advised car initially came in with ***AIRBAG*** light and code of ***SEAT*** mat replacement
3. Dealer replaced part and ***AIRBAG*** light still on and 2 more codes for clock spring, sensor
4. Customer asked dealer to advise if clock spring was related to prior accident
5. Dealer explained this could not be determined and declined further repairs.
6. Reviewed maintenance history
7. Will explain to customer.

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	93,982

Hollywood, FL[redacted] Prod. Date: 12/15/07 Dealer: FL025 Gunther Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

2. The authorization given when ***SEAT*** mat was replaced was for that part alone as goodwill gesture.
3. Any additional repairs would be customer expense.

*** PHONE LOG 11/04/2013 11:58 AM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Spoke to customer[redacted]
2. Calling to follow up on request for assistance for clock spring, sensor
3. Dpsm did go to dealer (FL025) and review all history regarding concerns
4. When car was initially diagnosed at dealership the ***AIRBAG*** light was for ***SEAT*** mat which was replaced
5. Once this part was replaced ***AIRBAG*** light still on and upon further diagnosis it was determined clock spring and sensor would be
needed
6. These parts were not on the initial goodwill gesture
7. Because these parts were not authorized or part of the initial diagnosis dpsm has declined to offer any further assistance.

Customer States:
1. Writer should note it is strange that within short time of warranty expiration that I would need $3000.00 worth of work for ***AIRBAG***
system
2. This could be a defect situation with ***AIRBAG*** system
3. Writer is stating no recalls so could be an isolated incident
4. Do understand I am outside coverage
5. Thanked writer for the follow up.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	58,683

Eureka, CA[redacted] Prod. Date: 10/17/07 Dealer: CA082 Harper Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 03/18/2013 05:02 PM US Mountain Standard Time JKim
Customer states:
1. My BLW for 5/60k, has just expired few weeks ago
2. ***AIR BAG*** light was on
3. Took it to selling dealership, CA082 and paid $96 for diagnostic
4. Told only way to fix this is replace whole ***PASSENGER*** side ***SEAT***
5. It will cost me about $1600 to fix it
6. None of the ***AIR BAG***s would work
7. I wondered if I can get help from you
8. It seems a lot
9. Other than this, I love the car
10. I'm going to take the car and be out of town for a week
11. I won't be in the cell phone service area the most of time
12. Ok, thanks

Writer states:
1. Apologized
2. Updated info/no open SC
3. Advised BLW, which covers ***AIR BAG*** is expired
4. Writer can check with CA082 and DPSM for possible assistance- can't guarantee
5. Advised DPSM gets 24 hours to review and response
6. Will follow up and will LVM if needed
7. Gave case # and writer's info

*** PHONE LOG 03/19/2013 03:43 PM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called CA082 and states:
1. Called to follow up

Gio/SVCA states:
1. Came in for ***AIR BAG*** light
2. Need ***OCS*** mat sensor- ***SEAT*** cushion for air weight classification sensor
3. Part & labor, it will cost $1611.01+ tax
4. Customer had transmission service, oil change and some warranty repair done here
5. Mileage was 58683

*** EMAIL OUT _ JKim Action Type:External email
Send to:[ASmith@kiausa.com]
Mr. Smith,

Customer,[redacted] has 2008 Spectra with 58683 miles (VIN: KNAFE16248[redacted], 1st owner, potential JD power survey customer). Customer too vehicle to CA082 for ***AIR BAG*** light being on. It needs ***OCS*** mat sensor. However BLW expired on 2/21/13 due to time came first. Customer wants to know if Kia would assist with repair. It will cost $1611.01+tax for repair. Please review and let me know of your decision. Thank you.

Jess/ext.46033

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	58,683

Eureka, CA [redacted] Prod. Date: 10/17/07 Dealer: CA082 Harper Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

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

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_JKim_03-19-2013164024.doc>>

*** PHONE LOG 03/21/2013 08:38 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called ASmith/DPSM and LVM:
1. Requested to call back
2. Gave case # and writer's info

*** PHONE LOG 03/25/2013 09:57 AM US Mountain Standard Time JKim Action Type:Outgoing call
Writer called customer and LVM:
1. Called to follow up
2. Apologized
3. Writer did not hear back from DPSM regarding decision
4. Will forward case to regional office for further handling
5. Customer will be contacted within 2 business days- Wednesday
6. Requested to call back for any question
7. Gave case # and 800 #

*** NOTES 03/25/2013 09:58 AM US Mountain Standard Time JKim Action Type:Manager review
Dispatch case to regional office due to:
1. Customer has 2008 Spectra with 58683 miles
2. ***AIR BAG*** light is on and needs ***OCS*** mat sensor
3. Customer's BLW expired on 2/21/13
4. Took it to CA082 and repair cost will be $1611.01+tax
5. Customer is seeking for repair assistance
6. DPSM was contacted, but no response back
7. Please review and follow up with customer with decision

*** PHONE LOG 03/28/2013 05:58 PM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA spk w/Mr. [redacted]
1. Introduced self and role w/in KMA.
2. Apol for concerns w/veh ABS rpr.
3. Cust thanked RCAA for f/u call.
4. Cust sts part failed 3 weeks after warranty expired.
5. Cust sts this is a saftey issue and bought the veh because of the 5-star safety rating.
6. RCAA apol and understood cust frustrations.
7. Adv willing to review on cust behalf, but will need to spk w/dlr first,.
8. Adv if any assistance can be extended to cust, a release doc would need to be signed.
9. Cust adv that would be fine.
10. RCAA adv will try and f/u with cust tomorrow after spking with dlr, if not, will c/b on Mon.

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	58,683

Eureka, CA[redacted] Prod. Date: 10/17/07 Dealer: CA082 Harper Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

11. Cust understood and thanked RCAA for f/u call.

*** PHONE LOG 04/02/2013 07:05 AM Pacific Daylight Time JLopez Action Type:Outgoing call
++* NOTES FROM MONDAY 4/1 AS CLARIFY DID NOT SAVE RCAA NOTES*+*+*
RCAA spk w/SM Keith at dlr CA082
1. Request to confirm total cost of rpr.
2. Dlr adv total cost of rpr would be $1,379.19.
3. RCAA adv due to cust being just outside warranty and concern is with AIRBAGs, willing to reimb dlr w/signed release.
4. Dlr adv is okay with this, req release to be emailed to SM to have cust sign.
5. RCAA adv release must be signed prior to rpr taking place.
6. Dlr understood and thanked RCAA for f/u call.

RCAA emailed SM Keith at dlr CA082:
"Hi Keith,

Attached is the release document for Mr. [redacted] to sign. Please return the Repair Order and the signed release to me so I can reimburse your dealership.

Please feel free to contact me for any questions.

Thanks again,

-Joseph"

*** PHONE LOG 04/02/2013 07:07 AM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA spk w/ Mr. [redacted]
1. Adv have discussed case with dlr and confirmed total amt of rpr.
2. Adv as a 1x gw gesture, willing to cover rpr w/cust signing a release document.
3. Cust adv this would be fine and thanked RCAA for all assistance.
4. RCAA adv have emailed doc to dlr for cust to sign
5. Cust adv will contact dlr to schedule rpr appt and thanked RCAA again for all assistance.

*** NOTES 04/11/2013 11:51 AM Pacific Daylight Time JMoore Action Type:Manager review
Yanked for tread review. Tread review complete, reassigning to JLopez for further action.

*** PHONE LOG 04/17/2013 08:40 AM Pacific Daylight Time JLopez Action Type:Outgoing call
RCAA spk w/ Svc Adv Gio at dlr CA082
1. Req status of veh rpr.
2. Dlr sts veh has been rprd and dOCS are with Svc Mgr, Keith.
3. RCAA request copy of RO and signed release be sent to RCAA to reimb dlr.
4. Provided name, phn # and fax #
5. Svc Adv sts will provide to SM to send info to RCAA.
6. RCAA thanked dlr for update and assistance.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	58,683

Eureka, CA[redacted] Prod. Date: 10/17/07 Dealer: CA082 Harper Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** NOTES 04/24/2013 08:38 AM Pacific Daylight Time JLopez Action Type:Facsimile rec.
RCAA rcvd fax of RO from dlr CA082
1. Added to hardfile.

*** NOTES 04/24/2013 08:38 AM Pacific Daylight Time JLopez Action Type:Manager review
GOODWILL 2 PV@NCA THIS DATE.

GOODWILL LOG UPDATED.

*** NOTES 04/24/2013 08:48 AM Pacific Daylight Time JLopez Action Type:Manager review
RCAA assigned case to RCAM for scorecard and final rvw.

*** NOTES 04/29/2013 06:55 AM Pacific Daylight Time MWirz Action Type:Manager review
Score card review completed
Assigned to JL for processing

*** NOTES 04/29/2013 07:16 AM Pacific Daylight Time JLopez Action Type:Manager review

[!<For Internal Use Only
NOTE: Pending checks from NCA.>!]

*** PHONE LOG 05/06/2013 11:58 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
CA called dlr CA082 and spoke with Antuan in the Finance Department.
1. Requested copy of Sales Contract.
2. Dlr advised they will send via FAX.

*** PHONE LOG 05/08/2013 02:06 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
CA called dlr CA082 and left message for Diane in the Finance Department.
1. Requested copy of Sales Contract.

*** PHONE LOG 05/09/2013 03:25 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
CA called and left message for Mr[redacted]l.
1. Requested copy of Sales Contract or Vehicle Registration.

*** PHONE LOG 05/10/2013 08:00 AM Pacific Daylight Time SamuelKim Action Type:Incoming call
CA spoke with[redacted].
1. Customer requested mailing address.
2. Advised he does not have access to a FAX machine.
3. Unable to scan to email.
4. Advised he will try to send out a copy of Sales Contract by end of today.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	58,683

Eureka, CA[redacted] Prod. Date: 10/17/07 Dealer: CA082 Harper Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** NOTES 05/29/2013 05:14 PM Pacific Daylight Time JLopez Action Type:Manager review

[!<For Internal Use Only
NOTE: Pending checks from NCA.>!]

*** NOTES 06/14/2013 03:45 PM Pacific Daylight Time JLopez Action Type:Manager review

[!<For Internal Use Only
NOTE: Pending copy of parts statement from NCA.>!]

*** CASE CLOSE 06/18/2013 09:22 AM Pacific Daylight Time JLopez
COPY OF DLR PARTS STATEMENT RCVD, ADDED TO HARDFILE. CLOSING CASE. NO FURTHER ACTION REQ'D

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161675[redacted]	[redacted]	133,000

Chesepeake, VA[redacted] Prod. Date: 4/27/07 Dealer: VA006 Southern Kia Greenbrier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 04/02/2013 09:29 AM US Mountain Standard Time BSherrick
CUst stated:
1. I went to get car inspected
2. ***AIRBAG*** light on
3. Took to shop and said pass ***SEAT*** mat is bad
4. Said there is a SC on it on certain makes but mine is not on that list
5. They said it needs the whole ***SEAT***
6. It will be $1300
7. Bought it from courtesy auto sales
8. They are the ones that diagnosed it
9. Want to find out if Kia can do something to help me

Writer stated:
1 Apologize
2. Did you have it diagnosed at a kia dealership?
3. The only way to see if it can be covered would be for you to take it to a dealer and have it diagnosed
4. You would have to auth the diag fee
5. Then we can ask the DPSM if he would cover the cost of the repairs
6. To be honest, your veh is well beyond the 5/60K warranty period for this
7. Chances are that he will not want to cover the repair
8. But it is up to you if you want to see if he will or not as I can't tell you for certain

Customer stated:
1. So there is nothing you can do unless I have it looked at by a kia dealer? (yes)
2. I will see if I can take it in to one and have it looked at then

*** CASE CLOSE 04/02/2013 09:29 AM US Mountain Standard Time BSherrick

*** PHONE LOG 05/13/2013 01:34 PM US Mountain Standard Time JIsaac Action Type:Incoming call
M[redacted] owner's father, stated
1. found out on web site that 2008 Rio is havnig issue with ***OCS*** mat
2. my daughter's car has also had the same problem
3. ***AIR BAG*** light is on and need to replace the ***OCS*** mat
4. is this vehicle effected by the same recall

wtr stated
1. apologized
2. advised no open SC on vehicle
3. do report all these issues to NHTSA
4. if there is a SC daughter will be notified through the mail

caller stated
1. thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161675[redacted]	[redacted]	133,000

Chesepeake, VA[redacted] Prod. Date: 4/27/07 Dealer: VA006 Southern Kia Greenbrier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 06/30/2015 03:59 PM US Mountain Standard Time AIbrahim Action Type:Incoming call
Customer States:

1. The ***AIRBAG*** light is on again
2. Hughes Automotive shop installed a used ***SEAT*** bottom on the ***PASSENGER*** side but the ***AIRBAG*** is on again
3. I called Kia dealer [Southern Kia Greenbrier] but they wanted $4000 to fix
4. Are there any recalls on this car?

Writer States:

1. Apologized
2. There are no recalls nor warranty repairs on ***AIRBAG*** on this unit
3. Please call VA006 to see if they can order the part you need
4. Provided VA006 phone#[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	102,000

Somerville, SC[redacted] Prod. Date: 11/2/07 Dealer: SC003 Stokes Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case History

*** PHONE LOG 04/04/2013 08:02 AM US Mountain Standard Time SCoder
[redacted] states:
1. Have concerns with the lights that go off automatically
2. Sometimes they do not turn off and will just dim
3. This causes my battery to drain
4. Also have had concerns with my A/C
5. Took it to the dlr they CND concern SC003
6. Dlr advised me that there is an issue with the body control unit
7. Wanted to know if it would be covered

Writer states:
1. Apologized
2. Advised can talk to dlr and get history on the veh
3. Kia does evaluate on a case by case basis
4. Please allow a few days to look into this for you
5. Cannot promise any assistance but can look into it for you
6. Gave case #

Customer states:
1. Thank you

*** PHONE LOG 04/05/2013 10:38 AM US Mountain Standard Time SCoder Action Type:Outgoing call
Writer called SC003 and spoke to AJ Service Manager:
1. Wanted to get information on customers concerns
2. A/C and lights

AJ Service Manager states:
1. A/C CND but want her to bring it back in for me to listen to the noise
2. She has been in before for noises
3. Thought it might be low on freon
4. We filled it up with dye and could not find any leaks
5. Requested she bring it back to me to listen so i can let her know if it is a normal noise
6. For the lights there is a TSB to replace the body controller 350-
7. Veh is out of warranty that would be customers expense

*** EMAIL OUT _ SCoder Action Type:External email
Send to:[CDavis@kiausa.com]
Charles,
1. Customer[redacted] 2008 Spectra 102000 KNAFE121185[redacted]
2. Veh was diagnosed at SC003 and AJ service manager advised there is a TSB to replace the body controller 350-
3. Customer is seeking assistance to have concerns resolve
4. Lights will stay on and drain her battery
5. Please advise 46373
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.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	102,000

Somerville, SC[redacted] Prod. Date: 11/2/07 Dealer: SC003 Stokes Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_SCoder_04-05-2013114411.doc>>

*** PHONE LOG 04/08/2013 12:49 PM US Mountain Standard Time SCoder Action Type:Incoming call
Mrs. [redacted] states:
1. Checking to see if you were able to find out anything about my case
2. I took it to the dlr and my ***AIRBAG*** light also came on
3. They found B1488 and it is the ***OCS*** mat sensor
4. Wanted to see if anything could be done about that
5. Just feel that now my veh is out of warranty everything is breaking

Writer states:
1. Apologized for not getting back sooner
2. Still working on case
3. Waiting to hear back from DPSM about your concerns
4. Advised will let them know as well of your ***OCS*** mat sensor and would like to have that covered as well
5. Will call back as soon as more information is available

Customer states:
1. Thank you

*** PHONE LOG 04/10/2013 07:08 AM US Mountain Standard Time SCoder Action Type:Outgoing call
writer called DPSM CDavis left VM
1. calling about customer[redacted]t 2008 Spectra 102000
2. vehicle was at SC003 found TSB to replace body controller
3. Customer seeking assistance on repair-$350
4. Customer also seeking assistance on ***OCS*** mat sensor
5. Please advise.
6. Left Case# and callback #

*** PHONE LOG 04/10/2013 07:11 AM US Mountain Standard Time SCoder Action Type:Outgoing call
Writer called [redacted]
1. Informing have not heard back on decision, will forward case to appropriate department for review.
2. Do apologize please allow 2 days for contact
3. left VM stating case # and callback #

*** NOTES 04/10/2013 07:13 AM US Mountain Standard Time SCoder Action Type:Manager review
Dispatching case
1. Customer seeking assistance on TSB body controller and ***OCS*** sensor

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	102,000

Somerville, SC[redacted] Prod. Date: 11/2/07 Dealer: SC003 Stokes Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

3. Please review for assistance
4. customer contacted

*** PHONE LOG 04/11/2013 04:24 AM US Mountain Standard Time SCoder Action Type:Incoming call
Writer received vm from DPSM CDavis at 9:46am
1. Returning call
2. Please give me a call back

*** PHONE LOG 04/11/2013 10:01 AM Eastern Daylight Time MMbadinga Action Type:Outgoing call
Writer left message for customer[redacted]:
1. Informing that case was forwarded to the regional office for review
2. The case has been assigned to Lisa Mitchell who will be contacting her within 24 business hrs
3. Provide analyst information and case N0. for further questions or concerns

*** PHONE LOG 04/17/2013 12:36 PM Eastern Daylight Time LMitchell Action Type:Outgoing call
Wtr states:
1. Called customer at[redacted] and left detailed VM

*** PHONE LOG 04/17/2013 02:33 PM Eastern Daylight Time LMitchell Action Type:Outgoing call
Wtr states:
1. Called customer again at[redacted] and left detailed VM

*** PHONE LOG 04/17/2013 03:05 PM Eastern Daylight Time MMbadinga Action Type:Outgoing call
Writer left a message for Eric svc mgr requesting ro's or call back

*** PHONE LOG 04/17/2013 04:09 PM Eastern Daylight Time LMitchell Action Type:Incoming call
Wtr states:
1. Customer returned call.
2. Apologized for concern.
3. Advised customer that we have not received her d***OCS*** from dealer.
4. Advised customer that we have requested them again with DPSM's assistance.

Customer states:
1. I've been having problems with the AC and the headlights for quite a while.
2. They could never duplicate the problem.
3. So the didn't fix anything. Now they tell me I have to pay because the warranty is expired.

Wtr states:
1. You've always taken your vehicle into the Kia dealer for these concerns? They are documented on RO's that they could not be duplicated?

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	102,000

Somerville, SC[redacted] Prod. Date: 11/2/07 Dealer: SC003 Stokes Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

1. Yes.

Wtr states:
1. I'd like to review all of your documentation and then let you know if I can assist you.
2. Hopefully, we'll have the documents tomorrow. It will take me a day or 2 to compile and analyze all of the data.
3. I'll contact you in 2-3 days with more information regarding whether or not I can assist you.

Wtr states;
1. Okay. Thank you.
2. Call ended.

*** PHONE LOG 04/24/2013 12:55 PM Eastern Daylight Time LMitchell Action Type:Outgoing call
Wtr states:
1. Called customer at [redacted] to advise I still have not gotten her RO's.
2. Apologized for the delay.
3. Advised her that we will request them again and get the DPSM involve to assist.

Cust states:
1. How long am I supposed to wait?
2. I need to know if this is going to be fixed!
3. I'm riding around with kids, you know.

Wtr states:
1. I do apologize.
2. However, I must see your vehicle's history since your mileage is so high and you are outside of the warranty.
3. We've requested them again.
4. I'll call you back as soon as I have received them and reviewed your vehicle's history.
5. Call ended.

*** PHONE LOG 04/24/2013 12:55 PM Eastern Daylight Time LMitchell Action Type:Web Contact

[!<For Internal Use Only
Wtr states:
1. Instructed admin to get RO's asap and contact DPSM for assistance. >!]

*** PHONE LOG 04/24/2013 01:01 PM Eastern Daylight Time MMbadinga Action Type:Outgoing call
Writer stated:
1. ro's not received, called and left vm for EG requesting update on getting ro's or call back

*** PHONE LOG 04/24/2013 01:03 PM Eastern Daylight Time MMbadinga Action Type:Outgoing call
Writer spoke to advisor George requesting ro's
George stated EG on training but will send over ro's

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	102,000

Somerville, SC[redacted] Prod. Date: 11/2/07 Dealer: SC003 Stokes Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** PHONE LOG 04/25/2013 04:28 PM Eastern Daylight Time LMitchell Action Type:Outgoing call
Wtr states:
1. Admin did not receive requested RO's.
2. Writer called SM, Eric at 843-414-5611, 843-469-0901 and advised we still have not received requested RO's

Eric advised:
1. I apologize, we've been short staffed this week.
2. I'll get them to you tomorrow morning,
3. Please email the customer info to me at edambaugh@stokesauto.com

Wtr states;
1. Okay. Thank you.
2. [writer emailed customer info and requested ROs to Eric]
3. Call ended.

Wtr states:
1. Called customer and advised we still have not gotten RO's due to short staffing at dealership.
2. Will get them sometime tomorrow and contact her as soon as I have reviewed vehicle history.
3. Possiblly Friday, if not, early next week.

Customer states:
1. Okay. Thank you.
2. Call ended.

*** PHONE LOG 05/03/2013 11:31 AM Eastern Daylight Time LMitchell Action Type:Outgoing call
Wtr states:
1. Received RO's from dealer.
2. First AC concern occured on 9/02/10 at 48,615 miles, RO[redacted]
3. Freon was low - topped off
4. Warranty for A/C expired at 50,000 miles
5. 2nd time for A/C concern (sloshing noise - purged air from system) 1/27/11, 57,955 miles, RO[redacted]
6. 3rd time for A/C concern (sizzling noise - purged air from system) 7/29/11, RO[redacted]
7. Writer finds that there are several more RO's for A/C concerns, but customer is well outside of warranty.
8. Called customer at [redacted] and left detailed message apologizing for delay, RO's received and reviewed.
9. Advised on VM; apologized, but cannot assist due to customer being well outside of warranty.

*** PHONE LOG 05/03/2013 11:32 AM Eastern Daylight Time LMitchell Action Type:Web Contact
Wtr states:
1. Writer also finds from carfax report that vehicle was in front end collision with another vehicle on 7/2/10 - Functional damage reported

*** PHONE LOG 05/03/2013 11:33 AM Eastern Daylight Time LMitchell Action Type:Web Contact

Wtr states:
1. Attached CarFax to case

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	102,000

Somerville, SC[redacted] Prod. Date: 11/2/07 Dealer: SC003 Stokes Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

*** CASE CLOSE 05/03/2013 11:39 AM Eastern Daylight Time LMitchell
No assistance. Customer well outside warranty. Veh has been in front end collision.

*** CASE CLOSE 08/01/2013 01:23 PM US Mountain Standard Time LSims
4+ Tread Review complete/ LS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	0

Portland, OR[redacted] Prod. Date: 2/24/09 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 04/09/2013 02:29 PM US Mountain Standard Time LHarrison
800# VM by Chris OR012
Provided Customer/VIN

1. Repeat visit: Sumplamp Switch Issue
2. Will replace brake switch
3. RO[redacted]
4. Customer call back is[redacted]

*** PHONE LOG 04/11/2013 08:59 AM US Mountain Standard Time HHill Action Type:Outgoing call
Writer Called Weston Kia spoke to Chris, service advisor:
1. Contact Name:[redacted]
2. Customer phone #: verified
3. Customer address: verified
4. Year/Model/Mileage of Vehicle: 2009 Spectra 49172
5. RO# and Open Date[redacted] 4/9/13
6. Days Down at initial Service Alert report: 1 day
7. Repair Issue: replaced stop lamp switch, complaint of brakes cnd
8. ETA for completion of repairs: completed
9. Repeat Repair (Y/N), if so, how many? Yes 11/5/12
10. Techline Case: No
11. Rental Provided? No
12. If so, since when?
13. DPSM contacted by dealer? yes

*** PHONE LOG 04/11/2013 09:17 AM US Mountain Standard Time HHill Action Type:Outgoing call
Writer called customer:
1. Calling in regards to recent trip to the dealer
2. Wanting to check how customer and vehicle are doing?
3. Does customer have any other concerns?
4. What is customer requesting of Kia?
5. Writer will contact dealer to gain other service history
6. Once writer has service history from dealer writer will send case to regional office
7. Please allow two business days for regional office to contact customer
8. Provided customer case number
9. Thanked customer for time

Customer states:
1. I been thinking about you guys thank you so much for calling me
2. I do have a real concern, they did the same thing for me a few months ago
3. The same part failed again and it affects the brakes on car
4. My concern is I'd had a similar problem with my ***SEAT***, and after three times they decided to fix the bottom ***SEAT***
5. This item is also a safety hazard and is giving me issues
6. To find out what's making that fail and fix it, is there something wrong with the main computer
7. As of right now I don't know that it's not working cause it's something that doesn't happen all the time
8. Just driving down the road the brakes locked up on me

Last_name	First_name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	0

Portland, OR[redacted] Prod. Date: 2/24/09 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Other

9. They must have a solution
10. Do you keep track of how many times that switch goes out?
11. The reason it concerns me is that if that thing starts to fail when I go into traffic then I'm gonna get banged
12. The folks at the station are willing and they work with me, they're very good about what they are doing
13. I just hate to have this happen when I am in traffic
14. It's not just a stop lamp switch it locks the brakes
15. I'm still working on the ***SEAT*** because it's not working now either, we gone three times
16. Recently we've been driving and the ***AIRBAG*** light is not working
17. They didnt do anything or find anything on that ***AIRBAG*** light
18. When my wife sits down it doesn't go off, it still says the ***AIRBAG*** is off and that's another safety issue
19. Thank you

*** PHONE LOG 04/11/2013 09:22 AM US Mountain Standard Time HHill Action Type:Outgoing call
Writer called Weston Kia;
1. Calling in regards to customer
2. Would like the service history regarding ***AIR BAG*** light
3. Thanked dealer for the information

Chris, service advisor, Weston Kia:
1. He'd come in a few times but we cnd
2. We were able to get it to act up back in 10/2012 replaced the right front ***SEAT*** bottom for ***OCS*** mat
3. Thank you

*** EMAIL OUT _ HHill Action Type:External email
Send to:[bsharp@kiausa.com]
Customer name is[redacted]
Owns a 2009 Spectra
VIN is KNAFE222295[redacted]
Customer has been to dealer twice for the stop lamp switch within 6 months
Writer is sending case to region for early intervention
Please review case notes
Thank you,
Hesany Hill
1-800-333-4542 ext 45544

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

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case[redacted]_HHill_04-11-2013101921.doc>>

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	0

Portland, OR[redacted] Prod. Date: 2/24/09 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Other

called cust. and left Vm for C/B

*** PHONE LOG 04/15/2013 01:42 PM Pacific Daylight Time CSanchez Action Type:Outgoing call
Rcaa called Dlr OR012 and spoke with Derrick
1. Dlr informed me that cust. was in on April 9th and they replaced brake light switch under parts warranty
2. Adv. cust. still has issue
3. Dlr adv. that CND in recent RO's but have replaced bottom of ***SEAT*** for ***AIR BAG*** light concern
4. Thanked and adv. will F/U upon speaking with the customer.

*** PHONE LOG 04/16/2013 02:41 PM Pacific Daylight Time CSanchez Action Type:Incoming call
cust. called in[redacted]
1. Cust. adv. still having concerns with veh.
2. Apologized and what is going on with veh.
3. Cust. sts dlr replaced brake light swtich 2x and has concern with safety
4. Apologized and adv. cust. if he still has issue with the veh., we want to have the dealership take a look at it
5. Cust sts. no current issue but afraid it may happen in the future
6. Informed cust. no way to tell what may happen in the future but if something does occur, KIA will repair under terms of warranty
7. Adv. cust. will contact Dlr to obtain RO's, in the meantime if i can get a copy of sales contract
8. Cust. adv. will mail copy to me as he does not have email or access to a fax
9. Adv. will F/U with cust. in a week regarding status of vehicle.

*** PHONE LOG 04/19/2013 03:00 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
CA called dlr OR007 and spoke with Josh in the Service Department.
1. Requested Customer Copy of all ROs.
2. Dlr advised they will send via FAX.

*** NOTES 04/19/2013 03:19 PM Pacific Daylight Time SamuelKim Action Type:Facsimile rec.

[!<For Internal Use Only
CA received RO from dlr OR007.>!]

*** PHONE LOG 04/19/2013 03:48 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
CA called dlr OR012 and spoke with Chris in the Service Department.
1. Requested Customer Copy of all ROs.
2. Dlr advised they will send via email.

*** NOTES 04/19/2013 03:54 PM Pacific Daylight Time SamuelKim Action Type:E-mail rec.

[!<For Internal Use Only
CA received ROs from dlr OR012.>!]

*** NOTES 04/22/2013 02:21 PM Pacific Daylight Time SCanchez Action Type:Mess

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	0

Portland, OR[redacted] Prod. Date: 2/24/09 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Other

NCA rec'd letter from customer. Customer states:
1. 10/30/12 Kia replaced brake switch.
2. On 4/9/13, same problem of brakes locking up.
3. You appear to be treating this as a brake light problem.
4. This is a safety problem - the brakes locking up with no warning.

Attaching letter to case and reassigning to CSanchez for further handling.

*** NOTES 04/25/2013 04:08 PM Pacific Daylight Time CSanchez Action Type:Manager review

[!<For Internal Use Only
CS reviewed ROs, will F/U with cust. tomorrow regarding repairs>!]

*** PHONE LOG 04/29/2013 09:49 AM Pacific Daylight Time CSanchez Action Type:Outgoing call
CA called cust. and spoke[redacted]
1. F/U to check on veh.
2. Cust. sts vehicle is running fine
3. Adv. cust. due to inconvenience would like to offer 1 est. CP
4. Cust. agreed and requested d***OCS*** be mailed to him
5. Adv. would Fedex to him and would F/U next week to see if he received it

*** NOTES 04/29/2013 10:15 AM Pacific Daylight Time CSanchez Action Type:Manager review

[!<For Internal Use Only
OL/RL created. FedEx to Cust. Copy added to hard file>!]

*** PHONE LOG 05/07/2013 02:38 PM Pacific Daylight Time CSanchez Action Type:Web Contact
CA called cust. spoke with wife
1. Cust. adv. have issure regarding release
2. Adv. more than welcome to review and submit for changes and can have legal dept. take a look
3. Cust. sts still reviewing with husband and might be better if I talk to huband
4. Adv. warranty still entact
5. Cust. thanked and will have husband call if any questions.

*** PHONE LOG 05/21/2013 04:06 PM Pacific Daylight Time CSanchez Action Type:Outgoing call
CA called cust. and spoke with[redacted]
1. Asked if customer reviewed OL/RL
2. Cust. adv. still reviewing
3. Adv. will f/u next week

*** PHONE LOG 05/28/2013 03:02 PM Pacific Daylight Time CSanchez Action Type:Outgoing call
CA called cust. and spoke with[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	0

Portland, OR[redacted] Prod. Date: 2/24/09 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Brake
Kia Case Type Lvl4: Other

2. Cust. adv. will not sign GW as feels that veh. has a bigger issue
3. Cust. adv. that will be bigger issue if concern repeats
4. Adv. cust. that if concern repeats, KIA will repair under warranty
5. Asked how vehicle is currently running
6. Cust. adv. vehicle is running fine.
7. Adv. to contact if any further questions or concerns

*** CASE CLOSE 05/28/2013 03:04 PM Pacific Daylight Time CSanchez
GW offered. Customer declined GW OL

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	108,000

Celina, TX[redacted] Prod. Date: Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 04/16/2013 01:49 PM US Mountain Standard Time HSanchez
Customer states:
1. I am calling regarding my vehicle concern.
2. This is about my ***PASSENGER*** side ***AIRBAG*** light.
3. I weigh about 99 lbs. and when I sit in ***PASSENGER*** side the ***AIRBAG*** light will not go off.
- it seems that the sensor is not detecting me
4. When a person who is heavier than me sits in the ***PASSENGER*** the light does go off accordingly.
5. I am calling to see if this is normal?
6. Will ***AIRBAG*** not deploy if I am in the ***PASSENGER SEAT*** during an accident?
7. Provided VIN.

Writer states:
1. Apologized.
2. Verified contact info.
3. Advised customer that sensor is designed to detect ***PASSENGER***s accordingly.
4. Explained writer would not have a concrete answer on sensor function or capabilities.
5. Recommended customer take vehicle to Kia dealer for official diagnosis.
6. Advised customer without the VIN# writer is unable to check for any open SC's
7. Offered additional assistance.

Customer states:
1. No additional questions.

*** CASE CLOSE 04/16/2013 01:49 PM US Mountain Standard Time HSanchez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161075[redacted]	[redacted]	113,000

Cedar Rapids, IA [redacted] Prod. Date: 6/12/07 Dealer: IA014 McGrath Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** CASE CLOSE 06/20/2013 01:47 PM US Mountain Standard Time HSanchez

*** PHONE LOG 06/20/2013 01:47 PM US Mountain Standard Time HSanchez
Customer states:

1. I just noticed that the ***AIRBAG*** light is on, on the instrument panel.
2. Took vehicle to IA014 for diagnosis.
3. IA014 advised that the cushion/sensor on ***PASSENGER SEAT*** has a short.
4. Is there any recall or anything on this concern?
5. Provided VIN.
6. How are recalls created?

Writer states:
1. Apologized.
2. Verified contact info.
3. Verified no open SC's.
4. Advised customer vehicle is outside the warranty period and any vehicle repairs would be an out of pocket expense.
5. Explained that recalls are handled with Kia and NHTSA working together to determine SC's etc.

Customer states:
1. I was just calling to confirm.
2. Thanked writer.

*** CASE CLOSE 07/10/2013 02:11 PM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121175[redacted]	[redacted]	84,694

Spanaway, WA[redacted] Prod. Date: 6/7/07 Dealer: WA025 Car Pros Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 07/02/2013 10:19 AM US Mountain Standard Time SCoder [redacted] states:
1. Wanted to know what the warranty is on the veh

Writer states:
1. Advised veh is out of BLW
2. Veh still has the remaining balance of the PTW 10/100 so 100k miles or until 9/27/2017
3. For the internal componats of the engine, transmission, and drive axles

Customer states:
1. OK so it would not cover the ***AIR BAG*** light?
2. Have taken it in before and they cleaned the connections
3. Now they say that it needs a new mat sensor

Writer states:
1. Advised that the veh is outside of the 5/60 BLW that would fall under
2. Kia does evaluate on a case by case basis
3. Process takes about 2 business days
4. Gave case # and call back #

Customer states:
1. thank you
2. You can try to reach me on my cell if my home number does not work
Cell: [redacted]

*** PHONE LOG 07/02/2013 02:27 PM US Mountain Standard Time SCoder Action Type:Outgoing call
Writer called WA025 and spoke to Natasha in Service
1. requested history on veh

Natasha in Service States:
1. Customer came in on 6/13 for concerns with the ***AIR BAG***
2. Customer was back in today 7/2 RO[redacted]
3. Customer has only been in 2x for maintenance work
4. Veh has ***AIRBAG*** light on need to replace ***OCS*** mat sensor
5. Repairs were quoted at $ 1118.56

*** EMAIL OUT _ SCoder Action Type:External email
Send to:[mwhite@kiausa.com]
Mark,

Customer name: [redacted]
Vin: KNAFE12117[redacted]
MY and Mileage: 2007 Spectra 84,694
Selling Dlr:Car Pros Kia WA025
Original Owner: Y
Current issue and diagnosis: ***AIRBAG*** light is on Dlr advised needs replacement mat sensor 1118.56 in repairs

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121175[redacted]	[redacted]	84,694

Spanaway, WA[redacted] Prod. Date: 6/7/07 Dealer: WA025 Car Pros Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Able to Duplicate: Y
Repair History of current concern with dates and mileage: 7/2 RO[redacted] 84694
6/13

Customer Request: Customer is seeking assistance in repairs
Justification for goodwill Assistance:
Maintenance history: Customer has only been in to the dlr 2x

Please advise
x46373

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*** PHONE LOG 07/03/2013 07:27 AM US Mountain Standard Time BSherrick Action Type:Incoming call
Cust stated:
1. She had all her maint done but it wasn't at the Kia dealership
2. I wanted to know if she wanted me to fax in that info to her

Writer stated:
1. Apologize
2. She just wanted to know if you had maint done at the kia dealership
3. That would show that you've provided business to the dealership
4. Its more likely that they will provided GW if you've shown consistent loyalty to them
5. If its not maint done at the dealership, she won't need that info
6. There is no maint that needs done on the *OCS* mat
7. She will contact you back once she gets a response from the DPSM

Customer stated:
1. OK Thank you

*** NOTES 07/03/2013 09:26 AM US Mountain Standard Time SCoder Action Type:Manager review
Writer received email from DPSM MWhite at 9:25am that states:
1. No goodwill will be offered

*** PHONE LOG 07/05/2013 12:38 PM US Mountain Standard Time SCoder Action Type:Outgoing call
Writer called[redacted] and left vm
1. Following up on requests
2. Did receive an answer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121175[redacted]	[redacted]	84,694

Spanaway, WA[redacted] Prod. Date: 6/7/07 Dealer: WA025 Car Pros Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

3. Requested call back
4. Left case # and call back #

*** PHONE LOG 07/08/2013 07:33 AM US Mountain Standard Time SCoder Action Type:Incoming call
Writer received vm at 8:32am
[redacted]

*** PHONE LOG 07/08/2013 12:47 PM US Mountain Standard Time SCoder Action Type:Outgoing call
Writer called [redacted] and phone rang and disconnected

*** PHONE LOG 07/08/2013 12:49 PM US Mountain Standard Time SCoder Action Type:Outgoing call
Writer called [redacted] and left vm
1. Following up on requests
2. Did receive an answer, at this time kia is not able to offer any assistance out side of the warranty
3. Requested call back if any questions or concerns
4. Left case # and call back #

*** CASE CLOSE 07/08/2013 12:49 PM US Mountain Standard Time SCoder

*** PHONE LOG 07/08/2013 02:02 PM US Mountain Standard Time SCoder Action Type:Incoming call
[redacted] states:
1. calling back

Writer states:
1. Apologized after review no assistance will be provided outside of the warranty
2. Reviewed with the dlr, DPSM and our office on current concern and what would be needed for repair

customer states:
1. Thank you

*** CASE CLOSE 07/08/2013 02:02 PM US Mountain Standard Time SCoder

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162785[redacted]	[redacted]	71,910

Riegelville, PA[redacted] Prod. Date: 11/5/07 Dealer: PA060 Gateway Kia of Quakertown

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 07/18/2013 08:29 AM US Mountain Standard Time DLyons
Cust taets:
[redacted] - husband

1. The vehicle is showing a problem with the ***AIRBAG*** system, the ***AIRBAG*** light was on
2. The dealer advised that there is a pressure sensor mat that needs to be replaced
3. They stated that the ***SEAT*** bottom needs to be replaced, the dealer is saying that this is our cost
4. I wanted to speak to the DPSM to determine if this is a defect?

Writer advised:
1. Apologized
2. The warranty for the ***AIRBAG*** system is covered by l/b warranty
3. The warranty has expired as of 03/21/2013 to 60K
4. The DPSM can be contacted by writer and can advocate for customer
5. Will need to contact your dealer for the repair information
6. If a vm is left for DPSM will need to allow 24 hours for response, then will return call to custmer.
7. Updated cust info, no previous cases, nosc

*** PHONE LOG 07/18/2013 12:48 PM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called dealership, Gateway Kia of Quakertown to speak to service: left message Diane
1. Calling to get repair information for customer
2. Cust is asking for assistance with the ***SEAT*** bottom replacement.
3. left name number ext & case#, left customer information.

*** PHONE LOG 07/19/2013 09:56 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called dealership, Gateway Kia of Quakertown to speak to service: Chuck
1. Calling to get repair information for customer and the ***SEAT*** replacement due to the ***AIRBAG*** light being on

Chuck states:
Contact Name: verified
Customer phone #: verified
Customer address: verified
Year/Model/Mileage of Vehicle: 08 Spectra 71910
RO# and Open Date: RO#[redacted] 7/17/2013
Days Down at initial Service Alert report:
Repair Issue: cust came in with ***AIRBAG*** light coming on dlr scanned for codes got C1448 was found - ***PASSENGER*** matt sensor needed
ETA for completion of repairs: waiting for customer authorization.
Repeat Repair (Y/N), if so, how many? N
Techline Case: N
Rental Provided? If so, since when? N
DPSM contacted by dealer? Not sure

4/2008 was the last time that the vehicle was here for rattle dlr unable to duplicate no further service or visits to this dealer.

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162785[redacted]	[redacted]	71,910

Riegelville, PA[redacted] Prod. Date: 11/5/07 Dealer: PA060 Gateway Kia of Quakertown

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 07/19/2013 10:00 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called DPSM DBobe: left vm
1. Calling regarding customer [redacted] 1st owner of 08 Spectra vin# KNAFE1627850[redacted] with 71910
2. Cust went to PA060, Gateway Kia of Quakertown, for ***AIRBAG*** light being on
3. Dealer received code C1448 was found - ***PASSENGER*** matt sensor needed
4. Cust is outside of factory warranty and requesting assistance with the ***PASSENGER SEAT*** replacement
5. Left name number ext & case# for return call. Will e mail DPSM

*** EMAIL OUT _ DLyons Action Type:External email
Send to:[dbobe@kiausa.com]
Devon,

Calling regarding customer [redacted], 1st owner of 08 Spectra vin# KNAFE162785[redacted] with 71910 miles. Cust went to PA060, Gateway Kia of Quakertown, for ***AIRBAG*** light being on. Dealer received code C1448 was found - ***PASSENGER*** matt sensor needed . Cust is outside of factory warranty and requesting assistance with the ***PASSENGER SEAT*** replacement. Cust has not been tot he dealer since 4/2008 no previous history for this and no SC. Please review case to determine if there is further assistance for customer. Thank you DLyons 800-333-4542 x 46252

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*** NOTES 07/22/2013 06:43 AM US Mountain Standard Time DLyons Action Type:E-mail rec.
E mail from DPSM:
1. The offer for assistance for cusotmer is that KMA will pay for part if customer pays for labor.

*** PHONE LOG 07/22/2013 06:47 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called customer:
1. Calling to follow up with customer regarding request for assistance with the ***SEAT*** bottom
2. Contacted DPSM who is willing to pay for the part if customer pays for the labor

Cust tates:
1. Ok, what do I do from here

Writer advised:
1. Call your dealer and schedule an appointment for the install of the ***SEAT***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162785[redacted]	[redacted]	71,910

Riegelville, PA[redacted] Prod. Date: 11/5/07 Dealer: PA060 Gateway Kia of Quakertown

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 07/22/2013 11:08 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called dealership, Gateway Kia of Quakertown to speak to service: Chuck
1. Calling to determine if your DPSM has contacted the dealer stateding the offer to customer
2. That KMA will pay for the part and the customer is to pay for the labor

Chuck states:
1. Don is the service advisor, I will follow up with him to make sure
2. Know that the dealer was speaking to the custmer.

WRiter thanked Chuck for the information.

*** CASE CLOSE 07/22/2013 11:09 AM US Mountain Standard Time DLyons

*** CASE CLOSE 10/11/2013 05:24 AM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121175[redacted]	[redacted]	40,000

Waggaman, LA[redacted] Prod. Date: 12/14/06 Dealer: LA032 Premier Kia of Kenner

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioning Device Operation

Case History

*** PHONE LOG 07/24/2013 10:51 AM US Mountain Standard Time DLyons

*** PHONE LOG 07/24/2013 11:02 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Cust states:
1. In the past we have taken the vehicle to the dealer
2. The dealer has not delt with us the way we felt they should
3. There is an intermittent issue with the vehicle air conditioner blower is not working - it will cust off when using the fan
4. The vehicle has gone to the daeler in for the dealer previous to today
5. The ***AIRBAG*** light is on the dash and the light will not go off - it will not go off when someone is sitting in the ***SEAT***
6. I would like to know from KMA if I am responsible for the ***AIRBAG*** system - 1st time at the dealer

Writer advised:
1. Apologized
2. The dealer will need to duplicate the concerns for customer
3. But the warranty for the ***AIRBAG*** system and the fan for the a/c has expired as of 06/10/2013
4. This office will be happy to follow up with customer after there is a diagnosis on the vehicle
5. Does customer do the services at the dealer?

Cust states:
1. Have done some oil changes and fluid flush
2. I do my own brakes and tires, and my own oil changes

Writer advised:
1. Will follow up with your dealer for diagnosis and previous repair history
2. From there will return call to customer to advise of the status
3. Updated cust info, no previuos cases, no sc, provided contact info & case#

*** PHONE LOG 07/25/2013 06:38 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called dealership, Premier Kia of Kenner: get fast busy

*** PHONE LOG 07/25/2013 06:39 AM US Mountain Standard Time DLyons Action Type:Web Contact
Wirter went to dealer website called dealer at 877-660-2549 - fast busy

*** PHONE LOG 07/25/2013 06:40 AM US Mountain Standard Time DLyons Action Type:Web Contact
,Wrietr called dealership, Premier Kia of Kenner, per flash called Gary Van Aspern - (985) 772-7740 - this numer is not in service;

*** PHONE LOG 07/25/2013 06:59 AM US Mountain Standard Time DLyons Action Type:Outgoing call
WRier called DPSM RStricklen:
1. Calling to determine if there is a new number for Premier Kia of Kenner
2. Called the number in clarify, fast busy, went to dealer website and called 877 # - fast busy, called SM # in flash - disconnected

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121175[redacted]	[redacted]	40,000

Waggaman, LA[redacted] Prod. Date: 12/14/06 Dealer: LA032 Premier Kia of Kenner

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioning Device Operation

3. Calling to determine the number for the dealer

DPSM states:
1. Have phone number Rick Kydd is service manager dlr number is - 504-455-6887 or (985) 722-7740

Writer thanked DPSM for the information.

*** PHONE LOG 07/25/2013 06:59 AM US Mountain Standard Time DLyons Action Type:Web Contact
Writer called dealreship at 504-455-6887 fax number

*** PHONE LOG 07/25/2013 07:00 AM US Mountain Standard Time DLyons Action Type:Web Contact
Write rcalled dealership at (985) 722-7740 - not accepting calls at this time, try your call again later.

*** PHONE LOG 07/25/2013 08:41 AM US Mountain Standard Time MBurgess Action Type:Incoming call
Ray from LA032
wtr stated
1 Calling regarding case
2. Thanks

Wtr stated
1. Advised wtr can check if FCM available
-Placed on hold
Contacted DLyons
- Transferred to Dlyons

*** PHONE LOG 07/25/2013 08:46 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer received transfer call from MBurgess, with Ray - Premier Kia of Kenner:
1. I was calling about customer and need to verify the warranty for customer

Writer advised:
1. Thank you for your call, writer attempted to reach the dealer this morning

Ray states:
1. The phones are down, we are working on them now
2. We just needed to confirm the warranty
3. Cust is stating that he had an issue with the fan not working
4. Cust was here in 6/2012 so I will contact my DPSM once we have diagnosis to see if there is any assistance for customer

Writer advised:
1. Thank you again, will follow up with the dealer tomorrow
2. Advised that cust is a Jr, can see he has powertrain warranty but l/b warranty expired on 6/10/2013

Ray states:
1. Ok, I can see warranty now
2. I will call the DPSM to see if there is any assistance for customer

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121175[redacted]	[redacted]	40,000

Waggaman, LA[redacted] Prod. Date: 12/14/06 Dealer: LA032 Premier Kia of Kenner

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioning Device Operation

Writer thanked Ray,

*** PHONE LOG 07/26/2013 06:08 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called dealership, Premier Kia of Kenner, to speak to service: left vm for Ray
1. Calling to get an update on customer diagnosis for a/c fan not working
2. Cust was calling for assitance outside of warranty
3. Calling to determine if DPSM was contacted and if there was any assistance for customer.
4. Left name number ext & case# for return call, left cust and vin# info for return call.

*** PHONE LOG 07/26/2013 06:10 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called customer:
1. Calling to follow up with customer
2. The dealer had phone issues yesterday so was not able to get repair information
3. Wanted to advise that writer is still attempting to determine if there is further assistance for customer
4. Left name number ext & case# for return call.

*** PHONE LOG 07/30/2013 05:44 AM US Mountain Standard Time DLyons Action Type:Web Contact
Writer called dealership, Premier Kia of Kenner - spoke to Ray
1. Calling to get an update regarding customer needed repairs.

Ray states:
1. We ordered ***PASSENGER SEAT*** mat
2. a/c fan and resistor , parts are due in today
3. The vehicle is still at the dealer and we should be able to complete today if parts come in

Writer thanked Ray, will follow up again tomorrow.

*** PHONE LOG 07/31/2013 07:56 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called dealership, Premier Kia of Kenner - left vm for Ray
1. Calling to get an update regarding customer needed repairs.
2. Did the dealer get the needed parts and complete the repair?

*** NOTES 07/31/2013 07:57 AM US Mountain Standard Time DLyons Action Type:Manager review
writer failed to note, left name number ext & Case# for return call, left customer info.

*** PHONE LOG 08/01/2013 05:55 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called dealership, Premier Kia of Kenner, spoke to Ray:
1. Calling to determine if customer repairs completed for customer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121175[redacted]	[redacted]	40,000

Waggaman, LA[redacted] Prod. Date: 12/14/06 Dealer: LA032 Premier Kia of Kenner

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Air Conditioning
Kia Case Type Lvl4: Air Conditioning Device Operation

1. The vehicle was completed cust has been notified
2. I have three customers, if you would like to hold, I can check

Writer advised:
1. Will follow up with customer, thank you

*** PHONE LOG 08/01/2013 05:56 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called customer: left vm
1. Calling to determine if your vehicle was picked up from Premier Kia of Kenner
2. Wanted to confirm that repairs completed has resolved cust concerns
3. Left name number ext & case# for return call.

*** NOTES 08/01/2013 01:07 PM US Mountain Standard Time DLyons Action Type:Manager review
Make 2nd call to customer and send call me letter if no response from customer.

*** PHONE LOG 08/08/2013 07:20 AM US Mountain Standard Time JLiera Action Type:Outgoing call

Called Cust
Writer stated:
1. No answer
2. LVM with contact number and case number
3. Following up on your recent visit to the Kia dealership
4. Wanted to see if you had picked up your vehicle and if there were any other questions or concerns
5. Requested a call back

*** CASE CLOSE 08/13/2013 04:06 PM US Mountain Standard Time DFerrick
Call me letter sent out

*** CASE CLOSE 10/11/2013 05:48 AM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161075[redacted]	[redacted]	85,000

Richardson, TX[redacted] Prod. Date: 5/29/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** NOTES 07/31/2013 04:23 PM clarify Action Type: Manager review
*** Performed by contact: [redacted]
Hello,

My Kia is a 2007 Spectra5. It's 6 years old now, so the warranty expired last August (12 months ago). However, the vehicle's ***AIRBAG*** light came on recently, and the dealer diagnosed it as error code B1448 - ***OCS*** Mat Defect. The estimate for the repair is about $1,800 total. Are there any known recalls or issues that may cover this repair? Considering the vehicle is just out of warranty, I feel that a randomly defective part (that's part of the safety system) may be covered by a recall or TSB in some way.

Thanks,
Mitch

*** PHONE LOG 08/08/2013 03:53 PM US Mountain Standard Time ASoto Action Type:Outgoing call
Writer called cust and states:
1. There isnt a SC on your veh regarding the AB
2. This would be a cust pay

Cust states:
1. It is what it is
2. Disappointed

*** CASE CLOSE 08/08/2013 03:54 PM US Mountain Standard Time ASoto

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	73,000

Arcata, CA [redacted] Prod. Date: 6/4/08 Dealer: CA082 Harper Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 08/07/2013 01:07 PM US Mountain Standard Time ERuiz
Caller
[redacted]

1. I just got a call back from the svc dept.
2. Geo in Svc told me to call you to see what can be done about this.
3. He said that there's something wrong w/ the a/b.
4. This is the same part that was replaced on 1/20/12 .
5. I was told that i have to pay some $1700 for a new module.
6. I was advised to call you to see what can be done about it.

Writer
1. I am sorry for the inconvenience.
2. I will call the svc dept for more info.

Caller
1. Are you going to call me right back?

Writer
1. No, I have to contact my DPSM after I speak to the svc dept.
2. The process could take up to 24 hrs.

Caller
1. I need my car back.

Writer
1. You're asking assistance beyond the warranty coverage.
2. You already know that the part is not covered.
3. I will now call the DPSM for possible repair assistance.
4. G/w repair assistance is not guarantee.
5. You case number is [redacted].
6. I can be reach at ext 45605.

Caller
1. My number is [redacted].

*** PHONE LOG 08/08/2013 09:28 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Wrt called CA082
2. Wrt spoke to Julie in svc
3. She stated:
a) The Svc Mgr is not here at the moment.
b) I can take a message and have him call you back.
4. I can be reach at 800 333-4542 x 45605.
5. Reference number is [redacted]

*** PHONE LOG 08/08/2013 12:44 PM US Mountain Standard Time SCoder Action Type:Incoming call
Service Manager Geo from CA082 states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	73,000

Arcata, CA[redacted] Prod. Date: 6/4/08 Dealer: CA082 Harper Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. Returning a call from Zeke about a customer[redacted]

Writer states:

1. Do see here customer is seeking assistance on repairs for and ***AIRBAG*** light?

Geo states:

1. Yes it is the ***PASSENGER AIR BAG*** mat sensor
2. ***AIRBAG*** light is on again and needs same replacement that they had done back in 2012
3. Mat was replaced on 2/1/2012 at 44850miles
4. Vehicle is back in with the same concerns for the mat sensor
5. Customer does do all his maintenance with us on all 4 of his Kia vehicles
6. He is always very prompt on maintenance both repairs, maintenance, and oil changes

Writer states:
1. Will let case manager know

Geo states:
1. Thank you

*** PHONE LOG 08/09/2013 09:00 AM US Mountain Standard Time LuciaPaz Action Type:Incoming call
Ms[redacted] stated
1. Provided case#
2. Spoke with Ezequiel yesterday
3. He said would get a callback within 24 hours
4. It has been 24 hours, have not gotten a callback
5. Called CA082 and they are also not answering the call
6. I need to know what is going on
7. Is the part under warranty?
8. Will I have to pay for the repairs, or is someone going to help me
9. I want an answer

Wrt stated
1. Apologized
2. FCM is currently working on cust request
3. The parts have a 12 month 12K warranty
4. Cust is past the time and mileage for the parts warranty
5. Will document cust concern for FCM ERuiz
6. Will notify cust request for callback ASAP

Ms[redacted] stated
1. Ok, thank you
2. Please make sure he calls me today

*** PHONE LOG 08/09/2013 10:39 AM US Mountain Standard Time ERuiz Action Type:Incoming call
Writer
1. Wrt received a v/m message from Lisa Kim at 3:11 pm on Thursday

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	73,000

Arcata, CA[redacted] Prod. Date: 6/4/08 Dealer: CA082 Harper Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

2. Cst requested a call back at [redacted]

*** EMAIL OUT _ ERuiz Action Type:External email
Send to:[ASmith@kiausa.com]
++DPSM Contact Template++
a) Customer name: [redacted]
b) VIN: KNAFE222895[redacted]
c) MY and Mileage: 2009 Spectra, 73k miles.
d) Dealer Code: CA082
e) Selling Dealer: Yes
f) Original Owner: Yes
g) Current Issue and Diagnosis:
- The ***PASSENGER AIR BAG*** mat sensor needs to be replaced.
h) Repeat Concern? Yes
i) Able to Duplicate? Yes
j) Repair History of current concern with Dates and Mileage:
- Mat was replaced on 2/1/2012 at 44850miles
k) Customer Request:
- G/w repair assistance.
l) Justification for goodwill assistance?
- Dlr said Customer does do all his maintenance with them on all 4 of his Kia vehicles
- Please let wrt know your decision - Ext 45605.

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[redacted]_ERuiz_08-09-2013113243.doc>>

*** PHONE LOG 08/09/2013 11:10 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Wrt called DPSM, Andre Smith.
2. Wrt explained the cst's request and veh's repair history.
3. Andre stated:
a) I will take care of the cost of the parts as a one time g/w only.
b) Cst will have to pay for labor.
c) Make sure your speak to Keith Hodge.
d) He will have to write in the r/o this is a one time g/w offer.
4. Thank you.

*** PHONE LOG 08/09/2013 11:12 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Wrt called CA082 at (707) 443-7311
2. Wrt was trans'd to Keith Hodge's v/m

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	73,000

Arcata, CA[redacted] Prod. Date: 6/4/08 Dealer: CA082 Harper Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

3. Wrt lvm explaining the DPSM's decision and request for him.

*** PHONE LOG 08/09/2013 11:13 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Wrt called [redacted].
2. Wrt explained the DPSM's decision to pay for the cost of the part as a one time g/w only.
3. Please speak to Keith in svc for more info.

Caller
1. Thank you.

*** CASE CLOSE 08/09/2013 11:14 AM US Mountain Standard Time ERuiz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	79,576

Virginia Beach, VA[redacted] Prod. Date: 12/23/06 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 08/22/2013 09:06 AM US Mountain Standard Time LLClark
Customer states:
1. I've been having some problems with my car, and I have been in contact with the dealer
2. We purchased the car on 2011, and it took months for them to decide to replace the transmission
3. The shifting mechanism needed replaced as well
4. So that finally got taken care of and we got the car back in March
5. Now, we have been trying to get the car through inspection, and it won't pass
6. I am being told that there is a ***PASSENGER*** side ***AIRBAG*** sensor that is needed, and the whole steering rack needs replaced
7. We were given a huge estimate for the repairs, and I am hoping to find out what kind of help you can offer, if any

Writer states:
1. Apologized
2. Advised with the vehicle purchased used, vehicle carried the remainder of 5y/60k mile warranty
3. Advised at 79k miles, the warranty is expired by 19k miles
4. Advised Kia would be unable to assist at this time

Customer states:
1. Is it possible to speak with someone above you?
2. This is something that I will not stop with, so if there is anything that you can do, I sure would appreciate it
3. I mean if this had been purchased new, it would qualify for Lemon Law

Writer states:
1. Apologized
2. Advised if the vehicle had been purchased new, it would have the 10y/100k mile PTW, which could possible cover some of the repairs, but not all
3. Advised at 20k miles outside the warranty, there is little, if anything that Kia would consider

Customer states:
1. Well, even if there were something
2. The repairs are going to go more than the car is worth

Writer states:
1. Apologized
2. Advised writer will call dealer for history and forward request through DPSM, who determines warranty and goodwill for the dealer
3. Which dealer is the vehicle at?

Customer states:
1. It's not at a dealer
2. It's at an independent facility

Writer states:
1. Apologized
2. Advised without a dealership diagnosis, there is absolutely nothing that can be done

Customer states:
1. So let's say I take the car to a dealer
2. Then what?

Writer states:

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	79,576

Virginia Beach, VA[redacted] Prod. Date: 12/23/06 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Advised the chances of assistance increase slightly
2. Advised writer would be able to call dealer for current diagnosis, maintenance and warranty history, and go from there
3. Advised without dealership diagnosis, Kia's hands are completely tied, and there is nothing that can be done

Customer states:
1. OK, I will think about this, do some research and talk to some people
2. If I decide to take the car to a dealer, I will call back

*** CASE CLOSE 08/22/2013 09:06 AM US Mountain Standard Time LLClark

*** PHONE LOG 09/25/2013 06:40 AM US Mountain Standard Time SCoder Action Type:Incoming call
Mother of [redacted] states:
1. I am calling because my daughter has a 2007 Spectra
2. She bought it used
3. She has had problems with the transmission that was taken care of
4. Now it is a concern with an AIRBAG light and steering
5. She can no longer drive the vehicle and she still has to pay for it
6. Wanted to know what can be done

Writer states:
1. Apologized
2. Has she taken the vehicle to the dealership?
3. Vehicle is currently outside of all warranty as a second owner she would have had the remaining balance of the 5/60 BLW PTW for manufacture defects

Customer states:
1. I think it has been to the dealership in Woodbridge VA
2. The service manager said that he would be able to fix the vehicle and so when she said she was going to tow it in he back down from paying for the repairs

Writer states:
1. Advised for Kia to evaluate for assistance out side of the warranty vehicle would need to be diagnosed at a Kia dealership
2. Will need to know what needs to be repaired
3. At that time we can start the process of looking into any assistance cannot guarantee any assistance
4. Will have to pay to the dealership to diagnose the vehicle and authorize the diagnose.

Customer states:
1. So is there anything that can be done since he said the repairs would be covered and then he backed out

Writer states:
1. Advised can file a complaint however dealership will only be able to repairs that are authorized by the customer.

Customer states:
1. Thank you

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	79,576

Virginia Beach, VA [redacted] Prod. Date: 12/23/06 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** CASE CLOSE 09/25/2013 06:41 AM US Mountain Standard Time SCoder

*** CASE CLOSE 10/09/2013 01:32 PM US Mountain Standard Time LSims
AIRBAG Tread review complete/ LS

*** PHONE LOG 03/20/2014 11:57 AM US Mountain Standard Time APark Action Type:Incoming call
Mother called and states:
1. This is my daughter's vehicle.
2. She is still making pmts still
3. She had issues with this vehicle since she purchased this vehicle
4. She paid 2000 dollar because it wouldn't pass inspection recently.

Writer states:
1. Apologized.
2. Checked AS400 for any Open SC-none and for any previous cases
3. What was wrong with the vehicle?

Customer states:
1. She has ***AIRBAG*** light that was coming on
2. Transmission had to be rebuilt
3. Steering system was wrong
4. Found out that there was a recall

Writer states:
1. Which Open SC are you referring to?

Customer states:
1. I'm just calling you guys because my daughter has been having problems with this vehicle since she purchased this vehicle used.
2. She took her veh to Autoshop
3. She was finally able to get the transmission taken care of she didn't have any issues.
4. It's just other stuff that she has problems with this car.

Writer states:
1. I understand.
2. But inorder for writer to further assist, writer would need to get some information.
3. Is there a way you can let her know to contact us?
4. Which dlr did she go to for the repair issue?
5. Advised that as subsequent owner:
-5/60 LBW/PTW/RSA; whichever comes first;
6. Both have expired.

Customer states:
1. I am aware that her warranty has expired.
2. I don't know which Kia dlr she went to for transmission.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	79,576

Virginia Beach, VA[redacted] Prod. Date: 12/23/06 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

3. Can I just get the case number so I can give it to her.
4. I'll have her to call you guys.

Writer states:
1. Okay.
2. Gave case number/800 for cb.
3. Thanked the customer.

*** CASE CLOSE 03/20/2014 12:06 PM US Mountain Standard Time APark

*** PHONE LOG 03/24/2014 04:19 PM US Mountain Standard Time HSanchez Action Type:Incoming call
Customer states:
1. I am calling about an existing case.
2. Provided case#.
3. I have had problems with this vehicle since I purchased it.
4. The vehicle was pre-owned and did have over 60K miles at the time of the purchase I believe.
5. Initially there was an issue with my transmission which was finally replaced.
6. Then there was a problem with the steering system.
7. Koons Kia had supposedly resolved my steering concern (steering is binding).
8. I recently moved to Virginia Beach VA and was unable to pass a vehicle inspection.
   - I have not been able to drive my vehicle for a year because of this
9. My vehicle is currently at VA043 for diagnosis.
10. VA043 advised me that the cost of the replacement ***SEAT*** needed to resolve the ***AIRBAG*** warning concern is 1200.00 for just the part.
11. I understand I am out of the warranty period although I am a [redacted] year old mother of two children and I cannot afford the repair cost even though I am still paying the loan in it.
12. I am just hoping someone at KMA has a heart and would be willing to assist.
   - KMA is a large corp. and wouldn't loose much by assisting my in the cost of this repair

Writer states:
1. Apologized.
2. Verified contact info.
3. Verified no open SC's.
4. Advised customer that once vehicle is outside of the warranty period any and all repairs would be customers expense.
5. Advised customer that writer would be happy to follow up with dealer for further info.
6. Writer will also contact/involve dealer DPSM to determine if DPSM would consider offering any repair assistance outside of the terms of KMA warranty.
   - no promises made
7. Although writer will do everything possible to get and answer for customer as soon as possible.

Customer states:
1. I am literally up for vehicle repossession this Friday if I cannot pay the loan payment.

Writer states:
1. Understood.
2. Provided writers name/extension/case#.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	79,576

Virginia Beach, VA[redacted] Prod. Date: 12/23/06 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

3. Explained that once writer receives a response or update customer will be notified accordingly.
   - KCAC typically allows 48 hours for DPSM to respond
   - although writer will attempt to expedite the process
4. Requested call back if immediate assistance is needed in the meantime.

Customer states:
1. That is all I am asking for, for someone to have a heart.
2. If there was anyway I could help someone I would.

Writer states:
1. Thanked customer for continued patience.
2. Advised customer writer will follow up as soon as possible.
3. Offered additional assistance.

Customer states:
1. No other questions at this time, thanked writer for assistance.

*** NOTES 03/25/2014 08:23 AM US Mountain Standard Time HSanchez Action Type:Manager review
Writer called VA043 and left VM for SVC MGR :
1. Gave name, 800#, extension and case number.
2. Gave last 8 of VIN.
3. Calling to verify diagnosis status.
   - and to confirm price quote customer mentioned for ***SEAT/AIRBAG*** sensor replacement
4. Requested callback.

*** NOTES 03/26/2014 10:30 AM US Mountain Standard Time HSanchez Action Type:Manager review
Writer received VM from SVC MGR Francine stating:
1. Returning writer call regarding customer case.
2. Provided case#.
3. Requested call back if needed.

*** NOTES 03/26/2014 10:37 AM US Mountain Standard Time HSanchez Action Type:Manager review
Writer called VA043 and states:
1. Calling regarding customer case.
2. Provided customers name.
3. Inquired if customer regularly performs service or maintenance at dealership?
4. What was the repairs estimate for vehicle repairs?

SVC MGR Francine states:
1. Customer just recently moved here so this was here first visit here.
2. Vehicle repair estimate is approximately 1600.00.

Writer states:
1. Writer will contact DPSM to determine what if any GW assistance may or may not be provided.
2. Thanked SVC MGR for assistance.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	79,576

Virginia Beach, VA[redacted] Prod. Date: 12/23/06 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** NOTES 03/26/2014 10:41 AM US Mountain Standard Time HSanchez Action Type:Manager review
>DPSM NOTIFIED OF CUSTOMERS GW REQUEST VIA EMAIL<

*** NOTES 03/27/2014 08:25 AM US Mountain Standard Time HSanchez Action Type:Manager review
Writer called DPSM Glen Vetzikian and left VM stating:
1. Gave name, extension and case number.
2. Gave customer name and last 8 of VIN.
3. Calling to review customers GW assistance request.
4. Requested callback.

*** NOTES 03/27/2014 10:05 AM US Mountain Standard Time HSanchez Action Type:Manager review
Writer received VM from DPSM Glen Vetzikian stating:
1. Returning writer call regarding customer GW request.
2. Provided case#.
3. I will cover the cost of the part (which is the bulk of the cost).
4. Customer will have to pay the labor costs.
5. Should customer disagree or have any problems with this offer please call me back.

*** PHONE LOG 03/27/2014 10:06 AM US Mountain Standard Time HSanchez Action Type:Outgoing call
Writer called customer @[redacted] and left VM:
1. Gave name, 800# and case number.
2. Received update regarding customers GW assistance request.
3. Calling to review customer case.
4. Requested callback.

*** PHONE LOG 03/28/2014 11:04 AM US Mountain Standard Time HSanchez Action Type:Outgoing call
Writer called customer @ ([redacted] and states:
1. Calling regarding customers case status.

Customer states:
1. Yes thank you very much for following up with me.
2. Dealer actually has contacted me with the great news.

Writer states:
1. What has dealer advised customer just to confirm all parties are on the same page?

Customer states:
1. VA043 advised me that replacement part will be covered by Kia and I will be responsible for the labor costs.

Writer states:
1. Yes that is correct.

Customer states:
1. I really appreciate the additional assistance you provided.

Writer states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	79,576

Virginia Beach, VA [redacted] Prod. Date: 12/23/06 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Advised customer it was no problem at all.
2. Explained that writer understands life circumstance can be hard at times and as a parent also writer can certainly empathize with customer.
3. Offered additional assistance.

Customer states:
1. Thanked writer for assistance.
2. No other questions at this time.

*** CASE CLOSE 03/28/2014 11:05 AM US Mountain Standard Time HSanchez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122475[redacted]	[redacted]	0

Buena Vista, VA [redacted] Prod. Date: 1/16/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** NOTES 08/25/2013 07:26 AM clarify Action Type: Manager review
*** Performed by contact: [redacted]

2007 kia spectra with continuous ***AIR BAG*** sensor light on, took to dealer who said faulty ***OCS*** mat that needed to be replaced at a cost of $1300 (car trade in value about $1500). I see that this is a continuing problem with other Kia models including the Rio which was recalled and the sensor and mat replaced at no cost to buyer. Please respond with where in VA I can take my Kia and have this faulty mat replaced at your cost for manufacturing an unsafe car. Attorney input will be sought by the end of the week. I understand at this time that none of the ***AIRBAG***s in my vehicle are working. I hope that Kia takes safety seriously.

*** PHONE LOG 08/26/2013 08:31 AM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called customer and LM:
1. Rcvd email - calling to follow up
2. Please contact KCAC to discuss
3. Gave 800# and case number

*** PHONE LOG 08/27/2013 07:33 AM US Mountain Standard Time NKulow Action Type:Outgoing call
Writer called customer and LM:
1. Rcvd email - calling to follow up 2x
2. Please contact KCAC to discuss
3. Gave 800# and case number

*** NOTES 08/27/2013 07:33 AM US Mountain Standard Time NKulow Action Type:Manager review
please send call me letter

*** PHONE LOG 08/27/2013 12:11 PM US Mountain Standard Time NKulow Action Type:Incoming call
Customer called in and states:
1. Gave case number
2. My ***AIR BAG*** light is on
3. Took to dlr Saturday and was told need new ***OCS*** sensor mat
4. Dlr said my vchl was out of warranty and repair would cost $1100
5. I know Rio was recalled for similar issue - does Spectra have same recall?
6. Is there anything Kia can do to help with cost?
7. Why is part so expensive at dlr but less money at independent shop?

Writer states:
1. Apologized
2. Advised no SCs on vchl
3. Advised Spectra part was not under SC so would not be affected by that part
4. Advised customer would be responsible for cost as vchl is out of warranty
5. Advised dlrs set their own price lists for service
6. Advised KMA recommends only using OEM parts
7. Customer can go to independent shop if desired but KMA does not recommend that
8. Thanked customer for calling

Customer hung up

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122475[redacted]	[redacted]	0

Buena Vista, VA[redacted] Prod. Date: 1/16/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 08/27/2013 12:12 PM US Mountain Standard Time NKulow

*** CASE CLOSE 10/09/2013 12:26 PM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	75,000

Bothell, WA 98012 Prod. Date: 10/18/08 Dealer: WA029 Lee Johnson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Parts Information
Kia Case Type Lvl4: Other

Case_History

*** PHONE LOG 09/03/2013 08:21 AM US Mountain Standard Time MQuintero

*** PHONE LOG 09/03/2013 08:38 AM US Mountain Standard Time MQuintero Action Type:Incoming call
Customer states
1. I took my car in for service because my ***PASSENGER AIRBAG*** has been on for the last two weeks
2. I took my car to dealership (WA029)
3. The ***PASSENGER*** side ***AIRBAG*** light has been on for the last two weeks
4. I spoke to the service manager there i do not remember his name but he said the wiring was good
5. Service manager said only way to fix the problem is to get a new ***SEAT*** bottom
6. I think its absolutely lubricous that they need to install an entire new ***SEAT*** assembly
7. They told me that total cost for installation would be $1800.00
8. I know other kia cars don't need an entire new assembly for the same problem
9. Dealership said I am not going top be covered for this
10. I am calling to get some help for paying for repairs

Writer states
1. Confirmed vehicle information
2. Apologized for problem
3. What did they dealer advise
4. Who did you speak to at the dealer
5. I am sorry sir but repairs are not covered under warranty
6. I can speak to the dealer and see if there are any options but I am not sure right now what else can be done
7. Once i contact the dealer i will call you back and advise you what options you have
8. Advised 800# and extension
9. Offered csi (customer declined)

*** PHONE LOG 09/03/2013 08:41 AM US Mountain Standard Time MQuintero Action Type:Outgoing call
Writer states
1. Called dealership (WA029)
2. Left voicemail message
3. Advised 800# and extension

*** PHONE LOG 09/03/2013 12:19 PM US Mountain Standard Time MQuintero Action Type:Outgoing call
Service advisor states (Brandon WA029)
1. Confirmed vehicle information
2. The ***OCS*** floor mat censor is out
3. The dealership will not provide and goodwill assistance
4. We did advise customer to contact kia consumer affairs
5. I think he is more concerned the this part about the cost of the repair
6. Total cost of repairs would be $1800.00 and that's including parts and labor
7. Ok thank you

Writer states

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	75,000

Bothell, WA[redacted] Prod. Date: 10/18/08 Dealer: WA029 Lee Johnson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Parts Information
Kia Case Type Lvl4: Other

2. Customer was calling for any goodwill assistance
3. Would the dealership provide any goodwill assistance
4. What was the total cost of the repairs
5. I will contact the dpsm and see if he is willing to provide any goodwill assistance and follow up
6. Thank you

*** PHONE LOG 09/03/2013 12:24 PM US Mountain Standard Time MQuintero Action Type:Outgoing call
Writer states
1. Just calling to follow up
2. I spoke with dealership
3. They will not provide any goodwill coverage
4. Since vehicle is out of warranty dealership says you would have to pay for repairs
5. I can contact the dpsm and request goodwill
6. Advised customer that odds of getting goodwill are not good since vehicle is out of warranty
7. Once i do hear back from dpsm i will contact customer and advise of what options customer may have
8. Advised of any questions and concerns

Customer states
1. Thank you for calling back
2. Ok i will wait to hear back from you
3. I do not have any question at this time
4. thank you

*** EMAIL OUT _ MQuintero Action Type:External email
Send to:[mwhite@kiausa.com]
Hello Mark
Customer is requesting goodwill assistance on repairs. Dealership (WA029) already turned down goodwill request. Cost of repairs is $1800.00. Advised the customer i will wait to hear back from you.

Thank you

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_MQuintero_09-03-2013132412.doc>>

*** PHONE LOG 09/04/2013 02:02 PM US Mountain Standard Time MQuintero Action Type:Outgoing call
Writer states
1. I did get in contact with the dpsm
2. He has declined goodwill towards repairs on your vehicle
3. I can send it off to the regional office and they can take a look at it
4. They do allow 2-3 business day before a response

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	75,000

Bothell, WA[redacted] Prod. Date: 10/18/08 Dealer: WA029 Lee Johnson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Parts Information
Kia Case Type Lvl4: Other

Customer states
1. Is there anyone else i can talk to about this
2. Ok thank you

*** NOTES WITH COMMITMENT 09/04/2013 02:04 PM US Mountain Standard Time MQuintero Action Type:Manager review
Recieved email from dpsm decling any goodwill towards repairs. Customer request that someone else take a look at porblem. customer reuest i send case to region

*** PHONE LOG 09/06/2013 01:16 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with cust.
1. Adv that I will be reviewing his concerns.
2. Asked for an update on what has been going on.
3. Sts the gel pad that is in the ***PASSENGER SEAT*** has failed for the ***AIR BAG*** light sensor.
4. Sts that he feels that the design is faulty and this is a safety feature.
5. Sts that the dealer has adv that the repairs would be $1827.
6. Sts that the forte has a pad that you can just replace for $75, which is a reasonable amount.
7. Rcaa adv understands and apol for the concern with the veh.
8. Adv would be more than happy to review the concern.
9. Requested that the cust fax a copy of the estimate.
10. Was adv that they would send the estimate next week.
11. Rcaa dv that is fine.
12. Adv would follow up on 9/16.
13. Cust thanked.

*** PHONE LOG 09/10/2013 02:02 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Robert at dealer WA029.
1. Requested an estimate for the repairs at warranty GW cost.
2. Was adv would fax.
3. Rcaa thanked.

*** PHONE LOG 09/12/2013 09:19 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Robert at dealer WA029.
1. Requested an estimate for the repairs at warranty GW cost.
2. Was adv that Brandon was supposed to get it back to him.
3. Adv would send it out later today.
4. Rcaa thanked.

*** NOTES 09/12/2013 09:20 AM Pacific Daylight Time DCalderon Action Type:Manager review

[!<For Internal Use Only

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	75,000

Bothell, WA[redacted] Prod. Date: 10/18/08 Dealer: WA029 Lee Johnson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Parts Information
Kia Case Type Lvl4: Other

DC gave hard file to KT to obtain estimate and return hard file by 9/13.>!]

*** PHONE LOG 09/13/2013 10:19 AM Pacific Daylight Time KinhTruong Action Type:Outgoing call
KT contacted dealer WA029
1. Spoke with Robert
2. Said Brandon is done with it
3. Will fax/email over

*** NOTES 09/13/2013 02:40 PM Pacific Daylight Time KinhTruong Action Type:Manager review

[!<For Internal Use Only
KT obtained estimate. Assigning back to DC>!]

*** PHONE LOG 09/17/2013 12:56 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with cust.
1. Adv that we have received the estimate from the dealer.
2. Adv that we need to review with our DPSM that is in meetings until friday.
3. Asked if we can follow up on monday.
4. Cust sts okay.
5. Rcaa thanked and adv would follow up on Monday.

*** PHONE LOG 09/24/2013 02:34 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with John at dealer.
1. Asked if cust has had service performed at dealer.
2. Was adv that he has performed his major services at the dealer.
3. Rcaa thanked.

*** NOTES 09/24/2013 03:05 PM Pacific Daylight Time DCalderon Action Type:Manager review
Rcaa received cust concern with RCAM.
1. Was adv to take care of repairs in full and reimb dealer.
2. Estimate cost 1806.71.

*** PHONE LOG 09/24/2013 03:08 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa called cust and left a VM.
1. Requested a call back regarding the concerns with veh.

*** PHONE LOG 09/26/2013 08:50 AM Pacific Daylight Time DCalderon Action Type:Web Contact
Rcaa spoke with cust.
1. Adv that we have reviewed his concerns.

*** PHONE LOG 09/26/2013 09:11 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with cust

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	75,000

Bothell, WA[redacted] Prod. Date: 10/18/08 Dealer: WA029 Lee Johnson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Parts Information
Kia Case Type Lvl4: Other

1. Adv that we have reviewed his concerns.
2. Adv we would be happy to pay for the cost of placement of the pass front ***SEAT*** cushion.
3. Cust sts thank you very much.
4. Rcaa adv would send GW d***OCS***.
5. Adv once we get them back signed we will have the dealer order the parts.
6. Cust requested that we email the d***OCS*** to his email on account.
7. Sts will try to get them back today.
8. Rcaa thanked.

*** NOTES 09/26/2013 09:12 AM Pacific Daylight Time DCalderon Action Type:E-mail sent
Rcaa emailed cust GW d***OCS***.

*** NOTES 09/27/2013 08:17 AM Pacific Daylight Time DCalderon Action Type:Correspondence rec.
Rcaa received signed GW d***OCS***.

*** NOTES 09/27/2013 08:18 AM Pacific Daylight Time DCalderon Action Type:E-mail rec.
Rcaa received email from cust.
Dawn,

I would like to thank you again for the time and consideration you have given this case, and the professional manner you use in your interactions with your customers. With this one glaring exception, I have been exceedingly happy with our Kia Spectra, and settling this in our favor will definitely bring us back to Kia for another car in the future. We have been very well treated by everyone we have been exposed to at Kia Motors; your office, Lee Johnson Kia in Kirkland, WA, and the Kia dealership in Redding, CA which we used as well.

I appreciate your help.
Sincerely,

[redacted]

*** PHONE LOG 09/27/2013 08:26 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with John at dealer WA029.

1. Adv that we are going to take care of the ***AIRBAG*** light concern as a GW and reimb the dealer for the repairs at GW warranty cost.
2. Adv to call the cust once the parts come in.
3. Was adv would get the parts ordered.
4. Rcaa thanked.

*** NOTES 09/27/2013 08:39 AM Pacific Daylight Time DCalderon Action Type:E-mail sent
Rcaa emailed cust.
Thank you. I have advised the dealer to order the parts and contact you when the parts come in. I will follow up in a week to see where we are at with the repairs. Please let me know if you have any concerns in the meantime.

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	75,000

Bothell, WA[redacted] Prod. Date: 10/18/08 Dealer: WA029 Lee Johnson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Parts Information
Kia Case Type Lvl4: Other

*** PHONE LOG 10/04/2013 03:17 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Brandon at dealer WA029.
1. Requested an update on the parts.
2. Was adv that they should be in on tues.
3. Rcaa thanked.

*** NOTES 10/08/2013 03:33 PM US Mountain Standard Time RHall Action Type:Manager review

[!<For Internal Use Only
AIRBAG Tread Review Completed>!]

*** PHONE LOG 10/11/2013 02:46 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Brandon at dealer WA029.
1. Requested an update on the parts.
2. Was adv that they were not ordered.
3. Sts that he watched them order the parts.

*** NOTES 10/11/2013 02:48 PM Pacific Daylight Time DCalderon Action Type:E-mail sent
Rcaa emailed cust.
Mr. [redacted],

We are expecting the parts to be in hopefully on Tuesday. I will follow up with you and the dealer on Wednesday to verify that the parts made it into the dealer.

*** PHONE LOG 10/16/2013 09:26 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Brandon at dealer WA029.
1. Requested an update on the parts.
2. Was adv that they have not received the parts yet.
3. Rcaa adv that we looked up the parts and they should be delivered today.
4. Adv would let cust know someone will be contacting them regarding the repairs.

*** PHONE LOG 10/16/2013 09:26 AM Pacific Daylight Time DCalderon Action Type:Incoming call
Rcaa received email from cust.
Thank you for following up on this for me Dawn. I'll be out of town until Wednesday, but we should be able to schedule the service for Thursday provided the parts arrive.

[redacted]

*** PHONE LOG 10/16/2013 09:27 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa emailed cust.

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	75,000

Bothell, WA[redacted] Prod. Date: 10/18/08 Dealer: WA029 Lee Johnson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Parts Information
Kia Case Type Lvl4: Other

I checked the parts and they should be at the dealer today. I will follow up next week to make sure that the repairs have been performed.

*** PHONE LOG 10/17/2013 01:58 PM US Mountain Standard Time MHill Action Type:Incoming call
The writer receives call from Brandon SVC WA029

Brandon states:
1. Provides case #
2. I am trying to get ahold of Dawn

Writer states:
1. Verifies customer info
2. Provides contact info for DCalderon

Writer warm transfers caller to DCalderon

*** PHONE LOG 10/23/2013 09:30 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Brandon at dealer WA029.
1. Requested an update on the veh.
2. Was adv that the repairs have been completed.
3. Rcaa thanked and requested that they send RO.
4. Was adv would let the warranty analyst know.
5. Rcaa thanked.

*** PHONE LOG 10/23/2013 09:34 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa emailed cust.
Mr. Banning,

I spoke with Brandon at the dealer and he advised me that the vehicle has been repaired. I just wanted to verify with you that your concerns have been resolved. Please let me know if you have any question or concerns.

*** PHONE LOG 10/23/2013 03:26 PM Pacific Daylight Time DCalderon Action Type:Incoming call
Rcaa received email from cust.
Hi Dawn,

Thank you again for following up and providing great customer service. All of my concerns have been addressed and resolved regarding the ***PASSENGER*** side ***SEAT*** occupant/***AIRBAG*** issue. We now have a functional ***PASSENGER*** side ***AIRBAG*** again, so I'm happy.

I appreciate you taking the lead in solving this issue for us, as it has preserved our good will toward Kia Motors.
Thanks
Bruce Banning

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	75,000

Bothell, WA[redacted] Prod. Date: 10/18/08 Dealer: WA029 Lee Johnson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Parts Information
Kia Case Type Lvl4: Other

*** PHONE LOG 10/24/2013 07:22 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa emailed cust.
Thank you very much. I hope you have a great day.

*** NOTES 10/24/2013 01:31 PM Pacific Daylight Time DCalderon Action Type:Facsimile rec.
Rcaa received invoice from dealer WA029 and added to hard file.

*** NOTES 10/24/2013 01:31 PM Pacific Daylight Time DCalderon Action Type:Manager review

[!<For Internal Use Only
DC gave hard file to CS to process GW request.>!]

*** NOTES 11/06/2013 10:05 AM Pacific Daylight Time CSanchez Action Type:Manager review
GW TO AD@NCA THIS DATE

GOODWILL LOG UPDATED

*** NOTES 11/06/2013 10:25 AM Pacific Daylight Time CSanchez Action Type:Manager review
Rcaa assigned case to RCAM for final review and scorecard.

*** NOTES 11/07/2013 02:48 PM Pacific Daylight Time MWirz Action Type:Manager review
score card review completed
Assigned to CSanchez for processing

*** PHONE LOG 11/08/2013 08:06 AM Pacific Daylight Time CSanchez Action Type:Outgoing call

[!<For Internal Use Only
Pending funds from NCA>!]

*** PHONE LOG 11/11/2013 09:45 AM Pacific Daylight Time KinhTruong Action Type:Outgoing call
KT yanking from CS, for goodwill processing.

*** PHONE LOG 11/26/2013 08:26 AM Pacific Daylight Time KinhTruong Action Type:Outgoing call

[!<For Internal Use Only
Pending funds from NCA>!]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221395[redacted]	[redacted]	75,000

Bothell, WA[redacted] Prod. Date: 10/18/08 Dealer: WA029 Lee Johnson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Parts
Kia Case Type Lvl3: Parts Information
Kia Case Type Lvl4: Other

[!<For Internal Use Only
KT assigning to DH, please obtain Sales Contract as soon as possible. >!]

*** PHONE LOG 12/11/2013 07:45 AM Pacific Daylight Time KinhTruong Action Type:Outgoing call

[!<For Internal Use Only
pending funds from NCA>!]

*** PHONE LOG 01/06/2014 11:40 AM Pacific Daylight Time KinhTruong Action Type:Outgoing call

[!<For Internal Use Only
Pending Funds from NCA>!]

*** NOTES 01/15/2014 08:46 AM Pacific Daylight Time DHooper Action Type:Manager review

[!<For Internal Use Only
Pending funds from NCA>!]

*** PHONE LOG 02/13/2014 09:27 AM Pacific Daylight Time DHooper Action Type:Outgoing call
Pending funds from NCA

*** PHONE LOG 02/13/2014 10:16 AM Pacific Daylight Time DHooper Action Type:Outgoing call
RCAA contacted WA029
1. Spoke with David/SVCMgr
2. Advised that the cost of repair has been credited to dlr parts statement
David sts.
1. Thank you for the update.

*** NOTES 02/13/2014 10:17 AM Pacific Daylight Time DHooper Action Type:Manager review
Dlr parts statement credited. No further actions needed. Closing case

*** CASE CLOSE 02/13/2014 10:17 AM Pacific Daylight Time DHooper

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	84,000

Framingham, MA[redacted] Prod. Date: 2/5/09 Dealer: MA042 Lev Kia of Framingham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: SEAT/SEAT Belt
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 09/20/2013 12:54 PM US Mountain Standard Time JKeller
cust. states:

1. i took my vehicle to MA042 due to the ***AIRBAG*** light on.
2. spoke with Warren Rios in service.
3. did a diagnostic on the vehicle.
4. was told that the ***SEAT*** mat needed replacing.
5. cost would be $1800 plus $300 labor.
6. was told that the mat was defective but because the vehicle is over 60K miles, it won't be covered under 5/60 blw.
7. the vehicle won't pass inspection because of this.
8. this is the 6th kia we own, we really like kias.
9. was calling to see if there could be any assistance on the repair cost?

wtr states:

1. apologizes for inconvenience.
2. confirmed owner info.
3. checked for prev. cases/serv. campaigns-none.
4. appreciated kia ownership patronage.
5. is the vehicle still at the dealership.
6. do you have your vehicle maintained at the kia dealership?

cust. states:

1. we are in possession of the vehicle.
2. it is my daughter's vehicle now.
3. we do have our newer kias maintained at the kia dealer.

wtr states:

1. will be more than happy to put in a goodwill assistance request with the dpsm.
2. need to gather some info. from the dealership.
3. will provide that info. to the dpsm.
4. dpsm has two business days to respond to request.
5. provided case number.
6. will get back with you on 9-24-13 or 9-25-13.

cust. states:

1. thank you.
2. my cell number is [redacted]
3. i am a teacher and i may not answer it.

*** PHONE LOG 09/23/2013 07:25 AM US Mountain Standard Time JKeller Action Type:Web Contact
wtr called MA042, left message with linda, recept. for Dan Viola, S.M.

wtr states:

1. left message with recept.
2. left case/800#.
3. req. callback.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	84,000

Framingham, MA[redacted] Prod. Date: 2/5/09 Dealer: MA042 Lev Kia of Framingham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: ***SEAT/SEAT*** Belt
Kia Case Type Lvl4: Other

*** PHONE LOG 09/23/2013 09:32 AM US Mountain Standard Time JKeller Action Type:Outgoing call
wtr called MA042, serv. mgr., dan viola

serv. mgr states:

1. the vehicle needs a ***OCS*** mat replaced and the rear ***SEAT*** belt.
2. vehicle has never been here for maintenance before.
3. he also has a 2009 Sorento with 80K miles that he bought new.
4. he's had this maintained here.
5. 7-18-13, 86,478 miles; replaced the fog light, battery, did oil change, replaced a/c compressor/filter, purchased 4 tires; $1500.
6. 4-17-13, 84K miles; repaired the differential under warranty.
7. 11-11-11, 45K miles; did state inspection on vehicle.

wtr states:
1. thank you.

*** NOTES 09/23/2013 09:36 AM US Mountain Standard Time JKeller Action Type:Manager review
a) Customer name: [redacted]
b) VIN: KNAFE222295[redacted]
c) MY and Mileage: 2009 Spectra with 84K miles
d) Dealer Code: MA042
e) Selling Dealer: (Y or N) No (MA006)
f) Original Owner: (Y or N) yes
g) Current Issue and Diagnosis: Needs ***OCS*** mat replaced
h) Repeat Concern? (Y or N) no
i) Able to Duplicate? (Y or N) yes
j) Repair History of current concern with Dates and Mileage:
k) Customer Request: Seeking goodwill assistance
l) Justification for goodwill assistance? (i.e., extenuating circumstances, pertinent factors, etc) Multiple kia owner
m) Maintenance History (For goodwill requests only) No maintenance on this vehicle. But other 2009 Sorento kia vehicle has had the following maintenance done 7-18-13, 86,478 miles; replaced the fog light, battery, did oil change, replaced a/c compressor/filter, purchased 4 tires; $1500. 6. 4-17-13, 84K miles; repaired the differential under warranty. 7. 11-11-11, 45K miles; did state inspection on vehicle.

*** EMAIL OUT _ JKeller Action Type:External email
Send to:[gairoldi@kiausa.com]
Gary,

I have a multiple kia owner who is requesting goodwill assistance for a ***OCS*** mat replacement (approx. $1800 plus $300 labor) at MA042. Spoke with Dan, Serv. Mgr. at MA042. Serv Mgr. states that this vehicle has not been in for any maintenance, but his 2009 Sorento has been. In template I have listed maintenance history of the Sorento. Please advise.

Thank you,
John Keller
800-333-4542
Ext. 45881

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	84,000

Framingham, MA[redacted] Prod. Date: 2/5/09 Dealer: MA042 Lev Kia of Framingham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: SEAT/SEAT Belt
Kia Case Type Lvl4: Other

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_[redacted]_JKeller_09-23-2013103609.doc>>

*** PHONE LOG 09/23/2013 10:57 AM US Mountain Standard Time JKeller Action Type:Incoming call
wtr received incoming vm frm dpsm, gary airoldi

dpsm states:
1. left vm.
2. req. callback.
3. call me at my cell at [redacted]

*** PHONE LOG 09/23/2013 10:58 AM US Mountain Standard Time JKeller Action Type:Incoming call
wtr called dpsm, gary airoldi, left vm

wtr states:
1. left vm
2. left 800#.
3. req. callback.

*** PHONE LOG 09/23/2013 12:52 PM US Mountain Standard Time JKeller Action Type:Incoming call
wtr received incoming vm from dpsm, gary airoldi

dpsm states:
1. provided case number.
2. provided cell number.
3. please call me.

*** PHONE LOG 09/23/2013 12:52 PM US Mountain Standard Time JKeller Action Type:Incoming call
wtr called dpsm, gary airoldi, left vm

wtr states:
1. left vm.
2. req. callback.

*** PHONE LOG 09/24/2013 08:06 AM US Mountain Standard Time JKeller Action Type:Outgoing call
wtr called dpsm, gary airoldi

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	84,000

Framingham, MA[redacted] Prod. Date: 2/5/09 Dealer: MA042 Lev Kia of Framingham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: ***SEAT/SEAT*** Belt
Kia Case Type Lvl4: Other

dpsm states:
1. spoke with serv. dir., dan viola at MA042 re: customer.
2 would like to offer cust. goodwill on parts for the ***OCS*** mat and ***SEAT*** belt.
3. customer would be responsible for the labor on the ***OCS*** mat and ***SEAT*** belt.
4. would need to contact serv. dir. to get the labor cost.
5. after you have contacted cust. please contact me to let me know his decision.

wtr states:
1. thank you.
2. will contact serv. director, customer and let you know his decision.

*** PHONE LOG 09/24/2013 08:13 AM US Mountain Standard Time JKeller Action Type:Outgoing call
wtr called MA042, Dan, serv. dir.

serv. dir. states:
1. i don't have the labor costs for that.
2. is kia covering the cost for the ***OCS*** and ***SEAT*** belt?

wtr states:
1. gary airoldi, dpsm, states both parts for the ***OCS*** mat and ***SEAT*** belt will be covered.
2. cust. will pay for labor on both items.
3. will have customer call you directly re: the labor costs.

serv. dir. states:
1. that'll be fine.

*** PHONE LOG 09/24/2013 08:15 AM US Mountain Standard Time JKeller Action Type:Outgoing call
wtr called cust., left vm

wtr states:
1. left vm
2. left case/800#.
3. req. callback.

[!<For Internal Use Only
dpsm will cover costs of ***OCS*** mat and ***SEAT*** belt part; cust. pays for labor on both items>!]

*** PHONE LOG 09/24/2013 10:19 AM US Mountain Standard Time JKeller Action Type:Incoming call
wtr received incoming vm from cust.

cust. states:
1. left vm.
2. returning your call.
3. please call me at [redacted]
4. i am out of school for the day now.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	84,000

Framingham, MA[redacted] Prod. Date: 2/5/09 Dealer: MA042 Lev Kia of Framingham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: ***SEAT/SEAT*** Belt
Kia Case Type Lvl4: Other

*** PHONE LOG 09/24/2013 10:21 AM US Mountain Standard Time JKeller Action Type:Outgoing call
wtr called cust., left vm

wtr states:
1. left vm.
2. left case/800#.
3. returning your call.
4. req. callback.

*** PHONE LOG 09/24/2013 10:27 AM US Mountain Standard Time JKeller Action Type:Web Contact
wtr received incoming call from cust.

wtr states:
1. dpsm has agreed to cover the cost of the ***OCS*** mat and ***SEAT*** belt.
2. you will be responsible for the labor costs for both items to be installed.
3. need to contact gary viola, serv. director at dealership.
4. serv. director will be able to let you know what the labor costs are.

cust. states:
1. that sounds great.
2. thank you for everything you've done.

wtr states:
1. you're welcome.

*** PHONE LOG 09/24/2013 10:31 AM US Mountain Standard Time JKeller Action Type:Web Contact
wtr sent email to dpsm, gary airoldi

wtr states:
1. sent email.
2. customer has agreed to terms of goodwill.
3. dpsm will cover costs of ***OCS*** mat and ***SEAT*** belt.
4. customer is responsible for the cost of the labor for these two parts.
5. customer is very appreciative.

*** CASE CLOSE 09/24/2013 10:32 AM US Mountain Standard Time JKeller

*** CASE CLOSE 10/09/2013 11:21 AM US Mountain Standard Time RHall
AIRBAG Tread Review Completed RH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122085[redacted]	[redacted]	53,000

Brooklyn, NY[redacted] Prod. Date: 9/6/07 Dealer: NY079 Giuffre Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** PHONE LOG 11/01/2013 11:29 AM US Mountain Standard Time SHoward Action Type:Incoming call
Customer states:
1. I am the second owner of the vehicle
2. It shows brake fail and the AB light is on the dashboard

Writer states:
1. Updated info
2. No open SC
3. Have you taken the vehicle to the dealer

Customer states:
1. Will it be covered under warranty

Writer states:
1. Advsied of LBW as second owner
   it covers for manufacturing defect

Customer states:
1. The AB on the ***PASSENGER*** side says AB off
2. So my oil changes I have to do myself and pay for

Writer states:
1. The maintenance is listed in the OM
2. The ***PASSENGER*** AB light should be off if no one is in the ***SEAT***
3. Gave number for NY079

Customer states:
1. Thank you
Thanked call ended

*** CASE CLOSE 11/01/2013 11:32 AM US Mountain Standard Time SHoward

*** NOTES 01/09/2014 07:45 AM US Mountain Standard Time LSims Action Type:Manager review
Tread review completed by JSinclair

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe221x95[redacted]	[redacted]	72,392

Kenner, LA [redacted] Prod. Date: 5/21/08 Dealer: LA032 Premier Kia of Kenner

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 11/19/2013 12:34 PM US Mountain Standard Time SHoward
Customer states:
1. I was talking to my mechanic
2. He is ASB certified
3. The AB light is on
4. He said the ***PASSENGER SEAT*** there is an AB mechanisms in it
5. It is defective and it needs to be replaced
6. They said they couldn't talk to him he is not the owner
7. I called them to see if there was a warranty for that
8. I didn't get the extended warranty
9. He said there was not other warranty
10. I know some companies have different warranties
11. I have seen where there were problems
12. Is there any kind of assistance

Writer states:
1. Updated info
2. No open SC
3. Have you taken the vehicle to be diagnosed at the Kia dealer

Customer states:
1. No
2. They take too long to diagnosis it
3. I don't have access to get around
4. I'm not saying that you are trying to scam me
5. I have him check and take it to the Kia dealer
6. Just all vehicles not your company

Writer states:
1. In order for us to request any kind off assistance outside of the warranty there needs to be a diagnosis from a Kia dealer
2. We do not take opinions from outside shops
3. Gave case number
4. You may call us when you take the vehicle to the dealer
5. They may charge you a diagnosis fee

Customer states
1. Can LA032 look at it today

Writer states:
1. Apologized
2. You would need to speak with the dealer
Thanked call ended

*** CASE CLOSE 11/19/2013 12:34 PM US Mountain Standard Time SHoward

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe221x95[redacted]	[redacted]	72,392

Kenner, LA [redacted] Prod. Date: 5/21/08 Dealer: LA032 Premier Kia of Kenner

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** NOTES 01/09/2014 12:39 PM US Mountain Standard Time LSims Action Type:Manager review
Tread review completed by JSinclair

*** CASE CLOSE 01/09/2014 12:43 PM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122885[redacted]	[redacted]	56,000

Mechanicsburg, PA[redacted] Prod. Date: 9/18/07 Dealer: PA047 McCafferty Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 11/22/2013 12:12 PM US Mountain Standard Time JLiera
[redacted] stated:
1. My ***AIRBAG*** light came on
2. I took the vehicle into a Kia dlr
3. They told you me that it's an ***OCS AIR BAG*** sensor that needs to be replaced
- They are charging me $515 for it
4. I looked online and saw that there was a recall on it
- I wanted to know if my vehicle had that recall on it
5. I do not have my VIN

Writer stated:
1. Apologized
2. Informed that writer will need the VIN number in order to check any open SC's on the vehicle
3. Gave contact number and case number
4. Informed to call back with the VIN and writer will be able to assist

Cust stated:
1. Ok thank you

*** CASE CLOSE 11/22/2013 12:12 PM US Mountain Standard Time JLiera
Pending cust call back

*** PHONE LOG 11/22/2013 12:35 PM US Mountain Standard Time JLiera Action Type:Incoming call
[redacted] stated:
1. I just spoke with you
2. Gave case number
3. I have my VIN number
4. KNAFE122885[redacted]

Writer stated:
1. Looking on your vehicle, there are no open SC's on the vehicle

Cust stated:
1. Ok thank you

*** CASE CLOSE 11/22/2013 12:35 PM US Mountain Standard Time JLiera

*** NOTES 01/06/2014 02:29 PM US Mountain Standard Time LSims Action Type:Manager review
Tread review completed by JSinclair

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	66,000

Edgewater, FL[redacted] Prod. Date: 10/23/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 01/02/2014 10:43 AM US Mountain Standard Time DFerrick
E-mail Received:

From: [redacted]>]
Sent: Wednesday, January 01, 2014 12:40 PM
To: Silvestri, Greg [KMA]
Subject: ***AIRBAG*** Safety Issue
Dear Mr. Silvestri:

I own a 2008 Kia Spectra5 which recently was displaying the ***AIRBAG*** indicator in the drivers dashboard. The car has never been in an accident and has only 66,000 miles on it. The VIN number is KNAFE161285[redacted]
I took the car to the Kia dealer located in Riviera Beach, Florida and they indicated the cost to repair the sensor unit for the ***AIRBAG***s was over $1,600. I authorized the repair but feel the repair should be covered under the 100,000 mile Kia Warranty. The ***AIRBAG***s are crucial to the safety of the driver and ***PASSENGER***s.

I reviewed the 2008 warranty manual that came with the car and I could not find any warranty information about the ***AIR BAG*** mechanisms. I would like the cost of the repair reimbursed to me. Please contact me if you need additional information about this issue.

[redacted]
[redacted]

*** NOTES 01/02/2014 10:44 AM US Mountain Standard Time DFerrick Action Type:Manager review

[!<For Internal Use Only
Case created per JStroup instructions for customer contact>!]

*** PHONE LOG 01/06/2014 12:50 PM US Mountain Standard Time SHoward Action Type:Incoming call
Customer[redacted]- Daughter called
Customer states:
1. I tried to send something online it didn't register

Writer states:
1. Update info
2. No open SC
3. Writer did read the letter
4. Apologized
5. That is not covered under the 10/100
6. The 10/100 is PTW

Customer states:
1. It does not say that the AB is not PT in the book

Writer states:
1. It does list what is covered under PTW
2. AB is 5/60

Customer states:

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	66,000

Edgewater, FL[redacted] Prod. Date: 10/23/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

3. The computer should not have gone out
4. I want to go up the chain

Writer states:
1. It is not covered
2. Writer can make the request of the DPSM to see if he would like to cover it
3. Writer is not saying that it will be covered
   it is out of warranty, but writer can make the request
4. Gave case number and writer's info
5. Writer will follow up within two business days

Thanked call ended

*** NOTES 01/06/2014 01:00 PM US Mountain Standard Time SHoward Action Type:Manager review

[!<For Internal Use Only
Daughter's number[redacted] >!]

*** PHONE LOG 01/07/2014 09:40 AM US Mountain Standard Time SHoward Action Type:Outgoing call
Writer called FL075 Service Calvin left VM
Writer states:
1. Calling to get the diagnosis for the customer's vehicle
2. Requested a call back
3. Left 800 case number and writer's info last 8 of VIN

*** PHONE LOG 01/08/2014 11:59 AM US Mountain Standard Time SHoward Action Type:Outgoing call
Writer called FL075 Service Calvin left VM
Writer states:
1. Calling to get the diagnosis for the customer's vehicle
2. Requested a call back
3. Left 800 case number and writer's info last 8 of VIN

*** EMAIL OUT _ SHoward Action Type:External email
Send to:[mmulligan@kiausa.com]
FCM Samantha Howard
1.800.333.4542 Ext 46193

Customer name:[redacted]
VIN: KNAFE161285[redacted]
MY and Mileage: 2008 Spectra 66,000
Dealer Code: FL075
Selling Dealer (Y or N) N
Original Owner: (Y or N) Y
Current Issue and Diagnosis: N/A

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	66,000

Edgewater, FL[redacted] Prod. Date: 10/23/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Repeat Concern (Y or N) N/A
Able to Duplicate (Y or N) N/A
Repair History of current concern with date and Mileage: N/A
Customer Request: N/A
Justification for goodwill assistance? N/A
Maintenance History (for goodwill request only): N/A

Micheal,
Writer is trying to get a hold of FL075, to get the diagnosis for the customer's vehicle. Writer has left 2 VM and no one has returned writer's call. Would you please assist with getting a hold of someone.

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 e-mail.

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case[redacted]_SHoward_01-09-2014145444.doc>>

*** EMAIL OUT _ SHoward Action Type:External email
Send to:[mmulligan@kiausa.com]
FCM Samantha Howard
1.800.333.4542 Ext 46193

Customer name[redacted]
VIN: KNAFE161285[redacted]
MY and Mileage: 2008 Spectra 66,000
Dealer Code: FL075
Selling Dealer (Y or N) N
Original Owner: (Y or N) Y
Current Issue and Diagnosis: N/A
Repeat Concern (Y or N) N/A
Able to Duplicate (Y or N) N/A
Repair History of current concern with date and Mileage: N/A
Customer Request: N/A
Justification for goodwill assistance? N/A
Maintenance History (for goodwill request only): N/A

Micheal,
Writer did get your e-mail. Writer will e-mail Anthony for the diagnosis. The customer is making a request that we cover the cost to repair her vehicle. Her AB light is on. After getting the diagnosis from the dealer, would you be will to assist the customer?

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 e-mail.

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Last_name	First_name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	66,000

Edgewater, FL[redacted] Prod. Date: 10/23/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

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<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_SHoward_01-10-2014061351.doc>>

*** NOTES 01/10/2014 06:23 AM US Mountain Standard Time SHoward Action Type:Manager review

[!<For Internal Use Only
Sent e-mail to Anthony at FL075, requesting the diagnosis, RO# and open date. >!]

*** PHONE LOG 01/10/2014 07:10 AM US Mountain Standard Time SHoward Action Type:Incoming call
Writer received VM from Anthony FL075 1/9/13 3:13 PM
1. Call me at 561.848.0688

*** PHONE LOG 01/10/2014 07:11 AM US Mountain Standard Time SHoward Action Type:Outgoing call
Writer received VM from Anthony FL075 1/10/14 6:40 AM
Anthony states:
1. I am not seeing the name
2. Return my call
3. 561.848.0688

*** PHONE LOG 01/10/2014 07:12 AM US Mountain Standard Time SHoward Action Type:Outgoing call
Writer called FL075 Service Manager Anthony
Writer states:
1. Calling to get the diagnosis for the customer's vehicle

Anthony states:
1. RO#[redacted] Open 12/30/13
2. We replaced the ***PASSENGER*** cushion
3. It was 174 labor 156 parts
about 1,525

Writer states:
1. Does she do maintenance there

Anthony states:
1. No
2. She was last here on 1/16/10
before the beginning of the year
Thanked call ended

*** PHONE LOG 01/10/2014 07:16 AM US Mountain Standard Time SHoward Action Type:Outgoing call
Writer called customer at 5[redacted]
Writer states:

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	66,000

Edgewater, FL[redacted] Prod. Date: 10/23/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Calling to follow up
2. The dealer said that you had the repair done
3. Could you fax in the receipt

Customer states:
1. Can you e-mail it to me

Writer states:
1. Apologized
2. We do not communicate via e-mail

Customer states:
1. Can you call me and leave it on my VM
2. I am out of time I can send it tomorrow
thanked call ended

*** PHONE LOG 01/10/2014 07:16 AM US Mountain Standard Time SHoward Action Type:Outgoing call
Writer called customer at [redacted] left VM
Writer states:
1. Left fax and case number

*** CASE CLOSE 01/13/2014 01:41 PM US Mountain Standard Time SHoward

*** EMAIL OUT _ SHoward Action Type:External email
Send to:[mmulligan@kiausa.com]
FCM Samantha Howard
1.800.333.4542 Ext 46193

Customer name:[redacted]
VIN: KNAFE161285[redacted]
MY and Mileage: 2008 Spectra 66,000
Dealer Code: FL075
Selling Dealer (Y or N) N
Original Owner: (Y or N) Y
Current Issue and Diagnosis: N/A
Repeat Concern (Y or N) N/A
Able to Duplicate (Y or N) N/A
Repair History of current concern with date and Mileage: N/A
Customer Request: N/A
Justification for goodwill assistance? N/A
Maintenance History (for goodwill request only): N/A

Micheal,

The customer paid about 1,525 at FL075 for replacement of the ***PASSENGER*** cushion. Would you like to offer any goodwill? Writer will e-mail you the receipts.

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	66,000

Edgewater, FL[redacted] Prod. Date: 10/23/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

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*** NOTES 01/15/2014 01:01 PM US Mountain Standard Time SHoward Action Type:Manager review

[!<For Internal Use Only
Writer sent e-mail to DPSM MMulligan with receipts attached>!]

*** PHONE LOG 01/15/2014 02:01 PM US Mountain Standard Time SHoward Action Type:Outgoing call
Writer called customer left VM
Writer states:
1. Calling to follow up
2. Writer did receive you receipts
3. Writer made the request for goodwill
4. Writer will follow within two business days
5. Left 800 case number and writer's info

*** NOTES 01/17/2014 10:40 AM US Mountain Standard Time SHoward Action Type:Manager review
Writer received email from DPSM MMulligan
DPSM MMulligan states:
1. I am open to some participation. I did not understand the Parts and labor
Quote?

*** NOTES 01/17/2014 10:42 AM US Mountain Standard Time SHoward Action Type:Manager review
Writer sent e-mail to DPSM 1/16/14
Writer states:
1. Michael, What parts and labor quote?
1. The information that Anthony at FL075 gave writer?

*** EMAIL OUT _ SHoward Action Type:External email
Send to:[mmulligan@kiausa.com]
Samantha Howard
1.800.333.4542 Ext 46193

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	66,000

Edgewater, FL[redacted] Prod. Date: 10/23/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Customer name [redacted]
VIN: KNAFE161285[redacted]
MY and Mileage: 2008 Spectra 66,000
Dealer Code: FL075
Selling Dealer (Y or N) N
Original Owner: (Y or N) Y
Current Issue and Diagnosis: N/A
Repeat Concern (Y or N) N/A
Able to Duplicate (Y or N) N/A
Repair History of current concern with date and Mileage: N/A
Customer Request: N/A
Justification for goodwill assistance? N/A
Maintenance History (for goodwill request only): N/A

Micheal,
Michael, What parts and labor quote? The information that Anthony at FL075 gave writer?

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*** PHONE LOG 01/21/2014 01:20 PM US Mountain Standard Time SHoward Action Type:Outgoing call
Writer called customer left VM
Writer states:
1. Calling to follow up
2. Writer has not yet heard back from the DPSM about reimbursement
3. Writer will send to our regional department for review
4. Someoene from that department will contact you within two business days
5. If you have concerns in the mean time, you may give us a call
6. Left 800 case number and writer's info

*** NOTES 01/21/2014 03:08 PM US Mountain Standard Time SHoward Action Type:Manager review
Dispatching to the region
1. The customer is requesting good will
2. Writer has sent two e mails to DPSM with no response
3. Please review

*** PHONE LOG 01/22/2014 06:31 PM Eastern Daylight Time DABurke Action Type:Outgoing call
Wtr states:
1. Called Michael DPSM to discuss the case.
2. Informed Michael of the case.

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	66,000

Edgewater, FL[redacted] Prod. Date: 10/23/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

3. The customer paid $1672.30 for the repair.

Michael DPSM states:
1. I will do a 50/50 split with the customer.

Wtr states:
1. I feel that is more than fair.
2. Thanked the DPSM Michael and ended the call.

*** PHONE LOG 01/22/2014 06:34 PM Eastern Daylight Time DABurke Action Type:Outgoing call
Wtr states:
1. Called the customer @[redacted] to discuss the case.
2. There was no asnwer LVM for call back.

*** PHONE LOG 01/24/2014 11:13 AM Eastern Daylight Time DABurke Action Type:Outgoing call
Mrs. V called and stated:
1. I am calling to discuss the case.
2. I received your message.

Wtr states:
1. Thank you for returning my call.
2. I was calling to discuss your case.
3. I see that you were waiting on a decision from the DPSM for reimbursement.
4. I discussed the case with the DPSM and I see that you paid $1600 for the repair and I understand that these days and times money means a lot to everyone.
5. How ever technically the repair was out of warranty.
6. But I will like to do a 50/50 split with you.

[redacted] states:
1. That is fair thank you I appreciate you looking into this for me.

Wtr states:
1. I will call the dlr and inform him that you are to be reimbursed.
2. If you do not receive a check within 2 week please call me and I will call the dlr.
3. Thanked the customer apologized for the concern and ended the call.
4. Called the Srv Mngr provided a PWA 075-M0122-PG-1361.
5. Closing the case pending any new information.

*** CASE CLOSE 01/24/2014 11:14 AM Eastern Daylight Time DABurke

*** CASE CLOSE 04/03/2014 11:11 AM US Mountain Standard Time LSims

AIRBAG

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	66,000

Edgewater, FL [redacted] Prod. Date: 10/23/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 09/14/2015 09:22 AM US Mountain Standard Time AGrantha

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162885[redacted]	[redacted]	19,000

Brooklyn, NY[redacted] Prod. Date: 8/11/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 01/13/2014 09:04 AM US Mountain Standard Time HHill
Customer states:

1. ***AIR BAG***s lights are on is this covered under warranty?
2. I purchased another five years of extended warranty
3. The ***AIR BAG***s are not covered under the ptw
4. So does Kia sell the mat sensor?
5. I think I wasted my money buying Kia
6. Thank you

Writer states:
1. Confirm customer information
2. Apology
3. The ***AIR BAG*** light is covered under the blw which already expired
4. Customer's ptw is still good covering the engine and transmission
5. ***AIR BAG*** is covered under the blw
6. Customer needs to contact dlr for parts
7. Advised that customer take vehicle to dlr
8. Thanked customer for calling Kia

*** CASE CLOSE 01/13/2014 09:04 AM US Mountain Standard Time HHill

*** PHONE LOG 01/27/2014 11:50 AM US Mountain Standard Time NKulow Action Type:Incoming call
Customer called and states:

1. I previously called regarding an ***AIR BAG*** light concern
2. I believe I need a new ***OCS*** mat
3. I know how to repair the vchl and am going to do it myself but I need to order the parts
4. Do I need to replace the whole ***SEAT***?

Writer states:
1. Confirmed contact
2. No SCs
3. Apologized
4. Advised vchl out of 5/60 LBW so repairs would be out of pocket expense
5. Advised of two dlrs in customer's area to contact for assistance with ordering parts
6. Advised writer not technically trained and therefore does not know if whole ***SEAT*** needs to be replaced.
7. Thanked customer for calling KCAC
8. Request cb for assistance

*** CASE CLOSE 01/27/2014 11:51 AM US Mountain Standard Time NKulow

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222195[redacted]	[redacted]	66,000

California Md[redacted], MN[redacted] Prod. Date: 2/11/09 Dealer: MD042 Kia of Waldorf

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 01/21/2014 02:01 PM US Mountain Standard Time MBurgess Action Type:Incoming call
Mr[redacted]
1. I was calling about the ***AIRBAG*** light
2. The ***PASSENGER*** side ***AIRBAG*** light is always on
3. Its always on regardless if someone is sitting there
4 How many people have to report it before KIA will do something to recall?

wtr stated
1. Apologized
2. Advised no sc on veh
3. Advised veh is out of warranty
4. Advised of 2nd owner info 5;60k for defects of KIA for PT/BLW/RA
5 Advised if customer requesting assistance w/repairs please contact KCA
when taking veh in
6 Provided case#
7 Advised KIA does report every concern customer does have .

Mr.[redacted]tated
1. Ok thanks
2. So i have to take to a KIA DLR?

Mr.[redacted] stated
1.Theres a faulty ***OCS*** sensor in my ***SEAT***
2. I was looking and there was alot of recalls.

*** CASE CLOSE 01/21/2014 02:01 PM US Mountain Standard Time MBurgess

*** PRIORITY CHANGE 02/17/2014 10:21:31 AM SLarez

*** PHONE LOG 02/17/2014 02:08 PM US Mountain Standard Time SLarez Action Type:Outgoing call
Customer states.
1. I am calling about the vehicle.
2. The vehicle is at the dlr Saturday.
3. The dlr told me the repair needed is to the ***SEAT*** back and bottom since the ***OCS*** light is on.
4. They wanted almost $2k for there pair so I wanted to speak to you.
5. Can you help me.

Writer states.
1. i am sorry this is the case.
2. We can call the Kia dlr, confirm the diagnoses, then call our DPSM
3. LEt me do that now.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222195[redacted]	[redacted]	66,000

California Md[redacted], MN[redacted] Prod. Date: 2/11/09 Dealer: MD042 Kia of Waldorf

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Dlr states.
1. vehicle was diagnosed and the vehicle does need the matt sensor.
2. I do not have anything here as far as the exact information but I do show an open R.O. and he was here on Saturday.

Writer states.
1. Ok, customer is calling for assistance so I will go through the process.

Dlr states.
1. Thank you, Should I expect a call back from you or DPSM

Writer states.
1. Yes.

Customer thanked writer for information.

*** EMAIL OUT _ SLarez Action Type:External email
Send to:[RJoyce@kiausa.com]
1. Customer Name:[redacted]
2. VIN: KNAFE222195[redacted]
3. MY and Mileage: 6600
4. Dealer Code: md042
5. Selling Dealer (Y or N): n
6. Original Owner (Y or N): y
7. Current Issue and Diagnosis: ***OCS*** sensor.
8. Repeat Concern (Y or N):
9. Able to Duplicate (Y or N): No
10. Repair History of current concern with dates and mileage: N/A
11. Customer Request: Assistance with repair.
12. Justification of Goodwill: Customer feels it is a safety issue.
13. Maintenance History (for Goodwill requests only):

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*** PHONE LOG 02/18/2014 06:18 PM US Mountain Standard Time SLarez Action Type:Outgoing call
Customer states.
1. I am calling about the vehicle.
2. our dpsm did offer to pay for the ***SEAT*** cushion, (***OCS*** sensor) and you pay labor.
3. I will communicate this with the Kia dlr who should call you when the part is there.
4. I would allow them at least three to five working days to allow the part to come in.
5. I will call them tomorrow

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222195[redacted]	[redacted]	66,000

California Md[redacted], MN[redacted] Prod. Date: 2/11/09 Dealer: MD042 Kia of Waldorf

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Customer thanked writer for information.
1. I will wait to hear from you.

*** PHONE LOG 02/20/2014 02:35 PM US Mountain Standard Time SLarez Action Type:Incoming call
Customer called back
Customer states.
1. Did you hear anything.
2. Was the part ordered.

Writer states.
1. I have not called the dlr today.
2. Let me call them now.

Writer called Jessica and advised of RJoyce.offered.
1. We wanted to see if you have ordered the part.

Dlr states.
1. We were not notified of the good will.

Writer states.
1.I can forward the email to you.

Jessica states
1. 'Dean@kiaofwaldorf.com' is the address.
2. We will order it as soon as it is sent to us.

Writer forwarded copy of DPSM v.mail to dlr and CC'd DPSM.

Writer got back to customer
writer states.
1. I sent the information to our the dlr and I wold allow at least 3-5 working days from this day. for parts order.

customer thanked writer for information.

*** NOTES 02/25/2014 05:46 PM US Mountain Standard Time SLarez Action Type:Manager review
Will check on case upon return from time off.

Last_name	First_name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222195[redacted]	[redacted]	66,000

California Md 20619, MN 20619 | Prod. Date: 2/11/09 | Dealer: MD042 Kia of Waldorf

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Wrier called customer to check on repair, left message for a return call if needed.

*** PHONE LOG 03/03/2014 10:28 AM US Mountain Standard Time SLarez Action Type:Outgoing call
Writer called Dlr at 301-645-1711 and no ans. Could not leave message will try again tomorrow.

*** NOTES 03/03/2014 10:29 AM US Mountain Standard Time SLarez Action Type:Manager review
Writer tired dlr again and was advised they were closed for the day because of inclement. weather

*** PHONE LOG 03/04/2014 08:39 AM US Mountain Standard Time APark Action Type:Incoming call
Customer states:

1. I've been working with TCSSLarez regarding my ***PASSENGER*** assembly
2. I was told the part was ordered a week ago from TCSLarez.
3. I called the parts dept at the dlr and they told me that there was no part that was ordered.
4. I tried to call him but it went straight to his vm.

Writer states:
1. Apologized.
2. Placed customer on hold and reviewed the case.
3. Reiterated customer's concerns.
4. Advised customer that looks like TCS SLarez did contact DPSM for approval and did contact the dlr to place the part on order.
5. What I can do is forward the message to TCS SLarez to contact the dlr to verify that the part has been ordered.

Customer states:
1. Okay. Thank you.
2. Is he available?

Writer states:
1. He is currently unavailable.
2. Offered VM.

*** PHONE LOG 03/04/2014 08:52 AM US Mountain Standard Time SLarez Action Type:Incoming call
Customer states
1. The dlr did not order the part.
2. I just spoke to them.
3. I am going out of town this month and I would like this taken care of.

Writer states
1. I am sorry
2. Let me call them

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]t	[redacted]	KNAFE222195[redacted]	[redacted]	66,000

California Md[redacted], MN[redacted] Prod. Date: 2/11/09 Dealer: MD042 Kia of Waldorf

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer called dlr and spoke to Jessica
Jessica states.
1. I need to speak to Dean. I am not sure they did order it or not.
2. I do remember speaking to you and requesting you sent the email.

Writer states.
1. We did send it. I am sure I can find it again or speak to RJoyce
2. Please find out for sure, I will try back with you later.

Writer got back to customer
writer states.
1. Spoke to dlr who will confirm with svc mgr the part order.
2. i will try later and get back to you.

Customer thanked writer for information

*** PHONE LOG 03/05/2014 08:54 AM US Mountain Standard Time SLarez Action Type:Outgoing call
Writer Called Jessica in service
Jessica states.
1 .We did get the email and we did order the part yesterday.

Writer thanked dlr for information

*** PHONE LOG 03/05/2014 08:55 AM US Mountain Standard Time SLarez Action Type:Outgoing call
Writer called customer back and left message
1. The part was ordered yesterday
2.. I wanted to touch base.
3. I will continue to communicate with you.

Customer thanked writer for information.

*** PHONE LOG 03/10/2014 07:58 AM US Mountain Standard Time SLarez Action Type:Outgoing call
Writer called dlr back to confirm they recieved the part.
Jessica States.
1. The customer is scheduled to come in, but I cannot confirm the date since my system is down.

Customer thanked dlr for information

*** CASE CLOSE 03/10/2014 07:59 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222195[redacted]	[redacted]	66,000

California Md[redacted], MN[redacted] Prod. Date: 2/11/09 Dealer: MD042 Kia of Waldorf

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 03/10/2014 08:01 AM US Mountain Standard Time SLarez Action Type:Outgoing call
Writer called customer back
Writer states.
1. I wanted to make sure the dlr communicated with you.

Customer states.
1. yes they did, I have an appt. next week.

Writer states.
1. Good. Please feel free to call me if you need to.
2. I will close the case.

Customer thanked writer for follow up.
1. Thank you for all you did.

*** CASE CLOSE 03/10/2014 08:02 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	68,541

Athens, TN [redacted] Prod. Date: 5/17/07 Dealer: TN041 Kia of Cleveland

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 01/22/2014 01:03 PM US Mountain Standard Time LLClark Action Type:Incoming call
Customer states:
1. I bought the car back in 2007
2. Not long after, I took it back because I had a light for the ***PASSENGER AIRBAG*** come on
3. They reset it, and sent me on my way
4. That dealer closed
5. I had the light come on again, twice more, so I took it to another dealer, where they reset it and sent me on my way
6. Now, the light has come on again, and I took it over to Cleveland Kia where they diagnosed it and said the ***OCS*** MAT sensor needs replaced, and quoted me almost $1200 for that, because it's out of warranty.
7. I asked if they could reset it at this point, and they said no, that it is only supposed to be reset once.
8. My question is, if they reset it twice before, why can't they just do it again?

Writer states:
1. Apologized
2. Advised if the light keeps getting reset, it is not addressing the issue
3. Advised what has been done in the past, KCA is unable to do anything about
4. Verified vehicle out of warranty for the repair
5. Advised with no part replaced, there is not even a parts warranty to look towards

Customer states:
1. What you are saying is that it suck to be me then?

Writer states:
1. Apologized
2. Advised not at all
3. Advised writer will contact dealer for their diagnosis and estimate and place request through DPSM for possible goodwill assistance
4. Advised writer cannot guarantee assistance, as the vehicle has been out of warranty since 10/07/2012.
5. Advised however, writer will place request to see what can be done if anything

Customer states:
1. OK, if you could do that, I would greatly appreciate it.

Writer states:
1. Gave case number
2. Requested callback for further assistance

*** PHONE LOG 02/04/2014 11:15 AM US Mountain Standard Time MQuintero Action Type:Outgoing call
Wtr states
1. Calling to see if there is any goodwill available fro customer with ongoing problems with ***OCS*** MAT
2. Gave customer info
3. Customer was in back on 1/22/14 and was told they need to pay $1200 for replacing the ***OCS*** MAT CENSOR
4. Issue has been on going for awhile
5. Is there any chance for goodwill assistance

Svc mgr states (Randy TN041)
1. We did try for any goodwill and it was declined by our dpsm
2. I wanted to try and help but we were turned down
3. Wish we could help out more

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	68,541

Athens, TN[redacted] Prod. Date: 5/17/07 Dealer: TN041 Kia of Cleveland

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Wtr states
1. I understand
2. Will try to e-mail dpsm as well and see what he says
3. Thank you though

Svc mgr states (Randy TN041)
1. If there is anything I can do please let me know

*** EMAIL OUT _ MQuintero Action Type:External email
Send to:[JHollis@kiausa.com]
Hey Johna

Customer is requesting any goodwill assisatnce for repairs to vehicle. Customer says this has been an on going problem with the OCS MAT CENSOR. I spoke with the service managar, Randy at TN041, and he said they spoke with you and you declined goodwill.

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 02/04/2014 11:35 AM US Mountain Standard Time MQuintero Action Type:Web Contact
E-mail received from dpsm
Dpsm states
1. I do not recall being contacted on this car
2. I rarely, if ever, turn down coverage on OCS at worst I will offer a participation.
3. Let me check with the SM on this one.

*** PHONE LOG 02/04/2014 02:34 PM US Mountain Standard Time MQuintero Action Type:Web Contact
E-mail received from dpsm
Dpsm states
1. The service manager states that the repair was performed incorrectly at another shop and was addressed more than once by the facility creating more problems
2. This is the reason the dealer denied the warranty
3. Is it possible to gather repair information from the customer

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	68,541

Athens, TN[redacted] Prod. Date: 5/17/07 Dealer: TN041 Kia of Cleveland

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 02/04/2014 02:34 PM US Mountain Standard Time MQuintero Action Type:Web Contact
Wtr reponse to DPSM
1. I will call customer and see if they can produce any repair history for vehicle.

*** PHONE LOG 02/04/2014 02:41 PM US Mountain Standard Time MQuintero Action Type:Incoming call
Wtr states
1. Calling to see if you have maintenance history on vehicle especially for the OCS MAT CENSOR
2. It may help in determining if (TN041) may be able to assist with helping you get this fixed

Cst states (Husband)
1. Unfortunately i do not have it records from other repairs
2. It is my fault but i assumed it would be in Kia's computer system since we had it worked on by other dealerships

Wtr states
1. Advised customer I will still let TN041 and see if there is anything they can assist on
2. Once i get that info I will let you know what the decision is

Cst states (Husband)
1. Thank you
2. I appreciate it

*** EMAIL OUT _ MQuintero Action Type:External email
Send to:[JHolis@kiausa.com]
Hey Johna

Customer was unable to produde any previous records on vehicle.

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 _ MQuintero Action Type:External email
Send to:[JHollis@kiausa.com]
Hey Johna

I tried sending e-mail yesterday but not sure if you ever got it. Customer does not have any maintenance records.

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 e-mail.

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Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	68,541

Athens, TN[redacted] Prod. Date: 5/17/07 Dealer: TN041 Kia of Cleveland

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

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*** PHONE LOG 02/06/2014 04:09 PM US Mountain Standard Time MQuintero Action Type:Web Contact
E-mail recieved from dpsm
dpsm states
1. Spoke with service manager at TN041
2. Service manager said he never spoke directly with me about this
3. Service manager advise he will look at vehicle and see what can be done
4. Service manager said he will do wahetever it takes

*** PHONE LOG 02/06/2014 04:11 PM US Mountain Standard Time MQuintero Action Type:Web Contact
Wtr states in e-mail to dpsm
1. Apologize for confusion
2. Will let customer know to go into dealership and have it looked at
3. Again apologize for confusion with dealership

*** PHONE LOG 02/06/2014 04:22 PM US Mountain Standard Time MQuintero Action Type:Outgoing call
Wtr states
1. Calling to advise you I have talked with the dpsm and service manager
2. The service manager wants to have you bring the car back in
3. I am not sure what they will do but they do want to see what they can do to help
4. Advised customer to call (TN041) and speak directly with the service manager

Cst states
1. Thank you for calling me back
2. I will call them first thing in the morning

Wtr states
1. Will follow up with dealership as well in the coming days

Cst states
1. Well if you call Monday do it early
2. We are taking a trip for the week and I won't be able to answer my phone

Wtr states
1. Will do

Cst states
1. Thank you

*** PHONE LOG 02/07/2014 03:01 PM US Mountain Standard Time MQuintero Action Type:Outgoing call

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	68,541

Athens, TN[redacted] Prod. Date: 5/17/07 Dealer: TN041 Kia of Cleveland

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Wtr states
1. Calling to see if you had a chance to go back there again

Cst states
1. Went down today
2. They looked at it today
3. They confirmed the original diagnosis
4. I was told by Chris in service he would get back in touch with about this next week

Wtr states
1. Advised customer will follow up again with dealership and call back once they have a determination

Cst states
1. Thank you

*** NOTES 02/14/2014 09:19 AM US Mountain Standard Time MQuintero Action Type:Manager review
Wtr states
1. Calling to see if vehicle has been scheduled for any repairs on vehicle
2. Gave vehicle info

Svc advisor states (Jake TN041)
1. Ordered a ***PASSENGER*** side ***SEAT*** bottom
2. Customer was in back on 2/7/14
3. Part will be in here on 2/18/14 - Tuesday

Wtr states
1. Ok thank you
2. Will follow up next week

*** NOTES 02/19/2014 10:46 AM US Mountain Standard Time MQuintero Action Type:Manager review
Wtr states
1. Calling to see if customer has been scheduled to come if for repairs
2. Gave vehicle info

Scva states (Jake TN041)
1. Yes they are scheduled to come in 2/20/14 at 10 am

Wtr states
1. Ok thank you Jake

*** NOTES 02/21/2014 02:31 PM US Mountain Standard Time MQuintero Action Type:Manager review
Wtr states
1. Calling to see if customer came in yesterday
2. Gave vehicle info

Svca states (Chris TN041)

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	68,541

Athens, TN 3[redacted] Prod. Date: 5/17/07 Dealer: TN041 Kia of Cleveland

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. They did come in
2. We replaced the SEAT bottom and customer left here very happy yesterday

Wtr states
1. Thank you for the info

*** PHONE LOG 02/21/2014 02:34 PM US Mountain Standard Time MQuintero Action Type:Outgoing call
Wtr states
1. Called customer
2. Left vm message
3. Making sure everything is working ok with the vehicle
4. Advised customer to call back for any questions or concerns
5. Advised 800# and case#

*** CASE CLOSE 02/21/2014 06:21 PM US Mountain Standard Time MQuintero

*** PHONE LOG 02/24/2014 08:01 AM US Mountain Standard Time ERuiz Action Type:Incoming call
Caller
1. I spoke to Michael before.
2. He called me and lvm
3. He wanted to know if the svc was done to my satisfaction.

Writer
1. Yes, the Kia TCS, Michael called to ask if the svc was done to your satisfaction.

Caller
1. Yes, everything was taken care of.
2. It was completed satisfactory
3. Please, let Michael know that he was very helpful.

Writer
1. I will document your comments.
2. Thank you for calling.

*** CASE CLOSE 02/24/2014 08:19 AM US Mountain Standard Time ERuiz

*** PHONE LOG 02/27/2014 03:10 PM US Mountain Standard Time MQuintero Action Type:Incoming call
Cst states
1. I wanted to make sure you knew how happy I was with everything you did for us
2. We got everything done at the dealership and it was totally free
3. I greatly appreciate everything you did
4. I called on Monday and spoke with someone who said they were going to tell you how I did

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	68,541

Athens, TN [redacted] Prod. Date: 5/17/07 Dealer: TN041 Kia of Cleveland

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Wtr states
1. I did speak with someone hear who had told me you called in on Monday
2. I am very happy everything worked out
3. Thank you so much for letting me know how everything went
4. Is there anything else I can help you with

Cst states
1. No thank you
2. Just wanted to say thank you

*** PHONE LOG 02/27/2014 03:10 PM US Mountain Standard Time MQuintero Action Type:Incoming call
Wtr states

*** CASE CLOSE 02/27/2014 03:11 PM US Mountain Standard Time MQuintero

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE22149[redacted]	[redacted]	78,000

San Diego, CA[redacted] Prod. Date: 10/15/08 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 01/23/2014 02:25 PM US Mountain Standard Time JHirshfield
caller
1. she has had a recent repair issue
2. she has written a 2-page letter and has documents to send along with the letter
3. she needs and address to send it to
4. she is also seeking reimbursement

wtr
1 explained that the case would come to us and that I would be happy to assist her

cust
1. it is already written and the documents strongly support her case
2. at this point she would prefer just to send it with the receipts

wtr
1. provided address for KMA Irvine and ref #

*** CASE CLOSE 01/23/2014 02:25 PM US Mountain Standard Time JHirshfield

*** NOTES 01/28/2014 11:02 AM Pacific Daylight Time SGuindi Action Type:Manager review
NCA rec'd letter from customer. Customer states:

1. In October 2013, at 75,217 miles, I had my car serviced due to an ***AIRBAG*** warning light on the console.
2. The light was diagnosed as a problem with the '***PASSENGER*** side ***SEAT*** occupant mat cushion.'
3. In other words, the ***PASSENGER AIR BAG*** sensor was faulty and needed to be replaced.
4. I discovered that this is an extensive repair involving the replacement of the ***PASSENGER SEAT*** itself, the cost of which was $1,717.11 for parts and labor.
5. I've been surprised to learn that many other complaints have been filed with the US government noting this exact same safety problem, yet no recall was issue leaving many Spectra owners with the choice I had to make: drive an unsafe vehicle or pay a very large repair bill.
6. I am asking for reimbursement for diagnostics, repair and labor.

Attaching to case and dispatching for further handling.

*** PHONE LOG 01/30/2014 02:39 PM US Mountain Standard Time TLarson Action Type:Incoming call
Writer Reviewed Case

1 Attempted to view Attachment and it is noted as not being able to be viewed
2 Contacted (SGuindi) requested that she delete and reattach the 2 page letter customer submitted
3 I would like to be able to view the letter in case it comes into questions
4 Provided Call back info and case number

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221495[redacted]	[redacted]	78,000

San Diego, CA[redacted] Prod. Date: 10/15/08 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Verified it was working

*** PHONE LOG 01/30/2014 03:28 PM US Mountain Standard Time TLarson Action Type:Outgoing call
Writer Called DPSM Robert Leal(VM)

1 Calling to follow up on this case
2 Customer has submitted us a request for reimbursement for a ***PASSENGER SEAT*** bottom replacement
3 Customer claims that she had a AB light, Indy shop diagnosed and replaced the ***SEAT*** bottom
4 Customer paid in excess of 1700$ for the repairs
5 Customer is requesting that assistance be provided , claims that she has seen many complaints thru the government
6 She feels that this should have been recalled and it was not
7 Wanted to get your input vehicle is a 09 Spectra with approx 78k miles
8 No recalls have been issued for this vehicle
9 Please review and advise how you feel that this should proceed
10 Call me or email me back

*** EMAIL OUT _ TLarson Action Type:External email
Send to:[rleal@kiausa.com]
Robert,

I just left you a VM on this case. Please review case notes and let me know your thoughts. Thanks for your help!

DPSM Contact Template Response
a) Customer name: [redacted]
b) VIN: KNAFE221495[redacted]
c) MY and Mileage: 09 Spectra 78000
d) Dealer Code: CA198
e) Selling Dealer: (Y or N) NO
f) Original Owner: (Y or N) YES
g) Current Issue and Diagnosis: AB light, ***SEAT*** Bottom replacement diagnosed by a INDY shop not a KIA dealer
h) Repeat Concern? (Y or N) ?
i) Able to Duplicate? (Y or N) ?
j) Repair History of current concern with Dates and Mileage: Customer paid in excess of 1700$ for ***PASSENGER SEAT*** bottom replacement
k) Customer Request: Reimbursement for charges related to ***SEAT*** bottom replacement
l) Justification for goodwill assistance? (i.e., extenuating circumstances, pertinent factors, etc) Customer feels it should be recalled
m) Maintenance History (For goodwill requests only)

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

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221495[redacted]	[redacted]	78,000

San Diego, CA[redacted] Prod. Date: 10/15/08 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

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*** PHONE LOG 02/05/2014 02:37 PM US Mountain Standard Time TLarson Action Type:Incoming call
Writer Called DPSM Robert Leal

1 Calling to follow up
2 Wanted to find out if you had a chance to review my email

DPSM Robert Leal

1 Remind me

Writer Advised

1 Customer wrote a letter to KIA
2 Claims vehicle should have been recalled
3 Seeking assistance with almost 1700$ of repairs

DPSM Robert Leal

1 Have her submit the receipts to the Closest Dealer
2 They will then contact me and I will review this with the dealer and make a decision

Writer Advised

1 Ok Thank you

*** PHONE LOG 02/05/2014 02:38 PM US Mountain Standard Time TLarson Action Type:Outgoing call
Writer Called Customer @[redacted](VM)

1 Calling to follow up on a letter you sent our office
2 Please call us back
3 Provided Call back info and case number

*** PHONE LOG 02/05/2014 04:13 PM US Mountain Standard Time EChildress Action Type:Incoming call
Cust provided case#
1. Returning call

Wrtr advd:
1. DPSM was contacted regarding request

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221495[redacted]	[redacted]	78,000

San Diego, CA[redacted] Prod. Date: 10/15/08 Dealer: CA198 Kearny Pearson Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

2. Advsd will need to take receipts to the closest KIA dealership for DPSM review for request
3. Which dealership will cust go to

Cust stated:
1. Not sure

Wrtr advsd:
1. Pearson KIA looks closest
2. Provided phone #
3. Advsd provide receipts to service manager and find out when DPSM will be in next
4. Advsd if need further assistance can call us back

Cust stated;
1. Okay will do.
2. Thank you

*** CASE CLOSE 02/05/2014 04:15 PM US Mountain Standard Time EChildress

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	73,000

Oneonta, NY[redacted] Prod. Date: 4/10/07 Dealer: NY069 Country Club Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 02/03/2014 03:21 PM US Mountain Standard Time ZValenzuela
Customer[redacted] states:
1. Bought vehicle for my son
2. Went to a Kia dealer back in FL for services
3. Came back to NY and went to NY069 for 60K
4. ***AIRBAG*** light on stays on
5. ***AIRBAG*** sensor needs to be replaced and will be approximate. $1000
6. My issue with this is these is a brand new car
7. This should be safe for major repairs on vehicle
8. I feel that ***AIRBAG*** sensor should not be going bad
9. I am shocked it cost so much
10. I have read online and there is no recalls? -No recalls
11. I am appeal for finance assistance to Kia
12. Spoke to Service Manager John and part will be ordered today
13. Son is driving vehicle back to FL soon and will have ***PASSENGER***

Writer states
1. Apologized
2. Advised customer writer will contact dealer
3. Will contact DPSM for assistance
4. No guarantee of assistance
5. Will follow up with customer
6. Gave case number and writer info
7. Thanked for calling Kia

Customer thanked and

*** PHONE LOG 02/04/2014 02:01 PM US Mountain Standard Time ZValenzuela Action Type:Outgoing call
Writer contacted NY069 and states:
1. Calling to follow up
2. Needing history on vehicle

Service Advisor John states:
1. History
-RO#2[redacted] 2/3/14 Ordered ***SEAT*** cushion
- Don't show in file came around OCT 2013
2. Diagnosed a few months ago
3. Sensor in ***PASSENGER SEAT*** is malfunctioning
4. Part#88202 2F702293 $1008.56

Thanked and disconnected

*** EMAIL OUT _ ZValenzuela Action Type:External email
Send to:[dbobe@kiausa.com]
FCM ZValenzuela
1-800-333-4542 x46609

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	73,000

Oneonta, NY[redacted] Prod. Date: 4/10/07 Dealer: NY069 Country Club Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

VIN: KNAFE122575[redacted]
MY and Mileage:2007 Spectra 73K
Dealer Code:NY069
Selling Dealer (Y or N):Y
Original Owner (Y or N):Y

Current Issue and Diagnosis: ***AIRBAG*** light on, ***AIRBAG*** sensor needing replaced dealer ordered cushion
Repeat Concern (Y or N):Y
Able to Duplicate (Y or N): Y
Repair History of current concern with dates and mileage:
-OCT 2013
- 2/3/14

Customer Request: Customer is requesting GW for Part#88202 2F702293 $1008.56 on ***SEAT*** cushion replacement. Is there any assistance you are willing to offer?

Justification of Goodwill: Original owner
Maintenance History (for Goodwill requests only):

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 _ ZValenzuela Action Type:External email
Send to:[dbobe@kiausa.com]
FCM ZValenzuela
1-800-333-4542 x46609

Customer Name [redacted]
VIN: KNAFE122575[redacted]
MY and Mileage:2007 Spectra 73K
Dealer Code:NY069
Selling Dealer (Y or N):Y
Original Owner (Y or N):Y

Current Issue and Diagnosis: ***AIRBAG*** light on, ***AIRBAG*** sensor needing replaced dealer ordered cushion
Repeat Concern (Y or N):Y
Able to Duplicate (Y or N): Y
Repair History of current concern with dates and mileage:
-OCT 2013
- 2/3/14

Customer Request: Customer is requesting GW for Part#88202 2F702293 $1008.56 on ***SEAT*** cushion replacement. Is there any assistance you are willing to offer?

Justification of Goodwill: Original owner

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	73,000

Oneonta, NY[redacted] Prod. Date: 4/10/07 Dealer: NY069 Country Club Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Maintenance History (for Goodwill requests only):

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*** EMAIL OUT _ ZValenzuela Action Type:External email
Send to:[dpawlowski@kiausa.com]
FCM ZValenzuela
1-800-333-4542 x46609

Customer Name [redacted]
VIN: KNAFE122575[redacted]
MY and Mileage:2007 Spectra 73K
Dealer Code:NY069
Selling Dealer (Y or N):Y
Original Owner (Y or N):Y
Current Issue and Diagnosis: ***AIRBAG*** light on, ***AIRBAG*** sensor needing replaced dealer ordered cushion
Repeat Concern (Y or N):Y
Able to Duplicate (Y or N): Y
Repair History of current concern with dates and mileage:
-OCT 2013
- 2/3/14
Customer Request: Customer is requesting GW for Part#88202 2F702293 $1008.56 on ***SEAT*** cushion replacement. Is there any assistance you are willing to offer?

Justification of Goodwill: Original owner
Maintenance History (for Goodwill requests only):

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 02/06/2014 03:32 PM US Mountain Standard Time ZValenzuela Action Type:Incoming call
2:47PM 2/6/14

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	73,000

Oneonta, NY [redacted] Prod. Date: 4/10/07 Dealer: NY069 Country Club Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

[redacted]
Spoke on Monday
Needing update

*** PHONE LOG 02/06/2014 03:32 PM US Mountain Standard Time ZValenzuela Action Type:Outgoing call
Writer contacted customer and states:
1. Calling to follow up
2. Waiting on answer from DPSM
3. Will follow up

Customer thanked and disconnected

*** EMAIL OUT _ ZValenzuela Action Type:External email
Send to:[dpawlowski@kiausa.com]
FCM ZValenzuela
1-800-333-4542 x46609

Second e-mail out for assitance

Customer [redacted]
VIN: KNAFE122575[redacted]
MY and Mileage:2007 Spectra 73K
Dealer Code:NY069
Selling Dealer (Y or N):Y
Original Owner (Y or N):Y
Current Issue and Diagnosis: ***AIRBAG*** light on, ***AIRBAG*** sensor needing replaced dealer ordered cushion
Repeat Concern (Y or N):Y
Able to Duplicate (Y or N): Y
Repair History of current concern with dates and mileage:
-OCT 2013
- 2/3/14
Customer Request: Customer is requesting GW for Part#88202 2F702293 $1008.56 on ***SEAT*** cushion replacement. Is there any assistance you are willing to offer?

Justification of Goodwill: Original owner
Maintenance History (for Goodwill requests only):

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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Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	73,000

Oneonta, NY[redacted] Prod. Date: 4/10/07 Dealer: NY069 Country Club Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 02/07/2014 04:08 PM US Mountain Standard Time ZValenzuela Action Type:Outgoing call
Writer contacted customer and states:
1. Calling to follow up
2. Advised customer no answer from DPSM as of yet
2. Will send case to regional office for further review at the end of the day if no answer

Customer states:
1. They are waiting for part at dealer
2. Thank you for the update

*** NOTES 02/07/2014 06:25 PM US Mountain Standard Time ZValenzuela Action Type:Manager review
Customer Name [redacted]
VIN: KNAFE122575[redacted]
MY and Mileage:2007 Spectra 73K
Dealer Code:NY069
No DPSM contact
Customer requesting GW for SEAT cushion replacement

*** PHONE LOG 02/10/2014 08:57 AM US Mountain Standard Time ASoto Action Type:Incoming call
Blaine SVC MGR from NY069 called and states:
1. Wanted you to know that DPSM Dan Pawlowski has denied assistance for the veh

Writer states:
1. Thanks for the info
2. Writer will document it into the case notes

*** PHONE LOG 02/11/2014 12:38 PM Eastern Daylight Time KZaia Action Type:Web Contact
Rcaa called customer on [redacted] and left message:
1. Introduced self.
2. Understand part on order.
3. Unfortunately we are not able to offer any financial assistance at this time for repairs.
4. Please call us back if you require further assistance.
5. Provided callback.

*** NOTES 02/11/2014 12:40 PM Eastern Daylight Time KZaia Action Type:Manager review
Rcaa closing case at this time, DPSM decision made.
Information given to customer.
Pending callback if further assistance is needed.
Vehicle out of warranty.

*** CASE CLOSE 02/11/2014 12:43 PM Eastern Daylight Time KZaia
Rcaa closing case, information given.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122575[redacted]	[redacted]	73,000

Oneonta, NY [redacted] Prod. Date: 4/10/07 Dealer: NY069 Country Club Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 02/11/2014 03:52 PM US Mountain Standard Time ZValenzuela Action Type:Outgoing call
Customer states:
1. Received call from [redacted]
2. Decision was that Kia cannot help us
3. I am extremely disappointment
4. This is not a wear and tear part
5. Should not be something consumer should be responsible for
6. Repair cost us a little under $1300
7. My son's girlfriend is a small women when she sits in and light does not turn on
8. Is there another avenue for me to appeal

Writer states:
1. Apologized
2. Advised customer can submit for evaluation of reimbursement with service manager
3. Service Manager will then review with DPSM once they visit dealer
-Which is 6-8 weeks
4. They would then make a determination

Customer thanked and disconnected

*** CASE CLOSE 02/11/2014 03:53 PM US Mountain Standard Time ZValenzuela

*** CASE CLOSE 04/03/2014 09:02 AM US Mountain Standard Time BBauer
AIRBAG Tread Review Complete-BB

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	85,000

Whittier, CA[redacted] Prod. Date: 2/10/09 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** CASE CLOSE 02/26/2014 05:32 PM US Mountain Standard Time AIbrahim

*** PHONE LOG 02/26/2014 05:32 PM US Mountain Standard Time AIbrahim
CALLER STATES: Mr[redacted] spouse

1. We heard water in the ***PASSENGER*** compartment area;
2. They said they have a take it apart CND $950
3. We purchased an extended warranty from United and they told us anything wrong with the car will be covered
4. What is the warranty on the ***AIRBAG***?

WRITER STATES:
1. Apologized;
2. As an Original Owner, the Vehicle Comes with: LBW & RSA for 5/60k miles and PTW is for 10/100k miles whichever comes first from warranty start date for manufacturer defects
3. If the Vehicle has 85,000 miles then the ***AIRBAG*** warranty has expired
4. Please check with Extended Warranty Company if they will help with repairs

CUSTOMER CAME ON THE LINE:[redacted]
1. There was Water sound in Glove Box a couple of weeks ago and they fixed the Drainage hose which was clogged for $120.00
2. Then ***AIRBAG*** light came On and on 02/13/2014 dealer charged $115 for diagnose and said we need a ***PASSENGER*** sensor for $950
3. Are there any recalls on the car? I heard Kia had problems with ***AIRBAG***s

WRITER STATES:
1. Apologized; there are no OPEN SC's for this model
2. Please check with Extended Warranty Company if they will help with repairs

CALLER STATES: Mr A[redacted] spouse
1. They mislead on the warranty and want customer to pay for services after the warranty expires

WRITER STATES:
1. Is there anything else I can help with?

CUSTOMER DISCONNECTED THE LINE

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	68,000

Largo, FL [redacted] Prod. Date: 7/10/07 Dealer: FL060 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 03/31/2014 10:18 AM US Mountain Standard Time AJudson Action Type:Incoming call
Customer States:

1. Have had issues with the ***PASSENGER AIRBAG*** warning light.
2. Then the ***AIRBAG*** warning light came on and was advised ***PASSENGER SEAT*** mat needed replacement.
3. ***AIRBAG*** warning light came on in February and took to local mechanic for diagnosis.
4. Local mechanic advised that it says it is the ***SEAT*** sensor.
5. FL039 advised it would be $100 diagnosis fee.

Writer States:
1. Apologized for the problem.
2. Advised customer 5/60 LBW/RSA is expired but currently has 10/100 PTW.
   - PTW covers engine axles and transmission for manufacturer defects
3. Advised if customer has extended warranty, contact extended warranty company to verify coverage.

Customer States:
1. I already took vehicle to FL060 and paid $50 diagnosis fee.
2. Went down there and was advised it is a ***SEAT*** sensor.
3. Upset that this should not be happening because it is not wear/tear item, etc.
4. Was looking at purchasing a Kia Soul because me and my friends want to be Soul Sisters.
5. FL060 advised me to contact KCA to see if any assistance can be offered?

Writer States:
1. Apologized for the problem.
2. Advised customer that KCA can review GW request since vehicle has been diagnosed by Kia dealer.
3. Since dealer has completed diagnosis, we can review request with SVC MGR/DPSM.
4. Cannot guarantee customer GW repair assistance.
5. Gave customer case number, writers name and extension.
6. Request callback if immediate assistance is needed.

*** NOTES 04/04/2014 01:13 PM US Mountain Standard Time AJudson Action Type:Manager review
Writer called FL060 and left VM for SVC MGR Evan:
1. Gave name, 800#, extension and case number.
2. Gave customer name and last 8 of VIN.
3. Calling to review customer case.
4. Request callback to review.

*** NOTES 04/07/2014 12:23 PM US Mountain Standard Time AJudson Action Type:Manager review
Writer called FL060 and left VM for SVC MGR Evan:
1. Gave name, 800#, extension and case number.
2. Gave customer name and last 8 of VIN.
3. Calling to review customer case.
4. Request callback to review.

*** NOTES 04/07/2014 12:27 PM US Mountain Standard Time AJudson Action Type:Manager review
Writer sent DPSM AShoemo case notes, advised 2 VM left for SVC MGR Evan with no callback and customer seeking GW assistance.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	68,000

Largo, FL [redacted] Prod. Date: 7/10/07 Dealer: FL060 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 04/07/2014 12:29 PM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and states:
1. Calling to advise writer is still reviewing customer case.
2. Have left VM for SVC MGR and requested assistance through DPSM.
3. Will contact customer once decision has been made.

Customer States:
1. Thanked writer for assistance.

*** NOTES 04/07/2014 12:37 PM US Mountain Standard Time AJudson Action Type:Manager review
Writer sent DPSM template/case notes for SVC MGR contact & GW review.

*** NOTES 04/07/2014 04:26 PM US Mountain Standard Time RHall Action Type:Manager review

[!<For Internal Use Only
AIRBAG Tread Completed RH>!]

*** NOTES 04/08/2014 09:26 AM US Mountain Standard Time AJudson Action Type:E-mail rec.
FL060 SVC MGR Evan sent writer e-mail stating:
1. The vehicle was brought in 04/24/14 for the ***AIRBAG*** diagnosis.
2. The condition was confirmed to be a short in the ***PASSENGER OCS/AIRBAG***.
3. The client has never been to the FL060 prior to this Service interval.
4. Client was not pleasant to the service personnel when advised that the vehicle would need the parts.
5. Advised that she would never return to the dealer nor buy another Kia.
6. Told the Service advisor that we should cover the repairs under the recall, that is not open on her vehicle.
7. We would not be willing to participate in any repairs for this client.
8. The client does not perform any service or repair at the dealer and has had the vehicle repaired previously for this condition at an outside facility.
9. We would only participate if advised by DPSM.

*** NOTES 04/08/2014 09:27 AM US Mountain Standard Time AJudson Action Type:E-mail rec.
DPSM AShoemo sent writer e-mail stating:
1. I spoke with Evan regarding this case.
2. This lady was verbally abusive to his staff, demanding we do something to assist without merit.
3. She doesn't service at the dealer and I don't know if she is a multiple Kia Owner.
4. However, because of the nature of the failure, I feel it's best we make some sort of offer.
5. Let's offer to cover the parts and the customer cover labor.

*** NOTES 04/08/2014 09:28 AM US Mountain Standard Time AJudson Action Type:Manager review
Previous e-mail also sent to FL060 SVC MGR Evan.

*** PHONE LOG 04/08/2014 09:38 AM US Mountain Standard Time AJudson Action Type:Outgoing call

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	68,000

Largo, FL [redacted] Prod. Date: 7/10/07 Dealer: FL060 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Calling to advise that DPSM has offered to cover cost for part.
2. Customer pay labor.
3. Contact SVC MGR to authorize repairs.

Customer States:
1. OK, will contact SVC MGR Evan to get pricing information.
2. Thanked writer for assistance/follow up.

Writer States:
1. Request callback for additional assistance.

*** CASE CLOSE 04/08/2014 09:39 AM US Mountain Standard Time AJudson

*** PHONE LOG 04/25/2014 09:50 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Customer States:
1. Gave name and case number.
2. Called SVC MGR Evan and left message requesting callback.
3. Received callback that he was ordering part and would follow up with me.
4. I had not heard back from him so called him back again and left message.
5. Have called and left multiple messages but have not received callback.

Writer States:
1. Apologized for the problem.
2. Advised writer will contact FL060 to see if I can reach SVC MGR for update.

WRITER PLACED CUSTOMER ON HOLD AND CALLED FL060

Writer left VM for SVC MGR Evan:
1. Gave name, 800#, extension and case number.
2. Gave customer name and last 8 of VIN.
3. Calling to review customer case.
4. Request callback to review.

WRITER TOOK CUSTOMER OFF HOLD

Writer States:
1. Apologized for the problem.
2. Advised customer writer has left VM for SVC MGR.
3. Will follow up with customer once case reviewed with dealer.
4. Contact writer if immediate assistance is needed.

Customer States:
1. Thanked writer for assistance.

*** NOTES 05/05/2014 09:59 AM US Mountain Standard Time AJudson Action Type:Dealer contact
Writer called FL060 and left VM for SVC MGR Evan:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	68,000

Largo, FL [redacted] Prod. Date: 7/10/07 Dealer: FL060 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Gave name, 800#, extension and case number.
2. Gave customer name and last 8 of VIN.
3. Calling to review customer case.
4. Request callback to review.

*** PHONE LOG 05/05/2014 10:01 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Writer called customer and left VM:
1. Gave name, 800#, extension and case number.
2. Calling to review customer case.
3. Request callback.

*** PHONE LOG 05/06/2014 07:32 AM US Mountain Standard Time AJudson Action Type:Outgoing call
Customer States:
1. Gave name and case number.
2. Returning writers call.

Writer States:
1. Advised writer left VM for SVC MGR.
2. Was calling to verify if customer concerns were resolved?

Customer States:
1. I got in yesterday morning and had repairs completed.
2. SVC MGR called me back shortly after writer left VM.
3. Thanked writer for assistance/follow up.

Writer States:
1. Request callback if additional assistance is needed.

*** NOTES 05/06/2014 07:33 AM US Mountain Standard Time AJudson Action Type:Dealer contact
SVC MGR Evan left VM:
1. Gave name and case number.
2. Calling to advise vehicle came in yesterday and was repaired.
3. Vehicle delivered back to customer.

*** CASE CLOSE 05/06/2014 07:34 AM US Mountain Standard Time AJudson

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	80,000

Greendale, WI[redacted] Prod. Date: 1/10/09 Dealer: WI022 Russ Darrow Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: AIR BAG Nondeployment

Case History

*** PHONE LOG 04/10/2014 08:15 AM US Mountain Standard Time JUTrotta
[redacted] Daughter called and States:

1. I took car in May 1st 2012 46928 miles for ***AIRBAG*** light
2. they cleared the code, and it came back on
3. I took it back 3x and that happened, only documented once
4. I recent got in to a car accident
5. they asked me if the ***AIRBAG*** light was on before
6. now i want to know if they unplugged something to make the light not come on
7. I have to pay $2000

Writer states:
1. apologized
2. is this something that your insurance will not cover

Customer states:
1 my insurance will not cover it because they are going to call it a total loss

Writer states:

1. so are you saying that the ***AIRBAG***s should have deployed and they did not

Customer states:
1. Yes

Writer states:
1. will need to get more info from you
took accident report
2. i will forward your case for further review

Customer thanked and call ended

*** NOTES 04/10/2014 11:12 AM US Mountain Standard Time JUTrotta Action Type:Manager review
Forward case to NCA

customer alleges ***AIRBAG*** did not deploy in accident

states ***AIRBAG*** light was on in May 2012
please review and follow up accordingly

*** PHONE LOG 04/11/2014 09:32 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle.

2. Wtr understands customer is concerned ***AIRBAG***s did not deploy after accident.

Customer:

1. Yes, I had a previous concern with the ***AIRBAG*** light coming on in the past.

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	80,000

Greendale, W[redacted] Prod. Date: 1/10/09 Dealer: WI022 Russ Darrow Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: AIR BAG Nondeployment

Wtr:
1. Ok, the first step here would be to send in pictures and copy of police report to determine whether this was the type of impact where the AIRBAGs should have deployed.
2. Also, vehicle has to be taken in to the dlr for diagnosis.

Customer:
1. Ok, I will send you the pictures and copy of the police report.
2. I should be able to take the vehicle into the dlr next week sometime.
3. I have been having problems with this car since shortly after I purchased it.
4. I think I was sold a lemon.
5. Every time I took it into the dlr they would say that you know out of so many vehicles it is possible for these repairs to be needed.

Wtr:
1. Ok, in the mean time, wtr will contact dlr and request vehicle history.
2. Lemon Law info is available in WCIM if customer wanted to take a look at that.
3. Please send pictures.
4. Wtr thanked customer and disconnected.

*** PHONE LOG 04/11/2014 09:37 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SA Jim:
1. SA stated vehicle has only been to dlr for AIRBAG concern once 5/2012.
2. SA faxing RO.

*** PHONE LOG 04/22/2014 03:19 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Informed customer that wtr has not received pictures yet.
2. Has customer sent pictures?

Customer:
1. I have not sent them yet.
2. I have been so busy with everything.

Wtr:
1. Ok, wtr can provide email address if that is easier for customer. (yes)
2. Wtr provided email address.
3. What is the current status of the vehicle?
4. Has customer visited dlr for AIRBAG light?

Customer:
1. Well, the ins. co. totaled it but I bought it back as a salvaged car.
2. My and my fiance were looking for a second car before the accident anyway.
3. The dlr did not have anything available until Monday (4/28/14) at 1pm.
4. I am going to make sure that my fiance is available to take the car in at that time because I work.
5. I spoke to one of the SAs at WI001 and they have not kept good track of my visits.
6. They are saying that I was only there for one time for the AIRBAG light and that is not the case.
7. I think they are just trying to cover up for themselves.
8. And I know that it is not your fault. thank you for following up with me.

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	80,000

Greendale, W[redacted] Prod. Date: 1/10/09 Dealer: WI022 Russ Darrow Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: ***AIR BAG*** Nondeployment

Wtr:
1. Apologized for experience at dlr.
2. Dlrs are independently owned and operated.
3. However, that is definitely not behavior that KMA condones.
4. Wtr will make sure that it is documented.
5. Wtr will keep an eye out for d***OCS***.
6. Thanked customer and disconnected.

*** PHONE LOG 04/24/2014 09:39 AM Pacific Daylight Time JMojica Action Type:Incoming call
Customer left VM:

1. I tried sending the d***OCS*** but the email came back.
2. Please c/b so I can confirm your email address.
3. Thank you.

*** PHONE LOG 05/01/2014 01:25 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd

Like I stated previously; Rosen Nissan Kia only wrote down the first time I came for the ***AIR BAG*** light being on. The techs did not even write down what they did to the ***AIR BAG*** when they "hit the reset button" I brought this car back 3 separate times after this and they said they did the same thing. But again; they only wrote it down once and did not bother entering it the system. It is not the first time this had happened, I've brought the car in for suspension and thy do the same thing with me. Obviously this is much more important. This should have been fixed when I came to them with this problem at 46,000 some odd miles, instead of hitting a reset button..they should have checked the ***SEAT*** as I mentioned to the advisors. I was assured everything was fine.

Thank you for time.

[redacted]

*** PHONE LOG 05/01/2014 01:27 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
I've talked to the service manager and he said he would talk to the adviser. My car want to Russ Darrow Kia to be looked at after the accident and I was informed by Ryan that this light should have been on before the accident. I am concerned when I brought it in the 4 times and Rosen Nissan Kia NOT writing it down or mentioning they looked at the car..if they maybe somehow had gotten the light to stay off so I wouldn't keep coming back? This should have been taken care of when I brought the car in the 4 separate times UNDER WARRANTY.

Thank you for your time.

[redacted]

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	80,000

Greendale, WI[redacted] Prod. Date: 1/10/09 Dealer: WI022 Russ Darrow Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: AIR BAG Nondeployment

Anther email from customer:

I was doing some research online for the problem with my KIA Spectra, and this problem does not seem like it is the first time something like this has happened in this make and model. I am concerned that there may need to be a recall for this? If my car is not the only time something like this is going on and people are being told that they have to pay for the repair many different times, maybe something should be brought up to the people who do recalls. This is a scary thing and a life and death matter if something where to happen while someone gets into a accident in the car like I did.

*** PHONE LOG 05/01/2014 01:28 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Sorry to bother you again, as I read further on; there are complaints about the same issues I have been taking my KIA in for. Everything that I have ever taken my car in for is reported on the DMV.Gov website with people having the same kind of issues I am having. From the Swooshing sound in the dashboard, to the AIRBAGs, to the suspension, to the heating and cooling, and to the ignition. What is going on with these cars? The dealer that I take it to seems terrible and do not car to fix anything under warranty. Only when the car is out of warranty the dealers seem to come up with the problem to the car

*** PHONE LOG 05/05/2014 07:49 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for customer:
1. Calling in reference to vehicle.
2. Wtr confirmed receipt of emails.
3. Requested c/b.
4. Provided c/b # and case # for reference.
5. Thanked customer and disconnected.

*** PHONE LOG 05/12/2014 02:47 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
I would like this issue on my car to be taken car of soon. This has dragged on long enough and I have been very patient with receiving a response from you and the dealership. I have told you that Russ Darrow KIA already hooked my car up to the computer to find out exactly what the problem is. I do not see why this needs to be done a second time. Rosen Nissan KIA has been very rude to me and has no time for me to go in and get this taken care of. I have talked to Tom and we did set up a time to see him after my working hours; but unfortunately we had a event to attend to that night. He has not called me back since and Chris says he does not have any times available. So I would like for someone to call and retrieve the diagnosis from Russ Darrow KIA so I do not have to go back again.

*** PHONE LOG 05/12/2014 02:52 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to customer:
1. Customer requested c/b at later time.
2. Wtr requested customer c/b upon availability.

*** PHONE LOG 05/13/2014 12:59 PM Pacific Daylight Time JMojica Action Type:Incoming call
Customer left VM:
1. Please c/b at[redacted]

*** PHONE LOG 05/21/2014 09:53 AM Pacific Daylight Time JMojica Action Type:Outgoing call

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	80,000

Greendale, W[redacted] Prod. Date: 1/10/09 Dealer: WI022 Russ Darrow Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: ***AIR BAG*** Nondeployment

Wtr left VM for customer:
1. Calling in reference to vehicle.
2. Requested c/b.
3. Provided c/b # and case # for reference.

*** PHONE LOG 05/21/2014 03:04 PM Pacific Daylight Time JMojica Action Type:Incoming call
Customer left VM requesting c/b.

*** NOTES 05/22/2014 01:35 PM Pacific Daylight Time JMojica Action Type:Dealer contact
Wtr:
1. Calling in reference to vehicle.

Customer:
1. Yes, I just wanted to let you know that Russ Darrow Kia looked at my car after the accident.
2. They said there was something wrong with the sensor.
3. They know what is wrong with it.
4. I went online and I see that this is a common problem with this car.
5. Maybe there should be a recall.

Wtr:
1. Wtr cannot address what is posted online because wtr does not have the details of those cases.
2. Wtr will contact Russ Darrow Kia to speak to SA who was handling this vehicle.
3. Wtr thanked customer and disconnected.

*** PHONE LOG 05/22/2014 01:37 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SA Ryan:
1. SA stated there was an internal ***SEAT*** mat failure, and system shows this was present before accident.
2. SA stated that is why the ***AIRBAG*** light is on.
3. SA stated sending over RO.

*** PHONE LOG 05/23/2014 04:03 PM Pacific Daylight Time JMojica Action Type:Incoming call
Customer left VM requesting c/b.

*** PHONE LOG 05/27/2014 08:11 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Wtr received RO from SA Ryan.

*** PHONE LOG 05/27/2014 08:39 AM Pacific Daylight Time JMojica Action Type:Incoming call
Customer:
1. Provided case #.
2. I just wanted to see if you got a chance to speak to SA Ryan.

Wtr:

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	80,000

Greendale, WI[redacted] Prod. Date: 1/10/09 Dealer: WI022 Russ Darrow Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: ***AIR BAG*** Nondeployment

2. SA sent over RO, wtr will be reviewing with KMA Engineer and getting back to customer.

Customer:
1. Thank you.
2. Can you send me the pictures I sent you?
3. The car will be inspected for the salvage title and they are asking me for pictures.
4. I deleted them off my phone.

Wtr:
1. Not a problem.
2. Wtr will send email with pictures.
3. Thanked customer and disconnected.

*** PHONE LOG 05/29/2014 02:26 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for customer requesting c/b.

*** PHONE LOG 05/29/2014 04:25 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr:
1. Calling in reference to vehicle.
2. Wtr reviewed case with ***AIRBAG*** specialist.
3. ***AIRBAG*** specialist determined that we would not expect an ***AIRBAG*** deployment during impact.
4. Impact was an underride and there was no severe structural damage.
5. On that note, KMA is offering to ***OCS*** repairs as a 1 time GW gesture.
6. Wtr will need to send out GW Offer letter that needs to be signed and returned.

Customer:
1. That is great thank you.
2. I will probably fax it back.

Wtr:
1. Wtr will send out letter in an email.
2. Wtr will contact dlr tomorrow.
3. Wtr thanked customer and disconnected.

*** PHONE LOG 06/02/2014 02:57 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Rob:
1. Wtr requested estimate for repairs at warranty pricing.
2. Wtr informed SM that KMA will be offering repairs as one-time GW.
3. SM emailing over estimate.
4. Wtr provided email address.
5. Wtr thanked SM and disconnected.

*** PHONE LOG 06/02/2014 03:22 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
Ms[redacted]

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	80,000

Greendale, W[redacted] Prod. Date: 1/10/09 Dealer: WI022 Russ Darrow Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: ***AIR BAG*** Nondeployment

me so we can proceed.

Thank you,

*** PHONE LOG 06/04/2014 03:34 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Thank you for sending this to me. I've looked it over and need to do some research before signing this and accepting a settlement. I will send this to as soon as I get some answers I am looking for.

Thank you

*** PHONE LOG 06/16/2014 10:38 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Here is the singed copy of the letter you gave me. Please work with Russ Darrow KIA to find a date to have my car fixed.

*** PHONE LOG 06/16/2014 10:53 AM Pacific Daylight Time JMojica Action Type:Ltr/email/fax sent
I am sorry it has taken so long to get back you with this. I have been out of the office on personal business (taking care of my son, who fractured his knee cap).

Regarding the 2009 Kia Spectra with the ***AIRBAG*** light on that needs the right front ***SEAT*** base for the failed ***OCS*** mat sensor (codeB1448). The warranty labor is 0.9 $131.22 (labor operations 88020R1A and 88020RQ0) and the part is #88202-2F704293 for $1,880.97 for a total of $2,012.19.

Let me know if you need anything else.

Thanks,

Rob Martin.
Parts and Service Director
Russ Darrow Kia of Wauwatosa
414-778-5700
rob martin@russdarrow.com <mailto:rob martin@russdarrow.com>

*** PHONE LOG 06/16/2014 10:54 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr spoke to SM Rob:
1. Wtr authorized repairs.
2. Wtr requested copy of RO at warranty pricing once repairs were completed.
3. Wtr will have dlr reimbursed on parts statement.

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	80,000

Greendale, WI[redacted] Prod. Date: 1/10/09 Dealer: WI022 Russ Darrow Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: AIR BAG Nondeployment

1. Wtr spoke to SM Rob who will be ordering parts for repairs.
2. Wtr informed customer that once dlr has parts available, dlr will be in contact with customer to schedule appointment.
3. Please c/b if further assistance is required.
4. Otherwise, dlr will be in contact.
5. Thanked customer and disconnected.

*** PHONE LOG 06/24/2014 09:32 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for SM Rob requesting c/b.

*** PHONE LOG 06/26/2014 07:49 AM Pacific Daylight Time JMojica Action Type:Incoming call
SM Rob left VM:
1. SOP has arrived and customer is aware of it.
2. Customer has appointment for 6/26/14.

*** PHONE LOG 07/01/2014 08:38 AM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr left VM for SM:
1. Referenced last 8 of VIN.
2. Requested copy of RO.
3. Provided fax # and c/b #.

*** PHONE LOG 07/09/2014 02:32 PM Pacific Daylight Time JMojica Action Type:Ltr/email/fax rec'd
Attached is a copy of repair order #[redacted] 2009 Kia Spectra. It is to be paid by Kia on our parts statement.

Let me know if you have any questions or if you need anything else.

Thank you,

Rob Martin
Parts and Service Director
Russ Darrow Kia of Wauwatosa
414-778-5700
rob martin@russdarrow.com <mailto:rob martin@russdarrow.com>

*** PHONE LOG 07/09/2014 03:01 PM Pacific Daylight Time JMojica Action Type:Outgoing call
Wtr submitted GW request: 91890
Dlr to be reimbursed on parts statement for the amount of $2,082.08

*** NOTES 07/10/2014 12:28 PM US Mountain Standard Time BBauer Action Type:Dealer contact

[!<For Internal Use Only

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	80,000

Greendale, WI[redacted] Prod. Date: 1/10/09 Dealer: WI022 Russ Darrow Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: AIR BAG Nondeployment

*** NOTES 07/22/2014 08:17 AM Pacific Daylight Time JMojica Action Type:Dealer contact
Total price for repairs exceeded estimate. Ok to pay $2,082.08

*** NOTES 08/01/2014 09:02 AM Pacific Daylight Time JMojica Action Type:Dealer contact
Wtr verified dlr was reimbursed on parts statement.

*** CASE CLOSE 08/01/2014 09:03 AM Pacific Daylight Time JMojica
No further action required

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	32,000

Black Diamond, WA [redacted] Prod. Date: 9/11/07 Dealer: WA003 Auburn Valley Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 04/10/2014 02:40 PM US Mountain Standard Time GRomero
Customer states:

1. We've been having issues with the ***PASSENGER AIRBAG*** light.
2. It wouldn't matter if someone's there or not there.
3. It seems to be very random.
4. The ***AIRBAG*** sensor light in front of the driver is also going off.
5. They're saying I need an OC mat to replace the part.
6. I know there's been a recall on the Rio's OC mat.
7. There were a few complaints about the Spectra's.
8. I was wondering if there was a way to get this assistance in getting this fixed.
9. They told me it was $1400 for the replacement.
10. It seems like a huge portion of the value.

Writer states;
1. Apologized.
2. Advised the vehicle is out of warranty
3. Advised writer would follow up with the dealership
4. Advised there were no guarantees.
5. Gave case number
6. Advised to call back for further assistance.

*** NOTES 04/14/2014 02:13 PM US Mountain Standard Time GRomero Action Type:Manager review
Writer calls WA003 --

Rich, SVCA:

1. 4/10/14 - Driver and ***PASSENGER AIRBAG*** lights come on and off intermittently - ***OCS*** Matt replacement - Just the ***PASSENGER*** side.
2. Never been in prior.
3. Customer has no history in our store.

*** NOTES 04/14/2014 02:27 PM US Mountain Standard Time GRomero Action Type:E-mail sent
Sent email to DPSM MWhite for customer's GW request

*** NOTES 04/16/2014 12:57 PM US Mountain Standard Time GRomero Action Type:Manager review
Received email from DPSM MWhite -
-Unable to provide GW for the issue -

*** PHONE LOG 04/16/2014 12:58 PM US Mountain Standard Time GRomero Action Type:Outgoing call
Writer calls customer and states:
1. Gave writer information
2. Advised following up on case.

Customer states;
1. Okay
2. Thanks.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	32,000

Black Diamond, WA[redacted] Prod. Date: 9/11/07 Dealer: WA003 Auburn Valley Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer states;
1. Advised to call back for further assistance.

*** CASE CLOSE 04/16/2014 01:01 PM US Mountain Standard Time GRomero

*** CASE CLOSE 07/10/2014 12:33 PM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221095[redacted]	[redacted]	28,650

Kaneohe, HI[redacted] Prod. Date: 9/25/08 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 04/28/2014 08:08 AM US Mountain Standard Time LHarrison
800# VM by Sean HI001
Provided Customer/VIN

1. RO[redacted] opened 4-25-14
2. ***AIRBAG*** light is on
3. SO ***OCS*** map to be installed
4. Cust call back is[redacted]
5. Veh mileage is 28650

*** NOTES 05/01/2014 01:51 PM US Mountain Standard Time HFBerdine Action Type:Dealer contact
Dealer Contact: Aloha Kia HI001
Customer Name: [redacted]
Original Owner?:N
Customer Phone#: [redacted]
Customer Address: Verified
VIN:KNAFE221095[redacted]
MY & Mileage: 2009 SPECTRA 28,650
Dealer Code/Selling :HI001/ Y
RO# & Open Date:RO[redacted] opened 4-25-14
Days Down? 0
Current Repair Issue and Diagnosis : Cust states ***AIRBAG*** light is on. Replacing ***OCS*** mat.
Able to Duplicate? Y
Part on Order (Y/N), If so, Part#, Order#: Ordered ***OCS*** Mat P# 882022F703293
Repeat Repair (Y/N), If so, How many times? N
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern, Resolution (if needed)

4/11/14
@ 28144
RO: 260615
Ordered ***OCS*** Mat P# 882022F703293

Vehicle Repaired & Customer has possession? Y
ETA for completion of Repairs? 4/25/14
TL Case?N
Rental/Loaner Provided? If So When? N
Customer Request: NA
Justification of GW? NA
DPSM Contacted? NA
Is dealer HEV Certified? NA

*** PHONE LOG 05/01/2014 01:55 PM US Mountain Standard Time HFBerdine Action Type:Outgoing call
Writer calls cust and LVM:
1. Calling to follow up on repairs
2. Provided case # and 800#

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221095[redacted]	[redacted]	28,650

Kaneohe, H[redacted] Prod. Date: 9/25/08 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 05/01/2014 01:57 PM US Mountain Standard Time HFBerdine

*** CASE CLOSE 07/17/2014 08:01 AM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	18,758

Riverside, CA[redacted] Prod. Date: 2/23/09 Dealer: CA211 Riverside Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 05/07/2014 11:34 AM US Mountain Standard Time LHarrison
800# VM by Reza CA211 951-509-1000
Provided Customer/VIN

1. RO[redacted] opened 5-7-14
2. ***AIRBAG*** light is on
3. Veh was in 11-2013, with a map sensor code
4. Cust call back is [redacted]
5. Veh mileage is 18758

*** NOTES 05/08/2014 10:32 AM US Mountain Standard Time RBauer Action Type:Dealer contact
Dealer Contact: Svc Adv Luis
Customer Name: [redacted]
Customer phone#: Wrong phone # on file. Removed from file.
Customer Address: [redacted], Riverside, CA[redacted]
VIN: KNAFE222895[redacted]
MY and Mileage: 2009 Spectra, 18758
Original Owner: Y
Dealer Code/Selling Dealer:CA211/CA211
RO# and Open Date: RO#[redacted] Opened 5/7/14
Days Down at initial Service Alert report: Delivered back same day
Current Repair Issue and Diagnosis:
-Cust states ***AIR BAG*** light on
- Special ordered ***SEAT*** map censor
Able to Duplicate: Y
Parts on order (Y/N): Part # Not Available Order # Not Available
Vehicle repaired & customer has possession (Y/N): N/Y
Repeat Repair (Y/N), if so, how many times: Y, 2X
Repair History of current concern with dates and mileage:
-RO#[redacted] Opened 11/9/2013, 16326 Miles
- Cust states ***AIR BAG*** light on
- removed objects from under ***SEAT*** and problem stopped.

ETA for completion of repairs: 5/13/14
Techline Case: N
Rental/Loaner Provided/Date: N
Customer Request: N/A
Justification of Goodwill: N/A
Dealer contacted their DPSM: Y
If HEV vehicle, is dealer HEV certified: N/A

Sal is the Adv on this case.

*** PHONE LOG 05/13/2014 08:00 AM US Mountain Standard Time RBauer Action Type:Outgoing call
Writer called customer # and was advised that the # had been disconnected.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	18,758

Riverside, CA [redacted] Prod. Date: 2/23/09 Dealer: CA211 Riverside Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** CASE CLOSE 05/13/2014 08:00 AM US Mountain Standard Time RBauer

*** NOTES 05/22/2014 06:21 AM US Mountain Standard Time JJenkins Action Type:Dealer contact
800# VM by Reza CA211
Gave Cust/ VIN

1. R/O #[redacted] open 5/21/14
2. ***AIR BAG*** warning light on
3. ***OCS*** mat sensor faulty; replacing part this visit

*** NOTES 05/22/2014 11:34 AM US Mountain Standard Time ERojas Action Type:Dealer contact
WRITER CALLS OUT TO CA211
SPEAKS WITH SAL
Customer Name: [redacted]
Original Owner (Y/N) Y
Customer Phone #: 9[redacted]
Customer Address: [redacted] Riverside CA [redacted]
VIN: KNAFE222895[redacted]
Model/Year/Mileage: Spectra 09 18758
Current Dealer Code: CA211
Selling Dealer (Y/N) Y
Current Repair Issue and Diagnosis: ***AIRBAG*** light on
Able to Duplicate (Y/N): Y
RO# and Open Date: [redacted] open 5/21/14
Parts on order (Y/N), if so obtain part#, order#: Installed ***PASSENGER SEAT*** cushion
Vehicle repaired & customer has possession (Y/N) Y
Repeat Repair (Y/N), if so, how many times? N
Days Down at initial Service Alert report: 1
ETA for completion of repairs: Done 05/22/14
Techline Case: NA
Rental / Loaner Provided? If so, since when? N
Repair History of current concern with dates and mileage *** Date, miles: NA
Customer Concern, Resolution (if needed) : NA
Customer Request (if needed): NA
Justification of Goodwill (must include maintenance history: NA
Dealer contacted their DPSM (if needed): Y
If HEV vehicle, is dealer HEV certified (if needed): NA

*** PHONE LOG 05/22/2014 11:37 AM US Mountain Standard Time ERojas Action Type:Outgoing call
WRITER CALLS OUT TO CUSTOMER
Writer states:
1. Calling to check status of repairs

Customer states:
1. Everything is running good so far

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	18,758

Riverside, CA [redacted] Prod. Date: 2/23/09 Dealer: CA211 Riverside Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

2. Thank you
[!<For Internal Use Only
CLOSING CASE PENDING CUSTOMER CALL BACK>!]

*** CASE CLOSE 05/22/2014 11:41 AM US Mountain Standard Time ERojas

*** CASE CLOSE 07/11/2014 11:22 AM US Mountain Standard Time RHall

AIRBAG

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	47,112

Leverrett, MA[redacted] Prod. Date: 7/5/07 Dealer: MA046 Lia Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 05/09/2014 10:21 AM US Mountain Standard Time EChildress
Cust stated:

1. Have problems with ***AIR BAG***s
2. Took it to dealership and said not warranted
3. Big bucks and shocked that - $1500.00
4. The ***PASSENGER*** side sensor needs to be replaced
5. Wasn't working for awhile and then now stays on
6. 2nd Kia purchased
7. Took the vehicle to kia dealership when it wasn't working before and said was common need to move around and
8. If gets an accident and ***AIRBAG*** does not open and cust gets killed
9. Another problem is the gas leak out of a valve doesn't work in cold temperature - that was at dealership fairfield and also talked about it with this dealership
10. Went online and found owners having same problems as well for this vehicle
11. Working with Lacey

Wrtr advsd :
1. Apologized
2. Advsd which kia dealership customer took car to MA046
3. Can follow up with the dealership regarding the diagnosis and can submit request to see if any assistance
4. Will follow up with customer once gets answers

Cust stated;
1. That was the problem,
2. It's because of the cold couldn't take it to dealership when cold

Wrtr advsd:
1. Will follow up and see if any assistance can be provided
2. Advs can take 2-3 bus days to get response
3. Advsd will follow up once has outcome of request.

*** NOTES 05/13/2014 08:25 AM US Mountain Standard Time EChildress Action Type:Dealer contact
Wrtr called MA046 spoke to Kate

Kate stated:

Customer Name: same
Original Owner: Y
Customer phone #: same
Customer Address: same
VIN #: KNAFE16248[redacted]
MY and Mileage: 2008 Spectra/ 47113 miles
Dealer Code/Selling Dealer: MA046/ N
Able to Duplicate: Y
RO# and Open Date: RO#[redacted] open date: 5/7/2014
Current Repair Issue and Diagnosis: Needed a ***SEAT*** bottom and not covered under warranty, $1500.00 estimate to repair it
Parts on order (Y/N): Part# , Order#: N/A
Vehicle repaired & customer has possession (Y/N): N

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	47,112

Leverrett, MA [redacted] Prod. Date: 7/5/07 Dealer: MA046 Lia Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Repeat Repair (Y/N), if so, how many times: N
Days Down at initial Service Alert report: 0 days
ETA for completion of repairs: N/A
Techline Case: N/A
Rental / Loaner Provided/Date: N/A
Repair History of current concern with dates and mileage: N/A
Customer Request: Would like to see about getting assistance with replacement of ***SEAT*** bottom for ***AIRBAG***
Justification of Goodwill (must include maintenance history: N/A
Dealer contacted their DPSM: N/A
If HEV vehicle, is dealer HEV certified: N/A

*** NOTES 05/13/2014 08:28 AM US Mountain Standard Time EChildress Action Type:Dealer contact
Wrtr called NH011 spoke to Tara

Tara stated:
1. RO#[redacted] open 5/14/2013 / 41364 miles- Cel on replaced O2 sensor

*** NOTES 05/13/2014 08:33 AM US Mountain Standard Time EChildress Action Type:Dealer contact

[!<For Internal Use Only
Emailed DPSM KDomingues regarding customer request. >!]

*** NOTES 05/14/2014 10:54 AM US Mountain Standard Time EChildress Action Type:Dealer contact

[!<For Internal Use Only
Emailed DPSM KDomingues to see if any update. >!]

*** PHONE LOG 05/15/2014 09:14 AM US Mountain Standard Time EChildress Action Type:Outgoing call
Received vm from cust:
1. Case[redacted]
2. Wanted to see if heard anything yet
3. [redacted]

*** NOTES 05/15/2014 09:20 AM US Mountain Standard Time EChildress Action Type:Dealer contact
Wrtr called MA046 spoke to Rick

Rick stated:
1. In the system twice
2. Nothing for maintenance

*** PHONE LOG 05/15/2014 10:34 AM US Mountain Standard Time EChildress Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	47,112

Leverrett, MA[redacted] Prod. Date: 7/5/07 Dealer: MA046 Lia Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Following up regarding request
2. Wanted to get additional information regarding vehicle
3. Can have him call wrtr back

Mrs. [redacted] stated:
1. Okay will have him call you

*** PHONE LOG 05/16/2014 11:52 AM US Mountain Standard Time EChildress Action Type:Incoming call
Received vm from cust:
1. [redacted]
2. Can call me back at [redacted]

*** PHONE LOG 05/16/2014 01:46 PM US Mountain Standard Time EChildress Action Type:Outgoing call
Wrtr called cust:
1. Received vm
2. Needed to get information

Cust stated:
1. Do maintenance work himself
2. No receipts or anything like that
3. Taking good care of the car
4. Not sure why that matters.
5. But never had an issue with the vehicle.

Wrtr advsd:
1. Have to research all aspects of assistance.
2. Will follow up with customer on Monday

Cust stated:
1. Okay thank you

*** NOTES 05/16/2014 01:48 PM US Mountain Standard Time EChildress Action Type:Dealer contact
Emailed DPSM KDomingues:
1. Advsd customer does his own maintenance oil changes by himself.

*** NOTES 05/19/2014 03:01 PM US Mountain Standard Time EChildress Action Type:Dealer contact
Received email from DPSM KDomingues:
1. Will pay for the part and customer can pay for labor

*** PHONE LOG 05/19/2014 03:03 PM US Mountain Standard Time EChildress Action Type:Outgoing call
Wrtr called cust: left message
1. Following up on request for assistance
2. Provided case# and contact info for return call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162485[redacted]	[redacted]	47,112

Leverrett, MA[redacted] Prod. Date: 7/5/07 Dealer: MA046 Lia Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 05/20/2014 12:17 PM US Mountain Standard Time EChildress Action Type:Incoming call
Cust stated:
1. Returning your call

Wrtr advsd:
1. Did receive information from DPSM that he will cover the part if cust willing to cover labor

Cust stated:
1. Yes
2. Dealership called yesterday and advised labor is $100.00
3. Cust will cover that
4. Thank you so much for all your help
5. You saved us a lot of money

Wrtr advsd:
1. If needs further assistance can give us a call back.

*** NOTES 05/22/2014 02:04 PM US Mountain Standard Time EChildress Action Type:Dealer contact
Wrtr called MA046 spoke to Kate

Kate stated:
1. Not sure if the part is here yet
2. Came in this afternoon
3. Will call customer first thing in the morning

*** PHONE LOG 05/27/2014 12:37 PM US Mountain Standard Time EChildress Action Type:Outgoing call
Wrtr called cust:
1. Following up regarding repair

Cust stated:
1. Already installed on Friday and everything working fine
2. Thank you for your help

*** CASE CLOSE 05/27/2014 12:38 PM US Mountain Standard Time EChildress

*** CASE CLOSE 07/11/2014 11:39 AM US Mountain Standard Time RHall

AIRBAG

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	92,000

Stow, OH[redacted] Prod. Date: 11/26/06 Dealer: OH065 Classic Kia of Streetsboro

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 05/19/2014 05:13 AM US Mountain Standard Time ERuiz
Caller
1. I bought the car used.
2. When I bought the car I got a copy of Carfax
3. The vehicle had 32k miles.
4. The Dlr replaced the ***SEAT*** sensor.
5. I am the only one that drives the car.
6. The ***PASSENGER*** side ***SEAT*** pad sensor failed again
7. I spoke to Matthew in Svc
8. I was told that I have to pay $1276 for a ***SEAT*** pat and $166 to install it
9. There's no reason for the part to fail again

Writer
1. I am sorry for the inconvenience.
2. I can contact the Svc Dept for more info.
3. I will then present your request for assistance to the Kia DPSM,
4. He will review the svc history and decide wether Kia will participate on the cost of the repair.
5. Repair assistance is not guarantee.
- Front ***SEAT*** Cushion was replaced on 9/19/11 under warranty by OH065 at 53454 miles.
6. What's the best number to get a hold of you?

Caller
1. I can either be reach at home or at my cel phone number.
2. The number is [redacted].
3. Thank you.

*** PHONE LOG 05/22/2014 05:39 AM US Mountain Standard Time LuciaPaz Action Type:Incoming call
Mr S[redacted] stated
1. Provided phone#
2. Calling in regards to open case
3. The person there told me he would call me in 24 hours
4. Wanted to know what the update is

Wrt stated
1. Apologized
2. TCS ERuiz is currently working on case
3. Will give cust callback when has further info
4. Would cust like to be transferred to TCS ERuiz ext?

[redacted] stated
1. No, just wanted an update
2. We need to get this expedited
3. The ***SEAT*** pad sensors have been replaced more than once
4. Got stopped by police the other day, ABS light is on told me had to take care of it
5. If don't get resolution soon will need to stop veh

Wrt stated
1. Will document for TCS
2. Any further questions callback provided callback and case#

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	92,000

Stow, OH[redacted] Prod. Date: 11/26/06 Dealer: OH065 Classic Kia of Streetsboro

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Mr[redacted] stated
1. Ok, thank you

*** NOTES 05/22/2014 06:38 AM US Mountain Standard Time ERuiz Action Type:Dealer contact
Writer
1. Wrt called OH065
2. Wrt spoke to Amber in Svc.
3. Wrt asked Amber for Svc information.

Amber Stated
1. He came in on 5/17, R/o[redacted]
2. He complaint about the A/b light being on.
3. The occupant ***SEAT*** sensor, ***SEAT*** mat
4. The ***SEAT*** bottom needs to be replaced
5. He was here back on 9/19/11, at 53454 miles, R/o[redacted]

Writer
1. Thank you.

*** NOTES 05/22/2014 06:40 AM US Mountain Standard Time ERuiz Action Type:Other (external)
Writer
1. Wrt sent case notes to the DPSM.
- rholderness@kiausa.com

*** PHONE LOG 05/22/2014 06:46 AM US Mountain Standard Time ERuiz Action Type:Outgoing call
Writer
1. Wrt called[redacted] and advised
2. I am waiting to hear back from the DPSM.

Caller
1. I understand.
2. I am just a little concern about that.
3. Specially since this is the second time this happens.

Writer
1. I will give you a call back as soon as I hear back from the DPSM.

*** NOTES 05/23/2014 12:29 PM US Mountain Standard Time ERuiz Action Type:Dealer contact
Writer
1. Case dispatch to the Region
a) Cst said the a/b light is back on again.
b) Dlr said veh needs an ***OCS***.
c) Front ***SEAT*** Cushion was replaced on 9/19/11 under warranty at OH065.
d) Cst is looking for g/w repair assistance.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	92,000

Stow, OH[redacted] Prod. Date: 11/26/06 Dealer: OH065 Classic Kia of Streetsboro

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 05/28/2014 08:33 AM Central Daylight Time SSpreeman Action Type:Ltr/email/fax sent
SENT EMAIL TO DPSM R.HOLDERNESS THIS DATE

Good Morning Rick,

This customer is requesting assistance concerning the replacement of the right front ***SEAT*** cushion containing the ***OCS*** sensor. Cust had a prior repair under warranty as listed below and is asking for warranty replacement at 92K miles, warranty start date is 1/31/07. My feelings are this is a safety item but is far out of warranty. Maybe we should offer a 50/50 split on the repair? What do you think? I am sending the case to you under separate cover.

a) Customer name: [redacted]
b) VIN: KNAFE121275[redacted]
c) MY and Mileage: 2007 SPECTRA
d) Dealer Code: OH065
e) Selling Dealer: CA159N
f) Original Owner: NO
g) Current Issue and Diagnosis: ***AIR BAG*** LIGHT IS ON DUE TO A FAILED ***OCS*** IN THE ***SEAT*** CUSHION
h) Repeat Concern: YES
i) Able to Duplicate: YES
j) Repair History of current concern with Dates and Mileage:
1. 9/19/11 AT 53454 MILES-REPLACED ***OCS*** SENSOR IN ***SEAT*** CUSHION UNDER WARRANTY
2.
k) Customer Request: CUSTOMER WANTS IT REPLACED UNDER WARRANTY
l) Justification for goodwill assistance: NA
m) Maintenance History: NA

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

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

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_SSpreeman_05-28-2014082911.doc>>

*** PHONE LOG 05/28/2014 07:46 AM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED CUST, SPOKE TO MR.THIS DATE

1 rcaa - apology for the ***AIRBAG*** light concern, how can rcaa help?
2.cust - gave history of concern and requested warranty coverage of the concern
3 rcaa - has emailed DPSM requesting assistance, is researching the case and will get back to cust with results, no promising assistance at this time, gave cust ph # if cust has questions

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	92,000

Stow, OH[redacted] Prod. Date: 11/26/06 Dealer: OH065 Classic Kia of Streetsboro

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

thank you
END CALL

*** PHONE LOG 05/28/2014 12:19 PM Central Daylight Time SSpreeman Action Type:Ltr/email/fax rec'd
RECEIVED EMAIL FROM DPSM R.HOLDERNESS THIS DATE

I am ok to cover the part if customer pays lsbor.
Richard Holderness
KIA Motors America

*** PHONE LOG 05/28/2014 12:25 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED CUST, SPOKE TO MR.THIS DATE

1 rcaa - has spoken to DPSM, veh is well out of warranty but and are offering to cover the part if cust pays for the labor.
2.cust - that's more thank fair
3 rcaa - good, will contact the svc mgr and explain the good will, will have svc mgr order the part and contact cust
4.cust - that's fine and thank you for the assistance

thank you
END CALL

*** PHONE LOG 05/28/2014 12:33 PM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED DEALER, SPOKE TO SVC MGR BRIAN THIS DATE

1 rcaa - is calling about cust assistance for ***AIR BAG*** light on, gave last 6 of vin, DPSM R.Holderness has authorized covering the parts if cust covers the labor to replace ***OCS SEAT*** cushion for cust, must be done at warranty parts and labor, gave case # for authorization. Please call cust when parts are in to set up an appt.
2.svc mgr - alright, will take care of this

thank you
END CALL

*** PHONE LOG 06/10/2014 11:04 AM Central Daylight Time SSpreeman Action Type:Outgoing call
CALLED CUST, SPOKE TO TO MR.THIS DATE

1 rcaa - is calling to see if has had the opportunity to get the veh repaired.
2.cust - cust paid the labor, Kia paid the part, the repair was done last Saturday and all is working as it should again.
3 rcaa - is very happy to hear that, thanks for calling Kia

thank you
END CALL

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121275[redacted]	[redacted]	92,000

Stow, OH[redacted] Prod. Date: 11/26/06 Dealer: OH065 Classic Kia of Streetsboro

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Good will provided by DPSM, no hard file.

*** CASE CLOSE 07/16/2014 03:31 PM US Mountain Standard Time RHall

AIRBAG Tread Review Completed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221195[redacted]	[redacted]	0

Homosassa, FL[redacted] Prod. Date: 11/28/08 Dealer: FL094 Citrus Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 05/28/2014 01:48 PM Pacific Daylight Time SGuindi
NCA rec'd letter from customer. Customer states:
1. I recently took my car for service at your Kia dealer in Crystal River, FL with concerns about the ABS light in the dash staying on.
2. I also had them inspect the radio again - it has had receiving issues since new.
3. After the technician inspected the vehicle, the service advisor reported to me that the sensing mat under the ***PASSENGER SEAT*** was shorted out and bad.
4. I was quoted $1,800 for a replacement mat plus 3 hours of labor to install.
5. He also stated that the sensor module in the console could be bad and would need replacing.
6. This part was priced at $489 plus labor to install.
7. I have maintained this vehicle meticulously under any standard and kept the maintenance schedule as directed.
8. I am 77 years old, retired and on a fixed income.
9. My dilemma as of this writing is that I cannot afford or even justify the expense of the repairs required.
10. I no longer feel safe while driving this vehicle or transporting ***PASSENGER***s.
11. In conclusion, I am asking if the price of the replacement parts can be significantly reduced or use working parts found so I can drive safely and with confidence?

Attaching letter to case and dispatching for further handling.

*** NOTES 05/30/2014 04:47 AM US Mountain Standard Time ACitrin Action Type:Dealer contact
Writer clled FL094 spoke to SA Scott:
1. Calling in regards to cust concerns with the audio unit and ***AIRBAG*** mat sensor?
2. Service hist for these concerns?

Scott std:
1. CND audio unit concerns.
2. whr ***SEAT*** buckle was attached all the time even when ***SEAT*** not being occupied and it may have shorted out the module.
3. one oil change done here.
4. 45477, 5/15/14, 64910 miles, C/S ***AIRBAG*** light on and radio station fades out, advised here some stations do that depending on where you are, CND audio concerns, advised to replace ***AIRBAG*** module.

Wtr std:
1. Thank you

*** PHONE LOG 06/03/2014 07:46 AM US Mountain Standard Time ACitrin Action Type:Outgoing call
Writer called customer left vm:
1. Calling in regards to your letter into our offices.
2. Left wtr nad case info for return call.

*** PHONE LOG 06/05/2014 10:22 AM US Mountain Standard Time ACitrin Action Type:Outgoing call
Writer called customer left vm:
1. Calling in regards to your letter into our offices.
2. Left wtr and case info for further concerns.
[!<For Internal Use Only
Sent call me letter>!]

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2009 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221195[redacted]	[redacted]	0

Homosassa, FL[redacted] Prod. Date: 11/28/08 Dealer: FL094 Citrus Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 06/05/2014 10:26 AM US Mountain Standard Time ACitrin

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121885[redacted]	[redacted]	98,000

Fort Worth, AK [redacted] Prod. Date: 9/11/07 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** NOTES 06/08/2014 05:15 PM clarify Action Type: Dealer contact
*** Performed by contact: [redacted]

Hello. I am the owner of a 2008 Kia Spectra EX. About a year ago, the ***AIRBAG*** light came on and after taking it to a local dealership, I was informed that I needed to have the entire ***PASSENGER SEAT*** replaced because of an electrical wiring problem. I was told that it would be at least $2,000. I refused and just paid the dealership for the check on my car. Upon researching the problem online, I found many others with the same issue. Similar reports can be found here: http://www.arfc.org/complaints/2008/kia/spectra/air_bags/problem.aspx. This is a problem that needs to be addressed. I am a recent college graduate and I do not have the funds to replace such a costly part on a six year old car. The fact that faulty wiring has disabled the entire ***AIRBAG*** system is also concerning. This part should be recalled or covered under a warranty. Please contact me regarding this issue. Thank you.

*** PHONE LOG 06/10/2014 10:10 AM US Mountain Standard Time JUTrotta Action Type:Outgoing call
Writer called customer and LVM:
1. calling to follow up on case
2. Please call back
3. left writer contact info and case id

*** PHONE LOG 06/11/2014 01:40 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
received VM from Julie

wtr
1. she is not currently available
2. allow me to assist him

wtr reviewed case notes
1. apologized for the situation
2 there are no recalls for this concern
3. if this was a widespread concern then they would have a recall
4. the car is 7 years old with 96,000 miles and very much out of warranty
5. i can approach the Kia DPSM and see what he says, but I don't want to get his expectations up too high

cust said
1 that's okay . he understands
2. can he get the address for KMA?

wtr provided the maiuling address for KMA Irvine
cust thanked wtr for the info

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X8[redacted]	[redacted]	63,000

Gainville, FL[redacted] Prod. Date: 9/13/07 Dealer: FL008 Gatorland Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 06/10/2014 09:22 AM US Mountain Standard Time KJackson
[redacted] states:
1. I purchased an extended warranty on my veh when I purchased it
2. My veh is @ Fl008 for the ***AIRBAG*** light coming on
3. They quoted me 1200.00 for a ***OCS*** sensor and
4. They told me that you might be able to help me with some relief

Writer stated:
1. I apologize for concern
2. Updated cust info
3. Advised no open service campaigns
4. Advised warranties have expired by time
5. Advised that I could see if dealer was willing to assist with any of the cost
6. Provided case # and contact info

Cust stated:
1. Ok thank you

*** NOTES 06/11/2014 10:16 AM US Mountain Standard Time KJackson Action Type:Dealer contact
Writer called FL008 spoke with Kelly and stated:
1. I am calling to gather info on repairs for cust veh
2. Provided vin#

Kelly stated:
1. Veh has never been here before

Writer stated:
1. Thank you

*** PHONE LOG 06/11/2014 10:18 AM US Mountain Standard Time KJackson Action Type:Outgoing call
Writer called cust LVM stating:
1. Calling to follow up with you
2. Need further info please call me back
3. Provided case # and contact info

*** PHONE LOG 06/12/2014 09:01 AM US Mountain Standard Time KJackson Action Type:Outgoing call
Writer called cust and stated:
1. I am calling to follow up with you reg your veh
2. I called FL008 and they stated that you have not taken the veh in there before

Cust stated:
1. Thats funny because my veh is there now and has been for a few days
2. Jennifer is the one helping me with my veh maybe speak with her

Writer stated:

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	63,000

Gainville, FL[redacted] Prod. Date: 9/13/07 Dealer: FL008 Gatorland Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Ok I will get in contact with her thank you
2. I will call you back as soon as I have further info

*** NOTES 06/12/2014 09:07 AM US Mountain Standard Time KJackson Action Type:Dealer contact
Writer called FL008 spoke with Jennifer and stated:

Customer Name: [redacted]
Original Owner: No
Customer phone #: [redacted]
Customer Address: Same
VIN: KNAFE121X85[redacted]
MY and Mileage: 63,606
Dealer Code/Selling Dealer:
Able to Duplicate: MN011
RO# and Open Date: RO#[redacted] opened 6/9/14
Current Repair Issue and Diagnosis: Cust states AIR BAG light on, we have found code and needs OCS mat
Parts on order (Y/N): Parts #/Order # No
Vehicle repaired & customer has possession (Y/N): No awaitng cust authorization to repair and cust does not have veh
Repeat Repair (Y/N), if so, how many times: 0
Days Down at initial Service Alert report:
ETA for completion of repairs: TBT
Techline Case: No
Rental / Loaner Provided/Date: No
Repair History of current concern with dates and mileage: Cust has never been to this dealer to any maintenance or repairs
Customer Request: wants covered under warranty
Justification of Goodwill (must include maintenance history: N/A
Dealer contacted their DPSM: No
If HEV vehicle, is dealer HEV certified: N/A

*** PHONE LOG 06/12/2014 09:14 AM US Mountain Standard Time KJackson Action Type:Outgoing call
Writer called cust and stated:
1. Calling to advise that repairs would not be covered
2. Due to veh never been taken into the dealer for any kind of repair or maintenance
3. You are over the warranty by 2 yrs

Cust stated:
1. Well what if I can prove that this issue was diag before my mileage was up
2. I will call back with the info of the dealer that diag this issue

Writer stated:
1. Again you are over your warranty by 2 years thats a big factor in this

Cust stated:
1. I will call you back

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	63,000

Gainville, FL[redacted] Prod. Date: 9/13/07 Dealer: FL008 Gatorland Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 06/12/2014 09:19 AM US Mountain Standard Time KJackson Action Type:Incoming call
Cust stated:
1. Im calling to give you the info of the dealer that my veh was diag at
2. Its called Gunther Kia and the # is 954-797-1680

Writer stated
1. Ok and may I ask what the reason was that at the time of diag you didnt have the veh repaired

Cust stated:
1. They couldnt locate the warranty of my veh
2. Once it was located I moved to where I am at now

Writer stated:
1. Ok let me contact them and gather info I will be in contact with you as soon as I have further info

*** NOTES 06/12/2014 10:43 AM US Mountain Standard Time KJackson Action Type:Dealer contact
Writer called FL025 spoke with Anna

Customer Name [redacted]
Original Owner: No
[redacted]
Customer Address: Same
VIN: KNAFE121X85[redacted]
MY and Mileage: 53,000
Dealer Code/Selling Dealer: FL025
Able to Duplicate: Yes
RO# and Open Date: RO# 6//13/13
Current Repair Issue and Diagnosis: Cust states a/c not blowing cold and ***AIR BAG*** light on, we advised cust to replace ***OCS*** sensor but cust never came back for repair
Parts on order (Y/N): Parts #/Order # NO
Vehicle repaired & customer has possession (Y/N): Yes and yes
Repeat Repair (Y/N), if so, how many times: 0
Days Down at initial Service Alert report: 0
ETA for completion of repairs: Cust has veh
Techline Case: No
Rental / Loaner Provided/Date: No
Repair History of current concern with dates and mileage: N/A
Customer Request: N/A
Justification of Goodwill (must include maintenance history: N/A
Dealer contacted their DPSM: No
If HEV vehicle, is dealer HEV certified: N/A

*** PHONE LOG 06/12/2014 10:48 AM US Mountain Standard Time KJackson Action Type:Outgoing call
Writer called cust and stated:
1. I am calling to advise that no goodwill assistance would be available
2. Reiterated info from dealer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	63,000

Gainville, FL[redacted] Prod. Date: 9/13/07 Dealer: FL008 Gatorland Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Cust stated:
1. Ok it was worth a try thank you

*** CASE CLOSE 06/12/2014 10:51 AM US Mountain Standard Time KJackson

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	knafe161085[redacted]	[redacted]	62,604

Iowa City, IA [redacted] Prod. Date: 10/17/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 06/19/2014 01:07 PM US Mountain Standard Time BHernandez
Customer states:

1. The ***AIRBAG*** light was on and we took it to the Kia dealership and they said that it was the ***OCS*** Matt sensor that was not detecting anyone sitting in the ***SEAT***
2. They said that we had to get it replaced and I was checking to see if there are any service campaign on the vehicle

Writer states:

1. Apologized
2. Advised that there are not service campaigns
3. Advised that repairs would be customers responsibility

*** CASE CLOSE 06/19/2014 01:07 PM US Mountain Standard Time BHernandez

*** CASE CLOSE 07/17/2014 02:33 PM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222395[redacted]	[redacted]	87,000

Pine Bush, NY[redacted] Prod. Date: 9/24/08 Dealer: NY112 Healey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 06/23/2014 01:07 PM US Mountain Standard Time SLarez
Customer states.

1. The ***OCS*** has failed on the vehicle.
2. The dlr diagnosed it and stated it was the sensor for the matt.
3. I have another Kia and traded in one to get this one for my daughter.
4. I am hoping I can help
5. 5xykuda29bg[redacted]

WRiter states.
1. Let me call the dlr to see what we can do.
2. Please allow me at least three working days to get back to you.

Cusotmer states.
1. Thank you,

*** NOTES 06/26/2014 06:04 AM US Mountain Standard Time SLarez Action Type:Dealer contact
Writer called [redacted]
VIN: KNAFE222395[redacted]
MY & Mileage: 64000
Dealer Code/Selling dealer (DPSM Email only) No and No. Used car
RO# & Open Date: 313442 open on the 16th
Days Down? ONe
Current Repair Issue and Diagnosis (DPSM Email). ***PASSENGER*** side ***AIR BAG*** light. Needs ***OCS*** module replacement.
Able to Duplicate? YEs.
Part on Order (Y/N), If so, Part#, Order#: No
Vehicle Repaired & Customer has possession? No, Yes customer has vehcile
ETA for completion of Repairs? N/a
Repeat Repair (Y/N), If so, How many times? (Get history) No
TL Case? No
Rental/Loaner Provided? If So When? No
Customer Request:
Justification of GW? (DPSM Email Only) None, customer has never been here at all

*** NOTES 06/26/2014 06:05 AM US Mountain Standard Time SLarez Action Type:Dealer contact
Customer not the original owner.
Never been to dlr for service.
Will down customer becuase of those reasons.

*** PHONE LOG 06/26/2014 06:06 AM US Mountain Standard Time SLarez Action Type:Outgoing call
Writer called [redacted] and could not leave message, will try back another time.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222395[redacted]	[redacted]	87,000

Pine Bush, NY[redacted] Prod. Date: 9/24/08 Dealer: NY112 Healey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 07/01/2014 06:52 AM US Mountain Standard Time JGardner Action Type:Incoming call
Customer calls asks to speak to tcs, transfer failed TCS calling customer directly

*** PHONE LOG 07/01/2014 06:54 AM US Mountain Standard Time SLarez Action Type:Outgoing call
Customer called back
Customer states.
1. I wanted to know if you heard anything.

Writer states.
1. We did speak to the dlr and reviewed the history
2. Assistance would not be considered at this time, I am sorry

Customer states.
1. But this has never happended to me before.
2. I am forty years old and this has never happened.

Writer states.
1. I am sorry

Customer thanked writer for information
[!<For Internal Use Only
2nd owner, never been to dlr for service, more then 27k miles out of warranty >!]

*** CASE CLOSE 07/01/2014 06:55 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161075[redacted]	[redacted]	70,182

Locust Grove, VA [redacted] Prod. Date: 12/21/06 Dealer: VA045 Fredericksburg Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Complaint
Kia Case Type Lvl3: Complaint
Kia Case Type Lvl4: Complaint

Case History

*** PHONE LOG 06/25/2014 07:01 AM US Mountain Standard Time MBurgess Action Type:Outgoing call
Mr. [redacted] stated
1. I cant get the veh through inspection
2. They said its the ***PASSENGER*** side ***AIRBAG*** sensor
3 They wanted 1600.00
4 I took the veh in to get it inspected at a garage i use
5 They are the ones that diagnosed it
6 The DLR said they also can get a used one

wtr stated
1 Apologized
2. Advised No sc on veh
3. Advised KIA can get involved and review for possible assistance although do need diag from Kia DLR
4. Advised wtr not legally trained
5 Referred to WCIM

Mr. [redacted] stated
1 The prices are ridicolos at KIA
2 Alls i want is the part
3. Its illegal to have the veh on the road
4. I dont have that kind of money
5 This is why i bought a KIA in the first place
6. I called the NHTSA
7 Im just going to go to the Media
8 This is what happened w/Chevy a few years ago i sued them
9 This is how i got a KIA
10 Im reading too that if the veh gets in an accident the ***AIRBAG***s will not deploy
11. Ill just conact my Attorney

-Customer disconnected

*** NOTES 06/25/2014 07:33 AM US Mountain Standard Time MBurgess Action Type:Dealer contact
Contacted VA045
Customer name [redacted]
Original Owner (Y or N) yes
Customer phone # Same as above
Customer address Same as above
VIN KNAFE161075[redacted]
MY and Mileage 07 spectra
Dealer Code / Selling Dealer (Y or N) VA045
Able to Duplicate (Y or N) YES
RO# and Open Date 5/24/12- last time veh was in- Customer states exterior lights on - inspection done- Gw junction box
Current Repair Issue and Diagnosis veh has not been back since
Parts on order (Y/N), if so obtain part#, order#
Vehicle repaired & customer has possession
Repeat Repair (Y/N), if so, how many times?
Days Down at initial Service Alert report

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161075[redacted]	[redacted]	70,182

Locust Grove, VA [redacted] Prod. Date: 12/21/06 Dealer: VA045 Fredericksburg Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Complaint
Kia Case Type Lvl3: Complaint
Kia Case Type Lvl4: Complaint

ETA for completion of repairs
Techline Case: Find by checking for previous cases
Rental / Loaner Provided? If so, since when?
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern, Resolution (if needed)

*** NOTES 06/25/2014 07:35 AM US Mountain Standard Time MBurgess Action Type:Dealer contact
Emailed RJoyce DPSM
- Advised sending to ERCA for handling

*** NOTES 06/25/2014 07:36 AM US Mountain Standard Time MBurgess Action Type:Dealer contact
Dispatching to ERCA for handling

1. Customer states contacting
Attorney

2 Repair issue- ***AIRBAG*** light on
3.Last time veh in for service was 5/2012 for State Inspection

*** PHONE LOG 06/27/2014 02:45 PM Eastern Daylight Time SEdwards Action Type:Outgoing call
Rcaa called customer @ [redacted]

1. Rcaa states
- Introduced self. Calling in regards to ***AIR BAG*** light concerns with 2007 Spectra
- Your case was forwarded to my attention and apologize for any inconvenience with vehicle
- following up to get current update on vehicle/if vehicle repaired

2. Cust stated
- Why are you calling? Is there a recall on the vehicle?

3. Rcaa states
- calling because case was forwarded to my attention for review
- I don't show any recalls or SC on the vehicle for this concern

4. Cust stated
- Ok then I know we have to fix the vehicle but the part is so expensive and I think that there should be a recall on it because this is a safety issue
- the ***AIR BAG*** sensor should not go bad.
- We will deal with it. I know it's our responsibility to fix it.

5. Rcaa states
- Apologized for inconvenience
Customer hung up.

*** CASE CLOSE 06/27/2014 02:49 PM Eastern Daylight Time SEdwards

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161075[redacted]	[redacted]	70,182

Locust Grove, VA [redacted] Prod. Date: 12/21/06 Dealer: VA045 Fredericksburg Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Complaint
Kia Case Type Lvl3: Complaint
Kia Case Type Lvl4: Complaint

*** NOTES 07/07/2014 04:09 PM Eastern Daylight Time SEdwards Action Type:Dealer contact
Rcaa spoke to DPSM R.Joyce and per DPSM we will cover part for repairs under warranty and labor at cp

*** PHONE LOG 07/08/2014 11:43 AM Eastern Daylight Time SEdwards Action Type:Outgoing call
Rcaa called dlr @ (540) 891-7400 and spoke to svcm Eric

1. Rcaa states
- Calling in regards to ***AIRBAG*** light concerns with customers 2007 Spectra
- Customer stated that ***PASSENGER SEAT*** sensor needs to be replaced
- I spoke to the DPSM and KM will cover part under warranty with labor at cp
- Wanted to have an idea of labor cost so that I can convey to customer

2. Svcm stated
- I don't show customer being in here recently. Since 2012 last time I show customer in.
- Labor on that might run around $200 and above

3. Rcaa states
- I will contact customer to give you call for repairs appt and advise them that labor will be between $200-$300
- Customer was advised that only part will be covered since vehicle is no longer under warranty for this repair.

4. Svcm stated
- Ok thanks for info

*** PHONE LOG 07/08/2014 11:49 AM Eastern Daylight Time SEdwards Action Type:Outgoing call
Rcaa called customer @ [redacted] Lvm stating

1. Pls contact dlr to schedule appt for repairs of 2007 Spectra for ***AIR BAG*** light concerns
2. KM will cover part under warranty but labor will be at cp between $200-$300
3. Dlr svcm Eric is aware that you will be contacting them to schedule appt
4. I will follow up with the dlr and yourself to verify vehicle is repaired and back in your possession with no current concerns
5. Left call back and case # should customer have questions

*** NOTES 07/12/2014 12:57 PM US Mountain Standard Time LSims Action Type:Dealer contact
AIRBAG Tread Review done/ LS

*** NOTES 07/23/2014 11:44 AM Eastern Daylight Time SEdwards Action Type:Dealer contact
Rcaa called dlr @ (540) 891-7400 and spoke to svcm Eric

1. Rcaa states

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161075[redacted]	[redacted]	70,182

Locust Grove, VA [redacted] Prod. Date: 12/21/06 Dealer: VA045 Fredericksburg Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Complaint
Kia Case Type Lvl3: Complaint
Kia Case Type Lvl4: Complaint

2. Svcm stated
- no customer has not brought vehicle in as yet. Have not heard from customer

*** PHONE LOG 07/23/2014 11:48 AM Eastern Daylight Time SEdwards Action Type:Outgoing call
Rcaa called customer @ [redacted]. Lvm stating

1. Pls contact dlr to schedule appt for repairs of 2007 Spectra for ***AIR BAG*** light concerns
2. KM will cover part under warranty but labor will be at cp between $200-$300
3. Dlr svcm Eric is aware that you will be contacting them to schedule appt
4. Left call back and case # should customer have questions

*** NOTES 07/31/2014 01:28 PM Eastern Daylight Time SEdwards Action Type:Dealer contact
Rcaa called dlr @ (540) 891-7400 and spoke to svca Eric

1. Rcaa states
- calling to follow up on whether customer brought in vehicle for repairs on ***AIRBAG*** light concerns

2. Rcaa states
- I have not seen or heard from customer

3. Rcaa states
- thanks

*** CASE CLOSE 07/31/2014 02:32 PM Eastern Daylight Time SEdwards

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161975[redacted]	[redacted]	97,000

Austin, TX[redacted] Prod. Date: 5/22/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 06/30/2014 12:54 PM US Mountain Standard Time SBuchanan
Cust states:

1. Having problem with ***PASSENGER*** side ***AIRBAG*** sensor; ***AIRBAG*** warning light on
2. ***PASSENGER AIRBAG*** light on whether someone sitting there or not.
3. Has been replaced several times.
4. Wanted to know if can get help in repairing this.

Writer states:
1. Apologized
2. Asked if veh brought into dlr for diagnosis

Cust states:
1. Was looked at because I brought it in for an oil change.
2. Think they have an RO

Writer states:
1 KMA will review your case to determine if any assistance can be offered outside the warranty guidelines
2 No promises made because vehicle is out of warranty; but wrt is more than happy to look into it on your behalf
3 Research may take couple days, but wrt will call you as soon as determination made
4. Advised cust ***AIRBAG*** covered 5/60k and has expired

Cust states:
1. Thank you

*** NOTES 07/09/2014 10:21 AM US Mountain Standard Time SBuchanan Action Type:Dealer contact
Writer contact dlr TX072 spoke w/Carlos:
1. Advised calling for info regarding repair

SVC mgr states:
1. Computer currently down but will look info up and call back

Writer states:
1. Thank you
2. Provided writer info and case #

*** PHONE LOG 07/09/2014 12:25 PM US Mountain Standard Time JLiera Action Type:Outgoing call
[redacted] on stated:
1. I was calling in to check on the status of my case
2. I called in a few weeks ago regarding my ***PASSENGER*** side ***AIR BAG***
- I wanted to see if you all can help me to replace it

Writer stated:
1. Apologized
2. Informed that SBuchanan has contacted the dealership and is currently waiting on a response from the dealership
3. He will need to get more information from them
4. I will inform him of your call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161975[redacted]	[redacted]	97,000

Austin, TX[redacted] Prod. Date: 5/22/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Cust stated:
1. Ok thank you

*** NOTES 07/10/2014 02:37 PM US Mountain Standard Time SBuchanan Action Type:Dealer contact
Writer contact dlr TX072 spoke w/Carlos states:
1. Advised calling for info regarding repair

Contact Name: Same
Customer phone #: Same
Customer address: Same
Year/Model/Mileage of Vehicle: 07 Spectra 97K
RO# and Open Date: #[redacted] 6/20
Days Down at initial Service Alert report:
Repair Issue: Bad mat OCS- code B1448
ETA for completion of repairs:
Repeat Repair (Y/N), if so, how many? Y Purchased used at 26k and has been bringing in for regular maintenance
Techline Case: n
Rental Provided? If so, since when? n
DPSM contacted by dealer? N

Carlos states:
1. Cust has been in regularly
2. Has been loyal

Writer states:
1. Thank you for info

Ended call

*** NOTES 07/10/2014 02:42 PM US Mountain Standard Time SBuchanan Action Type:Dealer contact
Email DPSM SChildery for GW review

*** NOTES 07/10/2014 03:06 PM US Mountain Standard Time SBuchanan Action Type:Internal
Rec email rspns from DPSM auth GW

*** NOTES 07/10/2014 03:10 PM US Mountain Standard Time SBuchanan Action Type:Dealer contact
Called dlr TX072 spoke w/Carlos stated:
1. DPSM approved

Carlos states:
1. Yeah, I saw that e-mail
2. Will you contact cust?

Writer states:
1. Will contact and have her make an appointment

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161975[redacted]	[redacted]	97,000

Austin, TX[redacted] Prod. Date: 5/22/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Carlos thanked and ended call

*** PHONE LOG 07/10/2014 03:33 PM US Mountain Standard Time SBuchanan Action Type:Outgoing call
Writer called cust LVM:
1. Advised GW approved
2. Advised to call dlr
3. Gave dlr ph number
4. Gave writer info and case number if any questions

*** NOTES 07/12/2014 12:30 PM US Mountain Standard Time LSims Action Type:Dealer contact
AIRBAG Tread Review done/ LS

*** PHONE LOG 07/16/2014 08:37 AM US Mountain Standard Time SBuchanan Action Type:Outgoing call
Writer called cust states:
1. Follow up to make sure you received VM

Cust states:
1. Did receive but has not had time to make appt yet
2. Will try to do it soon

Writer states:
1. We do try to follow up to make sure everything went well
2. Do you have an estimate on when you will try to do this?

Cust states:
1. Should do by some time next week

Writer states:
1. Will just set follow up for 31st

Cust thanked and ended call

*** NOTES 07/24/2014 12:45 PM US Mountain Standard Time SBuchanan Action Type:Dealer contact
Writer called dlr TX072 spoke w/Brooke:
1. Checking status of repair

Brooke states:
1. Repair done
2. Cust picked up 23rd

Thanked for info and ended call

*** PHONE LOG 07/24/2014 12:47 PM US Mountain Standard Time SBuchanan Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE16197[redacted]	[redacted]	97,000

Austin, TX[redacted] Prod. Date: 5/22/07 Dealer: TX072 Capitol Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1 This is KMA following up to see how veh is performing since repaired at dlr
2 Any further questions or concerns, please callback at 1-800, case#

*** CASE CLOSE 07/24/2014 12:48 PM US Mountain Standard Time SBuchanan

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121575[redacted]	[redacted]	68,000

Euless, TX[redacted] Prod. Date: 12/13/06 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 07/09/2014 03:39 PM US Mountain Standard Time AGrantha
Customer states: [redacted]
[redacted] 2007 Spectra TX / Used car
1. Took veh in for A/C concern to a third party
2. The ***AIRBAG*** light comes on intermittantly
-this shop diagnosed as a defective ***PASSENGER AIRBAG***
3. Is there still coverage? (miles 68000)

Wiriter states:
1. Apologized for the concernt
2. warranty expired 05/28/2012, which would have covered concern

Cust states:
1. Should take to Kia dealer?

Writer states:
1. definatly recommend Kia dealer for diagnoses and reparis
-certified experts on Kia vehicles
-with no warranty may be charged for diagnoses fee
2. Offered to look up nearest Kia dealer

Cust states:
1. can still get an extended warranty?

Writer states:
1. Kia is not involved in sales of extended warranty as a manuf -dont have any info

Cust states:
1. Can cust contact origional selling dealer

Writer states:
1. yes cust is welcome to call place veh was purchased

*** CASE CLOSE 07/09/2014 03:39 PM US Mountain Standard Time AGrantha

*** CASE CLOSE 10/03/2014 11:33 AM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222895[redacted]	[redacted]	80,000

Onset, MA [redacted] Prod. Date: 1/23/09 Dealer: MA037 Metro Kia of Raynham

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 07/23/2014 07:00 AM US Mountain Standard Time DLyons
Cust states:
1. Cust has a spectra that failed emissions
2. The ***AIRBAG*** in the ***PASSENGER SEAT*** sensor is not working
3. Accoring to the dealer there have been 10 cars that they have seen recently that have the exact same concern
4. Cust is looking for any recalls on the vehicle.

Writer advised:
1. Apologized
2. This office does not see that there are any SC for this vehicle and never have been
3. Apologized the l/b warranty would cover the ***AIRBAG*** system for 5/60k miles
4. Unfortunately the warranty has expired

Cust states:
1. I will be sure not to purchase any other kia vehicles

Customer disconnected

*** CASE CLOSE 07/23/2014 07:00 AM US Mountain Standard Time DLyons

*** CASE CLOSE 10/03/2014 08:47 AM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161885[redacted]	[redacted]	166,000

Bybee, TN[redacted] Prod. Date: 12/8/07 Dealer: TN037 Rusty Wallace Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 07/23/2014 10:20 AM US Mountain Standard Time EJPark
Cust states:
1. The dlr I bought my vehicle guaranteed my engine and everything else for life.
2. I've never had a problem until now.
3. The car is jumping
4. My serviceman said that the problem is with the transmission
5. I went to a place where they specialized in transmission, and they changed the cylinder and a new computer. Cost me $825
6. Will cost me an additional $1800 to add a new transmission, which has to be done to fix the problem.
7. Company I bought the vehicle closed down.
8. What can I do?

Writer states:
1. Apologized
2. Advised gw request, case by case basis, no guarantee, 24 to 48 hours response from DPSM after sending documentation
3. Advised cust needs to take veh to Kia dlr to get diagnosis, and cust needs to pay for it.

Cust states:
1. This is frustrating because this veh was so good to me, and now it is having this problem.
2. I will think about whether to pursue gw assistance or not, and I will call you back with decision

Writer states:
1. Gave writer info and case #

*** CASE CLOSE 07/28/2014 06:45 AM US Mountain Standard Time EJPark

*** PHONE LOG 09/12/2014 12:55 PM US Mountain Standard Time AIbrahim Action Type:Incoming call
Caller States: [redacted] (Cell)
1. I had the vehicle diagnoses diagnosed @ TN037
2. They reset the transmission computer settings at first but then I went to back and the dealer found codes showing internal transmission failure.
3. I spoke to Anthony Wolf
4. I did most of services at TN037 except for the last year where I went to a local shop.

Writer Stated:
1. Apologized. Obtained customer info. No open SC; 1st Owner
2. If you are requesting assistance from Kia outside the warranty guidelines then you will need to review your vehicle' current diagnosis; please send me the repair order; gave faxed#
3. KMA will review your case to determine if any assistance can be offered outside the warranty guidelines
4. No promises made because vehicle is out of warranty; but write is more than happy to look into it on your behalf
5. Research may take couple days, but writer will call you as soon as determination made; gave writer Ext

Caller States : [redacted], wife,
1. Please call me back at [redacted]Cell)
2. I have the car

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161885[redacted]	[redacted]	166,000

Bybee, TN[redacted] Prod. Date: 12/8/07 Dealer: TN037 Rusty Wallace Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Other

*** NOTES 09/12/2014 01:20 PM US Mountain Standard Time AIbrahim Action Type:Dealer contact
Writer Called Dealer: TN037 - Rusty Wallace Kia of Morristown
Dealer Contact Name: Svc Adv Anthony Wolf
Year/Model/Color of Vehicle: 2008 SPECTRA5 AUTO 3D-SILVER
VIN#: KNAFE161885[redacted]
Original Owner (Y/N): Y
If HEV vehicle, is dealer HEV certified : N/Y
R/O & Open Date/ Mileage: 09/12/14; RO#[redacted]@168,081 miles
Days Down at initial Service Alert report: 0
Concern/Repair Issue: Cust states CEL is on and vehicle has harsh shift and ***AIRBAG*** Light On
Able to Duplicate (Y/N): Y
Repeat Repair (Y/N), if so, how many? Y 2X
Repair History of Current Concern:
9/8/14; RO# 8[redacted] @167,793 miles
Parts on Order (Y/N), if so, ETA & P/N#: N
Techline Case? (Y/N), If so, T#? N
ETA for completion of repairs: 9/12/14
Rental Provided? If so, since when? N
DPSM contacted by dealer? N
Justification of Goodwill: N
Service Campaign? N
Vehicle repaired & customer has possession (Y/N): N/Y
Customer is Requesting: Cust requesting goodwill on transmission
Customer Phone#:[redacted] (Cell)
Customer Name: [redacted]
Customer Address: Same as on file

Description of Concern, Cause, and Correction:

1. Cust states CEL is on and vehicle has harsh shift and ***AIRBAG*** Light On
2. We found DTC codes P0700, P0449, P0760, B1448; Internal Transmission failure
3. Vehicle needs replacement of :
   Transmission (P/N 45000-233402),
   PASSENGER OCS SEAT Map for the ***AIRBAG*** (P/N=88202-2F703390), and
   CVVT for CEL concern (P/N = 31430-2F500)
4. We quoted $1873.26 + $1840.06 + $289.37
5. On 9/8/14; RO#[redacted]@167,793; Allen's Transmission installed a Shift Solenoid & PCM. We could not communicate with the car, lock was broken, 3 pins were burnt. Tech repaired pins and we found 1 current code and test drove with cust and advised the transmission needed a full flush.

*** NOTES 09/12/2014 05:28 PM US Mountain Standard Time AIbrahim Action Type:Dealer contact
*** Updated Notes from Svc Adv Anthony Wolf ***
1. Cust had performed all her oil changes since 20K at this dealership but nothing else.
[!<For Internal Use Only
Sent e-mail to Paul Gianmoena [so07] to review a GW on transmission
>!]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161885[redacted]	[redacted]	166,000

Bybee, TN[redacted] Prod. Date: 12/8/07 Dealer: TN037 Rusty Wallace Kia of

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Transmission
Kia Case Type Lvl4: Other

*** PHONE LOG 09/15/2014 08:19 AM US Mountain Standard Time LThayer Action Type:Outgoing call how

Ms. [redacted]r states
1. Spoke to someone on Fri
2. Tried to fax the diagnosis 4x
a. Said fax failed said no answer
3. Is there another fax # or Email?

Writer states
1. Provides another fax # and email to TCS AIbrahim

Customer states
1. Thank you

*** NOTES 09/15/2014 11:02 AM US Mountain Standard Time AIbrahim Action Type:Internal
DPSM Review: The vehicle has 168K miles, GW assistance is declined.

*** PHONE LOG 09/15/2014 11:04 AM US Mountain Standard Time AIbrahim Action Type:Incoming call
Cust Called Back:
1. Any update on the case?
2. I have sent the RO# by e-mail, the fax did not go through.

Writer States:
1. Thank you, I have the RO#
2. Spoke to Dealer & DPSM & it was determined Kia will not assist outside warranty guidelines
3. The vehicle ha vehicle has 168K and is out of warranty. No prior repairs to the transmission.

Customer States:
1. Ok. thanks

*** CASE CLOSE 09/15/2014 11:15 AM US Mountain Standard Time AIbrahim
GW Declined

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121285[redacted]	[redacted]	78,000

Irving, TX[redacted] Prod. Date: 12/6/07 Dealer: TX130 Central Kia of Irving

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 08/07/2014 12:56 PM US Mountain Standard Time SCampbell
Customer states:

1. ***PASSENGER PASSENGER***'s ***AIR BAG*** has been going on and off.
2. Now that driver's ***AIR BAG*** light is going on.
3. I know that this is quite a common problem on this model.
4. The tech said it's the second most searched problem on this model.
5. Will be ***PASSENGER*** side ***SEAT*** cushion, the sensor in it, needs to be replaced.
6. Code from independent service center gave code that this is the problem.

Writer states:
1. Apologize for issues.
2. Have you taken to TX130 yet?

Customer states:
1. No.
2. Given diagnostic over the phone by TX130.
3. Told that 1500.00 would be cost by TX130.
4. Was told that all ***AIR BAG***s would not deploy if I'm in a wreck.

Writer states:
1. Provided case and contact information.
2. Will follow up within 2 business days.
3. Advised of 5/60 Basic Warranty and 5/60 Powertrain Warranty.

Customer states:
1. Okay, thank you.

Writer states:
1. Thank you and ended call.

*** NOTES 08/08/2014 12:18 PM US Mountain Standard Time SCampbell Action Type:Dealer contact
Called dealership TX130; spoke with Marcello in service:

Writer states:
1. Follow up on case.

Marcello states:
1. Cannot find customer record with VIN or name.

Writer states:
1. Reviewed case and customer's concerns.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121285[redacted]	[redacted]	78,000

Irving, TX 7[redacted] Prod. Date: 12/6/07 Dealer: TX130 Central Kia of Irving

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 08/11/2014 12:28 PM US Mountain Standard Time SCampbell Action Type:Outgoing call
Called customer, spoke with Ms. Horan:

Writer states:
1. No assistance offered by TX130.
2. Recommend to take to TX130 so they can actually see and diagnose it.

Customer states:
1. Okay, thank you.

Writer states:
1. Thank you and ended call.

*** CASE CLOSE 08/11/2014 12:30 PM US Mountain Standard Time SCampbell

*** PHONE LOG 08/11/2014 05:16 PM US Mountain Standard Time JUTrotta Action Type:Incoming call
Customer called and States:
1. gave case number

Writer states:
1. i see that you are working with SCampbell

Customer states:
1. yes
2. he called and talked to my wife
3. my ***AIR BAG*** light is on

Writer states:
1. please allow me to review the case
2. i see that you are requesting assistance outside of warranty
3. there is no diagnosis at this time
4. in order for KMA to consider any assistance outside of warranty would need to be diagnosed

Customer states:
1. i have the code

Writer states:
1. we can not accept a code or diagnosis from 3rd party

Customer states:
1. ok
hung up

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121285[redacted]	[redacted]	78,000

Irving, TX[redacted] Prod. Date: 12/6/07 Dealer: TX130 Central Kia of Irving

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 08/11/2014 05:17 PM US Mountain Standard Time JUTrotta

*** PHONE LOG 08/12/2014 07:11 AM US Mountain Standard Time SCampbell Action Type:Incoming call
*** Received voice mail from customer:

Customer states:
1. I got third party to give me specific codes for "the defect".
2. I don't have to take to dealership cause I have the codes already.

*** CASE CLOSE 08/12/2014 07:12 AM US Mountain Standard Time SCampbell

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222595[redacted]	[redacted]	49,000

Fountain Valley, CA[redacted] Prod. Date: 11/21/08 Dealer: CA246 Car Pros Kia of Huntington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 08/08/2014 12:50 PM US Mountain Standard Time HHill
Customer states:

1. The ***AIR BAG*** light was coming on
2. Took it the dealer
3. They found a fault code in the ***OCS***
4. They recommended to replace the ***PASSENGER SEAT*** bottom
5. It was 6 days out of warranty

Writer states:
1. Confirm customer information
2. Apology
3. What dealer?
4. Who was the service advisor?

Customer states:
1. Car Pros Huntington Beach
2. Cory

Writer states:
1. What is customer requesting of Kia?

Customer states:
1. Had we been home we could have gotten to Kia before the end of the 5 years
2. We were out of town for my husbands funeral
3. I'm disappointed that the warranty wasn't honored and to pay $2200 on a car that is only worth $5000
4. I'm asking for the warranty to be honored and pay for the repair

Writer states:
1. Writer would be happy to look into customer's request
2. Can not make any promisese or guarentees
3. Provided TCS information and case number
4. Will contact customer in 2-3 business days with an answer

Customer states:
1. That would be really nice
2. Just so you know when my son took the car in - my son saw a white board that had all these little notes "get the extra dollar", " get the extra money"
3. Let me give you my cell phone
4. I will be home for the next few days - I just had chemotherapy and I'll be out of it at home for the next few days
5. Thank you, I appreciate anything that you can do

*** NOTES 08/08/2014 01:35 PM US Mountain Standard Time HHill Action Type:Dealer contact
Writer called Car Pros Kia of Huntington Beach and LVM for Daniel Hernandez
1. Calling in regards to customer
2. Wanted to get some information regarding diagnosis
3. Regarding a return phone call
4. Provided 800#, extension, and case #

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222595[redacted]	[redacted]	49,000

Fountain Valley, CA[redacted] Prod. Date: 11/21/08 Dealer: CA246 Car Pros Kia of Huntington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** NOTES 08/12/2014 10:41 AM US Mountain Standard Time HHill Action Type:Dealer contact
Writer called Car Pros Kia of Huntington Beach and LVM on the phone number in clarify
1. Calling in regards to customer
2. Requesting a return phone call
3. Provided 800#, ext, and case#

*** NOTES 08/13/2014 10:59 AM US Mountain Standard Time HHill Action Type:Manager review
Sent e-mail DPSM with request and case notes

*** NOTES 08/14/2014 02:50 PM US Mountain Standard Time HHill Action Type:Manager review
E-mail received from DPSM stating:
1. I was contacted about this goodwill request.
2.The customer has not performed any maintenance with this dealer or KMA and therefore I denied assistance

*** PHONE LOG 08/14/2014 02:57 PM US Mountain Standard Time HHill Action Type:Outgoing call
Writer called customer:
1. Calling in regards to recent request
2. Apology at this time assistance is denied
3. Due to lack of maintenance performed at dealer

Customer states:
1. What does that even mean?!
2. So because I dont get my maintenance done at the dealer I'm being punished?
3. I would be looked upon favorably if I got everything done at the dealer?
4. That's not right!
5. I dont agree with that

Writer states:
1. Will forward case to region for a 2nd review
2. Thanked customer for time

Customer states:
1. Please do - it was 5 days over the warranty
2. Thank you

*** NOTES 08/14/2014 02:58 PM US Mountain Standard Time HHill Action Type:Manager review
Dispatching case to region for further review
Customer does not agree with DPSM decision

*** PHONE LOG 08/18/2014 09:18 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with cust Wife.
1. Adv that we will be handling their case from this point on.
2. Cust sts that we should talk to her husband about the concern.
3. Rcaa adv that we will review the request for GW and will follow up next week.
4.Cust thanked and adv would let her husband know.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222595[redacted]	[redacted]	49,000

Fountain Valley, CA[redacted] Prod. Date: 11/21/08 Dealer: CA246 Car Pros Kia of Huntington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 08/18/2014 09:19 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
Rcaa emailed Gene at dealer CA246.
1. Requested diag invoice and estimate for repairs.

*** PHONE LOG 09/02/2014 10:01 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
Rcaa emailed Gene at dealer CA246.
1. Requested diag invoice and estimate for repairs.

*** PHONE LOG 09/02/2014 10:02 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with cust.
1. Adv that we have been trying to get an estimate from the dealer.
2. Cust sts that typically you can see it go for about 1700.
3. Rcaa adv would get the estimate and follow up within a week.
4. Cust understood and thanked.

*** PHONE LOG 09/04/2014 02:23 PM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
Rcaa emailed Gene at dealer CA246 and CC'd DTrettin.
1. Requested diag invoice and estimate for repairs.

*** PHONE LOG 09/08/2014 10:08 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
Rcaa emailed Gene at dealer CA246 and CC'd DTrettin.
1. Requested diag invoice and estimate for repairs.

*** PHONE LOG 09/10/2014 01:19 PM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
Rcaa emailed Gene at dealer CA246 .
1. Requested GW Warranty estimate for repairs.

*** PHONE LOG 09/10/2014 01:20 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa called cust and left a VM.
1. Adv that we received the estimate.
2. Adv that we had requested the warranty GW estimate cost.
3. Adv that we will follow up as soon as we receive it.

*** PHONE LOG 09/15/2014 01:14 PM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
Rcaa emailed Gene at dealer CA246 .
1. Requested GW Warranty estimate for repairs.

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222595[redacted]	[redacted]	49,000

Fountain Valley, CA[redacted] Prod. Date: 11/21/08 Dealer: CA246 Car Pros Kia of Huntington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 09/17/2014 10:14 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Gene at dealer CA246.
1. Requested warranty GW cost on repairs.
2. Was adv would get the cost and follow up.
3. Rcaa thanked.

*** PHONE LOG 09/18/2014 02:48 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Gene at dealer CA246.
1. Requested warranty GW cost on repairs.
2. Was adv would get the cost and follow up.
3. Rcaa thanked.

*** PHONE LOG 09/19/2014 10:35 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Gene at dealer CA246.
1. Requested warranty GW cost on repairs.
2. Was adv would get the cost and follow up.
3. Rcaa thanked.

*** PHONE LOG 09/22/2014 03:07 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with cust.
1. Adv that we had reviewed with the DPSM and we are going to cover 50% of the cost and the DPSM will cover the other 50%.
2. Adv that we will request that the dealer contact the cust to make the appt.
3. Cust thanked.

*** PHONE LOG 09/22/2014 03:10 PM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
Rcaa emailed Gene at dealer CA246.
1. Requested that they contact cust to make arrangements to bring the veh in.
2. Adv that the DPSM will cover 50% and we will cover the other 50%.

*** PHONE LOG 09/29/2014 02:15 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Julio at dealer CA246.
1. Requested that they contact cust to make arrangements to bring the veh in.
2. Adv that the DPSM will cover 50% and we will cover the other 50%.
3. Was asked if we will be provided a rental.
4. Rcaa adv to get with Gene and see if we can provide a loaner.
5. Adv would get with him and then follow up with cust.
6. Rcaa thanked.

*** PHONE LOG 10/02/2014 04:11 PM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with cust.
1. Asked if he has been contacted by the dealer.
2. Was adv that he has not.

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222595[redacted]	[redacted]	49,000

Fountain Valley, CA[redacted] Prod. Date: 11/21/08 Dealer: CA246 Car Pros Kia of Huntington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

3. Rcaa adv would follow up on Monday to see if they had made the appt.

*** PHONE LOG 10/06/2014 10:20 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Julio at dealer CA246.
1. Requested that they contact cust to make arrangements to bring the veh in.
2. Sts that he will have him call.
3. Rcaa thanked.

*** PHONE LOG 10/06/2014 10:27 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with Gene at dealer CA246.
1. Requested an update on cust veh.
2. Was adv that they had called the cust and are pending a call back from him regarding the appt.
3. Rcaa thanked.

*** PHONE LOG 10/06/2014 10:29 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa called cust and left a VM.
1. Adv calling in regards to the appt.
2. Adv that we understand that the dealer is waiting on a call back from cust.
3. Adv would follow up in a week to see if we have a date arranged or if the concerns have been resolved.

*** PHONE LOG 10/24/2014 08:33 AM Pacific Daylight Time DCalderon Action Type:Outgoing call
Rcaa spoke with cust.
1. Adv calling to see if he has gotten the ***AIR BAG*** light resolved.
2. Cust sts that he has.
3. Sts that he just picked it up yesterday.
4. Rcaa adv that is great to hear.
5. Adv that we will get with the dealer so we can obtain the invoice to reimb the dealer.
6. Cust sts thank you very much.
7. Rcaa adv no problem and adv cust to have a great day.
8. Cust thanked.

*** PHONE LOG 10/24/2014 08:35 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
Rcaa emailed Gene at dealer CA246.
1. Requested cust copy of invoice so we can reimb the dealer.

*** PHONE LOG 10/28/2014 09:23 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax rec'd
Rcaa received invoice from dealer.

*** PHONE LOG 10/29/2014 01:40 PM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
Rcaa gave hard file to Rcam for scorecard.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222595[redacted]	[redacted]	49,000

Fountain Valley, CA[redacted] Prod. Date: 11/21/08 Dealer: CA246 Car Pros Kia of Huntington

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 10/30/2014 10:14 AM Pacific Daylight Time DCalderon Action Type:Ltr/email/fax sent
Rcaa received score card from Rcam.
1. Update GW log and gave GW packet to NCA for processing.

*** PHONE LOG 11/14/2014 10:24 AM Pacific Daylight Time DCalderon Action Type:Outgoing call

[!<For Internal Use Only
Pending GW>!]

*** PHONE LOG 12/01/2014 08:43 AM Pacific Daylight Time DCalderon Action Type:Outgoing call

[!<For Internal Use Only
Pending GW. >!]

*** CASE CLOSE 12/01/2014 08:46 AM Pacific Daylight Time DCalderon

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161X75[redacted]	[redacted]	54,681

janesville, W[redacted] Prod. Date: 6/25/07 Dealer: WI012 Harms Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** NOTES 08/24/2014 06:19 PM clarify Action Type: Dealer contact
*** Performed by contact: [redacted]

We have an issue with the ***AIRBAG***, apparently the sensor in the ***PASSENGER SEAT*** is not working correctly and the lights indicate that the ***AIRBAG*** system is not operational. I have been doing a lot of research and see that this is the most common complaint for your vehicles. I also see that there are many complaints about accidents that have taken place and that the ***AIRBAG***s did not deploy. I have read many cases where people were seriously injured due to ***AIRBAG*** malfunctions. I also have found in my research that these repairs routinely cost 1700-1900 dollars to repair. Our Kia only has 55000 miles on it, now we are faced with the potential of a $2000 repair for what should have been recalled. The dealer wants $80 for a diagnosis and has already warned us that this could be an expensive fix. We can not continue to drive this car and will not be able to sell it in this condition. WE had planned to drive this car for a few more years. We also will take a beating when we trade due to the error light and the non functional ***AIRBAG***s, what do you suggest as a course of action? With all of the issues that you have had with ***AIRBAG***s, it seems like you should cover this repair. Do you stand behind your products? Please respond.
[redacted]

*** NOTES 08/26/2014 10:59 AM US Mountain Standard Time BHardt Action Type:Dealer contact

[!<For Internal Use Only
Wrt confirms no open SC's in AS400. >!]

*** PHONE LOG 08/26/2014 11:00 AM US Mountain Standard Time BHardt Action Type:Outgoing call
Wrt called cust, lvm stating:
1. Calling in followup to inquiry.
2. Provided phone #, case # and ext.

*** PHONE LOG 08/27/2014 10:23 AM US Mountain Standard Time BHardt Action Type:Outgoing call
Wrt called cust and stated:
1. Calling in followup to inquiry.

Mrs. [redacted]:
1. It's my car.

Wrt states:
1. Advised no svc campaigns open on veh.
2. Advised 5/60 BLW expired, no coverage.
3. No assistance can be provided.
4. Apologized.

Cust states:
1. Thank you.

Wrt states:
1. Thanked for calling KMA.

*** CASE CLOSE 08/27/2014 10:26 AM US Mountain Standard Time BHardt

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161X75[redacted]	[redacted]	54,681

janesville, WI[redacted] Prod. Date: 6/25/07 Dealer: WI012 Harms Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 10/03/2014 01:22 PM US Mountain Standard Time LSims
AIRBAG Tread review complete/ NS for LS

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162475[redacted]	[redacted]	52,000

Philadelphia, PA [redacted] Prod. Date: 4/28/07 Dealer: NJ003 Cherry Hill Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 09/22/2014 10:59 AM US Mountain Standard Time EKaragodskaya
Customer states:

1. I have an ***AIRBAG*** warning light on
2. The dealer said it was a sensor that went out and needed to be replaced
3. The Manager at the Kia Dealer told me to call you and see if you can cover it since its a major Safety issue
4. He told me that ***OCS*** Mat sensor went out

Writer states:
1. Apologized
2. Updated customer info
3. Advised that the writer will have to contact the Dealer and then the DPSM
4. After the writer gets a response from the DPSM will contact customer back
5. Allow 2 business days for the writer to get back in touch with the customer

Customer states:
1. Okay Thank you

Writer states:
1. Provided Case number
2. Thanked for calling Kia

CUSTOMER DECLINED SURVEY

*** NOTES 09/23/2014 07:19 AM US Mountain Standard Time EKaragodskaya Action Type:Dealer contact
Writer calls NJ003 and states:
1. Calling to get information on this specific case
2. Gave information to look up customer's information
3. Asked for the information listed in the template

Dan- Service advisor
Customer Name: [redacted]
Original Owner (Y or N) No
Customer phone # [redacted]
Customer address [redacted] Philadelphia PA [redacted]
VIN: KNAFE162475[redacted]
MY and Mileage: 2007 Spectra 52385
Dealer Code / Selling Dealer (Y or N) NJ003 No
Able to Duplicate (Y or N) Yes
RO# and Open Date [redacted] Open: 09/20

Current Repair Issue and Diagnosis: ***AIRBAG*** light on- Internal Fault in the ***OCS*** MAt sensor

Parts on order (Y/N), if so obtain part#, order# No
Vehicle repaired & customer has possession No Yes
Repeat Repair (Y/N), if so, how many times? No
Days Down at initial Service Alert report: 1 day
ETA for completion of repairs: Done
Techline Case: No
Rental / Loaner Provided? If so, since when? No
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern, Resolution

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162475[redacted]	[redacted]	52,000

Philadelphia, PA[redacted] Prod. Date: 4/28/07 Dealer: NJ003 Cherry Hill Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Customer Request
Justification of Goodwill
Dealer contacted their DPSM: Yes
If HEV vehicle, is dealer HEV certified

Writer states:
1. Thanked for the information.

*** PHONE LOG 09/23/2014 07:22 AM US Mountain Standard Time EKaragodskaya Action Type:Outgoing call

[!<For Internal Use Only
Writer emailed DPSM requesting GW assistance for customer >!]

*** NOTES 09/23/2014 07:22 AM US Mountain Standard Time EKaragodskaya Action Type:Dealer contact

[!<For Internal Use Only
Follow up with DPSM about GW Request then relay message to customer >!]

*** NOTES 09/30/2014 04:34 AM US Mountain Standard Time MTarin Action Type:Internal
Writer emailed DPSM JToscani states:
1.Here are the case notes
2.Customer is requesting GW assistance for repair of ***AIRBAG OCS*** mat sensor
3.Please review notes and advise
4.Thank you

*** NOTES 10/02/2014 06:00 AM US Mountain Standard Time MTarin Action Type:Dealer contact
Writer emailed DPSM JToscani states:
1.Here are the case notes
2.This is my second email in regards to GW assistance
3.Customer is requesting GW assistance for repair of ***AIRBAG OCS*** mat sensor
4.Please review notes and advise
5.Thank you

*** PHONE LOG 10/02/2014 06:07 AM US Mountain Standard Time MTarin Action Type:Outgoing call
Writer states:
1.Im calling to update you on the status of the case
2.I have contacted the DPSM
3.There has been no response

Customer states:
1.They told me this shouldn't take so long

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162475[redacted]	[redacted]	52,000

Philadelphia, PA[redacted] Prod. Date: 4/28/07 Dealer: NJ003 Cherry Hill Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer states:
1.Apologized
2.Advised customer if I do not have a response today case will need to be dispatched to the regional office

Customer states:
1.Ok thank so much

Writer states:
1.Provided ext.#
2.Thank you for choosing Kia

*** NOTES 10/03/2014 03:58 AM US Mountain Standard Time MTarin Action Type:Internal
DPSM JToscani emailed writer states:
1.Vehicle was fixed last week under goodwill

*** PHONE LOG 10/03/2014 05:31 AM US Mountain Standard Time MTarin Action Type:Outgoing call
Writer called customer:
1 no answer
2.lvm
3.provided case #

*** NOTES 10/03/2014 10:02 AM US Mountain Standard Time MTarin Action Type:Dealer contact
Writer called dealer Cherry Hill Kia spoke to Dan sa states:
1.Were the customers repairs done under GW

Dan states:
1.Customer did not complete any repairs
2.He was charged $133.75 for the diagnostic
3.But no repairs were made

Writer states:
1.Thank you

*** NOTES 10/03/2014 10:08 AM US Mountain Standard Time MTarin Action Type:Dealer contact

[!<For Internal Use Only
Writer emailed DPSM JToscani customer seeking GW assistance >!]

*** NOTES 10/06/2014 05:15 AM US Mountain Standard Time MTarin Action Type:Dealer contact
DPSM JToscani emailed writer states:
1.The part is there kia is covering it.
2.I thought it had already been fixed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE162475[redacted]	[redacted]	52,000

Philadelphia, PA[redacted] Prod. Date: 4/28/07 Dealer: NJ003 Cherry Hill Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 10/06/2014 06:31 AM US Mountain Standard Time MTarin Action Type:Outgoing call
Writer called customer:
1 no answer
2.lvm
3.provided case #

*** NOTES 10/07/2014 09:43 AM US Mountain Standard Time RHall Action Type:Internal

[!<For Internal Use Only
AIRBAG Tread Review Completed RH>!]

*** NOTES 10/08/2014 10:06 AM US Mountain Standard Time MTarin Action Type:Dealer contact

[!<For Internal Use Only
Writer emailed DPSM JToscani regarding customer request for refund on diagnostic fee >!]

*** NOTES 10/13/2014 09:49 AM US Mountain Standard Time MTarin Action Type:Dealer contact
DPSM JToscani emailed writer states:
1.Diag fee will count as the deductable as if he had an extended warranty

*** PHONE LOG 10/13/2014 09:52 AM US Mountain Standard Time MTarin Action Type:Outgoing call
Writer states:
1.Im calling to follow up on your request for refund on the diag fee
2.Unfortunately the DPSM has declined the request
3.Apologized

Customer states:
1.Thats okay
2.Im just glad they covered the other things
3.Thank you

Writer states:
1.Thank you for choosing Kia

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122985[redacted]	[redacted]	91,000

Coldwell, NY[redacted] Prod. Date: 11/20/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 10/14/2014 09:52 AM US Mountain Standard Time BHernandez
Customer states:

1. The ***AIR BAG*** light is on in the vehicle
2. I am checking to see if there are any concerns with this

Writer states:
1. Apologized
2. Advised that there are no service campaigns regarding this
3. Advised would need to take to have it checked
4. Requested call back for further follow up

*** CASE CLOSE 10/14/2014 09:52 AM US Mountain Standard Time BHernandez

*** PHONE LOG 10/15/2014 11:17 AM US Mountain Standard Time BHardt Action Type:Incoming call
Cust states:

1. Have a little red light on dash for ***AIRBAG***.
2. Goes on when someone sits on the ***PASSENGER***.
3. Is that supposed to do that?

Wrt states:
1. Updated info.
2. Apologized.
3. Advised light is not supposed to be on.
4. Advised to make appt with dlr for diag.

Cust states:
1. Can't afford that right now.
2. Thank you.
3. No further concerns.

Wrt states:
1. Thanked for calling KMA.

*** CASE CLOSE 10/15/2014 11:18 AM US Mountain Standard Time BHardt

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122X75[redacted]	[redacted]	84,000

Goleta, CA[redacted] Prod. Date: 12/20/06 Dealer: CA240 Kia of Ventura

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 10/27/2014 11:10 AM US Mountain Standard Time HBrandt
Cust states:
1. I am dealer. I purchased this car so I can re-sell it
2. The ***AIRBAG*** light is on
3. I took my veh to CA240 and they said there is no open SC for ***AIRBAG***s
4. There is an ***AIRBAG*** SC for other veh, why not spectra?
5. This is a safety concern to me
6. Basically, I don't want to have to pay for it and want it done for free
7. I would purchase the part and fix it myself but part itself is like $700
8. Does Kia provide wholesale price from factory?
9. Do you think if I wait around for could months there could be a SC opening up for ***AIRBAG***s?

Writer states:
1. Apologized
2. Advised cust writer does not know when SC will be triggered if there is to be one opening up
3. Advised cust Kia does not provide wholesale parts from factory
4. Advised writer will get more info from dealer, request assistance from DPSM, follow up with cust on decision

Cust states:
1. Ok thank you

*** NOTES 10/28/2014 01:14 PM US Mountain Standard Time HBrandt Action Type:Dealer contact
Writer called CA240 spoke with David and stated:
1. Following up on concern

David states:
1. The cust did not mention ***AIRBAG*** light on
2. RO# and Open Date:79248 10/27/14
3. Cust came in after seeing that other Kia vehs have open SC for ***AIRBAG*** online, came in for open SC, dealer advised cust that there are no open SC, cust declined service and left.
4. RO was closed

*** PHONE LOG 10/29/2014 11:52 AM US Mountain Standard Time HBrandt Action Type:Outgoing call
Writer called cust and states:
1. Calling to follow up on concern
2. Explained to cust again that recalls are VIN/ manufacturing date/ parts specific and SC are not open for ALL Kia vehicles
3. Advised cust writer understand that cust does not agree with result, will dispatch case to NCA
4. Advised cust will receive contact within 2-3 business days
5. Provided case #

Cust states:
1. Ok thank you

*** NOTES 10/29/2014 11:53 AM US Mountain Standard Time HBrandt Action Type:Manager review

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122X75[redacted]	[redacted]	84,000

Goleta, CA[redacted] Prod. Date: 12/20/06 Dealer: CA240 Kia of Ventura

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

2. Cust was explained 3 times, 1st on initial contact, 2nd from dealer and 3rd on follow up call that SC are not the same for all Kia vehicles it is VIN/ manufacturing date/ parts used specific
3. Please review case and follow up with cust ass needed

*** NOTES 10/30/2014 09:00 AM Pacific Daylight Time MHillegas Action Type:Dealer contact
Wtr spoke with SA Dave at CA240 and stated:
1. Wtr is calling in regard to customer, [redacted], 2007 Spectra.
2. Wtr reviewed details of concern and service visit on 10-27-14.
3. Was the ***AIRBAG*** light on when customer brought vehicle to dealer on 10-27-14?
4. Did the customer have any concerns with the vehicle on 10-27-14?

SA stated:
1. ***AIRBAG*** light was not on when customer brought vehicle here on 10-27-14.
2. Customer did not have any concerns with vehicle on 10-27-14.
3. Customer did some research and found a recall for ***OCS*** mat on the Rio and thought it should apply to his car.
4. Customer had contacted the parts dept. here and ordered a ***SEAT*** cushion.
5. He had driven 45 mins to get here and was frustrated when we advised him that there were no recalls on his vehicle and we could not replace the ***OCS*** mat for him.
6. I believe customer owns a used car lot or repair shop.

Wtr stated:
1. Thanks for the info.

*** PHONE LOG 10/30/2014 10:30 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [redacted] and stated:
1. Name, company and case number.
2. We've received your case in our office for further review regarding a concern with the ***AIRBAG*** light on and your question about why your vehicle is not part of a service campaign.
3. Wtr apologized for the concern.
4. Wtr is the person that has been assigned to your case to further assist your question and concern.
5. You previously advised us that the ***AIRBAG*** light is on; wtr wanted to verify which ***AIRBAG*** light is currently on?
6. Was the ***AIRBAG*** light on when you purchased the vehicle?
7. When did you purchase the vehicle?

Customer stated:
1. The main red ***AIRBAG*** light is currently on.
2. I purchased the vehicle 10 days ago and the ***AIRBAG*** light was on at that time.
3. I took vehicle to my mechanic and he scanned the ***AIRBAG*** computer for codes.
4. My mechanic found code 1448 for defective ***OCS PASSENGER*** weight sensor.
5. There is a recall on the Rio for the ***OCS PASSENGER*** weight sensor.
6. I called the dealer and they told me it was covered so I drove an hour to the dealer to get vehicle repaired.
7. When I got to the dealer they told me it wasn't covered.
8. Kia dealer did not scan the ***AIRBAG*** computer for codes.
9. I didn't want to pay the $100 for diagnostics until I found out if Kia is going to cover the cost to repair vehicle

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122X75[redacted]	[redacted]	84,000

Goleta, CA[redacted] Prod. Date: 12/20/06 Dealer: CA240 Kia of Ventura

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

13. For example would Kia pay for the part if I pay for the labor?

Wtr stated:
1. Your vehicle has no service campaigns issued on it.
2. As the 3rd owner of the vehicle you are entitled to the remainder of the 5/60 LBW and 5/60 PTW.
3. Vehicle is outside of all warranties by time and miles.
4. Service campaigns are VIN specific and only apply to certain VINs that have the defective part.
5. Vehicle will need to be diagnosed at a Kia dealer to have ***AIRBAG*** computer scanned and confirm code 1448 is present and what repair is necessary and the cost to repair.
6. Wtr cannot commit to how much KMA would be willing to offer in goodwill repair assistance at this time.
7. KMA may consider some sort of goodwill repair assistance depending on the outcome of the dealer's diagnosis.
8. Wtr would like to do a little more research on the 1448 code and the cost of the part and labor.
9. Please keep in mind that you purchased a vehicle used as-is with a known concern with the ***AIRBAG*** light on.
10. Wtr does understand that this is a safety concern and that is why wtr would like to do a little more research on this and review further for consideration of goodwill.

Customer stated:
1. Thank you, I would appreciate that very much.

*** NOTES 10/31/2014 10:02 AM Pacific Daylight Time MHillegas Action Type:Internal
NCA reviewed case with KMA engineer:
1. Dealer to scan ***AIRBAG*** computer to confirm Code 1448 ***OCS PASSENGER*** weight sensor is present.
2. If Code 1448 is present, NCA to offer goodwill repair to customer.
3. NCA to reimburse dealer through CA goodwill via a credit on the parts statement.

*** PHONE LOG 10/31/2014 10:39 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [redacted] and stated:
1. Wtr is giving you a call back to provide you with an update on your case.
2. Wtr was able to complete additional research and review of your case with one of our KMA Corporate engineers.
3. Wtr confirmed with engineer that Code 1448 is for the ***OCS PASSENGER*** weight sensor.
4. Due to the nature of the concern we'd like to have the vehicle taken back to the dealer to scan the ***AIRBAG*** computer for codes.
5. If Code 1448 is present then wtr will authorize a goodwill repair due to the nature of the concern.
6. Customer would not be responsible for diagnostics fee or cost to repair.
7. Wtr will contact SA Dave Howard and authorize him to scan ***AIRBAG*** computer for codes and advise him that KMA will be authorizing goodwill repair if Code 1448 for ***OCS PASSENGER*** weight sensor is present.

Customer stated:
1. I'd like to take the vehicle back to the dealer on Monday 11-3-14 and leave it there for the week.
2. I will follow up with SA Dave Howard this afternoon to confirm.
3. Thank you so much for your help on this.

Wtr stated:
1. Wtr will contact SA DHoward now and will follow up with you early next week.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122X754[redacted]	[redacted]	84,000

Goleta, CA[redacted] Prod. Date: 12/20/06 Dealer: CA240 Kia of Ventura

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. Wtr is giving you a call back in regard to customer [redacted] 2007 Spectra with alleged ***AIRBAG*** concern.
2. Customer alleges main red ***AIRBAG*** light is on and independent mechanic scanned ***AIRBAG*** computer and found Code 1448 for ***OCS PASSENGER*** weight sensor.
3. We'd like customer to bring the vehicle back to dealer to have the ***AIRBAG*** computer scanned for codes to verify Code 1448 is present.
4. If Code 1448 is present then wtr will authorize a goodwill repair through CA goodwill at warranty dollars.
5. Invoice should not be submitted through warranty, instead, submit invoice to wtr for reimbursement via a credit on the parts statement.
6. Wtr requested a call back from SA with results of diagnostics.
7. Customer would like to bring the vehicle in on Monday 11-3-14 and leave it for the week.
8. Wtr provided name and phone number.

SA stated:
1. Will do, I'll give you a call with results of diagnostics.

*** NOTES 11/03/2014 04:30 PM Pacific Daylight Time MHillegas Action Type:Dealer contact
Wtr spoke with SA Dave Howard at CA240 who stated:
1. Scanned ***AIRBAG*** computer for codes - found 1448 code.
2. I can fax GDS screen shot to you.

Wtr stated:
1. Wtr gave NCA's fax number to SA.

*** NOTES 11/03/2014 04:47 PM Pacific Daylight Time MHillegas Action Type:Dealer contact
NCA received GDS screen shot reflecting ACU Code B1448 - ***OCS*** (Occupant Classification System) Mat Defect.
1. Wtr scanned document into case.

*** NOTES 11/03/2014 04:54 PM Pacific Daylight Time MHillegas Action Type:Dealer contact
Wtr spoke with SA Dave Howard at CA240 and stated:
1. Received GDS screen shot.
2. KMA is authorizing repair to ***OCS*** mat at warranty dollars under CA goodwill.
3. NCA will reimburse dealer through the parts statement.

SA stated:
1. I will order the part.
2. I will send you the repair invoice when repair has been completed.

*** PHONE LOG 11/04/2014 10:55 AM Pacific Daylight Time MHillegas Action Type:Outgoing call
Wtr spoke with customer, [redacted] and stated:
1. Wtr is calling to provide you with an update on your case.
2. Dealer scanned the ***AIRBAG*** computer for codes and found B1448 code present.
3. Therefore, KMA has authorized dealer to perform a one-time goodwill repair of the ***OCS*** mat.
4. Dealer will order the part and install it once part arrives.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122X75[redacted]	[redacted]	84,000

Goleta, CA[redacted] Prod. Date: 12/20/06 Dealer: CA240 Kia of Ventura

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Customer stated:
1. I am very impressed on how KMA has handled this matter.
2. I've been in the automotive industry for 60 years and can't say that all manufacturers would have handled this matter as well as Kia has.
3. Thank you very much.

Wtr stated:
1. Glad to hear it and glad we could be of assistance to you.

*** NOTES 11/07/2014 09:33 AM Pacific Daylight Time MHillegas Action Type:Dealer contact
Wtr received VM from SA Dave Howard at CA240 stating:
1. Calling in regard to[redacted]
2. We took care of replacing SEAT cushion today.
3. RO#[redacted]
4. I can be reached at ([redacted]

*** NOTES 11/07/2014 10:34 AM Pacific Daylight Time MHillegas Action Type:Dealer contact
Wtr spoke with SA Dave Howard at CA240 who stated:
1. Repair is done.
2. Customer will be picking up vehicle tomorrow.
3. I will fax repair invoice to you.

Wtr stated:
1. Wtr will submit invoice for reimbursement through CA goodwill via a credit on the parts statement.

*** NOTES 11/07/2014 10:45 AM Pacific Daylight Time MHillegas Action Type:Dealer contact
NCA received a faxed copy of RO#7[redacted] and wtr attached a copy to the case.

*** NOTES 11/07/2014 10:48 AM Pacific Daylight Time MHillegas Action Type:Dealer contact
NCA to reimburse CA240 for $936.56.

*** PHONE LOG 11/18/2014 11:58 AM US Mountain Standard Time AJudson Action Type:Outgoing call
CA240 Warranty Administrator Kelly states:
1. Called warranty help desk because claim rejecting.
2. Help desk advised me to contact KCA for assistance.
3. Trying to process claim for SEAT cushion.
4. Gave name and case number.

Writer States:
1. Showing case was being reviewed by CSR MHillegas.
2. Gave CSR name, 877# and extension.

*** NOTES 11/18/2014 01:43 PM Pacific Daylight Time MHillegas Action Type:Dealer contact

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122X75[redacted]	[redacted]	84,000

Goleta, CA[redacted] Prod. Date: 12/20/06 Dealer: CA240 Kia of Ventura

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. NCA is reimbursing dealer through CA goodwill for repair to Bert Haley's vehicle.
2. Credit will be reflected on your parts statement.
3. Finance received reimbursement request on 11-14-14 so you should see credit by the end of the week.
4. It will probably hit your December parts statement.

Kelly-CA240 stated:
1. Okay, thanks.

*** NOTES 12/02/2014 08:17 AM Pacific Daylight Time ADellarocca Action Type:Dealer contact
Dealer rcd credit of $936.56 - closing case

*** CASE CLOSE 12/02/2014 08:18 AM Pacific Daylight Time ADellarocca
Dealer rcd credit of $936.56 - closing case

*** CASE CLOSE 01/06/2015 12:24 PM US Mountain Standard Time LSims
AIRBAG

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222X95[redacted]	[redacted]	41,000

Stoughton, MA[redacted] Prod. Date: 12/27/08 Dealer: MA038 Central Kia of Norwood

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** PHONE LOG 10/28/2014 12:25 PM US Mountain Standard Time APenningt
customer states:

1. i have been complaining about the ***PASSENGER SEAT*** belt light coming on and off
2. i have taken it to my dealer here and in Florida for this concern and nothing has been done about this
3. i just called central Kia where i bought this car and wanted to check if there were any recalls pertaining to the car
4. they are telling me that this is out of warranty and want to charge me to look at it.

writer states:
1. apologized
2. asked if they diagnosed the vehicle
3. asked what dealership customer took it to
4. advised that warranty for the vehicle expired 7/14/2014 for the basic limited coverage for manufacturer defects
5. advised that diagnostics fees are initially the responsibility of the customer to pay

customer states:
1. took it to MA038
2. i do not agree with this here and am very disappointed

writer states:
1. apologize

customer ended call

*** CASE CLOSE 10/28/2014 12:25 PM US Mountain Standard Time APenningt

*** CASE CLOSE 01/12/2015 04:57 PM Pacific Daylight Time JMojica
TREAD REVIEW COMPLETED

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222795[redacted]	[redacted]	81,000

Sacramento, CA[redacted] Prod. Date: 2/11/09 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 10/29/2014 11:33 AM US Mountain Standard Time JJenkins
Customer states:
1 I have a used 2009 Spectra
2 Took to dlr a few months ago for ***AIR BAG*** warning light on
3 They said it's some ***PASSENGER SEAT*** thing that will need to be replaced
4 I don't understand why I have to pay for this when it's a mfrs defect

Wrt stated:
1 Apologized
2 Subsequent owners qualify for the remaining balance of 5/60k miles, whichever comes first, from original warranty start date for mfr defects for LBW, PTW, and RSA
3 Original warranty start date was 3/31/2009

Customer states:
1 But I just got the veh in 2011
2 This should be something you guys fix since it's a mfr defect and not something I did

Writer states:
1 Advised that is what your warranty is for to cover mfr defects
2 Unfortunately that has expired and repairs outside of that are at your expense; unless you have an extended warranty
3 The warranty starts from when the veh first goes into use
4 This is the cost of ownership of a vehicle;

Customer states:
1 Whatever
Customer disconnects call

*** CASE CLOSE 10/29/2014 11:33 AM US Mountain Standard Time JJenkins

*** CASE CLOSE 01/06/2015 12:42 PM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121085[redacted]	[redacted]	52,000

Panama City Beach, FL[redacted] Prod. Date: 11/9/07 Dealer: FL058 Bill Byrd Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 10/30/2014 06:00 AM US Mountain Standard Time RWhite
Cust states:

1 When I first purchased the veh I had issues with the ***AIR BAG*** light not going off in the veh

2 The dlr said that I was not sitting in the ***SEAT*** correctly and I had to move around

3 Now the ***PASSENGER AIR BAG*** light is saying that the ***AIR BAG*** is off, and the red warning light is on the

4 When you first turn the veh on the ***PASSENGER*** light is on, and when sitting in the ***SEAT*** the light will go off sometimes, but other times you have to move around in the ***SEAT*** to get the light

Writer states:
1 Apologize

2 Let me see what I can find for you in regards to the ***AIR BAG***s and the lights that you are experiencing; provided info on ***AIR BAG*** warning lights from OM

3 What I would suggest is that the veh is brought into the dlr for a diagnosis, when the warning light is on and does not turn off it is something that the dlr is going to have to diagnose

Cust states:
1 Well when I spoke to the dlr they said they wanted $100 just to look at the veh, don't you think that the fee is high?

2 I took it somewhere else and they checked the veh for $18 and they said it is the sensor in the pass. ***SEAT***

Writer states:
1 Apologize; because the veh is outside of the LBW, the dlr has to inform you of the diagnosis fee; however if the issue is determined to be something that is a repeat issue or something that has been continuously going on with the veh and is a manufacturer defect then it is possible that you will not have to pay the fee
2 The fees are set by the dlr and unfortunately I do not know if it is high as each dlr is independently owned and operated
3 What will need to happen is the veh will need to be brought in, you will have to authorize the diagnosis and the $100 fee, and then at that point we may become involved and see if this issue is something that has been ongoing with the veh and see what assistance can be provided

Cust reiterated previous concerns about the light always having issues and not wanting to pay the fee

Cust passes the phone to his wife and she states:
1 The place we took it to said it was the sensor and it was going to be $1500 to fix
2 I don't think that we should have to pay $100 for them to look at it

3 I have had other veh's and never had an issue with the ***AIR BAG***; I will not be buying another KIA

Writer re-explains the process to cust's wife

Cust wife states:

1 Well I had a Dodge and the ***AIR BAG*** went off unexpectedly and they fixed the whole thing for free no questions asked

Writer states:
1 Understand; however the first step is the veh is going to need to go to the dlr, and you are going to have to authorize the diagnosis and the fee
2 If the issue has been ongoing, the fee may not end up being charged, but the veh has to go to the dlr first

Cust wife states:
1 Ok, well I am going to write into consumer affairs and tell them about this

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121085[redacted]	[redacted]	52,000

Panama City Beach, FL[redacted] Prod. Date: 11/9/07 Dealer: FL058 Bill Byrd Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

review
2 Someone from that office will contact you in the next 2-3 business days to follow up
3 If you bring the veh in to the dlr in the meantime and require any assistance, please call back and reference your case ID; provided

Caller thanked and was transferred to the survey

*** NOTES 10/30/2014 06:01 AM US Mountain Standard Time RWhite Action Type:Manager review
Call to action
Dispatch for:

1 Cust states ***AIR BAG*** warning light has constantly been on
2 Cust unwilling to pay for diagnosis; Writing a letter to consumer reports
3 Assist determination

*** PHONE LOG 11/03/2014 09:16 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer and stated:

1. I am calling from Kia Motors regarding the concern with the ***PASSENGER AIRBAG*** light
2. Have you taken the vehicle to the dealer for diagnosis?

CUST stated:
1. I took it over there last week
2. They found the problem and my insurance company is paying for the repairs
3. They said it should be ready end of this week

Writer stated:
1. I am glad to hear this is being resolved
2. I apologize for the inconvenience
3. I would like to follow-up with you early next week to confirm repairs
4. Would that be ok?

CUST stated:
1. That will be fine, thank you

*** PHONE LOG 11/10/2014 02:32 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer attempted to contact customer...No answer and no way to leave message

*** NOTES 11/10/2014 02:36 PM Eastern Daylight Time OSprague Action Type:Dealer contact
Writer spoke to Chris in service at FL058 and stated:

1. Did you repair this vehicle for ***AIRBAG*** light?
2. Customer advised insurance was paying for the repair

Chris stated:
1. Vehicle is not here and hasn't been since 2008

*** PHONE LOG 11/14/2014 05:11 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer and stated:

1. I am calling to see if you took your vehicle back to the dealer for the ***AIRBAG*** light concern

CUST stated:

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121085[redacted]	[redacted]	52,000

Panama City Beach, FL[redacted] Prod. Date: 11/9/07 Dealer: FL058 Bill Byrd Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

2. We have had this problem with the ***PASSENGER AIRBAG*** light since we bought the car in 2008
3. I don't think we should have to pay for it to be checked out
4. Recently the red ***AIR BAG*** light has come on the dash
5. When it comes on, the ***PASSENGER AIRBAG*** light goes out like it should
6. When the red ***AIRBAG*** light goes out, the ***PASSENGER AIRBAG*** light doesn't work

Writer stated:
1. I apologize for your frustration
2. Dealer's are allowed to charge a diagnostic fee
3. If the dealer duplicates a concern and the repair is under warranty, then you don't have to pay the diagnostic fee

CUST stated:
1. This should be under warranty because it has been going on since 2008
2. I will call the dealer and see about taking it in

Writer stated:
1. Please let me know when you have scheduled an appt and which dealer you will go to
2. I will follow-up with them and the DPSM

CUST stated:
1. Ok, I will call you when I schedule the appt

*** PHONE LOG 11/17/2014 10:23 AM Eastern Daylight Time OSprague Action Type:Incoming call
CUST left message on general mail box after hours on Friday:
1. I found out my phone is causing problems with my car
2. I have an appt on Tuesday, 11/18 at 9:00 am
3. I will let you know what happens

*** PHONE LOG 11/19/2014 10:24 AM Eastern Daylight Time OSprague Action Type:Incoming call
CUST left message:
1. Dealer has told us the ***PASSENGER SEAT*** needs to be replaced for the ***AIRBAG*** light issue
2. They said we have to pay for this
3. Please call to discuss

*** NOTES 11/19/2014 10:25 AM Eastern Daylight Time OSprague Action Type:Internal
Writer spoke to DPSM (HBaik) and stated:
1. Customer has been complaining about ***PASSENGER AIRBAG*** light since before 5/60 warranty expired
2. Now they have been told the ***SEAT*** bottom needs to be replaced at their expense
3. Would you review this and advise if you will cover the repair

DPSM stated:
1. I am at this dealer today
2. I will look into this and let you know

*** PHONE LOG 11/19/2014 10:27 AM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer attempted to contact customer...No answer and voicemail has not been set up
Writer will call customer again after DPSM responds with his decision

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121085[redacted]	[redacted]	52,000

Panama City Beach, FL [redacted] Prod. Date: 11/9/07 Dealer: FL058 Bill Byrd Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. I am calling about the appt that I had yesterday
2. The dealer wants to charge us $1600 to replace the ***PASSENGER SEAT*** because it is now out of warranty

Writer stated:
1. Thank you for calling back
2. I tried to call this morning but the message said voicemail was not set up
3. I spoke to the DPSM regarding this concern
4. He is reviewing it with the dealer and will let me know if Kia will cover all or at least part of this repair
5. I will call you back once I get an answer

CUST stated:
1. Thank you for any help you can give

*** NOTES 11/19/2014 12:13 PM Eastern Daylight Time OSprague Action Type:Internal
Per DPSM:
1. Complaint in 2008 was ***PASSENGER AIR BAG*** light did not go off
2. This was due to person being too small sitting in the ***SEAT***
3. Today's complaint is ***AIRBAG*** light comes on due to ***SEAT*** mat defective
4. It is not related to previous complaint
5. Due to this being a safety issue, Kia will offer 50/50 split
6. Customer will need to pay $800

*** PHONE LOG 11/19/2014 12:15 PM Eastern Daylight Time OSprague Action Type:Outgoing call
Writer spoke to customer and stated:
1. The DPSM reviewed the concern with the ***PASSENGER AIRBAG*** light
2. He has agreed to split the cost of the repair
3. Your cost will be $800

CUST stated:
1. We appreciate the offer, however we cannot afford $800
2. Thank you for everything you did to try and help us

Writer stated:
1. I apologize for your frustration and inconvenience
2. If you decide to have the repair done, please call the dealer so they can order the ***SEAT*** bottom

*** NOTES 11/19/2014 12:17 PM Eastern Daylight Time OSprague Action Type:Internal
Writer left message for DPSM:
1. Customer appreciates the 50/50 split offer
2. They cannot afford the $800 so won't be able to get this done
3. I know you said the 50/50 split was your final offer
4. Wanted you to know what the customer said
5. Thank you for offering the 50/50 split

*** CASE CLOSE 11/19/2014 12:23 PM Eastern Daylight Time OSprague
Offered 50/50 split for ***PASSENGER SEAT***

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121085[redacted]	[redacted]	52,000

Panama City Beach, FL[redacted] Prod. Date: 11/9/07 Dealer: FL058 Bill Byrd Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Dealer sent copy of paperwork showing customer filed a complaint against the dealer with the AG's office
Paperwork attached to file

*** CASE CLOSE 12/10/2014 05:01 PM Eastern Daylight Time OSprague

*** CASE CLOSE 01/06/2015 12:48 PM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221695[redacted]	[redacted]	57,743

Lufkin, TX[redacted] Prod. Date: 11/5/08 Dealer: TX120 Perry-Ellis Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: ***SEAT/SEAT*** Belt
Kia Case Type Lvl4: ***SEAT*** Belt Operation

Case History

*** PHONE LOG 10/31/2014 07:55 AM US Mountain Standard Time MTarin
Customer states:
1.I have a ***SEAT*** belt light on the ***PASSENGER***s side
2.It came on yesterday
3.I took it to the dealership and they told me I was out warranty
4. They told me the 5/60k miles BLW warranty had expired on 5/18/2014
5.They said they would have to replace the ***SEAT*** and the total cost is around $2300.00
6.Im calling to please ask for some help with this

Writer states:
1.Apologized
2.Advised KMA could request GW assistance however we could not guarantee approval
3.I will contact the dealer and the DPSM
4.I will update you with the decision within 2 business days
5.Updated customer information, no previous cases, no sc's
6.Provided case # and contact info

Customer states:
1.Thank you

Writer states:
1.Thank you for contacting Kia

Transferred to survey

*** NOTES 11/03/2014 12:33 PM US Mountain Standard Time MTarin Action Type:Dealer contact
Writer called dealer TX120 spoke to Chris sa states:
1.Calling for repair information

Customer Name [redacted]
Original Owner (Y or N): Y
Customer phone #:[redacted]
Customer address:[redacted] Lufkin, TX[redacted]
VIN:KNAFE221695[redacted]
MY and Mileage:Spectra 2009/ miles 57718
Dealer Code / Selling Dealer (Y or N): TX120/TX057
Able to Duplicate (Y or N):Y
RO# and Open Date:#[redacted]-10/30/14
Current Repair Issue and Diagnosis: ***SEAT*** bottom $2300.00
Vehicle repaired & customer has possession: N/Y
Repeat Repair (Y/N), if so, how many times?: N
Days Down at initial Service Alert report: 0 days
ETA for completion of repairs: n/a
Techline Case: Find by checking for previous cases:n/a
Rental / Loaner Provided? If so, since when?:n/a
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern, Resolution (if needed): n/a
Customer Request (if needed):Cust ***SEAT*** belt light on

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221695[redacted]	[redacted]	57,743

Lufkin, TX[redacted] Prod. Date: 11/5/08 Dealer: TX120 Perry-Ellis Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: SEAT/SEAT Belt
Kia Case Type Lvl4: SEAT Belt Operation

Justification of Goodwill (must include maintenance history): N
Dealer contacted their DPSM (if needed): N
If HEV vehicle, is dealer HEV certified (if needed): n

*** NOTES 11/03/2014 01:41 PM US Mountain Standard Time MTarin Action Type:Dealer contact

[!<For Internal Use Only
Writer emailed DPSM SWebster requested GW assistance for customer >!]

*** NOTES 11/04/2014 03:55 PM US Mountain Standard Time MTarin Action Type:Internal

[!<For Internal Use Only
Please follow up with DPSM on GW assistance for customer >!]

*** NOTES 11/07/2014 04:19 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Email to dpsm, Steve Webster

Steve,

Wondering if you had chance to review case for GW. TCS Massiel Tarin had been working on it but case was re-assigned to me

*** PHONE LOG 11/10/2014 10:46 AM US Mountain Standard Time HSanchez Action Type:Incoming call
Customer states:
1. I am calling about my existing case.
2. Provided case#.

Writer states:
1. Would be happy to assist.
2. Verified customer name and address.
3. Advised customer that TCS MQuintero is currently working the case but is unavailable at the moment.
4. Explained that case notes indicate that TCS is currently awaiting a follow up e-mail from DPSM regarding customers GW assistance request.
5. Once further info is available customer will be contacted accordingly.
6. Offered additional assistance.

Customer states:
1. No other questions at this time, thank you.

*** NOTES 11/10/2014 04:13 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Email to dpsm, Steve Webster
Steve,

Have you had a chance to review the case yet?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221695[redacted]	[redacted]	57,743

Lufkin, TX[redacted] Prod. Date: 11/5/08 Dealer: TX120 Perry-Ellis Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: SEAT/SEAT Belt
Kia Case Type Lvl4: SEAT Belt Operation

*** NOTES 11/11/2014 03:15 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Wtr called DPSM, Steve Webster twice
Phone was answered
Someone sounded like they were there but then phone would be disconnected

*** NOTES 11/13/2014 08:52 AM US Mountain Standard Time MQuintero Action Type:Dealer contact
Email from dpsm, Steve Webster
1. This is a customer pay issue now

*** PHONE LOG 11/13/2014 09:06 AM US Mountain Standard Time MQuintero Action Type:Outgoing call
Wtr called customer
Phone rang continuosly w/o vmail
Wtr unable to lvm

*** PHONE LOG 11/14/2014 05:04 PM US Mountain Standard Time MQuintero Action Type:Outgoing call
Wtr called customer
Wtr states
1. Advised after reviewing request with dpsm, decision is that repairs would not be covered

Cst states
1. I kind of figured that
2. i wish i knew this issues was happening before the warranty went out

Wtr states
1. Advised will be happy to escalate case for you
2. May take 2-3 business days but you should get a response back

Cst states
1. I really appreciate that
2. Thank you

*** NOTES 11/14/2014 05:15 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Email to DPSM, Steven Webster
Steven,

FYI, Sending case to region. Customer disagrees with decision and id asking if anything else can be done

*** NOTES 11/14/2014 05:16 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Wtr sending case to region
Wtr states

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221695[redacted]	[redacted]	57,743

Lufkin, TX [redacted] Prod. Date: 11/5/08 Dealer: TX120 Perry-Ellis Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: ***SEAT/SEAT*** Belt
Kia Case Type Lvl4: ***SEAT*** Belt Operation

2. Customer asking for any help form Kia
3. Dpsm has been notified

*** NOTES 11/18/2014 04:35 PM Eastern Daylight Time SRodgers Action Type:Dealer contact
Wtr called svcmgr Eric and stated:

1. Hello, what is status of veh?

Eric stated:

1. Cust came in w/ ***AIRBAG*** light concerns
2. Needs new ***SEAT*** bottom
3. Cust has only been to dlr 3x's in 5 yrs.
4. Not a maintenance customer.
5. Not a multi kia owner.
6. Outside of warranty.
7. Have spoken w/ DPSM about this, he agrees no GW.

Wtr thanked and disconnected.

*** PHONE LOG 11/18/2014 04:38 PM Eastern Daylight Time SRodgers Action Type:Outgoing call
Wtr called M[redacted] and stated:

1. Hello, identified as SRCAA KMA.
2. Calling regarding your case.
3. Provided contact info and case nbr.
4. I am in the process of collecting info about your case.
5. I will then get with DPSM.

Cust stated:

1. Thank you for calling.
2. Whatever you could do would be helpful.
3. The part is very expensive.
4. I'm not sure they've diagnosed the veh correctly.

Wtr stated:

1. I do apologize for the frustration.
2. I will follow up with you in a few days once I've spoken w/ DPSM.
3. Thanked and disconnected.

*** PHONE LOG 11/21/2014 11:33 AM Eastern Daylight Time SRodgers Action Type:Outgoing call
Wtr called Mr. [redacted] and no answer.

*** PHONE LOG 11/26/2014 03:56 PM Eastern Daylight Time SRodgers Action Type:Outgoing call
Wtr called Mr [redacted]77 and stated:

1. Hello, identified as SRCAA KMA
2. Calling regarding your case.

Cust stated:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221695[redacted]	[redacted]	57,743

Lufkin, TX [redacted] Prod. Date: 11/5/08 Dealer: TX120 Perry-Ellis Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: SEAT/SEAT Belt
Kia Case Type Lvl4: SEAT Belt Operation

1. Hello.

Wtr stated:
1. I have had a chance to review the ro's and follow up with dlr
2. Unfortunately, Kia will not be offering any GW on this replacement.

Cust stated:
1. Oh.
2. Well, I do appreciate your trying.

Wtr stated:
1. You have a Happy Thanksgiving!
2. I'll be closing your case at this time unless you need anything further from Kia.

Cust stated:
1. No mam. I'm good.
2. Thank you, and you have a Happy Thanksgiving too.

Wtr thanked and disconnected.

*** CASE CLOSE 11/26/2014 03:58 PM Eastern Daylight Time SRodgers
no gw offered

*** CASE CLOSE 01/06/2015 12:52 PM US Mountain Standard Time LSims
AIRBAG [illegible]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121985[redacted]	[redacted]	72,000

Bowie, TX[redacted] Prod. Date: 9/21/07 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 11/13/2014 01:35 PM US Mountain Standard Time NSerrano
Customer stated:

1. I have the ***AIRBAG*** light on
2. A mechanic told me that it was the thing that you sit on

Writer stated:
1. Created customer file- used vehicle
2. Apologize
3. Asked if vehicle has been taken to kia dealership?

Customer stated:
1. Yea!! They told me that it was out of warranty!

Writer stated:
1. Advised that is correct information
2. Apologize
3. Advised it would be best recommended from KCA to have vehicle repaired at kia dealership
4. They should be able to provide a quote

Customer stated:

1. I just don't understand how Kia can have a vehicle out and the ***AIRBAG***s not work!
2. So kia doesn't car that their car has no ***AIR BAG***s in it

Writer stated:
1. Apologize
2. Advised that is why it is recommended to get vehicle repaired at earliest convenience
3. Advised warranty has been out since April 2013 and 60k
4. Advised customer is fully aware that vehicle is malfunctioning so it would be up to customer to get vehicle repaired

Customer stated:
1. Wow that's crazy
2. Thanks
-Customer disconnected-

*** CASE CLOSE 11/13/2014 01:35 PM US Mountain Standard Time NSerrano

*** CASE CLOSE 01/06/2015 02:26 PM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221095[redacted]	[redacted]	119,000

Carrollton, TX[redacted] Prod. Date: 9/26/08 Dealer: TX131 Central Kia of Lewisville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 11/13/2014 07:12 PM US Mountain Standard Time BSherrick
Cust stated:

1. I had my pass ***AIRBAG*** fixed
2. The ***AIRBAG*** light was on on the drivers side but the pass ***SEAT*** indicator worked fine
3. A pass would sit in the front ***SEAT*** and the light would say off
4. They ran a diagnosis and replaced a part on Monday to fix the other one
5. Now when I have a pass sit on the front ***SEAT***, it won't register unless they weigh over 180 lbs
6. When my sister who is 140 lbs sits there, it doesn't register her
7. My brother is 165 lbs and it goes off for him sometimes but not all the time
8. I've been up there 4 times in the past 2 days
9. They all think I am crazy
10. They gave me a packet of papers on how to sit in the ***SEAT*** properly to make it work

Writer stated;
1. Apologize
2. So if theys it in the ***SEAT*** the way the papers tell them to, does it work? (no)
3. But it worked before? (yes)
4. Do you know what they replaced? (no)
5. Who did you speak to there?

Customer stated:
1. First time was Robert and then Jack
2. I think that whatever part they put in is not working right
3. They said that if I want it replaced again, I would have to pay again

Writer stated;
1. Apologize
2. New parts CAN be defective and need replaced again
3. It would not cost you to fix it again if that is what is causing it
4. What I'll need to do is call the dealership and get info on what was replaced
5. Then I can make some phone calls and see what we can do
6. I will call you once I get more info
7. Provided case number and ext

Transfer to survey

*** NOTES 11/17/2014 04:30 PM US Mountain Standard Time BSherrick Action Type:Dealer contact
Called Jack @ TX131

1. 11/10 - ***OCS*** mat on the pass front ***SEAT***
2. When someone is sitting in the pass ***SEAT***, the ***AIRBAG*** light would stay on
3. The ***AIRBAG*** warning light in front of the driver was on also
4. It has a weight threshold on it but I'm not sure what that is
5. It keeps a small adult or a child from being injured when it goes off
6. Its doing what its supposed to be doing
7. 11/4/14 - original complaint, diagnosed and ordered part
8. 11/10/14 - installed part
9. 11/12/14 - no problems found

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221095[redacted]	[redacted]	119,000

Carrollton, TX[redacted] Prod. Date: 9/26/08 Dealer: TX131 Central Kia of Lewisville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** NOTES 11/17/2014 04:39 PM US Mountain Standard Time BSherrick Action Type:Dealer contact
Dispatching to region:
1. Been in 3 times for the same concern
2. Upset claiming veh is still not fixed and dealer won't help
3. Early intervention needed
4. Assist determination
5. Customer contact

*** NOTES 11/17/2014 04:41 PM US Mountain Standard Time BSherrick Action Type:Dealer contact
Sent email with case notes to DPSM CBesser

*** PHONE LOG 11/19/2014 11:02 AM US Mountain Standard Time BSherrick Action Type:Outgoing call
VM from customer ([redacted]):
1. I have not heard from anyone yet about my car

*** NOTES 11/19/2014 02:00 PM Eastern Daylight Time SRodgers Action Type:Dealer contact
Wtr called svcadv Jack and stated:
1. Hello
2. What can you tell me about this veh?

Jack stated:
1. Cust came in with ***AIRBAG*** light on
2. Per the codes it was the ***PASSENGER*** side sensor
3. We replaced it.
4. Cust now states that the pass light never comes on for 140lb sister
5. Intermittently works for 165 lbs brother.

Wtr stated:
1. What is the threshold for the sensor?

Jack stated:
1. Don't really know - can't find documentation on it.

Wtr stated:
1. Have you reached out to DPSM to see if they can find out for you?
2. It seems that if it consistently fails for the sister, there is probably still an issue.

Jack stated:
1. I'll do that.

Wtr stated:
1. Can you or Tom email me what you find out?

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221095[redacted]	[redacted]	119,000

Carrollton, TX[redacted] Prod. Date: 9/26/08 Dealer: TX131 Central Kia of Lewisville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Sure.

Wtr thanked and disconnected.

*** PHONE LOG 11/19/2014 02:05 PM Eastern Daylight Time SRodgers Action Type:Outgoing call
Wtr called Ms. [redacted] and stated:
1. Hello, identified as SRCAA KMA
2. Calling regarding regarding your case.

Cust stated:
1. Okay

Wtr stated:
1. I wanted to give you my contact info
2. Provided contact info and case nbr
3. I am in the process of contacting the dlr and my dpsm regarding your case
4. I will follow up in a few days to touch base.

Cust stated:
1. Okay

Wtr thanked and disconnected.

*** NOTES 11/24/2014 03:06 PM Eastern Daylight Time SRodgers Action Type:Dealer contact
Wtr called svcmgr Tom and stated:
1. Hello, what is status of veh?

Tom stated:
1. Got w/ DPSM and discussed it
2. We are going to reorder the part, just in case.
3. Will call in customer to replace it once it's in.
4. Part is being ordered today, no ETA as of yet.

Wtr thanked and disconnected.

*** PHONE LOG 11/24/2014 03:08 PM Eastern Daylight Time SRodgers Action Type:Outgoing call
Wtr called Ms. [redacted] and stated:
1. Hello, identified as SRCAA KMA.
2. Calling regarding your case.
3. Have you heard back from the dlr?

Cust stated:
1. No

Wtr stated:
1. I do apologize for that.
2. I got w/ DPSM and svcmgr and discussed your case

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221095[redacted]	[redacted]	119,000

Carrollton, TX[redacted] Prod. Date: 9/26/08 Dealer: TX131 Central Kia of Lewisville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

3. We are reordering that part
4. When it comes in, dlr will call you in to replace it.
5. I'll follow up again next week to touch base.

Cust stated:
1. Okay.

Wtr thanked and disconnected.

*** NOTES 12/01/2014 05:03 PM Eastern Daylight Time SRodgers Action Type:Dealer contact
Wtr called svcadv Russell and stated:
1. Hello, what is status of veh?

Russell stated:
1. I'll check with parts and give the customer a call.
2. Tom is out.

Wtr thanked and disconnected.

*** PHONE LOG 12/01/2014 05:05 PM Eastern Daylight Time SRodgers Action Type:Outgoing call
Wtr called Ms. [redacted] stated:
1. Hello, identified as SRCAA KMA
2. Calling to follow up on your case.
3. I just spoke w/ svc dept.
4. They are checking on the status of the part and they will be calling you shortly.

Cust stated:
1. Okay
2. Thanks.

Wtr thanked and disconnected.

*** NOTES 12/05/2014 01:47 PM Eastern Daylight Time SRodgers Action Type:Dealer contact
Wtr called svcadv Jack and stated:
1. Hello, what is status of veh?

Jack stated:
1. Veh was done Tues.

Wtr thanked and disconnected.

*** PHONE LOG 12/05/2014 01:50 PM Eastern Daylight Time SRodgers Action Type:Outgoing call
Wtr called Ms. [redacted] at [redacted] and stated:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221095[redacted]	[redacted]	119,000

Carrollton, TX[redacted] Prod. Date: 9/26/08 Dealer: TX131 Central Kia of Lewisville

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

2. Calling regarding your recent repairs.
3. How's the Spectra?

Cust stated:
1. It's fine now.
2. Thank you.

Wtr stated:
1. Well if you don't require further assistance from Kia,
2. I'll be closing your case at this time.

Cust stated:
1. Okay.

Wtr thanked and disconnected.

*** CASE CLOSE 12/05/2014 01:51 PM Eastern Daylight Time SRodgers
verified repairs w/ cust

*** CASE CLOSE 01/06/2015 02:31 PM US Mountain Standard Time LSims
AIRBAG

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161X7[redacted]	[redacted]	50,000

Lakewood, WA[redacted] Prod. Date: 6/15/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 11/13/2014 06:17 PM US Mountain Standard Time BHernandez
Customer states:

1. The ***PASSENGER AIR BAG*** light went out on the vehicle
2. The dealership said that it would cost $1500.00 to replace it
3. I am checking to see if there are any service campaigns on this

Writer states:

1. Apologized
2. Advised that there are no service campaigns for the vehicle
3. Advised that the vehicle is out of warranty
4. Advised that customer would be responsible for paying for the repairs

Customer disconnected call

*** CASE CLOSE 11/13/2014 06:17 PM US Mountain Standard Time BHernandez

*** CASE CLOSE 01/06/2015 02:32 PM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe122175[redacted]	[redacted]	0

Windsor Locks, CT[redacted] Prod. Date: 6/8/07 Dealer: CT031 Kia of East Hartford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** NOTES 11/14/2014 06:25 AM clarify Action Type: Dealer contact
*** Performed by contact: [redacted]

I have a 2007 Kia Spectra which I brought to the dealer because my ***AIRBAG*** light came on. They told me that my ***PASSENGER AIRBAG*** sensor is no good and needs to be replaced. They quoted me over $1000 for the part alone. I did some research and saw that there were several complaints of the same problem online. As the manufacturer is there anything that can be done to assist in this repair as it is needed through no fault of my own?

*** PHONE LOG 11/14/2014 02:52 PM US Mountain Standard Time MTarin Action Type:Outgoing call
Writer called customer at [redacted]:
1. no answer
2.lvm
3.provided contact information and case #

*** PHONE LOG 11/17/2014 01:10 PM US Mountain Standard Time MTarin Action Type:Outgoing call
Writer called customer at [redacted] states:
1.Im calling back regarding an email we received
2.I see you are seeking GW assistance from KMA

Customer states:
1.Yes, I took the vehicle to the dealership a while ago
2.But the sensor has still not been fixed

Writer states:
1.Apologized
2.Advised customer I will contact dealership for repair information
3.I will then contact the DPSM and request GW assistance
4.I will call you within 2 business days with an update

Customer states:
1.Thank you

Writer states:
1.Thank you for choosing Kia

*** NOTES 11/18/2014 11:48 AM US Mountain Standard Time MTarin Action Type:Dealer contact
Writer called dealer CT031 spoke to Jeff sa states:
1.Calling for repair history

Jeff states:
1.The customer has only been here once
2.Vehicle has never been serviced here
3.This RO# is over a year old

Customer Name: Jessica Berthod
Original Owner (Y or N): n

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe122175[redacted]	[redacted]	0

Windsor Locks, CT[redacted] Prod. Date: 6/8/07 Dealer: CT031 Kia of East Hartford

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Customer phone #: ([redacted]
Customer address: [redacted] Windsor Locks, CT.[redacted]
VIN:knafe122175[redacted]
MY and Mileage:Spectra 2007/72454
Dealer Code / Selling Dealer (Y or N): CT031/NY039
Able to Duplicate (Y or N):Y
RO# and Open Date: #[redacted]-5/30/13
Current Repair Issue and Diagnosis: Weight sensor is bad $1150.00
Vehicle repaired & customer has possession:n/y
Repeat Repair (Y/N), if so, how many times?: n/a
Days Down at initial Service Alert report:0 days
ETA for completion of repairs: n/a
Techline Case: Find by checking for previous cases:n/a
Rental / Loaner Provided? If so, since when?: n/a
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern, Resolution (if needed): n/a
Customer Request (if needed): ***AIRBAG*** light on
Justification of Goodwill (must include maintenance history): no
Dealer contacted their DPSM (if needed): N
If HEV vehicle, is dealer HEV certified (if needed): N

*** PHONE LOG 11/18/2014 12:00 PM US Mountain Standard Time MTarin Action Type:Outgoing call
Writer called customer:
1 no answer
2.lvm
3.provided contact information and case #

*** PHONE LOG 11/19/2014 11:31 AM US Mountain Standard Time MTarin Action Type:Outgoing call
Writer states:
1.Calling to follow up on your request for GW assistance for the ***AIRBAG*** repair
2.I have contacted the dealership for the repair history and they advised that the las RO was in 5/30/13
3.Unfortunately in order to submit a GW request we need to have a recent RO
4.If you take the vehicle to a Kia dealership and get it diagnosed we can then request GW assistance

Customer states:
1.I will take it in for a new diag then
2.Thank you

Writer states:
1.Thank you for choosing Kia

*** CASE CLOSE 11/19/2014 11:32 AM US Mountain Standard Time MTarin

*** CASE CLOSE 01/06/2015 02:36 PM US Mountain Standard Time LSims
AIRBAG tread review complete/LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	48,271

Troutdale, OR [redacted] Prod. Date: 10/2/07 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 11/24/2014 07:11 PM US Mountain Standard Time SMunoz
Customer states:
1. I had a light come on and I had it taken into the dlr
2. They're quoting me 1800 for P0448, the ***OCS*** mat
3. I don't understand why it's not covered when I have a 10/100 bumper to bumper warranty

Writer states:
1. Apologized
2. Advised customer currently has 5/60 LBW/RSA and 10/100 PTW in service date is 05/24/200
   - PTW covers engine axles and transmission for manufacturer defects
3. Part would not be covered under the warranty
4. Writer will submit request for ont-time GW assistance to DPSM
5. However, writer cannot guarantee assistance

*** NOTES 11/25/2014 10:09 AM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called OR012 spoke with Chris

States

Customer Name [redacted]
Original Owner : Y
Customer phone #: Same as above
Customer address: Same as above
VIN: KNAFE161585[redacted]
MY and Mileage: 2008 Spectra 48271
Dealer Code / Selling Dealer OR012 / Y
Able to Duplicate: Y
RO# and Open Date: [redacted]11/24/2014 - 11/24/2014
Current Repair Issue and Diagnosis:
- Customer states SRS on
- Need new ***OCS***
Parts on order (Y/N), if so obtain part#, order# N
Vehicle repaired & customer has possession: N/Y
Repeat Repair (Y/N), if so, how many times? N
Days Down at initial Service Alert report: 1
ETA for completion of repairs: Declined repairs
Techline Case: N
Rental / Loaner Provided? If so, since when? N
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern: N/A
Resolution (if needed): Customer needs new ***OCS*** sensor
Customer Request (if needed) : Customer requests GW assistance with repair
Justification of Goodwill (must include maintenance history): Customer has only come in for warranty concerns
Dealer contacted their DPSM (if needed) : N

*** PHONE LOG 11/25/2014 10:15 AM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer:
1. Line disconnected

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	48,271

Troutdale, OR[redacted] Prod. Date: 10/2/07 Dealer: OR012 Weston Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Other

*** PHONE LOG 11/25/2014 10:22 AM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer and LVM:
1. Following up on GW request
2. Writer spoke to dlr and submitted request to DPSM
3. Hoping to have answer for customer within 24 hours
4. Provided case and contact information for further questions or concerns

*** NOTES 11/25/2014 01:10 PM US Mountain Standard Time SMunoz Action Type:Manager review
Writer emailed DPSM NFerdig:
1. Advised of customer's request for GW assistance

*** NOTES 11/25/2014 01:10 PM US Mountain Standard Time SMunoz Action Type:Manager review
Writer received email from DPSM NFerdig:
1. No assistance at this time. Customer is not supporting Kia via maintenance. Not a good business decision to offer goodwill.

*** PHONE LOG 11/25/2014 01:15 PM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer and LVM:
1. Advised that writer called dlr and advised DPSM of GW assistance request
2. Advised that DPSM will not be providing assistance at this time
3. Provided case and contact information
4. Requested a call back for further questions or concerns

*** CASE CLOSE 11/25/2014 01:16 PM US Mountain Standard Time SMunoz

*** CASE CLOSE 01/06/2015 10:38 AM US Mountain Standard Time RHall
AIRBAG Tread Completed ZVALENZUELA

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	80,306

Streder, IL[redacted] Prod. Date: 8/14/07 Dealer: IL063 Bill Walsh Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 12/04/2014 10:01 AM US Mountain Standard Time JSinclair
Customer states:
1. Do I have a recall on this vehicle
Wtr states:
1. Updated info
2. No SC
Customer states:
1. The ***AIR BAG*** light came on and I paid $1000 for a new ***SEAT*** to fix this
2. I just had the ***SEAT*** replaced a week ago at an independent shop
3. I want to talk to someone about this because I don't feel this should have happened
Wtr states:
1. Apologized
2. Wtr can absolutely document customers complaint
3. The vehicle is out of warr and repair would be up to customer
Customer states:
1. I disagree and I want this covered
2. I want a reimbursement
3. I didn't go to Bill Walsh Kia because I dislike them
Wtr states:
1. Wtr can have request reviewed by DPSM but reimbursement is slim considering vehicle is used and repair was not done at a kia dealer
2. Wtr will contact customer once decision is made
Thanked and call ended

*** PHONE LOG 12/04/2014 10:02 AM US Mountain Standard Time JSinclair Action Type:Outgoing call
Wtr called customer, wtr states:
1. Advs customer should take receipts to SM at Bill Walsh Kia
2. SM will review with DPSM on his next visit and will advise customer of decision
3. DPSM is at the dealer about once a month
Customer states:
1. Ok I will do that
thanked and call ended

*** CASE CLOSE 12/04/2014 10:03 AM US Mountain Standard Time JSinclair

*** NOTES 12/16/2014 11:18 AM US Mountain Standard Time MQuintero Action Type:Dealer contact
**********NOTES FROM DUP CASE**********
*** PHONE LOG 12/15/2014 03:39 PM US Mountain Standard Time SCoder
Requesting to speak to someone regarding safety measure on vehicle.

*** PHONE LOG 12/15/2014 04:13 PM US Mountain Standard Time MBurgess Action Type:Outgoing call
Contacted [redacted]
Lvm
- Advised calling regarding veh

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	80,306

Streder, IL[redacted] Prod. Date: 8/14/07 Dealer: IL063 Bill Walsh Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

-KIA calling regarding email did receive
- Please contact KCA
- Left 800# and case #

*** PHONE LOG 12/16/2014 11:06 AM US Mountain Standard Time MQuintero Action Type:Incoming call
Cst states
1. Gave case#
2. Returning call from[redacted]
3. I had to replace the mechanism for the ***AIR BAG***
4. The ***AIRBAG*** lights kept coming on
5. I took it into the guys that I deal with around here
6. They replaced the part
7. It just kind of went out
8. The whole bottom ***SEAT*** had to be replaced
9. I had to have it done for safety reason
10. The one piece cost $1.038.00
11. To me that's up and above excessive
12. I understand wear and tear but there is hardly anyone in that ***PASSENGER SEAT***

Wtr states
1. Did you ever have a chance to take part to dealership to have them review with their DPSM for possible reimbursement

Cst states
1. Yes I did actually
2. I brought all my receipts to Dave Barton, the svc mgr at the dealership
3. He also asked if I had the part and i did and gave it to him
4. I'm not looking for a hand out, but feel that Kia is charging a lot of money for this

Wtr states
1. I understand
2. I will reviewed with the dealership and see if they have had a chance to review with their dpsm yet
3. Advised vehicle is passed warranty though and repairs were done at an independent repair shop
4. Normally repairs like this may be covered under a warranty but once warranty expires, it's usually a good idea to look at getting an extended warranty so when issues like this happen, your covered
5. But again I will see what if anything can be done and will c/b once i have any info for you

Cst states
1. Michael i appreciate that and look forward to you calling back

Wtr states
1. Advised case# and contact info
**********END OF NOTES**********

*** NOTES 12/19/2014 12:45 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Wtr called IL063 and spoke with Dave
Wtr states
1. Checking to see if customer ever brought vehicle in to be reviewed for possible reimbursement for repairs that were done

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	80,306

Streder, IL[redacted] Prod. Date: 8/14/07 Dealer: IL063 Bill Walsh Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

at a non Kia dealership

Dave states
1. He did come in
2. I told him next time our DPSM is in i will review this with him
3. Do not feel this is an urgent matter because customer did not buy the vehicle here and never comes in for any maintenance here

Wtr states
1. Do you know when DPSM will be in

Dave states
1. No, but assuming after the new year

Wtr states
1. Thank you

*** NOTES 12/19/2014 12:52 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
E-mail to dpsm, Jeff Philips

Jeff,

Next time you are in at IL063, can you review a customer request to be reimbursed for repairs done out a non kia dealership? Dave, the service manager is aware of issue and said he plans on speaking to you about this.

*** NOTES 12/19/2014 01:08 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
E-mail from DPSM, Jeffery Phillips

If the customer was quoted for repair at IL063 and then went somewhere else to have it completed because "it was too expensive" why would I
have any reason to say yes to a reimbursement so the facility that installed it makes money versus our dealer?
2. On face value the answer is no but I will look it over when I am at the store in January.

*** NOTES 12/22/2014 05:19 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Email form svc mgr Dave to dpsm Jeff Phillips
1. THE LAST TIME WE SAW THIS VEHICLE WAS 04/20/2012.
2. HE DID AN OIL CHANGE HAS BEEN HERE IN THE PAST FOR OIL CHANGES.
3. HE SAID HIS HEATED ***SEAT*** QUIT WORKING AND HAD AN
INDEPENDENT SHOP CHANGE IT. I DID NOT SEE THE ***SEAT*** TO TELL IF THERE WAS ANY ABUSE.
4. IF WE ARE GOING TO SPEND THAT KIND OF MONEY ON A CUSTOMER I WOULD RATHER IT BE FOR A CUSTOMER THAT HAS HIS WORK DONE AT A KIA DEALER AND NOT AN INDEPENDENT.
5. THE CALL IS YOURS I WILL DO WHATEVER YOU DECIDE. 6. ALSO I TOLD THE CLIENT THE NEXT TIME YOU WERE IN I WOULD ASK YOU ABOUT THIS ISSUE.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121X85[redacted]	[redacted]	80,306

Streder, Il[redacted] Prod. Date: 8/14/07 Dealer: IL063 Bill Walsh Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** NOTES 12/22/2014 05:30 PM US Mountain Standard Time MQuintero Action Type:Dealer contact
Email from dpsm, Jeff Philips
1. Michael, I don't know if you want to call him or wait until I get to the dealer but the answer is no.
2. I'm really amazed he would even ask for assistance

*** PHONE LOG 12/23/2014 12:55 PM US Mountain Standard Time MQuintero Action Type:Outgoing call
Wtr called customer
Wtr called
1. After having the dpsm and the svc mgr review the case, reimbursment request was denied based on vehicle being so far passed warranty

Cst states
1. I figured that would happen
2. Ok thank you

*** CASE CLOSE 12/23/2014 12:56 PM US Mountain Standard Time MQuintero

*** CASE CLOSE 01/06/2015 12:06 PM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	43,748

Franklin, MI[redacted] Prod. Date: 8/14/07 Dealer: MI001 Glassman Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 12/08/2014 08:04 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Cust states:

1. Purhcased for sone who is attending college, the ***AIR BAG*** light is on
2. When it was taken to the dealer, the dealer said that the ***PASSENGER SEAT*** needs to be replaced, it is $1800 for the repair
3. None of the ***AIRBAG*** will deploy is what the dealer is telling

Writer advised:
1. Apologized
2. Advised that the warranty on the ***AIRBAG***s is for 5/60k miles
3. According to the purchase date the warranty expired as of 2013

Cust states:
1. Cust feels that the system should be reset and make sure that it is the ***SEAT*** that needs to be replaced to resolve this concern
2. Cust is concerned that son is a college student and cannot afford this type of repair,

Writer advsied:
1. Apologized
2. Does customer do services at the kia dealer?

Cust states:
1. The vehicle started at this dealer and then went to the Ann Arbor dealer for services

Writer advised:
1. Will contact your dealer for the repair information and then involve further personnel to determine if there is any assistance for customer
2. Provided contact info, no previous cases, AS400 down, cannot check for SC
3. Please provide this office 2-3 business days to review customer's request.
4. Will return call to customer as soon as there is a decision.

Cust states:
1. Thank you - declined survey

*** NOTES 12/08/2014 08:25 AM US Mountain Standard Time DLyons Action Type:Dealer contact
Writer called dealership, Glassman Kia, to speak to service:

1. Calling to get repair informaiton for ***AIR BAG*** light on for customer
2. Does customer do any services with your dealer?

Mike Service Director:
Customer Name:[redacted]
Original Owner[redacted]
Customer phone #: ([redacted]
Customer Address: [redacted] Franklin, MI[redacted]
VIN: KNAFE121585[redacted]
MY and Mileage: 08 Spectra 43748
Dealer Code/Selling Dealer: MI001/MI001
Able to Duplicate: Y
RO# and Open Date: [redacted]12/3/2014

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	43,748

Franklin, MI[redacted] Prod. Date: 8/14/07 Dealer: MI001 Glassman Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Parts on order (Y/N): Part# , Order# n/a
Vehicle repaired & customer has possession (Y/N): Y/Y
Repeat Repair (Y/N), if so, how many times: N
Days Down at initial Service Alert report: 5 days
ETA for completion of repairs: When customer authorizes the repairs, outside of warranty
Techline Case: N
Rental / Loaner Provided/Date: N
Repair History of current concern with dates and mileage: N
Customer Request: to assist with the repalcement of the ***PASSENGER SEAT*** for ***AIRBAG*** light to go off
Justification of Goodwill (must include maintenance history: The cust has not been at this dealer since purchase
Dealer contacted their DPSM: N
If HEV vehicle, is dealer HEV certified: N

*** NOTES 12/08/2014 08:33 AM US Mountain Standard Time DLyons Action Type:Dealer contact
Writer called dealership, Kia of Ann Arbor, to speak to service: left vm for Bob, Service Manager

1. Calling to determine if there is any maintenance or repair history for ***AIR BAG*** light being on?
2. Cust is at another kia dealer at this time and asking for GW assistance, needed to check on any maintenance or previous repairs for ***AIRBAG*** light
3. Left name number ext & case# for return call, advised of customer info, vehicle info, left 8 of the vin#.

*** NOTES 12/09/2014 05:57 AM US Mountain Standard Time DLyons Action Type:Dealer contact
Writer received vm from Bob Chism at Kia of Ann Arbor:

1. I am returning your call regarding[redacted]
2. I can be reached directly at[redacted]

*** NOTES 12/09/2014 06:52 AM US Mountain Standard Time DLyons Action Type:Dealer contact
Writer called Bob Chism at Kia of Ann Arbor:734-786-9210 left vm

1. Returning call to get any repair history for ***AIR BAG*** light being on
2. Left customer info, vehicle info, last 8 of vin#, left name number ext & case# for return call.

*** NOTES 12/09/2014 07:08 AM US Mountain Standard Time DLyons Action Type:Dealer contact
Writerreceived vm from Kia of Ann Arbor, Bob, Service Manager:

1. Apologized that I missed your call, there is history on this vehicle at our dealer
2. Cust was here on 11/10/2014 RO#[redacted] dealer found failed ***OCS*** sensor and customer was outside of warranty
3. Cust declined any repairs at that time.
4. If you need further assistance please contact me directly.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	43,748

Franklin, MI[redacted] Prod. Date: 8/14/07 Dealer: MI001 Glassman Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

e mail to DPSM AWhite to review case for GW assistance for customer

*** NOTES 12/10/2014 07:48 AM US Mountain Standard Time DLyons Action Type:Dealer contact
e mail from DPSM:
1. Was this request sent to DPSM when customer was at MI021?

*** NOTES 12/10/2014 07:48 AM US Mountain Standard Time DLyons Action Type:Internal
e mail to DPSM:
1. No previous request was sent from this office when customer was at MI021
2. Cust father contacted this office on 12/9/2014 making first request for GW assistance.

*** NOTES 12/10/2014 08:19 AM US Mountain Standard Time DLyons Action Type:Dealer contact
e mail from DPSM AWhite:
1. DPSM will authorize 50% Goodwill for this repair.

*** PHONE LOG 12/10/2014 08:24 AM US Mountain Standard Time DLyons Action Type:Outgoing call
Writer called customer:
1. Calling to advise that your request for assistance for the needed repairs has been authorized
2. The DPSM has provided a one time GW off

Mike SErvice Director:
1. Calling to advise that customer has been notified of GW offer of 50% of the cost of repairs per DPSM
2. Wanted to let dealer know that cust has been advised and will be calling to schedule an appointment for the work to be completed

Mike states:
1. will you forward a copy of the e mail from DPSM to michaelw@glasdsmanautogroup.com

Writer advised:
1. Just sent it, thank you.

*** CASE CLOSE 12/10/2014 08:25 AM US Mountain Standard Time DLyons

*** NOTES 12/10/2014 10:44 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
*****duplicate case notes[redacted]*********
Dealer :Glassman Kia
Technician :Michael WELCH
Service Manager :Mike Welch
Dealer Phone :2483543300
DPSM :Arthur White
Vehicle Model :SPECTRA
Model Year :2008

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	43,748

Franklin, MI[redacted] Prod. Date: 8/14/07 Dealer: MI001 Glassman Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Mileage :43748
Initial comments by Technician found in TL Case[redacted] :

*** Performed by contact: Michael WELCH, *03012012065532
*** This is a Request for Assistance ***

Problem Description :
scan code B1448 ***OCS*** MAT

Diagnostics Performed :
NEEDS TO REPL ***SEAT*** CUSHION
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 12/09/2014 09:56 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
Writer called DEALER MI001 LVM
1. Calling to follow up
2. Gave customer information, VIN
3. Gave writer information
4. Request callback
**********end case notes **********

*** CASE CLOSE 12/10/2014 10:45 AM US Mountain Standard Time MCarpenter

*** CASE CLOSE 01/06/2015 12:47 PM US Mountain Standard Time RHall
AIRBAG Tread Completed ZVALENZUELA

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121585[redacted]	[redacted]	43,748

FRANKLIN, MI[redacted] Prod. Date: 8/14/07 Dealer: MI001 Glassman Kia

Kia Case Type Lvl1: Duplicate Case
Kia Case Type Lvl2: Not Applicable
Kia Case Type Lvl3: Not Applicable
Kia Case Type Lvl4: Not Applicable

Case History

Dealer :Glassman Kia
Technician :Michael WELCH
Service Manager :Mike Welch
Dealer Phone :2483543300
DPSM :Arthur White
Vehicle Model :SPECTRA
Model Year :2008
Mileage :43748
Initial comments by Technician found in TL Case[redacted]

*** Performed by contact: Michael WELCH, *03012012065532
*** This is a Request for Assistance ***

Problem Description :
scan code B1448 ***OCS*** MAT

Diagnostics Performed :
NEEDS TO REPL ***SEAT*** CUSHION
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 12/09/2014 09:56 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
Writer called DEALER MI001 LVM
1. Calling to follow up
2. Gave customer information, VIN
3. Gave writer information
4. Request callback

*** CASE CLOSE 12/10/2014 10:45 AM US Mountain Standard Time MCarpenter

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121775[redacted]	[redacted]	100,000

New Middle Town, OH [redacted] Prod. Date: 11/3/06 Dealer: OH044 Taylor Kia of Boardman

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel System
Kia Case Type Lvl4: Start Operation

Case History

*** PHONE LOG 12/09/2014 10:05 AM US Mountain Standard Time MBurgess

*** PHONE LOG 12/09/2014 10:11 AM US Mountain Standard Time MBurgess Action Type:Incoming call
[redacted] stated
1 My ignition switch is sticking on me
2. I feel un safe in the veh
3. When i start it the ignition gets stuck
4. I shouldnt have to pay for the repair

wtr stated
1. Apologized
2 Advised veh warranty did expire at 5/60k
3. KIA can review for possible assistance once diagnosed by KIA
4 Customer would have to pay diag fee as is out of warranty
5 Advised no open sc on veh
6 Advised of case#
7 Referred to WCIM for info on State Laws
8 Wtr not legally trained

Harry Stouffer stated
1 Im not paying that
2. I already contacted my Attorney he said to call KIA first
3 Ill just go the other route
4. I m not taking in

*** NOTES 12/09/2014 02:59 PM US Mountain Standard Time MBurgess Action Type:Dealer contact
Contacted OH044
Customer name:We have it under used car lot
[redacted]r
Original Owner (Y or N)yes
Customer phone # Same as above
Customer address Same as above
VIN-KNAFE121775[redacted]
MY and Mileage-07 spectra
Dealer Code / Selling Dealer (Y or N)
Able to Duplicate (Y or N)
RO# and Open Date-1.13.13
Current Repair Issue and Diagnosis-Cust states ***AIRBAG*** light on- No repairs made- customer declined
Parts on order (Y/N), if so obtain part#, order#no
Vehicle repaired & customer has possession n-=y-
Repeat Repair (Y/N), if so, how many times? no only visit in
Days Down at initial Service Alert report 1
ETA for completion of repairs-
Techline Case: Find by checking for previous cases-
Rental / Loaner Provided? If so, since when?
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern, Resolution (if needed)
Customer Request (if needed)
Justification of Goodwill (must include maintenance history-

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121775[redacted]	[redacted]	100,000

New Middle Town, OH[redacted] Prod. Date: 11/3/06 Dealer: OH044 Taylor Kia of Boardman

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel System
Kia Case Type Lvl4: Start Operation

Dealer contacted their DPSM (if needed)
If HEV vehicle, is dealer HEV certified (if needed)

*** NOTES 12/09/2014 03:01 PM US Mountain Standard Time MBurgess Action Type:Dealer contact
Emailed SRupert DPSM
- Fyi...

Dispatching to CRCA for handling
1. Cust states has contacted Attorney regarding concerns
2. Customer states ignition switch getting stuck
3. DLR OH044 has last visit as 1.13.13 for ***AIRBAG*** concern

*** PHONE LOG 12/11/2014 11:24 AM Central Daylight Time JoonLee Action Type:Outgoing call
Called Cust

CRCA
1 No answer
2 Left contact info

Call Ended

*** NOTES 12/11/2014 11:33 AM Central Daylight Time JoonLee Action Type:Dealer contact
Called DLR OH044 Svc

CRCA
1 No answer
2 Req cust veh hist
3 Left contact info

Call Ended

*** PHONE LOG 12/15/2014 01:53 PM Central Daylight Time JoonLee Action Type:Incoming call
Cust Called 12/11 3:01pm

Cust
1 You called me earlier, I'm returning your call
2[redacted]

Call Ended

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121775[redacted]	[redacted]	100,000

New Middle Town, OH[redacted] Prod. Date: 11/3/06 Dealer: OH044 Taylor Kia of Boardman

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel System
Kia Case Type Lvl4: Start Operation

CRCA
1 Returning your call
2 Wanting to touch base on cust request

Cust
1 Still having issues with this vehicle
2 Was driving on expressway and car just shut off on me
3 Powersteering went off and started back up
4 It' on the switch, I know it and Kia should take care of this for me

CRCA
1 Apologize, vehicle out of warranty

Cust
1 I had called the dlr and they said no recall on my vehicle
2 They gave me your number and why we are here to see what comes out of it
3 Warranty shouldn't be the issue, my grandchildren rides in this car
4 I spoke to my lawyer and he told me to talk to you first, so I'll leave it in your hands, I"ll be nice about it

CRCA
1 Wtr will go ahead and further review this case
2 Will get back to you with any updates

Cust
1 Okay thanks, better not take long

Call Ended

*** NOTES 12/15/2014 02:19 PM Central Daylight Time JoonLee Action Type:Dealer contact
Called DLR OH044 Svc Jerry

CRCA
1 Checking on cust veh repair history

SVC
1 Only RO I see is 2/28/13 - ***AIRBAG*** concern and low tire pressure
2 Recommended to replac ***PASSENGER SEAT*** bottom replaced
3 Cust declined work
4 Nothing after that

CRCA
1 No maintenance or anything?

SVC
1 Nope, only time cust has been was that

CRCA
1 Thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12177[redacted]	[redacted]	100,000

New Middle Town, OH[redacted] Prod. Date: 11/3/06 Dealer: OH044 Taylor Kia of Boardman

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel System
Kia Case Type Lvl4: Start Operation

Call Ended

*** PHONE LOG 12/16/2014 12:46 PM Central Daylight Time JoonLee Action Type:Outgoing call
Called Cust

CRCA
1 Reviewed case further per your request
2 Apologize, vehicle out of warranty, nothing we can do to further assist at this point

Cust
1 Okay, I'll keep running the car
2 If I get in an accident, it will cost you
3 It doesn't take that much to fix the car, you people are being stupid
4 You aren't very business people
5 I will never buy Kia again and I'll tell everyone your vehicle has issues

CRCA
1 Apologize
2 Cust concerns noted, however nothing we can futher assist at this point

Cust
1 Okay I'll tell my atty that
2 Thanks

CRCA
1 Thank you, have a good day

Call Ended

*** CASE CLOSE 12/16/2014 12:48 PM Central Daylight Time JoonLee
No further assistance needed

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE2216955[redacted]	[redacted]	85,000

Newport News, VA [redacted] Prod. Date: 5/20/08 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: ***SEAT/SEAT*** Belt
Kia Case Type Lvl4: Other

Case History

*** PHONE LOG 12/09/2014 12:11 PM US Mountain Standard Time TMcDuffie
Customer states(granddaughter)

1.We have an ***AIRBAG*** light is on and took the vehicle to the Casey kia

2. We were told that we need a front ***PASSENGER SEAT*** bottom replaced
3. We were told that it cost 2000 dollars to replace and that we would be responsible for the repairs
4. My grandmother is retired and I am a waitress, we cannot afford to do this

Writer states
1. Apologized
2. I will create a case documenting your concerns
3. I will call the dealer to get any information about your visit to the dealer
4. While we cannot promise any result I will contact the DPSM to see if any help can be given to you

Customer states
1. Ok thank your

*** NOTES 12/10/2014 09:09 AM US Mountain Standard Time TMcDuffie Action Type:Dealer contact
Writer called and lvm
1. Gave name number and extention

*** NOTES 12/10/2014 09:43 AM US Mountain Standard Time SLarez Action Type:Dealer contact
Francine called back
Svc mgr. states.
1. I am returning a call.

Writer states.
1. Reviewed case.
2. Customer alleges she was in and we advised the vehicle needs a new ***SEAT*** bottom for the ***PASSENGER*** side.
3. We need to get some information regarding the r.o. and then we will call our DPSM for assistance consideration.

VIN: KNAFE221695[redacted]
MY & Mileage: 85000
Dealer Code/Selling dealer (DPSM Email only) VA043
RO# & Open Date: [redacted] open date 12/9/14
Days Down? One day
Current Repair Issue and Diagnosis (DPSM Email). ***OCS*** light on, ***SEAT*** bottom for ***PASSENGER*** side ***SEAT***.
We tried to clear it adding stablemnt but it is a hard code and did not reset
Able to Duplicate? Yes
Part on Order (Y/N), If so, Part#, Order#: No
Vehicle Repaired & Customer has possession? Vehicle not repaired, In customers possesion.
ETA for completion of Repairs? TBD.
Repeat Repair (Y/N), If so, How many times? (Get history) No.
TL Case? No
Rental/Loaner Provided? If So When? No
Customer Request: N/A
Justification of GW? (DPSM Email Only) They do do some things, however, we have not seen them in about a year. We

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221695[redacted]	[redacted]	85,000

Newport News, VA [redacted] Prod. Date: 5/20/08 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: SEAT/SEAT Belt
Kia Case Type Lvl4: Other

have seen them nine times for maintenace since they have owned the vehicle. We have not done any warranty work for them all the services have been customer pay.

*** PHONE LOG 12/11/2014 10:52 AM US Mountain Standard Time TMcDuffie Action Type:Outgoing call
Writer spoke with Ms [redacted]
1. I am calling to follow up with you on your vehicle
2. I have sent the request to the DPSM for goodwill assistance
3. I am just waiting to hear back from him and I will let you know what was decided

Customer states
1. Ok thank you

*** NOTES 12/15/2014 10:01 AM US Mountain Standard Time TMcDuffie Action Type:Dealer contact
Writer spoke with service advisor Franscene
1. I am following up on customer [redacted]

Service advisor states
1. We are waiting on decision on coverage from DPSM

Writer states
1. Ok thank you

*** NOTES 12/15/2014 09:39 AM clarify Action Type: Dealer contact
*** Performed by contact: Francine Stewart, *0827140925_90138
SPOKE WITH DPSM - REP APPROVED PART ONLY
LEFT MESSAGE ON CUSTOMERS PHONE TO CONTACT SERVICE MANAGER AT CASEY KIA
Additional Comments:SPOKE WITH DPSM - REP APPROVED PART ONLY
LEFT MESSAGE ON CUSTOMERS PHONE TO CONTACT SERVICE MANAGER AT CASEY KIA

*** NOTES 12/16/2014 09:46 AM US Mountain Standard Time TMcDuffie Action Type:Dealer contact
Writer spoke with Franscine service advisor
1. Calling to follow up with [redacted]

Service advisor states
1. Yes I updated the case
2. DPSM authorizing part only

Writer states
1. Ok thank you

*** PHONE LOG 12/16/2014 09:52 AM US Mountain Standard Time TMcDuffie Action Type:Outgoing call
Writer spoke with Ms [redacted]
1. I am just calling to follow up with you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221695[redacted]	[redacted]	85,000

Newport News, VA[redacted] Prod. Date: 5/20/08 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: SEAT/SEAT Belt
Kia Case Type Lvl4: Other

2. I have been made aware that the part for your repair will be covered

Customer states
1. Yes I spoke with the dealer
2. I am going to take the vehicle in when I get paid
3. Thank you for calling

Writer states
1. Ok I am glad to hear that it has worked out
Writer offered survey(accepted)

*** CASE CLOSE 12/16/2014 09:53 AM US Mountain Standard Time TMcDuffie

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121285[redacted]	[redacted]	54,000

Kailua, HI[redacted] Prod. Date: 5/7/08 Dealer: HI001 Aloha Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

**** PHONE LOG 01/12/2015 02:27:15 PM AGrantha
Customer states:

1. Problem with the ***AIR BAG*** light
2. Took vehicle ot dealer
3. Being told it would be ***PASSENGER OCS*** $2300
4. Wanted to check for SC

Writer states:
1. Apologized
2. No SC
3. LBW expired 08/14/2013
4. This item would now be under warranty at this time

Customer states:
1. The value of the vehicle is only $6000
2. Is this vehicle under warranty?
3. If there is nothing KMA to cover repairs cust will see what have to do
4. Would need to spend 4x the value of car just to make it safe to drive

Writer states:
1. Apologized for concerns
2. Will document concerns

**** CASE CLOSE 01/12/2015 02:35:40 PM

*** NOTES 04/02/2015 02:12 PM US Mountain Standard Time RHall Action Type:Dealer contact
AIRBAG tread review complete - RC

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121485[redacted]	[redacted]	102,000

Bedford, IN[redacted] Prod. Date: 8/17/07 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 01/21/2015 11:43 AM US Mountain Standard Time LThayer
Writer states
1. What concern can be assisted?

Mr. [redacted]s states
1. The ***AIRBAG***s on the vehicle
2. At the beginning of last year we had an ***AIRBAG*** light come on
3. My brother in law is a mechanic and he put a computer on is and said the ***OCS*** mat had a failure
4. We called the DLRs and they said it was out of warranty $1300 to repair for the ***SEAT*** bottom and not to install it
a. We looked around and found another ***SEAT*** and we put it in and it was fine
b. Now the light is coming on and asked them to see if there are any recalls on the vehicle, but online it says there are others

Writer states
1. Apologize
2. Advised your veh is not included in the SC

Customer states
1. They said it sounds like a cracked wire
2. What can it be?

Writer states
1. Apologize
2. Advised you would need to take it to a DLR to be diagnosed
3. How can you be assisted?

Customer states
1. When I ask them about the year/model or the issue they said its a common occurrence
2. Was wondering what makes mine different from the other vehicles affected?

Writer states
1. Advised it was not included in the SC since it has a different VIN
a. Advised to take it to a kia DLR and they would provide you with a quote

Customer states
1. Thank you

Writer states
1. Advised if any questions to please call and refer to the case#

*** CASE CLOSE 01/21/2015 11:43 AM US Mountain Standard Time LThayer

*** NOTES 04/03/2015 08:45 AM US Mountain Standard Time RHall Action Type:Dealer contact
AIRBAG tread review complete - RC

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	85,359

Forest Hill, TX[redacted] Prod. Date: 10/29/08 Dealer: TX104 Moritz Kia of Hurst

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 01/22/2015 12:06 PM US Mountain Standard Time LThayer
Writer states
1. What concern can be asssited?

[redacted] states
1. Had to pay $113 to find out what I could have found online
2. Going on the forum the ***OCS*** board was recalled on the Rio and Optima

writer states
1. Apologize
2. Advised your vehicle does not have a SC

Customer states
1. I know kia wont re-engineer parts
2. I know the wiring may be different but it does the same thing
3. That sensor is flawed
4. I had it with the previous spectra but didnt think anything of it since it was totaled
5. This is a problem they dont know how to fix
6. If given an option I would have turned it down
7. I was about to buy a new soul in a few months
8. The one thing kia had was customer service and this is not it
9. This is a death trap on wheels unless I pay to fix the problem

Writer states
1. Apologize
2. Advised there is no SC on the vehicle and its outside of warranty

Customer states
1. I can prove this is wrong and the man at the service man was saying that other vehicles were affected by the defect part
2. I am tired of companies selling defects

Writer states
1. Have you paid for the diagnosis?

Customer states
1. Yes
2. Thinking it was a relay or sensor we pulled out or something but its was not

Writer states
1. You said you owned previous kia vehicles?
2. Do you have the VIN?

customer states
1. I do not

Writer staets
1. Did you purchase it new?

customer states
1. I did not

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	85,359

Forest Hill, TX[redacted] Prod. Date: 10/29/08 Dealer: TX104 Moritz Kia of Hurst

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

2/ I bought it with 13k miles on it

Writer state
1. Do you normally go to the dlr for your services?

Customer states
1. I do

Writer states
1. Did they provide a quote?

Custoemr states
1. $1800

writer states
1. Which dlr ?

Customer states
1. Moritz Kia of Hurst

Writer states
1. Advised will contact the DLR to get more details
2. Advised will review with the DPSM to see if GW assistance can be provided
3. Advised its not guranteed

Customer states
1. How long can this take?

writer states
1. Advised have to get info from the DLR and then review with the DPSM which alone can be 2 days
2. If any questions to please call and refer to the case # and ext

Customer states
1. Thank you

*** PHONE LOG 01/23/2015 03:07 PM US Mountain Standard Time LThayer Action Type:Outgoing call
Writer contacted TX104 spoke to Service Advisor Richard
1. Calling in regards to get history on a customers vehicle

Service Advisor states

1. Last time it was here was 2 days ago for ***AIRBAG*** light on
Oil change, multi point
01/21/15 oil change, 07/14/14:oil change and tire rotation, 05/29/14 oil change and tire rotation, 01/20/14 oil change, tire rotation and front and rear brakes, 04/25/13 oil change and tire rotation, 11/29/12 oil change and replaced light bulbs, 10/17/2012 warranty windshield washer inop.

Writer states
Any package deals for the 30k,or 60k mile services?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	85,359

Forest Hill, TX[redacted] Prod. Date: 10/29/08 Dealer: TX104 Moritz Kia of Hurst

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Service Advisor states
1. They did a partial 30k mile service in 03/07/11, replaced engine coolant, oil change, transmission service and fluid
2. They were fairly regular the past couple years, but dont know when he bought it.

writer states

1. What was the quote for the ***AIRBAG*** concern?

Service Advisor states

1. Poor contact to the ***OCS*** mat
a. Part $1572 and for labor is $169.50

writer states
1. Thank you

*** NOTES 01/23/2015 03:10 PM US Mountain Standard Time LThayer Action Type:Dealer contact
Email to DPSM

Customer requesting assistance with ***OCS*** mat repair. Speaking to the DLR the customer been in regularly for maintenance. This is their only kia. Service department advised it's $1572 for the part and $169.50 for labor. Can any assistance be provided?

Case notes

*** NOTES 01/23/2015 04:46 PM US Mountain Standard Time LThayer Action Type:Dealer contact
Email from DPSM
KMA will goodwill the part cost, customer pays for the labor. The labor amount will also be reduced from the amount below. The Service Manager, Joby Spradley is aware and will call Mr. Bauer.

*** PHONE LOG 01/27/2015 02:57 PM US Mountain Standard Time LThayer Action Type:Outgoing call
Writer contacted[redacted]
1. Calling in regards to the 09 Spectra
2. Advised the part will be GW and the customer will have to pay for the labor

Customer states
1. How much is that?

Writer states
1. Advised it is $169.50

Customer states
1. Is that at Moritz?

Writer states
1. Yes

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221795[redacted]	[redacted]	85,359

Forest Hill, TX[redacted] Prod. Date: 10/29/08 Dealer: TX104 Moritz Kia of Hurst

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. So does kia know if they are still using the same part?

Writer states
1. Would not have that information

Customer states
1. I am looking into buying another kia and I wouldn't want one if they are still using the same defective part

Writer states
1. Advised there is no SC on this concern
2. Advised online there can be complaints in regards to lack of maintenance but its the same concern.

Customer states
1. I will look into it
2. Thank you

*** CASE CLOSE 01/27/2015 02:58 PM US Mountain Standard Time LThayer

*** CASE CLOSE 04/01/2015 02:33 PM US Mountain Standard Time LSims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122385[redacted]	[redacted]	80,000

Bloomfield, NJ[redacted] Prod. Date: 10/2/07 Dealer: NJ014 Fette Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 02/18/2015 07:56 AM US Mountain Standard Time MTarin
Customer states:

1.My ***AIRBAG*** light is on
2.My husband is on his way to Fette Kia
3.Although I wish he wouldve taken it to Nutley because they have been more helpful
4.Would you happen to know what may be causing the light to turn on?
5.I did review the ***AIRBAG*** manual but it does not say anything specific

Writer states:
1.Apologized
2.Advised customer vehicle would need to have a diagnosis completed in order to determine what is wrong with it
3.Advised customer is out of the 5/60k mile PTW warranty for the ***AIR BAG***s
4.Updated customer info, no previous cases, no sc's
5.Provided case#

Customer states:
1.Do you see any recall for this?

Writer states:
1.Apologized
2.Advised no open sc's
3.Once the vehicle is seen at the dealership if further assistance is required please contact KMA

Customer states:
1.Thank you

Writer states:
1.Thank you for calling Kia

Transfered to survey

*** CASE CLOSE 02/18/2015 07:56 AM US Mountain Standard Time MTarin

*** PHONE LOG 02/18/2015 08:19 AM US Mountain Standard Time GBolek Action Type:Incoming call

Customer states: Mrs[redacted]
1. Gave case number

Writer states:
1. How can writer assist?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122385[redacted]	[redacted]	80,000

Bloomfield, NJ[redacted] Prod. Date: 10/2/07 Dealer: NJ014 Fette Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. I had a question... since i spoke to the girl this morning
2. I purchased the vehicle at Fette Kia, and they werent as informative and helpful
3. My husband took it to the selling dealer instead of the Nutley dealer
4. I want to confirm things with you.
5. The ***AIRBAG*** sensors are bad, and they said that the whole ***SEAT*** needs to be replaced
6. He asked questions from them, and im curious to know if with the Spectra had any recalls

Writer states:
1. Advised that there are no open SCs for the customers vehicle
2. Apologized

Customer states:
1. I see that other vehicles had ***AIRBAG*** recalls, why not mine?

Writer states:
1. Advised that other vehicles could use other mfrs for their sensors
2. Advised also that its based upon production dates and the VIN

Customer states:
1. When the sensors go bad... when the light came on i was at work.
2. I dont want the ***AIRBAG*** to not work
3. Its the ***PASSENGER*** side that the aigbag off will blink on and off in the same trip.

Writer states:
1. Advised if someone is in the ***PASSENGER SEAT*** and they meet the weight requirement, then the ***PASSENGER AIRBAG*** light off will not be illuminated
2. Advised if its blinking on and off in the same trip, then its malfunctioning

Customer states:
1. Ok well thank you
2. I have a lot of thinking to do

Writer states:
1. Thanked.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161785[redacted]	[redacted]	95,000

Bryn Athyn, PA[redacted] Prod. Date: 4/15/08 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** NOTES 02/19/2015 03:24 PM clarify Action Type: Dealer contact
*** Performed by contact [redacted]
I had my car in to the gateway kia of warrington pa, today to have the timing belt replaced. They were very friendly and did a fine job with the new belts. But they informed me i need to replace the ***OCS*** mat sensor for nearly $2000. i was amazed as i dont have the money for this repair. They seemed unable to tell me if because this sensor is malfunctioning on the ***PASSENGER*** side, whether any of my ***AIRBAG***s would deploy in an accident. I also noticed that this same ***OCS*** mat was recalled in the rio but not in the spectra. Why? i did some research online and it seems like this same sensor had gone bad in thousands of instances on other people with this car. What is the deal? how does something get recalled. whom do i file a complaint with? i figured i would start with Kia itself so im writing you first to see if i can get this resolved. I know my car is past the warranty for this but it would appear this is a known possible safety issue, and to me it would appear that its gone bad in enough vehicles to warrant a recall. Can you please help me with this. I purchased a kia with the belief that it was a safe reliable car which would last. was i wrong?

*** PHONE LOG 02/23/2015 12:54 PM US Mountain Standard Time HBrandt Action Type:Outgoing call
Writer called cust and states:
1. Calling to follow up on veh

Cust states:
1. I went to PA050 on Thursday

Writer states:
1. Apologized
2. Advised cust not all veh have same SC, no open SC for this veh
3. Advised it would be cust pay at this point to replace ***OCS*** mat sensor

Cust states:
1. Its the ***PASSENGER AIRBAG*** so If I was in an accident, would driver side go off?

Writer states:
1. Apologized
2. Advised cust writer is not technically trained, cust would need to speak to dealer

Cust states:
1. Ok thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	101,448

West Palm Bch, FL[redacted] Prod. Date: 11/20/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel System
Kia Case Type Lvl4: Engine Warning Light

Case History

*** PHONE LOG 02/25/2015 08:40 AM US Mountain Standard Time MWindsor
SOCIAL MEDIA POST:

[redacted]

Still waiting for Kia to respond to my air bad sensor problem.

Kia Optima

Hi[redacted] - We are sorry to hear about that issue. We would like to look into this for you. If you have a case number, please provide it here. If not, please private message us with your VIN and contact number. ^MW

[redacted]

just sent a message to you

****

[redacted]
Feb 24th, 4:30pm

I don't have a case number I have been going round and round with a dealer to try and get a telephone number the number I received I was unable to get any buddy to call me back at Kia. the dealer told me this part was 13 to 14 hundred dollars I feel that it should be part of a safety issue and a should have either been covered under my warranty. the VIN number is knafe 16128 5[redacted] its a Kia Spectra 5 2008. I love the car I bought it brand new just paid it off and then had this situation and I'm not feeling very safe driving the vehicle. my contact number is[redacted] thank you for your help

Kia Optima
Feb 25th, 8:38am

Thank you,[redacted] member of our consumer assistance team will follow up within 2 business days. ^MW

*** PHONE LOG 02/25/2015 09:42 AM US Mountain Standard Time GBolek Action Type:Outgoing call
Writer calls customer and LVM:
1. Calling in regards to a social media post that was made.
- Apologized for concerns customer may have been experiencing.
2. KCAC needs some more information on the customers vehicle and where the vehicle was taken too.
3. Requested call back

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	101,448

West Palm Bch, FL [redacted] Prod. Date: 11/20/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel System
Kia Case Type Lvl4: Engine Warning Light

*** PHONE LOG 02/25/2015 11:00 AM US Mountain Standard Time BSherrick Action Type:Incoming call
Cust stated:

1. My ***AIRBAG*** light has been on for the pass ***SEAT*** and it doesn't go off when someone sits there
2. The first time I went in they just reset it and didn't charge me anything
3. It still did the same thing
4. I went back a few months later and they said it would be $120 for an in-depth diag
5. I couldn't afford that and so I had to leave
6. Its a safety issue and I really needed it taken car of
7. I went back again and talked to another SA and he said he could do the diag for $60
8. He said it was the pass side OC mat and the part would cost $1300
9. I just paid the car off and I love my car
10. I am thinking of giving the car to my son now that its paid off and getting a Forte or a Rio
11. But I can't give it to him with this wrong with it
12. I would never forgive myself if something were to happen
13. I don't know what to do because I just can't afford this repair
14. My regular mechanic doesn't want to do it because of it being an ***AIRBAG*** issue

Writer stated:

1. Apologize
2. The ***AIRBAG***s are covered under the LBW that is 5/60K miles
3. The warranty on this repair expired 40K miles ago
4. We wouldn't be able to cover it

Customer stated;

1. Its a safety issue and Kia should be able to cover it
2. I don't want to have something happen to one of my ***PASSENGER***s because of this

WRiter stated;

1. How long ago did you first take it in for this issue?

Customer stated:

1. First time I went in was Sept I think
2. I was under 100K miles

Writer stated;

1. But it was probably still over the 60K miles
2. What I can do is call the dealership and get the info on your visits
3. Then I can talk to the DPSM and see if he can offer any kind of GW
4. He may be willing to at least pay part of it
5. Again, I can't make any guarantees
6. Provided ext
7. I will call you back once I have an answer for you
8. It could take a couple days to get an answer

Customer stated;

1. That would be fine
2. Any help would be greatly appreciated

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	101,448

West Palm Bch, FL[redacted] Prod. Date: 11/20/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel System
Kia Case Type Lvl4: Engine Warning Light

Transfer to survey

*** NOTES 02/25/2015 11:48 AM US Mountain Standard Time BSherrick Action Type:Dealer contact
Called Eddy (SvcMgr) @ FL075 (VM)

1. Calling to get info on this customers visits about her ***AIRBAG*** light
2. Please give me a callback asap
3. Provided callback info, case number, ext, cust name and last 8 of VIN

*** NOTES 02/25/2015 03:20 PM US Mountain Standard Time BSherrick Action Type:Dealer contact
Meji (ServMgr) @ FL075 (VM)

1. Give me a call back at my personal number
2. [redacted]

*** NOTES 02/25/2015 03:24 PM US Mountain Standard Time BSherrick Action Type:Dealer contact
Called Meji @ FL075 (VM)

1. Calling you back to get the info I need
2. I know it is after 5 for you so I will call back tomorrow and get the info

*** NOTES 02/26/2015 11:22 AM US Mountain Standard Time BSherrick Action Type:Dealer contact
Called Meji (ServMgr) @ FL075
Contact Name or Case #: Meji
Dlr code/ orig dlr? FL075 - Y
Year/Model/Mileage of Vehicle: 2008 Spectra 98889
RO & Open Date: 12/22 RO 1[redacted]
Days Down at initial Service Alert report: 1
Repair Issue: ***AIRBAG*** light on for pass ***SEAT***
ETA for completion of repairs: Unk
Repeat Issue (Y/N), if so, how many? Yx2
Able to duplicate? Y
Techline Case? If so, #? N
Part on order? (part/order #): N
Rental Provided? If so, since when? N
DPSM contacted by dealer? N
If HEV, is dlr HEV certified? NA
Customer Phone#: Verified
Address: Verified
Original owner? Y
9/2014 - Reset code
OCS Mat needed

*** NOTES 02/26/2015 11:29 AM US Mountain Standard Time BSherrick Action Type:Dealer contact
Sent email with case notes to DPSM MMaiorello

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	101,448

West Palm Bch, FL[redacted] Prod. Date: 11/20/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel System
Kia Case Type Lvl4: Engine Warning Light

*** NOTES 03/02/2015 01:29 PM US Mountain Standard Time BSherrick Action Type:Dealer contact
Email from DPSM to SvcMgr
1. Will you check to see if this car has a clean Carfax.
2. If its clean, we should take care of this repair. Please advise.

*** NOTES 03/02/2015 01:30 PM US Mountain Standard Time BSherrick Action Type:Dealer contact
Emal to DPSM and SvcMgr
1. Any news on if we can cover this?

*** NOTES 03/03/2015 09:57 AM US Mountain Standard Time BSherrick Action Type:Dealer contact
Email from DPSM
1. Ok, lets take care of this repair please.

*** PHONE LOG 03/03/2015 10:00 AM US Mountain Standard Time BSherrick Action Type:Outgoing call
Called customer @ (56[redacted] (VM)
1. I got an email from the DSPM and she is going to cover the cost of the ***AIRBAG*** issue for you
2. You can contact Mijai, SvcMgr and he can get you set up
3. If you have any questions, give me a call
4. Provided callback info, case number, ext

*** PHONE LOG 03/04/2015 10:43 AM US Mountain Standard Time BSherrick Action Type:Outgoing call
Called customer @[redacted] (VM)
1. I got an email from the DSPM and she is going to cover the cost of the ***AIRBAG*** issue for you
2. You can contact Mijai, SvcMgr and he can get you set up
3. If you have any questions, give me a call
4. Provided callback info, case number, ext

*** PHONE LOG 03/04/2015 11:41 AM US Mountain Standard Time BSherrick Action Type:Outgoing call
Cust stated:
1. I just wanted to call and thank you
2. I got your messages and I called Mijai
3. We have an appt for Tues to get it fixed
4. If it wasn't for you, I woudn't have gotten this help and I appreciate it

Writer stated;
1. I'm glad that we could help
2. If you need anything else, let me know

*** CASE CLOSE 03/04/2015 11:41 AM US Mountain Standard Time BSherrick

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]en	KNAFE161285[redacted]	[redacted]	101,448

West Palm Bch, FL[redacted] Prod. Date: 11/20/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel System
Kia Case Type Lvl4: Engine Warning Light

*** PHONE LOG 03/10/2015 07:44 AM US Mountain Daylight Time RWhite Action Type:Outgoing call
Cust states:
1 Provided cust info; verified
2 I took the veh in Yesterday; they looked the veh over and tried to put the part in
3 The dlr advised that the new part is defective and the replacement part would not be in until either Thursday or Friday 03/13/15
4 I have a ride to the dlr today, but I would rather get a loner so that I can keep it until my veh is repaired

Writer states:
1 Apologize
2 I would be more than happy to contact the dlr on your behalf to see if a loner or rental can be provided for you
3 Informed cust that she should bring up rental request with the srv dept. They are who can best determine if rental assistance can be provided
4 Rental is not an entitlement of the warranty.
5 Our warranty guarantees that we will repair the veh within the terms of the warranty.
6 Our warranty does not guarantee or include alternate transportation.
7 Rental is provided at the discretion of each individual dealership.
8 However KMA does assist with rental on a case by case basis.
9 I will see what I can do and contact you back as soon as possible

Cust thanked and ended the call

*** NOTES 03/10/2015 08:16 AM US Mountain Daylight Time RWhite Action Type:Dealer contact
Writer called FL075 and states:
1 Calling to follow up on cust issue
2 Provided info; requested svc mgr, unavailable

Svca Thomas states:
1 I just got off the phone with Miha the svc mgr and he said that we would authorize a loner veh
2 Advise the cust that I will be contacting her to verify this as well

*** PHONE LOG 03/10/2015 08:17 AM US Mountain Daylight Time RWhite Action Type:Outgoing call
Writer called cust and states:
1 Calling to follow up on issue
2 Advised that the dlr has authorized a loner veh for you
3 Informed cust the dlr will be contacting shortly to verify
4 Advised cust writer will be back in touch with the dlr either Thursday or Friday to follow up on repairs and will follow up with the cust accordingly
5 Provided case ID to cust for call back

Cust thanked and ended the call

*** NOTES 03/16/2015 07:35 AM US Mountain Standard Time OGalvan Action Type:Dealer contact
Writer Called DLR FL075
1. Left message for Svc department to call back with info

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161285[redacted]	[redacted]	101,448

West Palm Bch, FL [redacted] Prod. Date: 11/20/07 Dealer: FL075 Napleton's Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Engine/Exhaust/Battery/Fuel System
Kia Case Type Lvl4: Engine Warning Light

*** NOTES 03/17/2015 08:07 AM US Mountain Standard Time OGalvan Action Type:Dealer contact
Writer Called DLR FL075
1. Spoke to Rob asked for update on the vehicle

Caller Stated
1. The vehicle is repaired
2. Thanked

Writer Stated
1. Thanked

*** PHONE LOG 03/17/2015 08:08 AM US Mountain Standard Time OGalvan Action Type:Outgoing call
Writer Called Customer LVM
1. Calling to verify that the vehicle was repaired and is working properly
2. Request call back if any further issues or concerns
3. Left TCS call back info and case number

*** PHONE LOG 03/18/2015 06:56 AM US Mountain Standard Time OGalvan Action Type:Outgoing call
Writer Called Customer LVM
1. Calling to verify that the vehicle was repaired and is working properly
2. Request call back if any further issues or concerns
3. Left TCS call back info and case number

*** NOTES 03/18/2015 06:57 AM US Mountain Standard Time OGalvan Action Type:Dealer contact

[!<For Internal Use Only
If customer does not call back send call me letter 03-24-15>!]

*** PHONE LOG 03/24/2015 06:30 AM US Mountain Standard Time OGalvan Action Type:Ltr/email/fax sent
Writer Sent
1. Sent call me letter

*** CASE CLOSE 03/24/2015 06:32 AM US Mountain Standard Time OGalvan

*** CASE CLOSE 04/06/2015 01:13 PM US Mountain Standard Time J Sims

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	106,000

Portland, OR[redacted] Prod. Date: 3/1/07 Dealer: OR015 Broadway Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 02/26/2015 05:52 PM US Mountain Standard Time KJackson
Cust states:

1. About a month and half ago I noticed that my ***AIR BAG*** light is on
2. I took it into the dealer and they found a code, B1448 ***OCS***
3. I did look online and saw that there was a recall for this its SC097
4. The dealer is telling me that my whole ***SEAT*** would need to be replaced and that its going to cost about 1,000
5. Im asking if Kia would be wiling to help me

Writer stated:
1. I apologize for concern
2. Updated cust info
3. Advised that if seeking assistance outside of the warranty diag info would be gathered
4. Advised that its not a guarantee that assistance will be provided
5. Provided case #

Cust stated
1. Thank you

*** NOTES 03/03/2015 04:11 PM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called OR015 spoke with Jeremy

States

Customer Name [redacted] - Paz
Original Owner : N
Customer phone #: Same as above
Customer address: Same as above
VIN:KNAFE121375[redacted]
MY and Mileage: 2007 Spectra 105067
Dealer Code / Selling Dealer ID002 / N
Able to Duplicate: Y
RO# and Open Date: [redacted]12/18/2014 - 12/18/2014
Current Repair Issue and Diagnosis:

- Cust states that ***AIR BAG*** light is on
- Weight sensor inside of ***PASSENGER SEAT***

Parts on order (Y/N), if so obtain part#, order# N
Vehicle repaired & customer has possession: N/Y
Repeat Repair (Y/N), if so, how many times? N
Days Down at initial Service Alert report: 1
ETA for completion of repairs: Cust declined repair
Techline Case: N
Rental / Loaner Provided? If so, since when? N
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern: N/A
Resolution (if needed): Customer needs weight sensor inside of ***PASSENGER SEAT***
Customer Request (if needed) : GW assistance

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	106,000

Portland, OR[redacted] Prod. Date: 3/1/07 Dealer: OR015 Broadway Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

- First time at dlr
Dealer contacted their DPSM (if needed) : N

Jeremy states:
1. Cost will be 1055.43 for part, 88202-2F702293
2. 2 hours of labor at 98 an hour

*** NOTES 03/03/2015 04:13 PM US Mountain Standard Time SMunoz Action Type:Manager review
Writer emailed DPSM NFerdig:
1. Forwarded customer's GW request

*** NOTES 03/05/2015 06:13 PM US Mountain Standard Time SMunoz Action Type:Manager review
Writer received an email from DPSM NFerdig:
1. I just ran the VIN and SC097, which is not a recall, does not apply to this VIN
2. I'll see what Jeremy tells me and let you know

[!<For Internal Use Only
5XXGM4A73CG[redacted]>!]

*** NOTES 03/09/2015 02:04 PM US Mountain Standard Time SMunoz Action Type:Manager review
Writer emailed DPSM NFerdig:
1. Following up in regards to customer's concern

*** NOTES 03/11/2015 03:23 PM US Mountain Standard Time SMunoz Action Type:Manager review
Writer emailed DPSM NFerdig:
1. Following up in regards to customer's concern

*** NOTES 03/12/2015 10:38 AM US Mountain Standard Time SMunoz Action Type:Manager review
Writer received an email from DPSM NFerdig:
1. Will not be assisting at this time

*** PHONE LOG 03/12/2015 10:40 AM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer and LVM:
1. Following up in regards to customer's concern
2. Advised of DPSM's decision
3. Provided case and contact information
4. Requested a call back for further questions or concerns

*** PHONE LOG 03/13/2015 03:04 PM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer and LVM:
1. Following up in regards to customer's concern
2. Advised of DPSM's decision

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	106,000

Portland, OR[redacted] Prod. Date: 3/1/07 Dealer: OR015 Broadway Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

3. Provided case and contact information
4. Requested a call back for further questions or concerns

*** CASE CLOSE 03/13/2015 03:04 PM US Mountain Standard Time SMunoz

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222195[redacted]	[redacted]	115,000

Green Belt, MD[redacted] Prod. Date: 7/2/08 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 02/27/2015 07:53 AM US Mountain Standard Time SBuchanan
Cust states:

1. ***AIRBAG*** light is on
2. Was advised that the ***PASSENGER SEAT*** needs to be replaced
3. Is about $2k to repair
4. Wanted to call and advise of the issue
5. Also the drivers side and ***PASSENGER*** side doors will not open due to a cable
6. Wanted to report that as well

Writer states:

1. Apologized
2. Advised have taken notations regarding the issue the customer is reporting

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
Driving School	AAA	knafe221895602655	[redacted]	94,409

Tyler, TX [redacted] Prod. Date: 7/2/08 Dealer: TX013 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 03/24/2015 11:50 AM US Mountain Standard Time BLewis
Customer called and states:
1. I own a driving school I have 2 vehicles with the same issue
2. The ***AIRBAG*** light is ongoing on and off
3. Front ***PASSENGER AIRBAG*** sensor is what dealer states it is
4. I had it in about 2 weeks ago
5. The other one was in today
6. I own 7 Kia's for my driving school
7. I love these cars they are the best
8. If I cannot get assistance I will have to get rid of them
9. Anytime I need another vehicle we go to this dealer to get them

Writer states:
1. Apologized
2. 2. I will follow up with dealer
3. After this I can reach out to DPSM for assistance
4. Is there anything else I can assist you with

Customer states:
1. No thank you

Writer thanked call ended

Clarify not working could not create case

*** PHONE LOG 03/24/2015 11:58 AM US Mountain Standard Time BLewis Action Type:Incoming call
VM from customer:
1[redacted] from AAA
2. I have the other VIN's if you need them
3. The ***AIRBAG*** lights are not on
4. But if you need them give us a call
5. We will give them to you
6. Thanks

*** NOTES 03/25/2015 09:06 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Writer called TX013

Customer Name : AAA Driving School
Original Owner: No
Customer phone #:[redacted]
Customer Address: 1739 Troup Highway Tyler, TX 75701
VIN: knafe22189[redacted]
MY and Mileage: 2009 Spectra Lx 94410
Dealer Code/Selling Dealer: LA038 No
Able to Duplicate: Yes
RO# and Open Date: RO[redacted] 2/20/15
Current Repair Issue and Diagnosis: Customer states AIRBAG light blinking on and off needs AIRBAG sensor declined

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
Driving School	AAA	knafe221895[redacted]	[redacted]	94,409

Tyler, TX[redacted] Prod. Date: 7/2/08 Dealer: TX013 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Parts on order (Y/N): Part#, Order#: No
Vehicle repaired & customer has possession (Y/N): No/Yes
Repeat Repair (Y/N), if so, how many times: No
Repair History of current concern with dates and mileage:NA
Days Down at initial Service Alert report: NA
ETA for completion of repairs: NA
Techline Case: NA
Rental / Loaner Provided/Date: NA
Customer Request: NA
Justification of Goodwill (must include maintenance history: NA
Dealer contacted their DPSM: no
If HEV vehicle, is dealer HEV certified: NA

*** NOTES 03/25/2015 09:16 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Writer called Customer and States:
1. Calling to follow up
2. Just spoke to dealer only has diagnosis for this vehicle

Customer States:
1. Ok I will take other one in and call you back

Writer thanked call ended

*** NOTES 03/30/2015 07:19 AM US Mountain Standard Time BLewis Action Type:Manager review
Sent email to DPSM Chris Besser seeking assistance

*** NOTES 04/01/2015 07:40 AM US Mountain Standard Time BLewis Action Type:Manager review
Sent email to DPSM Chris Besser looking for an update

*** NOTES 04/02/2015 05:46 AM US Mountain Standard Time BLewis Action Type:Manager review
Email received from DPSM Chris Besser needs more info to offer assistance

*** NOTES 04/02/2015 06:04 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Writer called TX013 and States:
1.Calling to follow up need more info for DPSM assistance
2. Gave customer and vehicle info

James states
1. ***OCS*** mat for ***PASSENGER SEAT***
2. Need to replace
3. 3 hours labor $375.00

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
Driving School	AAA	knafe221895[redacted]	[redacted]	94,409

Tyler, TX[redacted] Prod. Date: 7/2/08 Dealer: TX013 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer thanked call ended

*** NOTES 04/02/2015 06:05 AM US Mountain Standard Time BLewis Action Type:Manager review
Sent email to Chris Besser stating repair and total cost totaling $3901.98 for both vehicles

*** NOTES 04/03/2015 07:12 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Sent email to DPSM Chris Besser asking for update

*** NOTES 04/03/2015 07:12 AM US Mountain Standard Time BLewis Action Type:Manager review

*** NOTES 04/03/2015 09:29 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Email received from DPSM Chris Besser parts GW no labor no rental

*** PHONE LOG 04/03/2015 09:32 AM US Mountain Standard Time BLewis Action Type:Outgoing call
Writer Called customer and LVM:
1. Calling to follow up DPSM GW parts only no labor no rental
2. Any questions or concerns please call back
3. Left writer info and case Id

*** NOTES 04/03/2015 09:38 AM US Mountain Standard Time RHall Action Type:Dealer contact

[!<For Internal Use Only
AIRBAG Tread Completed RH>!]

*** PHONE LOG 04/06/2015 04:42 AM US Mountain Standard Time BLewis Action Type:Incoming call
VM from customer 4/3/15 1:39 PM:
1. This is Mr. Gilly
2. Gave case #
3. [redacted]

*** PHONE LOG 04/06/2015 09:51 AM US Mountain Standard Time BLewis Action Type:Incoming call
VM from customer:
1. [redacted]
2. [redacted] call me when you get a minute

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
Driving School	AAA	knafe221895[redacted]	[redacted]	94,409

Tyler, TX 75701 Prod. Date: 7/2/08 Dealer: TX013 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer Called customer and LVM:
1. Calling to follow up
2. Any questions or concerns please call back
3. Left writer info and case Id

*** PHONE LOG 04/07/2015 06:01 AM US Mountain Standard Time HSanchez Action Type:Incoming call
Customer states:
1. I am calling to return a call I missed from TCS BLewis.
2. I do not have my VIN.
3. Provided name [redacted]).

Writer states:
1. Would be happy to assist.
2. Writer will connect customer to TCS BLewis.

>>>WRITER WARM TRANSFERRED CALL TO TCS BLEWIS<<<

*** PHONE LOG 04/07/2015 06:02 AM US Mountain Standard Time BLewis Action Type:Incoming call
Customer called and states:
1. I just wanted to call you and thank you for all of the work you did for us
2. We are so happy with what you did
3. We can continue to brag about our Kias

Writer states:
1. Thank you for the call back to thank me
2. If there is anything else I can assist you with please call back

Customer thanked call ended

*** NOTES 04/08/2015 07:27 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Writer called TX013 and States:
1.Calling to follow up
2. Gave customer and vehicle info

James states:
1. The repairs should be done today
2. I belive the parts came in today

Writer thanked call ended

*** NOTES 04/09/2015 10:58 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Writer called TX013 and States:
1.Calling to follow up
2. Gave customer and vehicle info

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2009 SPECTRA LX	Case Number	Mileage
Driving School	AAA	knafe221895602655	[redacted]	94,409

Tyler, TX [redacted] Prod. Date: 7/2/08 Dealer: TX013 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Luis states:
1. Repaired and returned to customer 4/9/15

Writer thanked call ended

*** PHONE LOG 04/09/2015 11:03 AM US Mountain Standard Time BLewis Action Type:Outgoing call
Writer called Customer and States:
1. Calling to follow up
2. Any questions or concerns for us

Customer States:
1. I would hug you if I was there
2. We are great the dealer was fantastic

Writer thanked call ended

*** CASE CLOSE 04/09/2015 11:06 AM US Mountain Standard Time BLewis

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
Driving School	AAA	knafe221995[redacted]	[redacted]	88,000

Tyler, TX[redacted] Prod. Date: 2/26/09 Dealer: TX013 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 03/24/2015 11:52 AM US Mountain Standard Time BLewis
Customer called and states:
1. I own a driving school I have 2 vehicles with the same issue
2. The ***AIRBAG*** light is ongoing on and off
3. Front ***PASSENGER AIRBAG*** sensor is what dealer states it is
4. I had it in about 2 weeks ago
5. The other one was in today
6. I own 7 Kia's for my driving school
7. I love these cars they are the best
8. If I cannot get assistance I will have to get rid of them
9. Anytime I need another vehicle we go to this dealer to get them

Writer states:
1. Apologized
2. 2. I will follow up with dealer
3. After this I can reach out to DPSM for assistance
4. Is there anything else I can assist you with

Customer states:
1. No thank you

Writer thanked call ended

Clarify not working could not create case

*** PHONE LOG 03/24/2015 11:58 AM US Mountain Standard Time BLewis Action Type:Incoming call
VM from customer:
1. [redacted] from AAA
2. I have the other VIN's if you need them
3. The ***AIRBAG*** lights are not on
4. But if you need them give us a call
5. We will give them to you
6. Thanks

*** NOTES 03/25/2015 09:06 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Writer called TX013 and States:
1.Calling to follow up
2. Gave customer and vehicle info

Tye states:
1. 2010 was last time in

Writer thanked call ended

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
Driving School	AAA	knafe221995[redacted]	[redacted]	88,000

Tyler, TX[redacted] Prod. Date: 2/26/09 Dealer: TX013 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 03/25/2015 09:14 AM US Mountain Standard Time BLewis Action Type:Outgoing call
Writer called Customer and States:
1. Calling to follow up
2. I spoke dealer they do not have you in there from 2010

Customer States:
1. I took into dealer for SC
2. It was not diagnosed
3. Out of all the Kia's we have owned this is the 4th that has had this issue

Writer states:
1. Ok I would need to have this vehicle diagnosed
2. Gave case # and contact info
3. Once diagnosed call back
4. I think that it would be best to work them together

Customer states:
1. Ok I will do that
2. Thank you

Writer thanked call ended

*** PHONE LOG 03/27/2015 06:48 AM US Mountain Standard Time BLewis Action Type:Incoming call
Customer called and states:
1. [redacted] I have taken vehicle to dealer
2. So I just wanted to let you know

Writer states:
1. Thank you
2. I will follow up with the dealer for diagnosis
3. I will the reach out for assistance

Customer thanked call ended

*** NOTES 03/30/2015 07:13 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Writer called TX013 Chris SA

Customer Name : AAA Driving School
Original Owner: No
Customer phone #:[redacted]
Customer Address: 1739 Troup Highway Tyler, TX 75701
VIN: knafe221995[redacted]
MY and Mileage: 2009 Spectra EX 91144
Dealer Code/Selling Dealer: Yes
Able to Duplicate: Yes

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
Driving School	AAA	knafe221995[redacted]	[redacted]	88,000

Tyler, TX 7[redacted] Prod. Date: 2/26/09 Dealer: TX013 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

RO# and Open Date: RO[redacted] 3/27/15

Current Repair Issue and Diagnosis: Customer states ***AIRBAG*** light is on ***AIRBAG*** sensor needs to be replaced
Parts on order (Y/N): Part#, Order#: no
Vehicle repaired & customer has possession (Y/N): no/yes
Repeat Repair (Y/N), if so, how many times: no
Repair History of current concern with dates and mileage:NA
Days Down at initial Service Alert report: In and out same day
ETA for completion of repairs: NA
Techline Case: NA
Rental / Loaner Provided/Date: NA
Customer Request: NA
Justification of Goodwill (must include maintenance history: NA
Dealer contacted their DPSM: no
If HEV vehicle, is dealer HEV certified: NA

*** NOTES 03/30/2015 07:19 AM US Mountain Standard Time BLewis Action Type:Manager review
Sent email to DPSM Chris Besser seeking assistance

*** NOTES 04/01/2015 07:40 AM US Mountain Standard Time BLewis Action Type:Manager review
Sent email to DPSM Chris Besser looking for an update

*** NOTES 04/02/2015 05:46 AM US Mountain Standard Time BLewis Action Type:Manager review
Email received from DPSM Chris Besser needs more info to offer assistance

*** NOTES 04/02/2015 06:00 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Writer called TX013 and States:
1.Calling to follow up need more info for DPSM assistance
2. Gave customer and vehicle info

James states
1. ***OCS*** mat for ***PASSENGER SEAT***
2. Need to replace
3. 3 hours labor $375.00
4. 1575.99 for part

Writer thanked call ended

*** NOTES 04/02/2015 06:04 AM US Mountain Standard Time BLewis Action Type:Manager review
Sent email to Chris Besser stating repair and total cost totaling $3901.98 for both vehicles

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
Driving School	AAA	knafe221995[redacted]	[redacted]	88,000

Tyler, TX[redacted] Prod. Date: 2/26/09 Dealer: TX013 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Sent email to DPSM Chris Besser asking for update

*** NOTES 04/03/2015 09:29 AM US Mountain Standard Time BLewis Action Type:Manager review
Email received from DPSM Chris Besser parts GW no labor no rental

*** PHONE LOG 04/03/2015 09:32 AM US Mountain Standard Time BLewis Action Type:Outgoing call
Writer Called customer and LVM:
1. Calling to follow up DPSM GW parts only no labor no rental
2. Any questions or concerns please call back
3. Left writer info and case Id

*** NOTES 04/03/2015 09:39 AM US Mountain Standard Time RHall Action Type:Dealer contact

[!<For Internal Use Only
AIRBAG Tread Completed RH>!]

*** PHONE LOG 04/06/2015 04:41 AM US Mountain Standard Time BLewis Action Type:Incoming call
VM from customer 4/3/15 1:39 PM:
1. This is Mr.[redacted]
2. Gave case #
3.[redacted]9

*** PHONE LOG 04/06/2015 09:53 AM US Mountain Standard Time BLewis Action Type:Incoming call
VM from customer:
1[redacted]
2.[redacted] call me when you get a minute

*** PHONE LOG 04/07/2015 05:54 AM US Mountain Standard Time BLewis Action Type:Outgoing call
Writer Called customer and LVM:
1. Calling to follow up
2. Any questions or concerns please call back
3. Left writer info and case Id

*** PHONE LOG 04/07/2015 06:00 AM US Mountain Standard Time HSanchez Action Type:Incoming call
Customer states:
1. I am calling to return a call I missed from TCS BLewis.
2. I do not have my VIN.
3. Provided name[redacted]).

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
Driving School	AAA	knafe221995[redacted]	[redacted]	88,000

Tyler, TX[redacted] Prod. Date: 2/26/09 Dealer: TX013 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Would be happy to assist.
2. Writer will connect customer to TCS BLewis.

>>>WRITER WARM TRANSFERRED CALL TO TCS BLEWIS<<<

*** PHONE LOG 04/07/2015 06:01 AM US Mountain Standard Time BLewis Action Type:Incoming call
Customer called and states:
1. I just wanted to call you and thank you for all of the work you did for us
2. We are so happy with what you did
3. We can continue to brag about our Kias

Writer states:
1. Thank you for the call back to thank me
2. If there is anything else I can assist you with please call back

Customer thanked call ended

*** NOTES 04/08/2015 07:26 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Writer called TX013 and States:
1.Calling to follow up
2. Gave customer and vehicle info

James states:
1. The repairs should be done today
2. I belive the parts came in today

Writer thanked call ended

*** NOTES 04/09/2015 10:58 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Writer called TX013 and States:
1.Calling to follow up
2. Gave customer and vehicle info

Luis states:
1. Repaired and returned to customer 4/9/15

Writer thanked call ended

*** PHONE LOG 04/09/2015 11:03 AM US Mountain Standard Time BLewis Action Type:Outgoing call
Writer called Customer and States:
1. Calling to follow up
2. Any questions or concerns for us

Customer States:
1. I would hug you if I was there

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
Driving School	AAA	knafe221995[redacted]	[redacted]	88,000

Tyler, TX[redacted] Prod. Date: 2/26/09 Dealer: TX013 Crown Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

2. We are great the dealer was fantastic

Writer thanked call ended

*** CASE CLOSE 04/09/2015 11:07 AM US Mountain Standard Time BLewis

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

Leesville, LA [redacted] Prod. Date: Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 03/31/2015 10:04 AM US Mountain Standard Time RHoward
Customer (not sure about year or mileage):

1. They want to charge him $2000 to fix the ***AIR BAG***s, the light was on
2. My husband has the car
3. I think this is a defect
4. We shouldn't have to pay for this
5. Can you call my husband and get the info

Writer:
1. Apologized
2. Whats the number and name?
3. As a subsequent owner you would have remaining balance of 5/60 whichever comes first

Customer:
1. [redacted]

Writer ended call

Writer called [redacted], left VM:
1. Following up on phone call from wife
2. Would like to get info since you have the vehicle
3. Provided case number

*** PHONE LOG 03/31/2015 10:34 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller (mom)

1 someone spoke with her husband today and said there was nothing they could do about their ***AIRBAG*** issue

2. when she goes online she finds numerous complaints about the Spectra ***AIR BAG***s, so clearly this is a defective system with Kia

3 why should they have to pay $2000 to repair the ***AIRBAG*** system?

wtr
1 because the car is out of warranty and Kia is no longer responsible for the repair of these parts under their warranty
2. there are no recalls/ SC on the car
3. and there is another TCS working on their case
caller
1 no there isn't
2. he told my husband just like you are saying there is nothing that he can do
3. she is no longer going to be an advocate for Kia
4 she knows what she needs to do and hung up

*** PHONE LOG 04/01/2015 01:55 PM US Mountain Standard Time RHoward Action Type:Outgoing call
Writer called customer on [redacted] left VM:
1. Following up
2. I havent received a call from husband to get information
3. If you need assistance give us a call
4. Provided 800# and case#

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

Leesville, LA[redacted] Prod. Date: Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** NOTES 04/01/2015 01:55 PM US Mountain Standard Time RHoward Action Type:Dealer contact

[!<For Internal Use Only
Writer will send call me letter in 5 days>!]

*** PHONE LOG 04/02/2015 06:27 AM US Mountain Standard Time LLClark Action Type:Incoming call
Customer called writer and states:
1. I have a case number here
2. Gave case number

Writer states:
1. Writer does see case
2. Verified concerns
3. Advised TCS RHoward is not in the office at this time
4. Would customer like TCS's VM, and he will call once he is in for the day?

Customer states:
1. Yes, please

WRITER TRANSFERRED CUSTOMER TO VM FOR TCS RHOWARD

*** PHONE LOG 04/02/2015 01:38 PM US Mountain Standard Time RHoward Action Type:Outgoing call
Writer received VM from customer:
1. Returning call
2. You can call me at [redacted]

*** PHONE LOG 04/03/2015 08:49 AM US Mountain Standard Time RHoward Action Type:Outgoing call
Writer called customer on [redacted]
1. Following up
2. What can I help with?

Customer:

1. I was just concerned because my ***AIR BAG*** is not working
2. Kia said that its $2000
3. I looked
4. I did write to the BBB because I feel you know the issue is there but decided not to do anything about it
5. You know about it because there have been several complaints since 2012
6. This is a life and death situation it could be
7. The ***AIR BAG***s are there for a reason
8. I'm not going to let it go
9. I will write to whoever I have to
10. You guys knew about this and dont care because you dont make the Spectra any more

Writer:
1. Advised of WCIM
2. Advised will escalate case to Regional office

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

Leesville, LA[redacted] Prod. Date: Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

3. Please allow 2-3 business days for that office to contact you

Customer:
1. Ok Thank you

*** NOTES 04/03/2015 08:52 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Writer called LA001, left message for service:
1. Provided writer information and case number
2. Calling for information on customer vehicle
3. Requested call back

*** NOTES 04/03/2015 01:45 PM US Mountain Standard Time LSims Action Type:Manager review

[!<For Internal Use Only
AIRBAG TREAD review complete - SC >!]

*** PHONE LOG 04/06/2015 06:27 AM US Mountain Standard Time LLClark Action Type:Incoming call
Customer called writer (Gave VIN - KNAFE161485[redacted] and states:
1. I have a case number here
2. I was checking the status?

Writer states:
1. Writer does see case
2. Advised TCS RHoward is working the case
3. Once TCS has information from dealership, the case will be forwarded to the Regional office for handling
4. KCA will require up to two business days for customer contact

Customer states:
1. OK, that is all I need to know, thank you

Writer states:
1. Requested callback for further assistance

*** NOTES 04/06/2015 09:14 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Writer called LA001:
1. Calling to get specifics on case
2. What name did it come under?

Service Advisor Mandy:
1. They need an OC mat sensor and we quoted them
2. It came under the father

Writer:
1. Can I get more information on that

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

Leesville, LA [redacted] Prod. Date: Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. I'll have to transfer you

Transferred to VM of Service Manager,:
1. Calling to get info on case
2. Provided writer information and case number
3. Requested call back

*** NOTES 04/06/2015 10:22 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Writer called LA001, no answer at service manager, already left VM today

*** NOTES 04/07/2015 08:51 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Writer called LA001, Service Manager Carey:
1. We just got this sent up to HBrandt
2. Case number [redacted]

*** NOTES 04/07/2015 08:57 AM US Mountain Standard Time RHoward Action Type:Dealer contact
--------Notes from Duplicate case [redacted] ----------
*** PHONE LOG 03/31/2015 10:17 AM US Mountain Standard Time ASoto
[redacted] (father):
1. I took the veh in for an AB light
2. I had to replace the battery
3. I got an estimate to replace a sensor on a ***PASSENGER SEAT*** of 2k

Writer states:
1. Apologized
2. Verified cust info
3. As subsequent owner of the vehicle customer will receive the remainder of the 5/60 (whichever occurs first) LBW/PTW/RSA - veh is out of warranty for the concern
4. KCA can request assistance outside the warranty to the DPSM however can not guarranty

Cust states:
1. I am going to take it to another Kia dlr because as a mechanic I know that if the battery goes it will turn on different lights and the AB may not be an issue
2. If it is I cant believe the entire ***SEAT*** has to be replaced for a sensor

Writer states:
1. Apologized
2. If you need further assistance pls cb

*** CASE CLOSE 03/31/2015 10:17 AM US Mountain Standard Time ASoto

*** PHONE LOG 04/02/2015 06:03 AM US Mountain Standard Time HBrandt Action Type:Incoming call

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

Leesville, LA[redacted] Prod. Date: Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Cust states:
1. I am trying to get this AWL fixed
2. LA001 quoted me $1520 for the repair

Writer states:
1. Apologized
2. Advised cust writer can request GW
3. Advised cust writer will contact dealer for more info, request GW to DPSM and follow up with cust after
4. Asked cust to allow 2-3 business days for contact back

Cust states:
1. I will wait
2. Thank you

*** NOTES 04/03/2015 10:49 AM US Mountain Standard Time HBrandt Action Type:Dealer contact
Writer called LA001 and left message with Casey for service
1. Calling to follow up on cust veh
2. Please contact this office
3. Left name number case number ext customer info

*** NOTES 04/03/2015 01:46 PM US Mountain Standard Time LSims Action Type:Manager review

[!<For Internal Use Only
AIRBAG TREAD review complete - SC >!]

*** NOTES 04/06/2015 10:15 AM US Mountain Standard Time HBrandt Action Type:Dealer contact
Writer called LA001 and left VM for service manager
1. Calling to follow up on cust veh
2. Please contact this office
3. Left name number case number ext customer info

*** NOTES 04/06/2015 10:19 AM US Mountain Standard Time HBrandt Action Type:Manager review
Writer e-mailed DPSM rwood@kiausa.com
1. Request assistance contacting dealer

*** NOTES 04/07/2015 04:08 AM US Mountain Standard Time HBrandt Action Type:Dealer contact
Kerry from LA001 left VM
1. Please call back
2. 225-490-5595

*** NOTES 04/07/2015 04:46 AM US Mountain Standard Time HBrandt Action Type:Dealer contact
Writer called received e-mail from Kerry, service manager at LA001

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

Leesville, LA[redacted] Prod. Date: Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Customer Name [redacted]
Original Owner : N
Customer phone #: ([redacted]
Customer address:
VIN: KNAFE161485[redacted]
MY and Mileage: 2008 Spectra 75764
Dealer Code LA001 / Selling Dealer N
Able to Duplicate: Y
RO# and Open Date: [redacted], 3/31/15

Current Repair Issue and Diagnosis: Cust states AWL on, dealer states ***PASSENGER*** OSC mat shorted.
Parts on order (Y/N), if so obtain part#, order# N
Vehicle repaired & customer has possession: N, Y Customer declined repairs.
Repeat Repair (Y/N), if so, how many times? N
Days Down at initial Service Alert report: 1 day
ETA for completion of repairs: N/A
Rental / Loaner Provided? If so, since when? N
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern, Resolution (if needed): N/A
Customer Request (if needed) : Customer request Goodwill replacement of ***SEAT*** bottom.
Justification of Goodwill (must include maintenance history): 1 wire repair, 1 oil change and 1 cabin filter. ($180.00)
Dealer contacted their DPSM (if needed) : N

*** NOTES 04/07/2015 04:49 AM US Mountain Standard Time HBrandt Action Type:Manager review
Writer e-mailed rwood@kiausa.com
1. Requested GW assistance

*** NOTES 04/07/2015 05:06 AM US Mountain Standard Time HBrandt Action Type:Manager review
Writer received e-mail from DPSM
1. Will do 50/50 with cust
2. Please advise dealer with cust decision

*** NOTES 04/07/2015 08:58 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Writer called LA001, left VM for Carey Service Mgr:
1. Received goodwill determination from DPSM
2. Approved 50/50 split with customer
3. Provided writer info and case number

*** NOTES 04/07/2015 09:10 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Writer called customer on ([redacted]
1. Following up on GW request
2. DPSM offered 50/50 split for repairs

Customer:
1. We can do that
2. Its better than nothing
3. When the ***AIR BAG*** light is on the system is deactivated

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

Leesville, LA [redacted] Prod. Date: Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

4. I need to discuss this with my wife ---placed writer on hold
5. She's not answering and I need to get this fixed
6. I accept the offer

Writer:
1. Ok I will notify dealer and DPSM
2. Also because your wife advised that she contacted the BBB we are also escalating case
3. Please allow 2-3 business days for that office to contact you

Customer:
1. Thanked

*** NOTES 04/07/2015 09:10 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Writer called LA001, left VM for Svc Mgr Carey:
1. Customer accepted goodwill offer of 50/50 split
2. Provided writer info and case number

*** NOTES 04/07/2015 09:13 AM US Mountain Standard Time RHoward Action Type:Dealer contact

[!<For Internal Use Only
Sent e-mail to DPSM with case notes>!]

*** NOTES 04/07/2015 09:14 AM US Mountain Standard Time RHoward Action Type:Manager review
Dispatching for:

1. Customer states contacted BBB regarding ***AIR BAG*** light concern and not covered under warranty
2. DPSM offered 50/50 split for goodwill on repairs
3. Customer accepted
4. Please assist in further handling

*** PHONE LOG 04/07/2015 09:39 AM US Mountain Standard Time HBrandt Action Type:Incoming call
Cust called and states:
1. I already filed BBB
2. This issue should have been recalled for
3. There are so many people with this issue
4. I am declining GW offer
5. I am not ok with paying half
6. I think Kia should cover the entire cost
7. RHoward called my husband they need to talk to me not my husband

Writer states:
1. Apologized
2. Advised cust case has been dispatched to region
3. Advised cust since cust declined GW, GW offer made by DPSM is no longer valid, region will make another decision
4. Asked cust to allow 2-3 business days for contact back

Cust states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

Leesville, LA [redacted] Prod. Date: Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Ok thank you

*** PHONE LOG 04/07/2015 09:52 AM US Mountain Standard Time MFlores Action Type:Incoming call
Customer states:
1. Is there a RHoward I need to speak to him
2. Gave case#

Writer states;
1. Advised case is in the regional office

Customer states:
1. I know that but I still want to talk to RHoward

Writer states:
1. Advised will see if TCS is available

**********connected to RHoward

*** NOTES 04/07/2015 09:52 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Customer called:
1. My husband called me
2. He's a disabled veteran and has PTSD
3. He called me all freaking out
4. I made the case first of all
5. I asked them not to call him because he gets stressed out really easy
6. Just what I've gathered from the 36 people that complained
7. I dont know why you did not recall this

Writer:
1. Like we explained we are forwarding case to Regional office
2. Someone will follow up in 2-3 business days
3. WE have documented what you stated

Customer:
1. Ok

*** PHONE LOG 04/10/2015 09:29 AM US Mountain Standard Time SFirst Action Type:Outgoing call
Caller
1. My case was dispatched to region
2. i would like to know who is handling my case and can you get them on the line
Writer
1. Jessica Brownlee is handling the case and i will get her on the phone now

*** PHONE LOG 04/10/2015 12:55 PM Eastern Daylight Time JBrownlee Action Type:Outgoing call
Received call from cust.
Cust states:

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

Leesville, LA [redacted] Prod. Date: Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. My son's ***AIR BAG*** light is on in his car.
2. This can be a life or death situation for him.
3. The dlr told me it would be $2000 to fix this because they have to replace the whole ***SEAT***.
4. I saw that there are many other situations online with people having this same problem.
5. I don't know why there is not a recall on this.
6. Just because you don't make the car anymore shouldn't give you a reason not to put a recall on it.
7. KIA needs to cover this.

Wtr states:
1. I understand your frustration and I apologize for your concern.
2. I'm not trying to water down your point, but KIA doesn't do business by what's on the internet.

Cust states:
1. I understand.
2. But there are so many other cases out there like the one we are having.

Wtr states:
1. Ma'am we can't run our business by the internet.
2. Every case is different and every car is different.
3. There are no current campaigns out for this issue.
4. You are outside of your warranty so this would mean that this repair is customer pay.

Cust states:
1. I know we are out of warranty.
2. We have 75,000 miles on the car.
3. There should be a recall out for this.
4. I have already sent a letter to BBB.

Wtr states:
1. I apologize ma'am but what are you asking of KIA.

Cust states:
1. I want them to pay for this because there should be a recall out on it.
2. I don't understand why they have to replace the whole ***SEAT***!

Wtr states:
1. There are no current recalls for your veh.
2. The repairs would be customer pay since you are outside of warranty.
3. What I can do is find out why they have to replace the entire ***SEAT***.

Cust states:
1. OK thank you.

*** NOTES 04/10/2015 01:02 PM Eastern Daylight Time JBrownlee Action Type:Dealer contact
Sent e-mail to DPSM Wood to advise on GW offer.

*** PHONE LOG 04/13/2015 01:25 PM Eastern Daylight Time JBrownlee Action Type:Outgoing call

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

Leesville, LA[redacted] Prod. Date: Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Called [redacted]
LVM.
1. Advised RCAA calling.
2. Advised c/b and case #.
3. Request c/b.

*** PHONE LOG 04/13/2015 01:26 PM Eastern Daylight Time JBrownlee Action Type:Outgoing call
Wtr states:
Called [redacted]
LVM.
1. Advised RCAA calling.
2. Advised c/b and case #.
3. Request c/b.

*** PHONE LOG 04/17/2015 10:35 AM Eastern Daylight Time JBrownlee Action Type:Outgoing call
Wtr states:
Called [redacted].
LVM.
1. Advised RCAA calling.
2. Advised c/b and case #.
3. Request c/b.

*** PHONE LOG 04/17/2015 10:43 AM Eastern Daylight Time JBrownlee Action Type:Outgoing call
Wtr states:
Called [redacted] and spoke with Mrs. [redacted]
1. Advised RCAA calling to f/u.
2. We spoke about a week or so ago, and I left you a VM shortly after.
3. Did you have any more questions for me?
4. Did you want to accept the 50/50 split offer?

Cust states:
1. I have been talking with my husband about it.
2. I'm on my way to meet with a lawyer now.
3. I'm not saying we are not accepting the offer or not.

Wtr states:
1. I understand.
2. Once you get a lawyer involved I have to step out.
3. But once you speak with who you need to speak with and you decide not to go forth with the lawyer and want to accept the offer let me know.
4. It's (interrupted by cust)

Cust states:
1. Ok I will let you know.
2. Thanked and ended call.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

Leesville, LA[redacted] Prod. Date: Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 04/21/2015 07:57 AM Eastern Daylight Time JBrownlee Action Type:Incoming call
Received VM from cust.
Cust states:
1. We have decided to accept the 50/50 split offer.
2. Request c/b.

*** NOTES 04/21/2015 08:00 AM Eastern Daylight Time JBrownlee Action Type:Dealer contact
Wtr states:
Sent e-mail to DPSM Wood and svc mgr Kerry advising that cust accepted 50/50 split for repairs.

*** PHONE LOG 04/21/2015 08:03 AM Eastern Daylight Time JBrownlee Action Type:Outgoing call
Wtr states:
Called [redacted]
1. Asked for [redacted].

Cust states:
1. You have the wrong number.
2. Ended call.

*** PHONE LOG 04/21/2015 08:07 AM Eastern Daylight Time JBrownlee Action Type:Outgoing call
Wtr states:
Called [redacted] and spoke with Mrs. [redacted]
1. Advised RCAA calling.
2. Advised received cust's VM.
3. Let dlr and DPSM know cust accepted offer.
4. Are there any further questions?

Cust states:
1. No.

Wtr states:
1. If you have any questions or concerns in the future please give wtr c/b.

Cust states:
1. Thanked and ended call.

*** CASE CLOSE 04/21/2015 08:08 AM Eastern Daylight Time JBrownlee
Cust will split 50/50 for repairs.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161485[redacted]	[redacted]	75,764

Baton Rouge, LA[redacted] Prod. Date: 11/23/07 Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 03/31/2015 10:17 AM US Mountain Standard Time ASoto
[redacted] (father):
1. I took the veh in for an AB light
2. I had to replace the battery
3. I got an estimate to replace a sensor on a ***PASSENGER SEAT*** of 2k

Writer states:
1. Apologized
2. Verified cust info
3. As subsequent owner of the vehicle customer will receive the remainder of the 5/60 (whichever occurs first) LBW/PTW/RSA - veh is out of warranty for the concern
4. KCA can request assistance outside the warranty to the DPSM however can not guarranty

Cust states:
1. I am going to take it to another Kia dlr because as a mechanic I know that if the battery goes it will turn on different lights and the AB may not be an issue
2. If it is I cant believe the entire ***SEAT*** has to be replaced for a sensor

Writer states:
1. Apologized
2. If you need further assistance pls cb

*** CASE CLOSE 03/31/2015 10:17 AM US Mountain Standard Time ASoto

*** PHONE LOG 04/02/2015 06:03 AM US Mountain Standard Time HBrandt Action Type:Incoming call
Cust states:
1. I am trying to get this AWL fixed
2. LA001 quoted me $1520 for the repair

Writer states:
1. Apologized
2. Advised cust writer can request GW
3. Advised cust writer will contact dealer for more info, request GW to DPSM and follow up with cust after
4. Asked cust to allow 2-3 business days for contact back

Cust states:
1. I will wait
2. Thank you

*** NOTES 04/03/2015 10:49 AM US Mountain Standard Time HBrandt Action Type:Dealer contact
Writer called LA001 and left message with Casey for service
1. Calling to follow up on cust veh
2. Please contact this office
3. Left name number case number ext customer info

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161485[redacted]	[redacted]	75,764

Baton Rouge, LA[redacted] Prod. Date: 11/23/07 Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** NOTES 04/03/2015 01:46 PM US Mountain Standard Time LSims Action Type:Manager review

[!<For Internal Use Only
AIRBAG TREAD review complete - SC >!]

*** NOTES 04/06/2015 10:15 AM US Mountain Standard Time HBrandt Action Type:Dealer contact
Writer called LA001 and left VM for service manager
1. Calling to follow up on cust veh
2. Please contact this office
3. Left name number case number ext customer info

*** NOTES 04/06/2015 10:19 AM US Mountain Standard Time HBrandt Action Type:Manager review
Writer e-mailed DPSM rwood@kiausa.com
1. Request assistance contacting dealer

*** NOTES 04/07/2015 04:08 AM US Mountain Standard Time HBrandt Action Type:Dealer contact
Kerry from LA001 left VM
1. Please call back
2. 225-490-5595

*** NOTES 04/07/2015 04:46 AM US Mountain Standard Time HBrandt Action Type:Dealer contact
Writer called received e-mail from Kerry, service manager at LA001

States

Customer Name[redacted]
Original Owner : N
Customer phone #: [redacted]
Customer address:
VIN: KNAFE161485[redacted]
MY and Mileage: 2008 Spectra 75764
Dealer Code LA001 / Selling Dealer N
Able to Duplicate: Y
RO# and Open Date: [redacted], 3/31/15
Current Repair Issue and Diagnosis: Cust states AWL on, dealer states ***PASSENGER*** OSC mat shorted.
Parts on order (Y/N), if so obtain part#, order# N
Vehicle repaired & customer has possession: N, Y Customer declined repairs.
Repeat Repair (Y/N), if so, how many times? N
Days Down at initial Service Alert report: 1 day
ETA for completion of repairs: N/A
Rental / Loaner Provided? If so, since when? N
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern, Resolution (if needed): N/A
Customer Request (if needed) : Customer request Goodwill replacement of ***SEAT*** bottom.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161485[redacted]	[redacted]	75,764

Baton Rouge, LA[redacted] Prod. Date: 11/23/07 Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Dealer contacted their DPSM (if needed) : N

*** NOTES 04/07/2015 04:49 AM US Mountain Standard Time HBrandt Action Type:Manager review
Writer e-mailed rwood@kiausa.com
1. Requested GW assistance

*** NOTES 04/07/2015 05:06 AM US Mountain Standard Time HBrandt Action Type:Manager review
Writer received e-mail from DPSM
1. Will do 50/50 with cust
2. Please advise dealer with cust decision

*** NOTES 04/07/2015 08:55 AM US Mountain Standard Time RHoward Action Type:Dealer contact
------Notes from Duplicate case[redacted]----------

*** PHONE LOG 03/31/2015 10:04 AM US Mountain Standard Time RHoward
Customer (not sure about year or mileage):

1. They want to charge him $2000 to fix the ***AIR BAG***s, the light was on
2. My husband has the car
3. I think this is a defect
4. We shouldn't have to pay for this
5. Can you call my husband and get the info

Writer:
1. Apologized
2. Whats the number and name?
3. As a subsequent owner you would have remaining balance of 5/60 whichever comes first

Customer:
1. [redacted]

Writer ended call

Writer called [redacted], left VM:
1. Following up on phone call from wife
2. Would like to get info since you have the vehicle
3. Provided case number

*** PHONE LOG 03/31/2015 10:34 AM US Mountain Standard Time JHirshfield Action Type:Incoming call
caller (mom)

1 someone spoke with her husband today and said there was nothing they could do about their ***AIRBAG*** issue

2. when she goes online she finds numerous complaints about the Spectra ***AIR BAG***s, so clearly this is a defective system with Kia

3 why should they have to pay $2000 to repair the ***AIRBAG*** system?

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161485[redacted]	[redacted]	75,764

Baton Rouge, LA[redacted] Prod. Date: 11/23/07 Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1 because the car is out of warranty and Kia is no longer responsible for the repair of these parts under their warranty
2. there are no recalls/ SC on the car
3. and there is another TCS working on their case
caller
1 no there isn't
2. he told my husband just like you are saying there is nothing that he can do
3. she is no longer going to be an advocate for Kia
4 she knows what she needs to do and hung up

*** PHONE LOG 04/01/2015 01:55 PM US Mountain Standard Time RHoward Action Type:Outgoing call
Writer called customer on ([redacted] left VM:
1. Following up
2. I havent received a call from husband to get information
3. If you need assistance give us a call
4. Provided 800# and case#

*** NOTES 04/01/2015 01:55 PM US Mountain Standard Time RHoward Action Type:Dealer contact

[!<For Internal Use Only
Writer will send call me letter in 5 days>!]

*** PHONE LOG 04/02/2015 06:27 AM US Mountain Standard Time LLClark Action Type:Incoming call
Customer called writer and states:
1. I have a case number here
2. Gave case number

Writer states:
1. Writer does see case
2. Verified concerns
3. Advised TCS RHoward is not in the office at this time
4. Would customer like TCS's VM, and he will call once he is in for the day?

Customer states:
1. Yes, please

WRITER TRANSFERRED CUSTOMER TO VM FOR TCS RHOWARD

*** PHONE LOG 04/02/2015 01:38 PM US Mountain Standard Time RHoward Action Type:Outgoing call
Writer received VM from customer:
1. Returning call
2. You can call me at [redacted]

*** PHONE LOG 04/03/2015 08:49 AM US Mountain Standard Time RHoward Action Type:Outgoing call
Writer called customer on [redacted]
1. Following up

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161485[redacted]	[redacted]	75,764

Baton Rouge, LA[redacted] Prod. Date: 11/23/07 Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

2. What can I help with?

Customer:

1. I was just concerned because my ***AIR BAG*** is not working
2. Kia said that its $2000
3. I looked
4. I did write to the BBB because I feel you know the issue is there but decided not to do anything about it
5. You know about it because there have been several complaints since 2012
6. This is a life and death situation it could be
7. The ***AIR BAG***s are there for a reason
8. I'm not going to let it go
9. I will write to whoever I have to
10. You guys knew about this and dont care because you dont make the Spectra any more

Writer:
1. Advised of WCIM
2. Advised will escalate case to Regional office
3. Please allow 2-3 business days for that office to contact you

Customer:
1. Ok Thank you

*** NOTES 04/03/2015 08:52 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Writer called LA001, left message for service:
1. Provided writer information and case number
2. Calling for information on customer vehicle
3. Requested call back

*** NOTES 04/03/2015 01:45 PM US Mountain Standard Time LSims Action Type:Manager review

[!<For Internal Use Only
AIRBAG TREAD review complete - SC >!]

*** PHONE LOG 04/06/2015 06:27 AM US Mountain Standard Time LLClark Action Type:Incoming call
Customer called writer (Gave VIN - KNAFE16148[redacted]) and states:
1. I have a case number here
2. I was checking the status?

Writer states:
1. Writer does see case
2. Advised TCS RHoward is working the case
3. Once TCS has information from dealership, the case will be forwarded to the Regional office for handling
4. KCA will require up to two business days for customer contact

Customer states:
1. OK, that is all I need to know, thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161485[redacted]	[redacted]	75,764

Baton Rouge, LA[redacted] Prod. Date: 11/23/07 Dealer: LA001 All Star Kia of Baton Rouge

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer states:
1. Requested callback for further assistance

*** NOTES 04/06/2015 09:14 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Writer called LA001:
1. Calling to get specifics on case
2. What name did it come under?

Service Advisor Mandy:
1. They need an OC mat sensor and we quoted them
2. It came under the father

Writer:
1. Can I get more information on that

Mandy:
1. I'll have to transfer you

Transferred to VM of Service Manager,:
1. Calling to get info on case
2. Provided writer information and case number
3. Requested call back

*** NOTES 04/06/2015 10:22 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Writer called LA001, no answer at service manager, already left VM today

*** NOTES 04/07/2015 08:51 AM US Mountain Standard Time RHoward Action Type:Dealer contact
Writer called LA001, Service Manager Carey:
1. We just got this sent up to HBrandt
2. Case number[redacted]

*** CASE CLOSE 04/07/2015 08:57 AM US Mountain Standard Time RHoward

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161875[redacted]	[redacted]	120,000

Benbrook, TX[redacted] Prod. Date: 2/14/07 Dealer: TX071 Moritz Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 04/09/2015 07:52 AM US Mountain Standard Time TDonnelly
Customer States:

1. The ***PASSENGER AIRBAG*** light is on
2. Was told by dealer that the only way to repair is to replace sensor
3. To do this repair it would require replacing the entire ***SEAT***
4. Being given cost of $1900.00 to repair
5. Was looking on line and saw that kia had recall for 2007 sorento for ***AIRBAG*** light
6. Checking to see if any recalls on this car for the ***PASSENGER AIRBAG*** light?

Writer States:
1. Confirmed owner info
2. Apology for situation
3. Advised no open svc campaigns on this vehicle
4. This would be something covered when in warranty and would fall under 5/60k mile blw
5. Do apologize once warranty expires cost to repair would be owners.

Customer States:
1. Thanked writer for info.

Writer States:
1. Thanked customer for contacting kia.

*** CASE CLOSE 04/09/2015 07:52 AM US Mountain Standard Time TDonnelly

*** NOTES 07/06/2015 07:15 AM US Mountain Standard Time RHall Action Type:Internal
>>***AIRBAG*** tread review completed; H.S.<<

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	168,055

Portsmouth, VA[redacted] Prod. Date: 10/20/06 Dealer: VA060 First Team Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 04/14/2015 05:59 AM US Mountain Standard Time NVivas
Customer states:
1. We just bought the vehicle at an auction, unfortunately it did not pass the inspection
2. The AIRBAG light is on and they are saying its going to cost a lot for us to fix it
3. We dont have the money so my choice is to call you guys for help

Writer states:
1. Apologized
2. Updated customer information
3. Advised vehicle is out of warranty, repair would be out of pocket expense at this time
4. Asked if vehicle was diagnosed at a KIA dealer

Customer states:
1. Yeah I know, we are a family of no income so we dont have money and repair shop said its going to be a lot
2. No we went to another shop

Writer states:
1. Advised in order for KCAC to research assistance outside of warranty vehicle needs to be at KIA dealer and diagnosed properly
2. Advised customer once vehicle is at dealer and diagnosed he may call us back and we can research assistance but no guarantees can be made at this time

Customer states:
1. Okay well I will call back when it is at KIA dealer
2. Thanked

*** CASE CLOSE 04/14/2015 05:59 AM US Mountain Standard Time NVivas

*** NOTES 04/15/2015 06:37 AM US Mountain Standard Time EChildress Action Type:Dealer contact
Paul from VA006 stated:
1.Customer came in for diagnosis today

Customer Name: same
Original Owner: N
Customer phone #: same
Customer Address: same
VIN #: KNAFE121375[redacted]
MY and Mileage: 2007 spectra/ 168841 miles
Dealer Code/Selling Dealer: VA060 / N
Able to Duplicate: Y
RO# and Open Date: RO#[redacted] open date: 4/15/2015
Current Repair Issue and Diagnosis: Cust stated AIRBAG light flashing - code B1448 for the OCS Mat defect - PASSENGER side SEAT bottom needs to be replaced: $1295.33
Parts on order (Y/N): Part# , Order#: N/A
Vehicle repaired & customer has possession (Y/N): N,Y
Repeat Repair (Y/N), if so, how many times: N
Days Down at initial Service Alert report: 0 days down

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121375[redacted]	[redacted]	168,055

Portsmouth, VA[redacted] Prod. Date: 10/20/06 Dealer: VA060 First Team Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

ETA for completion of repairs :N/A
Techline Case: N/A
Rental / Loaner Provided/Date: N/A
Repair History of current concern with dates and mileage: N/A
Customer Request: Requests assistance
Justification of Goodwill (must include maintenance history: N/A
Dealer contacted their DPSM: N/A
If HEV vehicle, is dealer HEV certified: N/A
Paul stated:
1. Customer is here

Wrt advised:
1. Will research for customer
2. Advised not a guarantee but will see if any assistance can be provided
3. Provided case# and contact info
4. Advised can take 2-3 bus days
5.Will call customer once there is an answer
6. Best contact: [redacted]

Cust stated :
1. Yes thank you

*** NOTES 04/15/2015 06:40 AM US Mountain Standard Time EChildress Action Type:Dealer contact
Emailed DPMS GVetzekian regarding customer request

*** NOTES 04/16/2015 09:46 AM US Mountain Standard Time EChildress Action Type:Dealer contact
Received email from DPSM GVetzekian:
1 Part. The Matt only I will goodwill if the car is registered to an owner with plates for the road and have been on the road and not just put on the road.

*** NOTES 04/17/2015 09:45 AM US Mountain Standard Time EChildress Action Type:Dealer contact
Received email from DPSM GVetzekian:
1.If it's from a used car dealer or a new owner then no

*** PHONE LOG 04/17/2015 10:09 AM US Mountain Standard Time EChildress Action Type:Outgoing call
Wrt called cust: [redacted] spoke to woman

stated:
1. Not here
2. Can call back later

*** PHONE LOG 04/21/2015 09:15 AM US Mountain Standard Time EChildress Action Type:Outgoing call
Wrt called cust:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12137[redacted]	[redacted]	168,055

Portsmouth, VA[redacted] Prod. Date: 10/20/06 Dealer: VA060 First Team Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. Following up regarding request for ***AIRBAG*** concern
2.Advised did reach out to DPSM and was advised that there is no assistance that can be provided
3. Outised of warranty for vehicle

Cust stated:
1. Okay thank you

Wrt advised:
1. If needs further assistance can call us back

*** CASE CLOSE 04/21/2015 09:16 AM US Mountain Standard Time EChildress

*** NOTES 07/06/2015 10:25 AM US Mountain Standard Time RHall Action Type:Internal
>>***AIRBAG*** tread review completed; H.S.<<

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe221995[redacted]	[redacted]	115,000

Virginia Beach, VA[redacted] Prod. Date: 10/10/08 Dealer: VA006 Southern Kia Greenbrier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 04/17/2015 07:15 AM US Mountain Standard Time JJenkins
Marquita @RSA warm transferred cust
Customer Mr. [redacted] (boyfriend) states:
1 Girlfriend has a used 2009 Spectra
2 ***AIR BAG*** warning light is on
3 Took to the dlr and they want to charge me for this when there is a recall on the vehicle

Writer states:
1 Apologized
2 Advised there are no open SC's for this veh; none listed at all

Customer states:
1 Why wouldn't we qualify?

Writer states:
1 We look for specific production dates; did not qualify then
2 Any repairs at this point would be at the owners expense

Customer states
1 ok

*** CASE CLOSE 04/17/2015 07:15 AM US Mountain Standard Time JJenkins

*** PHONE LOG 04/21/2015 02:34 PM US Mountain Standard Time SMunoz Action Type:Outgoing call
Customer called and states:
1. Calling to let you know I'm bringing the veh into the dlr on Saturday
2. I was advised to call back when it's going to be going in so you can review GW

Writer states:
1. This is fine
2. Advised writer will follow up with dlr 04/27/2015 for information on customer's concern
3. Provided case and contact information
4. Asked if customer has further questions or concerns

Customer states:
1. No, will I have you ?
2. The other people I spoke to were rude and mean

Writer states:
1. Apologized
2. Advised that writer will be customer's case manager

Customer states:
1. Ok, thank you very much
2. Have a good day

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe221995[redacted]9	[redacted]	115,000

Virginia Beach, VA[redacted] Prod. Date: 10/10/08 Dealer: VA006 Southern Kia Greenbrier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 04/22/2015 04:58 AM US Mountain Standard Time ERuiz Action Type:Incoming call
Caller
1. I am calling in reference to case [redacted]
2. I would like to speak to Stephen

Writer
1. Stephen is not in yet.
2. I can take the info or you can leave a message.

Caller
1. My last name was [redacted] when I first had my car svc back in January.
2. The Customer Number was [redacted] and the Svc Num [redacted]
3. If I had the Svc done in January, why do I need to get it done again.

Writer
1. I am sorry for the inconvenience.
2. I am sure we can look into it.

Caller
1. I will be taking it to Southern Kia Greenbrier
2. [redacted] is my boyfriend and he will be available to take the call
3. His phone number is [redacted]

Writer
1. I will let your TCS know.
2. I am sure he will get back to you w/ more info.
3. Thank you.

*** PHONE LOG 04/22/2015 12:57 PM US Mountain Standard Time SMunoz Action Type:Incoming call
Customer called and states:
1. I got an email from Chris at the dlr
2. The email said that it happens to cars all the time and that it's a common problem in Kias
3. He said the total cost to repair it would be 1597.18+ tax and installation
4. Southern Kia of Greenbrier
5. What I don't understand is why no one's been able to use my RO information from when I initially got it diagnosed

Writer states:
1. Advised writer will follow up with dlr for information on repair, however customer
2. Writer will submit a one-time GW assistance to DPSM for cost of repair
3. Advised writer will follow up with customer within 2 business days

Customer states:
1. Ok, thank you

*** NOTES 04/24/2015 04:06 PM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called VA006 and LVM for Svc:

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe221995[redacted]	[redacted]	115,000

Virginia Beach, VA[redacted] Prod. Date: 10/10/08 Dealer: VA006 Southern Kia Greenbrier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. Following up in regards to customer's concern
2. Provided case and contact information
3. Requested a call back

*** NOTES 04/29/2015 02:26 PM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called VA006 and LVM for Svc:
1. Following up in regards to customer's concern
2. Provided case and contact information
3. Requested a call back

*** PHONE LOG 04/29/2015 02:26 PM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer at [redacted] and LVM:
1. Following up in regards to customer's concern
2. Provided case and contact information
3. Requested a call back for further questions or concerns

*** NOTES 04/30/2015 01:39 PM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called VA006 spoke with Paul

States

Customer[redacted]
Original Owner : N
Customer phone #: Same as above
Customer address: Same as above
VIN:knafe221995[redacted]
MY and Mileage: 2009 Spectra 115000
Dealer Code / Selling Dealer VA006 / N
Able to Duplicate:Y
RO# and Open Date:[redacted] 04/25/2015 - 04/25/2015
Current Repair Issue and Diagnosis:
- Cust states ***PASSENGER*** side ***AIRBAG*** light on
- ***PASSENGER OCS*** mat needed replacing
Parts on order (Y/N), if so obtain part#, order# N
Vehicle repaired & customer has possession: N/Y
Repeat Repair (Y/N), if so, how many times? N
Days Down at initial Service Alert report: 1
ETA for completion of repairs: Cust declined repairs
Techline Case: N/A
Rental / Loaner Provided? If so, since when? N
Repair History of current concern with dates and mileage *** Date, miles, Cust Concern: N/A
Resolution (if needed): Cust needs a new ***OCS*** mat
- Cost is 1897.06 before taxes
Customer Request (if needed) : Cust requests GW assistance
Justification of Goodwill (must include maintenance history):
- According to the history, cust only comes in for free state inspections and oil changes
Dealer contacted their DPSM (if needed) : N

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe221995[redacted]	[redacted]	115,000

Virginia Beach, VA [redacted] Prod. Date: 10/10/08 Dealer: VA006 Southern Kia Greenbrier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** NOTES 04/30/2015 02:48 PM US Mountain Standard Time SMunoz Action Type:Manager review
Writer emailed DPSM GVetzikian:
1. Advised of customer's GW assistance request

*** PHONE LOG 05/04/2015 10:18 AM US Mountain Standard Time HSanchez Action Type:Incoming call
Customer states:
1. I am calling regarding an existing case.
2. Provided case.
3. I just wanted to call and let TCS SMunoz now he can call me directly once further case updates are available.

Writer states:
1. Would be happy to assist.
2. Verified customer contact info.
3. Advised customer that TCS SMunoz is currently working this case and has contact DPSM via e-mail regarding customers request.

Customer states:
1. Thanked writer for assistance.

*** NOTES 05/04/2015 04:03 PM US Mountain Standard Time SMunoz Action Type:Manager review
Writer emailed DPSM GVetzikian:
1. Advised of customer's GW assistance request
2. 2nd email

*** NOTES 05/05/2015 08:15 AM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called VA006 and spoke to Tsai:
1. Following up in regards to customer's concern

Tsai states:
1. 061PG-60095515
2. DPSM approved cost of ***SEAT*** bottom

Writer states :
1. Thanked

*** PHONE LOG 05/05/2015 08:22 AM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer and states:
1. Following up in regards to customer's concern
2. Provided case and contact information
3. Advised of DPSM decision
4. Writer will follow up with cust by 05/08/2015
5. Requested a call back for further questions or concerns

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe221995[redacted]	[redacted]	115,000

Virginia Beach, VA[redacted] Prod. Date: 10/10/08 Dealer: VA006 Southern Kia Greenbrier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 05/08/2015 01:16 PM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer at [redacted] and LVM:
1. Following up in regards to customer's concern
2. Provided case and contact information
3. Reqested a call back for further questions or concerns

*** PHONE LOG 05/08/2015 01:23 PM US Mountain Standard Time SBrandt Action Type:Incoming call
Customer states:
1. Calling to follow up

Writer states:
1. Advised GW approved for the cost of ***SEAT*** bottom

Customer states:
1. Oh ok thank you

*** NOTES 05/08/2015 01:27 PM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called VA006 and spoke to Kim:
1. Following up in regards to customer's concern

Kim states:
1. DPSM authorized GW for the part with the stipulation that she has to perform her maintenance
2. She just needs to complete her timing belt and accessory belt, but she disagrees with this
3. Timing belts and accesory belts are split and cracked
4. We at the dlr offered her a big discount on her maintenance and brought it to $625, but she hasn't been back

*** PHONE LOG 05/08/2015 05:01 PM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer and states:
1. Advised of information provided by Kim

Customer states:
1. Well, we have a legal issue that we have to get done first before we can pay another $700 to fix the car
2. Can you ask if we can get the light cleared first with the ***SEAT*** bottom so we can get it cleared through the state
3. Then we'll get all the services done
4. We're not going to sell it or anything

Writer states:
1. Will forward customer's request to DPSM

*** NOTES 05/08/2015 05:02 PM US Mountain Standard Time SMunoz Action Type:Manager review
Forwarded customer's request to GVetzikian:
1. Forwarded customer's request

*** NOTES 05/11/2015 09:45 AM US Mountain Standard Time SMunoz Action Type:Manager review

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe221995[redacted]	[redacted]	115,000

Virginia Beach, VA[redacted] Prod. Date: 10/10/08 Dealer: VA006 Southern Kia Greenbrier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. Weather the dealer or the customer pays the labor I am only good willing the ***SEAT*** bottom part
2. The part I think is over 1000 and the labor is around 100

*** NOTES 05/11/2015 09:45 AM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called VA006 and LM for Svc:
1. Advised of DPSM decision

*** PHONE LOG 05/12/2015 01:33 PM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer and states;
1. Following up in regards to customer's concern
2. Advised of DPSM decision

Customer states:
1. Ok, thank you so much
2. I'll have the rest taken care of

Writer states:
1. Will follow up with cust 05/21/2015

Customer states:
1. Ok, sounds good

*** PHONE LOG 05/15/2015 07:03 AM US Mountain Standard Time MCarpenter Action Type:Outgoing call
customer Mr[redacted] called
1. I received a ticket in this vehicle
2. and I need this taken care of prior to the end of the month
3. the DLR will not fix the ***AIRBAG*** until we

writer states
1. what is the DLR wanting you to have done

customer states
1. they want us to have the timing belt, 3 belts and a couple of other things
2. I need to get this ***AIR BAG*** done first and then I can get the other work done
3. I will have my license suspended if I don't get this ***AIR BAG*** done
4. my girl friend is getting jerked around by the DLR

writer states
1. Stephen is your TCS
2. I will let him know that you are requesting that the ***AIRBAG*** is done first
3. I will let know that you need him to call you

customer states
1. please call me a[redacted]

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe221995[redacted]	[redacted]	115,000

Virginia Beach, VA [redacted] Prod. Date: 10/10/08 Dealer: VA006 Southern Kia Greenbrier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

writer states
1. I will let Stephen know
2. thank you

*** NOTES 05/15/2015 08:14 AM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called VA006 and spoke to Tsai:
1. Wanted to follow up on concern
2. Advised that DPSM does not currently have a stipulation

Tsai states:
1. Yes, I just found out from my svc mgr
2. Svc mgr stated that DPSM said this is cust's one and only GW
3. Especially if veh is damaged from lack of maintenance

Writer states:
1. This is what writer was advised as well

*** NOTES 05/21/2015 01:10 PM US Mountain Standard Time SMunoz Action Type:Dealer contact
Writer called VA006 and spoke to Svc:
1. Following up in regards to customer's concern
2. Want to see if veh is done

Svc states:
1. Parts in
2. Waiting for cust

*** PHONE LOG 05/21/2015 01:11 PM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer and LVM;
1. Following up inr egards to customer's concern
2. Advised parts in
3. Provided case and contact information for further questions or concerns

*** NOTES 05/21/2015 01:11 PM US Mountain Standard Time SMunoz Action Type:Manager review

[!<For Internal Use Only
Will follow up with cust 05/27/2015>!]

*** PHONE LOG 05/21/2015 01:40 PM US Mountain Daylight Time KJohnson Action Type:Incoming call
Customer, Mr. [redacted], customer's boyfriend, stated:
1 - my girlfriend just got a text that the part was in
2 - is that true?

Writer:
1 - Apologized

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe2219956[redacted]	[redacted]	115,000

Virginia Beach, VA[redacted] Prod. Date: 10/10/08 Dealer: VA006 Southern Kia Greenbrier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Writer placed customer on hold, called va006 and Parts
1 - confirmed that the part had been received

SW Krisell stated:
1 - I have the paperwork around the goodwill

Writer returned to customer and stated:
1 - part has been received and dlr has necessary paperwork for goodwill
2 - make appt.
3 - this should go smoothly, and I believe in Murphy's law
4 - if any kind of obstacle arises while Ms.[redacted] is at the dlr, please call this office while you are at dlr

Customer:
1 - Is it a problem if I take the car in?

Writer:
1 - I do not believe so, but confirm that with dlr when you make appt.
2 - provided dlr phone number and SW name

Wtr transferred Mr. Stiffers to va006

*** PHONE LOG 05/27/2015 01:53 PM US Mountain Standard Time SMunoz Action Type:Outgoing call
Writer called customer and states:
1. Following up inr egards to customer's concern
2. Wanted to make sure concern was resolved

Customer states:
1. It was fixed and finally handled
2. Everything is working great, now
3. Still frustrated about their stipulation that they tried to make me pay, but that's done
4. Thank you so much for all your help

Writer states:
1. Apologized
2. No problem at all
3. Asked if customer has further questions or concerns

Custoemr states:
1. No

*** CASE CLOSE 05/27/2015 01:54 PM US Mountain Standard Time SMunoz

*** NOTES 07/06/2015 12:02 PM US Mountain Standard Time RHall Action Type:Internal
>>***AIRBAG*** tread review completed; H.S.<<

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	knafe221995[redacted]	[redacted]	115,000

Virginia Beach, VA [redacted] Prod. Date: 10/10/08 Dealer: VA006 Southern Kia Greenbrier

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** CASE CLOSE 07/06/2015 12:05 PM US Mountain Standard Time RHall

*** NOTES 07/28/2015 10:52 AM US Mountain Standard Time LSims Action Type:Dealer contact
**********NOTES FROM DUP CASE [redacted] **********
*** PHONE LOG 04/21/2015 12:44 PM US Mountain Standard Time BLewis
Customer called and states:
1. I want to know if the vehicle has any open SC on the vehicle
2. I am having an issue with an ***AIRBAG*** sensor

Writer states:
1. Apologized
AS400 verified no open SC
2. There are no open SC on vehicle

Customer states:
1. I am on the Internet right now and it is showing a lot of issues with this
2. This is not my problem I did not break this
3. This is an issue with the vehicle
4. That is how cars are made that the ***AIRBAG***s stop working after 6 years

Writer states:
1. If you like you can take into dealer to have diagnosed

Customer states:
1. I did but I don't remember when

Writer states:
1. We will need a recent diagnosis on the vehicle
2. Gave case #
3. Once there call back for further assistance

Customer disconnected call

*** CASE CLOSE 04/21/2015 12:44 PM US Mountain Standard Time BLewis

*** CASE CLOSE 07/06/2015 09:35 AM US Mountain Standard Time RHall
AIRBAG Tread completed SHoward

**********END DUP CASE NOTES**********

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	69,000

Brunswick, OH[redacted] Prod. Date: Dealer: OH074 Bill Doraty Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 05/04/2015 07:40 AM US Mountain Standard Time EChildress
Cust stated: [redacted]
1. 2007 Spectra
2. 69000 k miles on it
3. Had it at dealership because ***AIRBAG*** light on
4.Sensor in ***PASSENGER SEAT***, cost is $1300.00
5. Problem is looked up at it online regarding sensor on that ***SEAT***
6. Found that there were over 200 complaints
7. And with that high of a price hoping that kia can do something for me
8. Don't want to pay a penny for that
9. These were all dealer costs and mine falls into those range at

Wrt advised:
1. Apologized
2. Advised can certainly research for customer
3. Advised vehicle is outside of warranty by time and mileage
4. Customer is a subsequent owner
5.Will follow up with dealership and get diagnosis and then will reach out to DPSM to see if any assistance can be provided
6. Advised can take 2-3 bus days to get an answer
7. Provided case# and contact info

Cust stated:
1. okay thank you

*** NOTES 05/05/2015 02:55 PM US Mountain Standard Time EChildress Action Type:Dealer contact
Wrt called OH074 left message in service vm:
1. Provided case# and contact info
2. Provided cust name
3. Advised need RO# reg ***AIRBAG*** light on

*** NOTES 05/06/2015 03:31 PM US Mountain Standard Time EChildress Action Type:Dealer contact
Wrt called OH074 left message in service:
1. Provided case and contact info
2. Provided cust name
3. Need RO# for ***AIRBAG*** light

*** NOTES 05/07/2015 01:53 PM US Mountain Standard Time EChildress Action Type:Dealer contact
Received vm from Will Williams in OH074
1. For Mike Z
2. Decided to trade vehicle in
3.Had extended warranty but outside by time
4. If needs to get a hold of me can call 330-721-9500 ext 2154

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	69,000

Brunswick, OH[redacted] Prod. Date: Dealer: OH074 Bill Doraty Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 05/07/2015 01:53 PM US Mountain Standard Time EChildress Action Type:Outgoing call
Wrt called cust[redacted]

1. Following up regarding ***AIRBAG***

Cust stated:
1. Wife was the one there
2. Want the car fixed
3. Didn't want to make final decision
4. It was more the dealership wanting to get me to trade vehicle in

Wrt advised:
1.Will get history and send off to DPSM
2. Not sure if any assistance will be provided as customer is outside of warranty
3. Will touch base once gets an answer

Cust stated:
1. Understand
2. Thank you for the follow up

*** NOTES 05/07/2015 01:54 PM US Mountain Standard Time EChildress Action Type:Dealer contact
Wrt called OH074 to speak to Will vm is full.

*** NOTES 05/08/2015 01:10 PM US Mountain Standard Time EChildress Action Type:Dealer contact
Wrt called OH074 left message in service:
1. Provided case# and contact info
2. Provided cust name
3. Need RO for ***AIRBAG*** light
4.Cust does not want to trade vehicle

*** NOTES 05/11/2015 06:24 AM US Mountain Standard Time HBrandt Action Type:Dealer contact
Will from OH074 called

States

Customer Name: [redacted]
Original Owner :
Customer phone #: ([redacted]
Customer address:
VIN: KNAFE121175[redacted]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	69,000

Brunswick, OH [redacted] Prod. Date: Dealer: OH074 Bill Doraty Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Dealer Code OH074 / Selling Dealer N
Able to Duplicate: Y
RO# and Open Date: [redacted] 4/28/15

Current Repair Issue and Diagnosis: Cust states ***AIRBAG*** light on, dealer need to replace ***OCS*** mat sensor
Parts on order (Y/N), if so obtain part#, order# N
Vehicle repaired & customer has possession: N, Y
Repeat Repair (Y/N), if so, how many times? N
Days Down at initial Service Alert report: 1 day
ETA for completion of repairs: N/A
Techline Case: N/A
Rental / Loaner Provided? If so, since when? N
Dealer contacted their DPSM (if needed) : N

*** PHONE LOG 05/12/2015 09:40 AM US Mountain Standard Time EChildress Action Type:Incoming call
Cust provided case#;
1. Checking on status

Wrt advised:
1.Did receive dealership information
2. Will forward to DPSM and see if any assistance can be provided
3.Will call customer once gets an answer

Cust stated:
1. Okay thank you

*** NOTES 05/12/2015 11:39 AM US Mountain Standard Time EChildress Action Type:Dealer contact
Emailed DPSM SRupert regarding assistance

*** PHONE LOG 05/12/2015 01:31 PM US Mountain Standard Time EChildress Action Type:Outgoing call
Received email from DPSM SRupert:
1. The dealer and I have agreed to cover it.

*** PHONE LOG 05/12/2015 01:51 PM US Mountain Standard Time EChildress Action Type:Outgoing call
Wrt called cust:
1. Following up regarding request for assistance
2. Advised received response from DPSM
3.They are willing to cover it as a one time GW from dealership and DPSM

Cust stated:
1. That's great
2. Thank your DPSM and thank you
3. You were nice

Wrt advised:
1. Can contact the dealership and speak to the service manager

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	69,000

Brunswick, OH [redacted] Prod. Date: Dealer: OH074 Bill Doraty Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

2. If needs further assistance can call us back

*** CASE CLOSE 05/12/2015 01:52 PM US Mountain Standard Time EChildress

*** CASE CLOSE 07/02/2015 12:02 PM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222695[redacted]	[redacted]	81,962

Suffern, NY[redacted] Prod. Date: 9/5/08 Dealer: NJ009 Mahwah Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 05/05/2015 07:32 AM US Mountain Standard Time TDonnelly
Transferred from Jen in agero rsa to consumer affairs

Customer States([redacted] mother):
1. The ***AIRBAG*** light is on
2. Took car to dealer (NJ009) today
3. Dealer advised that they need to replace the ***SEAT*** bottom
4. I was looking on line and there are all kinds of complaints and recalls about this
5. The cost dealer gave was $2000.00
6. This is too much
7. I also just purchased 2015 kia
8. I paid cash for the car
9. Do not feel I should pay for this the ***AIRBAG*** light should not be on
10. If I do not get some help from kia I will tell everyone in my community about this and will not purchase another kia.

Writer States:
1. Confirmed owner info
2. Apology for situation
3. There are no service campaigns related to ***AIRBAG*** system on vehicle
4. What dealer did customer take car to?
5. Who was customer speaking to at dealer?
6. What did dealer advise?
7. Advised that the ***AIRBAG*** system is covered under 5/60k mile blw
8. Car is almost 30k miles outside coverage
9. Writer can contact dealer svc mgr and review request for assistance with svc mgr and dpsm
10. Can make no guarantee any assistance can be provided.
11. We would hope nothing would ever fail on car but as manufacturer we cover repairs when car is in warranty
12. ONce warranty expires the cost to repair does become that of the owner.

Customer States:
1. I just explained this is 2nd kia
2. I paid cash for the new car
3. I do not feel that I should pay this much when car only has 81k miles

Writer States:
1. After follow up with appropriate resources will call customer back.

*** NOTES 05/05/2015 10:17 AM US Mountain Standard Time TDonnelly Action Type:Dealer contact
Writer States:
1. Spoke to svc mgr, Joe (NJ009)
2. Calling regarding customer who stated she brought car into dealer today for ***AIRBAG*** light concern
3. Customer alleges she was told to call consumer affairs to review any request for assistance outside of warranty
4. Can dealer advise diagnosis?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222695[redacted]	[redacted]	81,962

Suffern, NY [redacted] Prod. Date: 9/5/08 Dealer: NJ009 Mahwah Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Dealer States:
1. Who is the customer and what is the vin?
2. We did not have any spectra in here today
3. Car was here 4/26/2015 with ***AIRBAG*** light
4. She was given list of things needed and was extensive all related to ***AIRBAG***
5. I do not have access to list right now
6. The advisor says she asked for kia number and he did not have it so he did not advise her to call consumer affairs.

Writer States:
1. What kind of service customer is this customer?

Dealer States:
1. Since car was purchased we have seen her here 3x
2. First time for free oil change after purchase
3. We did once service campaign
4. The 3rd visit was for ***AIRBAG*** light concerns last month.
5. Would not say she is good service customer here.

Writer States:
1. Thanked dealer for info.

*** NOTES 05/05/2015 11:30 AM US Mountain Standard Time TDonnelly Action Type:Manager review
Writer States:
1. Left vm message for dpsm, Robert Speer stating customer is requesting assistance on repairs for ***AIRBAG*** light concerns
2. Will send case notes
3. Please advise if any assistance can be provided.

*** NOTES 05/05/2015 11:56 AM US Mountain Standard Time TDonnelly Action Type:Manager review
Writer States:
1. Outlook email sent to dpsm, Robert Speer regarding csutomer request for assistance.

*** NOTES 05/05/2015 12:21 PM US Mountain Standard Time TDonnelly Action Type:Manager review
Writer States:
1. Email received from dpsm, Robert Speer stating he would split cost of repairs 50/50 for parts and labor with customer at warranty rate as goodwill gesture.

*** PHONE LOG 05/05/2015 12:26 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Spoke to svc mgr, Joe (NJ009)
2. Reviewed request for assistance with dpsm, Robert Speer
3. Dpsm advised he would split cost parts and labor 50/50 with customer as goodwill gesture at warranty rate

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222695[redacted]	[redacted]	81,962

Suffern, NY[redacted] Prod. Date: 9/5/08 Dealer: NJ009 Mahwah Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Dealer States:
1. I have the ticket pulled so will have warranty clerk cost it at warranty rate
2. Thanked writer for info.

*** PHONE LOG 05/05/2015 12:27 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Left vm message for customer to call writer
2. Advised 800#, extension.

*** PHONE LOG 05/07/2015 08:03 AM US Mountain Standard Time TDonnelly Action Type:Incoming call
Customer[redacted]):
1. Left vm message returning writers call on 5/6/2015 @ 8:20 am
2. Will be going to doctor please call back any time if not here I will call back

*** PHONE LOG 05/07/2015 02:45 PM US Mountain Standard Time TDonnelly Action Type:Outgoing call
Writer States:
1. Spoke to customer[redacted]
2. Advised writer spoke to svc mgr, Joe (NJ009) and dpsm regarding request for assistance for ***AIRBAG*** light concerns
3. Kia is willing as a goodwill gesture to split cost of repairs with customer 50/50
4. Customer would pay 50% and kia would pay 50% as goodwill gesture.

Customer States:
1. Well that is better than nothing
2. I will follow up with svc mgr and get this done
3. Thanked writer for the follow up.

*** CASE CLOSE 05/07/2015 02:46 PM US Mountain Standard Time TDonnelly
Per dpsm will split cost 50/50 as goodwill gesture with customer

*** CASE CLOSE 07/02/2015 12:06 PM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222295[redacted]	[redacted]	68,000

Russiaville, IN[redacted] Prod. Date: 9/3/08 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 05/14/2015 06:02 AM US Mountain Standard Time HSanchez
Customer states:
1. I am calling about this vehicle which my daughter drivers.
2. I noticed that vehicle ***AIRBAG*** light is on.
3. I took vehicle to a non Kia repair facility and they scanned the vehicle for codes.
4. I was advised a code related to the ***OCS*** sensor was found.
5. Provided VIN.
6. When I called around to get prices on the replacement part I was advised that the part is about 2000.00.
7. I am disappointed about having to pay this much for something that is a safety issue.

Writer states:
1. Apologized.
2. Verified contact info.
3. Verified no open SC's.
4. Advised customer vehicle is outside the terms of 5/60 PTW LBW coverage period for subsequent owners.
5. Any repairs needed would be customers expense.
6. Offered additional assistance.

Customer states:
1. No other questions at this time.

*** CASE CLOSE 05/14/2015 06:02 AM US Mountain Standard Time HSanchez

*** CASE CLOSE 07/06/2015 08:27 AM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE241995[redacted]	[redacted]	76,375

Port St Lucie, FL[redacted] Prod. Date: 6/25/08 Dealer: FL076 Kia of Vero Beach

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

Dealer :Kia of Vero Beach
Technician :Mike Moretti
Service Manager :N/A
Dealer Phone :7725698000
DPSM :Phillip Bayless
Vehicle Model :SPECTRA
Model Year :2009
Mileage :76375
Initial comments by Technician found in TL Case[redacted] :

*** Performed by contact: Mike Moretti, 7725698000
*** This is a Request for Assistance ***

Problem Description :
CS AIRBAG LIGHT ON

Diagnostics Performed :
B1448. Replaced SEAT bottom with a junkyard SEAT bottom from a 05-09 spectra. Are all the OCS parts the same for all years? I noticed the wire loom color was different on the junkyard SEAT bottom, but all connectors were the same. I have the same DTC with new SEAT bottom installed. Pin 2 @ OCS connector to pin 70 at SRSCM connector have 0 ohms resistance. I dont have another same year spectra to try a good SRSCM.
Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 05/15/2015 09:42 AM US Mountain Standard Time DLyons Action Type:Dealer contact
Writer called dealership,Kia of Vero Beach , to speak to service:
1. Calling to get repair information for SA

Matt Service Manager:
1. This is a dealer inventory vehicle
2. there are no backorder parts.
3. We opened the case to get repair info from TL

Writer thanked Matt for the information

*** CASE CLOSE 05/15/2015 09:43 AM US Mountain Standard Time DLyons

*** CASE CLOSE 07/06/2015 08:56 AM US Mountain Standard Time RHall
AIRBAG Tread completed SHayward

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12168[redacted]	[redacted]	98,711

Naples, FL[redacted] Prod. Date: 9/10/07 Dealer: FL110 Airport Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 06/05/2015 08:19 AM US Mountain Standard Time BSherrick
Cust stated:

1. My ***AIRBAG*** light is on
2. I wanted to see if there is any SCs on the veh

Writer stated;
1. APologize
2. There are no open SCs on the veh

Cust stated;

1. I saw on the news about the ***AIRBAG*** recall
2. I went on NHTSA and Kia is not on there

Writer stated;

1. We don't use the Takata ***AIRBAG***s that you have seen in the news
2. Have you had your veh diagnosed at the Kia dealer?

Customer stated:
1. No but they told me it could cost anywhere from $800 to $4K to repair
2. This should still be under warranty

Writer stated;
1. APologize
2. The warranty on issues with the ***AIRBAG***s would be 5/60K miles

CUst stated;
1. This is a safety issue
2. This should be covered much longer than that
3. Anything to do with the ***SEAT***belts or ***AIRBAG***s, you cant sell a car with those issues on the car

Writer stated:
1. Its just like if the CEL was on, you can't sell it like that either
2. I understand it is a safety issue and it would be important to get repaired asap
3. But the repair would not be covered by Kia after 60K miles

Customer stated;
1. Do you have a supervisor I can speak to?

Writer stated;
1. Let me see if she is avail

********** Transfer to TL

*** PHONE LOG 06/05/2015 08:20 AM US Mountain Standard Time SCoder Action Type:Incoming call
Writer received Sup Call from BSherrick
1. How can I help you?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121685[redacted]	[redacted]	98,711

Naples, FL[redacted] Prod. Date: 9/10/07 Dealer: FL110 Airport Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. I have a 2008 Spectra with the ***AIRBAG*** light that is on
2. BSherrick advised it would not be covered

Writer states
1. Apologized, advised that the vehicle is out side of the 5/60BLW
2. ***AIRBAG***s are covered under the 5/60 BLW
3. So it would not be covered, however we can review on a case by case basis
4. All you would need to do is take it to the dealership and authorize a diagnosis

Customer states
1. The dealership said it could be 800-2000 to repair
2. It costs 100 about to do the diagnosis

Writer states
1. Yes, advised that you just have to authorize and paid the diagnosis
2. Let us know when you are at the dealership
3. What dealership are you going to take it to?

Customer states
1. Naples Kia, on Airport drive

Writer states
1. Thank you, let us know when you are there
2. Gave case number
3. Once it is there we can contact the appropriate parties to review for any assistance
4. Can not promise anything due to the vehicle is outside of warranty

Customer states
1. Ok thank you

Naples Kia

*** CASE CLOSE 06/05/2015 09:54 AM US Mountain Standard Time BSherrick
Pending customer callback

*** NOTES 06/10/2015 12:13 PM US Mountain Standard Time JJenkins Action Type:Dealer contact
Svca Manny@ FL110 states:

1 Customer just came in and said that she's talked to kia about the ***AIR BAG*** and to talk to Sarah

Writer states:
1 Reviewed case notes
2 Took info
3 Tell the customer we will review and contact her back with an answer

Manny states:
1 and what do I do about the car and her now?

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121685[redacted]	[redacted]	98,711

Naples, FL[redacted] Prod. Date: 9/10/07 Dealer: FL110 Airport Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Writer states:
1 If you are finished with diag you can either return the veh to her or contact your dpsm for an immediate answer otherwise we will have to review and get back to her

Manny states:
1 ok thank you

Contact Name: Same
Customer phone #:
Customer address:
Year/Model/Mileage of Vehicle: 98711
RO# and Open Date: [redacted] open 6/10/15
Days Down at initial Service Alert report: n
Repair Issue: ***AIR BAG*** warning light on
ETA for completion of repairs/ completed?: N/A
Repeat Repair (Y/N), if so, how many? N
Techline Case: N/A
Rental Provided? If so, since when? N
DPSM contacted by dealer? N
Part# N/A
Order# N/A

Found needing to replace cushion assembly for pass ***SEAT***; (***OCS*** mat; entire ***SEAT*** bottom needs to be replaced)

*** NOTES 06/10/2015 12:15 PM US Mountain Standard Time JJenkins Action Type:Manager review
Email sent to dpsm

*** NOTES 06/12/2015 07:53 AM US Mountain Standard Time JJenkins Action Type:Manager review
Email received from dpsm
1 Will cover parts

*** PHONE LOG 06/12/2015 07:53 AM US Mountain Standard Time JJenkins Action Type:Outgoing call
Writer called customer and left vm
1 Calling to follow up on GW request
2 Have spoken with Dist mgr
3 Gave writers info and case number

*** PHONE LOG 06/12/2015 08:08 AM US Mountain Standard Time JUpson Action Type:Incoming call
Ca[redacted]
1) Calling in to check on case status
Writer States
1) The DPSM emailed us back and said that they would cover the replacement even though the car is out of warranty
[redacted]
1) The dealership called her and said they have the part

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121685[redacted]	[redacted]	98,711

Naples, FL[redacted] Prod. Date: 9/10/07 Dealer: FL110 Airport Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

2) Going in tomorrow to get the part replaced
Writer
1) Will tell the case manager to give you a call back in two days to make sure everything went as planned
2) Thank you for calling KIA and you have a nice day

*** PHONE LOG 06/18/2015 01:35 PM US Mountain Standard Time JJenkins Action Type:Outgoing call
Writer called customer and states:
1 Calling to follow up on veh repairs

Customer states:
1 Got it done and everything is fine now

Writer states:
1 Glad to hear; requested call back if needing further assistance

*** CASE CLOSE 06/18/2015 01:35 PM US Mountain Standard Time JJenkins

*** CASE CLOSE 07/06/2015 02:32 PM US Mountain Standard Time SCoder

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121075[redacted]	[redacted]	0

Trenton, NC[redacted] Prod. Date: 6/5/07 Dealer: NC056 Kia of New Bern

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 06/05/2015 11:50 AM US Mountain Standard Time BSherrick
Cust stated;

1. I had talked to Karen about my AIRBAG light being on on both of my Kias
2. They should have a recall on this issue
3. I have never had a problem with the AIRBAGs in any of my cars until I got these Kias
4. My 09 Optima has the same problem and they both need the very same part
5. Karen said she'd call me back and she didn't

Writer stated:

1. Apologize
2. She had one digit wrong in your phone number and was unable to get back in touch with you
3. She talked to the DPSM and he offered to cover the part on the Optima as a one time GW
4. You would be responsible for the labor costs
5. You can call the dlr and talk to the svc mgr and he will have all the info on that offer

Customer stated;

1. And what about the Spectra?
2. I took that in also
3. When I talked to her I didn't have the veh info at that time

Writer stated;

1. Apologize
2. She was not able to see if assistance could be provided on that veh because she didn't have the info on it
3. I can call the dlr and the DPSM and see if he would give you the same offer on this veh
4. I can give you my ext in case you need to get back to me

Customer stated:

1. No I dont' want that
2. Just get back in touch with me

Writer stated;

1. OK it could take a couple days but I will get back in touch with you
2. I have the correct number this time

*** NOTES 06/09/2015 11:22 AM US Mountain Standard Time BSherrick Action Type:Dealer contact
Called Brett, service @ NC056

1. 6/2012 - 82K miles - Pass OCS mat
2. No service history on this
3. Haven't seen the customer since then
4. I show it under a[redacted]
5. The Optima we had service history on that one so the DPSM covered it

*** PHONE LOG 06/09/2015 11:25 AM US Mountain Standard Time BSherrick Action Type:Outgoing call
Called customer @[redacted]

1. This number has been disconnected or is no longer in service

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA SX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121075[redacted]	[redacted]	0

Trenton, NC[redacted] Prod. Date: 6/5/07 Dealer: NC056 Kia of New Bern

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 06/09/2015 11:27 AM US Mountain Standard Time BSherrick Action Type:Outgoing call
Called customer @[redacted]
1. Mailbox is full and cannot accept new messages
(Left callback number)

*** PHONE LOG 06/11/2015 03:03 PM US Mountain Standard Time BSherrick Action Type:Outgoing call
Called customer @[redacted]
1. Mailbox is full and cannot accept new messages
(Left callback number)

*** NOTES 06/17/2015 07:54 AM US Mountain Standard Time BSherrick Action Type:Dealer contact

[!<For Internal Use Only
Sent call me letter 6/17/15>!]

*** CASE CLOSE 06/17/2015 07:54 AM US Mountain Standard Time BSherrick

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	68,500

Toano, VA[redacted] Prod. Date: 10/17/07 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 06/12/2015 10:42 AM US Mountain Standard Time LLClark
Customer states:

1. Calling regarding a warranty issue regarding the ***PASSENGER*** side ***AIRBAG*** sensor
2. We had that ***SEAT*** replaced just shortly after buying the car new, because it wasn't sensing if there was an adult in the ***SEAT*** or not
3. So now the ***AIRBAG*** light is back on
4. We have taken it for our state inspection, and it will not pass, because the ***AIRBAG*** light is on
5. So I wanted to find out from you if there is any consideration that can be offered, considering that the ***SEAT*** was replaced once already?

Writer states:
1. Apologized for concerns
2. Advised the warranty for the ***AIRBAG***s did expire 05/30/2013 or 60k miles, whichever came first
3. When any part is replaced, it carries a 12m/12k mile parts warranty, or the remainder of the existing vehicle warranty, whichever is greater
4. In this case, it would have been the remainder of the LBW
5. Has the vehicle been diagnosed by a Kia dealership at this point?

Customer states:
1. Yes, last week
2. They gave an estimate of $1800, which we were hoping for some help on, considering the car is only worth about $5k

Writer states:
1. Apologized
2. Writer will call dealership for their diagnosis and estimate
3. Advised writer will then forward request for assistance through DPSM

Customer states:
1. OK, thank you

Writer states:
1. Requested up to two business days for reply

*** PHONE LOG 06/17/2015 11:56 AM US Mountain Standard Time LLClark Action Type:Outgoing call
Writer called VA043 and states:
1. Gave writer's name and case info
2. Calling for status and diagnosis

SVC MGR Cory states:
Customer Name: [redacted]
Original Owner: Y
Customer phone # [redacted]
Customer Address: Verified
VIN: KNAFE161585[redacted]
MY 2008 Spectra and Mileage: 68,500
Dealer Code/Selling Dealer: VA043
Able to Duplicate: Y
RO# [redacted] and Open Date: 06/09/2015

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE161585[redacted]	[redacted]	68,500

Toano, VA[redacted] Prod. Date: 10/17/07 Dealer: VA043 Casey Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

$1193.34 - There was a lot of it that was goodwilled - We diagnosed it for free, did the state inspection for free, and there were some other discounts applied - Customer picked up a little bit ago, and was very happy
Parts on order (Y/N): N
Vehicle repaired & customer has possession (Y/N): Y
Repeat Repair (Y/N), if so, how many times: N
Days Down at initial Service Alert report: N/A
ETA for completion of repairs: Finished and gone
Techline Case: N/A
Rental / Loaner Provided/Date: N/A
Repair History of current concern with dates and mileage: N/A
Customer Request: N/A
Justification of Goodwill (must include maintenance history): N/A
Dealer contacted their DPSM: N/A
If HEV vehicle, is dealer HEV certified: N/A

*** PHONE LOG 06/19/2015 01:38 PM US Mountain Standard Time LLClark Action Type:Outgoing call
Writer called customer and left VM:
1. Gave writer's name and case info
2. Calling to followup repairs
3. Gave 800 number, writer's extension and case number
4. Requested callback for further assistance

*** NOTES 07/02/2015 05:30 AM US Mountain Standard Time RHall Action Type:Dealer contact

[!<For Internal Use Only
AIRBAG Tread completed RH>!]

*** CASE CLOSE 07/15/2015 02:49 PM US Mountain Standard Time LLClark
Call Me Letter sent

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122275[redacted]	[redacted]	70,054

Orville, CA[redacted] Prod. Date: 9/28/06 Dealer: CA085 Geweke Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 06/15/2015 12:07 PM US Mountain Standard Time KBrazzle

1. I have an ***AIRBAG*** light on and had an ***AIRBAG*** service read the code for me and it was told to me that it is the mat sensor.
2. So what is Kia doing about this i was told there are no recalls on this veh.

Writer States:
1. Apologized.
2. In order for KMA to consider assistance cust would need to take veh to an Kia dlr to have Diagnosed.
3. Once the veh is there contact writer and writer will get repair info and submit request for cust review.
4. Provided name # and ext for returned call.

Cust thanked writer.

*** CASE CLOSE 06/15/2015 12:07 PM US Mountain Standard Time KBrazzle

*** PHONE LOG 06/16/2015 11:41 AM US Mountain Standard Time AIbrahim Action Type:Incoming call
Customer States: [redacted](home)
1. Calling back to speak to Kevin.
2. I am here with the car at CA085 for the ***AIRBAG*** Light
3. Svc Adv Nick states they found a Faulty ***PASSENGER*** Front ***SEAT*** Sensor

Writer States:
1. Apologized; found and reopened case[redacted]
2. Asked cust to speak to Svc Adv @CA085
[Cust handed the phone to Svc Dept]

Writer was transferred to Nick @CA085 SVC DEPT
1. Calling to verify vehicle repair Status and Location

Svc Adv Nick @CA085 States:
1. We have an open RO# 6109400 as of today,06/15/15 @70,054 miles
4. Concern: Cust states ***AIRBAG*** light is on in the Dashboard
5. Cause: We found the Front ***PASSENGER OCS*** has failed
6. Correct: Recommend an ***OCS*** replacement; P/N# 88202 2F702193
7. Cost: $1055.43 (Parts) + $240 (Labor) + $79.16 (Tax): Total= $1374.13
8. This is the 1st time we have seen the car; the diagnostic fee is $110; Svc Mgr is Scott McCoy
[Customer came back on the line]

Customer States:
1. We had the car only a year;we purhcased @60K miles from a private party.
2. The car and the ***SEAT***s are in a perfect shape. We will send pictures as well.
3. Any help on this repairs will be appreciated.

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122275[redacted]	[redacted]	70,054

Orville, CA [redacted] Prod. Date: 9/28/06 Dealer: CA085 Geweke Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

3. If you are requesting assistance from Kia outside the warranty guidelines then writer will need to review the current diagnosis with the DPSM
4. KMA will review your case to determine if any assistance can be offered outside the warranty guidelines. Cust will be responsible for diagnosis fee.
5. No promises made because vehicle is out of warranty; but write is more than happy to look into it on your behalf
6. Research may take couple days, but writer will call you as soon as determination made
7. Gave Case number and KCAC callback information

*** NOTES 06/16/2015 11:47 AM US Mountain Standard Time AIbrahim Action Type:Internal

[!<For Internal Use Only
... NB: Writer contacted DPSM Joseph Lopez [WE05] to review a Cust GW Request on OCS Replacement.>!]

*** NOTES 06/17/2015 10:44 AM US Mountain Standard Time AIbrahim Action Type:Internal

[!<For Internal Use Only
NB... Writer contacted DPSM Joseph Lopez [WE05] to review a Cust GW Request on OCS Replacement.>!]

*** NOTES 06/18/2015 08:43 AM US Mountain Standard Time AIbrahim Action Type:Internal

[!<For Internal Use Only
DPSM REVIEW:
1. Vehicle is well outside of warranty.
2. I will offer to cover $100 of the repair as a 1x goodwill gesture.>!]

*** PHONE LOG 06/18/2015 09:10 AM US Mountain Standard Time AIbrahim Action Type:Outgoing call
Writer Called Customer: [redacted]
1. Calling back on case
2. We have review the case with the DPSM and it was determined the repairs are Cust pay; Vehicle is well outside of warranty.
3. DPSM will offer to cover $100 of the repair as a 1x goodwill gesture

Customer States:
1. That $100 does not help me at all; we're already out $110 for diagnosis
2. This is a safety issue and Kia should stand behind their product
3. The SEAT is in excellent shape and there are no damages
4. I would like Kia to review this issue again.

Writer States:
1. Apologized; advised the vehicle warranty expired on 10/31/2011 or 60,000 miles; this unit was a fleet unit so we do not know what kind of repairs it had.
2. Since cust disagrees with DPSM decision then writer will be getting more resources involved and your case will be forwarded to the regional office for further review and follow up; you will receive a callback in 2 business days
3. Should you have any questions in the meantime, please call KMA 1-800-225-3193, gave case #

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122275[redacted]	[redacted]	70,054

Orville, CA [redacted] Prod. Date: 9/28/06 Dealer: CA085 Geweke Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** NOTES 06/18/2015 09:12 AM US Mountain Standard Time AIbrahim Action Type:Internal
Dispatching Case to Region For:
1. Customer Contact: [redacted]
2. Customer States the AIRBAG light is on in the Dashboard; Seeking GW Assistance
3. DPSM offered only 1x offer of $100 towards repairs
4. Review of Case for Additional Assistance Determination.
5. Please see attached case pictures

*** NOTES 06/19/2015 07:35 AM Pacific Daylight Time DCalderon Action Type:Dealer contact

[!<For Internal Use Only
Rcaa spoke with TT for case handling. >!]

*** PHONE LOG 06/19/2015 03:30 PM Pacific Daylight Time ThomasT Action Type:Outgoing call
RCAA states:
1. Called and spoke with Mr [redacted]
2. I wanted to follow up and further assist you with your current vehicle concerns
3. I apologize for any inconvenience this has caused you
4. I will follow up with the dealership and determine what exactly they found to be the cause of the concern and see what if any assistance can be extended

Mr. [redacted] states:
1. I really appreciate any assistance that can be extended
2. I know we didn't do anything to cause this to happen
3. I dont feel it's right that we have to pay for this
4. I found countless complaints online so clearly this is a know issue

RCAA states:
1. I will contact the dealership to review your concern and follow up to further discuss any available options for assistance

*** PHONE LOG 06/19/2015 04:40 PM Pacific Daylight Time ThomasT Action Type:Outgoing call
RCAA states:
1. Called and spoke with SM at CA085
2. I wanted to request some additional details regarding the inspection of the customers vehicle

SM at CA085 states:
1. We inspected the customer vehicle and found code B1448 and an open circuit
2. We provided an estimate to the customer

RCAA states:
1. Thank you

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122275[redacted]	[redacted]	70,054

Orville, CA [redacted] Prod. Date: 9/28/06 Dealer: CA085 Geweke Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

*** PHONE LOG 06/19/2015 04:43 PM Pacific Daylight Time ThomasT Action Type:Outgoing call
RCAA states:
1. Called and spoke with Mr. [redacted]
2. I was able to further review your concerns and the needed repairs
3. Unfortunately we will not be able to offer any further assistance
4. The vehicle was involved in an accident and there is no way of us knowing the impact that could play on the current concerns
5. I will not be able to offer more assistance outside of what the DPSM offered

Mr. [redacted] states:
1. Thank you for your review and follow up

RCAA states:
1. No further actions
2. Closing case

*** CASE CLOSE 06/19/2015 04:44 PM Pacific Daylight Time ThomasT
No further actions

*** CASE CLOSE 07/02/2015 07:26 AM US Mountain Standard Time RHall
AIRBAG Tread Completed RH

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE24169[redacted]	[redacted]	70,000

Wheaton, IL [redacted] Prod. Date: 7/14/08 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 06/26/2015 02:56 PM US Mountain Standard Time LThayer
Mr. [redacted] states
1. I have had a problem with the local dlr
Taken it in for 3 times for a repair problem and wasnt the best service and not fixed correctly

Writer states
1. What is the concern?

Customer states
1. We purchased an extended warranty at the dlr
a. About a month ago the ***AIRBAG*** light was
2. Taken it to the dlr and they said it was a sensor/***AIRBAG*** problem and they had to order the part
3. This was under the ext warranty
a. Brought it back the second time to have it installed, was on the ***PASSENGER*** side
4. After getting out of my car I noticed they didnt put the hinges back
a. They weren't going to fix it right away since they were trying to keep to a schedule and wanted me to make a new appointment and since it was the same process to get the covers back on
5. So I was upset but made another appointment for the third time and waited
6. So now we noticed a week after the light wont turn off even if a ***PASSENGER*** is in the ***SEAT***
I dont want to take it back to them for all the same problems
I have no confidence and there is another dlr in Elmhurst but there was an incident with them

Writer states
1. Apologize
2. Advised most dealers dont like to handle another dlrs repair

Customer states
1. What options do i have to get this repaired
2. This will be number four visit

Writer states
1. Advised to make an appointment
2. Advised once its there to call back and refer to the case number
3. Then kcac will get more details and then escalate it to further resources for this repeat concern

Customer states
1. Thank you

*** CASE CLOSE 06/29/2015 11:24 AM US Mountain Standard Time LThayer

*** CASE CLOSE 07/06/2015 10:19 AM US Mountain Standard Time RHall

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122285[redacted]	[redacted]	79,810

PATCHOGUE, NY [redacted] Prod. Date: 8/10/07 Dealer: NY105 Generation Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 07/02/2015 01:03 PM US Mountain Standard Time MCarpenter
customer states

1. the ***AIR BAG*** light goes on and doesn't go off
2. the DLR recommends replacing the ***SEAT***
3. this is my daughter's car
4. the cost is $1500 to get my ***AIR BAG*** to work
5. the mechanic at Kiatold me that a sensor in the car operates all the ***AIRBAG***s
6. so I go to where I purchased the vehicle 3 years ago
7. the SRV MGR said to go back the to the DLR and say there is an extention on the ***AIR BAG*** from Kia
8. also the sensor is in the ***SEAT*** cannot guaranty that the
9. have you heard this before

writer states
1. apologized
2. no, I haven't heard
3. the warranty for the ***AIR BAG*** expired 5//60

customer states
1. my question is are the ***AIR BAG***s working for the other ***SEAT***
2. from what they told me was none of the ***SEAT*** will work
3. the SRV MGR said that the drivers ***SEAT*** will work
4. the SRV MGR at the Hyundai will all go off
5. I can't believe this is going on
6. that I have to pay for this ***SEAT***
7. is there anything Kia can do

writer states
1. so you are requesting from Kia to replace the ***SEAT***
2. will need to contact the DLR and the DPSM
3. will be contacting you back by July 8th
4. cannot guaranty

customer states
1. I've only had the vehicle for 3 year and 9000 miles
2. doesn't make sense
3. I haven't heard this happening to any one else
4. you are sticking to your 5/60k
5. I think this is a different situation

*** NOTES 07/07/2015 06:01 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
writer called NY105

Dealer Contact Name: Ray

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122285[redacted]	[redacted]	79,810

PATCHOGUE, NY[redacted] Prod. Date: 8/10/07 Dealer: NY105 Generation Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

VIN: KNAFE122285[redacted]
MY and Mileage: 2008 Spectra mileage 79000
Dealer Code / Selling Dealer: NY105/NY061
Able to Duplicate (Y or N): no
RO# and Open Date: RO#[redacted] 6/10/15
Current Repair Issue and Diagnosis:
AIRBAG light is on
DLR needs to replace ***PASSENGER AIRBAG*** sensor not working - all remaining ***SEAT***s will work
Parts on order (Y/N): no
Vehicle repaired & customer has possession: no/yes
Repeat Repair (Y/N): no
Days Down at initial Service Alert report: same day
ETA for completion of repairs: completed
Techline Case: n/a
Rental / Loaner Provided / Date: no
Repair History of current concern with dates and mileage: only time in for this customer
Customer Request: to have ***AIR BAG*** sensor replaced
Justification of Goodwill:
Dealer contacted their DPSM (Y or N): writer to contact
If HEV vehicle, is dealer HEV certified:

*** NOTES 07/07/2015 06:02 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
writer e-mailed DPSM Christopher Capuzzo - customer requesting GW on ***AIR BAG*** sensor

*** NOTES 07/09/2015 07:58 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
writer e-mailed DPSM Christopher Capuzzo - customer requesting GW on ***AIR BAG*** sensor

*** NOTES 07/10/2015 10:34 AM US Mountain Standard Time MCarpenter Action Type:Manager review
DPSM C Capuzzo e-mailed writer
1. spoke to the dealer and I am offering 50/50 split on the repairs -
2. Dealer will contact customer and let me know

*** NOTES 07/17/2015 07:27 AM US Mountain Standard Time MCarpenter Action Type:Dealer contact
writer called NY105 spoke with Michael
1. following up

Michael states
1. I called her
2. she told me that she would think about it
3. DPSM Chris told me this is an one time - no other offers will be made

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122285[redacted]	[redacted]	79,810

PATCHOGUE, NY[redacted] Prod. Date: 8/10/07 Dealer: NY105 Generation Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 07/17/2015 07:28 AM US Mountain Standard Time MCarpenter Action Type:Outgoing call
Writer called customer LVM
1. Calling to follow up
2. Gave KCA 1-800 and Case number, Ext.
3. Request callback

[!<For Internal Use Only
send call me letter 7/22/15>!]

*** CASE CLOSE 07/22/2015 06:42 AM US Mountain Standard Time MCarpenter

*** CASE CLOSE 10/01/2015 12:32 PM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121685[redacted]	[redacted]	53,000

Orlando, FL[redacted] Prod. Date: 12/3/07 Dealer: FL106 Orlando Kia East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 07/20/2015 11:32 AM US Mountain Standard Time BTitus
Ms[redacted] states:
1. My AIRBAG light was on on my dash.
2. It was blinking at first, then it stayed on.
3. Are there any recalls?
4. What can we do here?

Wrt states:
1. Apologized.
2. Where is veh right now?
3. Who did you speak with?
4. What dlr did you take to?
5. What are you requesting of kia?

Ms[redacted]o states:
1. Veh is at home right now.
2. Some girl.
3. Orlando Kia East.
4. I want veh repaired without diagnostic fee.

Wrt states:
1. Dlrs are independently owned and operated.
2.They do set their own fees.
3. Veh is outside of warranty.
4. Any repairs would be as out of pocket expense.
5. We can request assistance outside of warranty, but we would need diagnosis from dlr first.
6. There is no way around the fee.
7. Gave case #.

Ms[redacted] states:
1. Ok.
2. I'll call once I go into dlr
3 Thank you

*** CASE CLOSE 07/20/2015 11:32 AM US Mountain Standard Time BTitus

*** PHONE LOG 08/25/2015 06:12 AM US Mountain Standard Time BWhite Action Type:Outgoing call
[redacted] stated:
1. I took the vehicle to the Kia DLR
2. I was charged $89.95
3. I am not happy it costs me $1000.00

Writer stated:
1. Advised the vehicle is out of warranty that is why you charged a diagnostic charge

[redacted] stated:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121685[redacted]	[redacted]	53,000

Orlando, FL[redacted] Prod. Date: 12/3/07 Dealer: FL106 Orlando Kia East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

1. I am not a happy customer
2. It is to much

Writer stated:
1. We can see if assistance can be covered outside of warranty

[redacted] stated:
1. You will do that?
2. I don't work but I need to get to doctor appointment

Writer stated:
1. Allow 1-2 business days for contact
2. What is the best contact #?

[redacted]
[redacted] (c)

Writer stated:
1. Keep case #
2. Will follow-up after I get a response

*** NOTES 08/26/2015 06:27 AM US Mountain Standard Time BWhite Action Type:Dealer contact
Writer called DLR FL106, spoke to Danielle (Service Advisor) and stated:
1. Calling to get history on vehicle
2. Gave VIN#

Danielle (Service Advisor) stated:
1. Dealer Contact Name: Danielle (Service Advisor)
2. Customer Name: [redacted]
3. Customer phone#: [redacted]
4. Customer address: [redacted]41 Orlando, FL[redacted]
5. VIN: KNAFE121685[redacted]
6. MY: 2008 Spectra
7. Original Owner (Y or N): Yes
8. Dealer Code FL106/FL106 Selling Dealer (Y or N): Yes
9. RO#: [redacted]
10. Open Date: 8/25/2015
11. Mileage: 54,00
12. Current Repair Issue: Cust states ***AIRBAG*** light is on
13. Diagnosis:Code came up for ***OCS*** Mat, recommends replacement
14. Able to Duplicate (Y or N): Yes
15. Repeat Repair (Y/N): No
16. Repair History of current concern with dates and mileage: N/A
17. Dealer contacted their DPSM (Y or N): No
18. Techline Case: No
19. Rental / Loaner Provided / Date: No
20. Parts on order (Y/N): No

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121685[redacted]	[redacted]	53,000

Orlando, FL[redacted] Prod. Date: 12/3/07 Dealer: FL106 Orlando Kia East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

21. Days Down at initial Service Alert report: Same Day
22. ETA for completion of repairs: N/A
23. Vehicle repaired & customer has possession: Yes
24. Customer Request: To have repairs covered
25. Justification of Goodwill: No routine maintenance, only warranty work

Writer stated:
1. What is the part information?

Danielle (Service Advisor) stated:
1. No part information available

Writer stated:
1. Can I get transferred to Parts please

**Writer transferred to Parts, spoke to Mark
1. I need the part # for ***OCS*** Mat Sensor
2. Provided VIN#

Mark (Parts) stated:
1. 882022F703193
2. $1900 (Warranty cost) (Estimate)

*** PHONE LOG 09/01/2015 07:59 AM US Mountain Standard Time BWhite Action Type:Ltr/email/fax sent
E-mail sent to DPSM Phillip Bayless requesting GW for ***AIRBAG*** repairs

*** PHONE LOG 09/02/2015 07:56 AM US Mountain Standard Time BWhite Action Type:Ltr/email/fax sent
Follow-up e-mail sent to DPSM Phillip Bayless requesting GW for ***AIRBAG*** repairs

*** PHONE LOG 09/04/2015 09:38 AM US Mountain Standard Time BWhite Action Type:Ltr/email/fax rec'd
E-mail recieved from DPSM Phillip Bayless stated:
1. We can cover the part.
2. PWA: PB090365J

*** NOTES 09/04/2015 11:40 AM US Mountain Standard Time BWhite Action Type:Dealer contact
Writer called DLR FL106:
No answer at DLR

*** NOTES 09/04/2015 11:43 AM US Mountain Standard Time BWhite Action Type:Manager review
Next Step:
1. Call DLR and get customer cost and if part needs to be ordered
2. Call customer advise of labor cost

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121685[redacted]	[redacted]	53,000

Orlando, FL[redacted] Prod. Date: 12/3/07 Dealer: FL106 Orlando Kia East

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer called FL106 spoke with Gina and stated:
1. Calling to gather cust cost for repairs and to provide PWA for GW for cust
2. Advised that DPSM is approving parts for cust
3. Provided PWA, can I get the labor cost so that I can advise the customer

Gina stated:
1. 180.00 plus tax

Cust stated
1. Ok thank you

*** PHONE LOG 09/09/2015 10:36 AM US Mountain Standard Time KJackson Action Type:Outgoing call
Writer called cust, LVM stating:

1. Calling to follow up with you reg our concern with ***AIR BAG*** light
2. Please give me a call back
3. Provided case # and contract info

*** PHONE LOG 09/15/2015 05:36 AM US Mountain Standard Time KJackson Action Type:Outgoing call
Writer called cust, LVM stating:

1. Calling to follow up with you reg our concern with ***AIR BAG*** light
2. Please give me a call back
3. Provided case # and contract info

[!<For Internal Use Only
*********Pending call me letter*********>!]

*** PHONE LOG 09/15/2015 05:41 AM US Mountain Standard Time KJackson Action Type:Incoming call
Cust stated:
1. Returning your call

Writer stated:
1. Yes thank you
2. I was calling to advise that DPSM has approved to have the part covered and you pay for the labor

Cust stated:
1. Thats good news, thank you

*** CASE CLOSE 09/15/2015 05:44 AM US Mountain Standard Time KJackson

*** CASE CLOSE 10/02/2015 07:58 AM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122885[redacted]	[redacted]	107,000

Ballston Lake, NY [redacted] Prod. Date: 11/30/07 Dealer: NY090 Fuccillo Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 07/28/2015 05:11 AM US Mountain Standard Time BLewis
Customer called and states:
1. When I bought the vehicle it only had about 3k miles on it love it
2. Since then I have bought another Kia
3. Now I have the ***AIRBAG*** light that came on
4. The dealer is telling me the sensor needs to be replaced
5. I want to know what can be done
6. I do all of my regular maintenance like I need to

Writer states:
1. Apologized
2. The vehicle is outside of warranty
3. I can contact the dealer to get more info
4. I can reach out for assistance

Customer states:
1. Ok what ever you can do that would be great
2. Also do you know if this is a major concern
3. Should this be a recall or something

Writer states:
AS400 verified SC122LD open
1. I do see SC122LD open
2. There are no other SC on vehicle
3. If there is a safety concern either Kia or NTHSA would open an SC for the vehicles

Customer states:
1. Ok thank you

Writer thanked call ended

*** NOTES 07/31/2015 11:53 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Dealer Contact: NY090 Donny SA
Customer Name: [redacted]
Customer Phone#: [redacted]
Customer Address: [redacted] Ballston Lake, NY [redacted]
VIN: KNAFE1228855[redacted]
MY and Mileage: 2008 Spectra EX 105000
Original Owner: No
Dealer Code/Selling Dealer: CA159Y/NY090
RO# and Open Date: RO[redacted] 7/16/15
Days Down at initial Service Alert report: In and out
Current Repair Issue and Diagnosis:
-Customer states ***AIRBAG*** light
-Need ***OCS*** sensor matt
-Matt is around $1800 for part
ETA for completion of repairs: NA
Techline Case: NA

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122885[redacted]	[redacted]	107,000

Ballston Lake, NY [redacted] Prod. Date: 11/30/07 Dealer: NY090 Fuccillo Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Rental/Loaner Provided/Date: NA
Customer Request: Repair assistance
Able to Duplicate: Yes
Parts on order (Y/N): No
Vehicle repaired & customer has possession (Y/N): No/Yes
Repeat Repair (Y/N), if so, how many times: No
Repair History of current concern with dates and mileage: NA
Justification of Goodwill: NA
Dealer contacted their DPSM: No

The last time he was here was in 2009
He does own a 2015 Forte

*** NOTES 07/31/2015 11:54 AM US Mountain Standard Time BLewis Action Type:Manager review
2015 Forte: KNAFK4A67F[redacted]

*** NOTES 07/31/2015 11:58 AM US Mountain Standard Time BLewis Action Type:Manager review
Sent email to DPSM Robert Speer requesting assistance

*** NOTES 08/10/2015 01:13 PM US Mountain Standard Time BLewis Action Type:Manager review
Email received from DPSM Robert Speer no assistance given

*** PHONE LOG 08/10/2015 01:25 PM US Mountain Standard Time BLewis Action Type:Outgoing call
Writer called Customer and States:
1. Calling to follow up
2. DPSM denied assistance
3. Any questions or concerns for us

Customer States:
1. Well I am very unsatisfied
2. I was charged for the diagnosis
3. It was already diagnosed else where
4. I then paid to have the ***SEAT***s repaired
5. Can I have the diagnosis fee returned

Writer states:
1. Apologized
2. When you are requesting assistance you must have it taken into the dealer

Customer states:
1. I am so irritated right now
2. I am being slapped in the face
3. This is a safety concern because it is an ***AIRBAG***
4. I have 3 Kia's I don't get it

Writer states:

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12288[redacted]	[redacted]	107,000

Ballston Lake, NY [redacted] Prod. Date: 11/30/07 Dealer: NY090 Fuccillo Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. I will reach out to DMSP again for diagnosis fee

Customer thanked call ended

*** NOTES 08/10/2015 01:27 PM US Mountain Standard Time BLewis Action Type:Manager review
Sent email to DPSM Robert Speer requesting diagnosis fee

*** NOTES 08/10/2015 03:41 PM US Mountain Standard Time SCoder Action Type:Manager review
Call to Action:
1. Advise customer of assistance determination

*** NOTES 08/11/2015 10:49 AM US Mountain Standard Time BLewis Action Type:Manager review
Sent email to DPSM Robert Speer looking for update

*** NOTES 08/12/2015 08:01 AM US Mountain Standard Time BLewis Action Type:Dealer contact
Sent email to DPSM Robert Speer looking for update if no response will send to region

*** NOTES 08/12/2015 10:49 AM US Mountain Standard Time BLewis Action Type:Manager review
Email received from DPSM Robert Speer will not reimburse diagnosis fee

*** PHONE LOG 08/12/2015 10:51 AM US Mountain Standard Time BLewis Action Type:Outgoing call
Writer called Customer and States:
1. Calling to follow up
2. DPSM denied diagnosis refund

Customer States:
1. Ok thanks

Writer thanked call ended

*** CASE CLOSE 08/12/2015 10:51 AM US Mountain Standard Time BLewis

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222095[redacted]	[redacted]	56,276

Morgantown, WV[redacted] Prod. Date: 11/2/08 Dealer: WV005 Dutch Miller Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 07/29/2015 09:16 AM US Mountain Standard Time SLarez
Customer states.

1. The ***AIR BAG*** light is not working
2 The dlr inspected it and told me the ***PASSENGER*** side ***SEAT AIR BAG*** system needs to be replaced.
3. They said it was under the ***SEAT***
4. The dlr told me it is going to be over 1600 dollars to repair.
5. I cannot pay that much
6. I do not know what to do about this.

Writer states.
1.I am sorry this is the case.
2. The vehicle does not have the warranty anymore so you would pay for it, however, we can call the Kia dlr to see what we can do.
3. Let me call them and I can get back to you.
4. Gave name, extension and case number.

Customer thanked writer fo information

writer taets.
1. Allow me at least three working days.

*** NOTES 08/03/2015 07:09 AM US Mountain Standard Time SLarez Action Type:Dealer contact
Dealer Contact Name: [redacted]
Customer Name: [redacted]
Original Owner (Y or N): yes.
VIN: KNAFE222095[redacted]
MY and Mileage: 56275
Dealer Code / Selling Dealer (Y or N): Yes, WV005
Able to Duplicate (Y or N): yes.
RO# and Open Date: [redacted] opened on 7/28/15
Current Repair Issue and Diagnosis: AB light is on, Needs ***PASSENGER*** side ***SEAT*** bottom with ***OCS*** matt.
Parts on order (Y/N): (If yes, make sure to get Order# and Part#) Part number 88202 2F703293, Not on order
Vehicle repaired & customer has possession: No Yes.
Repeat Repair (Y/N): No
Days Down at initial Service Alert report: One day
ETA for completion of repairs: TBD
Techline Case: No
Rental / Loaner Provided / Date: No
Repair History of current concern with dates and mileage: None.
Customer Request: We cover the repair
Justification of Goodwill: (must include maintenance history) Not really any since customer does not do any maintenance at this specific dlr.
Dealer contacted their DPSM (Y or N): no

*** NOTES 08/03/2015 07:10 AM US Mountain Standard Time SLarez Action Type:Dealer contact

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]i	KNAFE222095[redacted]	[redacted]	56,276

Morgantown, WV [redacted] Prod. Date: 11/2/08 Dealer: WV005 Dutch Miller Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer sent DPSM email on this date requesting good will assistance.

*** PHONE LOG 08/03/2015 07:14 AM US Mountain Standard Time SLarez Action Type:Incoming call
Customer called back and states.
Customer states.
1. I am calling about the vehicle. Did you get an answer.

Writer states.
1. No, let me call the dlr now and get the information I need.

Writer called dlr and got templet. sent email to DPSM requesting good will.

Writer got back to customer
writer states.
1. I called the dlr and sent the information to our Kia DPSM
2. Hopefully we get an answer today sometime.

Customer states.
1. I will check back with you tomorrow.

*** PHONE LOG 08/04/2015 06:20 AM US Mountain Standard Time SLarez Action Type:Outgoing call
Writer called customer back
Writer states.
1. I have not spoken to our DPSM as of yet.
2. I did send an email to him yesterday. I wanted to let you know what was going on.

Customer thanked writer for update.
1. Thank you, I will wait to hear from you later.

*** PHONE LOG 08/05/2015 07:54 AM US Mountain Standard Time JEchenique Action Type:Incoming call
Cust states
1. i have case [redacted]
2. i got a call from the DLR today saying that they could cover 50% of the cost
3. I wanted to see if this was the offer Kia was making or if there was a better offer

Wrt stated
1. apologized to cust
2. adv cust that i show case mgr had emailed DPSM yesterday, exp that it can take 2 to 3 business days to get response
3. adv that i do not show any notes stating they have responded to us
4. adv cust that most times the DPSM will adv the DLR of an offer, like the 50/50 offer, and the DLR will adv cust
5. adv cust i would document case to let case mgr know that cust is seeking better offer

Cust stated
1. The offer the DLR made me was acceptable, but i just want to see if there was anything better kia could do

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222095[redacted]	[redacted]	56,276

Morgantown, WV[redacted] Prod. Date: 11/2/08 Dealer: WV005 Dutch Miller Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

2. thank you.

*** PHONE LOG 08/06/2015 10:44 AM US Mountain Standard Time SLarez Action Type:Outgoing call
Customer called back
Customer states.
1. We spoke to the dlr who told us they did hear from the dlr.
2. They indicated Kia would split it with me 50/50
3. I am going to accept that offer so I thank you.

Writer states.
1. I did reach out to my DPSM and I do see the notes where you called before.
2. I am glad we could help some way.
3. Thank you for calling me back and letting me know.

Customer states.
1. Thank you for what you did. 900 is better then 1800

*** CASE CLOSE 08/06/2015 10:44 AM US Mountain Standard Time SLarez

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE122485[redacted]	[redacted]	56,000

University Place, WA[redacted] Prod. Date: 5/8/08 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 08/03/2015 03:39 PM US Mountain Standard Time CBierle
Cust states:

1. ***AIRBAG*** light is on
2. I had to repace the ***SEAT*** and on ***PASSENGER*** side
3. It was $800.00
4. Is this a common problem
5. Is this vehicle still in the warranty

Wtr states:
1. Apologized
2. Advised warranty left on vehicle is PTW
3. Advised BLW expired on 08/31/2013
4. Advised ***AIRBAG*** repair is customer pay

Cust states:
1. I wanted to know if I was responsible for the cost
2. Thanked

Wtr states:
1. Thanked

*** CASE CLOSE 08/03/2015 03:39 PM US Mountain Standard Time CBierle

*** CASE CLOSE 10/02/2015 11:13 AM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222995[redacted]	[redacted]	38,226

Oneonta, NY [redacted] Prod. Date: 11/7/08 Dealer: NY069 Country Club Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

**** PHONE LOG 08/06/2015 08:39:26 AM KBrazzle

Im in NY and i am having an issue with my ***AIRBAG***.

Writer States:
1. What did dlr advise.

Cust States:
1. I did not take the veh to a Kia dlr.
2. I will take it to the Kia dlr and if there is no defect i will sue.

Writer States:
1. Which SC is cust speaking about?

Cust States:

1. The on where the ***AIRBAG*** explodes and sends out shrapnel.

Writer States:

1. Kia is not involved in that SC because we do not utilize Takata as our ***AIRBAG*** maker.

Cust States:

1. Ok but there is still an issue with the ***AIRBAG*** light coming on and i want that taken care of because it is a safety concern.

Writer States:
1. In order to determine the cause of the light coming on and to have Kia consider assistance for repair cust needs to take veh to an Kia dlr.

Cust States:
1. I will but i will say you guys make Crap veh, you guys make Crap veh, you guys make Crap veh
Thanked writer.

**** CASE CLOSE 08/06/2015 08:57:23 AM

*** NOTES 08/27/2015 12:22 PM US Mountain Standard Time AIbrahim Action Type:Dealer contact
Customer States:

1. I am calling back on an ***AIRBAG*** Light
2. I took the car to Vic's Service [Address: 109 Main St, Oneonta, NY 13820; Phone:(607) 432-3162].
3. They said found code B-1448: ***OCS*** Mat Defect.
4. It will cost $3000-$4000 to replace
5. I am disabled and have a disabled child who sits on the front ***SEAT***
6. I cannot afford the repairs and I want Kia to help since this is a safety issue.
7. I called NTSB and they said they forwarded my info to the office of investigation; case# [redacted]
8. I took the car to the dealer NY069 and I found the person at the counter was a little argumentative.
9. My daughter and husband are each 100lbs and the ***PASSENGER AIRBAG*** light does not come on.

100 I am on fixed income and gets paid once a months I cannot afford the repairs.

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222995[redacted]	[redacted]	38,226

Oneonta, NY [redacted] Prod. Date: 11/7/08 Dealer: NY069 Country Club Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

2. Advised the PTW is active at 10yrs/100K whichever comes first. But the LBW & RSA has expired at 5yrs/60K miles, whichever comes first.
3. KMA would be happy to follow up on this concern for you if you are requesting assistance from Kia outside the warranty guidelines then writer will need to call the Kia dealer for current diagnosis.
4. Please take the vehicle to a Kia dealership for a diagnosis and advice and callback when the car is at the shop. Or ask Svc Mgr to see if they agree with Vic's diagnosis
5. KMA will review your case to determine if any assistance can be offered outside the warranty guidelines
6. No promises made because vehicle is out of warranty; but write is more than happy to look into it on your behalf
7. Research may take couple days, but writer will call you as soon as determination made
8. Gave Case number and KCAC callback information
9. Writer called NY069 Svc Mgr Blaine Blahart and asked to callback regarding cust's visit.

*** NOTES 08/27/2015 01:40 PM US Mountain Standard Time AIbrahim Action Type:Dealer contact
Svc Mgr Blaine Called Back and left a VM fro Writer:
1. Calling back on case [redacted]
2. Cust was only here 4x since vehicle purchase; last time was @18k in 2012
3. Please call me [redacted]

*** NOTES 08/28/2015 11:49 AM US Mountain Standard Time AIbrahim Action Type:Dealer contact
Writer called NY069-Country Club Kia and spoke to Svc Mgr Blaine:
1. Calling back on Cust's request
2. Any way we can help the Cust.

Svc Mgr Blaine:
1. We cannot provide GW from dealership.
2. The last time cust was here was FEB 2012 @18,000 miles for Oil Change and Inspection

*** RESEARCH LOG 08/28/2015 11:48 AM US Mountain Standard Time AIbrahim Action Type:Administrative task
*** Crystal Pent, DPSM for EA07, is out on maternity leave this month.
*** DPSM Bob Speer [732-853-4798(Cell); mailto rspeer@kiausa.com] is covering NY069 Country Club Kia on her absence.

*** NOTES 08/28/2015 12:22 PM US Mountain Standard Time AIbrahim Action Type:Internal
Writer Contacted DPSM Bob Speer covering for Crystal Pent, DPSM for EA07:
1. Calling to request a GW review on this case
2. Gave case summary

DPSM Bob Speer States:
1. Have the cust authorize a diagnosis at a Kia dealership
2. Then I will review the Dealer diagnoses;
3. I am leaning to 50/50 right now since the Cust is a 1st owner.

*** PHONE LOG 08/28/2015 12:23 PM US Mountain Standard Time AIbrahim Action Type:Outgoing call
Writer Contacted Customer @ [redacted] but was advised I have reached the wrong number

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222995[redacted]	[redacted]	38,226

Oneonta, NY [redacted] Prod. Date: 11/7/08 Dealer: NY069 Country Club Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 08/28/2015 12:25 PM US Mountain Standard Time AIbrahim Action Type:Outgoing call
Writer Contacted Customer @[redacted] and Left a VM
1. This is a status call to follow up on case
2. Please take the vehicle to a Kia dealership for a diagnosis and advice and callback when the car is at the dealership.
3. Requested a Call Back - Provided Case# and Writer Callback & Extension

*** PHONE LOG 09/01/2015 08:54 AM US Mountain Standard Time AIbrahim Action Type:Outgoing call
Writer Contacted Customer[redacted]
1. This is a status call to follow up on case
2. Please take the vehicle to a Kia dealership for a diagnosis and advice and callback when the car is at the shop.
3. Please speak to ask Svc Mgr Blaine

Writer States:
1. Ok;
2. I do not have extra funds and I am on fixed income but I will see what I can do.

*** PHONE LOG 09/01/2015 09:55 AM US Mountain Standard Time ASoto Action Type:Outgoing call
Cust states:
1. I was talking to Ali
2. I have a hardship and that is why I usually go to an INDY shop
3. I am uncomfortable with the dlrshp
4. Is there a dlr in Kingston, just in case my daughter wants to get involved

Writer states:
1. Gave number to Kingston
2. Give Blaine a call at the dlr

Cust states:
1. I spoke to a lady and she said she would have him call me

Writer states:
1. If he doesnt call back soon then call him back.
2. TCS Ali is working very hard on your behalf

Cust states:
1. Please tell Ali that I appreciate it.
2. I will cb after speaking to Blaine.

*** PHONE LOG 09/02/2015 10:59 AM US Mountain Standard Time SLarez Action Type:Incoming call
Customer called in for Ali.
1. I would like to speak to him

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA LX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222995[redacted]	[redacted]	38,226

Oneonta, NY [redacted] Prod. Date: 11/7/08 Dealer: NY069 Country Club Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer transferred to Ali vm

*** NOTES 09/03/2015 08:54 AM US Mountain Standard Time AIbrahim Action Type:Dealer contact
Writer Called Dealer: NY069-Country Club Kia and spoke to SVC DEPT
1. Calling to verify vehicle repair status and location

Svc Mgr Blaine States:
1. R/O & Open Date/ Mileage: 9/2/2015; RO#[redacted] @38,226 Miles
2. It looks like the Cust has an Extended Warranty from Zurich that will cover the repairs
3. The Svc Adv on this case is on lunch so he will callback with an update.

*** NOTES 09/03/2015 09:35 AM US Mountain Standard Time AIbrahim Action Type:Dealer contact
Svc Mgr Blaine @NY069 Called Back and LVM for Writer:
1. The Extended Warranty is covering the repairs
2. Cust is only responsible for $100

*** PHONE LOG 09/03/2015 11:52 AM US Mountain Standard Time AIbrahim Action Type:Outgoing call
Writer Contacted Customer @[redacted]
1. This is a status call to follow up on case
2. I heard the good news! Zurich is covering the repairs and you only pay $100 deductible!

Customer States:
1. Yes, it was a miracle
2. I kept all of my old documents and gave to the dealer.
3. Thanks for the help and God Bless!

*** CASE CLOSE 09/03/2015 11:52 AM US Mountain Standard Time AIbrahim

*** CASE CLOSE 10/02/2015 11:51 AM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121875[redacted]	[redacted]	90,000

Fredrick, MD[redacted] Prod. Date: 12/8/06 Dealer:

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Service
Kia Case Type Lvl3: Recall/Service Campaign
Kia Case Type Lvl4: Not Applicable

Case History

*** PHONE LOG 08/12/2015 12:27 PM US Mountain Standard Time CGarcia
Customer States

1. Had ***AIRBAG*** light for ***PASSENGER SEAT***
2. Was told by dlr it would be $1400 to replace the whole ***SEAT***
3. Not willing to pay
4. Wondering if ***PASSENGER AIRBAG*** will work, even if ***PASSENGER AIRBAG*** light is on

Writer Stated

1. Apologized
2. Adv that not technically trained
3. Adv to verify with dlr but wrter is under impression that ***AIRBAG*** will not activate if light on

Customer Stated

1. Ok

Writer Stated

1. Offered to see if GW assistance can be offered

Customer Stated

1. Declined
2. Dlr recommended customer find a used ***SEAT***
3. She will exhaust that option

Writer Stated

1. Keep in mind GW request offer

Customer Stated

.1 Thanked

*** CASE CLOSE 08/12/2015 12:27 PM US Mountain Standard Time CGarcia

*** CASE CLOSE 10/02/2015 02:18 PM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121475[redacted]	[redacted]	69,559

Unknown, PA Prod. Date: 11/28/06 Dealer: PA051 South Hills Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case_History

*** PHONE LOG 08/14/2015 06:10 AM US Mountain Standard Time BWhite
Julie Klara stated:
1. We own 5 Kia's
2. ***OCS*** Mat sensor is out
3. DLR tells us the extended warranty does not cover it
4. Can anything be done
5. My son drives the car, we need it fixed

Writer stated:
1. Apologized
2. Will definetly see what we can do

[redacted] stated:
1. Spoke to Nick
2. Service Manager is out till Monday
3. He has all the information

Writer stated:
1. Allow 1-2 business days

[redacted]

Writer stated:
1. Offered survey

[redacted] stated:
1. Accepted survey

*** NOTES 08/17/2015 09:44 AM US Mountain Standard Time BWhite Action Type:Dealer contact
Writer called DLR PA051,spoke to Matt (Service) and stated:
1. Calling to get information on vehicle
2. Gave customer name

Matt stated:
1. Nick is on lunch till 2:15

Writer stated:
1. Thank you

*** NOTES 08/18/2015 10:48 AM US Mountain Standard Time BWhite Action Type:Dealer contact
Writer called DLR PA051,spoke to Matt (Service) and stated:
1. Calling to get information on vehicle
2. Gave customer name

Matt (Service Manager) stated:
1. Dealer Contact Name: @ DLR - Nick

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121475[redacted]	[redacted]	69,559

Unknown, PA Prod. Date: 11/28/06 Dealer: PA051 South Hills Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

2. Customer Name: [redacted]
3. Customer phone#:
4. Customer address:
5. VIN: KNAFE121475[redacted]
6. MY: 2007
7. Original Owner (Y or N):
8. Dealer Code / Selling Dealer (Y or N):
9. RO#: [redacted]
10. Open Date: 8/14/2015
11. Mileage: 69,559
12. Current Repair Issue: Cust states ***AIRBAG*** light is on
13. Diagnosis: ***OCS*** Mat Sensor
14. Able to Duplicate (Y or N): Yes
15. Repeat Repair (Y/N): No
16. Repair History of current concern with dates and mileage: N/A
17. Dealer contacted their DPSM (Y or N): No
18. Techline Case: No
19. Rental / Loaner Provided / Date: No
20. Parts on order (Y/N): No. $1305 + tax
21. Days Down at initial Service Alert report:
22. ETA for completion of repairs:
23. Vehicle repaired & customer has possession:
24. Customer Request:
25. Justification of Goodwill: Yes, Great customers, all maintenance done here
26. Other VIN#'s
- KNDMB23398[redacted] (2008 Sedona)
- 5XXGM4A70DG[redacted] (2013 Optima)
- KNAFE122X855[redacted] (2008 Spectra)

[!<For Internal Use Only
E-mail sent to DPSM Darren Hollingsworth>!]

*** PHONE LOG 08/19/2015 06:37 AM US Mountain Standard Time BWhite Action Type:Ltr/email/fax rec'd
E-mail recieved from DPSM stated:
1. I have offered a 1/3 split-Kia, customer, dealer.
2. Please confirm with customer.

*** PHONE LOG 08/19/2015 06:40 AM US Mountain Standard Time BWhite Action Type:Outgoing call
Writer called [redacted] (c) and stated:
1. Calling to follow-up
2. Gave case #
3. Gave contact info
4. Requested call back

*** PHONE LOG 08/20/2015 06:09 AM US Mountain Standard Time BWhite Action Type:Outgoing call

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121475[redacted]	[redacted]	69,559

Unknown, PA Prod. Date: 11/28/06 Dealer: PA051 South Hills Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer called [redacted] (c) and stated:
1. Calling to follow-up
2. Gave case #
3. Gave contact info
4. Requested call back
[!<For Internal Use Only
Sending call me letter on 8/25>!]

*** PHONE LOG 08/21/2015 07:47 AM US Mountain Standard Time RLizarraras Action Type:Outgoing call
Customer states:
1. Received message

Writer states:
1. Working with Blake
2. I can connect you now

Transferred call to Blake

*** PHONE LOG 08/21/2015 07:54 AM US Mountain Standard Time BWhite Action Type:Outgoing call
[redacted] stated:
1. Returning your call

Writer stated:
1. We would like to offer a 1/3 GW

[redacted] stated:
1. Do you know the amount

Writer stated:
1. Around $435 + tax

[redacted] stated:
1. Thank you
2. I accept

Writer stated:
1. I will notify DLR
2. DLR will call to schedule appointment

[redacted] stated:
1. Thank you

*** NOTES 08/21/2015 07:57 AM US Mountain Standard Time BWhite Action Type:Dealer contact
Writer called DLR PA051, LVM for Service
1. Gave customer name/VIN#
2. Gave contact info
3. Requeste call back

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121475[redacted]	[redacted]	69,559

Unknown, PA Prod. Date: 11/28/06 Dealer: PA051 South Hills Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** NOTES 08/24/2015 07:42 AM US Mountain Standard Time BWhite Action Type:Dealer contact
Writer called DLR PA051, Spoke to Matt (Service Manager) and stated:
1. Gave customer name
2. Customer accepted GW offer

Matt (Service Manager) stated:
1. Will get that ordered right now
2. Thank you

*** NOTES 09/01/2015 09:58 AM US Mountain Standard Time BWhite Action Type:Dealer contact
Writer called DLR PA051,LVM for Service and stated:
1. Calling to follow-up on repairs
2. Gave customer name
3. Gave case #
4. Requested call back

*** NOTES 09/01/2015 12:27 PM US Mountain Standard Time BWhite Action Type:Dealer contact
Matt - DLR PA051stated:
1. Returning call
2. Advised repairs are completed
3. Vehicle is gone

Writer stated:
1. Thank you

*** PHONE LOG 09/01/2015 12:35 PM US Mountain Standard Time BWhite Action Type:Outgoing call
Writer called [redacted]3 (c) and stated:
1. Calling to follow-up on repairs
2. Gave case #
3. Gave contact info
4. Requested call back

*** PHONE LOG 09/02/2015 09:02 AM US Mountain Standard Time BWhite Action Type:Outgoing call
Writer called [redacted]3 (c) and stated:
1. Calling to follow-up on repairs
2. Gave case #
3. Gave contact info
4. Requested call back
[!<For Internal Use Only
Sending call me letter on 9/7>!]

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121475[redacted]	[redacted]	69,559

Unknown, PA Prod. Date: 11/28/06 Dealer: PA051 South Hills Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 09/04/2015 09:44 AM US Mountain Standard Time BWhite

*** CASE CLOSE 10/02/2015 07:17 AM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	140,000

Brookport, IL[redacted] Prod. Date: 9/5/07 Dealer: KY007 Mike Smith Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: ***AIR BAG*** Nondeployment

Case History

*** NOTES 08/17/2015 07:45 AM US Mountain Standard Time BLewis Action Type:Manager review

Forwarding case to NCA for product liability customer alleges ***AIRBAG*** nondeployment please review and follow up accordingly

*** PHONE LOG 08/17/2015 07:46 AM US Mountain Standard Time BLewis
Customers wife called and states:

1. The ***AIRBAG*** light on the ***PASSENGER SEAT*** always light up off even with someone in the ***SEAT***
2. Now the ***AIRBAG*** light is on by the dash
3. I took it in and I am being told I have to pay $1200 for repairs
4. A few years ago I was hit by a dear and the vehicle was almost pushed into a ditch
5. The ***AIRBAG***s did not deploy

Writer states:
1. Apologized
Ran accident scripting
2. Will forward for further assistance
3. Should receive call within 2-3 business days

Customer thanked call ended

*** PHONE LOG 08/19/2015 09:14 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message[redacted]
1. Calling in regards to your 2008 Kia Spectra
2. Requested call back
3. Gave call back number

*** PHONE LOG 08/19/2015 09:16 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer, but call got disconnected while writer was leaving message[redacted]

*** PHONE LOG 08/19/2015 03:53 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is[redacted], I'm returning your call
2. You can call me back, I'm with my phone now
3. Thank you

*** PHONE LOG 08/25/2015 07:45 AM US Mountain Standard Time KWhittaker1 Action Type:Incoming call
Cust states:
1. I have left a voicemail for Samuel and I have not received a call back

Writier states:
1. Advised that I will let SamuelKim know that she has called

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12118[redacted]	[redacted]	140,000

Brookport, IL[redacted] Prod. Date: 9/5/07 Dealer: KY007 Mike Smith Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: ***AIR BAG*** Nondeployment

*** PHONE LOG 08/27/2015 12:58 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message[redacted]
1. Calling in regards to your 2008 Kia Spectra
2. Requested call back
3. Gave call back number

*** PHONE LOG 08/27/2015 12:59 PM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer, but call got disconnected while writer was leaving message (618)564-3159

*** PHONE LOG 08/27/2015 01:11 PM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is[redacted], I'm returning your call
2. I didn't hear my phone ring so if you just want to call me back
3. This is the right number to get me at
4. So I'll wait for you to call, thank you

*** PHONE LOG 09/08/2015 09:32 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called customer and left message[redacted]
1. Calling in regards to your 2008 Kia Spectra
2. Requested call back
3. Gave call back number

*** PHONE LOG 09/08/2015 11:11 AM Pacific Daylight Time SamuelKim Action Type:Incoming call
Received message from customer:
1. This is[redacted]
2. You can call me almost anytime
3. I just couldn't get to my phone this time
4. So I've got my phone with me all the time
5. So it's[redacted]
6. Thank you

*** PHONE LOG 09/08/2015 11:37 AM Pacific Daylight Time SamuelKim Action Type:Outgoing call
Called and spoke with[redacted]
Writer states:
1. Apologized for the phone tag

Customer states:

1. The reason I was calling was because the ***PASSENGER AIRBAG*** on the dash never comes on
2. Ever since I bought it, it never comes on
3. When the ***AIRBAG*** didn't deploy when I hit the deer, I thought it was kind of funny
4. Now the light on the dash is on all the time now
5. I was wondering if there was something wrong with the ***AIRBAG***, is this normal?
6. My vehicle was repaired through my insurance company at Roy's Body Shop in Illinois
7. They replaced the whole driver side of my car

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121185[redacted]	[redacted]	140,000

Brookport, IL[redacted] Prod. Date: 9/5/07 Dealer: KY007 Mike Smith Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Product Liability
Kia Case Type Lvl4: ***AIR BAG*** Nondeployment

Writer states:
1. When did you strike the deer?
2. Was there a ***PASSENGER*** at the time of the accident?
3. Where and when did you purchase your vehicle?
4. Did you have your vehicle diagnosed at a Kia dealer?
5. Requested photos and copy of repair estimate from previous repair
6. Gave customer email address

Customer states:
1. A couple of years ago, a year and a half maybe
2. No ***PASSENGER***
3. In 08 from Mike Smith Kia
4. He said my motor is burnt out under the ***SEAT***, close to $1,200 to $1,500

*** NOTES 09/08/2015 12:23 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Called dealer KY007 and spoke with Service Department
Writer states:
1. Customer states they came in about 6 months ago for an ***AIRBAG*** concern

Dealer states:
1. Last time customer came in was on 7/15
2. We were doing a tire replacement and we saw the wheel sensor was cracked
3. We replaced the wheel sensor and did a relearn
4. In April she brought it in
5. The ***OCS*** mat is what was recommended

Writer states:
1. Requested RO with part and labor at warranty pricing
2. Gave dealer fax number

*** NOTES 09/08/2015 12:25 PM Pacific Daylight Time SamuelKim Action Type:Dealer contact
Received RO #[redacted] from dealer KY007 via fax.

*** NOTES 09/25/2015 04:31 PM Pacific Daylight Time SamuelKim Action Type:Internal
Reviewed case with KMA Engineers:
1. Offer customer one-time, goodwill

*** CASE CLOSE 09/28/2015 09:47 AM Pacific Daylight Time SamuelKim
Closing case pending further customer contact.

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221895[redacted]	[redacted]	94,000

Bombbay, FL[redacted] Prod. Date: 6/26/08 Dealer: FL021 Boniface-Hiers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 08/17/2015 10:50 AM US Mountain Standard Time JUpson

*** PHONE LOG 08/17/2015 11:00 AM US Mountain Standard Time JUpson Action Type:Outgoing call
Gab[redacted]
1) Vehicle always serviced at dealership, 2 kias before this one, 2 kias now
2) Vehicle currently at dealership
3) I am a loyal kia customer, they want 2000 for the ***AIRBAG*** fix
4) Understand I am out of warranty, I was gonna buy a Sportage but if this is gonna cost me 2000 i dont know if thats going to happen
5) I am a disabled veteran with fixed income, this is a little ridiculous for a multiple Kia owner

Writer
1) Thanked, apologized, updated information, thanked for service
2) Advised customer that I would be contacting the dealership
3) From there I will be contacting the DPSM for goodwill assistance with this repair
4) Thanked, apologized

*** PHONE LOG 08/18/2015 08:17 AM US Mountain Standard Time JUpson Action Type:Outgoing call
Dealer Contact Name: Tiger
Customer Name:[redacted]
Original Owner (Y or N): N
Customer phone#: 3[redacted]
Customer address: same
VIN: KNAFE221895[redacted]
MY and Mileage: 2009 Spectra
Dealer Code / Selling Dealer (Y or N): Boniface-Hiers Kia FL021
Able to Duplicate (Y or N): Y
RO# and Open Date[redacted] 8/14/2015
Current Repair Issue and Diagnosis: ***AIRBAG*** light was on, testing found that ***PASSENGER SEAT*** bottum weight sensor was bad
Parts on order (Y/N): Y - 88202-2f703193
Vehicle repaired & customer has possession: N
Repeat Repair (Y/N): N
Days Down at initial Service Alert report: na
ETA for completion of repairs: By Friday
Techline Case: na
Rental / Loaner Provided / Date: n
Repair History of current concern with dates and mileage: na
Customer Request: Goodwill repair
Justification of Goodwill: multiple kia owner. all service done at dealership
Dealer contacted their DPSM (Y or N): N
If HEV vehicle, is dealer HEV certified na

*** NOTES 08/18/2015 08:22 AM US Mountain Standard Time JUpson Action Type:Dealer contact
Writer emailed DPSM requesting goodwill assistance on this day

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221895[redacted]	[redacted]	94,000

Bombbay, FL[redacted] Prod. Date: 6/26/08 Dealer: FL021 Boniface-Hiers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** NOTES 08/18/2015 09:53 AM US Mountain Standard Time JUpson Action Type:Dealer contact
DPSM emailed writer back inquiring if he bought his Kia's at this dealership

*** NOTES 08/18/2015 09:54 AM US Mountain Standard Time JUpson Action Type:Dealer contact
Writer called [redacted] no answer, left voicemail
1) Did you buy your other Kia vehicles at this Boniface-Hiers Kia dealership
2) Please call back and advise
3) Thank You

*** PHONE LOG 08/18/2015 11:10 AM US Mountain Standard Time SBuchanan Action Type:Outgoing call
Rec call from cust:
1. One was purchased at Linhaven Kia in VA Beach
2. The other was purchased at Boniface

Writer states:
1. Thank you for following up
2. Will forward info so we can review w/DPSM for assistance

*** NOTES 08/18/2015 11:20 AM US Mountain Standard Time JUpson Action Type:Dealer contact
Writer emailed DPSM stating 2013 Optima bought at FL021, 2009 Spectra purchased at Lynnhaven. All service for vehicles done at FL021

*** NOTES 08/19/2015 08:01 AM US Mountain Standard Time JUpson Action Type:Dealer contact
DPSM emailed writer and SVCM back stating he would cover the part, and asked if the SVCM would cover the labor

*** NOTES 08/19/2015 02:13 PM US Mountain Standard Time JUpson Action Type:Dealer contact
Writer called SVCM Robert inquiring whether we are going to cover the labor on this repair- no answer, left voicemail with callback information

*** PHONE LOG 08/20/2015 04:19 AM US Mountain Standard Time KJackson Action Type:Incoming call
Cust stated:
1. Provided case #
2. Calling to see what is going on, I called the dealer and they stated that they have not heard anything from you guys

Writer stated:
1. I apologize for concern
2. I see that your TCS left a message for Robert the svc manager and so we are waiting for his call back
3. Looks like DPSM is willing to cover the par and we are trying to see if Robert will cover the labor

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221895[redacted]	[redacted]	94,000

Bombbay, FL[redacted] Prod. Date: 6/26/08 Dealer: FL021 Boniface-Hiers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Really the part is going to be covered you guys are so awesome
2. Ok I will wait for Joey to call me back

Writer stated:
1. Thank you for calling Kia

*** NOTES 08/20/2015 01:46 PM US Mountain Standard Time JUpson Action Type:Dealer contact
Writer called SVCM Robert- no answer, left voicemail
1) Inquiring whether we are going to cover labor for customer repair Gabriel Gaudio
2) Please call back with answer
3) Gave information

*** NOTES 08/20/2015 01:50 PM US Mountain Standard Time JUpson Action Type:Dealer contact
Writer called [redacted]
1) I picked car up earlier today
2) You guys covered the parts and he discounted the labor a lot
3) Thank you so much I appreciate it

Writer
1) Thanked
2) Advised customer if he has any other concerns to go ahead and give us a call back
3) Thanked and apologized

*** CASE CLOSE 08/20/2015 01:51 PM US Mountain Standard Time JUpson

*** PHONE LOG 08/21/2015 07:26 AM US Mountain Standard Time LLClark Action Type:Incoming call
SVC MGR Robert called writer and states:
1. Gave case number
2. We had received a message with this case number?

Writer states:
1. Advised per case notes from yesterday, 08/20, everything appears to be wrapped up
2. Customer has been contacted, they have their vehicle, and are very happy with the service and the assistance that was offered

SVC MGR Robert states:
1. OK, that's what I needed to ensure of
2. We had some problems with our messaging system here, so some of the messages may have been a bit dated
3. Thanks for the info

*** CASE CLOSE 08/21/2015 07:27 AM US Mountain Standard Time LLClark

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221895[redacted]	[redacted]	94,000

Bombbay, FL[redacted] Prod. Date: 6/26/08 Dealer: FL021 Boniface-Hiers Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** CASE CLOSE 10/02/2015 08:31 AM US Mountain Standard Time BBauer
AIRBAG Tread Review Complete-MC

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	66,580

saint Charles, MO[redacted] Prod. Date: 10/24/08 Dealer: MO003 Lou Fusz Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 08/17/2015 11:29 AM US Mountain Standard Time GTurrubiartes1
Cust states:

1. ***AIRBAG*** light came on.
2. Took it in to non-Kia shop
3. Tested, revealed "***PASSENGER*** side occupant classification sensor" part of ***SEAT*** cushion.

Writer states:
1. Apologize.
2. How would you like Kia to assist?
3. $2100 to fix.
4. Failure is part of Veh; it would be covered by Kia
5. If I were in accident I could be killed.

Writer states:
1. Kia would not be able to covered expenses to repair as Veh is out of warranty period and there is not a SC issue on your Veh.

Cust states:
1. How many Veh would have to have problem for it to be a SC?

Writer states:
1. I do not have that information.
2. If you do not feel safe driving Veh, Don't, until repairs are made.

Cust states:
1. It is on Kia's head if anything happens.
2. Thretened call to lawyer.
2. Goodbye. <hang up>

*** PHONE LOG 08/19/2015 09:16 AM Central Daylight Time AAnderson Action Type:Outgoing call
Called Cust

CRCA
1 Case escalated to the regional office
2 Apologize for veh concern
3 Wtr understand that cust have some concerns of ***AIR BAG*** light
4 Can you please explain what is going on with your veh

Cust
1 ***AIR BAG*** light stays on
2 Took it to the shop and was told "***PASSENGER*** side occupant classification sensor" code B1448 need to be replace
3 Have done some research and many vehicles of Kia have had this issue. I think Kia need to do something about this before someone gets killed.

CRCA

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	66,580

saint Charles, MO[redacted] Prod. Date: 10/24/08 Dealer: MO003 Lou Fusz Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Cust
1 Lou Fusz Kia, spoke with one of the mgr, Sam

CRCA
1 When was this?

Cust
1 Aug 3rd

CRCA
1 Veh is outside of warranty for second owner
2 Do you have an extended warranty?

Cust
1 No

CRCA
1 Did the dlr give you a quote on how much repairs will cost?

Cust
1 $1,800… I actually took it to a different shop, Sam is very knowledgeable

CRCA
1 If cust is seeking assistance from Kia, veh must be diagnosis by a Kia dlr
2 Veh is outside of warranty; cust will be responsible for diagnosis fee.
3 Please schedule an appointment with the dlr. Once appointment is setup, please f/u with wtr
4 Provided direct phone # and case #

Cust
1 Ok

Call Ended

*** NOTES 08/21/2015 09:11 AM US Mountain Standard Time JUTrotta Action Type:Dealer contact
Sam Service Advisor
1. gave case number

Writer states:
1. looks like case is with region
2. AAnderson is the case manager
3. let me see if she is avalible
**got VM for AAnderson
4. she is not
5. looks like she has advised customer for vehicle to be diagnosed at a Kia dealer

Sam states:
1. she did come in here

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	66,580

saint Charles, MO[redacted] Prod. Date: 10/24/08 Dealer: MO003 Lou Fusz Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

RO# and Open Date: RO[redacted] 8/21/15

Current Repair Issue and Diagnosis:customer states ***AIRBAG*** light is on, needs an ***OCS*** mat replaced $1810 for repairs parts and labor included

2. if she needs to contact me[redacted] is my direct line

Writer states:
1. thanked
2. will note case

*** NOTES 08/26/2015 01:57 PM Central Daylight Time AAnderson Action Type:Dealer contact
Caled Dlr MO003 Sam

CRCA
Req veh status

Svc Adv
1 Came in with ***AIRBAG*** light on
2 We checked for codes and found B1448 for ***OCS***
3 Veh is outside of warranty

CRCA
1 Ok thank you

Call Ended

*** PHONE LOG 08/26/2015 02:04 PM Central Daylight Time AAnderson Action Type:Outgoing call
Called Cust

CRCA
1 F/u on case
2 Dlr did verify your concerns with the ***AIRBAG*** light code B1448
3 Veh is outside of warranty period and you are the second owner
4 Kia do want to offer to help pay for the part
5 Kia is offering a 1x GW to pay half for the part

Cust
1 I think Kia should pay the whole thing
2 This is a safety issue. I am not the only person that have this problem
3 What will it take for Kia to cover this, for someone to die

CRCA
1 Wtr understand your frustration, but part is outside of warranty
2 Kia ss here to work with you to resolve your veh concern

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]	66,580

saint Charles, MO[redacted] Prod. Date: 10/24/08 Dealer: MO003 Lou Fusz Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

CRCA
1 Kia is offering to pay half for the part as a GW
2 Wtr can give you time to think about the offer

Cust
1 Yes, I will need time
2 What is your telephone number?

CRCA
1 Provided phone number

Call Ended

*** PHONE LOG 09/04/2015 02:12 PM Central Daylight Time AAnderson Action Type:Incoming call
Cust Called

Cust
1 I want to know if Kia would reconsider their offer
2 I can pay 1/3 of the repair and Kia can pay the rest

CRCA
1 I am sorry Mrs[redacted], Kia offer still stand to pay half of the part

Cust
1 I was afraid you would say that
2 Kia have a lot more money than me
3 Ok, how does this work

CRCA
1 Wtr will inform the dlr that Kia will pay half as a 1x GW
2 You must call the dlr and schedule an appointment

Cust
1 ok

Call Ended

*** NOTES 09/14/2015 04:25 PM Central Daylight Time AAnderson Action Type:Dealer contact
Called Dlr MOOc Svc mgr Nicole

CRCA
1 Did cust bring in her veh?

Svc Mgr
1 Looking at the system no, but I can f/u with Svc Adv tomorrow

CRCA

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE221995[redacted]	[redacted]5	66,580

saint Charles, MO[redacted] Prod. Date: 10/24/08 Dealer: MO003 Lou Fusz Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1 Thank you

Call Ended

*** NOTES 09/17/2015 02:34 PM Central Daylight Time AAnderson Action Type:Dealer contact
Called Dlr MOO3 Svc mgr Nicole

Svc Mgr
1 Cust wanted to make payments to on repairs
2 Cust do not allow payments plans in the svc dept
3 At this time cust does not have an appointment for the repair work

CRCA
1 Ok

Call ended

*** CASE CLOSE 09/17/2015 02:35 PM Central Daylight Time AAnderson
Cust wanted to make payment arrangements to have svc work done. At this time no date for repairs

*** NOTES 09/29/2015 10:50 AM Central Daylight Time AAnderson Action Type:Dealer contact
Dlr MO003 Called Svc Adv Sam

Svc Adv
1 Cust is bring veh in for svc
2 Is Kia still paying half?
3 Please call back

Call Ended

*** NOTES 09/29/2015 10:51 AM Central Daylight Time AAnderson Action Type:Dealer contact
Called Dlr MO003 Svc Adv Sam

CRCA
1 Kia is only paying half for the part
2 Cust is to pay reminder of part and labor

Svc Adv
1 Ok

Call Ended

*** NOTES 10/02/2015 08:33 AM US Mountain Standard Time BBauer Action Type:Internal

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121075[redacted]	[redacted]	72,000

Hazelwood, MO[redacted] Prod. Date: 10/13/06 Dealer: MO023 Paul Cerame Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 08/18/2015 11:23 AM US Mountain Standard Time SBuchanan
Cust states:
1. Purch in '10
2. ***PASSENGER*** side ***AIRBAG*** light off
3. Put veh in shop
4. ***SEAT*** cushion sensors are bad
5. Will cost $1200 to repair

Writer states:
1. Apologized
2. Advised veh out of warranty by mileage and time

Cust states:
1. Isn't there anything you can do?

Writer states:
1. Can review for possible assistance
2. Provided writer info and case number

*** PHONE LOG 08/18/2015 11:54 AM US Mountain Standard Time SBuchanan Action Type:Incoming call
Rec VM from cust:
1. Have VIN
2. Please call me back

*** PHONE LOG 08/19/2015 09:03 AM US Mountain Standard Time JJenkins Action Type:Outgoing call
Customer states:
1 Gave case number
2 Gave VIN KNAFE121075[redacted]
3 Repeats complaint

Writer states:
1 Apologized will see if Scott is avail; not currently avail
2 He will follow up with the dlr and review with dist mgr and will contact you back once determination made
3 You are out of warranty and repairs out of warranty are at the owners expense

Customer states:
1 Well I shouldn't have to pay for this
2 When am I going to get a call back

Writer states:
1 As soon as we have an answer; typically we like to respond by 48 business hrs

Customer states:
1 ok thank you
2 I'm only going to buy another kia if you fix this

*** NOTES 08/19/2015 09:20 AM US Mountain Standard Time SBuchanan Action Type:Dealer contact

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121075[redacted]	[redacted]	72,000

Hazelwood, MO[redacted] Prod. Date: 10/13/06 Dealer: MO023 Paul Cerame Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Writer called dlr MO023 spoke w/Andreas:
1. Follow up on repair

Contact Name: [redacted]
Original owner: (Y or N) N
Customer phone #: [redacted]
Customer address: [redacted] Hazelwood MO[redacted]
VIN:KNAFE121075[redacted]
Year/Model/Mileage of Vehicle:'07 Spectra 72000
Dlr code/Selling dlr (Y or N)MO023; N
Able to Duplicate (Y or N)Y
RO# and Open Date: #[redacted] 8/14
Repair Issue: ***AIRBAG*** light off; ***SEAT*** cushion needs to be replaced
Parts on order (Y/N), if so obtain part#, order#:
Vehicle repaired & customer has possession:N; N
Repeat Repair (Y/N), if so, how many?N
Days Down at initial Service Alert report:
ETA for completion of repairs/ completed?:
Techline Case:
Rental Provided? If so, since when? N
Repair History of current concern with dates and mileage:
Customer Request (if needed):
Justification of Goodwill (must include maintenance history):
DPSM contacted by dealer?
If HEV vehicle, is dlr HEV certified:

Andreas states:
1. Really only comes in for general repairs
2. No maintenance
3. Do a lot of checks
4. Some recalls
5. Not regular cust
6. Cust is very nice
7. Daughter lives out of town for college so that may be why she does not do much here

*** NOTES 08/19/2015 09:21 AM US Mountain Standard Time SBuchanan Action Type:Internal
Writer emailed DPSM Carl Webster due to cust request for assistance

*** NOTES 08/21/2015 08:12 AM US Mountain Standard Time SBuchanan Action Type:Dealer contact
Writer emailed DPSM Carl Webster due to cust request for assistance

*** NOTES 08/21/2015 12:04 PM US Mountain Standard Time SBuchanan Action Type:Internal
Rec email response from DPSM:
1. I will be at this dealer today and I will review file

*** PHONE LOG 08/21/2015 12:06 PM US Mountain Standard Time SBuchanan Action Type:Outgoing call

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121075[redacted]	[redacted]	72,000

Hazelwood, MO[redacted] Prod. Date: 10/13/06 Dealer: MO023 Paul Cerame Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer called cust:
1. Advised DPSM will be reviewing file today
2. Will have an answer hopefully today or by Monday

*** PHONE LOG 08/21/2015 11:18 AM US Mountain Standard Time SBuchanan Action Type:Incoming call
Cust states:
1. I did not feel like you are really concerned
2. Feel like you cut me off
3. You should just sit and listen
4. I just spent a bunch of money for repairs and I feel like Kia isn't going to help out with this

Writer states:
1. Apologized
2. Advised that file is being reviewed today

Cust states:
1. Well you didn't make me feel like you cared or that I was important

*** NOTES 08/24/2015 10:44 AM US Mountain Standard Time SBuchanan Action Type:Internal
Writer emailed DPSM:
1. Checking on decision

*** NOTES 08/24/2015 12:25 PM US Mountain Standard Time SBuchanan Action Type:Internal
Rec email response from DPSM:
1. I say no being it is well out of warranty but I am running it past the Region to see what their take is
2. As soon as I hear back I will let you know

*** NOTES 08/25/2015 10:14 AM US Mountain Standard Time SBuchanan Action Type:Internal
Writer emailed DPSM for update

*** NOTES 08/26/2015 05:35 AM US Mountain Standard Time SBuchanan Action Type:Dealer contact
Rec email response from DPSM:
1. No total goodwill, this veh is too far past all considering factors
2. I will approve a 50% of the part only
3. This is all that we are willing to participate

*** PHONE LOG 08/26/2015 10:17 AM US Mountain Standard Time SBuchanan Action Type:Outgoing call
Writer called cust:
1. Advised of DPSM response

Cust states:
1. It is better than nothing
2. Do I need to follow up w/dlr?

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121075[redacted]	[redacted]	72,000

Hazelwood, MO[redacted] Prod. Date: 10/13/06 Dealer: MO023 Paul Cerame Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer states:
1. They should receive info from DPSM
2. I will follow up w/them as well to make sure they know

*** NOTES 08/26/2015 10:22 AM US Mountain Standard Time SBuchanan Action Type:Dealer contact
Writer called dlr MO023 spoke w/Joe:
1. Advised DPSM auth 50% part only
2. Cust should be calling tomorrow to make appointment

Joe states:
1. I will get that notated

*** NOTES 08/28/2015 12:04 PM US Mountain Standard Time SBuchanan Action Type:Dealer contact
Writer called dlr MO023 spoke w/Andreas:
1. Follow up on repair

Andreas states:
1. Cust has not made appointment yet

*** PHONE LOG 08/28/2015 12:07 PM US Mountain Standard Time SBuchanan Action Type:Outgoing call
Writer called cust:
1. Following up to see when would be making appointment

Cust states:
1. Will call them tomorrow
2. Have been very busy all week

Writer states:
1. Will follow up w/dlr on Tuesday

*** NOTES 09/01/2015 01:28 PM US Mountain Standard Time SBuchanan Action Type:Dealer contact
Writer called dlr MO023 spoke w/Chris:
1. Follow up regarding appointment

Chris states:
1. Don't show an appointment made

*** PHONE LOG 09/02/2015 08:42 AM US Mountain Standard Time SBuchanan Action Type:Outgoing call
Writer called cust:
1. Checking on appointment

Cust states:
1. I was supposed to get a call back w/quote
2. Have been waiting for that

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE12107[redacted]	[redacted]	72,000

Hazelwood, MO[redacted] Prod. Date: 10/13/06 Dealer: MO023 Paul Cerame Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Writer states:
1. Will follow up w/dlr tomorrow to see if they have provided and gotten this set up
2. If they have not called you I will urge them to provide the info so you can review

*** PHONE LOG 09/08/2015 11:33 AM US Mountain Standard Time SBrandt Action Type:Outgoing call
Writer
1. Calling to follow up

Customer
1. Yes I am waiting for the dlr to get back with the quote

Writer
1. Will transfer to dlr to set up appointment
2. Advised to call for further assistance

Customer
1. Thank you

*** CASE CLOSE 09/08/2015 11:34 AM US Mountain Standard Time SBrandt

*** CASE CLOSE 10/02/2015 09:00 AM US Mountain Standard Time BBauer

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

., CA Prod. Date: Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

Case_History

*** PHONE LOG 08/18/2015 07:08 PM Pacific Daylight Time SGuindi
NCA was forwarded customer email below:

From: hzlgrnmom@mchsi.com <mailto:hzlgrnmom@mchsi.com> [<mailto:hzlgrnmom@mchsi.com>]
Sent: Tuesday, August 18, 2015 5:06 PM
To: McKee, Scott [KMA]
Subject: 2008 Kia Spectra Ex

Hi,
My name is [redacted]. I purchased a 2008 Kia Spectra Ex from Kia motors in Huntsville AL April 8th 2008. It had 28 miles on it. I have had several things wrong with it since I bought it. I understand the 10 year 100,000 mile warranty. But I took it back several times for the rain guards coming unglued, out of warranty I glue them until this day. Their was a paint defect when I first bought it on the spoiler and the trunk had repainted. Mind you It had 28 miles on it when I bought it. Let's see the mirror on the drivers side visor replaced because it just cracked in the corner. Guess what cracked again for no reason after being replaced. The ***PASSENGER SEAT AIR BAG*** had to be replaced the whole thing just cracked under the ***SEAT***. They repaired a burn behind the back ***SEAT*** on top made a huge mess because it couldn't get to it very well. Who knew well the ***SEAT***s let down duh. He could have done a better job. The clear coat is coming off especially around the rear view mirrors. I can't charge my cell phone and the cigarette lighter don't work. The parking lights don't work, tried new bulb and would not work either. The a/c went out last summer it just locked up. That is my biggest concern I have grandkids and I don't think that a car that is only 7 years old the air should have gone out this soon. Warranty or old and used or not. I live in AL and the heat this summer has been real bad. I have to take them out early or late really don't matter heat is bad either way. Yes I have 180,000 miles on my Kia not bad huh. I have only replaced the tires, brakes and oil still going.Needs rear rotors now. I can't afford another car. But I sure would like some air in my car. I did get an estimate Pep boys wanted well over $1000 to fix it. I called Kia where I purchased it and they wanted $98 just to look at it. I wanted a second opinion and especially from Kia since I purchased it there. I figured they would know exactly what the problem was. I think they should have to fix it, for all the problems I experienced since having the car. By the way I MADE A FEW MONTHLY PAYMENTS AND PAID THE CAR OFF IN FULL.

Thanks,

[redacted]

Dispatching for contact.

*** NOTES 08/21/2015 06:30 AM US Mountain Standard Time SBuchanan Action Type:Internal
No phone number contact
Writer sent email call me letter

*** CASE CLOSE 08/21/2015 06:30 AM US Mountain Standard Time SBuchanan

*** PHONE LOG 08/25/2015 01:19 PM US Mountain Standard Time JHirshfield Action Type:Incoming call
cust stated
1. she is returning the letter we had sent her
wtr
1 response to the email sent to Kia regarding her 2007 Spectra

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of	Case Number	Mileage
[redacted]	[redacted]		[redacted]	0

., CA Prod. Date: Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Exterior
Kia Case Type Lvl4: Exterior Lamp

2. that are many different things that are on her list of repairs needed
3. all of these items needed to be repaired by 5/60 even the A/C
4. apologize, unfortunately, there are too many miles on the car to consider repairing the items

cust thanked wtr for the response to her email

*** CASE CLOSE 08/25/2015 01:31 PM US Mountain Standard Time JHirshfield

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]e	KNAFE222395[redacted]	[redacted]	90,175

Portland, ME[redacted] Prod. Date: 10/31/08 Dealer: ME007 Rowe Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: ***AIRBAG*** Warning Light

Case History

*** PHONE LOG 08/26/2015 01:00 PM US Mountain Standard Time ASoto
Cust states:

1. It just cost me 1800.00 to change an ***AIRBAG*** switch in the ***SEAT*** that was defective
2. That was unbelievable, that price is way too high
3. Shouldnt that be covered
4. I want a refund regarding this
5. We have a family full of Kia's and Hyundai's
6[redacted]

Writer states:
1. Apologized
2. Verified cust info
3. Adv cust that the veh is outside warranty for the concern which is 5/60
4. What writer can do is call the dlrshp and gather info, can seek assistance
   - once done writer will cb
5. Can not guarranty

*** PHONE LOG 08/27/2015 06:48 AM US Mountain Standard Time ASoto Action Type:Outgoing call
Writer called ME007 and states:
1. Calling regarding cust veh concern

Rob SVC MGR:
Customer Name [redacted]
Original Owner (Y or N): Y
Customer Phone #: [redacted]
Customer Address: [redacted], Portland ME[redacted]
VIN: KNAFE222395[redacted]
MY and Mileage:2009 Spectra, 90175
RO# and Open Date: [redacted] 08/06/15
Dealer Code / Selling Dealer (Y or N): ME005 Y
Current Repair Issue and Diagnosis: ***AIRBAG*** light on

1. ***PASSENGER*** mat defect

2. replaced ***OCS*** mat

Able to Duplicate: Y
Parts on Order (Y or N); part number, order number: N
Vehicle repaired, customer has possession: Y Y
Repeat Repair (Y or N): N
Days down at initial Service Alert report: n/a
Techline Case: N
Rental/Loaner provided: since when: unknown
Repair History of current concern: n/a
Customer request (if needed): wants reimbursed
Justification of GW (include maintenance history): did brakes, did mirror at cust pay, other than that nothing and before that was 2010
Dealer contacted DPSM: N
If HEV veh is dlr HEV certified: n/a

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222395[redacted]	[redacted]	90,175

Portland, ME[redacted] Prod. Date: 10/31/08 Dealer: ME007 Rowe Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

*** PHONE LOG 08/27/2015 06:52 AM US Mountain Standard Time ASoto Action Type:Outgoing call
Writer called DPSM[redacted] at[redacted] and LVM:
1. Gave writers info, veh info, cust info, dlr info
2. Cust had OCS mat sensor replaced at approx 1800.00
3. Cust states he wants it refunded
4. Writer was told to call you regarding any assistance or direction
5. Will send case notes

*** NOTES 08/27/2015 06:57 AM US Mountain Standard Time ASoto Action Type:Dealer contact
WRITER SENT CASE NOTES TO DPSM GARY AIROLDI FOR POSSIBLE ASSISTANCE OR ADVICE

*** PHONE LOG 08/28/2015 08:53 AM US Mountain Standard Time ASoto Action Type:Outgoing call
Writer called cust and msg stated the number (msg stated number) is not in service.

*** NOTES 08/31/2015 02:59 PM US Mountain Standard Time ASoto Action Type:Dealer contact
call me letter sent

*** CASE CLOSE 08/31/2015 03:00 PM US Mountain Standard Time ASoto

*** NOTES 09/02/2015 06:16 AM US Mountain Standard Time ASoto Action Type:Dealer contact
email from DPSM Gary Airoldi:

I have reviewed the case and the dealers repair order. As you know this repair is no longer covered under KMA warranties. However I would like to offer the customer reimbursement for the part only as a goodwill gesture. The customer would be responsible for all other related charges.

Please let me know if the customer excepts this offer of goodwill

*** PHONE LOG 09/02/2015 06:22 AM US Mountain Standard Time ASoto Action Type:Outgoing call
Writer called cust and msg stated the number is not in service.

*** CASE CLOSE 09/02/2015 06:24 AM US Mountain Standard Time ASoto

*** PHONE LOG 09/16/2015 06:54 AM US Mountain Standard Time EChildress Action Type:Incoming call
Cust stated[redacted] best contact:
1. No one got back to me

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2009 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE222395[redacted]	[redacted]	90,175

Portland, ME[redacted] Prod. Date: 10/31/08 Dealer: ME007 Rowe Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

1. Apologized
2. Advised didn't have a good number for customer

Cust stated:
1.Will provide this number [redacted]

Wrt advised:
1. Did document
2. Advised DPSM is willing to do one time GW for part cost only and all other expense will be customer pay

Cust stated:
1. I have my bill here
2. The part was $1565.24
3. I will accept that

Wrt advised:
1.If able to hold will call dealership and advise - yes

Wrt called ME007 and spoke to Rob svc mgr:

Rob stated:
1. Okay will get with Gary for the authorization
2.Will call customer and get this set up

Wrt went back to customer;

Wrt advised:
1. Did relay the information
2.Will need to touch base with Rob to have it set up

Cust stated:
1. Okay thank you
2.Will call him

Wrt advised:
1. If needs further assistance can call us back

*** CASE CLOSE 09/16/2015 06:54 AM US Mountain Standard Time EChildress

*** CASE CLOSE 10/02/2015 02:17 PM US Mountain Standard Time BBauer

AIRBAG

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2007 SPECTRA5	Case Number	Mileage
[redacted]	[redacted]	KNAFE16197[redacted]	[redacted]	122,000

Portsmouth, VA[redacted] Prod. Date: 12/20/06 Dealer: ZZ001 na

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: AIRBAG Warning Light

Case History

*** PHONE LOG 09/02/2015 12:57 PM US Mountain Standard Time BHardt
Cust states:

1. Veh is at dlr now for ***OCS*** light.
2. Was reading that there was a recall on that.
3. Wanted to see if SC affected veh.

Wrt states:
1. Updated info.
2. Apologized.
3. Advised no SC affecting veh for that issue.
4. Advised of SC122 open on veh.
5. Dlr can do at no cost.

Cust states:
1. Nothing can be done about the current issue?
2. $1800 repair.

Wrt states:
1. Apologized.
2. Due to warranty expiration, no assistance may be provided.
3. Survey declined.

::CUST DISCONNECTS::

*** CASE CLOSE 09/02/2015 12:57 PM US Mountain Standard Time BHardt

Kia Motors America
Consumer Affairs Department

Last name	First name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121385[redacted]	[redacted]	0

Coeur d'Alene, ID [redacted] Prod. Date: 8/22/07 Dealer: VA055 Fairfax Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Case History

*** PHONE LOG 09/10/2015 02:48 PM US Mountain Standard Time JiSmith
Customer's father ([redacted]) states:

1. ***PASSENGER AIRBAG*** mat sensor light will not go on.
2. Are there any open SCs on the veh

3. Fairfax Kia service dept states it will cost approx $1000.00 to replace the ***PASSENGER*** mat sensor

Writer states:
1. Apologize for inconvenience
2. Updated Customer information
3. No open SC
4. I will research the case and contact you within 2 business days.

Cust states:
1. Ok

Writer states:
1. Thank You

*** NOTES 09/10/2015 02:52 PM US Mountain Standard Time JiSmith Action Type:Dealer contact
Veh produces code b1448
[!<For Internal Use Only
Writer will contact Fairfax Kia service dept (703) 934-8877 and obtain RO info and send goodwill assist request to DPSM Robert Joyce RJoyce@kiausa.com on 9-11-2015>!]

*** PHONE LOG 09/11/2015 09:10 AM US Mountain Standard Time JiSmith Action Type:Outgoing call
Dealer Contact Name: Fairfax Kia John SA
Customer Name: [redacted]
Original Owner (Y or N): N
Customer phone#: [redacted]
Customer address:
2009 W Daly Drive
Coeur d'Alene, ID 83815
VIN: KNAFE12138[redacted]
MY and Mileage:
Dealer Code / Selling Dealer (Y or N): VA055
Able to Duplicate (Y or N):
RO# and Open Date: RO 1[redacted]9-9-2015 56671 miles
Current Repair Issue and Diagnosis: ***AIRBAG*** light is on - ***PASSENGER*** mat sensor repair approx. $1207.80
Parts on order (Y/N):
Vehicle repaired & customer has possession: cust has veh
Repeat Repair (Y/N): N
Days Down at initial Service Alert report: n/a
ETA for completion of repairs: n/a
Techline Case: n/a
Rental / Loaner Provided / Date: n/a
Repair History of current concern with dates and mileage n/a

Kia Motors America
Consumer Affairs Department

Last_name	First_name	VIN of 2008 SPECTRA EX	Case Number	Mileage
[redacted]	[redacted]	KNAFE121385[redacted]	[redacted]	0

Coeur d'Alene, ID [redacted] Prod. Date: 8/22/07 Dealer: VA055 Fairfax Kia

Kia Case Type Lvl1: Complaint
Kia Case Type Lvl2: Quality
Kia Case Type Lvl3: Interior
Kia Case Type Lvl4: Interior Device

Customer Request: I want Kia to replace the ***PASSENGER*** mat sensor with no cost to me
Justification of Goodwill:
Dealer contacted their DPSM (Y or N): N
If HEV vehicle, is dealer HEV certified n/a

*** NOTES 09/11/2015 09:12 AM US Mountain Standard Time JiSmith Action Type:Dealer contact

[!<For Internal Use Only
Writer sent DPSM Robert Joyce RJoyce@kiausa.com good will assistance email request
>!]

*** NOTES 09/11/2015 02:28 PM US Mountain Standard Time JiSmith Action Type:Dealer contact

[!<For Internal Use Only
Per DPSM Joyce, Robert [KMA] <RJoyce@Kiausa.com> We can take care of that repair under goodwill
>!]

*** PHONE LOG 09/11/2015 02:57 PM US Mountain Standard Time JiSmith Action Type:Outgoing call
Writer LVM for customer's father [redacted] Req c/b

[!<For Internal Use Only
Per DPSM Joyce, Robert [KMA] <RJoyce@Kiausa.com> We can take care of that repair under goodwill>!]

*** PRIORITY CHANGE 09/11/2015 02:57:39 PM JiSmith

*** CASE CLOSE 09/14/2015 02:36 PM US Mountain Standard Time JiSmith

FIELD

REPORTS

Field Product Quality Report

User:NVanderreest-FS

Case Number - [redacted]

09/20/2015 08:07:07 PM

Distributor: KMA
Region/District: WE02
Dealer Code: CA144
Dealer City: Victorville
Name: Kfritzinger
Attachments: FR_Case_[redacted]doc

Report No.: [redacted]
Issue Date: 07/06/2007 07:05:39 PM
Dealer Name: Hi-Desert Kia
Dealer State: CA

Component Group: Please Specify
Component Code: Please Specify
TREAD: 14 Airbags

Subject/Title: Spectra SRS B1449 OC Comm Error

Vehicle Data

Model Code: 25462
VIN: KNAFE1226754[redacted]
Engine No.: G4G4GC7H
Prod Date: 2/22/2007

Model Desc: SPECTRA EX
Mileage: 19
Trans No.:
Deliver Date: 7/20/2007

Year: 2007
Trans Type: Automatic
Repair Date: 7/6/2007

Part Information

Part Number: 91340 2F040
Condition: N69 WARNING LIGHT ON
Part ID/Lot:

Part Name: WIRING ASSY-MAIN
Cause: C15 POOR CONTACT
Other Part No.:

Other Part No.:

Additional Incident Vehicle List

VIN #	Mileage	Repair Date	Prod. Date	Cond.	Cause	Comments

Case History

CUSTOMER COMPLAINT

SRS warning light illuminated

ACTUAL CONDITION

SRS warning light illuminated, SRS Code B1449 OC Comm Error active code (immediately returns after clearing)

INVESTIGATION RESULTS

dealer already replaced OC Pad & SRSCM - no battery power at OCS connector A18 terminal 3 traced to poor contact at connector MA91 terminal 6

POSSIBLE CAUSE

CORRECTIVE ACTION

Adjust terminal tension & verified repair - code did not return

Case History
RECOMMENDATIONS

Fritzinger, Keith [KMA]

**********End Field Product Quality Report [redacted]**********

TECHNICAL ASSISTANCE REPORTS

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4H13990 | **Model Code: 25462**

VIN: KNAFE12147[redacted] | **Mileage:** 5,448

Prod Date: 2/7/2007 12:00:00AM | **Warranty Start Date:** 6/13/2007 12:00:00AM

Dealer/Contact Data:

Dealer: VA044 Motor Mile Kia

Phone: 5403822981 | **FAX:** 5403818653

Contact: Lee Albert | **Contact Title:** tech | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation | **DTC:**

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** NOTES 10/29/2007 08:12 AM clarify Action Type: Manager review
*** Performed by contact: David Poole, 5403822981
CUSTOMER STATES PASSENGER AIR BAG WILL NOT COME ON WHEN SOMEONE OVER 100 LBS IS SITTING IN SEAT. HAPPENS APPROX. 50% OF THE TIME.
What Reference Materials Have Been Used - What Has Already Been Tried?

NO CODES, HAVE NOT BEEN ABLE TO VERIFY CONDITION

*** NOTES 10/29/2007 10:06 AM Pacific Daylight Time SSilavong-TL Action Type:Manager review
- If the concern cannot be duplicated customer should be contact to explain or demonstrate the concern.
-IF we cannot duplicate the incident with customer, please contact the dpsm let them know.

*** CHNG CONTACT 11/02/2007 08:00 AM Pacific Daylight Time SSilavong-TL
Contact changed from David Poole at Motor Mile Kia to Lee Albert at Motor Mile Kia. Former primary phone: (540) 382-2981. Former alternate phone: .

*** NOTES 11/02/2007 08:02 AM Pacific Daylight Time SSilavong-TL Action Type:Manager review
-New Tech, Lee Albert. States he duplicate the incident with Chrysler 120 .lbs tester and the OCS light came on while driving.
-Tech also duplicated the light with service manager on the seat.

- Recommend tech contact the dpsm for seat sensor replace and recheck.

*** CASE AUTO CLOSE 02/15/2009 12:02:41 AM sa

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121275[redacted] | **Mileage:** 6,252

Prod Date: 5/16/2007 12:00:00AM | **Warranty Start Date:** 6/30/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC052 Kia of Gastonia

Phone: 7048235010 | **FAX:** 7048235011

Contact: JEFFERY PADGETT | **Contact Title:** TECH | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation | **DTC:**

System: Restraints

Component:

Resolution:

Case History

*** NOTES 11/26/2007 06:09 AM clarify Action Type: Manager review
*** Performed by contact: JEFFERY PADGETT, 7048235010
CUSTOMER IS COMPLAINING OF THE OCS LIGHT WILL NOT GO OFF WHEN THE PASSANGER IS IN THE CAR. ASKED THE CUSTOMER IF THE PASSANGER IS SITTING CORRECTLY AND ASK TO SHOW ME HOW THEY ARE SITTING. DUPLICATED THE CONCERN ONE TIME. IS THERE ANYTHING I CAN DO?
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 11/26/2007 06:25 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Does it set any codes? Can they get it to happen on a spectra on the lot?

*** NOTES 11/26/2007 01:52 PM clarify Action Type: Manager review
*** Performed by contact: JEFFERY PADGETT, 7048235010
NO CODES. I WILL GET THEM TO SET IN A CAR ON THE LOT

*** NOTES 11/28/2007 01:36 PM clarify Action Type: Manager review
*** Performed by contact: JEFFERY PADGETT, 7048235010
THEY SIT IN ANOTHER CAR AND IT WORKED PROPERLY.

*** PHONE LOG 11/28/2007 02:27 PM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Then get with DPSM to get a new seat bottom and replace it.

*** CASE CLOSE 12/05/2007 04:32 AM clarify

*** Performed by contact: JEFFERY PADGETT, 7048235010
REPLACED THE SEAT CUSHION

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: KNAFE161X85[redacted] **Mileage:** 160

Prod Date: 8/22/2007 12:00:00AM **Warranty Start Date:** 2/5/2008 12:00:00AM

Dealer/Contact Data:

Dealer: VA048 Beyer Kia Alexandria

Phone: 7037685800 **FAX:** 7037686038

Contact: John Lowden **Contact Title:** **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** PHONE LOG 02/11/2008 01:09 PM Pacific Daylight Time MGoldwasser
The tech states the OCS light will not turn off, the customer sitting in the seat is roughly 110 pounds.

Advised the tech that the customer is classified as a light stature individual and the OCS system is working as designed.
Advised the tech to contact his DPSM for further assistance.

*** CASE CLOSE 10/24/2008 05:51 AM clarify
*** Performed by contact: John Lowden, 7037685800
INSTALL SEAT

*** CASE CLOSE 10/24/2008 02:22 PM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component
CLOSING COMMENTS
INSTALL SEAT

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: knafe121x85[redacted] | **Mileage:** 616

Prod Date: 9/5/2007 12:00:00AM | **Warranty Start Date:** 3/15/2008 12:00:00AM

Dealer/Contact Data:

Dealer: OH054 Van Devere Kia

Phone: 3302538800 | **FAX:** 3302535553

Contact: Roger Runion | **Contact Title:** Tech | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Improper Indication | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 04/04/2008 03:49 AM clarify Action Type: Manager review
*** Performed by contact: Roger Runion, 3302535000
The customer stated that when she is in the seat, the ocs light will stay on. When the service manager sat in it the light will go out.
We had the customer set in a new stock unit the
light will go out. She is 5.0 ft tall, and 140 lbs.
What Reference Materials Have Been Used - What Has Already Been Tried?

Gds for the bullitan for proper seating

*** PHONE LOG 04/04/2008 04:54 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Roger, so what happens when she sits in the seat of their own car ? If the seat tests ok, then find out when the light stays on.? Right after they get in the vehicle or while they are driving down the road.? When ?

*** NOTES 04/04/2008 05:27 AM clarify Action Type: Manager review
*** Performed by contact: Roger Runion, 3302535000
When she is in the seat, it will stay on
in both cases

*** PHONE LOG 04/04/2008 05:57 AM Pacific Daylight Time DFinkelstein-TL Action Type:Incoming call
Have your service manager contact your DPSM and see if he wants to try another seat bottom.

*** CASE CLOSE 08/14/2008 11:22 AM clarify
*** Performed by contact: Roger Runion, 3302535000
replaced the lower custion

*** CASE CLOSE 08/14/2008 12:26 PM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced the passenger occupant seat sensor .

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA LX | **Engine:** G4G4GC7H | **Model Code: 25421**

VIN: KNAFE121185[redacted] | **Mileage:** 237

Prod Date: 11/30/2007 12:00:00AM | **Warranty Start Date:** 4/26/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TX055 Legend Kia

Phone: 2105995900 | **FAX:**

Contact: Ivan Diaz | **Contact Title:** technician | **Service District:** SO05

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 05/01/2008 11:43 AM Pacific Daylight Time RBrown-TL
Tech stattes that the lady that sits in the seat is very large and the OCS light turns on going down the road with her in the seat.
It does not turn on when the tech sits in the seat.
Advised tech I would call him back

*** EMAIL OUT Ôí□ RBrown-TL Action Type:External email
Send to:[Ferry, Peter [KMA]]
You have been sent a Techline 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 Techline Assistance Center at 949.470.7142 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\TL_Attachments\SendHistory\Case_T1442606_RBrown-TL_05-01-2008124212.doc>>

*** PHONE LOG 05/01/2008 12:59 PM Pacific Daylight Time JBrookes Action Type:Incoming call
Chris ,the service manager called, he stated he can have the OCS light stay on at times when he sits in the seat,
Advise he could have the customer sit in an identical car and see if that OCS light stays on with her in the seat,

*** CASE AUTO CLOSE 04/22/2009 04:39:23 PM sa

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: KNAFE162485[redacted] **Mileage:** 4,136

Prod Date: 7/11/2007 12:00:00AM **Warranty Start Date:** 12/27/2007 12:00:00AM

Dealer/Contact Data:

Dealer: CA198 Kearny Pearson Kia

Phone: 8585605544 **FAX:** 8585604359

Contact: Ricardo Cueva **Contact Title:** **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 05/09/2008 08:38 AM clarify Action Type: Manager review
*** Performed by contact: Ricardo Cueva, 858 560 5544
this case please give to mike we start yesterday but his computer was down. pass seat light off stays on most of the time even when someone sitting in the seat. it is an adult and seat correctly
What Reference Materials Have Been Used - What Has Already Been Tried?
---
vehicle stay over night cust came to dealer and writer have him seat on another spectra and light stay off. no codes found on memory please advise

*** PHONE LOG 05/09/2008 08:48 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Ricardo,
Please get you're DPSM authorization to replace the OCS seat sensor assembly and retest.

*** CASE CLOSE 06/02/2008 07:30 AM clarify
*** Performed by contact: Ricardo Cueva, 858 560 5544
replace the pass seat cuoshion w/ocs sensor

*** CASE CLOSE 06/02/2008 02:38 PM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component
CLOSING COMMENTS
replace the pass seat cuoshion w/ocs sensor

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121985[redacted] | **Mileage:** 2,266

Prod Date: 7/3/2007 12:00:00AM | **Warranty Start Date:** 6/14/2008 12:00:00AM

Dealer/Contact Data:

Dealer: HI001 Aloha Kia

Phone: 8088339000 | **FAX:** 8088335600

Contact: Pedro Pacleb | **Contact Title:** Technician | **Service District:** WE01

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 08/05/2008 12:29 PM Pacific Daylight Time RBrown-TL
Tech states that with the customer in the seat (110 lbs) the OCS light flickers.
Advised tech to drive with the customer in a like vehicle and see if the light flickers.

*** CASE AUTO CLOSE 04/22/2009 04:48:24 PM sa

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: KNAFE161X85[redacted] **Mileage:** 5,018

Prod Date: 11/24/2007 12:00:00AM **Warranty Start Date:** 4/8/2008 12:00:00AM

Dealer/Contact Data:

Dealer: HI001 Aloha Kia

Phone: 8088339000 **FAX:** 8088335600

Contact: Paul Aoki **Contact Title:** **Service District:** WE01

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 09/29/2008 11:56 AM Pacific Daylight Time SSilavong-TL
-OCS light is on, when the customer seating the seat.
-Customer weight about 150 lbs.
-Compare to know good vehicle and the light did not turn on known good vehicle.
-No code in the system.
-Tech also reviewed the seating procedure with the customer.
-Call in for information.

-We wiill check with the engineer for his input. In the mean time contact the dpsm and let him know about the issue.

*** EMAIL OUT Ôí□ SSilavong-TL Action Type:External email
Send to:[Ferry, Peter [KMA]]
-We need your input on this case.

Thanks, Souri.

You have been sent a Techline 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 Techline Assistance Center at 949.470.7142 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:
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*** CASE CLOSE 12/12/2008 10:40 AM clarify
*** Performed by contact: Paul Aoki, 8088339000
replaced pass seat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: knafe121875[redacted] | **Mileage:** 28,990

Prod Date: 4/11/2007 12:00:00AM | **Warranty Start Date:** 8/25/2007 12:00:00AM

Dealer/Contact Data:

Dealer: WV001 White Kia

Phone: 3043437700 | **FAX:** 3043457310

Contact: Bill Lanham | **Contact Title:** | **Service District:** EA03

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 10/02/2008 09:26 AM clarify Action Type: Manager review
*** Performed by contact: Bill Lanham, 3043437700
pass air bag off light stays on when someone in seat. ihave verified complaint with me setting correctly in seat.
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 10/02/2008 10:10 AM Pacific Daylight Time RHicks Action Type:Incoming call
Bill,
Confirm B+ & B- is ok
- inspect COMM wire from OCS module to SRS module
- IT might be real simple to swap a seat from a known good vehicle temporally - plug it in cycle key and test
-

*** CASE CLOSE 10/13/2008 05:56 AM clarify
*** Performed by contact: Bill Lanham, 3043437700
replacred seat bottem

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE221795[redacted] | **Mileage:** 282

Prod Date: 9/8/2008 12:00:00AM | **Warranty Start Date:** 11/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: VA045 Fredericksburg Kia

Phone: 5408917400 | **FAX:** 5408912442

Contact: Joe Davitt | **Contact Title:** Service Techni | **Service District:**

Case Details:

Case Title: OCS - Validation # 150 lbs and below does not turn off ligh

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** PHONE LOG 12/05/2008 08:38 AM Pacific Daylight Time RBrown-TL
Tech states the OCS light will not turn off for anybody less than 150lbs.
Tech states that other spectras on the lot do not act the same way.
Advised tech to swap a known good seat from another car and see if the light turns out.
report back with results.

*** CASE CLOSE 01/12/2009 11:41 AM clarify
*** Performed by contact: Joe Davitt, 5408917400
R/R PASS. SEAT BOTTOM ASSEMBLY

*** CASE CLOSE 01/12/2009 12:57 PM Pacific Daylight Time RBrown-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
R/R PASS. SEAT BOTTOM ASSEMBLY

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE122575[redacted] | **Mileage:** 10,890

Prod Date: 6/11/2007 12:00:00AM | **Warranty Start Date:** 5/15/2008 12:00:00AM

Dealer/Contact Data:

Dealer: MA008 Kia of West Springfield

Phone: 4137379500 | **FAX:** 4137462678

Contact: ERIC GUILBERT | **Contact Title:** | **Service District:** EA09

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component:

Resolution: Auto Closed

Case History

*** PHONE LOG 12/05/2008 08:52 AM Pacific Daylight Time RLevy-TL
Tech states OCS light stays on intermittently. States seat bottom has been replaced. States has duplicated concern and has no codes.
Advised tech to check the connector under seat and at SRSCM for loose pins and apply stabilant22a and clear memory.
Resolution Code: Compliment Ack.
CLOSING COMMENTS
Information given.

*** CASE AUTO CLOSE 04/22/2009 04:52:01 PM sa

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE122085[redacted] | **Mileage:** 12,123

Prod Date: 7/13/2007 12:00:00AM | **Warranty Start Date:** 3/24/2008 12:00:00AM

Dealer/Contact Data:

Dealer: DE003 NuCar Connection Kia

Phone: 3025735040 | **FAX:** 3025735110

Contact: Alfonso Pagano | **Contact Title:** | **Service District:** EA05

Case Details:

Case Title: MIL - SRS - B1449

Symptom: Warning Light On | **DTC: B1449**

System: Body Electrical

Component: Wiring Harness (Air Bag)

Resolution:

Case History

*** NOTES 04/09/2009 08:02 AM clarify Action Type: Manager review
*** Performed by contact: Al Pagano, 302 322-2438
FOLLOWED PROCEDURE TO FOUND PROBLEM UPTO THE HARNESS BECAUSE I HAVE CHECKED WIRES FROM F48 TO F45 AND THEY ARE GOOD I CHECKED POWER AND GROUND THEY ARE GOOD BEFORE I GO ORDERING A SRS MAIN HARNESS I WOULD LIKE TO UNDERSTAND WHAT I AM MISSING THE LIGHT ON THE P/SEAT AIR BAG TO INDICATE OFF STAYS ON UNTILL THEY CODE COMES UP THEN THAT LIGHT GOES OUT IF THAT HELPS IN ANY WAY I DON'T REALLY SEE WHAT IS CAUSING COMM. ERROR B1449 BUT IT IS A HARD FAILURE WON'T CLEAR.
LET ME KNOW IF YOY HAVE ANY IDEAS
THANKS
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 04/09/2009 08:33 AM Pacific Daylight Time RHicks Action Type:Incoming call
Al,
To start with lets try disconnecting and applying some stabilant to SRS connector and OCS connector
- reset system and see if COMM can be reinstated.
- if concern is not present now... inspect pin tension and add stabilant.
- Do you have COMM with the SRS module

*** NOTES 04/09/2009 08:50 AM clarify Action Type: Manager review
*** Performed by contact: Al Pagano, 302 322-2438
HAVE COM TO SRS MODULE THAT IS OK JUST DON'T HAVE COMM. FORM OCS TO SRS MODULE CHECKED PIN TENSION AND CHECKED NO CORROSION
ANY CONECTORS AND IT IS A HARD FAILURE B1449
WILL COME BACK EVERYTIME AFTER A/B RUNS SELF DIAG. ADD STAB TO COMTACTS STILL THE SAME

ALL IS POINTING TO THE HARNESS BUT WHEN PARTS DEPT LOOKED FOR HARNESS WE WERE NOT SURE IF HE WAS LOOKING UP CORRECT 1 SO I WANTED TO MAKE SURE IF THE HARNESS IS THE PROBLEM THAT WE ORDER CORECT 1

*** PHONE LOG 04/09/2009 11:57 AM Pacific Daylight Time RHicks Action Type:Incoming call
Al,
I need you to inspect the resistance between the OCS and the SRSCM
- OC Senor F48 p 2 <--> SRS Module F45 p 70
- Stabilant can be use on this circuit
- inspect circuit for short to BATT and short to B-
- if alls Ok there - swap a known good OC Sensor(complete seat would be easy and fast)
-swap SRS module

*** NOTES 04/10/2009 03:23 AM clarify Action Type: Manager review
*** Performed by contact: Al Pagano, 302 322-2438
BEFORE STARTING THIS CASE I ALREADY PER THE PROCEDURE FOR THIS CODE SWAPED OUT THE SRS MODULE AND THE SEAT BUT THE CODE CAME RIGHT BACK THAT WAS WHY I WAS AT THE POINT OF REPLACING THE SRS MAIN HARNESS THIS HARNESS ONLY COMES AS A COMPLETE FLOOR HARNESS PER ARE PARTS DEPT. TO SWAP ONE OUT IS NOT A WAY TO GO WE WOULD NEED TO ORDER AS WE DID WITH THE OTHERE 2 PARTS I HAD TO SWAP OUT WE DON'T HAVE ANY VEH HERE TO SWAP FROM.

*** PHONE LOG 04/10/2009 08:12 AM Pacific Daylight Time RHicks Action Type:Incoming call
Al,
Yes, from what you stated you have a open in the harness
I didn't ask you to swap harness only components ... sorry I didn't see you did that
- replace harness with DPSM approval
- NOTE: If you find a damaged, broken harness while replacing , please take a digital picture while still in vehicle
thanks

*** NOTES 04/16/2009 10:19 AM clarify Action Type: Manager review
*** Performed by contact: Alfonso Pagano, 3025735040
I HAVE REPLACED HARNESS STILL B1449 SETTING
TOOK SEAT ASSEMBLY FROM 2009 AND HOOKED UP CODE STILL COMING UP TOOK SEAT FROM VEH WITH THE CODE AND PUT INTO 2009 VEH AND NO CODE SWITCHECD SRSCM STILL CODE IN 2008 PUT BACK INTO 2009 NO CODE IT IS A HAUNTED VEH AIRBAG SYSTEM THERE ISN'T ANYTHING MORE I CAN TRY AT THIS POINT I HAVE CONTACTED DPSM

*** CASE CLOSE 04/29/2009 01:18 PM clarify
*** Performed by contact: Alfonso Pagano, 3025735040
REPLACED MAIN FLOOR HARNESS AND OC P/SIDE

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: KNAFE161685[redacted] **Mileage:** 16,364

Prod Date: 8/21/2007 12:00:00AM **Warranty Start Date:** 4/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: MD005 Foreign Motors Kia

Phone: 4104885050 **FAX:** 4103256869

Contact: ALEXIS LEE **Contact Title:** **Service District:** EA02

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 04/10/2009 12:05 PM clarify Action Type: Manager review
*** Performed by contact: ALEXIS LEE, 4104885050
Vehs pass airbag light stays on when there's a passenger on it.

Cust was able to dupicate the concern.
What Reference Materials Have Been Used - What Has Already Been Tried?

I have screen capture when the passenger is on it once i figure out how to load it into this case.

I know the sys should either say heavy load or light load depending the passenger's weight but I got a "disabled" instead.

*** PHONE LOG 04/10/2009 01:20 PM Pacific Daylight Time RHicks Action Type:Incoming call
Alexis,
Your screen capture can be e-mailed to rhicks@kiausa.com
- Confirm all connections are tight and secure
- swap anothers vehicle seat to this vehicle to compare (inspect operation prior to transferring

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: knafe16168[redacted] **Mileage:** 16,347

Prod Date: 8/21/2007 12:00:00AM **Warranty Start Date:** 4/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: md035 Thompson Kia

Phone: 4108771700 **FAX:** 4108778490

Contact: Alexis Lee **Contact Title:** **Service District:**

Case Details:

Case Title: OCS light staying on

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Veh. Repaired at Dlr

Case History

*** NOTES 04/14/2009 11:31 AM clarify Action Type: Manager review
*** Performed by contact: ALEXIS LEE, 4108771700
When cust sits on the passenger seat, the Passenger aigbag light stays on.

Cust was able to dupicate the concern
What Reference Materials Have Been Used - What Has Already Been Tried?

This has been a reoccuring concern for this customer. We've never been able to dupicate the concern till now.

I have a few screen shot to show you if it helps.

I know that the passenger aigbag status should say light or heavy load but it shows disabled instead.

Also I've made a case in this veh before. The case number was[redacted]

*** PHONE LOG 04/14/2009 12:13 PM Pacific Daylight Time JBrookes Action Type:Incoming call
Alexis. this could have been continued on the previous case, however, did you do as was recommended on that case, to try swapping out the seat from another car, ? many thanks

*** NOTES 04/30/2009 05:57 AM clarify Action Type: Manager review
*** Performed by contact: ALEXIS LEE, 4108771700
I know its been awhile since I update this.

Our DPSM gave us the approval to replace the pass seat bottom. We've currently waiting for the cust to come in.

*** PHONE LOG 04/30/2009 02:27 PM Pacific Daylight Time JBrookes Action Type:Incoming call

Alexis, thank you, shall we close the case ?, thanks .

*** CASE CLOSE 05/05/2009 05:09 AM clarify
*** Performed by contact: ALEXIS LEE, 4108771700
Cust finnaly came in so that we could replace the seat bottom. At this time everything is working normally when the cust sat on the seat.

*** CASE CLOSE 05/05/2009 02:45 PM Pacific Daylight Time JBrookes

Resolution Code: Veh. Repaired at Dlr
CLOSING COMMENTS
Replaced Pass seat bottom .

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25461**

VIN: KNAFE121085[redacted] | **Mileage:** 17,180

Prod Date: 4/30/2008 12:00:00AM | **Warranty Start Date:** 7/21/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NC038 Rogers Kia

Phone: 7044824542 | **FAX:** 7044812157

Contact: Jeffery Padgett | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS LIGHT SAYS OFF ALL TIMES

Symptom: OCS validation | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 04/30/2009 01:01 PM clarify Action Type: Manager review
*** Performed by contact: Jeffery Padgett, *0410092241_93156
I HAVE A SPECTRA THAT THE OCS LIGHT ON THE DASH WILL NOT GO OFF WHEN SOMEONE IS SITTING IN THE SEAT. I HAVE SAT IN THE SEAT AND IT WILL NOT GO OFF. I CHECKED DTCS AND NO DTC'S ARE IN THE SYSTEM. PLEASE ADVISE
What Reference Materials Have Been Used - What Has Already Been Tried?

NO DTC'S

*** PHONE LOG 04/30/2009 01:54 PM Pacific Daylight Time RHicks Action Type:Incoming call
Jeffery,
If possible swap another seat fro a properly operating vehicle
- inspect connections
=- use GDS data to confirm seat operation

*** CASE CLOSE 05/14/2009 06:46 AM clarify
*** Performed by contact: Jeffery Padgett, *0410092241_93156
ORDERED NEW SEAT

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE12117[redacted] | **Mileage:** 35,050

Prod Date: 4/10/2007 12:00:00AM | **Warranty Start Date:** 7/2/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL058 Bill Byrd Kia

Phone: | **FAX:**

Contact: Paul Chorny | **Contact Title:** | **Service District:** SO04

Case Details:

Case Title: MIL - SRS - B1448 B1449

Symptom: Warning Light On | **DTC: B1449**

System: Restraints

Component: Passenger Presences Sensor_Air Bag Harn

Resolution: Elec Connection Poor

Case History

*** PHONE LOG 06/05/2009 08:15 AM Pacific Daylight Time JBrookes
Tech stated that the telltale lamp for the ocs is open internally, and has codes B1448 1449, had previously replaced the SRSCM and the passenger seat cushion for codes,
Advised get the lamp issue fixed first, then if codes remain carefully check all the connections in the circuit and harness resistance .

*** PHONE LOG 06/11/2009 08:28 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Went over pin out of OCS pad.
Also measure the resitance of the OCS pad disocnnected with and with out somone in the seat.

*** PHONE LOG 06/12/2009 01:20 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call

-Wayne, calling in to close the case.

*** CASE CLOSE 06/12/2009 01:21 PM Pacific Daylight Time SSilavong-TL

Resolution Code: Elec Connection Poor
CLOSING COMMENTS

-Calling in to close the case after repair a loose pins.
-Connector MA91 was updated and stabilant and now the system is operating per as design.

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25461**

VIN: KNAFE121585[redacted] | **Mileage:** 24,401

Prod Date: 8/16/2007 12:00:00AM | **Warranty Start Date:** 2/16/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TX065 Central Kia of Irving

Phone: 9726592204 | **FAX:** 9726592275

Contact: Jose Nestor | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** PHONE LOG 08/03/2009 08:29 AM Pacific Daylight Time DFinkelstein-TL
Tech states the OCS light doesn't go out with a passenger sitting in the seat. Tech wanted to know what actions should be taken ?

advised tech to swap a known good seat from a "like"vehicle and see if the OCS lamp goes out with someone sitting in the seat ? IF yes, then have service manager contact DPSM for approval to replace the seat bottom.

*** CASE CLOSE 07/05/2010 12:38 PM clarify
*** Performed by contact: jose nestor, *0410092252_152227
REPLACE SEAT BOTTOM TO CORRECT

*** CASE CLOSE 07/06/2010 05:56 AM Pacific Daylight Time DFinkelstein-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
REPLACE SEAT BOTTOM TO CORRECT

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE222895[redacted] | **Mileage:** 2,288

Prod Date: 5/31/2008 12:00:00AM | **Warranty Start Date:** 6/16/2009 12:00:00AM

Dealer/Contact Data:

Dealer: ID010 Dennis Dillon Kia

Phone: 2083884474 | **FAX:** 2083366215

Contact: Keven ROBINSON | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 08/17/2009 07:20 AM clarify Action Type: Manager review
*** Performed by contact: Keven Robinson, *04302009152506
THE OCS INDICATION IS NOT OPERATING INTERMITT. ADULT SIZE IN THE SEAT AND THE PASS. AIRBAG SHUTS OFF, CHECKED CONNECTIONS, ANDI WAS ABLE TO VERIFY COMPLAINT,
What Reference Materials Have Been Used - What Has Already Been Tried?

CHECKED CONNECTIONS AND CHECKED OPERATION 6-7 TIMES,AND WAS WAS ABLE TO VERIFY 1 TIME, WHAT DO YOU RECOMMEND? THANK YOU

*** PHONE LOG 08/17/2009 08:06 AM Pacific Daylight Time RHicks Action Type:Incoming call
Keven,
Would it be possible to swap a complete seat from another vehicle

*** NOTES 08/17/2009 09:38 AM clarify Action Type: Manager review
*** Performed by contact: Keven Robinson, *04302009152506
PERFORMED PASSENGER SEAT ASSY SWAP WITH ANOTHER VEHICLE, SYSTEM SEEMS TO BE OK TEST DROVE VEHICLE.

*** PHONE LOG 08/17/2009 11:21 AM Pacific Daylight Time RHicks Action Type:Incoming call
You will need to replace the OCS in seat if concern is consistent

*** CASE CLOSE 09/02/2009 10:22 AM clarify
*** Performed by contact: Keven Robinson, *04302009152506
REPLACED PASSENGER SEAT BOTTOM ASSY.

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: knafe16168[redacted] **Mileage:** 24,543

Prod Date: 8/21/2007 12:00:00AM **Warranty Start Date:** 4/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: md035 Thompson Kia

Phone: 4108771700 **FAX:** 4108778490

Contact: Alexis Lee **Contact Title:** **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 09/02/2009 07:22 AM clarify Action Type: Manager review
*** Performed by contact: ALEXIS LEE, 4108771700
Cust complaint that pass airbag light stays on when passenger is in seat. Was able to dupicate the concern with cust sitting in passenger seat only.
What Reference Materials Have Been Used - What Has Already Been Tried?

This is a repeat concern.

Last time with DPSM approval, we replaced the passenger seat bottom.

Cust is aware of the proper way to sit in the passenger seat.

I remmeber about year ago where was a reflash for the OCS in spectra. Will that reflash work for this veh?

*** PHONE LOG 09/02/2009 08:39 AM Pacific Daylight Time RHicks Action Type:Incoming call
Alexis,
No that campaign will not work,
if you can't verify concern, it possible might be the passenger moving around in seat while driving.
- if no concerns can be verified, don't make any other repairs
Thanks
Bob

sit several different size people in seat and confirm on GDS data screen that it can read the changes.

*** CASE CLOSE 09/16/2009 05:24 AM clarify
*** Performed by contact: ALEXIS LEE, 4108771700

Tested sys with other people and still unable to dupicate concern at this time.

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: knafe12157[redacted] | **Mileage:** 45,997

Prod Date: 6/5/2007 12:00:00AM | **Warranty Start Date:** 11/10/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA018 York Kia

Phone: 7178462222 | **FAX:** 7177189417

Contact: Vic Biser | **Contact Title:** | **Service District:** EA02

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Body Interior & Exterior

Component: Front Seats

Resolution:

Case History

*** NOTES 09/30/2009 07:32 AM clarify Action Type: Manager review
*** Performed by contact: Vic Biser, *09182009060505

*** This is a Request for Assistance ***
performed scan test
fault b1448 passenger sensor mat defect
need case # for claim
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 09/30/2009 07:48 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
Are you replacing seat bottom?

*** CASE CLOSE 01/21/2010 11:23 AM clarify
*** Performed by contact: Vic Biser, *09182009060505
PASS SEAT CUSHION REPLACED

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121575[redacted] | **Mileage:** 9,335

Prod Date: 3/30/2007 12:00:00AM | **Warranty Start Date:** 5/14/2007 12:00:00AM

Dealer/Contact Data:

Dealer: AL015 Serra Kia of Gardendale

Phone: 2056312277 | **FAX:** 2056311258

Contact: Darren Adams | **Contact Title:** | **Service District:** SO01

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 10/07/2009 09:36 AM clarify Action Type: Manager review
*** Performed by contact: Darren Adams, *09022009081505

*** This is a Report for Quality Concern ***
The vehicle came in with the customer complaing that the pass airbag light does not go out. I checked and verified the complaint and ordered a seat bottom. The customer came back in two weeks latter and said the seat cover was torn and the airbag light would not go off at times. I verified the customer complaint and ordered a new seat cushion. My service manager wanted me to open a case for my DPSM. I did notice on the box of the original seat cushion the the box had a hole in it. I did check connection and for codes no problems found. At times when you sit in the seat the pass airbag light does not go off and you have to move around in the seat to get it to go off. Thanks Darren
What Reference Materials Have Been Used - What Has Already Been Tried?

The seat bottom cushion has been replaced.

*** PHONE LOG 10/07/2009 10:26 AM Pacific Daylight Time JBrookes Action Type:Incoming call
Darren, thanks for speaking with me, as you are in the process of installing the second ordered seat bottom, let us know how that works out, or close the case with the deatails, many thanks . ..J..

*** CASE CLOSE 10/08/2009 06:26 AM clarify
*** Performed by contact: Darren Adams, *09022009081505
Replace RF lower seat cushion

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA5 **Engine:** G4G4GC7H **Model Code:** 25582

VIN: KNAFE161075[redacted] **Mileage:** 42,048

Prod Date: 6/11/2007 12:00:00AM **Warranty Start Date:** 8/1/2007 12:00:00AM

Dealer/Contact Data:

Dealer: LA001 All Star Kia of Baton Rouge

Phone: 2254908000 **FAX:**

Contact: Jerod Lea **Contact Title:** **Service District:** SO11

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 10/27/2009 10:48 AM clarify Action Type: Manager review
*** Performed by contact: Jerod Lea, *[redacted]

*** This is a Request for Assistance ***
CUST STATES AIRBAG LIGHT COMES ON WITH PASS SEATED
What Reference Materials Have Been Used - What Has Already Been Tried?

SCANNED VEHICLE FOR CODES WITH GDS/NO CODES FOUND/TESTED OC DETECTION WITH GDS AND REALTIME DATA/SYSTEM OPERATING ACCORDING TO DATA/PASSENGER HEIGHT AND WEIGHTS ARE 5FT6IN200LB, 5FT3IN140LB AND 5FT4IN200LBS

*** PHONE LOG 10/27/2009 11:35 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Jerod,
Please disconnect the SRSCM and see if the light stays on.

*** NOTES 10/27/2009 12:43 PM clarify Action Type: Manager review
*** Performed by contact: Jerod Lea, *[redacted]
LIGHT GOES OUT WITH MODULE DICONNECTED

*** PHONE LOG 10/27/2009 12:58 PM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Jerod,
Looking at the current data is the OCS light on request on?

*** NOTES 10/27/2009 01:14 PM clarify Action Type: Manager review
*** Performed by contact: Jerod Lea, [redacted]
NO

*** NOTES 10/27/2009 01:18 PM clarify Action Type: Manager review
*** Performed by contact: Jerod Lea, [redacted]
WAIT,PLEASE CLARIFY. OC REALTIME SHOWS AIRBAG DISABLED WITH MODULE DISCONNECTED.

*** PHONE LOG 10/27/2009 01:29 PM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Jarod,
With it connected it shows the light off correct?

*** NOTES 10/27/2009 01:33 PM clarify Action Type: Manager review
*** Performed by contact: Jerod Lea, [redacted]
WITH MODULE CONNECTED LIGHT IS ON AND AIRBAG DISABLED UNTIL OCCUPIED

*** PHONE LOG 10/27/2009 01:44 PM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Jarod,
Please swap a passenger seat from a known good vehicle.
This will check the SRSCM and the wiring harness.

*** CASE CLOSE 10/27/2009 02:19 PM clarify
*** Performed by contact: Jerod Lea, [redacted]
KNOWN GOOD PART NOT AVAILABLE

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121275[redacted] | **Mileage:** 39,391

Prod Date: 3/29/2007 12:00:00AM | **Warranty Start Date:** 6/28/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NC039 Paramount Kia of Asheville

Phone: 8282986006 | **FAX:** 8282989856

Contact: Andrew Blanton | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1449**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 10/29/2009 06:26 AM clarify Action Type: Manager review
*** Performed by contact: ANDREW BLANTON, *0410092241_131772

*** This is a Request for Assistance ***
CUST STATES THAT THE AIR BAG LIGHT IS ON
What Reference Materials Have Been Used - What Has Already Been Tried?

PULLED THE CODE B1448 OC (OCCUPANT CLASSIFICATION) PASSENGER SENSOR MAT DEFECT I TRIED TO CLEAR THE CODE IT WOULD NOT CLEAR CHECKED ALL MY CONNECTORS ABD PIN TENSION THEY WERE ALL GOOD AND CLEANED THE PINS THEN I TRIED TO CLEAR THE CODE AGAIN AND IT WOULD NOT CLEAR WHAT WOULD BE NEXT

*** PHONE LOG 10/29/2009 06:35 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Andrew,
Please swap the seat from a known good vehicle.
This will test the SRSCM and the wiring to the OCS.
If the code does not reurn, replace the OCS mat.

*** CASE CLOSE 11/09/2009 06:27 AM clarify
*** Performed by contact: ANDREW BLANTON, *0410092241_131772
replaced passenger side seat bottom

*** CASE CLOSE 11/09/2009 07:24 AM Pacific Daylight Time RBrown-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced passenger side seat bottom

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE222095[redacted] | **Mileage:** 2,419

Prod Date: 10/7/2008 12:00:00AM | **Warranty Start Date:** 7/31/2009 12:00:00AM

Dealer/Contact Data:

Dealer: CA107 North County Kia

Phone: 7607454542 | **FAX:** 7607463966

Contact: Thomas Lenahan | **Contact Title:** | **Service District:** WE03

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** PHONE LOG 01/08/2010 01:47 PM Pacific Daylight Time RLevy-TL
Tech states when sitting in the passenger seat the OCS light does not go out. States has duplicated concern and customer is around 180 lbs.
Advised tech to contact DPSM for authorization to replace the seat bottom.

*** PHONE LOG 03/26/2010 09:56 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Seat bottom.

*** CASE CLOSE 03/26/2010 09:56 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
Seat bottom.

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE22279[redacted] | **Mileage:** 1,427

Prod Date: 11/7/2008 12:00:00AM | **Warranty Start Date:** 12/22/2009 12:00:00AM

Dealer/Contact Data:

Dealer: CT017 Kia of Milford

Phone: 2038789989 | **FAX:** 2037835893

Contact: John Haydusky | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 01/13/2010 09:41 AM clarify Action Type: Manager review
*** Performed by contact: John Haydusky, *10022009080007

*** This is a Request for Assistance ***
cust states with different people in the passenger seat the airbag light still reads off randomly, on there way here the light was reading off. installed gds scanned no codes seat functioning properly today with gds!!!!! any updates or reflashes for this concern. customer is upset and dosen't want car back until issue is resolved thinks "it is unsafe for her passengers"!!!!
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 01/13/2010 10:02 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
John,
how much do the different people weigh when the off light will come on?

*** NOTES 01/13/2010 10:26 AM clarify Action Type: Manager review
*** Performed by contact: John Haydusky, *10022009080007
she says her husband is about 150lbs and her daugter is young maybe 80lbs. she was sitting in the seat when i checked with gds,and it worked properly with her in seat and out tried a couple times.

*** PHONE LOG 01/13/2010 10:31 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
John,
Please compare to another Spectra.
At 80 lbs there is a good chance it will not turn the air bag on.

*** NOTES 01/13/2010 11:16 AM clarify Action Type: Manager review
*** Performed by contact: John Haydusky, *10022009080007
she says it happens with her husband in seat also. my boss said he sat in seat and it didnt turn on, and his weight is 210lbs.

*** PHONE LOG 01/13/2010 12:31 PM Pacific Daylight Time RBrown-TL Action Type:Incoming call
John,
Please call in.

*** PHONE LOG 01/13/2010 01:11 PM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Tech staets he has not been able to duplicate the concern.
Advised tech to have the customer bring the car back in when the concern is happening.

*** CASE CLOSE 06/09/2010 08:49 AM clarify
*** Performed by contact: John Haydusky, *04132010134516
switched seat

*** CASE CLOSE 06/09/2010 10:08 AM Pacific Daylight Time RBrown-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
switched seat

Kia Motors America
Technical Assistance Center

Case Numbe [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC9H | **Model Code: 25462**

VIN: KNAFE222095[redacted] | **Mileage:** 5,493

Prod Date: 2/3/2009 12:00:00AM | **Warranty Start Date:** 7/20/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NY082 Fuccillo Kia

Phone: 5857208000 | **FAX:** 5857209085

Contact: Anthony Raeppel | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** PHONE LOG 01/14/2010 07:39 AM Pacific Daylight Time RLevy-TL
Tech states OCS light on with passenger sitting in seat. States customer has duplicated concern at dealer. States customer is excess of 200 lbs.
Advised tech to have the customer sit in 1 or 2 other Spectra's on the lot to see if they have the same concern. Advised if the do not to replace the seat bottom.

*** CASE CLOSE 03/18/2010 10:39 AM clarify
*** Performed by contact: ANTHONY RAEPPEL, *08242009120005
replaced ocs sensor as directed by dpms

*** CASE CLOSE 03/18/2010 01:32 PM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced ocs sensor as directed by dpms

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: KNAFE161275[redacted] **Mileage:** 25,561

Prod Date: 6/21/2007 12:00:00AM **Warranty Start Date:** 12/29/2007 12:00:00AM

Dealer/Contact Data:

Dealer: CO023 Peak Kia

Phone: 3039047800 **FAX:**

Contact: John Herring **Contact Title:** **Service District:**

Case Details:

Case Title: MIL - SRS -B1448

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 01/29/2010 08:43 AM clarify Action Type: Manager review
*** Performed by contact: John Herring, *12012009124004

*** This is a Request for Assistance ***
Code B1448, won't clear. Checked all connectors, all appear to be good. Checked power and grounds these are all so good.
Problem appears to be the OC Passenger Sensor mat failure.
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 01/29/2010 08:56 AM Pacific Daylight Time JBrookes Action Type:Incoming call
John, as you find the connections, power, ground, good the diag chart for this indicates to replace the seat mat, for that get DPSM to authorize, thanks

*** CASE CLOSE 02/05/2010 05:11 AM clarify
*** Performed by contact: John Herring, *12012009124004
Ordered new seat bottom

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE122785[redacted] | **Mileage:** 9,060

Prod Date: 1/4/2008 12:00:00AM | **Warranty Start Date:** 12/15/2008 12:00:00AM

Dealer/Contact Data:

Dealer: PA002 Kia of Lansdale

Phone: 2153623301 | **FAX:**

Contact: Chau Lu | **Contact Title:** | **Service District:** EA05

Case Details:

Case Title: OCS - Light On #

Symptom: OCS validation | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 02/18/2010 07:52 AM clarify Action Type: Manager review
*** Performed by contact: Chau Lu, *09172009135504

*** This is a Request for Assistance ***
multiple repair attempts to repair ocs light.
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 02/18/2010 07:58 AM Pacific Daylight Time RHicks Action Type:Incoming call
Chau,
What has been replaced ?
- What has been performed?
- - Is this a hard code or intermittent concern?

*** NOTES 02/18/2010 11:51 AM clarify Action Type: Manager review
*** Performed by contact: Chau Lu, *09172009135504
did reprogram ocs on 12/15/1009. please advice to resolve the concern.i unable to verify while car in the shop.

*** PHONE LOG 02/18/2010 12:39 PM Pacific Daylight Time RHicks Action Type:Incoming call
Chau,
No repairs should be made if concern can't be verified and diagnosed ...
- many possibilities can cause the OCS light to come on...
- correct sitting position is very important to discus with customer
- connections/connector under seat.

- what reprogram did you perform ? re calibrate
- I don't know of one ?

*** CASE CLOSE 04/27/2010 10:16 AM clarify
*** Performed by contact: Chau Lu, *09172009135504
replaced pass seat cushion

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE221695[redacted] | **Mileage:** 37,807

Prod Date: 6/20/2008 12:00:00AM | **Warranty Start Date:** 8/19/2008 12:00:00AM

Dealer/Contact Data:

Dealer: MD032 King Kia

Phone: 3019483333 | **FAX:** 3019218365

Contact: Joel Rosa | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation | **DTC:**

System: Restraints

Component: Air Bag Harness

Resolution:

Case History

*** NOTES 03/22/2010 05:30 AM clarify Action Type: Manager review
*** Performed by contact: JOEL ROSA, *0410092238_127040

*** This is a Request for Assistance ***
when the a girl 130 pounds seatsw on seat the light turns off and then comes back on.
What Reference Materials Have Been Used - What Has Already Been Tried?
---
there was a code b1449 in system last time i replaced the seat cushion in last repair and its still doing the same thing.

*** PHONE LOG 03/22/2010 05:46 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Joel,
Can she duplicate the concern?
Is she sitting in the seat properly when the concern happens.

*** NOTES 03/22/2010 06:35 AM clarify Action Type: Manager review
*** Performed by contact: JOEL ROSA, *0410092238_127040
yes she is seating fine

*** PHONE LOG 03/22/2010 06:43 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Joel,
Please test drive with the customer in another Spectra and see if the light turns back on.

*** NOTES 03/23/2010 12:50 PM clarify Action Type: Manager review

*** Performed by contact: JOEL ROSA, *0410092238_127040
we gave them another 09 spectra for the hole night and it didnt happen with that one so something is wrong with there's what should i do coulod it be in the srs harness

*** PHONE LOG 03/24/2010 05:49 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Please swap the SRS module from another vehicle and retest.

*** NOTES 03/29/2010 08:10 AM clarify Action Type: Manager review
*** Performed by contact: JOEL ROSA, *0410092238_127040
I swapped with a known good srs module from another vehicle. OCS system now works with approx 110lb person sitting in pass seat. The OCS in the vehicle I swapped the good module out of does not work properly now. Should I order a new module or is there something else you would like me to check first. Thanks

*** PHONE LOG 03/29/2010 08:13 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Joel,
Yes, replace the module.

*** NOTES 04/13/2010 05:25 AM clarify Action Type: Manager review
*** Performed by contact: JOEL ROSA, *0410092238_127040
after replacing the module one week later its back today still doing the same. we gave them another spectra to drive and it doesnt happen. the only thing left is ocs harness. what do you think.

*** PHONE LOG 04/13/2010 05:41 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Joel,
Please try applying stabilant to the connectors before replacing the harness

*** CASE CLOSE 06/03/2010 12:46 PM clarify
*** Performed by contact: JOEL ROSA, *0410092238_127040
found a bad connection in harness

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE122785[redacted] | **Mileage:** 21,684

Prod Date: 1/23/2008 12:00:00AM | **Warranty Start Date:** 5/10/2008 12:00:00AM

Dealer/Contact Data:

Dealer: CA211 Riverside Kia

Phone: 9515091000 | **FAX:** 9513430804

Contact: Mario Salmon | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 03/25/2010 03:25 PM clarify Action Type: Manager review
*** Performed by contact: Mario Salmon, *041009220225

*** This is a Request for Assistance ***
this is cust 2nd visit for concern. cust states that pass aib bag light does not go off with pass in seat. finaly verified concern. the gds has no info for ocs sys on this car.customer also states that turn signal lamps stay on and brake light stays on when vehicle is turned off & drains batt. unable too duplacate.
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 03/26/2010 05:17 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Mario,
Can you duplicate the OCS light not going off.
Have you refered to pit Stop article [redacted] for the park light concern?

*** NOTES 04/02/2010 08:39 AM clarify Action Type: Manager review
*** Performed by contact: Mario Salmon, *041009220225
yes we can duplacate ocs lamp stays on

*** PHONE LOG 04/02/2010 08:52 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Mario,
Swap the swat from a known good vehicle,.

*** NOTES 04/13/2010 01:10 PM clarify Action Type: Manager review
*** Performed by contact: Mario Salmon, *041009220225
installed new seat bottom. customer has now returned on 4/12/10 has complante that pass air bag light does not go off with pass in seat. ren sys test currently no problems detected. no codes. veh has front seat covers there seems to be no interferance issues until you tilt the seat back from an upright position.

After runing the vehicle a while there is a squeek noise from the waterpump. adj delt tension just too verify that is was not the belts.

*** PHONE LOG 04/13/2010 01:15 PM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Mario,
What is your question?

*** NOTES 04/13/2010 01:31 PM clarify Action Type: Manager review
*** Performed by contact: Mario Salmon, *041009220225
i was instructed too give you an update on this vehicle. it appears that this customer is looking too go limon law on this vehicle.

*** PHONE LOG 04/13/2010 01:35 PM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Mario,
Please call in so we can discuss this in greater detail.

*** CASE CLOSE 05/12/2010 10:27 AM clarify
*** Performed by contact: Mario Salmon, *041009220225
replaced seat mat

*** CASE CLOSE 05/12/2010 12:52 PM Pacific Daylight Time RBrown-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced seat mat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA LX | **Engine:** G4G4GC7H | **Model Code: 25421**

VIN: KNAFE121375[redacted] | **Mileage:** 39,697

Prod Date: 6/14/2007 12:00:00AM | **Warranty Start Date:** 9/29/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MN002 Morrie's Kia

Phone: 9525437700 | **FAX:** 9527971295

Contact: Michael Anderson | **Contact Title:** | **Service District:** CE08

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component:

Resolution:

Case History

*** NOTES 04/08/2010 06:26 AM clarify Action Type: Manager review
*** Performed by contact: Michael Anderson, 9525437700

*** This is a Request for Assistance ***
air bag light is on B1448, history code and current code. code will not erase. Was told to contact techline before we ordered new passanger pressure sensor
What Reference Materials Have Been Used - What Has Already Been Tried?
---
unplugged sensor, pin tension looks good.

*** PHONE LOG 04/08/2010 06:31 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Michael, please swap the seat and see if the code still set.
-If not, replace the seat mat and recheck.

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA SX | **Engine:** G4G4GC7H | **Model Code: 25482**

VIN: KNAFE121285[redacted] | **Mileage:** 65,949

Prod Date: 8/16/2007 12:00:00AM | **Warranty Start Date:** 5/25/2008 12:00:00AM

Dealer/Contact Data:

Dealer: VA006 Southern Kia Greenbrier

Phone: 8664894457 | **FAX:**

Contact: Richard Olson | **Contact Title:** | **Service District:** EA03

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 05/10/2010 10:37 AM clarify Action Type: Manager review
*** Performed by contact: Richard Olson, *0410092253_97021

*** This is a Request for Assistance ***
AIR BAG LIGHT ON
What Reference Materials Have Been Used - What Has Already Been Tried?

DIAG FOUND CODE B1448 FOUND SEAT MAT BAD,.

*** PHONE LOG 05/10/2010 11:38 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Richard, thank you for the information.
-Please contact your DPSM for authorization.

*** CASE CLOSE 12/20/2010 06:07 AM clarify
*** Performed by contact: Richard Olson, *09022010112013
seat mat [replace seat bottom

*** PHONE LOG 12/20/2010 09:03 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Richard, thank you for the update and case closing information.

*** CASE CLOSE 12/20/2010 09:03 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS

-Tech states: Seat Mat replace seat bottom

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE22149[redacted] | **Mileage:** 9,854

Prod Date: 7/11/2008 12:00:00AM | **Warranty Start Date:** 9/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TX115 Patterson Kia of Arlington

Phone: 8173752700 | **FAX:** 8173752792

Contact: Lauren Marcus | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Taken

Case History

**** NOTES 05/13/2010 07:19:24 AM clarify Action Type:Manager review
*** Performed by contact: Gilberto Rodriguez, 8175572429

*** This is a Request for Assistance ***
Customer said that ever since he bought the vehicle, passenger air bag light will stay off even if some one is sitting on it correctly but it doesnt happen all the time. I could not get the vehicle to actup. What do you recommen?
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 05/13/2010 07:21 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Gibertio, please duplicate this issue with customer and see if customer is seating properly on the seat.
-If not, please review the OCS seating procedure with customer per as owner's manual.
-Thank you,

*** NOTES 05/13/2010 09:36 AM clarify Action Type: Manager review
*** Performed by contact: Gilberto Rodriguez, 8175572429
Verified customer sitting in seat correctly passenger airbag light intermently went off and did not reoccur.
Scanned for DTC's no codes found.

*** PHONE LOG 05/13/2010 09:53 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Thank you, for the update.

*** NOTES 05/13/2010 10:54 AM clarify Action Type: Manager review

*** Performed by contact: Gilberto Rodriguez, 8175572429
WHAT DO YOU RECOMMEND?

*** PHONE LOG 05/13/2010 11:56 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Giberto, per as your note, did you say if customer setting in the seat correctly the light (OCS) will go out?

*** CASE CLOSE 06/01/2010 06:34 AM clarify
*** Performed by contact: Gilberto Rodriguez, 8175572429
REPLACED PASSENGER SEAT BOTTOM

*** PHONE LOG 06/01/2010 07:21 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Gilberto, thank you for case closing information.

*** CASE CLOSE 06/01/2010 07:22 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Information Taken
CLOSING COMMENTS
*** CASE CLOSE 06/01/2010 06:34 AM clarify
*** Performed by contact: Gilberto Rodriguez, 8175572429
REPLACED PASSENGER SEAT BOTTOM

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4H11530 | **Model Code: 25462**

VIN: KNAFE12117[redacted] | **Mileage:** 67,408

Prod Date: 11/3/2006 12:00:00AM | **Warranty Start Date:** 2/14/2007 12:00:00AM

Dealer/Contact Data:

Dealer: GA075 Kia of LaGrange

Phone: | **FAX:**

Contact: David Looney | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger's Air Bag

Resolution: Faulty Component

Case History

*** NOTES 06/01/2010 11:24 AM clarify Action Type: Manager review
*** Performed by contact: David Looney, 7068822990

*** This is a Request for Assistance ***
dtc b1448 present test says to replace with know good oc sensor i dont have a good one the phone number to contact us is wrong my number is 7064022690
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 06/01/2010 11:47 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-David, please follow the diagnosis and if no like vehicle to swap the part with, please contact the DPSM for replacement authorization.

*** PHONE LOG 06/02/2010 06:26 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Tech call in cannot read the web case. Dealer computer system is down.

-Read case note to tech.
-Also open one new case for tech.

*** CASE CLOSE 07/06/2010 05:18 AM clarify
*** Performed by contact: David Looney, 7062985024
replaced occs

*** PHONE LOG 07/06/2010 06:12 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-David, thank you for case closing information.

*** CASE CLOSE 07/06/2010 06:12 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS

*** CASE CLOSE 07/06/2010 05:18 AM clarify
*** Performed by contact: David Looney, 7062985024
replaced occs

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA LX | **Engine:** G4G4GC7H | **Model Code: 25422**

VIN: KNAFE1215855[redacted] | **Mileage:** 52,116

Prod Date: 11/6/2007 12:00:00AM | **Warranty Start Date:** 3/10/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TN030 Universal Kia of Rivergate

Phone: 6158609888 | **FAX:** 6158609934

Contact: Lee Camplin | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 06/22/2010 12:41 PM clarify Action Type: Manager review
*** Performed by contact: lee camplin, 6158609888

*** This is a Request for Assistance ***
b1448 passenger side seat mat failuer
What Reference Materials Have Been Used - What Has Already Been Tried?
---
checked circuts harness checked good getting right voltage and ground cleared codes and comes back seat bottom failed.

*** PHONE LOG 06/22/2010 12:51 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Lee, go a head and swap the seat from other vehicle in your lot for testing.
-If you verify that this is seat mat issue, please replace it with DPSM authorization and recheck.
-Thank you,

*** CASE CLOSE 08/08/2011 11:43 AM clarify
*** Performed by contact: Lee Camplin, 6158609888
seat mat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC9H | **Model Code: 25462**

VIN: KNAFE222195[redacted] | **Mileage:** 10,417

Prod Date: 2/19/2009 12:00:00AM | **Warranty Start Date:** 9/30/2009 12:00:00AM

Dealer/Contact Data:

Dealer: PA076 Lion Country Kia

Phone: 8143089041 | **FAX:** 8143089055

Contact: James Featherer | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 07/02/2010 05:55 AM clarify Action Type: Manager review
*** Performed by contact: James Featherer, 8143089041

*** This is a Request for Assistance ***
customer states pass air bag light doesn't go off when she is sitting correctly in the seat
What Reference Materials Have Been Used - What Has Already Been Tried?

I have checked all of the wiring for the ocs sensor and the air bag module and found no problems wiring is good conectios are good. She is about 125 lbs and petite. The sensor doesn't recognise the weight at all sometimes or it takes 1.5 min or more when it does finally switch on. With someone like myself who is [redacted] lbs it always works properly. is there any other avenues other than sensor repalcement? Thanks Jamie.

*** PHONE LOG 07/02/2010 06:22 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
James,
It may be best to have the customer sit in another spectra and see if reacts the same way.

*** NOTES 07/02/2010 08:07 AM clarify Action Type: Manager review
*** Performed by contact: James Featherer, 8143089041
we have had her sit in another 09 spectra and the pass air bag light always goes off almost immediatly just like when a heavier individual sits in the seat.

*** PHONE LOG 07/02/2010 08:34 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
James,
In that case, please replace the seat matt and retest

*** CASE CLOSE 10/04/2010 05:58 AM clarify
*** Performed by contact: James Featherer, 8143089041
replaced ocs matte

*** PHONE LOG 10/04/2010 07:11 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-James, thank you for case closing information.

*** CASE CLOSE 10/04/2010 07:11 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
*** Performed by contact: James Featherer, 8143089041
Replaced ocs matte

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4H12498 | **Model Code: 25462**

VIN: KNAFE121775[redacted] | **Mileage:** 28,004

Prod Date: 12/5/2006 12:00:00AM | **Warranty Start Date:** 6/26/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL091 Bill Bryan Kia

Phone: 8883100703 | **FAX:**

Contact: Arnold Weeks | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 07/26/2010 10:20 AM clarify Action Type: Manager review
*** Performed by contact: Arnold Weeks, 3523651228

*** This is a Request for Assistance ***
FOUND CODE B1448 PASS SENSOR MAT DEFECT I CHECKED FOR CONNECTIONS AND PUT STABILIZER 22 ON THEM AND SOON AS U SET IN THE SEAT LITE COMES ON WOULD U RECCOMEND REPLACING PASS SENSOR MAT
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 07/26/2010 10:27 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Arnold,
The best way to diagnose the vehicle is to swap the seat from a known good vehicle and retest.

*** NOTES 07/26/2010 10:31 AM clarify Action Type: Manager review
*** Performed by contact: Arnold Weeks, 3523651228
I DO NOT HAVE ONE HERE I COULD SWAP SEATS IN

*** NOTES 07/26/2010 11:24 AM clarify Action Type: Manager review
*** Performed by contact: Arnold Weeks, 3523651228
WHAT WOULD U RECCOMEND I DO KNOW

*** PHONE LOG 07/26/2010 11:28 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call

In that case we need to follow the DTC flow chart for the code.

*** NOTES 07/29/2010 04:11 AM clarify Action Type: Manager review
*** Performed by contact: Arnold Weeks, 3523651228
I DID WIRE HARNESS INSPECTION AND HOOKED UP SCANTOOL CLEARED CODE CODE DOES NOT RETURN UNTIL SIT IN SEAT SHOULD I REPLACE THE SEAT BOTTOM

*** NOTES 07/29/2010 04:25 AM clarify Action Type: Manager review
*** Performed by contact: Arnold Weeks, 3523651228
WHAT YEAR SPECTRA WILL FIT THAT I CAN SWAP

*** PHONE LOG 07/29/2010 05:30 AM Pacific Daylight Time RBrown-TL Action Type:Incoming call
Arnold,
Yes, replace the seat mat.

*** CASE CLOSE 08/02/2010 10:58 AM clarify
*** Performed by contact: Arnold Weeks, 3523651228
REPLACED SEAT MAT

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code:** 25462

VIN: KNAFE12158[redacted] | **Mileage:** 57,322

Prod Date: 12/6/2007 12:00:00AM | **Warranty Start Date:** 1/28/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL008 Gatorland Kia

Phone: 3523715801 | **FAX:** 3522482543

Contact: Erik Johnston | **Contact Title:** | **Service District:** SO04

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 07/28/2010 12:05 PM clarify Action Type: Manager review
*** Performed by contact: Erik Johnston, 3523715801

*** This is a Request for Assistance ***
airbag light on. DTC b1448 occupant classification passenger sensor mat malfunction. Code will not erase. Could not find diagnostic procedure for this code. Suspect faulty mat. Visual inspection of harness revealed no damaged wires or connectors. Replace mat? further pin point testing? please advise.
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 07/28/2010 12:19 PM Pacific Daylight Time RHicks Action Type:Incoming call
Inspect connections
- a quick way to test this is swap another seat into this vehicle ?
if concern goes away, it is most likely a bad OCS MAT

*** NOTES 07/29/2010 04:17 AM clarify Action Type: Manager review
*** Performed by contact: Erik Johnston, 3523715801
We do not have access to a new mat and our DPSM will not approve until further testing due to cost. Is there a diagnostic procedure and if so where do I find it? please advise. Thank you.

*** PHONE LOG 07/29/2010 05:45 AM Pacific Daylight Time RHicks Action Type:Incoming call
The test is using the GDS, watching data as you get on and off seat.
over time the MAT possible fails
it's either a bad MAT or a connection concern
inspect stabilize all connections - test repeatedly and see if you can get a failure

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE221795[redacted] | **Mileage:** 49,048

Prod Date: 9/3/2008 12:00:00AM | **Warranty Start Date:** 12/7/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TX048 Central Kia

Phone: 9724225300 | **FAX:** 9725094746

Contact: Brian Mcnees | **Contact Title:** | **Service District:** SO06

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Body Interior & Exterior

Component: Front Seats

Resolution:

Case History

*** NOTES 08/14/2010 09:01 AM clarify Action Type: Manager review
*** Performed by contact: BRIAN MCNEES, *0410092251_166169

*** This is a Request for Assistance ***
scanned airbag systems b1448 set current and history
What Reference Materials Have Been Used - What Has Already Been Tried?
---
attempted to clear codes,history code cleared,current code reset.checked all airbag connectors,all okay.osc mat showing open resistance please respond

*** PHONE LOG 08/16/2010 06:44 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Brain, if the OCS mat is the issue, please swap the seat assembly from know good vehicle for verification and if it the issue, please replace it and recheck.
-Whit your DPSM authorization.

*** CASE CLOSE 09/12/2011 04:49 AM clarify
*** Performed by contact: Brian Mcnees, *02072011112516
replaced seta cushion

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA5 **Engine:** G4G4GC7H **Model Code:** 25582

VIN: KNAFE161685[redacted] **Mileage:** 36,568

Prod Date: 8/21/2007 12:00:00AM **Warranty Start Date:** 4/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: md035 Thompson Kia

Phone: 4108771700 **FAX:** 4108778490

Contact: Alexis Lee **Contact Title:** **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 08/24/2010 06:00 AM clarify Action Type: Manager review
*** Performed by contact: ALEXIS LEE, 4108771700

*** This is a Request for Assistance ***
This veh has a muiltple repair attempt (more then 3 times) about this OCS light staying on when a passenger is on it.

We've already replaced the seat bottom before and every time since then we've have been unble to dupicate the concern.
I've had everyone in the shop to sit in this seat and the light goes off normally.

I know if I can't dupicate the concern then I can't repair whats not broken but I feel the cust may not be happy if I tell them the same thing again.

Is there anything I can look at to make sure this OCS sys is working properly?
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 08/24/2010 06:15 AM Pacific Daylight Time RHicks Action Type:Incoming call
Alexis,
Can customer show you the concern? on tis vehicle or how about another
Is customer of average size and weight ? there are min limits for the OCS system, small, light build, child ? over size ?
we cant make any more attemps at repairs W/O a confirmed failure.

*** CASE CLOSE 08/25/2010 09:37 AM clarify
*** Performed by contact: Alexis Lee, 4108771700
Cust was unable to duplicate concern

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4H12524 | **Model Code: 25462**

VIN: KNAFE121075[redacted] | **Mileage:** 24,074

Prod Date: 12/5/2006 12:00:00AM | **Warranty Start Date:** 3/5/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TN037 Rusty Wallace Kia of Morristown

Phone: 4235861441 | **FAX:** 8655468382

Contact: Donald Forward | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 09/10/2010 05:46 AM clarify Action Type: Manager review
*** Performed by contact: Donald Forward, 4235861441

*** This is a Request for Assistance ***
Customer states airbag light is on.
What Reference Materials Have Been Used - What Has Already Been Tried?

Confirmed. B1448 DTC set. Checked connector pin tension at OCS harness. All OK. Seems to be defect in mat as DTC states. Please advise.

*** PHONE LOG 09/10/2010 07:10 AM Pacific Daylight Time RHicks Action Type:Incoming call
Don,
If this is a "HARD" code, see if you can simple swap P/S seat to another vehicle

*** CASE CLOSE 12/17/2010 05:38 AM clarify
*** Performed by contact: Donald Forward, 4235861441
Replaced OCS mat.

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE222195[redacted] | **Mileage:** 36,132

Prod Date: 5/28/2008 12:00:00AM | **Warranty Start Date:** 7/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: MD039 O'Donnell Kia

Phone: 4108691200 | **FAX:** 4108691206

Contact: William Smith | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 09/14/2010 06:17 AM clarify Action Type: Manager review
*** Performed by contact: William Smith, *08222010162513

*** This is a Request for Assistance ***
pass airbag light off remains on,no dtc's status does not change ,or light go out with myself properly seated in seat.
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 09/14/2010 06:47 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Advised the tech to get his DPSM authorization to replace the PPD sensor assembly.

*** CASE CLOSE 09/17/2010 11:36 AM clarify
*** Performed by contact: William Smith, *08222010162513
replace ocs

*** CASE CLOSE 09/17/2010 01:28 PM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component
CLOSING COMMENTS
replace ocs

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE12107[redacted] | **Mileage:** 8,713

Prod Date: 2/28/2007 12:00:00AM | **Warranty Start Date:** 1/2/2008 12:00:00AM

Dealer/Contact Data:

Dealer: OR010 Butler Kia

Phone: 5417763088 | **FAX:** 5417763096

Contact: Adam Decker | **Contact Title:** | **Service District:** WE09

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 10/19/2010 07:10 AM clarify Action Type: Manager review
*** Performed by contact: Adam Decker, 5417763088

*** This is a Report for Quality Concern ***
CONFIRMED AIR BAG LIGHT ON-FOUND CODE(B1448)OCS MAT DEFECT, IN HISTORY AND HARD CODE.
What Reference Materials Have Been Used - What Has Already Been Tried?

LOOKED AT THE CONNECTORS FOR DAMAGED OR LOOSE-FOUND NO PROBLEMS. TESTED WIRE VOLTAGE, AND OHM TESTS FROM THE OC SENSOR AND THE SRSCM-PASSED.NEED A PWA FOR NEW OCS PASSENGER BOTTOM SEAT

*** PHONE LOG 10/19/2010 07:16 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Adam, thank you for the information. Please have your manager contact the DPSM for approval.

*** CASE CLOSE 10/26/2010 09:14 AM clarify
*** Performed by contact: Adam Decker, 5417763088
replaced the front passenger ocs seat

*** PHONE LOG 10/26/2010 10:03 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Adam, thank you for the update.

*** CASE CLOSE 10/26/2010 10:03 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS

*** Performed by contact: Adam Decker, 5417763088
Replaced the front passenger ocs seat

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA5 **Engine:** G4H13293 **Model Code: 25582**

VIN: KNAFE16147[redacted] **Mileage:** 55,960

Prod Date: 1/18/2007 12:00:00AM **Warranty Start Date:** 5/16/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA076 Lion Country Kia

Phone: 8143089041 **FAX:** 8143089055

Contact: Joshua Peters **Contact Title:** **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 11/01/2010 09:25 AM clarify Action Type: Manager review
*** Performed by contact: Joshua Peters, 8143089041

*** This is a Request for Assistance ***
The airbag indicater on the dash/gds will not switch on/off depending on whether or not the person is sitting in it after the key is already in the on position. When the person is sitting in the seat before the key is turned on the light will go out.
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 11/01/2010 10:10 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Joshua, please compare the issue with other 2007 Spectra. Thank you,

*** NOTES 11/01/2010 11:03 AM clarify Action Type: Manager review
*** Performed by contact: Joshua Peters, 8143089041
the light goes out whether the person sits before the key is on or after the key is turned on.

*** PHONE LOG 11/01/2010 12:23 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Joshua, did the other know good vehicle do the same thing?

*** NOTES 11/02/2010 03:55 AM clarify Action Type: Manager review
*** Performed by contact: Joshua Peters, 8143089041
no it did not

*** PHONE LOG 11/02/2010 06:52 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Joshua, than check in current data and see if the system see if no one on the seat and if some one sitting on the seat?

*** NOTES 11/03/2010 05:46 AM clarify Action Type: Manager review
*** Performed by contact: Joshua Peters, 8143089041
the data does not change to whether or not the person sits on the seat or not.

*** PHONE LOG 11/03/2010 06:57 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Joshua, than swap the seat assembly and see if this is seat/Matt issue.

*** NOTES 11/03/2010 10:51 AM clarify Action Type: Manager review
*** Performed by contact: Joshua Peters, 8143089041
I swapped a known good seat and on the data screen of the gds and on the dash that the passenger bag light turns on and off. It doesnt matter whether the key is on before the person sits on the seat or after the key is turned on.

*** PHONE LOG 11/03/2010 12:03 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Joshua, if so I think you know what to do. Thank you,

*** CASE CLOSE 04/12/2011 10:30 AM clarify
*** Performed by contact: Joshua Peters, 8143089041
replaced seat fixed the issue

*** CASE CLOSE 04/12/2011 12:53 PM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
-Tech states: Replaced seat fixed the issue.

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE22109[redacted] | **Mileage:** 43,096

Prod Date: 10/17/2008 12:00:00AM | **Warranty Start Date:** 1/2/2009 12:00:00AM

Dealer/Contact Data:

Dealer: IA009 Kia of Cedar Rapids

Phone: 3197434900 | **FAX:** 3193936793

Contact: Marc Stober | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/04/2010 05:20 AM clarify Action Type: Manager review
*** Performed by contact: Marc Stober, 3197434900

*** This is a Request for Assistance ***
checked tsb for acu upgrade. upgrade has already been performed. checked upgrade for ocs and ocs upgrade has already been performed. checked codes in acu no codes found. sat in seat with koeo and passengers airbag off light remains illuminated. need permission for new seat bottom
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 11/04/2010 06:19 AM Pacific Daylight Time RHicks Action Type:Incoming call
Marc,
would you have a car there you can swap out the complete seat ?
- inspect the values at the OCS module ?
Techline con't give approval to replace, only guidance on diag and repair procedures

If all values are correct the DPSM can approve this repair
Ipease follow up on case so we know where this repair is

*** CASE CLOSE 11/08/2010 08:13 AM clarify
*** Performed by contact: Marc Stober, 3197434900
srs mat in ocs for passengers seat no good

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE12147[redacted] | **Mileage:** 48,112

Prod Date: 3/27/2007 12:00:00AM | **Warranty Start Date:** 10/4/2007 12:00:00AM

Dealer/Contact Data:

Dealer: NM011 Cottonwood Kia

Phone: 5058994848 | **FAX:**

Contact: Michael Apolinar | **Contact Title:** | **Service District:**

Case Details:

Case Title: Instrument Cluster - Indicators inop # Teltail light for OCS

Symptom: Improper Indication | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/04/2010 12:01 PM clarify Action Type: Manager review
*** Performed by contact: Michael Apolinar, 5058994848

*** This is a Request for Assistance ***
air bag light on,pass side air bag light not on center panel by clock
What Reference Materials Have Been Used - What Has Already Been Tried?
---
already repalced air bag control module,tested and found telltale not lighting up

*** PHONE LOG 11/04/2010 12:15 PM Pacific Daylight Time RHicks Action Type:Incoming call
Remove bezel,
inspect for B+ @ M08-1 Pin 12
Yes
Ground M08-1 Pin 11 --- light should come "ON"
disconnect Battery
- remove connector at SRS Control Module and inspect resistance between module and M08-1 pin 11
- - (this circuit also goes through two othe conenctors)

*** CASE CLOSE 02/16/2011 09:49 AM clarify
*** Performed by contact: Michael Apolinar, 5058994848
could not trace due to customer took vechile

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC9H | **Model Code: 25462**

VIN: KNAFE22139[redacted] | **Mileage:** 34,841

Prod Date: 2/4/2009 12:00:00AM | **Warranty Start Date:** 3/31/2009 12:00:00AM

Dealer/Contact Data:

Dealer: LA040 Ray Brandt Kia

Phone: 5043631405 | **FAX:** 5043631420

Contact: Shawn Jackson | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 11/05/2010 08:06 AM clarify Action Type: Manager review
*** Performed by contact: Shawn Jackson, *05142010112013

*** This is a Request for Assistance ***
code 1448 (occupant system)mat defect tried to clear the code it came right back .the seat is dry never wet no phone are devic
What Reference Materials Have Been Used - What Has Already Been Tried?

*** PHONE LOG 11/05/2010 08:36 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Shawn, please fallow the diagnosis and see if this is seat Mat issue.
-If so check with your manger and DPSM for approval of repair.

*** CASE CLOSE 12/02/2010 11:58 AM clarify
*** Performed by contact: Shawn Jackson, *05142010112013
replaced seat bottom

*** PHONE LOG 12/06/2010 09:57 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
-Thank you for the update and case closing information.

*** CASE CLOSE 12/06/2010 09:58 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS

*** Performed by contact: Shawn Jackson, *05142010112013
replaced seat bottom

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE22139[redacted] | **Mileage:** 47,631

Prod Date: 6/26/2008 12:00:00AM | **Warranty Start Date:** 9/13/2008 12:00:00AM

Dealer/Contact Data:

Dealer: GA065 Cobb County Kia

Phone: 8552481211 | **FAX:**

Contact: Joshua Robertson | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/16/2010 06:40 AM clarify Action Type: Manager review
*** Performed by contact: Joshua Robertson, 7704234404

*** This is a Request for Assistance ***
customer states air bag light on- b1448 code pulled
What Reference Materials Have Been Used - What Has Already Been Tried?
---
followed diag tree in dtc diag checked pin tension and terminals subed seat from lot car code no present. is there a resistance for mat or do i replace seat cousion thanks for any help
Josh

*** PHONE LOG 11/16/2010 09:56 AM Pacific Daylight Time RHicks Action Type:Incoming call
Josh,
would you have a donor vehicle you can install the complete seat assemble and see if light remains off

*** NOTES 11/16/2010 01:18 PM clarify Action Type: Manager review
*** Performed by contact: Joshua Robertson, 7704234404
yes i replaced seat with a known good seat code not present at tish time.

*** PHONE LOG 11/16/2010 03:08 PM Pacific Daylight Time RHicks Action Type:Incoming call
replace OCS Mat and report

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4H11488 | **Model Code: 25462**

VIN: KNAFE121475[redacted] | **Mileage:** 64,317

Prod Date: 11/2/2006 12:00:00AM | **Warranty Start Date:** 7/27/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL088 Orlando Kia North

Phone: | **FAX:**

Contact: Steven Spaeth | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger's Air Bag

Resolution: Faulty Component

Case History

*** NOTES 12/07/2010 06:23 AM clarify Action Type: Manager review
*** Performed by contact: Steven Spaeth, 4075711234
*** This is a Request for Assistance ***

Problem Description :
air bag light on have b1448 set and occupant air bag light not coming on

Diagnostics Performed :
check for plwer at pin 1 in harness m20 i have power no light

*** PHONE LOG 12/07/2010 07:57 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Steven, please follow the DTC diagnosis chart.
Advice 2: -If this is internal seat issue, please check with your manger and DPSM for approval.

*** CASE CLOSE 12/07/2010 11:31 AM clarify
*** Performed by contact: Steven Spaeth, 4075711234
has bad seat cushion

*** PHONE LOG 12/07/2010 12:54 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Steven, thank you for the update and case closing information.

*** CASE CLOSE 12/07/2010 12:54 PM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS

*** Performed by contact: Steven Spaeth, 4075711234
has bad seat cushion

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE221795[redacted] | **Mileage:** 25,924

Prod Date: 10/7/2008 12:00:00AM | **Warranty Start Date:** 7/30/2009 12:00:00AM

Dealer/Contact Data:

Dealer: TN024 Russell Barnett Kia

Phone: 9314556066 | **FAX:** 9314556039

Contact: John Lacook | **Contact Title:** | **Service District:** SO09

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Taken

Case History

*** NOTES 12/08/2010 02:35 PM clarify Action Type: Manager review
*** Performed by contact: John Lacook, *11302010082015
*** This is a Request for Assistance ***

Problem Description :
Keep having passenger airbag light off lamp come on while the cust. is driving. We replaced the seat detection pad and still having the problem. I have seen it on with the customer sitting in the seat yesterday but have not been able to duplicate it today. Any advice on what to try next?

Diagnostics Performed :
replaced passenger seat detection pad and checked connection @ seat.

*** PHONE LOG 12/08/2010 03:56 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -John, only thing we have see is customer not setting on the seat properly.

*** CASE CLOSE 12/16/2010 12:38 PM clarify
*** Performed by contact: John Lacook, *11302010082015
no action taken, showed print out of bullitin on seat operation

*** PHONE LOG 12/16/2010 01:26 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Thank you for the information.

*** CASE CLOSE 12/16/2010 01:26 PM Pacific Daylight Time SSilavong-TL

Resolution Code: Information Taken

CLOSING COMMENTS
-Tech states: no action taken, showed print out of bullitin on seat operation

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE221295[redacted] | **Mileage:** 27,457

Prod Date: 10/7/2008 12:00:00AM | **Warranty Start Date:** 6/13/2009 12:00:00AM

Dealer/Contact Data:

Dealer: TN030 Universal Kia of Rivergate

Phone: 6158609888 | **FAX:** 6158609934

Contact: Casey Dillard | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - PCM - B1448

Symptom: Warning Light On | **DTC: B1448_B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 12/09/2010 01:37 PM clarify Action Type: Manager review
*** Performed by contact: Casey Dillard, 6158609888
*** This is a Request for Assistance ***

Problem Description :
Air bar light on b1448

Diagnostics Performed :
Code B1448 ocs seat mat

*** PHONE LOG 12/09/2010 01:42 PM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: Most common cause for a B1448 is a bad MAT
- inspect B+ & B- values, connections
replace seat MAT sensor

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA LX | **Engine:** G4G4GC7H | **Model Code: 25422**

VIN: KNAFE122585[redacted] | **Mileage:** 38,334

Prod Date: 11/30/2007 12:00:00AM | **Warranty Start Date:** 4/8/2008 12:00:00AM

Dealer/Contact Data:

Dealer: CT028 Gengras Kia of East Hartford

Phone: 8602917000 | **FAX:**

Contact: Anthony Pierkowski | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448_B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 12/10/2010 08:40 AM clarify Action Type: Manager review
*** Performed by contact: Anthony Pierkowski, 8888542453
*** This is a Request for Assistance ***

Problem Description :
WITH A CODE B1448 IT SAYS TO SUBSTITUTE A KNOWN GOOD SRSCM. SHOULD ONE BE ORDERED FOR THIS VEHICLE?

Diagnostics Performed :
TRIED TO CLEAR CODE, WOULD NOT RESET.NO TSB FOUND.

*** PHONE LOG 12/10/2010 09:01 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Anthony, if the dtc diagnosis was fallow correctly and the vehicle need seat Mat.
Advice 2: -Please check with your manger and DPSM for approval. Thanks,

*** CASE CLOSE 03/26/2012 07:52 AM clarify
*** Performed by contact: Anthony Pierkowski, 8602917000
replaces o[ps mat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA5 **Engine:** G4H13629 **Model Code: 25582**

VIN: KNAFE161175[redacted] **Mileage:** 20,278

Prod Date: 1/25/2007 12:00:00AM **Warranty Start Date:** 3/28/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MI021 Kia of Ann Arbor

Phone: 7346637770 **FAX:** 7346630390

Contact: Tom Rowley **Contact Title:** **Service District:**

Case Details:

Case Title: MIL - PCM - B1448

Symptom: Warning Light Inop_Web User Set **DTC: B1448_P0501**

System: Body Interior & Exterior

Component: Front Seats

Resolution:

Case History

*** NOTES 12/27/2010 11:13 AM clarify Action Type: Manager review
*** Performed by contact: Tom Rowley, *12122010181015
*** This is a Request for Assistance ***

Problem Description :
srs light on code b1448 ocs mat defect the code wont clear.had same code 11-19-09 replaced ocs mat. no problems until now.checked tsb.none apply.also found code po501 veh speed sensor.this code will clear speed sensor was replaced 05-19-10 for same code.checked tone ring for crack none found.

Diagnostics Performed :
checked tsbs and for reflashes none apply

*** PHONE LOG 12/27/2010 11:30 AM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: Tom,
May need a separate case for B1448

P0501 is most likley connection issues at RT Frt sensor

*** PHONE LOG 12/27/2010 01:30 PM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: Went over common concerns for P0501 & B1448

*** PHONE LOG 06/28/2011 05:56 AM Pacific Daylight Time RLevy-TL Action Type:Incoming call
Advice 1: Advised tech to replace the complete seat bottom assy and apply stabilant22a to the connector.

*** CASE CLOSE 08/19/2011 11:44 AM clarify

*** Performed by contact: Tom Rowley, *12122010181015
replaced rt front seat bottom and installed stablent 22a cleared code, the codes didnt come back

Kia Motors America
Technical Assistance Center

Case Numbe [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4H10948 | **Model Code: 25462**

VIN: KNAFE122375[redacted] | **Mileage:** 26,541

Prod Date: 10/14/2006 12:00:00AM | **Warranty Start Date:** 3/6/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MA040 York Kia of Medford

Phone: 8882619375 | **FAX:** 8778681908

Contact: Jorge Hofbauer | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 01/06/2011 07:55 AM clarify Action Type: Manager review
*** Performed by contact: Jorge Hofbauer, 7813956800
*** This is a Request for Assistance ***

Problem Description :
the airbag light is on. Checked for codes in the airbag module, and found code B1448.

Diagnostics Performed :
Checked the connector tightness on the connector for the passenger pressence system on the passenger seat, no damage or corrosion on the connections. Connector seems to be tight enough. Tried clearing the code, the code won't clear. TRied seating on the passenger seat, and the signal that says that the air is off on the passenger side does not come on. PLease advice

*** PHONE LOG 01/06/2011 08:19 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Jorge, please fallow the dtc diagnosis and check for possible internal seat Mat issue.

*** CASE CLOSE 10/12/2011 05:18 AM clarify
*** Performed by contact: Jorge Hofbauer, 7813956800
Replaced the seat cushion assembly

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA5 **Engine:** G4G4GC8H **Model Code: 25582**

VIN: KNAFE24199[redacted] **Mileage:** 25,731

Prod Date: 6/11/2008 12:00:00AM **Warranty Start Date:** 11/5/2008 12:00:00AM

Dealer/Contact Data:

Dealer: IL069 Experience Kia of North Aurora

Phone: 6309070770 **FAX:** 6307178145

Contact: Omar Perez **Contact Title:** **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** NOTES 01/12/2011 12:21 PM clarify Action Type: Manager review
*** Performed by contact: Omar Perez, 6309070770
*** This is a Request for Assistance ***

Problem Description :
Cust states that when girlfriend is sitting in passanger seat that the pass. airbag off light will go off then come back on w/girlfriend in pass. seat.

Diagnostics Performed :
Check for dtc in system no dtc found. Checked connectors and pins ok. Added ST-22 to connector. Sat in pass. seat pass. airbag off light stayed off the whole time sitting in pass. seat. Let vehicle go. Cust picked up vehicle and came back said that pass. airbag light went off and then back on w/ girlfriend in pass. seat. Got app. from DPSM to intall new lower seat cushoin ass. Installed new seat cushion ass. pass. seat. had tech sit in seat. Pass. airbag off light off never came back on. Released vehicle to cust. for second time. Cust came back as soon as he pulled out and said that Pass. airbag off light came back on w/girlfriend in pass. seat. Took vehicle out on road test w/salesman for 10 miles. Pass airbag off light went off and never came back on till he got out of vehicle.(salesman equal weight and height as cust. girlfriend). Any known concerns

*** PHONE LOG 01/12/2011 12:48 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Omar, than you will need to have customer girlfriend come in and shows you and your manger.
Advice 2: -Check if customer sitting in the seat properly. Most of the time is user error or customer unaware of siting procedure.
Advice 3: -Note: Female have more weight on the upper body than man. If the seat back is decline back the weight maybe taken off the seat bottom.

*** NOTES 01/13/2011 06:45 AM clarify Action Type: Manager review
*** Performed by contact: Omar Perez, 6309070770
Result of Advice 1:waiting on cust to come in

Result of Advice 2:no siting procedure in manual
Result of Advice 3:waiting for cust. to come in
Additional Comments:service writer wants to know if there is a siting procedure. Not found. He just doesnt want to talk to the cust. and tell him that it might be a siting procedure and be questioned on what is the correct siting procedure. Personaly i think its just user error.

*** PHONE LOG 01/13/2011 07:39 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Please check in the owner's manual or OCS hand out.

*** CASE CLOSE 01/13/2011 12:02 PM clarify
*** Performed by contact: Omar Perez, 6309070770
OSC hand out

*** CASE CLOSE 01/13/2011 12:47 PM Pacific Daylight Time SSilavong-TL

Resolution Code: Information Given
CLOSING COMMENTS
-Tech states: OSC hand out

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE22189[redacted] | **Mileage:** 46,824

Prod Date: 8/21/2008 12:00:00AM | **Warranty Start Date:** 10/16/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TN039 Kia of Chattanooga

Phone: 4238551022 | **FAX:**

Contact: Adam Babcock | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Seat Track Position Sensor

Resolution: Faulty Component

Case History

*** NOTES 02/03/2011 06:30 AM clarify Action Type: Manager review
*** Performed by contact: Adam Babcock, *10072010123014
*** This is a Request for Assistance ***

Problem Description :
B1448 ocs mat defect
DPSM wanted case open

Diagnostics Performed :
tryed to clear codes code comes right back ck wiring at seat bottom no loose pins every thing is hooked up. do i have a bad seat bottom

*** PHONE LOG 02/03/2011 07:18 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Adam, if you fallow the diagnosis to the seat Mat and don't have one to try than seat Mat will need to be replace and recheck.
Advice 2: -Please verify the warranty approval by your DPSM.

*** CASE CLOSE 03/29/2011 07:57 AM clarify
*** Performed by contact: Adam Babcock, *10072010123014
replaced seat bottom

*** PHONE LOG 03/30/2011 06:13 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Thank you for the update.

*** CASE CLOSE 03/30/2011 06:14 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
-Tech states: Replaced seat bottom.

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code:** 25462

VIN: KNAFE12137[redacted] | **Mileage:** 58,190

Prod Date: 5/10/2007 12:00:00AM | **Warranty Start Date:** 12/8/2007 12:00:00AM

Dealer/Contact Data:

Dealer: TX031 Bert Ogden Harlingen Kia

Phone: 9564235555 | **FAX:** 9564238261

Contact: Terry Scott | **Contact Title:** | **Service District:** SO05

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor_Passenger's ,

Resolution: Faulty Component

Case History

*** NOTES 02/09/2011 09:11 AM clarify Action Type: Manager review
*** Performed by contact: Terry Scott, 9564235555
*** This is a Request for Assistance ***

Problem Description :
Air bag light on

Diagnostics Performed :
found code B1448 in controler. Inspect wiring and applied T22 contact cleaner. NG. system has hard code that wont clear.
Need contact techline so can apply for prior approval for replacement.

*** PHONE LOG 02/09/2011 09:46 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Terry, thank you for the case go a head and get approval from your manger and DPSM.

*** CASE CLOSE 02/18/2011 01:01 PM clarify
*** Performed by contact: Terry Scott, 9564235555
replaced componet

*** PHONE LOG 02/18/2011 01:03 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Thank you for the update.

*** CASE CLOSE 02/18/2011 01:04 PM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS

-Tech states: Replaced component

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC9H | **Model Code: 25462**

VIN: KNAFE22279[redacted] | **Mileage:** 13,810

Prod Date: 2/27/2009 12:00:00AM | **Warranty Start Date:** 7/29/2009 12:00:00AM

Dealer/Contact Data:

Dealer: CA107 North County Kia

Phone: 7607454542 | **FAX:** 7607463966

Contact: Mike SPEED | **Contact Title:** | **Service District:** WE03

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 02/15/2011 10:56 AM clarify Action Type: Manager review
*** Performed by contact: Michael Speed, 7604324040
*** This is a Request for Assistance ***

Problem Description :
passanger air bag light not going off with adult in passanger seat no dtc's. I wiegh 212 lbs and the sensor does not change monitoring with gds. my service writer wieghs 200 and it dosen't sense him either is it possible to do an ocs reflash to this vehicle to see if that will have an efect or is there a reprogram I didn't see one when i checked. is it possible that the mat is not sensing propperly and it needs a new mat.

Diagnostics Performed :
checked for dtc's and found no dtc's monitored ocs while sitting in seat with 212 lbs and 200 lbs people and would not go of as per bulletin 020.

*** PHONE LOG 02/15/2011 11:11 AM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: Most likely the OCS MAT is at fault...
what is the possibility you have another vehicle you could simple swap the complete seat from?

*** CASE CLOSE 03/02/2011 10:17 AM clarify
*** Performed by contact: Michael Speed, 7604324040
passanger seat mat

Kia Motors America
Technical Assistance Center

Case Numbe [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE22259[redacted] | **Mileage:** 34,643

Prod Date: 8/7/2008 12:00:00AM | **Warranty Start Date:** 3/20/2009 12:00:00AM

Dealer/Contact Data:

Dealer: CA210 Ball Kia

Phone: 6194746431 | **FAX:** 6194741517

Contact: Donald Way | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on # with adult siting on the seat

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 02/16/2011 09:12 AM clarify Action Type: Manager review
*** Performed by contact: Donald Way, 6194746431
*** This is a Request for Assistance ***

Problem Description :
Passenger airbag light stays on all the times, with adult in seat.

Diagnostics Performed :
I sat in seat and light stayed on. Checked for power, ground and signal wires at underseat connector. Had 12.5 volts at #3 terminal, #1 had continunity to ground, #2 wire had continunity to SRSCM connector #70. Will not set a code in SRSCM. When connector under passenger seat disconnected will set code. Passenger OFF lighe will turn off during SRS prechecks and turn back on.

*** NOTES 02/16/2011 09:14 AM clarify Action Type: Manager review
*** Performed by contact: Donald Way, 6194746431
Forgot: GDS check in software system for passenger seat says that the system is "Disabled".
Additional Comments:Forgot: GDS check in software system for passenger seat says that the system is "Disabled".

*** PHONE LOG 02/16/2011 09:48 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Donald, sound like this is issue with the passenger sensor or controller.
Advice 2: -If you have like vehicle please try the seat and see if this is internal seat mat or OCS controller issue.

*** NOTES 02/16/2011 01:28 PM clarify Action Type: Manager review
*** Performed by contact: Donald Way, 6194746431
Result of Advice 1:unalbe to get like vehicle. What is your best guess?

Result of Advice 2:Same

*** PHONE LOG 02/16/2011 02:50 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Donald, than the seat bottom will need to be replace, with your manger and DPSM approval.

*** CASE CLOSE 02/25/2011 12:17 PM clarify
*** Performed by contact: Donald Way, 6194746431
Replaced seat bottom and all worked correctly

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE22209[redacted] | **Mileage:** 77,326

Prod Date: 6/26/2008 12:00:00AM | **Warranty Start Date:** 12/23/2008 12:00:00AM

Dealer/Contact Data:

Dealer: CT020 Executive Kia

Phone: 2039497480 | **FAX:** 2039491267

Contact: Eric Miller | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 03/11/2011 10:54 AM clarify Action Type: Manager review
*** Performed by contact: Eric Miller, 8604170900
*** This is a Request for Assistance ***

Problem Description :
CS the passenger airbag off light does not go off. I inspected and verified concern. When I sit in the seat, the light stays on at all times. I performed the various step listed in TSB GEN020. I scanned and found no codes in the airbag system. The bulb check operates properly. The light comes on at startup, goes off for 3 seconds, then comes back on. I inspected and found no pinched wiring and the connectors all appear to be fine. I attepmted to look at the current data to see what the OCS mat is reading but all the current data says in No crash info.

Diagnostics Performed :
At the end of the TSB it says to contact techline for further diagnostics.

The customer is around 6'2" 250+ lbs, and I'm 6'1" 210 lbs. Not sure if thats helpful or not.
Thank you.
Eric

*** PHONE LOG 03/11/2011 12:50 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Advice 1: Eric,
Sounds like we have a faulty OCS seat sensor.
Please get your DPSM authorization to replace the OCS seat sensor assembly and retest.

*** NOTES 03/23/2011 08:44 AM clarify Action Type: Manager review
*** Performed by contact: Eric Miller, 8604170900
Result of Advice 1:I replaced the OCS seat. The OCS system now operates properly.
Additional Comments:Thank you for your assistance.

Eric

*** CASE CLOSE 03/23/2011 08:45 AM clarify
*** Performed by contact: Eric Miller, 8604170900
Replaced OCS Mat

*** CASE CLOSE 03/23/2011 02:09 PM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component
CLOSING COMMENTS
Replaced OCS Mat

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE221395[redacted] | **Mileage:** 54,713

Prod Date: 6/17/2008 12:00:00AM | **Warranty Start Date:** 10/23/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL018 Coral Springs Kia

Phone: 9547557400 | **FAX:** 9547534955

Contact: Richard Thompson | **Contact Title:** | **Service District:** SO02

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 05/09/2011 11:45 AM clarify Action Type: Manager review
*** Performed by contact: Richard Thompson, 9547557400
*** This is a Request for Assistance ***

Problem Description :
I am starting this case as our new dpsm will not authorize any high dollar repairs without a tech line case number.
passenger occupent sensor detection sensor/mat is defective

Diagnostics Performed :
diagnose passenger occupent sensor system install dummy box found weight drtection sensor/mat defective. no sign of fluid contamination. necessary to replace occupent detection mat assembly.

*** PHONE LOG 05/09/2011 01:24 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Thank you for the information, please replace it after your manger and DPSM approval.

*** CASE CLOSE 05/16/2011 11:11 AM clarify
*** Performed by contact: Richard Thompson, 9547557400
replaced passenger lower seat assembly ...occupent sensor.....

*** CASE CLOSE 05/16/2011 11:39 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
-Tech states: replaced passenger lower seat assembly ...occupent sensor....

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA5 **Engine:** G4G4GC8H **Model Code: 25582**

VIN: KNAFE24179[redacted] **Mileage:** 23,250

Prod Date: 6/6/2008 12:00:00AM **Warranty Start Date:** 4/15/2009 12:00:00AM

Dealer/Contact Data:

Dealer: HI001 Aloha Kia

Phone: 8088339000 **FAX:** 8088335600

Contact: Michael Kane **Contact Title:** **Service District:** WE01

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On **DTC:**

System: Please Specify

Component: Please Specify

Resolution:

Case History

*** NOTES 05/13/2011 11:35 AM clarify Action Type: Manager review
*** Performed by contact: Michael Kane, 8088339000
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES WHE PASSENGER SITS IN RIGHT FRONT SEAT. PASSENGER AIRBAG LIGHT WON'T GO OUTR FOR A WHILE INTERMITTENLY. NO DTC'S.

Diagnostics Performed :
CHECKED POWER & GROUND CIRCUITS OK. ALL CONNECTORS OK. NO PINCHED OR BROKEN WIRES. WITH VARIOUS WEIGHT IN SEAT LIGHT WON'T TURN OFF AT TIMES.

*** PHONE LOG 05/13/2011 12:32 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Advice 1: Michael,
Please get your DPSM authorization to replace the WCS seat sensor assembly, thanks!

*** CASE CLOSE 06/28/2011 02:10 PM clarify
*** Performed by contact: Michael Kane, 8088339000
replacement of passenger seat mat assembly. cleared dtc and rechecked ok.

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121685[redacted] | **Mileage:** 39,824

Prod Date: 8/17/2007 12:00:00AM | **Warranty Start Date:** 3/7/2008 12:00:00AM

Dealer/Contact Data:

Dealer: GA084 Bulldog Kia

Phone: 7066121200 | **FAX:** 7066121203

Contact: Brianna Mckenzie | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger's Air Bag

Resolution:

Case History

*** NOTES 05/17/2011 04:15 AM clarify Action Type: Manager review
*** Performed by contact: David Hembree, 7066121200
*** This is a Request for Assistance ***

Problem Description :
The customer is complaining that the pass air bag reads off even when she is sitting in the seat. This has been verified and the light will not go off when I sit in the seat but not every time. there is no code stored that would indicate a problem with the sensor or circuit.

Diagnostics Performed :
kgis

*** PHONE LOG 05/17/2011 05:33 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Advice 1: David,
Please make sure there is nothing jammed or stored under the passenger seat.
Please make sure that the OCS connections are tight and clean, please do not adjust the pin fit.
If all is ok and OCS is still not locking in the passengers weight correctly we will need to get your DPSM authorization to replace the OCS seat sensor assembly.

*** CASE CLOSE 07/25/2011 11:07 AM clarify
*** Performed by contact: David Hembree, 7066121200
replaced seat bottom assy and verified vehicle operates as designed at this time

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4H11863 | **Model Code: 25462**

VIN: KNAFE121475[redacted] | **Mileage:** 57,282

Prod Date: 11/20/2006 12:00:00AM | **Warranty Start Date:** 2/1/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA018 York Kia

Phone: 7178462222 | **FAX:** 7177189417

Contact: Rick Byloff | **Contact Title:** | **Service District:** EA02

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 05/17/2011 07:25 AM clarify Action Type: Manager review
*** Performed by contact: Rick Byloff, *08232010075513
*** This is a Request for Assistance ***

Problem Description :
air bag light on with code b1448

Diagnostics Performed :
ck codes ck wires to seat bottom ok
code come back

*** PHONE LOG 05/17/2011 07:42 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Rick, what step are you at in the DTC or diagnosis chart?
Advice 2: -What did the SRS harness look like under the seat? any thing under or over the seat that can poke or damage the seat mat?

*** NOTES 05/17/2011 08:08 AM clarify Action Type: Manager review
*** Performed by contact: Rick Byloff, *08232010075513
Result of Advice 1:replace mat with knowen good one
Result of Advice 2:hardness looks ok .
this is a used car from a used car lot
nouthing under seat now.

*** PHONE LOG 05/17/2011 08:29 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -So, did you try and know good seat mat or replace it yet?

*** CASE CLOSE 05/19/2011 03:06 PM clarify
*** Performed by contact: Rick Byloff, *08232010075513
istall mat right seat

*** CASE CLOSE 05/20/2011 09:07 AM Pacific Daylight Time SSilavong-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
-Tech states: Istall Mat right seat

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE1216855[redacted] | **Mileage:** 50,778

Prod Date: 12/27/2007 12:00:00AM | **Warranty Start Date:** 4/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL088 Orlando Kia North

Phone: | **FAX:**

Contact: Eric Mcintosh | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 05/24/2011 07:34 AM clarify Action Type: Manager review
*** Performed by contact: Eric Mcintosh, 4075711234
*** This is a Request for Assistance ***

Problem Description :
Airbag light on with code B1448 stored

Diagnostics Performed :
Checked GDS status of passenger seat sensor and the status is always enabled. Checked all connections under seat and applied Stabilant 22

*** PHONE LOG 05/24/2011 07:53 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Advice 1: Eric,
Please contact your DPSM and get his authorization to replace the OCS seat sensor assembly.

*** CASE CLOSE 07/20/2011 08:24 AM clarify
*** Performed by contact: Eric Mcintosh, 4075711234
Replaced passenger seat sensor

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE22119[redacted] | **Mileage:** 28,050

Prod Date: 11/25/2008 12:00:00AM | **Warranty Start Date:** 6/11/2009 12:00:00AM

Dealer/Contact Data:

Dealer: MI008 Seelye Kia of Kalamazoo

Phone: 2693753820 | **FAX:** 2693724737

Contact: Johnny Mcliechey | **Contact Title:** | **Service District:** CE06

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Information Given

Case History

*** NOTES 05/27/2011 06:20 AM clarify Action Type: Manager review
*** Performed by contact: Johnny Mcliechey, 2693753820
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER COMPLAINING OF PASS AIR BAG OFF LIGHT COMES ON WHILE DRIVING WITH AN ADULT IN THE SEAT

Diagnostics Performed :
FOUND NO CODES PRESENT, HAD TECH RIDE IN SEAT AND COULD NOT DUPLICATE, CUSTOMER DID DRIVE INTO SHOP ONCE WITH LIGHT ON, REPLACED OCS MAT ASSEMBLY AND CUSTOEMR STATES PROBLEM IS STILL PRESENT, DO YOU HAVE ANY INPUT ON REPAIRS OR MODIFICATIONS OF SOME KIND FOR THIS ISSUE

*** PHONE LOG 05/27/2011 07:24 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -Please duplicate the issue with customer. Try to get the customer to set the light for your and see if the customer is sitting on the seat properly.

*** NOTES 05/27/2011 07:48 AM clarify Action Type: Manager review
*** Performed by contact: Johnny Mcliechey, 2693753820
Result of Advice 1:i have been through this with the customer already, it is a 120 pound woman that sits in the seat, i also had her fold a large towel and place it in the center of the seat to see if it changed anything, she states she has never had this problem until recently

*** PHONE LOG 05/27/2011 08:32 AM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -The question is can you duplicate this issue with her? Thnak you for the update.

*** NOTES 05/27/2011 11:46 AM clarify Action Type: Manager review
*** Performed by contact: Johnny Mcliechey, 2693753820
Result of Advice 1:we did duplicate the concern with the customer, she was sitting correctly in seat, also the tech on the test drive was able to duplicate with him sitting in the seat. still it is intermitent

*** PHONE LOG 05/27/2011 01:22 PM Pacific Daylight Time SSilavong-TL Action Type:Incoming call
Advice 1: -If so, do you have other vehicle for you to try different seat to see for sure this seat issue.
Advice 2: -If you try other seat and this is the new seat issue, please check with your manager and DPSM for approval.

*** CASE CLOSE 07/07/2011 11:52 AM clarify
*** Performed by contact: Johnny Mcliechey, 2693753820
DPSM is involved with customer

*** CASE CLOSE 10/13/2011 03:44 AM Pacific Daylight Time RLevy-TL

Resolution Code: Information Given
CLOSING COMMENTS
Information given

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA5 **Engine:** G4G4GC8H **Model Code: 25582**

VIN: KNAFE24139[redacted] **Mileage:** 25,940

Prod Date: 6/27/2008 12:00:00AM **Warranty Start Date:** 5/31/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL088 Orlando Kia North

Phone: **FAX:**

Contact: Steven Spaeth **Contact Title:** **Service District:**

Case Details:

Case Title: MIL - SRS -B1448

Symptom: Warning Light On **DTC: B1448**

System: Restraints

Component:

Resolution:

Case History

*** NOTES 06/03/2011 06:50 AM clarify Action Type: Manager review
*** Performed by contact: Steven Spaeth, 4075711234
*** This is a Request for Assistance ***

Problem Description :
air baglight on b1448 set aplied stablent 22a to plug under seat

Diagnostics Performed :
cleared dtc aplied stablent 22a to plug under seat dtccame right back

*** PHONE LOG 06/03/2011 07:15 AM Pacific Daylight Time JBrookes Action Type:Incoming call
Advice 1: Seek dpsm authorization to replace seat mat assy, thanks,

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121285[redacted] | **Mileage:** 41,612

Prod Date: 11/28/2007 12:00:00AM | **Warranty Start Date:** 3/31/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TX031 Bert Ogden Harlingen Kia

Phone: 9564235555 | **FAX:** 9564238261

Contact: Javier Alejandro | **Contact Title:** | **Service District:** SO05

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 06/10/2011 05:35 AM clarify Action Type: Manager review
*** Performed by contact: Javier Alejandro, 9564235555
*** This is a Request for Assistance ***

Problem Description :
FOUND DTC B1448 PASSENGER OC MAT DEFECT.

Diagnostics Performed :
HAVE INSPECTED HARNESS AND CLEARED DTC, DTC WILL NOT CLEAR.

*** PHONE LOG 06/10/2011 05:47 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Advice 1: Javier,
Please get your DPSM authorization to replace the OCS seat sensor assembly.

*** CASE CLOSE 01/26/2012 06:27 AM clarify
*** Performed by contact: Javier Alejandro, 9564235555
Replaced OCS

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE122485[redacted] | **Mileage:** 41,981

Prod Date: 12/13/2007 12:00:00AM | **Warranty Start Date:** 4/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: PA018 York Kia

Phone: 7178462222 | **FAX:** 7177189417

Contact: Derek EVELER | **Contact Title:** | **Service District:** EA02

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 06/20/2011 09:07 AM clarify Action Type: Manager review
*** Performed by contact: Derek Eveler, 7178462222
*** This is a Request for Assistance ***

Problem Description :
Airbag light on, "Airbag Off" Light does not illuminate.

Diagnostics Performed :
Code Check With GDS.
Try to clear code, Returns instantly.
Check connections at seat and SRSCM. No problem
Stabliant connectors and check pin tension, Ok
Suspect faulty OC mat.

*** PHONE LOG 06/20/2011 09:29 AM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: Yes, more than likely a bad MAT, although in a few cases we have seen damaged harnesses from seats being reinstalled incorrectly to harness damage from dogs

*** CASE CLOSE 07/13/2011 07:43 AM clarify
*** Performed by contact: Derek Eveler, 7178462222
replace ocs mat

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25461**

VIN: KNAFE121185[redacted] | **Mileage:** 32,843

Prod Date: 4/10/2008 12:00:00AM | **Warranty Start Date:** 8/2/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NC009 Bob King Kia

Phone: 3367243866 | **FAX:** 3367143350

Contact: Joseph Carollo | **Contact Title:** | **Service District:** SO08

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 06/29/2011 05:25 AM clarify Action Type: Manager review
*** Performed by contact: Joseph Carollo, 3368847000
*** This is a Request for Assistance ***

Problem Description :
cust. states pass air bag light stays off at times while pass. is in seat

Diagnostics Performed :
checked for codes(no codes).with gds looked at realtime pass air bag info.at times while putting myself in the seat and removing myself it would not enable. stayed disable untill key cycle than enabled than after removing myself 7 to 8 times would not enable again.going to replace seat bottom for sensor mat.needed to open techline case for dpsm

*** PHONE LOG 06/29/2011 05:56 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Advice 1: Joseph,
Techline can not authorize parts or labor time under any circumstance. Please do not start a Techline case for warranty purposes or documentation purposes. Please contact your DPSM or the warranty hotline for ALL authorizations.
Please see Pit Stop article PS147

*** CASE CLOSE 09/09/2011 12:20 PM clarify
*** Performed by contact: Joseph Carollo, 3368847000
nothing

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25461**

VIN: KNAFE121485[redacted] | **Mileage:** 46,087

Prod Date: 11/28/2007 12:00:00AM | **Warranty Start Date:** 8/18/2008 12:00:00AM

Dealer/Contact Data:

Dealer: GA065 Cobb County Kia

Phone: 8552481211 | **FAX:**

Contact: Paul Hardie | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: P1448**

System: Please Specify

Component: Please Specify

Resolution:

Case History

*** NOTES 07/08/2011 07:04 AM clarify Action Type: Manager review
*** Performed by contact: Paul Hardie, 7704234404
*** This is a Request for Assistance ***

Problem Description :
airbag light on

Diagnostics Performed :
pull code, check harness , pulled from seat, check terminal tension, and reinstall to seat bottom, light still on. what else to check before seat mat replacement?
Thanx for any help

*** PHONE LOG 07/08/2011 09:04 AM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: B1448 is the code for MAT failure ?

you might be able to view current data and see if the mat changes when occupied

*** NOTES 07/18/2011 07:41 AM clarify Action Type: Manager review
*** Performed by contact: Paul Hardie, 7704234404
Result of Advice 1:no data on this in gds

*** CASE CLOSE 11/01/2011 01:00 PM clarify
*** Performed by contact: Paul Hardie, 7704234404
replace seat cushion

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE12138[redacted] | **Mileage:** 54,472

Prod Date: 9/10/2007 12:00:00AM | **Warranty Start Date:** 6/9/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TX081 Central Kia of Lewisville

Phone: 4696715700 | **FAX:** 4696715705

Contact: Joe Kerby | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 07/22/2011 08:18 AM clarify Action Type: Manager review
*** Performed by contact: Joe Kerby, 4696715700
*** This is a Request for Assistance ***

Problem Description :
b1448 permanent code

Diagnostics Performed :
i have seen several of these concerns and replace ocs mat for a b1448 ocs mat defective

*** PHONE LOG 07/22/2011 09:22 AM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: Loe,
Yes this is most likely the OCS MAT assemble... just make sure the connections and harness is intact

*** NOTES 07/22/2011 11:14 AM clarify Action Type: Manager review
*** Performed by contact: Joe Kerby, 4696715700
Result of Advice 1:Thankyou

*** CASE CLOSE 10/03/2011 06:46 AM clarify
*** Performed by contact: Joe Kerby, 4696715700
replaced ocs

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA5 **Engine:** G4G4GC8H **Model Code: 25582**

VIN: KNAFE24189[redacted]5 **Mileage:** 48,972

Prod Date: 6/17/2008 12:00:00AM **Warranty Start Date:** 9/26/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL111 Daytona Kia

Phone: 3862527000 **FAX:** 3862548203

Contact: Michael Graham **Contact Title:** **Service District:**

Case Details:

Case Title: MIL - SRS -B1448

Symptom: Warning Light On **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 08/09/2011 09:47 AM clarify Action Type: Manager review
*** Performed by contact: Michael Graham, 3862527000
*** This is a Request for Assistance ***

Problem Description :
Scan system,verify concern found B1448 active.Connections good,advise.

Diagnostics Performed :
Scan system,check connections.

*** PHONE LOG 08/09/2011 12:24 PM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: If circuit connections/harness is inspected and found ok, you more than likely have a bad OCS MAT one fairly easy way to confirm this is to simple install a known good seat into this vehicle

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE222X95[redacted] | **Mileage:** 54,363

Prod Date: 9/8/2008 12:00:00AM | **Warranty Start Date:** 5/20/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NJ051 Sansone Jr's 66 Kia

Phone: 7329221050 | **FAX:**

Contact: Shane Johnson | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL- SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 08/10/2011 05:56 AM clarify Action Type: Manager review
*** Performed by contact: Shane Johnson, 7329221050
*** This is a Request for Assistance ***

Problem Description :
cust sts airbag light on

Diagnostics Performed :
verified concern, found b1448 present and history in system, attempt to clear codes, failed to erase memory error comes up, restart gds, same problem, restart computer, same problem. Tried erasing with vehicle running and koeo... is this a control module issue? Please advise

*** PHONE LOG 08/10/2011 07:00 AM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: Shane,
Can you inspect all connections and harnesses under the seat.
- most commonly a bad OCS MAT with this mileage

*** NOTES 08/10/2011 07:02 AM clarify Action Type: Manager review
*** Performed by contact: Shane Johnson, 7329221050
Result of Advice 1:sorry forgot to doucment that, unplugged and checked all connections under seat, appear ok. it just seems odd that it wont let me erase codes, usually if its a hard fault I would be able to clear the codes but it would just come right back, never had it fail to erase.

*** NOTES 08/10/2011 08:18 AM clarify Action Type: Manager review
*** Performed by contact: Shane Johnson, 7329221050
Result of Advice 1:Any Thoughts as to why it wont let me clear codes? I have never had this happen, I unplugged

everything under the seat and verified that the module recognized that, it threw codes for all the stuff that was unplugged, but I still cannot clear codes... please advise

*** PHONE LOG 08/10/2011 11:42 AM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: Sounds like a faulty SRSCM
> replace module and report

*** NOTES 08/16/2011 09:39 AM clarify Action Type: Manager review
*** Performed by contact: Shane Johnson, 7329221050
Result of Advice 1:Replaced module, now have the ability to clear the codes, however b1448 still returns, replace ocs mat? rechecked all connections all the way to module, all are ok

*** PHONE LOG 08/16/2011 01:17 PM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: Yes, the OCS MAT is also faulty

*** CASE CLOSE 08/25/2011 09:30 AM clarify
*** Performed by contact: Shane Johnson, 7329221050
Replaced SRSCM and OCS MAT

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE221995[redacted] | **Mileage:** 47,934

Prod Date: 6/12/2008 12:00:00AM | **Warranty Start Date:** 4/30/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NC059 Dale Jarrett Kia

Phone: 7049263460 | **FAX:** 7049263470

Contact: Chris Baker | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448_B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 08/22/2011 06:53 AM clarify Action Type: Manager review
*** Performed by contact: Chris Baker, 7049263460
*** This is a Request for Assistance ***

Problem Description :
c/s air bag light on. verified. active code.

Diagnostics Performed :
performed tests by flow chart for code. cleared code, comes right back. checked connections.all good to point where you subsitute a known good oc passenger mat.

*** PHONE LOG 08/22/2011 07:28 AM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: Replace the OCS MAT and report

*** CASE CLOSE 08/24/2011 07:01 AM clarify
*** Performed by contact: Chris Baker, 7049263460
replaced ocs mat

Kia Motors America
Technical Assistance Center

Case Numbe [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC9H | **Model Code: 25462**

VIN: KNAFE22259[redacted] | **Mileage:** 11,568

Prod Date: 2/4/2009 12:00:00AM | **Warranty Start Date:** 8/25/2009 12:00:00AM

Dealer/Contact Data:

Dealer: MA038 Central Kia of Norwood

Phone: 7817628100 | **FAX:** 7812555829

Contact: Blongkou Xiong | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1449

Symptom: Warning Light On | **DTC: B1449**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 09/07/2011 07:16 AM clarify Action Type: Manager review
*** Performed by contact: Blongkou Xiong, 7817628100
*** This is a Request for Assistance ***

Problem Description :
scanned dtc found stored code b1449 ocs communication error. sat on seat the "off" light will turn off, but about the 4th try the "off" light remains on.

Diagnostics Performed :
disconnect ocs connector stalled stabliant22 wait 10minutes and reconnect ocs. the lights would still remain "off" when im sitting down.watching the airbag real time it will states disable if im not sitting down and enable when im sitting down but after the 4th try it will remain disable. also nothing is under the seat and seat cushin have no traces of water stain

*** PHONE LOG 09/07/2011 07:38 AM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Advice 1: Blongkou,
Please check the connections under the passenger seat, if the connections are ok please contact your DPSM and get authorization to replace the OCS seat mat.

*** CASE CLOSE 10/12/2011 08:50 AM clarify
*** Performed by contact: Blongkou Xiong, 7817628100
replaced ocs(seat assy). retest system all working within spec

*** CASE CLOSE 10/20/2011 02:11 PM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component
CLOSING COMMENTS

replaced ocs(seat assy). retest system all working within spec

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121685[redacted] | **Mileage:** 59,733

Prod Date: 8/9/2007 12:00:00AM | **Warranty Start Date:** 10/9/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL088 Orlando Kia North

Phone: | **FAX:**

Contact: Toby Trook | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 10/07/2011 06:02 AM clarify Action Type: Manager review
*** Performed by contact: Toby Trook, 4075711234
*** This is a Request for Assistance ***

Problem Description :
Airbag light on, B1448 OCS mat defect

Diagnostics Performed :
GDS current data, no change when the seat is occupied

*** PHONE LOG 10/07/2011 07:28 AM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: Toby,
Most commonly a faulty OCS MAT
- inspect connections and harness
NOTE: we have seen damaged harness from dogs...
Advice 2: If possible, swapping the complete seat from another vehicle could confirm if MAT is the fault

*** CASE CLOSE 01/05/2012 07:51 AM clarify
*** Performed by contact: Toby Trook, 4075711234
replaced passenger seat bottom

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE12167[redacted] | **Mileage:** 51,545

Prod Date: 2/12/2007 12:00:00AM | **Warranty Start Date:** 5/20/2007 12:00:00AM

Dealer/Contact Data:

Dealer: RI002 Metro Kia

Phone: 4013513600 | **FAX:** 4015536404

Contact: Mark Matos | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 10/11/2011 10:45 AM clarify Action Type: Manager review
*** Performed by contact: Mark Matos, *08232010073013
*** This is a Request for Assistance ***

Problem Description :
SCANNED VEHICLE FOUND B1448 OCS MAT DEFECT CHECKED CONNECTOR AND RETIGHTEN PINS ADDED STABALANT 22A CLEARED CODE CAME BACK ON WITHJ SAME CODE CHECKED FOR ANY KIND OF STAINS ON SEAT WAS OK NO STAINS VISIABLE WILL I NEED TO ORDER THE WHOLE SEAT BOTTOM OR DO THEY HAVE MAT SEPERATE

Diagnostics Performed :
W

*** NOTES 10/11/2011 11:56 AM clarify Action Type: Manager review
*** Performed by contact: Mark Matos, *08232010073013
waiting to hear back
Additional Comments:waiting to hear back

*** PHONE LOG 10/11/2011 12:09 PM Pacific Daylight Time MGoldwasser Action Type:Incoming call
Advice 1: Mark,
This vehicle uses a seat sensor mat. Please contact your DPSM for prior authorization.

*** CASE CLOSE 10/18/2011 09:15 AM clarify
*** Performed by contact: Mark Matos, *08232010073013
REPLACED SEAT BOTTOM FOR DEFECT MAT

*** CASE CLOSE 10/19/2011 12:39 PM Pacific Daylight Time MGoldwasser

Resolution Code: Faulty Component
CLOSING COMMENTS
REPLACED SEAT BOTTOM FOR DEFECT MAT

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE121185[redacted] | **Mileage:** 34,052

Prod Date: 1/12/2008 12:00:00AM | **Warranty Start Date:** 7/2/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NC043 Carolina Kia of High Point

Phone: 3368847000 | **FAX:** 3368847070

Contact: Nicholas Sheets | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 10/19/2011 11:16 AM clarify Action Type: Manager review
*** Performed by contact: Nicholas Sheets, *09132011072028
*** This is a Request for Assistance ***

Problem Description :
b1448 ocs mat defect active code and will not clear connectors are tight and no belongings under seat

Diagnostics Performed :
tried to calebrate but will not sense anything in seat

*** PHONE LOG 10/19/2011 12:10 PM Pacific Daylight Time RHicks Action Type:Incoming call
Advice 1: If harness and connections are ok and free of damage...
replace the OCS MAT and report

*** CASE CLOSE 11/08/2011 05:27 AM clarify
*** Performed by contact: Nicholas Sheets, *09132011072028
replaced seat mat and ocs sys operating to design

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA SX | **Engine:** G4G4GC8H | **Model Code: 25482**

VIN: KNAFE221895[redacted] | **Mileage:** 33,129

Prod Date: 8/12/2008 12:00:00AM | **Warranty Start Date:** 5/19/2009 12:00:00AM

Dealer/Contact Data:

Dealer: IL028 Extreme Kia

Phone: 3096641222 | **FAX:** 3096630908

Contact: Brandon Kessinger | **Contact Title:** | **Service District:** CE04

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 11/29/2011 02:26 PM clarify Action Type: Manager review
*** Performed by contact: Brandon Kessinger, *12062010201013
*** This is a Request for Assistance ***

Problem Description :
B1448 ACTIVE WONT CLEAR CHECK CONNECTIONS STILL WONT CLEAR

Diagnostics Performed :
SERVICE AS A SEAT BOTTOM OR SEATBOTTOM N TRACK

*** PHONE LOG 11/29/2011 02:31 PM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Brandon, the OCS mat needs to be replaced. I am not sure if the mat comes along or already in a seat bottom. Call the parts hotline at 1-800-542-5611 and they could tell you better than me

*** NOTES 11/29/2011 02:45 PM clarify Action Type: Manager review
*** Performed by contact: Brandon Kessinger, *12062010201013
Result of Advice 1:I WILL GET WITH PARTS ON THAT I NEEDED TO KNOW HOW IT WAS SERVICED THATS WHY I EMAILED YOU
Additional Comments:THANKS

*** PHONE LOG 11/29/2011 02:47 PM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Thanks

*** CASE CLOSE 01/05/2012 07:59 AM clarify
*** Performed by contact: Brandon Kessinger, *12062010201013

replace seat bottom

*** CASE CLOSE 01/05/2012 08:16 AM Pacific Daylight Time NDempkowski-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replace seat bottom

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4H13693 | **Model Code: 25462**

VIN: KNAFE121975[redacted] | **Mileage:** 76,934

Prod Date: 1/27/2007 12:00:00AM | **Warranty Start Date:** 5/8/2007 12:00:00AM

Dealer/Contact Data:

Dealer: LA046 Kia Baton Rouge East

Phone: 2254907970 | **FAX:** 2254907971

Contact: Princeton Mcpeak | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 12/13/2011 11:33 AM clarify Action Type: Manager review
*** Performed by contact: Princeton Mcpeak, 2254907970
*** This is a Request for Assistance ***

Problem Description :
AIR BAG LIGHT ON

Diagnostics Performed :
VEHICLE HAD FRONT PASS SEAT BOTTOM REPLACED IN PREVIOUS RO FEB 11 / VEHICLE ARRIVED TODAY SAME DTC / ADJUSTED PIN TENSION AND INSPECTED CONNECTORS / FOUND DIELECTRIC GREESE IN CONNECTOR / REMOVED GREESE AND REINSTALLED CONNECTORS / CLEARED CODE/ CODE RETURNED

*** PHONE LOG 12/13/2011 11:41 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Princeton, try another known good OCS mat in this car. Sounds like this one is bad.

*** CASE CLOSE 12/22/2011 09:22 AM clarify
*** Performed by contact: Princeton Mcpeak, 2254907970
replaced ocs mat

*** CASE CLOSE 12/22/2011 09:38 AM Pacific Daylight Time NDempkowski-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced ocs mat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE222895[redacted] | **Mileage:** 32,445

Prod Date: 10/30/2008 12:00:00AM | **Warranty Start Date:** 5/20/2009 12:00:00AM

Dealer/Contact Data:

Dealer: CT017 Kia of Milford

Phone: 2038789989 | **FAX:** 2037835893

Contact: John Haydusky | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 12/21/2011 08:43 AM clarify Action Type: Manager review
*** Performed by contact: John Haydusky, *09152011093026
*** This is a Request for Assistance ***

Problem Description :
car came in on 12/15/11 with b1448 stored as history but wouldnt clear out of system. i fixed harness under seat(wasnt mounted on seat bottom properly) then put stabilent22 on all connectors and reset oc system. then code stayed off and oc was working properly when getting in and out of seat. came back today with same code and problem. should we replace oc seat bottom? we dont have any good known parts to test system as states to do in flow charts.

Diagnostics Performed :
fixed harness mount. stabilent 22 .reset oc

*** PHONE LOG 12/21/2011 09:01 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: John,
Most commonly a bad OCS MAT , Inspect circuit, if OK replace MAT

*** CASE CLOSE 12/29/2011 12:40 PM clarify
*** Performed by contact: John Haydusky, *09152011093026
replace seat bottom

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA SX | **Engine:** G4G4GC8H | **Model Code: 25482**

VIN: KNAFE222195[redacted] | **Mileage:** 46,998

Prod Date: 6/25/2008 12:00:00AM | **Warranty Start Date:** 3/18/2009 12:00:00AM

Dealer/Contact Data:

Dealer: RI002 Metro Kia

Phone: 4013513600 | **FAX:** 4015536404

Contact: Mark Matos | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger's Air Bag

Resolution:

Case History

*** NOTES 01/04/2012 08:31 AM clarify Action Type: Manager review
*** Performed by contact: Mark Matos, *11302011075530
*** This is a Request for Assistance ***

Problem Description :
SCANNED VEHICLE B1448 OCS MAT DEFECT

Diagnostics Performed :
VERFIED LIGHT ON AND CHECKED PINS AND ALSO TIGHTEN PINS AND ADDED STABILANT 22A AND CHECKED STAINS ON SEAT NON FOUND NEEDS SEAT BOOTM

*** PHONE LOG 01/04/2012 09:04 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Mark,
Sounds like you need the OCS MAT ..,.
=- Inspect harness, connections for damaged ...
(We have seen damage from seats installed incorrectly and even dogs eating harnesses)

*** CASE CLOSE 02/07/2012 05:52 AM clarify
*** Performed by contact: Mark Matos, *02022012120533
replaced seat bottom

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE221295[redacted] | **Mileage:** 54,846

Prod Date: 8/13/2008 12:00:00AM | **Warranty Start Date:** 9/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: MS005 Johnson Kia

Phone: 6014836444 | **FAX:** 6014821371

Contact: David Smith | **Contact Title:** | **Service District:** SO11

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448_B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 01/06/2012 09:05 AM clarify Action Type: Manager review
*** Performed by contact: David Smith, *0410092240_88010
*** This is a Request for Assistance ***

Problem Description :
Air bag light on

Diagnostics Performed :
visual inspection-On Line search-Test connectors for proper connection.OK.run diog.Seat mat failed.Open case for warranty paper work.

*** PHONE LOG 01/06/2012 09:30 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: OK

*** CASE CLOSE 02/09/2012 02:49 PM clarify
*** Performed by contact: David Smith, *0410092240_88010
information

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121575[redacted] | **Mileage:** 56,243

Prod Date: 4/13/2007 12:00:00AM | **Warranty Start Date:** 10/30/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA018 York Kia

Phone: 7178462222 | **FAX:** 7177189417

Contact: Edward F. Bates | **Contact Title:** | **Service District:** EA02

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 01/09/2012 01:05 PM clarify Action Type: Manager review
*** Performed by contact: Mark Kinney, 7178462222
*** This is a Request for Assistance ***

Problem Description :
air bag light on with code B1448 OCS mat defect

Diagnostics Performed :
checked connectors and put stabilant in them but i cannot even clear the code. suggest the mat needs replaced to fix problem.

*** PHONE LOG 01/09/2012 01:41 PM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Thanks Mark, please replace the mat and retest.

*** CASE CLOSE 01/26/2012 06:42 AM clarify
*** Performed by contact: Mark Kinney, 7178462222
replaced mat and retested okay

*** CASE CLOSE 01/27/2012 07:17 AM Pacific Daylight Time NDempkowski-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced mat and retested okay

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25421**

VIN: KNAFE221395[redacted] | **Mileage:** 47,453

Prod Date: 11/27/2008 12:00:00AM | **Warranty Start Date:** 3/30/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NC039 Paramount Kia of Asheville

Phone: 8282986006 | **FAX:** 8282989856

Contact: Billy Worley | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 01/10/2012 12:51 PM clarify Action Type: Manager review
*** Performed by contact: Billy Worley, *08232011110528
*** This is a Request for Assistance ***

Problem Description :
passenger seat mat inop

Diagnostics Performed :
`pulled codes b1448 seat mat defect
ck pin tensions add stabilant
pull up on gds sit in seat seat does not change
still enabled

*** PHONE LOG 01/10/2012 01:05 PM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Most commonly a bad OCS MAT...
Thinks that have fooled us are:
- Eaten harnesses by small dogs
The harness being damaged by of after the seat has been removed and installed

If this is a HATD code, swapping the seat is one fore sure way to confirm

*** CASE CLOSE 01/17/2012 08:23 AM clarify
*** Performed by contact: Billy Worley, *08232011110528
substituted with known good seat all ok replace seat bottom

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE221595[redacted] | **Mileage:** 43,620

Prod Date: 9/8/2008 12:00:00AM | **Warranty Start Date:** 11/15/2008 12:00:00AM

Dealer/Contact Data:

Dealer: GA065 Cobb County Kia

Phone: 8552481211 | **FAX:**

Contact: Paul Hardie | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Seat Track Position Sensor

Resolution: Faulty Component

Case History

*** NOTES 01/17/2012 09:35 AM clarify Action Type: Manager review
*** Performed by contact: Paul Hardie, 7704234404
*** This is a Request for Assistance ***

Problem Description :
airbag light on

Diagnostics Performed :
pull code, check connectors, pin tension, still active code. what else needs to be checked before replacing seat bottom- can't look at data to see if reads change in seat

*** PHONE LOG 01/17/2012 10:21 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Paul, if harnesses and connections check good, then the OCS needs to be replaced and re tested.

*** CASE CLOSE 01/18/2012 11:09 AM clarify
*** Performed by contact: Paul Hardie, 7704234404
replace seat bottom

*** CASE CLOSE 01/18/2012 02:27 PM Pacific Daylight Time NDempkowski-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replace seat bottom

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25421**

VIN: KNAFE221095[redacted] | **Mileage:** 38,604

Prod Date: 7/24/2008 12:00:00AM | **Warranty Start Date:** 7/25/2009 12:00:00AM

Dealer/Contact Data:

Dealer: WA005 Hanson Kia

Phone: 3609432120 | **FAX:** 3609438476

Contact: John Orlando | **Contact Title:** | **Service District:** WE08

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Body Interior & Exterior

Component: Front Seats

Resolution:

Case History

*** NOTES 01/23/2012 11:00 AM clarify Action Type: Manager review
*** Performed by contact: John Orlando, 3609432120
*** This is a Request for Assistance ***

Problem Description :
found code b1448-pass ocs mat defect. found code is active. tried clearing code and recalibrating mat sensor, light still on

Diagnostics Performed :
tried clearing,recalibrating,checked connectors under seat and performed resistance check of ocs mat, mat out of specs.

*** PHONE LOG 01/23/2012 11:02 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Thanks John, please replace the OCS mat and retest.

*** CASE CLOSE 05/08/2013 10:36 AM clarify
*** Performed by contact: John Orlando, 3609432120
seat bottom sensor defective

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121285[redacted] | **Mileage:** 72,053

Prod Date: 9/7/2007 12:00:00AM | **Warranty Start Date:** 10/25/2007 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 Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: A/Bag Diag. Unit (ADU) (SRSCM)

Resolution: Faulty Component

Case History

*** NOTES 01/27/2012 11:10 AM clarify Action Type: Manager review
*** Performed by contact: Chistopher Vitale, 6036249270
*** This is a Request for Assistance ***

Problem Description :
has air bag light on b1448 ocs mat defect active and history.

Diagnostics Performed :
when trying to clear light i get a failed to erase mermory.

*** PHONE LOG 01/27/2012 11:48 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Chris, have you replaced the OCS mat yet?

*** NOTES 01/27/2012 11:51 AM clarify Action Type: Manager review
*** Performed by contact: Chistopher Vitale, 6036249270
Result of Advice 1:no is from a body shop and was just trying to get light out.

*** PHONE LOG 01/27/2012 11:57 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Well for this code, it needs the OCS mat replaced in the passenger seat.
Advice 2: Was the SRSCM replaced at the body shop?

*** NOTES 01/30/2012 11:36 AM clarify Action Type: Manager review
*** Performed by contact: Chistopher Vitale, 6036249270
Result of Advice 1:The SRSCM has been replaced
The ocs mat has not been replaced

Result of Advice 2:The SRSCM has been replaced
The ocs mat has not been replaced

*** PHONE LOG 01/30/2012 11:40 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Thanks Chris, let's replace the mat and retest. thanks

*** CASE CLOSE 02/06/2012 12:34 PM clarify
*** Performed by contact: Chistopher Vitale, 6036249270
OCS ;MAT AND SRSCM

*** CASE CLOSE 02/06/2012 01:14 PM Pacific Daylight Time NDempkowski-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
OCS ;MAT AND SRSCM

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121075[redacted] | **Mileage:** 18,700

Prod Date: 6/1/2007 12:00:00AM | **Warranty Start Date:** 8/31/2007 12:00:00AM

Dealer/Contact Data:

Dealer: PA085 Kia on the Boulevard

Phone: | **FAX:**

Contact: Riza Tairi | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 01/30/2012 06:56 AM clarify Action Type: Manager review
*** Performed by contact: Riza Tairi, 2156719000
*** This is a Request for Assistance ***

Problem Description :
cust states airbag light is on

Diagnostics Performed :
found airbag light is on, B1448 OCS mat defect, inspect OCS connector, o.k., pin tension o.k., perform wiggle test on harness assy, code is active, won't clear, shop foreman told me to open case for this cust concren, please advice if this vehicle needs any type of reflash

*** PHONE LOG 01/30/2012 07:06 AM Pacific Daylight Time RLevy-TL Action Type:Web Contact
Advice 1: please replace the mat and retest.

*** CASE CLOSE 02/08/2012 11:21 AM clarify
*** Performed by contact: Riza Tairi, 2156719000
Per your instruct, installed new seat bottom assy. B1448 code went to history, cleared code, did not return

*** CASE CLOSE 04/10/2012 04:08 AM Pacific Daylight Time RLevy-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced seat bottom assembly

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121985[redacted] | **Mileage:** 40,935

Prod Date: 11/9/2007 12:00:00AM | **Warranty Start Date:** 7/2/2008 12:00:00AM

Dealer/Contact Data:

Dealer: GA087 Kia of Albany

Phone: 2294464777 | **FAX:**

Contact: David Carroll | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: OCS validation | **DTC: B1448**

System: Restraints

Component: Seat Air Bag

Resolution:

Case History

*** NOTES 01/31/2012 05:14 AM clarify Action Type: Manager review
*** Performed by contact: David Carroll, 2294464777
*** This is a Request for Assistance ***

Problem Description :
cust has air bag light on for ocs mat defect

Diagnostics Performed :
checked pin tension and added satibalty 22

*** NOTES 01/31/2012 05:15 AM clarify Action Type: Manager review
*** Performed by contact: David Carroll, 2294464777
can not read any current data info
Additional Comments:can not read any current data info

*** PHONE LOG 01/31/2012 06:01 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: David,
Are You stating "CUSTOMER STATES" ?
- Is this a concern now ?
= = Is OCS operation normal today ?

*** NOTES 01/31/2012 06:52 AM clarify Action Type: Manager review
*** Performed by contact: David Carroll, 2294464777
Result of Advice 1:customer states air bag light is on and yes it is a concern now light is still on and no the ocs is not operating normal
Additional Comments:i disconected the battery and pulled the connector apart and everything is ok

*** NOTES 02/15/2012 05:34 AM clarify Action Type: Manager review
*** Performed by contact: David Carroll, 2294464777
Result of Advice 1:all wires and connectors are ok.light is still on

*** PHONE LOG 02/15/2012 06:09 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: David,
Most commonly this is the OCS MAT/Sensor ... If this is a hard fault, swapping the seat will confirm other components are ok

*** CASE CLOSE 03/01/2012 12:12 PM clarify
*** Performed by contact: David Carroll, 2294464777
replaced seat bottom

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE221695[redacted] | **Mileage:** 48,533

Prod Date: 9/23/2008 12:00:00AM | **Warranty Start Date:** 10/31/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL088 Orlando Kia North

Phone: | **FAX:**

Contact: Toby Trook | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 02/11/2012 05:42 AM clarify Action Type: Manager review
*** Performed by contact: Toby Trook, 4075711234
*** This is a Request for Assistance ***

Problem Description :
vehicle came in with a B1448 mat defect code. It came in with the same code on 1/23/12 and another technician applied stabilant to the OCS connector. the code has returned. Do you advise replacing the seat bottom at this point?

Diagnostics Performed :
1

*** PHONE LOG 02/11/2012 07:16 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Thanks for the info Toby. You're heading in the right direction. Though I believe the OCS is a mat in this vehicle. Have your parts dept. check.

*** CASE CLOSE 02/17/2012 07:23 AM clarify
*** Performed by contact: Toby Trook, 4075711234
replaced passenger seat bottom

*** CASE CLOSE 02/17/2012 10:08 AM Pacific Daylight Time NDempkowski-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced passenger seat bottom

Kia Motors America
Technical Assistance Center

Case Numbe [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA5 **Engine:** G4H13629 **Model Code: 25582**

VIN: KNAFE16117[redacted] **Mileage:** 25,291

Prod Date: 1/25/2007 12:00:00AM **Warranty Start Date:** 3/28/2007 12:00:00AM

Dealer/Contact Data:

Dealer: MI021 Kia of Ann Arbor

Phone: 7346637770 **FAX:** 7346630390

Contact: Tom Rowley **Contact Title:** **Service District:**

Case Details:

Case Title: MIL - PCM - P0501

Symptom: Warning Light On **DTC: B1448**

System: Steering

Component: VSS Vehicle Speed Sensor

Resolution:

Case History

*** NOTES 02/14/2012 02:07 PM clarify Action Type: Manager review
*** Performed by contact: Tom Rowley, *12122010181015
*** This is a Request for Assistance ***

Problem Description :
po501 veh speed sensor a range performance and b1448 ocs mat defect

Diagnostics Performed :
the speed sensor has been replaced at least 2times the last time in repaired wire harness 3in past connector because wire was green.The ocs mat was replaced 2times the last time was 12-24-10 case#t[redacted]not sure if codes are related but the codes seem to come back around the same time

*** PHONE LOG 02/14/2012 02:22 PM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: No relation between the codes. I see it has a lot of history for both codes. Make sure we are not missing a pin tension issue with the passenger seat. Wheel speed sensor and wiring will need to be tested.

*** PHONE LOG 02/15/2012 01:12 PM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: Tech states WSS connector is green. Advised to bypass connector and heat shrink.

*** CASE CLOSE 04/16/2013 03:57 AM clarify
*** Performed by contact: Tom Rowley, *12122010181015
bypassed connector solder and heat shrink

Kia Motors America
Technical Assistance Center

Case Numbe [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE222995[redacted] | **Mileage:** 33,684

Prod Date: 11/18/2008 12:00:00AM | **Warranty Start Date:** 7/26/2009 12:00:00AM

Dealer/Contact Data:

Dealer: WA025 Car Pros Kia

Phone: 2536712400 | **FAX:** 2535842545

Contact: Jarret Abrahamson | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Faulty Component

Case History

*** NOTES 02/15/2012 02:54 PM clarify Action Type: Manager review
*** Performed by contact: Jarret Abrahamson, 2536712400
*** This is a Request for Assistance ***

Problem Description :
AIRBAG LIGHT ON B1448 OC MAT DEFECT.

Diagnostics Performed :
LITTLE DIAGNOSTICS FOR THIS CODE. WAS TRYING TO FIND RESISTANCE SPECS FOR THE PASSENGER SEAT MAT. I DONT HAVE A TEST SRSCM OR SEAT MAT

*** PHONE LOG 02/15/2012 03:03 PM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Jarret, there really isn't a dedicated test for it.

-If connections at the SRS module and OCS module are good, please see below.

Advice 2: If you clear the DTC and it returns, let's replace the mat and retest.

*** CASE CLOSE 03/07/2012 11:19 AM clarify
*** Performed by contact: Jarret Abrahamson, 2536712400
replaced the ocs mat

*** CASE CLOSE 03/07/2012 11:37 AM Pacific Daylight Time NDempkowski-TL

Resolution Code: Faulty Component

CLOSING COMMENTS
replaced the ocs mat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE122985[redacted] | **Mileage:** 55,257

Prod Date: 10/11/2007 12:00:00AM | **Warranty Start Date:** 3/27/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NY022 Northtown Kia

Phone: | **FAX:**

Contact: John Bass | **Contact Title:** | **Service District:** EA07

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 05/10/2012 06:43 AM clarify Action Type: Manager review
*** Performed by contact: John Bass, *02172012081533
*** This is a Request for Assistance ***

Problem Description :
air bag light stays on

Diagnostics Performed :
scan b1448 present and will not clear . passenger air bag off light illuminates then remains off. all connectors under passenger seat appear good . the next step in flow chart is to temp.install known good osc mat sensor. this is a $1400 part to see if the code returns. are there any other tests that can be performed

*** PHONE LOG 05/10/2012 06:51 AM Pacific Daylight Time MGoldwasser Action Type:Web Contact
Advice 1: John,
Please inspect the connections and pin fits at the WCS module, if the connections are ok please get you DPSM authorization to replace the WCS seat sensor assembly.

*** CASE CLOSE 05/14/2012 05:30 AM clarify
*** Performed by contact: John Bass, *02172012081533
seat bottom

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE221995[redacted] | **Mileage:** 32,555

Prod Date: 6/21/2008 12:00:00AM | **Warranty Start Date:** 1/27/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL091 Bill Bryan Kia

Phone: 8883100703 | **FAX:**

Contact: Shayne Kint | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS -B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Veh. Repaired at Dlr

Case History

*** NOTES 05/21/2012 06:13 AM clarify Action Type: Manager review
*** Performed by contact: Shayne Kint, 3523651228
*** This is a Request for Assistance ***

Problem Description :
code is active will not clear, removed and cleaned all connectors installing stabilant 22 before reconnecting and concern is still present

Diagnostics Performed :
1

*** PHONE LOG 05/21/2012 06:29 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: As the diagnostic chart for this code indicates, if the connections are good, this is either the SRSCM or the OCS seat mat, see if the dpsm will authorize replaceing the seat mat, thanks

*** CASE CLOSE 06/11/2012 10:32 AM clarify
*** Performed by contact: Shayne Kint, 3523651228
1

*** PHONE LOG 06/11/2012 11:02 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: What was done to repair this car ??

*** CASE CLOSE 06/11/2012 11:39 AM clarify
*** Performed by contact: Shayne Kint, 3523651228

replaced seat mat as instructed

*** CASE CLOSE 06/13/2012 03:37 PM Pacific Daylight Time JBrookes

Resolution Code: Veh. Repaired at Dlr
CLOSING COMMENTS
Closing comments,

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA5 **Engine:** G4H13445 **Model Code: 25582**

VIN: KNAFE162775[redacted] **Mileage:** 59,612

Prod Date: 1/23/2007 12:00:00AM **Warranty Start Date:** 8/26/2007 12:00:00AM

Dealer/Contact Data:

Dealer: CA252 Premier Kia of Fremont

Phone: 5106688700 **FAX:** 5106688784

Contact: Walter Deans **Contact Title:** **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 06/14/2012 10:41 AM clarify Action Type: Manager review
*** Performed by contact: Walter Deans, 5106688700
*** This is a Request for Assistance ***

Problem Description :
airbag light on checked with gds found b1448 ocs mat defect in history

Diagnostics Performed :
checked connections (ok) cleared dtc, cycle the key with passenger in seat dtc returns in history any other suggestions other that seat bottom replacement ? thanks

*** PHONE LOG 06/14/2012 10:52 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Walter if connections are good then ocs replacement is necessary, thanks

*** CASE CLOSE 07/05/2012 10:19 AM clarify
*** Performed by contact: Walter Deans, 5106688700
replaced ocs mat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: KNAFE16128[redacted] **Mileage:** 59,766

Prod Date: 7/11/2007 12:00:00AM **Warranty Start Date:** 4/26/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL025 Gunther Kia

Phone: 9547971680 **FAX:** 9544536337

Contact: Samuel Taylor **Contact Title:** **Service District:** SO02

Case Details:

Case Title: MIL - SRS- B1448

Symptom: Warning Light On **DTC:**

System: Body Electrical

Component: Sunroof Control Module

Resolution:

Case History

*** NOTES 08/09/2012 12:52 PM clarify Action Type: Manager review
*** Performed by contact: Samuel Taylor, *01062012090552
*** This is a Request for Assistance ***

Problem Description :
GOT CODE B1448

Diagnostics Performed :
THIS CODE WILL NOT RESET

*** PHONE LOG 08/09/2012 01:13 PM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Samuel, if connectors are good it is unsually an OCS mat that is faulty, thanks

*** PHONE LOG 08/10/2012 05:01 AM Pacific Daylight Time RLevy-TL Action Type:Outgoing call
Advice 1: Advised tech to replace the seat bottom assy.

*** CASE CLOSE 08/11/2012 10:20 AM clarify
*** Performed by contact: Samuel Taylor, *01062012090552
air bag

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121575[redacted] | **Mileage:** 394,549

Prod Date: 6/19/2007 12:00:00AM | **Warranty Start Date:** 9/14/2007 12:00:00AM

Dealer/Contact Data:

Dealer: IN004 Ray Skillman Kia

Phone: 3178889500 | **FAX:** 3178875193

Contact: Jerold Challis | **Contact Title:** | **Service District:** CE09

Case Details:

Case Title: MIL - SRS - B1449

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Air Bag Harness

Resolution: Faulty Component

Case History

*** NOTES 08/22/2012 11:54 AM clarify Action Type: Manager review
*** Performed by contact: Jerold Challis, 3178889500
*** This is a Request for Assistance ***

Problem Description :
code b1449, when hot out light is on but when ac gets the car cooled insidethe light will go out

Diagnostics Performed :
seat bottom haqs been replaced and stabilant 22 has been added

*** PHONE LOG 08/22/2012 12:13 PM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Jerold, thanks for the information.

How long ago was the OCS mat replaced?

*** NOTES 08/22/2012 01:13 PM clarify Action Type: Manager review
*** Performed by contact: Jerold Challis, 3178889500
Result of Advice 1:08/15/2012

** Admin Note ***
ervice alert escalated to CA as : K2343315 on 08/22/2012

*** PHONE LOG 08/23/2012 06:01 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Jerold, check the connections at the SRSCM for loose, bent or backed out pins.
Advice 2: Do you have access to another known good matching SRSCM to test in this vehicle?

*** CASE CLOSE 09/14/2012 10:20 AM clarify
*** Performed by contact: Jerold Challis, 3178889500
replaced floor wire harness

*** CASE CLOSE 09/14/2012 10:25 AM Pacific Daylight Time NDempkowski-TL

Resolution Code: Faulty Component
CLOSING COMMENTS
replaced floor wire harness

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code:** 25462

VIN: KNAFE221495[redacted] | **Mileage:** 51,737

Prod Date: 6/25/2008 12:00:00AM | **Warranty Start Date:** 4/20/2009 12:00:00AM

Dealer/Contact Data:

Dealer: VA028 Williamsburg Kia

Phone: 7572291050 | **FAX:** 7572293054

Contact: Frank Pascucci | **Contact Title:** | **Service District:** EA03

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 09/12/2012 10:44 AM clarify Action Type: Manager review
*** Performed by contact: Frank Pascucci, *01122012135032
*** This is a Request for Assistance ***

Problem Description :
code 1448 ocs mat defect

Diagnostics Performed :
checked wiring for goog connection, disconnected battery for 1 min disconnected oc stps connector and light still on solid yesterday code was history , when i sat on pass seat and got up code went active and i cant clear it , component inspection tells me to subbstitute with known good ocs mat dont have one how do i conferm a bad mat ps this mat was replaced 2 years ago

*** PHONE LOG 09/12/2012 11:17 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Frank,
Does GDS give you data you can confirm mat is occupied ?
wont give weight, just basically yes or no
=- If you can access back of connector w/o modification... you can see if the signal voltages changes when occupied

OCS MAT is most common asuuming the harness and connections are ok
*** Admin Note ***
Service alert escalated to CA as : [redacted]on 09/12/2012

*** CASE CLOSE 12/26/2013 07:26 AM clarify
*** Performed by contact: Frank Pascucci, *01122012135032
dog pee on mat

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121285[redacted] | **Mileage:** 72,586

Prod Date: 10/18/2007 12:00:00AM | **Warranty Start Date:** 4/26/2008 12:00:00AM

Dealer/Contact Data:

Dealer: AR018 Bale Kia

Phone: 5012217181 | **FAX:** 2012217019

Contact: Ty Warner | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Seat Air Bag

Resolution:

Case History

*** NOTES 10/10/2012 11:43 AM clarify Action Type: Manager review
*** Performed by contact: Ty Warner, 5012217181
*** This is a Request for Assistance ***

Problem Description :
b1448 dtc , oc mat sensor passenger side

Diagnostics Performed :
can you replace just the mat sensor or do you have replace the seat cushion

*** PHONE LOG 10/10/2012 11:51 AM Pacific Daylight Time DRichmond Action Type:Web Contact
Advice 1: Tech called, advised tech to follow the EPC, if parts are shows then should be able to replace since there are no TSB/Pistop article stating you cannot replace. IF no parts are shown then must replace the cushion assy. Thanks.

*** CASE CLOSE 10/15/2012 11:23 AM clarify
*** Performed by contact: Ty Warner, 5012217181
removed seat replaced seat cushion with new mat sensor for passenger side airbag

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE221595[redacted] | **Mileage:** 48,483

Prod Date: 9/19/2008 12:00:00AM | **Warranty Start Date:** 10/31/2008 12:00:00AM

Dealer/Contact Data:

Dealer: ND003 Kia of Fargo

Phone: 7012819165 | **FAX:** 7012819233

Contact: Chris Schumacher | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 10/17/2012 08:51 AM clarify Action Type: Manager review
*** Performed by contact: Chris Schumacher, 7012819165
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES AIRBAG LIGHT ON

Diagnostics Performed :
CHECKED FOR CODES FOUND B1448 OC SENSOR MAT DEFECTIVE, CHECKED RESISTANCE NO RESISTACE IN SENSOR CLEARED CODE CAME RIGHT BACK ON APPLIED SILICONE LUBE TO CONNECTORS AT SENSOR AND SRSCM DONT HAVE ANOTHER MAT TO SUBSTITUTE KNOWN GOOD PART

*** PHONE LOG 10/17/2012 08:57 AM Pacific Daylight Time MGoldwasser Action Type:Web Contact
Advice 1: Chris,
If you have checked the connections at the OCS sensor and the DTC has recoded then you will need to get your DPSM authorization to replace the OCS sensor assembly.

*** CASE CLOSE 11/05/2012 07:50 AM clarify
*** Performed by contact: Chris Schumacher, 7012819165
REPLACED PASSENGER SEAT MODULE

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE222X95[redacted] | **Mileage:** 77,714

Prod Date: 5/20/2008 12:00:00AM | **Warranty Start Date:** 7/30/2008 12:00:00AM

Dealer/Contact Data:

Dealer: CA248 Momentum Kia

Phone: 7076517000 | **FAX:** 7076381859

Contact: David Tonella-herzig | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger's Air Bag

Resolution:

Case History

*** NOTES 10/30/2012 11:03 AM clarify Action Type: Manager review
*** Performed by contact: David Tonella-herzig, 7076517000
*** This is a Request for Assistance ***

Problem Description :
air bag light is on, code b1448 history and active

Diagnostics Performed :
performing the diag procedure, will not clear the codes, checked wiring under seat, all ok, disconnected the battery, codes still present after reconnecting the battery and still will not clear the codes

*** PHONE LOG 10/30/2012 11:25 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: If the connections look OK and you have power and ground to the sensor it will need the seat cushion replaced.

*** CASE CLOSE 03/06/2013 10:37 AM clarify
*** Performed by contact: David Tonella-herzig, 7076517000
cust took the car

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE221295[redacted] | **Mileage:** 49,253

Prod Date: 5/22/2008 12:00:00AM | **Warranty Start Date:** 10/3/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TX072 Capitol Kia

Phone: 5125831900 | **FAX:** 5125831897

Contact: Robert Knesek | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Connection

Resolution:

Case History

*** NOTES 11/07/2012 08:19 AM clarify Action Type: Manager review
*** Performed by contact: Robert Knesek, 5125831900
*** This is a Request for Assistance ***

Problem Description :
ocs mat defect

Diagnostics Performed :
chech all conection there all good scan car and clear code and it came right back

*** PHONE LOG 11/07/2012 08:28 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Robert, since you have checked connectors replace the oc mat and retest, thanks.

*** CASE CLOSE 02/06/2013 02:59 PM clarify
*** Performed by contact: Robert Knesek, 5125831900
bad contack

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE221395[redacted] | **Mileage:** 46,641

Prod Date: 11/22/2008 12:00:00AM | **Warranty Start Date:** 4/30/2009 12:00:00AM

Dealer/Contact Data:

Dealer: TX055 Legend Kia

Phone: 2105995900 | **FAX:**

Contact: Alexandro Gonzales | **Contact Title:** | **Service District:** SO05

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/12/2012 09:31 AM clarify Action Type: Manager review
*** Performed by contact: Alexandro Gonzales, 2106509969
*** This is a Request for Assistance ***

Problem Description :
Customer states airbag light flashes on and off at times.

Diagnostics Performed :
Scanned with GDS. Found code B1448 OCS sensor mat defect. Checked all connections under seat, no problems found. All wires and connections good.

*** PHONE LOG 11/12/2012 10:00 AM Pacific Daylight Time MGoldwasser Action Type:Web Contact
Advice 1: Alexandro,
If you have checked the connections at the OCS sensor and the DTC has recoded then you will need to get your DPSM authorization to replace the OCS sensor assembly.

*** CASE CLOSE 01/28/2013 03:35 PM clarify
*** Performed by contact: Alexandro Gonzales, 2106509969
sensor mat replaced

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: KNAFE162385[redacted] **Mileage:** 41,555

Prod Date: 8/22/2007 12:00:00AM **Warranty Start Date:** 5/24/2008 12:00:00AM

Dealer/Contact Data:

Dealer: CA085 Geweke Kia

Phone: 5306346161 **FAX:** 5306346160

Contact: Josh Quintana **Contact Title:** **Service District:** WE05

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On **DTC:**

System: Restraints

Component:

Resolution:

Case History

*** NOTES 11/20/2012 09:43 AM clarify Action Type: Manager review
*** Performed by contact: Josh Quintana, *03282011151020
*** This is a Request for Assistance ***

Problem Description :
air bag light is on and light does not go off when passenger sits in seat.

Diagnostics Performed :
retrieved code B1448
and tested ocs circuit all connections ok seat is not damaged and with scanner installled monitoring seat status, with me in the seat, gds reads empty intermittently
should i replace the weight sensor?

*** PHONE LOG 11/20/2012 09:48 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: As long as the connections are OK, replace the seat cushion and retest.

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25421**

VIN: KNAFE2215956[redacted] | **Mileage:** 49,384

Prod Date: 10/16/2008 12:00:00AM | **Warranty Start Date:** 6/14/2009 12:00:00AM

Dealer/Contact Data:

Dealer: CA245 Garden Grove Kia

Phone: 7148234949 | **FAX:**

Contact: Brian Scattergood | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/26/2012 10:06 AM clarify Action Type: Manager review
*** Performed by contact: Brian Scattergood, 7148234949
*** This is a Request for Assistance ***

Problem Description :
air bag light on

Diagnostics Performed :
tested system checked all connectors ok. found B1448 seat mat defect. the seat cushion needs to be replaced.

*** PHONE LOG 11/26/2012 10:14 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Brian,
Replace Mat
inspect for damage to harness under the seat prior to replacing

*** NOTES 11/26/2012 12:07 PM clarify Action Type: Manager review
*** Performed by contact: Brian Scattergood, 7148234949
Result of Advice 1:ok I checked didnot find any damage all looks good.
Additional Comments:ok

*** PHONE LOG 11/26/2012 02:31 PM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Replace the MAT and report

*** NOTES 12/15/2012 11:20 AM clarify Action Type: Manager review
*** Performed by contact: Brian Scattergood, 7148234949

Result of Advice 1:replaced seat mat tested good.
Additional Comments:thanks

*** CASE CLOSE 12/15/2012 11:21 AM clarify
*** Performed by contact: Brian Scattergood, 7148234949
replaced seat mat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE221X9[redacted] | **Mileage:** 18,029

Prod Date: 10/31/2008 12:00:00AM | **Warranty Start Date:** 6/19/2009 12:00:00AM

Dealer/Contact Data:

Dealer: TX093 World Car Kia

Phone: 2107356000 | **FAX:** 2107326741

Contact: Florentino Martinez | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/27/2012 08:20 AM clarify Action Type: Manager review
*** Performed by contact: Florentino Martinez, *09152010133016
*** This is a Request for Assistance ***

Problem Description :
CUSTUMER STATES air bag light on

Diagnostics Performed :
scan test , has code b1448 key on ,passenger light illuminates about 3 seconds then turns off ,with or without passenger on seat can not clear code, need case # for furthure repair

*** PHONE LOG 11/27/2012 08:35 AM Pacific Daylight Time MGoldwasser Action Type:Web Contact
Advice 1: Florentino,
Please check the connections under the passenger seat for the OCS, if the connections are ok please get your DPSM authorization to replace the OCS assembly.

*** CASE CLOSE 12/11/2012 03:45 PM clarify
*** Performed by contact: Florentino Martinez, [redacted]
replaced faulty seat cushing sensor

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE121885[redacted] | **Mileage:** 96,597

Prod Date: 4/22/2008 12:00:00AM | **Warranty Start Date:** 7/15/2008 12:00:00AM

Dealer/Contact Data:

Dealer: TN032 Rusty Wallace Kia

Phone: 8659775422 | **FAX:** 8659775438

Contact: Darrell Rimmer | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 11/28/2012 11:58 AM clarify Action Type: Manager review
*** Performed by contact: Darrell Rimmer, 8659775422
*** This is a Request for Assistance ***

Problem Description :
b1448 mat defaect,replaced mat with not known good how or can this be tested? what are chances of control mod being bad?

Diagnostics Performed :
gds

*** PHONE LOG 11/28/2012 12:16 PM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Typically it is a bad MAT ...
module is possible, connections and harness damage is probably 2nd on the list

*** CASE CLOSE 11/28/2012 12:47 PM clarify
*** Performed by contact: Darrell Rimmer, 8659775422
part man drives 08 also hooked up mat set code bad mat sorry for wasting your time thanks

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC9H | **Model Code: 25462**

VIN: KNAFE221795[redacted] | **Mileage:** 53,560

Prod Date: 1/14/2009 12:00:00AM | **Warranty Start Date:** 7/30/2009 12:00:00AM

Dealer/Contact Data:

Dealer: IN003 Bob Rohrman Kia

Phone: 7654481000 | **FAX:** 7654492266

Contact: Anyhony Hess powell | **Contact Title:** | **Service District:** CE09

Case Details:

Case Title: MIL - SRS - OCS

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 12/10/2012 10:50 AM clarify Action Type: Manager review
*** Performed by contact: Anyhony Hess powell, 3867347800
*** This is a Request for Assistance ***

Problem Description :
first cust complaint was ocs not seeing passenger in seat. was able to duplicate, replaced ocs assmbly. proper operation observed. cust then returned bout a week later with same complaint, this time was not able to duplicate proper operation still observed.cust called kia on his own has case[redacted]
using kia seat weights proper operation observed,using techs,proper operation observed... no codes...we think whomever is gettin into pass seat very light person?

Diagnostics Performed :
kia seat weights. gds scan. no problems found.

*** PHONE LOG 12/10/2012 11:07 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Anthony, thanks for the information.

Any way to get the passenger description from the customer?

*** NOTES 12/10/2012 11:18 AM clarify Action Type: Manager review
*** Performed by contact: Anyhony Hess powell, 3867347800
Result of Advice 1:yes they are an elderly couple i believe she is around 120. 130lbs. but with kia weights light off at 100lbs.

*** PHONE LOG 12/10/2012 11:19 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Anthony, the passengers seating position also matters too.

*** NOTES 12/10/2012 11:47 AM clarify Action Type: Manager review
*** Performed by contact: Anyhony Hess powell, 3867347800
Result of Advice 1:ok. i do not know how they sit. i will run all this info by manager and customer. i have a feeling theres nothing that can be done here. thank you.

*** PHONE LOG 12/10/2012 11:50 AM Pacific Daylight Time NDempkowski-TL Action Type:Web Contact
Advice 1: Thanks, keep me posted.

*** CASE CLOSE 12/19/2012 07:39 AM clarify
*** Performed by contact: Anyhony Hess powell, 3867347800
proper operation.

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE12297[redacted] | **Mileage:** 59,558

Prod Date: 6/7/2007 12:00:00AM | **Warranty Start Date:** 1/15/2008 12:00:00AM

Dealer/Contact Data:

Dealer: CA246 Car Pros Kia of Huntington Beach

Phone: 7142746176 | **FAX:**

Contact: Noe Muniz | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Seat Air Bag

Resolution:

Case History

*** NOTES 12/14/2012 10:41 AM clarify Action Type: Manager review
*** Performed by contact: Noe Muniz, 7147562013
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES AIRBAG LIGHT ON.

Diagnostics Performed :
VERIFIUED CUSTOMER CONCERN.. FOUND ACTIVE DTC B1448 AND HISTORY DTC B1448. TRYED TO CLEAR DTC GDS SAYS FAIL TO ERASE DTC. UN PLUGED AND RE PLUGED OCS. AIRBAG LIGHT WHENT AWAY FOR 3 SEC THEN CAME BACK ON. I BELEAVE PROBLEM IS IN THE SEAT BOTTOM. ANYY SUGGESTIONS.
THANKS.

*** PHONE LOG 12/14/2012 10:56 AM Pacific Daylight Time CSicairos Action Type:Incoming call
Advice 1: Tech called, stated that code will reset rigth away, advised to disconnect power to the amplifier and see if the harness is not damaged and if code does not return. If code still returns, to inspect for power at A18 pin 3 and ground pin 1, if ok then check resistance from pin 2 to SRSCM pin 70 should be less than 1 ohm, if ok replacement of OCS sensor will be needed, have your manager contact DPSM for approval on repairs.

*** CASE CLOSE 01/16/2013 08:45 AM clarify
*** Performed by contact: Noe Muniz, 7147562013
rplaced seat bottom.

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: KNAFE161X85[redacted] **Mileage:** 46,226

Prod Date: 12/13/2007 12:00:00AM **Warranty Start Date:** 8/8/2008 12:00:00AM

Dealer/Contact Data:

Dealer: VA039 Price Kia

Phone: 8882385550 **FAX:** 4348171863

Contact: Larry Houchens **Contact Title:** **Service District:**

Case Details:

Case Title: OCS - Light on #

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution: Cant Duplicate

Case History

*** NOTES 12/21/2012 05:19 AM clarify Action Type: Manager review
*** Performed by contact: Larry Houchens, 8882385550
*** This is a Request for Assistance ***

Problem Description :
customer states passenger air bag light wont go out when someone sits in seat weighing 140 lbs.

Diagnostics Performed :
vehicle came in last week with seat mat defect code replaced seat mat have had several persons sit in seat and light goes out

*** NOTES 12/21/2012 05:21 AM clarify Action Type: Manager review
*** Performed by contact: Larry Houchens, 8882385550
no codes now can not deplicate concern
Additional Comments:no codes now can not deplicate concern

*** PHONE LOG 12/21/2012 05:56 AM Pacific Daylight Time RLevy-TL Action Type:Web Contact
Advice 1: If no one else can duplicate this concern except for the customer then all you can do is to give the customer the OCS information sheet that explains OCS operation and proper seating position. If you don't have this give me your e-mail address and I can send it to you to print and give to the customer

.

** Admin Note ***
ervice alert escalated to CA as : K2408160 on 12/21/2012

*** CASE CLOSE 12/29/2012 08:39 AM clarify

*** Performed by contact: Larry Houchens, 8882385550
could not verify customer concern at this time

*** CASE CLOSE 03/05/2013 05:53 AM Pacific Daylight Time RLevy-TL

Resolution Code: Cant Duplicate
CLOSING COMMENTS
could not verify customer concern

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA SX | **Engine:** G4G4GC8H | **Model Code: 25481**

VIN: KNAFE221895[redacted] | **Mileage:** 21,063

Prod Date: 6/30/2008 12:00:00AM | **Warranty Start Date:** 7/31/2009 12:00:00AM

Dealer/Contact Data:

Dealer: OH066 Dennis Kia

Phone: 6144712900 | **FAX:** 6143373262

Contact: Kenneth Tinsley | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Please Specify

Component: Please Specify

Resolution:

Case History

*** NOTES 12/28/2012 04:39 AM clarify Action Type: Manager review
*** Performed by contact: Kenneth Tinsley, 6144712900
*** This is a Request for Assistance ***

Problem Description :
B1448 OCS mat defect.

Diagnostics Performed :
checked connnections, code is active, performed tsb 072 and seat is dry and found no electronics in vehecle.

*** PHONE LOG 12/28/2012 07:01 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Kenneth, if connections are good, replace the ocs mat and retest, thanks.

*** NOTES 12/28/2012 08:54 AM clarify Action Type: Manager review
*** Performed by contact: Kenneth Tinsley, 6144712900
Result of Advice 1:.
Additional Comments:if you look car up by vin then u can only get seat bottom. replace seat bottom?

*** PHONE LOG 12/28/2012 09:10 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Kenneth, I beleive that is the case, but parts can check with the parts help desk, thanks.

*** CASE CLOSE 01/04/2013 10:16 AM clarify
*** Performed by contact: Kenneth Tinsley, 6144712900
replaced pass front seat bottom.

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code:** 25422

VIN: KNAFE22129[redacted] | **Mileage:** 50,518

Prod Date: 9/10/2008 12:00:00AM | **Warranty Start Date:** 5/5/2009 12:00:00AM

Dealer/Contact Data:

Dealer: TN039 Kia of Chattanooga

Phone: 4238551022 | **FAX:**

Contact: Ronald Cranmore jr | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Seat Air Bag

Resolution:

Case History

*** NOTES 01/07/2013 07:46 AM clarify Action Type: Manager review
*** Performed by contact: Ronald Cranmore jr, 4238551022
*** This is a Request for Assistance ***

Problem Description :
customer states air bag light keeps coming on. this is the second time they have come in, but eveytime they come in the light is not on and code b1448 ocs mat defect is set under history. i have checked it with the gds and it seems to me working fine at the times of testing. shows when occupied and when not. should i put a new ocs mat in it?

Diagnostics Performed :
g

*** PHONE LOG 01/07/2013 08:00 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: Check connections first when it's intermittent like this. If your power and ground to the sensor tests OK and the connections are tight, go ahead and replace the OCS mat.

*** CASE CLOSE 02/07/2013 01:11 PM clarify
*** Performed by contact: Ronald Cranmore jr, 4238551022
OREDED OTC

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code:** 25461

VIN: KNAFE121X85[redacted] | **Mileage:** 42,305

Prod Date: 1/16/2008 12:00:00AM | **Warranty Start Date:** 4/30/2009 12:00:00AM

Dealer/Contact Data:

Dealer: TX031 Bert Ogden Harlingen Kia

Phone: 9564235555 | **FAX:** 9564238261

Contact: Javier Alejandro | **Contact Title:** | **Service District:** SO05

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 01/07/2013 07:57 AM clarify Action Type: Manager review
*** Performed by contact: Javier Alejandro, 9564235555
*** This is a Request for Assistance ***

Problem Description :
Found dtc b1448 set as active, code will not clear.

Diagnostics Performed :
Inspected seat cushion and connectors all ok.

*** PHONE LOG 01/07/2013 08:10 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Javier, check connection closely, check for good B+ and ground. If okay replace OC sensor with dpsm approval.

*** CASE CLOSE 01/17/2013 08:08 AM clarify
*** Performed by contact: Javier Alejandro, 9564235555
Replaced OCS sensor

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA SX | **Engine:** G4G4GC7H | **Model Code:** 25482

VIN: KNAFE121X75[redacted] | **Mileage:** 48,523

Prod Date: 5/15/2007 12:00:00AM | **Warranty Start Date:** 3/21/2008 12:00:00AM

Dealer/Contact Data:

Dealer: PA018 York Kia

Phone: 7178462222 | **FAX:** 7177189417

Contact: Rick Byloff | **Contact Title:** | **Service District:** EA02

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Engine Mechanical

Component: CVVT/OCV Unit

Resolution:

Case History

*** NOTES 01/18/2013 04:36 AM clarify Action Type: Manager review
*** Performed by contact: Rick Byloff, *07212011061516
*** This is a Request for Assistance ***

Problem Description :
mat code

Diagnostics Performed :
code won't clear went over connectors at mat on change

*** PHONE LOG 01/18/2013 05:13 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Rick,
Inspect for B+ & B- at OCS module and MAT
MAT is most common failure, however... we have seen some harness damage if seats have been out

*** CASE CLOSE 01/29/2013 12:46 PM clarify
*** Performed by contact: Rick Byloff, *07212011061516
COSTOMER to change oil then report back

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25461**

VIN: KNAFE22129[redacted] | **Mileage:** 39,383

Prod Date: 8/7/2008 12:00:00AM | **Warranty Start Date:** 3/26/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NC039 Paramount Kia of Asheville

Phone: 8282986006 | **FAX:** 8282989856

Contact: Jonathon Rogers | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Seat Air Bag

Resolution:

Case History

*** NOTES 01/29/2013 11:01 AM clarify Action Type: Manager review
*** Performed by contact: Jonathon Rogers, 8282986006
*** This is a Request for Assistance ***

Problem Description :
Air bag is throwing a B1448, ocs mat defect code.

Diagnostics Performed :
Added stabilant to the sonnectors and tested that proper voltage and ground were present. All is at specification at this time.
do i replace the seat bottom?

*** PHONE LOG 01/29/2013 11:12 AM Pacific Daylight Time MGoldwasser Action Type:Web Contact
Advice 1: Jonathon,
If the connections and pin fits are ok at the WCS then the next step will be to get your DPSM authorization to replace the WCS sensor assembly.

*** CASE CLOSE 01/29/2013 11:22 AM clarify
*** Performed by contact: Jonathon Rogers, 8282986006
ORDERED PARTS

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code:** 25421

VIN: KNAFE121285[redacted] | **Mileage:** 29,892

Prod Date: 1/25/2008 12:00:00AM | **Warranty Start Date:** 6/19/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NC065 Kia of Gastonia

Phone: 7048235010 | **FAX:**

Contact: Brian Bostedo | **Contact Title:** | **Service District:**

Case Details:

Case Title: OCS - Light on # airbag off light

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 02/20/2013 06:58 AM clarify Action Type: Manager review
*** Performed by contact: Brian Bostedo, 7048235010
*** This is a Request for Assistance ***

Problem Description :
When you sit in the passenger seat the Passenger Air Bag Light will say OFF then go out for about 2 seconds then illuminate back to OFF while still seated in the seat.

Diagnostics Performed :
No error codes stored in Air Bag control module. I checked the connectors and applied STA 22. This did not change anything. Everything seems to be normal under current data.

*** PHONE LOG 02/20/2013 07:22 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Brian this is commonly the seat bottom, problem, try swapping it out with one from another car for test, thanks ,

*** CASE CLOSE 02/27/2013 07:37 AM clarify
*** Performed by contact: Brian Bostedo, 7048235010
Replaced OCS passenger seat bottom.

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA SX | **Engine:** G4G4GC7H | **Model Code: 25481**

VIN: KNAFE12148[redacted] | **Mileage:** 42,107

Prod Date: 9/19/2007 12:00:00AM | **Warranty Start Date:** 6/14/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NC004 Paramount Kia

Phone: 8283284012 | **FAX:** 8283284977

Contact: Michael BARLOWE | **Contact Title:** | **Service District:** SO08

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Heating Ventilation & Air Conditioning

Component: Heater General

Resolution:

Case History

*** NOTES 02/20/2013 12:30 PM clarify Action Type: Manager review
*** Performed by contact: Michael BARLOWE, *02022012094532
*** This is a Request for Assistance ***

Problem Description :
b1448 will not clear. ser. manger wants your input for dpsm

Diagnostics Performed :
flw charts

*** PHONE LOG 02/20/2013 12:42 PM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: Make sure you have power to pin 3 and ground to pin 1 of the sensor and that connections are OK. If OK, it will need the passenger seat cushion replaced.

*** CASE CLOSE 03/04/2013 06:30 AM clarify
*** Performed by contact: Michael BARLOWE, *02022012094532
reorder seat heater

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4H13143 | **Model Code:** 25462

VIN: KNAFE12177[redacted] | **Mileage:** 104,435

Prod Date: 12/29/2006 12:00:00AM | **Warranty Start Date:** 7/12/2007 12:00:00AM

Dealer/Contact Data:

Dealer: CA262 California Superstores Sacrament(

Phone: 9165768300 | **FAX:** 9165768333

Contact: Todd Colangelo | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 02/21/2013 11:14 AM clarify Action Type: Manager review
*** Performed by contact: Todd Colangelo, 9165768300
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES AIR BAG LIGHT IS ON.

Diagnostics Performed :
SCANNED FOR CODES AND FOUND A PASSENGER OCS MAT CODE. INSPECTED PASSENGER SEAT AND SAW ANOTHER TECHNICIAN HAD TRIED TO REMOVE A SEAT COVER. CHECKED ALL CONNECTIONS AND THEY SEEMED FINE. WENT TO COMPONENT INSPECTION. STEP ONE SAYS TO ERASE DTC BUT IT WONT LET ME. JUST SAYS FAILED TO ERASE DTC.....

*** PHONE LOG 02/21/2013 11:39 AM Pacific Daylight Time MGoldwasser Action Type:Web Contact
Advice 1: Todd,
Thanks for the detailed notes! The OCS seat sensor will need to be replaced.
Please contact your DPSM and get authorization to replace the OCS seat sensor assembly.

*** NOTES 02/21/2013 11:45 AM clarify Action Type: Manager review
*** Performed by contact: Todd Colangelo, 9165768300
Result of Advice 1:they can run that through warranty at 105k?

*** PHONE LOG 02/21/2013 11:53 AM Pacific Daylight Time MGoldwasser Action Type:Web Contact
Advice 1: Todd,
This should be CP but your DPSM will need to make that decision.

*** CASE CLOSE 02/28/2013 03:44 PM clarify
*** Performed by contact: Todd Colangelo, 9165768300
CUSTOMER TOOK VEHICLE

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code:** 25422

VIN: KNAFE221895[redacted] | **Mileage:** 48,709

Prod Date: 10/6/2008 12:00:00AM | **Warranty Start Date:** 6/13/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL015 Esserman International Kia

Phone: 3054776666 | **FAX:** 3054779331

Contact: Paul Villa | **Contact Title:** | **Service District:** SO02

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 02/25/2013 08:37 AM clarify Action Type: Manager review
*** Performed by contact: Paul Villa, *11162011110031
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES AIR BAG LIGHT IS ON

Diagnostics Performed :
FOUND B1448 OCS MAT DEFECT , CHECK ALL CONECTOR UNDER SEAT FOUND ALL OK THEN TRY TO CLEAR CODE CAN'T ERASSE .

*** PHONE LOG 02/25/2013 08:55 AM Pacific Daylight Time MGoldwasser Action Type:Web Contact
Advice 1: Paul,
If you have checked the connections at the OCS sensor and the DTC has recoded then you will need to get your DPSM authorization to replace the OCS sensor assembly.

*** CASE CLOSE 03/06/2013 11:03 AM clarify
*** Performed by contact: Paul Villa, *11162011110031
replaced occupant sensor

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA SX | **Engine:** G4G4GC7H | **Model Code:** 25481

VIN: KNAFE121085[redacted] | **Mileage:** 41,049

Prod Date: 9/15/2007 12:00:00AM | **Warranty Start Date:** 4/21/2008 12:00:00AM

Dealer/Contact Data:

Dealer: WI011 Russ Darrow Appleton Kia

Phone: 9207311300 | **FAX:** 9207310277

Contact: Kyle Pierce | **Contact Title:** | **Service District:** CE07

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 02/27/2013 11:07 AM clarify Action Type: Manager review
*** Performed by contact: Kyle Pierce, 9207311300
*** This is a Request for Assistance ***

Problem Description :
Customer states airbag light on. Scanned for codes and found active code B1448 OCS MAT DEFECT.

Diagnostics Performed :
SCANNED CODES AND MADE SURE ALL CONNECTORS UNDERNEATH THE SEAT WERE PLUGGED IN PROPERLY.

*** PHONE LOG 02/27/2013 11:18 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Kyle, please inspect connections, B+ and ground, if ok replace the OCS. Thanks

*** CASE CLOSE 03/08/2013 01:35 PM clarify
*** Performed by contact: Kyle Pierce, 9207311300
replaced ocs mat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: KNAFE16157[redacted] **Mileage:** 79,097

Prod Date: 4/25/2007 12:00:00AM **Warranty Start Date:** 6/21/2007 12:00:00AM

Dealer/Contact Data:

Dealer: OK007 Ferguson Kia

Phone: 9182514542 **FAX:**

Contact: Robert Gelner **Contact Title:** **Service District:** SO10

Case Details:

Case Title: MIL - SRS - B1488

Symptom: Warning Light On **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 03/04/2013 06:01 AM clarify Action Type: Manager review
*** Performed by contact: Robert Gelner, 9182581800
*** This is a Request for Assistance ***

Problem Description :
airbag lite on

Diagnostics Performed :
found code b1448, replaced complete passenger seat assy with a used one and still have same code. i do have power and grounds,but when i ckeck resitance of the harness from pin2 of the oc connector to to pin 70 of the srscm connector my resistance is 2.9 ohms and the specs are 1 ohm or below. do you think this is where the problem is, or would you think the srscm is bad

*** PHONE LOG 03/04/2013 06:49 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Robert,
Sounds more like the fault is the harness, however rare ...
- if your confirming higher than normal resistance... you might look closer at the harness
- is it possible to swap the module out ?
*** Admin Note ***
Service alert escalated to CA as [redacted]n 03/04/2013

*** CASE CLOSE 03/12/2013 07:03 AM clarify
*** Performed by contact: Robert Gelner, 9182581800
replace passenger seat bottom

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA LX | **Engine:** G4G4GC7H | **Model Code:** 25422

VIN: KNAFE12158[redacted] | **Mileage:** 104,040

Prod Date: 8/7/2007 12:00:00AM | **Warranty Start Date:** 11/30/2007 12:00:00AM

Dealer/Contact Data:

Dealer: LA044 Barker Kia

Phone: 9858791990 | **FAX:** 9858791741

Contact: Greg Blake | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - OCS

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 03/15/2013 05:53 AM clarify Action Type: Manager review
*** Performed by contact: Greg Blake, 9858791990
*** This is a Request for Assistance ***

Problem Description :
customer complains of sometimes when passenger sitting in front seat passenger off light doesnt go out. have been able to duplicate complaint. customer was in for SRS light bieng on with OCS mat code in the system in december of 2012. we changed the seat assy at that time. customer is back, no code but light wont go out at times.

Diagnostics Performed :
scanned for codes, none found. inspected connector for OCS mat, in good shape. did apply stabilant 22 to connector. still got it to act up. undid connector at SRS module that has OCS wires going to it and applied stabliant 22 and reconnected. still got it to act up. doesnt act up all the time.

*** PHONE LOG 03/15/2013 07:36 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Greg,
Can you please clarify what you mean about the seat?. Was the whole seat replaced or just the mat, Also Can you look at the data with the GDS and see if it changes when someone sets in the seat and what it does when the person get out of the seat. Thank you. please inform me on what you find.

*** NOTES 03/15/2013 07:00 AM clarify Action Type: Manager review
*** Performed by contact: Greg Blake, 9858791990
Result of Advice 1:the seat cushion assy was replaced. you cant get the mat separate. i will let you know on the other.

*** PHONE LOG 03/15/2013 08:18 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Greg,

Thank you for the update.
*** Admin Note ***
Service alert escalated to CA as [redacted] on 03/15/2013

*** CASE CLOSE 05/21/2013 06:58 AM clarify
*** Performed by contact: Greg Blake, 9858791990
customer has never come back in.

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA5 **Engine:** G4G4GC8H **Model Code: 25582**

VIN: KNAFE24169[redacted] **Mileage:** 50,252

Prod Date: 6/17/2008 12:00:00AM **Warranty Start Date:** 4/7/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL075 Napleton's Kia

Phone: 5612962542 **FAX:** 5618445681

Contact: James Brown **Contact Title:** **Service District:** SO02

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 03/21/2013 01:05 PM clarify Action Type: Manager review
*** Performed by contact: James Brown, 5612962542
*** This is a Request for Assistance ***

Problem Description :
we have a 09 spectra with a B1448 ocs mat defect, needs seat botttom, asked to open case

Diagnostics Performed :
scan tool

*** PHONE LOG 03/21/2013 01:14 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: James, please inspect connections for OCS mat before replacement. Thanks

*** NOTES 03/21/2013 01:28 PM clarify Action Type: Manager review
*** Performed by contact: James Brown, 5612962542
Result of Advice 1:connections good, attempted to clear code, hard code, would not clear

*** PHONE LOG 03/21/2013 01:29 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Ok James, go ahead and replace OCS mat and retest.

*** CASE CLOSE 04/13/2013 08:33 AM clarify
*** Performed by contact: James Brown, 5612962542
replaced pass seat bottom

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code:** 25462

VIN: KNAFE222695[redacted] | **Mileage:** 77,835

Prod Date: 11/6/2008 12:00:00AM | **Warranty Start Date:** 3/31/2009 12:00:00AM

Dealer/Contact Data:

Dealer: PA004 Murray Kia

Phone: 6102600800 | **FAX:** 6102600816

Contact: Evan Mercer | **Contact Title:** | **Service District:** EA05

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 03/22/2013 05:00 AM clarify Action Type: Manager review
*** Performed by contact: Evan Mercer, 6102600800
*** This is a Request for Assistance ***

Problem Description :
Customer states the airbag light is on

Diagnostics Performed :
checked for codes found B1448 OCS mat defect. cleared code to check for re-occurance. code came right back

*** PHONE LOG 03/22/2013 05:18 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: Advised to check power, ground and connections at passenger seat. If OK, get approval to replace the seat cushion.

*** CASE CLOSE 03/25/2013 06:11 AM clarify
*** Performed by contact: Evan Mercer, 6102600800
vehicle out of warranty customer did not want new seat cushion

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE12228[redacted] | **Mileage:** 64,902

Prod Date: 11/8/2007 12:00:00AM | **Warranty Start Date:** 3/27/2008 12:00:00AM

Dealer/Contact Data:

Dealer: CA246 Car Pros Kia of Huntington Beach

Phone: 7142746176 | **FAX:**

Contact: Robert Collins | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 04/19/2013 09:33 AM clarify Action Type: Manager review
*** Performed by contact: Robert Collins, 7147562013
*** This is a Request for Assistance ***

Problem Description :
I have a 2008 Kia Spectra that came in to our shop yesterday, with the air bag light on. It came to us from a body shop. it has a code B1448 active. the passenger air bag OFF light only illuminates during bulb check mode. It is not on at any time other than that.

Diagnostics Performed :
Pulled codes with GDS, code B1448 active. Checked passenger seat bottom with GDS, tets bad, does not change in value at all when someone sits in the seat.

*** NOTES 04/19/2013 09:39 AM clarify Action Type: Manager review
*** Performed by contact: Robert Collins, 7147562013
I opened a case yesterday on this, [redacted] Some how all of the imformation got deleted over night. It printed out fine for me on this end.
Additional Comments:I opened a case yesterday on this, [redacted] Some how all of the imformation got deleted over night. It printed out fine for me on this end.

*** PHONE LOG 04/19/2013 09:42 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Robert,
You will need to try a known good sensor matt and retest, and if the concern is still present you will need to try a known good SRSCM unit. Thank you. Note, Make sure you inspect the wiring harness first.

*** PHONE LOG 04/24/2013 12:05 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact

Advice 1: Robert,
Could you please give me an update on this case. Thank you

*** CASE CLOSE 05/08/2013 03:38 PM clarify
*** Performed by contact: Robert Collins, 7147562013
Replaced seat cushion

Kia Motors America
Technical Assistance Center

Case Numbe [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA SX | **Engine:** G4G4GC8H | **Model Code: 25482**

VIN: KNAFE2221[redacted] | **Mileage:** 40,423

Prod Date: 12/19/2008 12:00:00AM | **Warranty Start Date:** 8/5/2009 12:00:00AM

Dealer/Contact Data:

Dealer: PA047 McCafferty Kia of Mechanicsburg

Phone: | **FAX:**

Contact: Logan Ellis | **Contact Title:** | **Service District:** EA02

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component:

Resolution: Faulty Component

Case History

*** NOTES 04/22/2013 11:58 AM clarify Action Type: Manager review
*** Performed by contact: Logan Ellis, *08262010074516
*** This is a Request for Assistance ***

Problem Description :
customer states airbag light on

Diagnostics Performed :
found dtc B1448 OCS mat defect----erased DTC and light came back on, indicating hard fault---verify fuses good and found open in seat bottom/OCS mat-----need new seat bottom assy to further correct

*** PHONE LOG 04/22/2013 12:08 PM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Logan, check connections and replace the seat bottom then retest. Thanks.

*** CASE CLOSE 05/01/2013 06:56 AM Pacific Daylight Time SOkimura

Resolution Code: Faulty Component
CLOSING COMMENTS
Replace seat bottom

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA5 **Engine:** G4G4GC8H **Model Code: 25582**

VIN: KNAFE24139[redacted] **Mileage:** 16,964

Prod Date: 6/10/2008 12:00:00AM **Warranty Start Date:** 8/2/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL039 Lokey Kia

Phone: 7277994499 **FAX:** 7273731136

Contact: Adam Donoho **Contact Title:** **Service District:** SO03

Case Details:

Case Title: MIL - SRS - B1448 -

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Seat Air Bag

Resolution:

Case History

*** NOTES 05/02/2013 10:16 AM clarify Action Type: Manager review
*** Performed by contact: Adam Donoho, [redacted]
*** This is a Request for Assistance ***

Problem Description :
air bag light on

Diagnostics Performed :
verrifed customer concern scaned vehicle found code b1448. checked all connectors and pinfit are good

*** PHONE LOG 05/02/2013 10:52 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Adam,
If you check the pin fits with the pin fit tool and they have proper drag, Next step is to replace the OC passenger Mat and retest for proper operation. Thank you.

*** CASE CLOSE 05/08/2013 05:42 AM clarify
*** Performed by contact: Adam Donoho, [redacted]
ordered ocs assy

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE221695[redacted] | **Mileage:** 56,440

Prod Date: 10/21/2008 12:00:00AM | **Warranty Start Date:** 2/6/2009 12:00:00AM

Dealer/Contact Data:

Dealer: MD047 Herson's Kia

Phone: 3013403100 | **FAX:** 3012790985

Contact: Gerardo Sanchez | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Body Electrical

Component: Seat Cushion Heater

Resolution:

Case History

*** NOTES 05/24/2013 05:28 AM clarify Action Type: Manager review
*** Performed by contact: Gerardo Sanchez, 3013403100
*** This is a Request for Assistance ***

Problem Description :
i have this car with the ocs code on (b1448) i checked if there were ant damaged to the hardness but there is not and i cleared the code but it came back on again. please advice

Diagnostics Performed :
done

*** PHONE LOG 05/24/2013 06:22 AM Pacific Daylight Time RLevy-TL Action Type:Web Contact
Advice 1: If the wire harness and connection under the seat is good and the code comes back the seat botttom assy needs to be replaced.

*** CASE CLOSE 06/13/2013 06:11 AM clarify
*** Performed by contact: Joshua Kozlowski, 3013403100
replaced seat with sensor

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC9H | **Model Code: 25462**

VIN: KNAFE221X95[redacted] | **Mileage:** 41,523

Prod Date: 1/20/2009 12:00:00AM | **Warranty Start Date:** 5/9/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NC039 Paramount Kia of Asheville

Phone: 8282986006 | **FAX:** 8282989856

Contact: Caleb Jenkins | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448 -

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 05/28/2013 10:02 AM clarify Action Type: Manager review
*** Performed by contact: Caleb Jenkins, *09082010142516
*** This is a Request for Assistance ***

Problem Description :
Air bag light is on

Diagnostics Performed :
Scanned code using GDS and found active B1448-OCS Mat Defect. Checked pin tension and added stabilant 22 and code still remains. Should the seat bottom be replaced at this point?

*** PHONE LOG 05/28/2013 10:22 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Caleb,
You will need to try a known good passenger sensor mat and retest. Thank you.

*** CASE CLOSE 07/17/2013 04:12 AM clarify
*** Performed by contact: Caleb Jenkins, *09082010142516
replaced ocs mat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC9H | **Model Code: 25462**

VIN: KNAFE221X9[redacted] | **Mileage:** 41,523

Prod Date: 1/20/2009 12:00:00AM | **Warranty Start Date:** 5/9/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NC039 Paramount Kia of Asheville

Phone: 8282986006 | **FAX:** 8282989856

Contact: Jonathon Rogers | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Please Specify

Component: Please Specify

Resolution:

Case History

*** NOTES 05/28/2013 10:32 AM clarify Action Type: Manager review
*** Performed by contact: Jonathon Rogers, 8282986006
*** This is a Request for Assistance ***

Problem Description :
Air bag light is on

Diagnostics Performed :
Scanned system using GDS and found code B1448 active OCS defect. Checked Pin tension and Added stabilant 22 and codes still did not go away. Should the seat bottom be replaced at this point?

*** PHONE LOG 05/28/2013 11:24 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Jonathan, also check for B+ and ground, if ok replace the seat bottom and retest.

*** CASE CLOSE 06/26/2013 05:07 AM clarify
*** Performed by contact: Jonathon Rogers, 8282986006
replaced seat bottom

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code:** 25462

VIN: KNAFE222495[redacted] | **Mileage:** 56,179

Prod Date: 11/29/2008 12:00:00AM | **Warranty Start Date:** 4/29/2009 12:00:00AM

Dealer/Contact Data:

Dealer: MA008 Kia of West Springfield

Phone: 4137379500 | **FAX:** 4137462678

Contact: Alan Carmody | **Contact Title:** | **Service District:** EA09

Case Details:

Case Title: MIL - SRS - B1448 -

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 05/31/2013 09:41 AM clarify Action Type: Manager review
*** Performed by contact: Alan Carmody, 4137379500
*** This is a Request for Assistance ***

Problem Description :
Good afternoon,
I have this 09 Spectra that is setting B1448 OCS Mat Defect. I have applied stabilant to the connectors under the passenger seat and reconnected. I cannot get the fault to clear. Also, the telltale lamp for passenger air bag comes on during bulb check, but goes out as though someone were sitting in the seat. I was about to order a passenger seat cushion. DPSM will require techline documentation due to cost of parts. Thank you.

Diagnostics Performed :
GDS scan, operational check, applied stabilant

*** PHONE LOG 05/31/2013 10:21 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Alan,
If you have a known good vehicle of the same type i would swap the seat out of it and see if the code comes back, Before you order a new part. Thank you.

*** NOTES 06/03/2013 10:31 AM clarify Action Type: Manager review
*** Performed by contact: Alan Carmody, 4137379500
Result of Advice 1:I don't have a Spectra on the lot at the moment.

*** PHONE LOG 06/03/2013 01:50 PM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Alan,
If you unable to locate a donor vehicle for testing only. I would call the DPSM and see if he just wants you to order the

parts you need. Thank you.

*** CASE CLOSE 07/12/2013 12:39 PM clarify
*** Performed by contact: Alan Carmody, 4137379500
Replaced passenger seat cushion

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code:** 25422

VIN: KNAFE22249[redacted] | **Mileage:** 51,969

Prod Date: 9/22/2008 12:00:00AM | **Warranty Start Date:** 6/30/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NY058 Kia of East Syracuse

Phone: 3157015898 | **FAX:** 3157012694

Contact: Shawn Elliott | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 07/29/2013 11:06 AM clarify Action Type: Manager review
*** Performed by contact: Shawn Elliott, 3157015898
*** This is a Request for Assistance ***

Problem Description :
air bag light on pulled codes gotb1448

Diagnostics Performed :
checked connector all good tryed to clear codes wont comes right back order new pass seat mat?

*** PHONE LOG 07/29/2013 11:54 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Yes, Typically the OCS is most common
as long as the circuit is intact w/o any damage the mat is likely the fault

Donor seat available ?

*** NOTES 07/29/2013 12:28 PM clarify Action Type: Manager review
*** Performed by contact: Shawn Elliott, 3157015898
Result of Advice 1:no seat to try should i contact dpsm for ok

*** PHONE LOG 07/31/2013 05:35 AM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Shawn Called:
- Contact DPSM for replacement of OCS

*** CASE CLOSE 08/13/2013 05:56 AM clarify

*** Performed by contact: Shawn Elliott, 3157015898
ocs bad

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA SX | **Engine:** G4G4GC8H | **Model Code: 25482**

VIN: KNAFE222695[redacted] | **Mileage:** 50,126

Prod Date: 8/13/2008 12:00:00AM | **Warranty Start Date:** 8/22/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NJ051 Sansone Jr's 66 Kia

Phone: 7329221050 | **FAX:**

Contact: Jonathan Taylor | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448 -

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 07/30/2013 08:21 AM clarify Action Type: Manager review
*** Performed by contact: Jonathan Taylor, 7329221050
*** This is a Request for Assistance ***

Problem Description :
Customer concern Air Bag Light on

Diagnostics Performed :
Confirmed the customer's concern. Checked for codes, found B1448 Active and history - OCS (occupant classifaction System) Mat Defect. Checked all connections and found no issues. Replace OCS mat in seat cushion?

*** PHONE LOG 07/30/2013 08:30 AM Pacific Daylight Time JGossling-TL Action Type:Web Contact
Advice 1: Jonathan,
If the connection at the seat sensor is ok and there is no electrical interference from after market devices, i would replace the seat mat to start with and retest. Thank you.

*** CASE CLOSE 08/26/2013 10:00 AM clarify
*** Performed by contact: Jonathan Taylor, 7329221050
R&R seat mat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code:** 25462

VIN: KNAFE2215955[redacted] | **Mileage:** 55,825

Prod Date: 6/17/2008 12:00:00AM | **Warranty Start Date:** 7/24/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL018 Coral Springs Kia

Phone: 9547557400 | **FAX:** 9547534955

Contact: Robert Armstrong | **Contact Title:** | **Service District:** SO02

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Connection

Resolution:

Case History

*** NOTES 08/06/2013 05:33 AM clarify Action Type: Manager review
*** Performed by contact: Robert Armstrong, 9547557400
*** This is a Request for Assistance ***

Problem Description :
FOUND CODE B1448....

Diagnostics Performed :
USE DIA TREE AND CLEAR CODE STILL COMIND BACK ON

*** PHONE LOG 08/06/2013 05:48 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Robert, check connections, B+ and ground at sensor, if ok replace the OC sensor and retest.

*** CASE CLOSE 08/07/2013 01:50 PM clarify
*** Performed by contact: Robert Armstrong, 9547557400
found b1448 seat mat check b+ and ground g17 both good .r/r seat bottom ....

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE221495[redacted] | **Mileage:** 39,178

Prod Date: 10/1/2008 12:00:00AM | **Warranty Start Date:** 6/23/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL117 Fuccillo Kia of Cape Coral

Phone: 2392427000 | **FAX:**

Contact: Miguel Reyes | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 09/25/2013 07:33 AM clarify Action Type: Manager review
*** Performed by contact: Miguel Reyes, 2392427000
*** This is a Request for Assistance ***

Problem Description :
confirmed condition

Diagnostics Performed :
scan for dtc's shows b1448 OCS mat defect. confirmed secure connections. please advise.

*** PHONE LOG 09/25/2013 07:39 AM Pacific Daylight Time SOkimura Action Type:Web Contact
Advice 1: Miguel, check for a good ground and consistant B+, if ok replace the passenger seat bottom OCS. Thanks

*** CASE CLOSE 10/17/2013 06:36 AM clarify
*** Performed by contact: Miguel Reyes, 2392427000
customer has not returned

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4H14174 | **Model Code: 25462**

VIN: KNAFE12227[redacted] | **Mileage:** 95,142

Prod Date: 2/10/2007 12:00:00AM | **Warranty Start Date:** 9/3/2007 12:00:00AM

Dealer/Contact Data:

Dealer: CT022 Putnam Kia

Phone: 8609632277 | **FAX:** 8609286040

Contact: Kendrick Dexter | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 01/28/2014 12:10 PM clarify Action Type: Manager review
*** Performed by contact: Kendrick Dexter, 8609632277
*** This is a Request for Assistance ***

Problem Description :
customer was told they needed a pass side seat to repair a b1448. customer said they replaced the seat. light still on.

Diagnostics Performed :
found b1448 still active. tested mat: 12v on power wire. good ground. signal return shows 11v and jumps all over when sitting in seat then settles at 11v again.

*** PHONE LOG 01/28/2014 12:25 PM Pacific Daylight Time RHicks Action Type:Web Contact
Advice 1: Passenger OCS mat is likely bad
Where did they get the seat ?
- Sounds to me the MAT is faulty in the seat to have now

Sounds like the may is registering the weight

*** Admin Note ***
Service alert escalated to CA as : K2646599 on 01/28/2014

*** CASE CLOSE 01/30/2014 07:26 AM clarify
*** Performed by contact: Kendrick Dexter, 8609632277
cust took vehicle

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA EX | **Engine:** G4G4GC8H | **Model Code: 25462**

VIN: KNAFE22119[redacted] | **Mileage:** 49,725

Prod Date: 11/25/2008 12:00:00AM | **Warranty Start Date:** 6/11/2009 12:00:00AM

Dealer/Contact Data:

Dealer: MI008 Seelye Kia of Kalamazoo

Phone: 2693753820 | **FAX:** 2693724737

Contact: Cruz Cardoso | **Contact Title:** | **Service District:** CE06

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 04/03/2014 09:23 AM clarify Action Type: Manager review
*** Performed by contact: Cruz Cardoso, 2693753820
*** This is a Request for Assistance ***

Problem Description :
CUSTOMER STATES AIRBAG LIGHT IS ON

Diagnostics Performed :
Verified complaint. Airbag light is currently a active code B1448 OCS mat defect. checked connections for looseness, poor connection, bending and no problem was found. tried to erase the code but it returns immediately. This vehicle has had the OCS mat sensor replaced once before on 4/25/2011.

*** PHONE LOG 04/03/2014 09:43 AM Pacific Daylight Time MGoldwasser Action Type:Web Contact
Advice 1: Cruz,
If you have checked the connections at the OCS sensor and the DTC has recoded then you will need to get your DPSM authorization to replace the OCS sensor assembly.

*** NOTES 04/24/2014 11:33 AM clarify Action Type: Dealer contact
*** Performed by contact: Cruz Cardoso, 2693753820
Result of Advice 1:replaced OCS sensor

*** CASE CLOSE 04/24/2014 11:33 AM clarify
*** Performed by contact: Cruz Cardoso, 2693753820
replaced OCS sensor

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code: 25462**

VIN: KNAFE121675[redacted] | **Mileage:** 76,000

Prod Date: 2/15/2007 12:00:00AM | **Warranty Start Date:** 10/27/2007 12:00:00AM

Dealer/Contact Data:

Dealer: FL123 Sunset Kia of Sarasota

Phone: 9413087707 | **FAX:** 9413087715

Contact: Phillip Webber | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 06/24/2014 04:29 AM clarify Action Type: Dealer contact
*** Performed by contact: Phillip Webber, 9413087707
*** This is a Request for Assistance ***

Problem Description :
wont program cant clear codes b1448

Diagnostics Performed :
ck seat ocs customer put in a seat from a nother year car could that be the problem,hyundai dealer put in mutiple seats to fix but cant clear code,i think it could need a ocs or possible a srcm!

*** PHONE LOG 06/24/2014 05:28 AM Pacific Daylight Time RHicks Action Type:Outgoing call
Advice 1: Kia doesn't advise using used SRS components
I have never seen a bad OCS or SRS module cause this code ... it's always the MAT, connectio or harness
-

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE221495[redacted] | **Mileage:** 45,077

Prod Date: 10/10/2008 12:00:00AM | **Warranty Start Date:** 7/31/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL019 Galeana Kia

Phone: 2394378300 | **FAX:** 2394811603

Contact: Michael Morey | **Contact Title:** | **Service District:** SO03

Case Details:

Case Title: Instrument Cluster - Warning light on #

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 06/30/2014 05:48 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Morey, *0505141750_150808
*** This is a Request for Assistance ***

Problem Description :
Service writer is 130lbs,when he sits on pass seat "off" light stays on,when I (270lbs) sit on seat "off" light goes off.No codes,has had seat cushion replaced on 06/02/14.No recalibration on gds for this year.Airbag status changes with me sitting on seat in gds data.

Diagnostics Performed :
GDS

*** PHONE LOG 06/30/2014 06:12 AM Pacific Daylight Time RHicks Action Type:Outgoing call
Advice 1: So this appears to be operating ok with the heavier weight , but 130 lb light doesnt go OFF , so the system is disabled ?
faulty OCS ?

try disconnecting battery and resetting ?

would you have a "DONOR" vehicle ?

*** NOTES 06/30/2014 07:15 AM clarify Action Type: Dealer contact
*** Performed by contact: Michael Morey, *0429141350_150808
Result of Advice 1:The writer MIGHT be 130...he is a small guy,what weight before the light should go off?

*** PHONE LOG 06/30/2014 07:52 AM Pacific Daylight Time RHicks Action Type:Outgoing call

Advice 1: I don't have the actual value for this vehicle ...
= it would be a timely request from Korea
- Most common values are in the area of 85 Kg.

is seat straight up ?

anything under the seat ?
this was a MAT type sensor ?

*** CASE CLOSE 06/30/2014 09:56 AM clarify
*** Performed by contact: Michael Morey, 2394812600
Unable to duplicate concern

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE222095[redacted] | **Mileage:** 23,030

Prod Date: 11/6/2008 12:00:00AM | **Warranty Start Date:** 7/23/2009 12:00:00AM

Dealer/Contact Data:

Dealer: MA008 Kia of West Springfield

Phone: 4137379500 | **FAX:** 4137462678

Contact: Alan Carmody | **Contact Title:** | **Service District:** EA09

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 07/08/2014 06:47 AM clarify Action Type: Dealer contact
*** Performed by contact: Alan Carmody, 4137379500
*** This is a Request for Assistance ***

Problem Description :
Good morning,
I have this 09 Spectra setting a B1448. I have checked the connector under the seat, and have applied stabilant. The fault will not clear. I was suspecting a faulty OCS mat. DPSM will require techline documentation due to cost of parts involved.

Diagnostics Performed :
see above

*** PHONE LOG 07/08/2014 07:17 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Alan, check for a good B+ and ground to the sensor, if ok replace the OC passenger sensor. Thank you

*** CASE CLOSE 08/21/2014 09:15 AM clarify
*** Performed by contact: Alan Carmody, 4137379500
replaced OCS mat

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA SX | **Engine:** G4G4GC7H | **Model Code: 25481**

VIN: KNAFE12158[redacted] | **Mileage:** 43,748

Prod Date: 8/14/2007 12:00:00AM | **Warranty Start Date:** 5/7/2008 12:00:00AM

Dealer/Contact Data:

Dealer: MI001 Glassman Kia

Phone: 2483543300 | **FAX:** 2483725366

Contact: Michael WELCH | **Contact Title:** | **Service District:** CE06

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On | **DTC: B1448**

System: Please Specify

Component:

Resolution:

Case History

*** NOTES 12/08/2014 02:10 PM clarify Action Type: Dealer contact
*** Performed by contact: Michael WELCH, *03012012065532
*** This is a Request for Assistance ***

Problem Description :
scan code B1448 OCS MAT

Diagnostics Performed :
NEEDS TO REPL SEAT CUSHION

*** PHONE LOG 12/08/2014 02:20 PM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Micheal, check for poor connections, power and ground, if ok replace the OCS mat. Thank you
*** Admin Note ***
Service alert escalated to CA as [redacted]n 12/08/2014

Kia Motors America
Technical Assistance Center

Case Number [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA5 **Engine:** G4G4GC8H **Model Code: 25582**

VIN: KNAFE24199[redacted] **Mileage:** 76,375

Prod Date: 6/25/2008 12:00:00AM **Warranty Start Date:** 8/16/2008 12:00:00AM

Dealer/Contact Data:

Dealer: FL076 Kia of Vero Beach

Phone: 7725698000 **FAX:**

Contact: Mike Moretti **Contact Title:** **Service District:**

Case Details:

Case Title: MIL - SRS - # B1448

Symptom: Warning Light On **DTC:**

System: Restraints

Component: A/Bag Diag. Unit (ADU) (SRSCM)

Resolution: Information Taken

Case History

*** NOTES 05/14/2015 05:44 AM clarify Action Type: Dealer contact
*** Performed by contact: Mike Moretti, 7725698000
*** This is a Request for Assistance ***

Problem Description :
CS AIRBAG LIGHT ON

Diagnostics Performed :
B1448. Replaced seat bottom with a junkyard seat bottom from a 05-09 spectra. Are all the OCS parts the same for all years? I noticed the wire loom color was different on the junkyard seat bottom, but all connectors were the same. I have the same DTC with new seat bottom installed. Pin 2 @ ocs connector to pin 70 at SRSCM connector have 0 ohms resistance. I dont have another same year spectra to try a good SRSCM.

*** NOTES 05/14/2015 05:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Mike Moretti, 7725698000
junkyard part was from a 2005
Additional Comments:junkyard part was from a 2005

*** PHONE LOG 05/14/2015 07:14 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: Mike, the diagnosis for this code on kgis says the if there is a good OC sensor mat installed and the DTC is still present to install known good srscm, if as your report there is no high resistance between pin 2 of F48 and pin70 of F45, and there is good ground on pin 1 of F48 the srscm could faulting, unless perhaps you find a problem with the JF03 joint connector, thanks Mike

*** NOTES 05/14/2015 07:17 AM clarify Action Type: Dealer contact
*** Performed by contact: Mike Moretti, 7725698000

Result of Advice 1:Can you verify that a 2005 spectra OCS mat is the same as the 2009 OCS mat?

*** PHONE LOG 05/14/2015 08:01 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: If you refer to the ETM for both vehicles there is similarity, close inspection of the actual connectors should be done, but as to the values of the seat mat sensor assembly and the srscm, we do not have that information, thanks

** Admin Note ***
ervice alert escalated to CA as : K2947836 on 05/14/2015

*** NOTES 05/18/2015 03:49 AM clarify Action Type: Dealer contact
*** Performed by contact: Mike Moretti, 7725698000
Can a salvage yard SRSCM be put into this vehicle, or does it require a new one to do the variant coding?
Additional Comments:Can a salvage yard SRSCM be put into this vehicle, or does it require a new one to do the variant coding?

*** PHONE LOG 05/18/2015 08:39 AM Pacific Daylight Time JBrookes Action Type:Web Contact
Advice 1: If the salvage srscm does not have crash information stored perhaps? but we cannot recommend used parts.

*** NOTES 05/19/2015 04:06 PM Pacific Daylight Time JBrookes Action Type:Dealer contact
What is the Status on this repair ??

*** CASE CLOSE 07/14/2015 07:44 AM clarify
*** Performed by contact: Mike Moretti, 7725698000
vehicle was wholesaled, not fixed

*** CASE CLOSE 07/14/2015 04:00 PM Pacific Daylight Time JBrookes

Resolution Code: Information Taken
CLOSING COMMENTS
No repairs done, techs closing comments.

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4G4GC7H | **Model Code:** 25462

VIN: KNAFE122175[redacted] | **Mileage:** 82,815

Prod Date: 5/31/2007 12:00:00AM | **Warranty Start Date:** 4/21/2008 12:00:00AM

Dealer/Contact Data:

Dealer: PA078 Turner Kia

Phone: 7175642240 | **FAX:** 7175642473

Contact: George Speelman | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS # B1448

Symptom: Warning Light On | **DTC:**

System: Restraints

Component: Seat Track Position Sensor

Resolution:

Case History

*** NOTES 06/24/2015 11:01 AM clarify Action Type: Dealer contact
*** Performed by contact: George Speelman, *02062012085532
*** This is a Request for Assistance ***

Problem Description :
car has a dtc b 1448 history and active. component check looks ok as do all connectors. any suggestions

Diagnostics Performed :
available reflashes

*** PHONE LOG 06/24/2015 11:28 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: George, please check connections and replace the OCS mat. Thank you

*** CASE CLOSE 08/24/2015 09:21 AM clarify
*** Performed by contact: George Speelman, *02062012085532
replaced oce mat

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,008 SPECTRA5 **Engine:** G4G4GC7H **Model Code: 25582**

VIN: KNAFE161385[redacted] **Mileage:** 70,397

Prod Date: 12/7/2007 12:00:00AM **Warranty Start Date:** 5/27/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NY092 Transitowne Kia of West Seneca

Phone: 7166683700 **FAX:** 7166681303

Contact: Richard Ippolito **Contact Title:** **Service District:**

Case Details:

Case Title: MIL - SRS # B1448

Symptom: Warning Light On **DTC: B1448**

System: Restraints

Component: Connection

Resolution:

Case History

*** NOTES 06/30/2015 09:25 AM clarify Action Type: Dealer contact
*** Performed by contact: Richard Ippolito, 7166683700
*** This is a Request for Assistance ***

Problem Description :
code b1448

Diagnostics Performed :
checked harness as instructed by gds diag code returns after clearing, next step s to replace wth good known bladder we da not have a gnp to nstall and further tests to perform?

*** PHONE LOG 06/30/2015 09:32 AM Pacific Daylight Time SOkimura Action Type:Outgoing call
Advice 1: Richard, at connector F48 of the OC sensor, check for loose pin tension, power and ground, if ok replace the OC sensor. Thank you

*** CASE CLOSE 07/08/2015 03:40 AM clarify
*** Performed by contact: Richard Ippolito, 7166683700
could not duplicate

Kia Motors America
Technical Assistance Center

Case Numbe [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA LX | **Engine:** G4G4GC8H | **Model Code: 25422**

VIN: KNAFE22299[redacted] | **Mileage:** 38,226

Prod Date: 11/7/2008 12:00:00AM | **Warranty Start Date:** 7/10/2009 12:00:00AM

Dealer/Contact Data:

Dealer: NY069 Country Club Kia

Phone: 6074322800 | **FAX:** 6074326352

Contact: Daryl Kiel | **Contact Title:** | **Service District:**

Case Details:

Case Title: MIL - SRS # B1448

Symptom: Warning Light On | **DTC: B1448**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 09/02/2015 12:30 PM clarify Action Type: Dealer contact
*** Performed by contact: Daryl Kiel, 6074322800
*** This is a Request for Assistance ***

Problem Description :
AIR BAG LIGHT ON

Diagnostics Performed :
SCAN CODE B1448 OCS MAT DEFECT

*** PHONE LOG 09/02/2015 12:38 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Daryl,
Check for a good B+ and ground to the sensor, if ok replace the OCS passenger sensor. Thanks!

*** PHONE LOG 09/12/2015 12:31 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Can you please update the status of this case or close it when you get a minute.

*** NOTES 09/14/2015 12:41 PM clarify Action Type: Dealer contact
*** Performed by contact: Daryl Kiel, 6074322800
Result of Advice 1:replaced ocs passenger sensor fixed problem ok cleared code working thanks

*** CASE CLOSE 09/14/2015 12:44 PM clarify
*** Performed by contact: Daryl Kiel, 6074322800
replaced ocs passenger sensor cleared codes check opperation working thanks

*** PHONE LOG 09/14/2015 12:44 PM Pacific Daylight Time MGoldwasser Action Type:Outgoing call
Advice 1: Can you please close this case out and complete the Techline survey at your earliest convenience, thanks!

Kia Motors America

[redacted]

[redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA SX **Engine:** G4G4GC8H **Model Code: 25482**

VIN: KNAFE221895[redacted] **Mileage:** 47,094

Prod Date: 1/12/2009 12:00:00AM **Warranty Start Date:** 8/20/2009 12:00:00AM

Dealer/Contact Data:

Dealer: TX120 Perry-Ellis Kia

Phone: 9366395588 **FAX:** 9366348101

Contact: Romualdo Sanchez **Contact Title:** **Service District:**

Case Details:

Case Title: MIL - SRS - B1448

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 05/08/2013 08:17 AM clarify Action Type: Manager review
*** Performed by contact: Romualdo Sanchez, 9366395588
*** This is a Request for Assistance ***

Problem Description :
air bag light on

Diagnostics Performed :
scanned dtc, check connections good

*** PHONE LOG 05/08/2013 08:23 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: If you have power and ground and good connections to the OCS, get approval to replace the seat cushion and retest.

*** CASE CLOSE 06/07/2013 11:49 AM clarify
*** Performed by contact: Romualdo Sanchez, 9366395588
REPLACED SEAT TRACK

Kia Motors America
Technical Assistance Center

Case Number: [redacted]

Vehicle Data

Model/Year: 2,007 SPECTRA EX | **Engine:** G4H12701 | **Model Code: 25462**

VIN: KNAFE121875[redacted] | **Mileage:** 24,839

Prod Date: 12/9/2006 12:00:00AM | **Warranty Start Date:** 1/26/2008 12:00:00AM

Dealer/Contact Data:

Dealer: NJ028 Burlington Kia

Phone: 8884580694 | **FAX:** 6095897781

Contact: James Kuti | **Contact Title:** | **Service District:** EA05

Case Details:

Case Title: MIL - PCM - B1339

Symptom: Warning Light On | **DTC: B1339_B1449**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** PHONE LOG 07/27/2009 06:27 AM Pacific Daylight Time SSilavong-TL

-Air bag light is on and scan tool shows dtc B1339 Front Impact Sensor (Center) Communication Error, in SRS self-diag.
-IFS sensor replaced and the code reset.
-Tech states the dtc will clear if tech disconnect and recommend the SRSCM connector.

-Check the harness for loose pin or damage connector.
-If connector looks ok, swap the SRSCM and recheck.

*** CHNG CONTACT 10/21/2009 05:29 AM Pacific Daylight Time DJackson-TL
Contact changed from TOM STOW at Burlington Kia to James Kuti at Burlington Kia. Former primary phone: *0410092243_137401. Former alternate phone: .

*** PHONE LOG 10/21/2009 05:30 AM Pacific Daylight Time DJackson-TL Action Type:Incoming call
History codes only light is not on now.
Going over connection wanted to review ETM on KGIS tog et to photos of locations.

*** CASE CLOSE 10/28/2009 04:12 AM clarify
*** Performed by contact: James Kuti, *0410092243_94386
removed center console and repaired connecter at shifter and removed engine room junction block checked connections clearsd codes ok now only code returned for osc mat repolaced mat ok now

Kia Motors America
Technical Assistance Center

Case Numbe [redacted]

Vehicle Data

Model/Year: 2,009 SPECTRA5 **Engine:** G4G4GC8H **Model Code: 25582**

VIN: KNAFE24159[redacted] **Mileage:** 47,111

Prod Date: 6/11/2008 12:00:00AM **Warranty Start Date:** 3/22/2009 12:00:00AM

Dealer/Contact Data:

Dealer: FL117 Fuccillo Kia of Cape Coral

Phone: 2392427000 **FAX:**

Contact: Shaun Muskevitsch **Contact Title:** **Service District:**

Case Details:

Case Title: MIL - SRS - Telltale

Symptom: Warning Light On **DTC:**

System: Restraints

Component: Passenger Presences Sensor

Resolution:

Case History

*** NOTES 09/06/2013 05:05 AM clarify Action Type: Manager review
*** Performed by contact: Shaun Muskevitsch, 2392427000
*** This is a Request for Assistance ***

Problem Description :
c/s that the pass side airbag is not arming with a passenger seated upright and straight in the seat.

Diagnostics Performed :
tested system with several people. found that if you sit off center and slowly move to center and then sit straight in seat the light will stay on. as if the weight sensors are no is the right positions.

*** PHONE LOG 09/06/2013 05:33 AM Pacific Daylight Time JTaylor-TL Action Type:Web Contact
Advice 1: If you have confirmed the issue, get approval to replace the seat cushion.

*** CASE CLOSE 09/12/2013 04:27 AM clarify
*** Performed by contact: Shaun Muskevitsch, 2392427000
waiting on parts. will advise when parts arrive. thanks

THIRD PARTY ARBITRATIONS

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 04/14/08
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]
Mailing address: [redacted]
City: Palmyra State: VA Zip code: [redacted]
[redacted]

SECTION 2: VEHICLE INFORMATION

Make: Kia Model: Spectra Year: 2007 Current mileage: 8500
Name(s) that appears on the vehicle title: Ricky Spray
Selling dealer/city/state: Price Kia, Charlottesville, VA
Primary Servicing dealer/city/state: Price Kia,
Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no
Purchase/lease date: 10/01/07 Mileage at purchase/lease:
First repair attempt date: 12/01/07 First repair attempt mileage: 0
How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ 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)

Customer would like the vehicle fixed properly or replaced it.

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

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

Case Number [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
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
lights stay on after the car is shut off		3		yes
knocking sound in left front wheel area on hard turns		3		yes
passenger air bag sensor malfunction		3		

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

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

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

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

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 04/17/09
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]			
Mailing address: [redacted]			
City: Russellville	State: TN	Zip code: [redacted]	
Day phone: [redacted]	Evening phone:	Cell phone:	
Fax: [redacted]	E-mail address:		

SECTION 2: VEHICLE INFORMATION

Make: Kia	Model: Spectra	Year: 2007	Current mileage: 29000
Name(s) that appears on the vehicle title: Setsor			
Selling dealer/city/state: Lifetime Kia, Morristown, TN			
Primary Servicing dealer/city/state: Rusty Wallace Kia- Morristown,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 11/14/07	Mileage at purchase/lease:		
First repair attempt date: 04/01/08	First repair attempt mileage: 0		
How often is the vehicle used for business purposes (percentage): 60 %	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)

She wants the vehicle replaced with no additonal cost.

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

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
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**
passenger side air bag does not work correctly		7		yes
popping noise (sway bar links fell apart)		1		no
right front wheel bearing needed to be replaced		1		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

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

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

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 03/31/15
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: Leesville State: LA Zip code: [redacted]
Day phone [redacted]
Fax: E-mail address [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Kia Model: Spectra Year: 2008 Current mileage: 65000
Name(s) that appears on the vehicle title: [redacted]
Selling dealer/city/state: ALEXANDRIA - ALL STAR KIA, , LA
Primary Servicing dealer/city/state: ALL STAR KIA,
Acquired as ☐ new ☒ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no
Purchase/lease date: 06/15/1201 Mileage at purchase/lease:
First repair attempt date: 03/31/15 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: 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)

they have had several complaints about the same problem and same model no. Not to mention they have had 146,000 recalls on different vehicles for same issue. I would like them to fix this issue without cost to us. This is clearly a manufacturing problem. We should not have to deal with this cost.

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

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
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**
Airbag light and disabled airbag				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

Please mail or fax this completed form with <u>copies</u> 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
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

LINDA LINGLE
GOVERNOR

JAMES R. AIONA, JR.
LT. GOVERNOR

LAWRENCE M. REIFURTH
DIRECTOR
DEPARTMENT OF COMMERCE AND
CONSUMER AFFAIRS

JO ANN M. UCHIDA
COMPLAINTS AND
ENFORCEMENT OFFICER

STATE OF HAWAII
REGULATED INDUSTRIES COMPLAINTS OFFICE
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
LEIOPAPA A KAMEHAMEHA BUILDING
235 SOUTH BERETANIA STREET, NINTH FLOOR
HONOLULU, HAWAII 96813
FAX: (808) 586-2670
TELEPHONE: (808) 586-2660
www.hawaii.gov/dcca/rico

HILO OFFICE
345 KEKUANAOA STREET, SUITE 12
HILO, HAWAII 96720

KONA OFFICE
KEAUHOU SHOPPING CENTER
ROOM 162
78-6831 ALII DRIVE
KAILUA-KONA, HAWAII 96740

MAUI OFFICE
1063 LOWER MAIN STREET, SUITE C-216
WAILUKU, HAWAII 96793

KAUAI OFFICE
3060 EIWA STREET, ROOM 204
LIHUE, HAWAII 96766

June 23, 2009

Via Regular Mail

[redacted]
Waipahu, Hawaii[redacted]

RECEIVED
JUN 29 2009
CONSUMER AFFAIRS

Via Certified Mail, Return Receipt Requested

Kia Motors America, Inc.
Attention: Marius Lopez
P.O. Box 52410
Irvine, California 92619-2410

Re: [redacted]v. Kia

Dear Parties:

Receipt is acknowledged of a Demand for Arbitration under the State Certified Arbitration Program (SCAP). Enclosed to the Manufacturer is a copy of the Consumer's Demand form together with enclosures.

At this time, we request that the Manufacturer's Statement and its $200.00 filing fee be submitted to the Administrator within 10 days from the date of receipt of this letter.

The Manufacturer is also requested to supply the Administrator with **three (3)** copies of the following:

The applicable warranty of the subject vehicle.

The Service History of the subject (include complete copies of work orders).

[redacted]

If the Manufacturer cannot obtain these documents within the 10-day time limit, it should transmit its completed Manufacturer's Statement first and then transmit the rest of the documents as soon as it receives them. The Manufacturer's Statement may be faxed to the Administrator at (808) 586-2670.

The $200.00 check made payable to "Director of Finance" should be mailed to the following address:

Attn: Bobbi W.Y. Lum-Mew, Esq.
Regulated Industries Complaints Office
Leiopapa A Kamehameha Building
235 South Beretania Street, 9th Floor
Honolulu, HI 96813

The Manufacturer is hereby notified that if the $200.00 statutorily-mandated fee and the Manufacturer's Statement are not timely received by the Administrator, the Manufacturer's presentation of evidence at the arbitration and the weight given to any such evidence is entirely at the discretion of the Arbitrator.

Please note, in its statement the Manufacturer should advise the Administrator whether it plans to participate in person or via telephone.

If a subpoena is required, please ask this office for the appropriate form and instructions as soon as possible.

If you should have any questions, I can be contacted at (808) 586-2660.

Very truly yours,

Bobbi Lum-Mew

BOBBI W.Y. LUM-MEW
SCAP Case Administrator

BLM:mdj

Enclosure to Consumer: Consumer Worksheet; Hawaii Lemon Law Statute; Hawaii Lemon Law Administrative Rules; Video Note; Prepare Your Case Information

Enclosure to Manufacturer: Demand for Arbitration and attachments; Manufacturer's Statement form

Certified Mail
Return Receipt No. [redacted]

Consumer's Name: _____ SCAP Case No: _____

Manufacturer Rep's Name: _____ Phone: _____
Fax: _____
Email: _____

MANUFACTURER'S STATEMENT

Pursuant to H.A.R. §§ 16-181-8 and -9, you must submit this completed statement, the requested documents, and the $200 filing fee within 10 days from the date of your receipt of the demand for arbitration. This statement may be submitted by fax to (808) 586-2670.

1. The manufacturer did/did not receive notice of the defect from the consumer before the Lemon Law rights period expired.

2. The manufacturer does/does not wish to inspect the motor vehicle before the arbitration hearing.

3. The manufacturer will/will not be represented by an attorney at the arbitration hearing.

4. The manufacturer will participate in person/by telephone at the arbitration hearing.

5. The manufacturer will call the following witnesses to testify at the arbitration hearing:

_____

6. The manufacturer denies the consumer's claim that the motor vehicle qualifies for relief under the Lemon Law for the following reason(s):

   a. Insufficient opportunity to repair;

   b. Inadequate notice to the manufacturer;

   c. Defect does not constitute "substantial impairment" of use, safety, or market value;

   d. Defect is not likely to cause death or serious bodily injury if the vehicle is driven;

   e. Vehicle was not out of service by reason of repair for one or more defects for a cumulative total of 30 or more business days during the Lemon Law rights period;

   f. Defect has been corrected;

   g. Complaint does not fall within Lemon Law rights period;

   h. Demand for arbitration was not filed within one (1) year from expiration of Lemon Law rights period;

   i. Defect is the result of consumer's abuse, neglect, or unauthorized modifications or alterations of the motor vehicle;

   j. Other (please explain): _____

   _____

7. List relevant technical service bulletins or reports and attach copies:

_____

NOTE: Pursuant to H.A.R. § 16-181-20(a), if you fail to appear at the arbitration hearing, fail to pay the filing fee, or fail to submit your response, you will be considered in default.

DEMAND FOR ARBITRATION

TO: NAME KIA AMERICA Inc.
(Manufacturer's Name)

ADDRESS 111 Peters Canyon Rd.

CITY AND STATE Irvine, CA ZIP CODE 92606

DEALER or LESSOR NAME ALOHA KIA OF WAIPAHU

REGISTERED OWNER [redacted]

RE: VEHICLE MAKE KIA MODEL SPECTRA YEAR 2008

( ) Manual Transmission or (✓) Automatic Transmission

ORIGINAL PURCHASE DATE 6-14-08 PURCHASE PRICE $ 20,839.99

VEHICLE ID NUMBER KNAFE 12198[redacted]

ODOMETER READING at time of this application 12,633

In accordance with Chapter 481I, Hawaii Revised Statutes, I (We), the undersigned party(ies), hereby demand arbitration.

I hereby certify the following:

I. (Check only one)

A. (✓) This vehicle is used primarily for personal, family and/or household use.

B. ( ) This vehicle is individually registered and used for business purposes as well as for personal, family or household purposes.

C. ( ) This vehicle is owned or leased by a sole proprietorship, corporation or partnership which has purchased or leased no more than one vehicle per year, used for household, individual, or personal use in addition to business use.

II. (✓) The gross weight of this vehicle does not exceed 10,000 pounds, gross vehicle weight rating.

III. (✓) I have notified the Manufacturer in writing about the alleged defect(s) and have given the Manufacturer a reasonable opportunity to correct the defect(s). (Attach three [3] copies of letter written to the Manufacturer and return receipt).

IV. (✓) My vehicle's factory (manufacturer's) warranty expires on 6/14/18 (Attach three [3] copies of warranty).

V. I hereby certify that during the lemon law rights period, the following condition(s) were met (check all that apply and provide proof at the hearing):

A. (✓) My vehicle's defect was subject to examination or repair at least once, but continues to be a defect which is likely to cause death or serious bodily injury if the vehicle is driven.

PROBLEM: Defective Pass. Airbag REPAIR DATE(S): 6/25/08, 8/5/08, 8/7/08, 8/14/08

B. (✓) My vehicle's defect was subject to examination or repair three or more times for the same problem by the manufacturer or its authorized agents, and the problem still exists. (Attach extra sheets if necessary to show all the problems and repair dates.)

PROBLEM	DATE 1	DATE 2	DATE 3
Defective Passenger Airbag	6/25/08	8/5/08	8/7/08 8/14/08

C. ( ) My vehicle has been out of service by reason of repair for a cumulative total of thirty or more business days during the Lemon Law Rights period. (Attach extra sheets if necessary to show all the repair dates.)

	PROBLEM	DAYS OUT OF SERVICE FOR REPAIR	DATE REPORTED	ODOMETER READING	WORK ORDER #
1.	Passenger Side Airbag is off	1	6/24/08	655	7212
2.	- same -	1	8/4/08	2266	7496
3.	- same -	2	8/5/08	2285	7514
4.	- same -	1	8/13/08	2395	7569

VI. Which problem(s) mentioned above, continues to exist? The passenger side air bag, Yes until now. (Do not leave this section blank)

VII. RELIEF SOUGHT ( ) replacement vehicle (✓) refund $ full

VIII. INCIDENTAL EXPENSES (e.g. towing, rental car, etc.) $_____

I hereby request arbitration of my case in person with the arbitrator, any witnesses, and relevant documents by the State Certified Arbitration Program. I certify that all statements made in connection with this demand for arbitration are true and correct to the best of my knowledge. I understand that this document and its attachments are records of the DCCA.

Signed: _____ Date: 6/15/09
(may be signed by representative)

Name(s) of Claimant [redacted] Name of Attorney or other representative _____

Address [redacted] dress _____

Telepho[redacted] ephone _____

Telepho[redacted] x No. _____

Cell No. [redacted]

Fax No. [redacted]

Email [redacted]

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Service Fax: (808) 935-5346

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Kailua Kona, HI 96740
Phone: (808) 326-7350
Service Fax: (808) 329-6364

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MICHELLE VIERRA 61565	TAG NO. 7212	INVOICE DATE 06/25/08	[redacted]	
[redacted]	LABOR RATE 105.00	LICENSE NO.	MILEAGE 655	COLOR SILV/GRY	[redacted]
WAIPAHU, HI [redacted]	YEAR / MAKE / MODEL 08/KIA/SPECTRA/4DSD EX AUTO		DELIVERY DATE 06/14/08	DELIVERY MILES 24	
	VEHICLE I.D. NO. KNAFE121985 [redacted]		SELLING DEALER NO.	PRODUCTION DATE 07/01/07	
	F. T. E. NO.	P. O. NO.	P.O. DATE 06/25/08		
[redacted]	COMMENTS			MO: 657	

LABOR & PARTS

J# 1 10K1Z *DRIVEABILITY TECH(S):14850 WARRANTY

CUSTOMER STATES WHEN DRIVING CAR PULLS TO THE LEFT.
CHECK AND REPORT
INSPECTED UNDERCARRIAGE NO PROBLEMS FOUND ROADTESTED VEHICLE
AND FOUND THAT IT FOLLOWS THE CROWN OF THE ROAD. VEHICLE
OPERATING AS PER DESIGN

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 15K1Z *BODY ELECTRICAL TECH(S):14850 WARRANTY

CUSTOMER STATES WHEN DRIVING ACCELERATING CABLE CAME OFF
BRACKET. HE REINSTALLED NOW IT WORKS PLEASE INSPECT AND
REPORT
INSPECTED CABLE FOUND IT ATTACHED PROPERLY NO PROBLEMS FOUND
T

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15K1Z-1 BODY ELECTRICAL TECH(S):14850 WARRANTY

CUSTOMER STATES WHEN SHE IS SITTING ON PASS FRONT SEAT AIRBA
G LIGHT SHOWS OFF INSPECT AND REPORT
ROADTESTED VEHICLE WITH ANOTHER TECH FOUND IT WORKING
PROPERLY NO PROBLEMS FOUND
/

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS
232-1234

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL. SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!!

CUSTOMER SIGNATURE

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X
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERANTSIH4E CC604317 C (02/07)

PAGE 1 OF 1

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

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Phone: (808) 326-7350
Service Fax: (808) 329-6364

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MICHELLE VIERRA 61565	TAG NO. 7496	INVOICE DATE 08/05/08	INVOICE NO. [redacted]
[redacted]	LABOR RATE 105.00	LICENSE NO. [redacted]	MILEAGE 2,266	COLOR SILV/GRY	ST [redacted]
WAIPAHU, HI [redacted]	YEAR / MAKE / MODEL 08/KIA/SPECTRA/4DSD EX AUTO		DELIVERY DATE 06/14/08	DELIVERY MILES 24
	VEHICLE I.D. NO. K N A F E 1 2 1 9 8 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE 07/03/07
	F.T. E. NO.	R.O. NO.	R.O. DATE 08/05/08	
[redacted]	COMMENTS			MO: 2267

LABOR & PARTS

J# 1 15K1Z *BODY ELECTRICAL TECH(S):14417 WARRANTY

CUSTOMER STATES AIRBAG LGIHT COMES ON WHILE SHE IS SITTING
IN CHAIR PASS FRONT INSPECT AND REPORT
TECH SCAN AIRBAG SYSTEM FOUND NO CODES.ROAD TESTED WITH
ANOTHER PERSON AIRBAG WORKING TO FACTORY SPECS.
(SPOKE TO TECH LINE ABOUT CUSTOMER WEIGHT 110,120
POUNDS TECH LINE SAID THAT COULD BE RIGHT AT MARK
WHERE THE AIRBAG LIGHT MIGHT FLICKER NEED TO HAVE
CUSTOMER ROAD TEST IN ANOTHER SPECTRA TO VERIFY)

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
E/BIRD

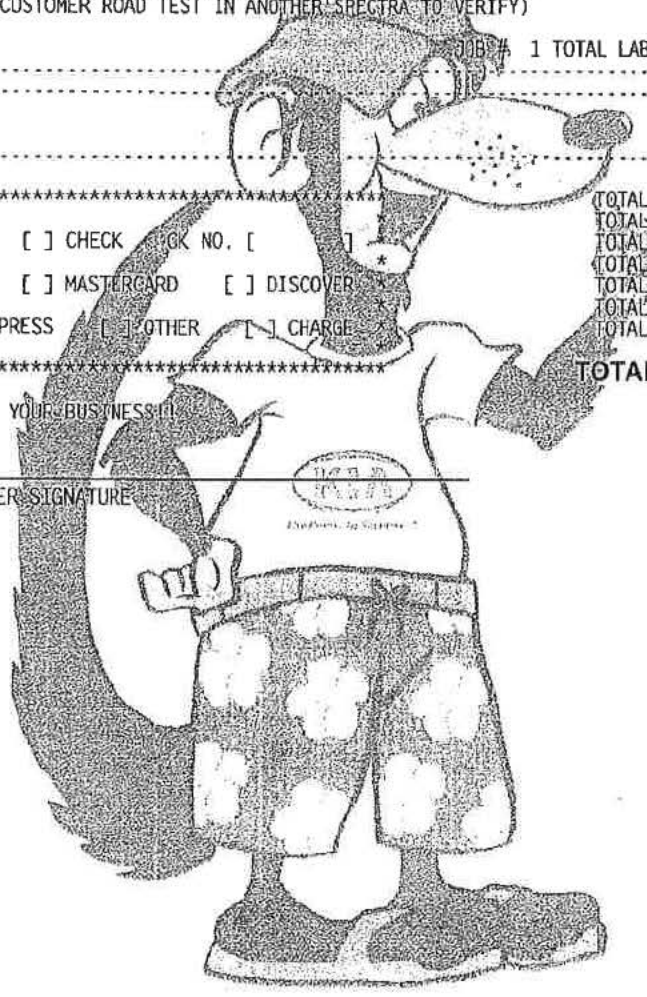
TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK [ ] CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!!

CUSTOMER SIGNATURE



SHOP SALES

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X
CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Reynolds and Reynolds ERANTSI14E CC834317 O 12/07

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Kailua Kona, HI 96740
Phone: (808) 326-7350
Service Fax: (808) 329-6364

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JASON R AKEO 14402	TAG NO. 7514	INVOICE DATE 08/07/08	[redacted]
[redacted]	LABOR RATE 105.00	[redacted] MILEAGE 2,285	COLOR SILV/GRY	[redacted]
WAIPAHU, HI [redacted]	YEAR/MAKE/MODEL 08/KIA/SPECTRA/4DSD EX AUTO		DELIVERY DATE 06/14/08	DELIVERY MILES 24
	VEHICLE I.D. NO. KNAFE121985 [redacted]		SELLING DEALER NO.	PRODUCTION DATE 07/03/07
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/07/08	
[redacted]	COMMENTS			MO: 2286

LABOR & PARTS

J# 1 15K1Z *BODY ELECTRICAL TECH(S):14850 WARRANTY

CUSTOMER STATES PASSENGER AIR BAG LIGHT DOES NOT TURN OFF WITH PASSENGER.
TECH HAD ROAD TESTS WITH CUSTOMER IN HER CAR AIRBAG LIGHT DOES STAY ON. THEN ROAD TEST WITH ANOTHER VEHICLE WITH CUSTOMER AIRBAG LIGHT OFF. CALL TECH LINE SAID TO REPLACE SEAT MAT SENSOR. BACK ORDER PASSENGER SEAT MAT PARTS DEPT WILL NOTIFY WHEN PARTS COME IN.

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
232-1234

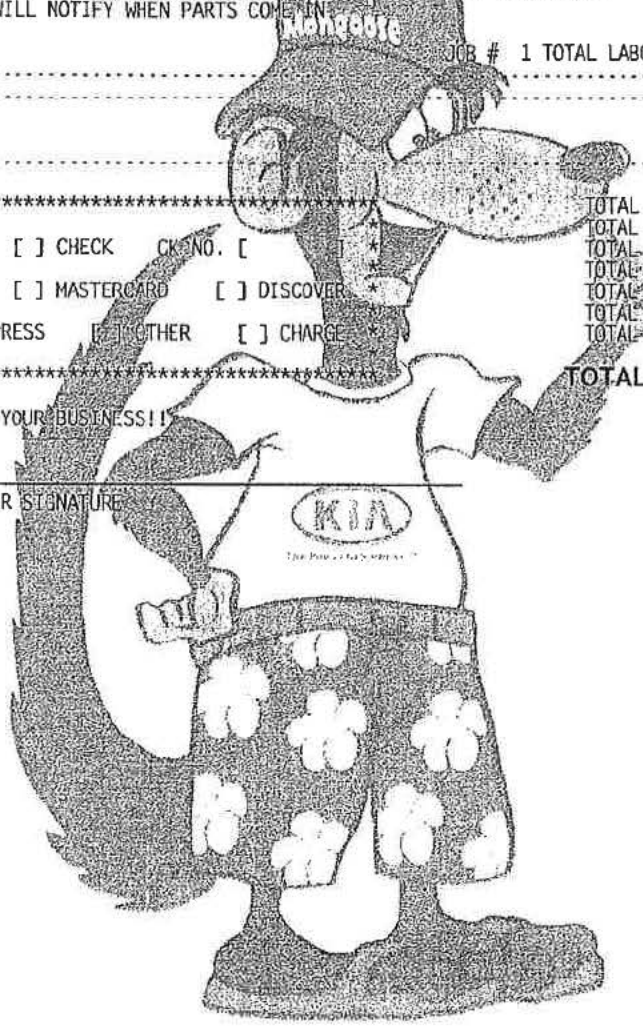
TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



SHOP SALES

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The Reynolds and Reynolds Company ERAINTSI4E C0334317 O (0207)

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Phone: (808) 326-7350
Service Fax: (808) 329-6364

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MICHELLE VIERRA 61565	TAG NO. 7569	INVOICE DATE 08/14/08	INVOICE NO. [redacted]
[redacted]	LABOR RATE 105.00 [redacted]	MILEAGE 2,399	COLOR SILV/GRY	ST [redacted]
WAIPAHU, HI [redacted]	YEAR / MAKE / MODEL 08/KIA/SPECTRA/4DSD EX AUTO		DELIVERY DATE 06/14/08	DELIVERY MILES 24
[redacted]	VEHICLE I.D. NO. K N A F E 1 2 1 9 8 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE 07/03/07
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/14/08	
[redacted]	COMMENTS			MO: 2400

LABOR & PARTS

J# 1 22K1Z BODY ELECTRICAL TECH(S):14417 WARRANTY

CUSTOMER STATED PASS. AIRBAG LIGHT DOES NOT TURN OFF WITH PASSENGER. BOP IN-FRONT CUSHION ASSY. FOUND PASS. SEAT BOTTOM SENSOR NOT WORKING RIGHT. REMOVED AND REPLACED PASS. SEAT AND REPLACED SEAT BOTTOM CUSHION. RETESTED VERIFIED REPAIR COMPLETE 88020R00-0.5 N86/C06

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88202-2F702293	CUSHION ASSY,FRO		

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 04K1Z *FRONT END/STEERING TECH(S):14417 WARRANTY

CUSTOMER STATES VEHICLE PULLS TO THE LEFT. INSPECT AND REPORT SUBLET TO LEX BRODIES. NO PROBLEMS FOUND. NO ALIGNMENT PERFORM READINGS FOR ALIGNMENT IS WITHIN FACTORY SPECS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	

TOTAL - SUBLET 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

232-1234.

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO: [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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X

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company EPAINTS14E CC6343170 (09/07)

PAGE 1 OF 1

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Kailua Kona, HI 96740
Phone: (808) 326-7350
Service Fax: (808) 329-6364

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MICHELLE VIERRA 61565	TAG NO. 7718	INVOICE DATE 09/02/08 [redacted]
[redacted]	LABOR RATE 105.00	LICENSE NO. [redacted]	MILEAGE 3,185
WAIPAHU, HI [redacted]	YEAR / MAKE / MODEL 08/KIA/SPECTRA/4DSD EX AUTO		COLOR SILV/GRY [redacted]
[redacted]	VEHICLE I.D. NO. K N A F E 1 2 1 9 8 5 [redacted]		DELIVERY DATE 06/14/08 DELIVERY MILES 24
[redacted]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. PRODUCTION DATE 07/03/07
	COMMENTS		R.O. DATE 09/02/08

MO: 3185

LABOR & PARTS

J# 1 98K1Z-KMALOF KMA/KMFC LOF ONLY TECH(S):915 1.99

CUSTOMER REQUEST OIL AND FILTER CHANGE
KIA VEHICLES ONLY - PREFERRED KMA/KMFC CUST
REQUIRES COUPON AT TIME OF WRITE UP;
INSPECTIONS REVEALED:
COMPLETED OIL CHANGE AND REPLACEMENT OF FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PKW52630035502	ROUTINE SERVICE	9.00	9.00
JOB # 1	1	26300-35503	FILTER ASSY ENGI	****	****
JOB # 1	1	WASHER	GASKET OIL	****	****
			JOB # 1 TOTAL PARTS		9.00
			JOB # 1 TOTAL LABOR & PARTS		10.99

J# 2 15K1Z-*DIAGBDE DIAG BODY ELECTRICAL TECH(S):915 WARRANTY

CUSTOMER STATES PASSENGER AIRBAG LIGHT ON SHOWS OFF WHEN
PASSENGER IS ON THE SEAT SEE HISTORY
CHECKED FOR CODES NO CODES DETECTED
NO SERVICE PERFORMED
/

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1	1.0	5W/30	ENGINE OIL	@ 12.000	/UNIT	12.00
					TOTAL - GOG	12.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ENVIR	HAZ WASTE DISPOSAL FEE		3.25
JOB # A	SS	SHOP SUPPLIES		0.16
			TOTAL - MISC	3.41

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $30.00 (+TAX)

SHOP SALES

FOR SERVICE REPAIRS: FACTORY OEM PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. NON-OEM PARTS & LABOR GUARANTEED FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST.

THE SELLER 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.

X _____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTSHAE CO6343172 D (02/07)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CREDIT SALE CONTRACT-MOTOR VEHICLE
SIMPLE FINANCE CHARGE

Deal Number 57079 Stock Number [redacted]

Buyer Name or Business Name and Buyer Address and Mailing Address (if different) (Including County and Zip Code)	Co-Buyer Name or Business Name and Co-Buyer Address and Mailing Address (if different) (Including County and Zip Code)	Creditor-Seller (Name and Address)
[redacted] WAIPAHU HI [redacted] HONOLULU		ALOHA KIA OF WAIPAHU 94-081 FARRINGTON HIGHWAY WAIPAHU HI 96796

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 and the holder of this Contract (sometimes "we" or "us" in this Contract) the Amount Financed and Finance Charge in U.S. funds according to Your Payment Schedule below. We will figure the Finance Charge on a daily basis. The Federal Truth-In-Lending Disclosures below are part of this Contract.

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2008	KIA SPECTRA	KNAFE121985[redacted]	[X] personal, family or household [ ] business Mileage: [ ] agricultural 24

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 $ 0.00
2.90 %	$ 1918.49 (e)	$ 20839.99	$ 22758.48 (e)	$ 22758.48 (e)

(e) means estimate

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	316.09	Monthly beginning 07/29/2008
	(e)	

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of $ 50.00 or 5 % of the part of the payment that is late, whichever is less.

Prepayment. If you pay off all your debt early, you will not 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, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 A	Cash Price including Accessories	$ 16895.00
B	Safety Inspection Fee Paid to Seller	$ 14.70
C	Other N/A	$ N/A
D	Other N/A	$ N/A
E	Other N/A	$ N/A
F	Other N/A	$ N/A
G	General Excise Tax	$ 930.29
H	Other Tax N/A	$ N/A
	Total Cash Price (A through H)	$ 17839.99 (1)
2	Total Downpayment	
	Trade-In (Year) (Make) (Model)	
	Gross Trade-In Allowance	$ N/A
	Less Pay Off Made By Seller	$ N/A
	Equals Net Trade-In (Indicate if negative amount)	$ N/A
	+ Cash	$ N/A
	+ Dealer Rebate	$ N/A
	+ Manufacturer Rebate	$ N/A
	+ Other N/A	$ N/A
	Total Downpayment	$ N/A (2)

(Instructions if Net Trade-In above is a negative amount: Seller may apply cash and rebates to the negative Net Trade-In AND (1) enter any remaining positive amount as the Total Downpayment OR (2)

Insurance. You may buy the physical damage insurance this Contract requires (see back) from anyone you choose who is acceptable to us. However you can't get it through 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.

If any insurance is checked below, policies or certificates from the named 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

[ ] Credit Disability (Buyer Only)

	Premium	Term
Credit Life $	N/A	N/A
Credit Disability $	N/A	N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not 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. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Signature of Buyer Requesting Coverage Date

Signature of Co-Buyer Requesting Coverage Date

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. IT DOES NOT MEET THE REQUIREMENTS FOR PROOF OF FINANCIAL RESPONSIBILITY UNDER HAWAII LAW.

Returned Check Charge: You agree to pay a charge of up to $ 30.00 as the law permits if any check you give us is dishonored.

Total Downpayment $ N/A (2)

(Instructions if Net Trade-In above is a negative amount: Seller may apply cash and rebates to the negative Net Trade-In AND (1) enter any remaining positive amount as the Total Downpayment, OR (2) enter $-0- as the Total Downpayment and enter any remaining negative amount in Other Charges 4H as "Prior Credit or Lease Balance." If Seller does NOT apply cash and rebates to a negative Net Trade-In amount, enter cash and rebates as the Total Downpayment without regard to the negative Net Trade-In amount, and enter the Negative Trade-In amount in Other Charges 4H as "Prior Credit or Lease Balance".)

3 Unpaid Balance of Cash Price (1 minus 2) $ 17839.99 (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 Optional Gap Contract		$ 595.00
D Official Fees Paid to Government Agencies		$ N/A
E Government Taxes Not Included in Cash Price		$ N/A
F Government License and/or Registration Fees		$ 165.00 (e)
G Government Certificate of Title Fees		$ N/A
H Other Charges (Seller must identify who is paid and describe purpose)		
to N/A for Prior Credit or Lease Balance		$ N/A
to Seller for Documentary Fee (not a governmental fee)		$ 245.00
to N/A for N/A		$ N/A
to COVEREDGE for SERVICE CONTRAC		$ 1995.00
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		$ 3000.00 (4)

5 Amount Financed (3 + 4) $ 20839.99 (5)

(e) means estimate

of up to $ 50000 as the law permits if any check you give us is dishonored.

SERVICE CONTRACT (Optional). By initialing below, you request a Service Contract written with the following company for the term shown below. The cost is shown in Item 4H of the Itemization of Amount Financed.

Company COVEREDGE

Terms: The first of 120 months or 100000 miles

Buyer's Initials [redacted] Deductible 200.00

Seller's Right to Cancel If Buyer and Co-Buyer sign here, and if Seller is unable to assign this Contract to a [redacted] provisions of the Seller's Right to Cancel will apply.

[redacted]

Signatures of Co-Buyer

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is $ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4C of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this Contract.

Term 72 Mos. MSP Name of Gap Contract

I want to b[redacted]

Buyer Sign[redacted]

☐ (ch[redacted]ed vehicles only) **"AS IS"**

THIS VEHICLE SOLD "AS IS". YOU WILL HAVE TO PAY FOR ANY REPAIRS NEEDED AFTER SALE. IF WE HAVE MADE ANY PROMISES TO YOU, THE LAW SAYS WE MUST KEEP OUR PROMISES, EVEN IF WE SELL "AS IS". TO PROTECT YOURSELF, ASK US TO PUT ALL PROMISES IN WRITING.

Buyer Signs Date Co-Buyer Signs Date

This ☐ IS ☒ IS NOT a door-to-door sale. There ☐ IS A ☒ IS NO 3-DAY RIGHT TO CANCEL on this purchase.

[redacted] Customer's Initials Salesperson's or Dealer's Initials

HOW THIS CONTRACT CAN BE CHANGED. This Contract contain[redacted]ween you and us relating to this Contract. Any change to this Contract must be in writing and we must sign it. No oral changes are binding. Buyer Sig[redacted] Co-Buyer Signs X If any part of this Contract is not valid, all other parts stay valid. We [redacted]orcing any of our rights under this Contract without losing them.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this Contract and retain its right to receive a part of the Finance Charge.

ACKNOWLEDGEMENT. You agree to the terms of this Contract. You confirm that before you signed this Contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it. You acknowledge that this Contract contains an agreement to arbitrate disputes.

F	Government License and/or Registration Fees	$ 165.00	(e)
G	Government Certificate of Title Fees	$ N/A	
H	Other Charges (Seller must identify who is paid and describe purpose)		
	to N/A for Prior Credit or Lease Balance	$ N/A	
	to Seller for Documentary Fee (not a governmental fee)	$ 245.00	
	to N/A for N/A	$ N/A	
	to COVEREDGE for SERVICE CONTRAC	$ 1995.00	
	to N/A for N/A	$ N/A	
	to N/A for N/A	$ N/A	
	to N/A for N/A	$ N/A	
	to N/A for N/A	$ N/A	
	to N/A for N/A	$ N/A	
	to N/A for N/A	$ N/A	
	to N/A for N/A	$ N/A	
	Total Other Charges and Amounts Paid to Others on Your Behalf	$ 3000.00	(4)
5	Amount Financed (3 + 4)	$ 20839.99	(5)

(e) means estimate

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI Insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI Insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is** $ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4C of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this Contract.

Term 72 Mos. NSD Name of Gap Contract

I want to b[redacted]

Buyer Sign[redacted]

☐ (check if applicable - used vehicles only) **"AS IS"**

THIS VEHICLE SOLD "AS IS". YOU WILL HAVE TO PAY FOR ANY REPAIRS NEEDED AFTER SALE. IF WE HAVE MADE ANY PROMISES TO YOU, THE LAW SAYS WE MUST KEEP OUR PROMISES, EVEN IF WE SELL "AS IS". TO PROTECT YOURSELF, ASK US TO PUT ALL PROMISES IN WRITING.

Buyer Signs Date Co-Buyer Signs Date

This ☐ IS ☒ IS NOT a door-to-door sale. There ☐ IS A ☒ IS NO 3-DAY RIGHT TO CANCEL on this purchase.

[redacted] Initials Salesperson's or Dealer's Initials

HOW THIS CONTRACT CAN BE CHANGED. This Contract contains th[redacted]tween you and us relating to this Contract. Any change to this Contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs [redacted] Co-Buyer Signs X
If any part of this Contract is not valid, all other parts stay valid. We may [redacted]forcing any of our rights under this Contract without losing them.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may keep part of the Contract and retain its right to receive a part of the Finance Charge.

ACKNOWLEDGEMENT. You agree to the terms of this Contract. You confirm that before you signed this Contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it. You acknowledge that this Contract contains an agreement to arbitrate disputes.

NOTICE TO THE BUYER: Do not sign this Contract before you read it. When you sign this Contract, you are entitled to a cop[redacted]t that is filled in, in every necessary respect. You should keep it. This Contract is covered by Hawaii's credit sale law, a[redacted]ights of a buyer under that law. You also may have rights under other state and federal laws.

CREDIT SALE CONTRACT

Buyer Sign[redacted] Date 06/14/08 Co-Buyer Signs X Date

DOOR-TO[redacted]TICE. If the above sale is a door-to-door sale: YOU, THE BUYER, MAY CANCEL THIS TRANSAC[redacted]ME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSAC[redacted]TTACHED NOTICE OF CANC[redacted]F THIS RIGHT.

Co-Buyers and Other Owners --- A co-buyer is a person who is responsible for payin[redacted] the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the veh[redacted]

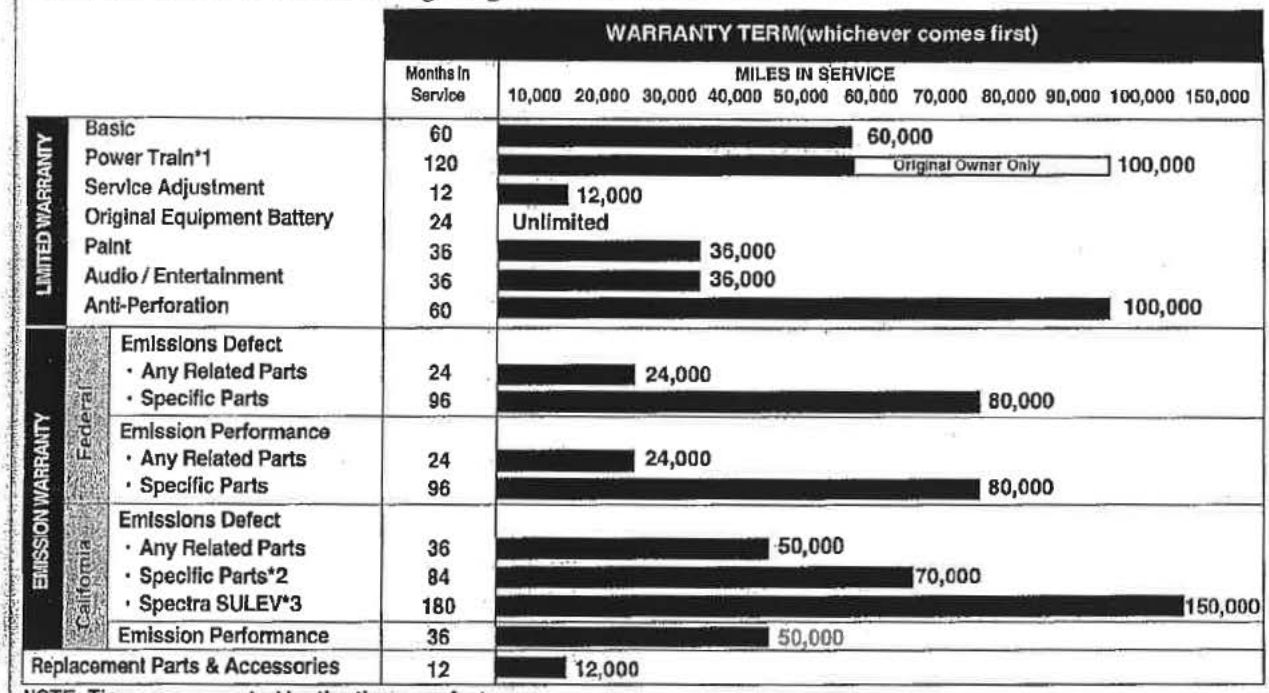
Other owner signs here X

Seller signs ALOHA KIA OF WAIPAHU Date 06/14/[redacted] Title MANAGER

©2007 The Reynolds and Reynolds Company TO ORDER: www.rrsource.com; 1-800-344-0996; fax 1-800-531-9055

Warranty Coverage at a Glance

This overview chart illustrates warranty coverage and term by months and miles. Please refer to the appropriate sections in this book for detailed information regarding each of these warranties.



NOTE: Tires are warranted by the tire manufacturers.
*1 Original owner 120 Months/100,000 Miles Second and Subsequent Owner(s) 60 Months/60,000 Miles.
*2 Except those specified parts covered by the Federal Emission Performance Warranty.
*3 Spectra SULEV covers specific parts for 180 months / 150,000 miles, whichever occurs first.

Via Certified Mail, Return Receipt Requested

LETTER TO THE MANUFACTURER
GIVING NOTICE OF MOTOR VEHICLE DEFECT

To: KIA AMERICA, INC.
(Manufacturer)
111 Peters Canyon Road
Irvine, CA 92606

(obtain Address from Statement of Lemon Law Rights or warranty booket)

Pursuant to the Hawaii Lemon Law, notice is hereby given of the need for repair of a continuing defect or condition, covered by the manufacturer's warranty:

3X attempts have been made to repair the same defect or condition

The vehicle has been out of service for 2 or more business days

The problem (is) is not one which is likely to cause death or serious bodily injury if the vehicle is driven. (Please Circle)

Description of Defect(s):

PASSENGER SIDE AIRBAG IS "OFF" ACCORDING TO INDICATOR LIGHT (INCONSISTENTLY) EVEN WHILE PASSENGER IS SEATED PROPERLY & IS OVER REQUIRED WEIGHT OF 100 LBS. + (OVER)

Vehicle Make KIA SPECTRA Model 4DSD EX AUTO

Year 2008 VIN# KNAFE121985 [redacted]

Name, Address & City/State of Selling Dealer or Leasing Co.

KIA MOTORS FINANCE CO. P.O. BOX 20875

Date of Purchase: 6/14/08

Odometer Reading at Date of Purchase (If known) 26

Present Odometer Reading 11,261

Name, Address & City/State of Dealer(s) Attempting Previous Repairs:

Aloha KIA 94-081 Farrington Hwy. Waipahu, HI 96797

Consumer Name [redacted]

Home Phone [redacted] ness Phone [redacted]

Address [redacted] Waipahu HI [redacted]

Signature [redacted] Date 5/8/09

Keep a copy for y [redacted]

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete Item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

KIA Motors America Inc.
111 Peters Canyon Rd
Irvine, CA 92606

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X [signature] ☐ Agent ☐ Addressee

B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

MAY 26 2009 USPS

3. Service Type
☑ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number
(Transfer from service label) [redacted]

PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540

UNITED STATES POSTAL SERVICE

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• S[redacted]his box •

[redacted]
Waipahu, HI [redacted]

NOTICE OF CONSUMER RIGHTS UNDER HAWAII'S LEMON LAW

FOR NEW MOTOR VEHICLES

If a vehicle has a defect that ***substantially*** impairs the use, safety, or value of the vehicle and a reasonable opportunity to repair has been provided, the manufacturer may be required to provide a refund or replacement vehicle to the consumer under the Lemon Law. To make this determination, a consumer may be eligible for the State Certified Arbitration Program (SCAP) administered by the Department of Commerce and Consumer Affairs when the vehicle's defect has been subject to examination or repair during the manufacturer's express warranty and within 24,000 miles and 2 years of the original delivery of the vehicle to a consumer (the Lemon Law Rights Period). At least one of the following must apply:

1. a "nonconforming defect" has been examined or repaired three or more times and the defect continues to exist; or
2. a "life-threatening safety defect" has been examined or repaired at least once and the defect continues to exist; or
3. the vehicle has been out of service because of repair of one or more defects for thirty (30) or more cumulative business days.

The manufacturer or its authorized dealer should provide this notice at time of purchase. If you received this notice, you must give the ***manufacturer*** **written notice** of the defect before the Lemon Law Rights Period expires. The manufacturer's address is as follows:

KIA Motors America, Incorporated
111 Peters Canyon Road
Irvine, CA 92606

Whenever a vehicle is returned from diagnosis or repair under the manufacturer's warranty, the dealer must provide a legible itemized repair order. It is very important to keep copies of all repair orders.

Obtain more information to determine if you qualify to participate in the State Certified Arbitration Program (SCAP) by contacting:

Regulated Industries Complaints Office
235 S. Beretania Street, 9th Floor
Honolulu, HI 96813
(808) 587-3222

www.hawaii.gov/dcca/rico

If you qualify, your case must be initiated within one year after the expiration of the Lemon Law Rights Period. There is a $50.00 filing fee to process your case, which will be returned to you if you win after an arbitration hearing. The arbitration decision will be issued within forty-five (45) days after your case is initiated by the program.

* * * * * *

I understand that it is the dealer's direct responsibility to provide me with this notice of my rights at the time that I purchase or lease my new motor vehicle.

I have been provided with a copy of this document including the address of the manufacturer's contact.

Signature: X [redacted]

Date: 6/14/08

This information is provided by the Hawaii State Department of Commerce and Consumer Affairs in conjunction with:

Corporate Office
2841 N. Nimitz Hwy.
Honolulu, HI 96819
Phone: (808) 833-8000
Fax: (808) 833-1777

94-081 Farrington Hwy.
Waipahu, HI 96797
Phone: (808) 677-4500
Fax: (808) 678-3144

"Your Ohana Dealer!"
Aloha Auto Group
We've Got You Covered. All Islands!
KIA The Power to Surprise™
FUSO TRUCKS

99 E. Wakea Street
Kahului, HI 96732
Phone: (808) 877-4545
Fax: (808) 877-7771

226 Kanoelehua Ave.
Hilo, HI 96720
Phone: (808) 935-3500
Fax: (808) 935-3502

74-5035 Queen Kaahumanu Hwy.
Kailua Kona, HI 96740
Phone: (808) 329-2278
Fax: (808) 329-2218

Dealer: Give a copy of the signed document to the consumer and keep a copy of the signed document on file for 2 years to be made available to the DCCA upon request.