



KIA MOTORS

Consumer Assistance Center Case Report

Printed By: RHall

Case Number - K2049889

08/24/2011 09:49:31 AM

Case Details

Title: Seeking Replacement veh - scratching, visors, a/c, brakes, seat foam

VIN:

Prio

Cas

Own

Status: Working

Case Type Level3: Not Applicable

Contact Details

Name

Phon

Addre

Addre

City:

Fax:

Email:

Dealer Details

Code: TN042

Name: Cumberland Kia

1 The vehicle is very very cheaply made
2 I have made parts for Honda and other vehicles
3 I have never seen the quality like this
4 There was scratches on the dash, vinyal man repaired it - still doesnt look good
5 The dlr said that someone was using Armoral to clean it and it is peeling
6 The dash is getting scratches really easy, console is getting scratched
7 On drivers side seat you can see the foam where the seat doesnt come down
8 My sunvisor melted, they replaced the sunvisor
9 The maintenance guy got grease all over the headliner - that is my complaint about the dealer
10 This is very very cheaply made, anytime someone gets in the vehicle the glove box scratches
11 Only one time which I never mentioned to the Kia dealer, while going 15 mph, after a rain, the brakes kept grabbing, I didnt think I was going to stop , felt I was going to run into person in front of me- I dont know if it is the anti-lock brakes or what
12 My a/c blows out smoke, like steam, out of the a/c
13 If I could I would trade if for something else

Wrt stated

1 Apologized

2 What are you requesting of Kia Motors?

Mrs Tenpenny stated

1 If I could I would try to trade for the Sorento or the Sportage because I heard they are made better

2 I dont know what to do- this is a very cheaply made vehicle

3 I dont want to have to pay for something so cheaply made- \$300/month

Wrt stated

1 Apologized

2 What are you requesting of Kia Motors?

1 I dont know what my options are
2 the dlr said they could try to work with me for a trade
3 I feel like the dlr lied to me to get for me to buy the car
4 The service department is horrible

Wrt stated

1 Apologized, Kia is not involved in the sales of the vehicle, the dlr would be the resource to work with if you are requesting to trade your vehicle in

2 You can also consult your WCIM, wrt can document a complaint against the quality of the vehicle if you like? or against the dlr if you like?

3 Wrt would be happy to research any concerns or request you may have - What are you specifically requesting of Kia Motors?

Case History

- 1 I dont know, I dont know where to start
2 If I could trade it I would and I could get a better quality vehicle

Wrt stated

- 1 apologized, wrt understands you are upset
research any concerns or request you may have - What are you specifically requesting of Kia Motors?

- 1 Can I trade the vehicle in for a new one? I want a different vehicle!
2 This vehicle is a piece of crap!
3 I am very picky about my vehicles!
4 The whole vehicle is a piece of crap for \$300/month this is a crap vehicle!
5 Even the passenger side visor has bubbles in it, it looks horrible
6 The dash, glove box, and console scratch so easily and I dont have any kids or anything
7 I want a new vehicle !!

Wrt stated

- 1 apologized
2 Wrt will be happy to research your request
3 Wrt will need to get in contact with dlr svc mgr and DPSM
4 this research will take a couple of days
5 once necessary information is obtained wrt will call you to advise when case will be forwarded to Regional office for further handling and review
6 Please consult your WCIM, each state's laws are different

Mrs Tenpenny stated

- 1 I should not have to research my own state laws or research anything
2 This vehicle is a piece of crap

Wrt stated

- 1 apologized
2 Wrt will be happy to research your request
3 Wrt will need to get in contact with dlr svc mgr and DPSM
4 this research will take a couple of days
5 once necessary information is obtained wrt will call you to advise when case will be forwarded to Regional office for further handling and review
6 Please consult your WCIM, each state's laws are different
7 Gave case # and ext #
[!<For Internal Use Only:
>!]

*** PHONE LOG 08/24/2011 09:45:24 AM (Local Time) RHall Action Type: Outgoing call

Wrt called to speak to Svc Mgr Danny

- 1 Calling to get diagnosis and repair history for customer

Danny Svc Mgr stated

- 08/20/11 - replaced sun visor drivers side, oil change
05/21/11 - oil change
10/25/10 - completed two SA
Email was sent to DPSM yesterday regarding customer's concerns
I read case notes - Customer has never complained to dlr about trim or brake concern
Warranty wont cover scratches on the trim from outside influence, that is not a mfr defect
The customer mentioned she wanted a Sportage or Sorento, gave that information to Sales Mgr Odis Rice, not sure what transpired from that
[!<For Internal Use Only:
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- 1 Janie Tenpenny owner of 2011 Soul with 9500 miles
2 Customer alleges vehicle has poor quality
3 Customer states concerns with interior scratching, visors, a/c, brakes, seat foam
4 Customer is seeking replacement vehicle of Sportage or Sorento
5 Wrt is forwarding case to the Region - please advise if you got case information
6 Robyn 1-800-333-4542 x46422 or email rhall@kiaconsumeraffairs.com
[!<For Internal Use Only:
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*****End Case Report K2049889 *****