



Consumer Assistance Center Case Report

Printed By: KJohnson

Case Number - K2354997

09/18/2012 07:23:23 AM

Case Details

Title: TL -- dlr: radio will not turn on

VIN: [REDACTED]

Mileage: 1322

Status: Working

Priority: Priority

Severity: High

Call Source: Techline Escalation

Owner: Karen Johnson

Owner Email: KJohnson@kiaconsumeraffairs.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Audio System

Case Type Level4: Audio Controller/Display Operation

Contact Details

Nam

Pho

Add

Add

City:

Dealer Details

Code: NJ058

Name: Kemper Kia

Case History

*** PHONE LOG 09/13/2012 01:00:35 AM (Local Time) sa Action Type:

Techline case (T2354623) created on 2012-09-12 18:40:10 by Kemper Kia.

Please contact dealership and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

Problem Description :

Radio will not turn on.

Customer stated that smoke came from dash when radio cut out.

Diagnostics Performed :

Removed radio, verified power and ground to radio. No burned wires found under dash area

[!<For Internal Use Only:

>!]

*** CASE ACCEPTED 09/13/2012 07:04:10 AM (Local Time) JHirshfield

from Queue Techline_90 to WIP East Coast / South.

*** PHONE LOG 09/18/2012 06:51:27 AM (Local Time) KJohnson Action Type: Outgoing call

Called nj058 and Bob stated:

1 - we installed new radio head

2 - Antonio Rufa, 908-2308749

[!<For Internal Use Only:

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*** PHONE LOG 09/18/2012 06:56:55 AM (Local Time) KJohnson Action Type: Outgoing call

Called cst, who stated:

Case History

- 1 - I'm satisfied with the repair, but I'm not happy
- 2 - After 6 weeks, the car has been in the shop twice
- 3 - First time, there was an oil leak
- 4 - Now the radio
- 5 - I'll call you if I have any further problems with the veh in the next year
- 6 - I don't have anything to write w/; please email me consumer affairs information
- 7 - my email zammaro49@gmail.com

Writer:

- 1 - Apologized; understand concern
- 2 - if you have any further issues in the next year, please contact this office
- 3 - there are restrictions on outbound email; wtr will send you a letter which reads as if we did not talk
- 4 - ignore the body of the letter; case no. and wtr information are in heading and closing

Customer:

- 1 - Thank you
- [!<For Internal Use Only:
>!]

*** NOTES 09/18/2012 07:01:22 AM (Local Time) KJohnson Action Type: E-mail sent

"Call me" email sent to customer

[!<For Internal Use Only:
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*******End Case Report K2354997*******