

**KIA MOTORS**

Consumer Assistance Center Case Report

Printed By: ATorres

Case Number - K1842482

02/01/2011 01:19:48 PM

Case Details**Title:** Concerned with Quality 4X in 6 months, compensation.**VIN** [REDACTED] **Mileage:** 6000**Priority:** Non-Priority**Severity:** Low**Status:** Working**Case Type Level1:** Complaint**Case Type Level2:** [REDACTED] **Case Type Level3:** Not Applicable**Owner:** Ana Torres**Owner Email:** [REDACTED]**Dealer Details****Code:** OH065**Name:** Classic Kia of Streetsboro**Case History**

*** PHONE LOG 01/27/2011 12:49:56 PM (Local Time) ATorres Action Type:

[!<For Internal Use Only:
>!]

*** PHONE LOG 01/27/2011 01:05:52 PM (Local Time) ATorres Action Type: Incoming call

Cst states:

1. I've had veh 6 month and it's been in 4 times for different issue.
2. I'm concerned on how veh was made.
3. This time CEL and O/D off light was on.
4. OH065 said it was the gas cap wasn't put on right.
5. The first time 2 weeks after I got the veh the left speaker blow and caused smoke I was scared.
6. I found it was related to the recall that caused it.
7. I had to go back in for the part since they had to order it.
8. Nov the CEL came on and it was on due to wiring in the computer
9. Then this issue.
10. Yesterday OH065 offered me to wait an hour or they would give me a loaner. I decided to wait.
11. 30 minutes later She come out to me and said tech will need to look it tomorrow and gave me loaner which I really didn't need because if they would have looked it they could have fixed it.
12. Now I have to pay for gas in a car I didn't need to use.

Wrt states:

1. Updated, no SC, apologized.
2. You have full warr on veh for manuf defects.
3. Was the O/D button pushed?

Cst states:

1. I don't know where it's at?

Wrt states;

1. On the gear shifter.

Cst states;

1. So I could have hit it by accident.
2. It was hard to drive the veh with it off.

Case History

Wrt states:

1. Some info about CEL.
2. CEL can come on for many different reasons
3. If on solid, no symptoms, check gas cap
4. If starts to flash, stop driving and have Kia RSA tow to Kia dlr
5. Most common cause is loose gas cap.
6. OK to drive for short period of time with CEL on solid, no symptoms
7. If was loose gas cap, will not go off immediately after tightening
8. Will have to wait until computer runs that diagnostic again and finds OK
9. If stays on or gas cap is not loose, call dlr and make appt for diagnosis.

Cst states:

1. Good to know.
2. Dlr did ask me if I put gas.
3. I hadn't I was pulling into a gas station. I had put gas for 2 weeks.
4. It's a gas cap how hard can it be to put on.

Wrt states:

1. Will document complaint on quality of veh and perhaps it can even influence a change in Design both positive and negative.
2. At this time are you asking anything from Kia.

Cst states;

1. A Peace offering.

Wrt states:

1. Will review this with DPSM and call you back.
2. Provided file number and wrt ext.

[!<For Internal Use Only:
>!]

*** PHONE LOG 01/28/2011 02:14:42 PM (Local Time) ATorres Action Type: Outgoing call

Wrt called OH065 spoke to Brian srv mgr and states;

1. Calling for diagnosis.

Brian state:

1. Last time we replaced connects to PCM, Code P0455 for large evap leak came up.
2. We adv gas cap may have not been put on correctly from the last fill or she put gas in well the engine was on.
3. This time She came in with CEL and said it was felling jumpy.
4. We put her in a loaner car because DCS was down.
5. She was not happy with that and that she had to put gas in the car.
6. She also said the veh was not shifting. We check for codes they were non stored, shifting was normal, found update to TCM which we did. She had hit the O/D off button.
7. When she comes in either she did something or we can't duplicate it.

[!<For Internal Use Only:
>!]

*** PHONE LOG 01/28/2011 02:26:39 PM (Local Time) ATorres Action Type: Outgoing call

Wrt called John Salvador DPSM and left VM stated:

1. Original owner is calling in saying veh had been in 4 times in 6 months and is concerned with the Quality of the veh.
3. She is asking for something as a peace offering.
4. She had been in 2 week after purchase for smoke on the left speaker that was related to SC083
5. She had a CEL dlr found P0455, large evap leak.
6. This time she had CEL and O/D off lights on.
7. Dlr had to put cst in a loaner because DCS was down, Cst was not happy about that.
8. Cst shifting concern was related to O/D off button, cst hit it.
9. Dlr CND any issue with veh.
10. Call wrt back, Did you wanted to offer something?

[!<For Internal Use Only:
>!]

*** EMAIL OUT 01/28/2011 03:27:59 PM (Local Time) ATorres Action Type: External email

Ana 1-800-333-4542 X45070

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8. Dlr CND any issue with veh.

Case History

9. Call wrt back, Did you wanted to offer something?

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_K1842482_ATorres_01-28-2011150312.doc>>

*** PHONE LOG 01/28/2011 03:32:04 PM (Local Time) ATorres Action Type: Outgoing call

Wrt called cst and states:

1. Waiting for DPSM to call to call back on compensation.
2. Will call you back

Cst states:

1. Ok. Thank you.

[!<For Internal Use Only:
>!]

*** PHONE LOG 02/01/2011 01:19:32 PM (Local Time) ATorres Action Type: Outgoing call

Wrt called JSalvador DPSM and left VM

1. following up on email and VM about cst request for compensation/ peace offering.
2. Cst veh has been in 4 times in 6 months and is concerned of quality of veh.
3. Call wrt back.

[!<For Internal Use Only:
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Attachments to Case:

File Name

Email Attachment 01/28/2011 03:07:18 PM

Location

\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_K1842482_ATorres_01-28-2011150312.doc

*******End Case Report K1842482*******



Consumer Assistance Center Case Report

Printed By: ATorres

Case Number - K1842482

01/28/2011 03:07:35 PM

Case Details

Title

VIN:

Prior

Case

Own

Contact Details

Name

Phon

Addre

Addre

City:

Dealer Details

Code: OH065

Name: Classic Kia of Streetsboro

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